



RESEARCH REPORT

Tenterfield Community Satisfaction Survey 2022

A random telephone survey of
Tenterfield Shire residents

September 2022



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1. EXECUTIVE SUMMARY

This research study was commissioned by Tenterfield Shire Council to better understand key issues, community needs and priorities regarding the services and facilities provided by the Shire Council.

Among the key findings:

Overall satisfaction

The proportion of residents satisfied/very satisfied with Tenterfield Shire Council in 2022 has halved since 2020 (22% in 2022 compared to 43% in 2020).

Services and facilities

Of the 25 services and facilities that residents surveyed were asked to rate for their level of satisfaction, 16 received a mean rating higher than the “neutral” score of 3.0 out of 5.

The top-rated services/facilities for satisfaction were:

- School of Arts Theatre/Cinema (4.0)
- School of Arts Museum (3.8)
- Library services (3.7)
- Cemeteries (3.6)
- Parks and playgrounds (3.6)
- Livestock saleyards (3.6)

The bottom-ranked services and facilities were:

- Overall condition of the local unsealed road network (2.0)
- Maintaining local roads (2.0)
- Overall condition of the local sealed road network (2.3)
- Planning and development (2.4)

Customer services

In 2022, nearly four times as many contacts to Council were by phone compared to the next most popular (in person). Roads and DA made up more than half of all enquiries.

Experience ratings showed ‘Council staff were courteous and helpful’ was the most positive aspect, and ‘Council staff dealt with my enquiry in a timely manner’ and ‘In relation to my query, it was easy doing business with Council’ were the least positive in 2022.

Communication

While few residents surveyed in 2022 did receive Council information via mail/email, there was a large increase since 2020 in preference for these. Your local fortnightly news brochure was still the most used and most preferred source of information, its preference dropped significantly since 2020.

Community engagement

Residents surveyed in Tenterfield town had significantly lower perceptions of several community engagement statements and overall than those in the rest of the Shire in 2022.

The special rates variation was opposed by 81% of residents surveyed, while 5% supported it. One quarter of residents surveyed agreed that without the SRV, some services will need to be reduced or removed.

Leadership goals

In 2022, the proportion strongly disagreeing with being satisfied overall was three times the number in 2020. Residents surveyed outside Tenterfield town had more positive views of the leadership statements.



2. SURVEY METHODOLOGY

2.1. DATA COLLECTION

Data was collected by Taverner Research Group via random CATI (telephone) interviewing during the period Monday 8 August to Thursday 18 August 2022, inclusive.

In total 300 people completed the survey (132 via mobile phone and 168 via fixed-line phone). A copy of the questionnaire is available in Appendix 1.

2.2. DATA HANDLING

Data handling and analysis was carried out using the statistical database program “Q”. All responses are de-identified to ensure the anonymity of respondents.

2.3. DATA WEIGHTING

The data was collected via random sampling. To ensure that the report is representative of the broader Tenterfield Shire community, the data has been weighted post-collection to broadly represent the LGA in terms of population distribution by age and gender. Respondent profile and weighting information is included in Appendix 2.

2.4. DATA ANALYSIS

Statistical testing was conducted across results by gender, age, Tenterfield town versus other areas of the Shire, and length of time lived in the Shire. Significantly higher/lower differences, at the 95% confidence level, are identified in tables in Appendix 3 (**blue** figures for significantly higher and **red** figures for significantly lower).



3. SURVEY FINDINGS

3.1. PERFORMANCE OF TENTERFIELD SHIRE

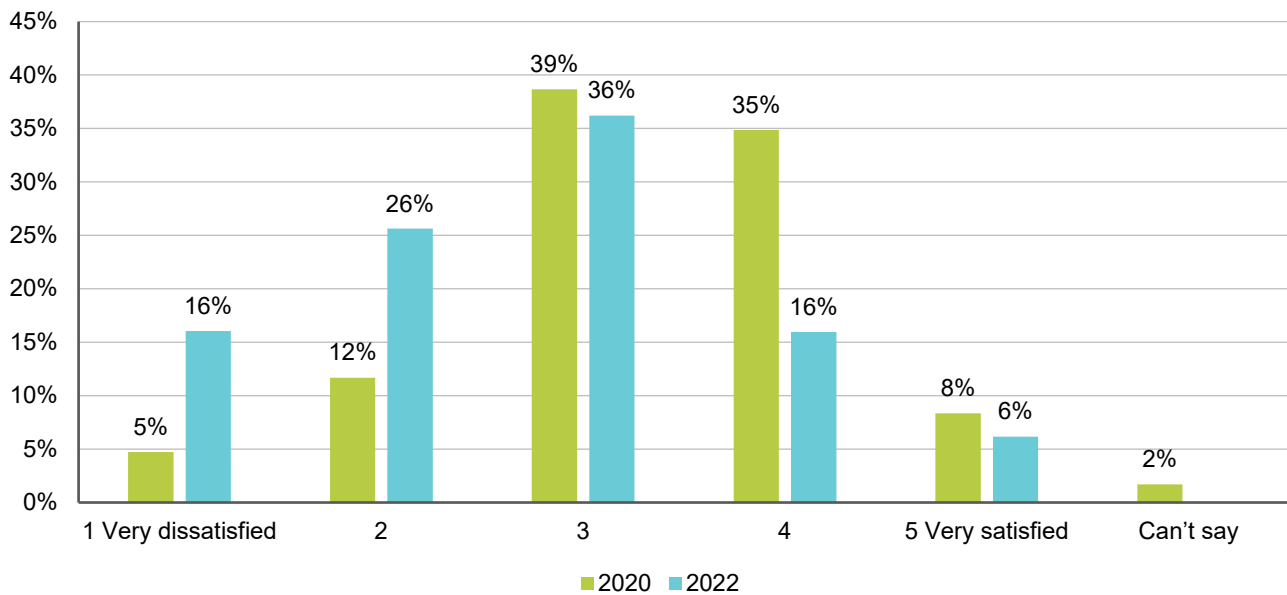
Overall satisfaction

As shown in **Figure 1** below, the proportion of residents surveyed in 2022 giving a score of 2 out of 5 (26%) more than doubled since 2020 (12%), and the proportion giving a score of 1 out of 5 more than tripled (5% in 2020, to 16% in 2022). Conversely, the proportion saying they were satisfied has halved, from 43% in 2020 to 22% in this latest survey.

Figure 1 Overall Satisfaction with Tenterfield Shire Council

D1. Given all the services and facilities you have scored, how would you rate your overall satisfaction with services and facilities provided by Council?

Base: All respondents 2020/2022 (n=702)



There were no significant differences detected between subgroups for overall satisfaction (see **Table 1** below).

Table 1 Overall Satisfaction – 2022 Subgroup Analysis

Subgroup	Significant differences
Gender	Nil
Age	Nil
Area	Nil
Length of time lived in Shire	Nil



3. SURVEY FINDINGS

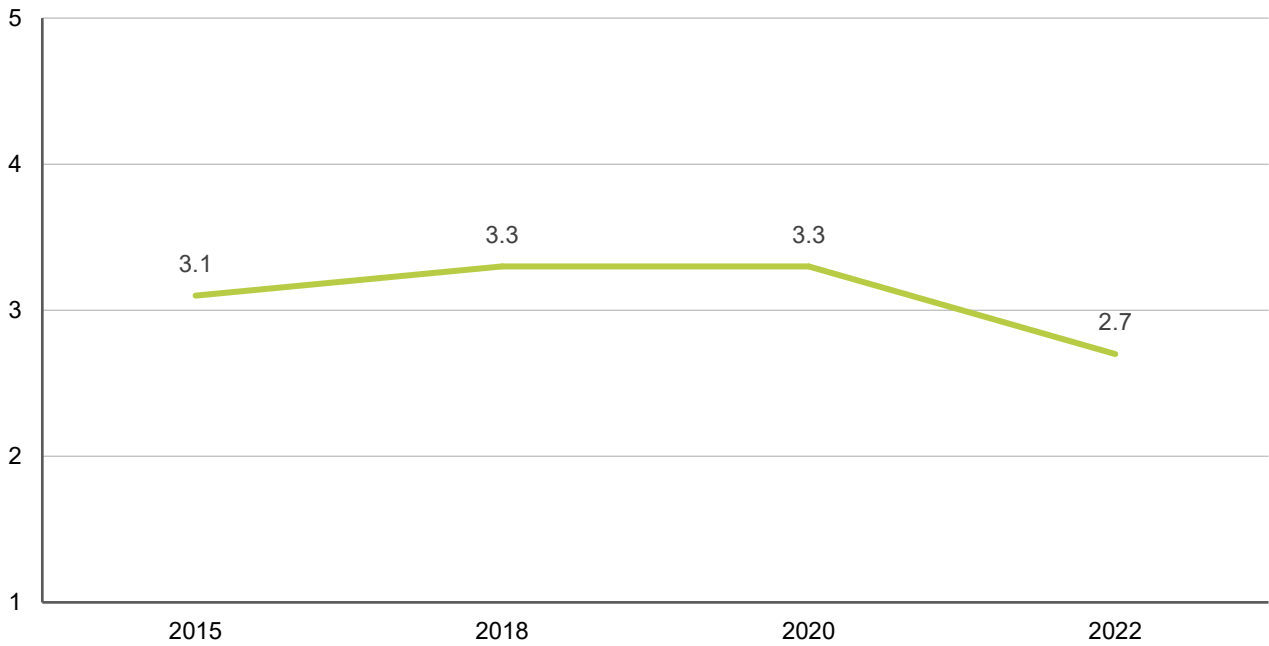
Internal Benchmark

Overall satisfaction declined from mean scores above 3.0 achieved in previous surveys (see **Figure 2** below) to 2.7 out of 5 in 2022.

Figure 2 Overall Satisfaction – Internal Benchmarks

D1. Given all the services and facilities you have scored, how would you rate your overall satisfaction with services and facilities provided by Council?

Base: All respondents



External Benchmark

As shown in **Table 2** below, Tenterfield Shire Council’s 2022 mean score for overall satisfaction was lower than the average mean in regional NSW.

Table 2 Overall Satisfaction with Tenterfield Shire Council Compared to External Benchmarks

Tenterfield 2022 mean	Regional NSW average mean	Regional NSW highest mean	Regional NSW lowest mean
2.7	3.3	4.1	2.3



3. SURVEY FINDINGS

3.2. COUNCIL SERVICES AND FACILITIES

Shire residents were asked to rate their satisfaction with 25 different services and facilities provided by Tenterfield Shire Council, across 4 categories.

Services and facilities overall

All services and facilities (except water supply) saw a drop in satisfaction from residents surveyed in 2022 compared to 2020.

Sixteen services and facilities received a mean rating higher than the “neutral” score of 3.0 out of 5, and 9 services and facilities received a rating below neutral.

Across the four categories, the services and facilities with the highest mean ratings were School of Arts Theatre/Cinema (4.0), School of Arts Museum (3.8) and Library services (3.7). The services and facilities with the lowest mean ratings were all road-related- Maintaining local roads (2.0), Overall condition of the local unsealed road network (2.0), and Overall condition of the local sealed road network (2.3).

Community services

Residents were asked to rate their satisfaction with seven services within this category using a five-point scale.

In terms of Community services, residents surveyed in 2022 indicated a decrease in satisfaction across all of them. Although Library service was the service with the highest satisfaction in 2022, it was one of three Community services with the largest drop in satisfaction since the 2020 survey (mean scores dropping by 0.5, see **Table 4** below).



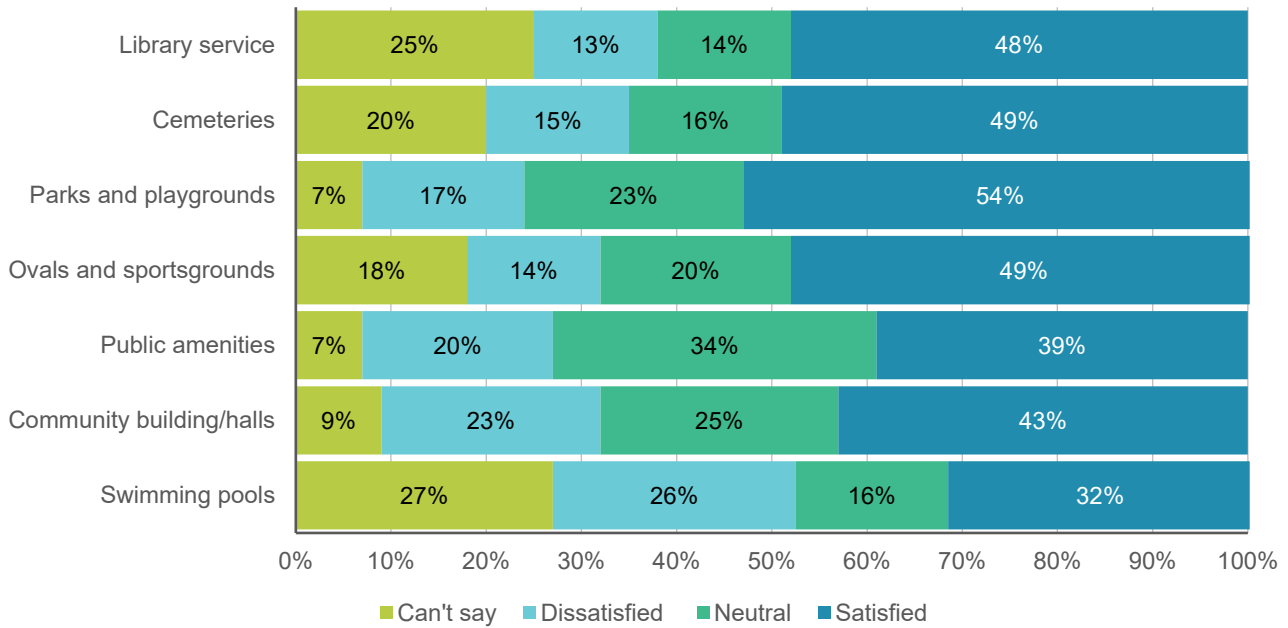
3. SURVEY FINDINGS

26% of residents surveyed in 2022 were dissatisfied with Swimming pools, twice the number of those dissatisfied with Library service (see **Figure 3** below).

Figure 3 Community Service Satisfaction

B1A. I am going to read out a list of services and facilities and will ask you to rate your satisfaction with each service (Community services)

Base: All respondents 2022 (n=300)



In 2022, there were no significant differences detected between subgroups for Ovals and sportsgrounds, Cemeteries, Community buildings/halls and Swimming pools.

Table 3 Community Services – 2022 Subgroup Analysis

Subgroup	Significant differences
Gender	Male residents surveyed were significantly more satisfied than females with Public amenities
Age	Residents surveyed aged 65 plus years were significantly more satisfied with Parks and playgrounds than younger residents
Area	Residents surveyed from Tenterfield were significantly more satisfied with Library service than those living in other areas
Length of time lived in Shire	Residents surveyed who had lived in the Shire for 11 to 15 years were significantly more satisfied with Library service



3. SURVEY FINDINGS

The results for all Community services statements were significantly lower in 2022 than in 2020 (see **Table 4** below).

Table 4 Community Services – Internal Benchmarks (mean scores)

Community services	2015	2018	2020	2022	Significant change since 2020
Library services	4.4	4.1	4.2	3.7	↓
Cemeteries	4.0	4.0	4.0	3.6	↓
Parks and playgrounds	4.0	3.9	3.9	3.6	↓
Ovals and sportsgrounds	3.7	3.9	4.0	3.5	↓
Public amenities	-	-	3.4	3.2	↓
Community buildings/halls	3.7	3.8	3.8	3.3	↓
Swimming pools	3.6	3.5	3.5	3.1	↓

Figure 4 (next page) shows how Tenterfield Shire Council compared to the benchmark of regional NSW councils, where the statements in its 2022 questionnaire aligned sufficiently with statements employed by other councils. In 2022, Tenterfield Shire Council’s scores for Community services were all below the average of regional NSW benchmarks, except for Public amenities.

