Ipswich City Council

2019 Community Satisfaction Survey
Prepared by Ipsos
Thursday 12th December 2019

Insights and Implications

1. Trust and Confidence

While more than four in ten (43%) Ipswich residents were dissatisfied with Council's ability to build trust and confidence, this was significantly lower than in 2018 (59% dissatisfaction). Almost a third of respondents (31%) were satisfied or very satisfied with Council's ability to build and maintain the trust and confidence of the community, which was also significantly more than in 2018 (21% satisfaction). A large portion of qualitative comments (25%) were still concerned with the corruption scandal within Ipswich City Council and the dismissal of elected representatives.

➜ This is the most important metric that Council needs to continue to build. Council should continue to engage residents to improve this metric, and communicate with residents frequently and transparently on what steps are being taken to move forwards and avoid a repeat of the recent scandal.

2. Decision Making

Satisfaction with Council's decision making ability has improved significantly since 2018: where in 2018 half of Ipswich residents were dissatisfied; dissatisfaction has been reduced to 36% in 2019. Qualitative feedback indicates that residents are still divided regarding whether Council are making decisions with the best interests of the Ipswich community in mind.

➜ Communication to residents should continue to make clear that even though Ipswich does not have any sitting Councillors, the Council as an organisation is continuing to function well. This information is coming through more clearly in comments, although residents are still keen for elections. Clear communication of the decisions being made to improve Ipswich may assist in improving satisfaction for this measure.

3. Opportunities to be heard

A third (36%) of residents were dissatisfied with their opportunities (or lack thereof) to be heard. Qualitative data indicates that low satisfaction regarding opportunities to be heard is driven by the perception that there is no-one to hear residents if there are no councillors sitting within Council or perceived lack of communications with regards to the status of electing new councillors. There has, however, been an improvement from 2018 (25%) with significantly more people satisfied in 2019 (31%).

➜ As Council is doing, clear communication flagging opportunities for resident engagement with Council and regular opportunities for feedback through various channels may assist in improving this satisfaction metric. It was commented that channels such as Facebook can be useful, but more responsiveness is desired, and it was also noted that not everyone has Facebook. Council taking clear action on feedback will serve to further improve this measure.

Insights and Implications

4. Quality of Services

The quality of services Council provides had the highest satisfaction of all metrics, with 42% of residents indicating they are satisfied. Those aged 65 years and above registered the strongest satisfaction among resident groups, but those aged 30-49 years were significantly more dissatisfied than other age groups. Qualitative responses were positive towards waste management. Unfortunately, satisfaction declined compared to 2018 (49%), with more residents providing neutral responses (37%) in 2019 compared to 2018 (27%).

➔ Council's provision of services should be a key focus area. Although it is still the most satisfactory measure, it was the only metric to show reduced satisfaction compared to 2018. Communicating what will be done and acting on feedback from residents to improve Ipswich's infrastructure, community amenities, roads, social issues and rates may serve to improve this measure.

5. Council Responsiveness

Satisfaction with the level of responsiveness residents receive from Council was polarised. A third of residents (35%) were very satisfied with levels of responsiveness, while slightly less than this were dissatisfied (30%). This remained stable compared to 2018. Dissatisfaction was higher in the Online responses, potentially driven by more households with children responding. Residents renting and those aged 65 years and over had a higher propensity to indicate satisfaction with Council's responsiveness.

➔ Council should continue to provide regular communications on what Council is doing to meet community needs, engaging with the community on what their current needs are and acting on them quickly and in a visible manner. It is also recommended to ensure communication of changes to timelines to manage community expectations.

6. Resident's Comments

When given the opportunity to provide Council with feedback, Ipswich residents provided a greater volume of negative (43%) feedback than positive (11%), with a larger proportion of negative feedback reduced compared to 2018 (55%). Half the negative comments still concerned the corruption controversy surrounding Council. Whilst positive sentiment was low, the highest volume of positive feedback pertained to Council, its staff and their communication.

➔ Ipswich residents still have feelings of uncertainty with the elections not happening until 2020, when it is likely these feelings may resolve to some extent. To assist with improving sentiment, Council should publicly engage with residents on a regular basis, to keep them informed and demonstrate transparency. The positive feedback provided demonstrates that residents feel positive about communicating with Council.

Key Take Outs

We engaged with 1,207 Ipswich City residents

520 Male residents

668 Female residents

18 Gender other*^

171 aged 18 to 29 years

448 aged 30 to 49 years

372 aged 50 to 64 years

214 aged 65+ years

811 Home owners

304 Renters

78 Other occupancy

662 Households with children

479 Households without children

From **69** suburbs   From **26** cultural backgrounds

* 'Gender other' includes: Transgender, Gender variant / non-conforming, non-disclosed. ^ CAUTION: LOW BASE for CATI completes.

We heard comments from 1,207 residents

11% Positive Feedback

46% Neutral Feedback

43% Negative Feedback

5% Council | Staff | Communication

3% Councillors

1% Rubbish | Waste management

25% Council | Communication | Corruption

10% General infrastructure | Car parking | Zoning | Development

8% Roads | Transport
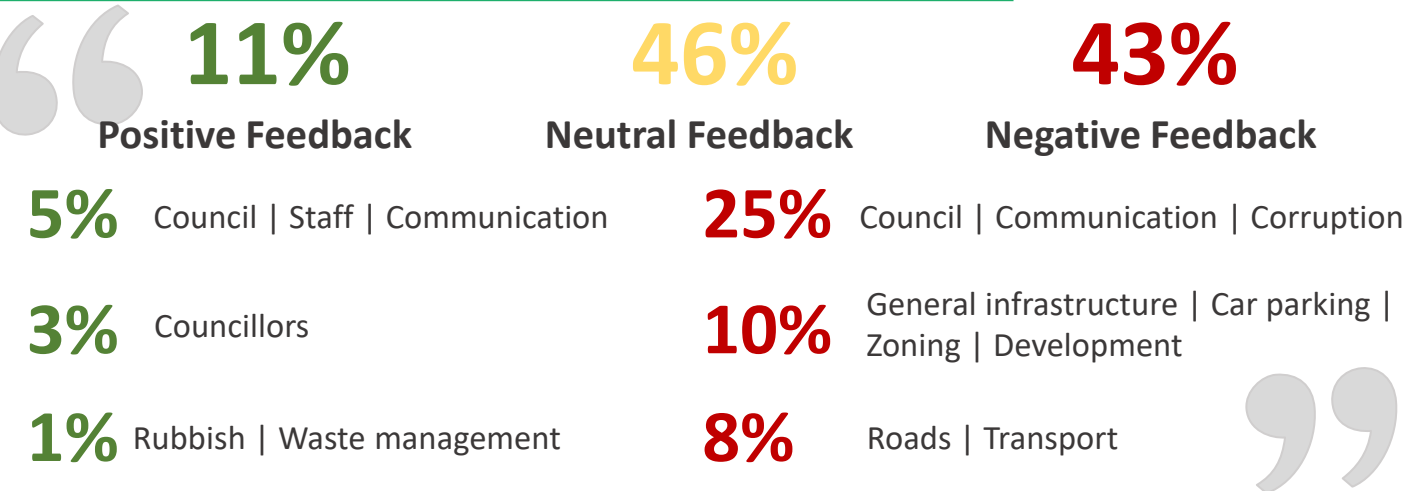
"I think the direction that has been taken by the Council administrator is excellent. I believe that the City of Ipswich is in a much more ethically healthy position now."

"They have outdated procedures and are not interested in using common sense to help out local residents. Instead cause more issues and distrust."

SOURCE: Q10_CODED Qualitative Responses

Key Take Outs

Quality of Services

Satisfied
42%

Dis-satisfied
20%

42% of people had a high level of satisfaction with the quality of services delivered by Council.

"I have seen improvements in parks and roads and services while the administration has been in."

"More environmental protections need to be in place. Recycling needs to be a priority. Actual, proper recycling."

Council Responsiveness

Satisfied
35%

Dis-satisfied
30%

35% of people had a high level of satisfaction with Council's responsiveness to community needs.

"At times it has been difficult to work with the ICC in planning matters as their has been no local representative to liaise with."

"Hurry up and fix the roads. Some streets you go down are rough and bumpy."

Trust and Confidence

Satisfied
31%

Dis-satisfied
43%

31% of people had a high level of satisfaction with Council's performance in maintaining trust and confidence in the local community.

"[We] have a Council and that they're trustworthy."

"It will take many years for the Ipswich community to trust Council. Council will need to go over and above with accountability, consultation and service provision over a long period to regain trust."

Council Decision Making

Satisfied
32%

Dis-satisfied
36%

32% of people had a high level of satisfaction with Council's performance in making and implementing decisions in the best interests of the community.

"Just keep doing a good job. Don't go making any rash decisions or anything like that, let the people of the area know what you're doing and don't mess about."

"They've been making decisions that don't line up with what the community wants."

Opportunities to be Heard

Satisfied
31%

Dis-satisfied
36%

31% of people had a high level of satisfaction with the opportunities Council provides for their voices to be heard.

"The Council is a brick wall at the moment. You contact them and don't get a response."

"Read your own post [Facebook] comments…. And then respond - do we have a community engagement officer? "

Contents

INTRODUCTION

Introduction

Research Background

In 2018 the Queensland Government passed the Local Government (Dissolution of Ipswich City Council) Act 2018, enabling government to dismiss Ipswich City Council's mayor and ten divisional Councillors immediately and appoint an Interim Administrator to manage Council until the next scheduled local government elections on Saturday, 28 March 2020.

Research Objectives

In October 2018 Ipswich City Council commissioned Ipsos to undertake a community survey throughout the Ipswich City local government area to better understand community sentiment towards Council, particularly in relation to trust and confidence. This 2019 Community Satisfaction Survey repeated the 2018 community survey to track changes in community satisfaction.

Specifically the survey aimed to assess community satisfaction towards:
- Range and quality of services delivered by Council
- Council's responsiveness to local community needs
- Council's ability to maintain the trust and confidence of the local community
- Council's ability to make and implement decisions in the best interests of the community
- The opportunities Council provides for community voices to be heard on issues that are important to residents.

Survey Methodology

Fieldwork was conducted from October to November 2019 and a total of n=1207 completed interviews were achieved overall. Using a questionnaire developed by Ipswich City Council, the Ipswich Community Satisfaction Survey was conducted by Computer Assisted Telephone Interviewing (CATI) and through an online survey (CAPI).

For CATI, minimum quotas of gender within age groups were applied during the field work phase. Post survey weighting has been applied to ensure accurate representation of the age and gender profile of Ipswich residents. **A total of n=1000 completed interviews were achieved by CATI**.

A link to the online survey was displayed on the Council's new community engagement platform, *Shape Your Ipswich* (www.shapeyouripswich.com.au). The survey was also heavily advertised through social media, specifically targeting Ipswich residents and providing the opportunity to click through to the online platform to access the survey. The online survey was optimised to allow residents to complete it using a mobile, tablet or PC. Council's *Shape Your Ipswich* online platform publicly launched on 1 October 2019, and, accordingly, it was not a platform with which the community was widely familiar with at the time of this Community Satisfaction Survey. **A total of n=207 interviews were achieved online.** Participants in this survey were pre-qualified as being over the age of 18. Due to the level of engagement amongst those visiting Council's online platform (likely a result of recent launch of the platform and, therefore, unfamiliarity within the community), post survey weighting could not be conducted on online interview completes and therefore an accurate representation of the profile of Ipswich could not be ensured. The online survey was set up to accept multiple completions from households and public computers, therefore a single respondent may have completed the survey more than once.

Sample Structure

Survey sample split by interview mode, gender, age, tenure type and household composition can be seen below.

Total

	Total	Gender			Age				Tenure Type			Household	
		Male	Female	Gender other*	18-29 years	30-49 years	50-64 years	65+ years	Home owner	Renter	Other occupancy	With children	Without children
Base 2019	1207	520	668	18^	171	448	372	214	811	304	78	662	479
Base 2018	2396	981	1370	45	296	949	742	409	1771	480	127	1240	1094

CATI

	Total	Gender			Age				Tenure Type			Household	
		Male	Female	Gender other*	18-29 years	30-49 years	50-64 years	65+ years	Home owner	Renter	Other occupancy	With children	Without children
Base 2019	1000	442	548	10^	155	341	303	200	668	262	70	549	410
Base 2018	1000	458	539	3^	186	365	254	195	663	258	74	525	456

Online

	Total	Gender			Age				Tenure Type			Household	
		Male	Female	Gender other*	18-29 years	30-49 years	50-64 years	65+ years	Home owner	Renter	Other occupancy	With children	Without children
Base 2019	207	78	120	8^	16^	107	69	14^	143	42	8^	113	69
Base 2018	1171	429	702	40	78	519	417	157	969	157	32	619	512

* 'Gender other' includes: Transgender, Gender variant / non-conforming, non-disclosed. ^ CAUTION: LOW BASE

Data Analysis & Weighting

Data Analysis

The results within this report are displayed at an overall total level, as well as by interview mode; CATI and online. Analysis of the results was carried out in Q Professional and Excel. Q Professional was used to determine statistical differences between 2018 and 2019 results. Excel was used to determine statistically significant differences between demographic subgroups of interest and the overall total, as well as the mode of interview and overall total.

Statistical differences between the column percentages compared to the total, and for 2019 compared to 2018 have been highlighted throughout this report using the following, at *p<0.05* significance level:

SIGNIFICANCE TESTING AT 95% CI:

⬆ Significantly higher than 2018 at 95% CI   ↑ Significantly higher than the total at 95%CI

⬇ Significantly lower than 2018 at 95% CI   ↓ Significantly lower than the total at 95% CI

For simplicity of reporting, result categories have been combined to represent the satisfied and dissatisfied scores on a 5 point scale. Results have been netted into *Top 2 Box, rating 4 or 5 (T2B)* and *Bottom 2 Box, rating 1 or 2 (B2B)* categories. These results have been displayed throughout the report as *Satisfied* and *Dissatisfied.* Infographic slides have been included throughout the report to outline the proportion of those *Satisfied* and *Dissatisfied* within demographic subgroups e.g. gender, age, tenure type and household composition.

Where the number of responses are too low to report, the data displayed is faded and a caution has been added. All percentages have been calculated to the nearest whole number and therefore the total may not exactly equal 100%.

Weighting

To ensure results are representative of the Ipswich population, total responses by mode (CATI and online) and responses obtained through CATI were weighted by age and gender using 18+ general population statistics sourced from the ABS 2016 Census.

	Total		CATI		Online	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
Male	43%	48%	44%	49%	38%	
Female	55%	50%	55%	51%	58%	
Gender other*	1% ^	2% ^	1% ^	0% ^	4% ^	
18-29 years	14%	25%	16%	25%	8%	
30-49 years	37%	39%	34%	39%	52%	
50-64 years	31%	22%	30%	22%	33%	
65+ years	18%	14%	20%	15%	7%	
Home owner	68%	62%	67%	62%	74%	
Renter	25%	29%	26%	30%	22%	
Other occupancy	7%	8%	7%	8%	4% ^	
With children	56%	57%	55%	58%	61%	
Without children	40%	39%	41%	38%	37%	

* 'Gender other' includes: Transgender, Gender variant / non-conforming, non-disclosed. ^ CAUTION: LOW BASE

QUALITY OF SERVICES

Quality of Services

Of all responses, **42%** of Ipswich residents had high levels of satisfaction towards the quality of services provided by Council, whilst just a fifth of respondents were dissatisfied. This is significantly less dissatisfaction than in 2018.

Dissatisfied 20% | **Satisfied 42%**

Year	Very unsatisfactory	Unsatisfactory	Fair only	Satisfactory	Very satisfactory	Don't know
2019	9%	11%	37% ⬆	28% ⬇	14%	1%
2018	11%	12%	27%	35%	14%	1%

Legend: ■ Very unsatisfactory ■ Unsatisfactory ■ Fair only ■ Satisfactory ■ Very satisfactory ■ Don't know

Dissatisfied 19% | **Satisfied 41%**

Year						
2019	8%	11%	39% ⬆	27%	14%	1%
2018	10%	13%	33%	30%	14%	1%
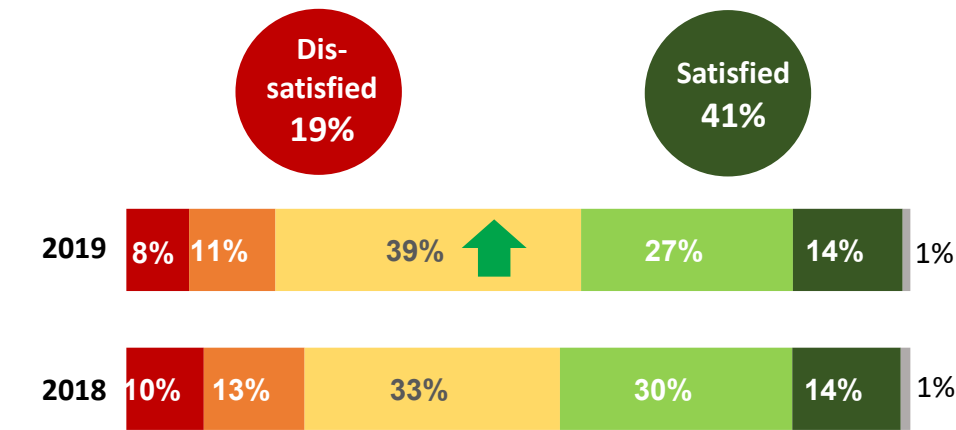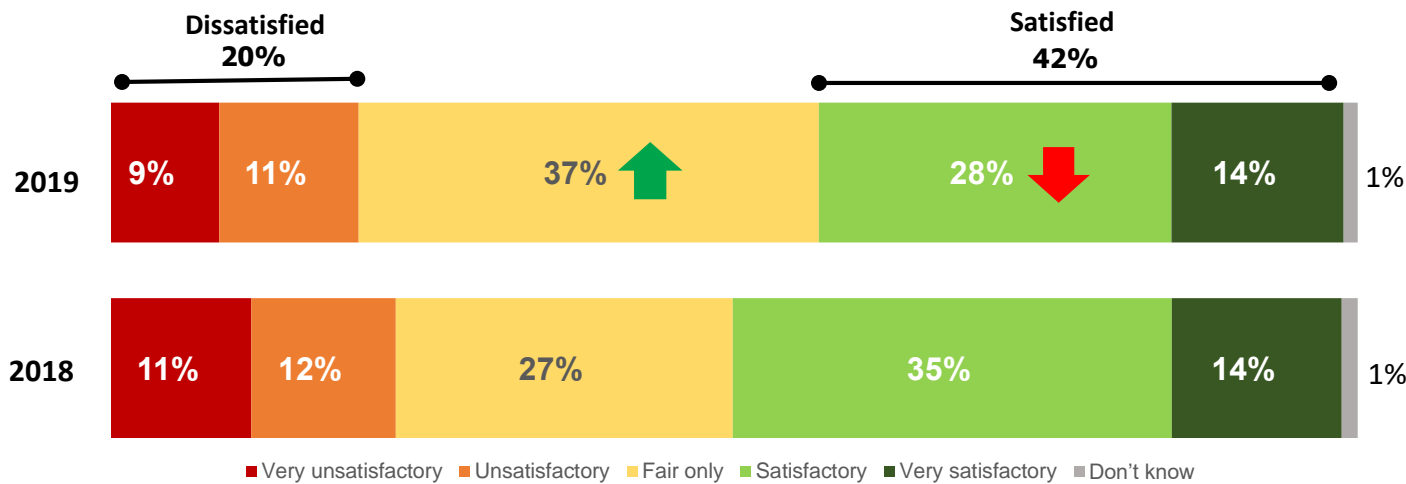
CATI
Of all CATI responses 4 in 10 had high satisfaction with the quality of services provided by Council, and the same amount were neutral in their opinion of Council's service quality.

Dissatisfied 22% | **Satisfied 48%**

Year						
2019	10%	13%	26%	35%	13%	3%
2018	14%	12%	23%	37%	13%	1%
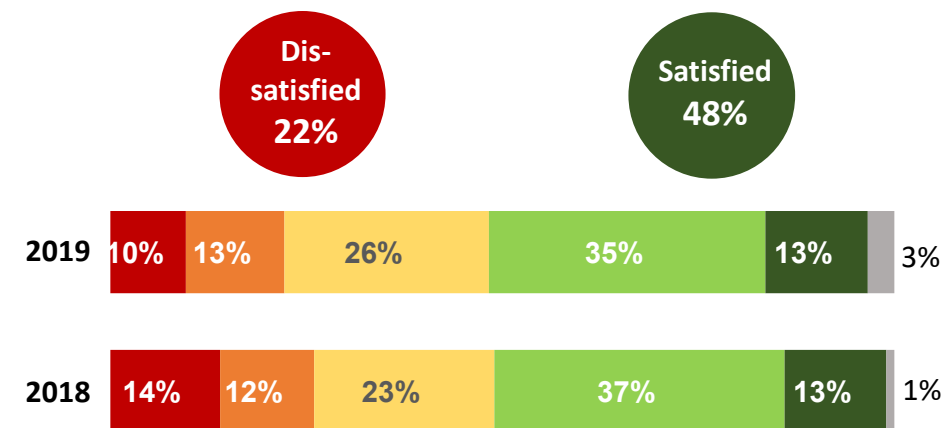
Online
Almost half of residents who responded to the survey online were satisfied with the quality of services provided by Council. Only 1 in 5 were dissatisfied.

SOURCE: Q5 Sample Size: Total N=1207; CATI N=1000; Online N=207

SIGNIFICANCE TESTING AT 95% CI:
⬆ Significantly higher than 2018 at 95% CI
⬇ Significantly lower than 2018 at 95% CI

Quality of Services by Subgroups

Ipsos

Data was analysed within each of the twelve demographic data sets shown below for the question *"How would you rate the overall performance of Council in delivering an appropriate range and quality of services relevant to your household's needs?"*

SATISFIED

The data shown is a proportion of all responses within a demographic data set who completed the survey and provided a rating of *Satisfied*. Residents aged 65+ recorded higher levels of satisfaction with service quality compared to total residents. Satisfaction trended lower overall compared to 2018 satisfaction for this Quality of Services, particularly for renters (not statistically significant).
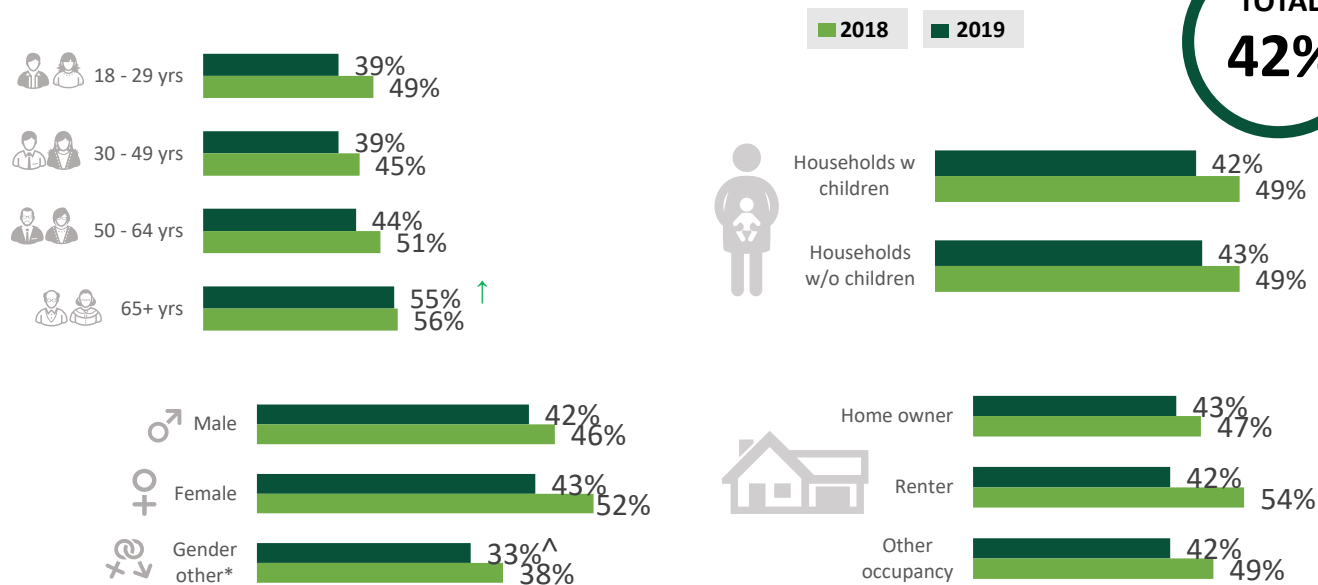
2018   **2019**

TOTAL 42%

18 - 29 yrs — 39% / 49%
30 - 49 yrs — 39% / 45%
50 - 64 yrs — 44% / 51%
65+ yrs — 55% ↑ / 56%

Households w children — 42% / 49%
Households w/o children — 43% / 49%

Male — 42% / 46%
Female — 43% / 52%
Gender other* — 33%^ / 38%

Home owner — 43% / 47%
Renter — 42% / 54%
Other occupancy — 42% / 49%

DISSATISFIED

The data shown is a proportion of all responses within a demographic data set who completed the survey and provided a rating of *Dissatisfied*. One in five residents had low levels of satisfaction with the quality of services provided by Council. Respondents aged 30-49 years had significantly higher dissatisfaction compared to other age groups.

