Ipswich City Council

2018 Community Satisfaction Survey
Prepared by Ipsos
Thursday 13th December 2018

Insights and Implications

1. Trust and Confidence

Satisfaction with levels of trust and confidence in Council was very low among more than half of residents. This metric scored the highest proportion of low satisfaction of all metrics tested. At the total level, the highest level of low satisfaction was seen among 30 to 64 year olds and home owners. Qualitative responses indicate that distrust likely stems from the recent scandal within Ipswich City Council and the removal of all elected councillors.

➔ This is the most important metric that Council needs to build. To assist with this, as Council are currently doing, residents should be engaged and should be communicated with frequently and transparently on what is being done to replace Councillors and 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 was also very low among half of Ipswich residents. As with trust, at the total level, low satisfaction was highest among those aged 30 to 64 years as well as home owners.

➔ Clear communication should be made to residents that even though Ipswich does not have any sitting Councillors, the Council itself is continuing to function well. Clear communication of those responsible for current decision making and the decisions being made to improve Ipswich may assist in improving satisfaction for this measure.

3. Opportunities to be heard

Satisfaction levels in resident's opportunities to be heard were very low among four out of ten residents. At the total level, low satisfaction was highest among those aged 30 to 49 years old. Qualitative responses indicate that low satisfaction regarding opportunities to be heard may have been 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.

➔ 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. Council taking clear action on feedback will serve to further improve this measure.

Insights and Implications

4. Quality of Services

Satisfaction with the quality of services Council provides was highest of all metrics within the survey. At the total level, more than half of residents registered high satisfaction. Those aged 65 years and above registered the strongest satisfaction among resident groups.

➔ Council's provision of services, although the most satisfactory measure could still be improved further. Communicating what will be done and acting on feedback from residents to improve Ipswich's infrastructure, community amenities, waste management, roads, social issues and rates may serve to further improve this measure.

5. Council Responsiveness

Satisfaction with the level of responsiveness residents receive from Council was polarised. A third of residents were very satisfied with levels of responsiveness, while a third were dissatisfied. Those aged 30 to 49 years had a higher propensity for low satisfaction. Residents aged 65 years and over and those renting had a higher propensity to indicate strong satisfaction with Council's responsiveness.

➔ 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 may serve to improve this measure.

6. Resident's Comments

When given the opportunity to provide Council with feedback, Ipswich residents provided a greater volume of negative feedback than positive. More than half of Ipswich residents had negative feedback, with the highest volume made regarding the corruption controversy surrounding Council. Whilst positive sentiment was very low, the highest volume of positive feedback pertained to Council, its staff and their communication.

➔ The recent corruption controversy has left Ipswich residents with feelings of uncertainty. Much of this is driven by a lack of knowledge around the change that has occurred within Council and what the implications are for residents. To assist with improving sentiment, Council should publicly engage with residents on a regular basis, to keep them informed and demonstrate transparency. The small fraction of positive feedback provided demonstrates that, when it does occur, residents feel positive about communicating with Council.

Key Take Outs

We engaged with 2,396 Ipswich City residents

981 Male residents

1370 Female residents

45 Gender other*^

296 aged 18 to 29 years

949 aged 30 to 49 years

742 aged 50 to 64 years

409 aged 65+ years

1771 Home owners

480 Renters

127 Other occupancy

1240 Households with children

1094 Households without children

From **75** suburbs   From **38** cultural backgrounds

* 'Gender other' includes: Transgender, Gender variant / non-conforming, non-disclosed. ^ CAUTION: LOW BASE for CATI and Face to Face (F2F) completes.

We heard comments from 2,396 residents

9% **Positive Feedback**

40% **Neutral Feedback**

55% **Negative Feedback**

4% Council | Staff | Communication

2% Councillors

1% Community | Events | Parks | Recreational facilities | Arts

23% Council | Communication | Corruption

13% General infrastructure | Car parking | Zoning | Development

9% Community | Events | Parks | Recreational facilities | Arts

"In general the Council's been super excellent, no issue there. If you believe the media there's been issues, but in reality the service to the people has always been unquestionable."

"As a long term resident of Ipswich, born and bred, I'm very, very disappointed in our Council and the distrust that we now have ... They let the town down."

SOURCE: Q10_CODED Qualitative Responses

Key Take Outs

Quality Services

Most Satisfied 49%

Least Satisfied 23%

49% of people had a high level of satisfaction with the quality of services delivered by Council.

"[We] need better waste services – bins for glass waste and bins where people will use them."

"Look at offering services to existing suburbs, not just new ones."

Council Responsiveness

Most Satisfied 37%

Least Satisfied 31%

37% of people had a high level of satisfaction with Council's responsiveness to community needs.

"I think with the new administration that has taken place, there should be a community forum so that it is not just Council workers that know what is happening. There needs to be a public forum to provide information and comfort."

Trust and Confidence

Most Satisfied 21%

Least Satisfied 60%

21% of people had a high level of satisfaction with Council's performance in maintaining trust and confidence in the local community.

"I feel that the public has lost trust and confidence in Council."

"Get people in that are trustworthy, keep people in that we vote. At the moment they [Council] don't instil any confidence."

Council Decision Making

Most Satisfied 26%

Least Satisfied 47%

26% of people had a high level of satisfaction with Council's performance in making and implementing decisions in the best interests of the community.

"They [Council] appear to make a lot of decisions they're not necessarily equipped for, rather than focusing on community needs."

Opportunities to be Heard

Most Satisfied 25%

Least Satisfied 44%

25% of people had a high level of satisfaction with the opportunities Council provides for their voices to be heard.

"They [Council] have to work really hard to gain back the trust of the people and they [need] to listen to the people and provide opportunities for that to happen."

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.

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

Using a questionnaire developed by Ipswich City Council, the Ipswich Community Satisfaction Survey was conducted by Computer Assisted Telephone Interviewing (CATI), face to face interviews and through an online survey. **Fieldwork was conducted from October to November 2018 and a total of n=2396 completed interviews were achieved overall.** 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**. Face to face interviews were carried out on the streets of Ipswich by interviewers wearing Council branded shirts. Questions were read to participants and completed by the interviewer using an iPad. Due to the nature of the methodology, post survey weighting could not be conducted on face to face interview completes and therefore an accurate representation of the profile of Ipswich could not be ensured. **A total of n=225 completed interviewers were achieved face to face**.
A link to the online survey was displayed on the home landing page of Council's website. Whilst the link could be accessed by visiting Council's website directly, the survey was also heavily advertised through social media, specifically targeting Ipswich residents and providing the opportunity to click through to the website to access the survey. The online survey was optimised to allow residents to complete it using a mobile, tablet or PC. Due to the high level of engagement amongst those visiting Council's website, 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. **A total of n=1171 interviews were achieved online.** Participants in this survey were pre-qualified as being over the age of 18.

Sample Structure

Survey sample split by interview mode, gender, age, tenure type and household situation 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	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	1000	458	539	3 ^	186	365	254	195	663	258	74	525	456

Face to Face (F2F)

	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	225	94	129	2 ^	32	65	71	57	139	65	21	96	126

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	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, face to face and online. Analysis of the results was carried out in Q Professional and 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 and net total have been highlighted throughout this report using the following:

SIGNIFICANCE TESTING AT 95% CI:

⬆ Significantly higher than the total
⬇ Significantly lower than the total

For simplicity of reporting, result categories have been combined to represent the most satisfied and least satisfied 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 ***Most Satisfied*** and ***Least Satisfied.*** Infographic slides have been included throughout the report to outline the proportion of those ***Most Satisfied*** and ***Least Satisfied*** within demographic subgroups e.g. gender, age, tenure type and household situation.

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, face to face and online) and responses obtained through CATI were weighted by age and gender using 18+ general population statistics sourced from the ABS 2016 Census.
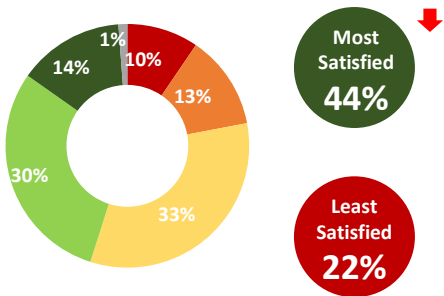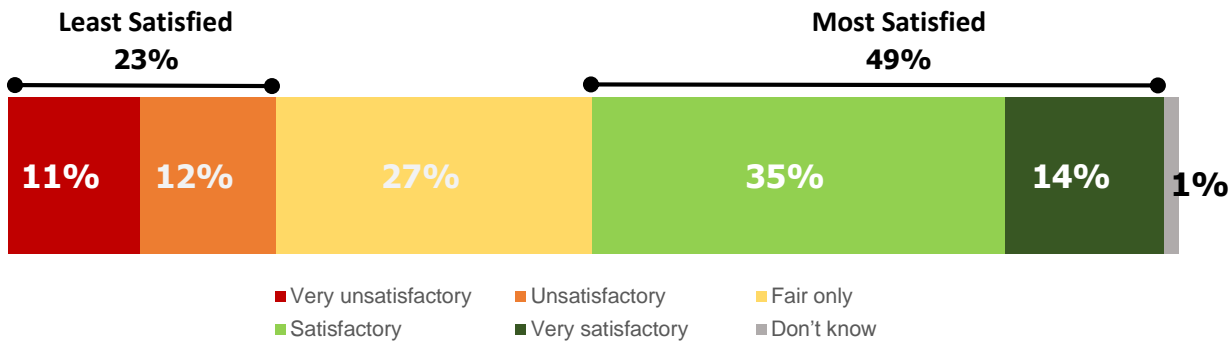
	Total		CATI		Face to Face		Online	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
Male	41%	48%	46%	49%	42%		37%	
Female	57%	50%	54%	51%	57%		60%	
Gender other*	2%	2%	0% ^	0% ^	1% ^		3%	
18-29 years	12%	25%	19%	25%	14%		7%	
30-49 years	40%	39%	37%	39%	29%		44%	
50-64 years	31%	22%	25%	22%	32%		36%	
65+ years	17%	14%	20%	15%	25%		13%	
Home owner	74%	68%	66%	62%	62%		83%	
Renter	20%	24%	26%	29%	29%		13%	
Other occupancy	5%	7%	7%	9%	9%		3%	
With children	52%	53%	53%	55%	43%		53%	
Without children	46%	45%	46%	43%	56%		44%	

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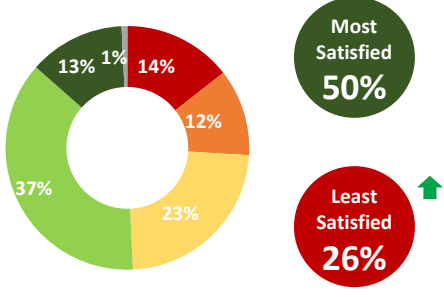
QUALITY SERVICES

Quality Services

Of all responses, half of Ipswich residents had high levels of satisfaction towards the quality of services provided by Council, whilst just under a quarter were dissatisfied.

Least Satisfied 23% — **Most Satisfied 49%**

| 11% | 12% | 27% | 35% | 14% | 1% |

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

Most Satisfied 44% ▼
Least Satisfied 22%

CATI
Of all CATI responses 4 in 10 had high satisfaction with the quality of services provided by Council. A third were neutral in their opinion of Council's service quality.

Donut values: 10%, 13%, 33%, 30%, 14%, 1%

Most Satisfied 71% ▲
Least Satisfied 13% ▼
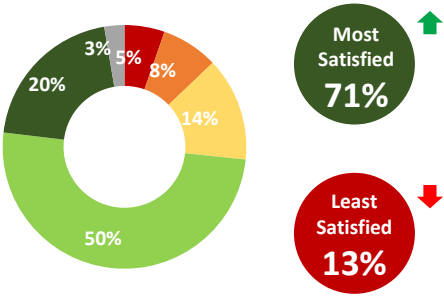
Face to Face
7 in 10 Ipswich residents interviewed face to face had strong satisfaction towards the quality of services provided by Council. Residents who participated in the survey face to face were less likely to report low levels of satisfaction.

Donut values: 5%, 8%, 14%, 50%, 20%, 3%

Most Satisfied 50%
Least Satisfied 26% ▲

Online
A quarter of residents who responded to the survey online were dissatisfied with the quality of services provided by Council. Significantly higher than the dissatisfaction of all responses at a total level.
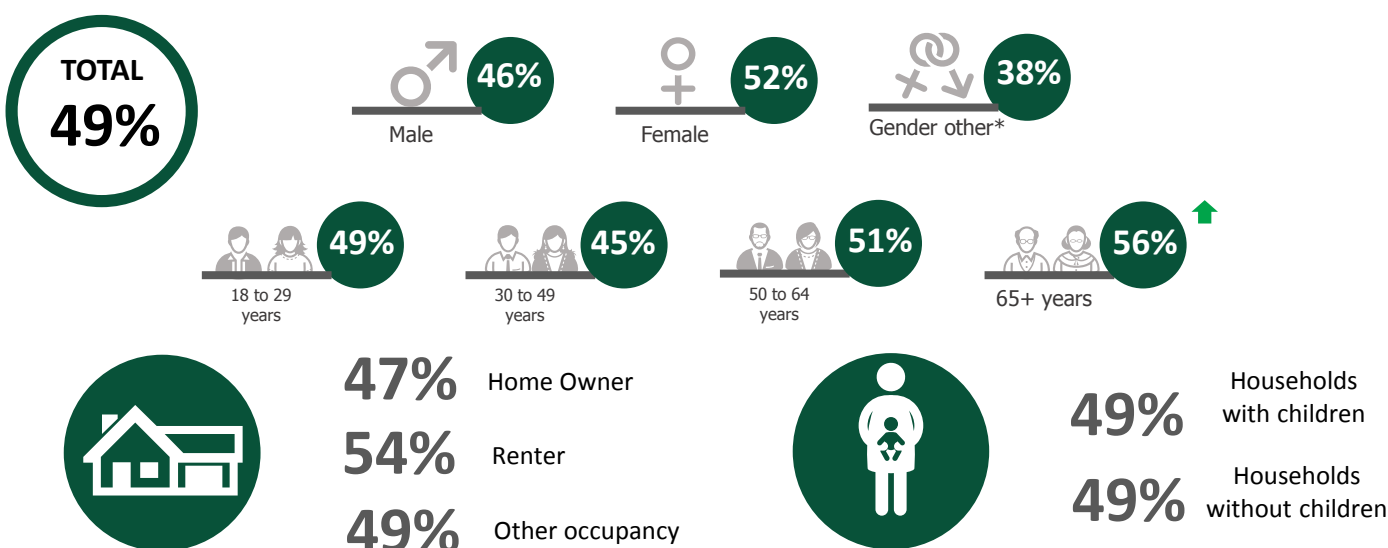
Donut values: 14%, 12%, 23%, 37%, 13%, 1%

Quality Services by Subgroups

Of all responses to this survey question, data was analysed within each of the twelve demographic data sets shown below. Each individual data set has been analysed to show the proportions of those within the data set who provided a rating of most or least satisfied. Analysis of those who provided a neutral satisfaction response have not been reported at a demographic level.
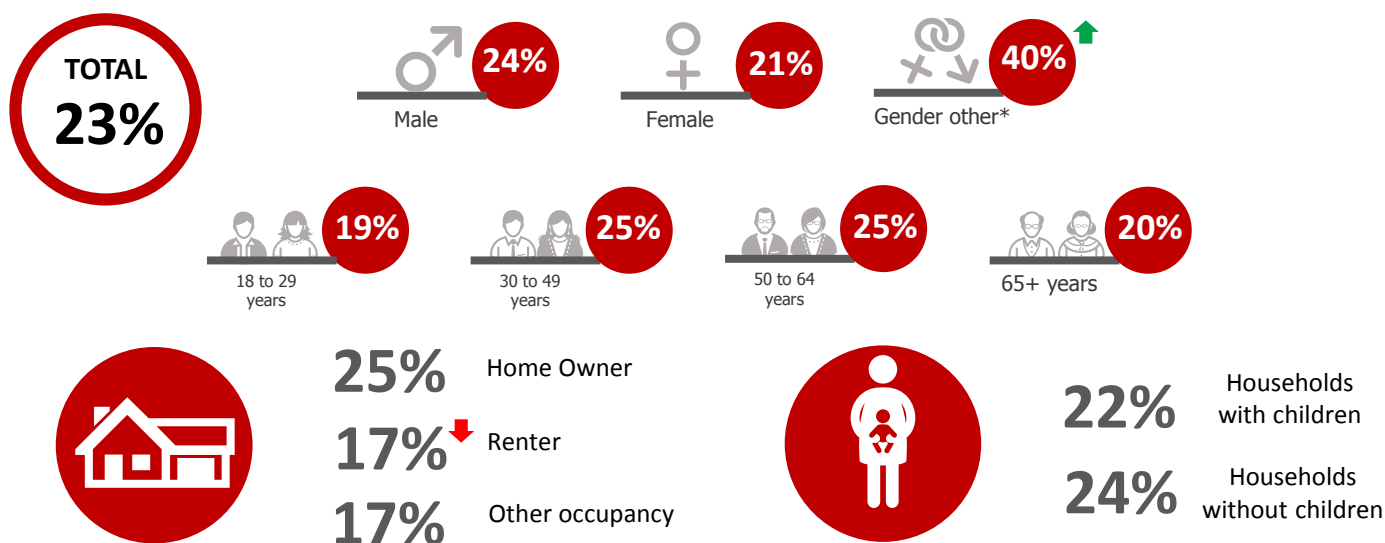
MOST SATISFIED

The data shown is a proportion of all responses within a demographic data set who completed the survey and provided a rating of *Most Satisfied.* Almost half of Ipswich residents had high levels of satisfaction with the quality of services provided by Council. Residents aged 65+ recorded higher levels of satisfaction with service quality compared to total residents.

TOTAL 49%

Male **46%**
Female **52%**
Gender other* **38%**

18 to 29 years **49%**
30 to 49 years **45%**
50 to 64 years **51%**
65+ years **56%** ↑

47% Home Owner
54% Renter
49% Other occupancy

49% Households with children
49% Households without children

LEAST SATISFIED

The data shown is a proportion of all responses within a demographic data set who completed the survey and provided a rating of *Least Satisfied.* Almost a quarter of residents had low levels of satisfaction with the quality of services provided by Council. 4 in 10 gender other* residents recorded low levels of satisfaction with Ipswich City Council's service quality. Significantly more than the total population.

