



# Yass Valley Council Community Research

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**Report prepared for:**



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# Background and Methodology

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Yass Valley Council sought to examine community attitudes and perceptions towards current and future services and facilities provided by Council. Key objectives of the research included:

- To assess and establish the community's priorities and satisfaction in relation to Council activities, services and facilities
- To identify the community's overall level of satisfaction with Council's performance
- To understand and measure community response to a series of long term Council resourcing options

To facilitate this, Micromex Research was contracted to develop a survey template that enabled Council to effectively analyse attitudes and trends within the community.

## Questionnaire

Micromex Research, together with Yass Valley Council, developed the questionnaire.

A copy of the questionnaire is provided in Appendix B.

## Data collection

The survey was conducted during the period 22<sup>nd</sup> to 26<sup>th</sup> October 2013 from 4:30pm to 8:30pm, Monday to Friday and from 10am to 4pm Saturday.

## Survey area

Yass Valley Council Local Government Area.

## Sample selection and error

The sample consisted of a total of 400 residents. The selection of respondents was by means of a computer based random selection process using the electronic White Pages.

A sample size of 400 residents provides a maximum sampling error of plus or minus 4.9% at 95% confidence.

The sample was weighted by age to reflect the 2011 ABS census data.

## Interviewing

Interviewing was conducted in accordance with IQCA (Interviewer Quality Control Australia) Standards and the Market Research Society Code of Professional Conduct.

## Prequalification

Participants in this survey were pre-qualified as having lived in the Yass Valley Council area..

# Background and Methodology

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## Data analysis

The data within this report was analysed using SPSS and Q Professional. To identify the statistically significant differences between the groups of means, 'One-Way Anova tests' and 'Independent Samples T-tests' were used. 'Z Tests' were also used to determine statistically significant differences between column percentages.

## Ratings questions

The Unipolar Scale of 1 to 5, where 1 was the lowest importance or satisfaction and 5 the highest importance or satisfaction, was used in all rating questions.

This scale allowed for a mid range position for those who had a divided or neutral opinion.

## Mean rating explanation

Mean rating:	1.99 or less	'Very low' level of importance/satisfaction
	2.00 – 2.49	'Low' level of importance/satisfaction
	2.50 – 2.99	'Moderately low' level of importance/satisfaction
	3.00 – 3.59	'Moderate' level of importance/satisfaction
	3.60 – 3.89	'Moderately high' level of importance/satisfaction
	3.90 – 4.19	'High' level of importance/satisfaction
	4.20 – 4.49	'Very high' level of importance/satisfaction
	4.50+	'Extremely high' level of importance/satisfaction

**Note:** Only respondents who rated services/facilities a 4 or 5 in importance were asked to rate their satisfaction with that service/facility.

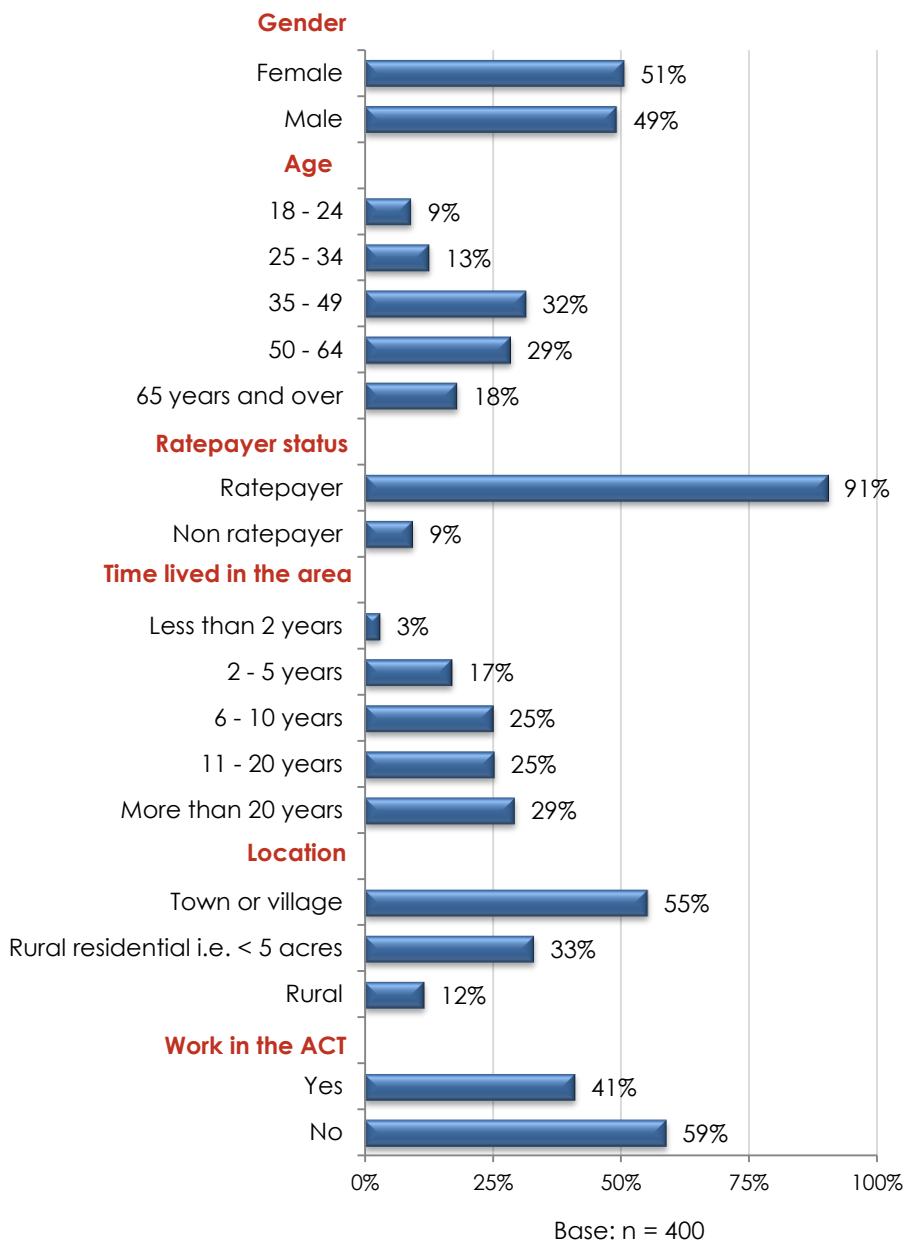
**Errors:** Data in this publication is subject to sampling variability because it is based on information relating to a sample of residents rather than the total number. This difference (sampling error) may occur due to imperfections in reporting and errors made in processing the data. This may occur in any enumeration, whether it is a full count or sample.

Efforts have been made to reduce the non-sampling error by careful design of the questionnaire and detailed checking of completed questionnaires.

# Key Findings

## Sample Profile

Data was weighted by age and gender in line with LGA ABS community profile.



# Key Findings

## Overview (Overall satisfaction)

### Summary

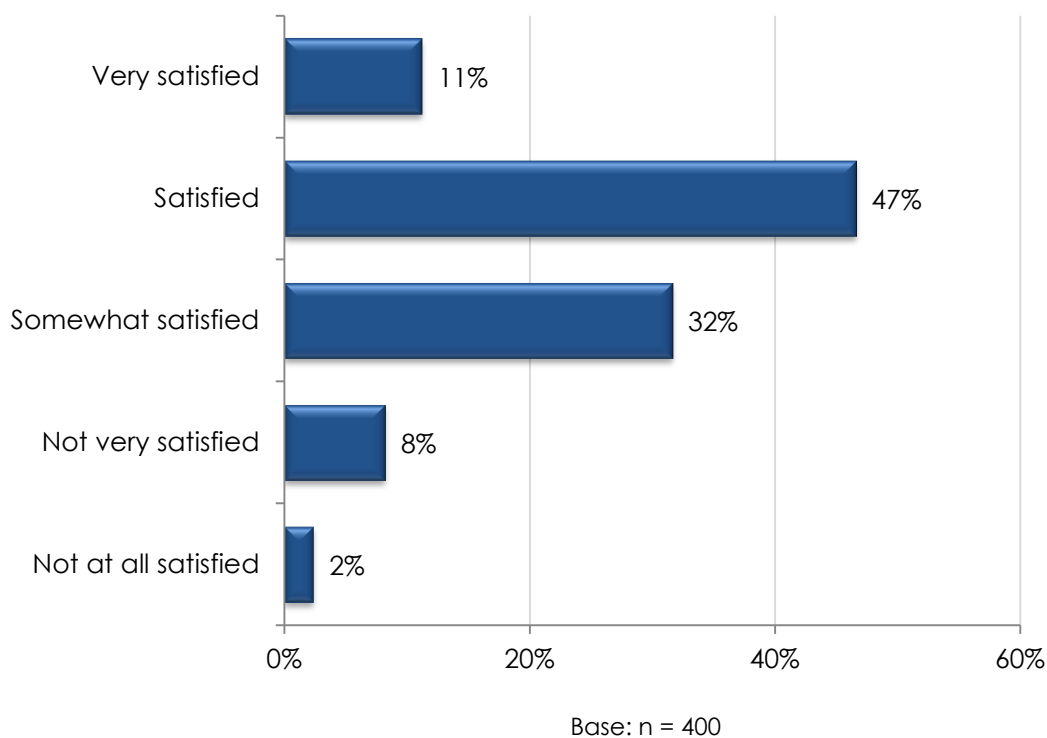
90% of residents were at least 'somewhat satisfied' with Council's performance. Overall, Yass Valley Council performed well against the Regional and All of NSW Benchmarks, rating significantly higher.

Q Overall for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues but across all responsibility areas

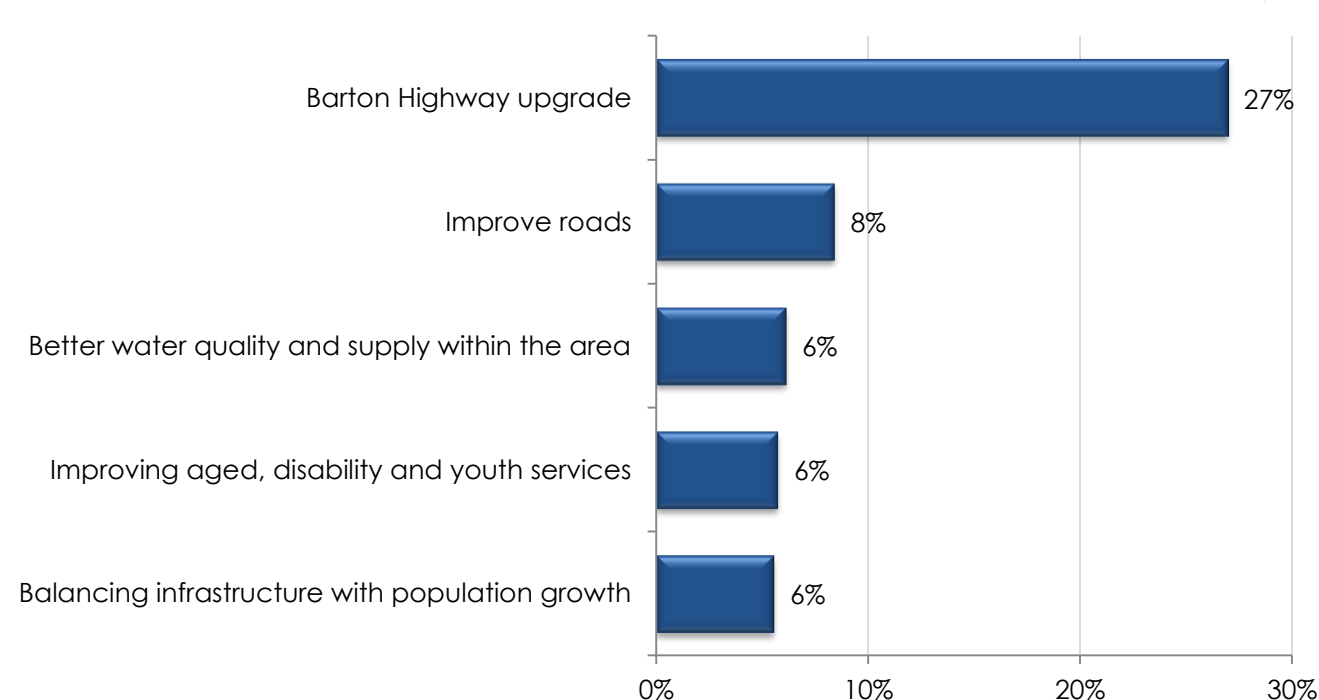
	18 - 24	25 - 34	35 -49	50-64	65+	Male	Female	Town or village	Rural residential	Rural	Overall
Mean ratings	3.71	3.58	3.51	3.56	3.57	3.50	3.62	3.55	3.56	3.58	3.56

NSW LGA BRAND SCORES	Metro	Regional	All of NSW	Yass Valley 2013
Mean ratings	3.45	3.22▼	3.31▼	3.56▲

▲▼ = Significantly higher/lower by group  
Scale: 1 = not at all satisfied, 5 = very satisfied



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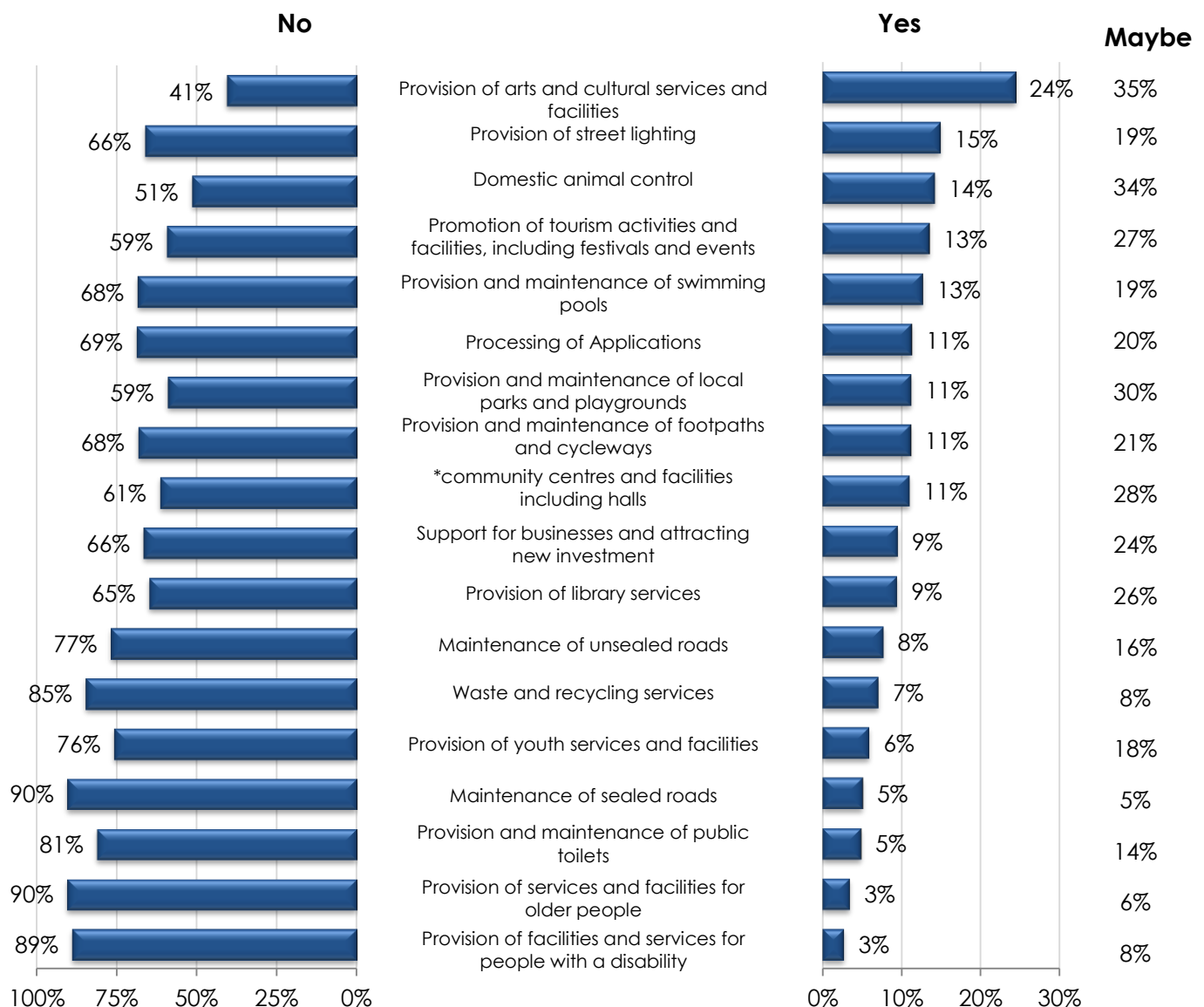


## Key Findings

'Provision of arts and cultural services and facilities' and 'provision of street lighting' were ranked highest for services and facilities that could be reduced. 'Provision of services and facilities for older people' and 'maintenance of sealed roads' were the least likely to be rated as services to be reduced.

*This question was asked to the residents in regards to whether they believe the provision of these services or facilities could be reduced.*

Q. As I read out these services and facilities, I'd like you to answer yes, maybe or no, as to whether you believe the provision of these services or facilities could be reduced.



## Key Findings

### Comparison to LGA Benchmarks

Of the 24 measurable services and facilities, 14 ranked higher than the benchmark and 3 rated equal to the benchmark, with the remaining 7 falling below the satisfaction benchmark.

Service/Facility	Yass Valley Satisfaction Scores	Satisfaction Benchmark
<b>Above the Benchmark</b>		
Availability of car parking in town centres	3.6	3.0
Town centre cleaning	3.9	3.3
Provision and maintenance of local parks and playgrounds	4.0	3.7
Opportunities to participate in Council's decision making process	3.2	3.0
Provision and maintenance of footpaths and cycleways	3.2	3.0
Availability and maintenance of sporting ovals, grounds and facilities	3.9	3.7
Drainage and flood mitigation	3.4	3.2
Household garbage collection	4.2	4.1
Attractiveness of the town centres	3.4	3.3
Community centres and facilities, including halls	3.7	3.6
Maintaining footpaths, kerbing and guttering	3.1	3.0
Protection of heritage buildings and items	3.6	3.5
Provision and maintenance of swimming pools	3.8	3.7
Long term town planning for the Yass Valley Council area	3.2	3.1
<b>Equal to the Benchmark</b>		
Council provision of information to residents	3.3	3.3
Protecting bushland and waterways	3.5	3.5
Provision of library services	4.1	4.1
<b>Below the Benchmark</b>		
Provision of arts and cultural facilities	3.4	3.9
Facilities and services for older people	3.4	3.6
Facilities and services for youth	3.0	3.1
Encouraging recycling	3.7	3.9
Promoting environmental sustainability and reduced carbon footprints	3.2	3.4
Facilities and services for people with a disability	3.3	3.4
Satisfaction with contact from Council	3.9	4.0

Scale: 1 = not at all satisfied, 5 = very satisfied

# Key Findings

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## Identifying Priorities via Specialised Analysis (Explanation)

The specified research outcomes required us to measure both community importance and community satisfaction with a range of specific service delivery areas. In order to identify core priorities, we undertook a 2 step analysis process on the stated importance and rated satisfaction data, after which we conducted a third level of analysis. This level of analysis was a Shapley Regression on the data in order to identify which facilities and services are the actual drivers of overall satisfaction with Council.

By examining both approaches to analysis we have been able to:

1. Identify and understand the hierarchy of community priorities
2. Inform the deployment of Council resources in line with community aspirations

### Step 1. Performance Gap Analysis (PGA)

PGA establishes the gap between importance and satisfaction. This is calculated by subtracting the mean satisfaction score from the mean importance score. In order to measure performance gaps, respondents are asked to rate the importance of, and their satisfaction with, each of a range of different services or facilities on a scale of 1 to 5, where 1 = low importance or satisfaction and 5 = high importance or satisfaction. These scores are aggregated at a total community level.

The higher the differential between importance and satisfaction, the greater the difference is between the provision of that service by Yass Valley Council and the expectation of the community for that service/facility.

In the table on the following page, we can see the 36 services and facilities that residents rated by importance and then by satisfaction.

When analysing the performance gaps, it is important to recognise that, for the most part, a gap of up to 1.0 is acceptable when the initial importance rating is 4.0+, as it indicates that residents consider the attribute to be of 'high' to 'very high' importance and that the satisfaction they have with Yass Valley Council performance on that same measure, is 'moderate' to 'moderately high'.

For example, 'protecting bushland and waterways' was given an importance score of 4.46, which indicates that it is considered an area of 'very high' importance by residents. At the same time it was given a satisfaction score of 3.50, which indicates that residents are 'moderately satisfied' with Yass Valley Council's performance and focus on that measure.

In the case of a performance gap such as for the 'reticulated town sewerage system' (3.53 importance & 3.71 satisfaction), we can identify that the facility/service has only 'moderate' importance to the broader community, but for residents who feel that this facility is important, it is providing a 'moderately high' level of satisfaction.

## Key Findings

When analysing performance gap data, it is important to consider both stated satisfaction and the absolute size of the performance gap.

### Performance Gap Ranking

Ranking 2013	Service/Facility	Importance Mean	Satisfaction Mean	Performance Gap
1	Barton Highway safety and capacity	4.62	2.07	-2.55
2	Maintaining sealed roads	4.55	2.91	-1.64
	Processing of Applications in an efficient manner	4.34	2.70	-1.64
4	Traffic management and general road safety	4.51	3.01	-1.50
5	Facilities and services for youth	4.30	2.97	-1.33
6	Supporting business and attracting new investment	4.34	3.06	-1.28
7	Long term town planning for the Yass Valley Council area	4.39	3.16	-1.23
8	Management of the development of residential and rural lands	4.26	3.10	-1.16
9	Financial management	4.31	3.16	-1.15
10	Feral animal control	4.10	2.96	-1.14
11	Community consultation	4.26	3.13	-1.13
12	Maintaining unsealed roads	3.93	2.83	-1.10
13	Facilities and services for people with a disability	4.36	3.28	-1.08
14	Access to public transport	3.42	2.43	-0.99
15	Council policies and plans	4.11	3.13	-0.98
16	Protecting bushland and waterways	4.46	3.50	-0.96
17	Council provision of information to residents	4.21	3.28	-0.93
18	Facilities and services for older people	4.30	3.42	-0.88
19	Provision and maintenance of public toilets	4.20	3.34	-0.86
	Control of weeds	4.10	3.24	-0.86
21	Maintaining footpaths, kerbing and guttering	3.88	3.06	-0.82
	Suitability of local shops	4.25	3.43	-0.82
23	Provision and maintenance of footpaths and cycleways	3.99	3.18	-0.81
24	Encouraging recycling	4.45	3.66	-0.79
	Attractiveness of the town centres	4.20	3.41	-0.79
26	Promoting environmental sustainability and reduced carbon footprints	4.00	3.23	-0.77
27	Roadside vegetation control	3.88	3.17	-0.71
28	Protection of heritage buildings and items	4.24	3.55	-0.69
29	Domestic animal control	3.97	3.36	-0.61
30	Support for community organisations, groups and volunteers	4.28	3.68	-0.60
	Opportunities to participate in Council's decision making process	3.76	3.16	-0.60
32	Reticulated town water supply	3.59	3.00	-0.59
33	Drainage and flood mitigation	4.01	3.43	-0.58
34	Availability of car parking in town centres	4.08	3.56	-0.52
35	Community education and safety programs	3.90	3.42	-0.48
36	Provision and maintenance of street lighting	3.94	3.49	-0.45

## Key Findings

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When analysing performance gap data, it is important to consider both stated satisfaction and the absolute size of the performance gap.

### Performance Gap Ranking

Ranking 2013	Service/Facility	Importance Mean	Satisfaction Mean	Performance Gap
37	Promotion of tourism activities and facilities, including festivals and events	4.19	3.76	-0.43
38	Household garbage collection	4.45	4.15	-0.30
39	Provision and maintenance of local parks and playgrounds	4.31	4.01	-0.30
40	Town centre cleaning	4.21	3.93	-0.28
41	Community centres and facilities, including halls	3.96	3.71	-0.25
42	Provision of arts and cultural facilities	3.62	3.38	-0.24
43	Availability and maintenance of sporting ovals, grounds and facilities	4.13	3.93	-0.20
44	Provision and maintenance of swimming pools	3.89	3.84	-0.05
45	Provision of library services	3.97	4.08	+0.11
46	Reticulated town sewerage system	3.53	3.71	+0.18

## Key Findings

When we examine the 13 largest performance gaps, we can identify that all the services or facilities have been rated as 'high' to 'extremely high' in importance. Resident satisfaction for all of these areas is between 2.07 and 3.28, which indicates that resident satisfaction for these measures is 'low' to 'moderate'.

Ranking	Service/ Facility	Importance Mean	Satisfaction Mean	Performance Gap
1	Barton Highway safety and capacity	4.62	2.07	2.55
2	Maintaining sealed roads	4.55	2.91	1.64
	Processing of Applications in an efficient manner	4.34	2.70	1.64
4	Traffic management and general road safety	4.51	3.01	1.50
5	Facilities and services for youth	4.30	2.97	1.33
6	Supporting business and attracting new investment	4.34	3.06	1.28
7	Long term town planning for the Yass Valley Council area	4.39	3.16	1.23
8	Management of the development of residential and rural lands	4.26	3.10	1.16
9	Financial management	4.31	3.16	1.15
10	Feral animal control	4.10	2.96	1.14
11	Community consultation	4.26	3.13	1.13
12	Maintaining unsealed roads	3.93	2.83	1.10
13	Facilities and services for people with a disability	4.36	3.28	1.08

The key outcomes of this analysis would suggest that, while there are opportunities to improve satisfaction across a range of services/facilities, 'Barton Highway safety and capacity' is the area of least relative satisfaction.

**Note:** Performance gap is the first step in the process, we now need to identify comparative ratings across all services and facilities to get an understanding of relative importance and satisfaction at an LGA level. This is when we undertake step 2 of the analysis.