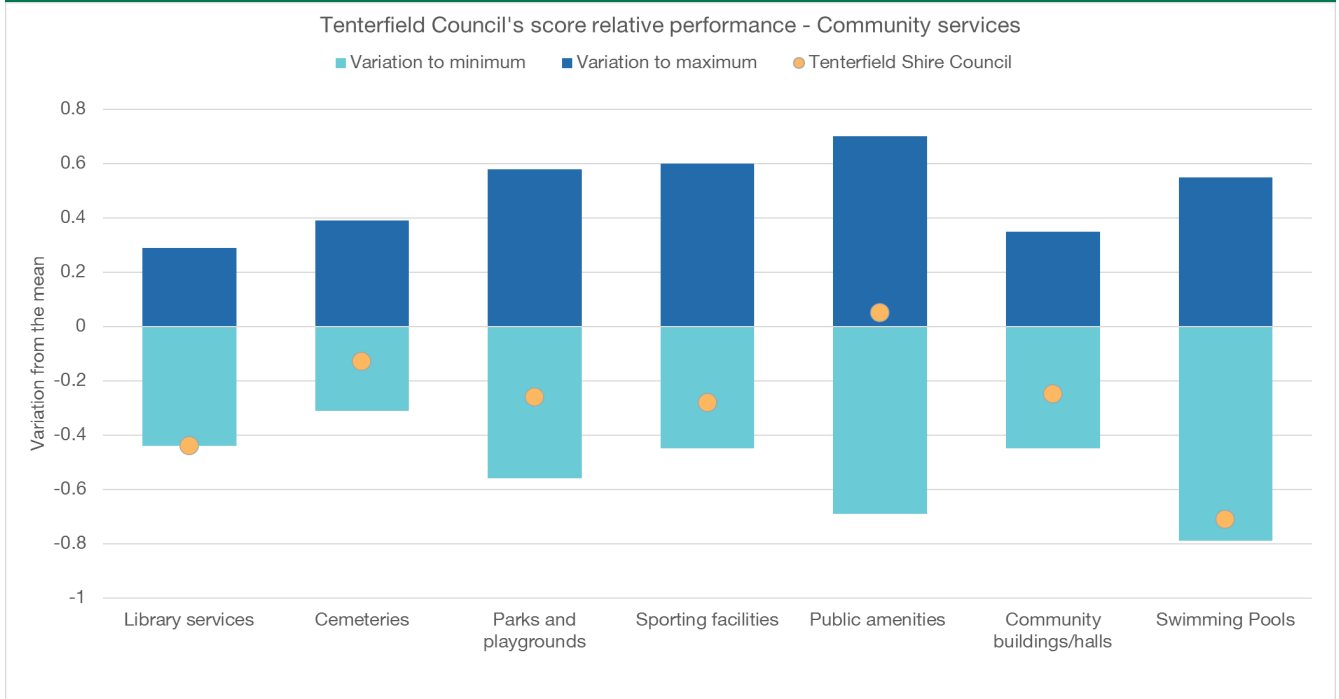


3. SURVEY FINDINGS

Figure 4 Community Services – Comparisons to Regional NSW Benchmarks

B1A. I am going to read out a list of services and facilities and will ask you to rate your satisfaction with each service (Community services)

Base: All Respondents 2022 (n=300)



Economy services

Residents were asked to rate their satisfaction with seven services within this category using a five-point scale.

All Economy services means remained above the neutral 3.0 score, except Planning and development (see **Table 6**, two pages overleaf). The two School of Arts facilities continue to rate better than the remainder of Economy services.



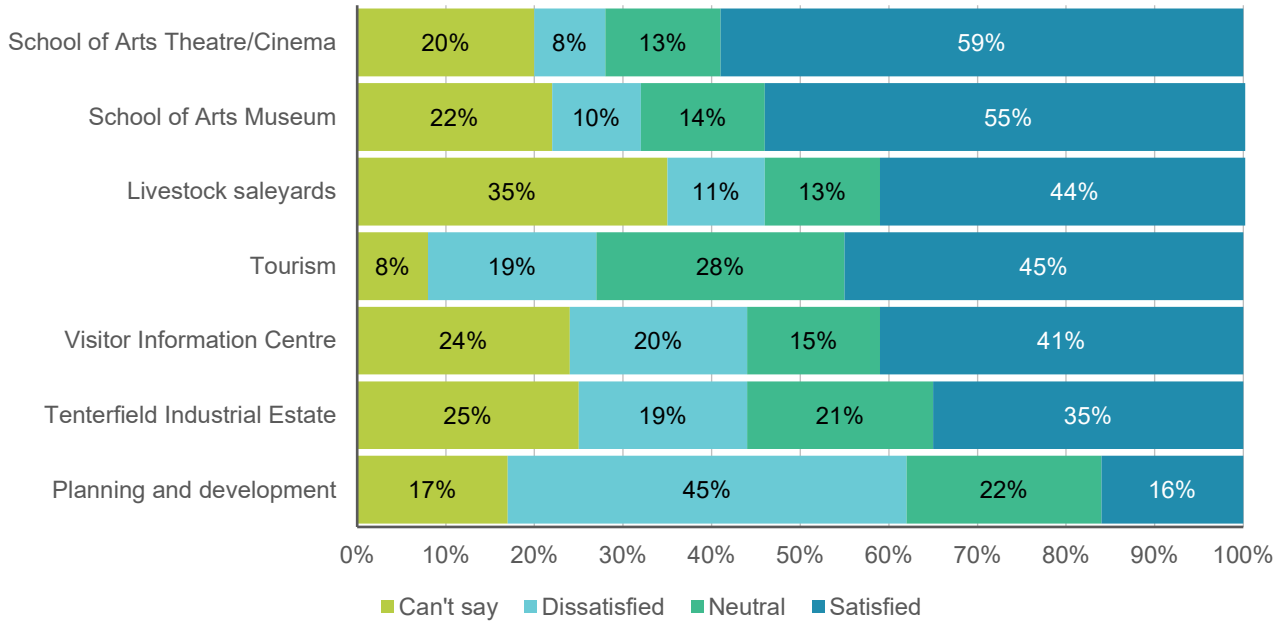
3. SURVEY FINDINGS

In 2022, Planning and development had less than half the proportion satisfied (16%) as the next-lowest Economy services statement (Tenterfield Industrial Estate, 35%).

Figure 5 Economy Services Satisfaction

B2B. I am going to read out a list of services and facilities and will ask you to rate your satisfaction with each service (Economy services)

Base: All respondents 2022 (n=300)



There were no significant differences detected between subgroups for Economy services statements in 2022 (see **Table 5** below).

Table 5 Economy Services – 2022 Subgroup Analysis

Subgroup	Significant differences
Gender	Nil
Age	Nil
Area	Nil
Length of time lived in Shire	Nil



3. SURVEY FINDINGS

While all Economy services statements achieved a lower mean score in 2022 than in 2020 (see **Table 6** below), all except Planning and development remained above a neutral score of 3.0.

Table 6 Economy Services – Internal Benchmarks (mean scores)

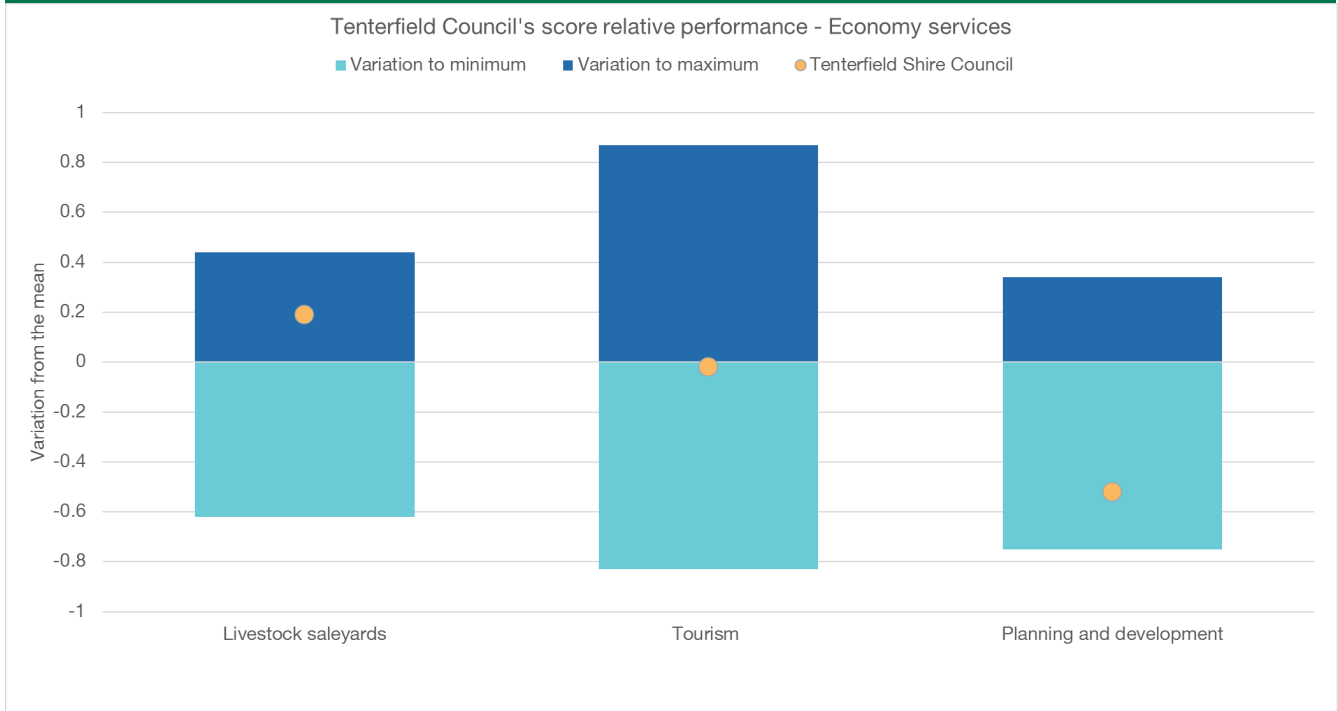
Economy services	2015	2018	2020	2022	Significant change since 2020
School of Arts Theatre/Cinema	-	4.3	4.2	4.0	↓
School of Arts Museum	-	4.2	4.2	3.8	↓
Livestock saleyards	-	3.8	3.8	3.6	-
Tourism	-	3.6	3.7	3.4	↓
Visitor Information Centre	-	3.7	3.8	3.3	↓
Tenterfield Industrial Estate	-	3.3	3.4	3.2	-
Planning and development	2.8	2.8	2.9	2.4	↓

As shown in **Figure 6** below, Tourism was just slightly below the mean of the regional NSW benchmark, and Livestock saleyards was above.

Figure 6 Economy Services – Comparisons to Regional NSW Benchmarks

B2B. I am going to read out a list of services and facilities and will ask you to rate your satisfaction with each service (Economy services)

Base: All respondents 2022 (n=300)





3. SURVEY FINDINGS

Environmental services

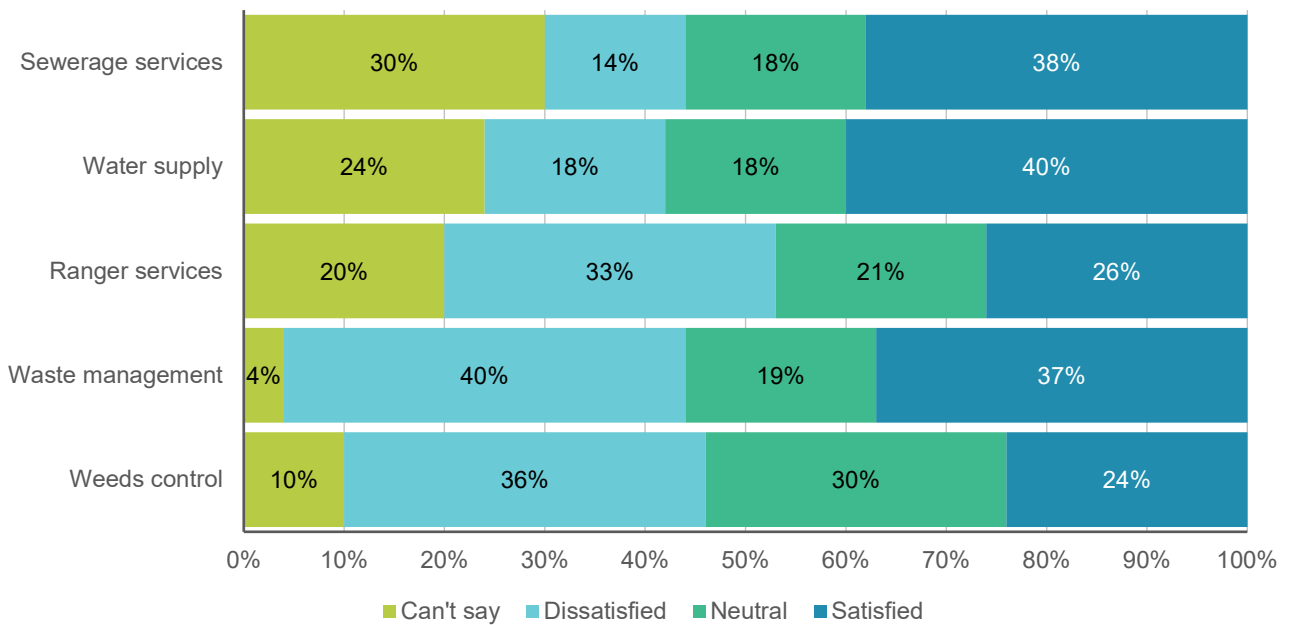
Residents were asked to rate their satisfaction with five services within this category, using a five-point scale.

Sewerage services and Water supply had means that remained above the neutral 3.0 score. Weeds control returned to its pre-2020 level of satisfaction, with a decrease of 0.5 in its mean score from 2020 to 2022 (see **Table 8** next page).

With one and a half times as many residents surveyed dissatisfied as satisfied with Weeds control (see **Figure 7** below), perhaps there is an expectation gap regarding what level of elimination is possible.

Figure 7 Environmental Services Satisfaction

B2A. I am going to read out a list of services and facilities and will ask you to rate your satisfaction with each service (Environmental services)
 Base: All respondents 2022 (n=300)





3. SURVEY FINDINGS

There were no significant differences detected between subgroups for Environmental services statements in 2022 (see **Table 7** below).

Table 7 Environmental Services – 2022 Subgroup Analysis

Subgroup	Significant differences
Gender	Nil
Age	Nil
Area	Nil
Length of time lived in Shire	Nil

Water supply had the same mean in 2022 as in 2020 (see **Table 8** below), with the remainder of Environmental services being lower in 2022. Sewerage services and Ranger services continued a downward trend wave on wave, as did Waste management to a lesser extent.

Table 8 Environmental Services – Internal Benchmarks (mean scores)

Environmental services	2015	2018	2020	2022	Significant change since 2020
Sewerage services	4.0	3.9	3.7	3.5	-
Water supply	3.4	3.5	3.3	3.3	-
Waste management	3.2	3.2	3.1	2.9	-
Ranger services	-	3.5	3.3	2.8	↓
Weeds control	-	2.8	3.2	2.7	↓



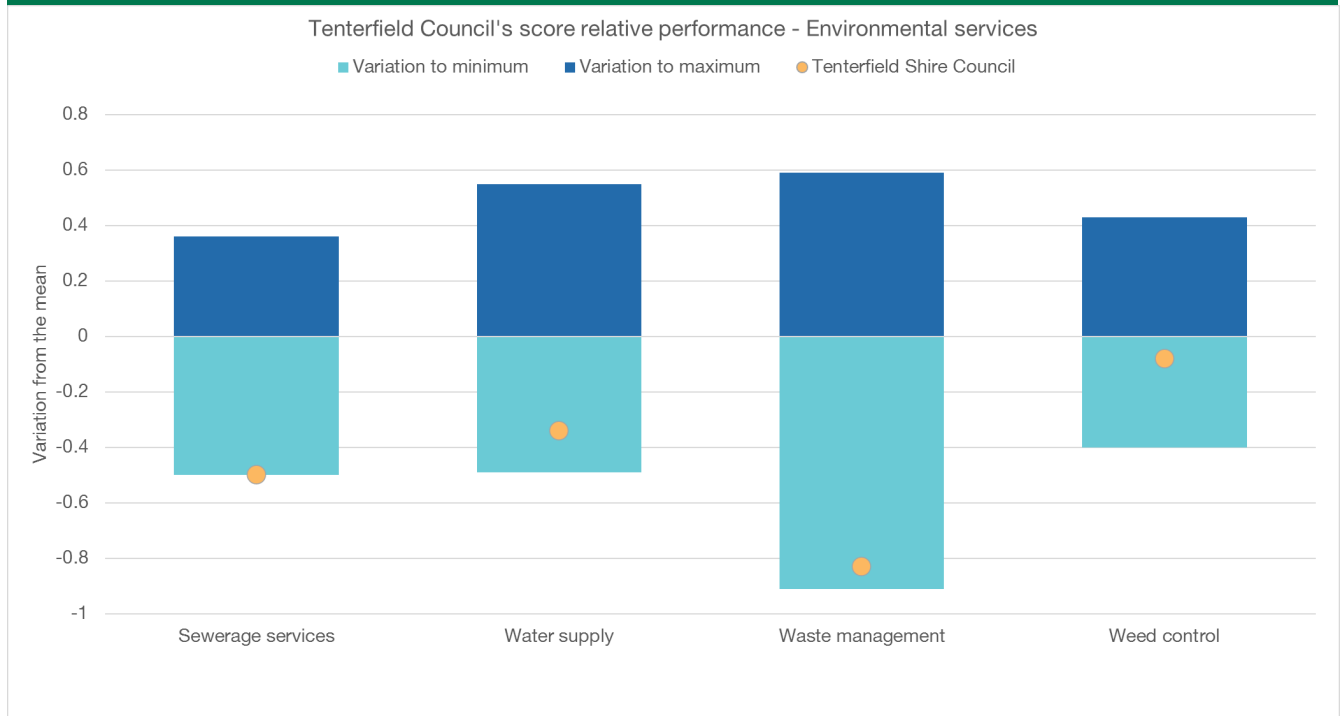
3. SURVEY FINDINGS

As shown in **Figure 8**, Sewerage services achieved a lower mean in 2022 than all the rest of the regional NSW benchmark. No Environmental services Tenterfield studied in 2022 achieved a mean score at or above the benchmark average.

