



Residents and Business Survey Community Feedback

A Market Research Report
prepared for

Berrigan Shire Council

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1. Summary

Context: This report summarises results from a telephone survey of 350 residents and 101 business respondents in Berrigan Shire during January 2015. The objective was to monitor community satisfaction with Council services and obtain feedback on salient community issues, to assist future strategy. Where possible the findings are compared with a similar survey conducted in 2010.

Attitudes & Contact: 40% of Berrigan Shire residents have visited the Council's website, 11% have accessed the Facebook page and almost 50% have phoned the Council's offices in the last year. This compares with 44%, 6% and 72% of business respondents respectively. Over 70% of its visitors considered the website easy to navigate and a similar proportion of phone callers obtained the information or action that they wanted.

25% of residents consider Berrigan's value for money for rates to be good or excellent, 33% consider it adequate and 41% suggest a need for improvement. The view from business respondents is similar however, 52% suggest a need for improvement.

The top ten services of highest **Importance** to respondents were:

Residents	Businesses
Fire & Emergency services	Fire & Emergency services
Water supply & Sewerage	Water supply & Sewerage
Maintaining the public toilets	Main street & Town centre appearance
Road, Footpath & Drains maintenance	Road, Footpath & Drains maintenance
Garbage collection	Maintaining the public toilets
Provision of disabled facilities	Street cleaning
Main street & Town centre appearance	Garbage collection
Street lighting	Street lighting
Public parks & gardens	Economic & Business development
Reserves & Ovals maintenance	Recycling processes & practices

Satisfaction with the Council: When asked to give a score from 0 to 10 to represent their level of overall, satisfaction with Berrigan Shire Council, residents in 2015 gave a mean score of 6.45, *slightly below the 6.7 recorded in 2010* and business respondents a mean score of 6.48, *similar to the 6.5 recorded in 2010*. Overall, close to 80% of residents and 90% of business respondents rated Council a score of 5 or higher.

The top ten services of highest **Satisfaction** amongst the respondents were:

Residents	Businesses
Early Childhood Intervention	Fire & Emergency services
Public Library (books & internet)	Garbage collection
Public Library (meeting rooms)	Water supply & Sewerage
Fire & Emergency services	Open Council meetings
Garbage collection	Street cleaning
Public parks & gardens	Parking provision
Reserves & Ovals maintenance	Street lighting
Public Swimming pool	Maintaining the Aerodrome
Street cleaning	Maintaining the public toilets
Water supply & Sewerage	Provision of disabled facilities

A quadrant analysis reveals that the services of relatively greater importance but slightly lesser satisfaction for residents were Recreation & Sports facilities and the Public swimming pool; along with Road, Footpath & Drains repair & maintenance, Provision of disabled facilities and Street lighting. Business respondents also identified Road, Footpath & Drains repair & maintenance, Maintaining the Main street & Town centre appearance and the Public toilets; along with Assistance with business development and Planning scheme building or development.

Slightly fewer residents thought the roads were improving rather than deteriorating (25% v 31%) with the remainder seeing no change (44%). Business respondents had a similar opinion with more observing deterioration than improvement (26% v 18%) and 55% not noticing any change.

More residents were satisfied with the quality (89%) of domestic water than the pressure (70%). Of the 114 residents dissatisfied, 30% would pay more for improved water pressure and 16% would pay more if both the quality and pressure improved.

Satisfaction with the performance of the Berrigan Shire Councillors during the past 12 months was positive amongst 60% of both residents and business respondents. Similarly satisfaction with Council staff was very positive, especially for the Library, Food Safety & Public health, Community service, Administrative and Building & development staff.

Economic Development: More than 80% of residents and business respondents believe the Council, on behalf of the ratepayers, should offer incentives to attract substantial new businesses to the region.

Around 60% of business respondents consider that businesses generally have trouble getting staff with appropriate skills, training and experience; while 55% thought that the Shire was not doing enough for Economic development in the Shire.

The opportunity was taken to review opinions on the prospect of Berrigan Shire Council amalgamating with one or more of its neighbouring Councils, 53% of residents opposed the amalgamation (20% strongly), 15% neither supported nor opposed it and 26% supported the amalgamation. Amongst business respondents the findings were divided, with 39% supporting the amalgamation, 36% opposing it and 25% uncertain.

Population Movement: The survey found around one third of households with children under 20 years of age and 20% with children aged under 12 years. One third of the latter residents said that they needed Childcare.

27% of residents had lived in Berrigan Shire for 10 years or less, 32% for 11 to 25 years and 41% for more than 25 years. Newcomers to Berrigan Shire (within the last 5 years) had moved for a mixture of work, family and lifestyle reasons.

The following pages contain more detail about the survey findings. The detailed tables have been provided to the client in a separate volume.

In Conclusion: Overall satisfaction with Berrigan Shire has remained consistent with the previous survey. Possible areas for improvement (*Satisfaction mean below 7*) include:

- Assistance with business development
- Planning scheme, applications services
- Road, footpath and drain maintenance

Satisfaction levels may also improve with additional information provided to residents /businesses on:

- Areas providing value for money for Rates
- Incentives for Business attraction/expansion
- Road maintenance

2. Attitudes towards the Council

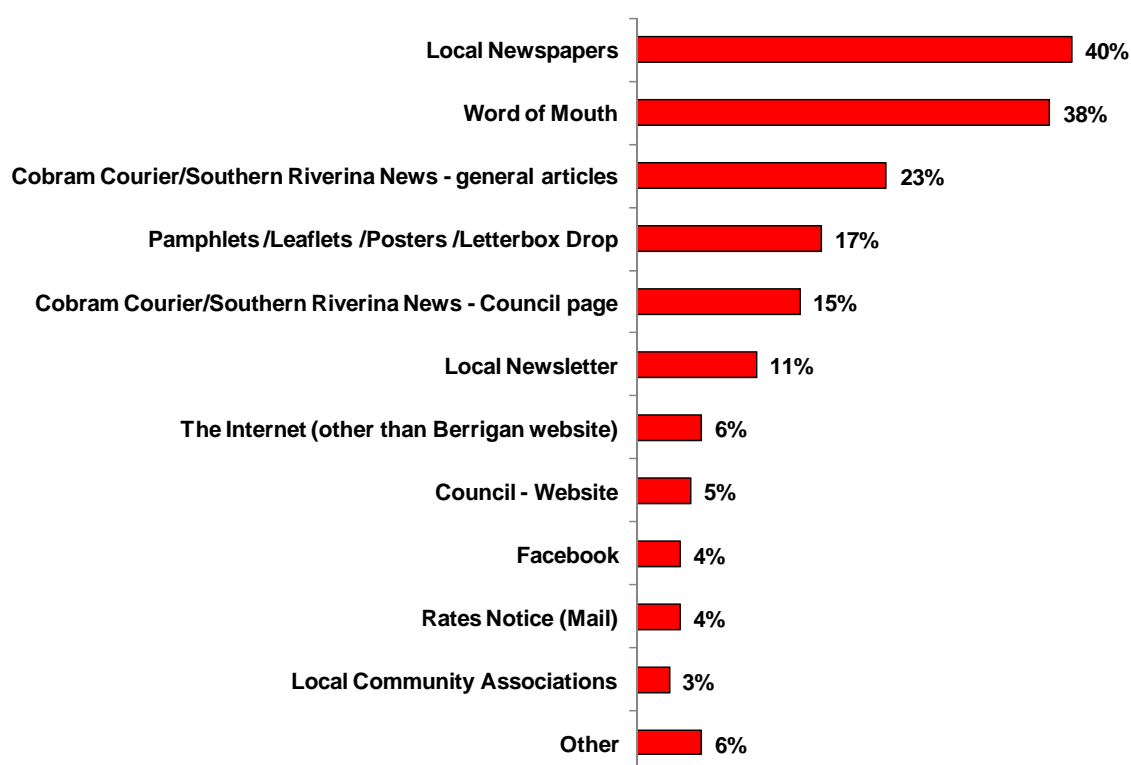
2.1 Sources of Information

2.1.1 Residents

Early in the interview, the 350 residents were asked how they obtained most of their information about the Council and its activities in the Shire. Of highest mentions were local newspapers (40%) and word of mouth (38%), followed by general news articles in the Cobram Courier/Southern Riverina News, pamphlets or leaflets and the Council page in the Cobram Courier/Southern Riverina News.

The detailed tables show that local newspapers were most prevalent amongst people aged 55-69 years (52% of them) and those living in rural areas (49%), while word of mouth was strongest amongst people living in Tocumwal (47%) and males (43%).

Q4. How do you get most of your information about the Council and its activities in the Shire? (Sample n=350)



Note: For ease of reference, where relevant, charts relating to Residents are coloured red and those for Businesses, blue. The detailed tables retain the same Question numbers as the charts, which are the question numbers in the questionnaire.

More than two thirds of residents consider that they hear and know enough about the activities of Berrigan Shire Council, *this was significantly more than the 56% recorded in 2010*; while 30% this year would like to hear and know more about the Council.

Residents: Year Sample	2015 (350)	2010 (360)
Hear & Know Enough	69%	56%
Like to Hear & Know More	30%	41%
Don't Know	1%	3%

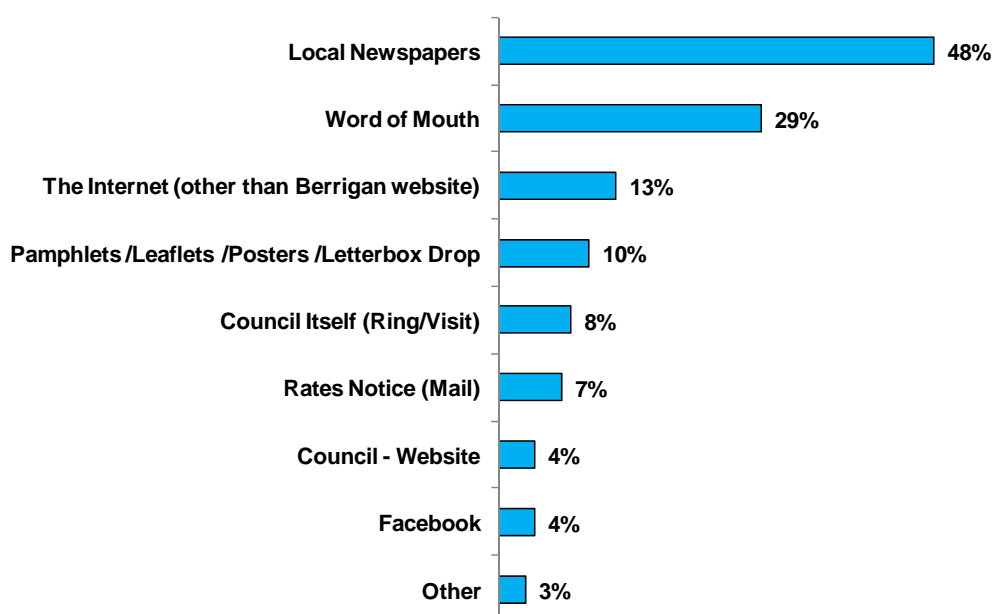
Q.3 All things considered - do you feel that you hear & know enough about the activities of Berrigan Shire Council, or would you like to hear & know more?

The detailed tables reveal that more people in Tocumwal (41% of them) would like to hear and know more about the activities of Berrigan Shire Council

2.1.2 Businesses

101 owners or managers of businesses throughout the Berrigan Shire were asked how they obtained most of their information about the Council and its activities in the Shire. Of highest mention were local newspapers by 48% of business respondents followed by word of mouth (29%), with all other answers summarised in the following chart.

Q4. How do you get most of you information about the Council and its activities in the Shire? (Sample n=101)



The detailed tables show that apart from local newspapers and word of mouth, the Internet was popular amongst 23% of business respondents in Finley.

More than 60% of business respondents considered that they hear and know enough about Berrigan Shire Council, with 37% who would like to hear and know more; *results which were similar to the 2010 survey.*

Business: Year Sample	2015 (101)	2010 (104)
Hear & Know Enough	61%	58%
Like to Hear & Know More	37%	41%
Don't Know	2%	1%

Q.3 Now, all things considered, as a business owner or manager do you feel that you hear & know enough about the activities of Berrigan Shire Council?

2.2 Usage of Berrigan Shire Website

2.2.1 Residents

40% of residents have accessed the Council's website on the internet, *significantly more than the 29% recorded in 2010*.

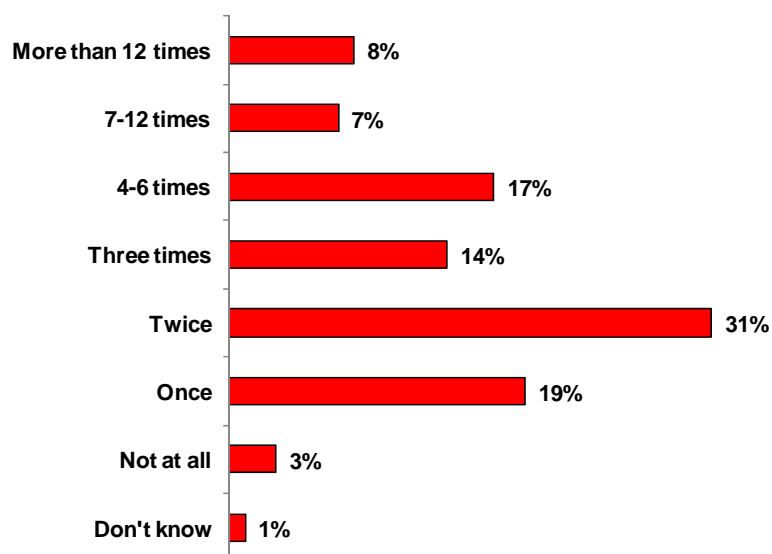
Residents: Year Sample	2015 (350)	2010 (360)
Accessed the website - Yes	40%	29%
No	60%	69%
Don't Know	-	2%

Q.6 Have you ever accessed the Council's website on the internet?

Access of the Council's website is higher amongst younger residents aged 18-39 years (63%) and people living in rural areas (52%).

Amongst the residents who have accessed the Council's website (102 of them), half have accessed it once or twice in the last twelve months. As the following chart shows, 31% have accessed the website 3-6 times and 15% 7 times or more in the last 12 months.

Q7. Over the last 12 months how many times have you visited the Council website? (Sample n=102)



Those residents who had accessed the website in the last year (96 of them) were asked to describe whether or not they thought it was useful/informative. In total 69% of website users thought it was easy to navigate and half thought it was informative on Council events, with fewer users agreeing with the other descriptions provided:

- Easy-to-use / Navigate (69%)
- Informative on Council events (50%)
- Informative on Community events (42%)
- Useful for downloading forms, etc. (33%)
- Useful for online payments (21%)

Another question asked whether users were interested in seeing any of a few initiatives on the Berrigan Shire website. More links to and information on local Community Services and Businesses were requested by almost 90% of residents, followed by a FAQ section and more interactive applications. Answers are summarised below:

- More links to & information on local Community Services (88%)
- More links to & information on local Businesses (87%)
- A FAQ (Frequently Asked Questions) section (75%)
- More Interactive/Web 2.0 apps, e.g. downloading forms, paying bills (57%)
- A link to Facebook (37%)
- A link to Twitter (2%)

In addition 3% or fewer residents suggested other information on the website including: latest community events, communication on future plans/projects, continually updating information and minutes of Council meetings.

2.2.2 Businesses

Businesses were asked a similar series of questions about the Council's website. As the following table shows, 44% of business respondents claimed to have accessed the Council's website at some time, *significantly more than the 29% recorded in 2010*.

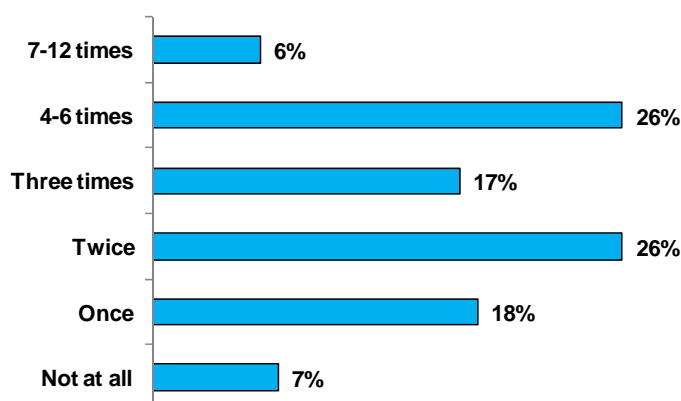
Business: Year Sample	2015 (101)	2010 (104)
Accessed the website - Yes	44%	29%
No	50%	71%
Don't Know	-	-

Q.6 Have you ever accessed the Council's website on the internet?

Access of the Council's website is highest amongst business respondents in Tocumwal (48% of them). Access also increases with the number of employees in the business.

Amongst the business respondents who have accessed the Council's website (45 of them), 44% have visited once or twice in the last twelve months, 17% three times and 32% have visited four times or more in the last 12 months.

Q7. Over the last 12 months how many times have you visited the Council website? (Sample n=45)



Those who had accessed the website in the last year (41 of them) were asked to describe whether or not they thought it was useful/informative. In total 76% of business users thought it was easy to navigate and around one quarter considered it to be informative on Community and Council events, with fewer business respondents indicating the other descriptions provided:

- Easy-to-use / Navigate (76%)
- Informative on Community events (26%)
- Informative on Council events (24%)
- Informative on local Business matters (21%)
- Useful for downloading forms, etc. (21%)
- Useful for online payments (11%)

A follow-up question asked whether business users were interested in seeing any of a few initiatives on the Berrigan Shire website. More links to and information on local Community Services were requested by 94% of business respondents, followed by 79% requesting more links to and information on local businesses and a FAQ section. Answers are summarised below:

- More links to & information on local Community Services (94%)
- More links to & information on local Businesses (79%)
- A FAQ (Frequently Asked Questions) section (79%)
- More Interactive/Web 2.0 apps, e.g. downloading forms, paying bills (30%)
- A link to Facebook (23%)
- A link to Twitter (15%)

2.3 Usage of Council's Facebook Page

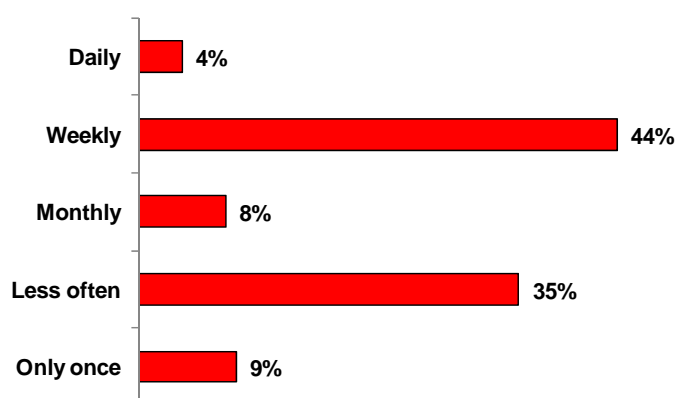
2.3.1 Residents

Only 11% of residents have accessed or followed the Council's Facebook page.

As expected, access of the Council's Facebook page is higher amongst younger residents aged 18-39 years (29%), those with children in the household (23%), people living in rural areas (18%) and those living in Barooga (18%).

Amongst the residents who have accessed the Council's Facebook page (17 of them), almost half (48%) access it weekly or daily. As the following chart shows, 8% access the Facebook page monthly, 35% less often and 9% have only accessed it once.

Q.12 How often do you access the Council's Facebook page?
(Sample n=17)



Those who had accessed Council's Facebook page (17 of them) were asked to describe the content on the page and whether or not they thought it was useful/informative. In total more than 90% of Facebook page users thought it provided information relevant to them and was informative on Community activities; while 79% noted it was informative on Council activities, with fewer users agreeing with the other descriptions:

- Provides information relevant to me (93%)
- Informative on Community activities (91%)
- Informative on Council activities (79%)
- Regularly updated (48%)
- Provides timely & responsive information (40%)

Another question asked whether users were interested in seeing any of a number of initiatives on the Berrigan Shire Facebook page. More information on Council and Community activities were requested by more than 90% of residents, followed by more links and information on local Business (82%). Answers are summarised below:

- More information on Council activities e.g. current road works etc. (95%)
- More information on Community activities i.e. sporting, educational, cultural (94%)
- More links & information on local Business (82%)
- More Links & Information on Local Community services (60%)
- More information on local history (52%)

2.3.2 Businesses

Only 6% of business respondents had accessed or followed the Council's Facebook page. Access of the Council's Facebook page was highest in Tocumwal (12%) and lowest amongst businesses in Barooga, where none interviewed had accessed the page.

