

COMMUNITY SURVEY

September 2017



Community Survey Setup

Conducted by Survey Monkey (online Survey Software product)

On Line Response

Hard Copy Available for a written Response

Used Newsletter, Facebook, Website, Household Mail Distribution



Community Survey Setup

How often you use a service?

How Important these services are?

How Council performs in delivering these services?

Council Overall Performance?

Specific Criteria Performance?



Best Communication Tool?

Community Survey Setup

5 Questions asked;

What do we do well?

What facilities services need to be improved?

What new facilities, new services, and major projects you would like to see in the next 5-10 years?

Are there any specific community issues you would like Council to address?

What do you believe Council priorities should be for the next 4 years.



Survey Response

278 responses - almost 4 times as many

Last Survey 2010 – 74 responses

104 on line responses

174 Hard copy responses

Northern Areas Council Community Survey 2017

Where do you live?

Answered **278**

Skipped **0**

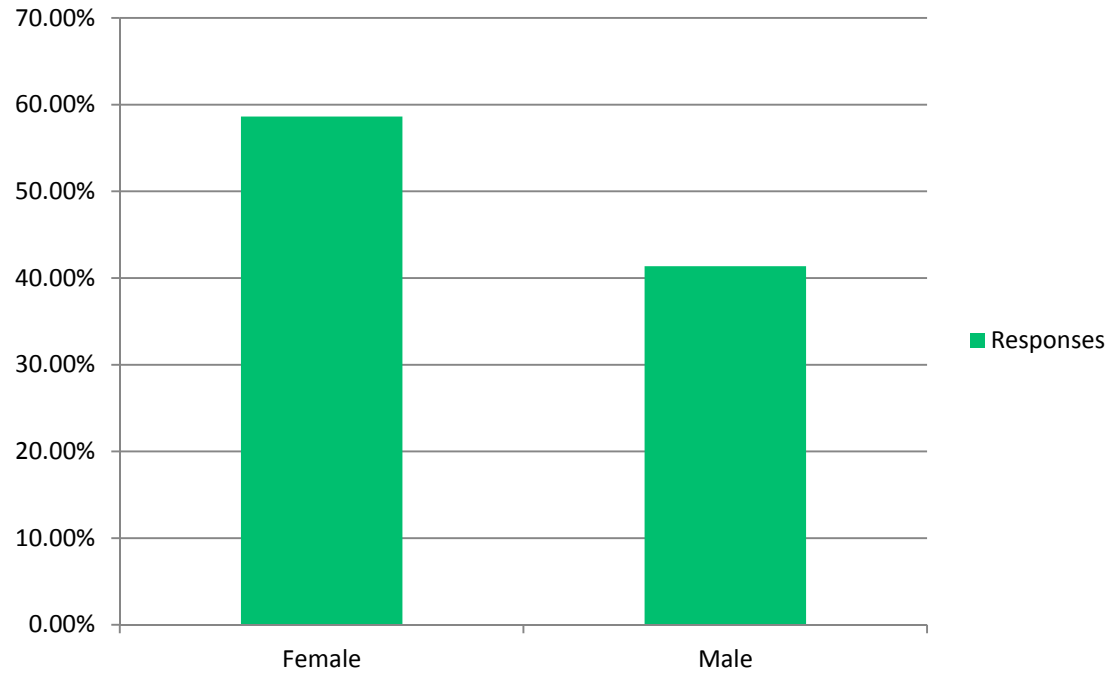
<u>Jamestown</u>	48.20%	134
<u>Gladstone</u>	15.47%	43
<u>Laura</u>	18.35%	51
<u>Spalding</u>	6.83%	19
<u>Georgetown</u>	4.68%	13
<u>Yacka</u>	2.88%	8
<u>Caltowie</u>	2.88%	8
<u>Not Provided</u>	0.72%	2

Northern Areas Council Community Survey 2017

What is your gender?

Answer Choices	Responses	
Female	58.63%	163
Male	41.37%	115
Answered		278
Skipped		0

What is your gender?