2018   **2019**

TOTAL 20%

18 - 29 yrs — 12% / 19%
30 - 49 yrs — ↑26% / 25%
50 - 64 yrs — 23% / 25%
65+ yrs — 14% / 20%

Households w children — 21% / 22%
Households w/o children — 19% / 24%

Male — 20% / 24%
Female — 19% / 21%
Gender other* — 33%^ / 40%

Home owner — 21% / 25%
Renter — 18% / 17%
Other occupancy — 12% / 17%

* 'Gender other' includes: Transgender, Gender variant / non-conforming, non-disclosed. ^ CAUTION: LOW BASE

SIGNIFICANCE TESTING AT 95% CI:
↑ Significantly higher than the total at 95% CI
↓ Significantly lower than the total at 95% CI

Quality of Services by Subgroups

CATI data was analysed within each of the twelve demographic data sets shown below for the question *"How would you rate the overall performance of Council in delivering an appropriate range and quality of services relevant to your household's needs?"*

SATISFIED

The data shown is a proportion of CATI responses within a demographic data set who completed the survey and provided a rating of *Satisfied.* Respondents aged 65 years and older had significantly higher satisfaction with the quality of services provided.

Legend: ■ 2018 ■ 2019

TOTAL CATI 41%

- 18 - 29 yrs: 39% (2019), 47% (2018)
- 30 - 49 yrs: 36% (2019), 38% (2018)
- 50 - 64 yrs: 42% (2019), 43% (2018)
- 65+ yrs: 55% ↑ (2019), 55% (2018)

- Households w children: 40% (2019), 45% (2018)
- Households w/o children: 43% (2019), 43% (2018)

- Male: 41% (2019), 41% (2018)
- Female: 41% (2019), 47% (2018)
- Gender other*: 0% ^ (2019), 0% ^ (2018)

- Home owner: 40% (2019), 42% (2018)
- Renter: 43% (2019), 49% (2018)
- Other occupancy: 37% (2019), 43% (2018)

DISSATISFIED

The data shown is a proportion of CATI responses within a demographic data set who completed the survey and provided a rating of *Dissatisfied.* Younger respondents (18-29 years) showed a trend towards less dissatisfaction compared to respondents aged between 30-64yrs.

Legend: ■ 2018 ■ 2019

TOTAL CATI 19%

- 18 - 29 yrs: 12% (2019), 16% (2018)
- 30 - 49 yrs: 24% (2019), 25% (2018)
- 50 - 64 yrs: 23% (2019), 26% (2018)
- 65+ yrs: 14% (2019), 19% (2018)

- Households w children: 21% (2019), 20% (2018)
- Households w/o children: 18% (2019), 24% (2018)

- Male: 20% (2019), 25% (2018)
- Female: 19% (2019), 19% (2018)
- Gender other*: 0% ^ (2019), 67% ^ (2018)

- Home owner: 21% (2019), 24% (2018)
- Renter: 18% (2019), 18% (2018)
- Other occupancy: 12% (2019), 18% (2018)

* 'Gender other' includes: Transgender, Gender variant / non-conforming, non-disclosed. ^ CAUTION: LOW BASE

2019 Community Satisfaction Survey

SIGNIFICANCE TESTING AT 95% CI:
↑ Significantly higher than the total at 95% CI
↓ Significantly lower than the total at 95% CI

Page | 8

Quality of Services by Subgroups

Online data was analysed within each of the twelve demographic data sets shown below for the question *"How would you rate the overall performance of Council in delivering an appropriate range and quality of services relevant to your household's needs?"*
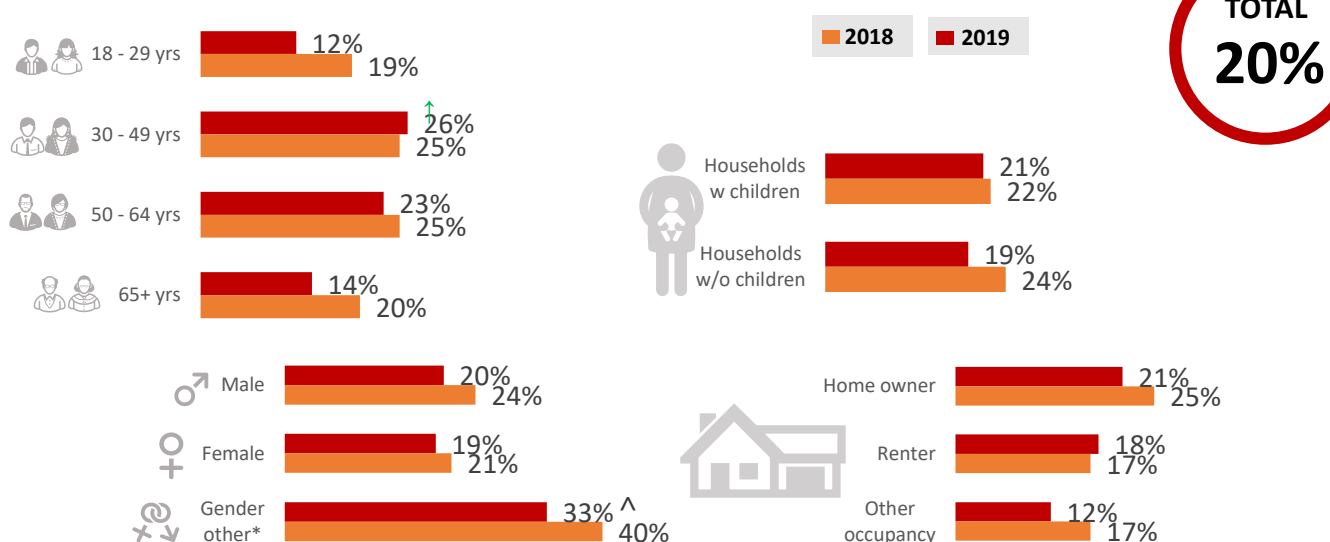
SATISFIED

The data shown is a proportion of online responses within a demographic data set who completed the survey and provided a rating of *Satisfied.* Half of those who participated in the survey online had high levels of satisfaction with the quality of services provided by Council. Satisfaction levels for Renters dropped compared to 2018.

Legend: ■ 2018 ■ 2019

TOTAL ONLINE 48%

	2019	2018
18 - 29 yrs	44% ^	46%
30 - 49 yrs	46%	46%
50 - 64 yrs	52%	54%
65+ yrs	57% ^	53%
Male	46%	48%
Female	52%	52%
Gender other*	25% ^	40%
Households w children	45%	49%
Households w/o children	54%	53%
Home owner	53%	49%
Renter	36%	59%
Other occupancy	50%	47% ^

DISSATISFIED

The data shown is a proportion of online responses within a demographic data set who completed the survey and provided a rating of *Dissatisfied.* Only 22% of those who participated in the survey online were dissatisfied with the services provided by Council. Households with children tended to be more dissatisfied, although the statistical difference was not significant difference.

Legend: ■ 2018 ■ 2019

TOTAL ONLINE 22%

	2019	2018
18 - 29 yrs	19% ^	29%
30 - 49 yrs	26%	26%
50 - 64 yrs	19%	24%
65+ yrs	14% ^	27%
Male	26%	27%
Female	20%	25%
Gender other*	25% ^	38%
Households w children	26%	25%
Households w/o children	16%	26%
Home owner	21%	27%
Renter	21%	18%
Other occupancy	25% ^	22%

* 'Gender other' includes: Transgender, Gender variant / non-conforming, non-disclosed. ^ CAUTION: LOW BASE

2019 Community Satisfaction Survey

SIGNIFICANCE TESTING AT 95% CI:
↑ Significantly higher than the total at 95% CI
↓ Significantly lower than the total at 95% CI

Page | 9

Council RESPONSIVENESS

Council Responsiveness

Satisfaction with Council's overall responsiveness was polarised among residents. Of all responses, almost **a third** were strongly satisfied, while slightly less than a third were strongly dissatisfied. This did not change compared to 2018.

Dissatisfied 30%   **Satisfied 35%**

	Very unsatisfactory	Unsatisfactory	Fair only	Satisfactory	Very satisfactory	Don't know
2019	11%	19%	31%	26%	9%	4%
2018	13%	18%	29%	28%	9%	3%

Legend: ■ Very unsatisfactory ■ Unsatisfactory ■ Fair only ■ Satisfactory ■ Very satisfactory ■ Don't know

Dis-satisfied 28%   **Satisfied 34%**

2019	11%	18%	33%	25%	9%	4% ⬆
2018	12%	17%	32%	26%	10%	2%
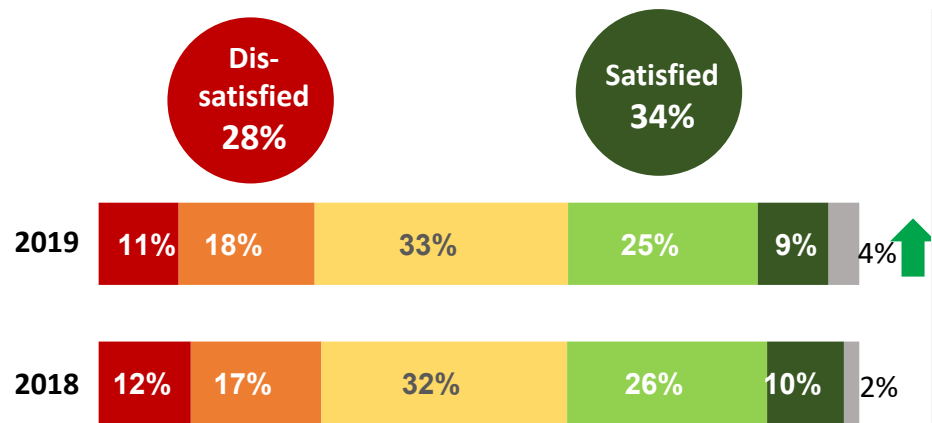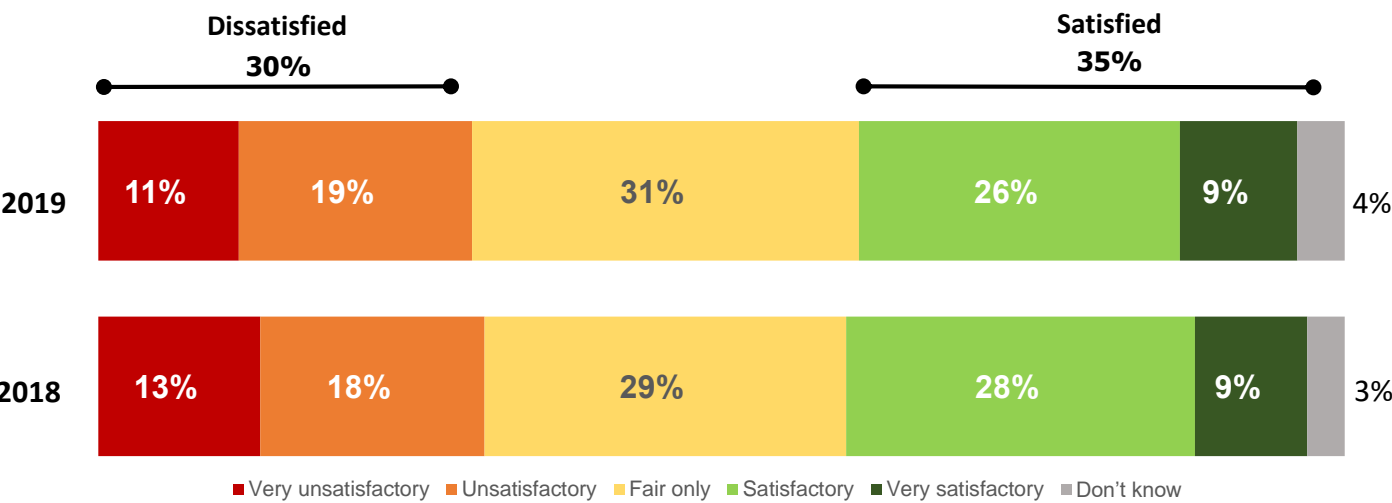
CATI
The level of satisfaction amongst those interviewed via telephone had more "Don't know" responses, but was otherwise similar to 2018 when looking at Council's responsiveness towards community needs.

Dis-satisfied 39%   **Satisfied 35%**

2019	17%	22%	23%	29%	6%	3%
2018	17%	20%	28%	26%	8%	2%
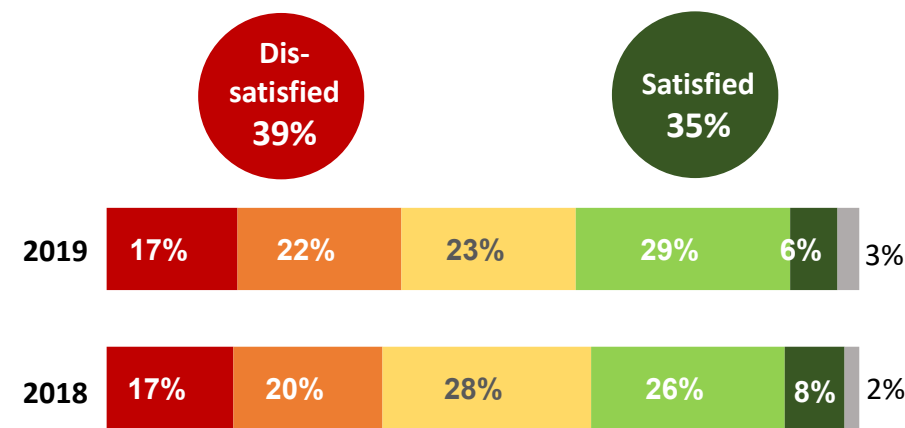
Online
Almost 4 in 10 of those who completed the survey online have strong levels of dissatisfaction with Council's responsiveness to community needs, more than seen for CATI responders.

SOURCE: Q6 Sample Size: Total N=1207; CATI N=1000; Online N=207

SIGNIFICANCE TESTING AT 95% CI:
⬆ Significantly higher than 2018 at 95% CI
⬇ Significantly lower than 2018 at 95% CI

Council Responsiveness by Subgroups
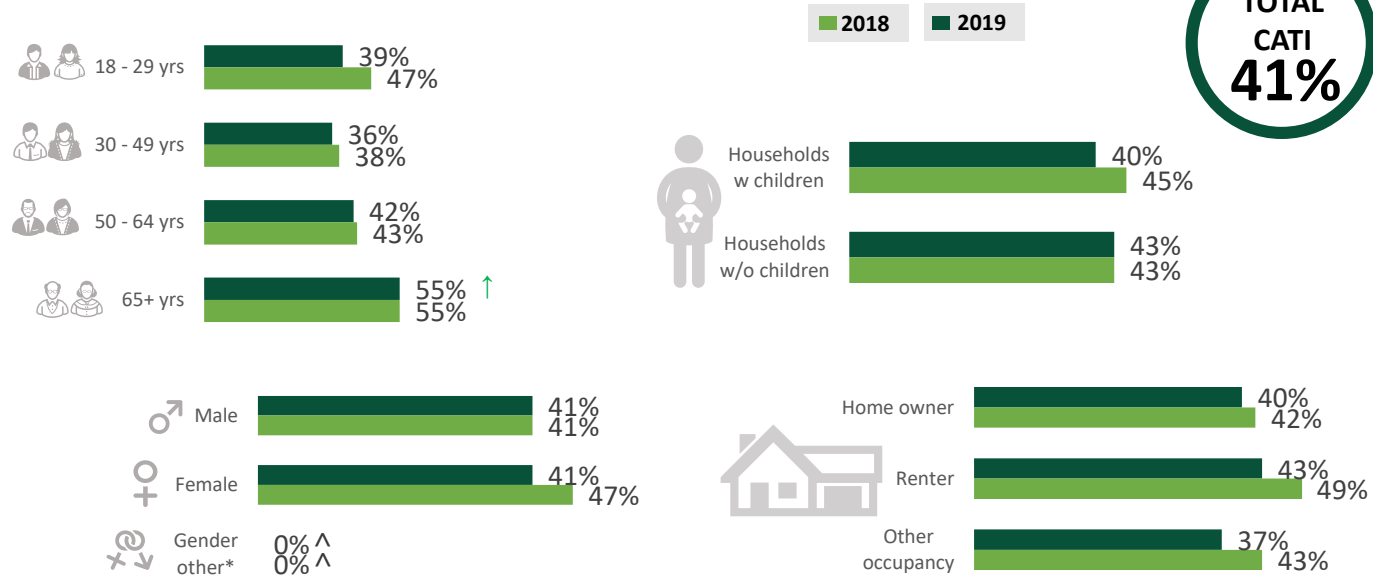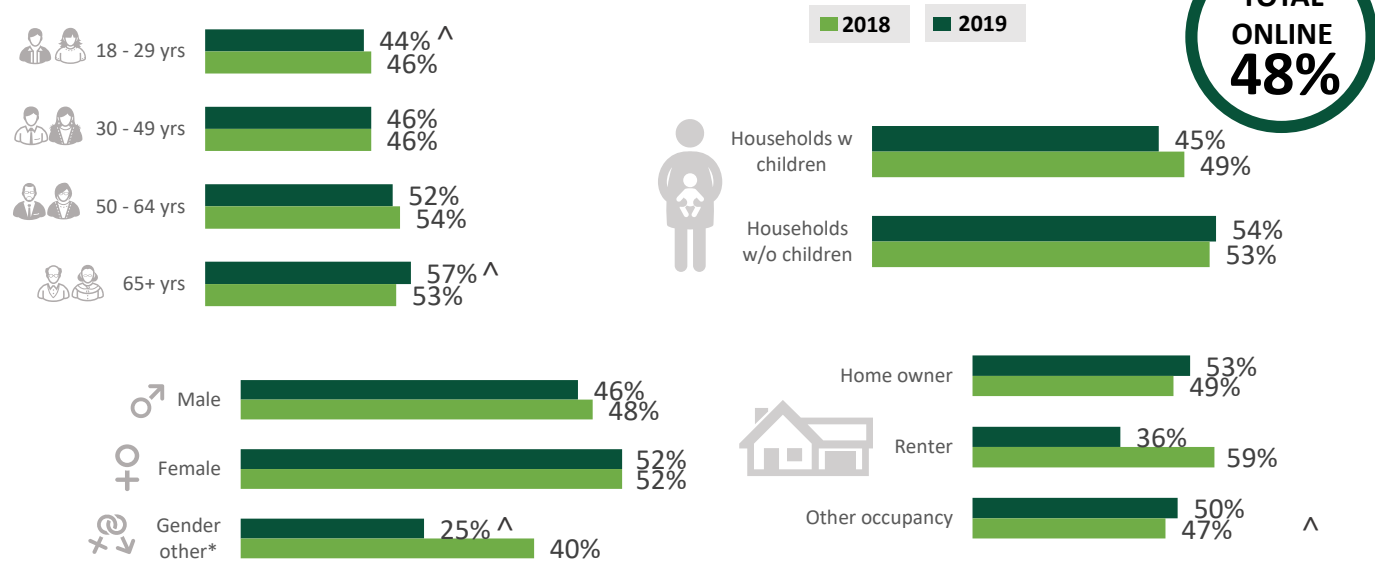
Data was analysed within each of the twelve demographic data sets shown below for the question *"How would you rate the overall performance of Council in its responsiveness to local community needs?"*

SATISFIED

The data shown is a proportion of all responses within a demographic data set who completed the survey and provided a rating of *Satisfied.* More than a third of Ipswich residents were satisfied or very satisfied with Council's responsiveness to community needs. Generally lower levels of satisfaction were seen, particularly for households with children and 65+, although two thirds of gender other* respondents were satisfied.^
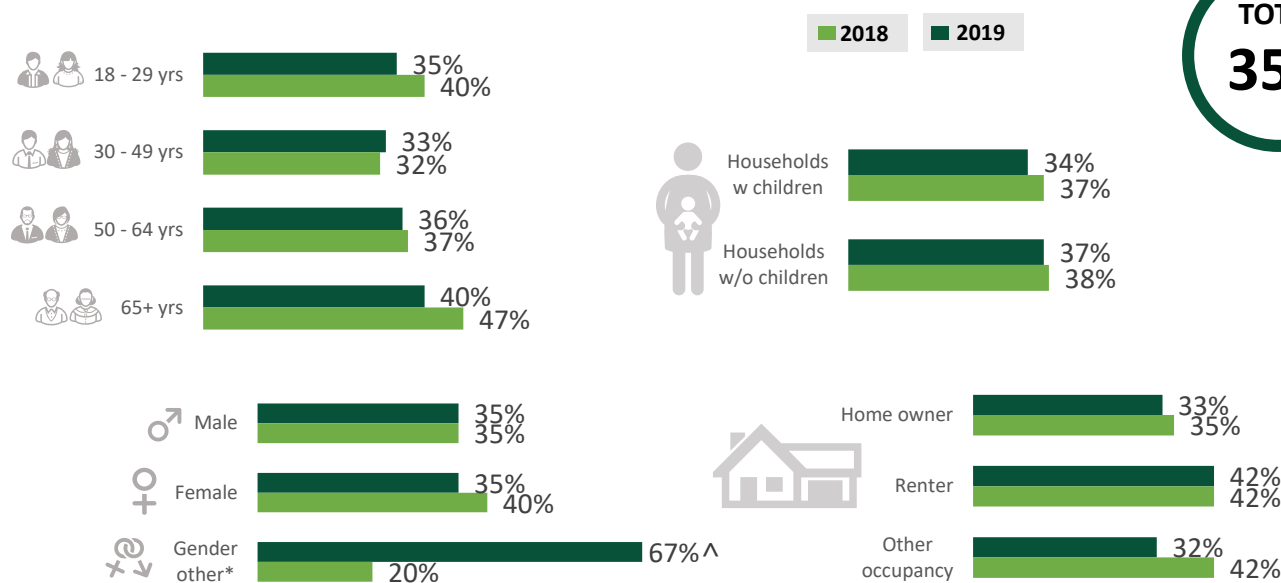
Legend: ■ 2018 ■ 2019

TOTAL 35%

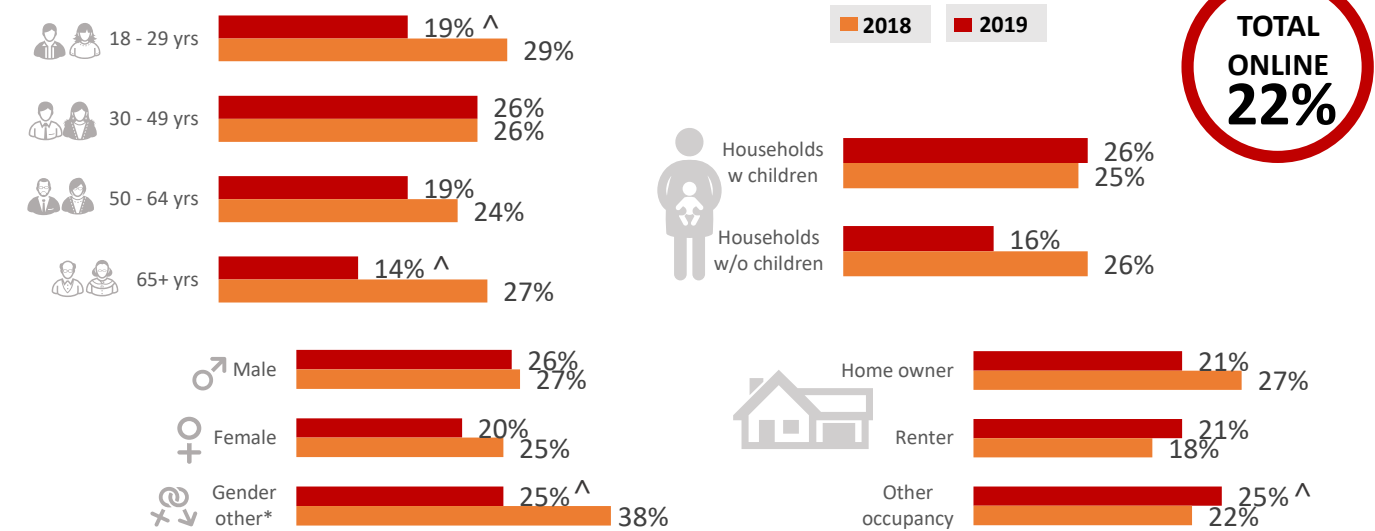| Subgroup	2019	2018
18 - 29 yrs	35%	40%
30 - 49 yrs	33%	32%
50 - 64 yrs	36%	37%
65+ yrs	40%	47%
Households w children	34%	37%
Households w/o children	37%	38%
Male	35%	35%
Female	35%	40%
Gender other*	67%^	20%
Home owner	33%	35%
Renter	42%	42%
Other occupancy	32%	42%

DISSATISFIED

The data shown is a proportion of all responses within a demographic data set who completed the survey and provided a rating of *Dissatisfied.* Overall, 3 in 10 Ipswich residents were dissatisfied with Council's responsiveness to community needs. Respondents aged 18-29 tended to be more dissatisfied with Council's responsiveness to community needs than in 2018. Households with children were more dissatisfied than those without, although the difference was not statistically significant.