Figure 8 Environmental Services – Comparisons to Regional NSW Benchmarks

B2A. I am going to read out a list of services and facilities and will ask you to rate your satisfaction with each service (Environmental services)

Base: All respondents 2022 (n=300)





3. SURVEY FINDINGS

Transport services

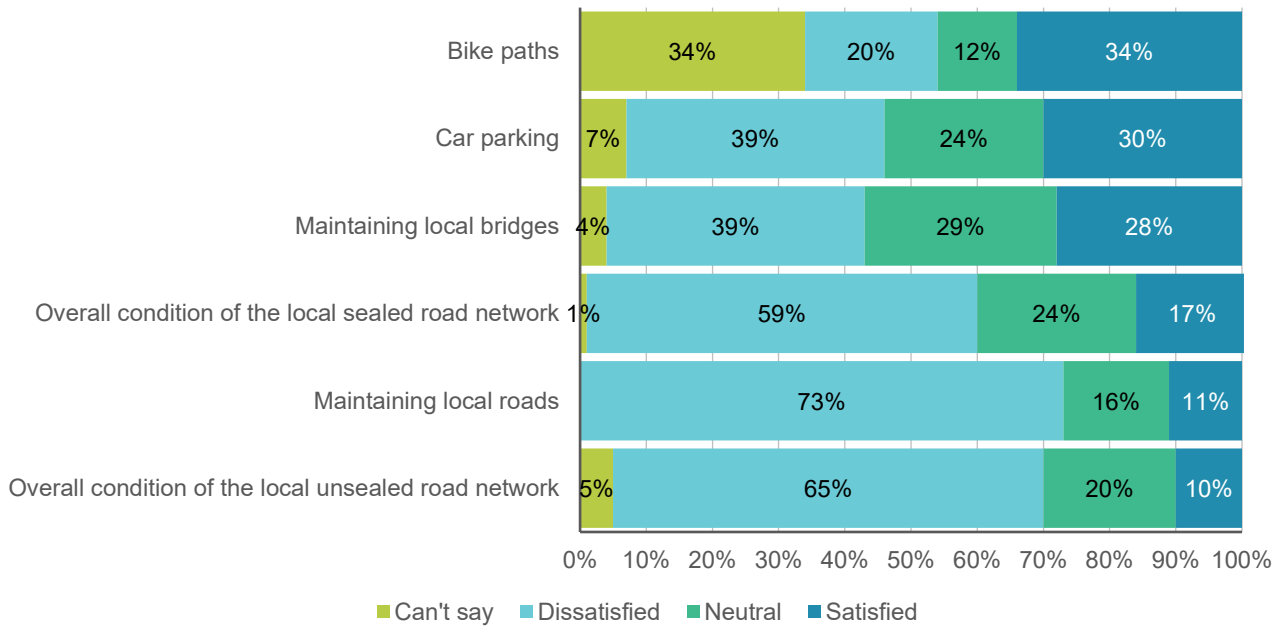
Residents were asked to rate their satisfaction with six services within this category using a five-point scale.

Only Bike paths achieved a mean above the neutral 3.0 score in 2022. Maintaining local roads and Overall condition of the local unsealed road network both had means that were on the border of the lowest quarter (between 1.0 lowest possible, and 2.0) (see **Table 10** next page).

In 2022, more than six times as many residents surveyed were dissatisfied with Overall condition of the unsealed road network than satisfied (see **Figure 9** below).

Figure 9 Transport Services Satisfaction

B2A. I am going to read out a list of services and facilities and will ask you to rate your satisfaction with each service (Transport services)
 Base: All respondents 2022 (n=300)





3. SURVEY FINDINGS

In 2022, there were no significant differences detected among genders, ages or areas for Transport services (see **Table 9** below).

Table 9 Transport Services – 2022 Subgroup Analysis

Subgroup	Significant differences
Gender	Nil
Age	Nil
Area	Nil
Length of time lived in Shire	Residents surveyed who had lived in the Shire for 11 to 15 years were significantly more satisfied with Bike paths

As shown in **Table 10** below, all Transport services statements achieved a lower mean score in 2022 than in 2020.

Table 10 Transport Services – Internal Benchmarks (mean scores)

Transport services	2015	2018	2020	2022	Significant change since 2020
Bike paths	3.3	3.7	3.8	3.2	↓
Car parking	2.9	2.8	3.1	2.8	↓
Maintaining local bridges	3.3	3.1	3.0	2.8	-
Overall condition of the local sealed road network	2.9	2.7	3.0	2.3	↓
Maintaining local roads	2.5	2.4	2.8	2.0	↓
Overall condition of the local unsealed road network	2.3	2.2	2.5	2.0	↓



3. SURVEY FINDINGS

Figure 10 below shows Tenterfield Shire was the lowest performing council for Maintaining local bridges and the Overall condition of the local sealed road network, compared to the regional NSW benchmark.

Figure 10 Transport Services – Comparisons to Regional NSW Benchmarks

B1B. I am going to read out a list of services and facilities and will ask you to rate your satisfaction with each service (Transport services)

Base: All respondents 2022 (n=300)





3. SURVEY FINDINGS

3.3. DRIVERS OF SATISFACTION

This section of the report aims to identify the key drivers of resident satisfaction via a deeper analysis of the relationship between overall satisfaction with Tenterfield Shire Council and satisfaction with services and facilities (as reported in the previous section).

Quadrant analysis simultaneously analyses the importance of a service in terms of driving overall satisfaction and the performance of services in terms of resident satisfaction. To do this, mean satisfaction scores are plotted against derived importance scores for each Council service. Importance scores are derived from regression analysis, and are basically a factor of the relationship between satisfaction score for individual services, and overall satisfaction with Council.

To form quadrants, the average derived importance score and average satisfaction score across all services and facilities were calculated. Services and facilities with a mean satisfaction score less than the overall average were classified as 'lower' performing while those with a mean score above the average were classified as 'higher' performing. Similarly, services and facilities have 'higher' or 'lower' derived importance depending on their position above or below the overall average.

These scores do not suggest the service or facility is not important in the personal lives of residents. It strictly relates to *relative* importance in creating overall satisfaction with Council.

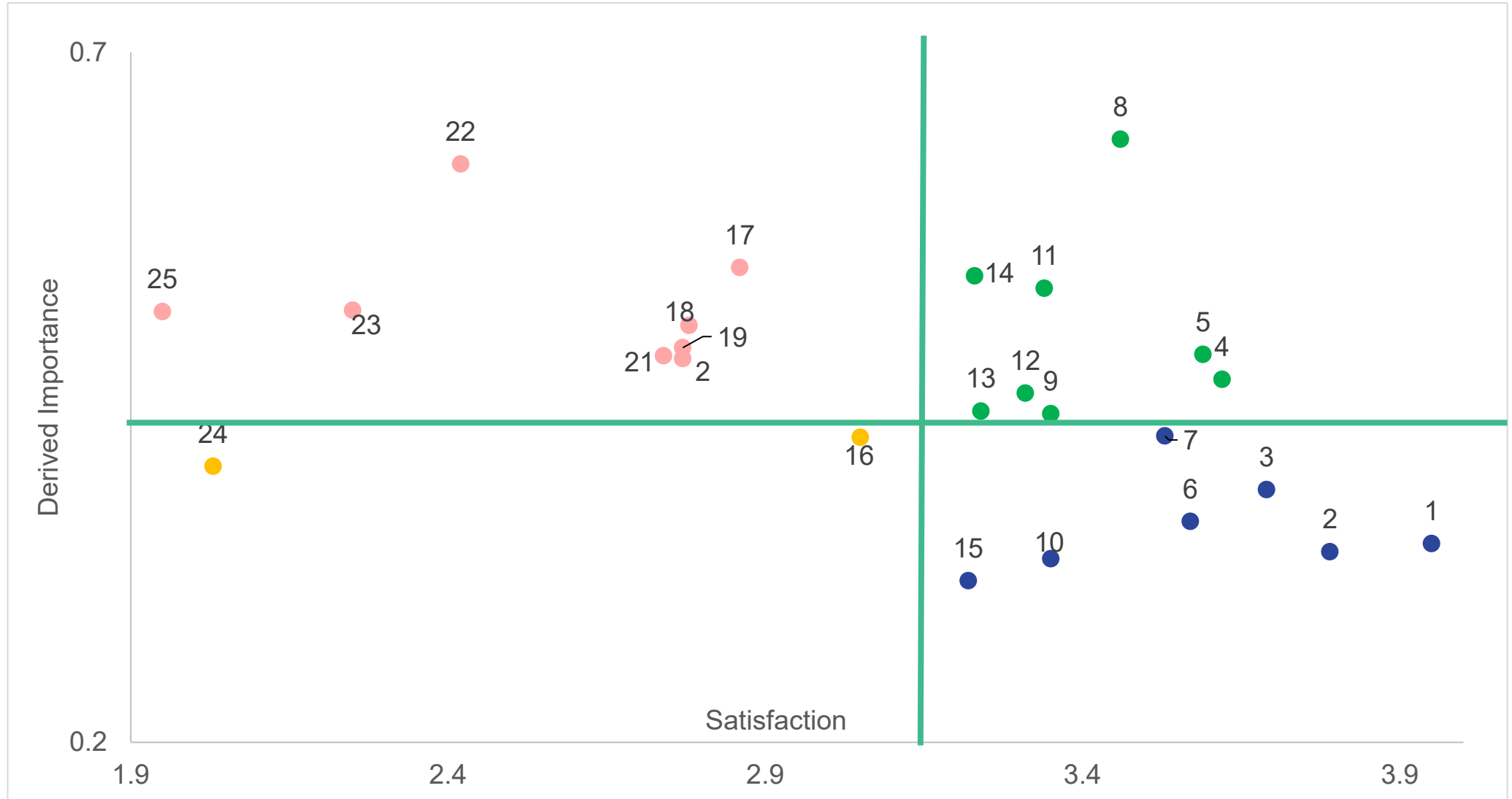
Figure 11 (over-page) is Council's performance/importance quadrant.

1. The upper right quadrant (high importance and high satisfaction) represents current service strengths or '**Strengths to maintain**'.
2. The upper left quadrant (high importance but low satisfaction) denotes services where satisfaction should be improved or '**Priorities for Council**'.
3. The lower left quadrant (relatively lower importance and relatively lower satisfaction) represents lower priority service dimensions or '**Second order issues**'.
4. The lower right quadrant (relatively lower importance and high satisfaction) represents Council's '**Opportunities**'. These are higher performing services that are not yet having a strong impact on creating overall satisfaction with Council.



3. SURVEY FINDINGS

Figure 11 Quadrant Analysis





3. SURVEY FINDINGS

‘Sewerage services’ was rated most highly in derived importance (0.64) and satisfaction (3.46). Meanwhile, a major priority for Council lies in ‘Planning and development’, which had a higher importance (0.62) against a low satisfaction (2.42). Overall, the diversity of priorities and opportunities for Council indicates how overall satisfaction can be improved by aligning Council efforts with improving services and facilities valued by respondents.

Table 11 Quadrant Analysis

PRIORITIES FOR COUNCIL	STRENGTHS TO MAINTAIN
17 Waste management	4 Cemeteries
18 Maintaining local bridges	5 Parks and playgrounds
19 Ranger services	8 Sewerage services
20 Car parking	9 Tourism
21 Weeds control	11 Water supply
22 Planning and development	12 Community building/halls
23 Overall condition of the local sealed road network	13 Tenterfield Industrial Estate
25 Maintaining local roads	14 Public amenities
SECOND ORDER ISSUES	OPPORTUNITIES
16 Swimming pools	1 School of Arts Theatre/Cinema
24 Overall condition of the local unsealed road network	2 School of Arts Museum
	3 Library service
	6 Livestock saleyards
	7 Ovals and sportsgrounds
	10 Visitor Information Centre
	15 Bike paths

Figure 12 (next page) has the results of the open-ended question asking “Thinking about the next ten years, what should be Council’s top priority for the region ?”

Road maintenance and improvement was the highest response in 2022, as it was in 2020, though with twice as many mentions in 2022 (this may be due to the road damage incurred by the extraordinarily wet weather throughout southeast Australia in early 2022).

Financial and Council efficiency issues was a big theme in 2022:

- In 2022 but not in 2020 there was specific mention of Council’s debt (by 7% of residents surveyed).
- Lower rates and wastage were 17% in 2022, up from 5% in 2020.
- Council administration was mentioned by 10% of residents surveyed in 2022, ten times the proportion who said this in 2020.

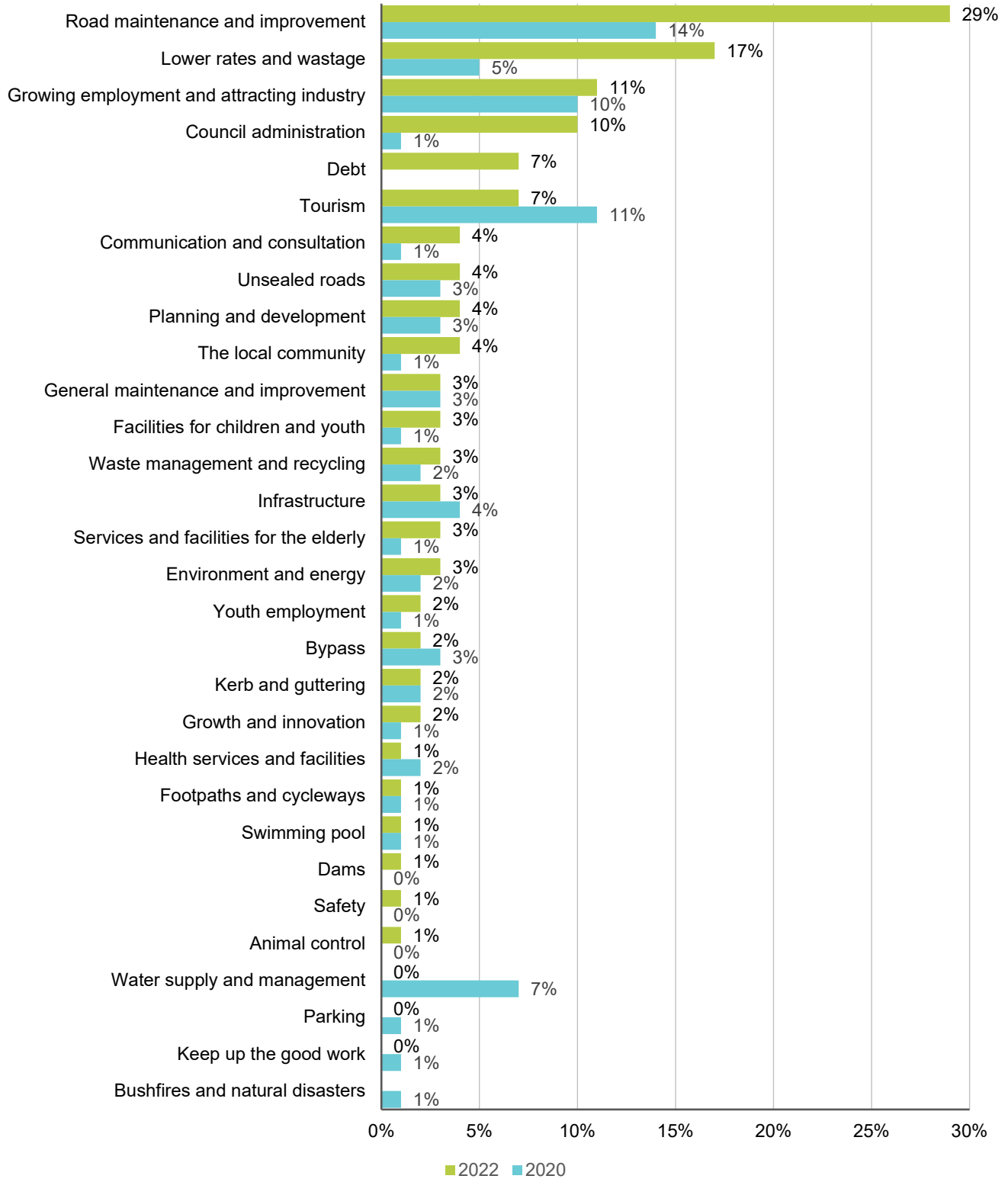
Water supply and management garnered a 7% response in 2020, and barely a mention in 2022.



