



Final Report to:

Nambucca Shire Council

From: James Parker
Jetty Research Pty. Ltd.

Project:
2010 Resident Satisfaction Survey



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Front cover: The historic Bowraville Theatre. Photo courtesy of the National Museum of Australia



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Executive Summary

Nambucca Shire Council has commissioned Jetty Research to conduct its 2010 Resident Satisfaction Survey. This year's survey was designed to provide community feedback on the satisfaction with, and importance of specific Council facilities and services, and Council service levels generally. This assessment is designed to be interpreted both on a stand-alone basis, and relative to the similarly constructed 2007 satisfaction survey.

The 2010 survey also measured resident support for a reduction in Councillor numbers, and for a special levy to provide additional funding for road and bridge construction and maintenance.

The 2010 Nambucca Shire resident satisfaction survey was conducted as a random and representative survey of 400 adults who had lived in the Shire for 12 months or more. Councillors and permanent Council employees were precluded from participating. Surveying was conducted from Jetty Research's Coffs Harbour-based CATI (computer-aided telephone interviewing) centre, with calls made between 3.30 and 8pm weeknights from October 11th to 21st.

Random sampling error for a survey of this size is +/- 4.9 per cent at the 95 per cent confidence level. For more information on methodology and sampling error, see pages 7-9.

Among the survey's major results:

1. Resident satisfaction had risen by 5 or more per cent in 15 of the 26 facilities and services measured. It had fallen by 5 or more per cent in only one category, that of bridges.
2. In terms of importance, three facilities – libraries, the Macksville swimming complex and sporting facilities – were deemed of greater importance in 2010 than they had been in 2007. Only environmental monitoring and protection registered a 5+ per cent decline in importance.
3. Consequently, the largest proportion of facilities and services – 11 in all – lay in the preferred “higher importance/higher satisfaction quadrant” (see graph, page 15). Conversely, seven lay in the “higher importance/lower satisfaction” quadrant: these (perceived) key priority areas comprise sealed roads, estuary management, environmental monitoring, public toilets, stormwater drains, youth activities, and bridges.
4. Satisfaction with Council's overall performance had risen 5.8 per cent since the 2007 survey, with a mean rating (on a 1-5 scale) of 3.26.
5. For those who had personally visited Council within the past six months (being 44 per cent of the overall sample) satisfaction with the service received rose from 2007 levels to an extremely high 4.24 mean (again on a 1-5 scale).
6. However for those who had written to or called Council within the past year (numbering 79 and 147 respectively) satisfaction levels were down on the previous survey.
7. Use of the Council website had almost doubled over the past three years, from 12 to 22 per cent of respondents. Age appears no barrier, with 17 per cent of those aged 60-plus having accessed the site. This highlights the growing role of the Council website as a community communication tool.
8. When asked how they would spend a hypothetical \$5 million general use grant, almost half (45 per cent) nominated building and maintenance of roads, with 21 per cent requesting improvements to bridges. Specific infrastructure projects were nominated by 14 per cent, while a similar proportion nominated youth programs or facilities.

9. In relation to Councillor numbers, opinion was almost evenly split between the 43 per cent seeking a reduction in numbers (from nine to seven) and 47 per cent wanting numbers to remain as is. This indicates that there is no clear-cut mood for change.
10. When asked to what extent they were anti- or pro-development, the consensus –as in 2007 – was for a balanced approach between these two extremes.
11. Over 90 per cent of respondents agreed with the notion that Council needs to spend more on road and bridge maintenance. And 64 per cent of those surveyed said they would be prepared to pay a small (50 cents to \$1.50 per week) levy to be spent specifically on improved roads and bridges.

Recommendations:

While the 2010 NSC resident survey shows high – and increasing - levels of satisfaction with current Council activities and priorities, a number of recommendations can be drawn from the results:

1. The survey re-inforces the high proportion of residents that visit the NSC administration centre each year. This in turn emphasises the important role the reception area and frontline staff can play in educating and communicating with residents on key issues.
2. The results shows a clear desire for Council to focus on road and bridge maintenance when determining future funding priorities;
3. Council may wish to review its policies for written communication with disgruntled residents, to ensure they understand: (a) why a particular decision has been taken; and (b) that Council considers their matter resolved;
4. The importance of Council's website as a communication and transaction tool appears to be growing rapidly. Council may wish to consult with its peers to ensure it maintains a comprehensive, user-friendly and appropriately resourced website. There may also be benefit in providing small incentives for paying rates online: this would both drive more ratepayers to the site, and (presumably) lower transaction costs.
5. Survey results indicate that a majority of Nambucca Shire residents would be favourably disposed to a special rates levy designed specifically for road and bridge maintenance and improvement.



James Parker, B. Ec, Grad Cert Applied Science (Statistics), MAMSRS
Managing Director
December 18th 2010

Introduction

Background and Objectives

The Nambucca Shire local government area (LGA), located on the mid-north coast of New South Wales has a total population of 17,897¹ spread across some 1,493 square km. It encompasses (among others) the towns of Nambucca, Macksville and Bowraville.

In September 2010, Council commissioned Jetty Research to conduct a random and representative telephone survey of 400 local residents to measure their satisfaction with Council service levels. The survey was also designed to provide longitudinal (i.e. time-based) comparisons with a similar telephone poll conducted by Jetty Research in November 2007.

In this instance, Council additionally sought community feedback on: (a) the possibility of reducing Councillor numbers; and (b) support for a rates levy dedicated specifically to funding for additional road and bridge building and maintenance.

Methodology

The survey was conducted using a random fixed line telephone poll of 400 residents aged 18+. Respondents were selected at random from a commercially available database of 7,329 residential telephone numbers within the LGA². A survey form was constructed collaboratively between Council management and Jetty Research (see Appendix 1), based on satisfying the above objectives.

Polling was conducted between October 11th and 20th from Jetty Research's Coffs Harbour CATI³ call centre. A team of five researchers called Nambucca Shire residents on weekday evenings (excluding Friday) from 3.30 to 8pm. Where phones went unanswered, were engaged or diverted to answering machines, researchers phoned on up to three occasions at different times of the afternoon or evening.

The poll was conducted on a purely random basis, with no quota sampling applied. Potential respondents were screened to ensure they were aged 18 or over, had lived within the Nambucca Shire for at least 12 months, and were not councillors or permanent Council employees.

Survey time varied from 9 to 32 minutes, with an average of 16.8 minutes. Response rate was satisfactory, with approximately 57 per cent of eligible households reached agreeing to participate.

Please note that due to the nature of the survey, not all respondents answered every question. The number of respondents answering each question is marked as "n = XXX" in the graph accompanying that question. Caution should be taken in analysing some questions due to the small sample size.

Where differences in this report are classed as significant, this implies they are statistically significant based on independent sample t-scores or other analysis of variation (or ANOVA) calculations. In statistical terms, significant differences are unlikely to have been caused by chance alone.

¹ ABS 2006 Census, Usual Residents' Profile

² By way of comparison, the 2006 ABS Census notes 7,168 dwellings within the LGA. Postcodes sourced (from NSW DLG website) were 2440, 2441, 2447, 2448 and 2449. As with any postcode-based source, some records may lie outside LGA boundaries.

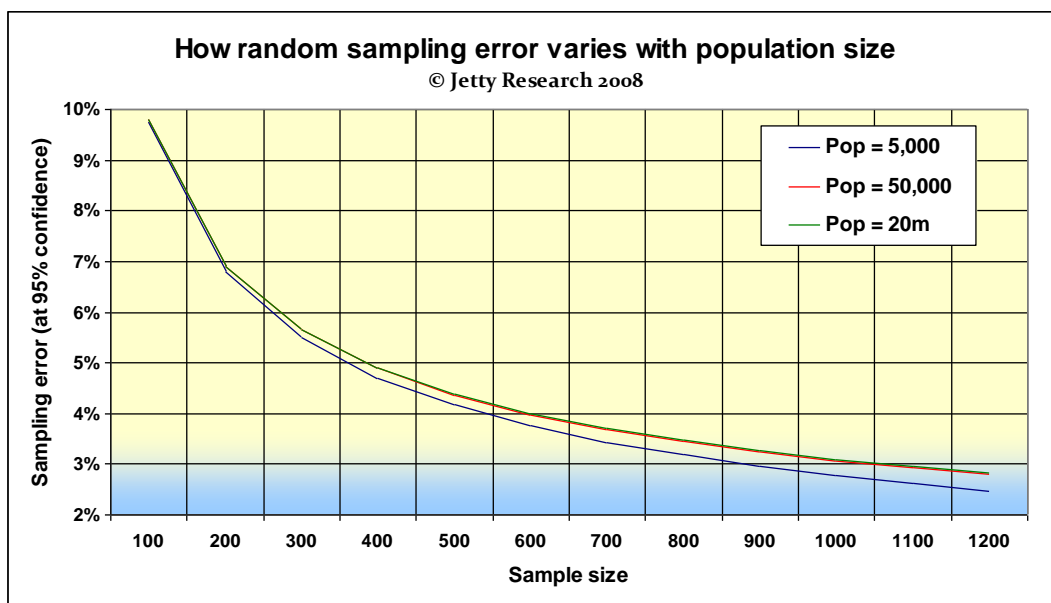
³ Computer-aided telephone interviewing

Sampling error

According to the 2006 ABS Census (Usual Resident profile) the total population of the Nambucca LGA was 17,897, of which 13,741 were aged 18 and over. Based on this latter survey population, a random sample of 400 adult residents implies a margin for error of ± 4.9 per cent at the 95 per cent confidence level. (This means in effect that if we conducted a similar poll twenty times, results should reflect the views and behaviour of the overall survey population to within a ± 4.9 per cent margin in 19 of those 20 surveys.)

As Table i shows, margin for error falls as sample size rises. Hence cross-tabulations or sub-groups within the overall sample will typically create much higher margins for error than the overall sample. For example using the above population sizes, a sample size of 100 exhibits a margin for error of ± 9.8 per cent (again at the 95 per cent confidence level).

Table i: How sampling error varies with sample and population size



In addition to the random sampling error, above, there may also be some forms of non-random sampling error which may have affected results. These include respondents without fixed line phones, the proportion of non-respondents (refusals, no answers etc.) and/or imperfections in the survey database. However there is no evidence (at least in terms of significant variances between demographic groups within the survey sample) to suggest that such non-random error has affected the integrity of the following data.

Sample characteristics

The following breaks down the survey sample by age, gender and town they lived in or nearest to:

Table ii: Breakdown of survey sample by age, gender and nearest town

Residence * Age * Gender Crosstabulation							
Gender				Age			Total
				18-39	40-59	60+	
Male	Residence	Bowraville	Count	4	1	10	15
			% of Total	2.4%	.6%	6.0%	9.0%
		Nambucca	Count	8	37	29	74
			% of Total	4.8%	22.3%	17.5%	44.6%
		Macksville	Count	2	10	21	33
			% of Total	1.2%	6.0%	12.7%	19.9%
		Scotts Head	Count	1	3	6	10
			% of Total	.6%	1.8%	3.6%	6.0%
		Taylors Arm	Count	1	1	2	4
			% of Total	.6%	.6%	1.2%	2.4%
		Valla	Count	1	2	7	10
			% of Total	.6%	1.2%	4.2%	6.0%
		Other	Count	0	9	11	20
			% of Total	.0%	5.4%	6.6%	12.0%
	Total		Count	17	63	86	166
			% of Total	10.2%	38.0%	51.8%	100.0%
Female	Residence	Bowraville	Count	2	2	6	10
			% of Total	.9%	.9%	2.6%	4.3%
		Nambucca	Count	12	53	47	112
			% of Total	5.1%	22.6%	20.1%	47.9%
		Macksville	Count	7	14	24	45
			% of Total	3.0%	6.0%	10.3%	19.2%
		Scotts Head	Count	1	10	5	16
			% of Total	.4%	4.3%	2.1%	6.8%
		Taylors Arm	Count	2	3	7	12
			% of Total	.9%	1.3%	3.0%	5.1%
		Valla	Count	1	7	11	19
			% of Total	.4%	3.0%	4.7%	8.1%
		Other	Count	1	8	11	20
			% of Total	.4%	3.4%	4.7%	8.5%
	Total		Count	26	97	111	234
			% of Total	11.1%	41.5%	47.4%	100.0%

Respondents to this random telephone survey exhibited the following characteristics:

- 58 per cent were female, against 42 per cent male;
- 11 per cent of the sample was aged 18-39, against 40 per cent aged 40-59 and 49 per cent aged 60+;
- 80 per cent of the sample were ratepayers within the Nambucca Shire LGA;
- 60 per cent lived in an urban area, with the balance residing in villages or rural areas;
- 47 per cent of the sample had lived in the region for 20 years or more, while 31 per cent had lived there for ten years or less.

The survey results are hence skewed towards older residents and (marginally) towards females. While both are common within random fixed line telephone surveys, results should be interpreted in this light.

The survey sample has not been subjected to any particular quotas, nor have results been post-weighted to meet particular demographic characteristics.

Questions 1 and 2: Satisfaction and Importance

Table 1.1: Satisfaction with Council facilities and services, from highest to lowest mean score (using a 1-5 scale where 1 = very poor and 5 = excellent)

SATISFACTION MEANS	N		Mean	Std. Deviation
	Valid	Missing		
Pool complex in Macksville	121	279	4.29	.779
Libraries	256	144	4.25	.778
Water supply	339	61	4.23	.905
Sewage collection and treatment	194	206	4.14	.862
Garbage and recyclables	373	27	4.09	.975
Sporting facilities	192	208	3.78	.894
Beaches	358	42	3.73	1.065
Council saleyard	39	361	3.72	.826
Parks, reserves and playgrounds	336	64	3.64	.976
Public halls	215	185	3.61	.940
Cleanliness of streets	385	15	3.58	.989
Street Lighting	337	63	3.43	1.064
Services for the elderly	146	254	3.38	1.109
Footpaths and cycleways	330	70	3.22	1.196
Dog control	317	83	3.17	1.331
Tourism and tourism promotion	353	47	3.13	1.061
Stormwater drainage	336	64	2.95	1.167
Environmental monitoring and protection	234	166	2.90	1.087
Weed control	312	88	2.88	1.100
DAs	119	281	2.84	1.150
Bridges	343	57	2.77	1.145
Estuary management	256	144	2.75	1.184
Public Toilets	283	117	2.75	1.077
Economic development/ investment attraction	267	133	2.66	1.040
Sealed roads	388	12	2.61	1.059
Youth activities	94	306	2.53	1.259
Climate Change planning	118	282	2.42	1.015
Unsealed roads	208	192	2.32	1.057

Table 1.1 shows the mean (i.e. average) satisfaction score for each of 28 different facilities and services measured by Council in this survey. Facilities and services are ranked from highest satisfaction mean to lowest: those above the red line scored a mean higher than the median score of three.

Note that standard deviation (SD) measures variance of opinion: hence the lower the SD score, the greater the agreement between respondents.

Table 1.2: Satisfaction with Council facilities and services 2010 vs. 2007: mean scores using a 1-5 satisfaction scale (1 = very poor and 5 = excellent)

Facility or service	2010	2007	Change
Council pool	4.29	4.20	2.1%
Libraries	4.25	4.06	4.8%
Water supply	4.23	4.00	5.8%
Sewage	4.14	3.84	7.8%
Garbage/Recyclables	4.09	3.89	5.2%
Sporting facilities	3.78	3.50	8.0%
Saleyards	3.72	3.33	11.7%
Parks, reserves and playgrounds	3.64	3.52	3.5%
Public halls	3.61	3.28	10.2%
Clean streets	3.58	3.39	5.7%
Street lighting	3.43	3.22	6.5%
Services for elderly	3.38	3.08	9.6%
Footpaths	3.22	2.80	14.9%
Dog control	3.17	3.13	1.2%
Tourism promotion	3.13	3.06	2.3%
Stormwater drainage	2.95	3.01	-2.0%
Environmental monitoring & protection	2.90	2.62	10.6%
Weed control	2.88	2.74	4.9%
DAs	2.84	2.62	8.4%
Bridges	2.77	2.95	-6.0%
Estuary management	2.75	2.51	9.7%
Public toilets	2.75	2.52	9.1%
Economic development	2.66	2.73	-2.5%
Sealed roads	2.61	2.65	-1.5%
Youth activities and services	2.53	2.30	10.1%
Unsealed roads	2.32	2.36	-1.6%

Table 1.2 compares results for the 26 Council-managed facilities and services rated in both the 2007 and 2010 resident satisfaction surveys. Those marked in green have shown a rise in satisfaction of 5 per cent or more, while those in red are 5+ per cent down on 2007.

The good news is that 15 of the 26 facilities or services had a significantly higher satisfaction rating this time around. Chief among these are footpaths (up 15 per cent), saleyards (up 12 per cent)⁴, environmental monitoring and protection (up 11 per cent), and public halls, youth services and estuary management (all 10 per cent higher).

Only one facility was down significantly on 2007, this being bridges.

⁴ However saleyard result is statistically unreliable given that only 39 respondents were able to rate this facility

Table 1.3: Differences in satisfaction between urban and rural/village respondents

Facility/Service Satisfaction	Urban		Rural/Village		Difference
	Mean	N	Mean	N	
Council saleyard	4.00	14	3.56	25	0.44
Sealed roads	2.76	236	2.38	152	0.39
Beaches	3.87	217	3.51	141	0.36
Sporting facilities	3.89	115	3.62	77	0.26
Stormwater drainage	3.03	224	2.79	112	0.25
Public halls	3.70	128	3.48	87	0.22
Bridges	2.86	202	2.65	141	0.22
Dog control	3.24	201	3.03	116	0.21
Footpaths and cycleways	3.28	218	3.11	112	0.17
Environmental monitoring and protection	2.97	132	2.80	102	0.17
Libraries	4.31	157	4.16	99	0.15
Parks, reserves and playgrounds	3.70	207	3.55	129	0.15
Economic development/investment attraction	2.73	153	2.58	114	0.15
Weed control	2.93	189	2.79	123	0.14
Tourism and tourism promotion	3.18	208	3.06	145	0.12
Street Lighting	3.46	222	3.37	115	0.09
Water supply	4.25	238	4.19	101	0.06
Climate Change planning	2.43	63	2.40	55	0.03
Services for the elderly	3.38	91	3.36	55	0.02
Garbage and recyclables	4.10	237	4.08	136	0.02
Unsealed roads	2.33	115	2.31	93	0.02
Youth activities	2.53	57	2.54	37	-0.01
Public Toilets	2.74	163	2.76	120	-0.02
Sewage collection and treatment	4.13	143	4.16	51	-0.02
DAs	2.83	64	2.85	55	-0.03
Cleanliness of streets	3.56	237	3.62	148	-0.06
Pool complex in Macksville	4.24	71	4.36	50	-0.12
Estuary management	2.70	157	2.84	99	-0.14

The table above shows differences in mean satisfaction scores between Nambucca Shire residents living in urban areas, and those living in rural areas or villages. Differences exceeding 5 per cent are marked in bold, while the red line marks the dividing line between higher satisfaction in urban areas, and higher satisfaction in rural areas and villages.

These findings suggest that urban residents are more satisfied in the majority of instances, and in 11 instances significantly more so. Rural and urban residents, meanwhile, were significantly more satisfied only in relation to estuary management.