Amongst the 6 business respondents who had accessed the Council's Facebook page 41% access it weekly or more often, 33% access it monthly and 26% less often. *The reader is cautioned that small sample sizes imply wide margins of error for this section of the survey findings.*

Those who had accessed Council's Facebook page (6 of them) were asked to describe the content on the page and whether or not they thought it was useful/informative. Almost 90% of Facebook page business users thought it provided information relevant to them and was informative on Community activities; as outlined below:

- Provides information relevant to me (89%)
- Informative on Community activities (89%)
- Provides timely & responsive information (79%)
- Regularly updated (74%)
- Informative on Council activities (63%)

A follow-up question asked whether business users were interested in seeing any of a number of initiatives on the Berrigan Shire Facebook page; and all indicated that more information (& links) on local Business, Community services and Council activities were of interest. Answers are summarised below:

- More links & information on local Business (100%)
- More information on Council activities e.g. current road works etc. (100%)
- More Links & Information on Local Community services (100%)
- More information on Community activities i.e. sporting, educational, cultural (89%)
- More information on local history (78%)

2.4 Perceived Importance of Council Services

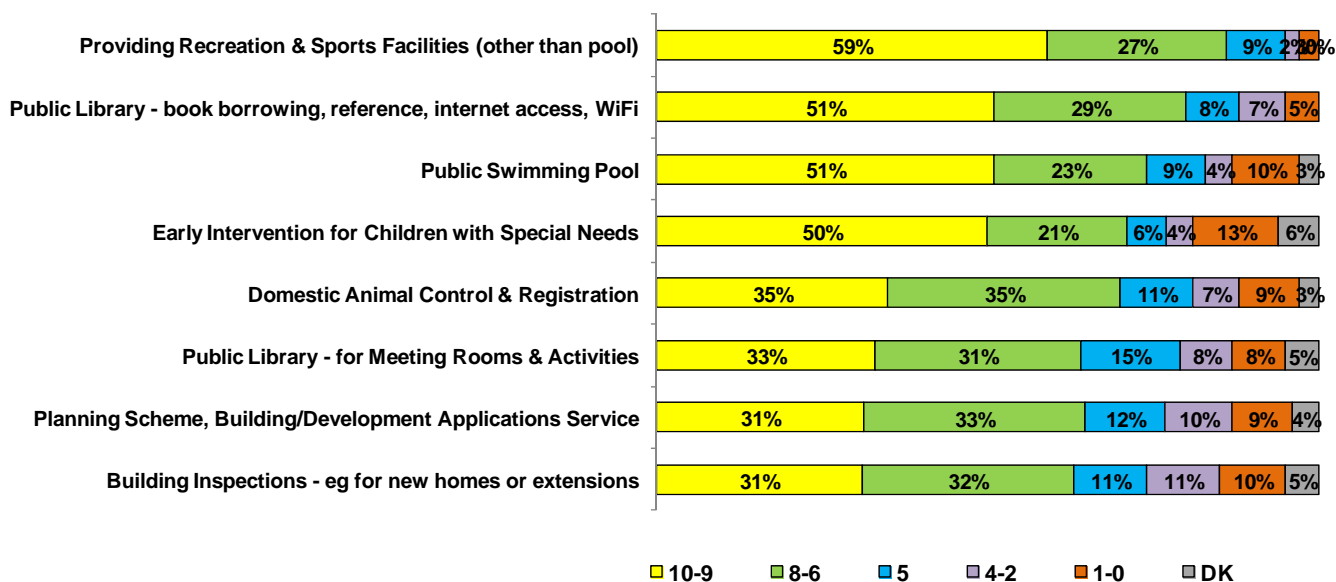
2.4.1 Residents

During the interview, residents were asked to give a score from 0 to 10 (where 0 stands for Not at all Important up to 10 for Very Important – an essential Council service) to represent their perceptions of how important a number of Council services were. The following chart summarises results from residents and, for ease of reference, orders these according to the proportion who gave a rating of 10 or 9 (coloured yellow).

As the chart shows, 59% of Berrigan residents consider providing Recreation & Sports Facilities to be an essential Council service, followed by the Public Library and Public Swimming Pool (both noted by 51% of residents) and Early intervention for Children with special needs (50%).

The reader is cautioned that results of this nature can often correlate with how wide-spread usage of a particular service is.

Q.19 How Important to you are the following Services provided by the Council. Please use a score from 0 to 10 where 0 stands for Not at All Important, up to 10 for Very Important - an Essential Council Service.

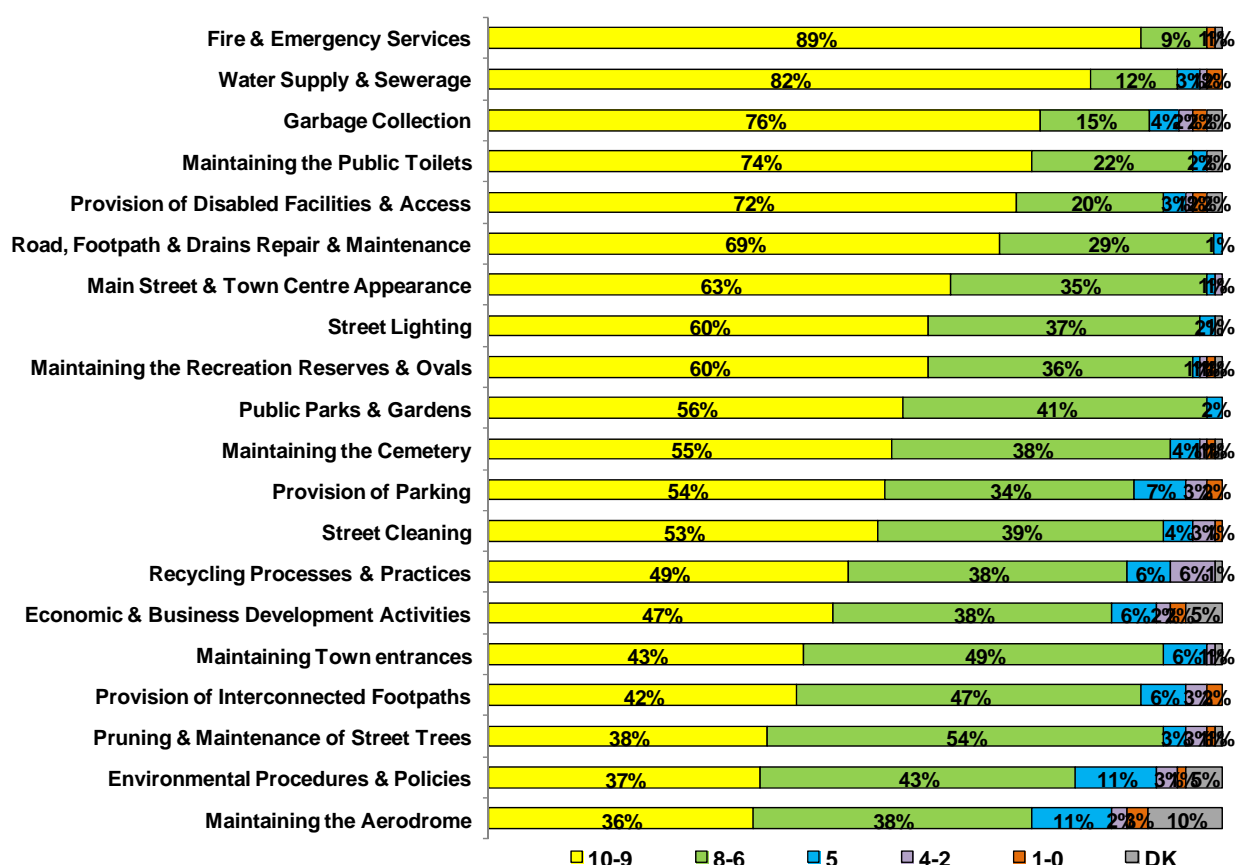


A further question probed other Council services in the same manner. Results are again ordered according to perceived importance with a rating of 10 or 9. This survey, 89% of Berrigan residents consider Fire & Emergency services to be an essential Council service, closely followed by Water supply & Sewerage (82%), Garbage collection (76%), Maintaining the public toilets (74%) and Provision of disabled facilities & access (72%).

At the other end of the scale, fewer than 40% of residents provided a score of 10 or 9 for Maintaining the Aerodrome, Environmental procedures & policies and Pruning & maintenance of street trees.

The reader is reminded that the survey covered the entire adult population of Berrigan and therefore differing demographics may find differing services relevant to them.

Q.20 How Important to you are the following Services provided by the Council. Please use a score from 0 to 10 where 0 stands for Not at All Important, up to 10 for Very Important - an Essential Council Service.

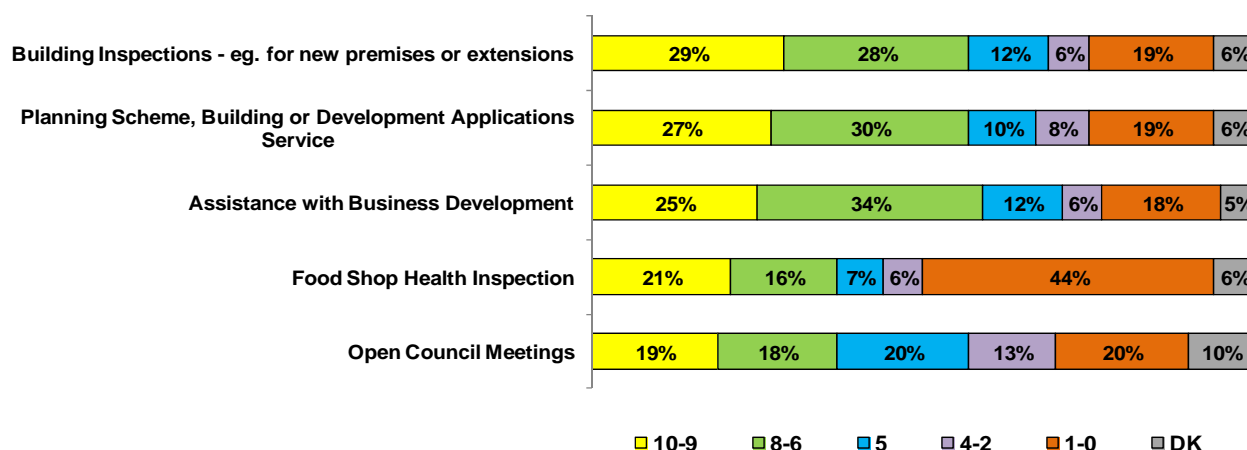


2.4.2 Businesses

Business respondents were also asked to give a score from 0 to 10 (where 0 stands for Not at all Important up to 10 for Very Important – an essential Council service) to represent their perceptions of how important a number of services provided by the Council were to their business. The following chart orders results by claimed order of importance based on a rating of 10 or 9 (coloured yellow).

As the chart shows, almost 30% of business respondents consider Building inspections to be essential to their business, followed by Planning scheme & applications services and Assistance with business development.

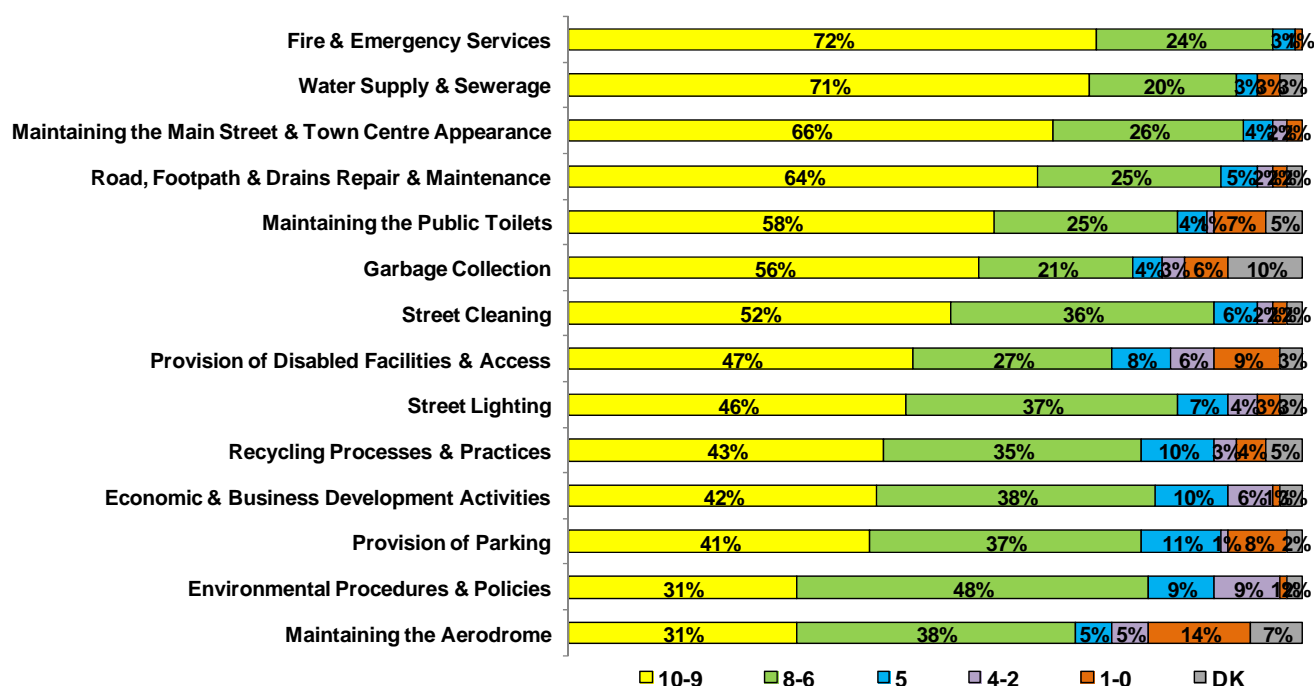
Q.19 How Important to you are the following Services provided by the Council. Please use a score from 0 to 10 where 0 stands for Not at All Important, up to 10 for Very Important - an Essential Council Service.



The importance of other Council services, relevant to businesses, was also probed. Results are again ordered according to perceived importance with a rating of 10 or 9. This survey, around 70% of Berrigan business respondents considered Fire & Emergency services and Water supply & Sewerage to be very important, followed by around two thirds indicating Maintaining the main street & Town centre appearance and Road, footpath and drains repair & maintenance.

At the other end of the scale, around 30% of business respondents provided a score of 10 or 9 for Maintaining the Aerodrome and Environmental procedures & policies.

Q.20 How Important to you are the following Services provided by the Council. Please use a score from 0 to 10 where 0 stands for Not at All Important, up to 10 for Very Important - an Essential Council Service.



2.5 Attitudes Towards Roads

2.5.1 Residents

Residents were asked whether they thought the roads in the Shire were improving, staying the same or deteriorating. It would seem that whilst almost half (44%) of the residents see little change, of the remainder, slightly more perceive the roads to be deteriorating (31%) than improving (25%).

The result is similar to 2010, where 43% of residents considered the roads in the Shire were about the same as before, however 30% noted roads improving that year.

Residents: Year Sample	2015 (350)	2010 (360)
Improving	25%	30%
About the same as before	44%	43%
Deteriorating	31%	24%
Don't Know	-	3%

Q.40 In general, would you say the roads in the Shire are

Reference to the detailed tables this survey, indicates that residents living in Finley (49%), those aged 18-54 years (39%) and Males (37%) are more likely to indicate that the roads in the Shire are deteriorating.

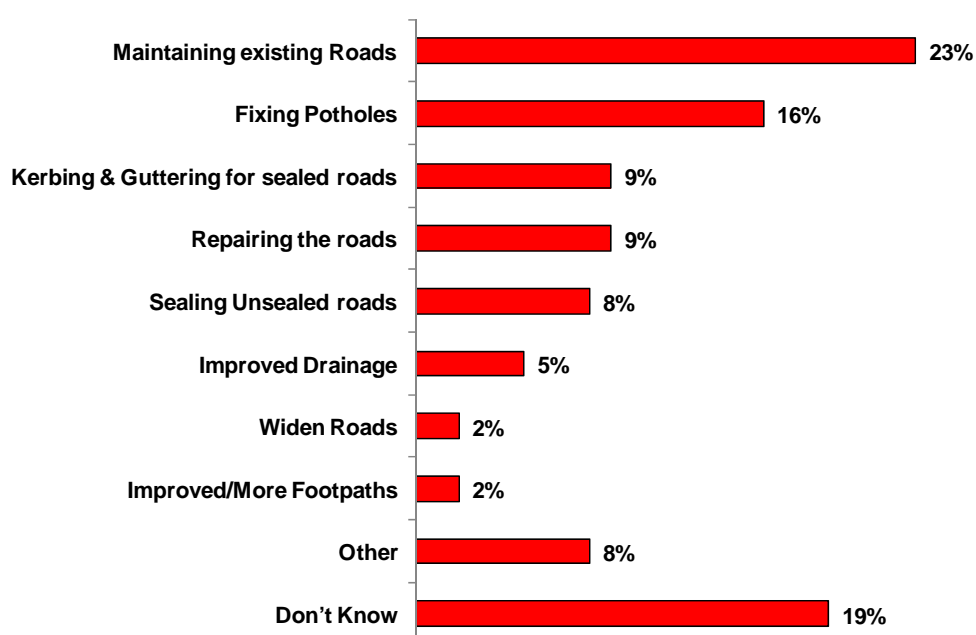
Residents were informed that NSW State legislation requires defined clear zones on the sides of most roads, some to be clear up to 12 metres in. To comply with this law, they were asked which of three options Berrigan Shire Council should favour. Just over half of the residents (52%) indicated being equally prepared to clear everything off the required space and/or to put up guard rails, as outlined below:

- Simply clear everything off the required space, including bushes, trees, etc. (32%)
- Put up guard rails, at greater cost, to preserve some of the environment in the defined space (6%)
- Be equally prepared to do either (52%)
- Don't know (10%)

The detailed tables indicate that residents in Finley (44% of them) and older residents 70+ years (41%) were more inclined to favour simply clearing everything off the required space, including any bushes, trees, etc.

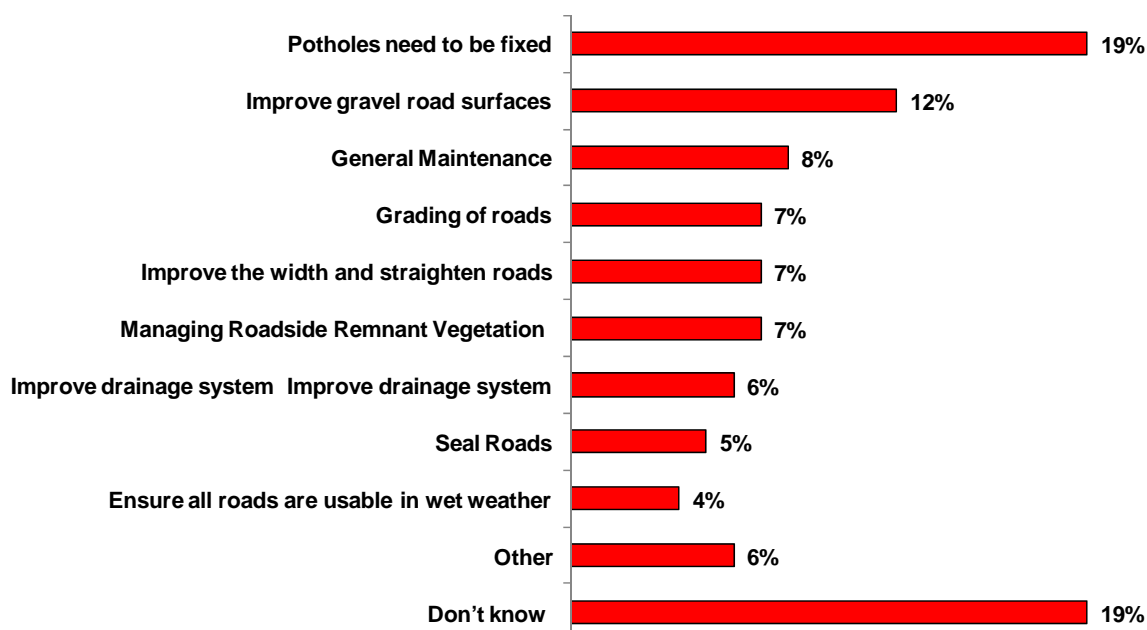
Residents were also asked questions on what they regarded as the highest priority for road improvement in the **urban areas** of Berrigan Shire. The following chart summarises their views, with the main priorities being maintaining existing roads (mentioned by 23%) and fixing potholes (16%).