3. SURVEY FINDINGS

Figure 12 Top Priorities for Council

D2. Thinking about the next ten years, what should be Council's top priority for the region?
 Base: All respondents 2020/2022 (n=702)





3. SURVEY FINDINGS

3.4. CUSTOMER SERVICES

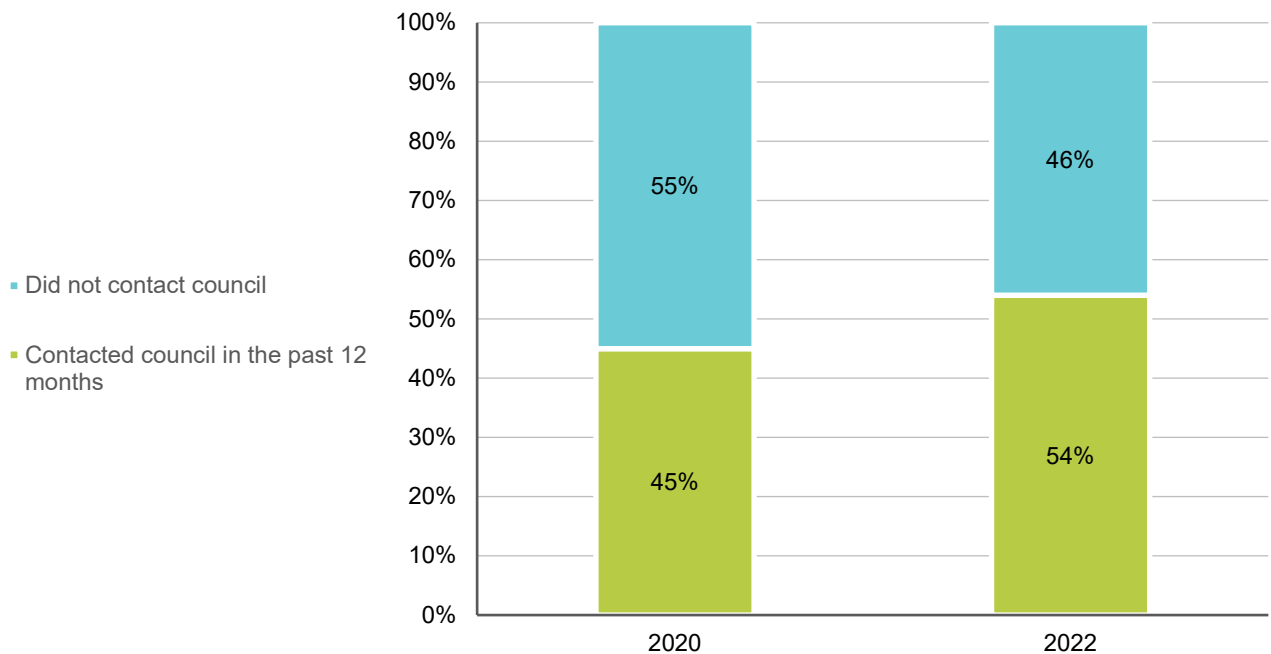
This section of the report covers Tenterfield Shire Council’s customer services. It includes recent contact with Council, the nature of the enquiry, method of contact, perceptions of customer services and Council staff and overall satisfaction with the handling of their enquiry.

Recent contact with Council

Fifty-four percent of residents surveyed contacted Council in the past 12 months in 2022, up 9% from 2020 (see **Figure 13** below).

Figure 13 Recent Contact with Council

C1. Have you contacted Tenterfield Shire Council within the past 12 months for a reason other than simply paying rates?
 Base: All respondents 2020/2022 (n=702)



In 2022, there were no significant differences among genders, areas or length of time lived in the Shire for whether contacted Council in the past 12 months (see **Table 12** below).

Table 12 Recent Contact with Council – 2022 Subgroup Analysis

Subgroup	Significant differences
Gender	Nil
Age	Significantly more residents surveyed aged 50 to 64 years contacted Council in the past 12 months
Area	Nil
Length of time lived in Shire	Nil



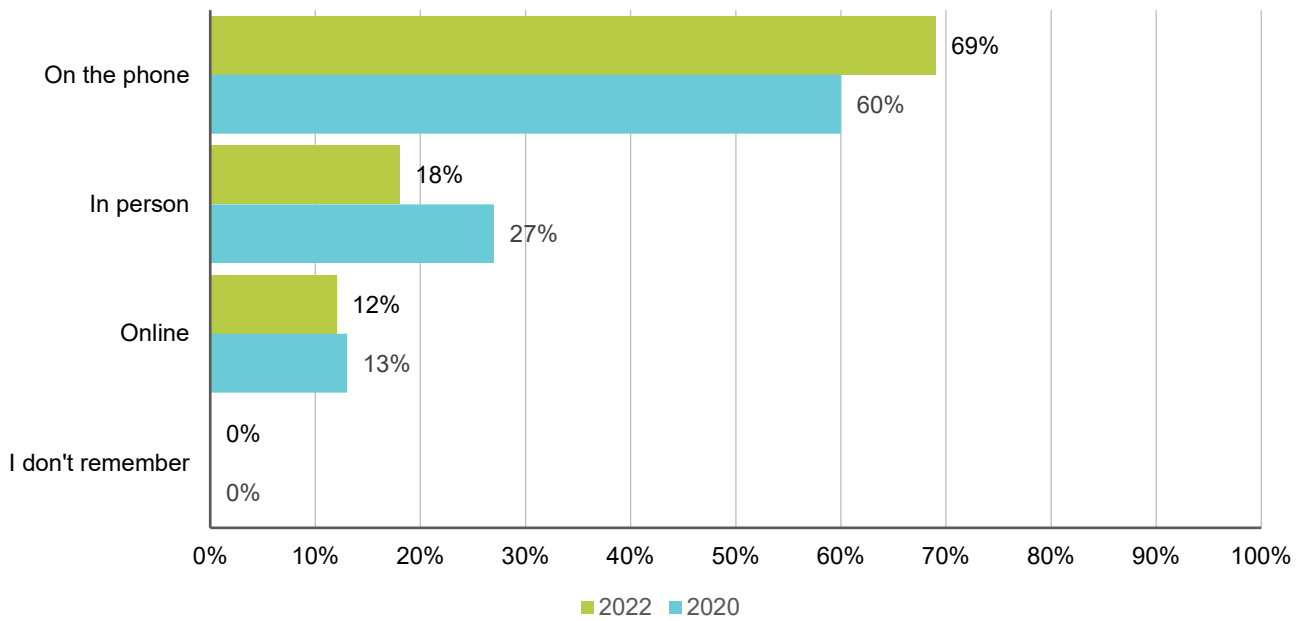
3. SURVEY FINDINGS

Method of contact

In 2022, 9% more residents surveyed who had contacted Council in the past 12 months did so over the phone than in 2020, and 9% less did so in person (this may be COVID-related). The proportion doing so online was largely the same between these two study waves (see **Figure 14** below).

Figure 14 Method of Contact

C2. How did you make contact with Council?
Base: Respondents who made contact with Council 2020/2022 (n=336)



In 2022, there were no significant differences detected between genders for method of contacting Council and no significant differences detected among subgroups for contact via phone (see **Table 13** below).

Table 13 Method of Contact – 2022 Subgroup Analysis

Subgroup	Significant differences
Gender	Nil
Age	Significantly more residents surveyed who were aged 65+ contacted Council in person
Area	24% of residents surveyed in Tenterfield town contacted Council in person, compared to 4% of residents surveyed in the rest of the Shire
Length of time lived in Shire	Significantly more residents who had lived in the Shire for 11-15 years contacted Council online



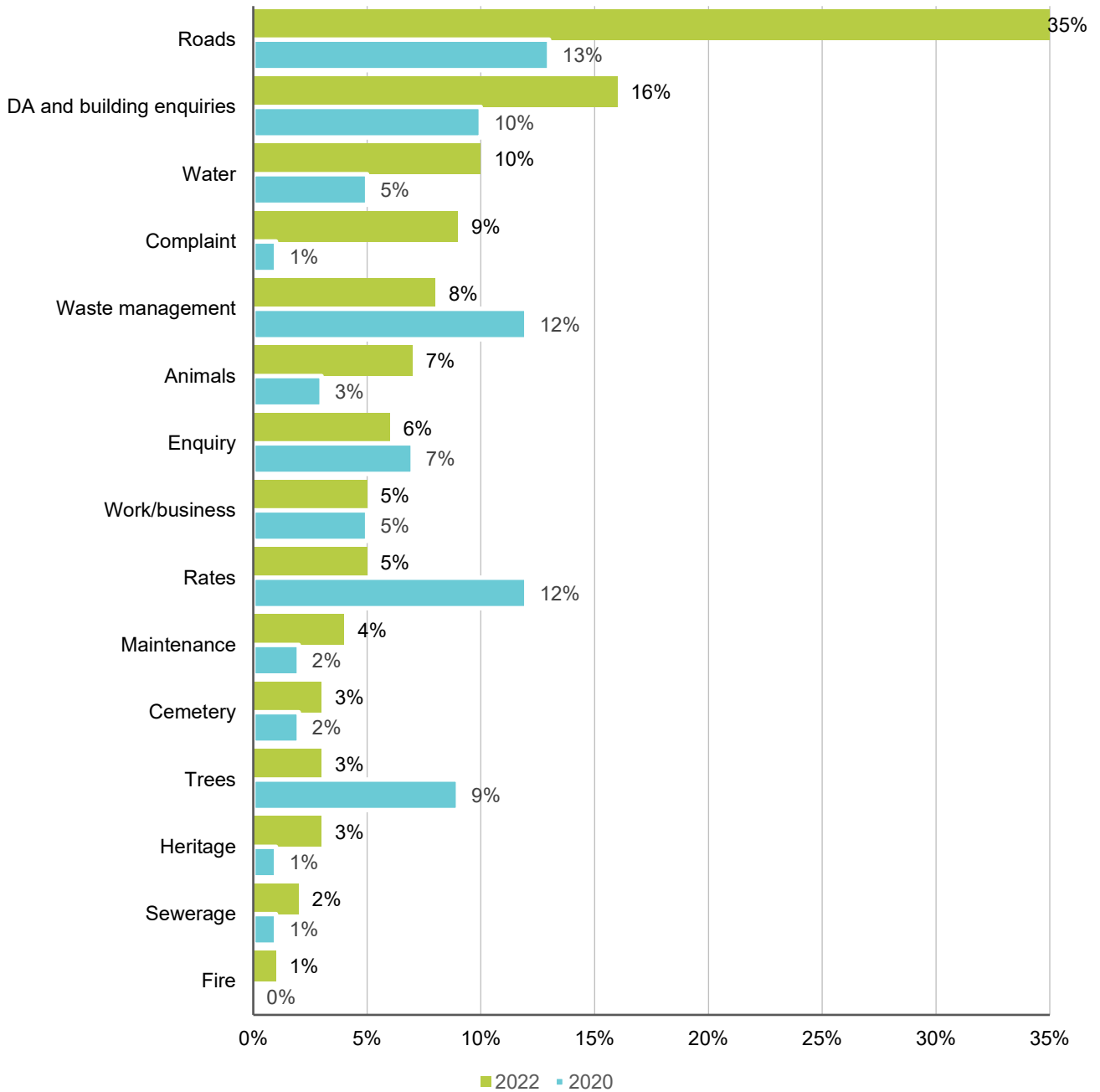
3. SURVEY FINDINGS

Nature of enquiry

As shown in **Figure 15** below, the proportion of residents surveyed who enquired about Roads nearly tripled in 2022 since the 2020 survey. In both study waves ‘roads’ was the top issue. Enquiries about Waste management and Rates declined in 2022 compared to 2020, and Trees were a third of what they were in the 2020 study.

Figure 15 Nature of Enquiry

C3. What was the nature of your enquiry?
 Base: Respondents who made contact with Council 2020/2022 (n=336)





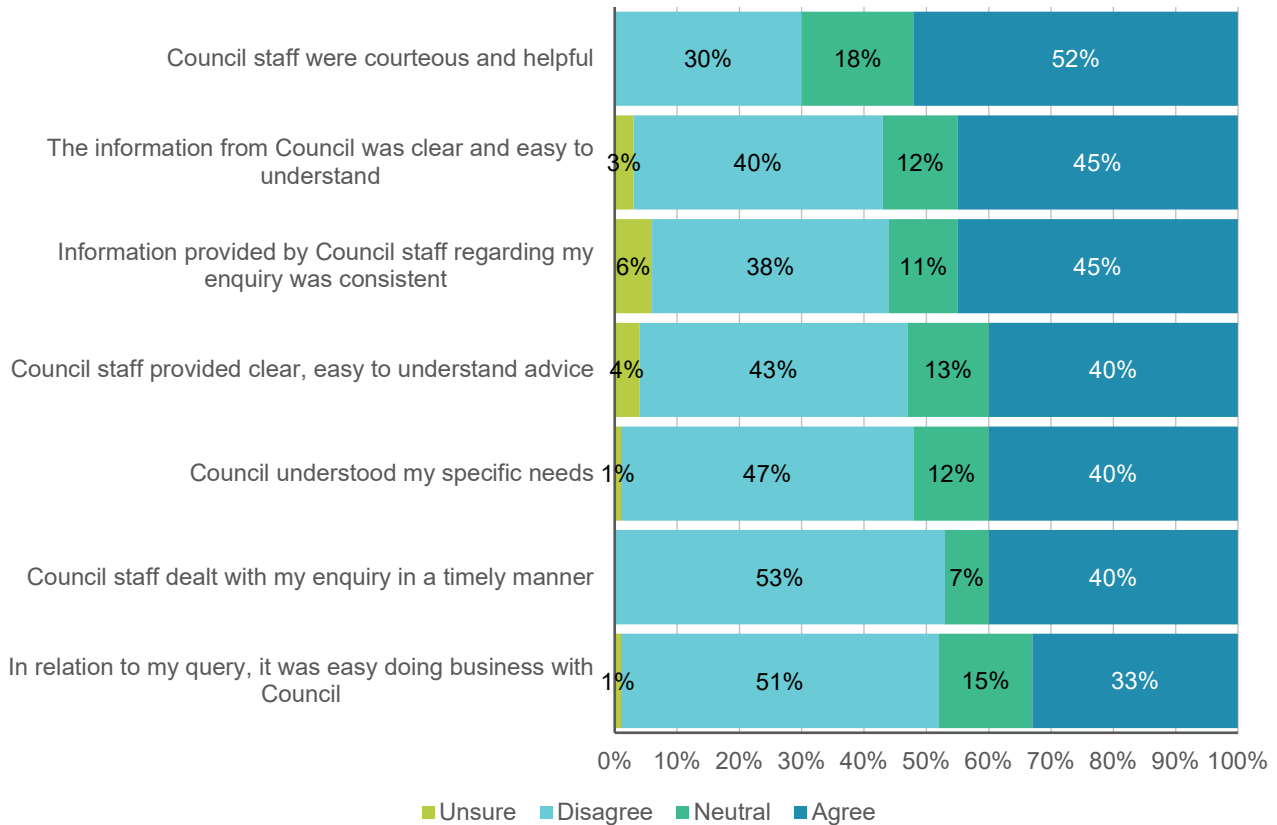
3. SURVEY FINDINGS

Customer perceptions

‘Council staff were courteous and helpful’ remained the statement with the highest agreement as perceived by customers (52% agreed in 2022, see **Figure 16** below).

Figure 16 Customer Perceptions

C4. To what extent do you agree or disagree with the list of aspects related to your experience from Council
 Base: Respondents who made contact with Council 2022 (n=165)



In 2022, there were no significant differences detected between subgroups for customer perceptions of customer services (see **Table 14** below).

Table 14 Customer Perceptions of Customer Services – 2022 Subgroup Analysis

Subgroup	Significant differences
Gender	Nil
Age	Nil
Area	Nil
Length of time lived in Shire	Nil



3. SURVEY FINDINGS

As shown in **Table 15**, all customer services statements have been in a downward trend since 2018, with steeper drops from 2020 to 2022.