Legend: ■ 2018 ■ 2019

TOTAL 30%

Subgroup	2019	2018
18 - 29 yrs	28%	24%
30 - 49 yrs	33%	37%
50 - 64 yrs	32%	34%
65+ yrs	22%	23%
Households w children	31%	31%
Households w/o children	29%	30%
Male	31%	33%
Female	29%	28%
Gender other*	33%^	51%
Home owner	31%	34%
Renter	28%	26%
Other occupancy	23%	20%

* 'Gender other' includes: Transgender, Gender variant / non-conforming, non-disclosed. ^ CAUTION: LOW BASE

SIGNIFICANCE TESTING AT 95% CI:
↑ Significantly higher than the total at 95% CI
↓ Significantly lower than the total at 95% CI

CATI

CATI

Council Responsiveness by Subgroups

CATI data was analysed within each of the twelve demographic data sets shown below for the question *"How would you rate the overall performance of Council in its responsiveness to local community needs?"*

SATISFIED

The data shown is a proportion of CATI responses within a demographic data set who completed the survey and provided a rating of *Satisfied.* More than a third of those who responded to the survey via telephone had high satisfaction with Council's responsiveness to community needs. Fewer households with children were satisfied or very satisfied compared to 2018, and also compared to those without children.

■ **2018** ■ **2019**

TOTAL CATI 34%

	2019	2018
18 - 29 yrs	32%	36%
30 - 49 yrs	32%	33%
50 - 64 yrs	34%	35%
65+ yrs	42%	48%

	2019	2018
Households w children	32%	37%
Households w/o children	37%	36%

	2019	2018
Male	34%	34%
Female	34%	39%
Gender other*	0% ^	0% ^

	2019	2018
Home owner	33%	36%
Renter	39%	38%
Other occupancy	28%	37%

DISSATISFIED

The data shown is a proportion of CATI responses within a demographic data set who completed the survey and provided a rating of *Dissatisfied.* Almost 3 in 10 of those who responded to the survey via telephone were dissatisfied with Council's responsiveness to community needs. Whilst this was mostly uniform across the board, residents aged 65+ years were less likely to feel dissatisfied (not statistically significant).

■ **2018** ■ **2019**

TOTAL CATI 28%

	2019	2018
18 - 29 yrs	28%	23%
30 - 49 yrs	31%	35%
50 - 64 yrs	29%	33%
65+ yrs	20%	22%

	2019	2018
Households w children	30%	30%
Households w/o children	28%	28%

	2019	2018
Male	29%	33%
Female	27%	26%
Gender other*	0% ^	100% ^

	2019	2018
Home owner	29%	32%
Renter	28%	26%
Other occupancy	25%	23%

* 'Gender other' includes: Transgender, Gender variant / non-conforming, non-disclosed. ^ CAUTION: LOW BASE

2019 Community Satisfaction Survey

SIGNIFICANCE TESTING AT 95% CI:

SIGNIFICANCE TESTING AT 95% CI:
↑ Significantly higher than the total at 95% CI
↓ Significantly lower than the total at 95% CI

Page | 13

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Council Responsiveness by Subgroups

Online data was analysed within each of the twelve demographic data sets shown below for the question *"How would you rate the overall performance of Council in its responsiveness to local community needs?"*
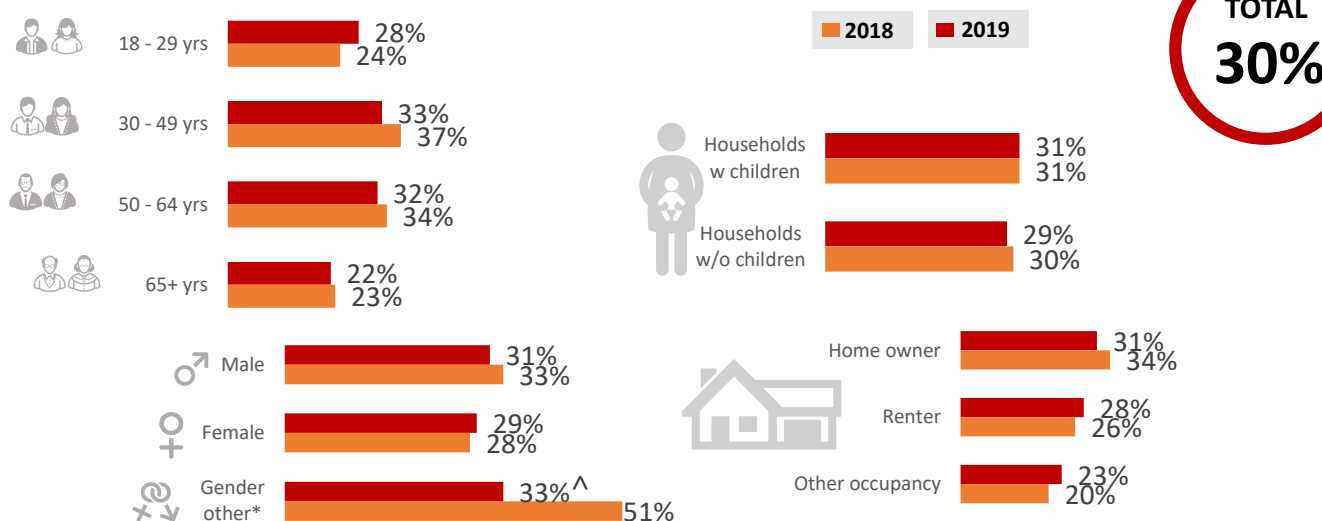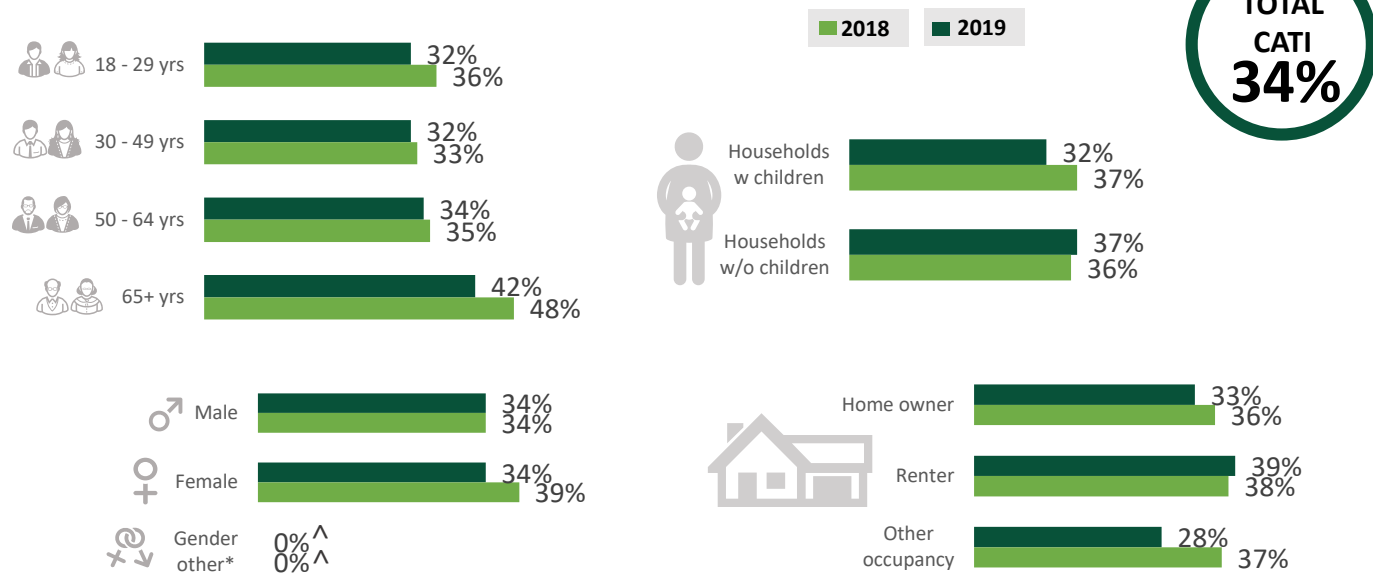
SATISFIED

The data shown is a proportion of online responses within a demographic data set who completed the survey and provided a rating of *Satisfied.* Over a third of residents who completed the survey online had high satisfaction with Council's responsiveness to community needs. Respondents aged 65+ were less likely to feel satisfied, although the low response rate leads to statistically non-significant results here. This is opposite of the trend seen in 2018, where older respondents were more satisfied overall.
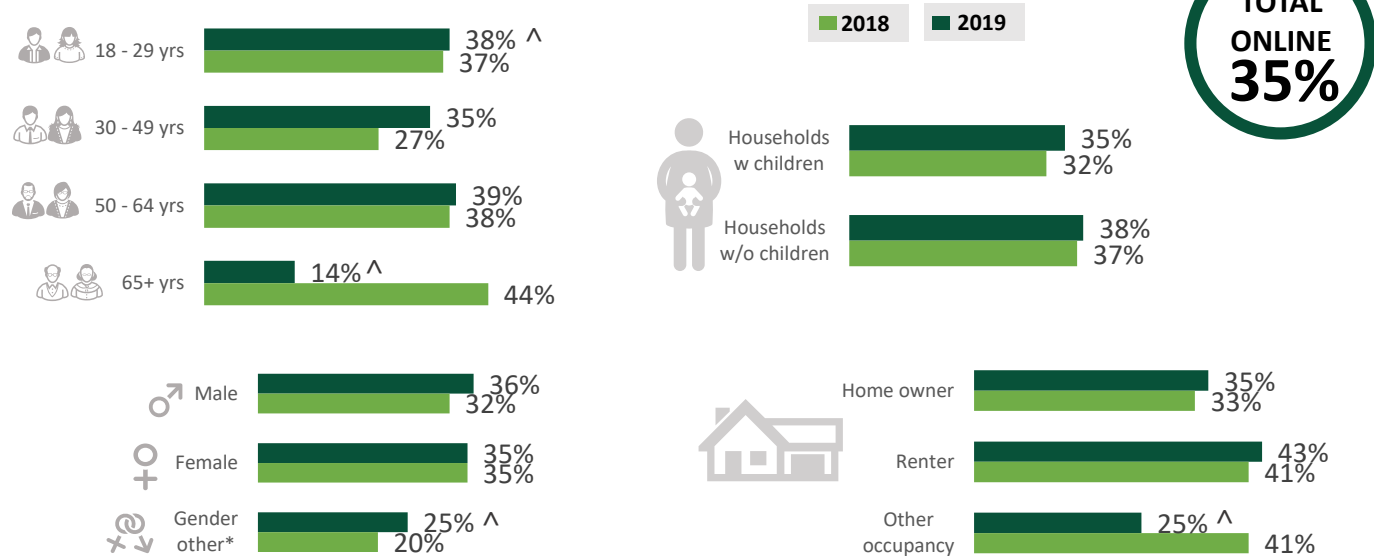
■ 2018 ■ 2019

TOTAL ONLINE 35%

Age	2019	2018
18 - 29 yrs	38% ^	37%
30 - 49 yrs	35%	27%
50 - 64 yrs	39%	38%
65+ yrs	14% ^	44%

Household	2019	2018
Households w children	35%	32%
Households w/o children	38%	37%

Gender	2019	2018
Male	36%	32%
Female	35%	35%
Gender other*	25% ^	20%

Occupancy	2019	2018
Home owner	35%	33%
Renter	43%	41%
Other occupancy	25% ^	41%

DISSATISFIED

The data shown is a proportion of online responses within a demographic data set who completed the survey and provided a rating of *Dissatisfied.* Almost 4 in 10 residents who completed the survey online felt dissatisfied with Council's responsiveness to community needs. This was lower in Renters and households without children (no statistically significant difference).

■ 2018 ■ 2019

TOTAL ONLINE 39%

Age	2019	2018
18 - 29 yrs	38% ^	33%
30 - 49 yrs	37%	41%
50 - 64 yrs	42%	35%
65+ yrs	43% ^	29%

Household	2019	2018
Households w children	41%	37%
Households w/o children	35%	35%

Gender	2019	2018
Male	42%	38%
Female	37%	35%
Gender other*	50% ^	50%

Occupancy	2019	2018
Home owner	38%	37%
Renter	33%	32%
Other occupancy	38% ^	31%

* 'Gender other' includes: Transgender, Gender variant / non-conforming, non-disclosed. ^ CAUTION: LOW BASE

2019 Community Satisfaction Survey

SIGNIFICANCE TESTING AT 95% CI:
↑ Significantly higher than the total at 95% CI
↓ Significantly lower than the total at 95% CI

Page | 14

TRUST AND CONFIDENCE

Trust and Confidence

While **43%** of Ipswich residents were dissatisfied with Council's ability to build trust and confidence, this was significantly lower than in 2018. Almost a third of respondents were satisfied or very satisfied with Council's ability to build and maintain the trust and confidence of the community, significantly more than seen in 2018.

Dissatisfied 43% | **Satisfied 31%**

2019
- 21% Very unsatisfactory ↓
- 21% Unsatisfactory
- 25% Fair only ↑
- 21% Satisfactory ↑
- 10% Very satisfactory ↑
- 2% ↑

2018
- 36% Very unsatisfactory
- 23% Unsatisfactory
- 18% Fair only
- 14% Satisfactory
- 7% Very satisfactory
- 1%

Legend: ■ Very unsatisfactory ■ Unsatisfactory ■ Fair only ■ Satisfactory ■ Very satisfactory ■ Don't know

Dissatisfied 43% | **Satisfied 30%**

2019: 22% ↓ | 21% | 26% ↑ | 20% ↑ | 10% | 2%

2018: 34% | 22% | 19% | 15% | 9% | 1%

CATI
Of those interviewed via telephone, significantly fewer were dissatisfied and significantly more were satisfied compared to 2018, when considering Council's ability to build and maintain the trust and confidence of the community.

Dissatisfied 41% | **Satisfied 35%**

2019: 22% ↓ | 18% ↓ | 22% | 26% ↑ | 9% ↑ | 2%

2018: 43% | 25% | 17% | 10% | 4% | 0%
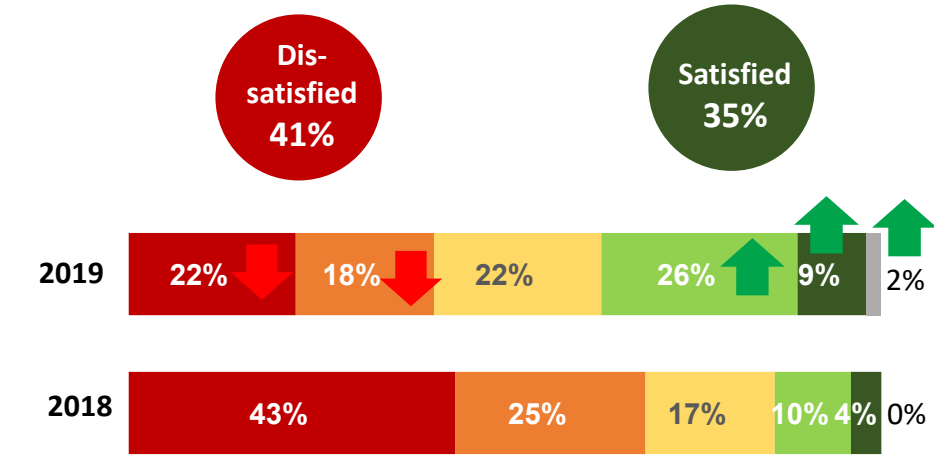
Online
Those who responded online were generally more satisfied and less dissatisfied compared to CATI respondents, and this was significantly more and less respectively than in 2018.

SOURCE: Q7 Sample Size: Total N=1207; CATI N=1000; Online N=207

SIGNIFICANCE TESTING AT 95% CI:
↑ Significantly higher than 2018 at 95% CI
↓ Significantly lower than 2018 at 95% CI

Trust and Confidence by Subgroups

Data was analysed within each of the twelve demographic data sets shown below for the question *"How would you rate the overall performance of Council in maintaining the trust and confidence of the local community?"*
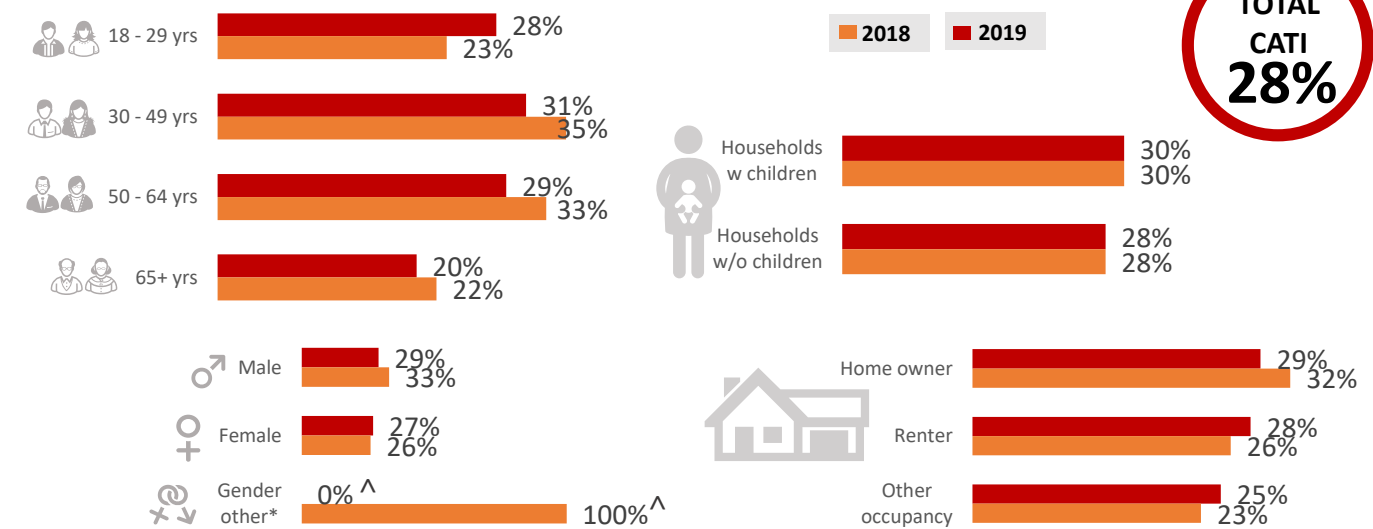
SATISFIED

The data shown is a proportion of all responses within a demographic data set who completed the survey and provided a rating of *Satisfied*. Almost a third of residents had high satisfaction with Council's ability to build and maintain the trust and confidence of the community, which is more across the board than seen in 2018.
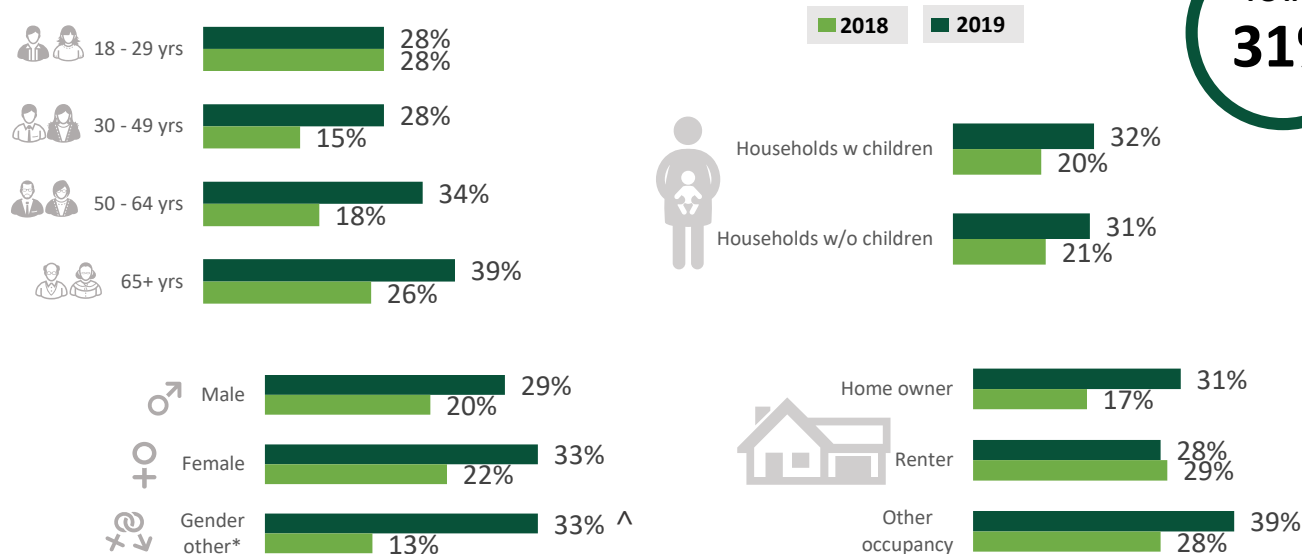
Legend: 2018, 2019

TOTAL 31%

- 18 - 29 yrs: 28% / 28%
- 30 - 49 yrs: 28% / 15%
- 50 - 64 yrs: 34% / 18%
- 65+ yrs: 39% / 26%

- Households w children: 32% / 20%
- Households w/o children: 31% / 21%

- Male: 29% / 20%
- Female: 33% / 22%
- Gender other*: 33% ^ / 13%

- Home owner: 31% / 17%
- Renter: 28% / 29%
- Other occupancy: 39% / 28%

DISSATISFIED

The data shown is a proportion of all responses within a demographic data set who completed the survey and provided a rating of *Dissatisfied*. Overall, 43% of residents reported dissatisfaction with Council's ability to build and maintain the trust and confidence of the community. While all demographics have seen reduced dissatisfaction, the greatest drops were in homeowners and those aged 30-64 years (not statistically significant).