Table 1.4: Importance of Council facilities and services to respondent or their family, from highest to lowest mean score (where 1 = very unimportant and 5 =very important)

IMPORTANCE MEANS	N		Mean	Std. Deviation
	Valid	Missing		
Water supply	339	61	4.72	.557
Sealed roads	388	12	4.63	.675
Garbage and recyclables	373	27	4.61	.678
Cleanliness of streets	385	15	4.43	.775
Libraries	256	144	4.40	.848
Bridges	343	57	4.36	.926
Sewage collection and treatment	194	206	4.35	.881
Footpaths and cycleways	330	70	4.34	.929
Services for the elderly	147	253	4.32	.958
Stormwater drainage	336	64	4.28	.940
Youth activities	94	306	4.28	1.130
Parks, reserves and playgrounds	336	64	4.27	.915
Estuary management	256	144	4.27	1.077
Pool complex in Macksville	121	279	4.21	1.079
Beaches	358	42	4.17	1.128
Sporting facilities	193	207	4.15	1.002
Street Lighting	337	63	4.14	.998
Public Toilets	283	117	4.11	1.026
Environmental monitoring and protection	234	166	4.10	1.078
Unsealed roads	208	192	3.96	1.177
Weed control	312	88	3.94	1.050
Dog control	317	83	3.93	1.199
Tourism and tourism promotion	353	47	3.92	1.158
Economic development/investment attraction	267	133	3.91	1.170
DAs	120	280	3.81	1.154
Climate Change planning	118	282	3.80	1.362
Public halls	215	185	3.69	1.077
Council saleyard	39	361	3.26	1.464

Table 1.4 shows the importance of different Council-managed facilities and services to respondents and their families. The red line marks the mid-point between higher- and lower rated facilities or services.

Again, standard deviation indicates the degree of variance in results between respondents. Note in this case there is often an inverse correlation between importance mean and standard deviation: this implies that some facilities and services with lower means are of high importance to some, but little or no importance to others.

Table 1.5: Importance of Council facilities and services 2010 vs. 2007: mean scores (where 1 = very unimportant and 5 = very important)

Facility/service	2010	2007	Change
Water supply	4.72	4.63	1.9%
Sealed roads	4.63	4.57	1.3%
Garbage/Recyclables	4.61	4.46	3.3%
Clean streets	4.43	4.29	3.4%
Libraries	4.40	4.15	6.1%
Bridges	4.36	4.29	1.7%
Sewage	4.35	4.41	-1.5%
Footpaths	4.34	4.28	1.4%
Services for elderly	4.32	4.30	0.5%
Stormwater drainage	4.28	4.29	-0.2%
Youth activities and services	4.28	4.12	3.8%
Parks, reserves and playgrounds	4.27	4.14	3.2%
Estuary management	4.27	4.41	-3.3%
Council pool	4.21	3.89	8.1%
Sporting facilities	4.15	3.84	8.1%
Street lighting	4.14	4.28	-3.3%
Public toilets	4.11	4.29	-4.3%
Environ monitoring & protection	4.10	4.37	-6.2%
Unsealed roads	3.96	3.86	2.5%
Weed control	3.94	3.94	-0.1%
Dog control	3.93	3.97	-1.0%
Tourism promotion	3.92	4.00	-2.0%
Economic development	3.91	4.00	-2.2%
DAs	3.81	3.86	-1.3%
Public halls	3.69	3.77	-2.2%
Saleyards	3.26	3.41	-4.5%

Table 1.5 compares the perceived importance of 26 different facilities and services in 2010 against the equivalent 2007 survey. Again, significant increases are shown in green and decreases in red.

Three facilities – libraries, the Macksville swimming complex and sporting facilities were deemed of greater importance this time around, while environmental monitoring and protection (perhaps surprisingly) dropped in perceived importance.

Graph 1.1: Comparison of satisfaction and importance means

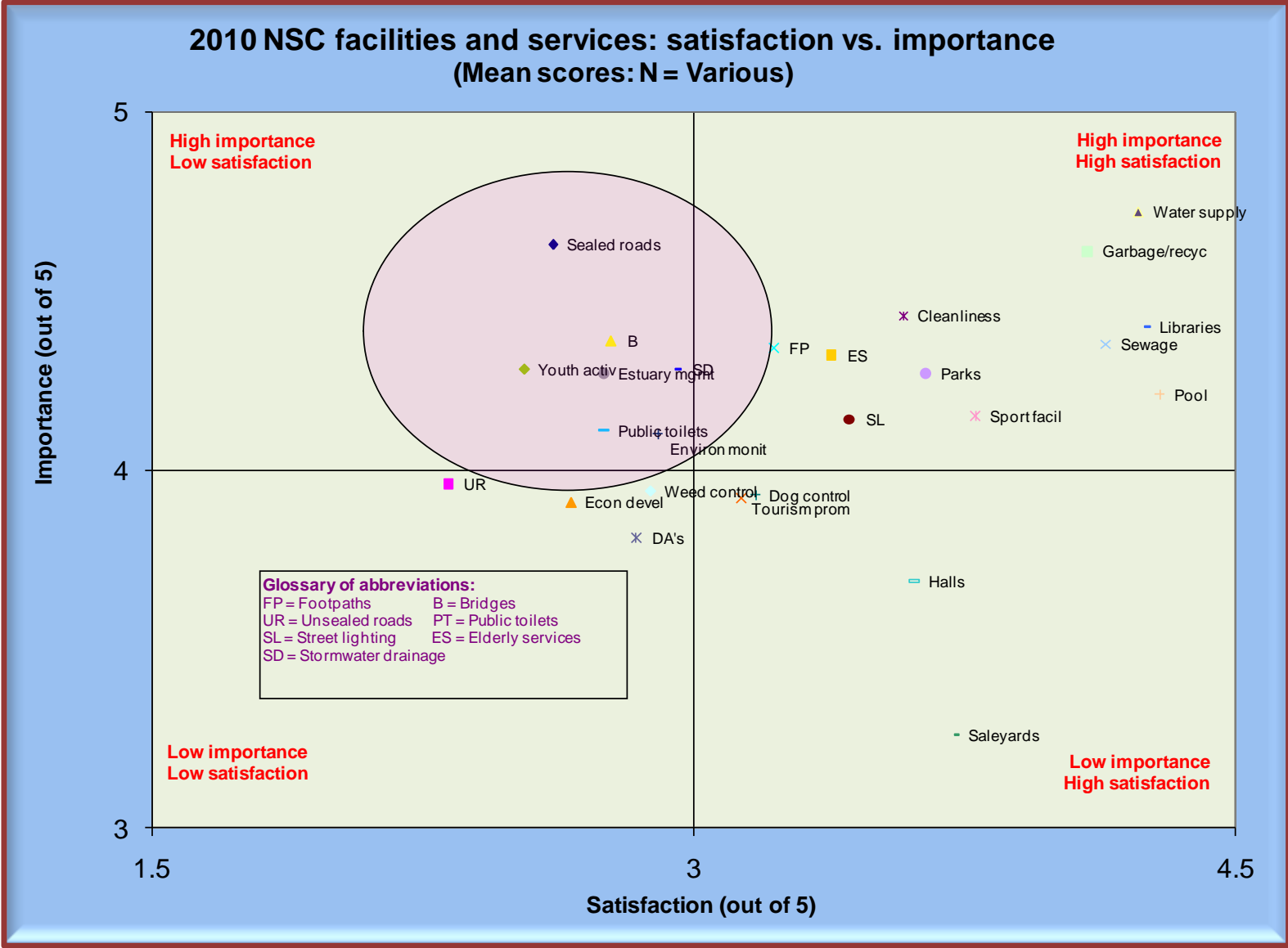


Table 1.6: Summary of satisfaction and importance quadrants

High Importance, low satisfaction	High importance, high satisfaction
Sealed roads	Water supply
Bridges	Garbage/recycling
Youth activities	Sewage
Estuary management	Libraries
Stormwater drains	Pool complex at Macksville
Public Toilets	Cleanliness of streets
Environmental monitoring	Parks, reserves and playgrounds
	Sporting facilities
	Street lighting
	Elderly services
	Footpaths/cycle ways
Low importance, low satisfaction	Low importance, high satisfaction
Unsealed roads	Public halls
Development applications	Tourism and tourism promotion
Economic development and investment	Dog Control
Weed control	Saleyards

(N.B. Changes from 2007 quadrant marked in bold)

Table1.7: Summary of increases and decreases in importance and satisfaction vs. 2007

Higher Importance vs. 2007	Higher Satisfaction vs. 2007
Pool complex at Macksville (+8.2%)	Footpaths/cycleways (+15%)
Sporting facilities (+8.1%)	Saleyards (+11.7%)
Libraries (+6%)	Environmental monitoring (+10.7%)
	Public halls (+10.1%)
	Youth activities (+10.0%)
	Elderly services (+9.7%)
	Estuary management (+9.6%)
	Public Toilets (+9.1%)
	Development applications (+8.4%)
	Sporting facilities (+8.%)
	Sewage (+7.8%)
	Street lighting (+6.5%)
	Water supply (+5.8%)
	Cleanliness of streets (+5.6%)
	Garbage/recycling (+5.1%)
	Weed control (+5.1%)
Lower importance vs. 2007	Lower satisfaction vs. 2007
Environmental monitoring (-6.1%)	Bridges (-6.1%)

Comment:

This is an unashamedly good result for Nambucca Shire Council. As summarised in Table 7.1, satisfaction levels have risen by 5 per cent or more in 16 of the 26 facilities and services measured⁵, and fallen by 5-plus per cent in just one instance.⁶

For those unfamiliar with the satisfaction/importance matrix (Graph 1.1 and Table 1.6), this allows us to plot the satisfaction (horizontal axis) and importance (vertical axis) of each facility or service, and then to categorise each of these into one of four importance/satisfaction quadrants. The key areas of concern for any council are those facilities/services deemed to be of higher importance but lower satisfaction, as shown in the top left quadrant of Graph 1.1.

Conversely, the “sweet spot” is to have facilities and services in the top right, “higher satisfaction/higher importance” quadrant. And this indeed is where the highest proportion of Nambucca Shire services sit in the minds of residents.

It’s also interesting to note that services such as the Macksville pool, local sporting facilities and libraries were considered significantly more important in 2010 than they were in 2007.

The main area of concern is local bridges, which fell in satisfaction from last survey’s already low levels. This issue is also considered of relatively high importance.

While stormwater drains slipped from higher to lower satisfaction quadrants, the change (-2 per cent) is not considered significant.

⁵ i.e. in both surveys. Beaches and climate change planning were added in 2010.

⁶ Note we have considered that this result may have been influenced by the higher proportion of urban respondents in this survey (60 per cent of sample) against 2007 (50 per cent). If 2010 results are weighted to account for this change, the percentage difference in satisfaction scores never exceeds 1.5 per cent, and in most cases is less than 1 per cent.

Questions 3 and 4: Overall satisfaction

Graph 3.1: Satisfaction with Council's overall performance (using a scale of 1-5, where 1 is very dissatisfied and 5 is very satisfied)

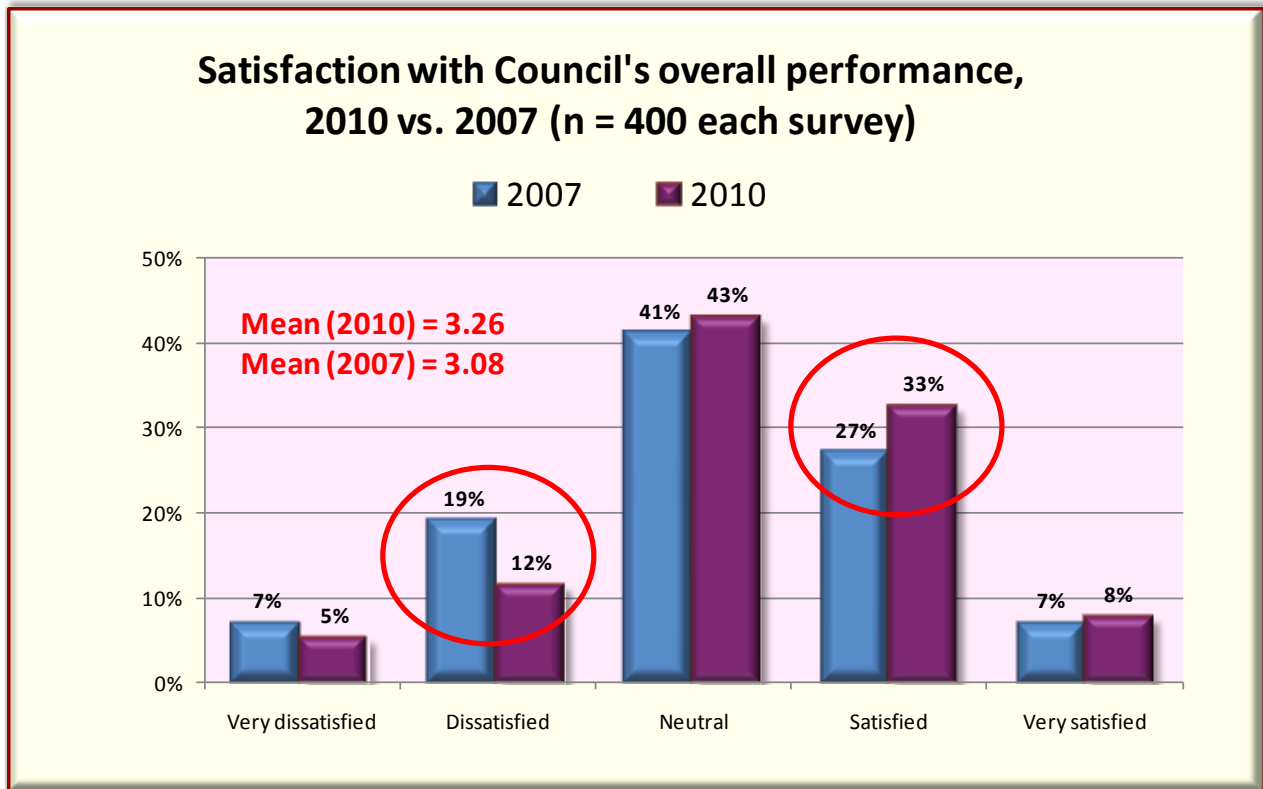
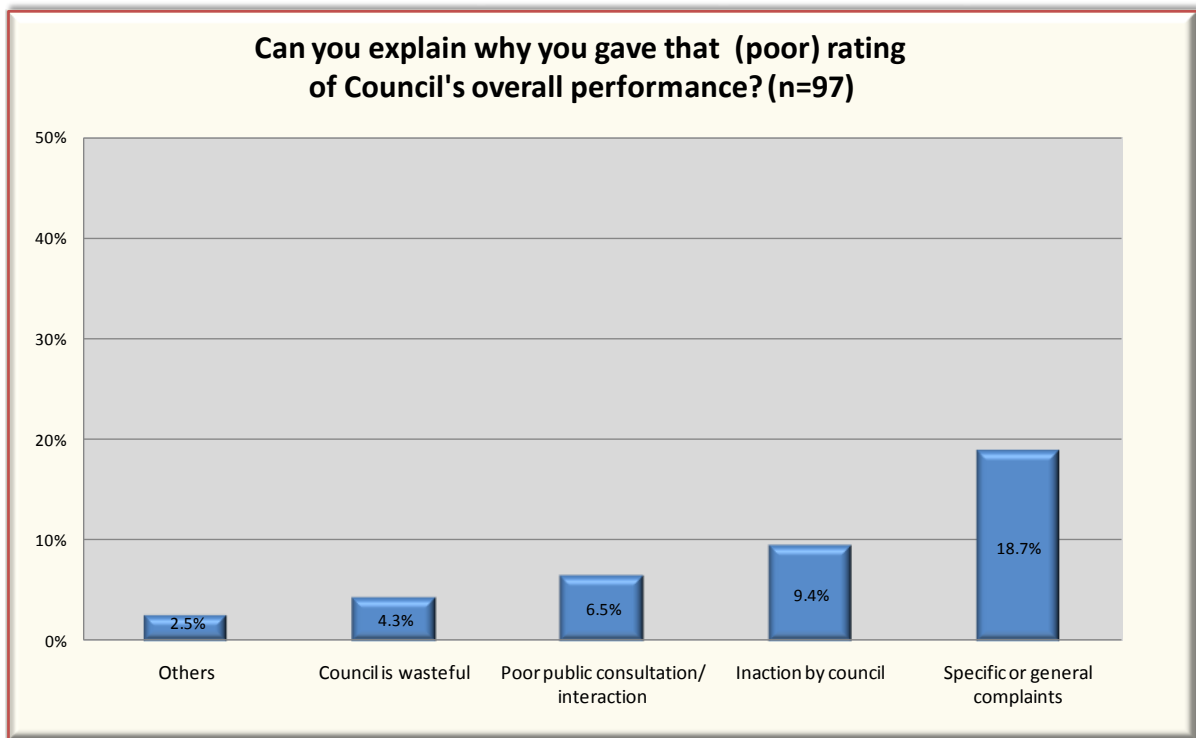


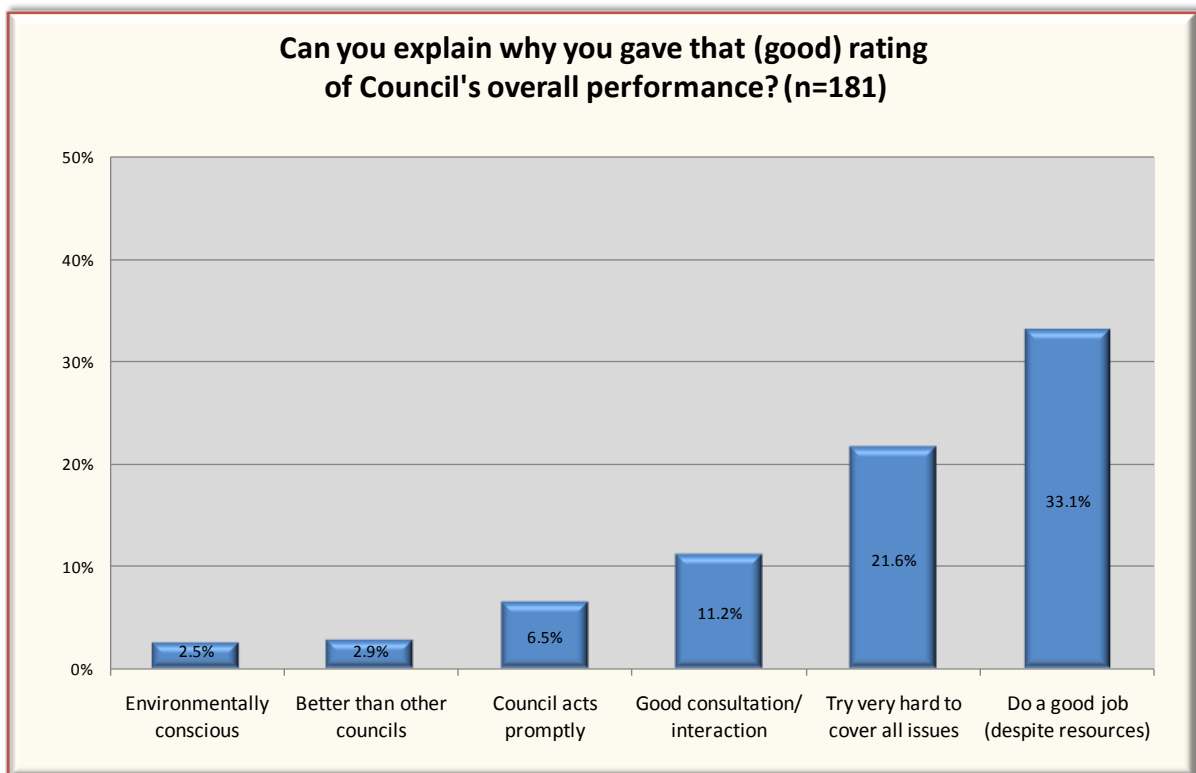
Table 3.1: Satisfaction with Council's overall performance, by town (where n>20)

Town	2010 mean	2007 mean	Change (%)
Bowraville	3.48	2.63	32%
Nambucca	3.26	3.04	7%
Macksville	3.42	3.29	4%
Scotts Head	2.77	2.88	-4%
Valla/Valla Beach	3.24	3.17	2%

Graph 4.1: Key reasons for dissatisfaction



Graph 4.2: Key reasons for satisfaction



Comment:

A 5.8 per cent increase in overall satisfaction levels mirrors the findings for individual facilities and services. The key reason for the change is the decline in the number of residents determining themselves “dissatisfied” and the commensurate rise in “satisfied” residents (see circled areas in Graph 3.1, above).