Q.35 What do you regard as the highest priority for road improvement in the urban areas of Berrigan Shire? (Sample n=350)



When asked what they regarded as the highest priority for road improvement in the **rural areas** of Berrigan Shire, fixing potholes (19%), improving gravel road surfaces (12%) and general maintenance (8%) were the top three priorities.

Q.37 What do you regard as the highest priority for road improvement in the rural areas of Berrigan Shire? (Sample n=350)



2.5.2 Businesses

Business respondents were asked whether they thought the roads in the Shire were improving, staying the same or deteriorating. More than half (55%) of the respondents see little change in the roads, while 26% consider that they are deteriorating and 18% improving, *results which were similar to 2010*.

Businesses: Year Sample	2015 (101)	2010 (104)
Improving	18%	17%
About the same as before	55%	54%
Deteriorating	26%	30%
Don't Know	2%	-

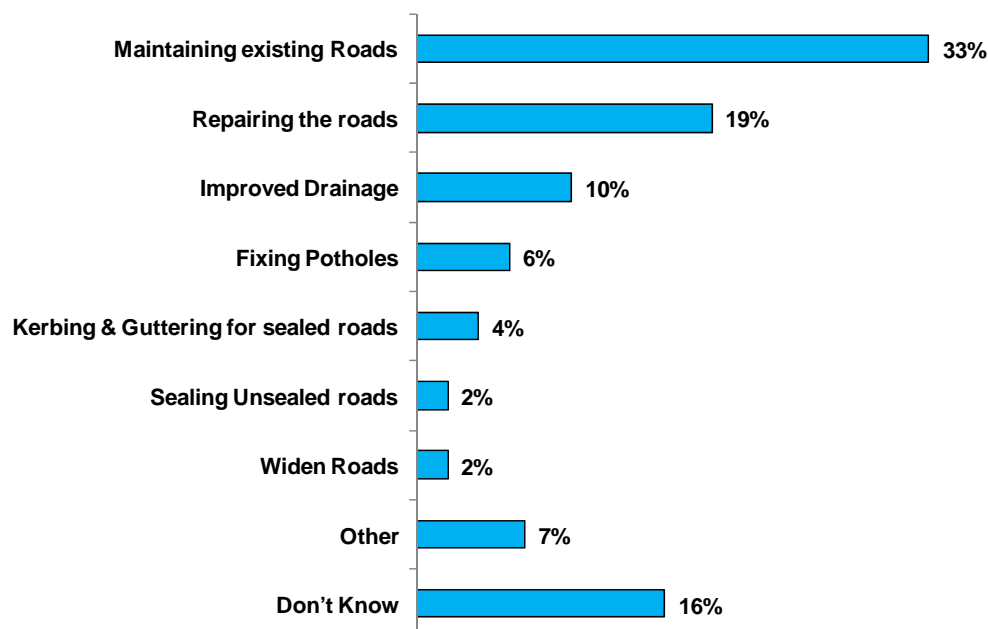
Q.35 In general, would you say the roads in the Shire are

Further investigation of the detailed tables this survey, shows more businesses in Barooga (27%) likely to notice roads improving and fewer in Tocumwal (8%) where 36% indicated that the roads in the Shire are deteriorating.

Business respondents were also asked questions on what they regarded as the highest priority for road improvement in the **urban areas** of Berrigan Shire.

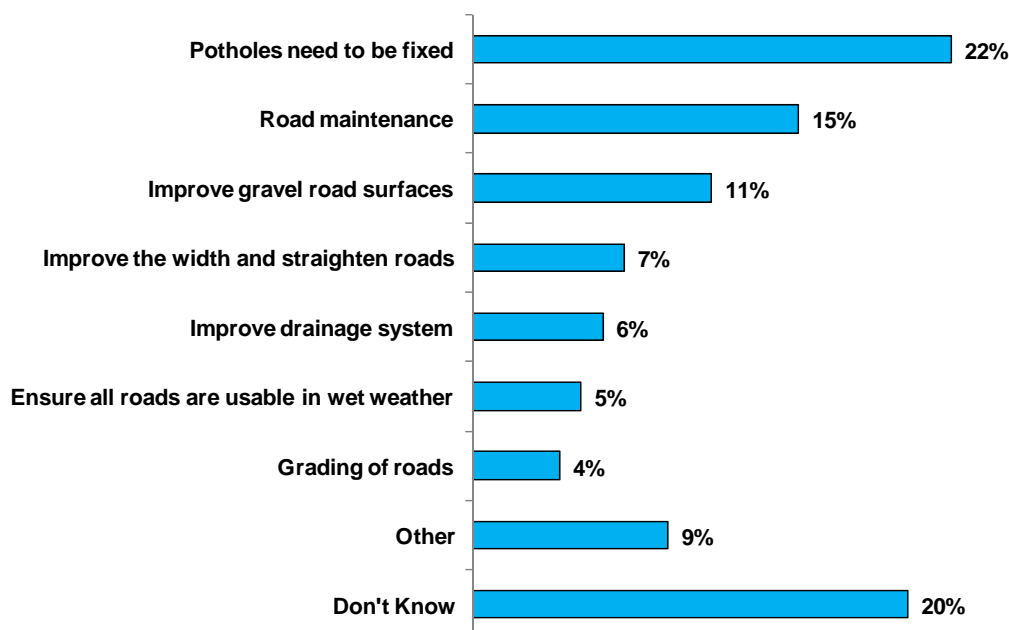
The following chart summarises their views, with the main priorities being maintaining existing roads (mentioned by 33%) and repairing the roads (19%).

Q.31 What do you regard as the highest priority for road improvement in the urban areas of Berrigan Shire? (Sample n=101)



The highest priorities for road improvement in the **rural areas** of Berrigan Shire amongst business respondents were fixing potholes (22%), road maintenance (15%) and improved gravel road surfaces (11%).

Q.33 What do you regard as the highest priority for road improvement in the rural areas of Berrigan Shire? (Sample n=101)



3. Contact with the Council

3.1 Usage of Specific Council Services

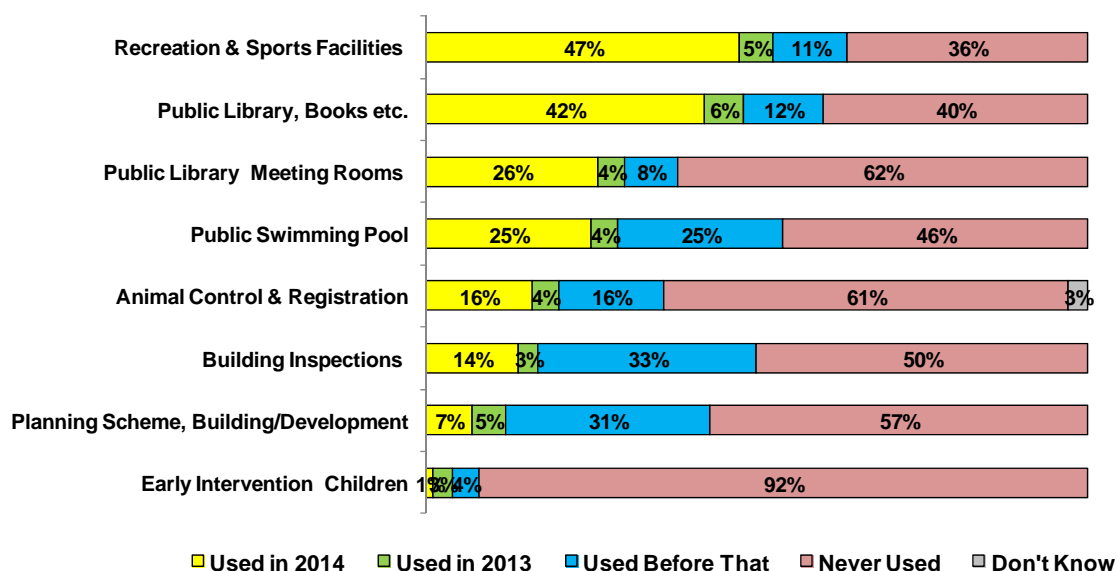
3.1.1 Residents

Residents were asked whether they had ever used a number of Council services and if so, when they had last used them. More than 60% of residents had used the Recreation & Sports facilities provided by Council and 60% the Public Library for book borrowing or internet access; while 54% had used the Public swimming pool and 50% Building inspections for new homes or extensions.

Similarly in the last year, 47% had used Recreation & Sports facilities, 42% the Public Library for book borrowing or internet access, 26% the Public Library for meeting rooms & activities and 25% the Public swimming pool.

On the other hand, only 8% of residents had ever used the Early intervention for children with special needs.

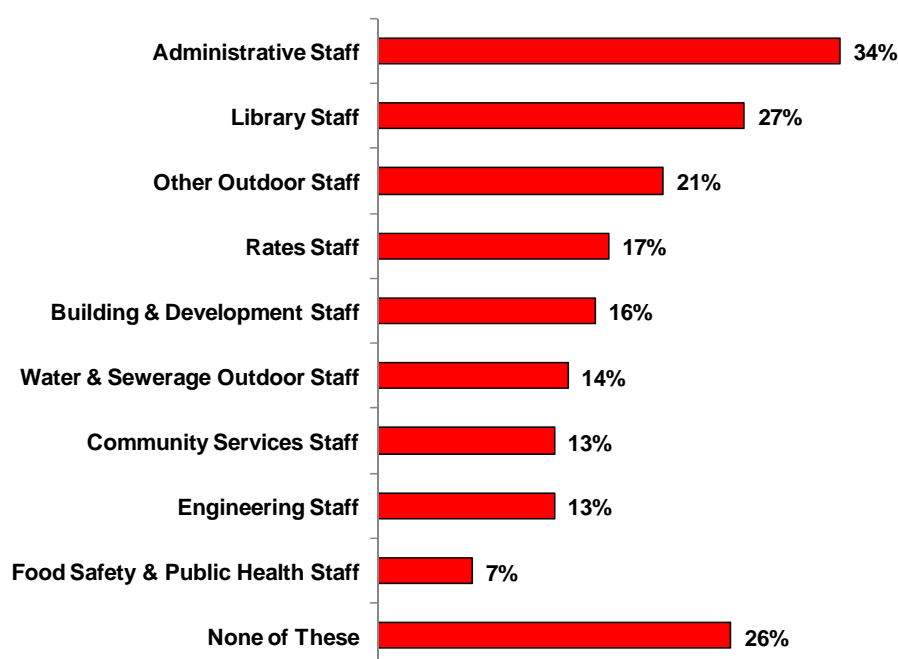
**Q.17 Please tell me if you've ever used any of the following Council services
If so, when did you last use them (Sample n=350)**



A later question specifically probed contact in the last twelve months with Council staff. 34% of residents had been in contact with Administrative staff, 27% with Library staff and 21% with “other” Outdoor staff; while one in six residents had been in contact with Rates staff and Building & Development staff in the last year.

On the other hand, around one in four Berrigan Shire residents (26%) had not been in contact with any Council staff over the past 12 months.

Q.42 Which of the following types of Council staff have you been in contact with over the last 12 months?(Sample n=350)

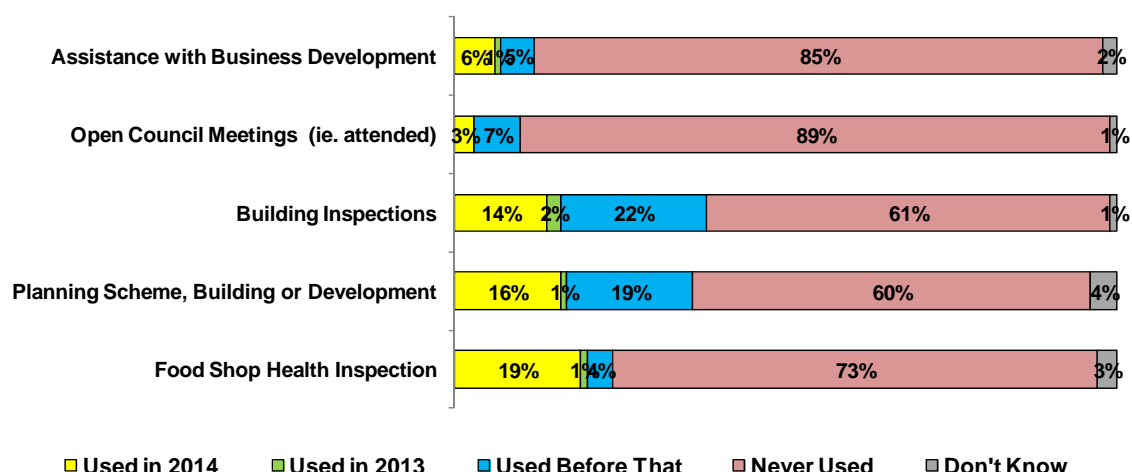


3.1.2 Businesses

Business respondents were asked whether they had ever used a number of Council services and if so, when they had last used them. Around 40% had used the Planning scheme, building or development applications service and Building inspections; with fewer than 30% having used any other service

In the last year, 19% had used the service of Food shop health inspection, 16% the Planning scheme service and 14% Building inspections.

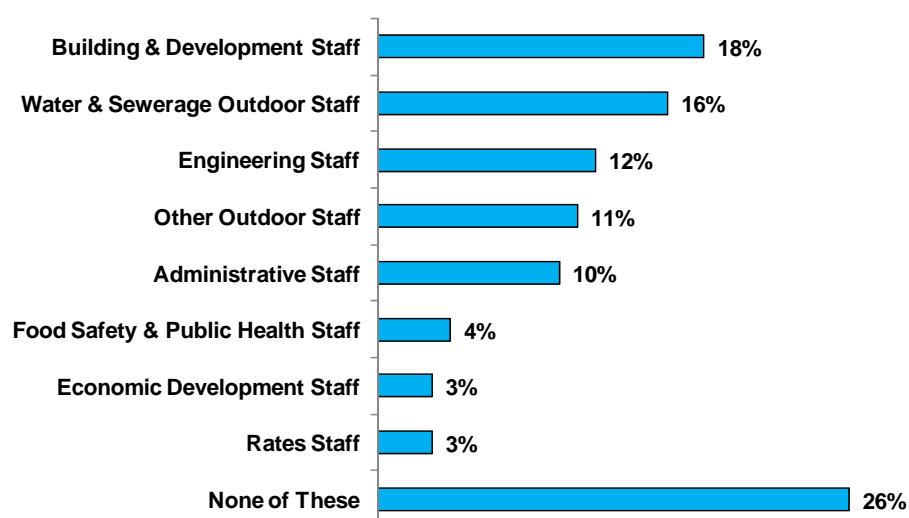
Q.17 Has your business ever used any of the following Council services. If so, when did you last use them? (Sample n=101)



Business respondents were probed about contact in the last twelve months with Council staff. 18% had been in contact with Building & Development staff, 16% with Water & Sewerage outdoor staff, followed by contact with Engineering staff and “other” Outdoor staff in the last year.

On the other hand, around one in four Berrigan Shire business respondents (26%) had not been in contact with any Council staff over the past 12 months.

Q.29 Which of the following types of Council staff have you been in contact with for business purposes over the last 12 months?(Sample n=101)



3.2 Telephone Contact

3.2.1 Residents

Residents were asked whether they had personally phoned the Berrigan Shire offices in the last 12 months and 47% had, *this compared with 53% in the 2010 survey*. The gradual decline could perhaps relate to residents' use of the website.

Residents: Year Sample	2015 (350)	2010 (360)
Yes	47%	53%
No	48%	46%
Don't Know/Can't Recall	5%	1%

Q.24 Have you personally phoned the Berrigan Shire offices in the last 12 months?

Further investigation of the detailed tables shows that highest phone contact with the Berrigan Shire offices is among people with children under 12 years (68% of them), residents aged 55-69 years (55%), females (54%) and residents living in Berrigan (54%) and Tocumwal (53%).

Subsequent questions found that amongst the 176 residents who had telephoned the Council, two thirds had then needed to be put through by the receptionist to another Council officer; *this figure was similar to the 64% recorded in 2010*.

Residents: Year Sample phoned Council	2015 (176)	2010 (177)
Yes	67%	64%
No	22%	32%
Don't Know/Can't Recall	11%	4%

Q.26 Did your last call need to be put through by the Receptionist to another Council officer?

The 121 residents who had been put through to another Council officer were mostly (79% of them) put through directly to the person they needed to speak with, rather than being transferred from person to person; *this result was similar to the 82% recorded in 2010*

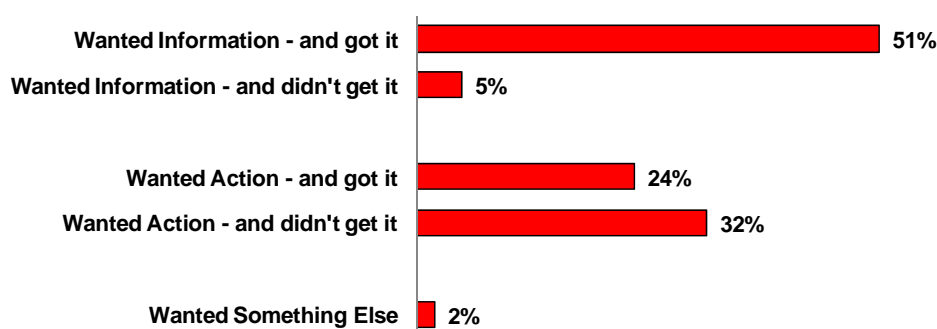
Residents: Year Sample using Receptionist	2015 (121)	2010 (110)
Direct	79%	82%
Transferred from person to person	20%	13%
Don't Know/Can't Recall	1%	5%

Q.27 Did the Receptionist put you through directly to the person you needed to speak with or were you transferred from person to person?

As the following chart shows, just over half of all telephone callers to Council indicated that they wanted information and had obtained it. In addition, almost one in four said that they had wanted action and got it (these aspects were not mutually exclusive).

However, 32% of the 176 residents who had telephoned the Council summarised their last call as wanting action and didn't get it.

**Q.28 To summarise that last call you made to the council, would you say you ...
(Sample n=176)**



3.2.2 Businesses

Respondents were asked whether they had personally phoned the Berrigan Shire offices for business purposes in the last 12 months and 72% had, *this was significantly more than the 52% recorded in the 2010 survey.*

Business: Year Sample	2015 (101)	2010 (104)
Yes	72%	52%
No	28%	45%
Don't Know/Can't Recall	-	3%

Q.24 Have you personally phoned the Berrigan Shire offices for business purposes in the last 12 months?

Further investigation of the detailed tables shows that highest phone contact with the Berrigan Shire offices was among business respondents in Berrigan (76% of them), and lowest in Barooga (60%).

Later questions found that amongst the 72 business respondents who had telephoned the Council, the majority (91%) had then needed to be put through by the receptionist to another Council officer; *this figure was above the 83% recorded in 2010.*

Business: Year Sample phoned Council	2015 (72)	2010 (58)
Yes	91%	83%
No	9%	12%
Don't Know/Can't Recall	-	5%

Q.26 Did your last call need to be put through by the Receptionist to another Council officer?

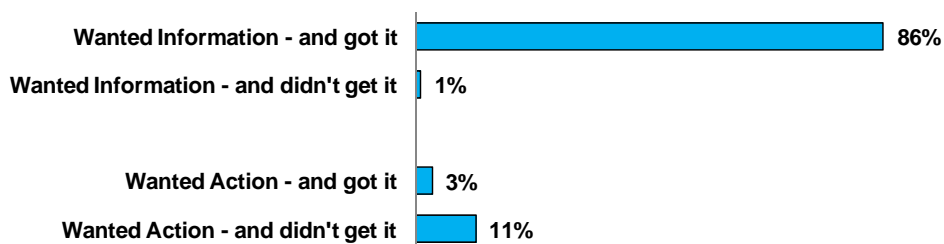
The 66 business respondents who had been put through to another Council officer were mostly (91% of them) put through directly to the person they needed to speak with, rather than being transferred from person to person; *this result had improved on the 75% recorded in 2010.*

Business: Year Sample using Receptionist	2015 (66)	2010 (47)
Direct	91%	75%
Transferred from person to person	4%	25%
Don't Know/Can't Recall	4%	-

Q.27 Did the Receptionist put you through directly to the person you needed to speak with or were you transferred from person to person?

As the following chart shows, 86% of all telephone callers to Council said that they wanted information and had obtained it. In addition, 3% said that they had wanted action and got it (these aspects were not mutually exclusive). Only 11% of the 72 business respondents who had telephoned Council summarised their last call as wanting action and didn't get it.