Table 15 Customer perceptions of Customer Services – Internal Benchmarks (mean scores)

Customer services statements	2018	2020	2022	Significant change since 2020
Council staff were courteous and helpful	3.9	3.8	3.3	↓
The information from Council was clear and easy to understand	3.7	3.4	3.0	↓
Information provided by Council staff regarding my enquiry was consistent	3.4	3.3	3.0	-
Council staff provided clear, easy to understand advice	3.7	3.5	2.9	↓
Council understood my specific needs	3.7	3.4	2.8	↓
Council staff dealt with my enquiry in a timely manner	3.5	3.3	2.6	↓
In relation to my query, it was easy doing business with Council	3.5	3.2	2.6	↓

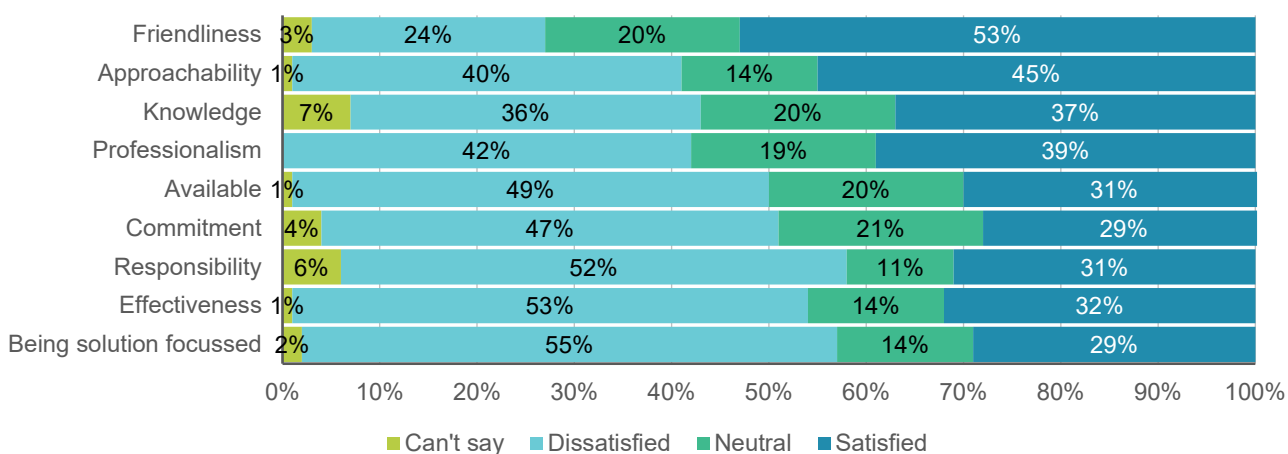
Customer perceptions of Council staff

As shown in **Figure 17**, the ‘human’ attributes of Friendliness (53% satisfied) and Approachability (45% satisfied) were the best rated, though the ‘competence’ attributes of Effectiveness (53% dissatisfied) and Being solution focussed (55% dissatisfied) were the worst rated in 2022.

Figure 17 Customer Perceptions of Council Staff

C5. I will read out a list of aspects related to Council staff. How satisfied are you with their...

Base: Respondents who made contact with Council 2022 (n=165)





3. SURVEY FINDINGS

In 2022, there were no significant differences detected between subgroups for customer perceptions of Council staff (see **Table 16** below).

Table 16 Customer perceptions of Council staff – 2022 Subgroup Analysis

Subgroup	Significant differences
Gender	Nil
Age	Nil
Area	Nil
Length of time lived in Shire	Nil

As shown in **Table 17**, all Council staff services statements have been in a downward trend since 2018, with steeper drops from 2020 to 2022.

Table 17 Customer perceptions of Council staff – Internal Benchmarks (mean scores)

Council staff statements	2018	2020	2022	Significant change since 2020
Friendliness	4.0	3.8	3.4	↓
Approachability	3.8	3.5	3.0	↓
Knowledge	3.5	3.4	2.9	↓
Professionalism	3.7	3.4	2.9	↓
Available	3.5	3.2	2.6	↓
Commitment	3.6	3.3	2.6	↓
Responsibility	3.4	3.2	2.5	↓
Effectiveness	3.5	3.2	2.5	↓
Being solution-focused	3.3	3.1	2.4	↓



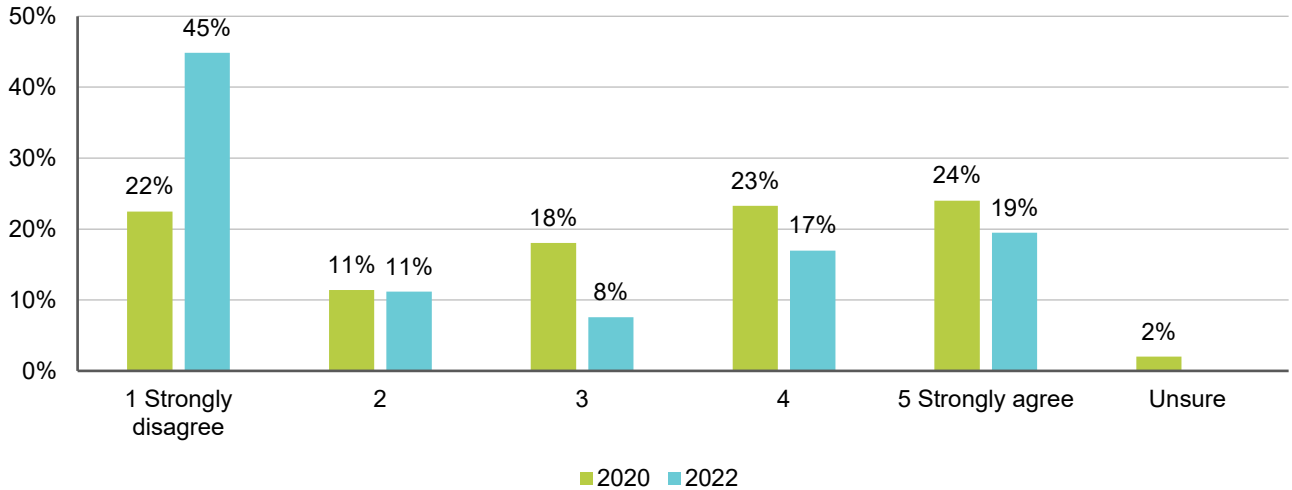
3. SURVEY FINDINGS

Overall satisfaction with Council’s customer services

‘Strongly disagree’ with the satisfaction of Council’s enquiry handling was slightly more than double in 2022 compared to 2020 (see **Figure 18** below).

Figure 18 Overall Satisfaction with Tenterfield Shire Council’s Enquiry Handling

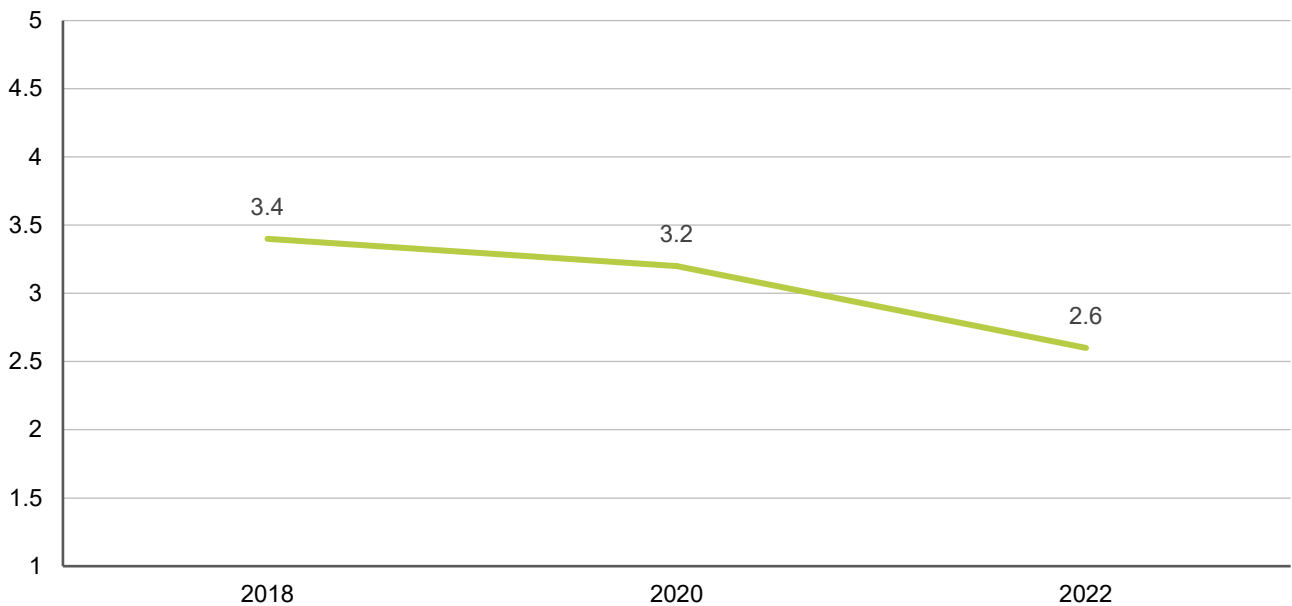
C4. Overall, I was satisfied with the way my enquiry with Council was handled
 Base: All respondents who contacted Council 2020/2022 (n=336)



As shown in **Figure 19** below, the downward trend of satisfaction with enquiry handling was steeper from 2020 to 2022 than for 2018 to 2020.

Figure 19 Overall satisfaction with Tenterfield Shire Council’s Enquiry Handling – Internal Benchmarks

C4. Overall, I was satisfied with the way my enquiry with Council was handled
 Base: All respondents who contacted Council 2018/2022





3. SURVEY FINDINGS

3.5. COMMUNICATION

This section of the report examines the most used and the most preferred sources of receiving information about Council services, events and activities.

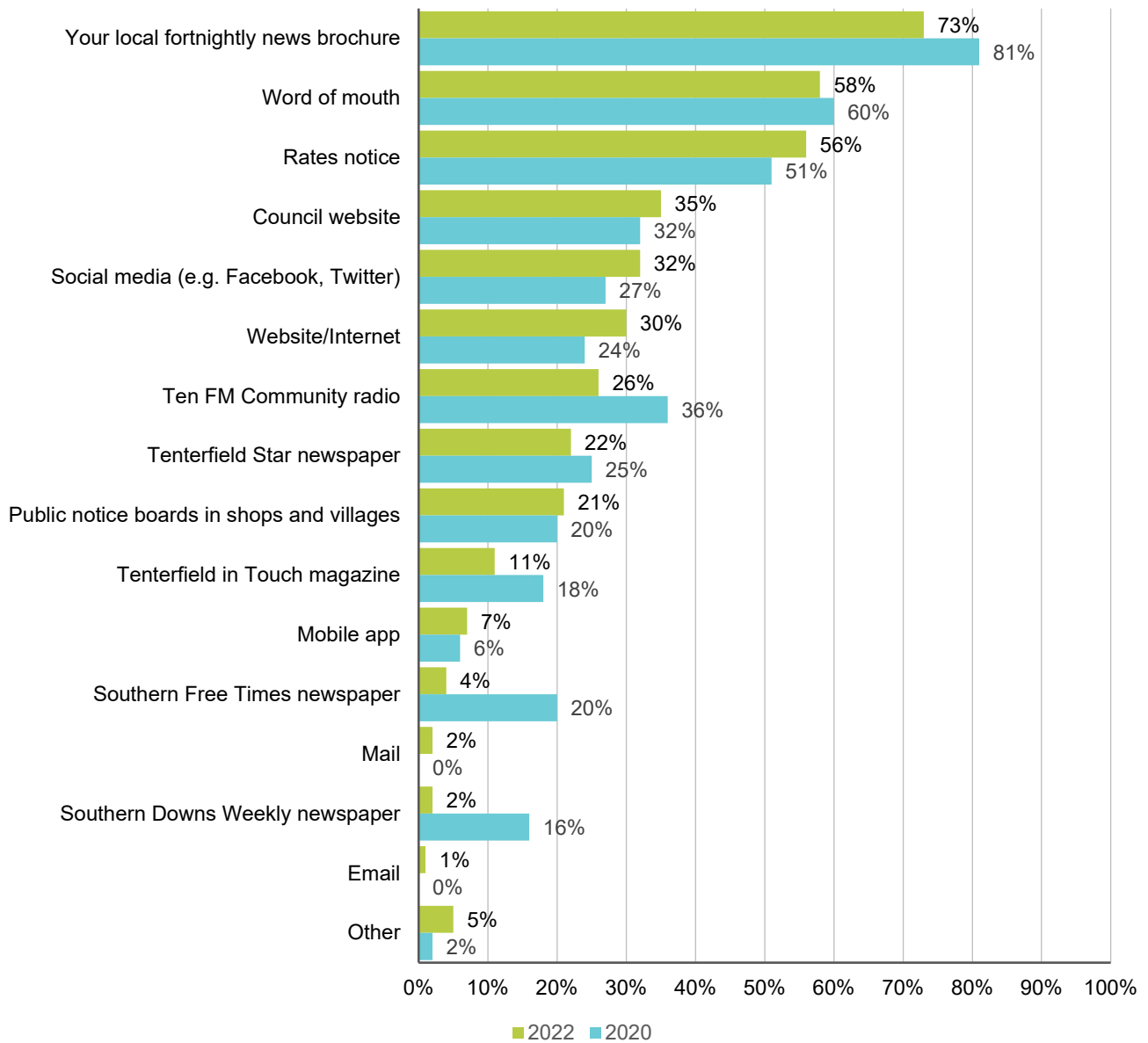
Sources of receiving information about Council

There was a massive drop from 2020 to 2022 in the proportion of residents surveyed who received information about Council from Southern Free Times and Southern Downs Weekly newspapers (see **Figure 20** below).

Figure 20 Most Used Sources for Receiving Council Information

C6A. How do you usually receive information about Council

Base: All respondents 2020/2022 (n=702)





3. SURVEY FINDINGS

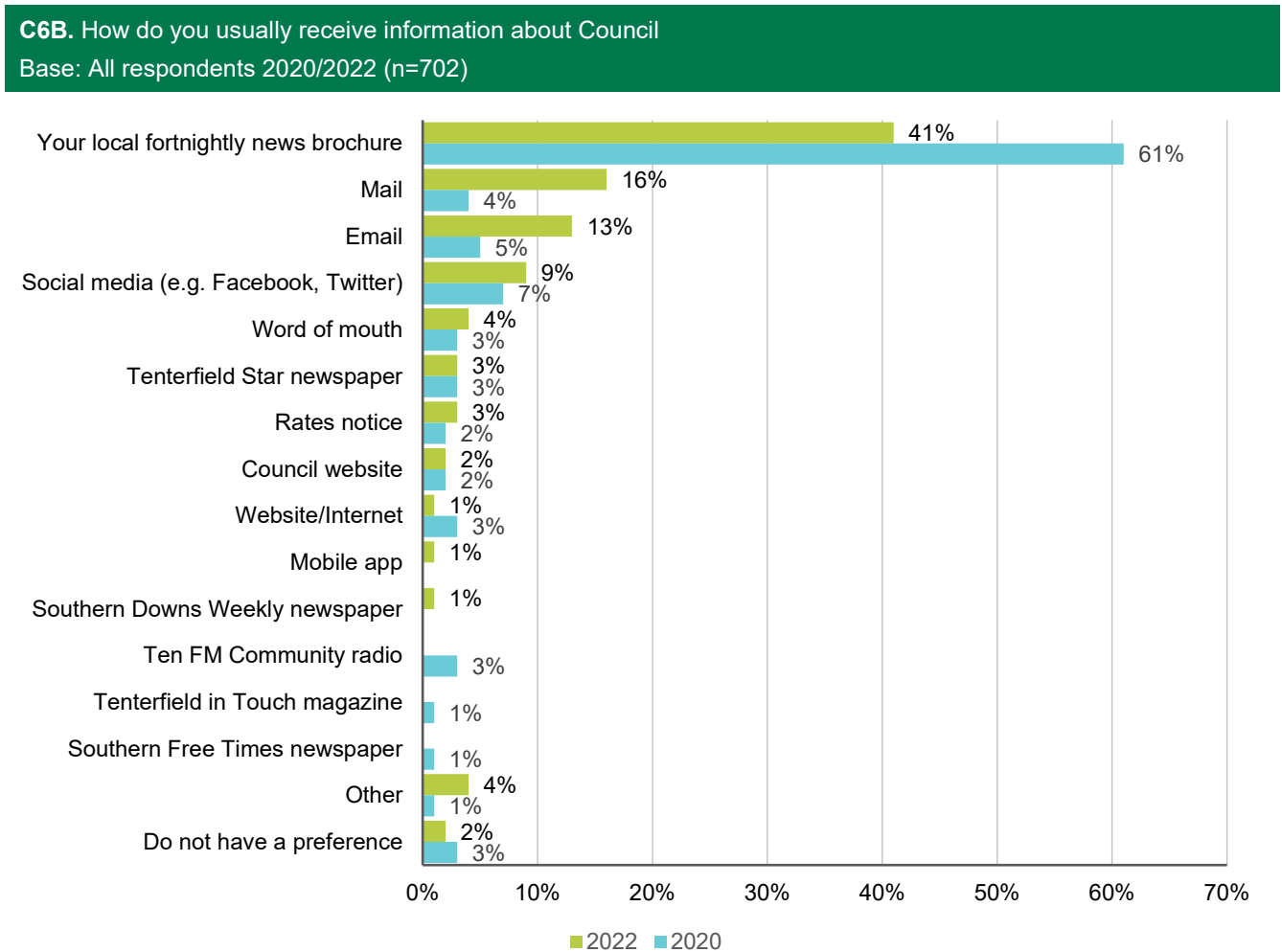
In 2022, there were no significant differences detected between genders and length of time lived in the Shire for most used sources for receiving Council information (see **Table 18** below).