Most towns surveyed exhibited an increase in satisfaction levels (Table 3.1). The exception is Scotts Head, where overall satisfaction is down 4 per cent on its 2007 mean – already the lowest of any major centre.

Respondents providing a score of 1 or 2 were asked to explain the reason/s for their dissatisfaction. These responses have been coded (i.e. themed) and the results shown in Graph 4.1. The biggest complaint related to specific issues of concern to the resident, while 9 per cent (of the 97 people answering this question) pointed to a perceived lack of action, and 7 per cent believed Council communication to be poor. Four per cent of dissatisfied residents thought Council to be wasteful.

Conversely, those providing a score of 4 or 5 were asked to explain why they were happy with Council’s performance. Again these comments have been coded, with the results shown in Graph 4.2. Of 181 people answering this question, one-third simply felt Council was doing a good job – in some cases noting this was despite limited resources. Twenty two per cent felt Council managed to cover a lot of different issues, while 11 per cent believed them to be good at communication and/or consultation.

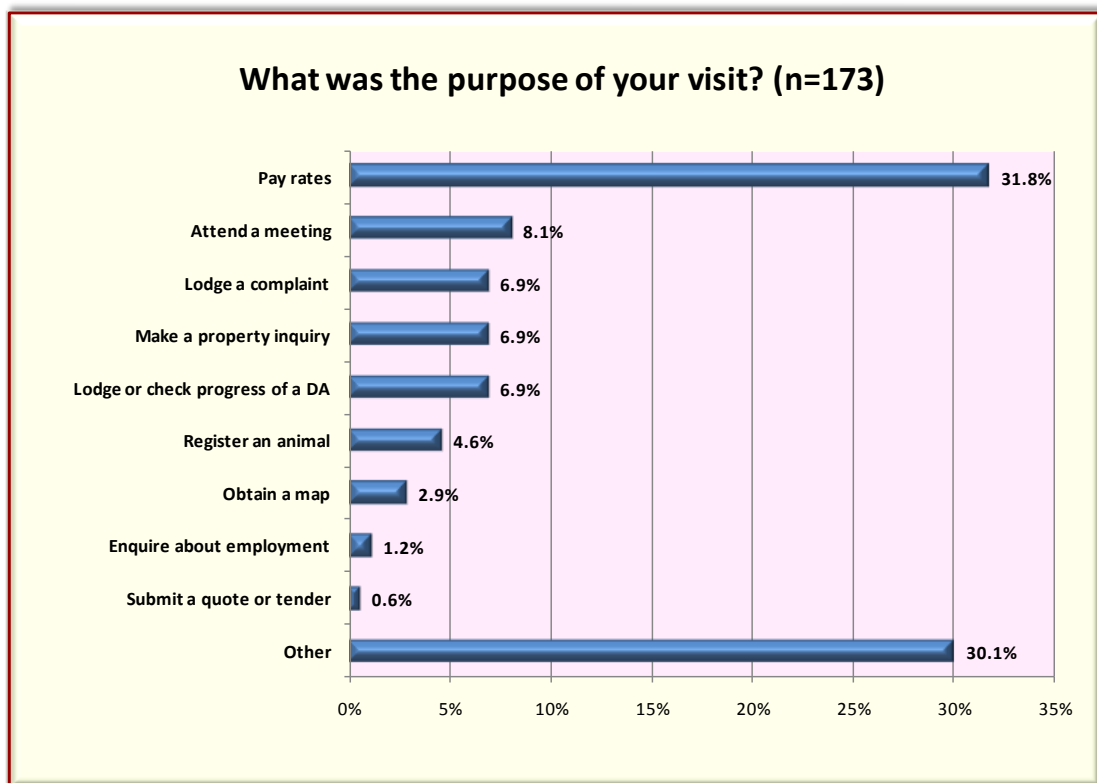
Appendix 2 to this report contains the full list of comments relating to overall satisfaction. This has been categorised by area of residence, and then satisfaction score (from one up to five). Note that respondents providing a neutral rating of 3 were not required to answer this question.

Questions 5-7: Satisfaction with personal contact

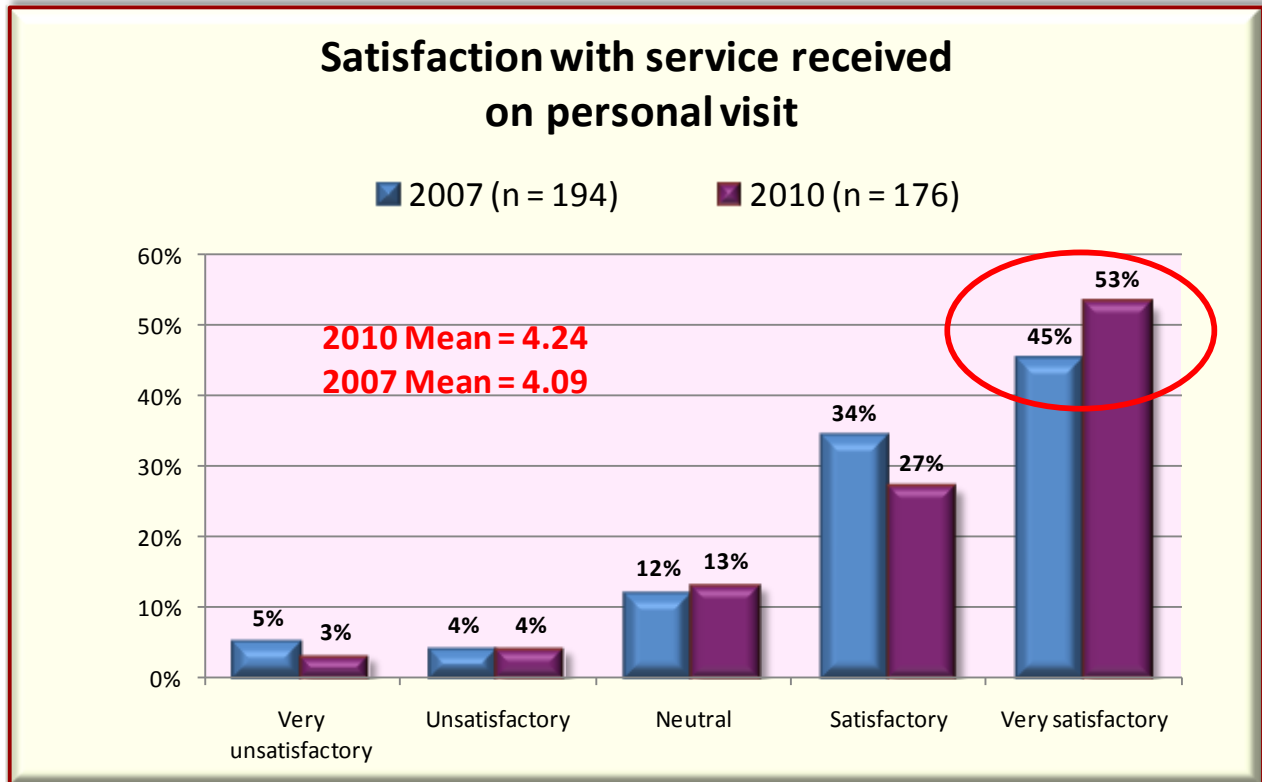
Graph 5.1: Have you visited the NSC admin centre in the past six months?



Graph 6.1: (If yes) What was the purpose of your last visit?



Graph 7.1: How would you rate the service you received on your last visit? (using a scale of 1-5, where 1 = very unsatisfactory and 5 = very satisfactory)



Comment:

Forty-four per cent of respondents said they had visited the NSC administration centre over the previous six months, down slightly from the 48 per cent in 2007. The largest proportion of these visits were to pay rates (Graph 6.1), followed by attending a meeting, lodging a complaint, making a property inquiry or lodging/checking the progress of a DA.

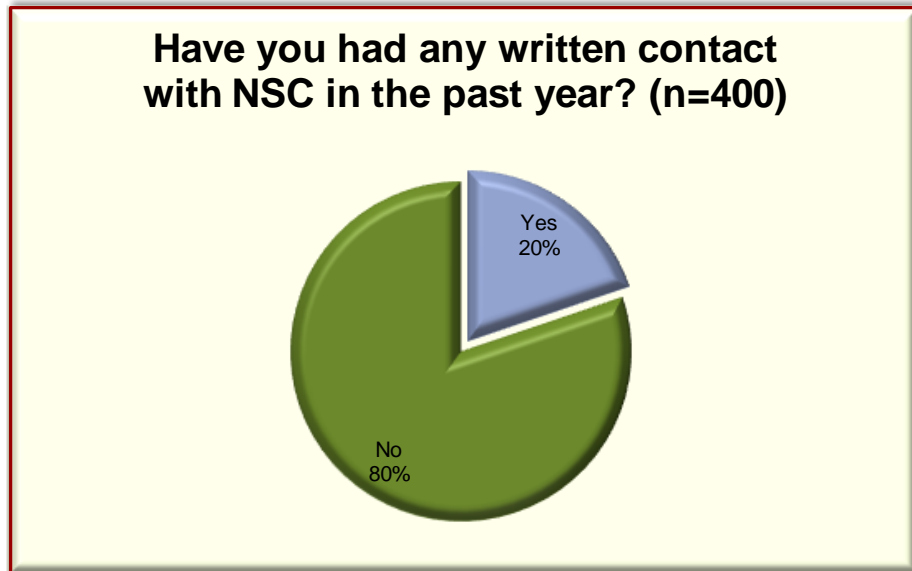
When asked to rate their satisfaction with the service received, more than half (53 per cent) of these respondents gave Council a five out of five (Graph 7.1). This led to a mean score of 4.24, which was 3.7 per cent higher than in 2007.

The only category of contact recording less than a mean of 3.5 was for complaints (n = 12, mean = 2.92). While we didn't ask why this was the case, previous council surveys we have conducted suggest that complaining residents often don't agree with Council's assessment that an issue has been resolved (i.e. because that resolution was not in the complainant's favour).

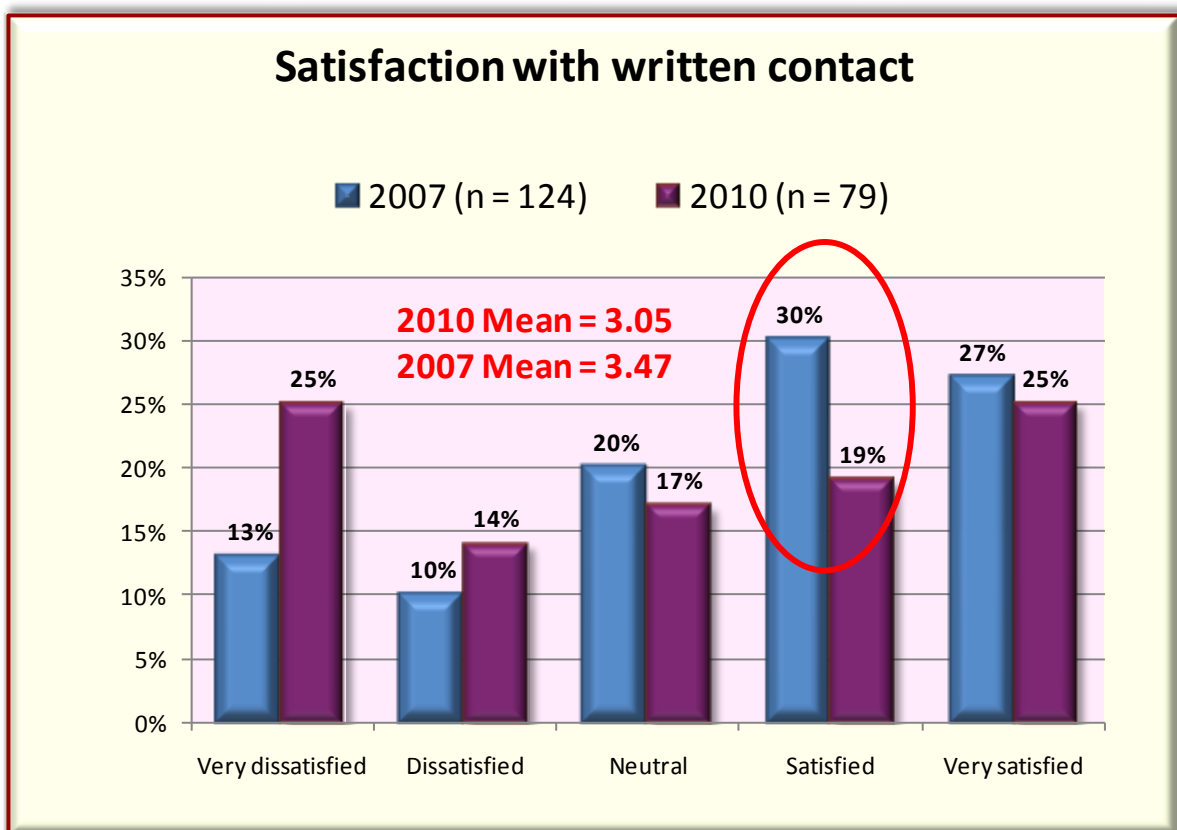
Apart from that category, this is a very solid result of which NSC front line staff can be justly proud.

Questions 8-11: Telephone and written contact with Council

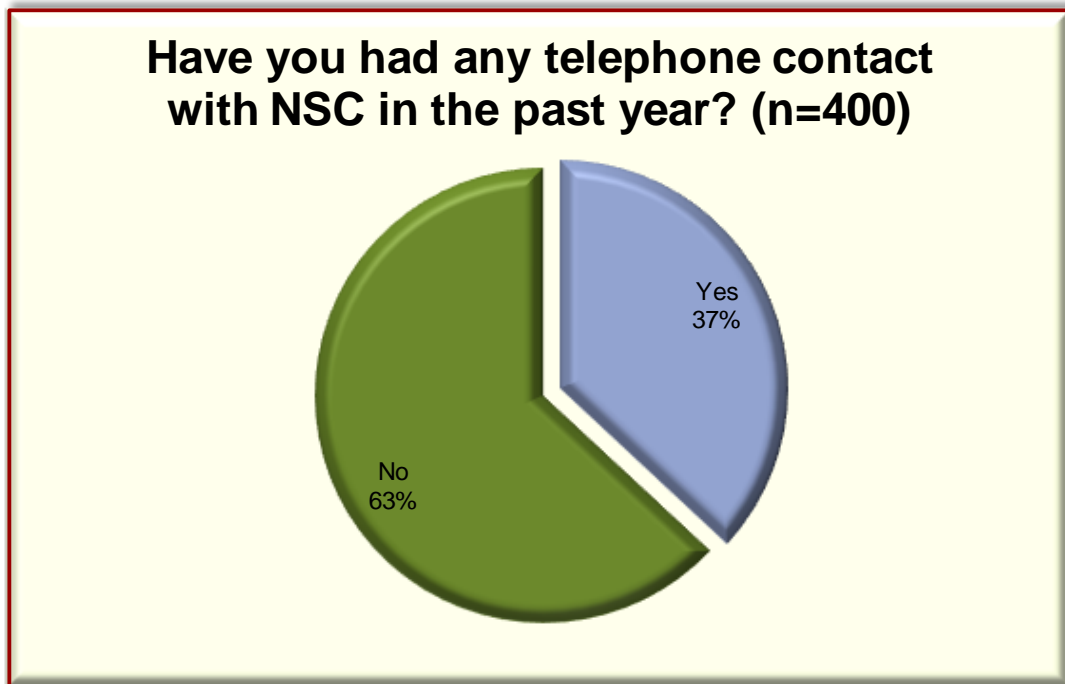
Graph 8.1: Have you had any written contact with NSC in the past year?



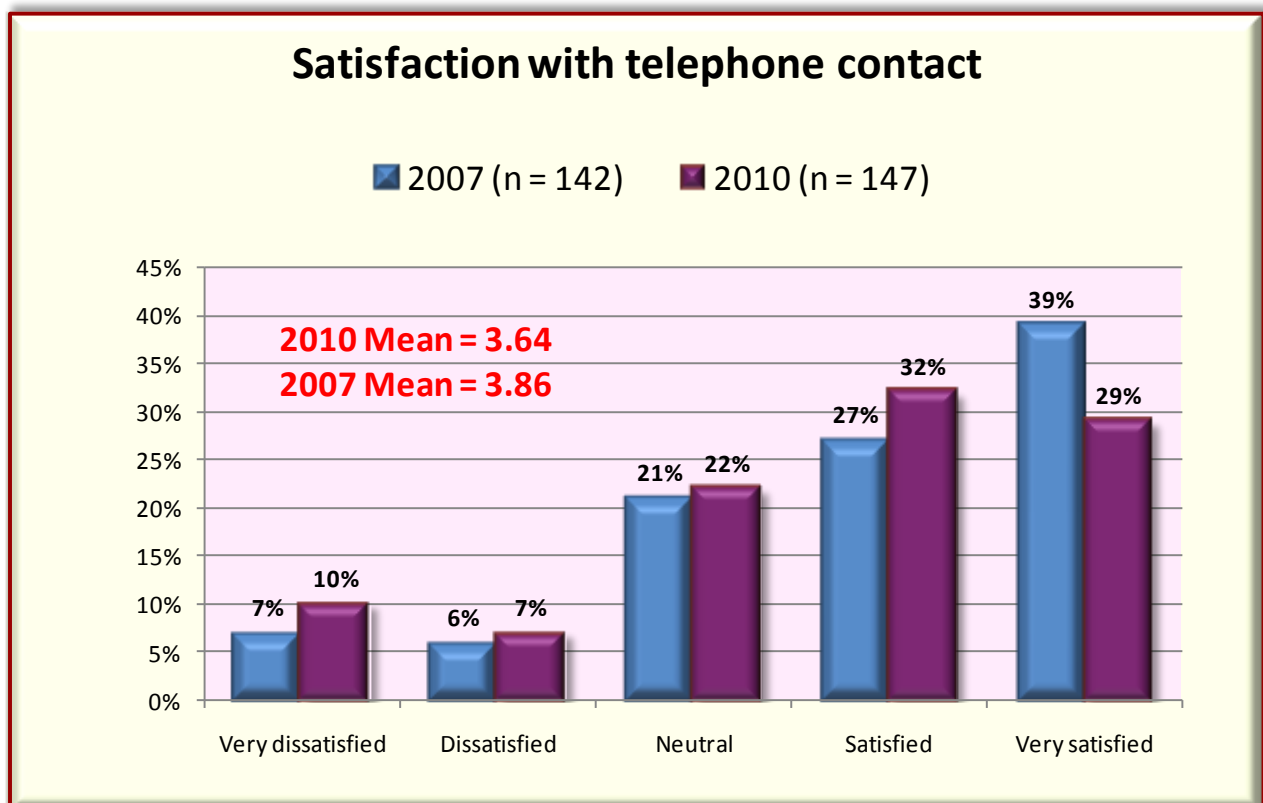
Graph 9.1: How satisfied were you with the way that written contact was handled? (using a scale of 1-5, where 1 = very dissatisfied and 5 = very satisfied)



Graph 10.1: Have you had any telephone contact with NSC in the past year?