Legend: 2018, 2019

TOTAL 43%

- 18 - 29 yrs: 46% / 50%
- 30 - 49 yrs: 47% / 68%
- 50 - 64 yrs: 39% / 64%
- 65+ yrs: 32% / 50%

- Households w children: 41% / 62%
- Households w/o children: 45% / 57%

- Male: 44% / 59%
- Female: 40% / 60%
- Gender other*: 67% ^ / 78%

- Home owner: 42% / 65%
- Renter: 45% / 50%
- Other occupancy: 39% / 47%
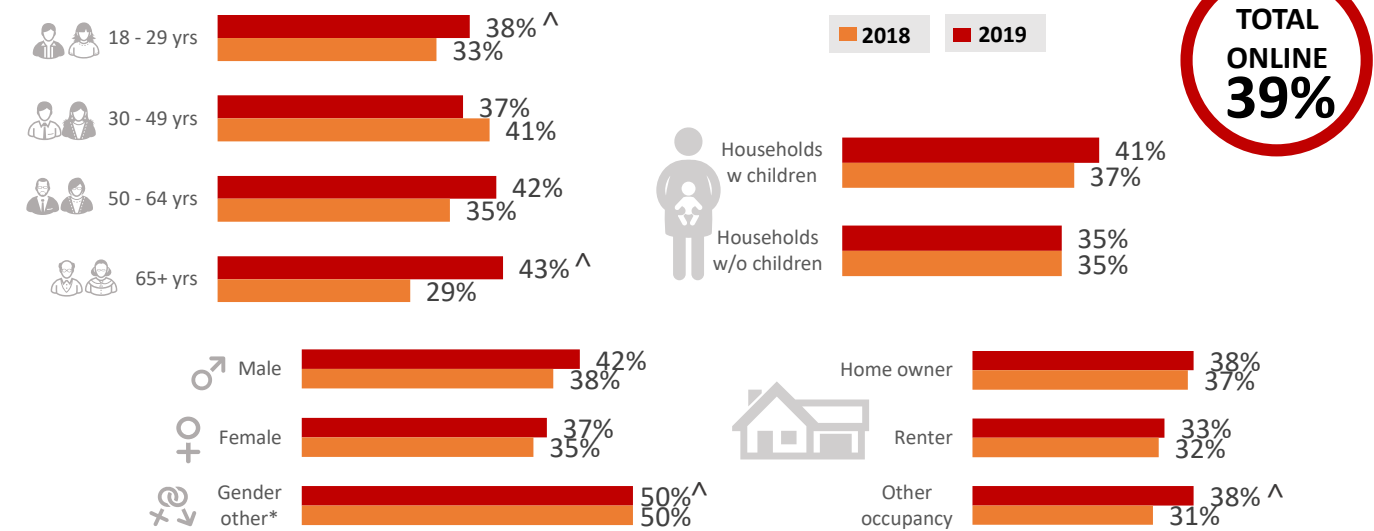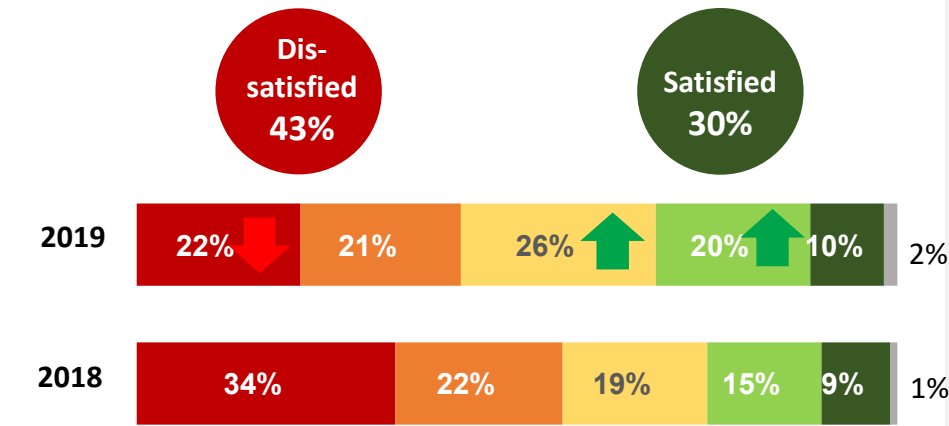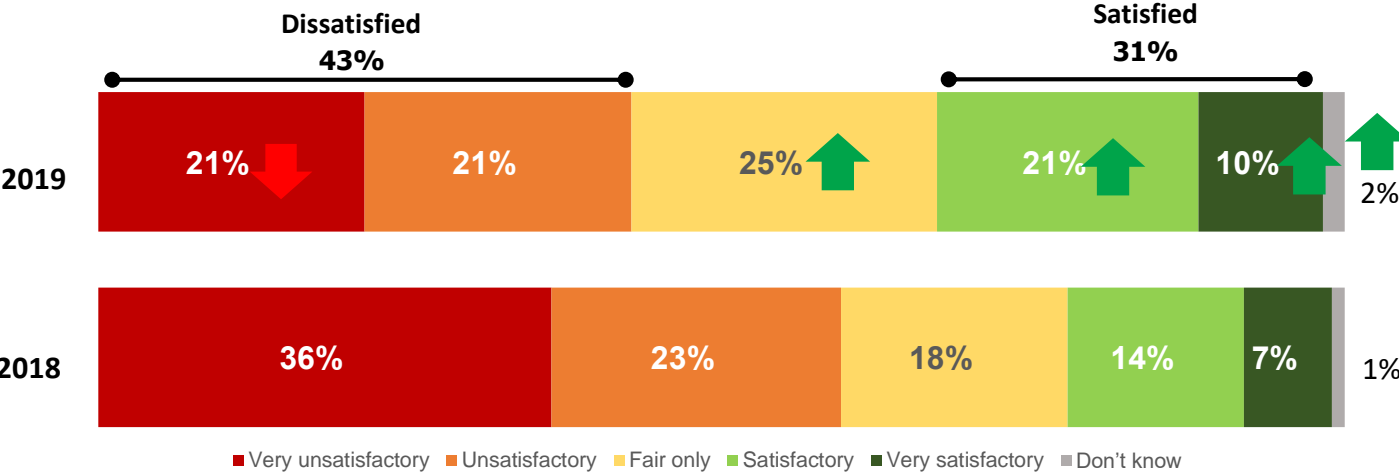
* 'Gender other' includes: Transgender, Gender variant / non-conforming, non-disclosed. ^ CAUTION: LOW BASE

SIGNIFICANCE TESTING AT 95% CI:
↑ Significantly higher than the total at 95% CI
↓ Significantly lower than the total at 95% CI

Trust and Confidence by Subgroups

Ipsos

CATI data was analysed within each of the twelve demographic data sets shown below for the question *"How would you rate the overall performance of Council in maintaining the trust and confidence of the local community?"*

SATISFIED

The data shown is a proportion of CATI responses within a demographic data set who completed the survey and provided a rating of *Satisfied.* Three in 10 residents interviewed via telephone had high levels of satisfaction with Council's ability to build and maintain the trust and confidence of the community. This is greater across the board compared to 2018, except for renters and respondents aged 18-29 years (not statistically significant).

■ **2018** ■ **2019**

TOTAL CATI 30%

	2019	2018
18 - 29 yrs	28%	32%
30 - 49 yrs	26%	18%
50 - 64 yrs	32%	22%
65+ yrs	40%	28%
Households w children	30%	24%
Households w/o children	31%	24%
Male	27%	22%
Female	32%	26%
Gender other*	0% ^	0% ^
Home owner	30%	19%
Renter	29%	32%
Other occupancy	34%	28%

DISSATISFIED

The data shown is a proportion of CATI responses within a demographic data set who completed the survey and provided a rating of *Dissatisfied.* Less than half of those interviewed via telephone were dissatisfied with Council's ability to build and maintain the trust and confidence of the community. There is an overall trend towards less dissatisfaction compared to 2018, and older respondents aged 65+ years had the lowest dissatisfaction at 33% (not statistically significant).

■ **2018** ■ **2019**

TOTAL CATI 43%

	2019	2018
18 - 29 yrs	43%	44%
30 - 49 yrs	48%	66%
50 - 64 yrs	39%	59%
65+ yrs	33%	46%
Households w children	42%	59%
Households w/o children	44%	52%
Male	45%	57%
Female	40%	55%
Gender other*	0% ^	100%
Home owner	42%	62%
Renter	44%	47%
Other occupancy	43%	46%

* 'Gender other' includes: Transgender, Gender variant / non-conforming, non-disclosed. ^ CAUTION: LOW BASE

2019 Community Satisfaction Survey

SIGNIFICANCE TESTING AT 95% CI:
↑ Significantly higher than the total at 95% CI
↓ Significantly lower than the total at 95% CI

Trust and Confidence by Subgroups

Ipsos

Online data was analysed within each of the twelve demographic data sets shown below for the question *"How would you rate the overall performance of Council in maintaining the trust and confidence of the local community?"*
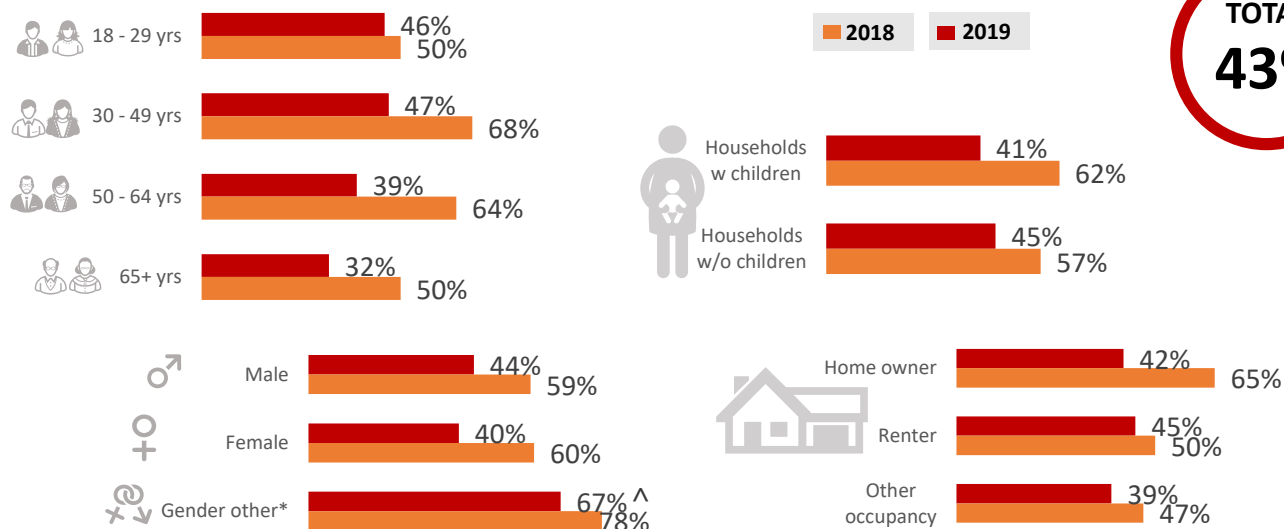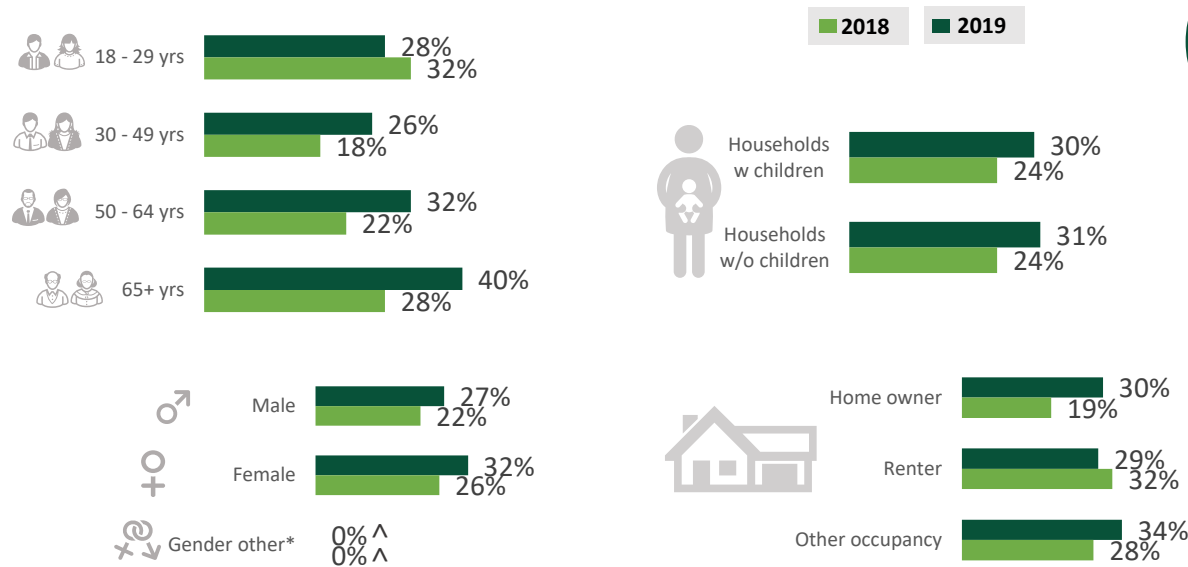
SATISFIED

The data shown is a proportion of online responses within a demographic data set who completed the survey <u>and</u> provided a rating of *Satisfied*. Of those interviewed online, over a third had high satisfaction with Council's ability to build and maintain the trust and confidence of the community, which is much higher than in 2018. The highest level of satisfaction was seen in those aged 50-64 years (no statistically significant difference).
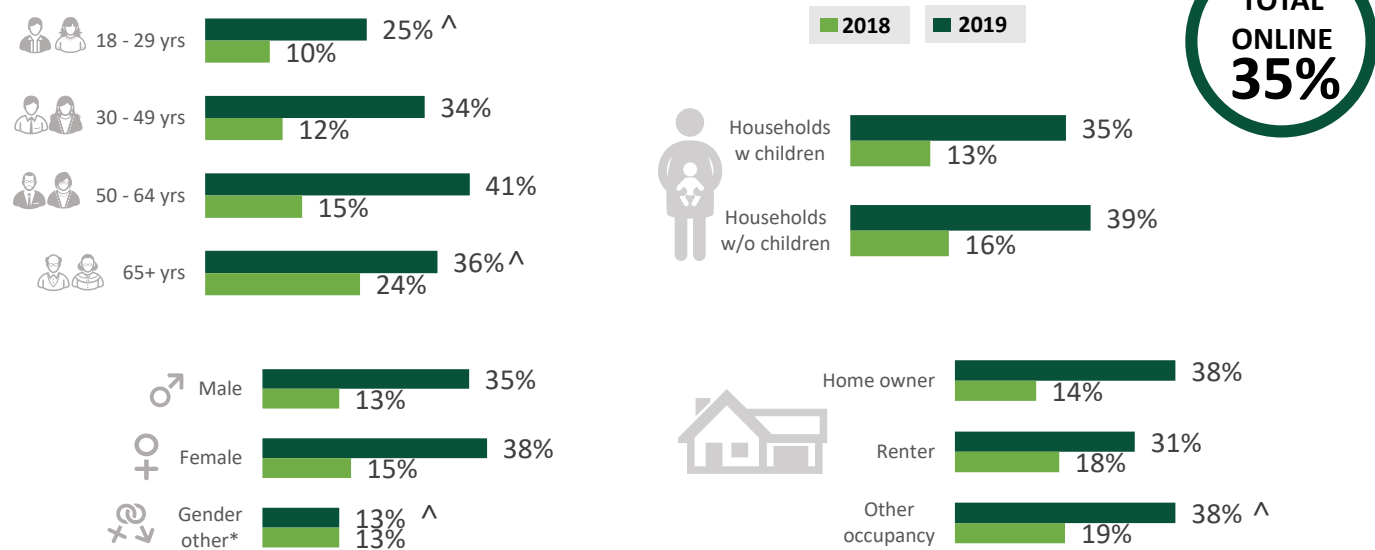
Legend: ■ 2018 ■ 2019

TOTAL ONLINE 35%

- 18 - 29 yrs: 25% ^ / 10%
- 30 - 49 yrs: 34% / 12%
- 50 - 64 yrs: 41% / 15%
- 65+ yrs: 36% ^ / 24%

- Households w children: 35% / 13%
- Households w/o children: 39% / 16%

- Male: 35% / 13%
- Female: 38% / 15%
- Gender other*: 13% ^ / 13%

- Home owner: 38% / 14%
- Renter: 31% / 18%
- Other occupancy: 38% ^ / 19%

DISSATISFIED

The data shown is a proportion of online responses within a demographic data set who completed the survey <u>and</u> provided a rating of *Dissatisfied*. Four in 10 residents who participated in the survey online were dissatisfied with Council's ability to build and maintain the trust and confidence of the community. There was a trend for more dissatisfaction in trust and confidence with younger respondents, however all categories were reduced compared to 2018.

Legend: ■ 2018 ■ 2019

TOTAL ONLINE 41%

- 18 - 29 yrs: 56% ^ / 73%
- 30 - 49 yrs: 41% / 73%
- 50 - 64 yrs: 39% / 68%
- 65+ yrs: 21% ^ / 52%

- Households w children: 41% / 72%
- Households w/o children: 41% / 64%

- Male: 38% / 68%
- Female: 41% / 68%
- Gender other*: 50% ^ / 78%

- Home owner: 38% / 69%
- Renter: 43% / 64%
- Other occupancy: 38% ^ / 63%

* 'Gender other' includes: Transgender, Gender variant / non-conforming, non-disclosed. ^ CAUTION: LOW BASE

SIGNIFICANCE TESTING AT 95% CI:
↑ Significantly higher than the total at 95% CI
↓ Significantly lower than the total at 95% CI

Council DECISION MAKING

Council Decision Making

In 2019, Ipswich residents were divided regarding levels of satisfaction with Council's ability to make decisions in the best interests of the community, with **36%** reporting dissatisfaction, and **32%** reporting high levels of satisfaction. Respondents were significantly more satisfied (and significantly less dissatisfied) than in 2018.

Dissatisfied 36%   **Satisfied 32%**

Year	Very unsatisfactory	Unsatisfactory	Fair only	Satisfactory	Very satisfactory	Don't know
2019	17% ↓	18% ↓	31% ↑	21%	10% ↑	2%
2018	26%	22%	25%	19%	7%	2%

■ Very unsatisfactory ■ Unsatisfactory ■ Fair only ■ Satisfactory ■ Very satisfactory ■ Don't know

Dis-satisfied 36%   **Satisfied 30%**

Year						
2019	17% ↓	19%	32% ↑	20%	10%	1%
2018	23%	20%	27%	19%	9%	1%
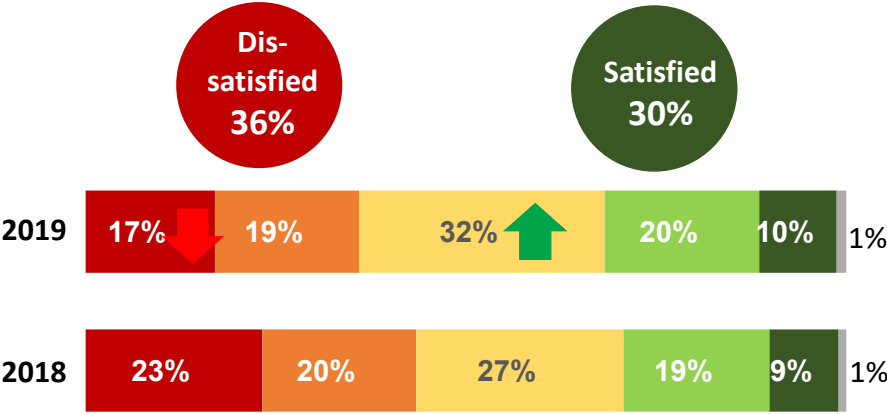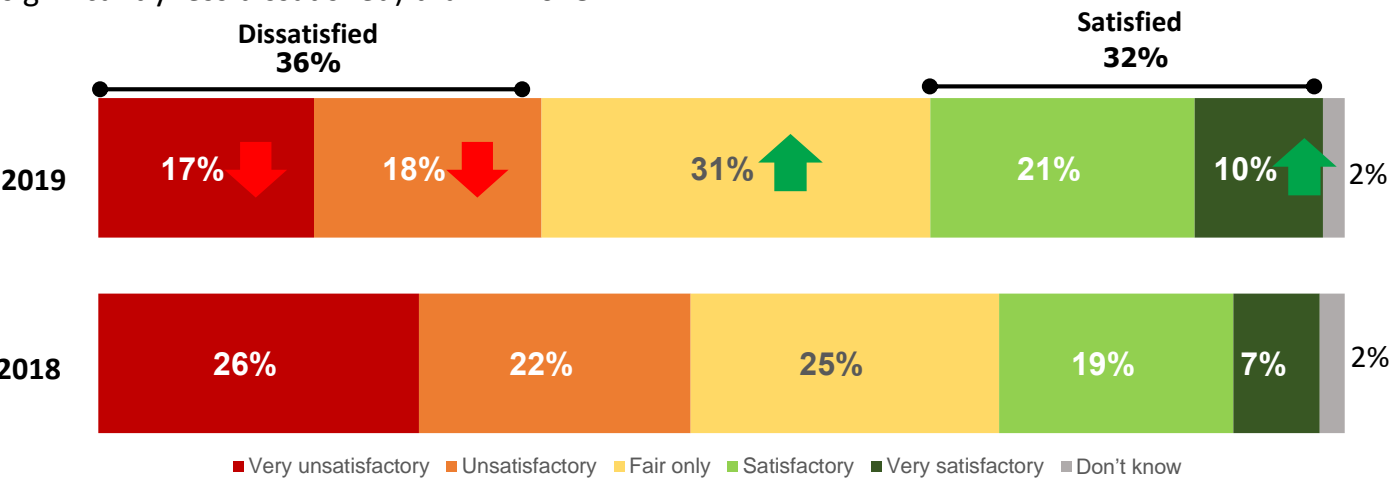
CATI
Of all residents interviewed via telephone a third of residents reported low levels of satisfaction with Council's ability to make decisions in the best interest of the community, significantly less than in 2018, with significantly more neutral responses.

Dis-satisfied 36%   **Satisfied 35%**

Year						
2019	20% ↓	15% ↓	25%	25% ↑	10% ↑	5% ↑
2018	33%	25%	22%	15%	5%	1%
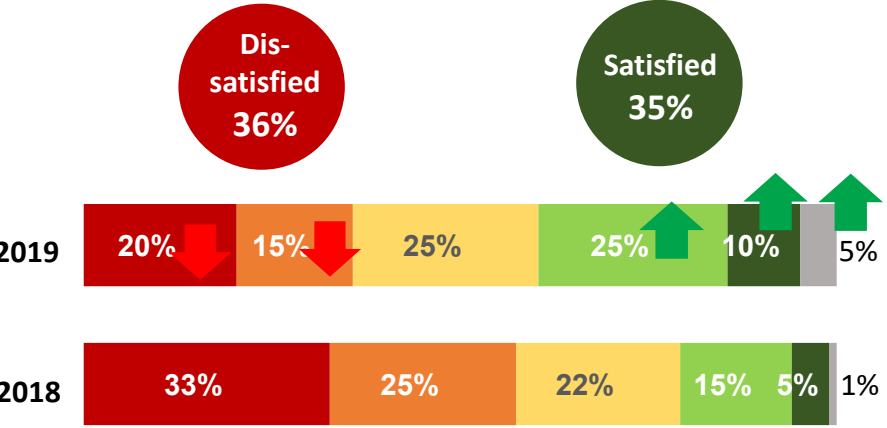
Online
Those interviewed online were evenly spread across satisfaction with Council's ability to make decisions in the best interests of the community. This was significantly greater satisfaction (and significantly lower dissatisfaction) than 2018.