***Q.28 To summarise that last call you made to the council, would you say you ...
(Sample n=72)***



4. Satisfaction with the Council

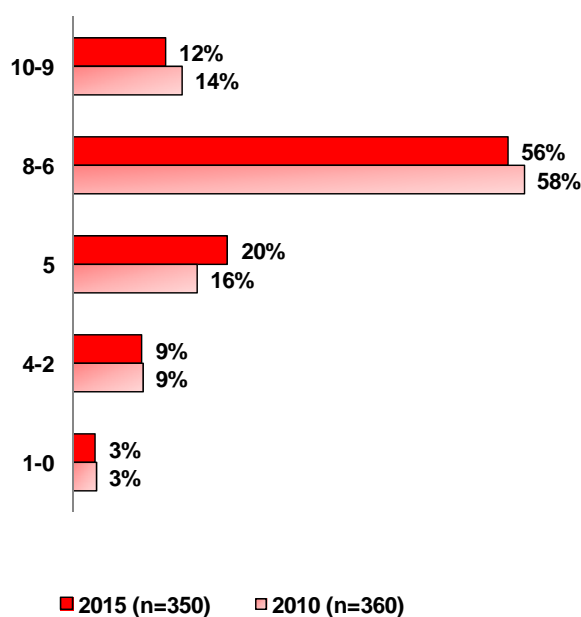
4.1 Overall Satisfaction

4.1.1 Residents

Residents were asked to rate their overall level of satisfaction with Berrigan Shire Council using a scale from 0 to 10 where 0 stands for Very Dissatisfied and 10 for being Very Satisfied. This survey 78% rated satisfaction with Council a score of 5 or higher, *exactly the same percentage as recorded in 2010*, however this year fewer residents rated Council a score of 6 to 10 (68% vs 72% in 2010).

Overall, the mean score generated by residents in 2015 was 6.45, *slightly below the 6.7 recorded in 2010*.

Q16 Could you give a rating from 0 to 10, where 0 stands for Very Dissatisfied up to 10 for Very Satisfied, to rate your Overall Level of Satisfaction with Berrigan Shire Council



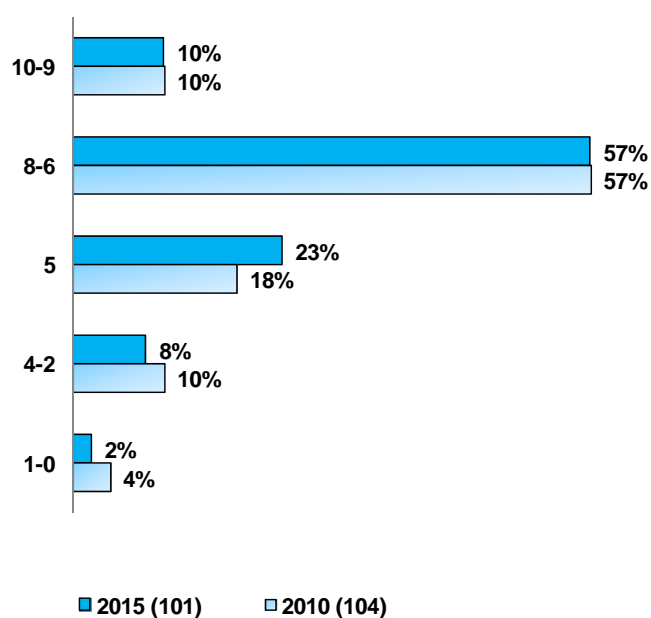
Investigation of the detailed tables shows that overall satisfaction mean scores were higher for residents in Barooga (6.99) and Berrigan (6.63) and similar in Tocumwal (6.21) and Finley (6.20).

4.1.2 Businesses

Business respondents were asked to rate their overall level of satisfaction with Berrigan Shire Council using a scale from 0 to 10 where 0 stands for Very Dissatisfied up to 10 for being Very Satisfied. This survey 90% rated satisfaction with Council from their business's point of view a score of 5 or higher, *above the 85% recorded in 2010*, with more respondents this year rating Council a score of 5 (23% vs 18% in 2010).

Overall, the mean score generated by business respondents in 2015 was 6.48, similar to the 6.5 recorded in 2010, and in line with the residents' sample (6.45).

Q16 Could you give a rating from 0 to 10, where 0 stands for Very Dissatisfied up to 10 for Very Satisfied, to rate your Overall Level of Satisfaction with Berrigan Shire Council



4.2 Satisfaction with Council Services

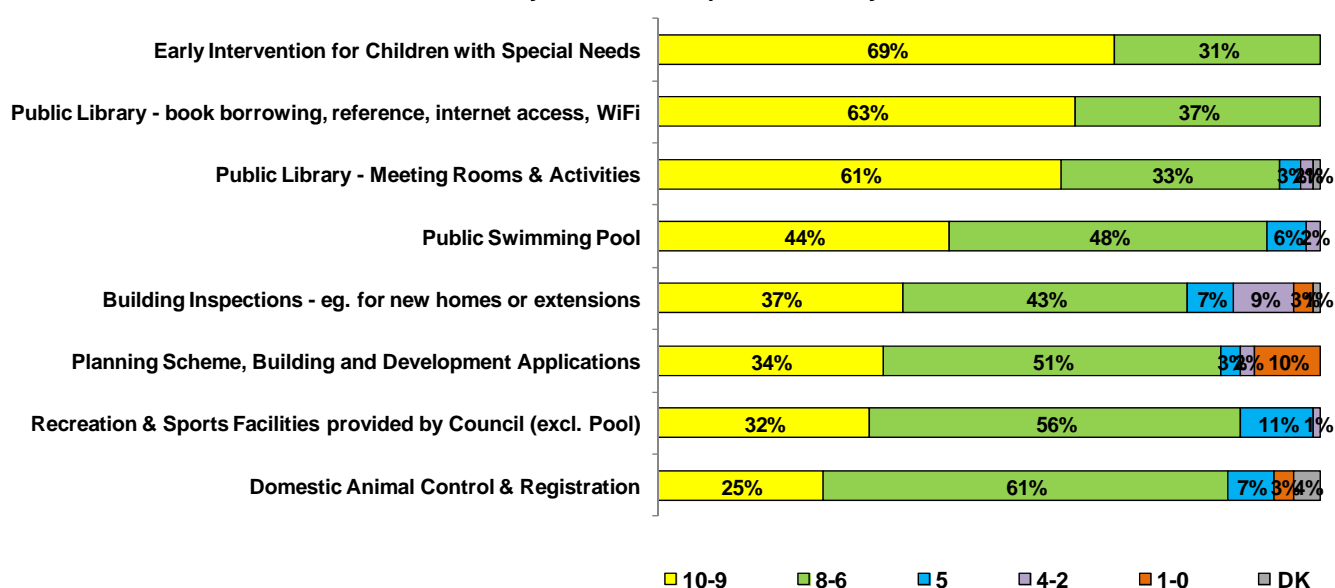
4.2.1 Residents

The following chart displays the distribution of ratings when **users** were asked to indicate how satisfied they were with the level of service experienced. Using a score from 0 to 10 where 0 stands for Very Dissatisfied up to 10 for Very Satisfied. Again, the chart is ordered by levels of satisfaction (i.e. scoring a 10 or 9 indicating Very Satisfied).

The reader is cautioned that whilst the rating of Early intervention for children with special needs is high, its sample base of users is relatively low and thus the margins of statistical error relating to the result are quite wide.

Highest satisfaction levels with the services experienced were generated for Early intervention for children with special needs (69% very satisfied), Public library book borrowing and internet access (63%) and Public library meeting rooms & activities (61%).

Q.18 How Satisfied were you with the Level of Service you experienced. Please give me a score from 0 to 10 to represent your Level of Satisfaction with the service, where 0 stands for Very Dissatisfied up to 10 for Very Satisfied for ...



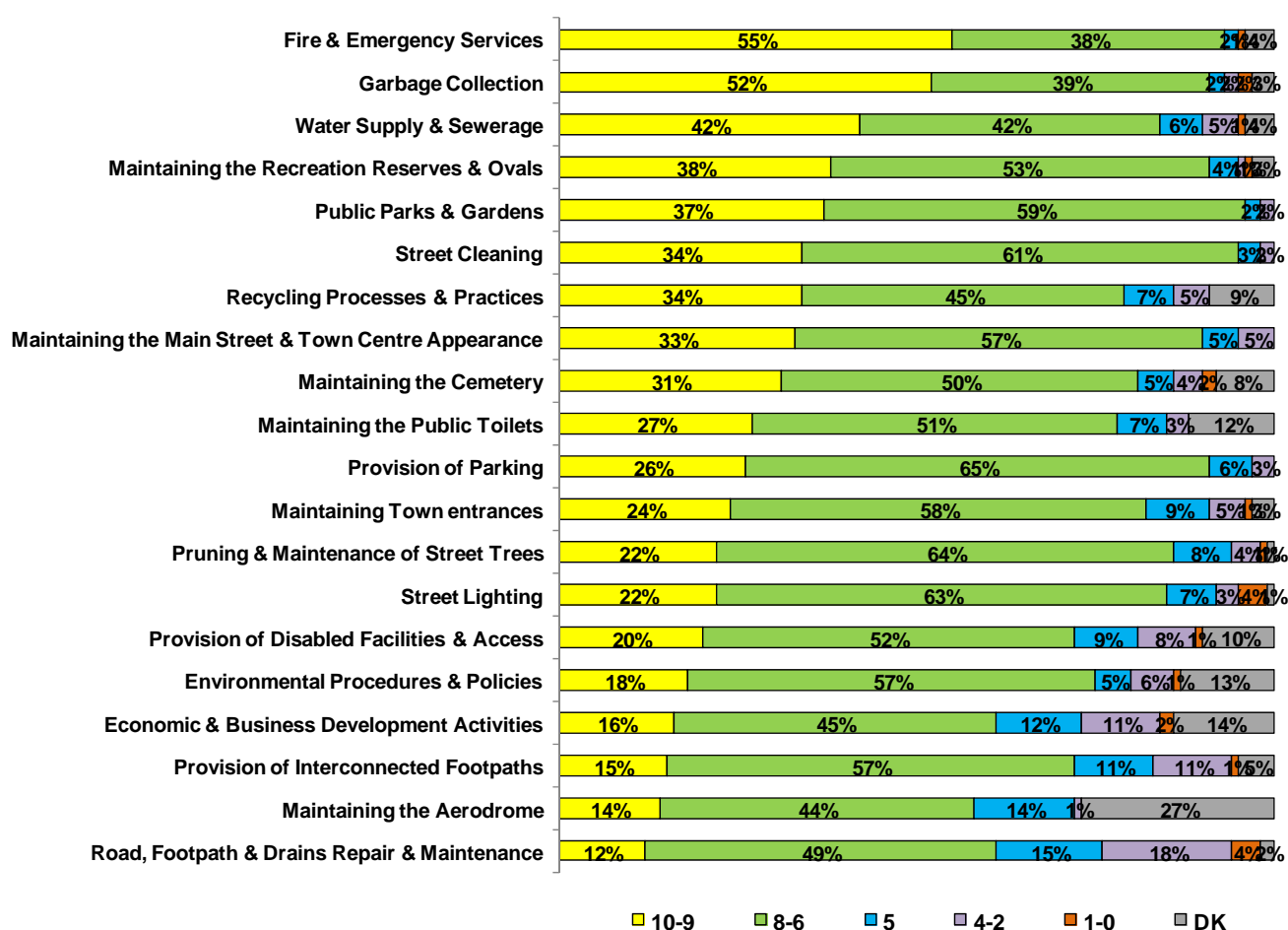
Satisfaction mean scores were generally very positive for all services ranging from 9.31 for Early intervention for Children with special needs to 7.03 for Building inspections for new homes or extensions.

Residents were asked how satisfied they were with the Berrigan Shire's performance in providing a number of services, using the same score from 0 to 10 to represent their level of satisfaction where 0 stands for Very Dissatisfied up to 10 for Very Satisfied.

Since most residents had used these services, the questions were asked of all people who considered a service to be at least moderately important (i.e. rating it a score of 6 or higher in the previous questions on Importance).

Highest satisfaction with the services experienced were generated for Fire & Emergency services (55% very satisfied), Garbage collection (52%), Water supply & Sewerage (42%), Maintaining recreation reserves & ovals (38%) and Public parks & gardens (37%).

Q.21 How Satisfied are you with the Berrigan Shire's performance in providing these services. Please give a score from 0 to 10 to represent your Level of Satisfaction with the Shire's performance where 0 stands for Very Dissatisfied up to 10 for Very Satisfied



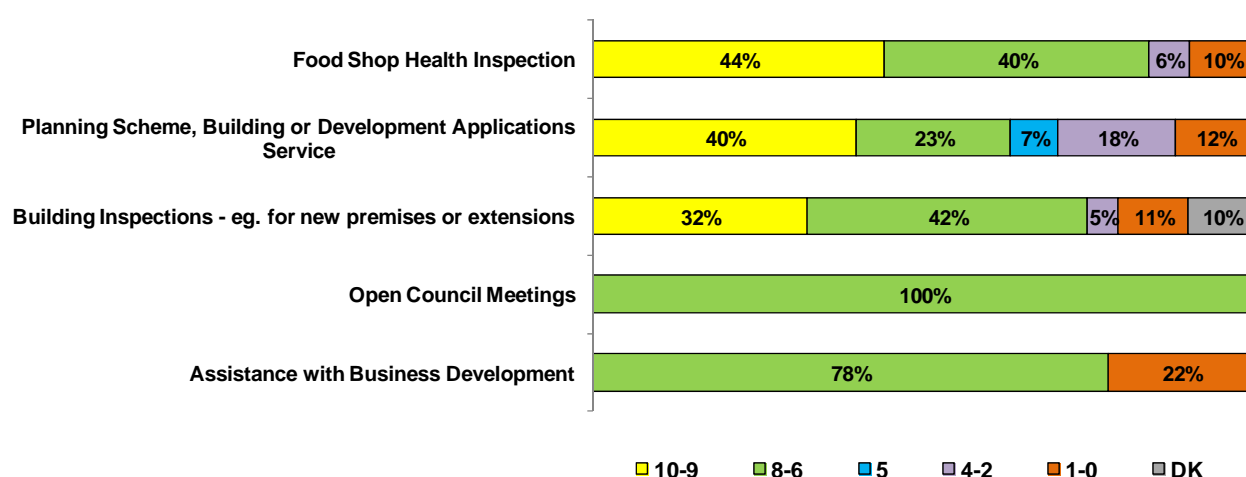
Satisfaction mean scores were generally very positive for all services ranging from 8.69 for Fire & Emergency services to 6.11 for Road, footpath & drains repair & maintenance. Five of the 20 service means were above 8.0 and only three were below 7.0.

4.2.2 Businesses

The following chart displays the distribution of ratings when business **users** were asked how satisfied they were with the level of service their business received. Again, the chart is ordered by levels of satisfaction (i.e. scoring a 10 or 9 indicating Very Satisfied).

Highest satisfaction levels were generated for Food shop health inspection (44% very satisfied), Planning scheme building or development applications service (40%) and Building inspections (32%).

Q.18 How satisfied were you with the Level of Service your business received.



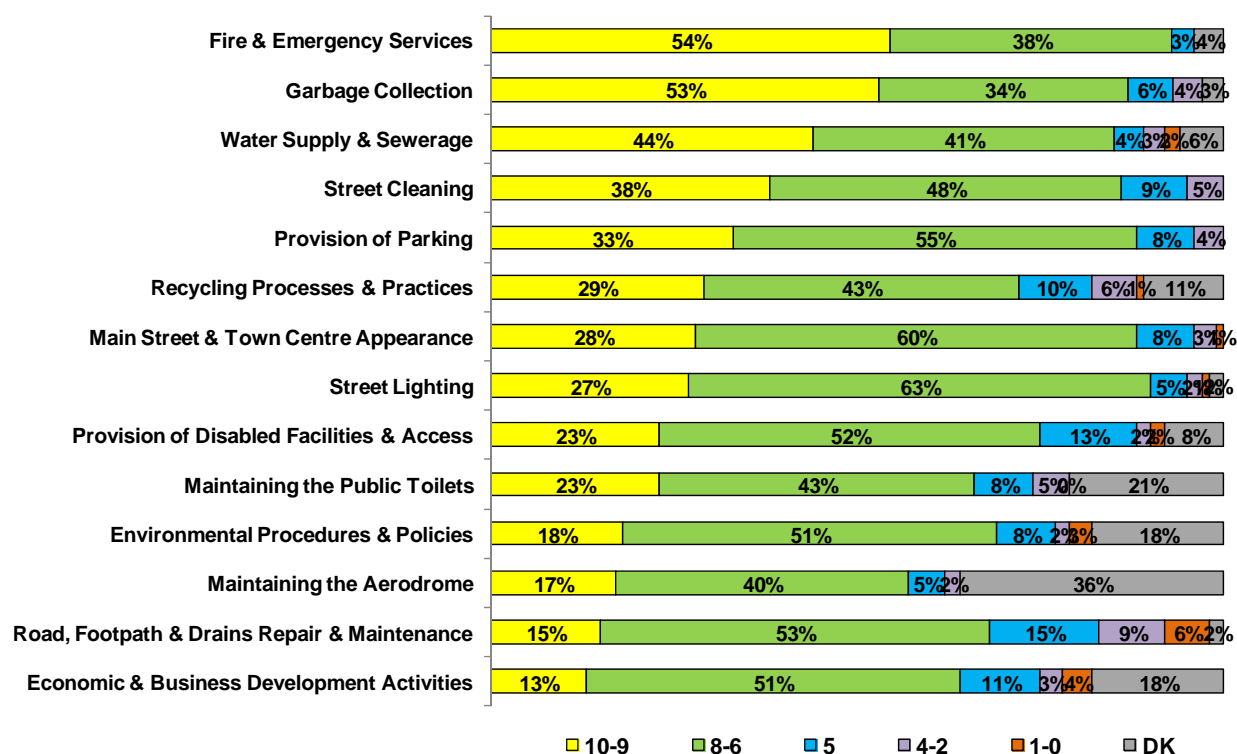
Satisfaction mean scores were generally positive for all services ranging from 8.0 for Open Council meetings to 5.7 for Assistance with business development.

Business respondents were also asked how satisfied they were with the Berrigan Shire's performance in providing a number of services, using the same score from 0 Very Dissatisfied to 10 Very Satisfied, to represent their level of satisfaction.

Since most business respondents had used these services, the questions were asked of all people who considered a service to be at least moderately important (i.e. rating it a score of 6 or higher in the previous questions on Importance).

Highest satisfactions levels with the services experienced were generated for Fire & Emergency services (54% very satisfied), Garbage collection (53%), Water supply & Sewerage (44%) and Street cleaning (38%).

Q.21 How satisfied are you with the Berrigan Shire's performance in providing these services.



4.3 Quadrant Analyses

4.3.1 Residents

Combining all Specific services, the average importance score for Residents is 7.26, while the average satisfaction score on how satisfied residents were with Berrigan Shire's performance was 8.15

A quadrant analysis is used to provide strategic direction on where to focus resources. This analysis is generated from the average Importance and Satisfaction scores (using the rating scales, removing the 'don't know' responses) and shows the relativity between both dimensions. This technique assists in identifying current strengths and any potential weaknesses in the customer service delivery of Berrigan Shire Council.

As demonstrated in the analysis, the vertical scale represents the level of Importance placed on services. The horizontal scale represents the level of Satisfaction with Berrigan Shire's performance on each service.