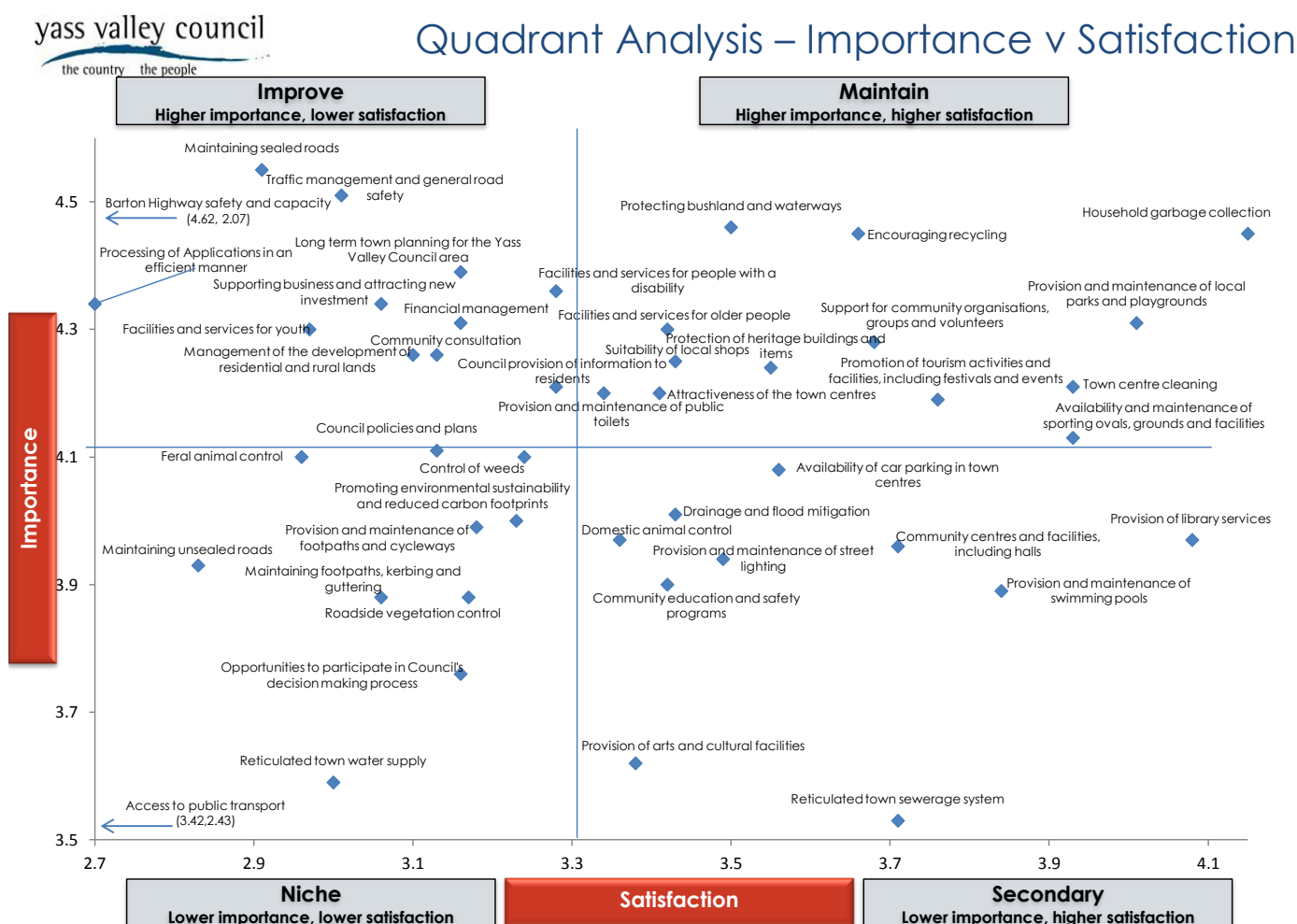
# Key Findings

## Quadrant Analysis

### Step 2. Quadrant Analysis

Quadrant analysis is a useful tool for planning future directions. It combines the stated needs of the community and assesses Yass Valley Council performance in relation to these needs.

This analysis is completed by plotting the variables on x and y axes, defined by stated importance and rated satisfaction. We aggregate the mean scores for stated importance and rated satisfaction to identify where the facility or service should be plotted. For these criteria, the average stated importance score was 4.13 and the average rated satisfaction score was 3.33. Therefore, any facility or service that received a mean stated importance score of  $\geq 4.13$  would be plotted in the higher importance section and, conversely, any that scored  $< 4.13$  would be plotted into the lower importance section. The same exercise is undertaken with the satisfaction ratings above, equal to or below 3.33. Each service or facility is then plotted in terms of satisfaction and importance, resulting in its placement in one of four quadrants.



## Key Findings

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### Explaining the 4 quadrants

Attributes in the top right quadrant, **MAINTAIN**, such as 'household garbage collection', are Council's core strengths, and should be treated as such. Maintain, or even attempt to improve your position in these areas, as they are influential and address clear community needs.

Attributes in the top left quadrant, **IMPROVE**, such as 'facilities and services for people with a disability', are areas where Council is perceived to be currently under-performing and are key concerns in the eyes of your residents. In the vast majority of cases you should aim to improve your performance in these areas to better meet the community's expectations.

Attributes in the bottom left quadrant, **NICHE**, such as 'control of weeds', are of a relatively lower priority (and the word 'relatively' should be stressed – they are still important). These areas tend to be important to a particular segment of the community.

Finally, attributes in the bottom right quadrant, **SECONDARY**, such as 'provision of library services' are core strengths, but in relative terms they are less important than other areas and Council's servicing in these areas may already be exceeding expectation. Consideration could be given to rationalising focus in these areas as they are not community priorities for improvement.

Recommendations based only on stated importance and satisfaction have major limitations, as the actual questionnaire process essentially 'silos' facilities and services as if they are independent variables, when they are in fact all part of the broader community perception of Council performance.

Residents' priorities identified in stated importance/satisfaction analysis often tend to be in areas that are problematic. No matter how much focus a Council dedicates to 'local roads', it will often be found in the **IMPROVE** quadrant. This is because, perceptually, the condition of local roads can always be better.

Furthermore, the outputs of stated importance and satisfaction analysis address the current dynamics of the community, they do not predict which focus areas are the most likely agents to change the community's perception of Council's overall performance.

Therefore, in order to identify how Yass Valley Council can actively drive overall community satisfaction, we conducted further analysis.



## Key Findings

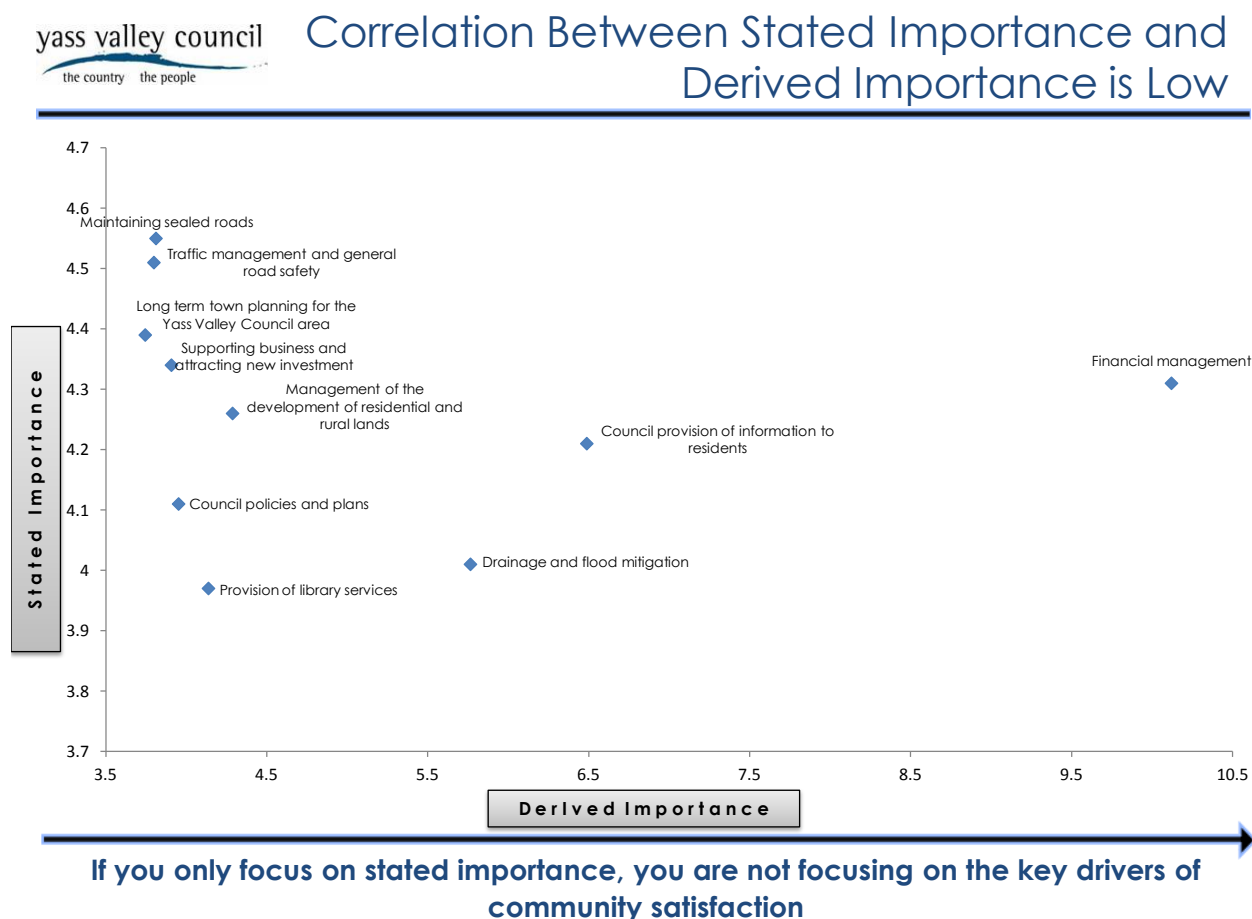
### The Shapley Value Regression

We recently finalised the development of a Council Satisfaction Model, to identify priorities that will drive overall satisfaction with Council.

This model was developed by conducting specialised analysis from over 30,000 LGA interviews conducted since 2005. In essence, it proved that increasing resident satisfaction by actioning the priorities they stated as being important does not necessarily positively impact on overall satisfaction with the Council. This regression analysis is a statistical tool for investigating relationships between dependent variables and explanatory variables.

### What Does This Mean?

The learning is that if we only rely on the stated community priorities, we will not be allocating the appropriate resources to the actual service attributes that will improve overall community satisfaction. Using regression analysis we can identify the attributes that essentially build overall satisfaction. We call the outcomes 'derived importance'.



In the chart above, on the vertical axis of 'stated importance', all the facilities/services fall in relatively close proximity to each other (i.e. between approximately 3.7 & 4.7), however, on the horizontal axis the attributes are spread between 3.5 and 10.5. The further an attribute is found to the right of the horizontal axis of 'derived importance', the more it contributes in driving overall satisfaction with Council.

## Key Findings

### Key Drivers of Satisfaction with Yass Valley Council

The results in the chart below provide Yass Valley Council with a complete picture of both the extrinsic and intrinsic community priorities and motivations and identify what attributes are the key drivers of community satisfaction.

These top 14 services/facilities account for over 60% of overall satisfaction with Council. This indicates that the remaining 32 attributes we obtained measures on have only a limited impact on the community's satisfaction with Yass Valley Council's performance. Therefore, whilst all 46 service/facility areas are important, only a minority of them are significant drivers of the community's overall satisfaction with Council.



### These Top 14 Indicators Contribute To Over 60% Of Overall Satisfaction With Council



**The contributors to satisfaction are not to be misinterpreted as an indication of current dissatisfaction**

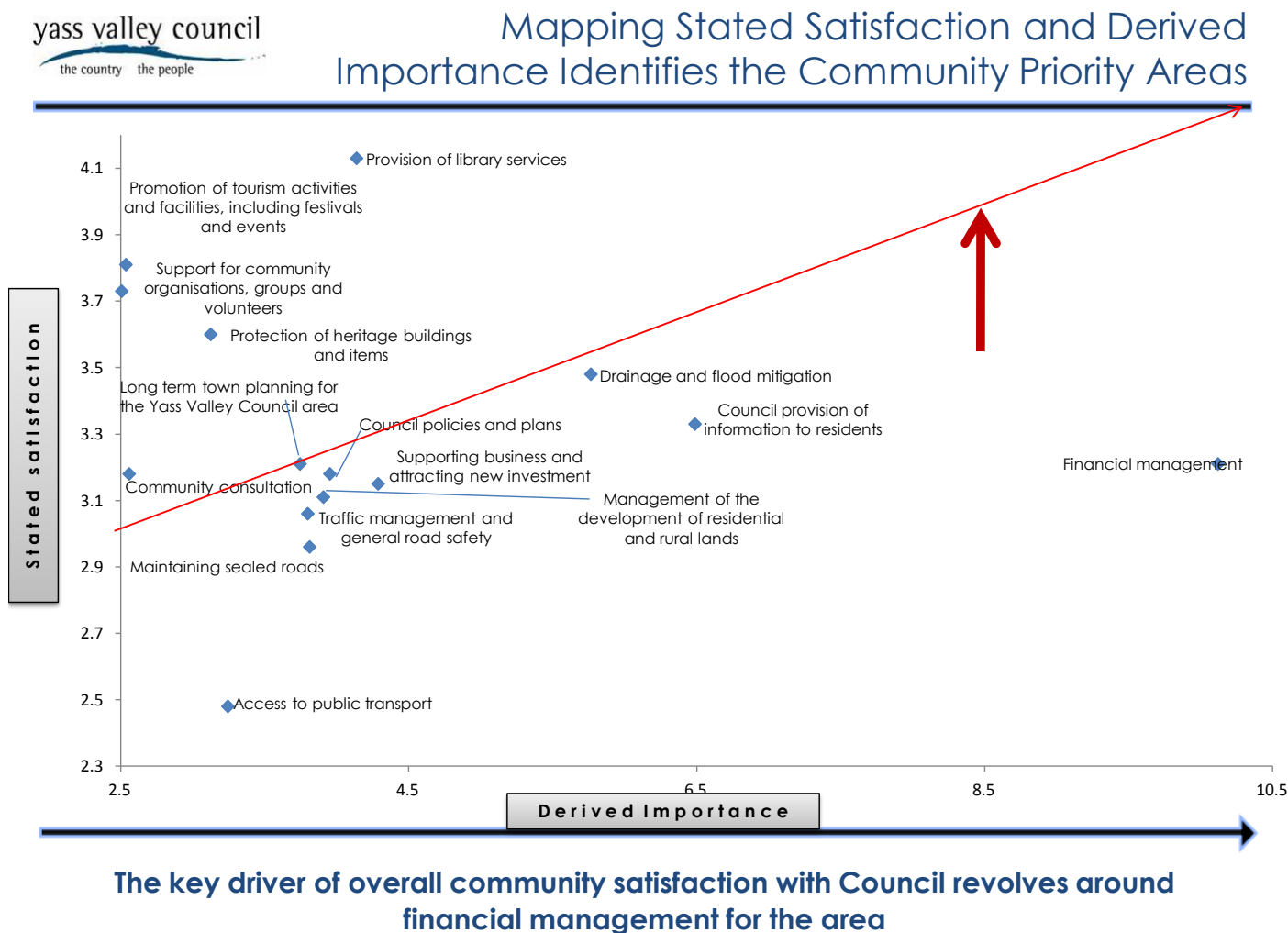
These 14 services/facilities are the key community priorities and by addressing these, Yass Valley Council will improve overall community satisfaction. The score assigned to each area indicates the percentage of influence each attribute contributes to overall satisfaction with Council.

In the above chart, 'promotion of tourism activities and facilities, including festivals and events', contributes 2.5% towards overall satisfaction, while 'financial management' (10.1%) is a far stronger driver, contributing over four times as much to overall satisfaction with Council.

## Key Findings

### Clarifying Priorities

If Yass Valley Council can address these core drivers, they will be able to improve resident satisfaction with their performance. In the chart below we can see that, for many of the core drivers, Council is already performing reasonably well. There are clear opportunities, however, to improve satisfaction with the services/facilities that fall below the diagonal line.



The key outcomes of this analysis indicate that 'financial management' is the priority area from a resident perspective.

## Summary of Critical Outcomes

The summary table below combines the outcomes of the regression analysis with the stated importance and satisfaction outcomes of the performance gap and quadrant analysis.

In developing future plans and strategies Yass Valley Council should consider the implications raised by each form of analysis.

	Shapley's Analysis	Gap Analysis	Quadrant Analysis
Financial management	10.1	-1.15	Improve
Council provision of information to residents	6.5	-0.93	Improve
Drainage and flood mitigation	5.8	-0.58	Secondary
Management of the development of residential and rural lands	4.3	-1.16	Improve
Provision of library services	4.1	+0.11	Secondary
Council policies and plans	4.0	-0.98	Niche
Supporting business and attracting new investment	3.9	-1.28	Improve
Maintaining sealed roads	3.8	-1.64	Improve
Traffic management and general road safety	3.8	-1.50	Improve
Long term town planning for the Yass Valley Council area	3.7	-1.23	Improve
Access to public transport	3.2	-0.99	Niche
Protection of heritage buildings and items	3.1	-0.69	Maintain
Community consultation	2.6	-1.13	Improve
Promotion of tourism activities and facilities, including festivals and events	2.5	-0.43	Maintain

## Summary & Recommendations

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This is a positive result for Yass Valley Council, with 39 of the 46 services/facilities being rated as providing 'moderate' to 'high' levels of community satisfaction. In addition to this, overall satisfaction with Council's performance in the last 12 months was significantly higher than the regional and all of NSW benchmarks.

The regression data identifies that 'financial management' is the primary driver of overall satisfaction. When probed, for the most part, residents could not identify where they believed that Council services could be reduced. This suggests that the community wants Council to explore different scenarios that would allow it to go about maintaining current services levels.

Community consultation and engagement is an important opportunity area for Council, which should focus on identifying and implementing strategies that will better inform the community of Council's policies and plans, as well as Council's long term plans for the LGA. Specifically, Council should look to:

1. Explore the community's understanding and concerns surrounding financial management and the general provision of services
2. Inform and consult with the community on the issues of the 'management of the development of residential and rural lands' and 'supporting business and attracting new investment'
3. Clarify and consult with the community to understand current and future expectations and aspirations with regard to the general management of the transport network, specifically in terms of public transport, the condition of the assets and general road safety
4. Develop a delivery plan that will allow Council to maintain service and facility levels at their current level or alternatively further consult and identify the opportunity areas where service levels can be reduced



# **Section A**

## **Detailed Findings**

**Importance of, and Satisfaction with,  
Council Services and Facilities**

# Importance of, and Satisfaction with, Council Services and Facilities

The Unipolar Scale of 1 to 5, where 1 was the lowest importance or satisfaction and 5 the highest importance or satisfaction, was used in all rating questions.

## Interpreting the Mean Scores

Within the report, the mean ratings for each of the criteria have been assigned a determined level of 'importance' or 'satisfaction'. This determination is based on the following groupings:

Mean rating:

1.99 or lower	'Very low' level of importance/satisfaction
2.00 – 2.49	'Low' level of importance/satisfaction
2.50 – 2.99	'Moderately low' levels of importance/satisfaction
3.00 – 3.59	'Moderate' level of importance/satisfaction
3.60 – 3.89	'Moderately high' level of importance/satisfaction
3.90 – 4.19	'High' level of importance/satisfaction
4.20 – 4.49	'Very high' level of importance/satisfaction
4.50 +	'Extreme' level of importance/satisfaction

Participants were asked to indicate which best described their opinion of the importance of the following services/facilities to them. Respondents who rated services/facilities a 4 or 5 in importance were then asked to rate their satisfaction with that service/facility.



## We Explored Resident Response To 46 Service Areas

### Roads and Transport

Access to public transport  
Barton Highway safety and capacity  
Maintaining footpaths, kerbing and guttering  
Maintaining sealed roads  
Maintaining unsealed roads  
Roadside vegetation control  
Traffic management and general road safety

### Environment and Public Health

Domestic animal control  
Drainage and flood mitigation  
Encouraging recycling  
Feral animal control  
Promoting environmental sustainability and reduced carbon footprints  
Protecting bushland and waterways

### Town Planning

Attractiveness of the town centres  
Long term town planning for the Yass Valley Council area  
Protection of heritage buildings and items

### Waste, Cleanliness, Services

Control of weeds  
Household garbage collection  
Reticulated town sewerage system  
Reticulated town water supply  
Town centre cleaning

### Local Shops

Availability of car parking in town centres

Suitability of local shops

### Council Leadership/ Managing the Local Government Area

Community consultation  
Council policies and plans  
Council provision of information to residents  
Financial management  
Opportunities to participate in Council's decision making process  
Promotion of tourism activities and facilities, including festivals and events  
Supporting business and attracting new investment

### Council Services and Facilities

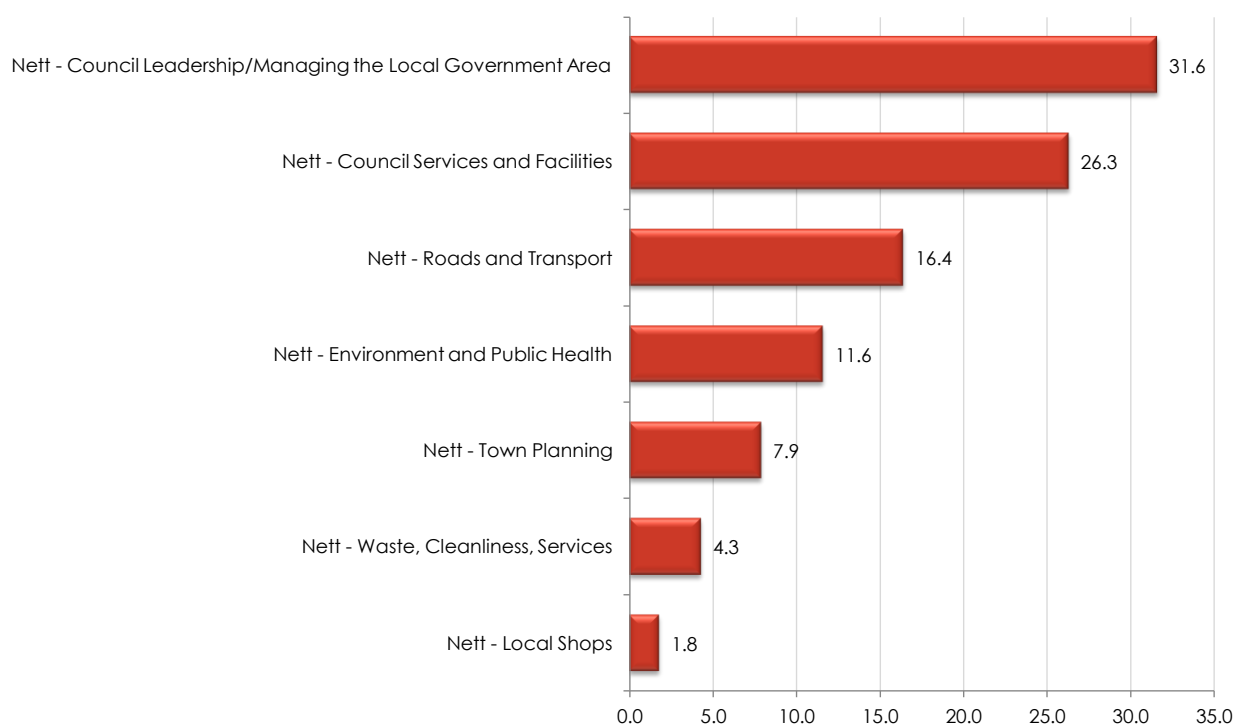
Availability and maintenance of sporting ovals, grounds and facilities  
Community centres and facilities, including halls  
Community education and safety programs  
Facilities and services for youth  
Facilities and services for older people  
Facilities and services for people with a disability  
Management and development of residential and rural lands  
Processing of applications in an efficient manner  
Provision and maintenance of footpaths and cycleways  
Provision and maintenance of local parks and playgrounds  
Provision and maintenance of public toilets  
Provision and maintenance of street lighting  
Provision and maintenance of swimming pools  
Provision of arts and cultural facilities  
Provision of library services  
Support for community organisations, groups and volunteers

# Importance of, and Satisfaction, with Council Services and Facilities

## Key Service Areas' Contribution to Overall Satisfaction

By combining the outcomes of the regression data, we can identify the derived importance of the different Nett Priority Areas.

## Contribution to Overall Satisfaction with Council's Performance





## Importance/Satisfaction – Roads and Transport

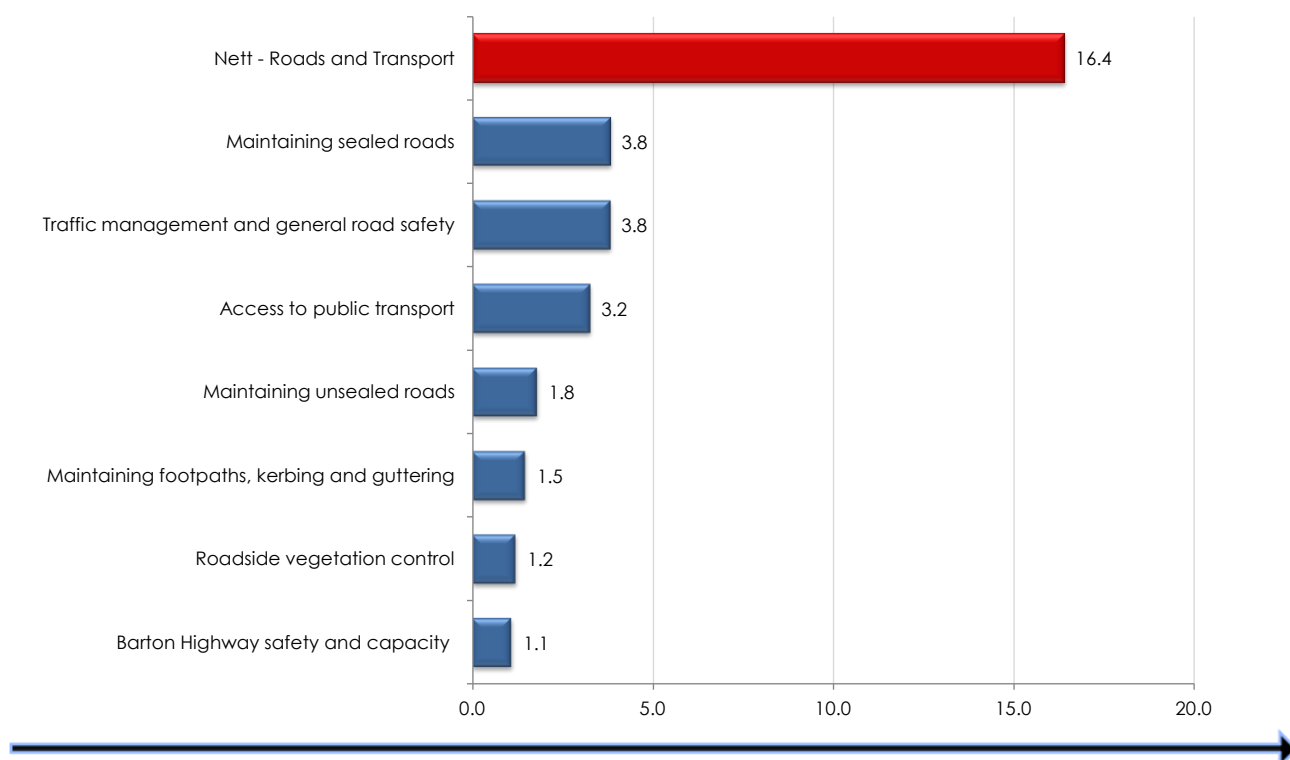
### Services and facilities explored included:

- Access to public transport
- Barton Highway safety and capacity
- Maintaining footpaths, kerbing and guttering
- Maintaining sealed roads
- Maintaining unsealed roads
- Roadside vegetation control
- Traffic management and general road safety

### Contribution to Overall Satisfaction with Council (Regression Data)

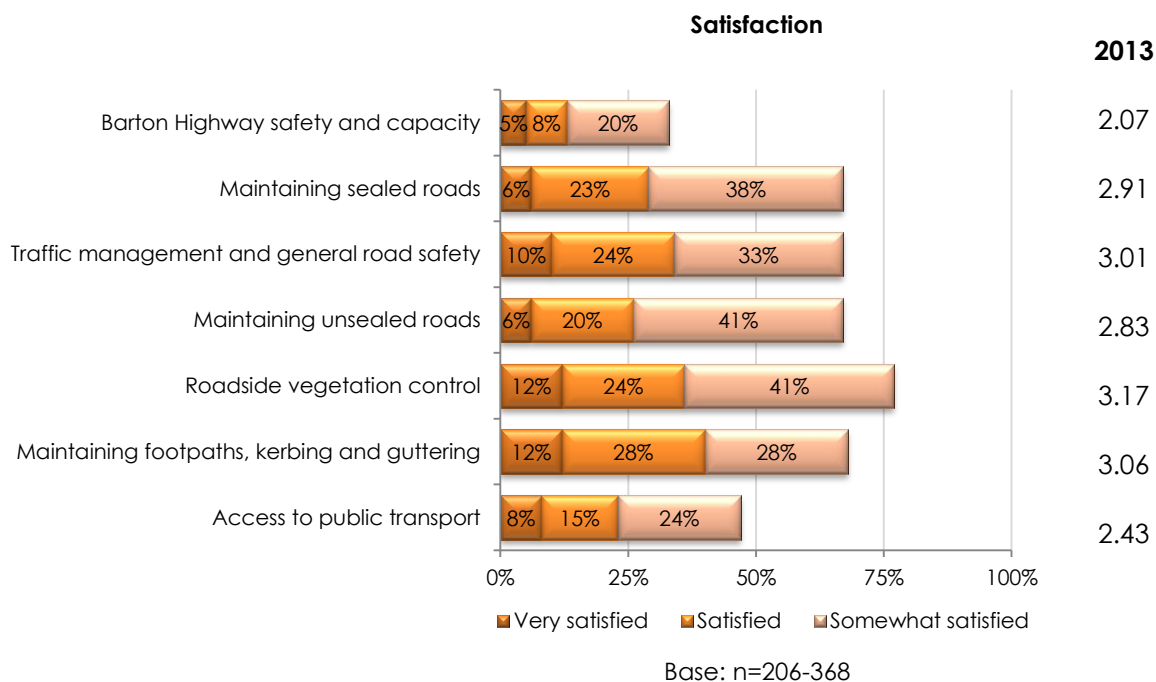
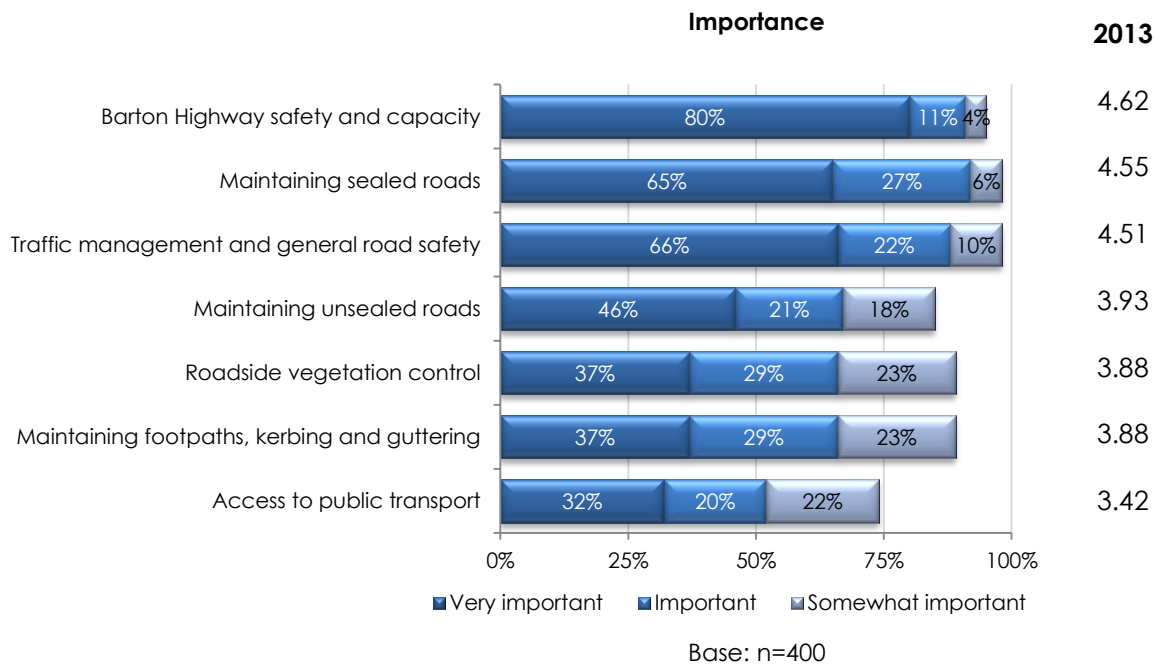
Council's performance in the areas below accounts for over 16% of overall satisfaction, based on the regression analysis.