SOURCE: Q8 Sample Size: Total N=1207; CATI N=1000; Online N=207

2019 Community Satisfaction Survey

SIGNIFICANCE TESTING AT 95% CI:
↑ Significantly higher than 2018 at 95% CI
↓ Significantly lower than 2018 at 95% CI

Page | 21

Council Decision Making by Subgroups

Data was analysed within each of the twelve demographic data sets shown below for the question *"How would you rate the overall performance of Council in making and implementing decisions in the best interests of the community?"*
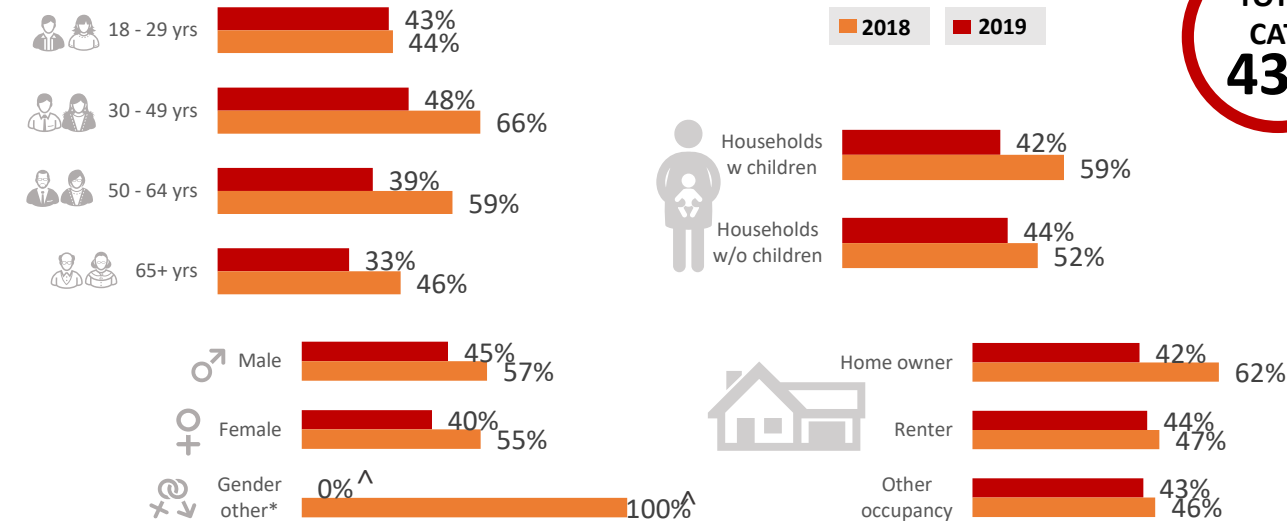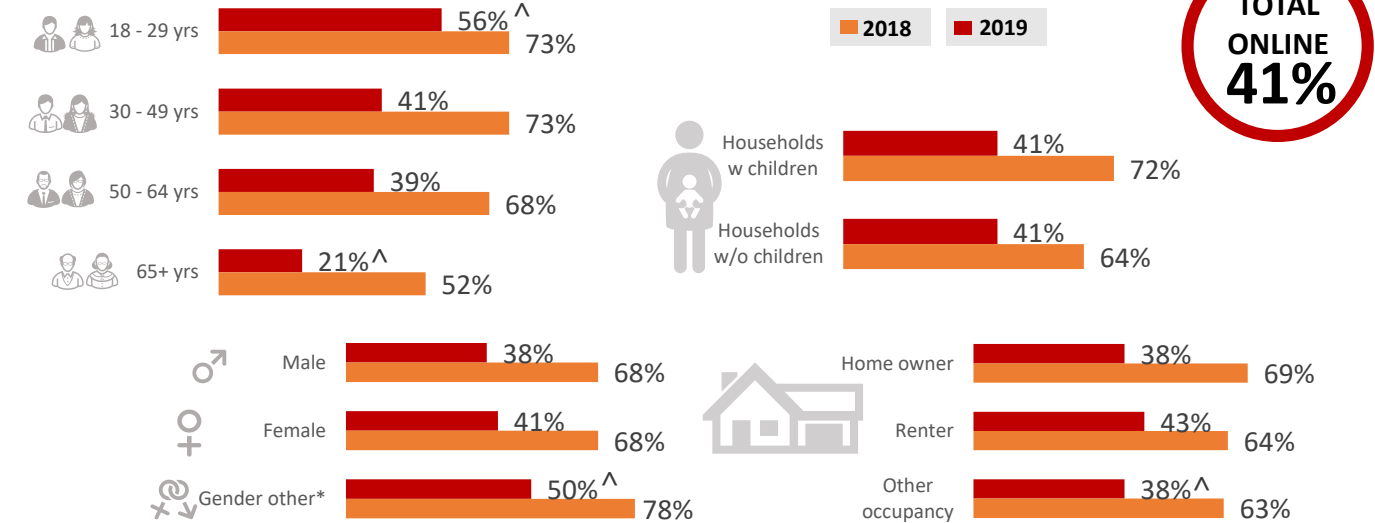
SATISFIED

The data shown is a proportion of all responses within a demographic data set who completed the survey <u>and</u> provided a rating of *Satisfied*. Overall, a third of Ipswich residents were highly satisfied with Council's ability to make decisions in the best interest of the community, up from only a quarter in 2018. Satisfaction was evenly distributed across all demographic categories, although those aged 30-49 were slightly less satisfied (not statistically significant).
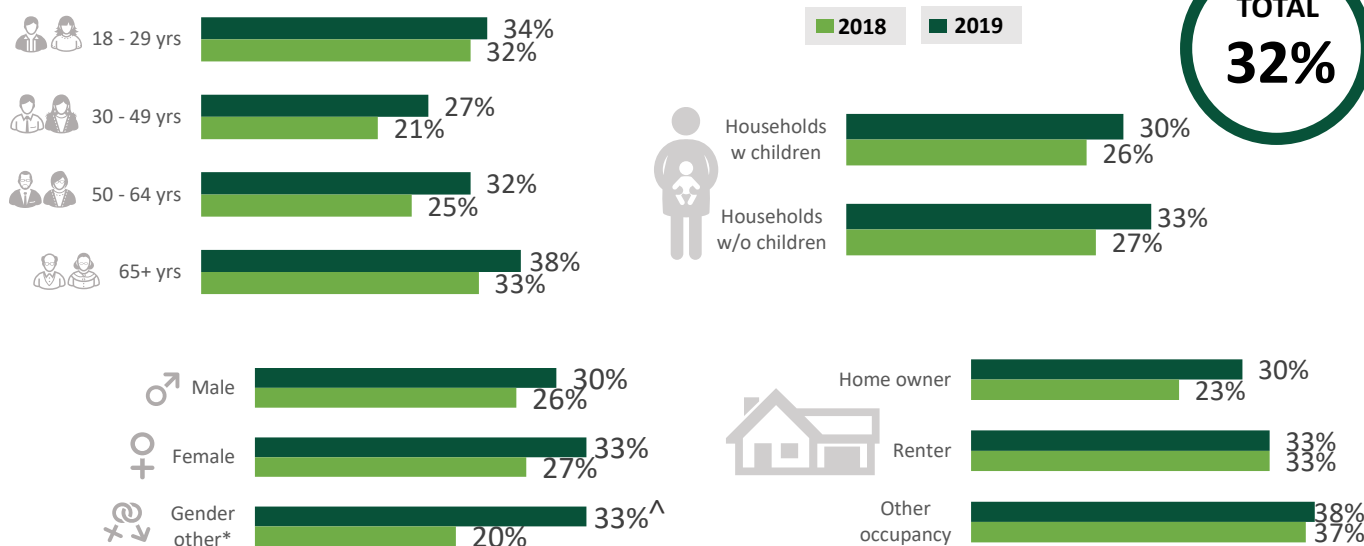
Legend: ■ 2018 ■ 2019

TOTAL 32%

Demographic	2019	2018
18 - 29 yrs	34%	32%
30 - 49 yrs	27%	21%
50 - 64 yrs	32%	25%
65+ yrs	38%	33%
Households w children	30%	26%
Households w/o children	33%	27%
Male	30%	26%
Female	33%	27%
Gender other*	33%^	20%
Home owner	30%	23%
Renter	33%	33%
Other occupancy	38%	37%

DISSATISFIED

The data shown is a proportion of all responses within a demographic data set who completed the survey <u>and</u> provided a rating of *Dissatisfied*. A third of Ipswich residents who participated in the survey were dissatisfied with Council's ability to make decisions in the best interests of the community, which was reduced across all demographics compared to 2018.

Legend: ■ 2018 ■ 2019

TOTAL 36%

Demographic	2019	2018
18 - 29 yrs	31%	36%
30 - 49 yrs	39%	54%
50 - 64 yrs	40%	52%
65+ yrs	27%	41%
Households w children	38%	49%
Households w/o children	33%	46%
Male	38%	47%
Female	33%	47%
Gender other*	33%^	67%
Home owner	38%	52%
Renter	31%	37%
Other occupancy	32%	37%

* 'Gender other' includes: Transgender, Gender variant / non-conforming, non-disclosed. ^ CAUTION: LOW BASE.

2019 Community Satisfaction Survey

SIGNIFICANCE TESTING AT 95% CI:
↑ Significantly higher than the total at 95% CI
↓ Significantly lower than the total at 95% CI

Page | 22

Council Decision Making by Subgroups

CATI data was analysed within each of the twelve demographic data sets shown below for the question *"How would you rate the overall performance of Council in making and implementing decisions in the best interests of the community?"*

SATISFIED

The data shown is a proportion of CATI responses within a demographic data set who completed the survey and provided a rating of *Satisfied*. Three in 10 Ipswich residents who completed the survey via telephone had high satisfaction with Council's ability to make decisions in the best interests of the community. This was higher for the older (65+) and youngest (18-29) age groups (not statistically significant).

Legend: ■ 2018 ■ 2019

TOTAL CATI 30%

Subgroup	2018	2019
18 - 29 yrs	33%	36%
30 - 49 yrs	23%	24%
50 - 64 yrs	28%	30%
65+ yrs	34%	9%
Male	27%	29%
Female	29%	32%
Gender other*	0% ^	0% ^
Households w children	28%	28%
Households w/o children	28%	34%
Home owner	25%	29%
Renter	31%	32%
Other occupancy	34%	34%

DISSATISFIED

The data shown is a proportion of CATI responses within a demographic data set who completed the survey and provided a rating of *Dissatisfied*. Of those who completed the survey via telephone, over a third were dissatisfied with Council's ability to make decisions in the best interests of the community. This was reduced across the board compared to 2018.

Legend: ■ 2018 ■ 2019

TOTAL CATI 36%

Subgroup	2018	2019
18 - 29 yrs	37%	31%
30 - 49 yrs	51%	40%
50 - 64 yrs	43%	39%
65+ yrs	36%	27%
Male	46%	38%
Female	41%	34%
Gender other*	67% ^	0% ^
Households w children	44%	38%
Households w/o children	42%	34%
Home owner	46%	38%
Renter	38%	32%
Other occupancy	39%	35%

* 'Gender other' includes: Transgender, Gender variant / non-conforming, non-disclosed. ^ CAUTION: LOW BASE

2019 Community Satisfaction Survey

SIGNIFICANCE TESTING AT 95% CI:
↑ Significantly higher than the total at 95% CI
↓ Significantly lower than the total at 95% CI

Page | 23

ONLINE
Council Decision Making by Subgroups

Online data was analysed within each of the twelve demographic data sets shown below for the question *"How would you rate the overall performance of Council in making and implementing decisions in the best interests of the community?"*
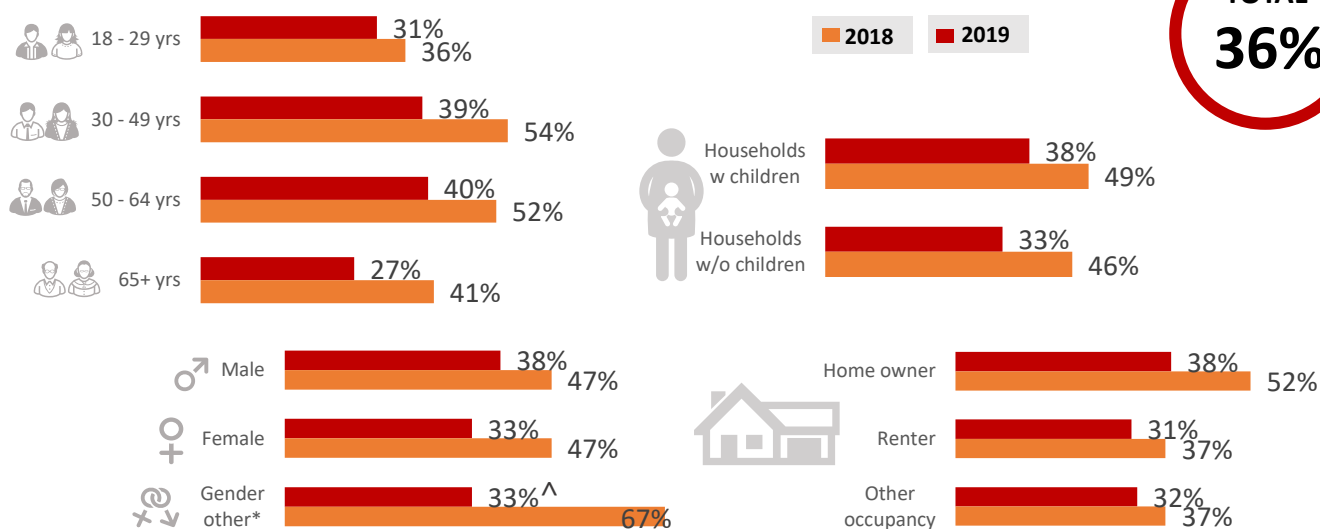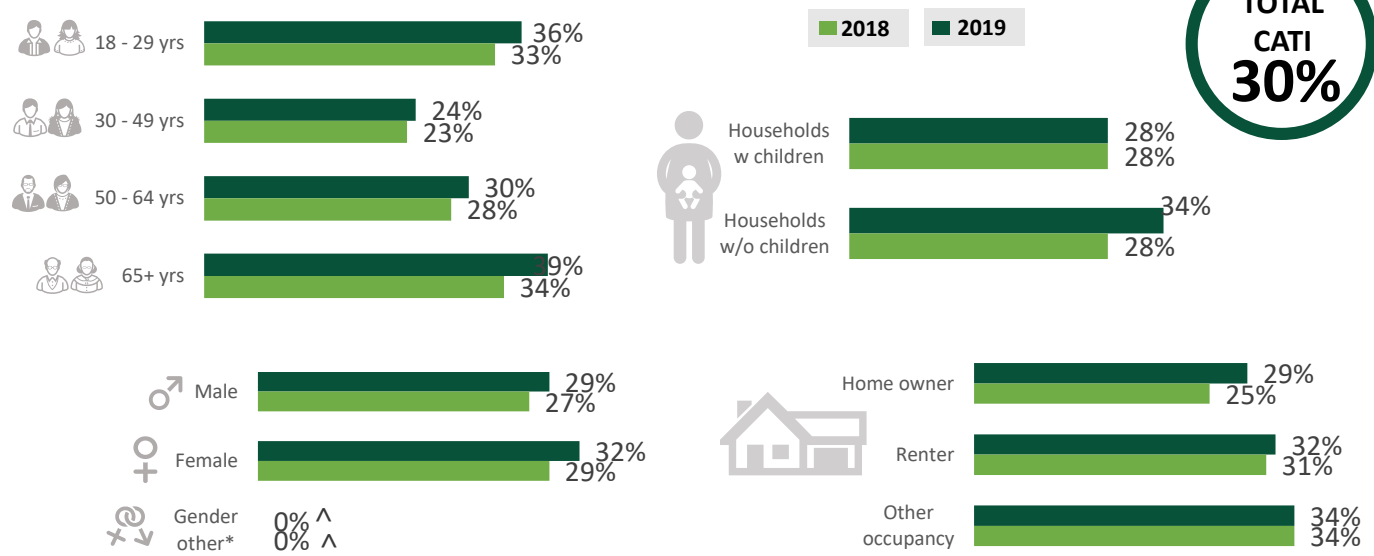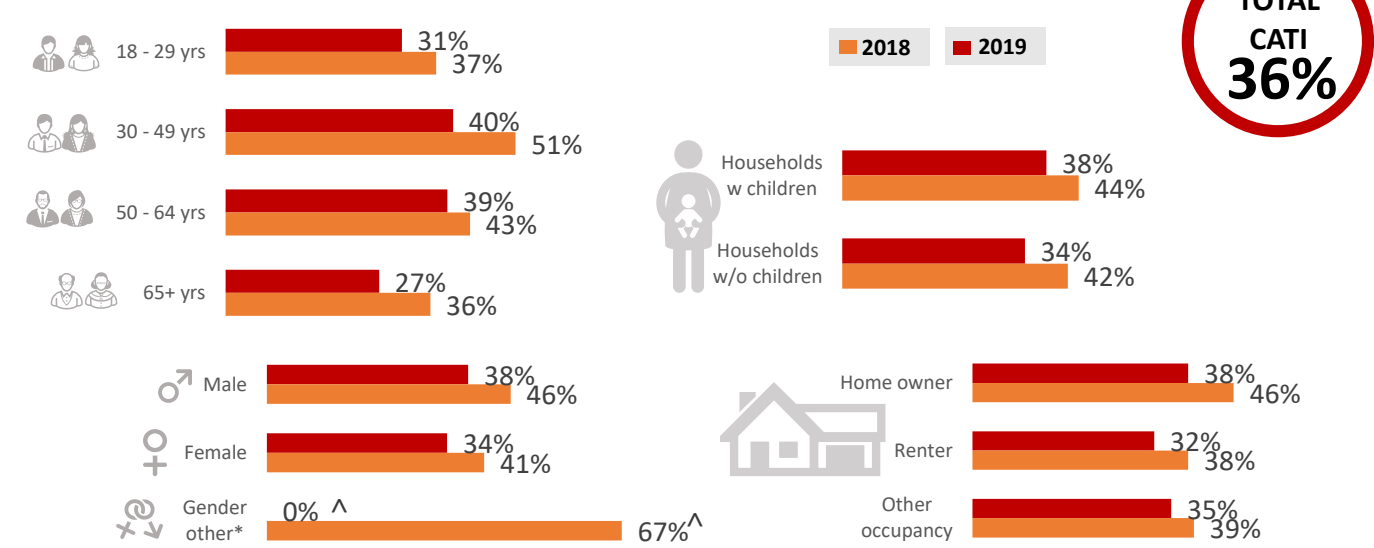
SATISFIED

The data shown is a proportion of online responses within a demographic data set who completed the survey <u>and</u> provided a rating of *Satisfied.* Over a third of residents interviewed online had high satisfaction with Council's ability to make decisions in the best interests of the community. Renters and households without children were more satisfied (not statistically significant), as were those aged 30-49 years.
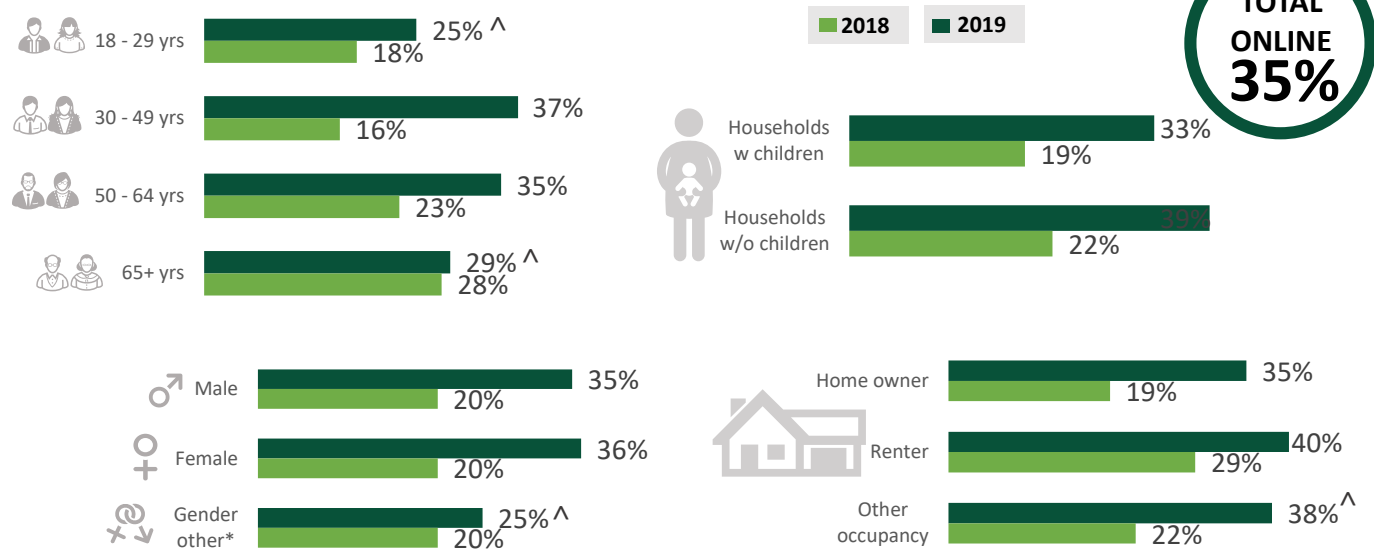
Legend: ■ 2018 ■ 2019

TOTAL ONLINE 35%

Age	2019	2018
18 - 29 yrs	25% ^	18%
30 - 49 yrs	37%	16%
50 - 64 yrs	35%	23%
65+ yrs	29% ^	28%

Gender	2019	2018
Male	35%	20%
Female	36%	20%
Gender other*	25% ^	20%

Households	2019	2018
Households w children	33%	19%
Households w/o children	39%	22%

Occupancy	2019	2018
Home owner	35%	19%
Renter	40%	29%
Other occupancy	38% ^	22%

DISSATISFIED

The data shown is a proportion of online responses within a demographic data set who completed the survey <u>and</u> provided a rating of *Dissatisfied.* A third of Ipswich residents interviewed online were dissatisfied with Council's ability to make decisions that are in the best interests of residents, which was lower than in 2018. Residents aged 50-64 years and households with children had the highest dissatisfaction (not statistically significant).

Legend: ■ 2018 ■ 2019

TOTAL ONLINE 36%

Age	2019	2018
18 - 29 yrs	31% ^	45%
30 - 49 yrs	33%	61%
50 - 64 yrs	42%	58%
65+ yrs	29% ^	46%

Gender	2019	2018
Male	41%	55%
Female	32%	58%
Gender other*	38% ^	70%

Households	2019	2018
Households w children	41%	59%
Households w/o children	28%	54%

Occupancy	2019	2018
Home owner	35%	59%
Renter	33%	46%
Other occupancy	25% ^	53%

* 'Gender other' includes: Transgender, Gender variant / non-conforming, non-disclosed. ^ CAUTION: LOW BASE.

2019 Community Satisfaction Survey

SIGNIFICANCE TESTING AT 95% CI:
↑ Significantly higher than the total at 95% CI
↓ Significantly lower than the total at 95% CI

Page | 24

OPPORTUNITIES TO BE HEARD

Opportunities to be Heard

Of all responses, slightly more than **a third** of Ipswich residents were dissatisfied with the opportunities to be heard provided by Council, with **slightly less than a third** of residents reporting high satisfaction. This was similar to that seen in 2018.

	Dissatisfied 36%		Satisfied 31%		
2019	19%	17% 🔽	28%	19%	12% 🔼	4%
2018	20%	23%	26%	20%	5%	5%

■ Very unsatisfactory ■ Unsatisfactory ■ Fair only ■ Satisfactory ■ Very satisfactory ■ Don't know

Dissatisfied 38%   **Satisfied 30%**

| **2019** | 20% | 18% | 28% | 19% | 11% 🔼 | 4% |
| **2018** | 19% | 21% | 30% | 19% | 7% | 4% |
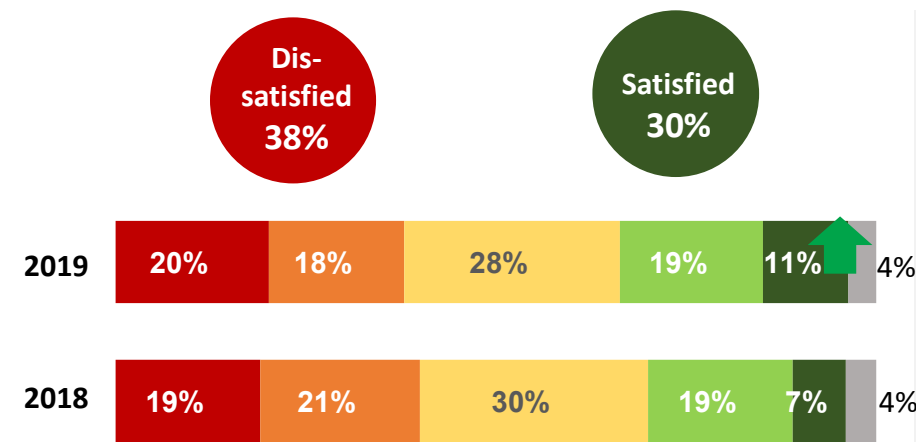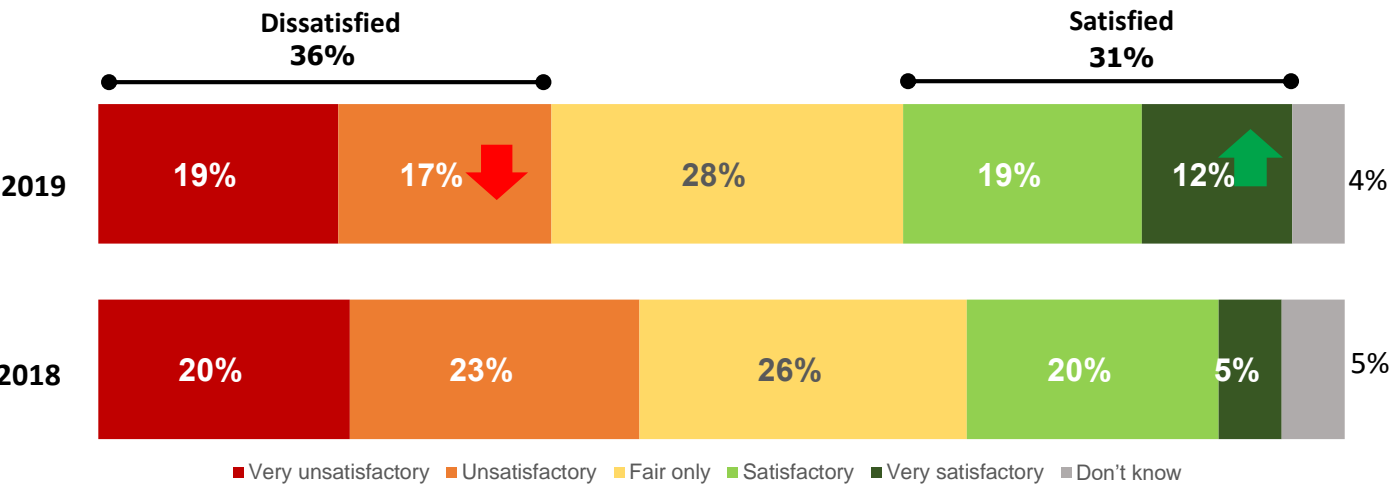
CATI
Of those who participated in the survey via telephone 3 in 10 felt strong satisfaction, whilst just under 4 in 10 felt strong dissatisfaction with the opportunities to be heard provided by Council. This was significantly higher satisfaction than in 2018.