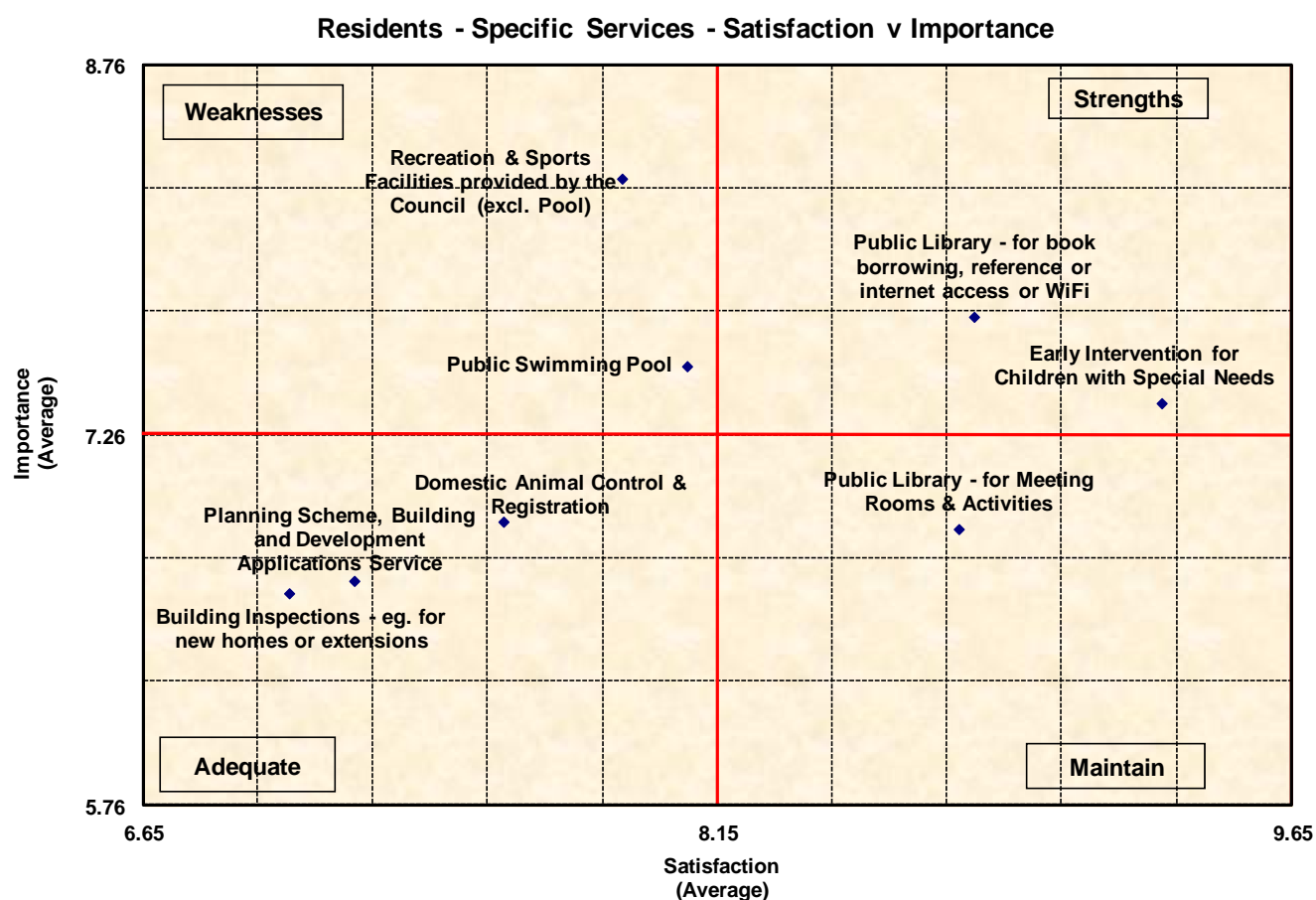
Services that fall within the '**Weaknesses**' quadrant are those that are high in importance (above average), but where satisfaction with the service provided by Berrigan Shire is below average. Consequently, these areas are the critical services that require addressing in order to maximise the overall level of satisfaction. The services positioned in this quadrant this year are Providing Recreation & Sports Facilities and the Public Swimming Pool, even though satisfaction with both is around 8.0.

Services that fall in the '**Strengths**' quadrant are also high in importance, while satisfaction with the service provided by Berrigan Shire is above average. As a consequence, these factors contribute most to perceptions of a positive service and include the Public library and Early intervention for Children with special needs.

Services that fall within the '**Maintain**' quadrant are those that are below the importance average, yet satisfaction is above average. For these services the strategy is to maintain the current level of satisfaction, directing any resources to the areas identified as 'weaknesses'. One service is in this quadrant this year, Public library meeting rooms.

Services that fall within the '**Adequate**' quadrant are those that are below average in importance and also below average in satisfaction. The remaining three services are positioned in this quadrant this survey.

The reader is reminded that some of the results are based on very small sample sizes. Also, by definition, some services must necessarily fall below the calculated average, which is generally quite high.



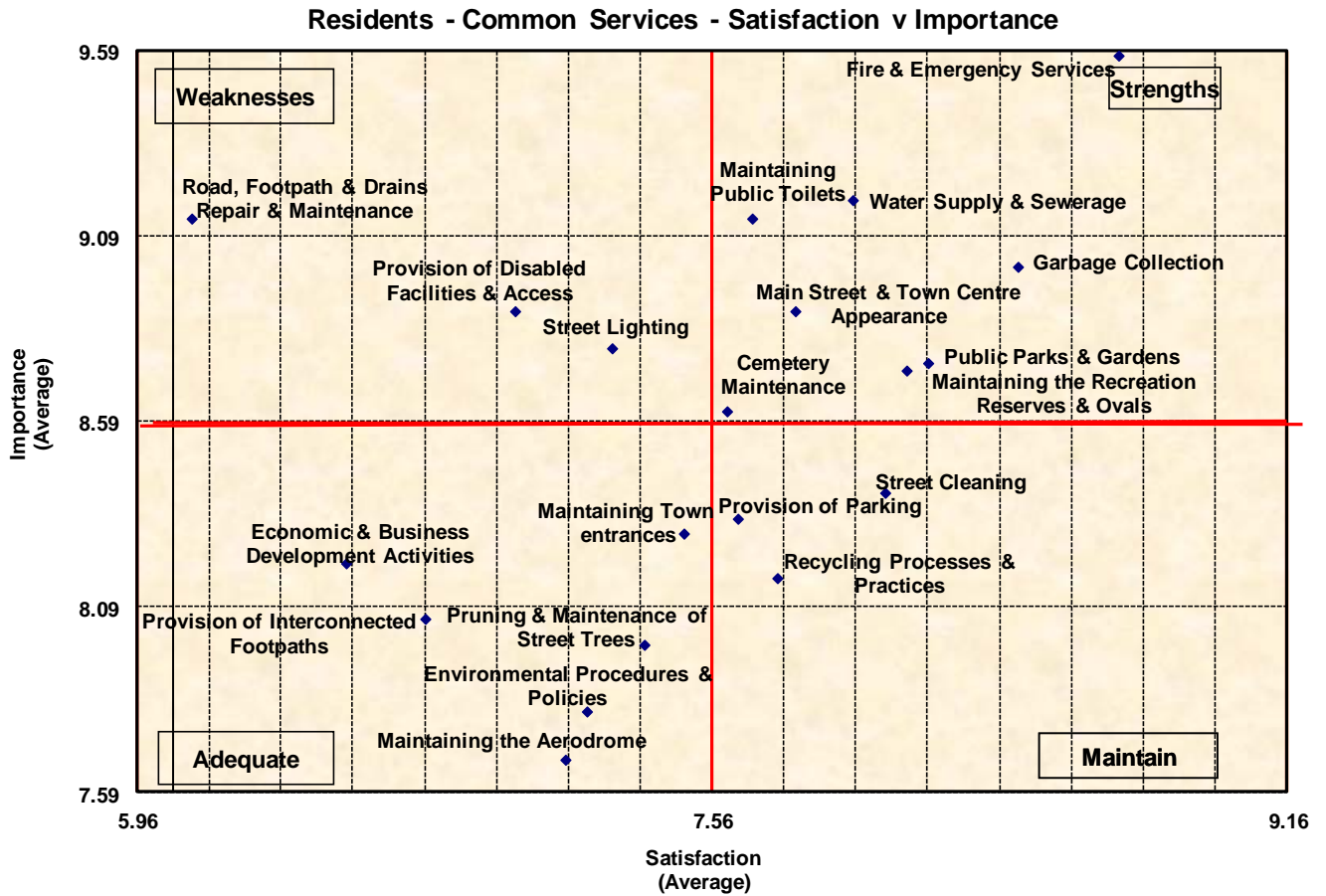
Combining all Common services, the average Importance score for residents is 8.59, while the average Satisfaction score on how satisfied residents were with Berrigan Shire's performance was 7.56

Services that fall within the '**Weaknesses**' quadrant are those that are high in importance (above average), but where satisfaction with the service provided by Berrigan Shire is below average, and this survey include Road, footpath & drains repair and maintenance, Provision of disabled facilities & access; and Street lighting, even though satisfaction for the latter two services is above 7.0

Services that fall in the '**Strengths**' quadrant are also high in importance, while satisfaction with the services provided by Berrigan Shire is above average. As a consequence, these factors contribute most to perceptions of a positive service and this survey eight services fall into this quadrant, as demonstrated in the analysis.

Services that fall within the '**Maintain**' quadrant are those that are below the importance average, yet satisfaction is above average. For these services the strategy is to maintain the current level of satisfaction, directing any resources to the areas identified as 'weaknesses'. This survey Street cleaning, Recycling processes & practices and Provision of parking fall into this quadrant.

Services that fall within the '**Adequate**' quadrant are those services that are below average in importance and also below average in satisfaction. The remaining six services are positioned in this quadrant this survey.



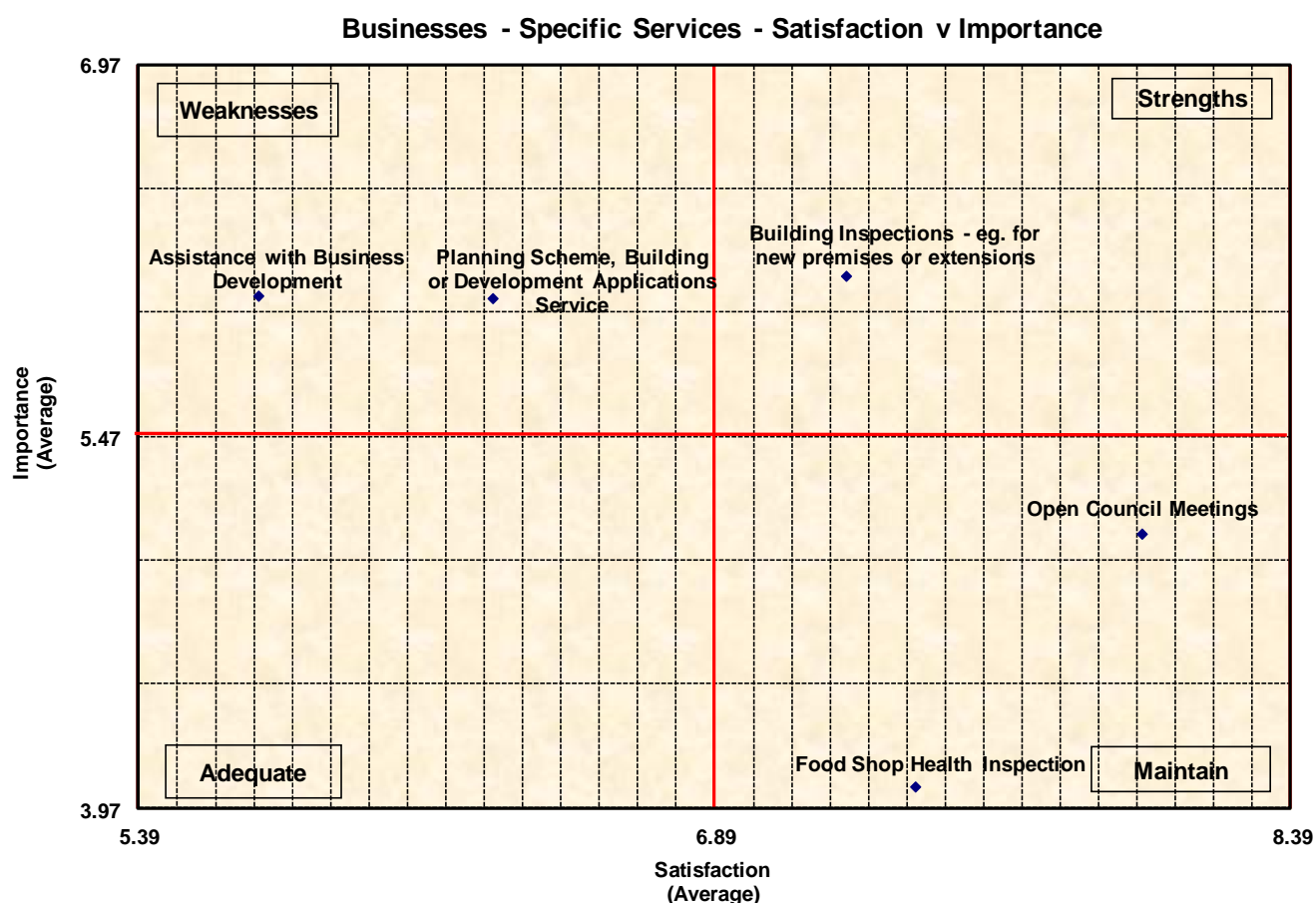
4.3.2 Businesses

Combining all Specific services, the average Importance score for Businesses is 5.47, while the average Satisfaction score on how satisfied businesses were with Berrigan Shire's performance was 6.89.

Services that fall within the '**Weaknesses**' quadrant are those that are high in importance (above average), but where satisfaction with the service provided by Berrigan Shire is below average. Consequently, these areas are the critical services that require addressing in order to maximise the overall level of satisfaction. The services positioned in this quadrant this year are Assistance with business development and Planning scheme building or development; both having satisfaction means around 6.0.

Services that fall in the '**Strengths**' quadrant are also high in importance, while satisfaction with the service provided by Berrigan Shire is above average. As a consequence, these factors contribute most to perceptions of a positive service and this survey the one service in this quadrant is Building inspections.

Services that fall within the '**Maintain**' quadrant are those that are below the importance average, yet satisfaction is above average. For these services the strategy is to maintain the current level of satisfaction, directing any resources to the areas identified as 'weaknesses'. The remaining two services are in this quadrant this year.



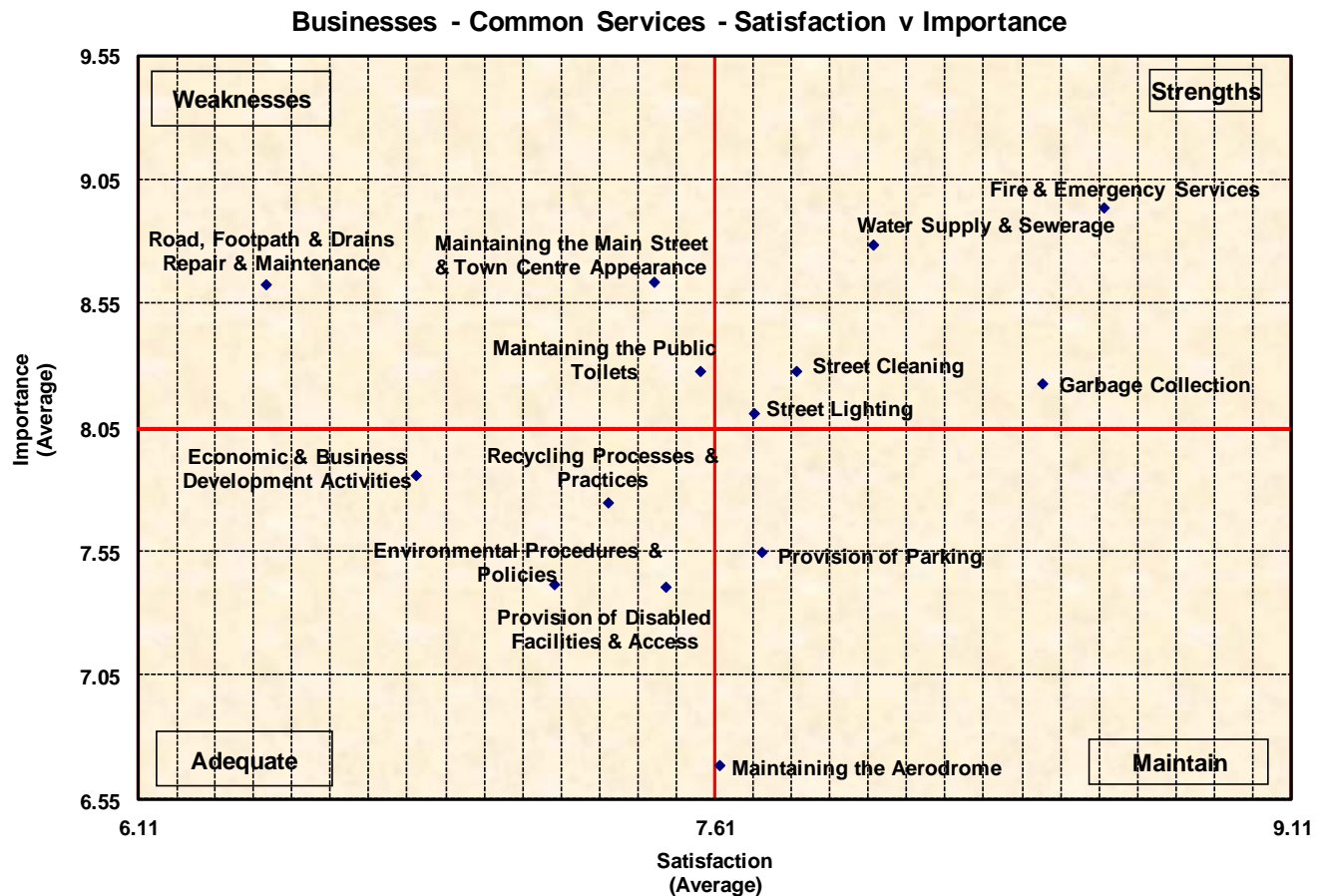
Combining all Common services, the average Importance score for residents is 8.05, while the average Satisfaction score on how satisfied residents were with Berrigan Shire's performance was 7.61.

Services that fall within the '**Weaknesses**' quadrant are those that are high in importance (above average), but where satisfaction with the service provided by Berrigan Shire is below average, and this survey include Road, footpath & drains repair and maintenance, Maintaining the main street & town centre appearance and Maintaining the public toilets even though satisfaction for the latter two services is above 7.0

Services that fall in the '**Strengths**' quadrant are also high in importance, while satisfaction with the services provided by Berrigan Shire is above average. As a consequence, these factors contribute most to perceptions of a positive service and this survey five services fall into this quadrant, as demonstrated in the analysis.

Services that fall within the '**Maintain**' quadrant are those that are below the importance average, yet satisfaction is above average. For these services the strategy is to maintain the current level of satisfaction, directing any resources to the areas identified as 'weaknesses'. This survey Provision of parking and Maintaining the aerodrome fall into this quadrant.

Services that fall within the '**Adequate**' quadrant are those services that are below average in importance and also below average in satisfaction. The remaining four services are positioned in this quadrant this survey.



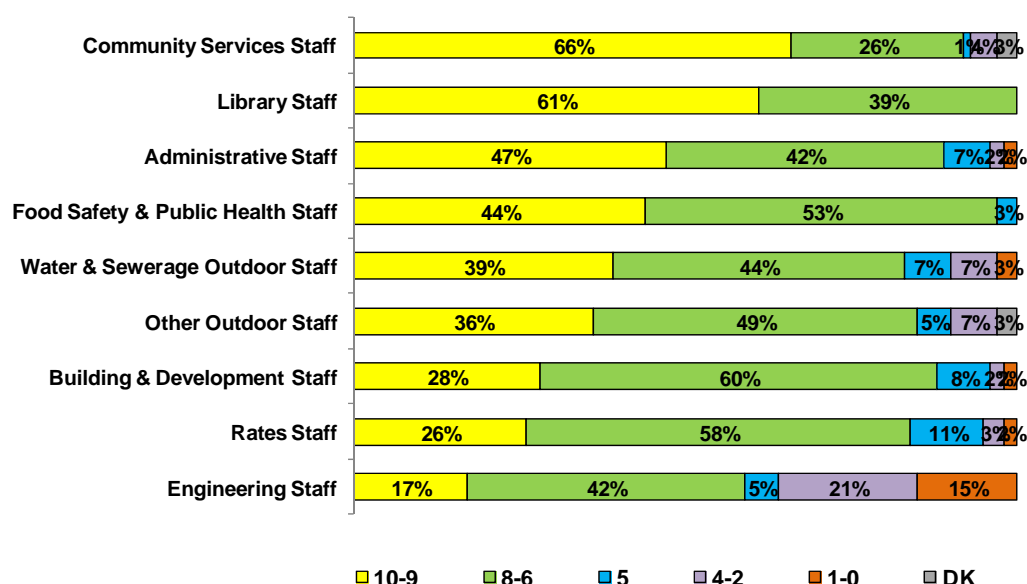
4.4 Satisfaction with Council Staff

4.4.1 Residents

Residents who were in contact with particular Council staff over the last year were asked to use a scale from 0 to 10 where 0 stands for Very Dissatisfied up to 10 for Very Satisfied, to indicate how satisfied they were with the quality of service received.