## Roads And Transport- Contributes To Over 16% Of Overall Satisfaction With Council



## Importance/Satisfaction – Roads and Transport

**Note:** The hierarchal sorting of each graph is relative to the mean importance rating.



Scale: 1 = not at all important/satisfied, 5 = very important/satisfied

## Importance/Satisfaction – Roads and Transport

---

**Note:** The hierarchal sorting of the table is relative to the performance gap.

	Performance Gap
Barton Highway safety and capacity	-2.55
Maintaining sealed roads	-1.64
Traffic management and general road safety	-1.50
Maintaining unsealed roads	-1.10
Access to public transport	-0.99
Maintaining footpaths, kerbing and guttering	-0.82
Roadside vegetation control	-0.71

# Importance/Satisfaction – Roads and Transport

---

## Overview of Rating Scores

### Importance – overall

Extremely high	Barton Highway safety and capacity Maintaining sealed roads
High	Traffic management and general road safety Maintaining unsealed roads
Moderately high	Maintaining footpaths, kerbing and guttering Roadside vegetation control
Moderate	Access to public transport

### Importance – by age

There are no significant differences by age.

### Importance – by gender

There are no significant differences by gender.

### Importance – by location

Residents in the rural area rated 'maintaining unsealed roads' higher in importance, whilst residents in the town or villages rated 'maintaining footpaths, kerbing and guttering' higher in importance.

## Overview of Rating Scores

### Satisfaction – overall

Moderate	Roadside vegetation control Maintaining footpaths, kerbing and guttering
Moderately low	Traffic management and general road safety Maintaining sealed roads
Low	Maintaining unsealed roads Access to public transport Barton Highway safety and capacity

### Satisfaction – by age

Residents aged 35-49 were significantly less satisfied with 'maintaining sealed roads'.

### Satisfaction – by gender

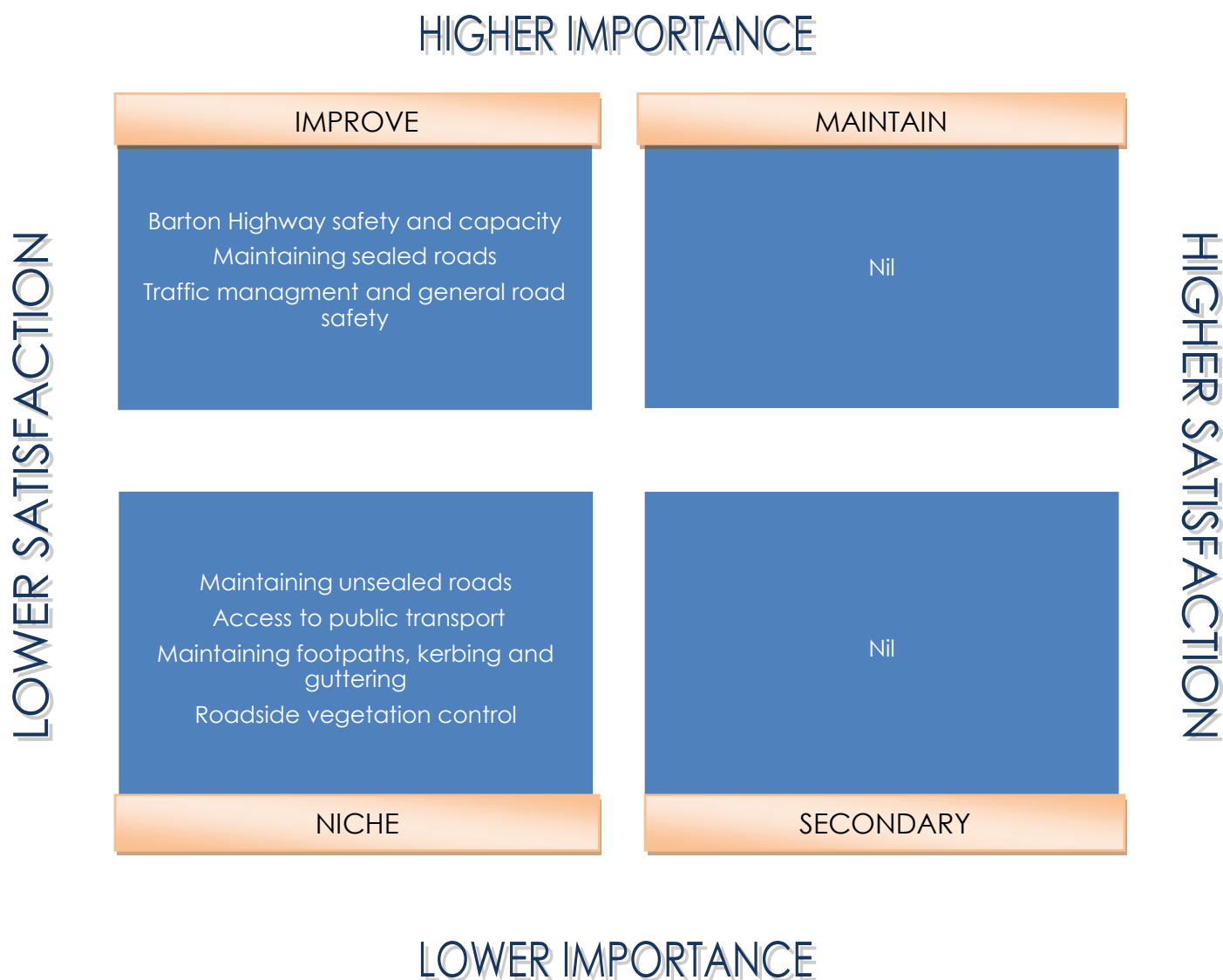
There were no significant differences by gender.

### Satisfaction – by location

Residents in the rural residential areas were significantly less satisfied with 'Barton Highway safety and capacity'.

## Importance/Satisfaction – Roads and Transport

### Quadrant Analysis



### Recommendations

Based on the stated outcomes analysis, Yass Valley Council needs to improve resident satisfaction with:

- Barton Highway safety and capacity
- Maintaining sealed roads
- Traffic management and general road safety

## Importance/Satisfaction – Environment and Public Health

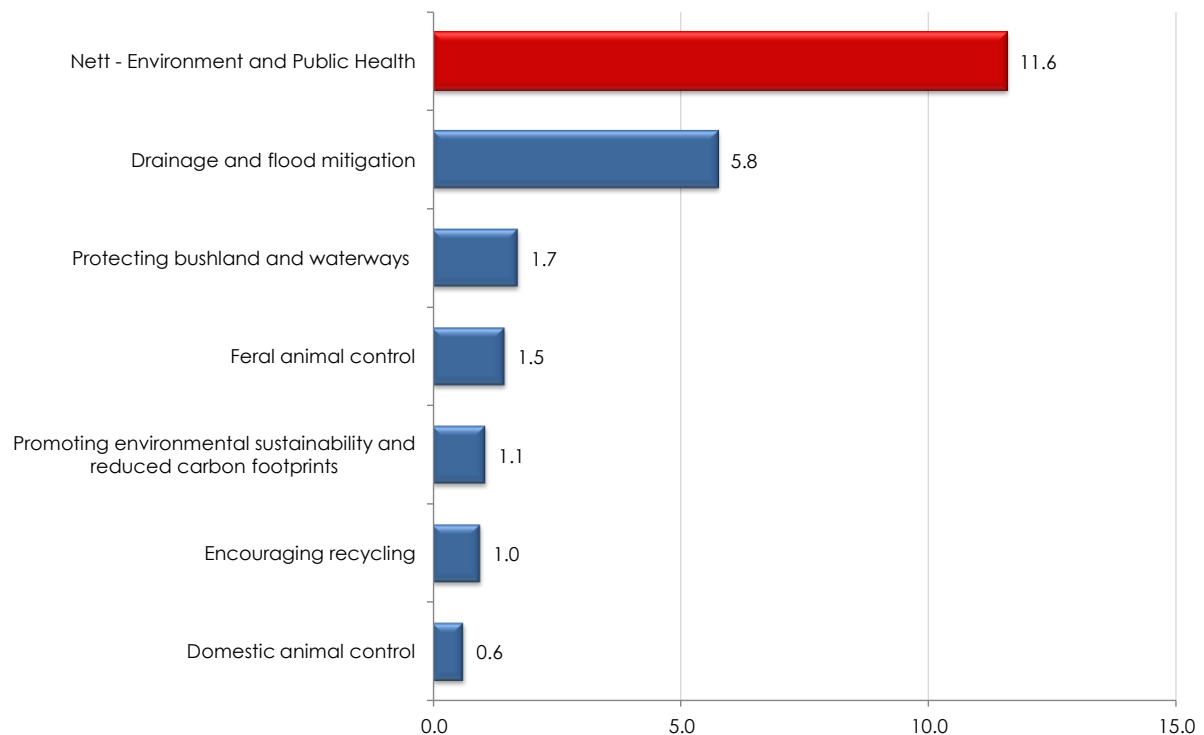
### Services and facilities explored included:

- Domestic animal control
- Drainage and flood mitigation
- Encouraging recycling
- Feral animal control
- Promoting environmental sustainability and reduced carbon footprints
- Protecting bushland and waterways

### Contribution to Overall Satisfaction with Council (Regression Data)

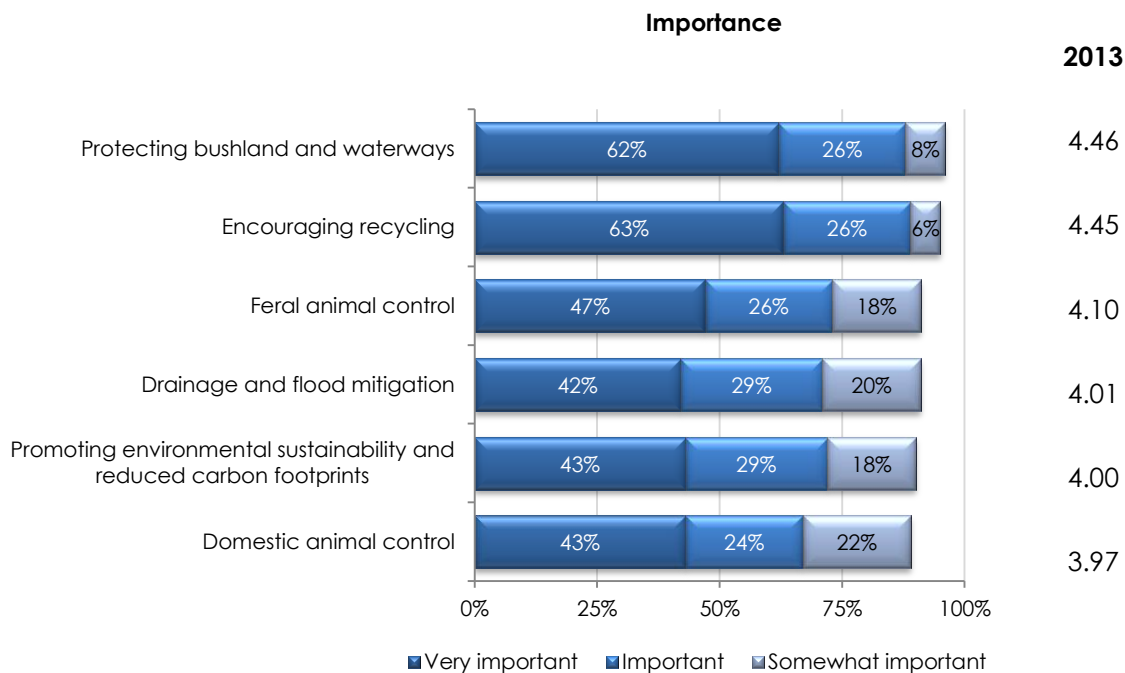
Council's performance in the areas below accounts for almost 12% of overall satisfaction, based on the regression analysis.

## Environment and Public Health – Contributes to Almost 12% of Overall Satisfaction with Council

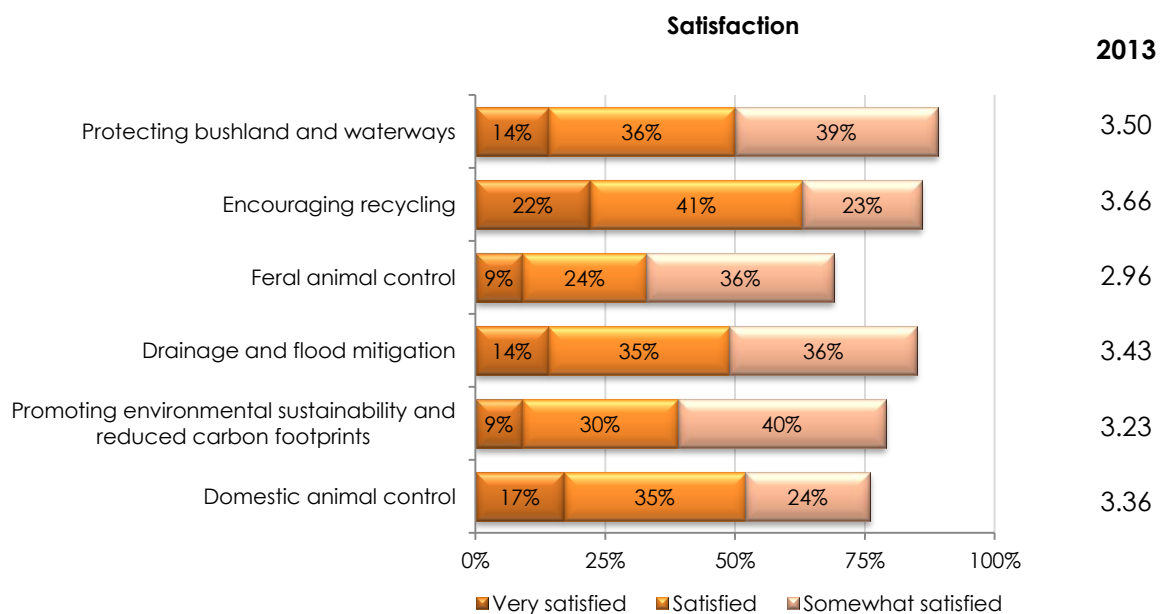


## Importance/Satisfaction – Environment and Public Health

**Note:** The hierarchal sorting of each graph is relative to the mean importance rating.



Base: n=400



Base: n=269-354

Scale: 1 = not at all important/satisfied, 5 = very important/satisfied

## Importance/Satisfaction – Environment and Public Health

---

**Note:** The hierarchal sorting of the table is relative to the performance gap.

	Performance Gap
Feral animal control	-1.14
Protecting bushland and waterways	-0.96
Encouraging recycling	-0.79
Promoting environmental sustainability and reduced carbon footprints	-0.77
Domestic animal control	-0.61
Drainage and flood mitigation	-0.58



# Importance/Satisfaction – Environment and Public Health

---

## Overview of Rating Scores

### Importance – overall

Extremely high	Encouraging recycling
	Protecting bushland and waterways
High	Feral animal control
	Drainage and flood mitigation
	Promoting environmental sustainability and reduced carbon footprints
	Domestic animal control

### Importance – by age

There are no significant differences by age.

### Importance – by gender

There are no significant differences by gender.

### Importance – by location

There are no significant differences by location.

## Overview of Rating Scores

### Satisfaction – overall

Moderately high	Encouraging recycling
Moderate	Protecting bushland and waterways
	Drainage and flood mitigation
	Domestic animal control
	Promoting environmental sustainability and reduced carbon footprints
Moderately low	Feral animal control

### Satisfaction – by age

Residents aged 18-24 were significantly more satisfied with 'domestic animal control'

### Satisfaction – by gender

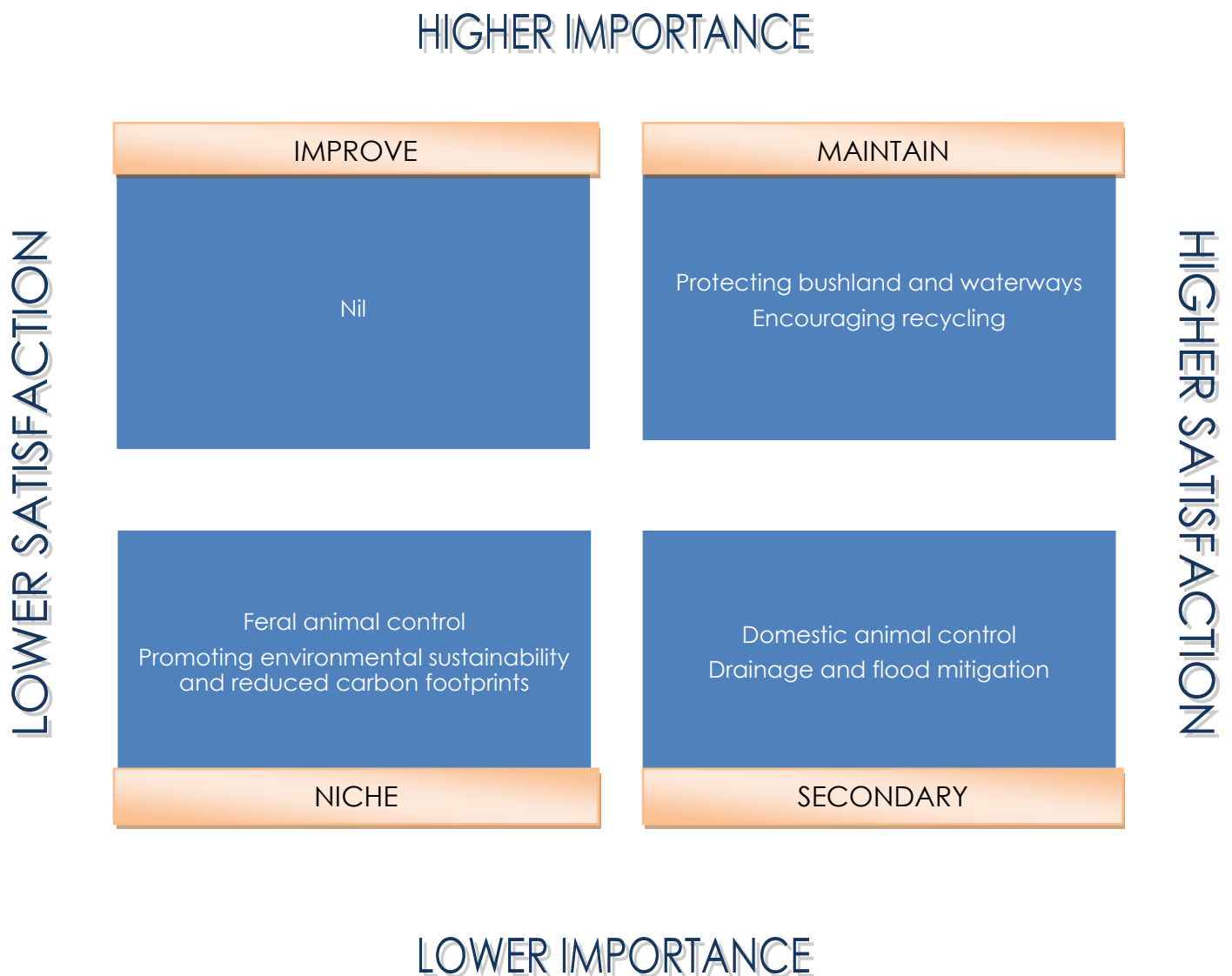
There are no significant differences by gender.

### Satisfaction – by location

Residents in the rural residential were significantly less satisfied with 'feral animal control'.

## Importance/Satisfaction – Environment and Public Health

### Quadrant Analysis



### Recommendations

Based on the stated outcomes analysis, Yass Valley Council needs to maintain resident satisfaction with:

- Protecting bushland and waterways
- Encouraging recycling

## Importance/Satisfaction – Town Planning

### Services and facilities explored included:

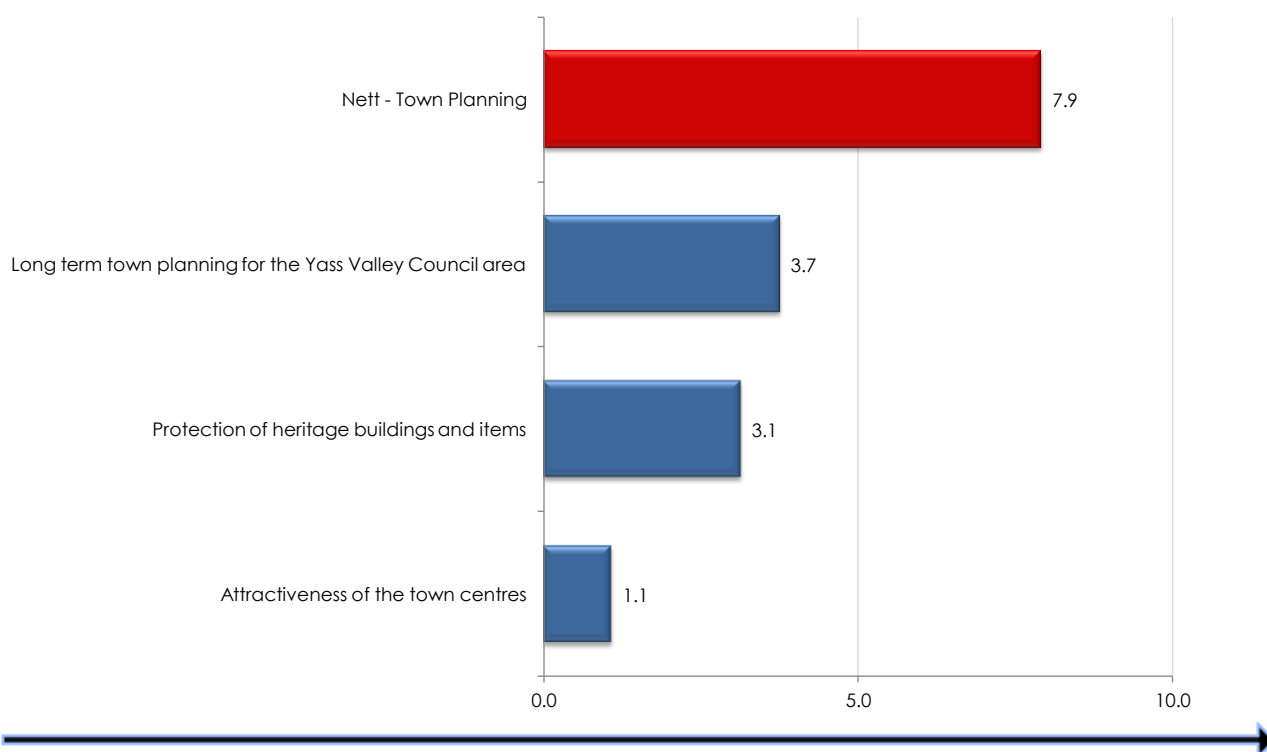
- Attractiveness of the town centres
- Long term town planning for the Yass Valley Council area
- Protection of heritage buildings and items

### Contribution to Overall Satisfaction with Council (Regression Data)

Council's performance in the areas below accounts for almost 8% of overall satisfaction, based on the regression analysis.