Dissatisfied 31%   **Satisfied 35%**

| **2019** | 17% 🔽 | 14% 🔽 | 29% | 22% | 13% 🔼 | 5% |
| **2018** | 25% | 26% | 23% | 17% | 4% | 5% |
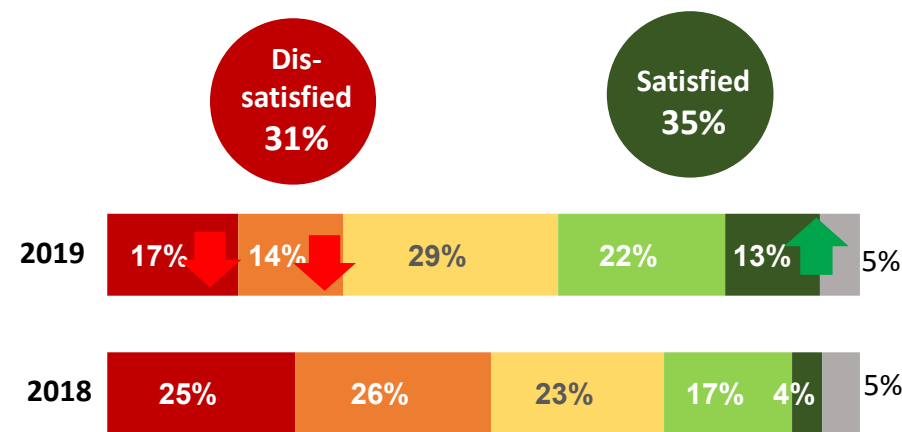
Online
Of those who participated in the survey online less than a third were strongly dissatisfied with the opportunities provided by Council to be heard, significantly less than in 2018, and significantly more respondents were satisfied compared to 2018.

SOURCE: Q9 Sample Size: Total N=1207; CATI N=1000; Online N=207

SIGNIFICANCE TESTING AT 95% CI:
🔼 Significantly higher than 2018 at 95% CI
🔽 Significantly lower than 2018 at 95% CI

Opportunities to be Heard by Subgroups

Data was analysed within each of the twelve demographic data sets shown below for the question *"How satisfactory is the way Council provides opportunities for your voice to be heard on issues that are important to you?"*
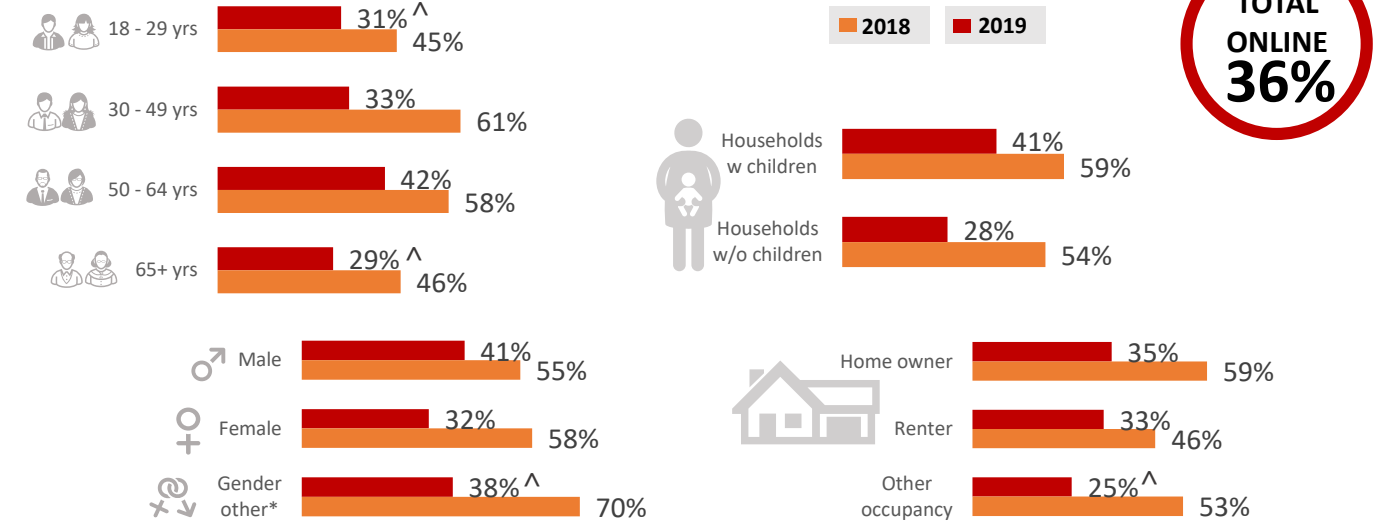
SATISFIED

The data shown is a proportion of all responses within a demographic data set who completed the survey and provided a rating of *Satisfied.* Overall, a third of Ipswich residents had high satisfaction with the opportunities Council provides for residents to be heard. Those aged 65+ were more likely to report high levels of satisfaction (not statistically significant).
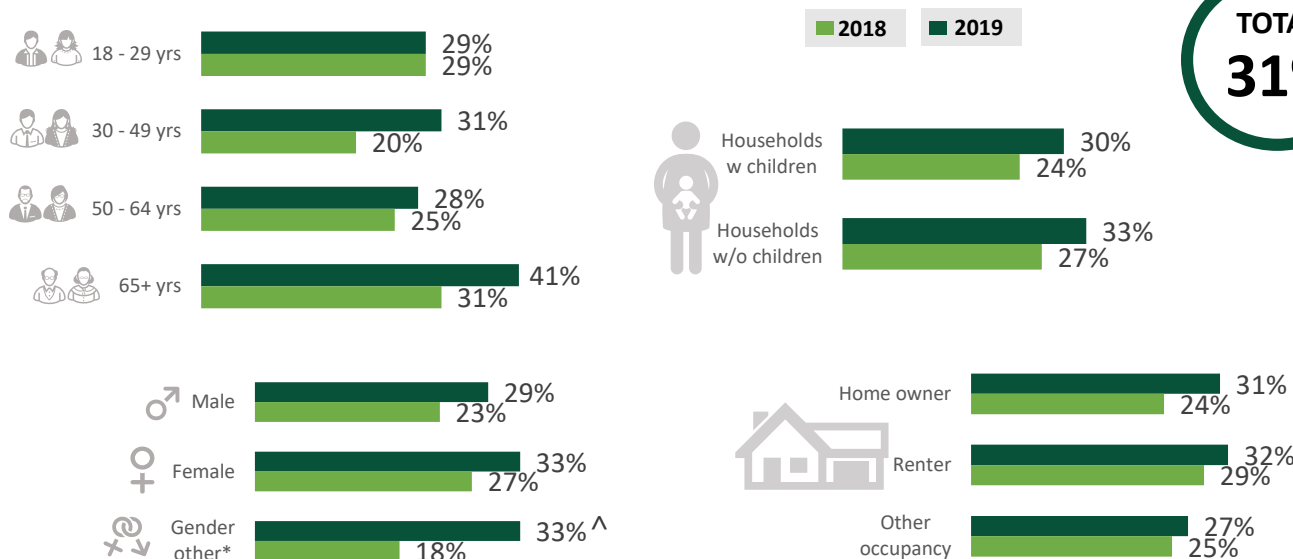
TOTAL 31%

Legend: ■ 2018 ■ 2019

Subgroup	2018	2019
18 - 29 yrs	29%	29%
30 - 49 yrs	20%	31%
50 - 64 yrs	25%	28%
65+ yrs	31%	41%
Households w children	24%	30%
Households w/o children	27%	33%
Male	23%	29%
Female	27%	33%
Gender other*	18%	33% ^
Home owner	24%	31%
Renter	29%	32%
Other occupancy	25%	27%

DISSATISFIED

The data shown is a proportion of all responses within a demographic data set who completed the survey and provided a rating of *Dissatisfied.* Of all responses slightly more than a third were dissatisfied with the opportunities Council provides for residents to be heard, less than in 2018. Gender other* residents and those aged 65+ were less likely to be dissatisfied (not statistically significant).

TOTAL 36%

Legend: ■ 2018 ■ 2019

Subgroup	2018	2019
18 - 29 yrs	38%	34%
30 - 49 yrs	49%	38%
50 - 64 yrs	44%	40%
65+ yrs	37%	29%
Households w children	45%	37%
Households w/o children	41%	35%
Male	16%	40%
Female	41%	34%
Gender other*	67%	20% ^
Home owner	46%	36%
Renter	38%	37%
Other occupancy	34%	37%

* 'Gender other' includes: Transgender, Gender variant / non-conforming, non-disclosed. ^ CAUTION: LOW BASE

2019 Community Satisfaction Survey

SIGNIFICANCE TESTING AT 95% CI:
↑ Significantly higher than the total at 95% CI
↓ Significantly lower than the total at 95% CI

Page | 27

Opportunities to be Heard by Subgroups

Ipsos

CATI data was analysed within each of the twelve demographic data sets shown below for the question *"How satisfactory is the way Council provides opportunities for your voice to be heard on issues that are important to you?"*

SATISFIED

The data shown is a proportion of CATI responses within a demographic data set who completed the survey <u>and</u> provided a rating of *Satisfied*. Three in ten Ipswich residents who completed the survey via telephone reported high satisfaction with the opportunities Council provides for them to be heard. This level of satisfaction was highest for those aged 65+ (not statistically significant).

2018 **2019**

TOTAL CATI **30%**

	2019	2018
18 - 29 yrs	29%	28%
30 - 49 yrs	27%	22%
50 - 64 yrs	28%	25%
65+ yrs	42% ↑	32%
Male	28%	23%
Female	32%	28%
Gender other*	0% ^	0% ^

	2019	2018
Households w children	29%	25%
Households w/o children	32%	27%
Home owner	31%	25%
Renter	30%	28%
Other occupancy	20%	20%

DISSATISFIED

The data shown is a proportion of CATI responses within a demographic data set who completed the survey <u>and</u> provided a rating of *Dissatisfied*. Just under four in ten of those who completed the survey via telephone were dissatisfied with the opportunities Council provides for residents to be heard. Dissatisfaction was slightly lower for those aged 65+ and households without children (not statistically significant).

2018 **2019**

TOTAL CATI **38%**

	2019	2018
18 - 29 yrs	35%	40%
30 - 49 yrs	41%	45%
50 - 64 yrs	42%	38%
65+ yrs	29%	33%
Male	40%	42%
Female	36%	39%
Gender other*	0% ^	67% ^

	2019	2018
Households w children	39%	41%
Households w/o children	36%	39%
Home owner	37%	42%
Renter	39%	39%
Other occupancy	41%	37%

* 'Gender other' includes: Transgender, Gender variant / non-conforming, non-disclosed. ^ CAUTION: LOW BASE

2019 Community Satisfaction Survey

SIGNIFICANCE TESTING AT 95% CI:
↑ Significantly higher than the total at 95% CI
↓ Significantly lower than the total at 95% CI

Page | 28

Council Decision Making by Subgroups

Online data was analysed within each of the twelve demographic data sets shown below for the question *"How satisfactory is the way Council provides opportunities for your voice to be heard on issues that are important to you?"*
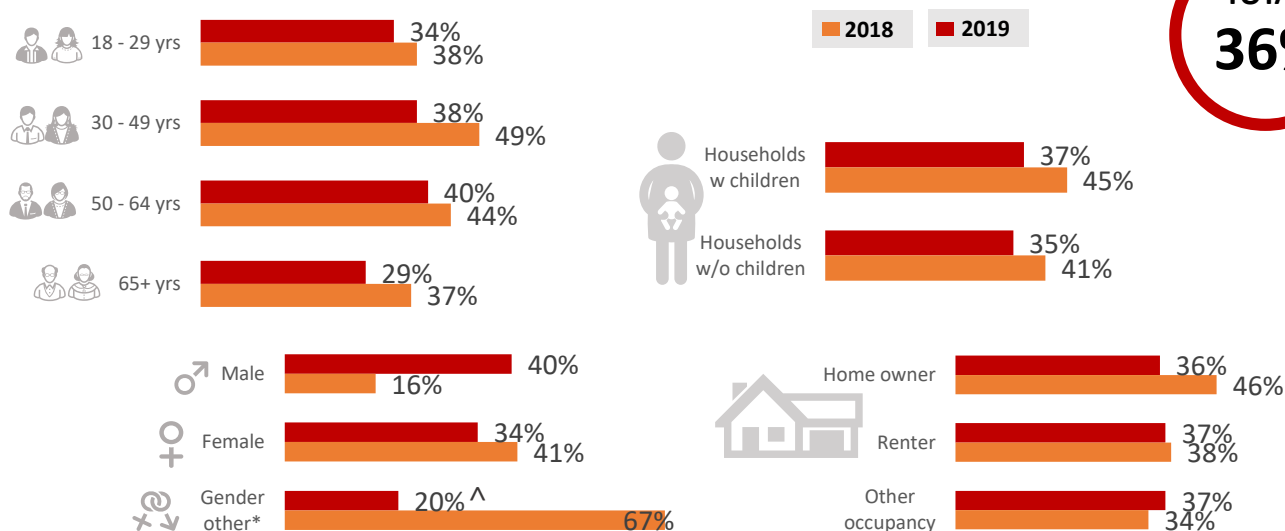
SATISFIED

The data shown is a proportion of online responses within a demographic data set who completed the survey and provided a rating of *Satisfied*. Over a third of Ipswich residents who completed the survey online had high satisfaction with the opportunities provided by Council to be heard, higher than in 2018. This was higher for those aged 30-49, households without children, and renters (not statistically significant).

Legend: 2018 | 2019

TOTAL ONLINE 35%

Subgroup	2019	2018
18 - 29 yrs	31% ^	24%
30 - 49 yrs	42%	16%
50 - 64 yrs	26%	23%
65+ yrs	29% ^	25%
Male	36%	19%
Female	35%	22%
Gender other*	25% ^	15%
Households w children	32%	20%
Households w/o children	45%	22%
Home owner	33%	20%
Renter	45%	27%
Other occupancy	38% ^	25%

DISSATISFIED

The data shown is a proportion of online responses within a demographic data set who completed the survey and provided a rating of *Dissatisfied*. Slightly less than a third of Ipswich residents who participated in the survey online were dissatisfied with the opportunities provided by Council to be heard, much lower than 2018. Females and those aged 30-49 were less dissatisfied (not statistically significant).
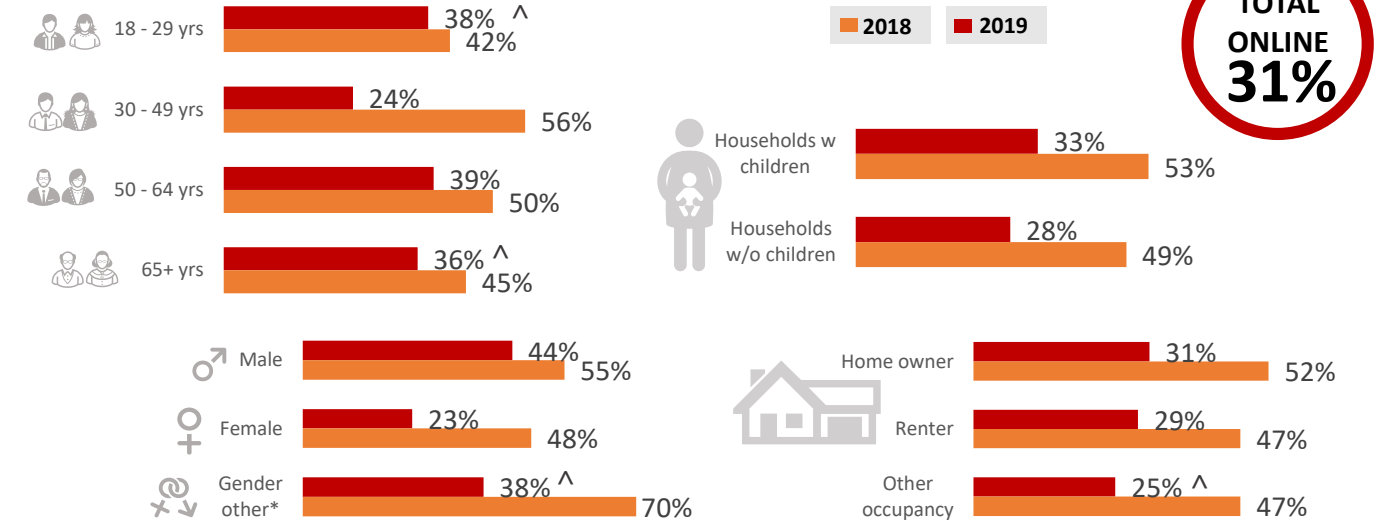
Legend: 2018 | 2019

TOTAL ONLINE 31%

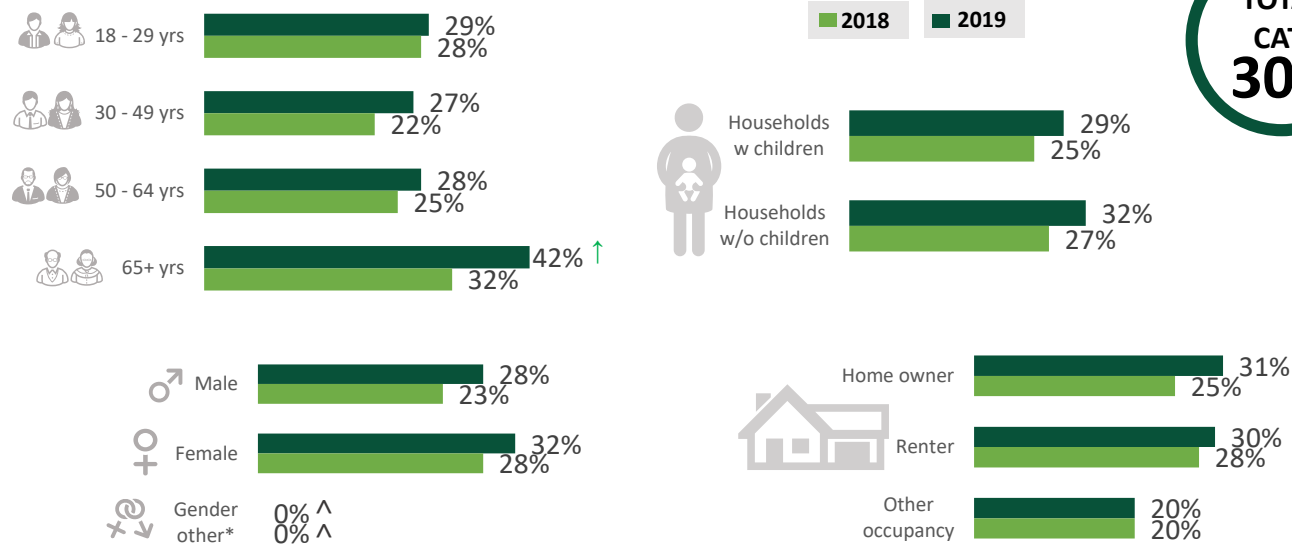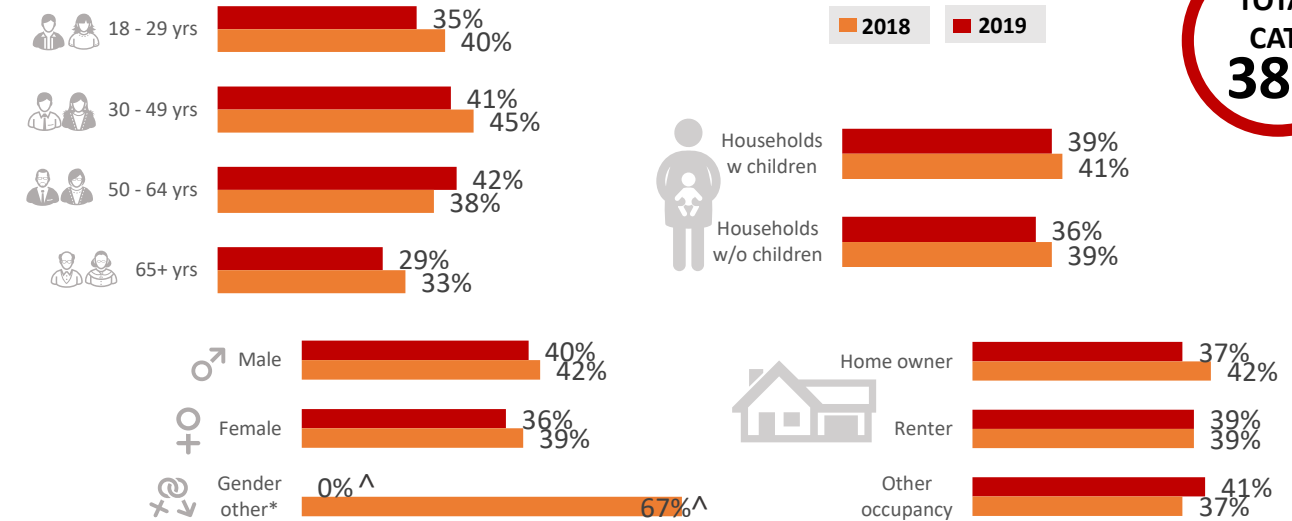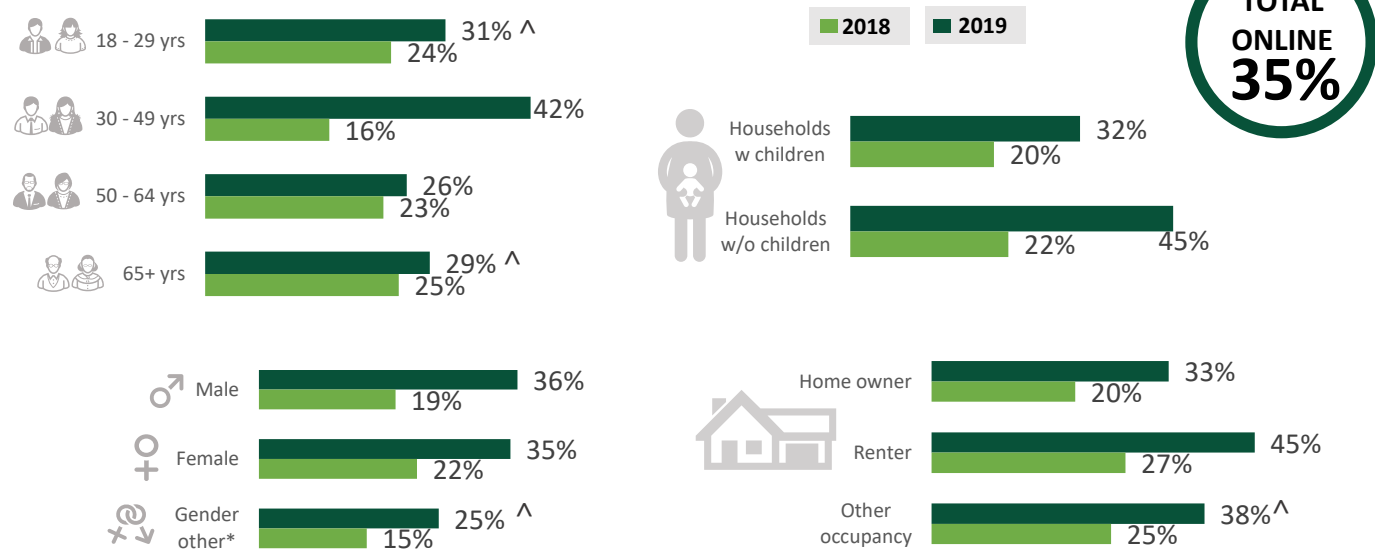| Subgroup	2019	2018
18 - 29 yrs	38% ^	42%
30 - 49 yrs	24%	56%
50 - 64 yrs	39%	50%
65+ yrs	36% ^	45%
Male	44%	55%
Female	23%	48%
Gender other*	38% ^	70%
Households w children	33%	53%
Households w/o children	28%	49%
Home owner	31%	52%
Renter	29%	47%
Other occupancy	25% ^	47%

* 'Gender other' includes: Transgender, Gender variant / non-conforming, non-disclosed. ^ CAUTION: LOW BASE

2019 Community Satisfaction Survey

SIGNIFICANCE TESTING AT 95% CI:
↑ Significantly higher than the total at 95% CI
↓ Significantly lower than the total at 95% CI

Page | 29

Resident's Comments

Resident's Comments

An open ended question at the end of the survey gave Ipswich residents the opportunity to provide Council with open feedback. From the survey, a total of 1,207 responses were coded. These were coded by sentiment (positive, neutral, negative) and by general topic.

Total

Ipswich residents provided a greater volume of negative feedback to Council than positive, with the majority providing neutral feedback. However, less negative feedback was given compared to 2018.