Table 18 Most Used Sources for Receiving Council Information – 2022 Subgroup Analysis

Subgroup	Significant differences
Gender	Nil
Age	Residents aged 65+ were significantly more likely to receive information via Tenterfield Star newspaper, and significantly less likely to receive information via Council website or social media
Area	Residents surveyed living in Tenterfield town were significantly more likely to receive information via Tenterfield Star newspaper
Length of time lived in Shire	Nil

‘Your local fortnightly news brochure’ saw a big drop from 2020 to 2022, and mail and email saw large increases (see **Figure 21** below).

Figure 21 Preferred Source for Receiving Council Information





3. SURVEY FINDINGS

In 2022, there were no significant differences detected between genders, area and length of time lived in the Shire for preferred source for receiving Council information (see **Table 19** below).

Table 19 Preferred Source for Receiving Council Information – 2022 Subgroup Analysis

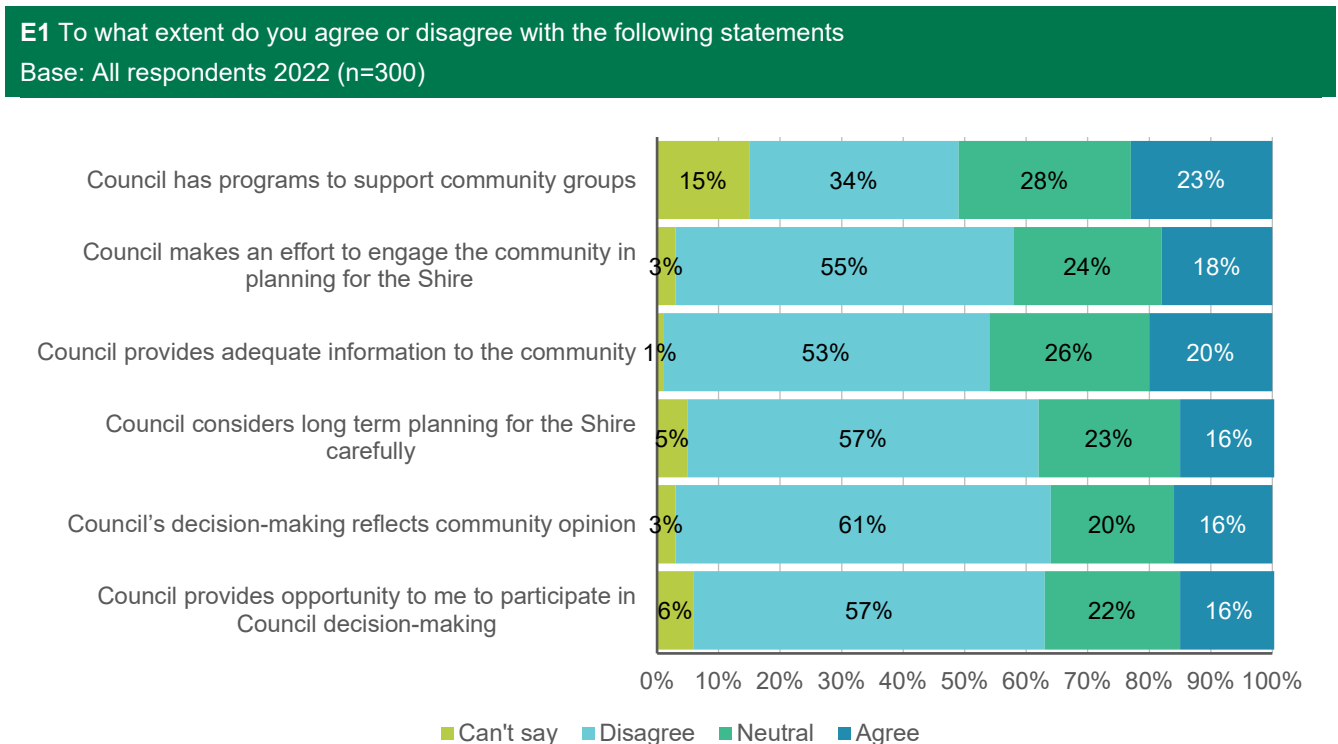
SUBGROUP	SIGNIFICANT DIFFERENCES
Gender	Nil
Age	Residents aged 65+ were significantly more likely to prefer to receive information via Tenterfield Star newspaper, and significantly less likely to prefer social media
Area	Nil
Length of time lived in Shire	Nil

3.6. COMMUNITY ENGAGEMENT

Perceptions of community engagement

The two community engagement statements related to wider residents’ mood and participation (‘Council’s decision-making reflects community opinion’ and ‘Council provides opportunity to me to participate in Council decision-making’) were the lowest rated in 2022 (see **Figure 22** below).

Figure 22 Perceptions of Community Engagement



In 2022, significantly more residents surveyed who lived in Tenterfield town disagreed with several perceptions of community engagement statements compared to those who live in the rest of the Shire (see **Table 20** below).



3. SURVEY FINDINGS

Table 20 Perceptions of Community Engagement– 2022 Subgroup Analysis

Subgroup	Significant differences
Gender	Nil
Age	Significantly more residents surveyed who were aged 50-64 years disagreed that Council provides adequate information to the community
Area	Significantly more residents surveyed who lived outside Tenterfield town agreed that: <ul style="list-style-type: none"> • Council has programs to support community groups • Council considers long term planning for the Shire carefully • Council makes an effort to engage the community in planning for the Shire
Length of time lived in Shire	Nil

All community engagement statements were stable from 2018 to 2020, but then significantly declined 2022, with the largest decrease being for 'Council provides adequate information to the community' (see **Table 21** below).

Table 21 Perceptions of Community Engagement – Internal Benchmarks (mean scores)

Community engagement statements	2018	2020	2022	Significant change since 2020
Council has programs to support community groups	3.3	3.4	2.8	↓
Council makes an effort to engage the community in planning for the Shire	2.9	2.9	2.4	↓
Council provides adequate information to the community	3.2	3.2	2.4	↓
Council considers long term planning for the Shire carefully	2.8	2.9	2.3	↓
Council's decision-making reflects community opinion	2.7	2.6	2.2	↓
Council provides opportunity to me to participate in Council decision-making	2.7	2.8	2.2	↓



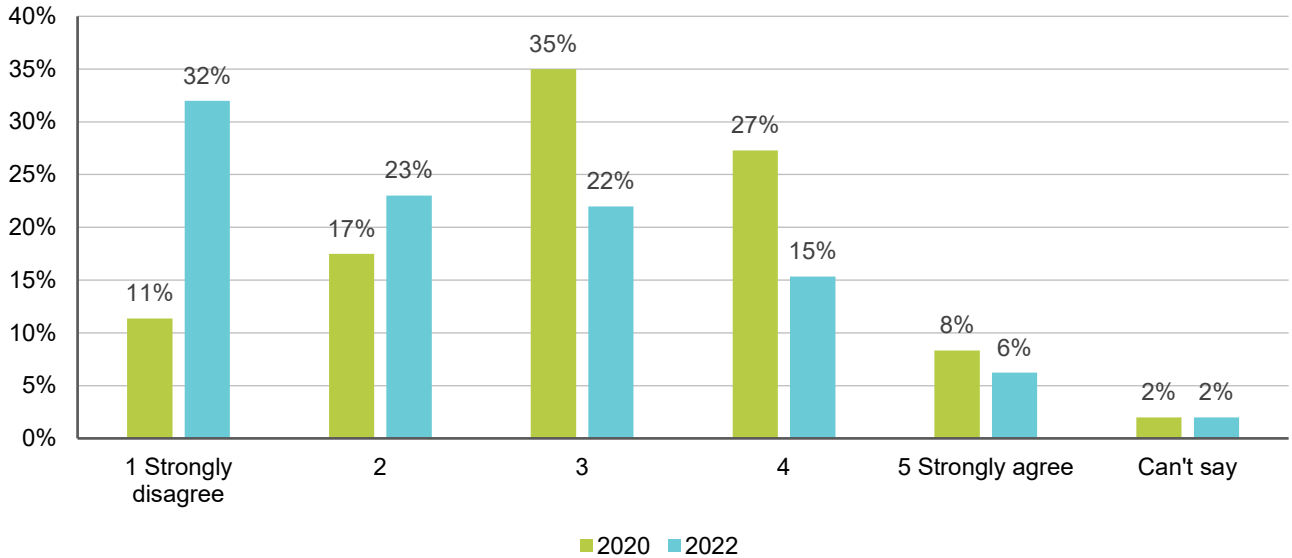
3. SURVEY FINDINGS

Overall satisfaction with community engagement

The proportion of residents surveyed in 2022 who strongly disagreed that they were satisfied with the way Council interacted with them was almost three times as in 2020 (see **Figure 23** below).

Figure 23 Overall Community Engagement Satisfaction

E1. Overall, I am satisfied with the way Council interacts with me
 Base: All respondents 2020/2022 (n=702)



In 2022, there were no significant differences detected between genders, ages and length of time lived in the Shire for overall community engagement satisfaction (see **Table 22** below).

Table 22 Overall Community Engagement Satisfaction – 2022 Subgroup Analysis

Subgroup	Significant differences
Gender	Nil
Age	Nil
Area	Residents surveyed who lived outside Tenterfield town were significantly more likely to agree that they were satisfied with the way Council interacted with them
Length of time lived in Shire	Nil



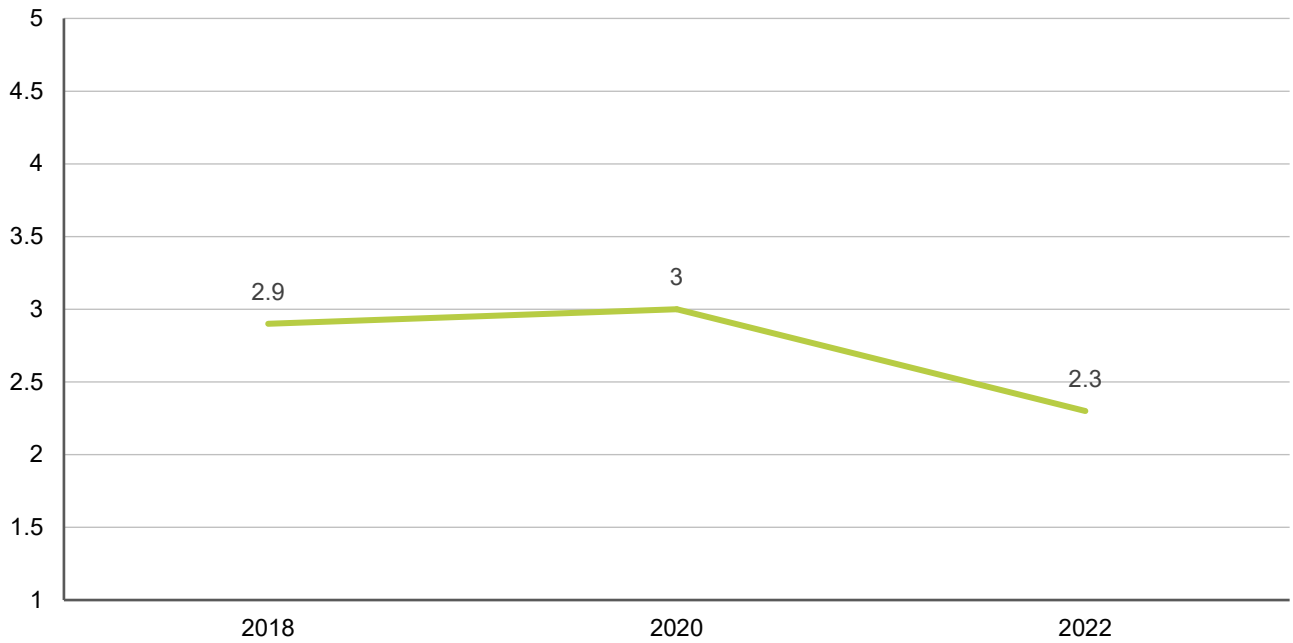
3. SURVEY FINDINGS

Overall satisfaction with the way Council interacts with them improved slightly from 2018 to 2020, but declined substantially in 2022 (see **Figure 24** below).

Figure 24 Overall Community Engagement Satisfaction – Internal Benchmarks

E1. Overall, I am satisfied with the way Council interacts with me

Base: All respondents 2018/2022





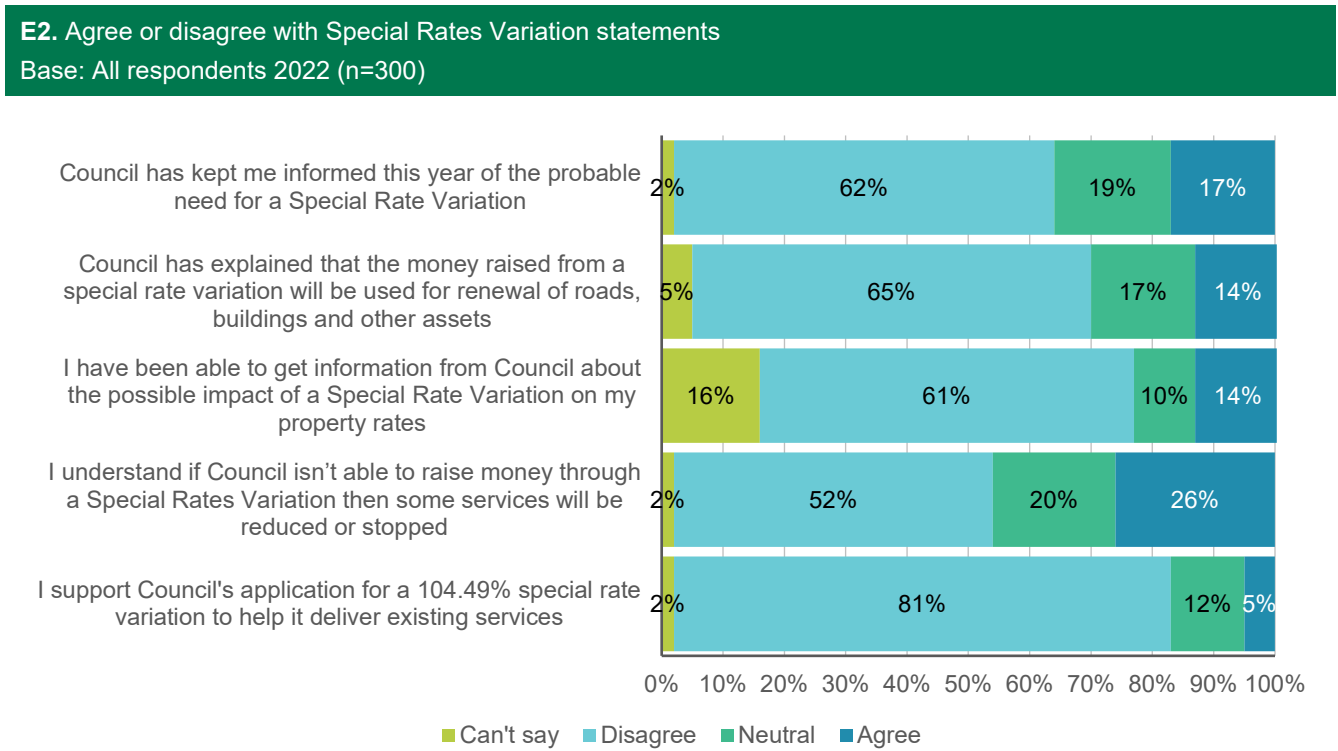
3. SURVEY FINDINGS

Special rates variation

Four out of five residents surveyed disagreed they support the Special Rates Variation (SRV), while 5% supported it (see **Figure 25** below).