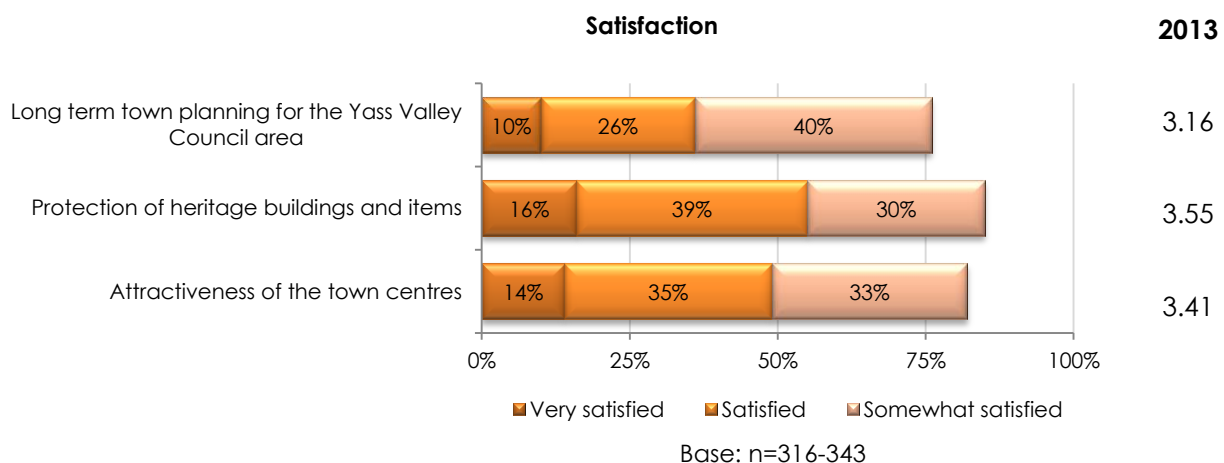
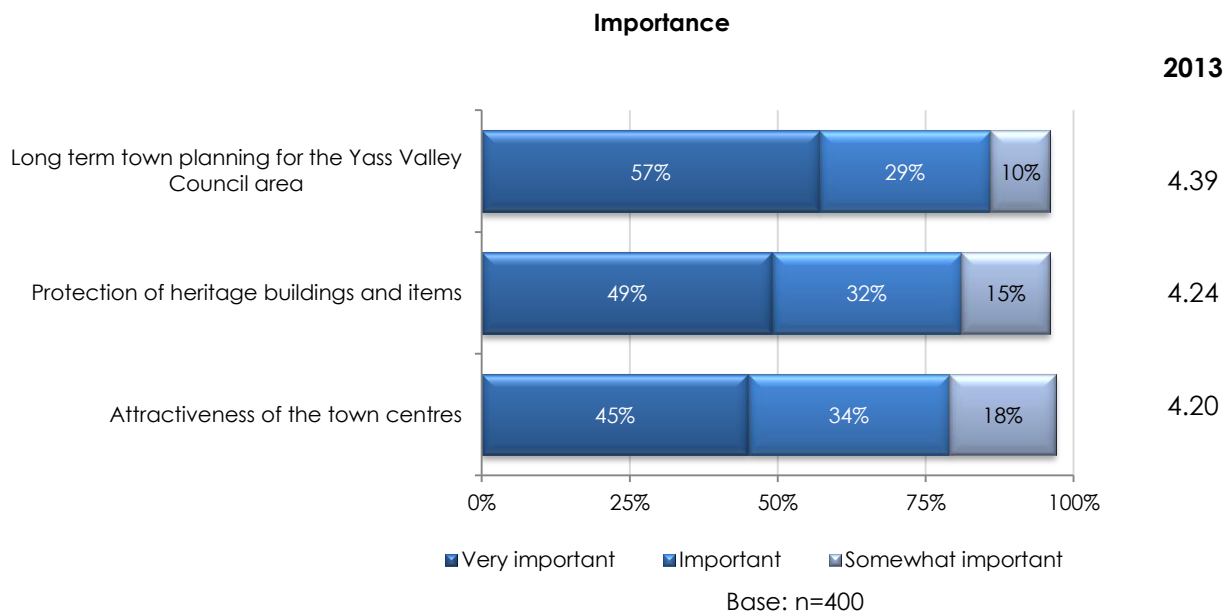


## Town Planning – Contributes to Almost 8% of Overall Satisfaction with Council



## Importance/Satisfaction – Town Planning

**Note:** The hierarchal sorting of each graph is relative to the mean importance rating.



Scale: 1 = not at all important/satisfied, 5 = very important/satisfied

**Note:** The hierarchal sorting of the table is relative to the performance gap.

	Performance Gap
Long term town planning for the Yass Valley Council area	-1.23
Attractiveness of the town centres	-0.79
Protection of heritage buildings and items	-0.69

## Importance/Satisfaction – Town Planning

---

### Overview of Rating Scores

#### Importance – overall

Very high                      Long term town planning for the Yass Valley Council area  
Protection of heritage buildings and items  
Attractiveness of the town centres

#### Importance – by age

There are no significant differences by age.

#### Importance – by gender

There are no significant differences by gender.

#### Importance – by location

There are no significant differences by location.

### Overview of Rating Scores

#### Satisfaction – overall

Moderate                      Protection of heritage buildings and items  
Attractiveness of the town centres  
Long term planning for the Yass Valley Council area

#### Satisfaction – by age

There are no significant differences by age.

#### Satisfaction – by gender

There are no significant differences by gender.

#### Satisfaction – by location

There are no significant differences by location.

## Importance/Satisfaction – Town Planning

### Quadrant Analysis



### Recommendations

Based on the stated outcomes analysis, Yass Valley Council needs to improve resident satisfaction with:

- Long term town planning for the Yass Valley Council area

Yass Valley Council also needs to maintain resident satisfaction with:

- Attractiveness of the town centres
- Protection of heritage buildings and items

## Importance/Satisfaction – Waste, Cleanliness, Services

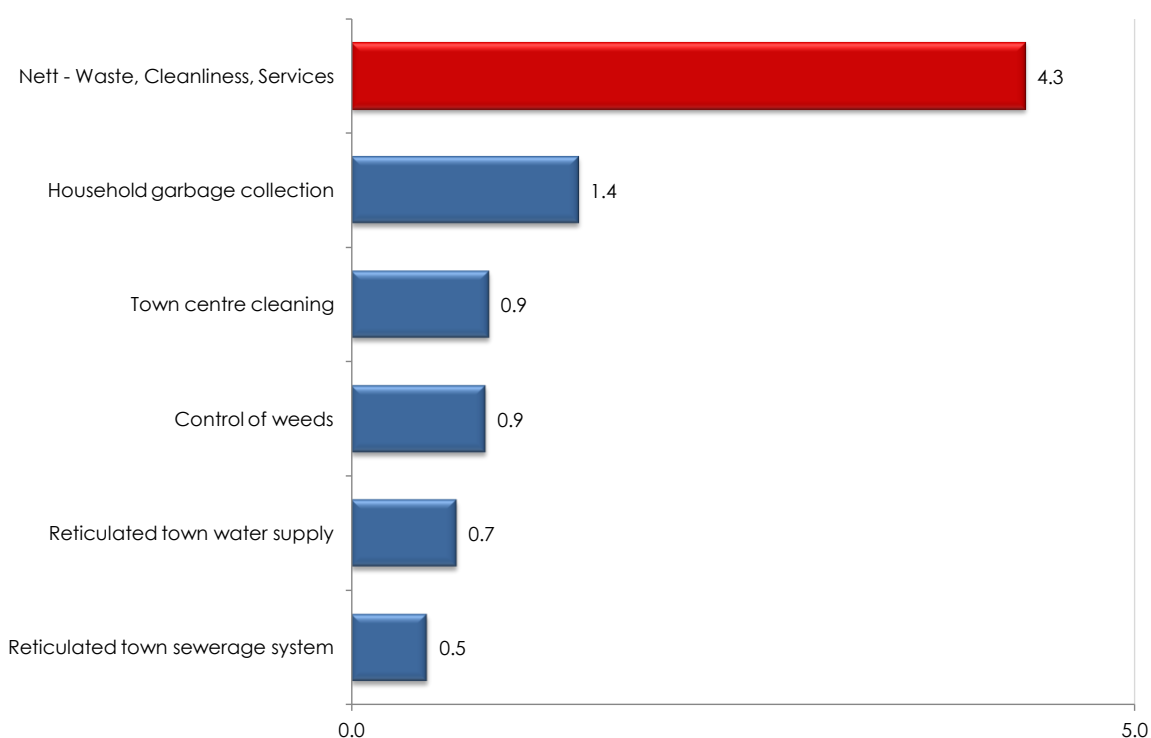
### Services and facilities explored included:

- Control of weeds
- Household garbage collection
- Reticulated town sewerage system
- Reticulated town water supply
- Town centre cleaning

### Contribution to Overall Satisfaction with Council (Regression Data)

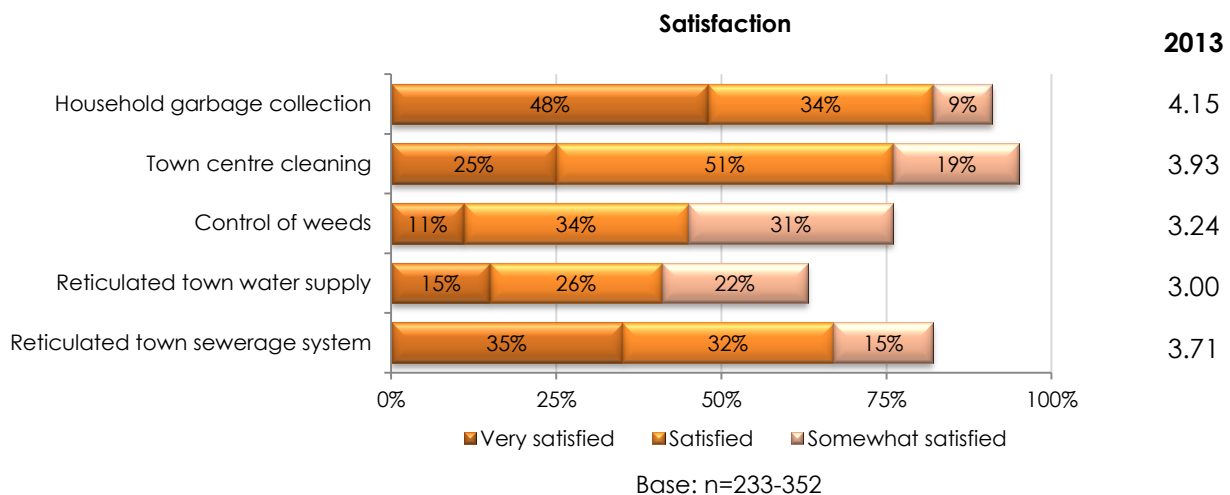
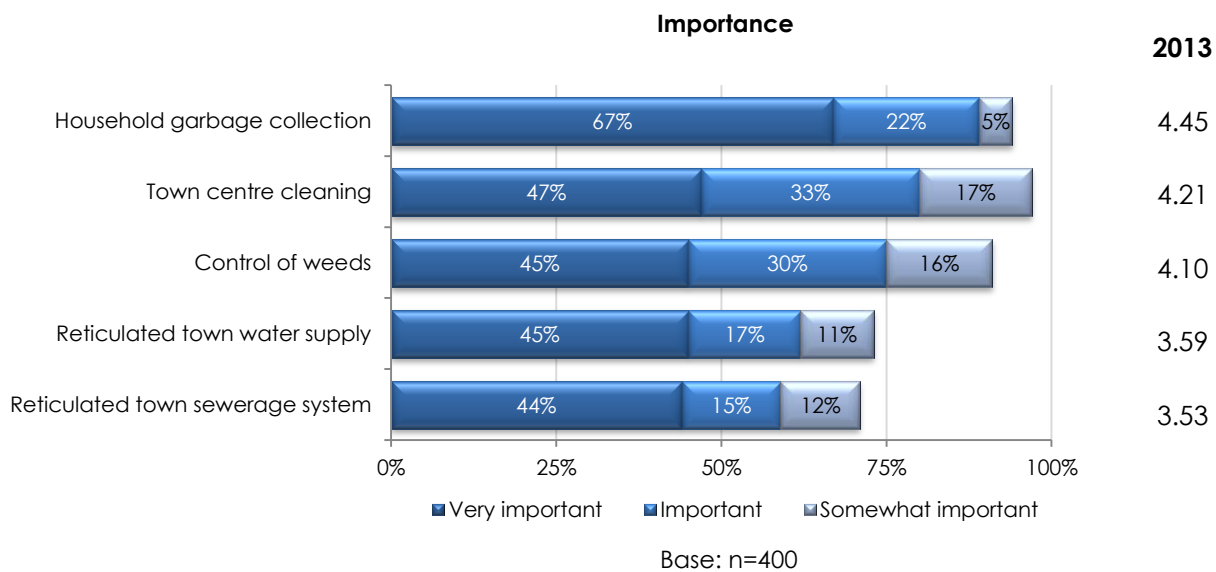
Council's performance in the areas below accounts for over 4% of overall satisfaction, based on the regression analysis.

## Waste, Cleanliness, Services – Contributes to Over 4% of Overall Satisfaction with Council



## Importance/Satisfaction – Waste, Cleanliness, Services

**Note:** The hierarchal sorting of each graph is relative to the mean importance rating.



Scale: 1 = not at all important/satisfied, 5 = very important/satisfied

**Note:** The hierarchal sorting of the table is relative to the performance gap.

	Performance Gap
Town centre cleaning	-0.28
Household garbage collection	-0.30
Reticulated town water supply	-0.59
Control of weeds	-0.86
Reticulated town sewerage system	+0.18



# Importance/Satisfaction – Waste, Cleanliness, Services

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## Overview of Rating Scores

### Importance – overall

Very high	Household garbage collection
	Town centre cleaning
High	Control of weeds
Moderate	Reticulated town water supply
	Reticulated town sewerage system

### Importance – by age

There are no significant differences by age.

### Importance – by gender

There are no significant differences by gender.

### Importance – by location

Residents in the town or village area rated 'town centre cleaning', 'reticulated town water supply' and 'reticulated town sewerage system' significantly higher in importance.

Those in rural residential areas attributed significantly lower levels of importance to 'town centre cleaning', 'reticulated town water supply' and 'reticulated town sewerage system', whilst those in rural areas indicated lower levels of importance for 'reticulated town water supply' and 'reticulated town sewerage system.'

## Overview of Rating Scores

### Satisfaction – overall

High	Household garbage collection
	Town centre cleaning
Moderately high	Reticulated town sewerage system
Moderate	Control of weeds
	Reticulated town water supply

### Satisfaction – by age

There are no significant differences by age.

### Satisfaction – by gender

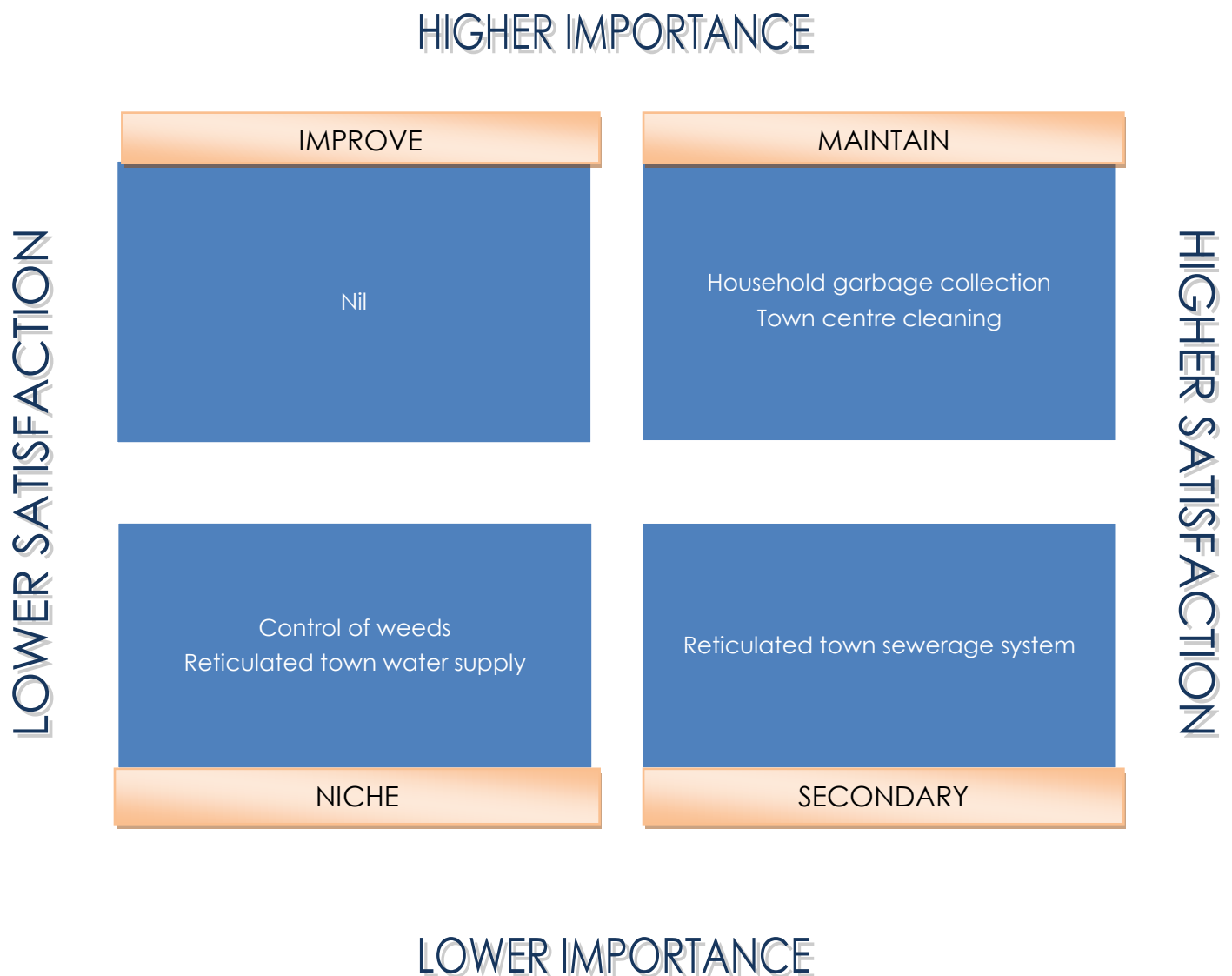
There are no significant differences by gender.

### Satisfaction – by location

Residents in the rural residential area were significantly less satisfied with 'reticulated town sewerage system'.

## Importance/Satisfaction – Waste, Cleanliness, Services

### Quadrant Analysis



### Recommendations

Based on the stated outcomes analysis, Yass Valley Council needs to maintain resident satisfaction with:

- Household garbage collection
- Town centre cleaning

## Importance/Satisfaction – Local Shops

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### Services and facilities explored included:

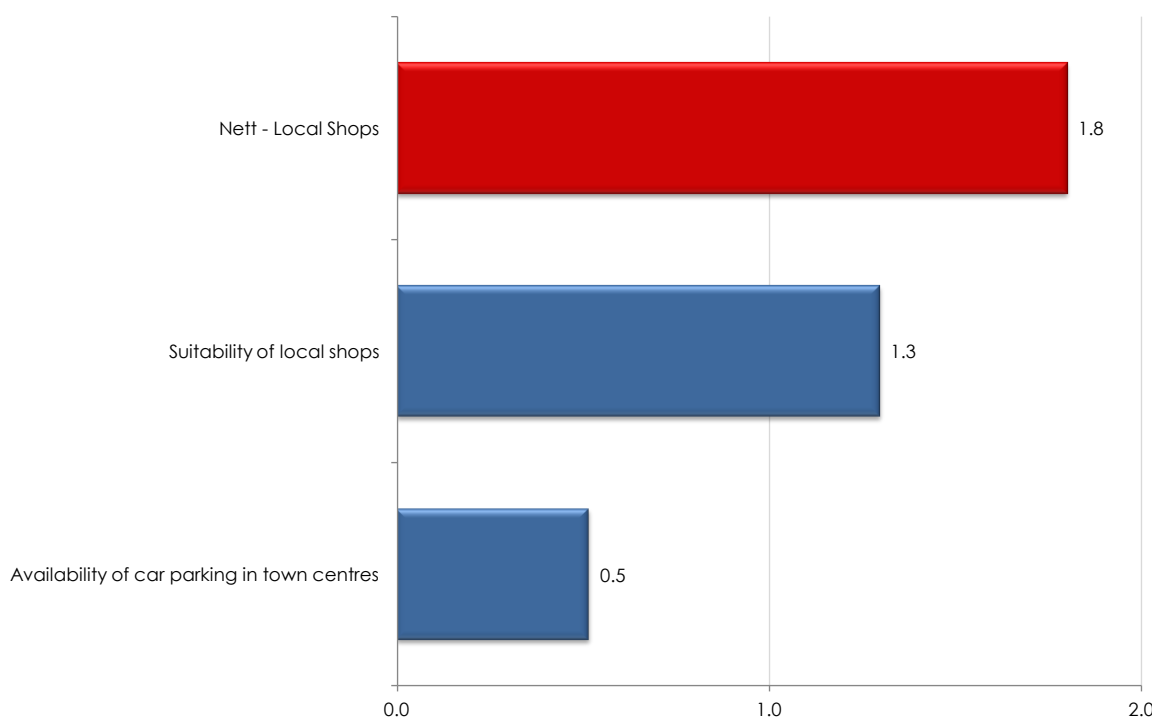
- Availability of car parking in town centres
- Suitability of local shops

### Contribution to Overall Satisfaction with Council (Regression Data)

Council's performance in the areas below accounts for almost 2% of overall satisfaction, based on the regression analysis.

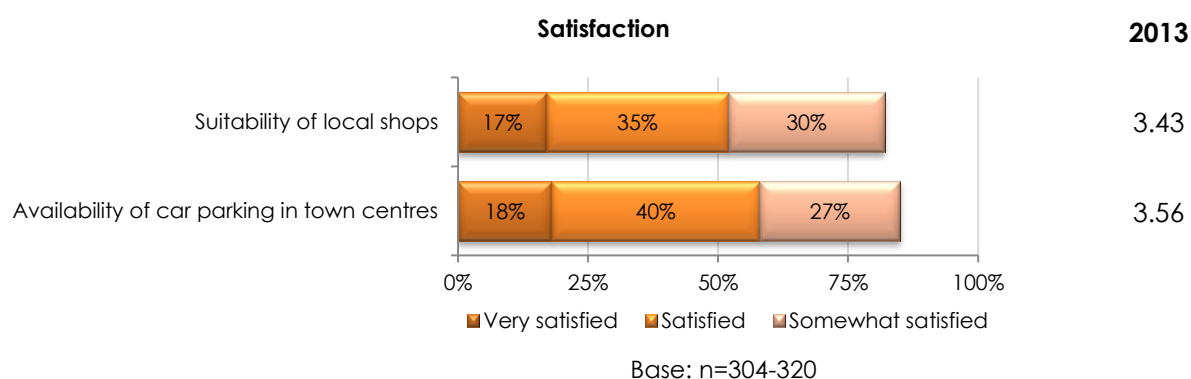
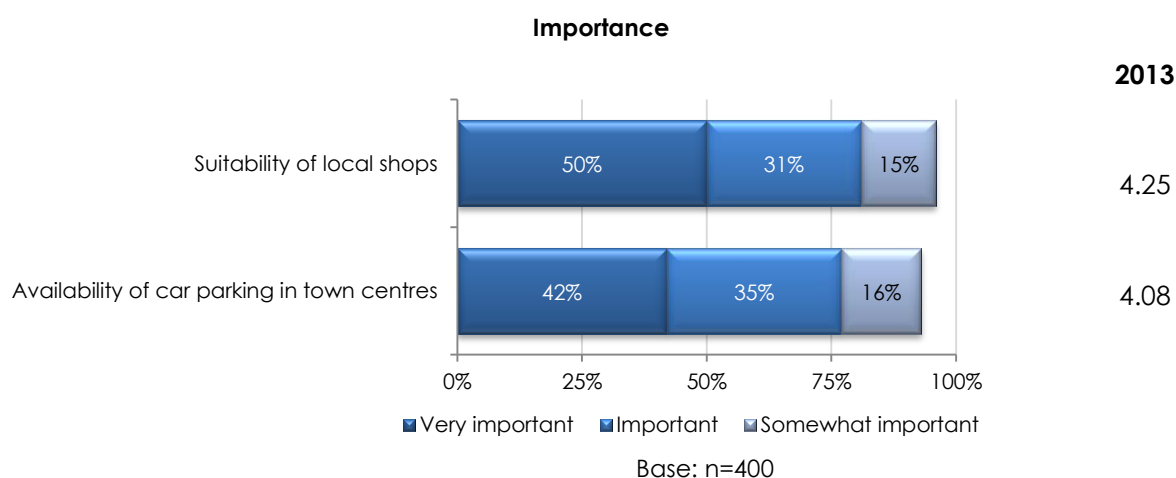
## Local Shops – Contributes to Almost 2% of Overall Satisfaction with Council

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## Importance/Satisfaction – Local Shops

**Note:** The hierarchal sorting of each graph is relative to the mean importance rating.



Scale: 1 = not at all important/satisfied, 5 = very important/satisfied

**Note:** The hierarchal sorting of the table is relative to the performance gap.

	Performance Gap
Suitability of local shops	-0.82
Availability of car parking in town centres	-0.52

## Importance/Satisfaction – Local Shops

---

### Overview of Rating Scores

#### Importance – overall

Very high	Suitability of local shops
High	Availability of car parking in town centres

#### Importance – by age

There are no significant differences by age.

#### Importance – by gender

There are no significant differences by gender.

#### Importance – by location

Residents in a town or village area rated 'suitability of local shops' significantly higher in importance than those in the rural residential area, whilst those in rural residential areas rated 'suitability of local shops' and 'availability of car parking in town centres' of significantly lower importance.

### Overview of Rating Scores

#### Satisfaction – overall

Moderate	Availability of car parking in town centre
	Suitability of local shops

#### Satisfaction – by age

There are no significant differences by age.

#### Satisfaction – by gender

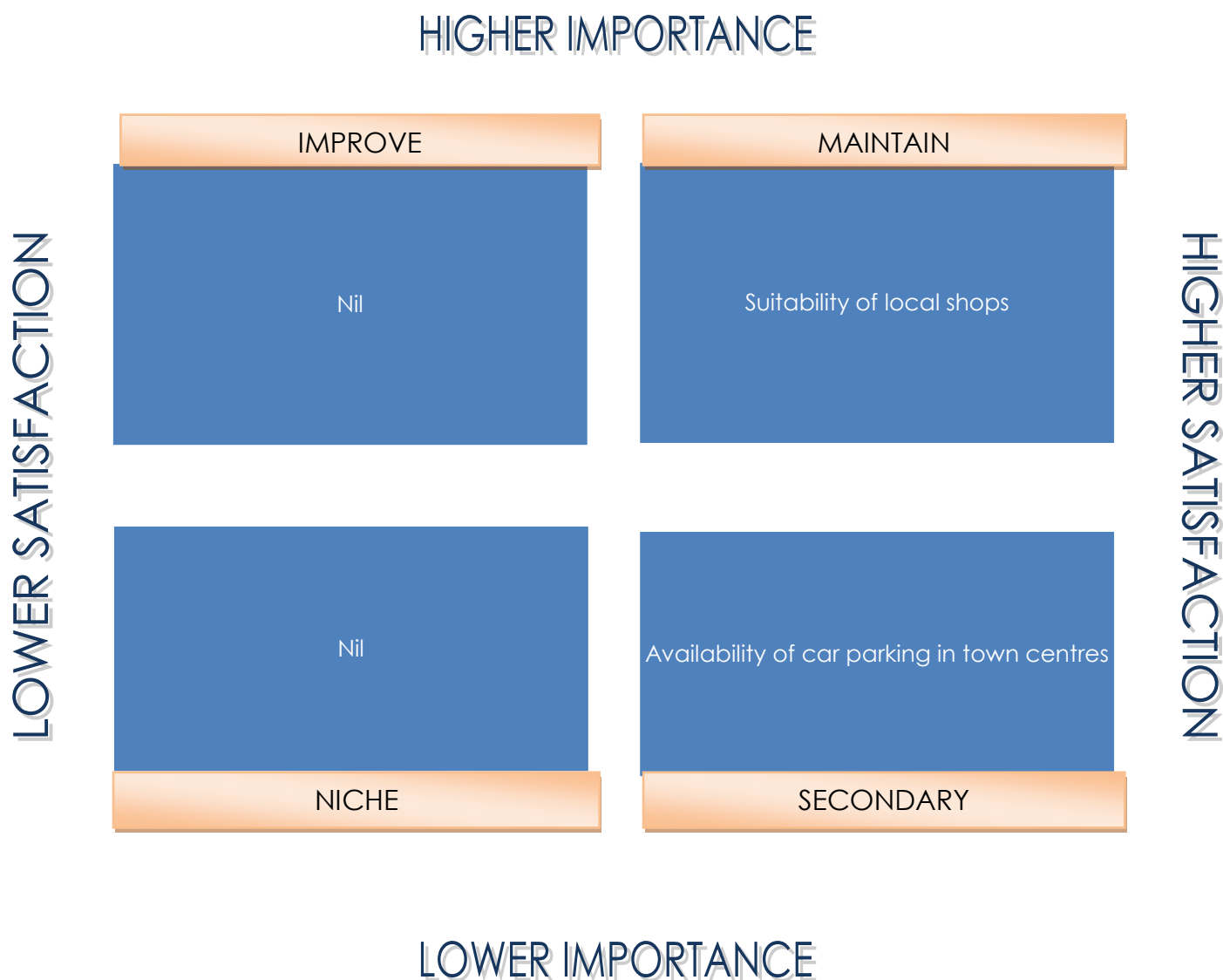
There are no significant differences by gender.