TOTAL 23%

Male **24%**
Female **21%**
Gender other* **40%** ↑

18 to 29 years **19%**
30 to 49 years **25%**
50 to 64 years **25%**
65+ years **20%**

25% Home Owner
17% ↓ Renter
17% Other occupancy

22% Households with children
24% Households without children

* 'Gender other' includes: Transgender, Gender variant / non-conforming, non-disclosed.
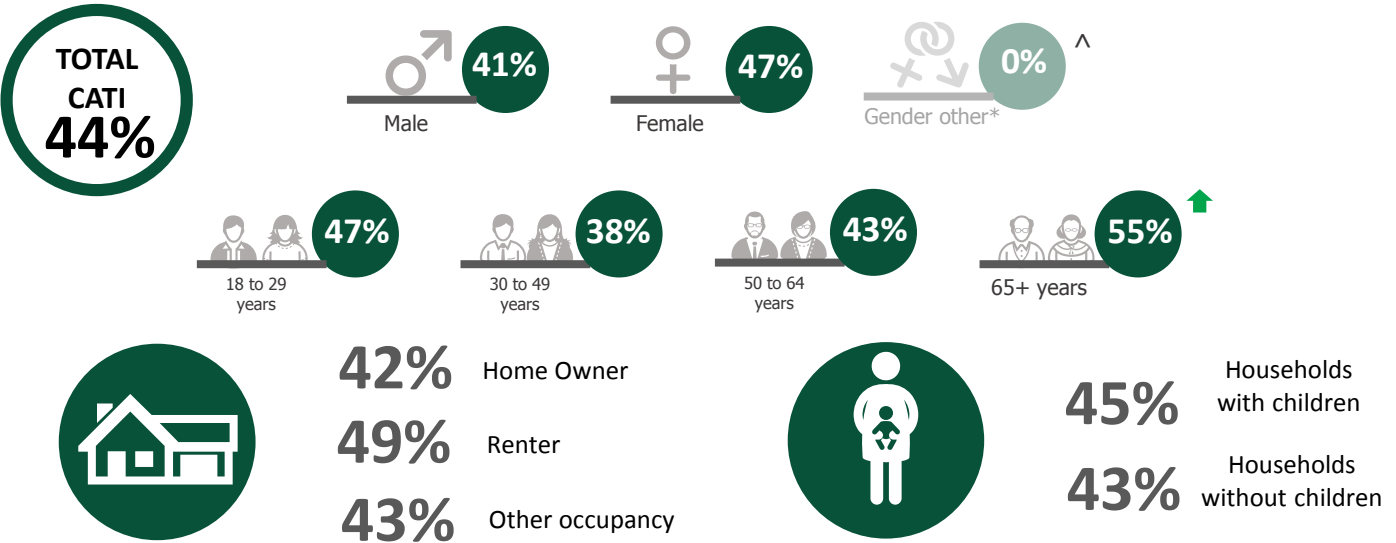
Quality Services by Subgroups

Of all CATI responses to this survey question, data was analysed within each of the twelve demographic data sets shown below. Each individual data set has been analysed to show the proportions of those within the data set who provided a rating of most or least satisfied. Analysis of those who provided a neutral satisfaction response have not been reported at a demographic level.
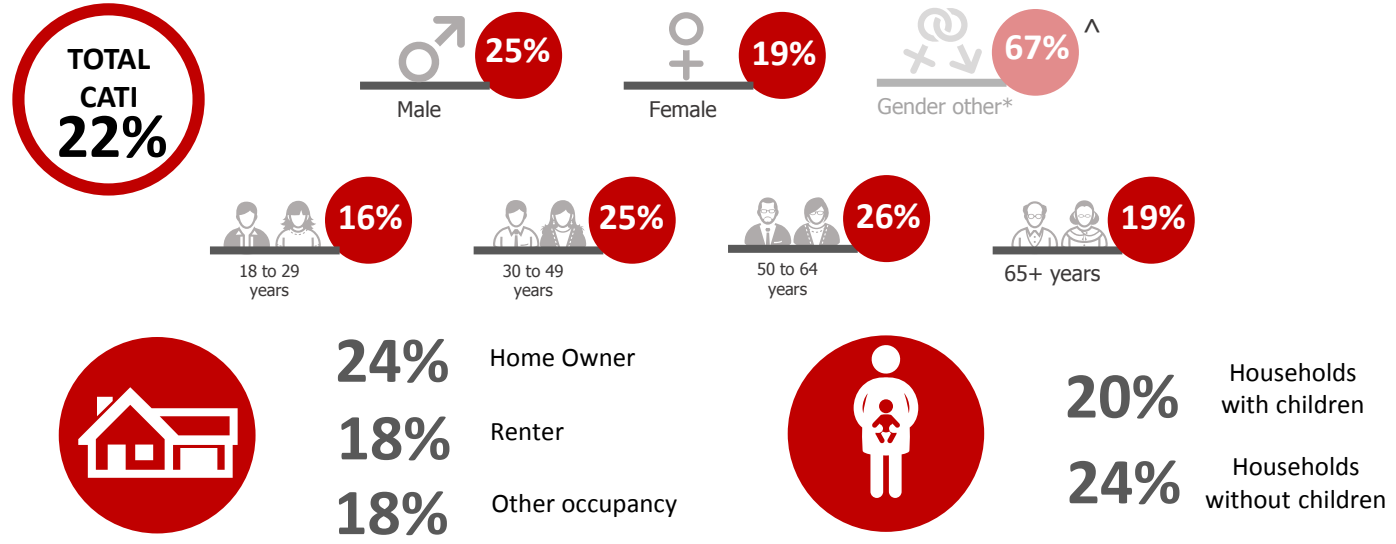
MOST SATISFIED

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 *Most Satisfied*. 4 in 10 residents who responded to the survey via telephone had high levels of satisfaction with the quality of services provided by Council. Compared to total ATI responses, residents aged 65+ were significantly more likely to have high satisfaction.

TOTAL CATI 44%

Male 41% Female 47% Gender other* 0% ^

18 to 29 years 47% 30 to 49 years 38% 50 to 64 years 43% 65+ years 55%

42% Home Owner
49% Renter
43% Other occupancy

45% Households with children
43% Households without children

LEAST 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 *Least Satisfied*. 2 in 10 residents who responded to the survey via telephone were dissatisfied with the quality of services provided by Council. This is uniform across subgroups, with no one group driving dissatisfaction.

TOTAL CATI 22%

Male 25% Female 19% Gender other* 67% ^

18 to 29 years 16% 30 to 49 years 25% 50 to 64 years 26% 65+ years 19%

24% Home Owner
18% Renter
18% Other occupancy

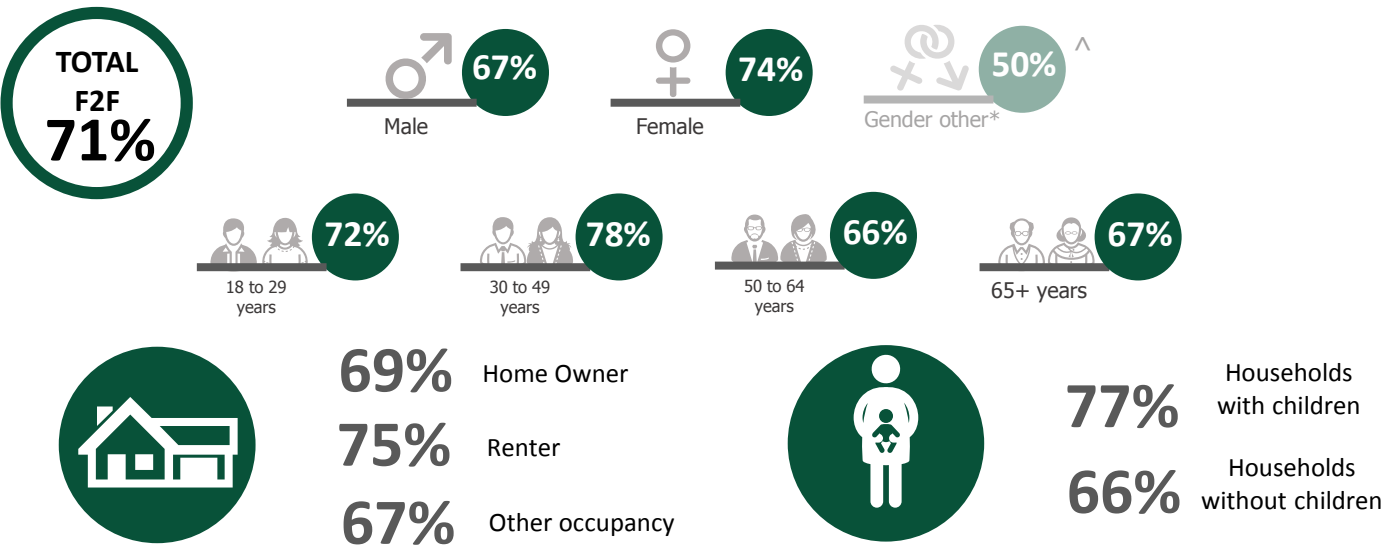20% Households with children
24% Households without children

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

Quality Services by Subgroups

Of all F2F responses to this survey question, data was analysed within each of the twelve demographic data sets shown below. Each individual data set has been analysed to show the proportions of those within the data set who provided a rating of most or least satisfied. Analysis of those who provided a neutral satisfaction response have not been reported at a demographic level.
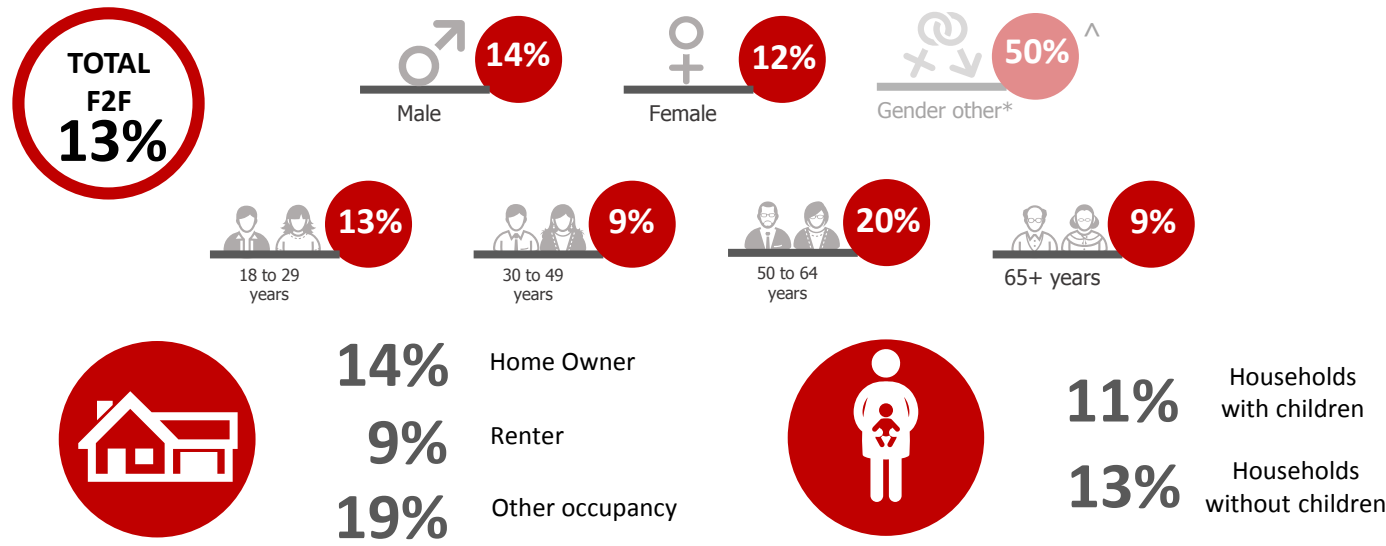
MOST SATISFIED

The data shown is a proportion of F2F responses within a demographic data set who completed the survey <u>and</u> provided a rating of *Most Satisfied*. 7 in 10 of those interviewed face to face had high satisfaction with the quality of services provided by Council. This is uniform across subgroups with none significantly driving satisfaction.

TOTAL F2F 71%

Male **67%**
Female **74%**
Gender other* **50%** ^

18 to 29 years **72%**
30 to 49 years **78%**
50 to 64 years **66%**
65+ years **67%**

69% Home Owner
75% Renter
67% Other occupancy

77% Households with children
66% Households without children

LEAST SATISFIED

The data shown is a proportion of F2F responses within a demographic data set who completed the survey <u>and</u> provided a rating of *Least Satisfied*. 1 in 10 of those interviewed face to face were strongly dissatisfied with the quality of services delivered by Council. This is uniform across subgroups, with none significantly driving dissatisfaction.
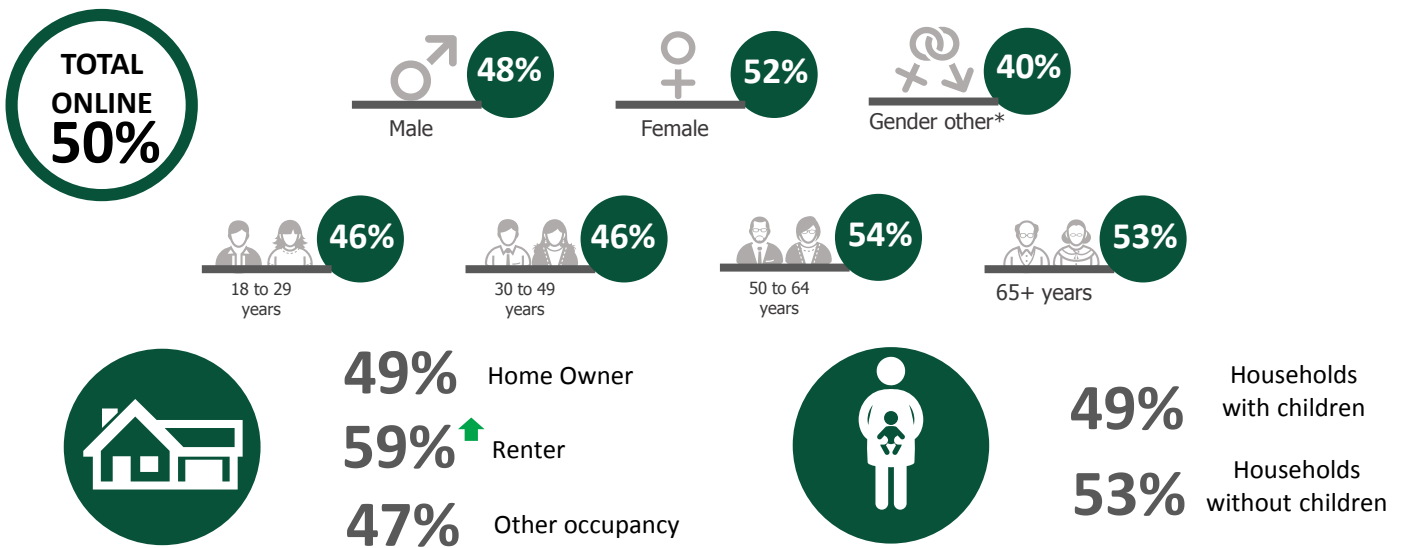
TOTAL F2F 13%

Male **14%**
Female **12%**
Gender other* **50%** ^

18 to 29 years **13%**
30 to 49 years **9%**
50 to 64 years **20%**
65+ years **9%**

14% Home Owner
9% Renter
19% Other occupancy

11% Households with children
13% Households without children

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

Quality Services by Subgroups

Of all online responses to this survey question, data was analysed within each of the twelve demographic data sets shown below. Each individual data set has been analysed to show the proportions of those within the data set who provided a rating of most or least satisfied. Analysis of those who provided a neutral satisfaction response have not been reported at a demographic level.
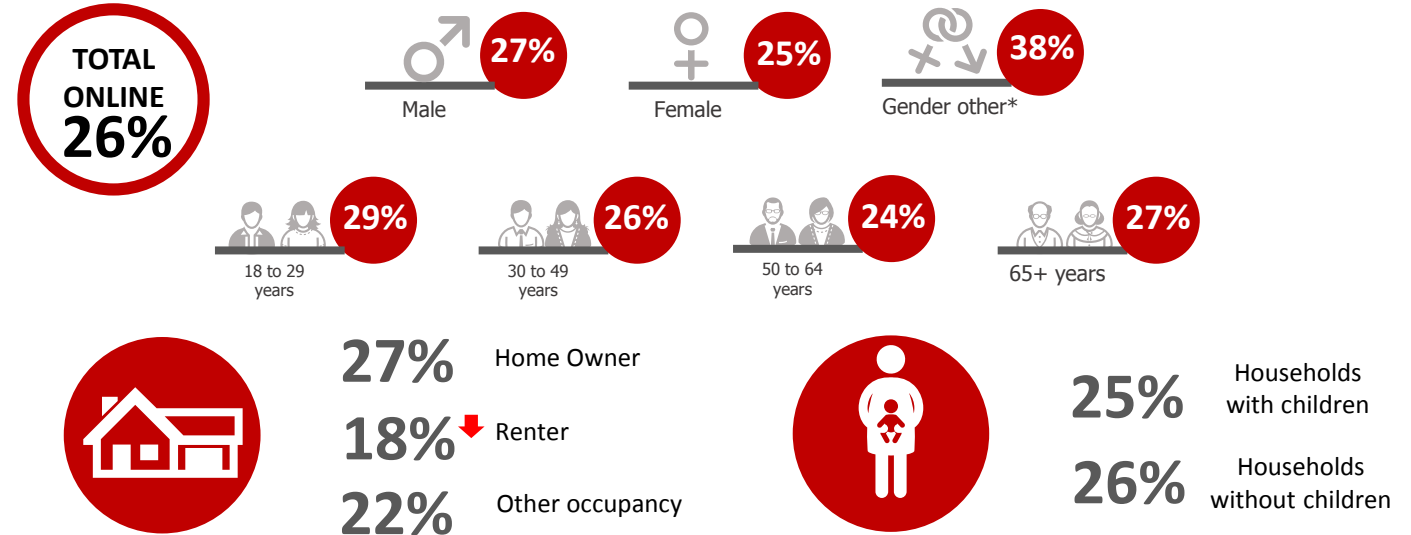
MOST SATISFIED

The data shown is a proportion of online responses within a demographic data set who completed the survey and provided a rating of *Most Satisfied.* Half of those who participated in the survey online had high levels of satisfaction with the quality of services provided by Council. High satisfaction was partially driven by renters, as they are significantly more likely to be satisfied with the quality of services they receive.

TOTAL ONLINE 50%

Male 48%
Female 52%
Gender other* 40%

18 to 29 years 46%
30 to 49 years 46%
50 to 64 years 54%
65+ years 53%

49% Home Owner
59% Renter
47% Other occupancy

49% Households with children
53% Households without children

LEAST SATISFIED

The data shown is a proportion of online responses within a demographic data set who completed the survey and provided a rating of *Least Satisfied.* Nearly 3 in 10 of those who participated in the survey online were dissatisfied with the services provided by Council. Almost 2 in 10 renters were dissatisfied with the quality of services provided by Council. Significantly lower than the overall online total.