Graph 11.1: How satisfied were you with the way that telephone contact was handled? (using a scale of 1-5, where 1 = very dissatisfied and 5 = very satisfied)



Comment:

Just one in five respondents had written to or emailed NSC over the past 12 months (Graph 8.1). This compares with 31 per cent in the previous survey.

Of those who had written to Council, satisfaction with that written contact was significantly lower than in 2007 (Graph 9.1). In particular, the proportion declaring themselves satisfied or very satisfied fell from 57 to 44 per cent. The mean satisfaction score hence fell 12 per cent, to 3.05.

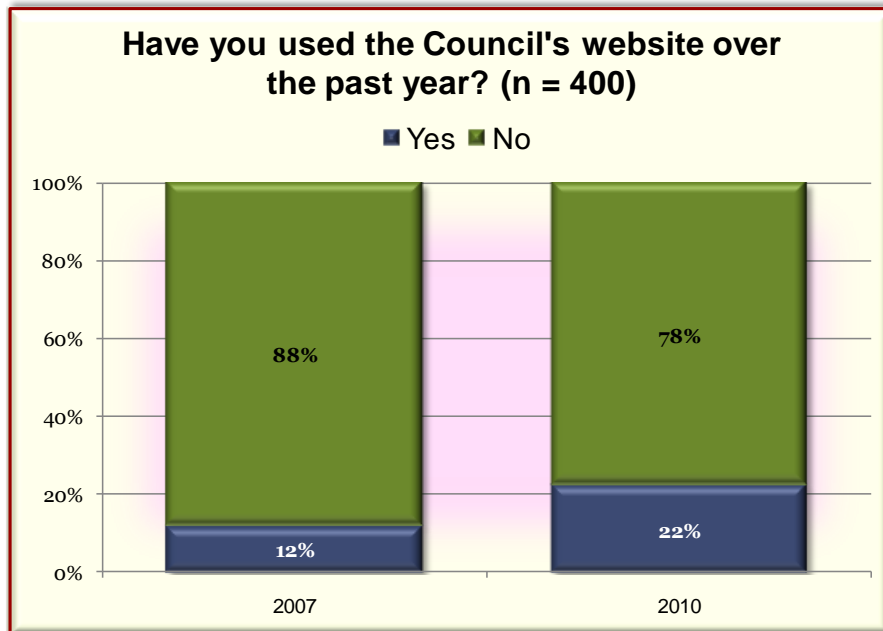
While the small sample size (just 79 respondents) means this finding should be treated with caution, it may be worth looking further into processes for handling written communication –in particular complaints – to ensure that responses don’t “fall between the cracks”.

Some 147 of the survey sample had telephoned (or been telephoned by) Council over the past 12 months. Of these, 61 per cent declared themselves satisfied or very satisfied with the way their most recent telephone contact was handled (against 66 per cent in 2007). As a result, the mean satisfaction score was 6 per cent lower at 3.64.

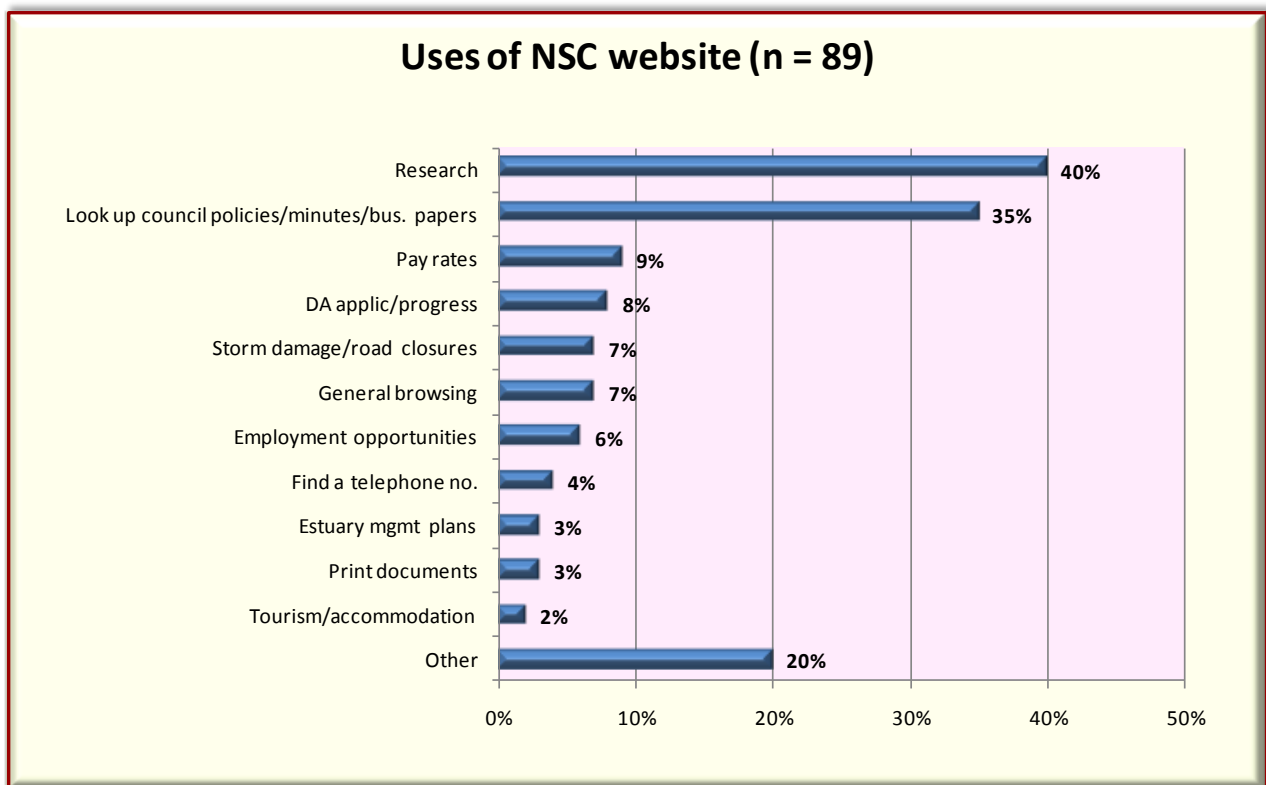
While a mean of 3.64 indicates that customer satisfaction with telephone contact remains high, it may nonetheless be valuable to re-emphasise the importance of efficient and polite communication as a “simple” way of keeping residential customers happy. More importantly, you might want to consider new strategies for minimising resident dissatisfaction - and hence the need for ongoing communication - when a Council decision doesn’t go their way.

Questions 12-14: Use of Council website

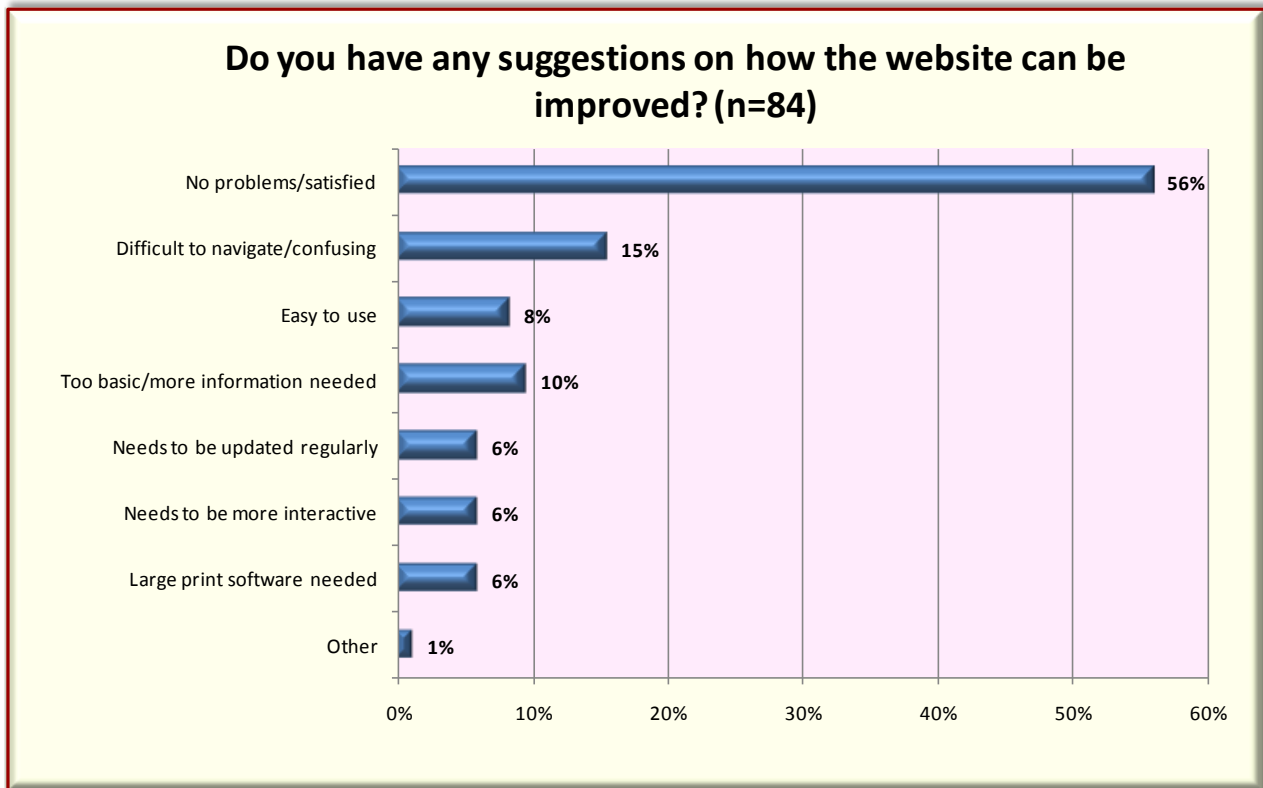
Graph 12.1: Have you used the Council website over the past year?



Graph 13.1: What did you use it for?



Graph 14.1: Do you have any suggestions on how the website can be improved?



Comment:

The number of respondents seeking information online is on the rise, with 22 per cent of this year's respondents having visited the Council website over the past 12 months – up from just 12 per cent in 2007. By age, the proportion visiting Council's website varied from 17 per cent of those aged 60-plus to 28 per cent of those aged 40-59.

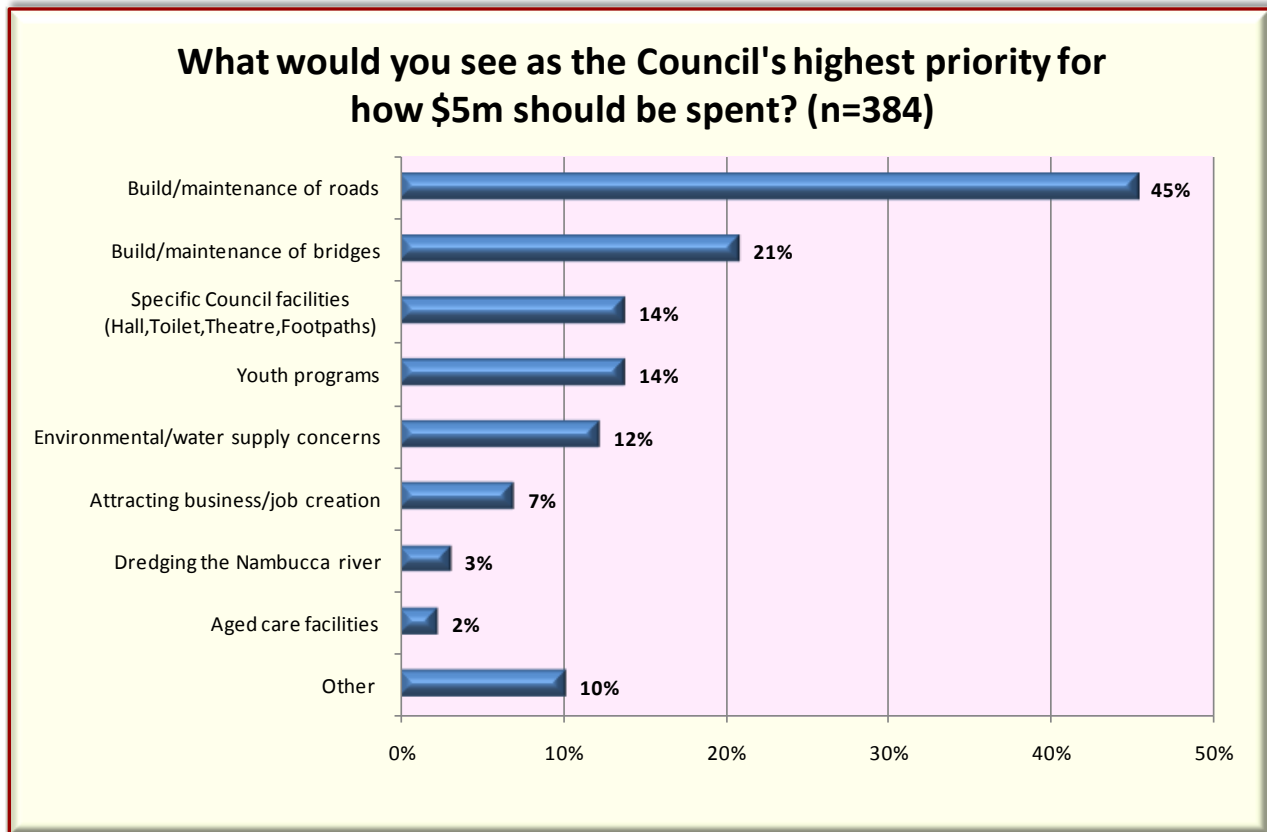
The diverse list of uses residents had for the Council's website is demonstrated in Graph 13.1. The list is headed by research on a variety of topics (40 per cent), followed by 35 per cent looking up Council policies, minutes or business papers. Nine per cent of users had paid their rates online, with 8 per cent lodging or checking the progress of DA's, and 7 per cent checking storm damage and/or road closures.

As shown in Graph 14.1, the majority of users were satisfied with the website and/or unable to suggest improvements. Constructive suggestions included:

- Cross-referencing of data in Council minutes, or other ways to simplify searches;
- Making council minutes easier to find;
- Reducing file sizes for downloads, and giving forms more meaningful names;
- More information on tourism and accommodation.

Question 15: The hypothetical \$5 million grant

Graph 15.1: If Council were to hypothetically receive \$5m in a general use grant, what would you see as the highest priority for how that money should be spent?



Comment:

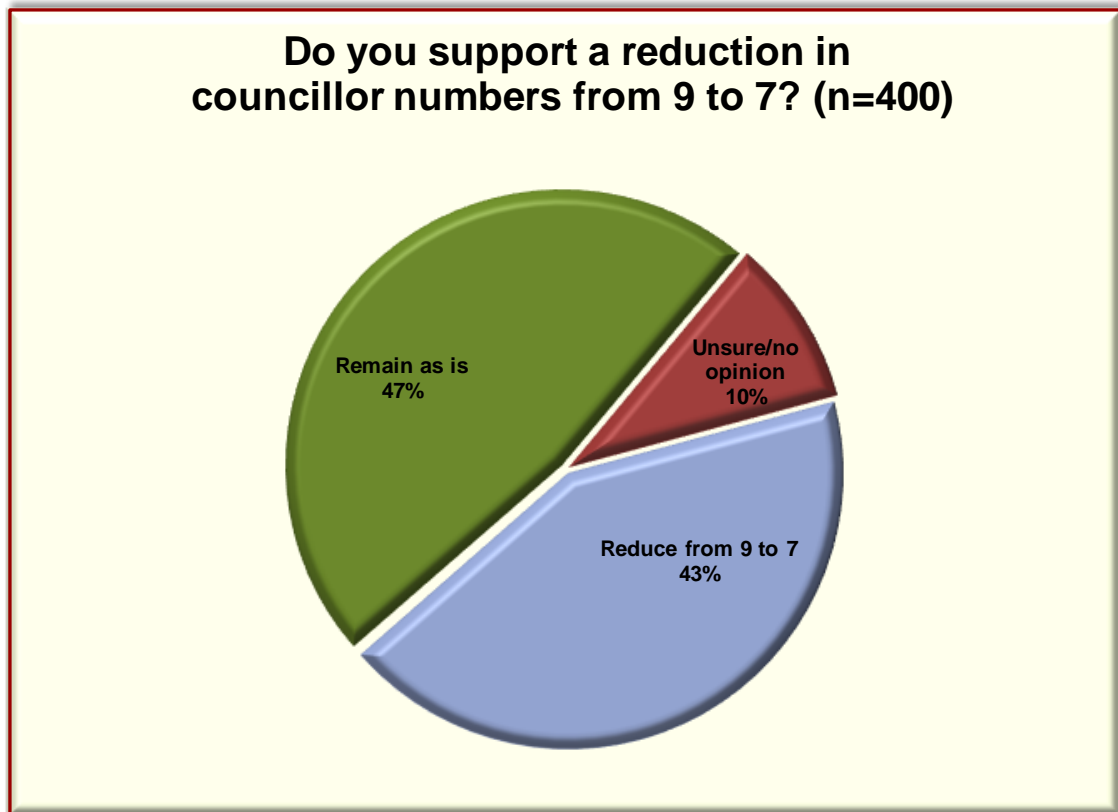
This open-ended and unprompted question, also asked in 2007, allowed residents to focus on “big ticket” issues of greatest importance to them. Responses have been coded, with the results shown in Graph 15.1

As with the previous surveys, road building and maintenance was deemed the most important issue. This was followed by building and maintenance of local bridges, which is consistent with earlier importance/satisfaction scores.

Other specific council infrastructure issues followed, along with extra funding for youth programs (which was number 2 in the 2007 survey). Other popular funding priorities include environment and water supply, job creation, and dredging of the Nambucca River.

Question 16: Councillor numbers

Graph 16.1: Do you support a reduction in Councillor numbers from nine to seven?