Highest satisfaction ratings were generated for Community services staff (66% very satisfied) and Library staff (61%), followed by Administrative staff and Food safety & Public health staff.

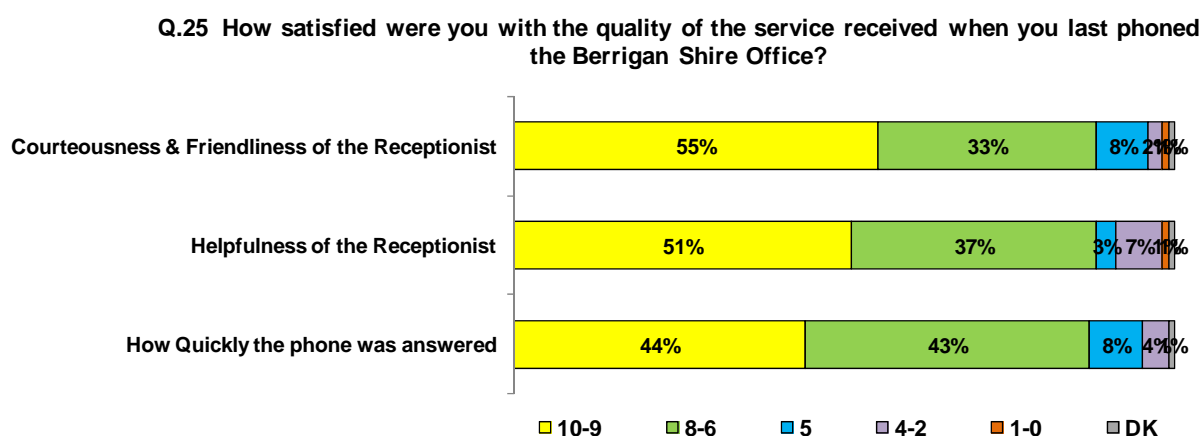
Q.43 Using a scale from 0 for Not at All up to 10 for Very, how Satisfied were you with the quality of the service you received from the ...



Satisfaction mean scores were generally very positive for all staff ranging from 8.89 for Library staff to 7.62 for Rates staff; with Engineering staff gaining a lower mean (5.92).

The 176 residents who phoned the Berrigan Shire Offices in the previous 12 months were asked to rate their satisfaction with the quality of service received when they had phoned, using a score where 0 stands for Very Dissatisfied up to 10 for Very Satisfied.

As the following chart shows, 55% of callers were very satisfied with the Courteousness & Friendliness of the receptionist, 51% with the Helpfulness of the receptionist and 44% with How quickly the phone was answered by the receptionist; with very few callers dissatisfied.



The mean scores out of 10 for these three attributes were all above 8.0, ranging from 8.29 for Courteousness & Friendliness of the receptionist to 8.03 for How quickly the phone was answered.

4.4.2 Businesses

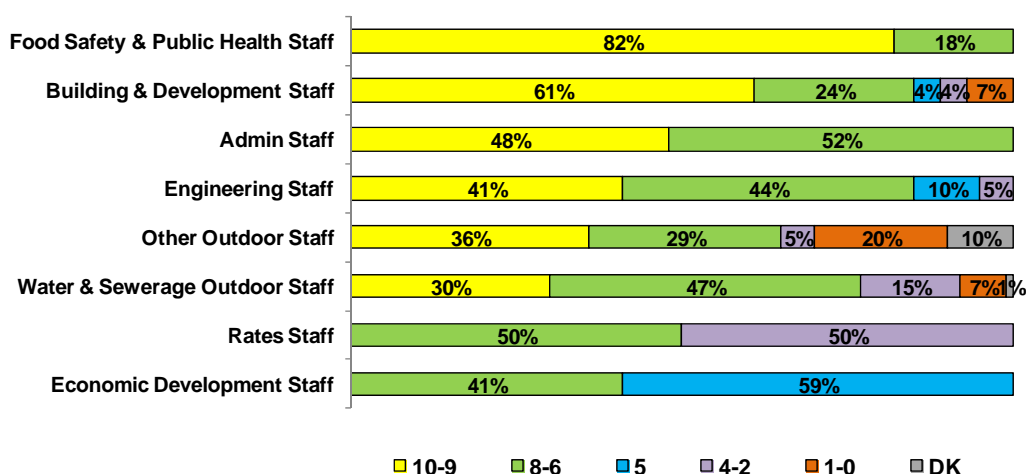
Business respondents who were in contact with particular Council staff over the last year were asked to indicate how satisfied they were with the quality of service received.

Highest satisfaction ratings were generated for Food safety & public health staff (82% very satisfied) and Building & development staff (61%), followed by Administrative staff and Engineering staff.

The reader is cautioned that some of the results are based on very small sample sizes but are included for completeness. This applies particularly to Economic development, Rates and Food safety & public health staff, which have 5 or fewer users.

Looking at the alternative viewpoint, it is just Other outdoor staff which elicit some lower satisfaction ratings – and these can be traced to few individuals.

Q.30 Using the scale from 0 to 10 where 0 stands for Very Dissatisfied up to 10 for Very Satisfied, how satisfied were you with the quality of the service received from

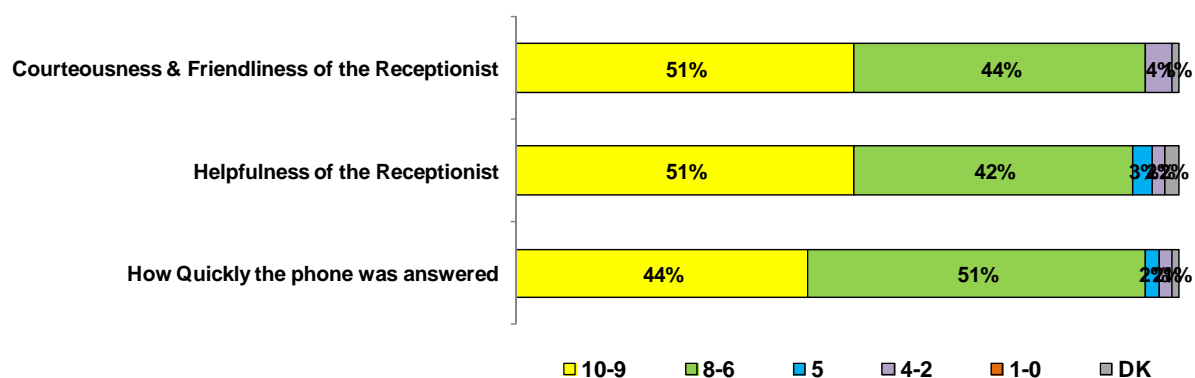


Satisfaction mean scores were generally positive for all staff ranging from 9.16 for Food safety & public health staff to 6.0 for Rates staff; with a lower mean of 5.8 recorded for Economic development staff.

The 72 business respondents who had phoned the Berrigan Shire Offices in the previous 12 months were asked to rate their satisfaction with the quality of service received when they phoned the office, using a score from 0 to 10 where 0 stands for Very Dissatisfied up to 10 for Very Satisfied.

As the following chart shows, 51% of callers were very satisfied with the Courteousness & Friendliness of the receptionist, 51% with the Helpfulness of the receptionist and 44% with How quickly the phone was answered by the receptionist; with no respondent rating lower than 4 overall.

Q.25 How satisfied were you with the quality of the service received when you last phoned the Berrigan Shire Office for business purposes?



The mean scores out of 10 for these three attributes were all above 8.0, ranging from 8.57 for Courteousness & Friendliness of the receptionist to 8.38 for How quickly the phone was answered.

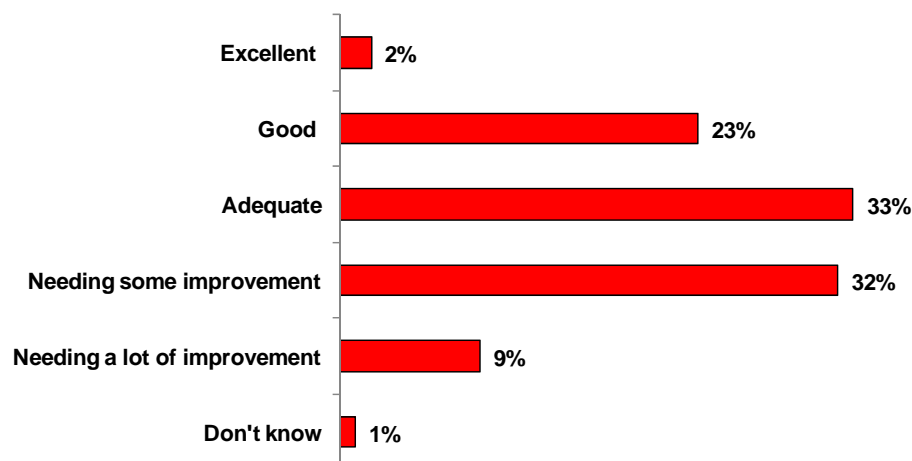
4.5 Satisfaction with Rates

4.5.1 Residents

Residents were informed that Berrigan Shire Council provides a wide range of services and facilities for residents. In terms of the value for money for rates in Berrigan, how would they describe it, using a scale from Excellent to Needing a lot of Improvement.

As the following chart shows, a third of residents consider the value for money for rates in Berrigan to be Adequate, 25% consider it to be Good or Excellent and 42% feel that the value for money needs improvement.

Q.23 Berrigan Shire Council provides a wide range of services and facilities for residents. In terms of the value for money for rates in Berrigan, would you describe it as ...?
(Sample n=350)



Residents were asked to what extent they agreed or disagreed with the following statements about rates. Agreement was generally in favour of rate rises if the quality of services improved, and rather than local services being cut. Disagreement was noted for rate rises being kept to a minimum if services were cut.

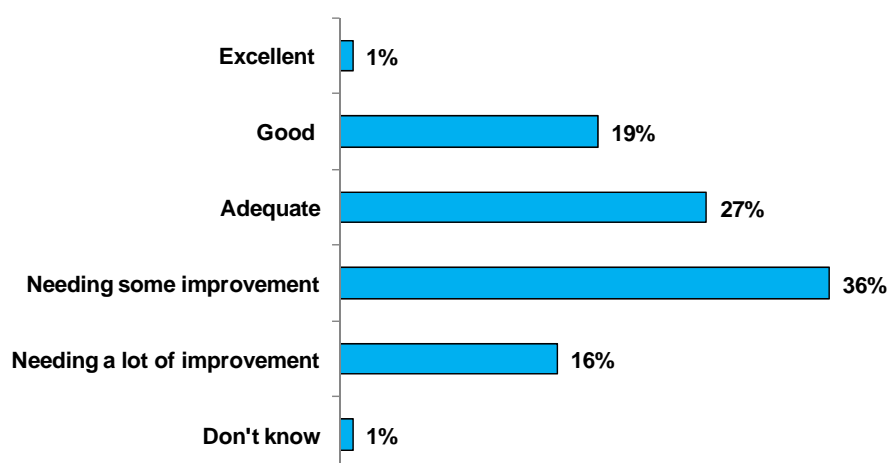
Residents: 2015 Sample (350)	Agree	Neither Agree nor Disagree	Disagree
I would rather see Council raise rates, than see cuts in local services	52%	13%	33%
Council rate rises should be kept to a minimum even if that means local services are cut	29%	15%	55%
I would be happy to pay more in Council rates, if the quality of local services improved	53%	12%	34%

4.5.2 Businesses

Business respondents were informed that Berrigan Shire Council provides a wide range of services and facilities for businesses. In terms of the value for money for rates in Berrigan, how would they describe it, using a scale from Excellent to Needing a lot of Improvement.

As the following chart shows, 27% of residents consider the value for money for rates in Berrigan to be Adequate, 20% consider it to be Good or Excellent and 52% feel that the value for money needs improvement.

Q.23 Berrigan Shire Council provides a wide range of services and facilities for businesses. In terms of the value for money for rates in Berrigan, would you describe it as ...?
(Sample n=101)



Business respondents were asked to what extent they agreed or disagreed with the following statements about rates. Agreement was generally in favour of rate rises if the quality of services improved and rather than local services being cut. Disagreement was noted for rate rises being kept to a minimum if services were cut. Similar findings to the resident sample.

Businesses: 2015 Sample (101)	<i>Agree</i>	<i>Neither Agree nor Disagree</i>	<i>Disagree</i>	<i>Don't Know</i>
I would rather see Council raise rates, than see cuts in local services	51%	3%	39%	7%
Council rate rises should be kept to a minimum even if that means local services are cut	30%	3%	59%	8%
I would be happy to pay more in Council rates, if the quality of local services improved	55%	-	40%	5%

4.6 Other Comments

4.6.1 Residents

At the end of the interview, residents were asked for any comments or advice that they'd like to pass on to the Berrigan Shire Council - on any topic. Whilst 38% of residents made no comment, the following points summarise the opinions of 3% or more:

-
- Road repairs, potholes, sealing roads (9%)
- Footpath maintenance, drainage/gutters, laneways (8%)
- Need more employment, new/help businesses, farmers (7%)
- Maintain parks, walking tracks, river (weeds)
- Street lighting, signs, names, crossings
- Top heavy management, too many staff, customer services (6%)
- Garbage - green waste, more collections, recycling, tip
- Doing a good job (continue)
- More communication with residents/volunteers (services)
- Watch spending, where is money spent? (5%)
- More education services, child care (4%)
- Maintain public facilities - cemetery, library pool
- Stop Shire vehicles for personal use
- Wandering dogs, feral cats, animal control
- Trees maintained, watered, replaced, grass cut (3%)
- Listen to community (needs)
- Keep rates down

4.6.2 Businesses

Business respondents were also asked for any comments or advice that they'd like to pass on to the Berrigan Shire Council - on any topic. Whilst 46% of respondents made no comment, the following points summarise the opinions of 3% or more:

- Road repairs, potholes, sealing roads (10%)
- Footpath maintenance, drainage/gutters, laneways
- Need more employment, new/help businesses, farmers (8%)
- Street lighting, signs, names, crossings (6%)
- More communication with residents/volunteers (5%)
- Garbage - green waste, more collections, recycling, tip (4%)
- Watch spending, keep rates down
- Maintain parks, walking tracks, river (weeds) (3%)

4.7 Trend Analysis

4.7.1 Residents

For reference, the following table summarises Satisfaction mean ratings across the last three surveys for all services rated by Residents and sorted on 2015.

The top ten services with the highest mean scores amongst residents this year are:

- Early Childhood Intervention
- Public Library (books & internet)
- Public Library (meeting rooms)
- Fire & Emergency Services
- Garbage Collection
- Public Parks & Gardens
- Maintenance of Reserves & Ovals
- Public Swimming Pool
- Street Cleaning
- Water Supply & Sewerage

Also included is the service increase/decrease in mean scores in 2015 when compared with the previous survey in 2010. Larger decreases (above 0.5) are shaded in green and larger increases in yellow.

Finally, for reference, the sample base on which the 2015 figures are calculated is included to lend perspective as to which figures may be variable, for example Early Childhood Intervention is based on only 6 users.

Residents' Satisfaction Ratings	2004	2010	2015	Change	Sample
Early Childhood Intervention	7.0	9.1	9.31	0.21	6
Public Library (books & internet)	8.5	8.9	8.82	-0.08	147
Public Library (meeting rooms)	n/a	9.0	8.78	-0.22	94
Fire & Emergency Services	8.2	8.9	8.69	-0.21	343
Garbage Collection	8.4	8.9	8.41	-0.49	326
Public Parks & Gardens	8.0	8.4	8.16	-0.24	341
Reserves & Ovals Maintenance	8.0	8.5	8.10	-0.4	334
Public Swimming Pool	8.3	8.2	8.07	-0.13	73
Street Cleaning	7.9	8.4	8.04	-0.36	328
Water Supply & Sewerage	7.9	8.5	7.95	-0.55	335
Recreation & Sporting	8.2	8.2	7.90	-0.3	122
Main St/Town Centre App.	7.1	8.3	7.79	-0.51	344
Recycling Processes & Practices	7.8	8.2	7.74	-0.46	320
Public Toilets Maintenance	6.7	7.7	7.67	-0.03	328
Parking Provision	7.1	8.0	7.63	-0.37	323
Cemetery Maintenance	7.9	8.4	7.60	-0.8	325
Domestic Animals	8.4	8.0	7.59	-0.41	53
Street Trees Pruning & Maintenance	7.0	7.9	7.37	-0.53	320
Street Lighting	7.2	8.1	7.28	-0.82	334
Environmental Proc. & Policies	7.0	7.5	7.21	-0.29	291
Planning Sch., Build. & Dev. Apps Service	6.7	7.7	7.20	-0.5	21
Aerodrome	7.2	7.8	7.15	-0.65	258
Building Inspections	7.9	8.9	7.03	-1.87	25
Disabled Facilities	6.8	7.5	7.01	-0.49	320
Footpath Provision, Interconnected	6.7	7.2	6.76	-0.44	310
Econ. & Business Development	6.4	6.9	6.54	-0.36	293
Roads, Footpaths & Drains Repair & Maint.	6.3	6.8	6.11	-0.69	340
Average Rating / Increase	7.5	8.2	7.74	-0.46	
(SE)	0.13	0.11	0.01		

4.7.2 Businesses

The following table summarises Satisfaction mean ratings across the last three surveys for all services rated by Business respondents and sorted on 2015.

The top ten services with the highest mean scores amongst business respondents this year are:

- Fire & Emergency Services
- Garbage Collection
- Water Supply & Sewerage
- Open Council Meetings
- Street Cleaning
- Parking Provision
- Street Lighting
- Maintaining the Aerodrome
- Maintaining Public Toilets
- Provision of Disabled Facilities

Also included is the service increase/decrease in mean scores in 2015 when compared with the previous survey in 2010. Larger decreases (above 0.5) are shaded in green and larger increases in yellow.

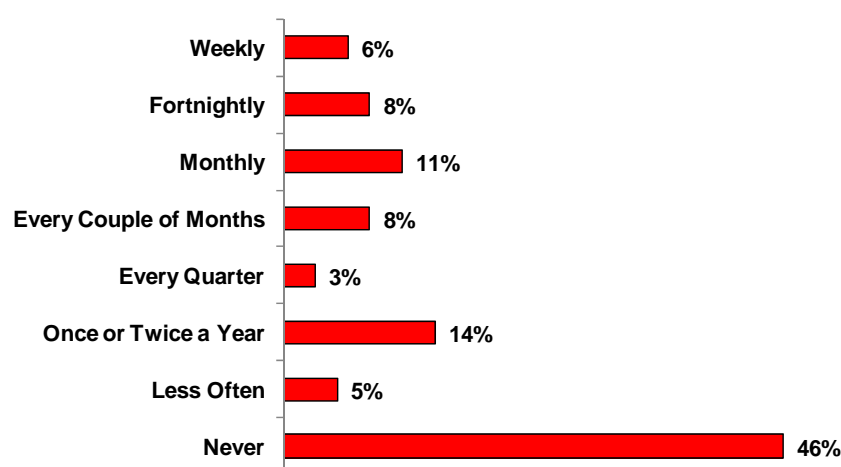
Finally, for reference, the sample base on which the 2015 figures are calculated is included to lend perspective as to which figures may be variable, for example Open Council Meetings is based on only 2 users.

Business Satisfaction Ratings	2004	2010	2015	Change	Sample
Fire & Emergency Services	8.1	8.7	8.62	-0.08	96
Garbage Collection	7.3	8.2	8.46	0.26	76
Water Supply & Sewerage	7.2	7.8	8.02	0.22	92
Open Council Meetings	6.7	4.6	8.00	3.4	2
Street Cleaning	7.1	7.8	7.82	0.02	89
Parking Provision	6.2	7.6	7.73	0.13	81
Street Lighting	6.7	7.7	7.71	0.01	83
Maintaining the Aerodrome	6.9	6.9	7.62	0.72	71
Public Toilets	5.6	7.3	7.57	0.27	84
Disabled Facilities	6.2	7.4	7.48	0.08	72
Street & Town Centre Appearance.	6.2	7.6	7.45	-0.15	93
Health Inspection	7.5	7.8	7.41	-0.39	21
Recycling Processes & Practices	6.2	7.1	7.33	0.23	80
Building Inspections	7.3	8.1	7.23	-0.87	12
Environmental Procedures & Policies	6.2	6.6	7.19	0.59	79
Economic & Business Development	5.2	6.4	6.83	0.43	81
Road, Footpath & Drains Repair & Maint.	5.3	6.4	6.44	0.04	88
Planning Scheme Amendment	5.0	8.2	6.31	-1.89	14
Assistance with Business Development			5.70	n/a	7
Average Rating / Increase	6.6	7.3	7.58	0.28	
(SE)	0.20	0.20	0.02		

5. The Public Library

The opportunity was taken to ask residents (not businesses) specific questions regarding the Public Library. Firstly, it was confirmed that just over half (54%) of adults living in Berrigan Shire had visited the library within the last 12 months, with one in four claiming to visit at least monthly.