TOTAL ONLINE 26%

Male 27%
Female 25%
Gender other* 38%

18 to 29 years 29%
30 to 49 years 26%
50 to 64 years 24%
65+ years 27%

27% Home Owner
18% Renter
22% Other occupancy

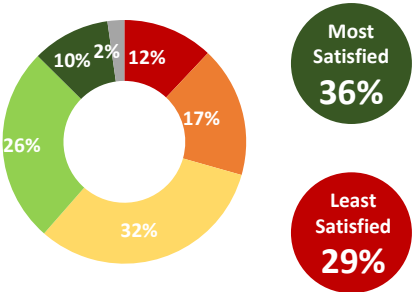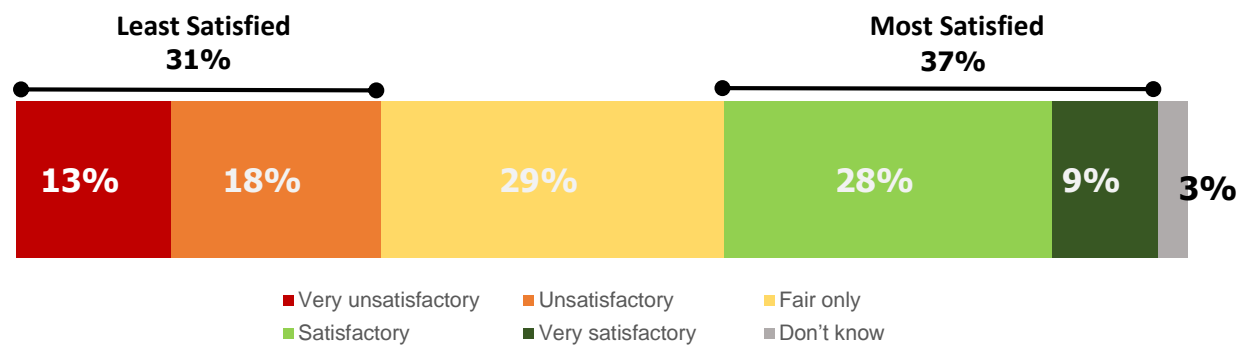25% Households with children
26% Households without children

* 'Gender other' includes: Transgender, Gender variant / non-conforming, non-disclosed.
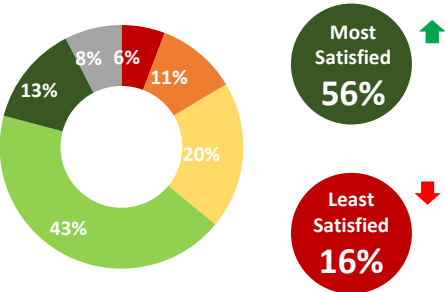
COUNCIL RESPONSIVENESS
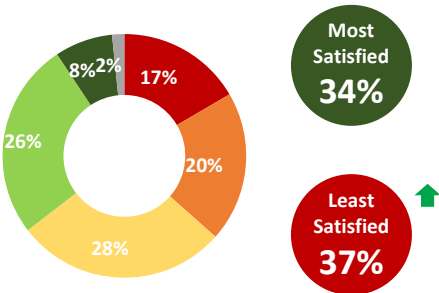
Council Responsiveness

Satisfaction with Council's overall responsiveness was polarised among residents. Of all responses, almost a third were strongly satisfied, while almost a third were strongly dissatisfied.

Least Satisfied 31%   **Most Satisfied 37%**

13%	18%	29%	28%	9%	3%

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

CATI donut chart values: 12%, 17%, 32%, 26%, 10%, 2%

Most Satisfied 36%

Least Satisfied 29%

CATI
The level of satisfaction amongst those interviewed via telephone was similar to the results highlighted in the overall total, with more than a third being highly satisfied with Council's responsiveness towards community needs.

Face to Face donut chart values: 6%, 11%, 20%, 43%, 13%, 8%

Most Satisfied 56% ▲

Least Satisfied 16% ▼

Face to Face
Ipswich residents interviewed face to face recorded higher levels of strong satisfaction with Council's responsiveness to community needs. More than half were either satisfied or very satisfied.

Online donut chart values: 17%, 20%, 28%, 26%, 8%, 2%

Most Satisfied 34%

Least Satisfied 37% ▲

Online
Almost 4 in 10 of those who completed the survey online have strong levels of dissatisfaction with Council's responsiveness to community needs. Significantly higher than the overall total.

SOURCE: Q6 Sample Size: Total N=2396; CATI N=1000; F2F N=225; Online N=1171
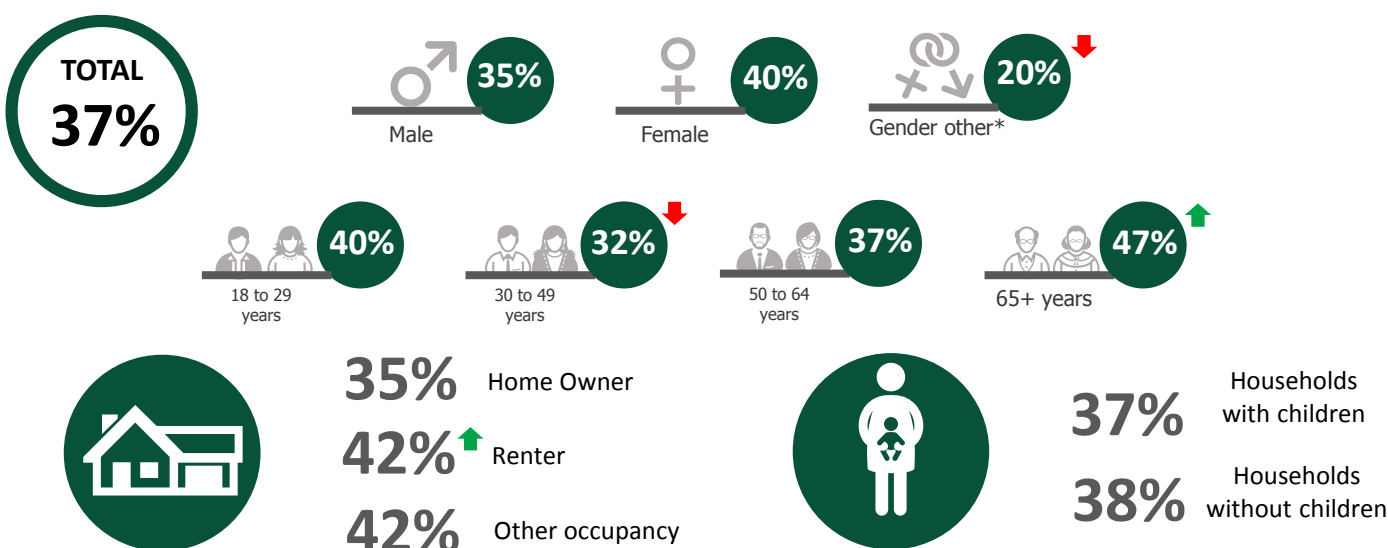
Council Responsiveness by Subgroups

Of all responses to this survey question, data was analysed within each of the twelve demographic data sets shown below. Each individual data set has been analysed to show the proportions of those within the data set who provided a rating of most or least satisfied. Analysis of those who provided a neutral satisfaction response have not been reported at a demographic level.
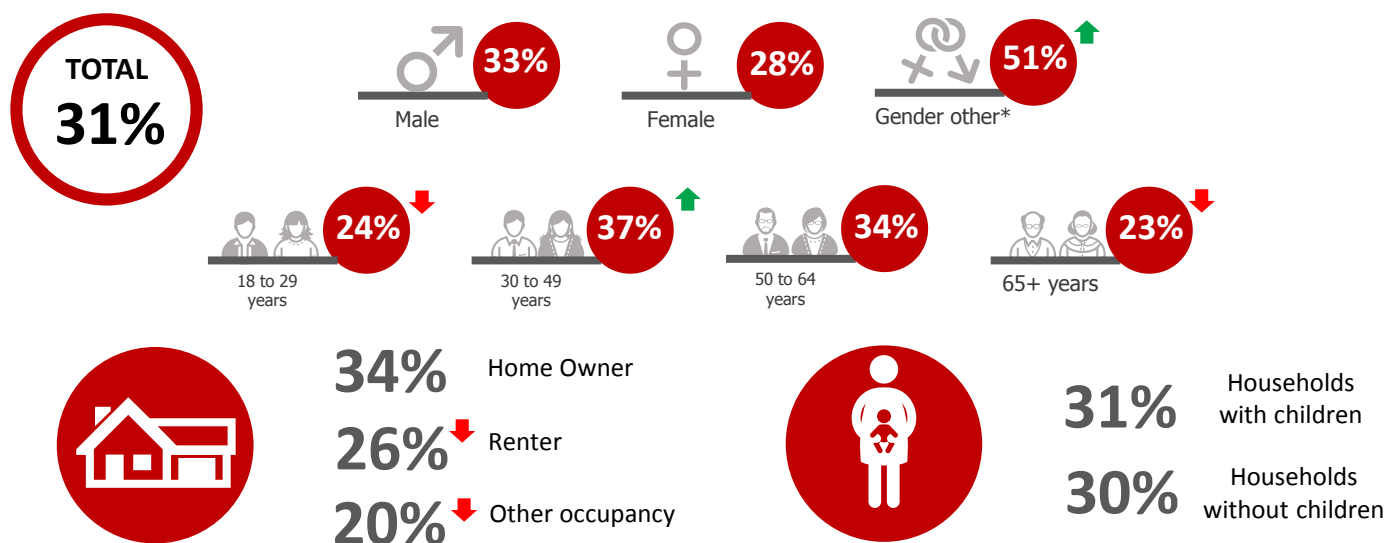
MOST SATISFIED
The data shown is a proportion of all responses within a demographic data set who completed the survey and provided a rating of _Most Satisfied._ More than a third of Ipswich residents were satisfied or very satisfied with Council's responsiveness to community needs. High levels of satisfaction were predominantly driven by residents aged 65+ and renters.

TOTAL 37%

- Male **35%**
- Female **40%**
- Gender other* **20%** ▼

- 18 to 29 years **40%**
- 30 to 49 years **32%** ▼
- 50 to 64 years **37%**
- 65+ years **47%** ▲

35% Home Owner
42% ▲ Renter
42% Other occupancy

37% Households with children
38% Households without children

LEAST SATISFIED
The data shown is a proportion of all responses within a demographic data set who completed the survey and provided a rating of _Least Satisfied._ Overall, 3 in 10 Ipswich residents were dissatisfied with Council's responsiveness to community needs. Half of gender other* residents were more likely to be dissatisfied with Council's responsiveness to community needs. A third of 30 to 49 year old's also recorded strong dissatisfaction.

TOTAL 31%

- Male **33%**
- Female **28%**
- Gender other* **51%** ▲

- 18 to 29 years **24%** ▼
- 30 to 49 years **37%** ▲
- 50 to 64 years **34%**
- 65+ years **23%** ▼

34% Home Owner
26% ▼ Renter
20% ▼ Other occupancy

31% Households with children
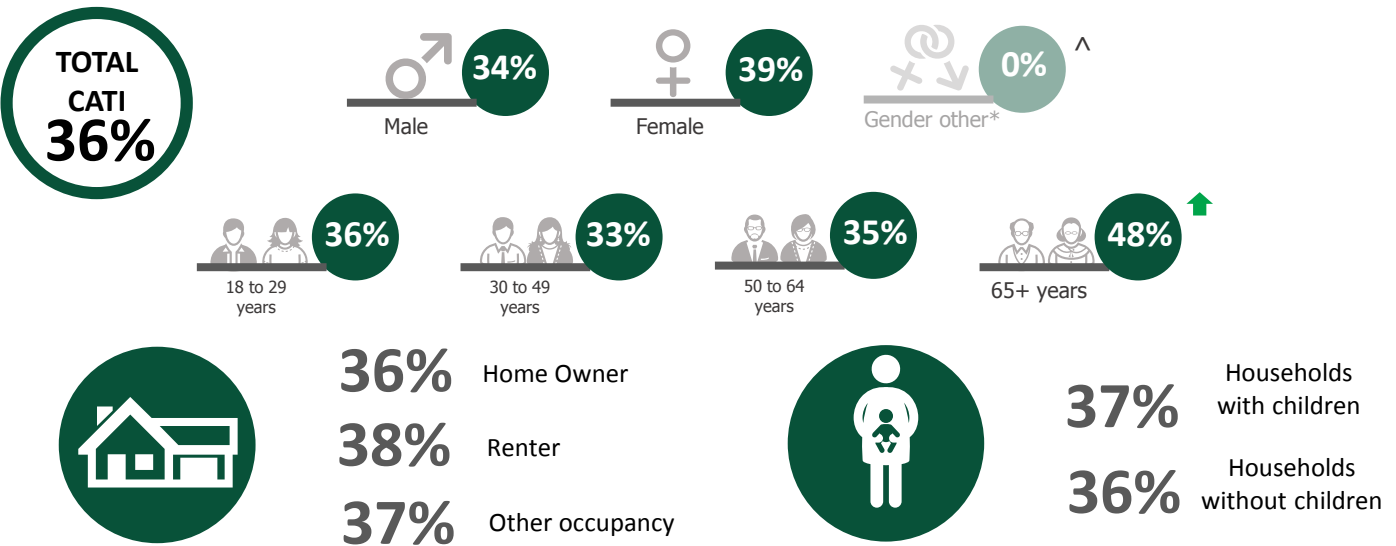**30%** Households without children

* 'Gender other' includes: Transgender, Gender variant / non-conforming, non-disclosed.

Council Responsiveness by Subgroups

Ipsos

Of all CATI responses to this survey question, data was analysed within each of the twelve demographic data sets shown below. Each individual data set has been analysed to show the proportions of those within the data set who provided a rating of most or least satisfied. Analysis of those who provided a neutral satisfaction response have not been reported at a demographic level.
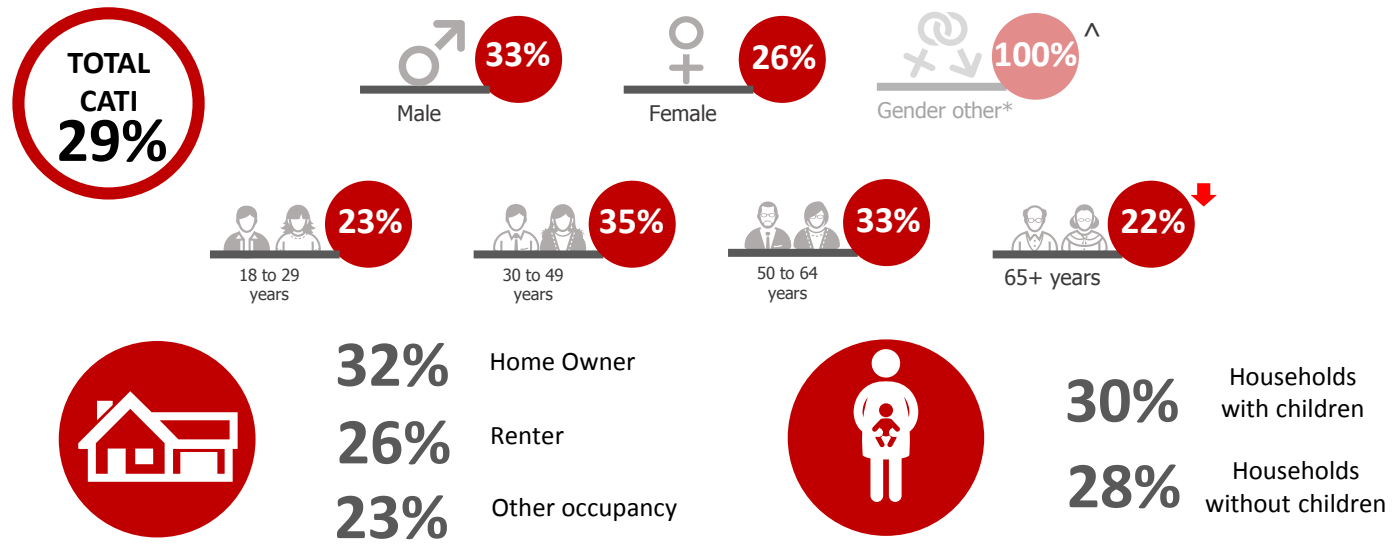
MOST SATISFIED
The data shown is a proportion of CATI responses within a demographic data set who completed the survey and provided a rating of *Most Satisfied.* More than a third of those who responded to the survey via telephone had high satisfaction with Council's responsiveness to community needs. Almost 5 in 10 aged 65+ were satisfied or very satisfied, significantly more than the overall total.

TOTAL CATI 36%

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

18 to 29 years **36%**
30 to 49 years **33%**
50 to 64 years **35%**
65+ years **48%** ↑

36% Home Owner
38% Renter
37% Other occupancy

37% Households with children
36% Households without children

LEAST SATISFIED
The data shown is a proportion of CATI responses within a demographic data set who completed the survey and provided a rating of *Least Satisfied.* 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 significantly less likely to feel dissatisfied.

TOTAL CATI 29%

Male **33%**
Female **26%**
Gender other* **100%** ^

18 to 29 years **23%**
30 to 49 years **35%**
50 to 64 years **33%**
65+ years **22%** ↓

32% Home Owner
26% Renter
23% Other occupancy

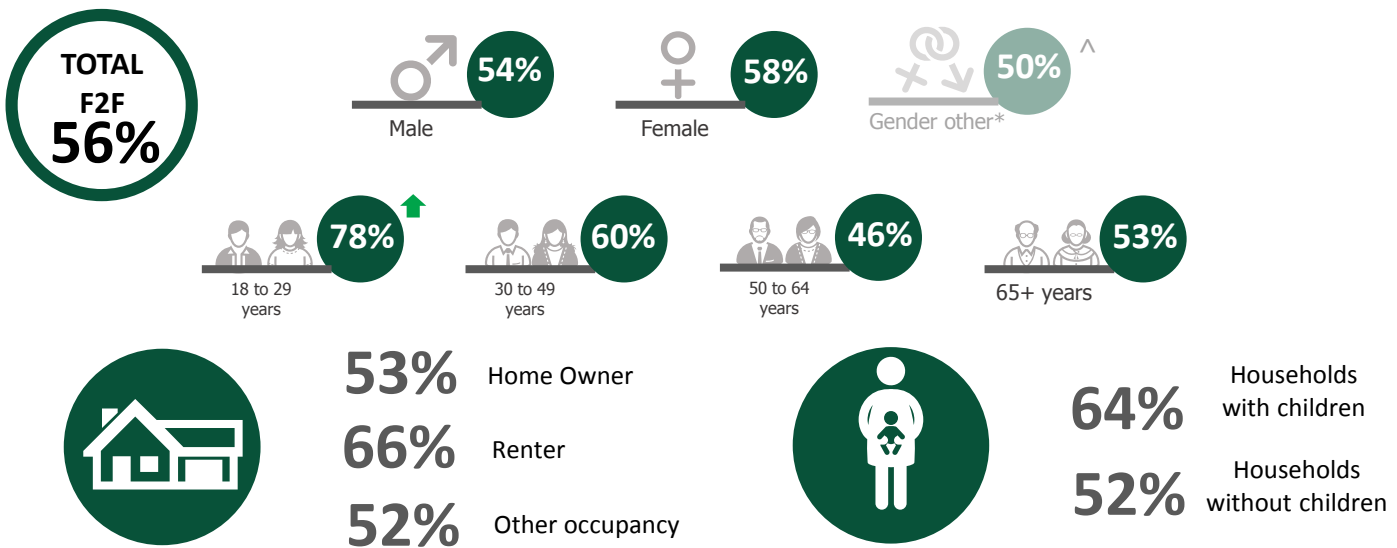**30%** Households with children
28% Households without children

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

Council Responsiveness by Subgroups

Of all F2F responses to this survey question, data was analysed within each of the twelve demographic data sets shown below. Each individual data set has been analysed to show the proportions of those within the data set who provided a rating of most or least satisfied. Analysis of those who provided a neutral satisfaction response have not been reported at a demographic level.
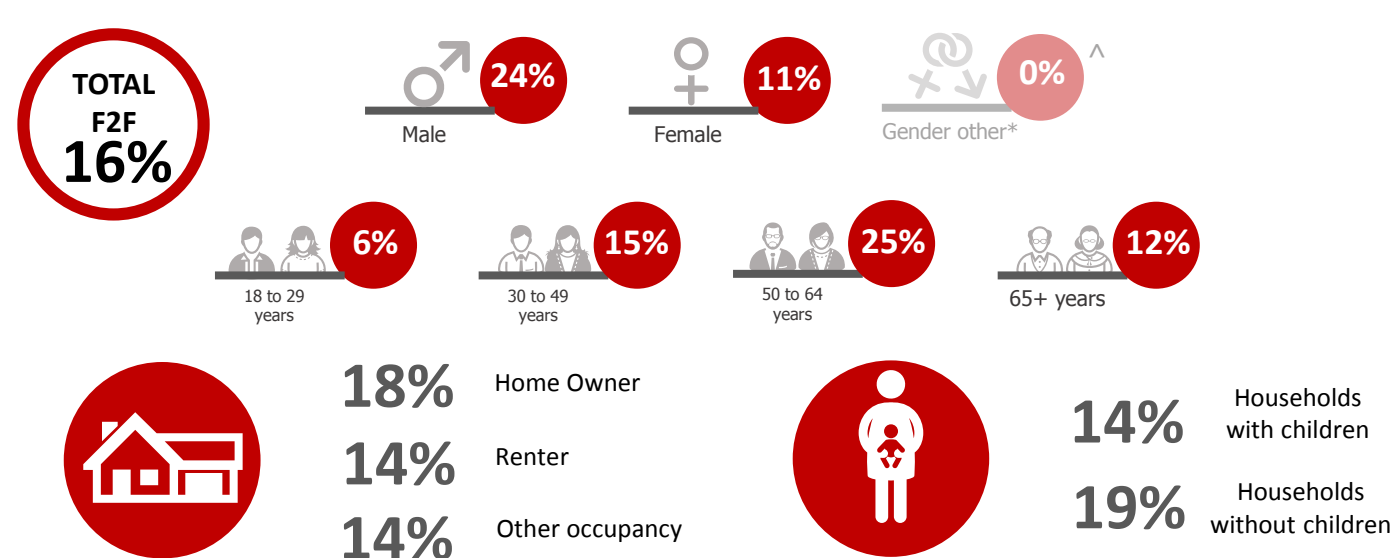
MOST SATISFIED

The data shown is a proportion of F2F responses within a demographic data set who completed the survey and provided a rating of *Most Satisfied.* More than half of Ipswich residents interviewed face to face were highly satisfied with Council's responsiveness to community needs. High satisfaction was largely driven by those aged 18-29 years, with more than three quarters finding Council's responsiveness satisfactory or very satisfactory.