Comment:

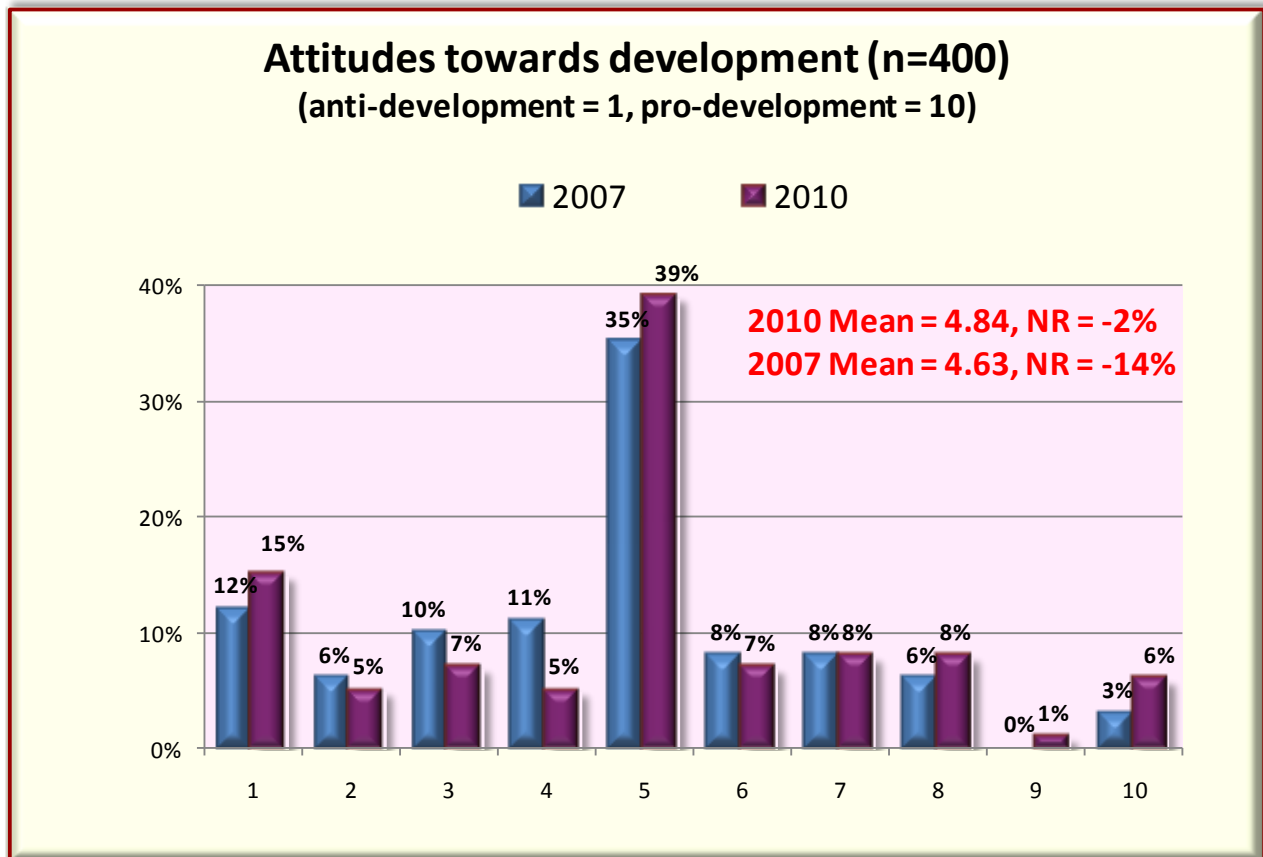
At this point respondents were asked: “Now a question about councillor numbers. A reduction of two councillors would save ratepayers around \$24,000 per annum, but would reduce levels of representation across the shire and increase the workload of the remaining councillors. In principle do you support a reduction in councillor numbers from nine to seven, or would you rather see it remain as is?”

As shown in Graph 16.1, residents were evenly divided on this question. This split was relatively consistent between ages, genders, and whether the respondent lived in urban or rural areas.

Based on this sample, and applying the random sampling error of +/- 5 per cent, there appears to be no clear-cut mood for change in respect of councillor numbers.

Question 17: Attitude towards development

Graph 17.1: How would you describe yourself on a scale of 1-10, where 1 means you are primarily interested in maintaining the natural environment, and 10 means you are extremely pro-development?



Comment:

This question, designed to identify anti- vs.pro-development sentiment among the community, was again a repeat of a question asked in the 2007 survey. Results were similar, as shown in Graph 17.1, above.

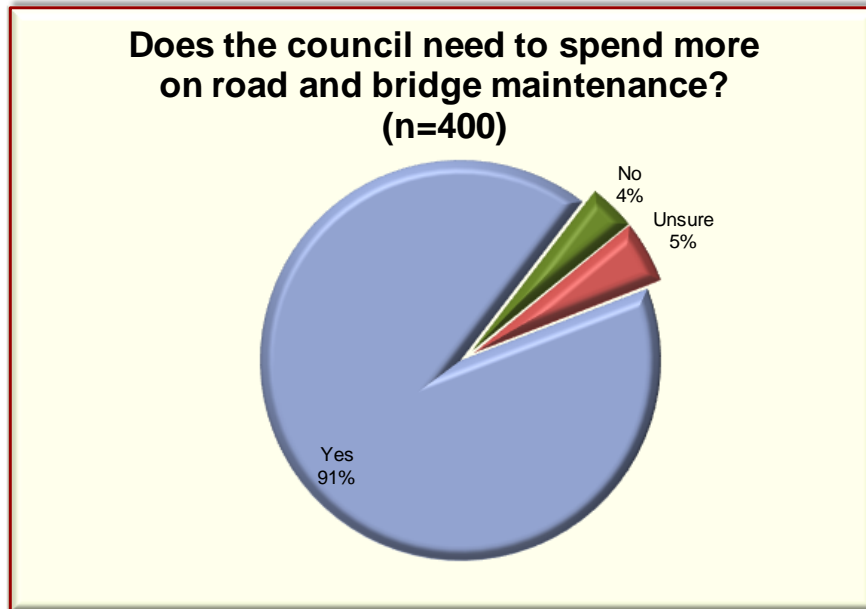
The largest proportion of respondents in both surveys preferred the middle ground between maintaining the natural environment and further development. The mean score of 4.84 was 4.5 per cent higher than that of the 2007 survey, which is not considered significant.

Net response – the proportion of respondents offering scores of 6-10 less those with a score of 1-4 – was -2 per cent, against -14 per cent in 2007.

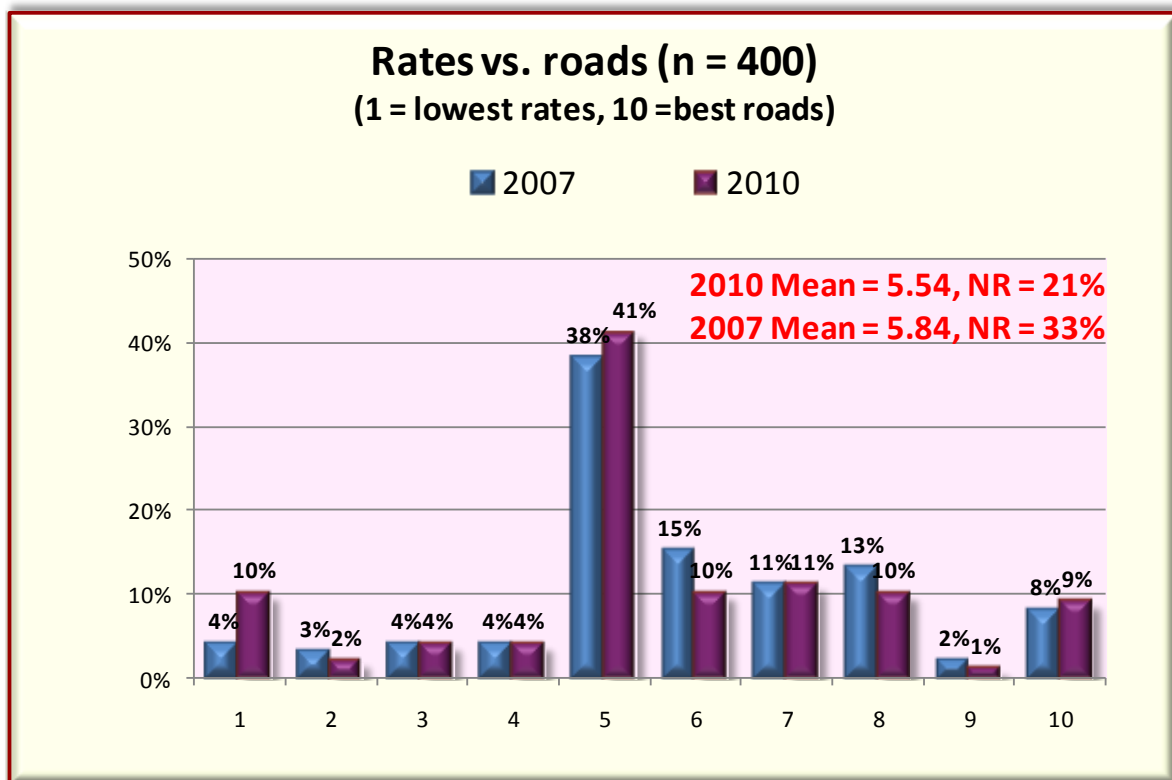
As in 2007, these findings suggest community support for a balanced approach between maintaining the existing natural environment and further development in the shire.

Questions 18-20: Rate rises and road funding

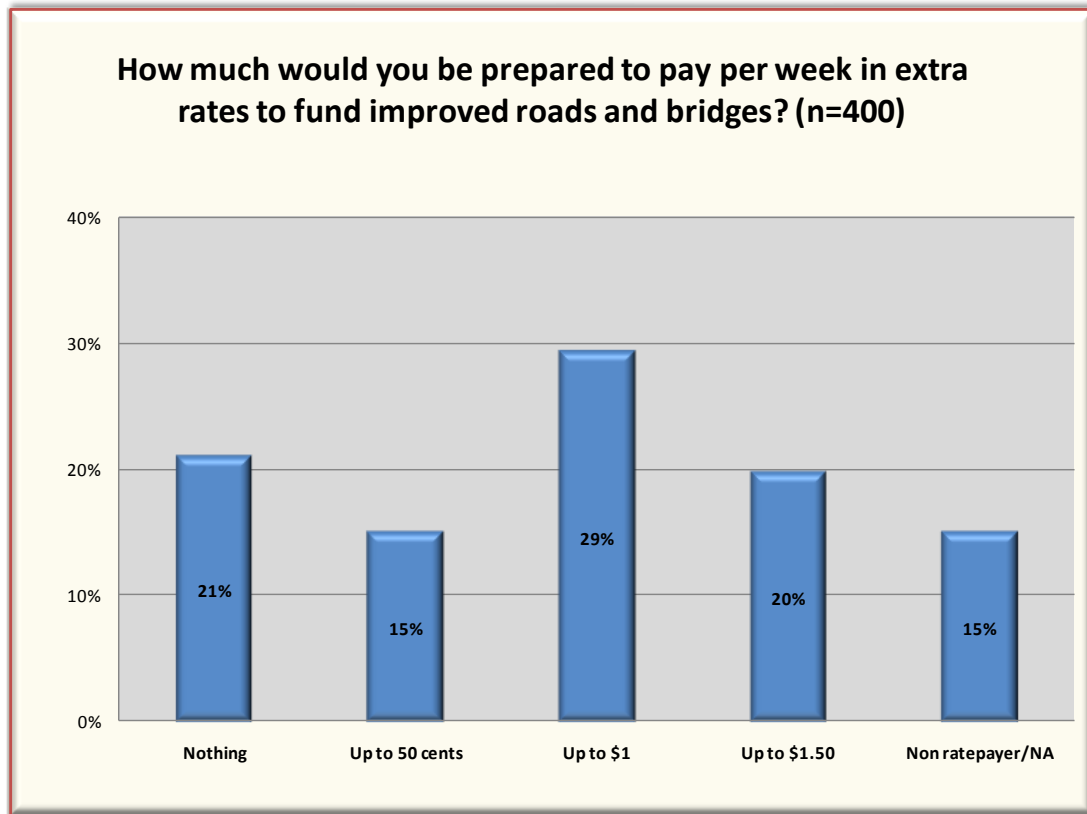
Graph 18.1: Do you think Council needs to spend more on road and bridge maintenance?



Graph 19.1: Where would you sit on a sliding scale of 1-10, where 1 means you are only interested in keeping rates as low as possible, and 10 means you are only interested in having the best possible roads?



Graph 20.1: How much would you be prepared to pay per week in extra rates to fund improvements to Council-controlled roads and bridges?



Comment:

It would be little surprise given previous findings that respondents were almost united in their view that Council needs to devote more resources to road and bridge funding (Graph 18.1).

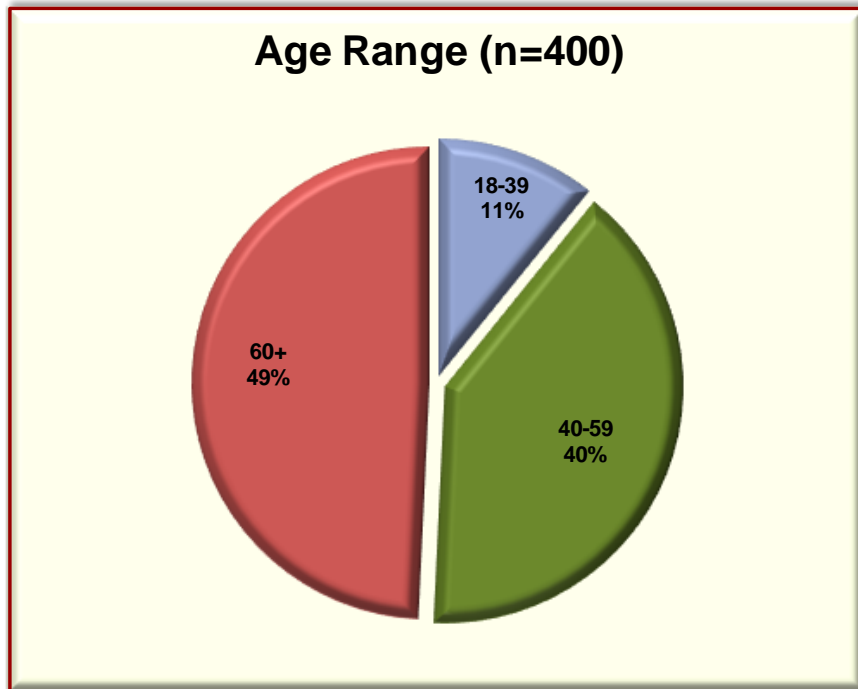
However when asked to choose between lowest possible rates and best possible roads (Graph 19.1), residents became a little more circumspect. The mean score in this survey was 5.54 (out of a possible 10), down 9.4 per cent on the 2007 result. This may reflect work conducted on roads and bridges since that survey, but might equally signify more difficult economic circumstances.

When asked in a prompted question how much extra they would be prepared to pay in rates specifically to fund improvements in Council-controlled roads and bridges, 21 per cent of respondents said nothing. A further 64 per cent were prepared to accept increases of between 50 cents and \$1.50 per week, with the balance saying they could not answer or felt it inappropriate as renters.

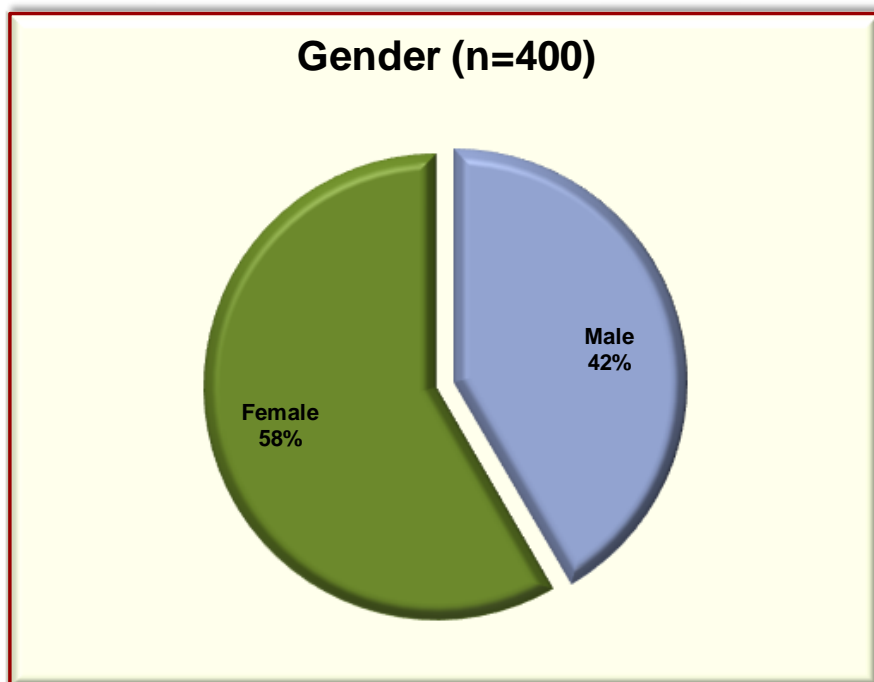
The weighted mean levy was 70 cents, down from 77 cents in the 2007 survey. However with just over two-thirds of respondents willing to accept some form of levy, this nonetheless indicates an ongoing acceptance by ratepayers to pay more for improved roads and bridges.