There was little agreement for any of the five statements. However 26% agreed that some services would need to be reduced or stopped if Council isn't able to raise money through the SRV (while 52% disagreed).

Figure 25 Responses to Special Rates Variation



There were no significant differences detected among subgroups for Special Rates Variation statements (see **Table 23** below).

Table 23 Responses to Special Rates Variation – 2022 Subgroup Analysis

Subgroup	Significant differences
Gender	Nil
Age	Nil
Area	Nil
Length of time lived in Shire	Nil



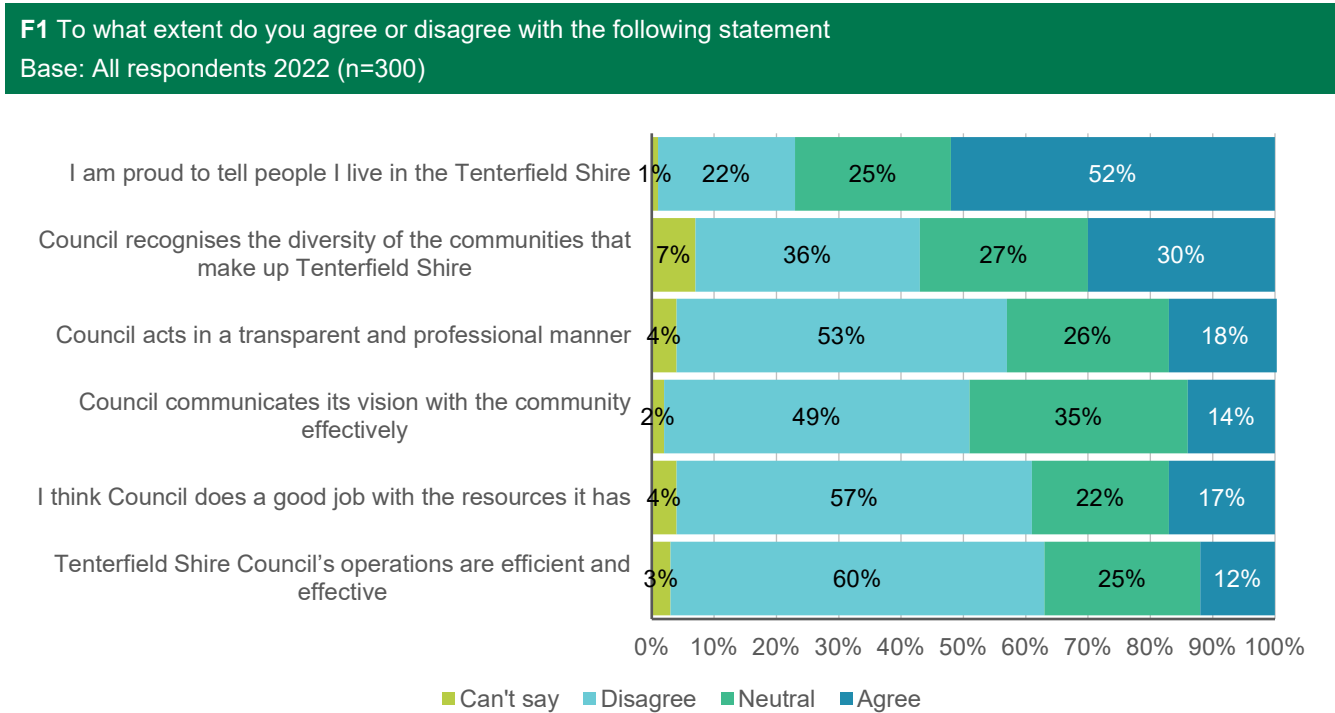
3. SURVEY FINDINGS

3.7. LEADERSHIP GOALS

Perceptions of Council’s leadership

‘I am proud to tell people I live in the Tenterfield Shire’ had the highest agreement of any leadership statement in 2022, but 27% fewer agreed in 2022 than in 2020. All other attributes had also decreased since the 2020 survey.

Figure 26 Perceptions of Council Leadership



In 2022, there were no significant differences detected between genders and length of time lived in the Shire for Council leadership statements information (see **Table 24** below).

Table 24 Perceptions of Council Leadership – 2022 Subgroup Analysis

Subgroup	Significant differences
Gender	Nil
Age	Residents surveyed aged 18-34 years were significantly more likely to agree that ‘Council communicates its vision with the community effectively’
Area	Residents surveyed who lived outside Tenterfield town were significantly more likely to agree that: <ul style="list-style-type: none"> • Tenterfield Shire Council operations are efficient and effective • Council acts in a transparent and professional manner • Council recognises the diversity of the communities that make up Tenterfield Shire • Council communicates its vision with the community effectively
Length of time lived in Shire	Nil



3. SURVEY FINDINGS

The largest movement in Council leadership statements from 2020 to 2022 was ‘I think Council does a good job with the resources it has’, a decrease of a full one point of its mean on the 1 to 5 scale (see **Table 25** below).

Table 25 Perceptions of Council’s Leadership – Internal Benchmarks (mean scores)

Council leadership statements	2015	2018	2020	2022	Significant change since 2020
I am proud to tell people I live in the Tenterfield Shire	4.2	4.1	4.1	3.5	↓
Council recognises the diversity of the communities that make up Tenterfield Shire	-	3.4	3.3	2.8	↓
Council acts in a transparent and professional manner	3.0	3.2	3.2	2.4	↓
Council communicates its vision with the community effectively	-	3.1	3.1	2.4	↓
I think Council does a good job with the resources it has	3.2	3.4	3.3	2.3	↓
Tenterfield Shire Council's operations are efficient and effective	3.0	3.1	3.0	2.2	↓

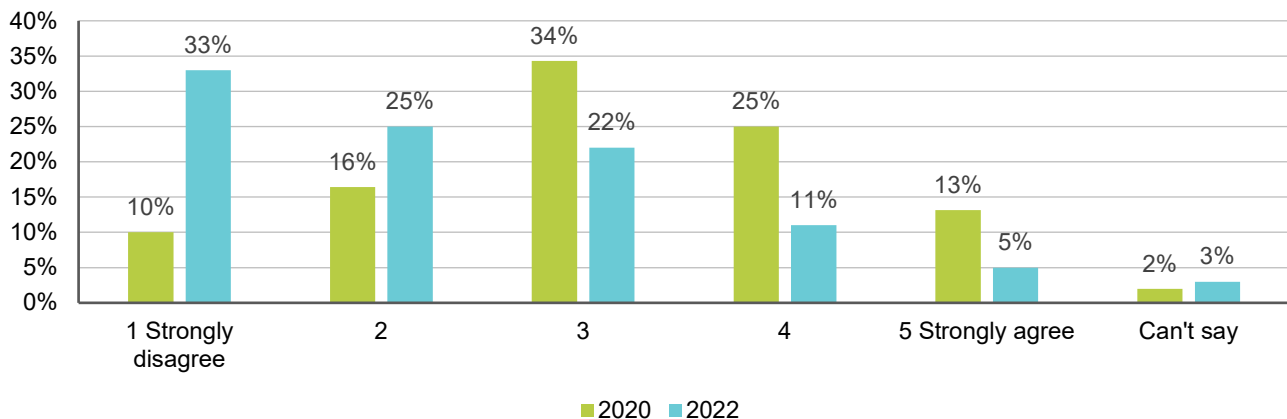
Overall satisfaction with Council’s leadership

The proportion of residents who strongly agreed they are satisfied with Council’s leadership more than halved from 2020 to 2022, and the proportion who strongly disagreed more than tripled (see **Figure 27** below).

Figure 27 Overall Council Leadership Satisfaction

F1. To what extent do you agree or disagree with the following statement: ‘Overall I am satisfied with Council’s leadership’

Base: All respondents 2020/2022 (n=702)





3. SURVEY FINDINGS

In 2022 no significant differences were detected among subgroups for Council leadership satisfaction (see **Table 26** below).

Table 26 Council Leadership Satisfaction – 2022 Subgroup Analysis

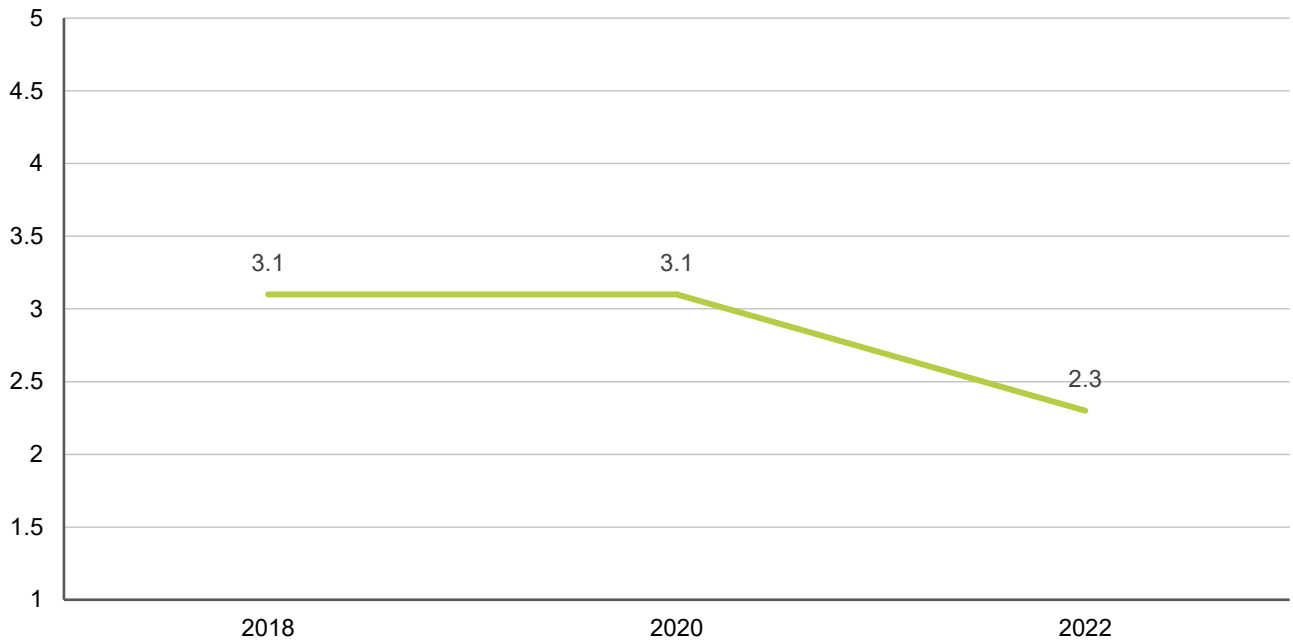
Subgroup	Significant differences
Gender	Nil
Age	Nil
Area	Nil
Length of time lived in Shire	Nil

Overall satisfaction with Council’s leadership was stable from 2018 to 2020 but declined substantially in 2022 (see **Figure 28** below).

Figure 28 Council Leadership Satisfaction – Internal Benchmarks

F1. To what extent do you agree or disagree with the following statement: ‘Overall I am satisfied with Council’s leadership’

Base: All respondents who contacted Council 2018/2022



4. APPENDIX 1: QUESTIONNAIRE

PROJECT NAME: TENTERFIELD CSS 2022

PROJECT #: 6484

DOCUMENT TYPE: DRAFT QUESTIONNAIRE

CREATED BY: CRAIG STUCHBURY

VERSION #: 07

INTRO: Hello, my name is [name]. I am calling from Taverner Research on behalf of Tenterfield Shire Council. We are conducting a survey with residents 18 years or older about services and facilities provided by the Council. The survey will take about 15 minutes to complete. Are you happy to assist Council by providing some feedback this today?

(If landline, ask to speak with the youngest adult in household.)

(If no, try to arrange a call back or ask to speak with another member of the household.)

5. Yes

6. No [Thank and terminate]

SINGLE UNPROMPTED

S1. Before we commence, can I just ask if you are you an employee or Councillor with Tenterfield Shire Council?

1. Yes [Thank and terminate]

2. No

SINGLE UNPROMPTED

S2. Can I confirm that you are aged 18 years or over?

1. Yes (over 18)

2. No (not over 18) [Thank and terminate]



4. 0BAPPENDIX 1: QUESTIONNAIRE

TEXT

P1. What is your postcode please?

[RECORD TOWN/VILLAGE IF POSTCODE NOT KNOWN]

*There will be Queensland 4000+ postcodes for residents of Tenterfield Shire, so if respondent at P2 says they live in Qld, terminate

SINGLE UNPROMPTED

P2. How long have you lived in the Tenterfield Shire?

[If respondent does not live in Tenterfield Shire eg in Queensland, terminate call]

1. 1 to 5 years
2. 6 to 10 years
3. 11 to 15 years
4. More than 15 years

SINGLE PROMPTED

P3. Please stop me when I read out the age group you are in:

READ OUT SINGLE

1. 18 to 34 years
2. 35 to 49 years
3. 50 to 64 years
4. 65+ years
5. Prefer not to say

SINGLE UNPROMPTED

P4. Would you please tell me the gender you identify as?

1. Male
2. Female
3. Non-binary
4. Prefer not say



4. 0BAPPENDIX 1: QUESTIONNAIRE

OPEN TEXT

P5. And could I just get your first name please?

SINGLE UNPROMPTED

P6. Do you own or rent the residence where you live?

1. Own/paying off
2. Rent
3. Other

GRID SINGLE PROMPTED

B1a. Thanks so much (P5). I am going to read out a list of services and facilities and will ask you to rate your satisfaction with each service. In each case we will use a scale of 1-5, where 1 is very dissatisfied and 5 is very satisfied.

READ-OUT SINGLE

1. Very dissatisfied 1
2. 2
3. 3
4. 4
5. Very satisfied 5
6. [DO NOT READ OUT, ANCHOR] Can't say

ROWS PLEASE RANDOMISE

1. Public amenities
2. Parks and playgrounds
3. Community building/halls
4. Ovals and sportsgrounds
5. Cemeteries
6. Swimming pools
7. Library service



4. 0BAPPENDIX 1: QUESTIONNAIRE

GRID SINGLE PROMPTED

B1b. Transport goals

I am going to read out a list of services and facilities and will ask you to rate your satisfaction with each service.

READ OUT SINGLE

1. Very dissatisfied 1
2. 2
3. 3
4. 4
5. Very satisfied 5
6. [DO NOT READ OUT, ANCHOR] Can't say

ROWS PLEASE RANDOMISE

1. Bike paths
2. Maintaining local roads
3. Overall condition of the local sealed road network
4. Car parking
5. Maintaining local bridges
6. Overall condition of the local unsealed road network



4. 0BAPPENDIX 1: QUESTIONNAIRE

GRID SINGLE PROMPTED

B2a. Environmental goals

(P5) I am going to continue reading a list of services and would again like you to rate your satisfaction:

READ OUT SINGLE

1. Very dissatisfied 1
2. 2
3. 3
4. 4
5. Very satisfied 5
6. [DO NOT READ OUT, ANCHOR] Can't say

ROWS PLEASE RANDOMISE

1. Ranger services
2. Weeds control
3. Waste management
4. Water supply
5. Sewerage services



4. 0BAPPENDIX 1: QUESTIONNAIRE

GRID SINGLE PROMPTED

B2b. Economy goals

I am going to continue reading a list of services and would again like you to rate your satisfaction:

READ OUT SINGLE

1. Very dissatisfied 1
2. 2
3. 3
4. 4
5. Very satisfied 5
6. [DO NOT READ OUT, ANCHOR] Can't say

ROWS PLEASE RANDOMISE

1. Visitor Information Centre
2. Tourism
3. School of Arts Museum
4. School of Arts Theatre/Cinema
5. Livestock saleyards
6. Tenterfield Industrial Estate
7. Planning and development

SINGLE PROMPTED

D1. (P5) Given all the services and facilities you have scored, how would you rate your overall satisfaction with services and facilities provided by Council?

READ OUT SINGLE

1. Very dissatisfied 1
2. 2
3. 3
4. 4
5. Very satisfied 5
6. [DO NOT READ OUT, ANCHOR] Can't say



4. 0BAPPENDIX 1: QUESTIONNAIRE

C1. Now (P5) Have you contacted Tenterfield Shire Council within the past 12 months for a reason other than simply paying rates?

1. Yes
2. No Skip to C6a

IF 2 IN C1 GO TO C6A

C2. How contacted Shire

How did you make contact with Council?

SINGLE UNPROMPTED

1. In person
2. On the phone
3. Online
4. I don't remember

TEXT

C3. What was the nature of your enquiry?