TOTAL F2F 56%

Male **54%**
Female **58%**
Gender other* **50%** ^

18 to 29 years **78%**
30 to 49 years **60%**
50 to 64 years **46%**
65+ years **53%**

53% Home Owner
66% Renter
52% Other occupancy

64% Households with children
52% Households without children

LEAST SATISFIED

The data shown is a proportion of F2F responses within a demographic data set who completed the survey and provided a rating of *Least Satisfied.* Less than 2 in 10 of those interviewed face to face were dissatisfied with Council's responsiveness to community needs. This is uniform across subgroups, with none significantly driving dissatisfaction.

TOTAL F2F 16%

Male **24%**
Female **11%**
Gender other* **0%** ^

18 to 29 years **6%**
30 to 49 years **15%**
50 to 64 years **25%**
65+ years **12%**

18% Home Owner
14% Renter
14% Other occupancy

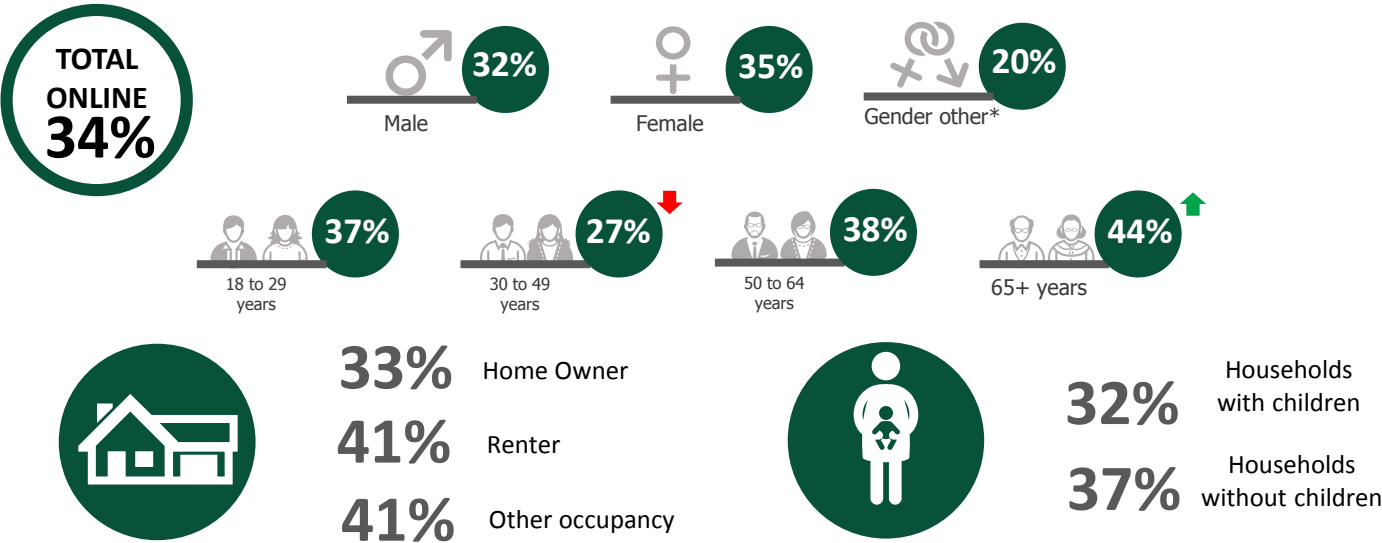**14%** Households with children
19% Households without children

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

Council Responsiveness by Subgroups

Of all online responses to this survey question, data was analysed within each of the twelve demographic data sets shown below. Each individual data set has been analysed to show the proportions of those within the data set who provided a rating of most or least satisfied. Analysis of those who provided a neutral satisfaction response have not been reported at a demographic level.
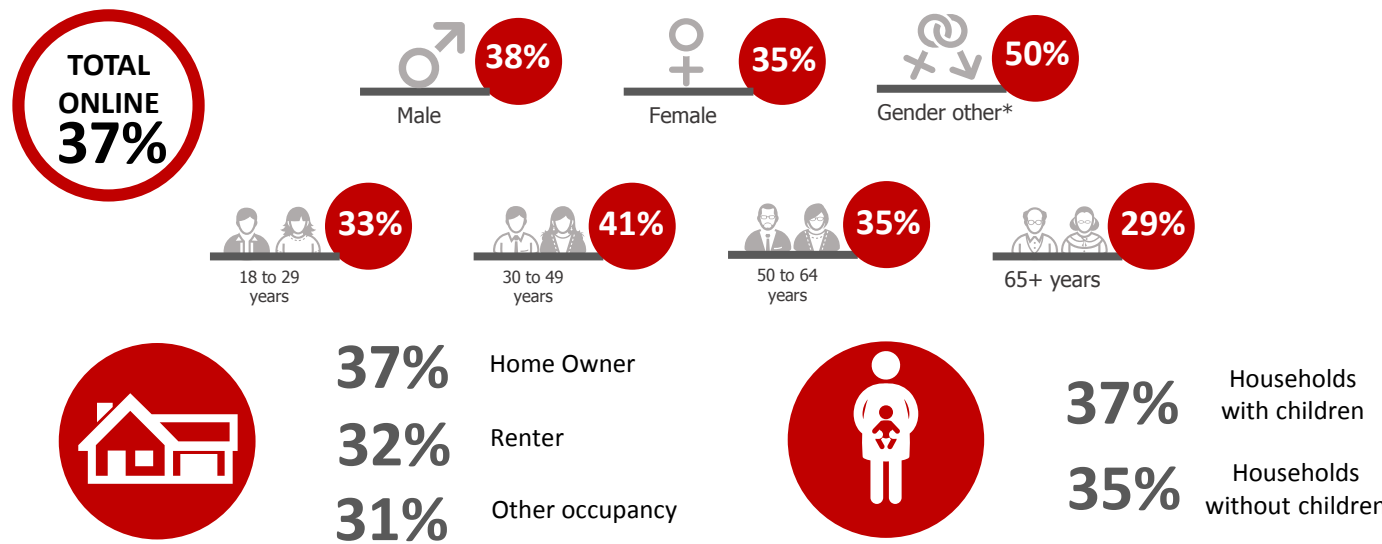
MOST SATISFIED

The data shown is a proportion of online responses within a demographic data set who completed the survey and provided a rating of *Most Satisfied*. A third of residents who completed the survey online had high satisfaction with Council's responsiveness to community needs. Whilst those aged 65+ were significantly more likely to feel satisfied, residents aged 30-49 years were significantly less likely to feel satisfied.

- **TOTAL ONLINE 34%**
- Male **32%**
- Female **35%**
- Gender other* **20%**
- 18 to 29 years **37%**
- 30 to 49 years **27%** ▼
- 50 to 64 years **38%**
- 65+ years **44%** ▲
- **33%** Home Owner
- **41%** Renter
- **41%** Other occupancy
- **32%** Households with children
- **37%** Households without children

LEAST SATISFIED

The data shown is a proportion of online responses within a demographic data set who completed the survey and provided a rating of *Least Satisfied*. Almost 4 in 10 residents who completed the survey online felt dissatisfied with Council's responsiveness to community needs. Dissatisfaction is uniform across all subgroups.
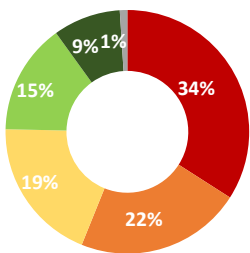
- **TOTAL ONLINE 37%**
- Male **38%**
- Female **35%**
- Gender other* **50%**
- 18 to 29 years **33%**
- 30 to 49 years **41%**
- 50 to 64 years **35%**
- 65+ years **29%**
- **37%** Home Owner
- **32%** Renter
- **31%** Other occupancy
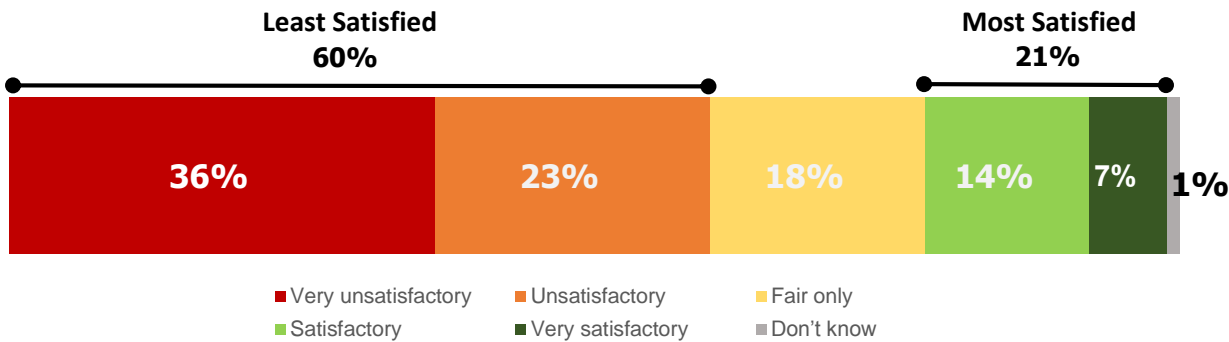- **37%** Households with children
- **35%** Households without children

* 'Gender other' includes: Transgender, Gender variant / non-conforming, non-disclosed.
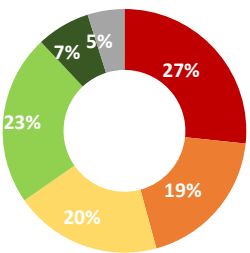
TRUST AND CONFIDENCE
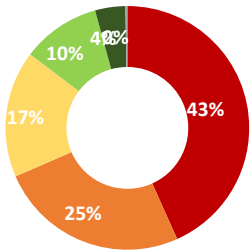
Trust and Confidence

Of all responses, more than half of Ipswich residents were dissatisfied with Council's ability to build trust and confidence. Only two in ten were satisfied or very satisfied with Council's ability to build and maintain the trust and confidence of the community.

Least Satisfied 60% | **Most Satisfied 21%**

Very unsatisfactory	Unsatisfactory	Fair only	Satisfactory	Very satisfactory	Don't know
36%	23%	18%	14%	7%	1%

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

Most Satisfied **24%** ▲
Least Satisfied **56%** ▼

(Donut: 34%, 22%, 19%, 15%, 9%, 1%)

CATI
Of those interviewed via telephone more than half were dissatisfied with Council's ability to build and maintain the trust and confidence of the community. While this is high, it is significantly less than the overall total.

Most Satisfied **30%** ▲
Least Satisfied **46%** ▼

(Donut: 27%, 19%, 20%, 23%, 7%, 5%)

Face to Face
Residents interviewed face to face were significantly more likely to be satisfied with Council's ability to build and maintain the trust and confidence of the community, however almost half of those interviewed face to face were dissatisfied.

Most Satisfied **14%** ▼
Least Satisfied **68%** ▲

(Donut: 43%, 25%, 17%, 10%, 4%, 2%)

Online
Almost 7 in 10 who participated in the survey online were dissatisfied with Council's ability to build and maintain the trust and confidence of the community. Residents who participated online are significantly more likely to be unsatisfied or very unsatisfied.
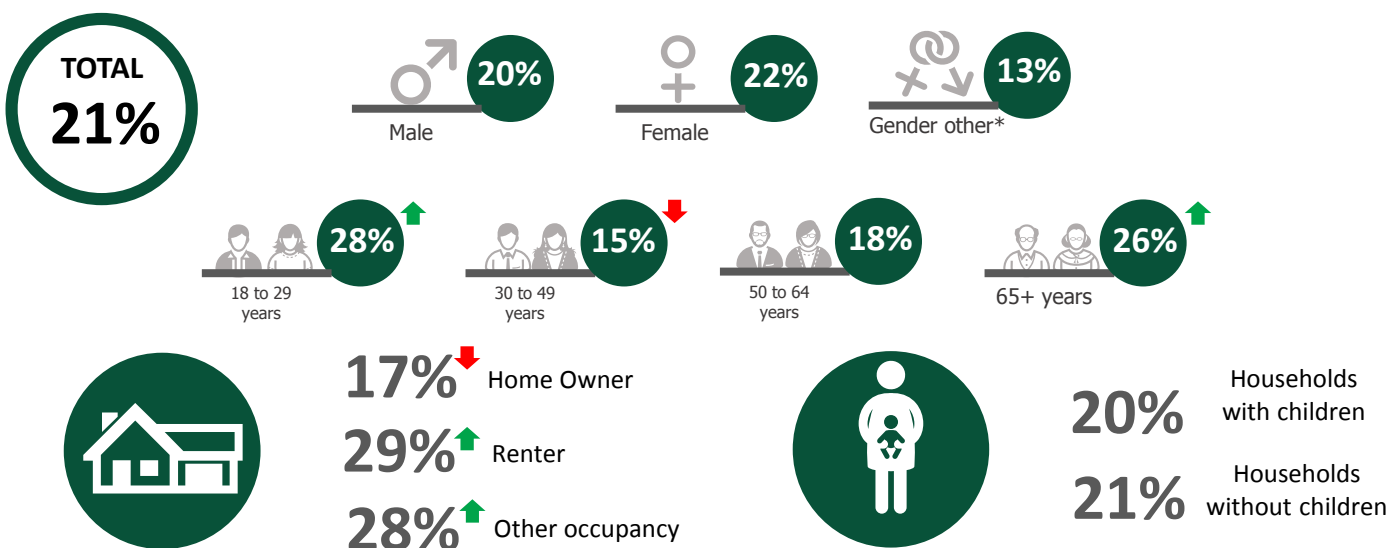

SOURCE: Q7 Sample Size: Total N=2396; CATI N=1000; F2F N=225; Online N=1171

Trust and Confidence by Subgroups

Ipsos

Of all responses to this survey question, data was analysed within each of the twelve demographic data sets shown below. Each individual data set has been analysed to show the proportions of those within the data set who provided a rating of most or least satisfied. Analysis of those who provided a neutral satisfaction response have not been reported at a demographic level.
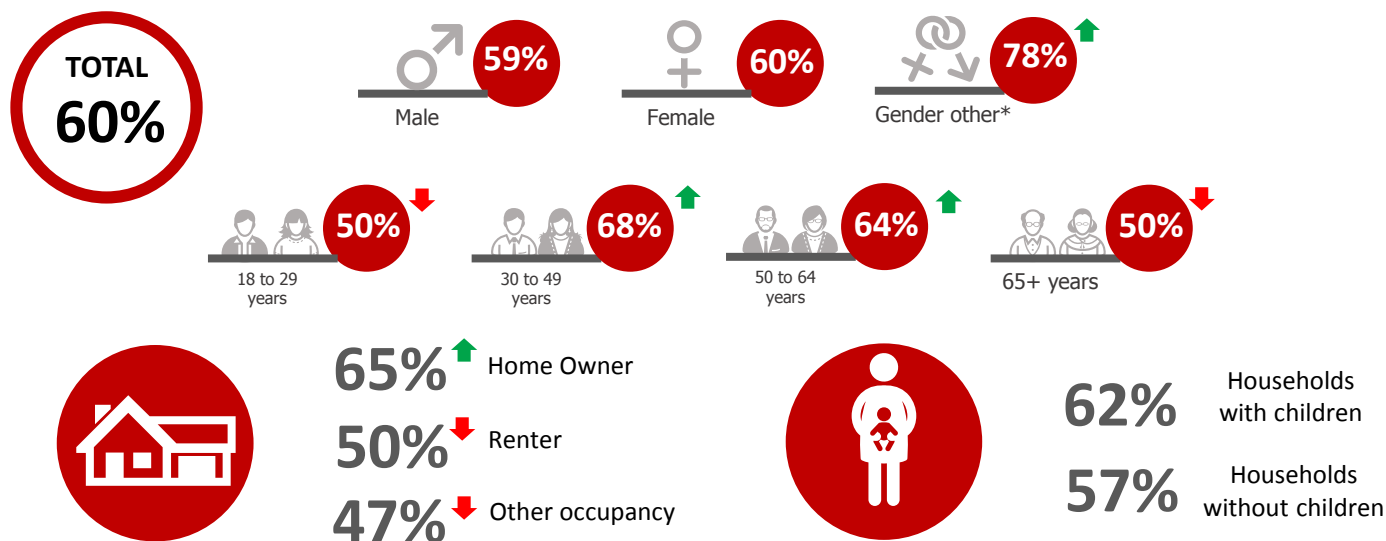
MOST SATISFIED

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 *Most Satisfied*. Two in ten residents had high satisfaction with Council's ability to build and maintain the trust and confidence of the community. Those aged 18-29 and 65+ were significantly more likely to have felt this way. Residents who do not pay rates (renters and other occupancy) were also significantly more likely to have high satisfaction.

