

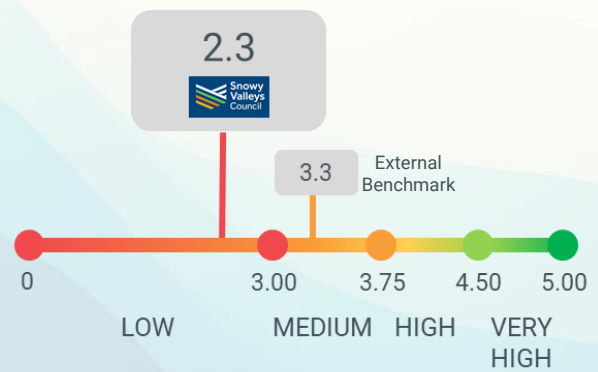
COMMUNITY SATISFACTION SURVEY 2021

Snowy Valleys Council



**Summary Report
May 2021
JETTY RESEARCH**

OVERALL SATISFACTION



SERVICE & FACILITY PERFORMANCE

Top 5 Services & Facilities

1. Waste management
2. Enforcement of pets and stock regulations
3. Children's services
4. Community cultural and youth events
5. Protection of the environment

Bottom 5 Services & Facilities

23. Having a clear vision for the future
24. Decisions made in the interests of the community
25. Community consultation and listening to the views of the whole community
26. Providing value for money for my rates
27. Development application processing

STRENGTHS & PRIORITIES

Strengths to Maintain

- Elderly support services

Differentiators

- Ease of access to services
- Footpaths in your area
- Waste management
- Protection of the environment
- Enforcement of pets and stock regulations
- Enforcement of building regulations
- Water and sewerage services
- Emergency and disaster management
- Children's services
- Community cultural and youth events
- Libraries
- Parks, reserves and playgrounds
- Sports facilities
- Tourism development
- Swimming pools

Priorities for Council

- Being a well-run and managed Council
- Providing value for money for my rates
- Having a clear vision for the future
- Decisions made in the interests of the community
- Informing the community
- Condition of sealed local roads in your area

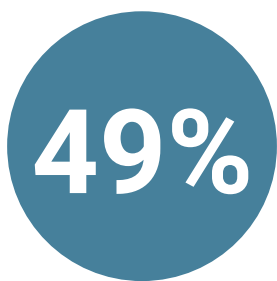
Second Order Issues

- Community consultation and listening to the views of the whole community
- Maintenance of unsealed roads in your area
- Development application processing
- Control of noxious weeds
- Business development

SERVICE & FACILITY PERFORMANCE – FULL RESULTS

Rank	Service/ Facility	Performance	Internal Benchmark	External Benchmark	Strategic Location
1	Libraries	3.9	↑	↓	Differentiators
2	Swimming pools	3.7	↔	↔	Differentiators
3	Parks, reserves and playgrounds	3.5	↓	↓	Differentiators
4	Sports facilities	3.5	↔	↓	Differentiators
5	Water and sewerage services	3.4	↓	↓	Differentiators
6	Emergency and disaster management	3.3	↓	-	Differentiators
7	Waste management	3.2	↓	↓	Differentiators
8	Enforcement of pets and stock regulations	3.2	↓	↔	Differentiators
9	Children's services	3.1	↓	↓	Differentiators
10	Community cultural and youth events	3.0	↓	↓	Differentiators
11	Protection of the environment	3.0	↓	↓	Differentiators
12	Enforcement of building regulations	2.9	↓	-	Differentiators
13	Tourism development	2.9	↓	-	Differentiators
14	Elderly support services	2.9	↓	↓	Strengths to Maintain
15	Footpaths in your area	2.9	↓	-	Differentiators
16	Ease of access to services	2.9	↓	-	Differentiators
17	Control of noxious weeds	2.6	↓	↓	Second Order Issues
18	Informing the community	2.6	↓	↓	Priorities for Council
19	Condition of sealed local roads in your area	2.6	↓	↓	Priorities for Council
20	Business development	2.5	↓	↓	Second Order Issues
21	Maintenance of unsealed roads in your area	2.4	↓	-	Second Order Issues
22	Being a well-run and managed Council	2.4	↓	↓	Priorities for Council
23	Having a clear vision for the future	2.3	↓	-	Priorities for Council
24	Decisions made in the interests of the community	2.3	↓	-	Priorities for Council
25	Community consultation and listening to the views of the whole community	2.1	↓	-	Second Order Issues
26	Providing value for money for my rates	2.1	↓	-	Priorities for Council
27	Development application processing	2.1	↓	↓	Second Order Issues

CUSTOMER SERVICE



of residents
contacted Council
in the past 6 months

HAS THE
MATTER BEEN
RESOLVED?

has been resolved

60%

40%

has not been resolved

AVERAGE
SATISFACTION
SCORE

3.3



57%



of residents are satisfied with Snowy
Valleys Council Customer Service.

PREFERRED METHOD OF COMMUNICATIONS

Top 3 Method's of Communication

1



Mail

2



Email

3

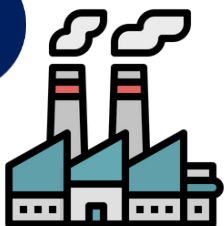


Local Newspaper

PRIORITIES FOR THE FUTURE

Residents top areas of additional funding and services

1



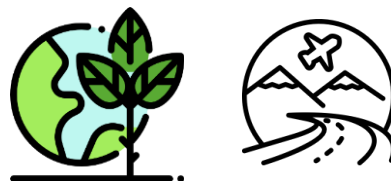
Attracting new
industries to the
area

2



Upgrading bridges
and roads

3



Environmental
improvements AND
improving our
tourism facilities
and services

OVERVIEW & DEFINITION

OVERVIEW

Jetty Research was commissioned by Snowy Valleys Council to conduct a Community Satisfaction Survey in 2021 which tracks Council's performance in service delivery, identifies priority areas and evaluates Council's customer services, communication and community priorities.

The Snowy Valleys Council Community Satisfaction Survey 2021 aimed to collect 400 completed responses from a random sample of residents in the Snowy Valleys Council local government area. The reported results have a margin of error of $\pm 4.9\%$ at the 95% confidence level. This means that if the survey was repeated 100 times, in 95 times the results will be within 4.9 percent of the true population value. This is a highly robust sample and reliable for Council's planning and reporting activities.

DEFINITION

- ▶ **Service & Facility Performance:** Average satisfaction rating. Respondents were asked to rate their satisfaction with services and facilities using a 5-point scale where 1 meant 'very dissatisfied' and 5 meant 'very satisfied'.
- ▶ **Strategic Location:** This refers to the location in the performance / importance quadrant from the analysis. The different classifications include:
 - ▶ **Strengths to Maintain:** An above-average performing service that has a strong impact on creating overall satisfaction with Council.
 - ▶ **Priorities for Council:** A below-average performing service that has a strong impact on overall satisfaction. Improvement in these services will have a positive impact on overall satisfaction.
 - ▶ **Differentiators:** A service that performs above average but does not have a strong relationship with overall satisfaction.
 - ▶ **Second Order Issue:** A below-average performing service that does not have a strong relationship with overall satisfaction. Improvement in these services will not result in a strong increase in overall satisfaction with Council.
- ▶ **External Benchmark:** This refers to how Council is comparing to an amalgamation of comparable New South Wales councils, for applicable services.