Questions 21-29: Demographics

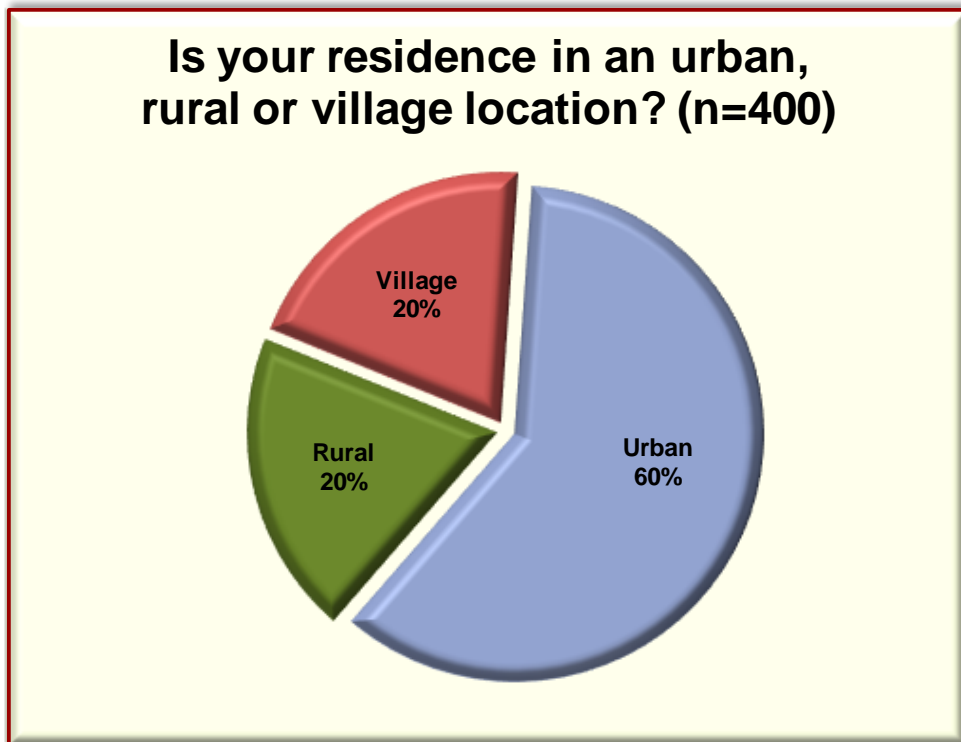
Graph 21.1: Age



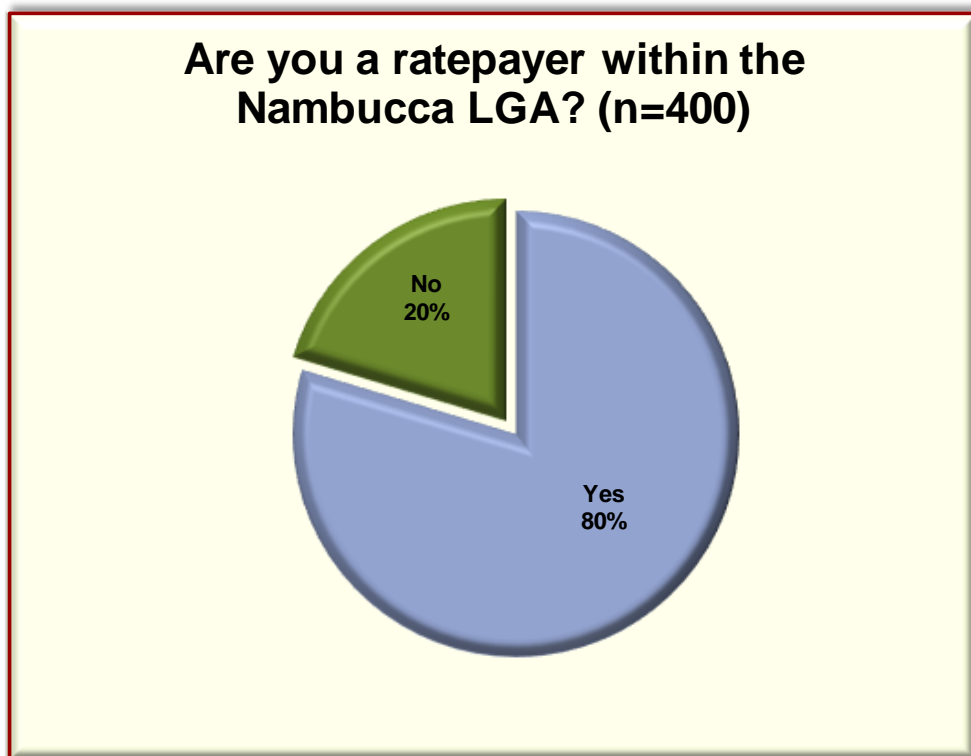
Graph 22.1: Gender



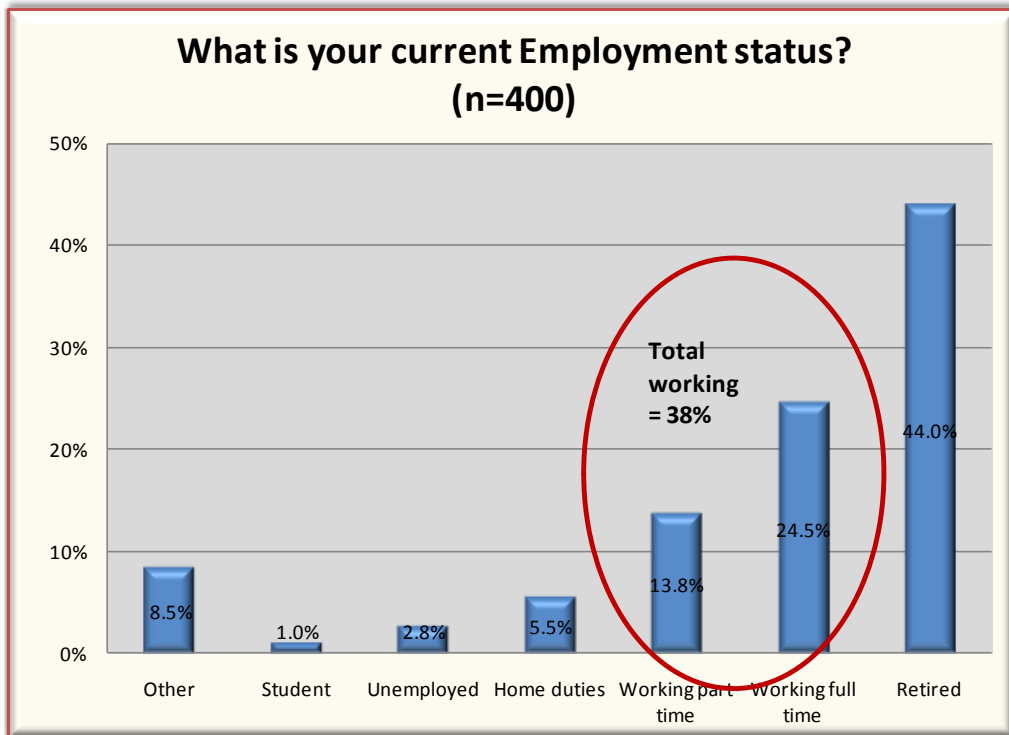
Graph 23.1: Do you live in an urban, rural or village location?



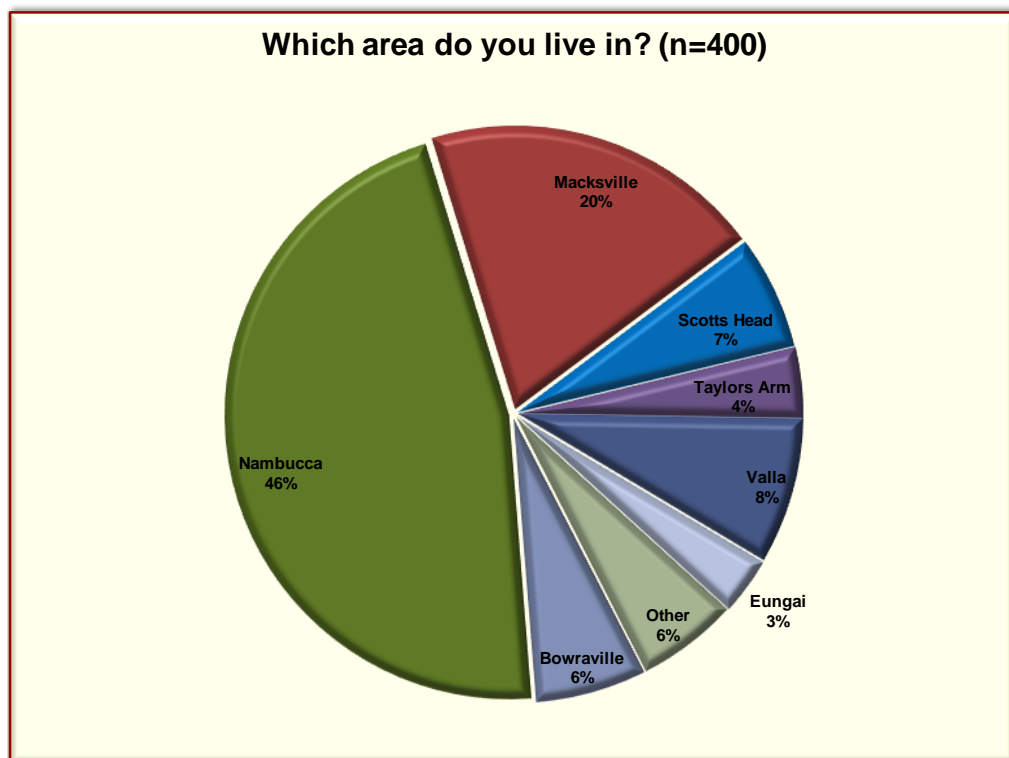
Graph 24.1: Are you a ratepayer within the Nambucca Shire LGA?



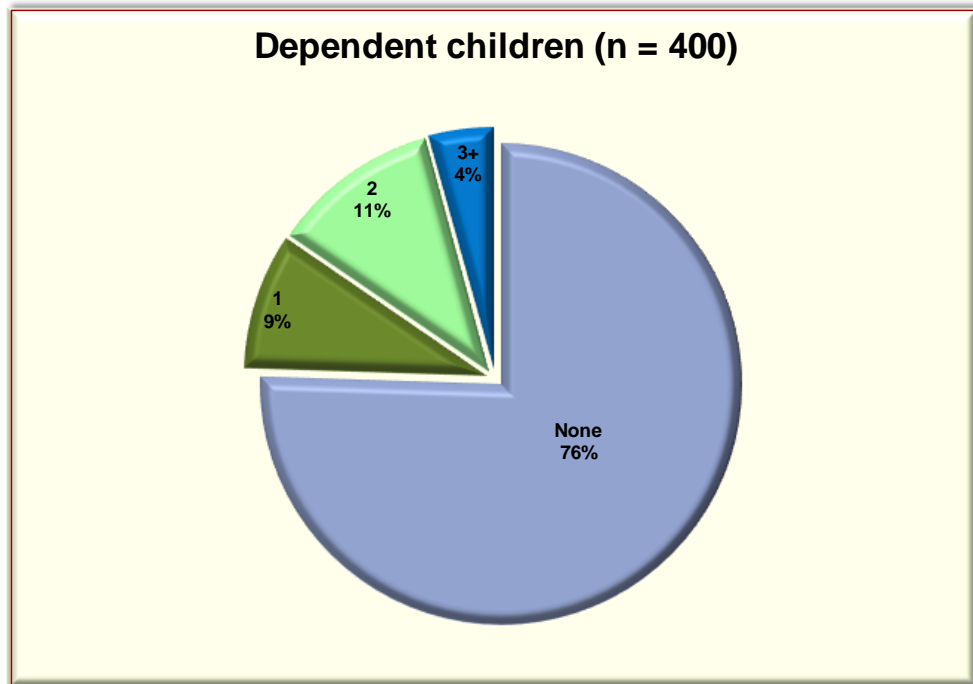
Graph 25.1: Employment status



Graph 26.1: Place of residence



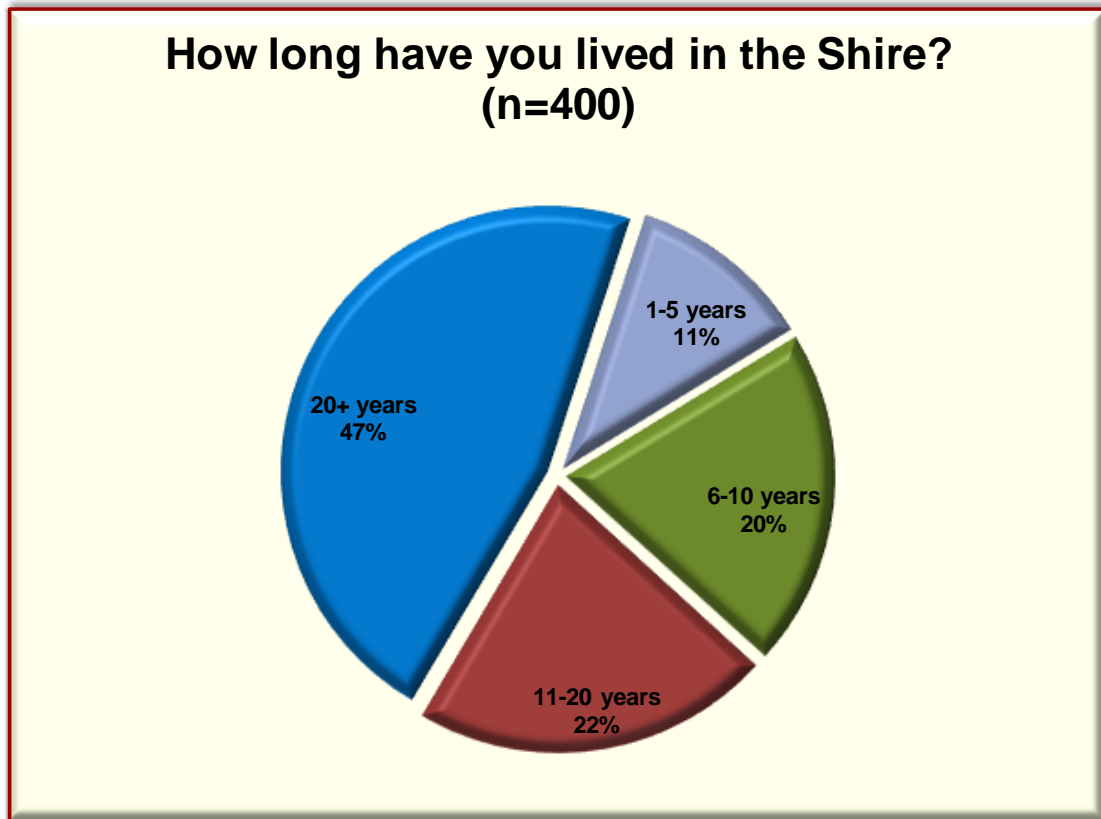
Graph 27.1: Number of dependents living at home



Graph 28.1: Are you an Aboriginal or Torres Strait Islander?



Graph 29.1: Time lived in Shire



Comment:

With one exception (see below), demographic profile of the 2010 survey was almost identical to that conducted in 2007. Relative to 2006 ABS census data for the Nambucca LGA⁷, both survey samples were skewed slightly towards females and older residents. (This is quite usual in random, fixed line local government surveys.)

The only material difference with 2007 was that this year's sample included a higher proportion of urban residents (i.e. 60 per cent, against 50 per cent last time). To assess whether this difference may have influenced satisfaction scores, we test-weighted the 2010 data to reflect the changed urban/rural split. Happily, weighted results did not vary from unweighted in any facility or service by more than 1.5 per cent (and in most cases much less). This leads us to confidently conclude the higher proportion of urban-based respondents was not a factor in this year's improved scores.

⁷ Usual Resident Profile

Question 30: Other comments

At the conclusion of the survey respondents were invited to offer other comments or suggestions, and around 160 took the opportunity to do so. However many of these simply re-stated previous positions or opinions, for example “fix the roads” or “keep the river clean”. Meanwhile a number praised Council’s efforts, and/or expressed their appreciation at being invited to participate in the poll.

While there were few themes to these comments, a number of constructive or interesting suggestions were made. Among these:

- “Empty red bins each week, fine people for not picking up dog poo, vandalism in public places is a real issue”
- “Recycling should be done locally instead of being trucked to Coffs Harbour only to be trucked back again. Employ local people to sort through recycling material.”
- “When a community has land that the council shouldn’t consider leasing the land for 20 year periods as it locks the community away from the use of that land. They need to have a better advisor as far as the laws are concerned in dealing with state government departments as well as developers and understand council’s rights as well as the community’s.”
- “Concerned that survey doesn’t ask about river management, the river needs a good clean out. river needs to be drained of sediment. Get rid of net fisherman in the river, someone needs to monitor illegal fishing in the river.”
- “Eftrpos facility at the council would be more convenient to pay rates. Feel very strongly about the footpaths. Particularly Wallace Street (Macksville) as school age children use this route all the time.”
- “Like to see reduction of vehicles in council. Or smaller vehicles and share the pool. They’d save money.”
- “Feels council is overcharging owners of units as they pay the same rates, water etc as house owners. should be pro-rata.”
- “Doesn’t like poison on weeds, or jet skis/cars on the beaches. Also, signage to warn tourists about local wildlife on road.”
- “Thinks that shire has huge problem with alcohol! People smashing bottles, yelling etc. in the early hours of the morning. Council could take action by increasing alcohol free zones. Council needs to consider providing more community based activities so that they have something to do other than drink.”

For the full list of “Other comments and suggestions”, see Appendix 3.

Appendix 1: Survey questionnaire

Version 1 Nambucca_SC_2010

Qa. Good evening, my name is (first name), and I'm calling from Jetty Research on behalf of the Nambucca Shire Council, and I was wondering if you could spare me ten minutes to talk about your thoughts on some important local issues. We're not selling anything, and all answers will remain confidential.

Offer a call back if inconvenient time.

Yes	1
No	2

Q1

Answer If Attribute "No" from Q1 is SELECTED

Qb. Okay, thanks for your time, and have a good afternoon/evening.

End

Qc. Before we proceed, I just have three quick qualifying questions. Are you 18 or over?

If No ask is there anyone else aged 18 or over that you can speak to.

Yes	1
No	2

Q3

Answer If Attribute "No" from Q3 is SELECTED

Qd. I'm afraid this survey is only for people 18 and above. Thanks for your time, and have a great afternoon/evening.

End

Qe. Do you live in the Nambucca Shire?

UNPROMPTED

Yes	1
-----	---

No	2
----	---

Q5

Answer If Attribute "No" from Q5 is SELECTED

- Qf. My apologies, this survey is only for Nambucca Shire residents. Thanks very much for your time and have a good afternoon/evening.

End

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

UNPROMPTED

Yes	1
No	2

Q7

Answer If Attribute "No" from Q7 is SELECTED

- Qh. I'm sorry, this survey is only for people who have lived in the Shire for a year or more. Thanks very much for your time and have a good afternoon/evening.

End

- Qi. May I have your first name for the survey?

Type n/a if not willing to give name.

Q9

- Q1. To get us underway, can you please rate your satisfaction with the following Council facilities or services, where 1 is very poor and 5 is excellent? If you don't use this service, say not applicable.

PROMPTED - read out and rate each option. 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
Unsealed roads	1	2	3	4	5	555
Bridges	1	2	3	4	5	555
Footpaths and Cycleways	1	2	3	4	5	555
Cleanliness of streets	1	2	3	4	5	555
Street lighting	1	2	3	4	5	555

Q10_1

Q10_2

Q10_3

Q10_4

Q10_5

Q10_6

Dog control	1	2	3	4	5	555	Q10_7
Stormwater drainage	1	2	3	4	5	555	Q10_8
Public toilets	1	2	3	4	5	555	Q10_9
Weed control	1	2	3	4	5	555	Q10_10
Garbage and Recyclables	1	2	3	4	5	555	Q10_11
Water supply	1	2	3	4	5	555	Q10_12
Sewage collection and treatment	1	2	3	4	5	555	Q10_13
Sporting facilities	1	2	3	4	5	555	Q10_14
Parks, reserves and playgrounds	1	2	3	4	5	555	Q10_15
Council's pool complex in Macksville	1	2	3	4	5	555	Q10_16
Libraries	1	2	3	4	5	555	Q10_17
Public halls	1	2	3	4	5	555	Q10_18
Youth activities	1	2	3	4	5	555	Q10_19
Services for the elderly	1	2	3	4	5	555	Q10_20
Economic development and investment attraction	1	2	3	4	5	555	Q10_21
Tourism and tourism promotion	1	2	3	4	5	555	Q10_22
Development applications (DA's)	1	2	3	4	5	555	Q10_23
Estuary management	1	2	3	4	5	555	Q10_24
Environmental monitoring and protection	1	2	3	4	5	555	Q10_25
Council saleyards	1	2	3	4	5	555	Q10_26
Climate change planning	1	2	3	4	5	555	Q10_27
Beaches	1	2	3	4	5	555	Q10_28

Q2. Next [name], how important are the following Council facilities or services to you or your family, where 1 is very unimportant and 5 is very important?