TOTAL 21%

Male 20%
Female 22%
Gender other* 13%

18 to 29 years 28% ▲
30 to 49 years 15% ▼
50 to 64 years 18%
65+ years 26% ▲

17% ▼ Home Owner
29% ▲ Renter
28% ▲ Other occupancy

20% Households with children
21% Households without children

LEAST 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 *Least Satisfied*. Overall, 6 in 10 residents reported dissatisfaction with Council's ability to build and maintain the trust and confidence of the community. This level of dissatisfaction was driven by those aged 30-64 years and home owners, all of whom were significantly more likely to be dissatisfied.

TOTAL 60%

Male 59%
Female 60%
Gender other* 78% ▲

18 to 29 years 50% ▼
30 to 49 years 68% ▲
50 to 64 years 64% ▲
65+ years 50% ▼

65% ▲ Home Owner
50% ▼ Renter
47% ▼ Other occupancy

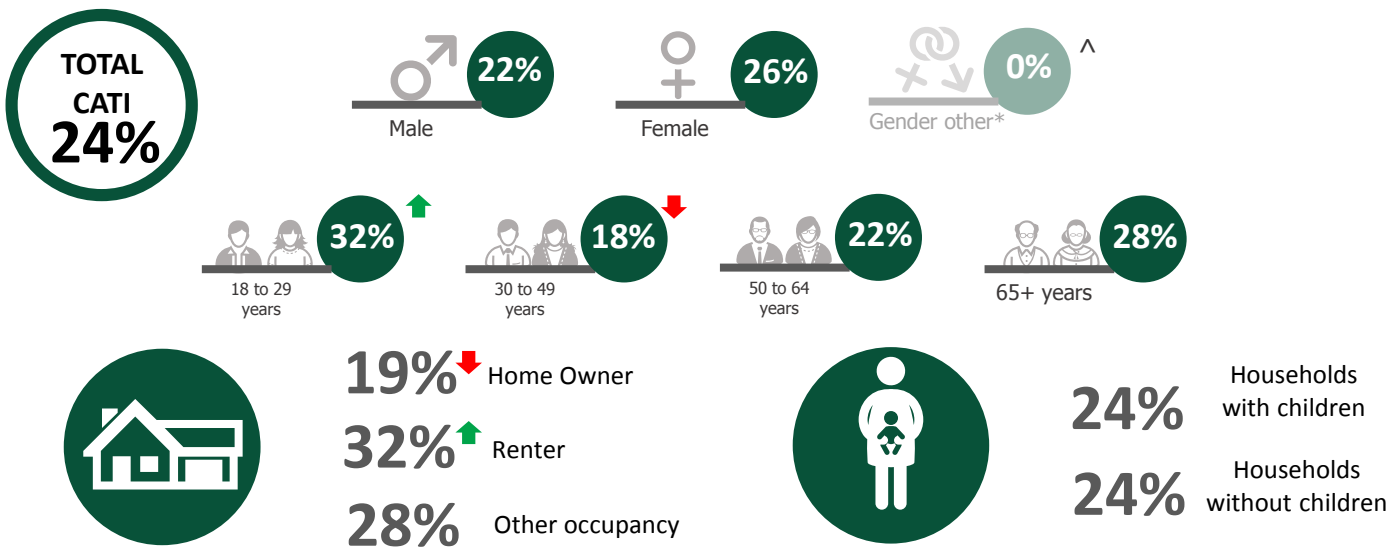62% Households with children
57% Households without children

* 'Gender other' includes: Transgender, Gender variant / non-conforming, non-disclosed.

Trust and Confidence by Subgroups

Of all CATI responses to this survey question, data was analysed within each of the twelve demographic data sets shown below. Each individual data set has been analysed to show the proportions of those within the data set who provided a rating of most or least satisfied. Analysis of those who provided a neutral satisfaction response have not been reported at a demographic level.
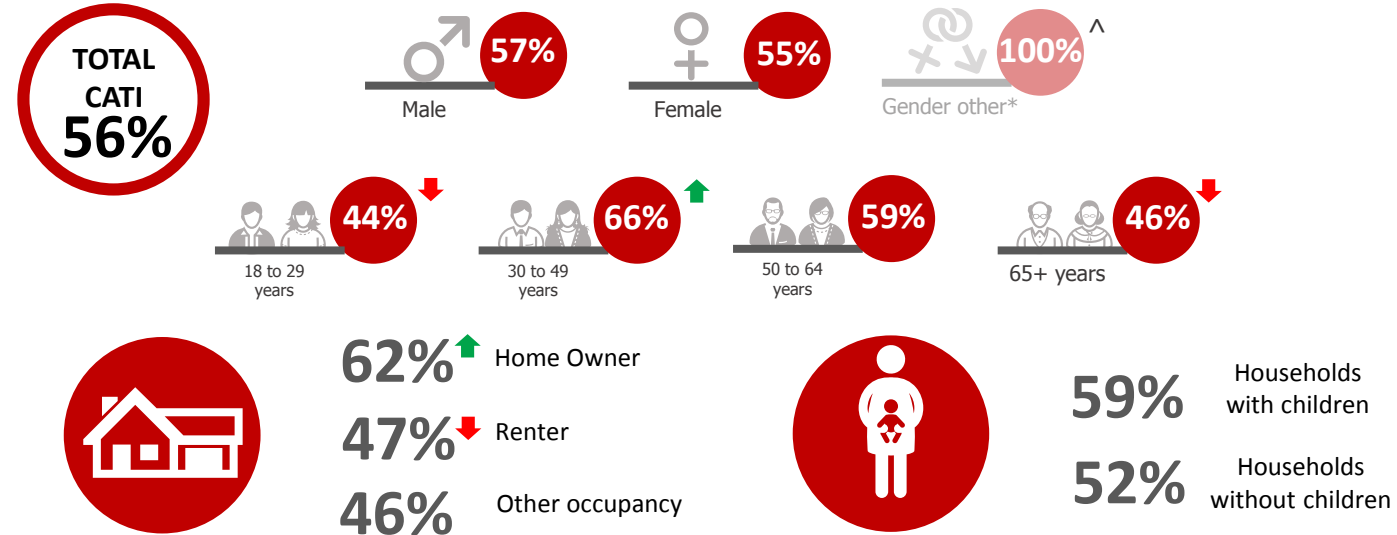
MOST SATISFIED

The data shown is a proportion of CATI responses within a demographic data set who completed the survey _and_ provided a rating of _Most Satisfied._ Almost a quarter of residents interviewed via telephone had high levels of satisfaction with Council's ability to build and maintain the trust and confidence of the community. High levels of satisfaction was largely driven by those aged 18-29 and renters, all of whom were significantly more likely to be satisfied or very satisfied.

TOTAL CATI 24%

Male **22%** Female **26%** Gender other* **0%** ^

18 to 29 years **32%** ↑ 30 to 49 years **18%** ↓ 50 to 64 years **22%** 65+ years **28%**

19% ↓ Home Owner
32% ↑ Renter
28% Other occupancy

24% Households with children
24% Households without children

LEAST SATISFIED

The data shown is a proportion of CATI responses within a demographic data set who completed the survey _and_ provided a rating of _Least Satisfied._ More than half of those interviewed via telephone were dissatisfied with Council's ability to build and maintain the trust and confidence of the community. More than 6 in 10 home owners were dissatisfied and almost 7 in 10 aged 35-49 were dissatisfied, scores which were significantly higher than the overall total.

TOTAL CATI 56%

Male **57%** Female **55%** Gender other* **100%** ^

18 to 29 years **44%** ↓ 30 to 49 years **66%** ↑ 50 to 64 years **59%** 65+ years **46%** ↓

62% ↑ Home Owner
47% ↓ Renter
46% Other occupancy

59% Households with children
52% Households without children

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

FACE TO FACE (F2F)
Trust and Confidence by Subgroups

Ipsos

Of all F2F responses to this survey question, data was analysed within each of the twelve demographic data sets shown below. Each individual data set has been analysed to show the proportions of those within the data set who provided a rating of most or least satisfied. Analysis of those who provided a neutral satisfaction response have not been reported at a demographic level.

MOST SATISFIED
The data shown is a proportion of F2F responses within a demographic data set who completed the survey and provided a rating of *Most Satisfied.* Whilst less than one third of residents who participated in the survey face to face had high satisfaction with Council's ability to build and maintain the trust and confidence of the community, half of those aged 18-29 years had high satisfaction. Significantly higher than the overall total of those interviewed face to face.

TOTAL F2F **30%**

Male **36%**   Female **25%**   Gender other* **50%** ^

18 to 29 years **53%** ↑   30 to 49 years **29%**   50 to 64 years **25%**   65+ years **23%**

24% Home Owner
38% Renter
38% Other occupancy

32% Households with children
28% Households without children

LEAST SATISFIED
The data shown is a proportion of F2F responses within a demographic data set who completed the survey and provided a rating of *Least Satisfied.* Almost half interviewed face to face were dissatisfied with Council's ability to build and maintain the trust and confidence of the community. Residents aged 18-29 years were significantly less likely to be dissatisfied.

TOTAL F2F **46%**

Male **46%**   Female **46%**   Gender other* **50%** ^

18 to 29 years **25%** ↓   30 to 49 years **38%**   50 to 64 years **54%**   65+ years **56%**

51% Home Owner
34% Renter
48% Other occupancy

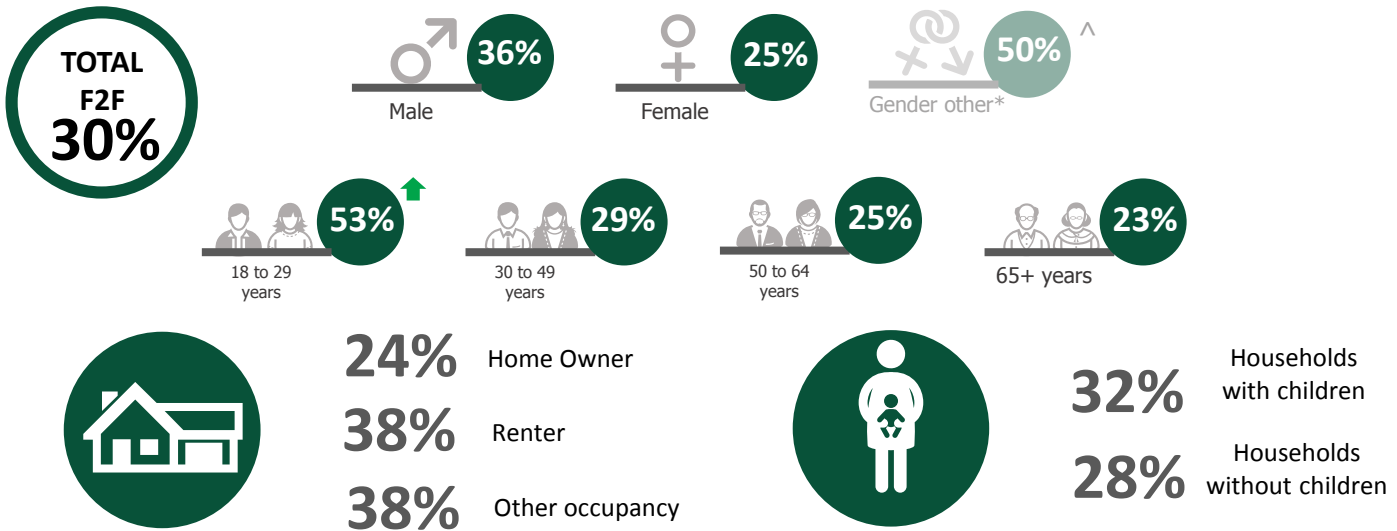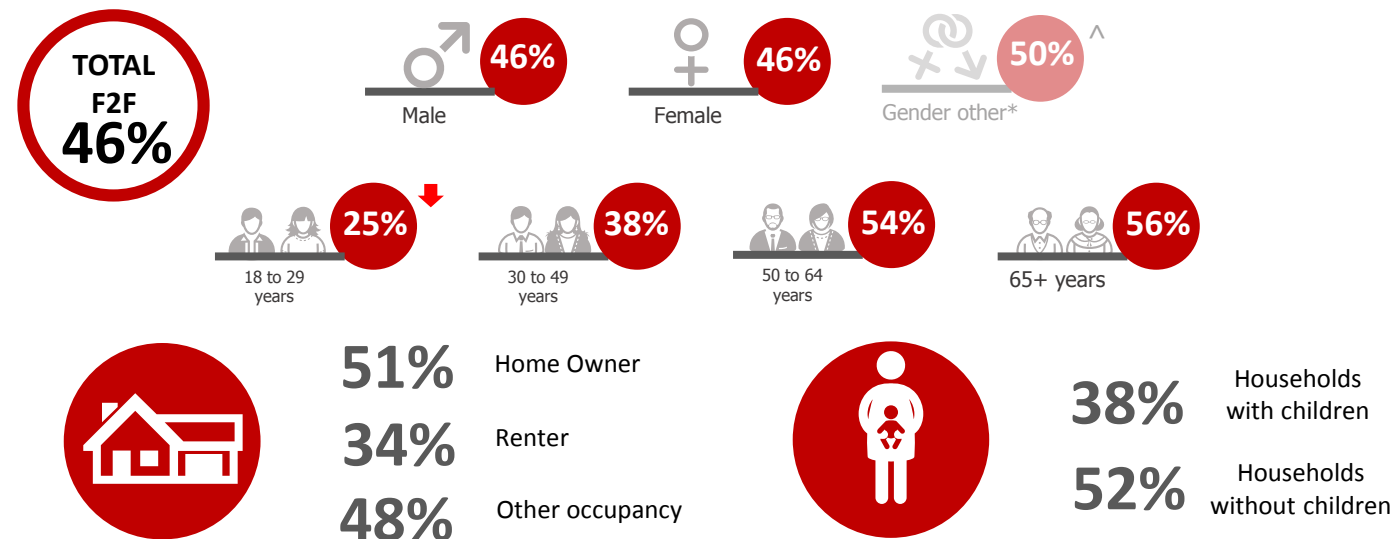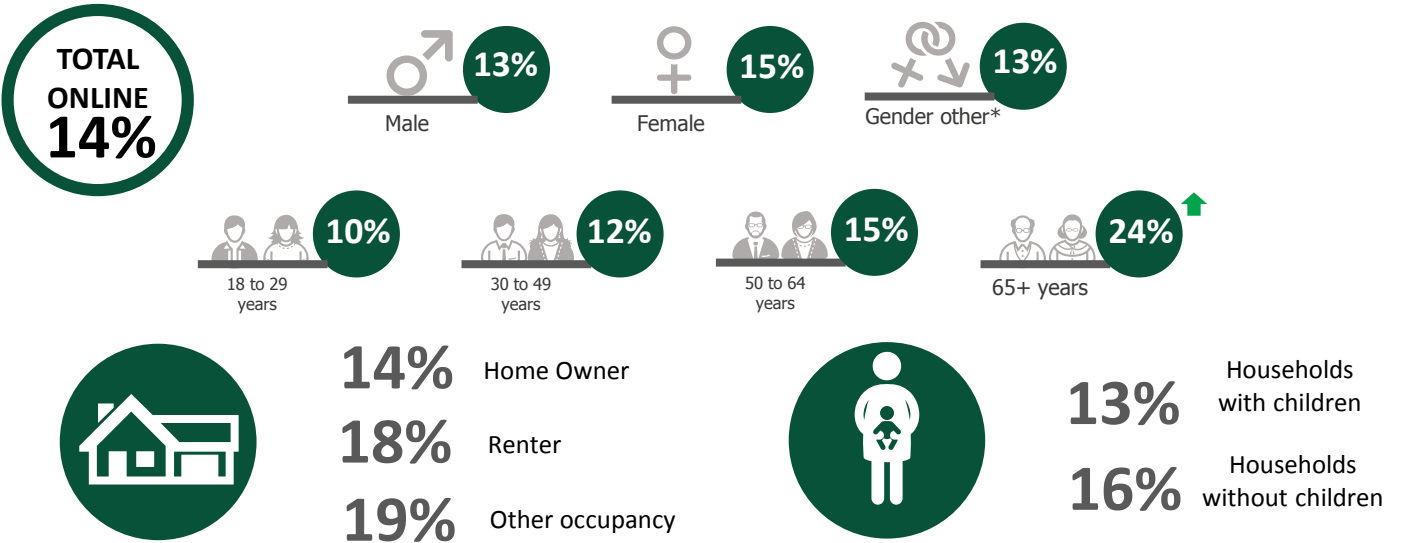38% Households with children
52% Households without children

* 'Gender other' includes: Transgender, Gender variant / non-conforming, non-disclosed. ^ CAUTION: LOW BASE
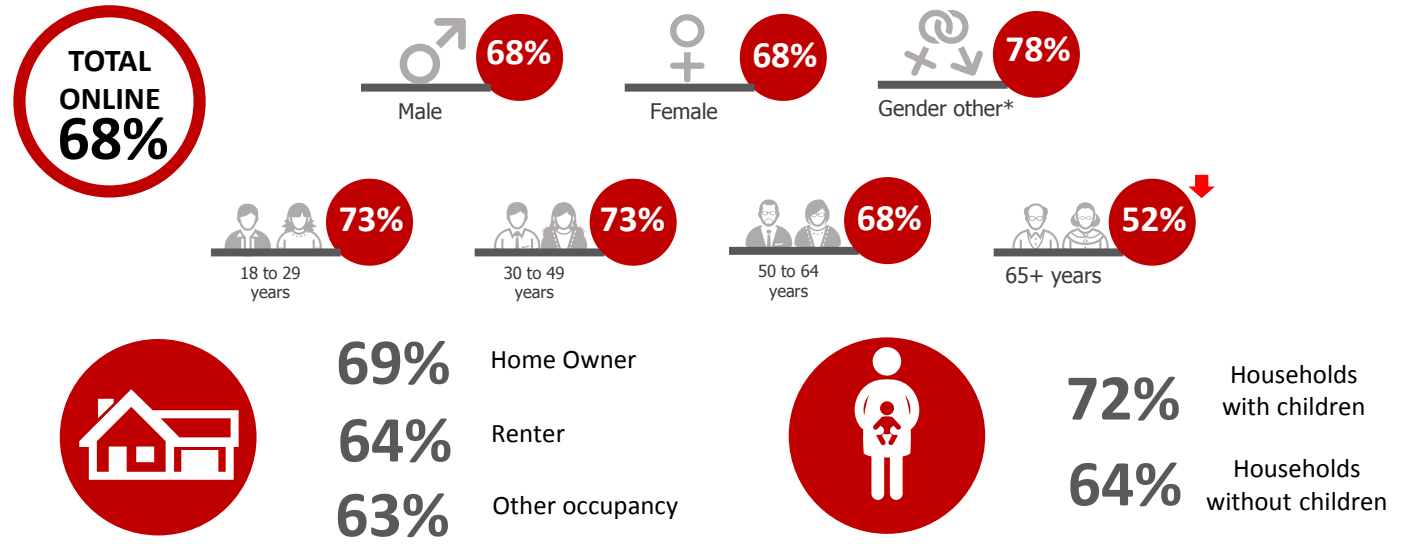
Trust and Confidence by Subgroups

Of all online responses to this survey question, data was analysed within each of the twelve demographic data sets shown below. Each individual data set has been analysed to show the proportions of those within the data set who provided a rating of most or least satisfied. Analysis of those who provided a neutral satisfaction response have not been reported at a demographic level.