#### Satisfaction – by location

Residents in the rural residential area were significantly less satisfied with 'suitability of local shops'.

## Importance/Satisfaction – Local Shops

### Quadrant Analysis



### Recommendations

Based on the stated outcomes analysis, Yass Valley Council should maintain resident satisfaction with:

- Suitability of local shops

## Importance/Satisfaction – Council Leadership/Managing the Local Government Area

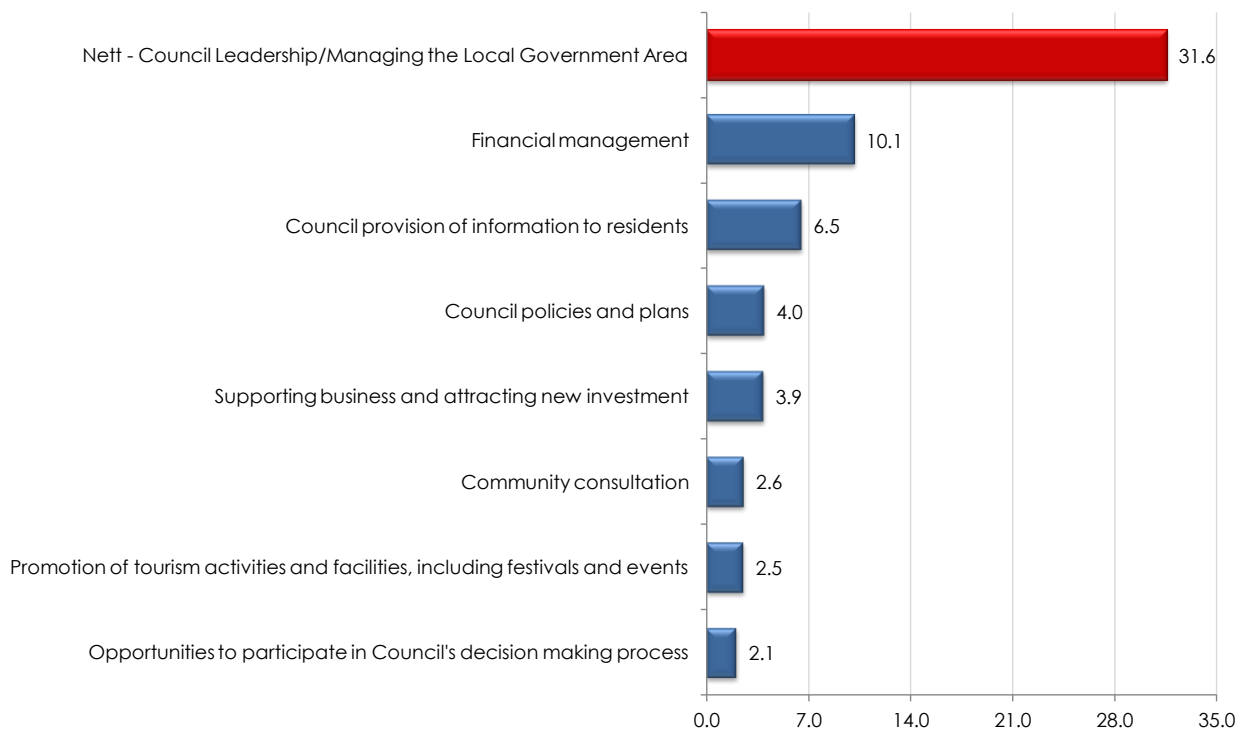
### Services and facilities explored included:

- Community consultation
- Council policies and plans
- Council provision of information to residents
- Financial management
- Opportunities to participate in Council's decision making process
- Promotion of tourism activities and facilities, including festivals and events
- Supporting business and attracting new investment

### Contribution to Overall Satisfaction with Council (Regression Data)

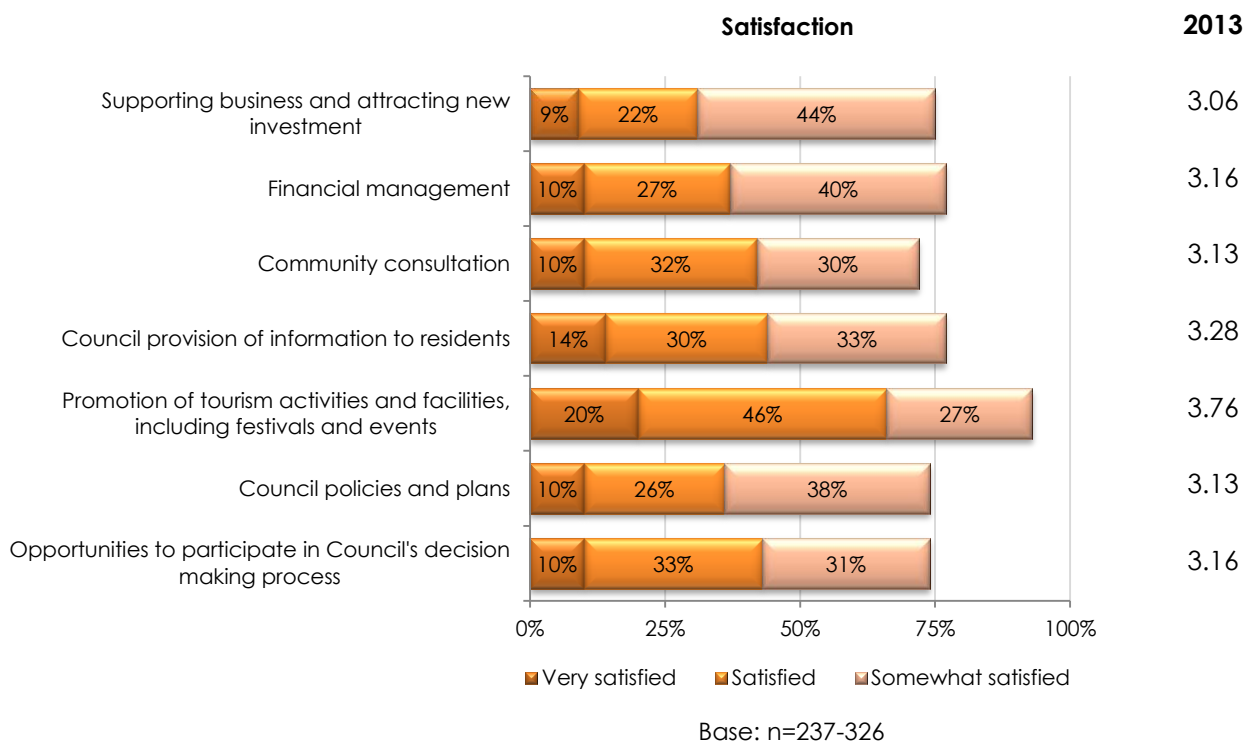
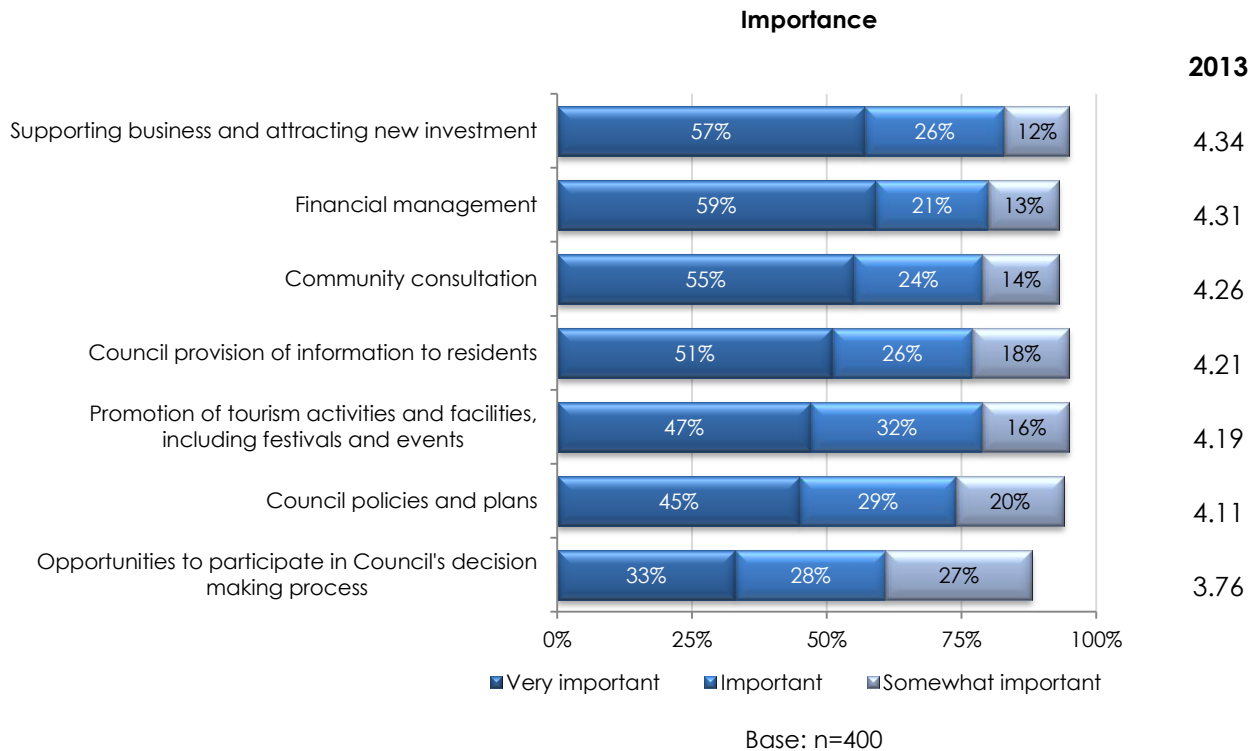
Council's performance in the areas below accounts for almost 32% of overall satisfaction, based on the regression analysis.

## yass valley council Council Leadership/Managing the Local Government – Contributes to Almost 32% of Overall Satisfaction with Council



# Importance/Satisfaction – Council Leadership/Managing the Local Government Area

**Note:** The hierarchal sorting of each graph is relative to the mean importance rating.



Scale: 1 = not at all important/satisfied, 5 = very important/satisfied



## Importance/Satisfaction – Council Leadership/Managing the Local Government Area

---

**Note:** The hierarchal sorting of the table is relative to the performance gap.

	Performance Gap
Supporting business and attracting new investment	-1.28
Financial management	-1.15
Community consultation	-1.13
Council policies and plans	-0.98
Council provision of information to residents	-0.93
Opportunities to participate in Council's decision making process	-0.60
Promotion of tourism activities and facilities, including festivals and events	-0.43

# Importance/Satisfaction – Council Leadership/Managing the Local Government Area

---

## Overview of Rating Scores

### Importance – overall

Very high	Supporting business and attracting new investment Financial management Community consultation Council provision of information to residents
High	Promotion of tourism activities and facilities, including festivals and events Council policies and plans
Moderately high	Opportunities to participate in Council's decision making process

### Importance – by age

Residents aged 50-64 rated 'financial management' significantly higher in importance.

### Importance – by gender

There are no significant differences by gender.

### Importance – by location

There are no significant differences by location.

## Overview of Rating Scores

### Satisfaction – overall

Moderately high	Promotion of tourism activities and facilities, including festivals and events
Moderate	Council provision of information to residents Financial management Opportunities to participate in Council's decision making process Community consultation Council policies and plans Supporting business and attracting new investment

### Satisfaction – by age

There are no significant differences by age.

### Satisfaction – by gender

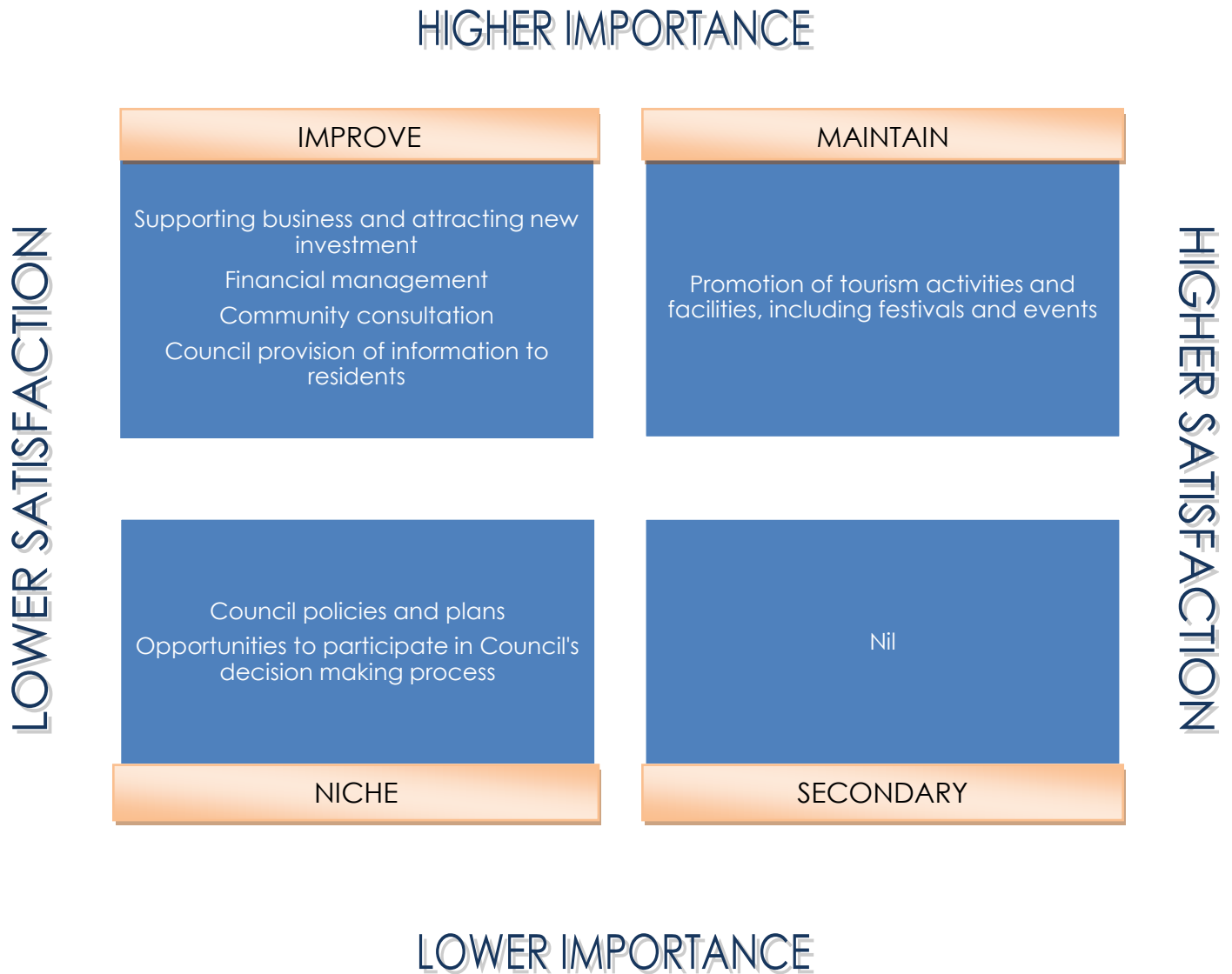
There are no significant differences by gender.

### Satisfaction – by location

There are no significant differences by location.

# Importance/Satisfaction – Council Leadership/Managing the Local Government Area

## Quadrant Analysis



## Recommendations

Based on the stated outcomes analysis, Yass Valley Council should improve resident satisfaction with:

- Supporting business and attracting new investment
- Financial management
- Community consultation
- Council provision of information to residents

Yass Valley Council should also maintain resident satisfaction with:

- Promotion of tourism activities and facilities, including festivals and events

## Importance/Satisfaction – Council Services and Facilities

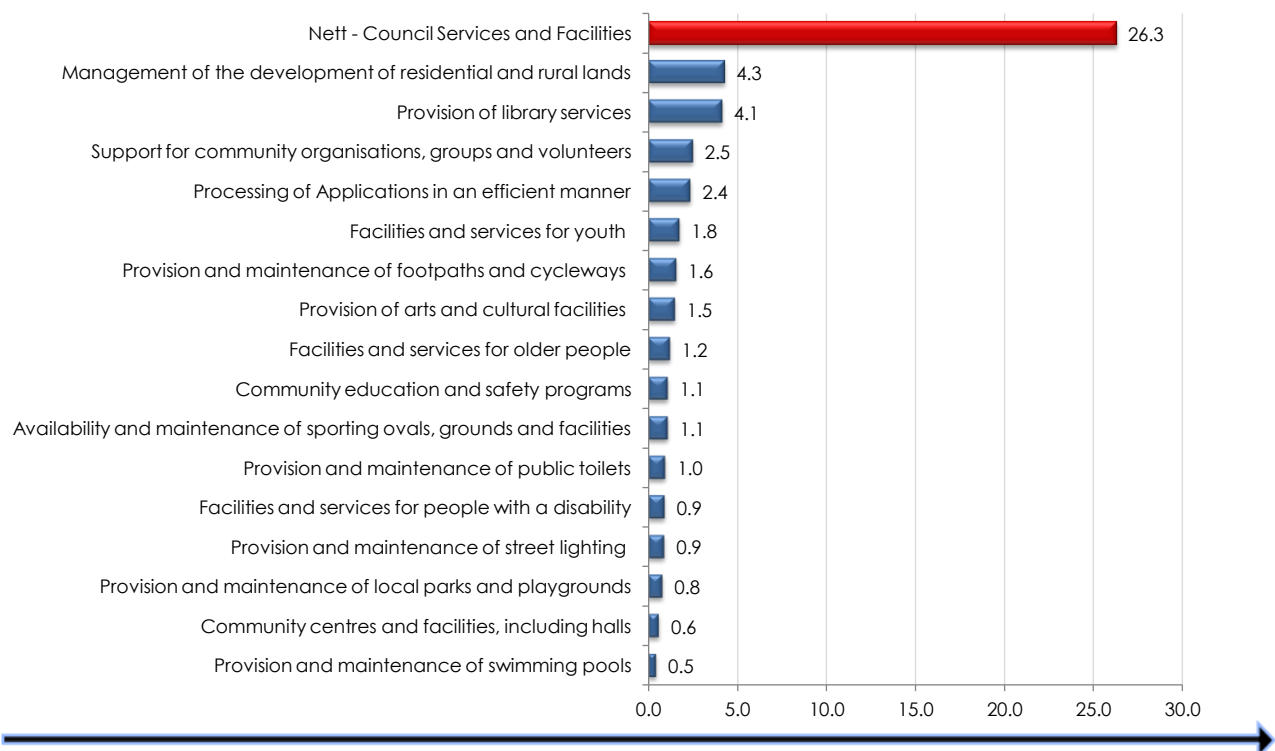
### Services and facilities explored included:

- Availability and maintenance of sporting ovals, grounds and facilities
- Community centres and facilities, including halls
- Community education and safety programs
- Facilities and services for youth
- Facilities and services for older people
- Facilities and services for people with a disability
- Management of the development of residential and rural lands
- Processing of Applications in an efficient manner
- Provision and maintenance of footpaths and cycleways
- Provision and maintenance of local parks and playgrounds
- Provision and maintenance of public toilets
- Provision and maintenance of street lighting
- Provision and maintenance of swimming pools
- Provision of arts and cultural facilities
- Provision of library services
- Support for community organisations, groups and volunteers

### Contribution to Overall Satisfaction with Council (Regression Data)

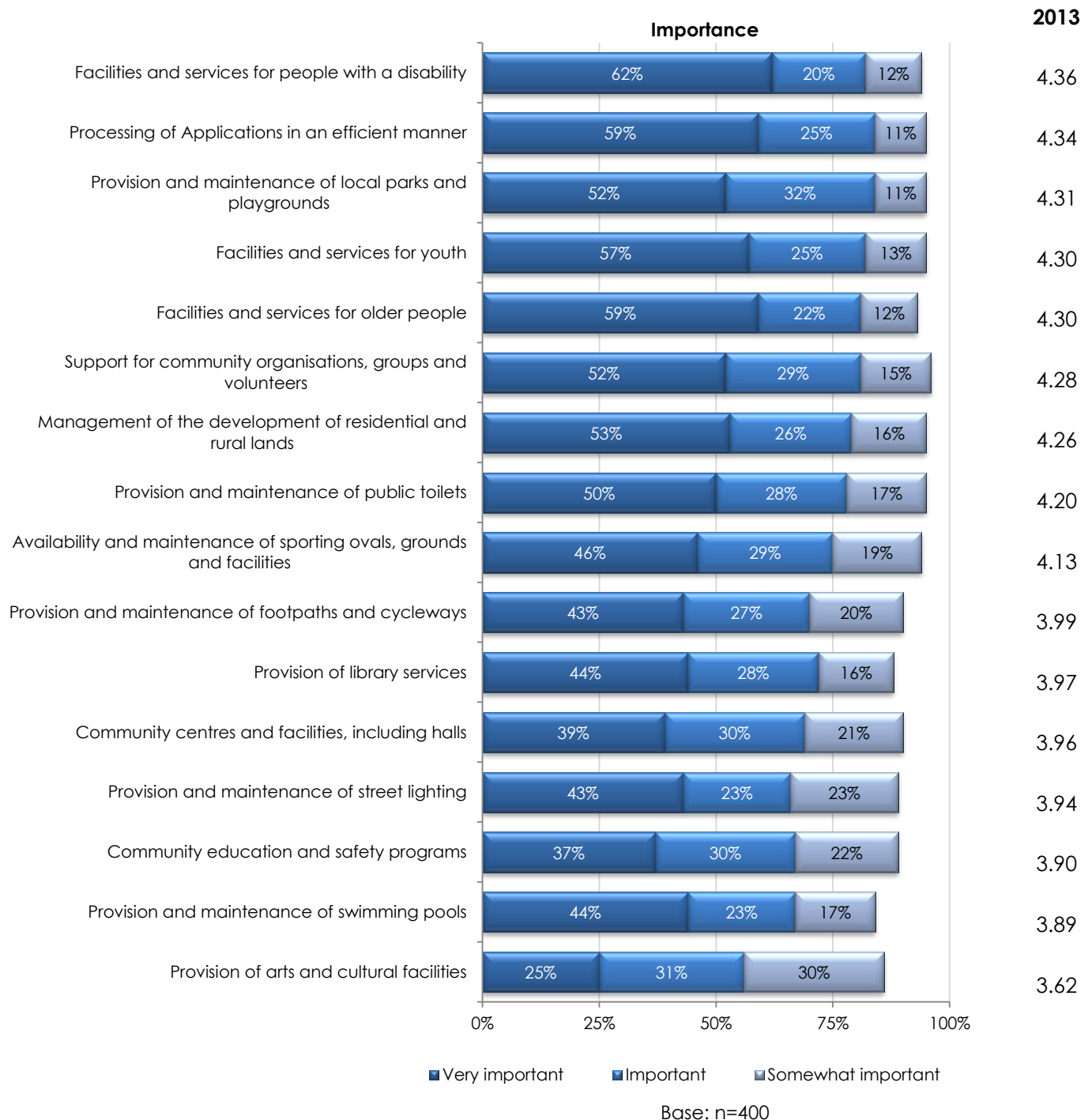
Council's performance in the areas below accounts for over 26% of overall satisfaction, based on the regression analysis.

### yass valley council **Council Services and Facilities – Contributes to over 26% of Overall Satisfaction with Council**



## Importance/Satisfaction – Council Services and Facilities

**Note:** The hierarchal sorting of each graph is relative to the mean importance rating.



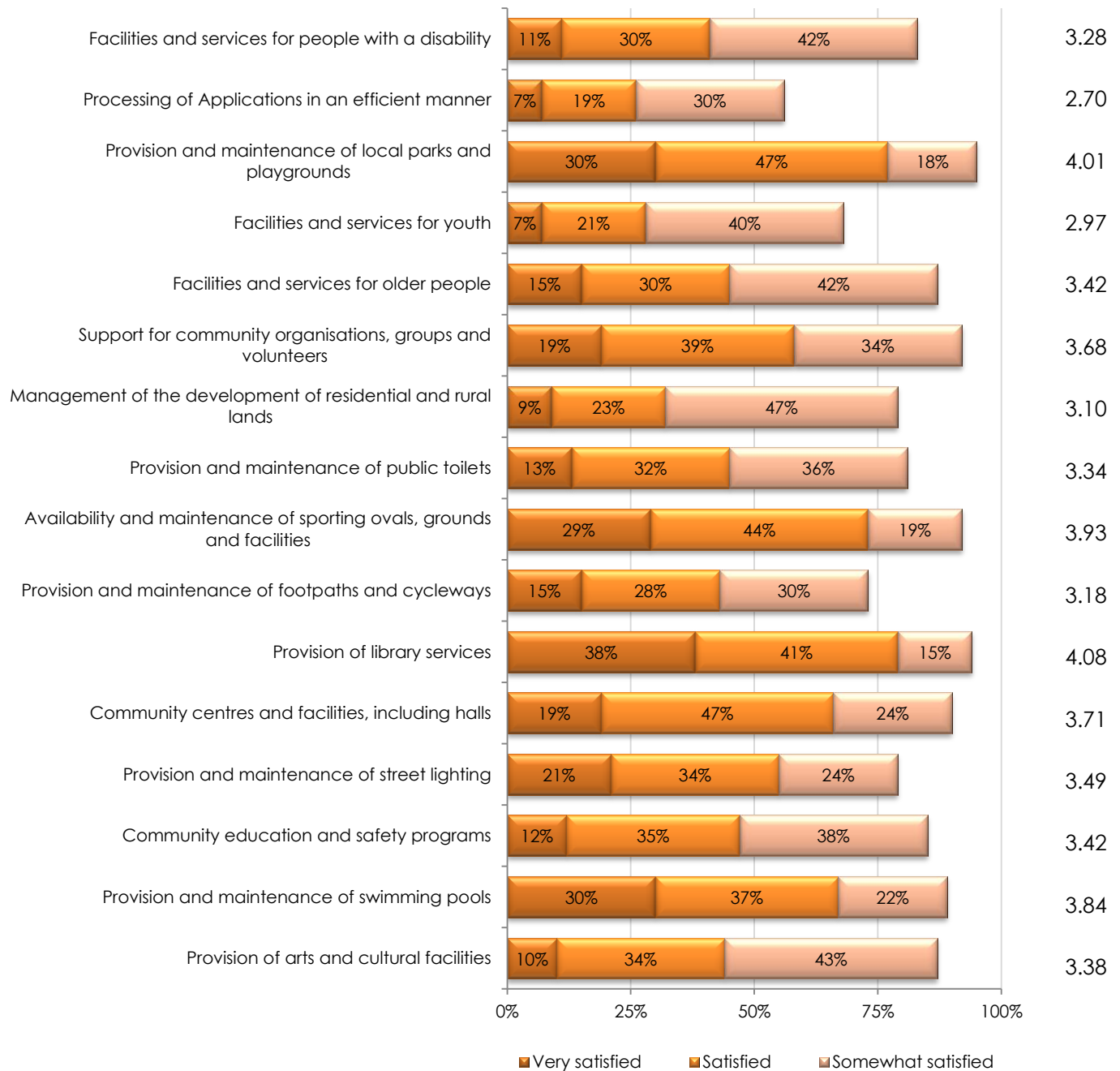
Scale: 1 = not at all important, 5 = very important

## Importance/Satisfaction – Council Services and Facilities

**Note:** The hierarchal sorting of each graph is relative to the mean importance rating.

### Satisfaction

2013



Base: n=227-337

Scale: 1 = not at all satisfied, 5 = very satisfied

## Importance/Satisfaction – Council Services and Facilities

**Note:** The hierarchal sorting of the table is relative to the performance gap.

	Performance Gap
Processing of Applications in an efficient manner	-1.64
Facilities and services for youth	-1.33
Management of the development of residential and rural lands	-1.16
Facilities and services for people with a disability	-1.08
Facilities and services for older people	-0.88
Provision and maintenance of public toilets	-0.86
Provision and maintenance of footpaths and cycleways	-0.81
Support for community organisations, groups and volunteers	-0.60
Community education and safety programs	-0.48
Provision and maintenance of street lighting	-0.45
Provision and maintenance of local parks and playgrounds	-0.30
Community centres and facilities, including halls	-0.25
Provision of arts and cultural facilities	-0.24
Availability and maintenance of sporting ovals, grounds and facilities	-0.20
Provision and maintenance of swimming pools	-0.05
Provision of library services	+0.11

# Importance/Satisfaction – Council Services and Facilities

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## Overview of Rating Scores

### Importance – overall

Very high	Facilities and services for people with a disability Processing of Applications in an efficient manner Provision and maintenance of local parks and playgrounds Facilities and services for older people Facilities and services for youth Support for community organisations, groups and volunteers Management of the development of residential and rural lands Provision and maintenances of public toilets
High	Availability and maintenance of sporting ovals, grounds and facilities Provision and maintenance of footpaths and cycleways Provision of library services Community centres and facilities, including halls Provision and maintenance of street lighting Community education and safety programs
Moderately high	Provision and maintenance of swimming pools Provision of arts and cultural facilities

### Importance – by age

Residents aged 50-64 rated 'facilities and services for older people' significantly higher in importance.