> " *Well we just don't hear much about the Council, only just the bad things that they're doing. So we don't actually don't know about the good things that they're doing.* "

Positive Sentiment	Neutral* Sentiment	Negative Sentiment
11%	**46%** ↑	**43%** ↓
9% | 2018	40% | 2018	55% | 2018
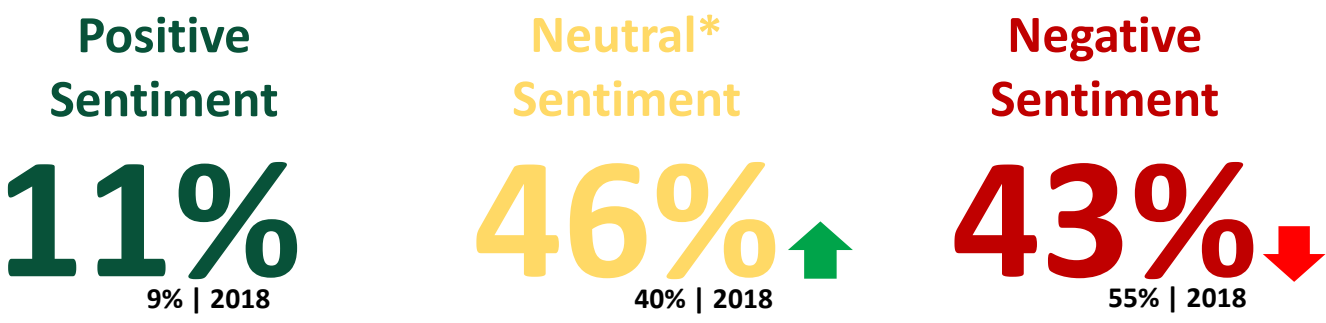
	Positive Sentiment	Neutral* Sentiment	Negative Sentiment
CATI — Respondents on the CATI survey had more positive and fewer negative comments than in 2018.	**12%** ↑ / 9% 2018	**48%** / 51% 2018	**39%** ↓ / 44% 2018
Online — Those responding online had the strongest negative sentiment in their feedback compared to the total level, however this was significantly lower than seen in 2018.	**4%** ↓ / 10% 2018	**33%** ↑ / 25% 2018	**63%** ↓ / 71% 2018
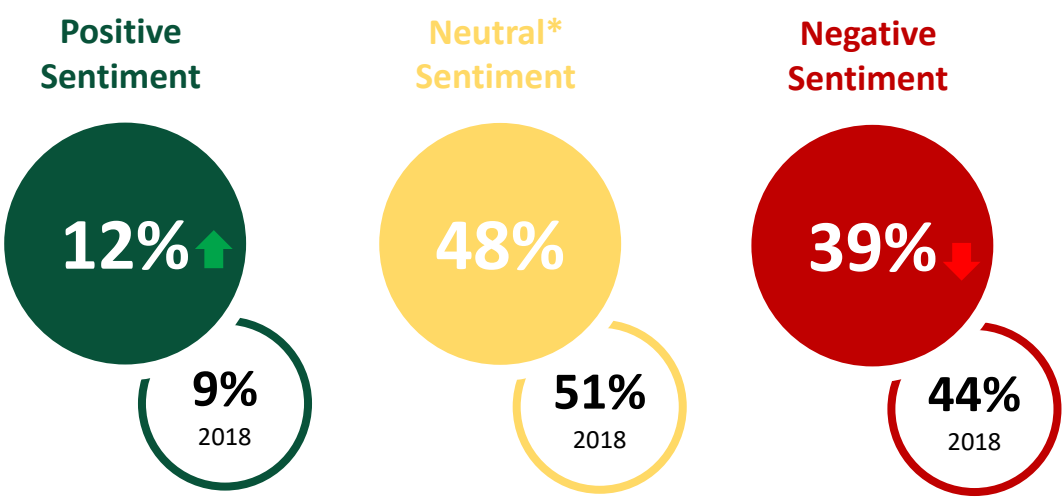
*Includes responses with neutral sentiment and responses stating no feedback or no knowledge of any feedback to provide
SOURCE: Q10_CODED Sample Size: Total N=1207; CATI N=1000; Online N=207

SIGNIFICANCE TESTING AT 95% CI:
↑ Significantly higher than 2018 at 95% CI
↓ Significantly lower than 2018 at 95% CI
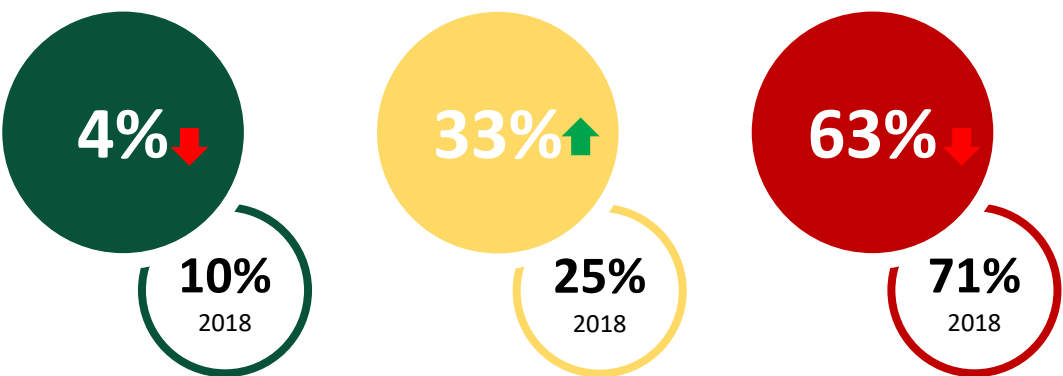
TOTAL
Resident's Comments – Macro Themes

Ipsos

> " I feel that while previous Council member behaviour was not legal at least they were giving back and supporting the community. "

Positive Feedback
Positive feedback at the total level was low with only **11%** of respondents providing positive comments. Although very low, the highest volume of positive feedback pertained to Council, its staff and their communications.

Theme	%
Council/ Staff/ Communication	5%
Councillors	2%
Community Services/ Events/ Parks/ Recreational facilities/ Arts	1%
General infrastructure/ Car parking/ Zoning/ Development	1%
Rubbish/ Waste Management	1%
Roads/ Transport	1%
Social Issues/ Education/ Healthcare/ Crime/ Housing	0%
Rates	0%
Employment/ Unemployment	0%
Other Issues/ General Positivity	5%

NET Positive

11%
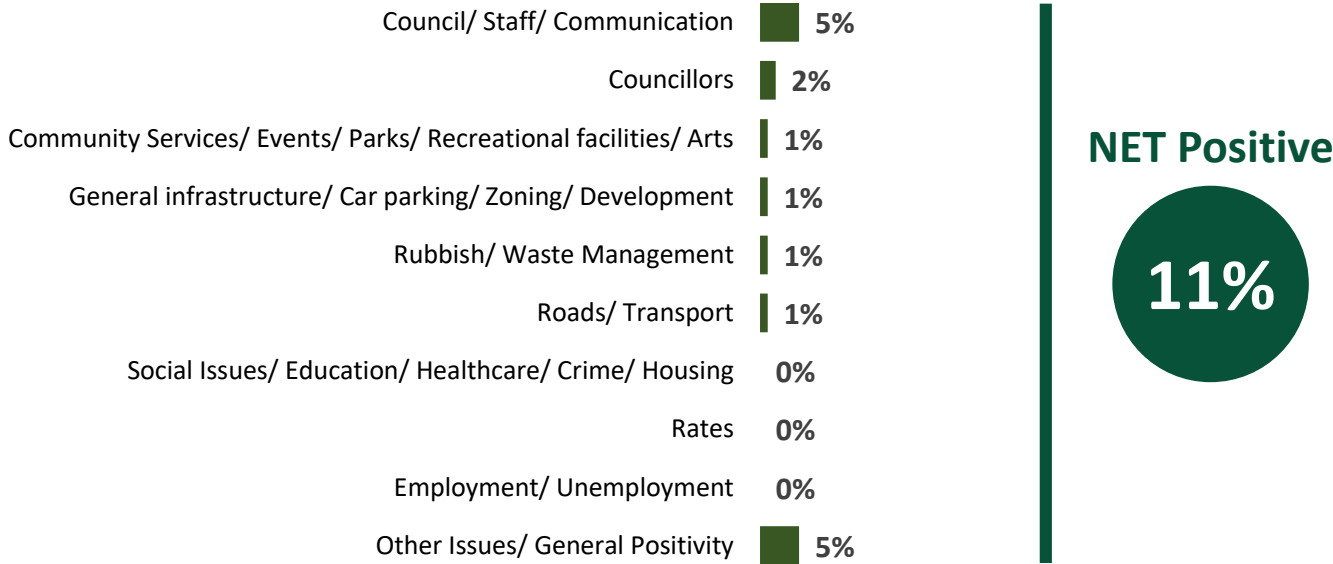
Negative Feedback
In total, **43%** of residents provided feedback with negative sentiment. The highest volume of negative feedback, a quarter of residents, was made regarding the corruption controversy surrounding Council. Other topics generating negative feedback to a lesser degree included general infrastructure, community amenities, roads, social issues, and community amenities.

Theme	%
Council/ Communication/ Corruption	25%
General infrastructure/ Car parking/ Zoning/ Development	10%
Roads/ Transport	8%
Social Issues/ Education/ Healthcare/ Crime/ Housing	7%
Community / Events/ Parks/ Recreational facilities/ Arts	7%
Rubbish/ Waste management	6%
Rates	4%
Councillors	3%
Businesses / supporting businesses	2%
Employment / unemployment	1%
Other Issues/ General Negativity	7%

NET Negative

43%

SOURCE: Q10_CODED Sample Size: Total N=1207

Resident's Comments – Word Clouds

Ipsos

Positive Sentiment Word Clouds

NET Positive

11%

SOURCE: Q10 Sample Size: Total, Net positive response N=149

Negative Sentiment Word Clouds

NET Negative

43%

SOURCE: Q10 Sample Size: Total, Net negative response N=546

Resident's Comments – Macro Themes

We dealt with the Council a couple of times, they're pretty good. The clerical side is really good.
Because when we call them they always respond, they always do what we ask the right way.
If we ask like something in our driveway they come in the period of time that we need.

Positive Feedback

Feedback containing positive sentiment was low among residents completing the CATI survey. Most residents who made positive commentary related to Council, its staff, communication and Councillors, followed by positive comments for a range of topics.

Theme	%
Council/ Staff/ Communication	5%
Councillors	2%
Community Services/ Events/ Parks/ Recreational facilities/ Arts	1%
Roads/ Transport	1%
Rubbish/ Waste Management	1%
General infrastructure/ Car parking/ Zoning/ Development	1%
Social Issues/ Education/ Healthcare/ Crime/ Housing	0%
Rates	0%
Employment/ Unemployment	0%
Other Issues/ General Positivity	4%

NET Positive

12%
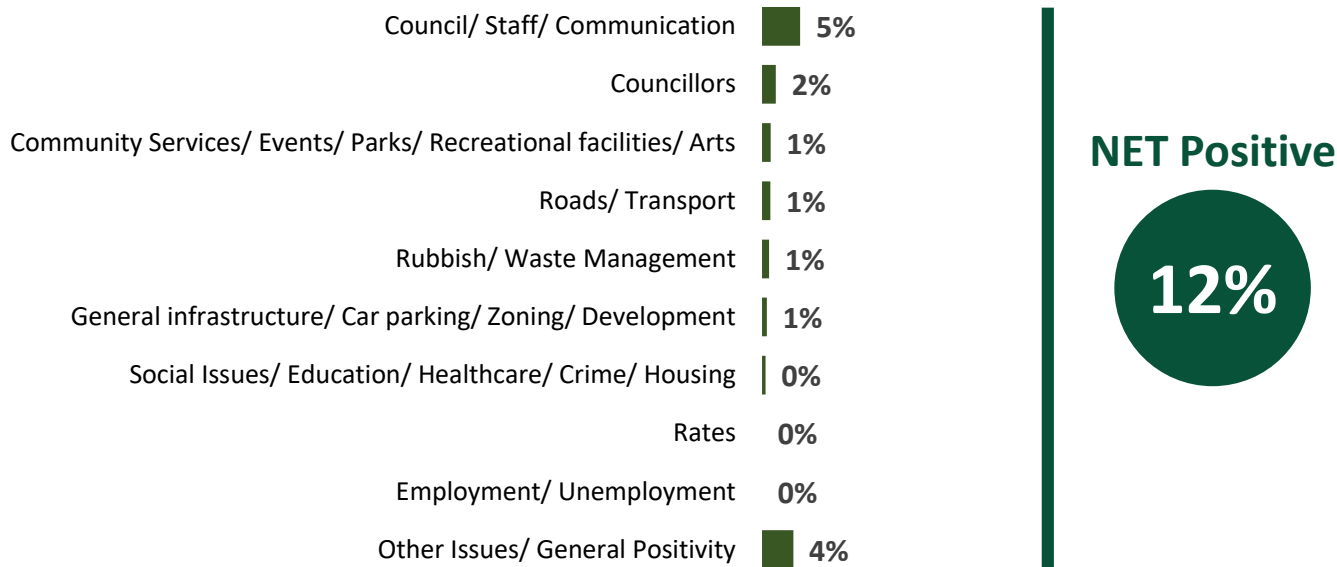
Negative Feedback

Four in ten residents responding to the CATI survey made comments with negative sentiment. The topic attracting the most negative commentary was regarding the Council's corruption scandal. Following this, negative commentary ranged from infrastructure issues, waste management, social issues, roads and community amenities.

Theme	%
Council/ Communication/ Corruption	22%
General infrastructure/ Car parking/ Zoning/ Development	9%
Roads/ Transport	7%
Social Issues/ Education/ Healthcare/ Crime/ Housing	6%
Rubbish/ Waste management	5%
Community / Events/ Parks/ Recreational facilities/ Arts	5%
Rates	4%
Councillors	3%
Businesses / supporting businesses	2%
Employment / unemployment	0%
Other Issues/ General Negativity	6%

NET Negative

39%

Resident's Comments – Word Clouds

Ipsos

Positive Sentiment Word Clouds

NET Positive

12%

Negative Sentiment Word Clouds

NET Negative

39%

Resident's Comments – Macro Themes

We need a Council that is free from the corruption, bribes, 'boys club' deals, and misdemeanours of the past few years. Mostly, we need a Council that does not accept cash for votes, 'donations' that alter political decisions, and an accountability that has been missing from Ipswich council for far too long.

Positive Feedback

Only **4%** of residents responding online made a positive overall comment, however 5% of residents made positive comments relating to Council, its staff and responsiveness. It is likely this higher number comes about by residents making positive comments along with negative comments, which get summed in neutral or negative overall comments.

Theme	%
Council/ Staff/ Communication	5%
Councillors	2%
Rubbish/ Waste Management	1%
Community Services/ Events/ Parks/ Recreational facilities/ Arts	1%
General infrastructure/ Car parking/ Zoning/ Development	0%
Social Issues/ Education/ Healthcare/ Crime/ Housing	0%
Roads/ Transport	0%
Rates	0%
Employment/ Unemployment	0%
Other Issues/ General Positivity	2%

NET Positive

4%
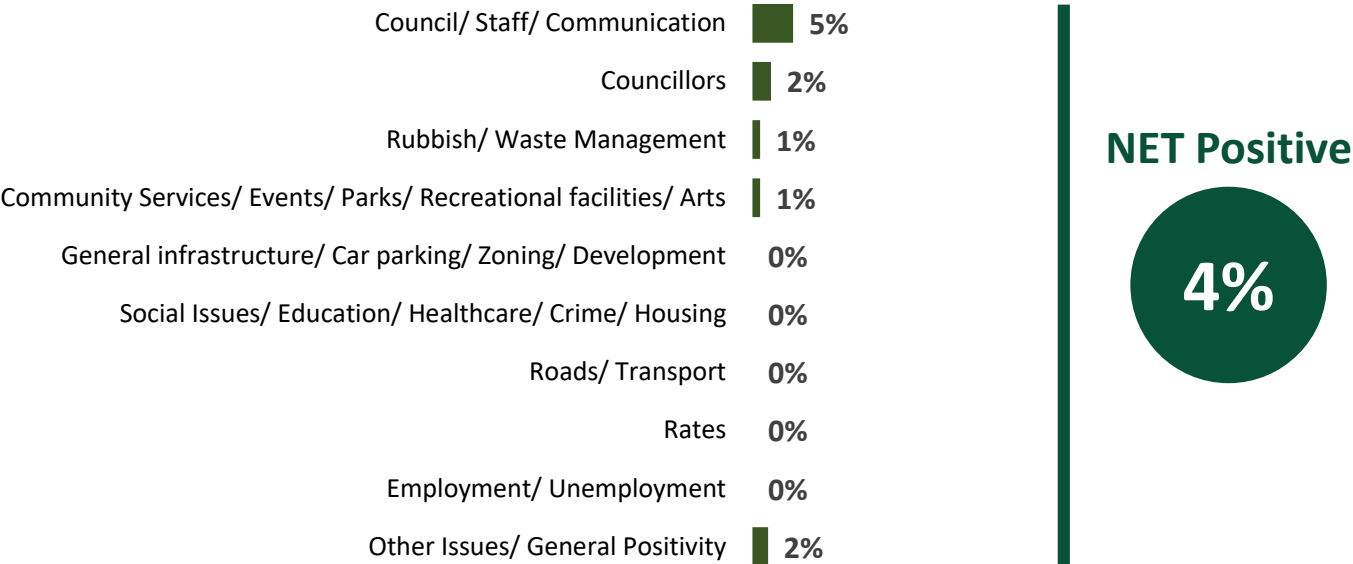
Negative Feedback

Of residents providing feedback online, **64%** contained negative sentiment. Nearly 4 in 10 residents gave negative feedback with regards to Council and its corruption scandal. General infrastructure and parking received the second highest volume of negative commentary. Community amenities, roads and social issues followed. However, waste management comments were less than in 2018.

Theme	%
Council/ Communication/ Corruption	38%
General infrastructure/ Car parking/ Zoning/ Development	20%
Community / Events/ Parks/ Recreational facilities/ Arts	18%
Social Issues/ Education/ Healthcare/ Crime/ Housing	14%
Roads/ Transport	12%
Rubbish/ Waste management	9%
Rates	6%
Businesses / supporting businesses	5%
Councillors	2%
Employment / unemployment	1%
Other Issues/ General Negativity	10%

NET Negative

63%

SOURCE: Q10_CODED Sample Size: Online N=1171

Resident's Comments – Word Clouds

Positive Sentiment Word Clouds

NET Positive

4%

Negative Sentiment Word Clouds

NET Negative

63%

APPENDIX - TABLES

Quality of Services

Total~

	Total	Gender			Age				Tenure Type			Household	
		Male	Female	Gender other*	18-29 years	30-49 years	50-64 years	65+ years	Home owner	Renter	Other occupancy	With children	Without children
Base	1207	520	668	5 ^	170	444	367	212	805	302	75	658	474
Very Unsatisfactory	9%	10%	8%	14%	5%	11%	11%	7%	10%	6%	7%	8%	9%
Unsatisfactory	11%	11%	11%	20%	7%	15%	12%	7%	12%	12%	5%	12%	9%
Fair Only	37%	37%	37%	33%	48% ↑	36%	32%	29%	35%	39%	42%	36%	38%
Satisfactory	28%	30%	27%	0%	31%	24%	29%	33%	29%	26%	30%	27%	31%
Very Satisfactory	14%	12%	15%	33%	8%	14%	15%	21% ↑	13%	16%	12%	15%	12%
Don't Know	1%	1%	1%	0%	2%	0%	2%	2%	1%	1%	4%	1%	1%

SOURCE: Q5 Sample Size N=1207

CATI~

	Total	Gender			Age				Tenure Type			Household	
		Male	Female	Gender other*	18-29 years	30-49 years	50-64 years	65+ years	Home owner	Renter	Other occupancy	With children	Without children
Base	1000	442	548	0 ^	154	339	299	198	663	260	67	545	405
Very Unsatisfactory	8%	9%	8%	0%	5%	10%	10%	6%	9%	6%	7%	8%	9%
Unsatisfactory	11%	11%	12%	0%	7%	14%	13%	8%	12%	12%	5%	13%	9%
Fair Only	39%	39%	39%	0%	48%	40%	34%	30%	39%	38%	46%	39%	39%
Satisfactory	27%	29%	25%	0%	32%	22%	28%	32%	27%	27%	28%	26%	29%
Very Satisfactory	14%	12%	15%	0%	7%	14%	14%	23% ↑	13%	16%	9%	14%	14%
Don't Know	1%	0%	1%	0%	1%	0%	1%	1%	0%	0%	4% ↑	1%	0%

SOURCE: Q5 Sample Size N=1000

Online

	Total	Gender			Age				Tenure Type			Household	
		Male	Female	Gender other*	18-29 years	30-49 years	50-64 years	65+ years	Home owner	Renter	Other occupancy	With children	Without children
Base	207	78	120	8 ^	16 ^	107	69	14 ^	143	42	8^	113	69
Very Unsatisfactory	10%	14%	8%	0%	6%	12%	6%	14%	10%	5%	13%	12%	7%
Unsatisfactory	13%	12%	13%	25%	13%	14%	13%	0%	10%	17%	13%	14%	9%
Fair Only	26%	23%	26%	50%	31%	27%	23%	21%	23%	38%	25%	26%	28%
Satisfactory	35%	36%	38%	0%	31%	32%	38%	57%	41%	19%	50%	30%	43%
Very Satisfactory	13%	10%	14%	25%	13%	14%	14%	0%	13%	17%	0%	15%	10%
Don't Know	3%	5%	3%	0%	6%	1%	6%	7%	3%	5%	0%	4%	3%

SOURCE: Q5 Sample Size N=207

* 'Gender other' includes: Transgender, Gender variant / non-conforming, non-disclosed. ^ CAUTION: LOW BASE. ~Weighted Data.

2019 Community Satisfaction Survey

SIGNIFICANCE TESTING AT 95% CI:
↑ Significantly higher than the total at 95% CI
↓ Significantly lower than the total at 95% CI

Page | 39

Council Responsiveness

Total~

| | Total | Gender | | | Age | | | | Tenure Type | | | Household | |
		Male	Female	Gender other*	18-29 years	30-49 years	50-64 years	65+ years	Home owner	Renter	Other occupancy	With children	Without children
Base	1207	520	668	5 ^	170	444	367	212	805	302	75	658	474
Very Unsatisfactory	11%	13%	10%	0%	8%	13%	14%	8%	11%	11%	10%	11%	11%
Unsatisfactory	19%	18%	19%	33%	20%	20%	18%	14%	20%	17%	13%	20%	18%
Fair Only	31%	31%	32%	0%	34%	31%	29%	29%	31%	28%	42%	32%	30%
Satisfactory	26%	27%	24%	33%	27%	25%	25%	26%	25%	29%	20%	23%	29%
Very Satisfactory	9%	7%	10%	33%	8%	8%	10%	14%	8%	13%	12%	10%	8%
Don't Know	4%	4%	4%	0%	4%	3%	3%	9% ↑	5%	3%	3%	3%	4%

SOURCE: Q6 Sample Size N=1207

CATI~

| | Total | Gender | | | Age | | | | Tenure Type | | | Household | |
		Male	Female	Gender other*	18-29 years	30-49 years	50-64 years	65+ years	Home owner	Renter	Other occupancy	With children	Without children
Base	1000	442	548	0 ^	154	339	299	198	663	260	67	545	405
Very Unsatisfactory	11%	11%	10%	0%	8%	12%	13%	7%	10%	11%	11%	10%	11%
Unsatisfactory	18%	18%	18%	0%	20%	19%	16%	14%	19%	17%	14%	19%	17%
Fair Only	33%	33%	34%	0%	36%	33%	33%	29%	34%	30%	44%	35%	32%
Satisfactory	25%	27%	23%	0%	24%	24%	25%	28%	25%	27%	19%	23%	28%
Very Satisfactory	9%	7%	12%	0%	8%	8%	9%	14%	8%	13%	9%	10%	9%
Don't Know	4%	4%	4%	0%	3%	3%	3%	8%	5%	3%	4%	4%	4%

SOURCE: Q6 Sample Size N=1000

Online

| | Total | Gender | | | Age | | | | Tenure Type | | | Household | |
		Male	Female	Gender other*	18-29 years	30-49 years	50-64 years	65+ years	Home owner	Renter	Other occupancy	With children	Without children
Base	207	78	120	8 ^	16 ^	107	69	14 ^	143	42	8^	113	69
Very Unsatisfactory	17%	24%	13%	25%	13%	16%	20%	21%	17%	14%	13%	17%	16%
Unsatisfactory	22%	18%	24%	25%	25%	21%	22%	21%	22%	19%	25%	24%	19%
Fair Only	23%	19%	26%	13%	19%	27%	16%	29%	23%	24%	38%	24%	25%
Satisfactory	29%	24%	32%	25%	31%	30%	30%	7%	29%	33%	25%	28%	29%
Very Satisfactory	6%	12%	3%	0%	6%	5%	9%	7%	6%	10%	0%	6%	9%
Don't Know	3%	3%	3%	13%	6%	1%	3%	14%	3%	0%	0%	1%	3%

SOURCE: Q6 Sample Size N=207

* 'Gender other' includes: Transgender, Gender variant / non-conforming, non-disclosed. ^ CAUTION: LOW BASE. ~Weighted Data.