MOST SATISFIED

The data shown is a proportion of online responses within a demographic data set who completed the survey and provided a rating of *Most Satisfied*. Of those interviewed online, only 1 in 10 had high satisfaction with Council's ability to build and maintain the trust and confidence of the community. A quarter of those aged 65+ reported high satisfaction, a score significantly higher than the online response total.

- TOTAL ONLINE 14%
- Male 13%
- Female 15%
- Gender other* 13%
- 18 to 29 years 10%
- 30 to 49 years 12%
- 50 to 64 years 15%
- 65+ years 24%
- 14% Home Owner
- 18% Renter
- 19% Other occupancy
- 13% Households with children
- 16% Households without children

LEAST SATISFIED

The data shown is a proportion of online responses within a demographic data set who completed the survey and provided a rating of *Least Satisfied*. Two thirds of residents who participated in the survey online were dissatisfied with Council's ability to build and maintain the trust and confidence of the community. Whilst this was mostly uniform among groups of interest, those aged 65+ were less likely to have felt this way, with half reporting strong dissatisfaction.

- TOTAL ONLINE 68%
- Male 68%
- Female 68%
- Gender other* 78%
- 18 to 29 years 73%
- 30 to 49 years 73%
- 50 to 64 years 68%
- 65+ years 52%
- 69% Home Owner
- 64% Renter
- 63% Other occupancy
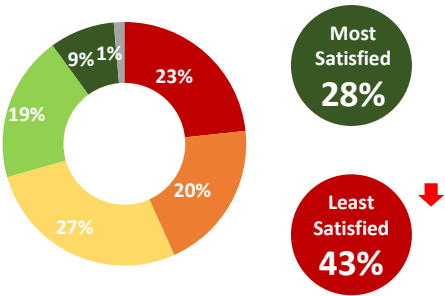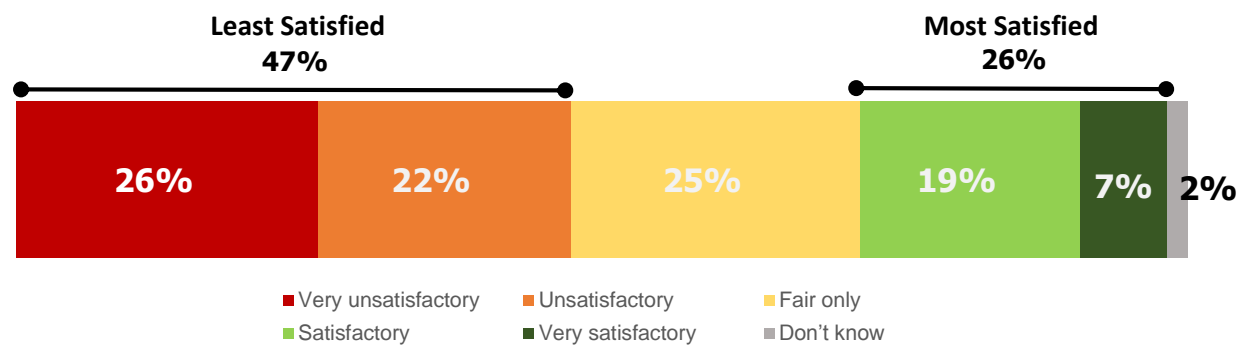- 72% Households with children
- 64% Households without children

* 'Gender other' includes: Transgender, Gender variant / non-conforming, non-disclosed.
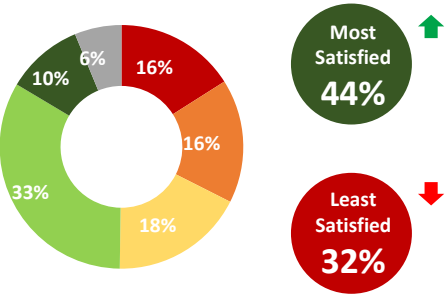
COUNCIL DECISION MAKING
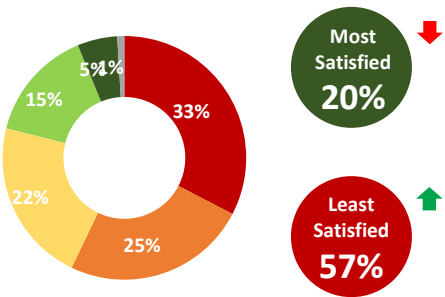
Council Decision Making

Of all responses, almost almost half of Ipswich residents reported low levels of satisfaction with Council's ability to make decisions in the best interests of the community. A quarter of those who participated in the survey reported high levels of satisfaction.

Least Satisfied 47%   **Most Satisfied 26%**

| 26% | 22% | 25% | 19% | 7% | 2% |

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

CATI

Most Satisfied **28%**

Least Satisfied ▼ **43%**

Of all residents interviewed via telephone 4 in 10 residents reported low levels of satisfaction with Council's ability to make decisions in the best interest of the community, this is significantly less than the overall total.

Donut chart values: 23%, 20%, 27%, 19%, 9%, 1%

Face to Face

Most Satisfied ▲ **44%**

Least Satisfied ▼ **32%**

Ipswich residents interviewed face to face were more likely to report high levels of satisfaction with Council's ability to make decisions in the best interests of the community. More than 4 in 10 reported that they were either satisfied or very satisfied.

Donut chart values: 16%, 16%, 18%, 33%, 10%, 6%

Online

Most Satisfied ▼ **20%**

Least Satisfied ▲ **57%**

Almost 6 in 10 interviewed online were dissatisfied with Council's ability to make decisions in the best interests of the community. Residents interviewed online were significantly more likely to report dissatisfaction with Council's ability to make decisions in the best interests of the community.
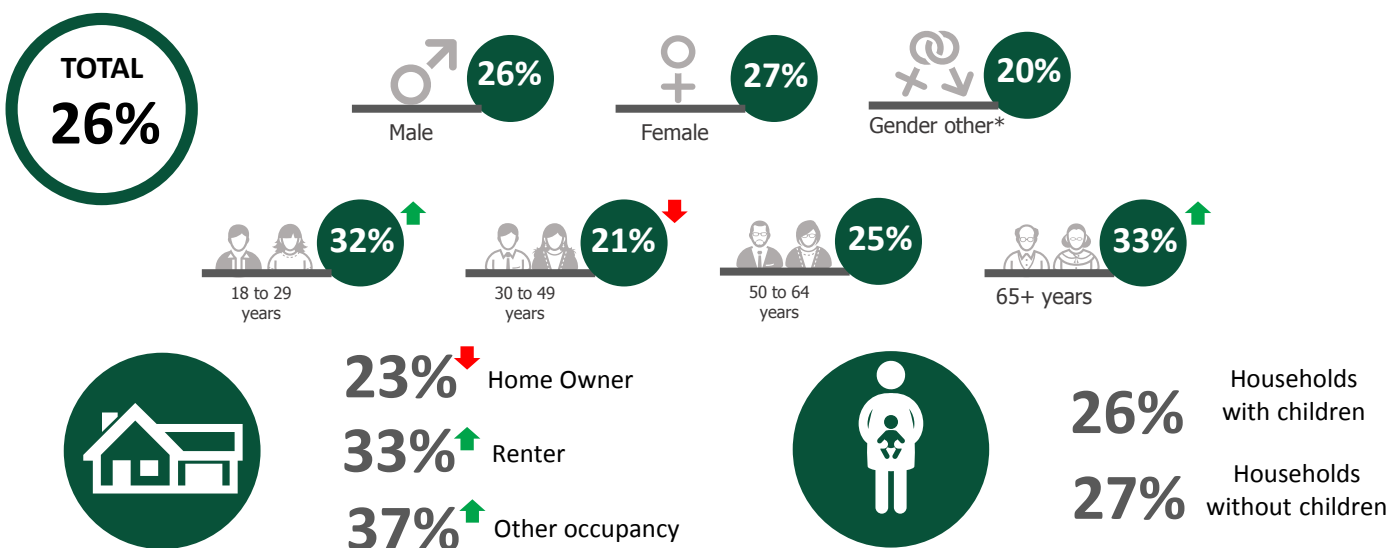
Donut chart values: 33%, 25%, 22%, 15%, 5%, 1%

Council Decision Making by Subgroups

Of all responses to this survey question, data was analysed within each of the twelve demographic data sets shown below. Each individual data set has been analysed to show the proportions of those within the data set who provided a rating of most or least satisfied. Analysis of those who provided a neutral satisfaction response have not been reported at a demographic level.

MOST SATISFIED

The data shown is a proportion of all responses within a demographic data set who completed the survey and provided a rating of *Most Satisfied.* Overall, a quarter of Ipswich residents were highly satisfied with Council's ability to make decisions in the best interest of the community. Those aged 18 to 29 years and 65+, renters and other occupancy subgroups had significantly more strong satisfaction responses than total.

TOTAL 26%

Male 26%   Female 27%   Gender other* 20%

18 to 29 years 32%   30 to 49 years 21%   50 to 64 years 25%   65+ years 33%

23% Home Owner
33% Renter
37% Other occupancy

26% Households with children
27% Households without children

LEAST SATISFIED

The data shown is a proportion of all responses within a demographic data set who completed the survey and provided a rating of *Least Satisfied.* Almost half of Ipswich residents who participated in the survey were dissatisfied with Council's ability to make decisions in the best interests of the community. Gender other* residents (nearly 7 in 10) and those aged 30-64 years (5 in 10) were more likely to report strong dissatisfaction with Council's decision making.

TOTAL 47%

Male 47%   Female 47%   Gender other* 67%

18 to 29 years 36%   30 to 49 years 54%   50 to 64 years 52%   65+ years 41%

52% Home Owner
37% Renter
37% Other occupancy

49% Households with children
46% Households without children

* 'Gender other' includes: Transgender, Gender variant / non-conforming, non-disclosed.

Council Decision Making by Subgroups

Ipsos

Of all CATI responses to this survey question, data was analysed within each of the twelve demographic data sets shown below. Each individual data set has been analysed to show the proportions of those within the data set who provided a rating of most or least satisfied. Analysis of those who provided a neutral satisfaction response have not been reported at a demographic level.
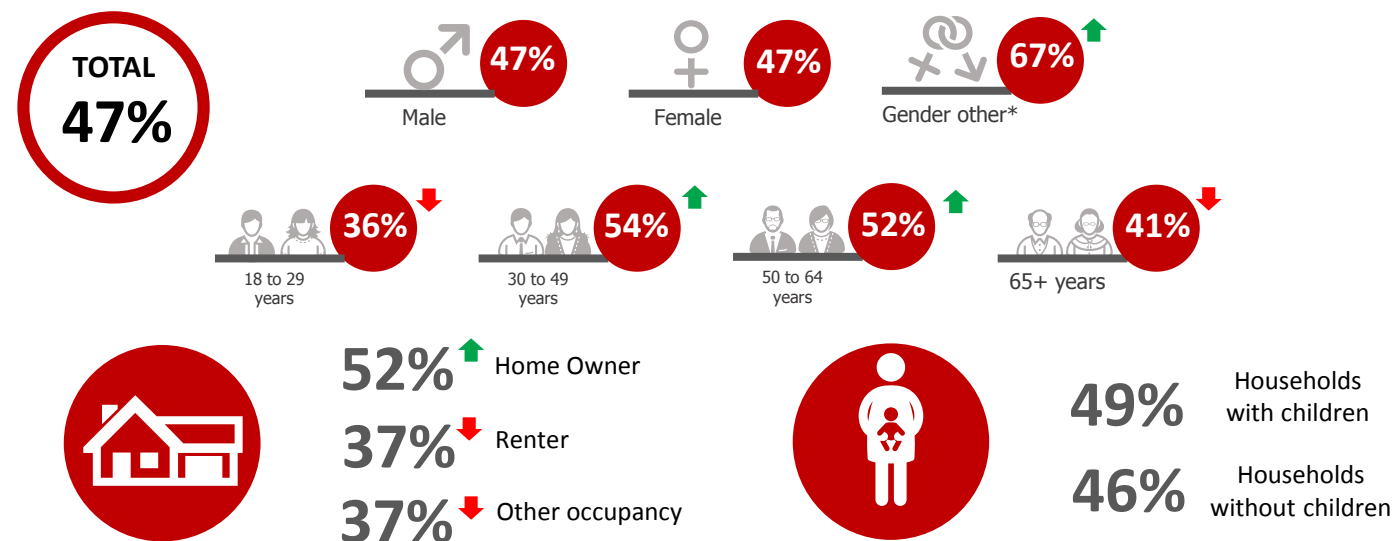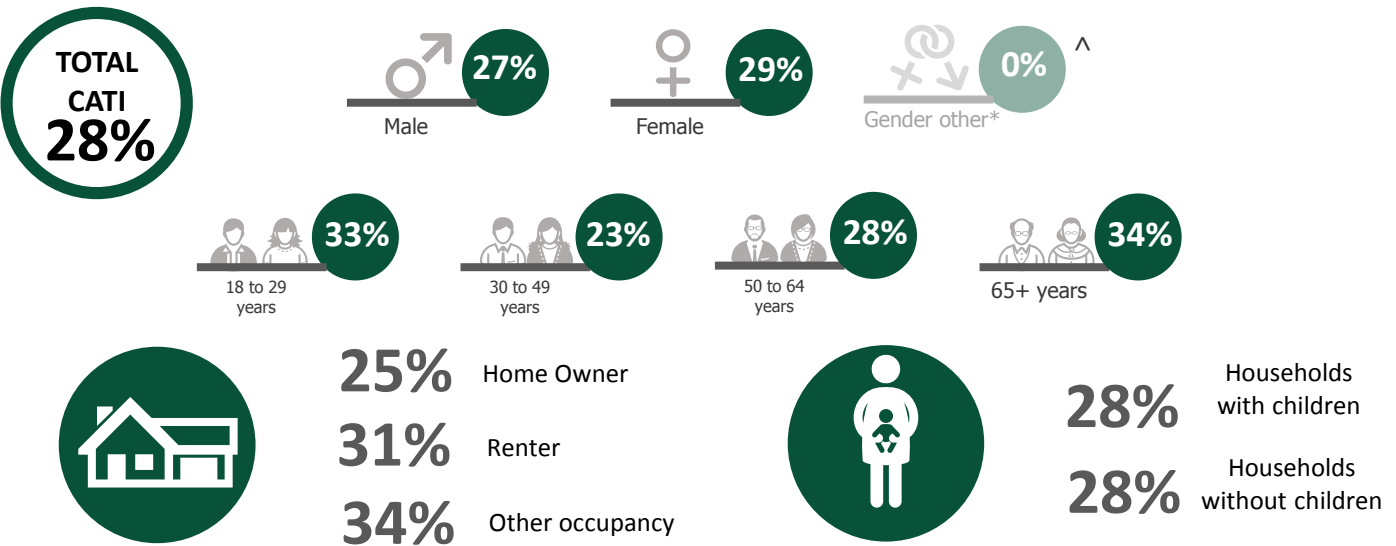
MOST SATISFIED

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 *Most Satisfied*. Just over a quarter of 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 uniform across all subgroups.

TOTAL CATI 28%

Male **27%**   Female **29%**   Gender other* **0%** ^

18 to 29 years **33%**   30 to 49 years **23%**   50 to 64 years **28%**   65+ years **34%**

25% Home Owner
31% Renter
34% Other occupancy

28% Households with children
28% Households without children

LEAST 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 *Least Satisfied*. Of those who completed the survey via telephone, 1 in 4 were dissatisfied with Council's ability to make decisions in the best interests of the community. Residents aged 30-49 years were more likely to be dissatisfied, whilst those aged 65+ were less likely to be dissatisfied.

TOTAL CATI 43%

Male **46%**   Female **41%**   Gender other* **67%** ^

18 to 29 years **37%**   30 to 49 years **51%**   50 to 64 years **43%**   65+ years **36%**

46% Home Owner
38% Renter
39% Other occupancy

44% Households with children
42% Households without children

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

FACE TO FACE (F2F)
Council Decision Making by Subgroups

Ipsos

Of all F2F responses to this survey question, data was analysed within each of the twelve demographic data sets shown below. Each individual data set has been analysed to show the proportions of those within the data set who provided a rating of most or least satisfied. Analysis of those who provided a neutral satisfaction response have not been reported at a demographic level.
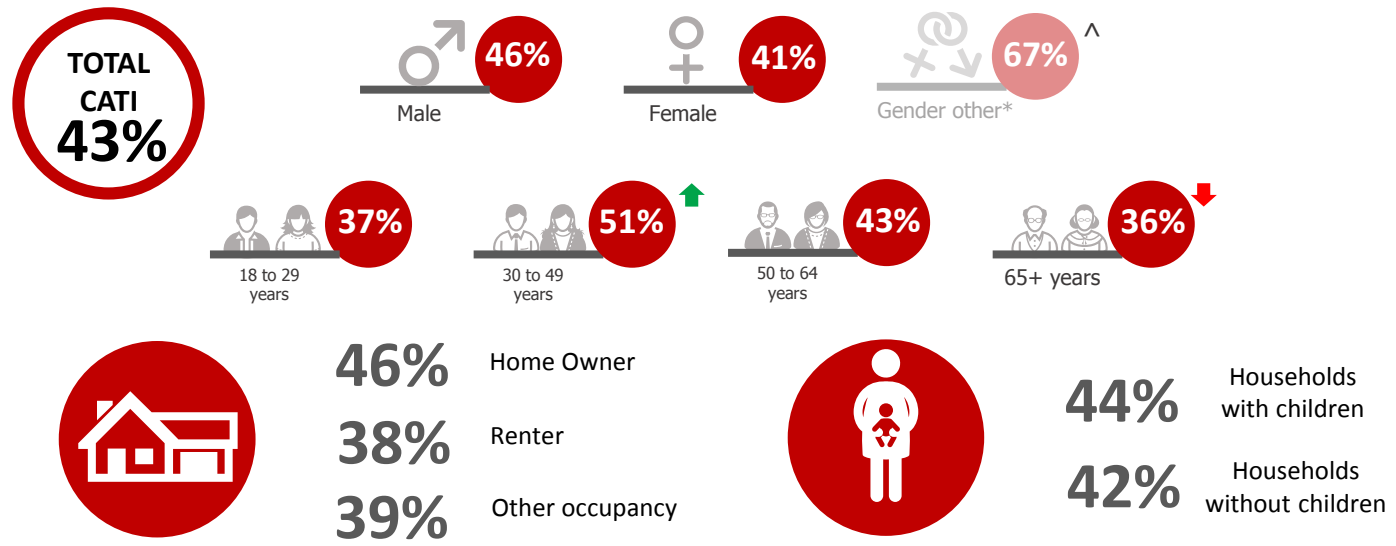
MOST SATISFIED
The data shown is a proportion of F2F responses within a demographic data set who completed the survey and provided a rating of *Most Satisfied*. More than 4 in 10 of those who participated in the survey face to face had high satisfaction with Council's ability to make decisions in the best interests of the community. This level of satisfaction does not vary significantly across subgroups.