### Importance – by gender

There are no significant differences by gender.

### Importance – by location

Residents in a town or village area rated 'provision and maintenance of local parks and playgrounds', 'provision and maintenance of swimming pools', 'availability and maintenance of sporting ovals, grounds and facilities', 'provision and maintenance of street lighting' higher in importance, whilst those in rural residential areas rated them significantly lower in importance.

Residents in rural areas rated 'provision and maintenance of footpaths and cycleways' significantly lower in importance.



# Importance/Satisfaction – Council Services and Facilities

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## Overview of Rating Scores

### Satisfaction – overall

High	Provision of library services Provision and maintenance of local parks and playgrounds Availability and maintenance of sporting ovals, grounds and facilities
Moderately high	Provision and maintenance of swimming pools Community centres and facilities, including halls Support for community organisations, groups and volunteers
Moderate	Provision and maintenance of street lighting Facilities and services for older people Community education and safety programs Provision of arts and cultural facilities Provision and maintenance of public toilets Facilities and services for people with a disability Provision and maintenance of footpaths and cycleways
Moderately low	Management of residential and rural lands Facilities and services for youth Processing of applications in an efficient manner

### Satisfaction – by age

There are no significant differences by age.

### Satisfaction – by gender

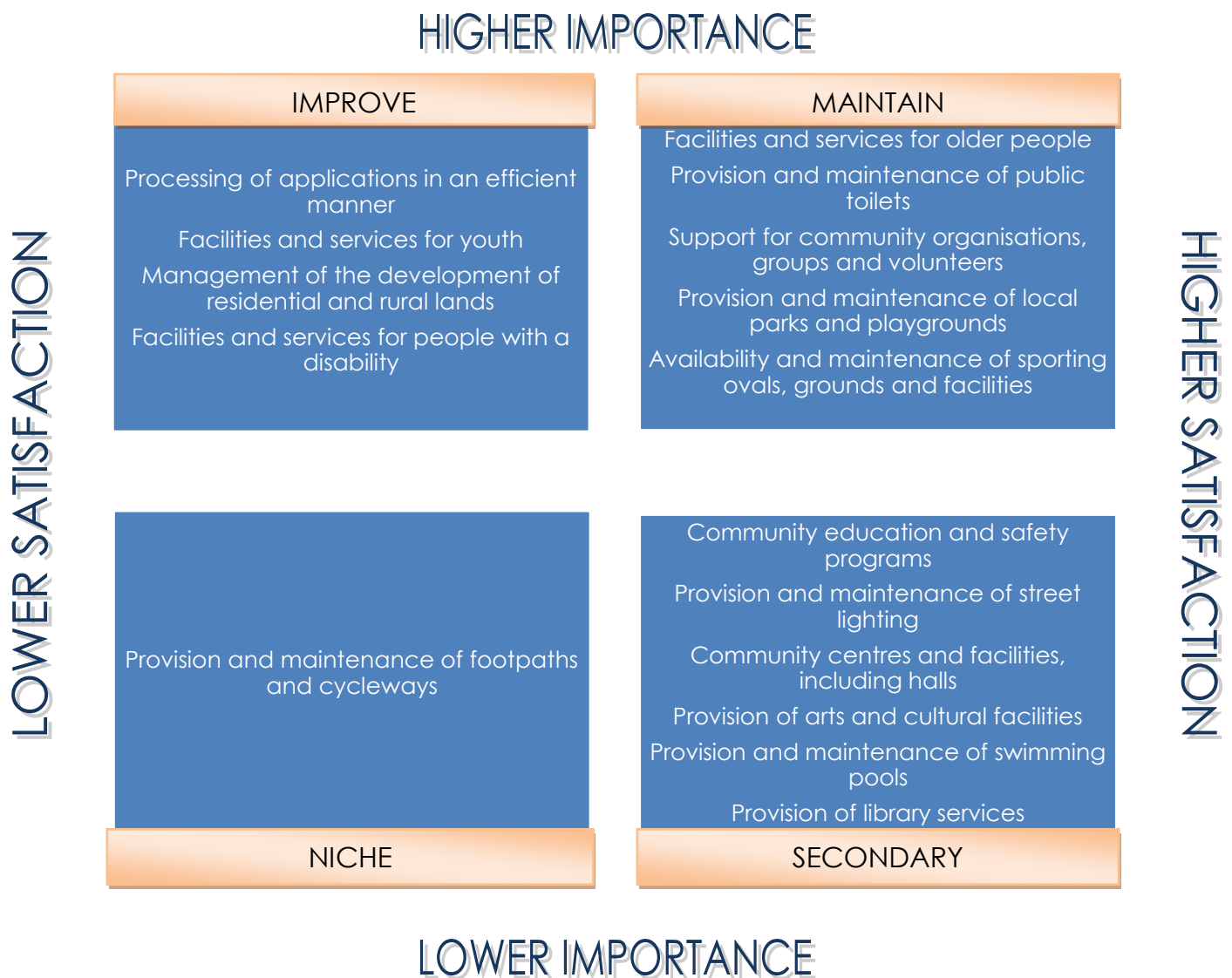
There are no significant differences by gender.

### Satisfaction – by location

Residents in rural residential were significantly less satisfied with 'availability and maintenance of sporting ovals, grounds and facilities', 'provision of library services' and 'community centres and facilities, including halls'.

## Importance/Satisfaction – Council Services and Facilities

### Quadrant Analysis



### Recommendations

Based on the stated outcomes analysis, Yass Valley Council should improve resident satisfaction with:

- Processing of applications in an efficient manner
- Facilities and services for youth
- Management of the development of residential and rural lands
- Facilities and services for people with a disability

Yass Valley Council also should maintain resident satisfaction with:

- Facilities and services for older people
- Provision and maintenance of public toilets
- Support for community organisations, groups and volunteers
- Provision and maintenance of local parks and playgrounds
- Availability and maintenance of sporting ovals, grounds and facilities

# Overall Satisfaction with Council's Performance

## Summary

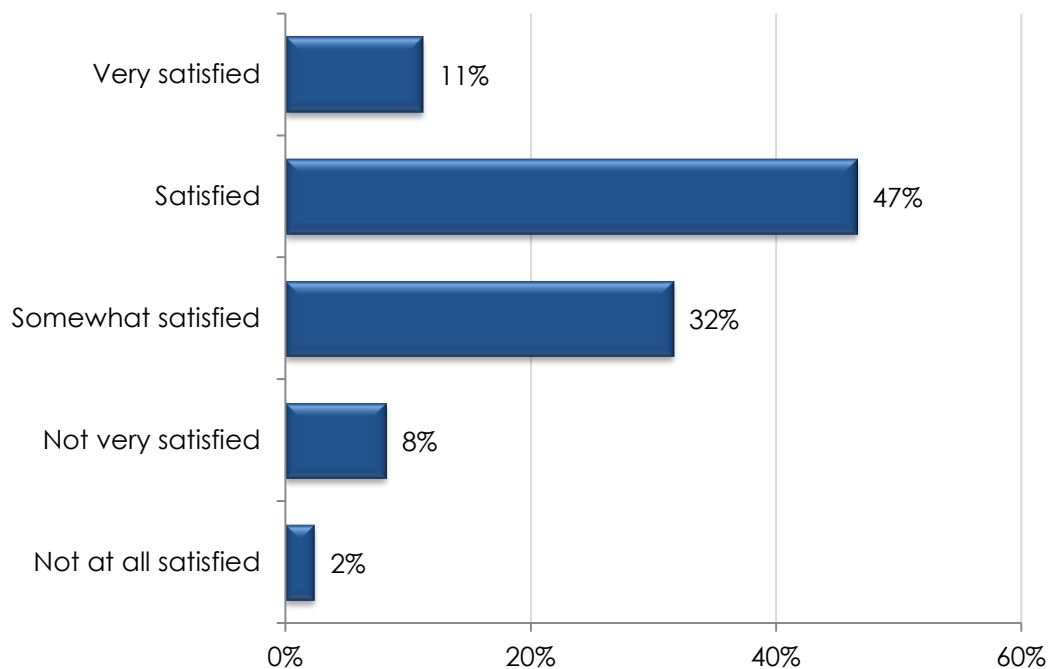
90% of residents were at least 'somewhat satisfied' with Council's performance.

Q Overall for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues but across all responsibility areas

	18 - 24	25 - 34	35 -49	50-64	65+	Male	Female	Town or village	Rural residential	Rural	Overall
Mean ratings	3.71	3.58	3.51	3.56	3.57	3.50	3.62	3.55	3.56	3.58	3.56

NSW LGA BRAND SCORES	Metro	Regional	All of NSW	Yass Valley
Mean ratings	3.45	3.22 ▼	3.31 ▼	3.56 ▲

▲ ▼ = Significantly higher/lower by group  
Scale: 1 = not at all satisfied, 5 = very satisfied

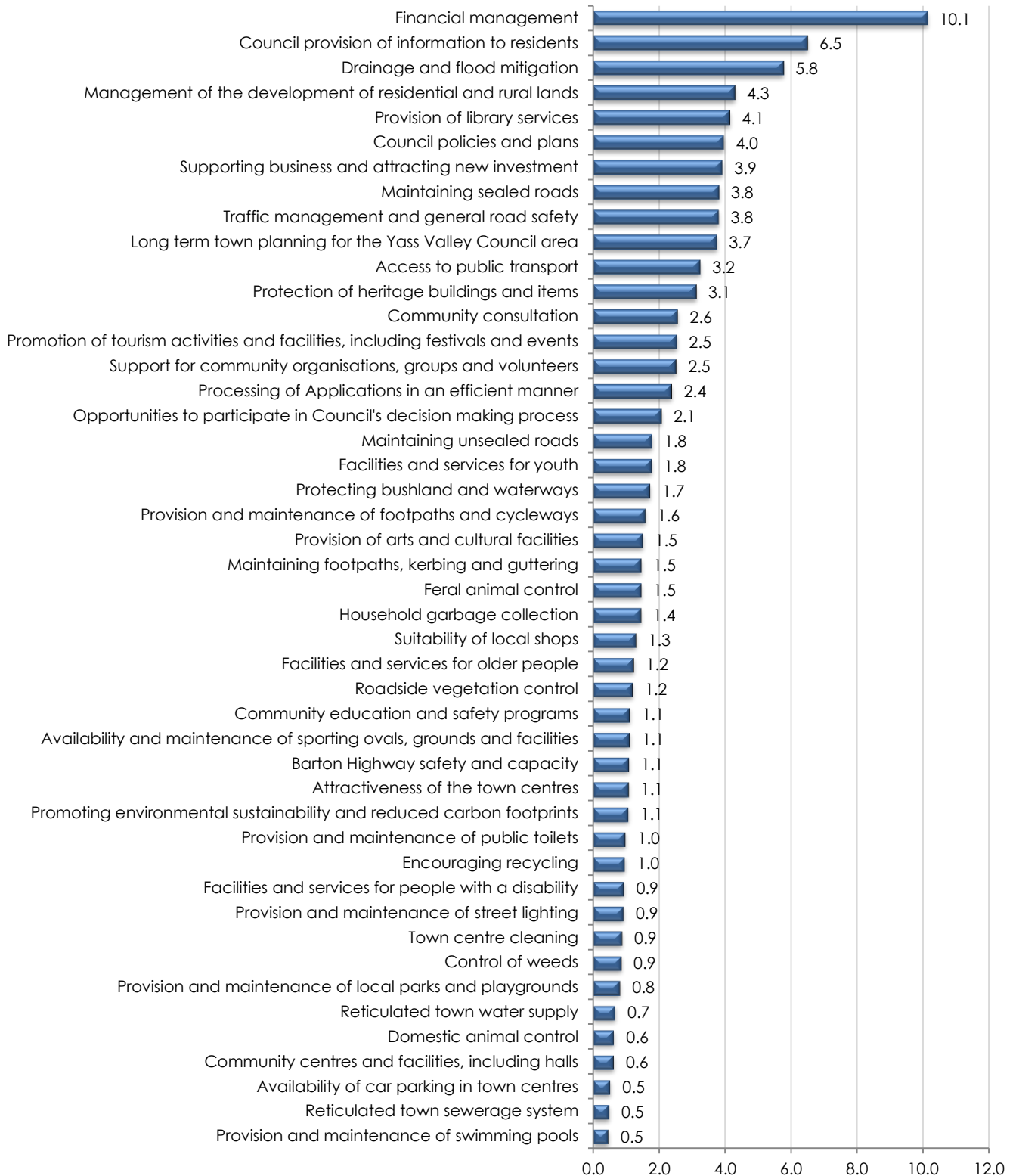


Base: n = 400

# Improving Satisfaction with Council's Performance

## Overview

Using regression analysis, we identified the variables that have the greatest influence on driving positive overall satisfaction with Council.



## Improving Satisfaction with Council's Performance

These 14 services/facilities are the key community priorities and by addressing these, Yass Valley Council will improve community satisfaction. The score assigned to each area indicates the percentage of influence each attribute contributes to overall satisfaction with Council. For example, in the chart below 'financial management' contributes 10.1% towards overall satisfaction.



### These Top 14 Indicators Contribute To Over 60% Of Overall Satisfaction With Council



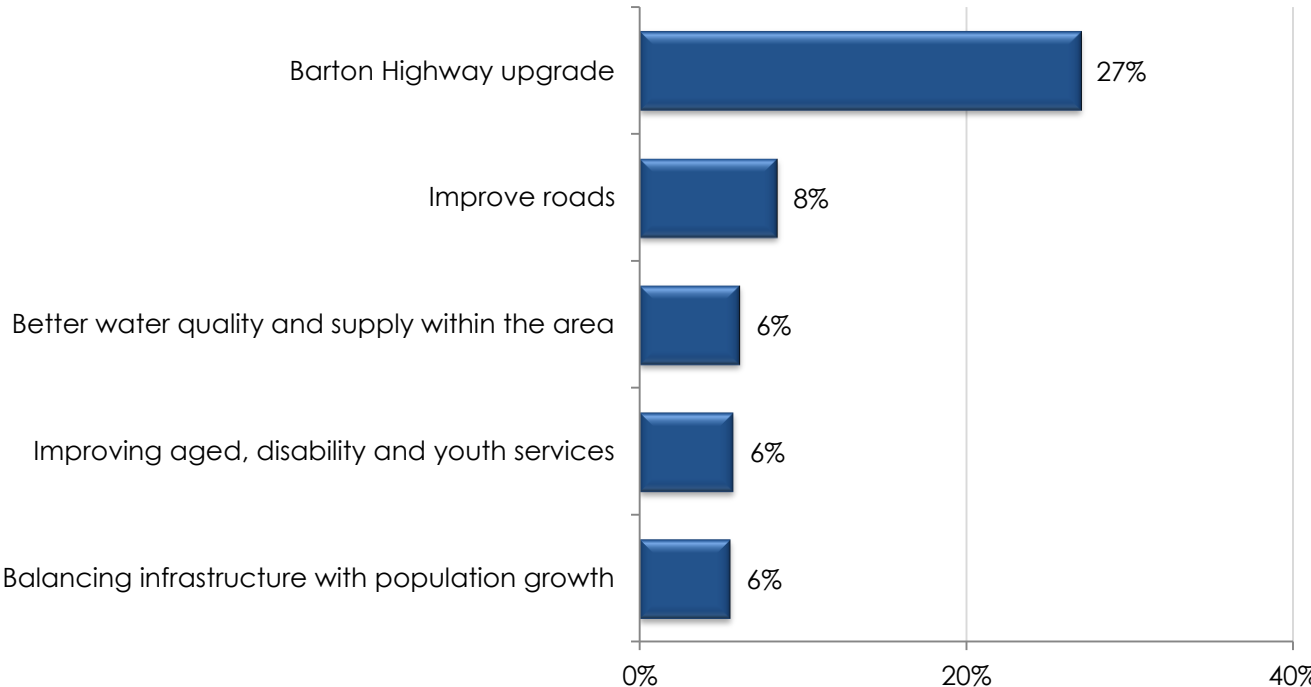
**The contributors to satisfaction are not to be misinterpreted as an indication of current dissatisfaction**

Based on the regression analysis, Council performance in the areas listed above accounts for over 60% of overall satisfaction.

#### Outcome

If Yass Valley Council can address these core drivers, they will be able to improve residents' overall satisfaction with their performance.

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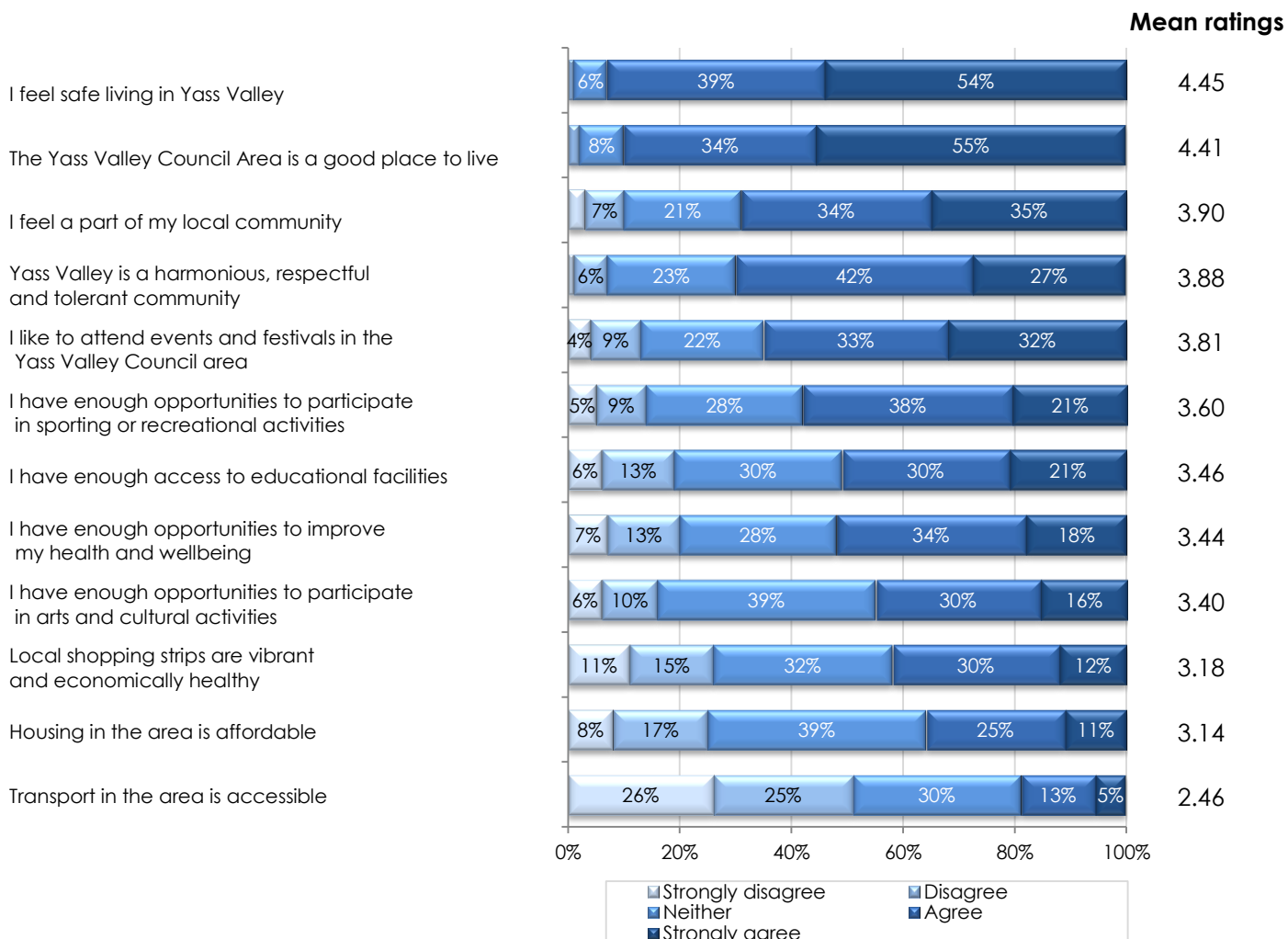
## **Section B**

# **The Community Experience**

## The Community Experience

Residents expressed 'very high' levels of agreement with the statements 'I feel safe living in Yass Valley' and 'The Yass Valley Council Area is a good place to live', whilst 'transport in the area is accessible' had a 'low' level of agreement. The remaining statements were given 'moderate' to 'moderately high' ratings of agreement.

Q. How strongly do you agree or disagree with the following statements about your local community?



Scale: 1 = strongly disagree 5 = strongly agree





# **Section C**

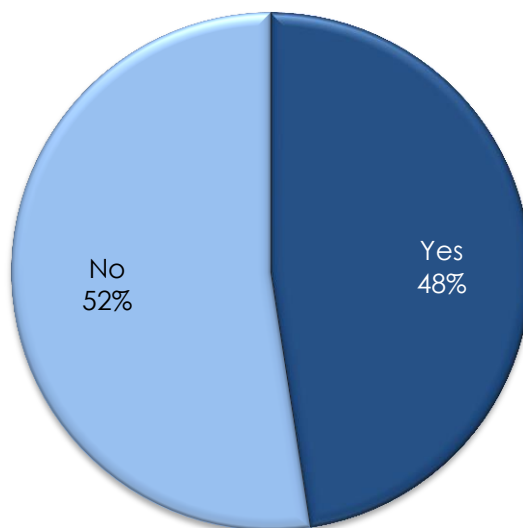
## **Contact with Council**

## Contact with Council

### Summary

48% of residents had made contact with Council in the last 12 months.

Q. Have you had any contact with Council in the last 12 months?



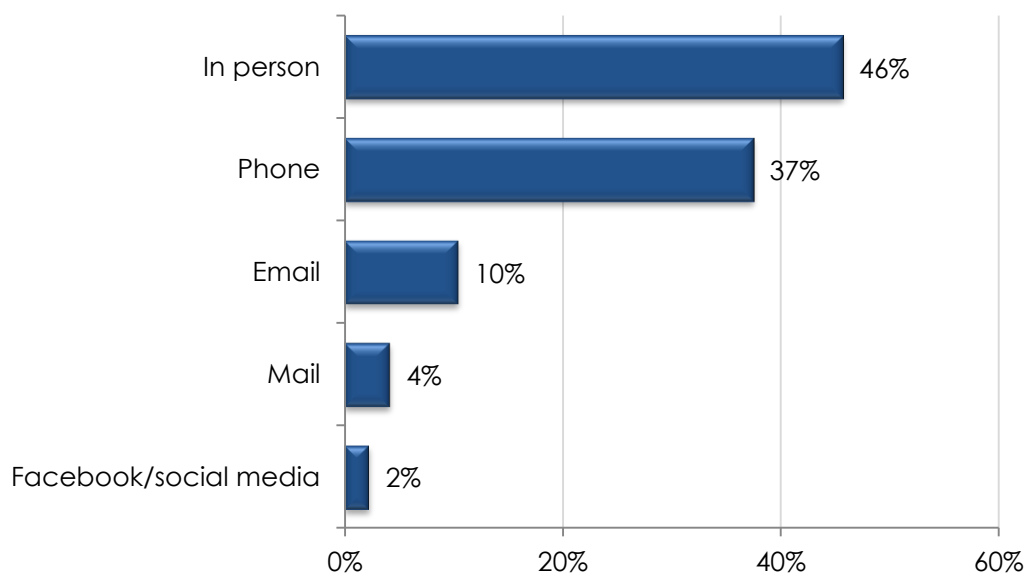
Base: n = 400

## Contact with Council

### Summary

46% of residents last made contact with Council 'in person', followed by 37% via 'phone'.