[TEXT BOX, UNLIMITED CHARACTERS]



4. 0BAPPENDIX 1: QUESTIONNAIRE

GRID PROMPTED

C4. To what extent do you agree or disagree with the list of aspects related to your experience from Council? We'll use a scale of 1-5 where 1 is strongly disagree and 5 is strongly agree.

~~READ-OUT~~ SINGLE

1. Strongly disagree 1
2. 2
3. 3
4. 4
5. Strongly agree 5
6. Unsure or not applicable

ROWS PLEASE RANDOMISE

1. Information provided by Council staff regarding my enquiry was consistent
2. The information from Council was clear and easy to understand
3. Council staff were courteous and helpful
4. Council staff provided clear, easy to understand advice
5. Council staff dealt with my enquiry in a timely manner
6. Council understood my specific needs
7. In relation to my query, it was easy doing business with Council
8. Overall, I was satisfied with the way my enquiry with Council was handled (ANCHOR)



4. 0BAPPENDIX 1: QUESTIONNAIRE

GRID PROMPTED

C5. I will read out a list of aspects related to Council staff. How satisfied are you with their...

READ OUT SINGLE

1. Very dissatisfied 1
2. 2
3. 3
4. 4
5. Very satisfied 5
6. Unsure [DO NOT READ OUT]

ROWS PLEASE RANDOMISE

1. Professionalism
2. Commitment
3. Responsibility
4. Knowledge
5. Being solution-focused
6. Friendliness
7. Effectiveness
8. Available
9. Approachability



4. 0BAPPENDIX 1: QUESTIONNAIRE

C6a. How do you usually receive information about Council?

READ OUT MULTI
RANDOMISE

1. Your local news fortnightly news brochure
2. Tenterfield Star newspaper
3. Southern Downs Weekly newspaper
4. Southern Free Times newspaper
5. Council website
6. Mobile app
7. Rates notice
8. Social media (e.g. Facebook, Twitter)
9. Website/Internet
10. Word of mouth
11. Public notice boards in shops and villages
12. Tenterfield in Touch magazine
13. Ten FM Community radio
14. Other (specify) (ANCHOR)
15. Do not remember (ANCHOR, EXCLUSIVE)



4. 0BAPPENDIX 1: QUESTIONNAIRE

C6b. What is your most preferred method of receiving information about Council?

DO NOT AID SINGLE RESPONSE

1. Your local news fortnightly news brochure
2. Tenterfield Star newspaper
3. Southern Downs Weekly newspaper
4. Southern Free Times newspaper
5. Council website
6. Mobile app
7. Rates notice
8. Social media (e.g. Facebook, Twitter)
9. Website/Internet
10. Word of mouth
11. Public notice boards in shops and villages
12. Tenterfield in Touch magazine
13. Ten FM Community radio
14. Other (specify)
15. Do not have a preference

TEXT UNLIMITED CHARACTERS

D2. Thinking about the next ten years, what should be Council's top priority for the region?

[PROBE FULLY RECORD VERBATIM CONTROL THE CALL]



4. 0BAPPENDIX 1: QUESTIONNAIRE

GRID PROMPTED

E1. Community Engagement

To what extent do you agree or disagree with the following statements? We'll use a scale of 1-5 where 1 is strongly disagree and 5 is strongly agree.

READ-OUT SINGLE

1. Strongly disagree 1
2. 2
3. 3
4. 4
5. Strongly agree 5
6. [DO NOT READ OUT, ANCHOR] Can't say

ROWS PLEASE RANDOMISE

1. Council has programs to support community groups
2. Council's decision-making reflects community opinion
3. Council considers long term planning for the Shire carefully
4. Council makes an effort to engage the community in planning for the Shire
5. Council provides adequate information to the community
6. Council provides opportunity to me to participate in Council decision-making
7. Overall, I am satisfied with the way Council interacts with me (ANCHOR)



4. 0BAPPENDIX 1: QUESTIONNAIRE

GRID PROMPTED

F1 Using the same scale, to what extent do you agree or disagree with the following statements?

READ OUT SINGLE

1. Strongly disagree 1
2. 2
3. 3
4. 4
5. Strongly agree 5
6. [DO NOT READ OUT, ANCHOR] Can't say

ROWS PLEASE RANDOMISE

1. I am proud to tell people I live in the Tenterfield Shire
2. I think Council does a good job with the resources it has
3. Tenterfield Shire Council's operations are efficient and effective
4. Council acts in a transparent and professional manner
5. Council recognises the diversity of the communities that make up Tenterfield Shire
6. Council communicates its vision with the community effectively
7. Overall, I am satisfied with Council's leadership (ANCHOR)



4. 0BAPPENDIX 1: QUESTIONNAIRE

GRID PROMPTED

E2. (P5) Council is considering an application to the New South Wales Independent Pricing and Remuneration Tribunal for a Special Rate Variation of 43% in 2023/24, including rate peg, and a further 43% in 2024/25, again including rate peg. This represents a cumulative increase of 104.49%, to increase general rates income for the payment of roads and building maintenance costs from financial year 2023/24.

I now have a series of questions about this proposed increase. For each of these aspects, please rate using the same 5-point scale, where 1 is strongly disagree and 5 is strongly agree.

RATE PEG IS THE RATE RISE APPROVED FOR ALL COUNCILS BY THE STATE GOVERNMENT TO ALLOW FOR INFLATION.

1. Strongly disagree 1
2. 2
3. 3
4. 4
5. Strongly agree 5
6. [DO NOT READ OUT, ANCHOR] Can't say

ROWS PLEASE RANDOMISE

1. Council has kept me informed this year of the probable need for a Special Rate Variation
2. Council has explained that the money raised from a special rate variation will be used for renewal of roads, buildings and other assets.
3. I have been able to get information from Council about the possible impact of a Special Rate Variation on my property rates
4. I understand if Council isn't able to raise money through a Special Rates Variation then some services will be reduced or stopped
5. I support Council's application for a 104.49% special rate variation to help it deliver existing services. (ANCHOR)

END: Thanks so much (P5), that is the end of the survey. Council greatly appreciates your feedback this afternoon/evening.

ISO and CLOSE

5. APPENDIX 2: RESPONDENT PROFILE AND WEIGHTING

Table 27 reports the weighting factors for the sample. Using a high number of mobile phone numbers resulted in better access to young respondents and weighting factors that are within acceptable standards for community surveys.

Table 27 Data Weighting Factors – Age/Sex

Age	Population		Ideal		Actual		Weights	
	Male	Female	Male	Female	Male	Female	Male	Female
18 to 34	359	390	20	22	6	6	3.532	3.727
35 to 49	490	560	27	31	8	16	2.981	1.753
50 to 64	882	868	49	49	29	57	1.441	0.769
65 plus	898	868	50	52	87	91	0.695	0.642
Total	2629	2743	146	154	130	170		

In order to obtain a clear view of the sample’s profile and to conduct comparison tests, demographic characteristics including gender, age, postcode, time lived in the area and ratepayer status were collected. Tables 28 to 33 (below and on next page) detail the weighted sample profile for this survey.

Table 28 Weighted Sample Profile 1 (Age)

Age	%	#
18 to 34	15%	44
35 to 49	17%	52
50 to 64	29%	86
65 plus	40%	119

Table 29 Weighted Sample Profile 2 (Gender)

Gender	%	#
Male	49%	147
Female	51%	153

Table 30 Weighted Sample Profile 3 (Length of time lived in area)

Length of time lived in area	%	#
1 to 5 years	7%	22
6 to 10 years	11%	33
11 to 15 years	12%	35
More than 15 years	70%	210

6. APPENDIX 3: SUBGROUP TABLES

Table 31 Weighted Sample Profile 4 (Postcode)

Postcode	%	#
2372	72%	216
2475	10%	31
2469	8%	25
4383	3%	7
2476	2%	6
2371	2%	5
Other	3%	10

Table 32 Weighted Sample Profile 5 (Area)

Area	%	#
Tenterfield	72%	216
Other areas	28%	84

Table 33 Weighted Sample Profile 6 (Ratepayer status)

Ratepayer status	%	#
Own/paying off	86%	257
Rent	13%	38
Other	2%	5



6. 2BAPPENDIX 3: SUBGROUP TABLES

	Total	Age				Gender		Length lived in the Tenterfield Shire		
		18 to 34 years	35 to 49 years	50 to 64 years	65+ years	Male	Female	10 years or less	11 or more years	
Satisfaction scale (1-5) with Council services	Public amenities	3.23	3.32	3.13	3.24	3.24	3.50	2.97	3.12	3.26
	Parks and playgrounds	3.59	3.17	3.18	3.58	3.92	3.64	3.54	3.49	3.61
	Community uilding/halls	3.31	3.41	3.23	3.17	3.41	3.20	3.41	3.32	3.31
	Ovals and sportsgrounds	3.53	3.39	3.34	3.37	3.79	3.59	3.47	3.49	3.54
	Cemeteries	3.62	3.66	3.14	3.53	3.86	3.75	3.48	3.66	3.61
	Swimming pools	3.05	3.10	2.40	3.08	3.39	3.11	3.00	3.03	3.06
	Library service	3.69	3.50	3.72	3.51	3.86	3.83	3.56	3.52	3.74
	Bike paths	3.22	3.11	3.31	3.14	3.30	3.43	3.06	2.85	3.32
	Maintaining local roads	1.95	1.67	2.06	1.74	2.16	1.92	1.99	2.12	1.91
	Overall condition of the local sealed road network	2.25	1.84	2.22	2.10	2.54	2.20	2.31	2.45	2.21
	Car parking	2.77	2.58	2.81	2.63	2.93	2.98	2.57	2.95	2.73
	Maintaining local ridges	2.78	2.42	2.78	2.67	3.00	2.73	2.83	3.27	2.67
	Overall condition of the local unsealed road network	2.03	2.25	2.42	1.70	2.01	2.12	1.95	2.34	1.97
	Ranger services	2.77	2.99	2.72	2.67	2.81	2.97	2.56	2.84	2.75
	Weeds control	2.74	3.10	3.19	2.39	2.67	2.81	2.68	2.80	2.73
	Waste management	2.86	3.44	2.21	2.70	3.03	2.71	2.99	3.05	2.81
	Water supply	3.34	3.48	3.21	3.05	3.54	3.33	3.36	3.70	3.25
	Sewerage services	3.46	3.56	3.50	3.13	3.64	3.66	3.27	3.44	3.47
	Visitor Information Centre	3.35	3.50	3.23	3.30	3.38	3.37	3.32	3.53	3.31
	Tourism	3.35	3.83	3.05	3.15	3.46	3.49	3.23	3.35	3.36
School of Arts Museum	3.79	3.45	3.64	3.83	3.98	3.75	3.83	3.76	3.80	
School of Arts Theatre/Cinema	3.95	3.89	3.69	3.92	4.12	3.88	4.03	4.00	3.94	
Livestock saleyards	3.57	3.28	3.38	3.55	3.84	3.81	3.35	3.32	3.63	
Tenterfield Industrial Estate	3.24	3.14	3.26	2.97	3.50	3.24	3.24	3.17	3.25	
Planning and development	2.42	2.56	2.49	2.28	2.45	2.45	2.39	2.44	2.42	
Overall satisfaction with Council (1-5)										
	How would you rate your overall satisfaction with services and facilities provided by Council?	2.71	2.85	2.35	2.61	2.88	2.68	2.74	2.76	2.70
Satisfaction scale (1-5) with Council staff	Professionalism	2.86	2.26	2.44	3.04	3.06	2.94	2.78	3.54	2.70
	Commitment	2.61	2.69	2.44	2.62	2.69	2.67	2.54	3.19	2.47
	Responsibility	2.54	2.26	2.28	2.56	2.74	2.55	2.54	3.23	2.39
	Knowledge	2.90	3.51	2.69	2.81	3.04	3.02	2.76	3.41	2.76
	Being solution-focused	2.41	2.01	2.32	2.51	2.46	2.51	2.30	3.07	2.26
	Friendliness	3.42	2.69	3.01	3.48	3.72	3.47	3.36	3.89	3.30
	Effectiveness	2.53	2.26	2.48	2.51	2.65	2.72	2.31	3.26	2.35
	Available	2.64	2.26	2.53	2.49	2.95	2.65	2.63	3.42	2.45
	Approachability	3.03	2.01	2.71	3.20	3.29	3.14	2.91	3.53	2.91



6. 2BAPPENDIX 3: SUBGROUP TABLES

	Total	Age				Gender		Length lived in the Tenterfield Shire		
		18 to 34 years	35 to 49 years	50 to 64 years	65+ years	Male	Female	10 years or less	11 or more years	
Agreement scale (1-5) on your experience with Council	Information provided by Council staff regarding my enquiry was consistent	3.00	2.69	3.48	2.96	2.84	3.13	2.84	3.50	2.87
	The information from Council was clear and easy to understand	3.01	2.01	3.12	3.26	2.95	3.13	2.87	3.78	2.82
	Council staff were courteous and helpful	3.29	2.27	2.97	3.49	3.50	3.29	3.29	3.84	3.15
	Council staff provided clear, easy to understand advice	2.86	2.36	3.02	2.87	2.87	2.93	2.79	3.39	2.73
	Council staff dealt with my enquiry in a timely manner	2.65	1.77	2.88	2.65	2.73	2.61	2.68	3.48	2.44
	Council understood my specific needs	2.81	2.03	3.00	2.82	2.91	2.64	3.02	3.68	2.60
	In relation to my query, it was easy doing business with Council	2.58	2.03	2.79	2.55	2.65	2.61	2.54	3.36	2.39
	Overall, I was satisfied with the way my enquiry with Council was handled	2.55	1.77	2.59	2.63	2.64	2.63	2.46	3.27	2.37
Agreement scale (1-5) on Council's statements	Council has programs to support community groups	2.76	3.19	2.67	2.44	2.87	2.82	2.71	2.98	2.72
	Council's decision-making reflects community opinion	2.19	2.83	2.13	1.91	2.19	2.39	2.01	2.49	2.13
	Council considers long term planning for the Shire carefully	2.25	2.43	2.14	1.94	2.47	2.28	2.23	2.61	2.17
	Council makes an effort to engage the community in planning for the Shire	2.38	2.86	2.08	2.18	2.47	2.28	2.47	2.69	2.31
	Council provides adequate information to the community	2.45	2.76	2.46	2.13	2.55	2.49	2.40	2.62	2.41
	Council provides opportunity to me to participate in Council decision-making	2.24	2.47	2.39	2.00	2.28	2.22	2.26	2.57	2.17
	Overall, I am satisfied with the way Council interacts with me	2.39	2.92	2.15	2.18	2.45	2.46	2.32	2.66	2.33
	I am proud to tell people I live in the Tenterfield Shire	3.47	3.17	3.25	3.43	3.71	3.51	3.43	3.66	3.43
	I think Council does a good job with the resources it has	2.30	2.26	1.93	2.21	2.55	2.33	2.28	2.62	2.23
	Tenterfield Shire Council's operations are efficient and effective	2.19	2.27	2.20	2.02	2.29	2.21	2.17	2.39	2.15
	Council acts in a transparent and professional manner	2.38	2.85	2.05	2.19	2.48	2.41	2.34	2.66	2.31
	Council recognises the diversity of the communities that make up Tenterfield Shire	2.81	3.34	2.66	2.52	2.88	3.00	2.63	2.92	2.79
	Council communicates its vision with the community effectively	2.41	3.09	2.20	2.20	2.39	2.45	2.36	2.79	2.32
	Overall, I am satisfied with Council's leadership	2.28	2.34	2.29	2.11	2.38	2.35	2.22	2.78	2.18

	Total	Age				Gender		Length lived in the Tenterfield Shire		
		18 to 34 years	35 to 49 years	50 to 64 years	65+ years	Male	Female	10 years or less	11 or more years	
Agreement scale (1-5) on Council's proposed SRV statements	Council has kept me informed this year of the probable need for a Special Rate Variation	2.20	2.18	2.48	1.99	2.24	2.22	2.19	2.49	2.14
	Council has explained that the money raised from a special rate variation will be used for renewal of roads, buildings and other assets	2.08	2.66	2.07	1.82	2.07	1.96	2.20	2.42	2.01
	I have been able to get information from Council about the possible impact of a Special Rate Variation on my property rates	2.00	2.18	2.53	1.76	1.86	2.30	1.68	1.88	2.02
	I understand if Council isn't able to raise money through a Special Rates Variation then some services will be reduced or stopped	2.48	2.52	2.72	2.41	2.42	2.57	2.40	2.75	2.43
	I support Council's application for a 104.49% special rate variation to help it deliver existing services	1.58	2.00	1.56	1.47	1.52	1.56	1.60	1.67	1.56



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