TOTAL F2F 44%

- Male **44%**
- Female **43%**
- Gender other* **50%** ^

- 18 to 29 years **59%**
- 30 to 49 years **51%**
- 50 to 64 years **31%**
- 65+ years **42%**

- **38%** Home Owner
- **51%** Renter
- **57%** Other occupancy

- **46%** Households with children
- **42%** Households without children

LEAST SATISFIED
The data shown is a proportion of F2F responses within a demographic data set who completed the survey and provided a rating of *Least Satisfied*. Almost one third of those interviewed face to face were dissatisfied with Council's ability to make decisions in the best interests of the community. Whilst this is generally consistent across subgroups, residents aged 30-49 years were significantly less likely to feel dissatisfied with Council's decision making.

TOTAL F2F 32%

- Male **33%**
- Female **33%**
- Gender other* **0%** ^

- 18 to 29 years **16%**
- 30 to 49 years **18%**
- 50 to 64 years **45%**
- 65+ years **42%**

- **38%** Home Owner
- **22%** Renter
- **29%** Other occupancy

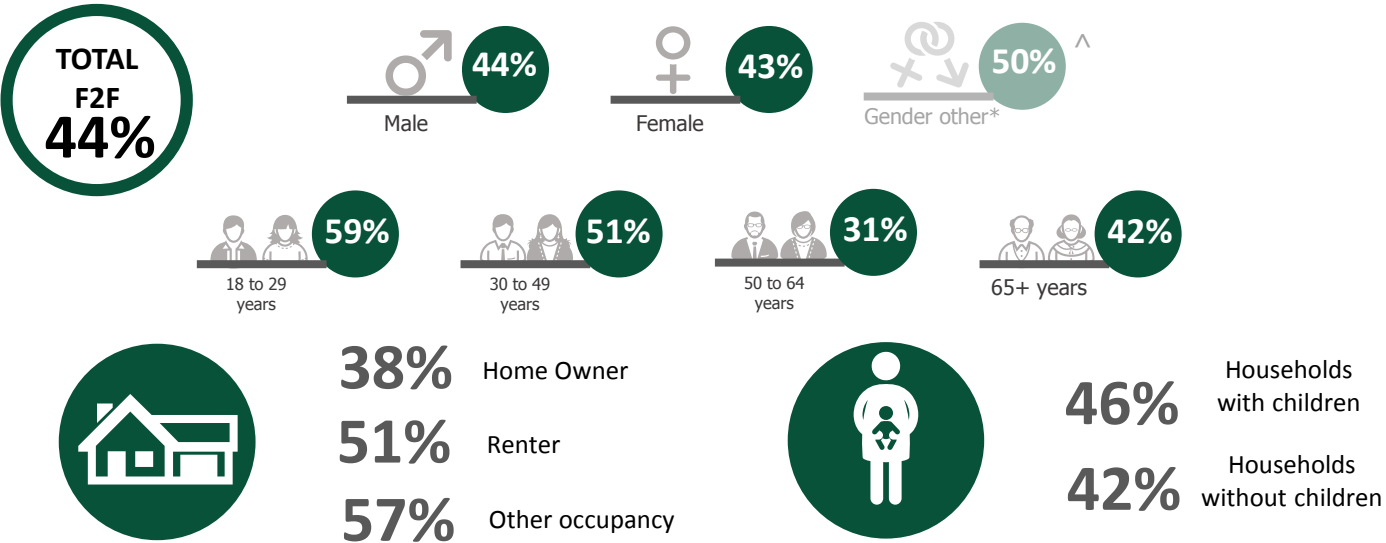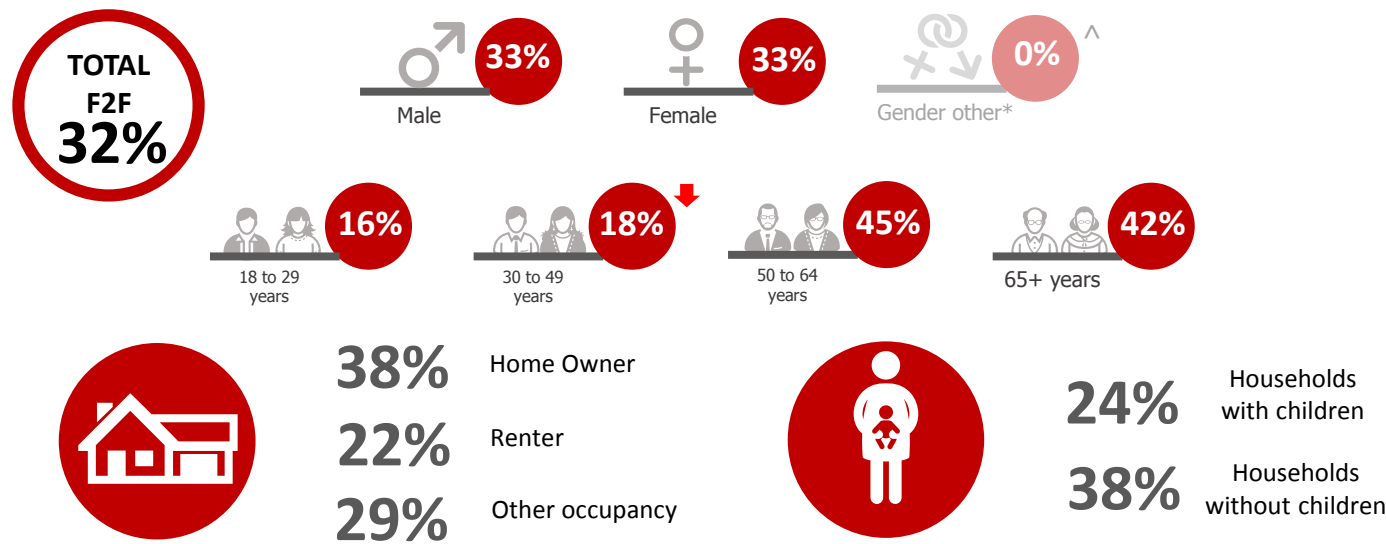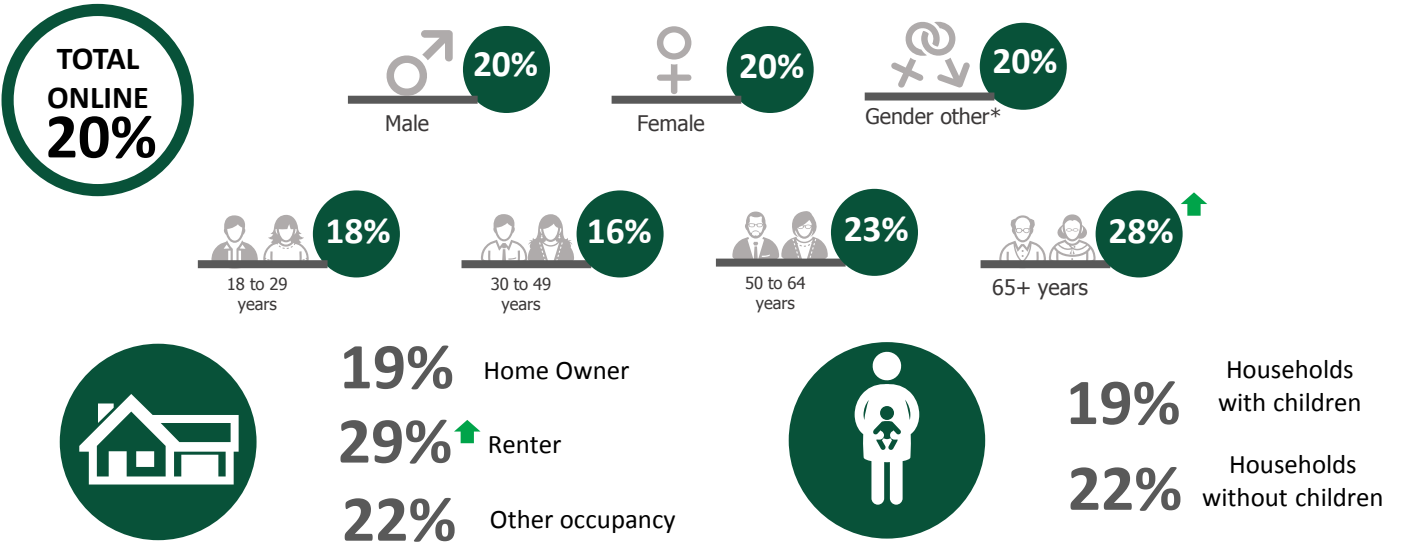- **24%** Households with children
- **38%** Households without children

* 'Gender other' includes: Transgender, Gender variant / non-conforming, non-disclosed. ^ CAUTION: LOW BASE
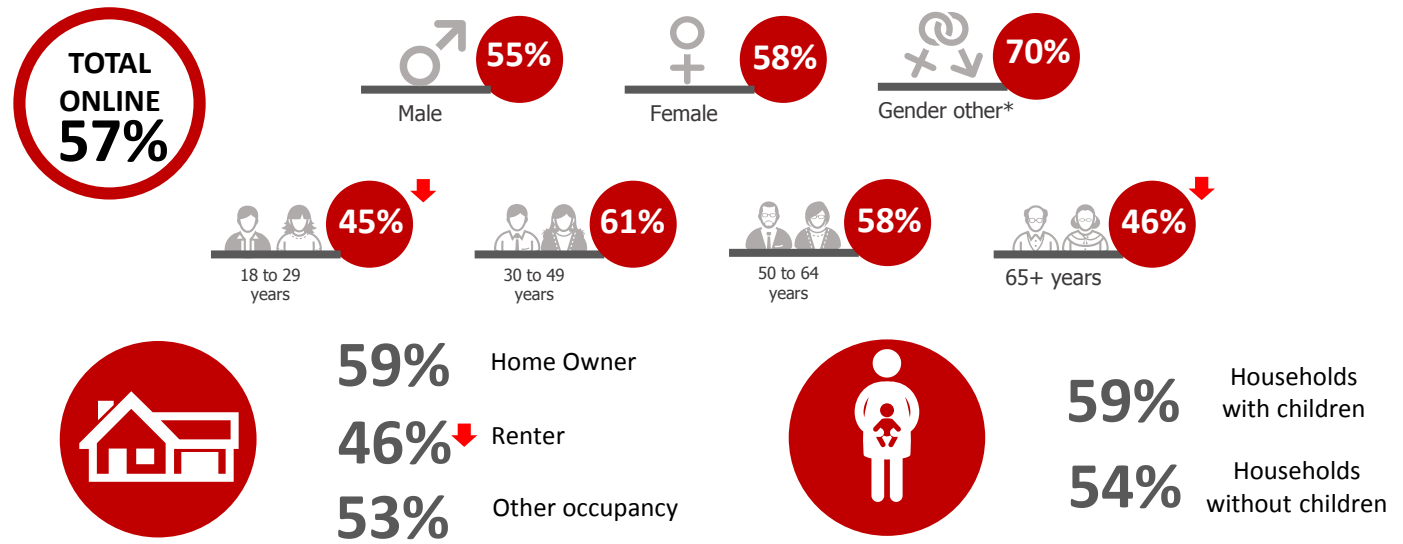
Council Decision Making by Subgroups

Of all online responses to this survey question, data was analysed within each of the twelve demographic data sets shown below. Each individual data set has been analysed to show the proportions of those within the data set who provided a rating of most or least satisfied. Analysis of those who provided a neutral satisfaction response have not been reported at a demographic level.

MOST SATISFIED

The data shown is a proportion of online responses within a demographic data set who completed the survey and provided a rating of *Most Satisfied.* 2 in 10 interviewed online had high satisfaction with Council's ability to make decisions in the best interests of the community. This was largely driven by residents aged 65+ and renters, who were significantly more likely to have high satisfaction compared to overall online completes.

TOTAL ONLINE 20%

Male **20%**

Female **20%**

Gender other* **20%**

18 to 29 years **18%**

30 to 49 years **16%**

50 to 64 years **23%**

65+ years **28%** ⬆

19% Home Owner
29% ⬆ Renter
22% Other occupancy

19% Households with children
22% Households without children

LEAST SATISFIED

The data shown is a proportion of online responses within a demographic data set who completed the survey and provided a rating of *Least Satisfied.* More than half of Ipswich residents interviewed online were dissatisfied with Council's ability to make decisions that are in the best interests of residents. Residents aged 18-29 and 65+ were significantly less likely to be dissatisfied. Renters were also significantly less likely to be dissatisfied.

TOTAL ONLINE 57%

Male **55%**

Female **58%**

Gender other* **70%**

18 to 29 years **45%** ⬇

30 to 49 years **61%**

50 to 64 years **58%**

65+ years **46%** ⬇

59% Home Owner
46% ⬇ Renter
53% Other occupancy

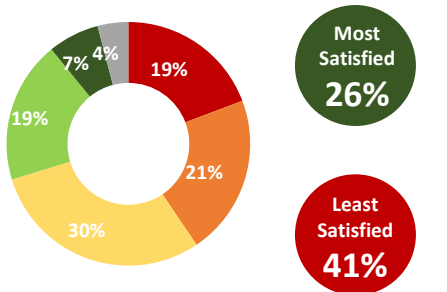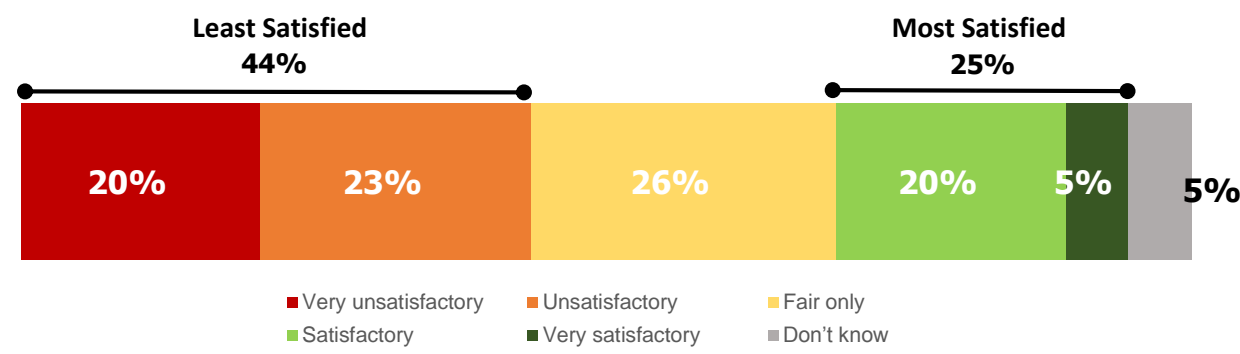**59%** Households with children
54% Households without children

* 'Gender other' includes: Transgender, Gender variant / non-conforming, non-disclosed.

OPPORTUNITIES TO BE HEARD
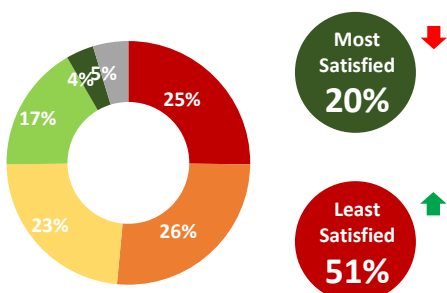
Opportunities to be Heard

Of all responses, more than four in ten of Ipswich residents were dissatisfied with the opportunities to be heard provided by Council. Only a quarter of residents reported high satisfaction.

Least Satisfied 44%		Most Satisfied 25%	

20%	23%	26%	20%	5%	5%

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

Most Satisfied 26%

Least Satisfied 41%

CATI
Of those who participated in the survey via telephone just over 2 in 10 felt strong satisfaction, whilst 4 in 10 felt strong dissatisfaction with the opportunities to be heard provided by Council. Satisfaction reported was consistent with overall satisfaction scores.
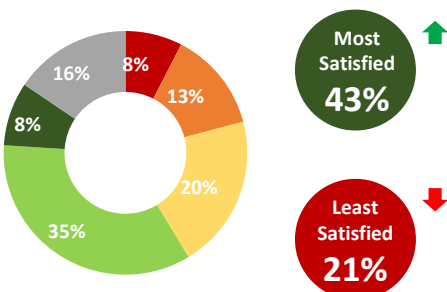
Most Satisfied 43%

Least Satisfied 21%

Face to Face
Residents interviewed face to face were significantly more likely to report high levels of satisfaction with the opportunities to be heard provided by Council and were significantly less likely to report dissatisfaction.

Most Satisfied 20%

Least Satisfied 51%

Online
Of those who participated in the survey online half were strongly dissatisfied with the opportunities provided by Council to be heard. This level of dissatisfaction was significantly more than dissatisfaction at a total sample level.
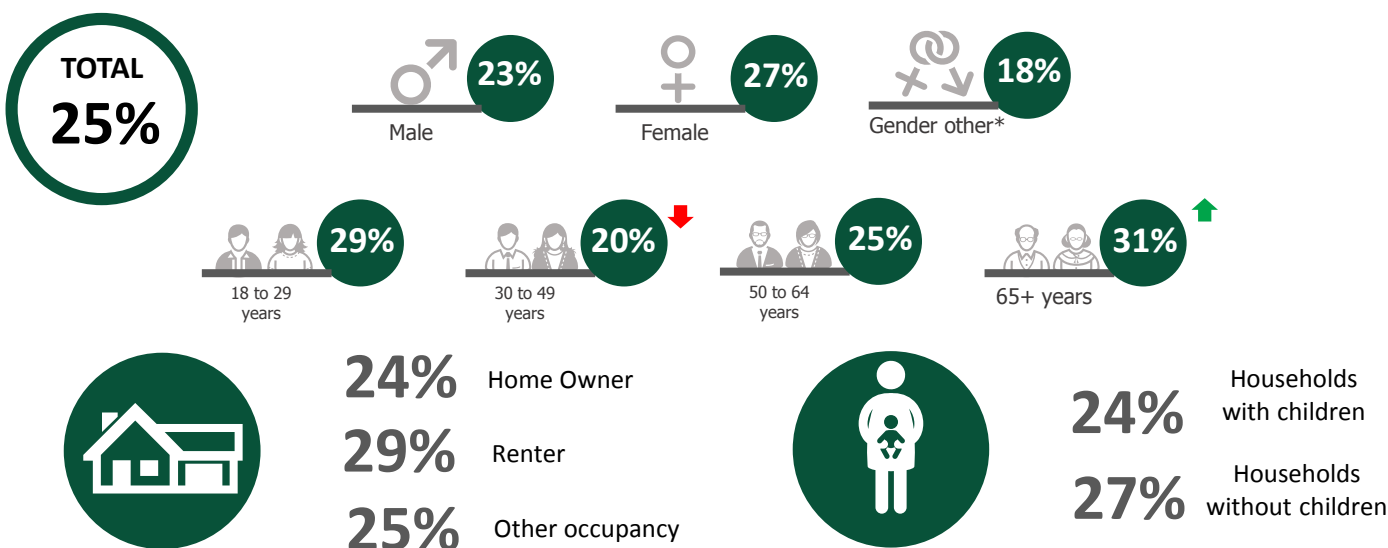
Opportunities to be Heard by Subgroups

Of all responses to this survey question, data was analysed within each of the twelve demographic data sets shown below. Each individual data set has been analysed to show the proportions of those within the data set who provided a rating of most or least satisfied. Analysis of those who provided a neutral satisfaction response have not been reported at a demographic level.