Q. Thinking specifically of the last time you had contact with Council staff was it by:



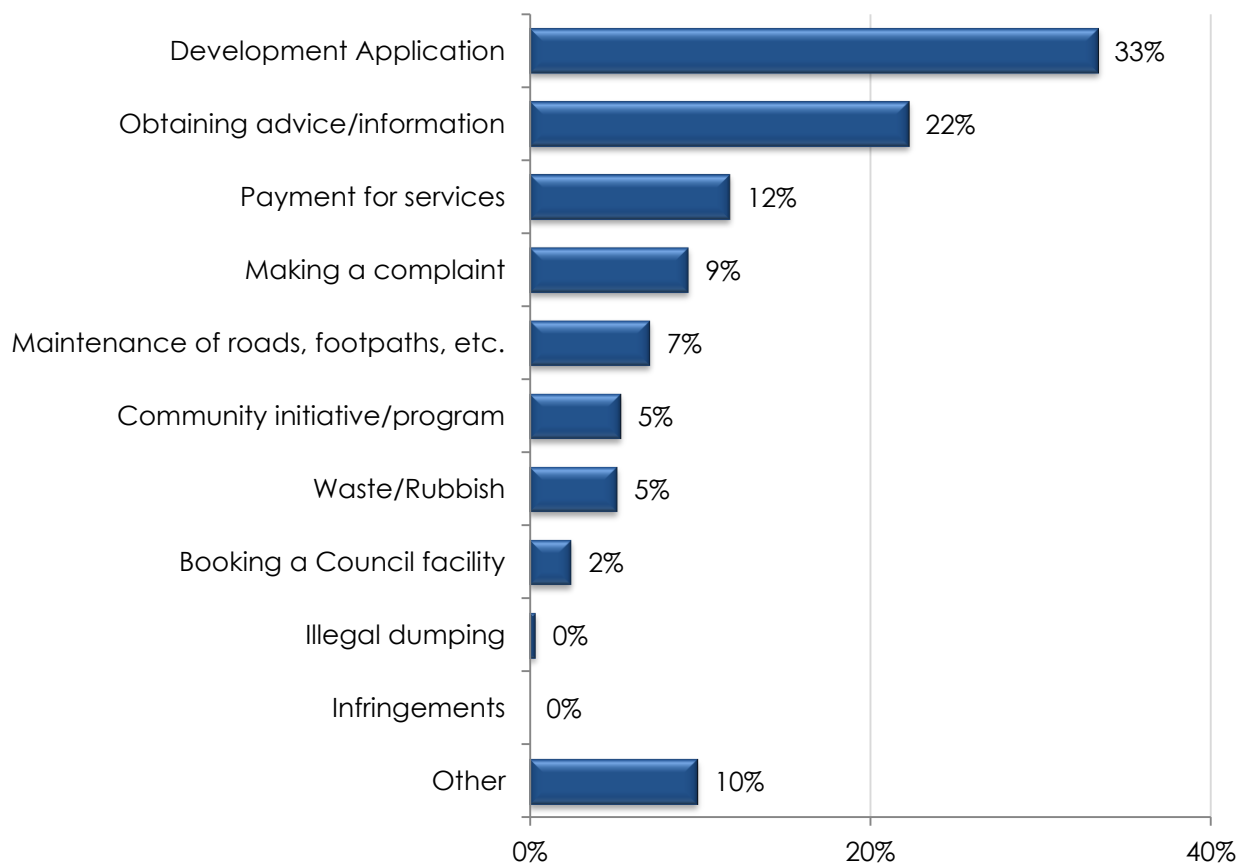
Base: n = 190

## Contact with Council

### Summary

33% of residents made contact with Council regarding a 'development application', followed by 22% 'obtaining advice/information'.

Q. What was the nature of your enquiry?



Base: n = 190

## Contact with Council

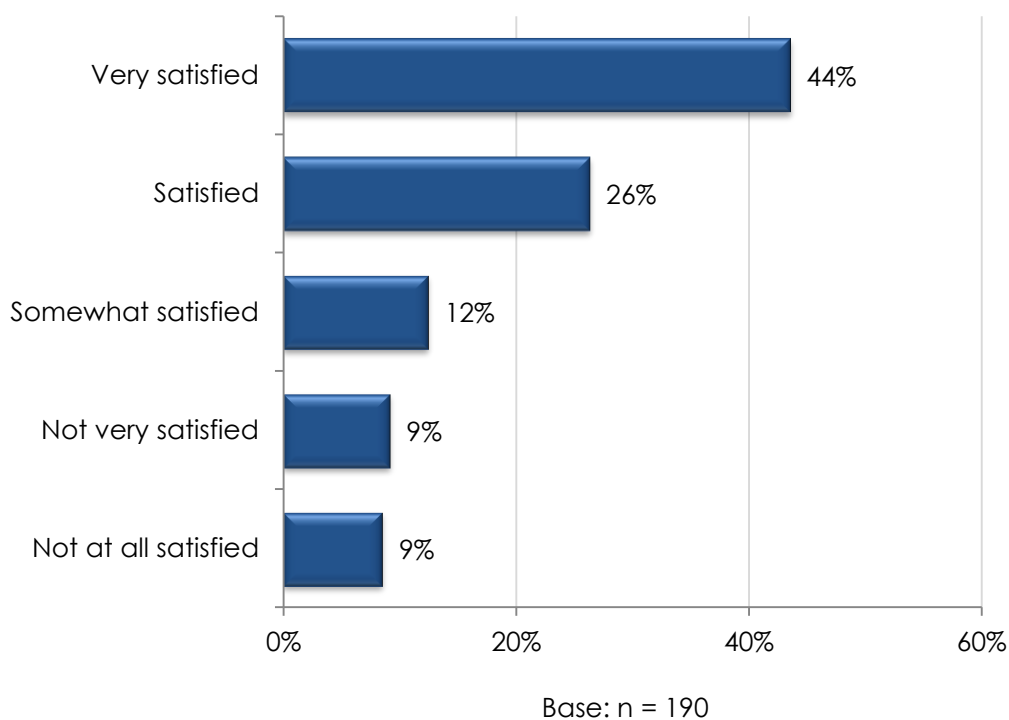
### Summary

82% of residents were at least 'somewhat satisfied' with the way their contact was handled.

Q. How satisfied were you with the way your contact was handled?

	18 - 24	25 - 34	35 -49	50-64	65+	Male	Female	Town or village	Rural residential	Rural	Overall
Mean ratings	4.00	4.13	3.84	3.83	3.83	3.87	3.87	3.96	3.76	3.82	3.87

Scale: 1 = not at all satisfied, 5 = very satisfied

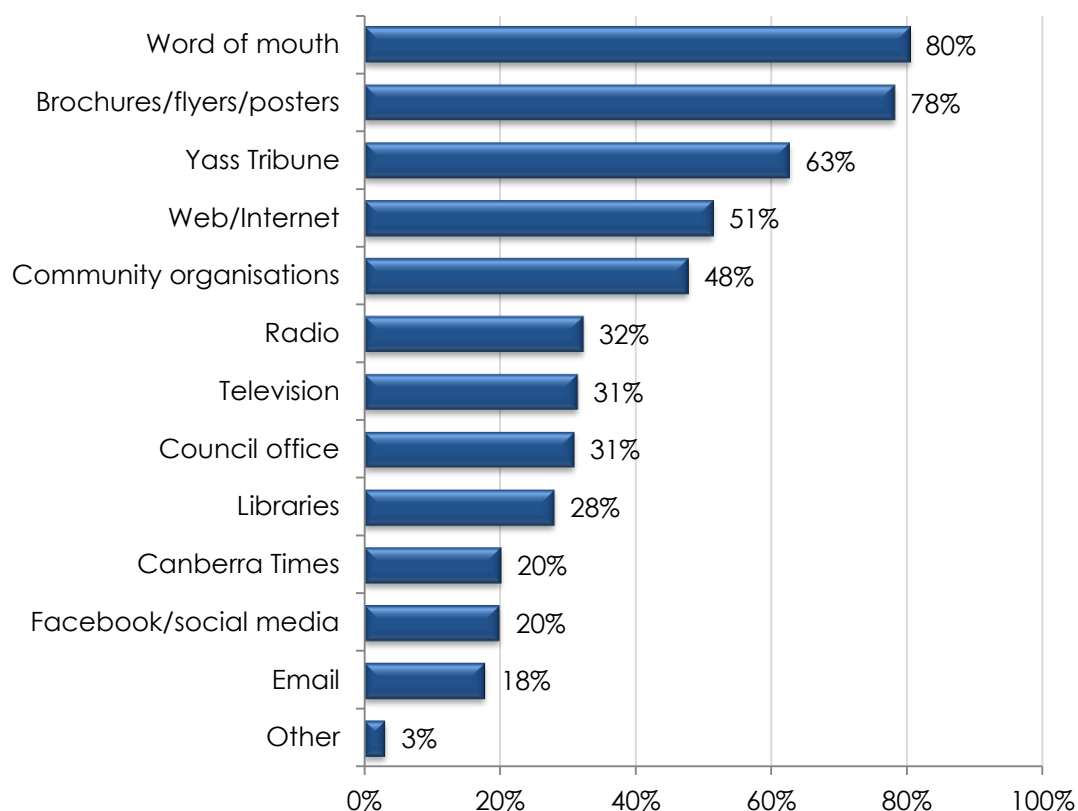


## Contact with Council

### Summary

80% of residents receive information about Council through 'word of mouth', followed by 78% through 'brochures/flyers/posters' and 63% through 'Yass Tribune'.

Q. Through which of the following means do you receive information about Council?



Base: n = 400



## **Section D**

# **Opportunities for Service Level Reductions**

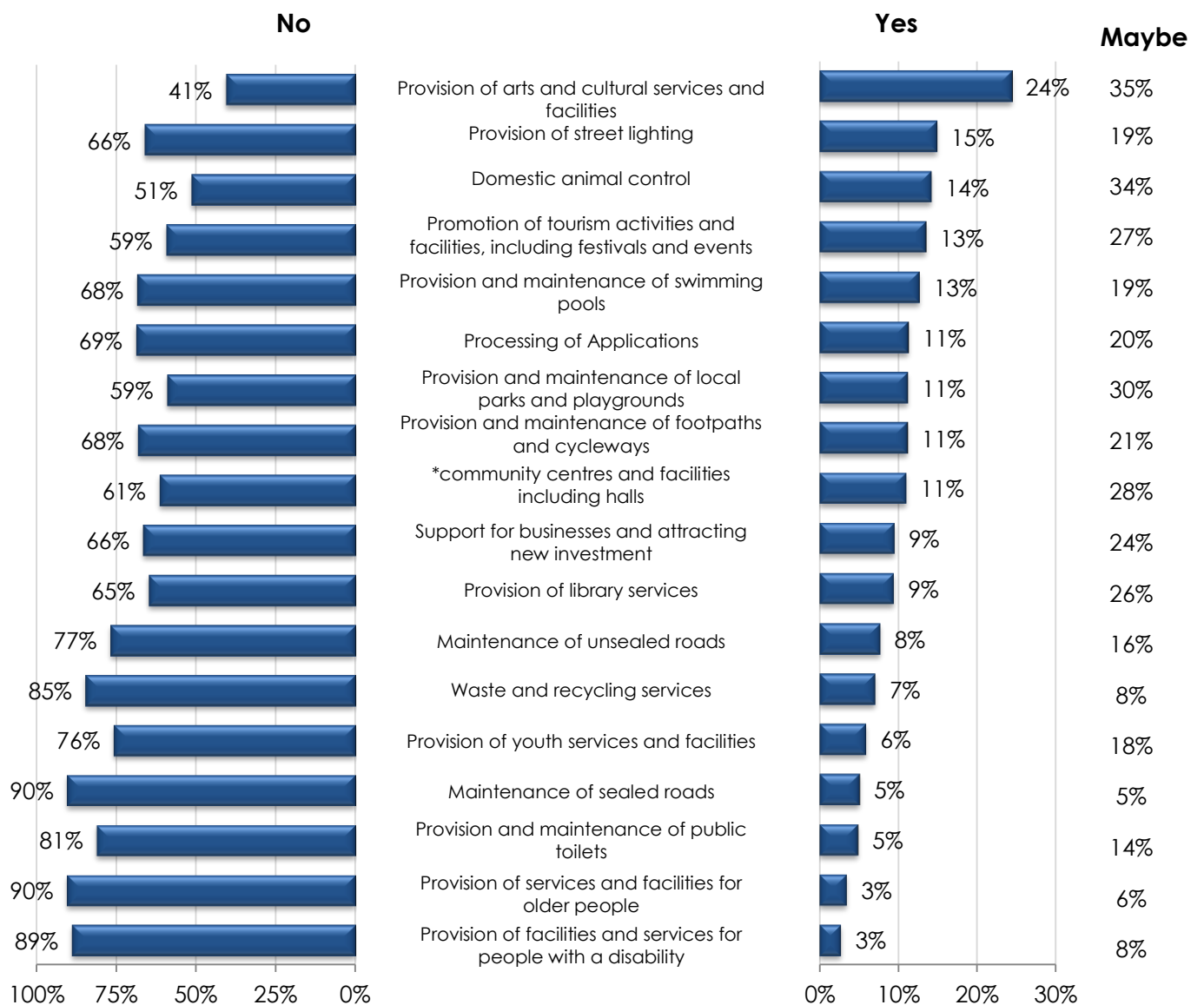
# Opportunities for Service Level Reductions

## Summary

'Provision of arts and cultural services and facilities' and 'provision of street lighting' were ranked highest for services and facilities that could be reduced. 'Provision of services and facilities for older people' and 'maintenance of sealed roads' were the least likely to be rated as services to be reduced.

This question was asked to the residents in regards to whether they believe the provision of these services or facilities could be reduced.

Q. As I read out these services and facilities, I'd like you to answer yes, maybe or no, as to whether you believe the provision of these services or facilities could be reduced.





## **Section E**

### **Smart Work Centre**



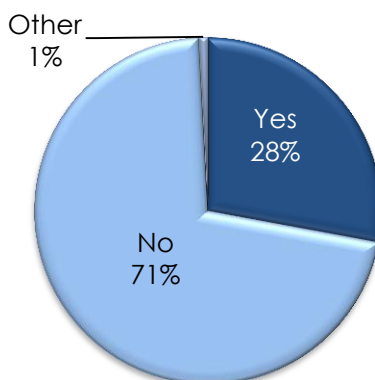
# Smart Work Centre

## Summary

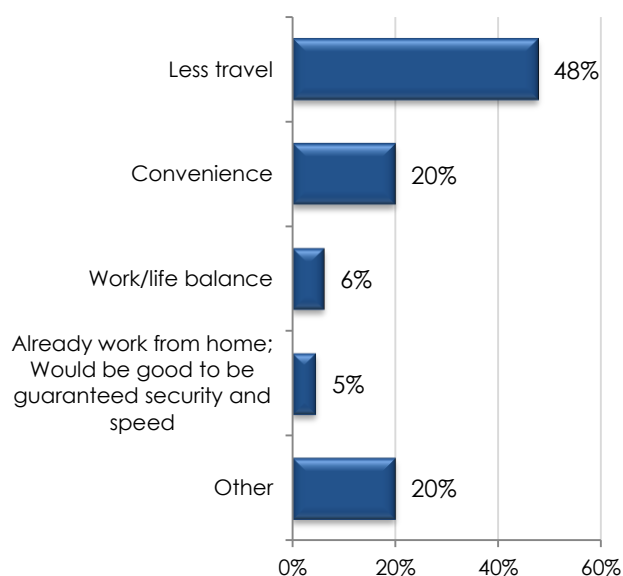
28% of residents would be likely to use a Smart Work Centre facility.

Q. If a "Smart Work Centre" was established in Yass that would allow you to work remotely from your employer's office, would you be likely to use the facilities?

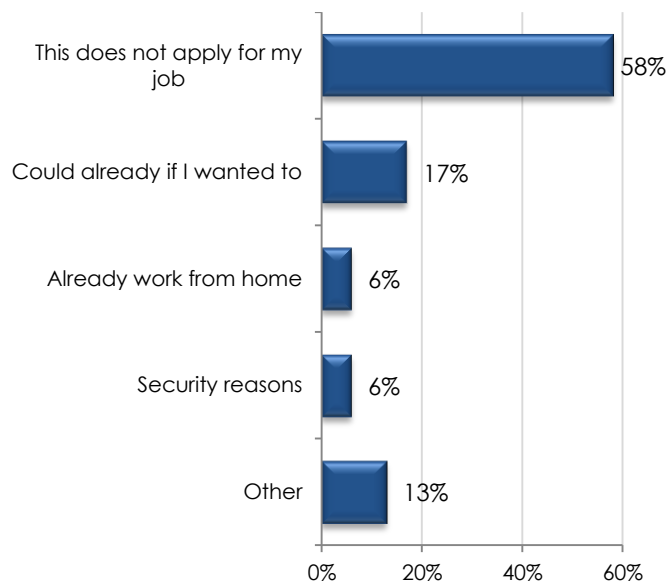
Q. Why do you say that?



### Yes



### No



"It would be more efficient than commuting"

"It's the way the world is going"

"Less travel equals more family time"

"Safer than travelling on the roads to Canberra"

"Would love to work closer to home"

"Better for family commitments"

"Don't like the constant commute to Canberra, but it is necessary in order to have a job"

"Employers should provide this service, not Council"

"Necessary to have security at the employers end"

"Prefer face to face contact and hands on"

"Being a school teacher need to be on location"

"I require face to face contact"

"Most work is done interstate and overseas"

"Already work from home when able as I have adequate internet facilities"



# **Appendix A**

## **Data and Correlation Tables**

## Importance/Satisfaction – Roads and Transport

Importance	18 - 24	25 - 34	35-54	55 -64	65+	Male	Female	Town or villages	Rural residential	Rural	Overall
Maintaining sealed roads	4.54	4.61	4.57	4.58	4.41	4.56	4.54	4.55	4.49	4.67	4.55
Maintaining unsealed roads	3.92	3.72	3.88	4.01	4.04	3.87	3.99	3.79	3.99	4.42	3.93
Maintaining footpaths, kerbing and guttering	3.85	3.89	3.88	3.93	3.79	3.79	3.97	4.08	3.71	3.37	3.88
Access to public transport	4.31	2.79	3.40	3.60	3.17	3.19	3.64	3.48	3.49	2.95	3.42
Barton Highway safety and capacity	4.76	4.83	4.61	4.65	4.38	4.67	4.58	4.59	4.66	4.71	4.62
Traffic management and general road safety	4.46	4.70	4.54	4.50	4.36	4.53	4.49	4.47	4.47	4.78	4.51
Roadside vegetation control	3.76	3.67	3.77	4.05	4.02	3.85	3.91	3.88	3.77	4.22	3.88

Satisfaction	18 - 24	25 - 34	35-54	55-64	65+	Male	Female	Town or villages	Rural residential	Rural	Overall
Maintaining sealed roads	3.50	2.85	2.62	2.87	3.23	2.82	2.99	2.98	2.79	2.87	2.91
Maintaining unsealed roads	3.63	2.85	2.72	2.61	2.95	2.82	2.83	3.00	2.57	2.72	2.83
Maintaining footpaths, kerbing and guttering	3.74	3.19	2.95	3.01	2.96	3.17	2.97	3.13	2.91	3.11	3.06
Access to public transport	2.00	2.78	2.50	2.38	2.65	2.50	2.39	2.47	2.37	2.48	2.43
Barton Highway safety and capacity	2.47	2.03	1.78	2.10	2.35	2.00	2.14	2.17	1.80	2.39	2.07
Traffic management and general road safety	3.20	3.02	2.78	3.05	3.29	2.90	3.13	3.10	2.81	3.17	3.01
Roadside vegetation control	3.54	3.40	2.97	3.10	3.36	3.03	3.30	3.30	2.93	3.24	3.17

Significantly higher by group

Significantly lower by group

## Importance/Satisfaction – Roads and Transport

	Not at all important	Not very important	Somewhat important	Important	Very important	Total %	Base
Maintaining sealed roads	1%	1%	6%	27%	65%	100%	400
Maintaining unsealed roads	6%	9%	18%	21%	46%	100%	400
Maintaining footpaths, kerbing and guttering	5%	6%	23%	29%	37%	100%	400
Access to public transport	15%	12%	22%	20%	32%	100%	400
Barton Highway safety and capacity	3%	2%	4%	11%	80%	100%	400
Traffic management and general road safety	1%	1%	10%	22%	66%	100%	400
Roadside vegetation control	4%	7%	23%	29%	37%	100%	400

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Total %	Base
Maintaining sealed roads	12%	21%	38%	23%	6%	100%	368
Maintaining unsealed roads	16%	17%	41%	20%	6%	100%	266
Maintaining footpaths, kerbing and guttering	15%	17%	28%	28%	12%	100%	263
Access to public transport	35%	17%	24%	15%	8%	100%	206
Barton Highway safety and capacity	44%	23%	20%	8%	5%	100%	362
Traffic management and general road safety	12%	20%	33%	24%	10%	100%	352
Roadside vegetation control	9%	13%	41%	24%	12%	100%	261

## Importance/Satisfaction – Environment and Public Health

Importance	18 - 24	25 - 34	35-54	55-64	65+	Male	Female	Town or villages	Rural residential	Rural	Overall
Protecting bushland and waterways	4.52	4.56	4.47	4.48	4.30	4.43	4.49	4.50	4.34	4.60	4.46
Encouraging recycling	4.45	4.27	4.44	4.53	4.46	4.31	4.59	4.44	4.41	4.61	4.45
Drainage and flood mitigation	3.76	3.97	4.02	4.06	4.04	3.88	4.13	4.12	3.84	3.95	4.01
Feral animal control	3.69	3.94	4.08	4.30	4.13	4.00	4.19	4.11	4.05	4.18	4.10
Domestic animal control	3.69	3.83	3.94	4.03	4.18	3.84	4.10	4.07	3.82	3.95	3.97
Promoting environmental sustainability and reduced carbon footprints	4.38	3.66	3.99	4.15	3.79	3.82	4.17	3.97	3.97	4.16	4.00

Satisfaction	18 - 24	25 - 34	35-54	55-64	65+	Male	Female	Town or villages	Rural residential	Rural	Overall
Protecting bushland and waterways	3.66	3.51	3.51	3.46	3.44	3.38	3.61	3.54	3.38	3.59	3.50
Encouraging recycling	3.76	3.74	3.63	3.61	3.65	3.61	3.69	3.72	3.64	3.40	3.66
Drainage and flood mitigation	3.88	3.72	3.30	3.29	3.50	3.28	3.54	3.45	3.39	3.43	3.43
Feral animal control	3.86	3.25	2.81	2.85	2.89	2.86	3.06	3.17	2.66	2.87	2.96
Domestic animal control	4.58	3.39	3.20	3.28	3.25	3.26	3.44	3.41	3.23	3.45	3.36
Promoting environmental sustainability and reduced carbon footprints	3.66	3.35	3.19	3.12	3.21	3.15	3.30	3.29	3.10	3.37	3.23
Protecting bushland and waterways	3.66	3.51	3.51	3.46	3.44	3.38	3.61	3.54	3.38	3.59	3.50

Significantly higher by group

Significantly lower by group

## Importance/Satisfaction – Environment and Public Health

	Not at all important	Not very important	Somewhat important	Important	Very important	Total %	Base
Protecting bushland and waterways	1%	3%	8%	26%	62%	100%	400
Encouraging recycling	2%	3%	6%	26%	63%	100%	400
Drainage and flood mitigation	4%	5%	20%	29%	42%	100%	400
Feral animal control	2%	6%	18%	26%	47%	100%	400
Domestic animal control	3%	7%	22%	24%	43%	100%	400
Promoting environmental sustainability and reduced carbon footprints	4%	7%	18%	29%	43%	100%	400

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Total %	Base
Protecting bushland and waterways	3%	8%	39%	36%	14%	100%	349
Encouraging recycling	5%	8%	23%	41%	22%	100%	354
Drainage and flood mitigation	6%	8%	36%	35%	14%	100%	283
Feral animal control	14%	18%	36%	24%	9%	100%	287
Domestic animal control	8%	16%	24%	35%	17%	100%	269
Promoting environmental sustainability and reduced carbon footprints	5%	15%	40%	30%	9%	100%	278

## Importance/Satisfaction – Town Planning

Importance	18 - 24	25 - 34	35-54	55-64	65+	Male	Female	Town or villages	Rural residential	Rural	Overall
Long term town planning for the Yass Valley Council area	4.15	4.31	4.47	4.47	4.30	4.35	4.43	4.36	4.36	4.59	4.39
Attractiveness of the town centres	4.10	4.14	4.16	4.28	4.26	4.07	4.34	4.30	4.09	4.10	4.20
Protection of heritage buildings and items	4.46	4.13	4.19	4.31	4.19	4.13	4.35	4.31	4.09	4.38	4.24

Satisfaction	18 - 24	25 - 34	35-54	55-64	65+	Male	Female	Town or villages	Rural residential	Rural	Overall
Long term town planning for the Yass Valley Council area	3.52	3.27	3.02	3.11	3.23	3.08	3.23	3.29	2.99	3.02	3.16
Attractiveness of the town centres	3.66	3.38	3.29	3.33	3.63	3.33	3.48	3.44	3.34	3.45	3.41
Protection of heritage buildings and items	4.28	3.69	3.42	3.46	3.45	3.50	3.60	3.53	3.57	3.60	3.55

Significantly higher by group

Significantly lower by group

	Not at all important	Not very important	Somewhat important	Important	Very important	Total %	Base
Long term town planning for the Yass Valley Council area	1%	2%	10%	29%	57%	100%	400
Attractiveness of the town centres	1%	2%	18%	34%	45%	100%	400
Protection of heritage buildings and items	1%	3%	15%	32%	49%	100%	400

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Total %	Base
Long term town planning for the Yass Valley Council area	9%	14%	40%	26%	10%	100%	343
Attractiveness of the town centres	4%	14%	33%	35%	14%	100%	316
Protection of heritage buildings and items	3%	11%	30%	39%	16%	100%	322

## Importance/Satisfaction – Waste, Cleanliness, Services

Importance	18 - 24	25 - 34	35-54	55-64	65+	Male	Female	Town or villages	Rural residential	Rural	Overall
Town centre cleaning	3.92	4.38	4.14	4.31	4.21	4.15	4.27	4.38	4.03	3.94	4.21
Household garbage collection	4.20	4.64	4.31	4.57	4.48	4.50	4.39	4.57	4.40	4.01	4.45
Control of weeds	3.82	3.80	4.11	4.26	4.18	4.05	4.15	4.09	4.01	4.39	4.10
Reticulated town water supply	3.56	3.68	3.41	3.76	3.61	3.43	3.76	4.17	2.99	2.57	3.59
Reticulated town sewerage system	3.26	3.68	3.42	3.57	3.68	3.40	3.65	4.13	2.88	2.50	3.53

Satisfaction	18 - 24	25 - 34	35-54	55-64	65+	Male	Female	Town or villages	Rural residential	Rural	Overall
Town centre cleaning	4.21	4.06	3.94	3.88	3.75	3.93	3.93	3.93	3.88	4.03	3.93
Household garbage collection	4.38	4.18	4.02	4.11	4.32	4.08	4.22	4.26	4.13	3.59	4.15
Control of weeds	3.55	3.48	3.25	3.25	2.96	3.18	3.30	3.29	3.19	3.16	3.24
Reticulated town water supply	3.88	2.76	2.89	2.80	3.27	3.02	2.99	3.10	2.64	3.22	3.00
Reticulated town sewerage system	4.30	3.79	3.80	3.26	3.92	3.78	3.66	3.92	3.03	3.72	3.71

Significantly higher by group

Significantly lower by group

	Not at all important	Not very important	Somewhat important	Important	Very important	Total %	Base
Town centre cleaning	2%	1%	17%	33%	47%	100%	400
Household garbage collection	5%	2%	5%	22%	67%	100%	400
Control of weeds	2%	6%	16%	30%	45%	100%	400
Reticulated town water supply	22%	4%	11%	17%	45%	100%	400
Reticulated town sewerage system	23%	5%	12%	15%	44%	100%	400

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Total %	Base
Town centre cleaning	2%	3%	19%	51%	25%	100%	318
Household garbage collection	6%	3%	9%	34%	48%	100%	352
Control of weeds	7%	17%	31%	34%	11%	100%	298
Reticulated town water supply	20%	16%	22%	26%	15%	100%	246
Reticulated town sewerage system	13%	5%	15%	32%	35%	100%	233



## Importance/Satisfaction – Local Shops

Importance	18 - 24	25 - 34	35-54	55-64	65+	Male	Female	Town or villages	Rural residential	Rural	Overall
Suitability of local shops	4.54	4.19	4.27	4.19	4.22	4.13	4.37	4.41	4.05	4.08	4.25
Availability of car parking in town centres	3.92	4.30	3.91	4.06	4.31	4.03	4.12	4.21	3.85	4.11	4.08

Satisfaction	18 - 24	25 - 34	35-54	55-64	65+	Male	Female	Town or villages	Rural residential	Rural	Overall
Suitability of local shops	3.72	3.72	3.34	3.22	3.58	3.35	3.50	3.54	3.11	3.73	3.43
Availability of car parking in town centres	3.66	3.72	3.55	3.52	3.46	3.58	3.54	3.48	3.64	3.74	3.56