2019 Community Satisfaction Survey

SIGNIFICANCE TESTING AT 95% CI:
↑ Significantly higher than the total at 95% CI
↓ Significantly lower than the total at 95% CI

Page | 40

Trust and Confidence

Total~

	Total	Gender			Age				Tenure Type			Household	
		Male	Female	Gender other*	18-29 years	30-49 years	50-64 years	65+ years	Home owner	Renter	Other occupancy	With children	Without children
Base	1207	520	668	5 ^	170	444	367	212	805	302	75	658	474
Very Unsatisfactory	21%	23%	20%	14%	18%	24%	22%	19%	22%	21%	18%	21%	21%
Unsatisfactory	21%	21%	21%	53%	28%	22%	17%	13%	20%	24%	22%	20%	24%
Fair Only	25%	26%	24%	0%	26%	24%	25%	23%	25%	25%	19%	25%	22%
Satisfactory	21%	20%	23%	0%	20%	18%	24%	26%	21%	18%	30%	21%	21%
Very Satisfactory	10%	9%	10%	33%	7%	10%	10%	13%	10%	10%	9%	11%	9%
Don't Know	2%	1%	2%	0%	1%	1%	1%	6% ↑	2%	2%	2%	2%	2%

SOURCE: Q7 Sample Size N=1207

CATI~

	Total	Gender			Age				Tenure Type			Household	
		Male	Female	Gender other*	18-29 years	30-49 years	50-64 years	65+ years	Home owner	Renter	Other occupancy	With children	Without children
Base	1000	442	548	0 ^	154	339	299	198	668	260	67	545	405
Very Unsatisfactory	22%	23%	20%	0%	18%	25%	22%	18%	22%	21%	18%	21%	22%
Unsatisfactory	21%	22%	20%	0%	25%	22%	18%	14%	20%	23%	25%	21%	22%
Fair Only	26%	26%	25%	0%	27%	25%	27%	22%	26%	25%	20%	26%	23%
Satisfactory	20%	19%	22%	0%	21%	16%	23%	26%	20%	18%	28%	20%	21%
Very Satisfactory	10%	9%	11%	0%	8%	10%	9%	14% ↑	10%	10%	7%	10%	10%
Don't Know	2%	1%	2%	0%	1%	1%	1%	5% ↑	2%	2%	2%	2%	2%

SOURCE: Q7 Sample Size N=1000

Online

	Total	Gender			Age				Tenure Type			Household	
		Male	Female	Gender other*	18-29 years	30-49 years	50-64 years	65+ years	Home owner	Renter	Other occupancy	With children	Without children
Base	207	78	120	8 ^	16 ^	107	69	14 ^	143	42	8^	113	69
Very Unsatisfactory	22%	27%	18%	38%	25%	22%	22%	21%	20%	21%	38%	22%	20%
Unsatisfactory	18%	12%	23%	13%	31%	19%	17%	0%	18%	21%	0%	19%	20%
Fair Only	22%	23%	22%	25%	19%	24%	17%	36%	22%	26%	25%	24%	17%
Satisfactory	26%	24%	29%	0%	19%	25%	29%	29%	27%	29%	38%	25%	32%
Very Satisfactory	9%	10%	8%	13%	6%	8%	12%	7%	11%	2%	0%	10%	7%
Don't Know	2%	4%	0%	13%	0%	1%	3%	7%	2%	0%	0%	1%	3%

SOURCE: Q7 Sample Size N=207

* 'Gender other' includes: Transgender, Gender variant / non-conforming, non-disclosed. ^ CAUTION: LOW BASE. ~Weighted Data.

SIGNIFICANCE TESTING AT 95% CI:
↑ Significantly higher than the total at 95% CI
↓ Significantly lower than the total at 95% CI

Making Decisions

Total~

	Total	Gender			Age				Tenure Type			Household	
		Male	Female	Gender other*	18-29 years	30-49 years	50-64 years	65+ years	Home owner	Renter	Other occupancy	With children	Without children
Base	1207	520	668	5 ^	170	444	367	212	805	302	75	658	474
Very Unsatisfactory	17%	20%	15%	14%	11%	20%	23%	13%	18%	16%	11%	18%	16%
Unsatisfactory	18%	19%	18%	20%	19%	20%	17%	14%	19%	15%	21%	20%	16%
Fair Only	31%	30%	32%	33%	35%	32%	27%	30%	30%	35%	29%	31%	32%
Satisfactory	21%	20%	23%	14%	25%	17%	22%	23%	19%	23%	32%	20%	22%
Very Satisfactory	10%	10%	10%	20%	9%	10%	10%	15%	11%	10%	6%	10%	11%
Don't Know	2%	1%	2%	0%	1%	1%	1%	5% ↑	2%	1%	1%	1%	2%

SOURCE: Q8 Sample Size N=1207

CATI~

	Total	Gender			Age				Tenure Type			Household	
		Male	Female	Gender other*	18-29 years	30-49 years	50-64 years	65+ years	Home owner	Renter	Other occupancy	With children	Without children
Base	1000	442	548	0 ^	154	339	299	198	663	260	67	545	405
Very Unsatisfactory	17%	18%	16%	0%	12%	20%	22%	12%	18%	16%	11%	17%	17%
Unsatisfactory	19%	20%	18%	0%	20%	21%	18%	15%	20%	15%	24%	21%	17%
Fair Only	32%	32%	32%	0%	33%	34%	29%	30%	31%	35%	30%	33%	31%
Satisfactory	20%	19%	22%	0%	26%	15%	20%	24%	18%	23%	27%	19%	22%
Very Satisfactory	10%	10%	10%	0%	9%	9%	10%	15%	11%	9%	7%	10%	12%
Don't Know	1%	1%	2%	0%	0%	1%	1%	4% ↑	2%	1%	1%	1%	1%

SOURCE: Q8 Sample Size N=1000

Online

	Total	Gender			Age				Tenure Type			Household	
		Male	Female	Gender other*	18-29 years	30-49 years	50-64 years	65+ years	Home owner	Renter	Other occupancy	With children	Without children
Base	207	78	120	8 ^	16 ^	107	69	14 ^	143	42	8^	113	69
Very Unsatisfactory	20%	31%	13%	25%	13%	20%	23%	14%	19%	17%	25%	22%	14%
Unsatisfactory	15%	10%	19%	13%	19%	13%	19%	14%	16%	17%	0%	19%	13%
Fair Only	25%	18%	30%	13%	31%	27%	19%	29%	25%	26%	25%	24%	28%
Satisfactory	25%	24%	27%	13%	19%	27%	26%	14%	24%	29%	38%	22%	28%
Very Satisfactory	10%	10%	9%	13%	6%	10%	9%	14%	10%	12%	0%	11%	12%
Don't Know	5%	6%	3%	25%	13%	3%	4%	14%	5%	0%	13%	3%	6%

SOURCE: Q8 Sample Size N=207

* 'Gender other' includes: Transgender, Gender variant / non-conforming, non-disclosed. ^ CAUTION: LOW BASE. ~Weighted Data.

SIGNIFICANCE TESTING AT 95% CI:
↑ Significantly higher than the total at 95% CI
↓ Significantly lower than the total at 95% CI

Opportunities to be Heard

Total~

	Total	Gender			Age				Tenure Type			Household	
		Male	Female	Gender other*	18-29 years	30-49 years	50-64 years	65+ years	Home owner	Renter	Other occupancy	With children	Without children
Base	1207	520	668	5 ^	170	444	367	212	805	302	75	658	474
Very Unsatisfactory	19%	20%	19%	0%	17%	22%	19%	18%	19%	18%	25%	20%	17%
Unsatisfactory	17%	19%	15%	20%	18%	16%	21%	12%	17%	18%	12%	17%	17%
Fair Only	28%	27%	29%	33%	32%	28%	28%	22%	28%	28%	30%	28%	28%
Satisfactory	19%	19%	20%	0%	19%	18%	17%	27%	20%	18%	18%	17%	22%
Very Satisfactory	12%	11%	13%	33%	11%	12%	11%	15%	11%	14%	9%	13%	11%
Don't Know	4%	4%	4%	14%	4%	3%	3%	7%	5%	3%	6%	4%	5%

SOURCE: Q9 Sample Size N=1207

CATI~

	Total	Gender			Age				Tenure Type			Household	
		Male	Female	Gender other*	18-29 years	30-49 years	50-64 years	65+ years	Home owner	Renter	Other occupancy	With children	Without children
Base	1000	442	548	0 ^	154	339	299	198	663	260	67	545	405
Very Unsatisfactory	20%	20%	21%	0%	16%	24%	20%	17%	19%	19%	28%	21%	18%
Unsatisfactory	18%	20%	16%	0%	19%	17%	21%	12%	18%	20%	13%	18%	18%
Fair Only	28%	28%	28%	0%	32%	29%	29%	21%	28%	28%	32%	29%	28%
Satisfactory	19%	18%	20%	0%	19%	16%	18%	27%	20%	18%	14%	17%	21%
Very Satisfactory	11%	10%	12%	0%	11%	11%	10%	15%	12%	12%	6%	12%	11%
Don't Know	4%	4%	3%	0%	4%	3%	2%	8%	4%	3%	7%	4%	4%

SOURCE: Q9 Sample Size N=1000

Online

	Total	Gender			Age				Tenure Type			Household	
		Male	Female	Gender other*	18-29 years	30-49 years	50-64 years	65+ years	Home owner	Renter	Other occupancy	With children	Without children
Base	207	78	120	8 ^	16 ^	107	69	14 ^	143	42	8^	113	69
Very Unsatisfactory	17%	26%	12%	25%	25%	15%	19%	21%	17%	14%	13%	17%	16%
Unsatisfactory	14%	18%	11%	13%	13%	9%	20%	14%	14%	14%	13%	16%	12%
Fair Only	29%	18%	36%	25%	19%	29%	29%	36%	31%	21%	38%	30%	22%
Satisfactory	22%	22%	23%	25%	19%	28%	14%	21%	22%	24%	38%	19%	29%
Very Satisfactory	13%	14%	13%	0%	13%	14%	12%	7%	11%	21%	0%	12%	16%
Don't Know	5%	3%	7%	13%	13%	5%	6%	0%	6%	5%	0%	5%	6%

SOURCE: Q9 Sample Size N=207

* 'Gender other' includes: Transgender, Gender variant / non-conforming, non-disclosed. ^ CAUTION: LOW BASE. ~Weighted Data.

2019 Community Satisfaction Survey

SIGNIFICANCE TESTING AT 95% CI:
↑ Significantly higher than the total at 95% CI
↓ Significantly lower than the total at 95% CI

Page | 43

Resident's Comments – Total

Positive

	Total	Gender			Age				Rate Payer			Household	
		Male	Female	Gender other*	18-29 years	30-49 years	50-64 years	65+ years	Home owner	Renter	Other occupancy	With children	Without children
Base	1207	520	668	5 ^	170	444	367	212	805	302	75	658	474
NET Positive	11%	11%	11%	33%	6%	10%	15%	20%↑	13%	11%	4%	9%↓	16%↑
Roads/ Transport (MACRO)	1%	1%	1%	0%	1%	1%	1%	0%	1%	2%	0%	1%	1%
Rubbish/ Waste Management (MACRO)	1%	1%	1%	0%	0%	1%	2%	1%	1%	0%	0%	1%	1%
Council/ Staff/ Communication (MACRO)	5%	4%	5%	0%	1%↓	5%	7%	7%	6%	3%	3%	4%	6%
Councillors (MACRO)	2%	3%↑	1%↓	0%	0%↓	2%	2%	4%	2%	1%	0%	1%	2%
General infrastructure/ Car parking/ Zoning/ Development (MACRO)	1%	0%	1%	0%	1%	1%	0%	0%	0%	1%	0%	1%	1%
Social Issues/ Education/ Healthcare/ Crime/ Housing (MACRO)	0%	0%	1%	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%
Community Services/ Events/ Parks/ Recreational facilities/ Arts (MACRO)	1%	1%	1%	0%	1%	2%	1%	0%	1%	1%	0%	1%	1%
Other Issues/ General Positivity (MACRO)	5%	4%	4%	33%	4%	3%	6%	9%↑	5%	6%	1%	3%↓	8%↑

Negative

	Total	Gender			Age				Rate Payer			Household	
		Male	Female	Gender other*	18-29 years	30-49 years	50-64 years	65+ years	Home owner	Renter	Other occupancy	With children	Without children
Base	1207	520	668	5 ^	170	444	367	212	805	302	75	658	474
NET Negative	43%	44%	42%	53%	26%↓	49%↑	50%↑	45%	47%↑	35%↓	33%	42%	44%
Roads/ Transport (MACRO)	8%	8%	8%	14%	5%	6%	11%	12%	9%	6%	8%	7%	10%
Rates (MACRO)	4%	5%	3%	0%	1%	5%	7%↑	3%	6%↑	0%↓	1%	4%	4%
Rubbish/ Waste management (MACRO)	6%	6%	6%	0%	3%	8%	7%	4%	7%	5%	3%	6%	6%
Council/ Communication/ Corruption (MACRO)	25%	26%	22%	73%↑	14%↓	29%	29%	26%	27%	21%	14%	23%	26%
Councillors (MACRO)	3%	2%	3%	0%	1%	2%	5%	4%	3%	2%	3%	3%	3%
Employment / unemployment (MACRO)	1%	0%	1%	0%	0%	1%	1%	0%	1%	0%	2%	1%	0%
General infrastructure/ Car parking/ Zoning/ Development (MACRO)	10%	8%	13%	0%	5%↓	12%	13%	11%	12%	8%	5%	11%	9%
Social Issues/ Education/ Healthcare/ Crime/ Housing (MACRO)	7%	7%	7%	0%	7%	9%	5%	2%↓	7%	8%	6%	7%	7%
Community / Events/ Parks/ Recreational facilities/ Arts (MACRO)	7%	6%	8%	0%	5%	10%↑	6%	5%	8%	6%	6%	9%↑	5%
Businesses / supporting businesses	2%	2%	2%	0%	2%	2%	3%	0%	2%	2%	2%	2%	2%
Other Issues/ General Negativity (MACRO)	7%	6%	7%	0%	4%	5%	11%↑	9%	8%	4%	8%	5%↓	9%

Neutral

	Total	Gender			Age				Rate Payer			Household	
		Male	Female	Gender other*	18-29 years	30-49 years	50-64 years	65+ years	Home owner	Renter	Other occupancy	With children	Without children
Base	1207	520	668	5 ^	170	444	367	212	805	302	75	658	474
NET Neutral	46%	45%	48%	14%	67%↑	42%	35%↓	34%↓	40%↓	53%↑	63%↑	49%	40%↓
Generally Neutral / Don't know	46%	45%	47%	14%	67%↑	42%	35%↓	34%↓	40%↓	53%↑	63%↑	49%	40%↓

SOURCE: Q10 Sample Size N=1207
* 'Gender other' includes: Transgender, Gender variant / non-conforming, non-disclosed. ^ CAUTION: LOW BASE. Total data is weighted.

SIGNIFICANCE TESTING AT 95% CI:
↑ Significantly higher than the total at 95% CI
↓ Significantly lower than the total at 95% CI

Resident's Comments – CATI

Positive

Positive	Total	Male	Female	Gender other*	18-29 years	30-49 years	50-64 years	65+ years	Home owner	Renter	Other occupancy	With children	Without children
Base	1000	442	548	0 ^	154	339	299	198	663	260	67	545	405
NET Positive	12%	12%	12%	0%	4% ↓	11%	17% ↑	22% ↑	14%	10%	4%	10%	15%
Roads/ Transport (MACRO)	1%	1%	1%	0%	1%	1%	1%	0%	1%	2%	1%	1%	1%
Rubbish/ Waste Management (MACRO)	1%	1%	1%	0%	0%	1%	2%	1%	1%	0%	0%	1%	1%
Council/ Staff/ Communication (MACRO)	5%	4%	6%	0%	1% ↓	5%	8%	7%	6%	3%	3%	4%	5%
Councillors (MACRO)	2%	3% ↑	1% ↓	0%	0%	2%	2%	4% ↑	3%	1%	0%	1%	2%
General infrastructure/ Car parking/ Zoning/ Development (MACRO)	1%	0%	1%	0%	1%	1%	0%	0%	0%	1%	0%	1%	1%
Social Issues/ Education/ Healthcare/ Crime/ Housing (MACRO)	0%	0%	1%	0%	1%	0%	1%	0%	1%	0%	0%	0%	1%
Community Services/ Events/ Parks/ Recreational facilities/ Arts (MACRO)	1%	1%	1%	0%	1%	2%	1%	0%	1%	1%	0%	1%	1%
Other Issues/ General Positivity (MACRO)	4%	5%	4%	0%	2%	3%	7%	10% ↑	5%	5%	1%	3% ↓	7% ↑

Negative

Negative	Total	Male	Female	Gender other*	18-29 years	30-49 years	50-64 years	65+ years	Home owner	Renter	Other occupancy	With children	Without children
Base	1000	442	548	0 ^	154	339	299	198	663	260	67	545	405
NET Negative	39%	41%	38%	0%	23% ↓	43%	47% ↑	44%	44% ↑	32%	30%	38%	41%
Roads/ Transport (MACRO)	7%	7%	7%	0%	6%	6%	9%	11%	8%	6%	7%	6%	9%
Rates (MACRO)	4%	5%	3%	0%	1%	4%	6%	4%	6% ↑	0% ↓	0%	4%	5%
Rubbish/ Waste management (MACRO)	5%	6%	5%	0%	3%	7%	7%	4%	6%	5%	2%	5%	6%
Council/ Communication/ Corruption (MACRO)	22%	24%	19%	0%	11% ↓	25%	26%	25%	25% ↑	17%	13%	22%	23%
Councillors (MACRO)	3%	2%	3%	0%	1%	2%	5% ↑	4%	3%	2%	3%	3%	3%
Employment / unemployment (MACRO)	0%	0%	1%	0%	0%	1%	1%	0%	1%	0%	1%	0%	0%
General infrastructure/ Car parking/ Zoning/ Development (MACRO)	9%	7%	11%	0%	3% ↓	10%	12%	12%	11% ↑	6%	2% ↓	9%	9%
Social Issues/ Education/ Healthcare/ Crime/ Housing (MACRO)	6%	6%	6%	0%	6%	7%	5%	2%	6%	7%	3%	6%	6%
Community / Events/ Parks/ Recreational facilities/ Arts (MACRO)	5%	5%	5%	0%	4%	6%	5%	4%	6%	4%	6%	6%	4%
Businesses / supporting businesses	2%	1%	2%	0%	1%	2%	2%	0%	1%	2%	0%	1%	2%
Other Issues/ General Negativity (MACRO)	6%	7%	6%	0%	3%	5%	10%	10%	7%	4%	9%	5% ↓	9%

Neutral

Neutral	Total	Male	Female	Gender other*	18-29 years	30-49 years	50-64 years	65+ years	Home owner	Renter	Other occupancy	With children	Without children
Base	1000	442	548	0 ^	154	339	299	198	663	260	67	545	405
NET Neutral	48%	47%	50%	0%	72% ↑	46%	36% ↓	34% ↓	42% ↓	57% ↑	66% ↑	51%	43%
Generally Neutral / Don't know	49%	47%	50%	0%	73% ↑	46%	36% ↓	34% ↓	42% ↓	58% ↑	66% ↑	51%	43%

SOURCE: Q10 Sample Size N=1000
* 'Gender other' includes: Transgender, Gender variant / non-conforming, non-disclosed. ^ CAUTION: LOW BASE. CATI data is weighted.

SIGNIFICANCE TESTING AT 95% CI:
↑ Significantly higher than the total at 95% CI
↓ Significantly lower than the total at 95% CI

Resident's Comments – Online

Positive

	Total	Gender			Age				Rate Payer			Household	
		Male	Female	Gender other*	18-29 years	30-49 years	50-64 years	65+ years	Home owner	Renter	Other occupancy	With children	Without children
Base	**207**	**78**	**120**	**8 ^**	**16 ^**	**107**	**69**	**14 ^**	**143**	**42**	**8^**	**113**	**69**
NET Positive	**4%**	**5%**	**3%**	**0%**	**0%**	**4%**	**4%**	**7%**	**5%**	**2%**	**0%**	**2%**	**9%**
Roads/ Transport (MACRO)	0%	1%	0%	0%	0%	1%	0%	0%	1%	0%	0%	0%	1%
Rubbish/ Waste Management (MACRO)	1%	3%	1%	0%	0%	2%	1%	0%	2%	0%	0%	1%	3%
Council/ Staff/ Communication (MACRO)	5%	8%	4%	0%	6%	5%	6%	7%	6%	2%	0%	1%	13%
Councillors (MACRO)	2%	4%	0%	13%	0%	2%	3%	0%	1%	2%	0%	1%	1%
General infrastructure/ Car parking/ Zoning/ Development (MACRO)	0%	0%	1%	0%	0%	1%	0%	0%	1%	0%	0%	1%	0%
Social Issues/ Education/ Healthcare/ Crime/ Housing (MACRO)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Community Services/ Events/ Parks/ Recreational facilities/ Arts (MACRO)	1%	1%	1%	0%	0%	2%	0%	0%	1%	2%	0%	1%	1%
Other Issues/ General Positivity (MACRO)	2%	3%	3%	0%	0%	2%	3%	7%	3%	0%	0%	1%	6%

Negative

	Total	Gender			Age				Rate Payer			Household	
		Male	Female	Gender other*	18-29 years	30-49 years	50-64 years	65+ years	Home owner	Renter	Other occupancy	With children	Without children
Base	**207**	**78**	**120**	**8 ^**	**16 ^**	**107**	**69**	**14 ^**	**143**	**42**	**8^**	**113**	**69**
NET Negative	**63%**	**65%**	**60%**	**88%**	**63%**	**63%**	**65%**	**57%**	**62%**	**57%**	**75%**	**63%**	**61%**
Roads/ Transport (MACRO)	12%	13%	13%	0%	0%	9%	19%	14%	12%	10%	25%	13%	9%
Rates (MACRO)	6%	1%	9%	0%	0%	5%	10%	0%	7%	2%	13%	8%	3%
Rubbish/ Waste management (MACRO)	9%	6%	12%	0%	6%	11%	7%	7%	10%	2%	13%	11%	7%
Council/ Communication/ Corruption (MACRO)	38%	40%	33%	75%	25%	33%	48%	36%	38%	21%	38%	32%	36%
Councillors (MACRO)	2%	3%	3%	0%	0%	3%	1%	7%	2%	0%	13%	3%	3%
Employment / unemployment (MACRO)	1%	0%	3%	0%	0%	1%	3%	0%	1%	0%	13%	2%	0%
General infrastructure/ Car parking/ Zoning/ Development (MACRO)	20%	17%	23%	0%	25%	19%	23%	7%	17%	21%	38%	21%	14%
Social Issues/ Education/ Healthcare/ Crime/ Housing (MACRO)	14%	10%	15%	25%	19%	18%	7%	7%	13%	17%	25%	15%	16%
Community / Events/ Parks/ Recreational facilities/ Arts (MACRO)	18%	14%	21%	25%	19%	22%	13%	14%	17%	21%	13%	22%	13%
Businesses / supporting businesses	5%	8%	3%	0%	6%	5%	6%	0%	3%	2%	13%	5%	1%
Other Issues/ General Negativity (MACRO)	10%	8%	12%	0%	13%	7%	16%	0%	13%	2%	0%	10%	12%

Neutral

	Total	Gender			Age				Rate Payer			Household	
		Male	Female	Gender other*	18-29 years	30-49 years	50-64 years	65+ years	Home owner	Renter	Other occupancy	With children	Without children
Base	**207**	**78**	**120**	**8 ^**	**16 ^**	**107**	**69**	**14 ^**	**143**	**42**	**8^**	**113**	**69**
NET Neutral	**33%**	**29%**	**37%**	**13%**	**38%**	**34%**	**30%**	**36%**	**33%**	**40%**	**25%**	**35%**	**30%**
Generally Neutral / Don't know	31%	27%	35%	13%	31%	33%	28%	36%	31%	38%	25%	34%	28%

SOURCE: Q10 Sample Size N=207
* 'Gender other' includes: Transgender, Gender variant / non-conforming, non-disclosed. ^ CAUTION: LOW BASE.

SIGNIFICANCE TESTING AT 95% CI:
↑ Significantly higher than the total at 95% CI
↓ Significantly lower than the total at 95% CI