PROMPTED

	1- Unimporta nt	2	3	4	5- Very important	
Beaches	1	2	3	4	5	Q11_1
Climate change planning	1	2	3	4	5	Q11_2
Council saleyards	1	2	3	4	5	Q11_3
Environmental monitoring and protection	1	2	3	4	5	Q11_4
Estuary management	1	2	3	4	5	Q11_5
Development applications (DA's)	1	2	3	4	5	Q11_6
Tourism and tourism promotion	1	2	3	4	5	Q11_7
Economic development and investment attraction	1	2	3	4	5	Q11_8
Services for the elderly	1	2	3	4	5	Q11_9
Youth activities	1	2	3	4	5	Q11_10
Public halls	1	2	3	4	5	Q11_11
Libraries	1	2	3	4	5	Q11_12
Council's pool complex in Macksville	1	2	3	4	5	Q11_13
Parks, reserves and playgrounds	1	2	3	4	5	Q11_14
Sporting facilities	1	2	3	4	5	Q11_15
Sewage collection and treatment	1	2	3	4	5	Q11_16



Water supply	1	2	3	4	5	Q11_17
Garbage and Recyclables	1	2	3	4	5	Q11_18
Weed control	1	2	3	4	5	Q11_19
Public toilets	1	2	3	4	5	Q11_20
Stormwater drainage	1	2	3	4	5	Q11_21
Dog control	1	2	3	4	5	Q11_22
Street lighting	1	2	3	4	5	Q11_23
Cleanliness of streets	1	2	3	4	5	Q11_24
Footpaths and Cycleways	1	2	3	4	5	Q11_25
Bridges	1	2	3	4	5	Q11_26
Unsealed roads	1	2	3	4	5	Q11_27
Sealed roads	1	2	3	4	5	Q11_28

Q3. Please rate your satisfaction with Council's overall performance on a scale of 1-5, where 1 is very dissatisfied and 5 is very satisfied.

UNPROMPTED

1 - Very dissatisfied	1
2	2
3	3
4	4
5 - Satisfied	5

Q12

Q4. Can you briefly explain why you gave that rating?

Answer If Attribute "1 - Very dissatisfied" from Q12 is SELECTED OR

Answer If Attribute "2" from Q12 is SELECTED OR

Answer If Attribute "4" from Q12 is SELECTED OR

Answer If Attribute "5 - Satisfied" from Q12 is SELECTED

PROBE for a response

Q13

Q5. Have you visited the Nambucca Shire Council administration centre in the past 6 months?

UNPROMPTED

Yes	1
No	2
Unsure	666

Q14

Q6. What was the purpose of your last visit?

Answer If Attribute "Yes" from Q14 is SELECTED

UNPROMPTED

Pay rates	1	
Lodge or check progress of a DA	2	
Register an animal	3	
Make a property enquiry	4	
Lodge a complaint	5	
Enquire about employment	6	
Obtain a map	7	
Submit a quote or tender	8	
Attend a meeting	9	

Q15

Q7. How would you rate the service you received on your last visit on a scale of 1-5, where 1 is very unsatisfactory and 5 is very satisfactory?

Answer If Attribute "Yes" from Q14 is SELECTED

UNPROMPTED

1 - Unsatisfactory	1	
2	2	
3	3	
4	4	
5 - Satisfactory	5	

Q16

Q8. Have you had any written contact with Nambucca Council in the past year?

UNPROMPTED . Includes email contact

Yes	1	
No	2	
Unsure	666	

Q17

Q9. How satisfied were you with the way your most recent written contact was handled, using a scale of 1-5, where 1 is very dissatisfied and 5 is very satisfied?

Answer If Attribute "Yes" from Q17 is SELECTED

UNPROMPTED

1 - Dissatisfied	1	
2	2	
3	3	
4	4	

Q18

Q10. Have you had any telephone contact with Nambucca Council in the past year?

UNPROMPTED

Yes	1
No	2
Unsure	666

Q19

Q11. How satisfied were you with the way your most recent telephone contact was handled, using a scale of 1-5, where 1 is very dissatisfied and 5 is very satisfied?

Answer If Attribute "Yes" from Q19 is SELECTED

UNPROMPTED

1 - Dissatisfied	1
2	2
3	3
4	4
5 - Satisfied	5

Q20

Q12. Have you used the Council website the past year?

UNPROMPTED

Yes	1
No	2
Unsure	666

Q21

Q13. What did you use it for?

Answer If Attribute "Yes" from Q21 is SELECTED

UNPROMPTED - Tick any that apply

Pay rates	1
Print documents	2
Research	3
Check for employment vacancies	4
Read the business paper	5
Find a telephone number	6
Look up Council policies	7

Q22_1

Q22_2

Q22_3

Q22_4

Q22_5

Q22_6

Q22_7

Q22_O

Q14. [Name], do you have any suggestions on how the website can be improved?

Answer If Attribute "Yes" from Q21 is SELECTED

PROBE

Q23

*Q15. Let's say that Council hypothetically received \$5 million in a general use grant from the Federal government. Can you briefly tell me what you would see as the highest priority for how that money should be spent?

PROBE - Skip question if unable to answer

Q24

Q16. Now a question about councillor numbers. A reduction of two councillors would save ratepayers around \$24,000 per annum, but would also reduce levels of representation across the shire and increase the workload of the remaining councillors. In principle do you support a reduction in councillor numbers from nine to seven, or would you rather see it remain as is?

UNPROMPTED

Reduce from 9 to 7	1
Remain as is	2
Unsure / no opinion	3

Q25

Q17. Some people are very pro-development, while others are primarily concerned with maintaining or enhancing the existing natural environment and the rest lie somewhere in the middle. How would you describe yourself on a scale of 1-10, where 1 is primarily interested in maintaining the existing natural environment, and 10 is extremely pro-development?

UNPROMPTED

1 - Existing environment	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8

Q26

9	9
10 - Pro development	10

Q18. Do you think Council needs to spend more on road and bridge maintenance?

UNPROMPTED

Yes	1
No	2
Unsure	666

Q27

Q19. Some people are mainly concerned about the level of their rates, while others are mainly concerned about the quality of local infrastructure such as roads, and the rest lie somewhere in the middle. Can you tell me where you would sit on a sliding scale of 1-10, where 1 means you are only interested in keeping your rates as low as possible, and 10 means you are only interested in having the best possible roads?

UNPROMPTED

1 - Rates low	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9
10 - Best roads	10

Q28

Q20. The local Council may apply next year to the Minister for a rate variation specifically to fund improvements to Council-controlled roads and bridges. How much would you be prepared to pay per week in extra rates for these improvements?

PROMPTED

Nothing	1
Up to 50 cents	2
Up to \$1	3
Up to \$1.50	4

Q29

Q21. Where almost to the end of the survey [name], just a few demographic questions to finish off. Would your age range be between?

PROMPTED

18-39	1
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40-59	2	Q30
60+	3	

Q22. Gender?

DONT ASK

Male	1	Q31
Female	2	

Q23. Is your residence in an urban, rural or village location?

Urban -in town, Rural - on a property. Village - very tiny town

Urban	1	Q32
Rural	2	
Village	3	

Q24. Are you a ratepayer within the Nambucca local government area?

UNPROMPTED - If unsure ask whether they own property inside the LGA (Local Government Area)

Yes	1	Q33
No	2	

Q25. Employment status?

UNPROMPTED

Working full-time	1	Q34
Working part-time	2	
Unemployed	3	
Home duties	4	
Student	5	
Retired	6	
Other	7	

Q26. Which area do you live in?

UNPROMPTED - If none of these ask which town is nearest

Bowraville	1	
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Eungai area	2
Nambucca	3
Macksville	4
Scotts Head	5
Taylor's Arm	6
Valla	7

Q35

Q27. Number of dependants living at home?

Children under 18

Q36

Q28. Are you an Aboriginal or Torres Strait Islander?

UNPROMPTED

Yes	1
No	2

Q37

Q29. How long have you lived in the Shire?

UNPROMPTED

1-5 years	1
6-10 years	2
11-20 years	3
More than 20 years	4

Q38

*Q30. And finally [name], do you have any other comments or suggestions?

Q39

Q31. Thanks [Q9], that concludes the survey. Nambucca Council greatly appreciates your feedback. Did you have any questions about this survey? A manager from our office may call you to ensure this interview was conducted correctly. Thanks again for your time and have a good afternoon/evening.

End

Appendix 2: Comments relating to overall satisfaction scores

Overall Score	Comment (where score = 1,2,4 or 5)	Residence
1	Because on North Arm Rd there is no garbage service. Called to query it, no call back - still getting charged at the tip.	Argents Hill
1	have had problems with council regarding clearing of land	Bowraville
1	I feel they pay attention to other areas whereas roads are more important. Should use their money better.	Bowraville
2	I complained to Council about a bus depot in Bowraville and felt that it feel on deaf ears. Why bother complaining to Council as they don't seem to care.	Bowraville
2	No.	Bowraville
4	They listen to the people.	Bowraville
4	Knows the Mayor belongs to Lyons Club and has good communication with the Council.	Bowraville
4	Never had a problem with DA's or anytime I've had contact with the Council.	Bowraville
4	Council's pretty good, happy with how they manage things most of the time.	Bowraville
4	Doing good job.	Bowraville
4	Doing a reasonable job given the level of resources they don't have.	Bowraville
4	Have made a lot of improvements in local area and have always been quick to rectify any problems I have had.	Bowraville
4	Can't see any big problems with what they are doing, everything is running pretty well.	Bowraville
4	The tri towns are a credit to them.	Bowraville
4	Council does well with limited resources and a small population.	Bowraville
5	Considering the current obstacles council seems to be performing well.	Bowraville
5	Overall pretty good, the mayor does a good job but some councillors not good.	Bowraville
5	They're doing a good job.	Bowraville
5	Roads are really good.	Bowraville
5	Under the funding they have they are doing the best they can.	Burrapine
2	I don't feel Council is environmentally aware and listen to the community's concerns.	Congarinni
4	Do a reasonable job with limited resources.	Congarinni
5	I've been involved with different committees and with all my dealings with the Council they have always addressed the issue promptly.	Eungai
4	Council is better than other shires I've lived in.	Eungai Creek

4	Seem to be involved in things, Councillors are quite active in the community.	Faringdon
4	Council doing a good job with the resources they have. Looking to the future.	Gumma
4	Has seen huge improvements in Council services over time e.g. footpaths and disability access. Addressing the needs of community members.	Gumma
4	Quite happy with the council.	Kingsworth Estate
4	Not the explanation, I don't hear reasons why they make decisions.	Kingsworth Estate
4	Doing a reasonable job given lack of financial resources to cover roadworks and bridgeworks due to flooding.	Kingsworth Estate
1	Because the Council has not changed in 20 years the roads are still dangerous and the bridge is still dangerous.	Macksville
1	Doesn't think council does anything. Doesn't think area needs a council.	Macksville
2	Because of the water issues.	Macksville
2	Don't think they do enough for the town. Not enough employment to keep the younger population in the town. It's going to be an old persons town. More facilities for children. The shire won't do anything to promote or encourage industry.	Macksville
2	Need to push job promotion and attract people to the area and Council not doing very well at this.	Macksville
2	council not checking or following up on house renovations.	Macksville
2	Because a lot of the sealed roads in my area are absolutely terrible.	Macksville
2	Having ongoing problems with Council officers, too problematic and gets conflicting advice from different people.	Macksville
2	Spend too much money in the wrong places.	Macksville
2	Council doesn't want to see any new ideas implemented.	Macksville
4	Allowing big business into town to create employment.	Macksville
4	Everything's clean and tidy, but there's a few roads with potholes that need to be fixed up.	Macksville
4	Do a good job with parks.	Macksville
4	Better than other Councils.	Macksville
4	Doing a hard job pretty well, know some Councillors personally and find them good people.	Macksville
4	Council has very good service.	Macksville
4	Some things that could be done better but generally a good job.	Macksville
4	Is happy with the Council facilities. As I'm a pensioner good discount with rates.	Macksville
4	Good management but not quite what it should be.	Macksville
4	Warm fuzzy about living.	Macksville
4	Trying to make improvements to the shire, approving more business etc.	Macksville

4	Wish Council would do more about the environment. Rubbish needs to be cleared out of duck pond in Macksville. Better street litter control.	Macksville
4	Given the area Council's doing a reasonable job managing budgetary constraints and available resource.	Macksville
4	Happy with achievement.	Macksville
4	Look after the town very well, seem to be doing their job.	Macksville
4	Never had a problem with Council.	Macksville
4	They do try but miss the finer details at times. Lack of funding although they do the best they can with what they've got. Streamline their act and liase with other companies.	Macksville
4	Mayor talks to the public, asks their opinion & listens.	Macksville
4	Pretty happy with how the Council is doing.	Macksville
4	Try to do the job to the best of their abilities and I respect the Councillor's efforts.	Macksville
4	Have done an excellent job with riverbank maintenance.	Macksville
4	Never had any problems.	Macksville
4	I believe they are doing the best job they can with a small budget.	Macksville
4	Lot of things that could be done to beautify the area like bird droppings and twigs on footpaths could be cleaned up. More bins along the footpaths but Council doing okay.	Macksville
4	Doing the best they can for growth in the region.	Macksville
4	Never any problems.	Macksville
4	Council always a good service provider and information is accurate.	Macksville
4	I know very little about what goes on at Council.	Macksville
4	Fairly pleased with most of Council's services, very lucky to have well maintained facilities especially for families.	Macksville
4	Could be improvements regarding parks and areas for animals to exercise off the leash.	Macksville
4	A good job done in general.	Macksville
4	Doing as well as can be expected given differing opinions and perspectives involved and that they try to steer a middle path.	Macksville
4	Very happy with everything.	Macksville
4	No.	Macksville
4	They need a shake up.	Macksville
5	High standard of services compared to other shires she has lived in.	Macksville
5	Council has built an environment of which we can feel proud.	Macksville
5	Doing a good job.	Macksville
5	Feels they are doing the best they can balancing community concerns with economic resources.	Macksville
5	I see the town every day at it all looks great for a small shire.	Macksville

1	20 months nothing has happened to fix up roads in his area and not easy to get out from where he is living. Council keeps backing off from dealing with the issue.	Missabotti
2	Poor road maintenance.	Missabotti
1	I have contacted Council regarding storm water on my driveway and they won't return my calls.	Nambucca
1	Unreasonable parking fine, \$200 is excessive for 6 mins.	Nambucca
1	Lack of maintenance of roads and problems with parking in Nambucca.	Nambucca
1	Knocked back DA's has effected livelihood.	Nambucca
1	Development seems to be happening in a way that locals don't agree with. Roads aren't being fixed up or looked after. Her street is in a horrible condition, money has been allocated to fixing that street but nothing is happening. Lack of communication with locals.	Nambucca
1	Don't like them at all Council does nothing for Nambucc at all.	Nambucca
1	Beaches not kept clean main beach as a dog off leach area dog on leash at other areas footpaths not well kept.	Nambucca
1	Continually putting rates up. Having to pay for services we didn't use e.g. green waste bin wasn't needed as was on a rural property. Only filled holes in road never resealed them. Red bin needs to be emptied every week not every fortnight. A lots of people on rural properties don't need garbage services and are continually paying for it. Was on a property for 23 yrs before moving to town 13 months ago.	Nambucca
2	Don't enforce rules and regulations.	Nambucca
2	They're not doing anything and anything I try to have done doesn't happen.	Nambucca
2	They don't do a good job, don't look after the area properly or their resources.	Nambucca
2	Had an issue in Nambucca Heads about skate park and didn't get a response for 3 months. Not happy with location of the skate park or process Council went about developing skate park.	Nambucca
2	Not enough work done in local area, lawn growing out front onto roads.	Nambucca
2	There isn't a lot to show for the rates we pay.	Nambucca
2	Local roads and street lighting are disgraceful. I think Council should be attracting more industrial businesses to raise revenue, be more pro-active in economic development and attract diversity in employers.	Nambucca
2	Finds rate structure unsatisfactory, not seeing any moving forward from the Council not enough growth or maintenance of river system.	Nambucca

2	A lot of the back streets behind shops have a lot of rubbish. Gardens in the Plaza aren't tidy. Dogs unleashed in the Plaza. A lot of vehicles parked on beach access. Motorbikes tearing around. Not patrolled enough.	Nambucca
2	Rates are going up.	Nambucca
2	No thought into anything don't consider public input. EG. skate park is in a inappropriate location ... no shop, no public toilet. Amenities in soccer field are closed. No bus stop near the sporting field. Litter bin is inefficient gets used as a skate jump.	Nambucca
2	Action group not happy about getting anything done even reply.	Nambucca
2	Beaches are in bad state of repair-take sand from Shelley beach - river mouth is a mess-ugly buildings allowed to be built-no facilities for youth	Nambucca
2	They don't do any maintenance, particularly roads and when they do a repair it doesn't last.	Nambucca
2	Majority of the rate payers are not benefiting from the majority of the spending in the same proportion.	Nambucca
2	Need more bike trac andks beaches redone for tourism.	Nambucca
2	Rates are high compared with other regions.	Nambucca
2	Because of the state of the roads and the lack of maintenance.	Nambucca
2	No.	Nambucca
2	Lot of streets need more lighting and more storm water and drainage.	Nambucca
2	Not enough money spent on everything.	Nambucca
2	There's a lot more that can be done. But recognise that they dont have a lot of funds. Would like them to develop the area more.	Nambucca
4	Happy with the public toilets and cleaning of streets, footpaths &and building next door that has stopped, kids keep getting into property and playing, it is very dangerous.	Nambucca
4	Do a good job with what they have to work with. Size of the area and what they have to cover.	Nambucca
4	Council is pretty good.	Nambucca
4	Good mayor attracting business tourism and funding for the new dam. Trying to do the best they can with available resource.	Nambucca
4	They can only do what they can with the resources they have. They have good ideas, but difficult to get grants.	Nambucca
4	Only in area 18mths. Council doing the best they can with what they have.	Nambucca
4	Town and parks are well maintained and clean. Good responses from Council.	Nambucca
4	They do the best job they can with the resources available in sometimes difficult circumstances.	Nambucca
4	Streets are clean and water supply is good , beaches are in good shape and tourism is being promoted. The libraries are good but too small.	Nambucca