Significantly higher by group

Significantly lower by group

	Not at all important	Not very important	Somewhat important	Important	Very important	Total %	Base
Suitability of local shops	2%	2%	15%	31%	50%	100%	400
Availability of car parking in town centres	4%	4%	16%	35%	42%	100%	400

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Total %	Base
Suitability of local shops	7%	11%	30%	35%	17%	100%	320
Availability of car parking in town centres	4%	11%	27%	40%	18%	100%	304

## Importance/Satisfaction – Council Leadership/Managing the Local Government Area

Importance	18 - 24	25 - 34	35-54	55-64	65+	Male	Female	Town or villages	Rural residential	Rural	Overall
Opportunities to participate in Council's decision making process	3.70	3.27	3.73	3.95	3.89	3.67	3.85	3.83	3.58	3.94	3.76
Council provision of information to residents	4.01	3.94	4.20	4.33	4.33	4.16	4.26	4.25	4.08	4.40	4.21
Council policies and plans	3.85	3.64	4.13	4.29	4.25	4.11	4.11	4.11	4.06	4.25	4.11
Community consultation	4.07	3.69	4.35	4.43	4.33	4.27	4.24	4.24	4.21	4.48	4.26
Financial management	3.98	3.69	4.31	4.57	4.49	4.43	4.20	4.33	4.23	4.40	4.31
Supporting business and attracting new investment	4.68	4.09	4.31	4.34	4.37	4.39	4.29	4.37	4.22	4.52	4.34
Promotion of tourism activities and facilities, including festivals and events	4.24	4.02	4.12	4.28	4.24	4.07	4.31	4.22	4.17	4.10	4.19

Satisfaction	18 - 24	25 - 34	35-54	55-64	65+	Male	Female	Town or villages	Rural residential	Rural	Overall
Opportunities to participate in Council's decision making process	3.84	3.20	3.10	3.05	3.18	2.98	3.31	3.22	3.06	3.14	3.16
Council provision of information to residents	3.53	3.30	3.22	3.17	3.45	3.20	3.35	3.38	3.19	3.05	3.28
Council policies and plans	3.88	3.22	3.08	2.93	3.18	3.00	3.25	3.23	2.92	3.17	3.13
Community consultation	3.68	3.43	2.96	3.01	3.23	3.03	3.23	3.25	3.00	2.95	3.13
Financial management	3.48	3.18	3.05	3.15	3.27	3.06	3.28	3.20	3.11	3.12	3.16
Supporting business and attracting new investment	3.54	3.14	2.92	2.95	3.11	2.92	3.20	3.03	3.02	3.30	3.06
Promotion of tourism activities and facilities, including festivals and events	3.90	3.81	3.71	3.73	3.79	3.64	3.86	3.83	3.61	3.85	3.76

Significantly higher by group

Significantly lower by group

## Importance/Satisfaction – Council Leadership/Managing the Local Government Area

	Not at all important	Not very important	Somewhat important	Important	Very important	Total %	Base
Opportunities to participate in Council's decision making process	6%	6%	27%	28%	33%	100%	400
Council provision of information to residents	1%	4%	18%	26%	51%	100%	400
Council policies and plans	2%	4%	20%	29%	45%	100%	400
Community consultation	3%	4%	14%	24%	55%	100%	400
Financial management	3%	3%	13%	21%	59%	100%	400
Supporting business and attracting new investment	2%	3%	12%	26%	57%	100%	400
Promotion of tourism activities and facilities, including festivals and events	2%	3%	16%	32%	47%	100%	400

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Total %	Base
Opportunities to participate in Council's decision making process	11%	15%	31%	33%	10%	100%	237
Council provision of information to residents	7%	16%	33%	30%	14%	100%	310
Council policies and plans	9%	17%	38%	26%	10%	100%	296
Community consultation	10%	19%	30%	32%	10%	100%	316
Financial management	9%	14%	40%	27%	10%	100%	312
Supporting business and attracting new investment	8%	18%	44%	22%	9%	100%	326
Promotion of tourism activities and facilities, including festivals and events	2%	6%	27%	46%	20%	100%	317

## Importance/Satisfaction – Council Services and Facilities

Importance	18 - 24	25 - 34	35-54	55 -64	65+	Male	Female	Town or villages	Rural residential	Rural	Overall
Provision and maintenance of local parks and playgrounds	4.23	4.47	4.28	4.27	4.35	4.27	4.35	4.47	4.13	4.06	4.31
Provision and maintenance of swimming pools	4.13	4.11	3.80	3.79	3.91	3.85	3.92	4.08	3.61	3.74	3.89
Availability and maintenance of sporting ovals, grounds and facilities	4.37	4.28	4.12	4.08	4.03	4.19	4.08	4.31	3.92	3.91	4.13
Provision of library services	4.09	3.63	3.85	4.08	4.18	3.77	4.16	4.07	3.87	3.78	3.97
Community centres and facilities, including halls	3.55	3.77	4.02	4.01	4.09	3.76	4.15	4.03	3.81	4.02	3.96
Community education and safety programs	4.37	3.69	3.83	3.90	3.92	3.80	3.99	3.93	3.81	4.02	3.90
Support for community organisations, groups and volunteers	4.24	4.05	4.29	4.34	4.36	4.25	4.31	4.34	4.18	4.31	4.28
Processing of Applications in an efficient manner	4.12	4.22	4.44	4.42	4.27	4.39	4.30	4.37	4.28	4.42	4.34
Facilities and services for older people	4.08	4.08	4.10	4.56	4.50	4.32	4.28	4.41	4.15	4.24	4.30
Facilities and services for people with a disability	4.46	4.17	4.27	4.49	4.40	4.42	4.30	4.48	4.23	4.17	4.36
Facilities and services for youth	4.37	4.20	4.34	4.32	4.22	4.28	4.32	4.40	4.14	4.25	4.30
Management of the development of residential and rural lands	3.98	4.03	4.33	4.32	4.36	4.31	4.21	4.26	4.17	4.52	4.26
Provision and maintenance of street lighting	4.00	3.97	3.80	3.97	4.07	3.92	3.96	4.25	3.55	3.56	3.94
Provision and maintenance of footpaths and cycleways	3.92	3.97	3.95	3.99	4.11	3.85	4.13	4.14	3.90	3.52	3.99
Provision and maintenance of public toilets	4.07	3.94	4.14	4.23	4.49	4.12	4.27	4.27	4.13	4.03	4.20
Provision of arts and cultural facilities	3.63	3.11	3.58	3.79	3.74	3.46	3.77	3.71	3.55	3.37	3.62

Significantly higher by group

Significantly lower by group

## Importance/Satisfaction – Council Services and Facilities

Satisfaction	18 - 24	25 - 34	35-54	55 64	65+	Male	Female	Town or villages	Rural residential	Rural	Overall
Provision and maintenance of local parks and playgrounds	4.40	4.16	3.90	3.96	4.01	3.97	4.05	4.10	3.87	3.89	4.01
Provision and maintenance of swimming pools	4.20	3.80	3.87	3.77	3.71	3.89	3.80	3.93	3.56	4.04	3.84
Availability and maintenance of sporting ovals, grounds and facilities	4.01	3.89	3.78	3.98	4.10	3.90	3.96	4.06	3.65	3.94	3.93
Provision of library services	3.78	4.23	4.07	3.98	4.31	3.98	4.16	4.25	3.83	3.97	4.08
Community centres and facilities, including halls	4.34	3.39	3.76	3.50	3.94	3.65	3.76	3.84	3.41	3.84	3.71
Community education and safety programs	3.81	3.38	3.22	3.46	3.46	3.43	3.40	3.50	3.19	3.59	3.42
Support for community organisations, groups and volunteers	3.92	3.72	3.66	3.55	3.78	3.59	3.76	3.76	3.59	3.50	3.68
Processing of Applications in an efficient manner	3.39	2.76	2.52	2.68	2.77	2.68	2.72	2.80	2.56	2.63	2.70
Facilities and services for older people	3.53	3.45	3.49	3.28	3.48	3.46	3.37	3.49	3.33	3.29	3.42
Facilities and services for people with a disability	3.46	3.54	3.29	3.06	3.36	3.34	3.23	3.36	3.13	3.33	3.28
Facilities and services for youth	3.45	2.75	2.89	2.93	3.15	3.10	2.85	3.02	2.86	3.06	2.97
Management of the development of residential and rural lands	4.03	3.31	3.06	2.97	2.94	2.99	3.22	3.24	2.97	2.86	3.10
Provision and maintenance of street lighting	4.03	3.53	3.25	3.35	3.86	3.45	3.53	3.53	3.47	3.27	3.49
Provision and maintenance of footpaths and cycleways	3.71	3.24	3.04	3.28	3.07	3.33	3.06	3.29	2.99	3.18	3.18
Provision and maintenance of public toilets	3.50	3.42	3.22	3.33	3.42	3.46	3.23	3.38	3.25	3.41	3.34
Provision of arts and cultural facilities	3.69	3.23	3.47	3.22	3.43	3.32	3.44	3.44	3.21	3.61	3.38

Significantly higher by group

Significantly lower by group

## Importance/Satisfaction – Council Services and Facilities

	Not at all important	Not very important	Somewhat important	Important	Very important	Total %	Base
Provision and maintenance of local parks and playgrounds	1%	3%	11%	32%	52%	100%	400
Provision and maintenance of swimming pools	6%	9%	17%	23%	44%	100%	400
Availability and maintenance of sporting ovals, grounds and facilities	3%	3%	19%	29%	46%	100%	400
Provision of library services	6%	6%	16%	28%	44%	100%	400
Community centres and facilities, including halls	3%	7%	21%	30%	39%	100%	400
Community education and safety programs	4%	7%	22%	30%	37%	100%	400
Support for community organisations, groups and volunteers	1%	4%	15%	29%	52%	100%	400
Processing of Applications in an efficient manner	2%	3%	11%	25%	59%	100%	400
Facilities and services for older people	2%	5%	12%	22%	59%	100%	400
Facilities and services for people with a disability	2%	4%	12%	20%	62%	100%	400
Facilities and services for youth	2%	4%	13%	25%	57%	100%	400
Management of the development of residential and rural lands	2%	2%	16%	26%	53%	100%	400
Provision and maintenance of street lighting	5%	6%	23%	23%	43%	100%	400
Provision and maintenance of footpaths and cycleways	4%	6%	20%	27%	43%	100%	400
Provision and maintenance of public toilets	2%	3%	17%	28%	50%	100%	400
Provision of arts and cultural facilities	6%	8%	30%	31%	25%	100%	400

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Total %	Base
Provision and maintenance of local parks and playgrounds	1%	4%	18%	47%	30%	100%	337
Provision and maintenance of swimming pools	2%	9%	22%	37%	30%	100%	267
Availability and maintenance of sporting ovals, grounds and facilities	1%	7%	19%	44%	29%	100%	299
Provision of library services	2%	4%	15%	41%	38%	100%	284
Community centres and facilities, including halls	5%	5%	24%	47%	19%	100%	273
Community education and safety programs	2%	13%	38%	35%	12%	100%	264
Support for community organisations, groups and volunteers	2%	6%	34%	39%	19%	100%	317
Processing of Applications in an efficient manner	19%	25%	30%	19%	7%	100%	324
Facilities and services for older people	4%	10%	42%	30%	15%	100%	312
Facilities and services for people with a disability	6%	12%	42%	30%	11%	100%	313
Facilities and services for youth	7%	24%	40%	21%	7%	100%	308
Management of the development of residential and rural lands	9%	13%	47%	23%	9%	100%	309
Provision and maintenance of street lighting	6%	15%	24%	34%	21%	100%	270
Provision and maintenance of footpaths and cycleways	13%	14%	30%	28%	15%	100%	277
Provision and maintenance of public toilets	5%	14%	36%	32%	13%	100%	307
Provision of arts and cultural facilities	2%	11%	43%	34%	10%	100%	227

## Overall Satisfaction with Council's Performance

Q. Overall for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues but across all responsibility areas?

	18 - 24	25 - 34	35 -49	50-64	65+	Male	Female	Town or village	Rural residential	Rural	Overall
Mean ratings	3.71	3.58	3.51	3.56	3.57	3.50	3.62	3.55	3.56	3.58	3.56

	n	%
Very satisfied	45	11%
Satisfied	186	47%
Somewhat satisfied	126	32%
Not very satisfied	33	8%
Not at all satisfied	10	2%
Total	400	100%

Significantly higher by group

Significantly lower by group

## The Community Experience

Q. How strongly do you agree or disagree with the following statements about your local community?

	18 - 24	25 - 34	35-54	55 -64	65+	Male	Female	Town or villages	Rural residential	Rural	Overall
The Yass Valley Council Area is a good place to live	4.46	4.47	4.37	4.43	4.40	4.30	4.52	4.40	4.39	4.55	4.41
I feel a part of my local community	3.70	3.92	4.03	3.79	3.92	3.86	3.94	3.95	3.79	3.92	3.90
I like to attend events and festivals in the Yass Valley Council area	3.61	3.94	4.05	3.70	3.60	3.68	3.94	3.85	3.77	3.79	3.81
Yass Valley is a harmonious, respectful and tolerant community	4.01	4.00	3.90	3.78	3.84	3.79	3.96	3.96	3.74	3.90	3.88
Housing in the area is affordable	3.32	2.99	3.03	3.14	3.35	3.11	3.17	3.23	2.98	3.20	3.14
Transport in the area is accessible	2.68	2.90	2.35	2.29	2.53	2.56	2.37	2.58	2.28	2.43	2.46
I have enough opportunities to improve my health and wellbeing	3.85	3.23	3.26	3.38	3.81	3.45	3.43	3.46	3.38	3.54	3.44
I have enough opportunities to participate in arts and cultural activities	3.39	3.47	3.36	3.32	3.58	3.34	3.46	3.55	3.25	3.15	3.40
I have enough opportunities to participate in sporting or recreational activities	3.54	3.83	3.68	3.52	3.48	3.69	3.52	3.76	3.40	3.45	3.60
Local shopping strips are vibrant and economically healthy	3.46	3.39	3.13	3.01	3.27	3.20	3.17	3.26	3.02	3.29	3.18
I feel safe living in Yass Valley	4.76	4.47	4.48	4.39	4.35	4.39	4.51	4.47	4.43	4.47	4.45
I have enough access to educational facilities	3.76	3.49	3.35	3.39	3.60	3.50	3.43	3.55	3.33	3.44	3.46

Significantly higher by group

Significantly lower by group



## The Community Experience

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Total %	Base
The Yass Valley Council Area is a good place to live	0%	2%	8%	34%	55%	100%	400
I feel a part of my local community	3%	7%	21%	34%	35%	100%	400
I like to attend events and festivals in the Yass Valley Council area	4%	9%	22%	33%	32%	100%	400
Yass Valley is a harmonious, respectful and tolerant community	1%	6%	23%	42%	27%	100%	400
Housing in the area is affordable	8%	17%	39%	25%	11%	100%	400
Transport in the area is accessible	26%	25%	30%	13%	5%	100%	400
I have enough opportunities to improve my health and wellbeing	7%	13%	28%	34%	18%	100%	400
I have enough opportunities to participate in arts and cultural activities	6%	10%	39%	30%	16%	100%	400
I have enough opportunities to participate in sporting or recreational activities	5%	9%	28%	38%	21%	100%	400
Local shopping strips are vibrant and economically healthy	11%	15%	32%	30%	12%	100%	400
I feel safe living in Yass Valley	0%	1%	6%	39%	54%	100%	400
I have enough access to educational facilities	6%	13%	30%	30%	21%	100%	400
The Yass Valley Council Area is a good place to live	0%	2%	8%	34%	55%	100%	400
I feel a part of my local community	3%	7%	21%	34%	35%	100%	400
I like to attend events and festivals in the Yass Valley Council area	4%	9%	22%	33%	32%	100%	400
Yass Valley is a harmonious, respectful and tolerant community	1%	6%	23%	42%	27%	100%	400

## Contact with Council

Q. Have you had any contact with Council in the last 12 months?

	n	%
Yes	190	48%
No	210	52%
Total	400	100%

Q. Thinking specifically of the last time you had contact with Council staff was it by:

	n	%
Phone	72	37%
Mail	8	4%
Email	20	10%
In person	87	46%
Facebook/social media	4	2%
Total	190	100%

Q. What was the nature of your enquiry?

	n	%
Payment for services (rates, permits, etc.)	22	12%
Waste/Rubbish	10	5%
Development Application	64	33%
Maintenance of roads, footpaths, etc.	13	7%
Obtaining advice/information	42	22%
Booking a Council facility	5	2%
Illegal dumping	1	0%
Making a complaint	18	9%
Infringements	0	0%
Community initiative/program	10	5%
Other	19	10%
Total	190	100%

## Contact with Council

Q. How satisfied were you with the way your contact was handled?

	18 - 24	25 - 34	35 -49	50-64	65+	Male	Female	Town or village	Rural residential	Rural	Overall
Mean ratings	4.00	4.13	3.84	3.83	3.83	3.87	3.87	3.96	3.76	3.82	3.87

	n	%
Very satisfied	83	44%
Satisfied	50	26%
Somewhat satisfied	24	12%
Not very satisfied	17	9%
Not at all satisfied	16	9%
Total	400	100%

Q. Through which of the following means do you receive information about Council?

	n	%
Web/Internet	206	51%
Yass Tribune	251	63%
Canberra Times	81	20%
Word of mouth	322	80%
Radio	129	32%
Email	71	18%
Brochures/flyers/posters	312	78%
Facebook/social media	80	20%
Libraries	112	28%
Council Office	124	31%
Community organisations	191	48%
Television	126	31%
Other	12	3%
Total	400	100%

## Opportunities for Service Level Reductions

Q. As I read out these services and facilities, I'd like you to answer yes, maybe or no, as to whether you believe the provision of these services or facilities could be reduced.

	Yes	Maybe	No	Total %	Base
Provision of arts and cultural services and facilities	24%	35%	41%	100%	400
Provision of street lighting	15%	19%	66%	100%	400
Domestic animal control	14%	34%	51%	100%	400
Provision and maintenance of swimming pools	13%	19%	68%	100%	400
Promotion of tourism activities and facilities, including festivals and events	13%	27%	59%	100%	400
Provision and maintenance of community centres and facilities including halls	11%	28%	61%	100%	400
Provision and maintenance of footpaths and cycleways	11%	21%	68%	100%	400
Provision and maintenance of local parks and playgrounds	11%	30%	59%	100%	400
Processing of Applications	11%	20%	69%	100%	400
Provision of library services	9%	26%	65%	100%	400
Support for businesses and attracting new investment	9%	24%	66%	100%	400
Maintenance of unsealed roads	8%	16%	77%	100%	400
Waste and recycling services	7%	8%	85%	100%	400
Provision of youth services and facilities	6%	18%	76%	100%	400
Provision and maintenance of public toilets	5%	14%	81%	100%	400
Maintenance of sealed roads	5%	5%	90%	100%	400
Provision of facilities and services for people with a disability	3%	8%	89%	100%	400
Provision of services and facilities for older people	3%	6%	90%	100%	400

## Smart Work Centre

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- Q. If a "Smart Work Centre" was established in Yass that would allow you to work remotely from your employers office would you be likely to use the facilities?

	n	%
Yes	46	28%
No	118	71%
Other	1	1%
Total	400	100%



# **Appendix B**

## **Questionnaire**

Good morning/afternoon/evening, my name is \_\_\_\_\_ we are conducting a survey on behalf of Yass Valley Council about your experiences living in this area. The survey will take about 15 minutes, would you be able to assist us please?

**QA. In which locality do you live?**

- ☐ Yass
- ☐ Binalong
- ☐ Bookham
- ☐ Bowning
- ☐ Murrumbateman
- ☐ Wee Jasper
- ☐ Sutton
- ☐ Gundaroo
- ☐ Wallaroo/Spring Range
- ☐ Other (Please specify).....

**QB. Which of the following would best describe where you live?**

- ☐ Town or village
- ☐ Rural residential (i.e. < 5 acres)
- ☐ Rural

**Section A – The Community Experience**

I am now going to ask you about your local community.

**Q1. How strongly do you agree or disagree with the following statements: Prompt**  
The scale is from 1 to 5 where 1 = strongly disagree and 5 = strongly agree.

	Strongly disagree			Strongly agree	
	1	2	3	4	5
The Yass Valley Council Area is a good place to live	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel a part of my local community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I like to attend events and festivals in the Yass Valley Council area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Yass Valley is a harmonious, respectful and tolerant community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing in the area is affordable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transport in the area is accessible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have enough opportunities to improve my health and wellbeing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have enough opportunities to participate in arts and cultural activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have enough opportunities to participate in sporting or recreational activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local shopping strips are vibrant and economically healthy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel safe living in Yass Valley	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have enough access to educational facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Now thinking now about your local council.

**Q2a. Have you had any contact with Council in the last 12 months?**

- ☐ Yes   ☐ No   (If no, go to Q3)

**Q2b. Thinking specifically of the last time you had contact with Council staff, was it by:**

- ☐ Phone  
☐ Mail  
☐ Email  
☐ In person  
☐ Facebook/social media

**Q2c. What was the nature of your enquiry? Prompt**

- ☐ Payment for services (rates, permits etc)  
☐ Waste / Rubbish  
☐ Development Application  
☐ Maintenance of roads, footpaths, etc.  
☐ Obtaining advice / information  
☐ Booking a Council facility  
☐ Illegal dumping  
☐ Making a complaint  
☐ Infringements  
☐ Community initiative/program  
☐ Other specify (Please specify).....

**Q2d. How satisfied were you with the way your contact was handled? Prompt**

- |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Very satisfied        | Satisfied             | Somewhat satisfied    | Not very satisfied    | Not at all satisfied  |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**Q3. Through which of the following means do you receive information about Council? Prompt**

- ☐ Web/Internet  
☐ Yass Tribune  
☐ Canberra Times  
☐ Word of mouth  
☐ Radio  
☐ Email  
☐ Brochures/flyers/posters  
☐ Facebook/social media  
☐ Libraries  
☐ Council Office  
☐ Community organisations  
☐ Television  
☐ Other (Please specify).....



## **Section B – Importance of, and satisfaction with, Council services**

**Q4.** In this section I will read out different Council services or facilities. For each of these could you please indicate that which best describes your opinion of the importance of the following services/facilities to you, and in the second part, the level of satisfaction with the performance of that service. The scale is from 1 to 5, where 1 = low importance and 5 = high importance and where 1 = low satisfaction and 5 = high satisfaction.

	Importance					Satisfaction				
	Low			High		Low			High	
	1	2	3	4	5	1	2	3	4	5
<b><u>Part A - Roads and Transport</u></b>										
1.										
2.										
3.										
4.										
5.										
6.										
7.										
<b><u>Part B – Environment and Public Health</u></b>										
8.										
9.										
10.										
11.										
12.										
13.										
<b><u>Part C - Town Planning</u></b>										
14.										
15.										
16.										

		Importance					Satisfaction				
		Low		High			Low		High		
		1	2	3	4	5	1	2	3	4	5
<b><u>Part D – Waste, Cleanliness, Services</u></b>											
17.	Town centre cleaning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18.	Household garbage collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19.	Control of weeds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20.	Reticulated town water supply	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21.	Reticulated town sewerage system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b><u>Part E - Local Shops</u></b>											
22.	Suitability of local shops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23.	Availability of car parking in town centres	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b><u>Part F - Council Leadership/ Managing the Local Government Area</u></b>											
24.	Opportunities to participate in Council's decision making process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25.	Council provision of information to residents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26.	Council policies and plans	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27.	Community consultation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28.	Financial management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29.	Supporting business and attracting new investment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30.	Promotion of tourism activities and facilities, including festivals and events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b><u>Part G - Council Services and Facilities</u></b>											
31.	Provision and maintenance of local parks and playgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
32.	Provision and maintenance of swimming pools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
33.	Availability and maintenance of sporting ovals, grounds and facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
34.	Provision of library services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
35.	Community centres and facilities, including halls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
36.	Community education and safety programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
37.	Support for community organisations, groups and volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
38.	Processing of Applications in an efficient manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
39.	Facilities and services for older people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
40.	Facilities and services for people with a disability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
41.	Facilities and services for youth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
42.	Management of the development of residential and rural lands	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
43.	Provision and maintenance of street lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
44.	Provision and maintenance of footpaths and cycleways	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
45.	Provision and maintenance of public toilets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
46.	Provision of arts and cultural facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## **Section C – Opportunities for Service Level Reductions**

- Q5. Council is currently undertaking a review of its levels of service across a wide range of Council services and as part of that review is looking for opportunities for efficiencies by either reducing the level of service provision or reducing the level of maintenance.**  
I previously asked you to rate the importance of 47 Council services and facilities and your satisfaction with Council's provision of these. What I would now like to do is read you 19 of those services again and ask that you rate whether or not you believe there may be an opportunity for Council to reduce the level of provision of that service or facility, thereby reducing their spending in this area.
- Your answers will not lead directly to a reduction in service provision, but will inform Council as to where the community perceives opportunities for service reductions are available, whereupon Council may conduct further investigations.**
- As I read out these services and facilities, I'd like you to answer yes, maybe or no, as to whether you believe the provision of these services or facilities could be reduced.**

	Yes	Maybe	No
Maintenance of sealed roads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance of unsealed roads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provision and maintenance of local parks and playgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provision and maintenance of community centres and facilities including halls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provision and maintenance of swimming pools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provision and maintenance of footpaths and cycleways	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provision and maintenance of public toilets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provision of street lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Waste and recycling services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provision of library services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provision of arts and cultural services and facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provision of facilities and services for people with a disability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Domestic animal control	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Processing of Applications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provision of services and facilities for older people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provision of youth services and facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provision of arts and cultural facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support for businesses and attracting new investment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Promotion of tourism activities and facilities, including facilities and events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Q6. Where and/or what do you see as the key opportunity areas for Council to reduce spending?**

## **Section D – Priority Issues**

- Q7a. Overall for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues but across all responsibility areas? Prompt**

Very satisfied	Satisfied	Somewhat satisfied	Not very satisfied	Not at all satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Q7b. Thinking about the next 5 years, what do you think is the highest priority issue facing the Yass Valley local government area? (Probe fully on all issues mentioned)**

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## **Section E – Demographic & Profiling questions**

**Q8a. Do you work in the ACT?**

- ☐ Yes
- ☐ No **(go to Q9)**

A Smart Work Hub is a purpose built fully serviced office facility that allows people to work remotely from their employer while offering high speed secure data access into their employer's network.

**Q8b. If a "Smart Work Centre" was established in Yass that would allow you to work remotely from your employer's office would you be likely to use the facility?**

- ☐ Yes
- ☐ No
- ☐ Other (specify)

**Q8c. Why do you say that?**

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**Q9. Please stop me when I read out your age group.**

- ☐ 18 – 24
- ☐ 25 – 34
- ☐ 35 – 49
- ☐ 50 – 64
- ☐ 65 years and over

**Q10. How long have you lived in the Yass Valley area? Prompt**

- ☐ Less than 2 years
- ☐ 2 – 5 years
- ☐ 6 – 10 years
- ☐ 11 – 20 years
- ☐ More than 20 years

**Q11. Which of the following best describes the house where you are currently living? Prompt**

- ☐ I/We own/are currently buying this property
- ☐ I/We currently rent this property

**That completes our interview. Thank you very much for your time, enjoy the rest of your day/evening.**

**Q12 Gender (determine by voice)**

- ☐ Male
- ☐ Female

**Council contact – 1300 553 652 or 02 6226 1477**

**THANK YOU FOR YOUR ASSISTANCE**