Q.32 How often have you visited your local Public Library over the past 12 months?
(Sample n=350)

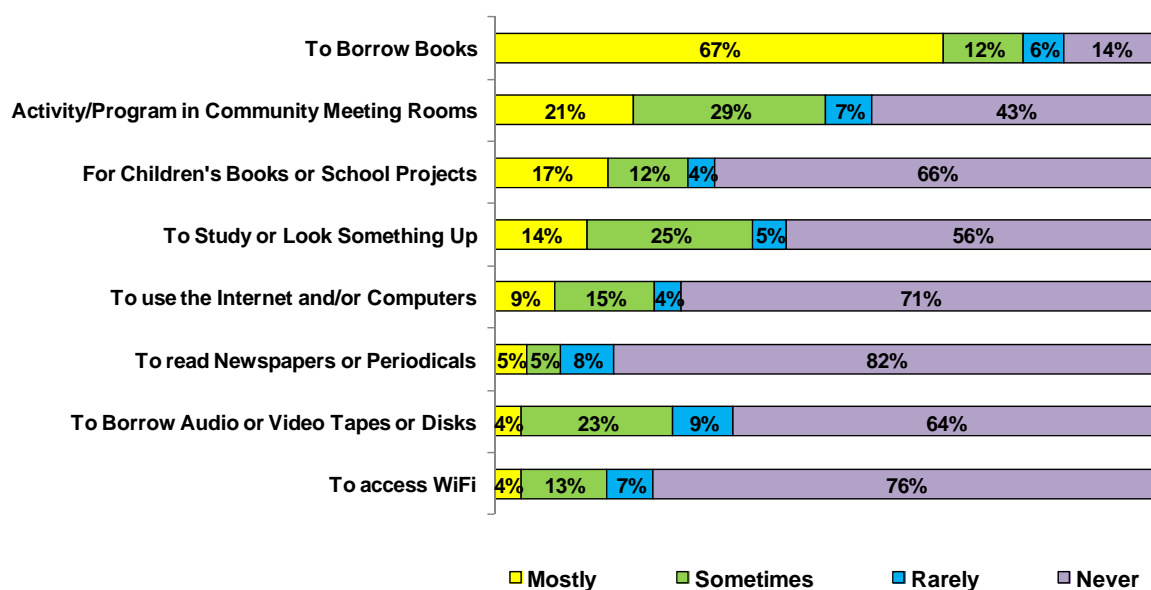


The detailed tables indicate that residents living in Berrigan (73%) were more likely to visit the local public library in the past 12 months, while fewer residents in Barooga (44%) visited the library last year.

Amongst library visitors over the last 12 months, the most common motivation was to borrow books (67% doing this mostly) followed by attending an activity/program at the Community meeting rooms.

Taking into account the options of mostly and sometimes, almost 40% visited the local public library to study or look something up.

Q.33 When you've visited the Public Library in the last 12 months, how often has it been for the following reasons? Would you say it's mostly for that, sometimes, rarely or never ...



When informed that the Public Library generally closes around 5.30pm, all residents were asked if they would use it more if it stayed open until 7pm.

89% of residents would not use the library more if it stayed open for an extra 1½ hours, *similar levels to the 2010 survey (87%)*. This survey 5% of residents would use the library more during daylight saving and 5% during the whole year round.

6. Mains Water

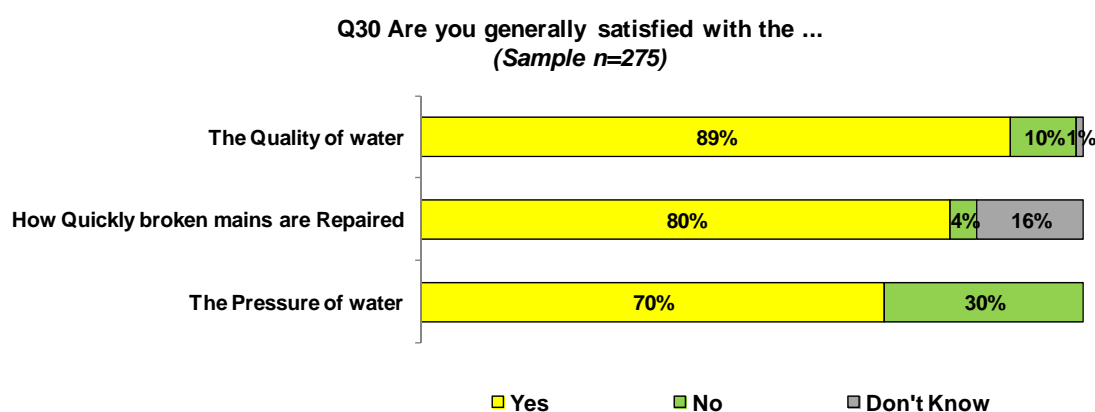
This year, 76% of Berrigan residents said that their household was connected to the town's water supply, *this compared with 82% in the 2010 survey.*

Residents: Year Sample	2015 (350)	2010 (360)
Yes	76%	82%
No	24%	18%

Q.29 Is your household connected to the town's water supply?

The detailed tables indicate that 100% of households are connection to the town's water supply within defined town locations and around 23% within defined rural areas.

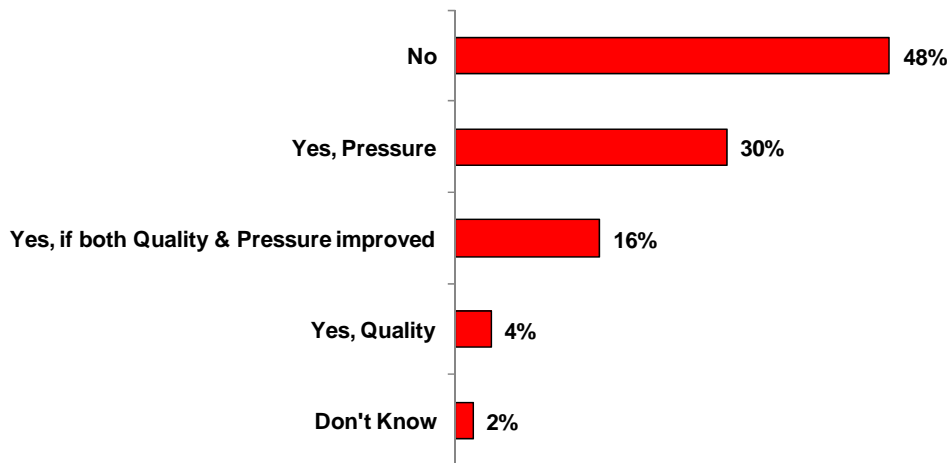
The residents with households connected to the town's water supply were asked whether they were satisfied with aspects about the water supply. As the following chart shows, 89% were generally satisfied with the Quality of water, 80% with How quickly broken mains are repaired and 70% with the Pressure of water. *Results had improved significantly on 2010 for all attributes except the water pressure.*



The 114 residents who were not generally satisfied with their water quality or pressure were asked whether they would be prepared to pay more for their water if there was a demonstrable improvement in its quality and/or pressure.

As the following chart shows, almost half of these residents (48%) would not be prepared to pay for any improvement, 30% would pay more to have their water pressure improved and 16% would pay more if both the water quality and pressure improved.

Q31 Would you be prepared to pay more for your water if there was a demonstrable improvement in Quality and/or Pressure?
(Sample n=114)



7. Economic Development

7.1 Residents

When asked, whether they think Berrigan Shire, on behalf of the ratepayers, should or should not offer incentives, e.g. cheap land, rate reductions, provision of roads, water or sewerage, to attract substantial new business to the region or encourage substantial expansion by current businesses, 82% of residents were in favour of the offer, while 15% did not support it, *similar findings to the 2010 survey*.

Residents: Year Sample	2015 (350)	2010 (360)
Yes, should offer	82%	79%
No, should not offer	15%	19%
Don't Know	3%	2%

Q.41 Do you think Berrigan Shire, on behalf of the ratepayers, should or should not offer incentives, e.g. cheap land, rate reductions, provision of roads, water or sewerage, to attract substantial new business to the region or encourage substantial expansion by current businesses?

Residents in all areas were in favour of offering incentives to attract substantial new business to the region or encourage substantial expansion by current businesses, with percentages ranging from 76% in Finley to 90% in Berrigan.

7.2 Businesses

When business respondents were asked the same question, 86% were in favour of the offer, while 10% did not support it, *exactly the same percentages as recorded in the 2010 survey*.

Businesses: Year Sample	2015 (101)	2010 (104)
Yes, should offer	86%	86%
No, should not offer	10%	10%
Don't Know	4%	4%

Q.36 Do you think Berrigan Shire, on behalf of the ratepayers, should or should not offer incentives, e.g. cheap land, rate reductions, provision of roads, water or sewerage, to attract substantial new business to the region or encourage substantial expansion by current businesses?

Business respondents in all areas were in favour of offering incentives to attract substantial new business to the region or encourage substantial expansion by current businesses, with percentages ranging from 80% in Tocumwal to 93% in Barooga.

A final question on perceptions of the current employment situation in the Shire revealed that 61% of business respondents consider that businesses generally have trouble getting staff with appropriate skills, training and experience, while 31% do not; *once again findings which were the same as the 2010 survey.*

Businesses: Year Sample	2015 (101)	2010 (104)
Businesses generally have trouble getting staff with appropriate skills, training and experience	61%	61%
Businesses generally have no trouble getting staff with appropriate skills, training and experience	31%	32%
Don't Know	8%	7%

Q.37 What do you think of the current employment situation in the Shire?

Another question asked specifically to business respondents was whether they thought the Shire was doing enough for Economic development in the Shire and 55% answered No, while 27% answered in the affirmative; *this result was similar to the percentages recorded in the 2010 survey, albeit more answered "Yes" that year.*

Businesses: Year Sample	2015 (101)	2010 (104)
Yes	27%	32%
No	55%	51%
Don't Know	18%	16%

Q.38 In general, do you think the Shire is doing enough for Economic Development in the Shire?

The 54 business respondents who considered not enough was being done for Economic development in the Shire, were asked what the Shire should do. 26% were unsure but the primary requirements were to encourage new businesses into the area and assist businesses with growth/expansion, as outlined below:

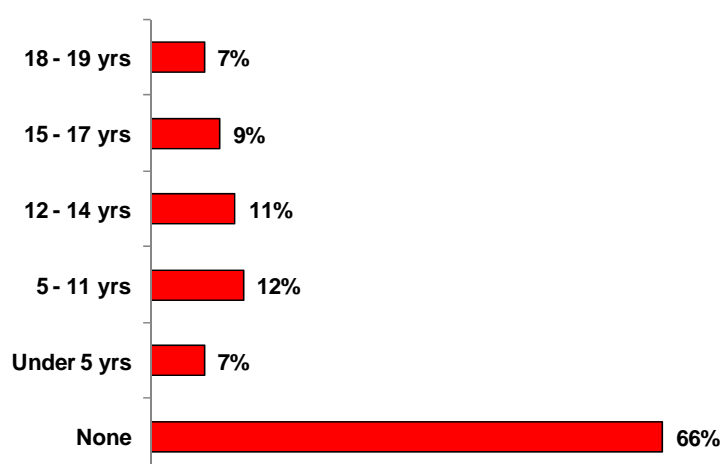
- Encourage New Businesses in Area (Promotion/Advertising) (37%)
- Assist Businesses with Growth/Expansion (23%)
- Support/Incentives for Local Businesses (14%)
- Encourage Tourism (5%)
- Encourage Younger People/Train Unemployed (4%)
- Listen to Local Business Owners (2%)

8. Children and Child Care

The questions in this section were only asked of residents. The following chart shows the percentage of households with children or teenagers of varying ages living with them.

It was found that two thirds of respondents had no children (under 19 years) living at home with them. On a nett basis, 20% had children aged under 12 years, 20% had children aged 12-17 years and 7% had children aged 18 or 19 years living at home.

Q44 Do you have any children or teenagers living with you? If yes, which of the following age groups are they? (Sample n=350)



The 27 residents with children under 12 years of age were asked whether they had a need for Childcare and 32% of them did. *The result compares with just over a half of such families saying they had a need for Childcare in 2010.*

Residents: Year Sample with Child under 12	2015 (27)	2010 (55)
Yes	32%	51%
No	68%	46%
Don't Know	-	3%

Q.45 Do you need Childcare for the children living with you?

Amongst the 6 respondents needing Childcare, around one third were generally satisfied with the availability of Childcare for their needs.

Caution: small sample sizes imply wide margins of error to these estimates.

9. About the Sample

9.1 Residents

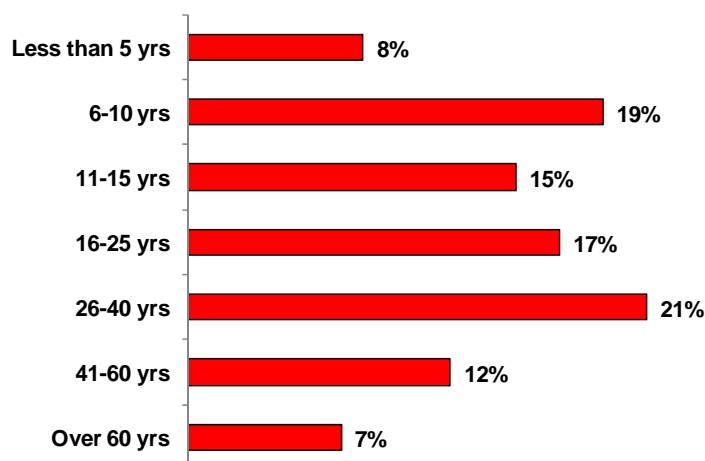
Once the data for towns was weighted in proportion to the population 31% of residents lived in Finley and in Tocumwal; 23% lived in Barooga and 16% in Berrigan.

This survey 69% of respondents lived in a town and 31% on a rural property or farm.

81% of residents owned their home, 11% currently rent and 8% had some other arrangement. Highest home ownership was in Tocumwal (89%) compared with fewer residents in Finley (69%).

All residents were asked how long they had lived in Berrigan Shire. The following chart shows the frequency distribution of their answers/years. 27% had lived in Berrigan Shire for 10 years or less, 32% for 11 to 25 years and 41% for more than 25 years.

Q49 How long have you lived in Berrigan Shire?
(Sample n=350)



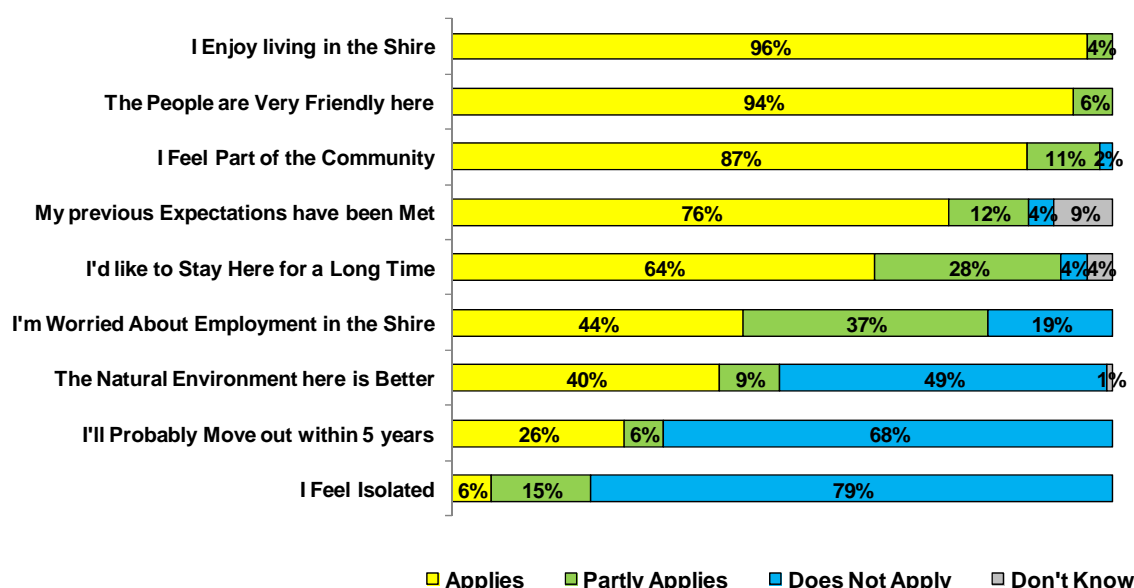
The 26 respondents who had moved into the Berrigan Shire within the last five years were asked what brought them to the Shire; their answers suggest a mixture of work, family and lifestyle reasons as follows:

- Work (37%)
- Family Reasons (26%)
- Friendly People/Relaxed Lifestyle (19%)
- Retirement /Change of Lifestyle (9%)
- Rural Environment – enjoy (6%)
- Passing through - liked it
- Downsizing
- Lower House Prices (4%)
- Sporting Facilities
- Other (5%)

A number of attitude statements were read to the residents who had moved to the Shire in the last 5 years. They were then asked whether the phrases applied to them now living in the Berrigan Shire.

Results indicate that 96% of these residents Enjoy living in the Shire, 94% believe the People are very friendly and 87% Feel part of the community living in the Berrigan Shire.

Q.51 Which of the following phrases apply to you now living in the Berrigan Shire? Please give your answer in terms of Applies, Partly Applies or Does Not Apply.



9.2 Businesses

Once data for the towns was weighted in proportion to businesses, 46% of the business sample were located in Finley, 30% in Berrigan, 15% in Tocumwal and 9% in Barooga.

In the sample, businesses in the Shire represented the following industry sectors:

- Agriculture, Farming (24%)
- Retail Trade (18%)
- Accommodation and Food Services (12%)
- Health Care and Social Assistance
- Construction (8%)
- Transport, Warehousing & Wholesaling
- Tourism & Leisure Services (5%)
- Tradesperson (4%)
- Electric, Gas, Water & Waste Services (3%)
- Real Estate Services (2%)
- Other (4%)

With regard to the number of full time employees the businesses currently had in Berrigan Shire, 65% of the sample had 3 or fewer employees, 27% had 4 to 10 employees and 8% had 11 or more employees.