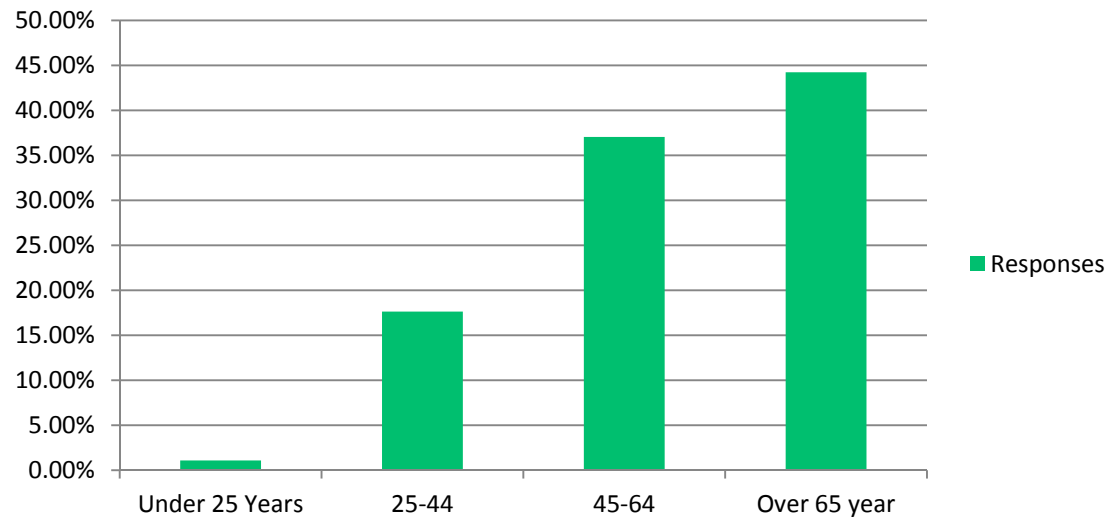


Northern Areas Council Community Survey 2017

What general age group do you belong to?

Answer Choices	Responses	
Under 25 Years	1.08%	3
25-44	17.63%	49
45-64	37.05%	103
Over 65 year	44.24%	123
Answered		278
Skipped		0

What general age group do you belong to?



Most Used Services

Sealed Road Network

Footpaths

Garbage Collection

Unsealed Road Network

Street Lighting

Least Used Services

Animal Control

Aerodrome

Hydrotherapy Pool

Planning

Fire Protection

Most Important

Sealed Road Network

Garbage Collection

Public Toilets

Health Services

Unsealed Road Network

Least Important

Animal Control

Hydrotherapy Pool

Aerodrome

Libraries

Street Cleaning

Highest Performing Services

Garbage Collection

Public Toilets

Library

Aerodrome

Cemeteries

Lowest Performing Services

Footpaths

Stormwater Drainage

Street Lighting

Unsealed Road Network

Street Cleaning

Council Performance

Very Good	6%
Good	41%
Average	32%
Below Average	14%
Poor	7%

Information about Decisions and Projects

Very Good 4%

Good 29%

Average 44%

Below Average 16%

Poor 7%

Consultation with the Community

Very Good	6%
Good	26%
Average	40%
Below Average	19%
Poor	9%

General Courtesy of Council Staff

Very Good	31%
Good	45%
Average	18%
Below Average	3%
Poor	3%

Responsiveness to Complaints

Very Good	9%
Good	35%
Average	34%
Below Average	13%
Poor	9%

Promoting the Region

Very Good	5%
Good	32%
Average	44%
Below Average	13%
Poor	6%

Economic Development

Very Good	4%
Good	27%
Average	47%
Below Average	13%
Poor	9%

Best way for council to communicate with you?

Newsletter to all Households	221
Email Newsletter	110
Newspaper	109
Website	102
Facebook/Twitter	70
Radio	55
TV	53

What does Council do well?

225 responses

Top 10 answers

Garbage Collection

Presentation of Towns

Public Toilets

Parks Well Maintained

Slashing/Mowing

Supporting Community Groups

Unsealed Road Maintenance

Sports Grounds

Cemeteries

What does Council do well?

225 responses

Raise Rates

Spend too much

Overpay staff

Waste Money

List any facilities or services that you think need to be improved. 246 responses

Footpaths

Street lighting

Unsealed Road Maintenance

Green Waste Collection

Stormwater Drainage

Playgrounds

Sealed Road Maintenance

Transfer Station Opening Hours

Culvert Drainage

Kerbing

**Are there any specific community issues you would like
Council to address?**

224 responses

Very similar answers to the previous question

What improvements, new facilities, new services, major projects you would like to see in the next 5-10 years

243 responses

Footpaths

Seal more Roads

Street Lighting

Bundaleer Picnic Grounds

Kerbing

Green Waste Collection

Jamestown Main Street Upgrade

More Road Re Sheeting

Cycle Paths and Bike Racks

Tourism Promotion

Dog Park



Decrease Rates

Decrease Admin Staff - outsource

What do you believe Council priorities should be for the next 4 years

237 responses

Footpaths

Sealed Roads

Unsealed Roads

Tourism Opportunities

Keeping Rates Down

Debt Reduction

Street Lighting



What do you believe Council priorities should be for the next 4 years

237 responses

Economic Development

Maintain Appearance of all towns

More support for local Businesses

Street Lighting

Seal more roads

Ayr Street Jamestown Upgrade

Health Services