4	Thinks it's a difficult job Council faces different opinions of the public and its hard to please everyone. Council doing the best they can.	Nambucca
4	On the occasions dealing with council they have been very helpful.	Nambucca
4	Environmentally conscious Council.	Nambucca
4	Council try hard.	Nambucca
4	Jobs done to best of their ability and as quickly as possible.	Nambucca
4	Given the circumstances Council is doing a good job.	Nambucca
4	Pretty happy with the way things are going. Good to see a woman in charge.	Nambucca
4	Certain things I've called Council about has been acted upon immediately like fallen tree branch blocking neighbours garage access.	Nambucca
4	They are doing so many important things but still other areas that need to be addressed.	Nambucca
4	In general they do a good job.	Nambucca
4	They're good on the whole.	Nambucca
4	Im satisfied with services and I have no complaints.	Nambucca
4	I think Nambucca Shire is very clean and well looked after and the garbage is great but should be once a week and parks are kept well.	Nambucca
4	I think Council does well with what little they have.	Nambucca
4	The Council's doing the best they can with their allocated funds.	Nambucca
4	Councils efforts are good.	Nambucca
4	They are trying hard with limited resources.	Nambucca
4	They are trying to do a good job. But water is a big problem along with roads and bridges. Aware of the lack of funds.	Nambucca
4	Council seen to be providing services for the elderly. The unemployment and river maintenance and natural environment.	Nambucca
4	Something's are hard to maintain with the money they have but they do the best they can.	Nambucca
4	Council workers are visible but still seems to take too long to get works done.	Nambucca
4	Not everything is a 100% their performance is only 80%. Some of the councillors could do a better job.	Nambucca
4	Council seems to do things that don't make sense, like why did Council chop down trees and bushes to ground level on the highway near KFC, underpass to Bowraville.	Nambucca
4	Council try, the public meetings explain a lot unfortunately not too many people attend.	Nambucca
4	put a lot of work into the shire, but could improve bus services for the elderly-buses are inaccessible (too big to get into)	Nambucca
4	Find services of the Council helpful and satisfactory.	Nambucca

4	Generally do good job.	Nambucca
4	Council making improvements to footpaths, cycle paths and parks etc. Making good attempts to maintain community spaces.	Nambucca
4	Trying to do their best and I've got to give them credit for trying.	Nambucca
4	Trying very hard and doing best they can with what they have. Mayor is doing a good job too.	Nambucca
4	They could improve the roads.	Nambucca
4	Having a go which is good to see.	Nambucca
4	Try very hard with the money they have.	Nambucca
4	They do some things well, but other things not so well.	Nambucca
4	Doing good job overall.	Nambucca
4	They do a pretty good job and the town looks good.	Nambucca
4	I understand that council is doing a reasonable job with limited resources, is limited by financial resources.	Nambucca
4	Garbage service is good Streets tidy and parks are always maintained. Lighting well looked after also doing a good job on tourism.	Nambucca
4	Doing best possible job and no dramas with Council.	Nambucca
4	Think it's a difficult economic area, doing the best they can with limited resources.	Nambucca
4	They could improve the roads.	Nambucca
4	Town is clean with lovely beaches and you can see them out and about working. Could improve on roads though.	Nambucca
4	Happy with the way they are running things.	Nambucca
4	Room for improvement but doing a pretty good job.	Nambucca
4	As a general rule most things work well. Sometimes have to complain and hassle to get things done.	Nambucca
4	Not happy with roads but happy with everything else.	Nambucca
4	Could do more but I'm not dissatisfied doing a good.	Nambucca
4	I see what goes on understand funding limitations.	Nambucca
4	Seem to be trying very hard to do a good job. Mayor is good.	Nambucca
5	Council has been very helpful to me no matter what I have dealt with Council about.	Nambucca
5	Very few problems in any area.	Nambucca
5	Haven't any complaints, Councils doing best they can under circumstances. Area is well kept.	Nambucca
5	Seem to be doing the best they can with what they have. Rate pegging has not been all that helpful for them.	Nambucca
5	Don't have any complaints.	Nambucca
5	Great and my rates are kept low.	Nambucca
5	Very satisfied.	Nambucca
5	Always got back on issues.	Nambucca
5	Seem to be trying to do their best and I have no adverse words about them.	Nambucca

5	Council doing a reasonable job overall.	Nambucca
5	Great customer service, Council is helpful, professional and accommodating. Doing the best they can for the shire.	Nambucca
5	In comparison with other Councils Nambucca is of a pretty high standard.	Nambucca
5	Council is doing everything well, if hole in road doesn't take long for Council to fill it up. Beaches are clean.	Nambucca
5	I've had a couple of DA's in and the staff were very helpful.	Nambucca
1	Council isn't doing enough to promote tourism and encourage developers to provide facilities for the modern families, Council not keeping up with the times.	Newee Creek
4	Parks and gardens have been cleaned up. Good weed control.	Newee Creek
5	Seem to be having a real go with the money available to them.	Newee Creek
1	I put in an objection about something and never heard back from council. By the time had checked about the objection I was told it was too late and the matter had passed.	Scotts Head
1	No facilities in Scotts Head and road is very dangerous . We have no public transport and highest rates in Shire.	Scotts Head
1	We've been waiting 8 years for storm water drains and the GM to reverse attitude towards Scott's Head.	Scotts Head
1	Roads and no bus service.	Scotts Head
2	Never known an east coast resort town to go backwards (Scotts Head) it doesn't have a bank, doesn't have a service station, pharmacy or hairdresser. Big mistake not building the resort 15 years ago.	Scotts Head
2	Roads to and from Scotts Head are very bad and causing damage to cars. The beach has become worst in district and holiday makers won't return.	Scotts Head
2	Roads are in a bad condition and Scotts Heads Rd is never maintained correctly.	Scotts Head
2	Local roads not good. A block of land has ongoing sewerage problems that is not particularly environmentally friendly.	Scotts Head
2	Council members attitude to balance of environment and development, poor public consultation. Terrible state of the roads.	Scotts Head
2	The condition of Scotts Head beach, a lot of debris on the beach that's never cleaned up. Scotts Head Rd from where new work finishes the road is full of pot holes.	Scotts Head
2	Last Leap Planning, the public meeting and feedback was not inclusive and transparent.	Scotts Head
4	Council do a good job in local area.	Scotts Head
4	Doing the best they can.	Scotts Head

4	Don't have a lot to complain about. E.g. Excellent service for my elderly mother (nursing home). Transport not the best but for a small council do a good job.	Scotts Head
4	I know they're trying. Not quite managed the way they should be.	Scotts Head
5	Think they seem to be doing a good job. A couple of things need to be done e.g. council land at Scotts Head looks like being leased to the lands dept. That isn't right.	Scotts Head
5	Council provides good services and are a good bunch to deal with.	Scotts Head
4	As a general rule they do try and they are seen to be trying. They are out in the community.	South Arm
1	Council allowed the trees to be pulled down on River St.	Taylors Arm
2	Local facilities very run down like roads, parks and sporting facilities.	Taylors Arm
2	Disappointed with the Council's way of dealing with representation of local farmers. I feel that people aren't having the representation they need, Councillors are not accessible to the people and I feel that things are not getting done.	Taylors Arm
4	Average on most services.	Taylors Arm
4	For the facilities I use they do a pretty good job.	Taylors Arm
4	Council have an awful job to do, no money to do it with and they trying but some staff and Councillors could try harder.	Taylors Arm
4	Mostly do a pretty good job.	Taylors Arm
1	Doesn't think that areas need local Shire Councils.	Valla/Valla Beach
1	Council took 8 months to fix our roads after the floods (Valla area). I feel council lied to us about the reason it took so long. Council lack general community consultation.	Valla/Valla Beach
2	Not getting garbage collection. I would like more parks and reserves and walkways, picnic tables.	Valla/Valla Beach
4	In general quite happy with Council.	Valla/Valla Beach
4	Thinks they generally trying very hard to do cover all issues.	Valla/Valla Beach
4	Very satisfied with Council.	Valla/Valla Beach
4	Things get done haven't had too many issues. The area where I live attracts quite a bit of funding.	Valla/Valla Beach
4	They do their best they can in a difficult situation with limited resources.	Valla/Valla Beach
4	Do what they can with what they've got. Managing resources pretty well.	Valla/Valla Beach
5	Council have maintained great services.	Valla/Valla Beach
5	Council seems to try very hard to do the best for the Shire but get stuck in red-tape.	Valla/Valla Beach
5	I've had good responses from Council to any queries I've made.	Valla/Valla Beach

Appendix 3: Other comments and suggestions

Other comments
Grateful to be given the chance to participate & have a say. Likes the survey.
another possible area of cost cutting could be number of council workers
At least one boat ramp should have been left on the south side of the river at Macksville.
bad situation with aggressive stray dogs that needs attention, especially since her son was attacked
Believes council revenue should not be solely tied to rates. council needs to be more creative in revenue raising given that total population is small and fairly stable
best shire in the area best gm
Woolworths should not be there, has divided the town
Not happy as paying for rubbish which is not collected, but still has to pay to go to tip. Also think road maintenance should be looked after by more qualified people - very angry with bad roads.
Bring on the dam, it's taking too long.
Building extra cover for caravan in yard should be paid by council as property is housing commission not by us!
Cemetery needs to be kept tidy. Local people should be given more choice as to who gets into council, and there should be more choice of possible councillors in general.
Clean up cnr Pacey St and put in roundabout - needs beautification.
compared to Brisbane city council, Nambucca does a great job for the area it covers & the resources available
Complete the cycleway please.
concerned need local police
Concerned that survey doesn't ask about river management, the river needs a good clean out. River needs to be drained of sediment. Get rid of net fisherman in the river, someone needs to monitor illegal fishing in the river.
Concerned that there spending a lot of money on the toilets and playing fields. Need to be on the roads bridges and footpaths. 4 wheel drives to be banned from the beach. Too dangerous when children and families are on the beach.
congratulations, council, for doing this survey
Consolidate Nambucca shire council with another neighbouring council (Kempsey or Bellingen) as he feels the area is too small to have one council. Too many councils, too many employees. , Concerned that council is not spending their funds efficiently or effectively.
continue on with footpaths & cycleways & roads
council can borrow money interest free from labour state govt so go for it and also complex each paying full rates and not separate bins and the gst not be applied
council does a good job promote tourism bring industry
Council does a very good job

Council need to consult the community more and be less biased in which town's money is spent in. Rural Valla is badly neglected by Council. Very unhappy with Council's damns policy with rural properties.
Council needs some fresh ideas / fresh faces!
Council needs to be more environmentally aware.
Council needs to communicate more with residents of the shire about what they are doing.
Council needs to cut down on buying new cars every 12mths and use the money for other improvements of facilities and services.
Council needs to listen to and respond to complaints made more effectively.
Council needs to maintain the roads to a better standard than they are at present.
Council needs to put in place concessions for rate payers who do not use all services.
Council needs to put more effort in fixing the roads in the Scotts Head area.
Council seem to waste a lot of rate payer money, especially road workers etc.
Council seem too scared to put some plans into place for fear of upsetting certain people
Councillor members composed of people from diverse regions of the shire
Do a good job with what they have
Do more to attract more people to the area-more tourists to the town-more events that would include eg:-museum, races, function at the club, held over a couple of days
Doesn't like poison on weeds, or jet skis/cars on the beaches. Also, signage to warn tourists about local wildlife on road.
dogs not been on a leash on main beach and cars and horses interrupt people leisure time
doing the best they can with the small amt of money relying the state govt
Doing the best with the resources available to them
Don't think the council has medium to long range business plan and spend too much time following up complaints needlessly when they could stop them with a fine first time.
Eftpos facility at the council would be more convenient to pay rates. Feel very strongly about the footpaths. Particularly Wallace street as school age children use this route all the time.
Empty red bins each week, fine people for not picking up dog poo, vandalism in public places is a real issue
Estuary management: stop netting in river and attend to erosion on riverbanks.
Federal government should fund road and bridge maintenance
Feels council is overcharging owners of units as they pay the same rates, water etc as house owners. should be pro-rata.
Feels that north Macksville is not as well looked after as south Macksville as far as the river walkway goes. Lack of walkway maintainence is dangerous and walkways need to be kept litter free.
Fix Palmer St (Nambucca) please
Fix roads.
Fix the roads
fix the roads

Fix the roads properly instead of patching them -re-open Nambucca River so it can be enjoyed by locals & tourists
flying fox last couple mths opp woolworths are multiplying there noisy and smelly and mess on roofs and footpaths would like to see something done about it numbers increasing
Focus on social needs/children's welfare
Get a good chamber of commerce with a vision. Get more industry. And tap into the Aboriginal community.
get rid of the local council - don't need both state and local government
Good idea to do a survey.
Hard rubbish pickups - residents should only be allowed to put hard rubbish out on verge one week before pickup (like Port Macquarie). There are already piles of rubbish awaiting pick up.
Have an unsealed road that needs to be sealed as daughter has a disability. Council has tried once but has now come undone. Need a weekly red garbage bin service (for health reasons in summer) reduce maggot numbers.
Have promised parks years ago started then stopped unfinished. Snake and rat infestation waiting to happen. loads of kids riding on roads its dangerous really need the park not the dirt in the area where the park is meant to go.
I don't like paying garbage collection within my rates for a empty block of land where no rubbish is collected. Why can't this be deducted off the rates for this empty block of land?
Would like to get rid of local government
If rates are increased want to be assured that roads that will improve will be those that are important to the residents of Scotts Head
Increase police presence
Infrastructure for the youth
Is concerned about rise in crime and negative social issues (violence, safety, etc) in the past 10 years
Is pro-development but is anti- bad development.
Is concerned about pro-development elements on council and decisions made with poor consideration of environmental issues
Keep all the councillors
Keep the rivers clean and the environment.
keep trying to do whatever you can to make this the greatest place in Australia.
Keep up the good work. Council is doing a good job.
Like to see animal control as so many strays
Like to see council be more progressive in their thinking. More innovative.
like to see federal government be a bit more lenient towards the local shire so shire can take care of local issues instead of sending money overseas.
Like to see reduction of vehicles in council. Or smaller vehicles and share the pool. They'd save money.
local roads are in a bad way and need fixing. Not happy with the new dam idea.
local youth need more activities and services

Look closely at new federal situation and look at regional development plans. , Fix the roads.
Make the most of the area but don't turn it into another Port Macquarie
money that has been spent behind the scenes is too excessive.Council needs to be managed more efficiently
More activities are needed in the smaller towns like here in Eungai Creek.
More beaches that dogs can run on and enjoy. Library staffs at Nambucca are very friendly and helpful.
More care & attention when you go in to see someone at council
More cycleways are needed and should link up with current ones.
More development to encourage youth to stay in the area.
More disability access eg;-toilets,footpaths. No disabled toilets in Nambucca
More family spaces-better parks-better playgrounds like the one in Coffs Harbour
more local employment for young people so they don't have travel to work, and, more bins and recycling bins on the beaches
More money on tourism.
More off leash dog areas, not only those on the beaches. Thinks council doing a good job, pleased to be consulted about local issues via survey.
More opportunity for jobs is badly needed in Macksville.
More should be done for health reform in our district.
more water suggestions: catch run-off from roads, don't need to build the dam - other things that can be done to improve/augment water supply
Mostly happy with the services-would prefer to see less services than to see rates rise
Nambucca is paradise
need more footpaths beautify area
Need more rubbish bins on the Pacific Hwy near Bellwood. Truckies dump their rubbish.
Need the roads fixed.
needs lid for her stormwater drain out front of her house (6 Waugh Ave, Nambucca)
The boat ramp is great
No garbage pickup for rural properties then have to pay to dump rubbish at tip. Why not have sticker for rural ratepayers for free entry to the tip as you pay for maintenance of tip in the rates.
no very happy
no, good luck to the mayor
not enough handicap facilities for the main pool not enough steps outdoor pool
Not enough rates money is spent in Bowraville. I feel we are left out of the budget.
Palmer St has grass growing, has been promised to be fixed but not done yet
Pleased with what council is doing
Questions too open-ended, break garbage out in rates notices
We need to bring big business to the area so jobs can be created as there is so much unemployment in the area which then creates social problems.
Recycling should be done locally instead of being trucked to Coffs Harbour only to be trucked back again. Employ local people to sort through recycling material.

Reduce the fees on waste management service
Reduce use of chemicals in weed control and water supply
Remove council and put in an administrator with marketing experience. But, Macksville pool is the cleanest facility she has ever used, she loves it.
Retirement village info for sick people and public transport in general
River is of main concern
Safe Youth activities, more policing, professional fisherman in the river. More money for tourism.
Seems to be a lot of office staff at council chambers
Setting a term for councillors, so they serve for only a few years. , Limiting expenditure on administration as opposed to projects. , Council spending too much maintaining beach access at north Valla beach. ,
She has been complaining about stormwater coming in to her yard (30 Princes St) for 3 years now with no result.
she's glad she's not a councillor
should concentrate on promoting jobs and industry rather than just tourism
Should make the area more accessible to people with disabilities.
Should make use of the mouth of the river ... look into a mariner. Closing off River St Macksville to traffic and encourage outdoor cafe & restaurant area or one way traffic.
Smaller council chambers and rate money spent outside the council chambers.
Spend too much money on walkways and plants that's a waste also cyclway a waste of money. Trees should have been cut down for industrial blocks with no one needing also light v wall no lighting. Also water species fish disappearing looking for grant to survey. Object to pay to go the tip too expensive
Storm water runoff under my driveway is terrible (Alexander Dr). I have asked Council many times to come and investigate but they ignore our requests. The concrete moves with the torrent of water flow.
The dam seems like a waste of money so far, too much red tape and paper work. It well over priced.
The idea of building a dam in the Shire is not a good idea
The road repair crew work too slowly and don't fix the potholes correctly. My new car is getting rattles already from the bad roads e.g. Bowraville Rd coming from Nambucca
there doing a good job with the limited resources that they have and i can see how it works from the inside
there doing a good job with the limited resources that they have and i can see how it works from the inside
There needs to be more health services for the elderly.
Thinks Bowraville needs more housing development, council would have more rates to look after the area and spend on infrastructure. Attract more people to the area, attract employment to the area.
Thinks it's a wonderful place to live

Thinks that shire has huge problem with alcohol! People smashing bottles, yelling etc. in the early hours of the morning. Council could take action by increasing alcohol free zones. Council needs to consider providing more community based activities so that they have something to do other than drink.
To understand that when a community has land that the council shouldn't consider leasing the land for 20 year periods as it locks the community away from the use of that land. They need to have a better advisor as far as the laws are concerned in dealing with state government departments as well as developers and understand council's rights as well as the communities.
Tourist trade needs to be improved. More infrastructure.
Unfair services fee for services that we don't receive or can't receive. Needs to be another rate scale to accommodate these circumstances.
very concerned with sand levels in the estuary, particularly the V-Wall area
very happy to retire to Nambucca
Wants red bin picked up weekly. green bin could be fortnightly
Wants the area & the people looked after for the future
water conservation education, control lantana on council reserves
Water pressure is too low in our area. It used to be much better.
water storm drainage
We need a damn in the area and services for our youth. Estuary mouth of the river needs to kept open at all times.
Website is great, does its job
would like councillors to have a look for themselves at how bad the bridges & roads are
would like to council to be more open about where rates are going as far as infrastructure-let people know where money is actually going & that money they say is allocated for a certain purpose is actually used for that purpose
would like to see Nambucca council give Nambucca a facelift & make it more appealing to tourists-give it a village feel like Sawtell
would like to see old system (a councillor for each town) reintroduced
Would like to see that council communicates better with people in the area and council be willing to discuss and talk with people in the area rather than just go ahead with their plans. Rate payers are employing the council to represent the people.
Would rather weeds were slashed than using poison. Would like the volunteers that maintain the gardens in Macksville get some recognition.
Yellow bin pick up should be weekly