10. Murray Darling Basin Plan

10.1 Residents

Residents were asked now that the Murray Darling Basin Plan has been adopted, what impact they thought this has had on the **Berrigan Shire Community**, 49% of residents had no idea and the following comments were provided by 3% or more of the sample:

- Impact on farmers/farming (27%)
- Huge, negative impact, disastrous, impacts everyone (19%)
- Economic impact, no money to spend, affects community (14%)
- Not enough water, for farmers (13%)
- Crops affected, less production/agriculture (9%)
- Impact on employment and jobs (8%)
- Expensive/increased water costs (7%)
- Taken our water, out of area (6%)
- Financially (limited/reduced income, increased cost of living) (5%)
- Impact on the river (flow, water, fishing) and environment (4%)
- Concern about irrigation (water) (3%)
- Happy, beneficial, improvement
- Stressful, distressing, emotional
- People and farmers leaving the area

Further, residents were asked what impact has the Murray Darling Basin Plan had on **you personally**, 69% of residents were unsure and the following comments were provided by 3% or more of the sample:

- Impact on farmers (negative, reduced production, sold farm) (9%)
- Financially (limited/reduced income, increased cost of living) (7%)
- Lack of employment, not enough work (5%)
- Reduced/restricted allocation of water
- Economic consequences (affected business, money out of economy) (4%)
- Expensive/increased water costs
- Taken water away from farmers, out of area
- Stressful, distressing, emotionally (3%)
- Huge, negative impact, disaster, impacts everyone

10.2 Businesses

When business respondents were asked about the Murray Darling Basin Plan and the impact this has had on the **Berrigan Shire Community**, 51% of respondents had no idea and the following comments were provided by 3% or more of the sample:

- Huge, negative impact, disastrous, impacts everyone (22%)
- Impact on farmers/farming (16%)
- Not enough water (for farmers)
- Financially (limited/reduced income, increased cost of living) (10%)
- Expensive/increased water costs (9%)
- Crops affected, less production/agriculture
- Economic impact, no money to spend, affects community
- People and farmers leaving the area (8%)
- Uncertainty, lost confidence, concerned (5%)
- Impact on employment and jobs (4%)
- Town depends on farmers (3%)
- Happy, beneficial, improvement

Further, the business respondents were asked what impact has the Murray Darling Basin Plan had on **your business**, 55% of respondents were unsure, 10% said no impact and the following comments were provided by 2% or more of the sample:

- Less business/customers, people have less money to spend (19%)
- Restricted water available/use (10%)
- River issues, less tourists, less business (4%)
- Employ fewer people (2%)

11. The Amalgamation

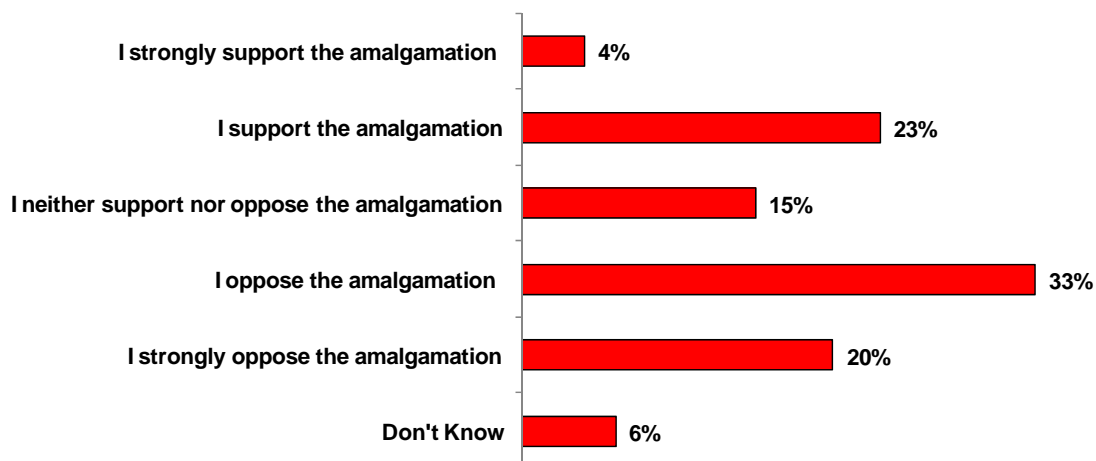
11.1 Residents

Residents were informed that the NSW government has made a series of recommendations regarding the financial sustainability of Councils, including recommending amalgamations.

In the case of Berrigan Shire Council, the government has recommended amalgamation with Jerilderie Shire. The government considers that this will improve the Councils' scale and strategic capacity, and financial sustainability. On the other hand, the Council considers it is financially sustainable and has adequate scale and strategic capacity; and does not support amalgamation. With this in mind - How do you feel about the prospect of Berrigan Shire Council amalgamating with one or more of its neighbouring Councils?

53% of residents opposed the amalgamation (20% strongly), 15% neither supported nor opposed it and 26% supported the amalgamation (4% strongly).

Q.54 How do you feel about the prospect of Berrigan Shire Council amalgamating with one or more of its neighbouring Councils?(Sample n=350)



Further investigation of the detailed tables shows that most residents living in Berrigan (57%), Tocumwal (56%) and Barooga (55%) opposed the amalgamation, compared with 46% in Finley, where 34% supported it.

Amongst the 202 residents who **opposed** the amalgamation of Berrigan Shire Council with one or more of its neighbouring Councils, the main reasons were:

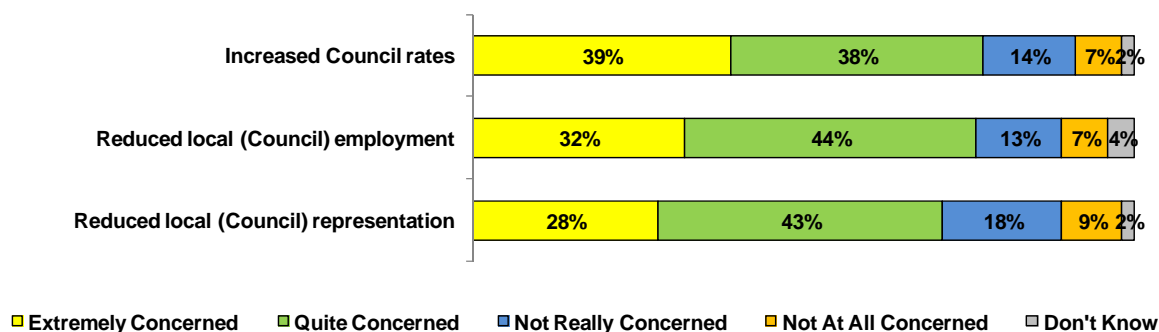
- Too large an area, more to look after, distance (25%)
- Too big, lack of service, services lost (15%)
- Differences between the Shires/administration, one will suffer (14%)
- Like it as it is, better on our own, big enough (13%)
- Doing a good job – alone (12%)
- Too costly, share limited finances, costs spread wider
- Unemployment, relocated jobs, job losses (8%)
- Don't like the idea; don't agree with amalgamation, no benefit (7%)
- Amalgamation not always successful/positive
- Won't work (6%)
- Too big, less personal attention (5%)
- Not coping with small area, bigger would be worse
- Too big, not better, bigger problems, won't improve (4%)
- Disaster, things will deteriorate

Amongst the 79 residents who **supported** the amalgamation of Berrigan Shire Council with one or more of its neighbouring Councils, the main reasons were:

- Larger council, more effective/efficient (22%)
- Cost savings (reduced overheads, less duplication, less work) (18%)
- Benefit both councils, smaller towns (17%)
- Broader coverage, covering a wider area (16%)
- More opportunities (grants, funding) (11%)
- Reduces (admin) staff, bureaucracy, too top heavy (10%)
- Good idea, logical, sensible (9%)
- Access to share/shared resources, facilities, equipment (8%)
- Improved services
- More people, knowledge, diversified opinions
- Keep rates down
- Access to more money, more financially viable (7%)
- Beneficial, better for residents (6%)
- Way of the future, will happen (4%)
- Small not sustainable (financially), amalgamate to survive

Further, residents were asked how concerned they were about an amalgamation that may or may not give the Council additional scale and capacity but increased Council rates and 77% were concerned. Similarly 76% were concerned about reducing local Council employment and 71% were concerned about reducing local Council representation should the amalgamation occur.

Q.56 How concerned are you about an amalgamation that may or may not give the Council additional scale and capacity but ...
(Sample n=350)

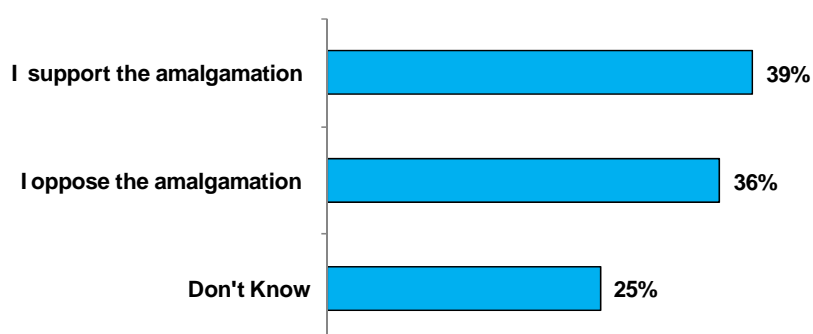


11.2 Businesses

When business respondents were asked how they felt about the prospect of Berrigan Shire Council amalgamating with one or more of its neighbouring Councils?

The findings were divided, with 39% of respondents supporting the amalgamation, 36% opposing the amalgamation and 25% uncertain.

Q.42 How do you feel about the prospect of Berrigan Shire Council amalgamating with one or more of its neighbouring Councils?(Sample n=101)



Further investigation of the detailed tables shows that more business respondents in Finley (48%) and Berrigan (38%) supported the amalgamation, compared with 52% in Tocumwal and 40% in Barooga who opposed it.

Amongst the business respondents who **supported** the amalgamation of Berrigan Shire Council with one or more of its neighbouring Councils, the main reasons were:

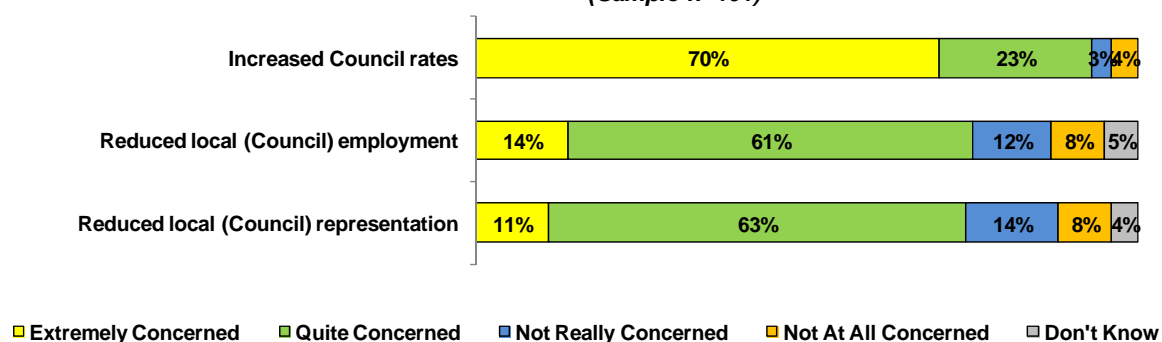
- Good idea, logical, sensible (43%)
- Benefit both councils, smaller towns (12%)
- Cost savings (reduced overheads, less duplication, less work)
- More opportunities (grants, funding) (7%)
- Way of the future, will happen
- Larger council, more effective/efficient
- More people, knowledge, diversified opinions
- Access to more money, more financially viable
- Reduces (admin) staff, bureaucracy, too top heavy (6%)
- Broader coverage, covering a wider area (4%)
- Keep rates down (3%)

Amongst the business respondents who **opposed** the amalgamation of Berrigan Shire Council with one or more of its neighbouring Councils, the main reasons were:

- Like it as it is, better on our own, big enough (30%)
- Don't like the idea; don't agree with amalgamation, no benefit (25%)
- Too big, lack of service, services lost (19%)
- Too large an area, more to look after, distance (10%)
- Too costly, share limited finances; costs spread wider (9%)
- Disaster, things will deteriorate
- Won't work (5%)
- Not coping with small area, bigger would be worse (4%)
- Too big, less personal attention (3%)
- Differences between the Shires/administration, one will suffer
- Too big, less efficient
- Unemployment, relocated jobs, job losses

Further, business respondents were asked how concerned they were about an amalgamation that may or may not give the Council additional scale and capacity but increased Council rates and 93% were concerned. Similarly 75% were concerned about reducing local Council employment and 74% were concerned about reducing local Council representation should the amalgamation occur.

Q.44 How concerned are you about an amalgamation that may or may not give the Council additional scale and capacity but ...
(Sample n=101)



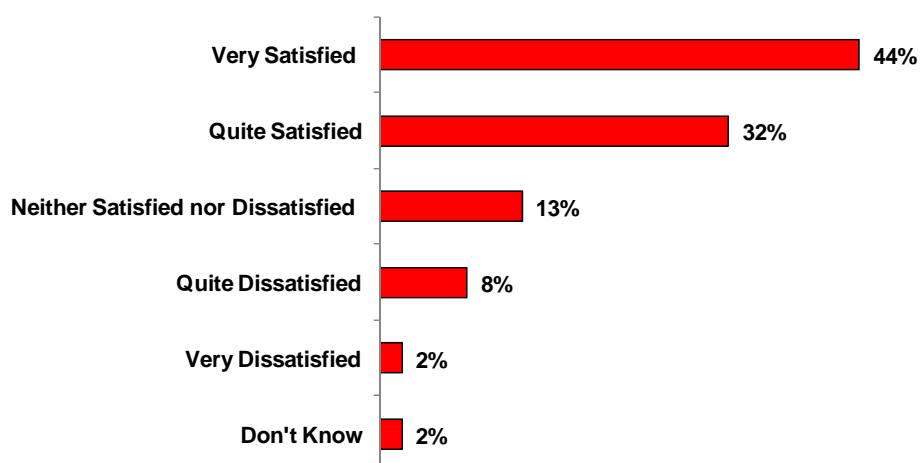
12. Berrigan Shire Councillors

12.1 Residents

Residents were asked within the past 12 months, whether they had contact with an elected Berrigan Shire Councillor or Mayor, and 38% had. Contact with a Councillor or Mayor was higher amongst residents in Berrigan (64%) and Tocumwal (52%) and lower amongst residents living in Barooga (19%) and Finley (26%).

Amongst the 138 residents who had contacted a Councillor or Mayor, 75% were satisfied with the response received, 13% were neither satisfied nor dissatisfied and 10% were dissatisfied with the response received.

Q.58 How satisfied were you with the response you received from the Councillor or Mayor?(Sample n=138)



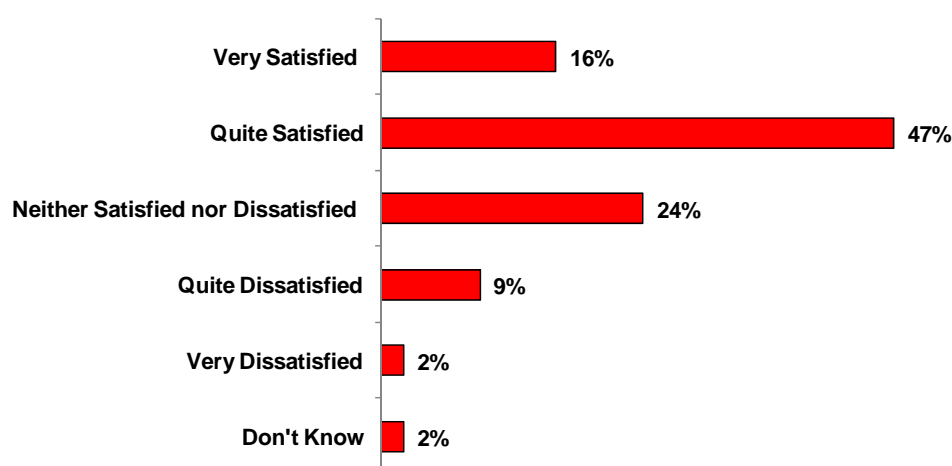
Residents were asked if they could recall the name of a Berrigan Shire Councillor or Mayor and more than two thirds (68%) of the sample could. Awareness of Councillor/Mayor names was highest amongst residents living in Berrigan (92%) and lowest amongst those living in Tocumwal (56%).

Amongst the 235 residents knowing a Councillor/Mayor name, the most familiar name was Bernard Curtin mentioned by half of this sample, with other names including:

- Bernard Curtin (50%)
- John Bruce (23%)
- Matthew Hannan (14%)
- Colin Jones (9%)
- Brian Hill (6%)
- Darryl Morris
- Denis Glanville (3%)
- Rowan Perkins (2%)
- Andrea O'Neill (1%)

Residents were asked, in general, how satisfied they were with the performance of the Berrigan Shire Councillors during the past 12 months, 63% were satisfied with the performance of the Councillors, 24% were neither satisfied nor dissatisfied and 11% were dissatisfied with the Councillors' performance.

Q.61 In general, how satisfied are you with the performance of the Berrigan Shire Councillors during the past 12 months?? (Sample n=350)

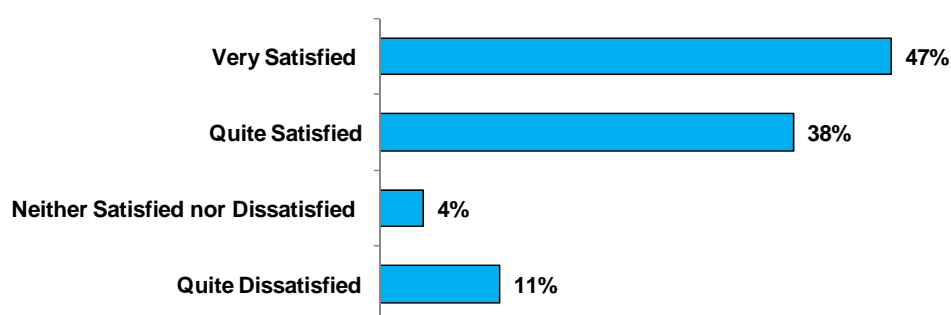


12.2 Businesses

Business respondents were asked within the past 12 months, whether they had contact with an elected Berrigan Shire Councillor or Mayor, and 47% had. Contact with a Councillor or Mayor was higher amongst residents in Berrigan and Tocumwal (both 52%) and lower amongst residents living in Barooga (13%).

Amongst the 45 respondents who had contacted a Councillor or Mayor, 85% were satisfied with the response received (47% very satisfied), 4% were neither satisfied nor dissatisfied and 11% were dissatisfied with the response received.

Q.46 How satisfied were you with the response you received from the Councillor or Mayor?(Sample n=45)



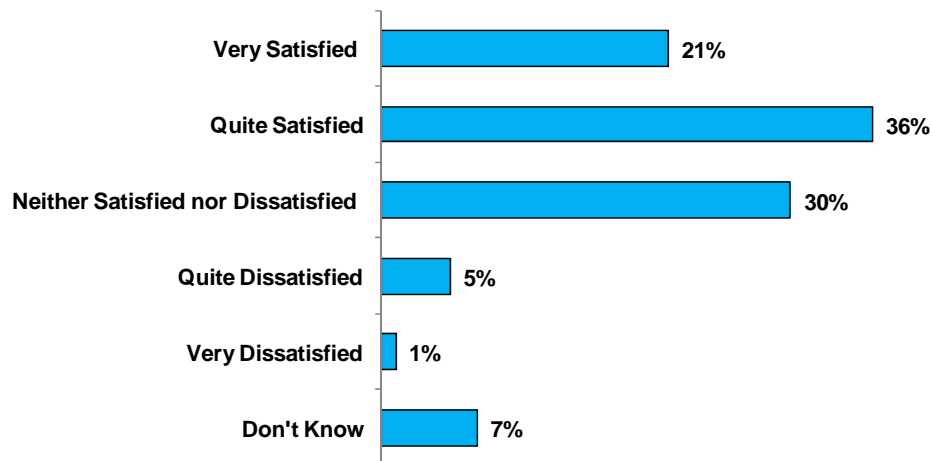
Business respondents were asked if they could recall the name of a Berrigan Shire Councillor or Mayor and 70% of the sample could. Awareness of Councillor/Mayor names was highest amongst business respondents in Berrigan (90%) and lowest amongst those in Barooga (40%).

Amongst the 67 business respondents knowing a Councillor/Mayor, the most familiar name was Bernard Curtin mentioned by 61% of this sample, with other names including:

- Bernard Curtin (61%)
- Matthew Hannan (10%)
- Brian Hill
- Colin Jones (8%)
- Andrea O'Neill (7%)
- Darryl Morris (5%)
- Denis Glanville (4%)
- John Bruce
- Rowan Perkins

Business respondents were asked, in general, how satisfied are you with the performance of the Berrigan Shire Councillors during the past 12 months, 57% were satisfied with the performance of the Councillors, 30% were neither satisfied nor dissatisfied and 6% were dissatisfied with the Councillors' performance.

Q.49 In general, how satisfied are you with the performance of the Berrigan Shire Councillors during the past 12 months??(Sample n=101)



13. Note on Method

The research used the same questionnaire structure as utilised in the 2010 survey. This was to ensure comparability with earlier results and to enable trends to be inferred. Copies of both the Residents and Business questionnaires are provided with the detailed tables, which are bound in a separate volume. In addition, the opportunity was taken to include additional questions this year on recent issues such as the proposed amalgamation and perceptions of Councillors.

The sample was drawn from Nexus Research's own sampling frames of telephone numbers selected by towns to represent Berrigan Shire. Fieldwork for the residents' survey was undertaken from 8th – 19th January 2015 and businesses from the 14th – 20th January 2015. A total of 350 interviews were conducted with residents and 101 with owners or managers of the business.

All fieldwork and subsequent coding of verbatims, quality control, tabulation and charting were conducted in-house by Nexus Research, along with the analysis and report writing. The CATI system employed was The Survey System, which was also used to process the data. Results were weighted to represent the September 2013 Profile.id total adult population of Berrigan Shire and using ABS business estimates for 2011 as a basis.

For ease of reference, the charts/tables in this report and the detailed tables in the other volume retain the question numbers from the questionnaires.

Whilst the detailed tables essentially estimate population numbers for the Berrigan Shire, the relevant sample sizes are included at the top of each column for reference in inferring the statistical confidence with which to interpret the results. When figures in a column differ materially from those for the population as a whole (usually located in the leftmost column), “+” or “-” signs are included underneath to highlight significant differences.