MOST SATISFIED
The data shown is a proportion of all responses within a demographic data set who completed the survey and provided a rating of _Most Satisfied_. Overall, a quarter 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 while those aged 30-49 were less likely to have high levels of satisfaction.

TOTAL 25%

Male	Female	Gender other*
23%	27%	18%

18 to 29 years	30 to 49 years	50 to 64 years	65+ years
29%	20% ↓	25%	31% ↑

24% Home Owner
29% Renter
25% Other occupancy

24% Households with children
27% Households without children

LEAST SATISFIED
The data shown is a proportion of all responses within a demographic data set who completed the survey and provided a rating of _Least Satisfied_. Of all responses more than 4 in 10 were dissatisfied with the opportunities Council provides for residents to be heard. Gender other* residents and those aged 30-49 years were significantly more likely to report dissatisfaction.

TOTAL 44%

Male	Female	Gender other*
46%	41%	67% ↑

18 to 29 years	30 to 49 years	50 to 64 years	65+ years
38%	49% ↑	44%	37% ↓

46% Home Owner
38% ↓ Renter
34% ↓ Other occupancy

45% Households with children
41% Households without children

* 'Gender other' includes: Transgender, Gender variant / non-conforming, non-disclosed.

Opportunities to be Heard by Subgroups

Ipsos

Of all CATI responses to this survey question, data was analysed within each of the twelve demographic data sets shown below. Each individual data set has been analysed to show the proportions of those within the data set who provided a rating of most or least satisfied. Analysis of those who provided a neutral satisfaction response have not been reported at a demographic level.
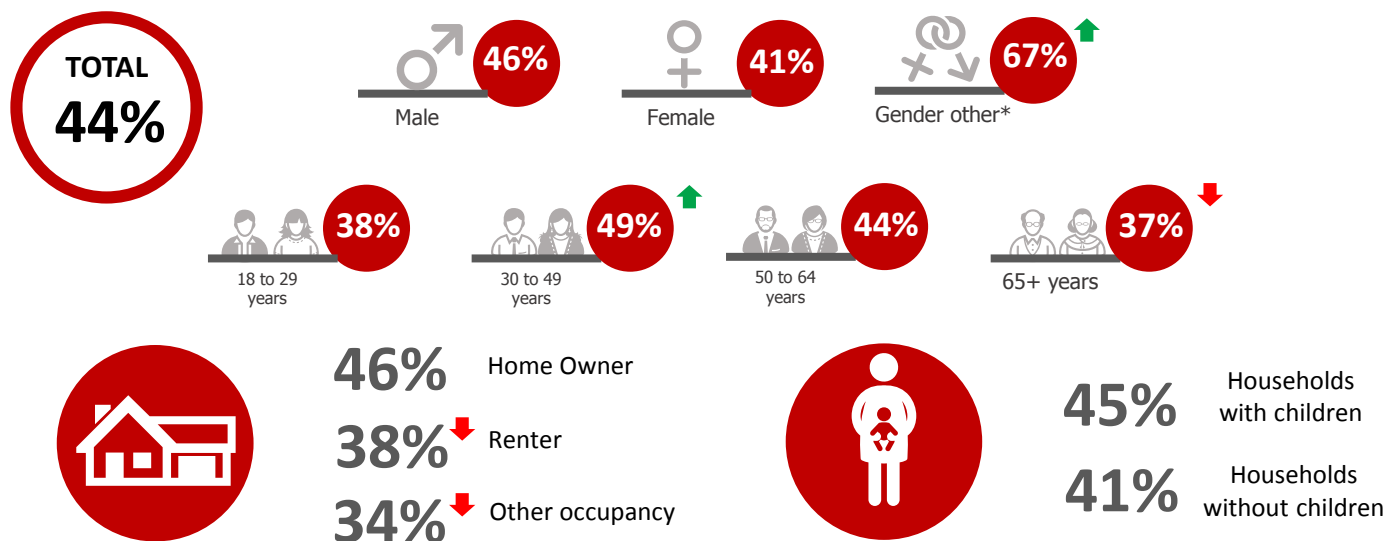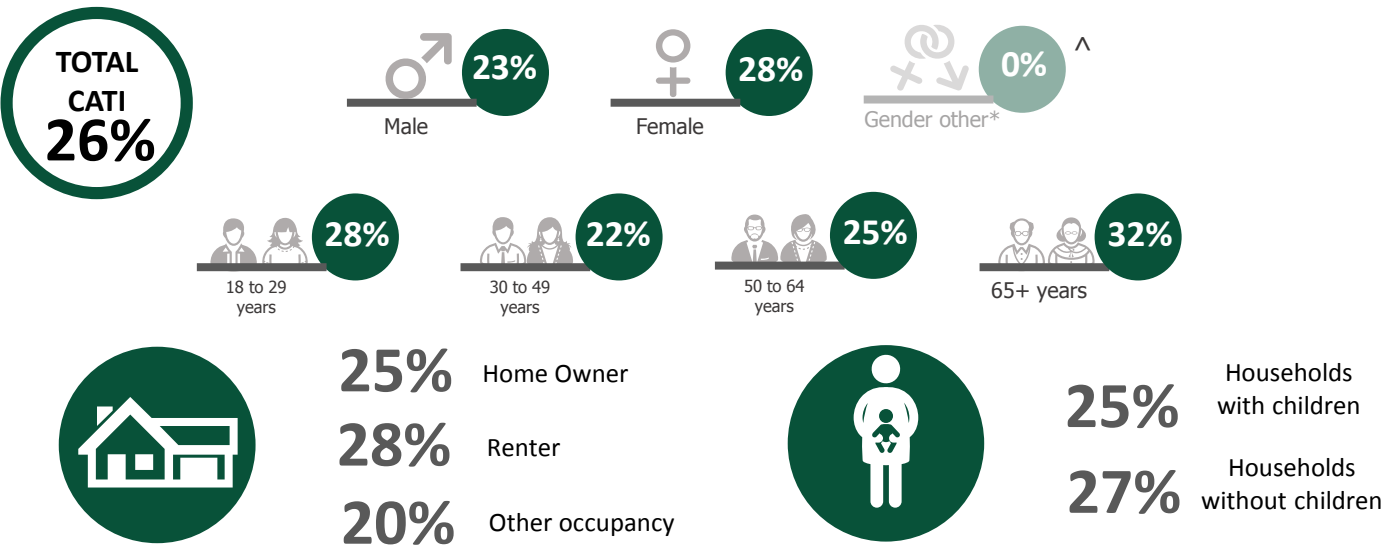
MOST SATISFIED

The data shown is a proportion of CATI responses within a demographic data set who completed the survey and provided a rating of _Most Satisfied._ A quarter of 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 consistent across subgroups.

TOTAL CATI 26%

Male	Female	Gender other*
23%	28%	0% ^

18 to 29 years	30 to 49 years	50 to 64 years	65+ years
28%	22%	25%	32%

25% Home Owner
28% Renter
20% Other occupancy

25% Households with children
27% Households without children

LEAST SATISFIED

The data shown is a proportion of CATI responses within a demographic data set who completed the survey and provided a rating of _Least Satisfied._ 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 consistent across subgroups.

TOTAL CATI 41%

Male	Female	Gender other*
42%	39%	67% ^

18 to 29 years	30 to 49 years	50 to 64 years	65+ years
40%	45%	38%	33%

42% Home Owner
39% Renter
37% Other occupancy

41% Households with children
39% Households without children

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

Opportunities to be Heard by Subgroups

Ipsos

Of all F2F responses to this survey question, data was analysed within each of the twelve demographic data sets shown below. Each individual data set has been analysed to show the proportions of those within the data set who provided a rating of most or least satisfied. Analysis of those who provided a neutral satisfaction response have not been reported at a demographic level.
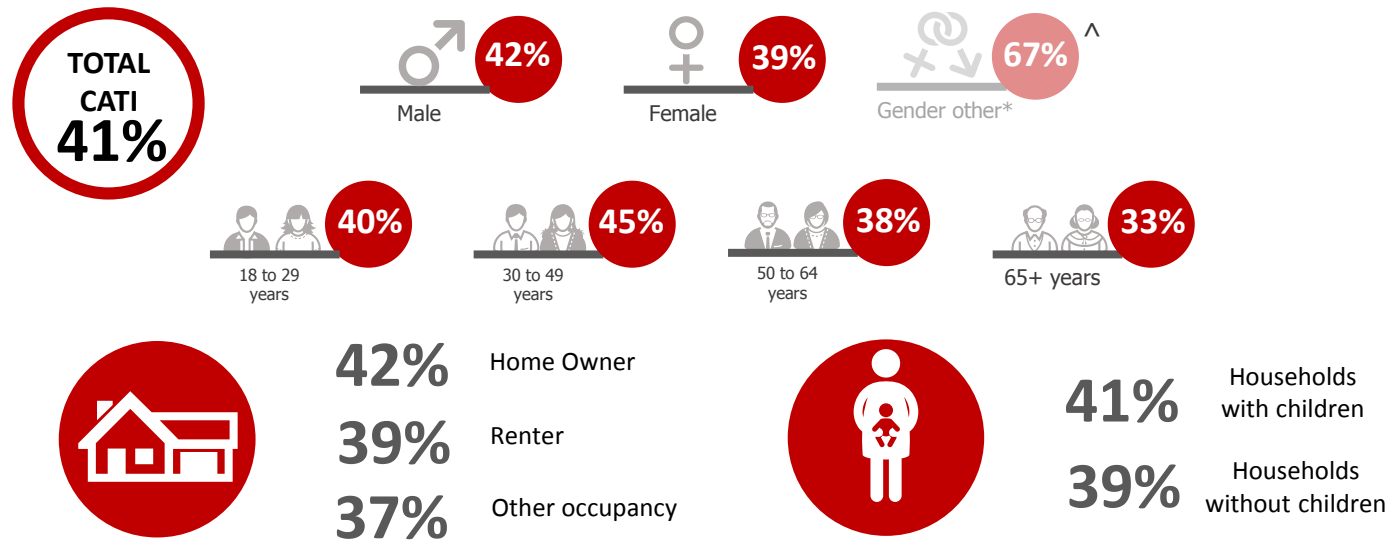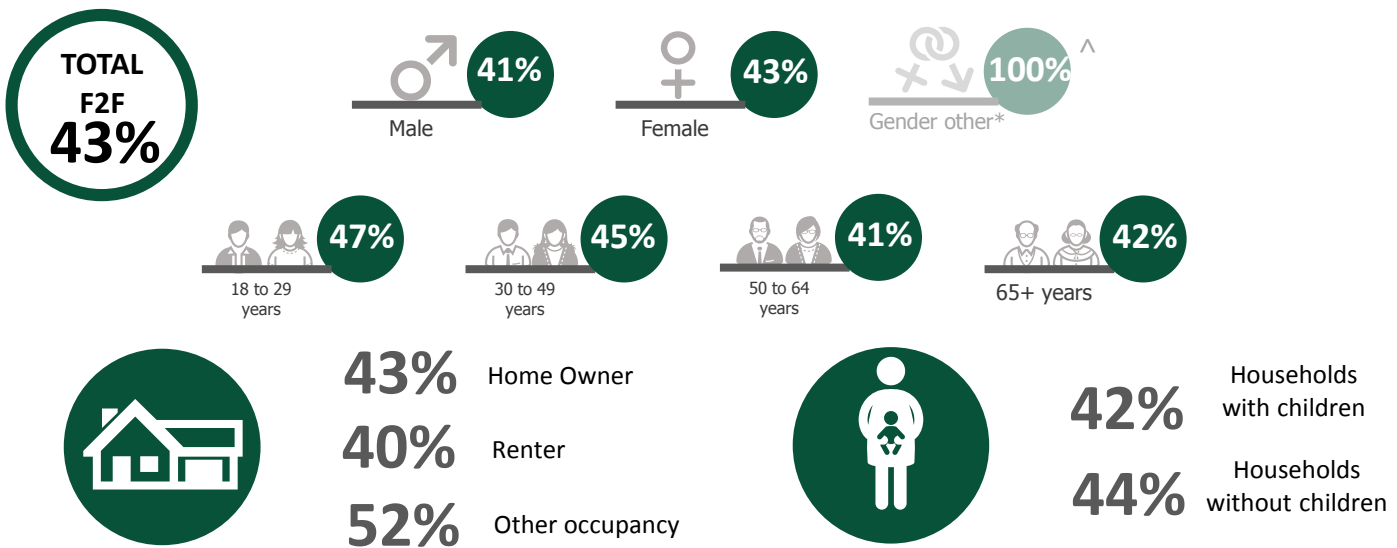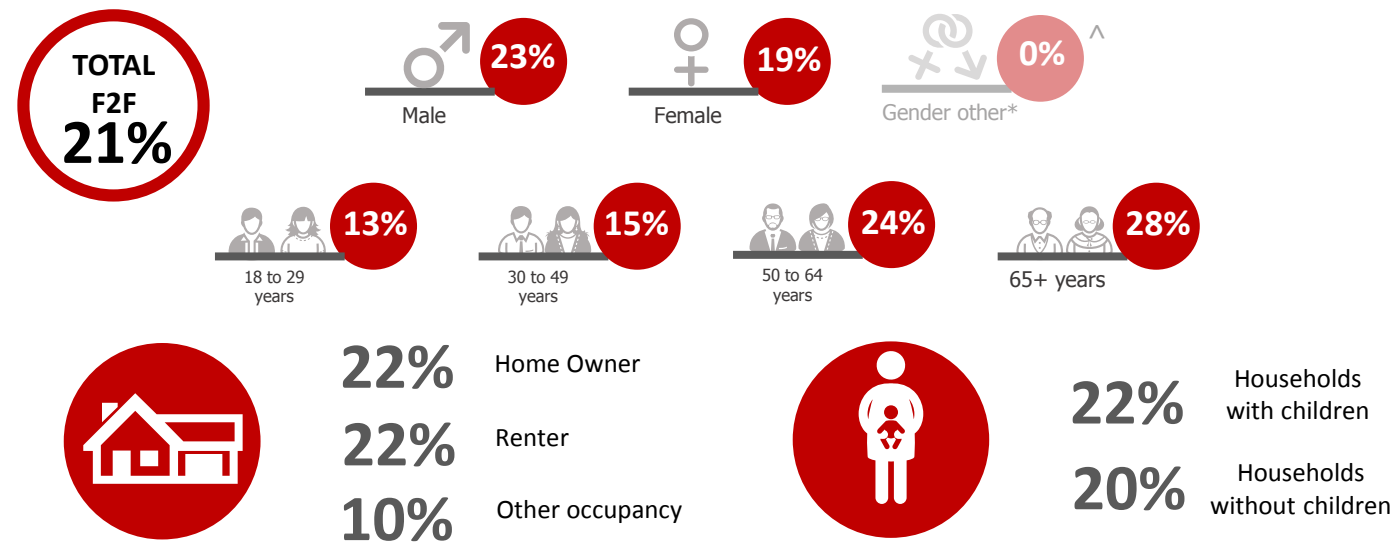
MOST SATISFIED
The data shown is a proportion of F2F responses within a demographic data set who completed the survey and provided a rating of _Most Satisfied._ More than 4 in 10 Ipswich residents interviewed face to face had high satisfaction with the opportunities Council provides for residents to be heard. This level of satisfaction was consistent across subgroups.

TOTAL F2F 43%

- Male **41%**
- Female **43%**
- Gender other* **100%** ^

- 18 to 29 years **47%**
- 30 to 49 years **45%**
- 50 to 64 years **41%**
- 65+ years **42%**

- **43%** Home Owner
- **40%** Renter
- **52%** Other occupancy

- **42%** Households with children
- **44%** Households without children

LEAST SATISFIED
The data shown is a proportion of F2F responses within a demographic data set who completed the survey and provided a rating of _Least Satisfied._ Two in ten Ipswich residents were dissatisfied with the opportunities provided by Council to be heard. This level of dissatisfaction was consistent across subgroups.

TOTAL F2F 21%

- Male **23%**
- Female **19%**
- Gender other* **0%** ^

- 18 to 29 years **13%**
- 30 to 49 years **15%**
- 50 to 64 years **24%**
- 65+ years **28%**

- **22%** Home Owner
- **22%** Renter
- **10%** Other occupancy

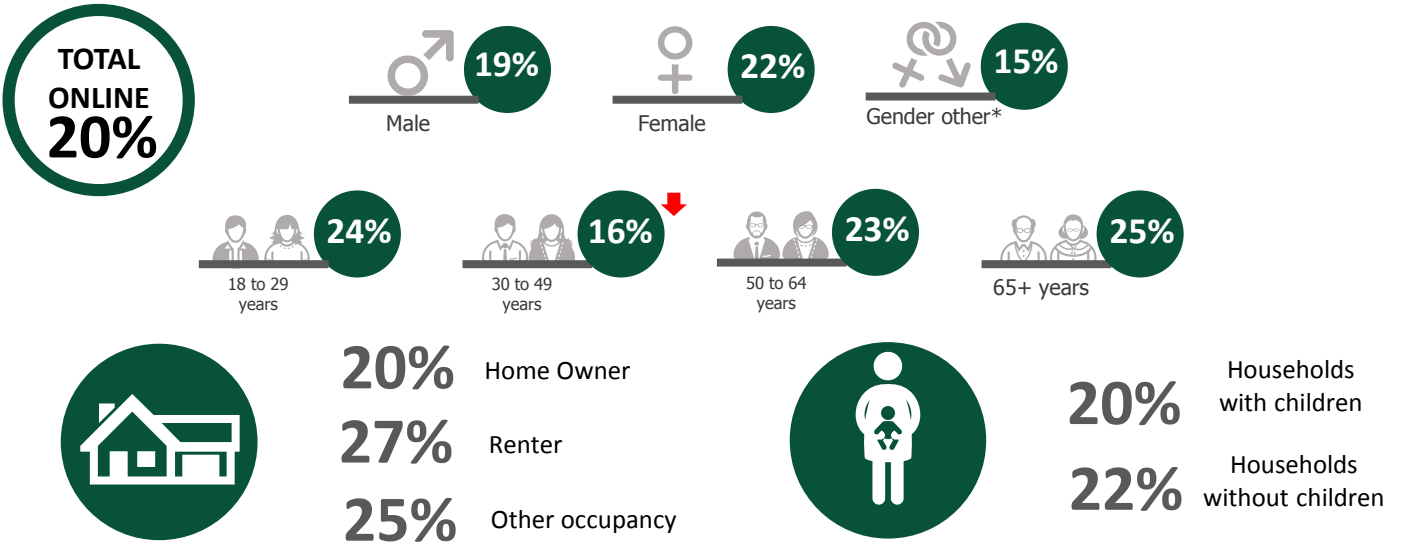- **22%** Households with children
- **20%** Households without children

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

Council Decision Making by Subgroups

Of all online responses to this survey question, data was analysed within each of the twelve demographic data sets shown below. Each individual data set has been analysed to show the proportions of those within the data set who provided a rating of most or least satisfied. Analysis of those who provided a neutral satisfaction response have not been reported at a demographic level.
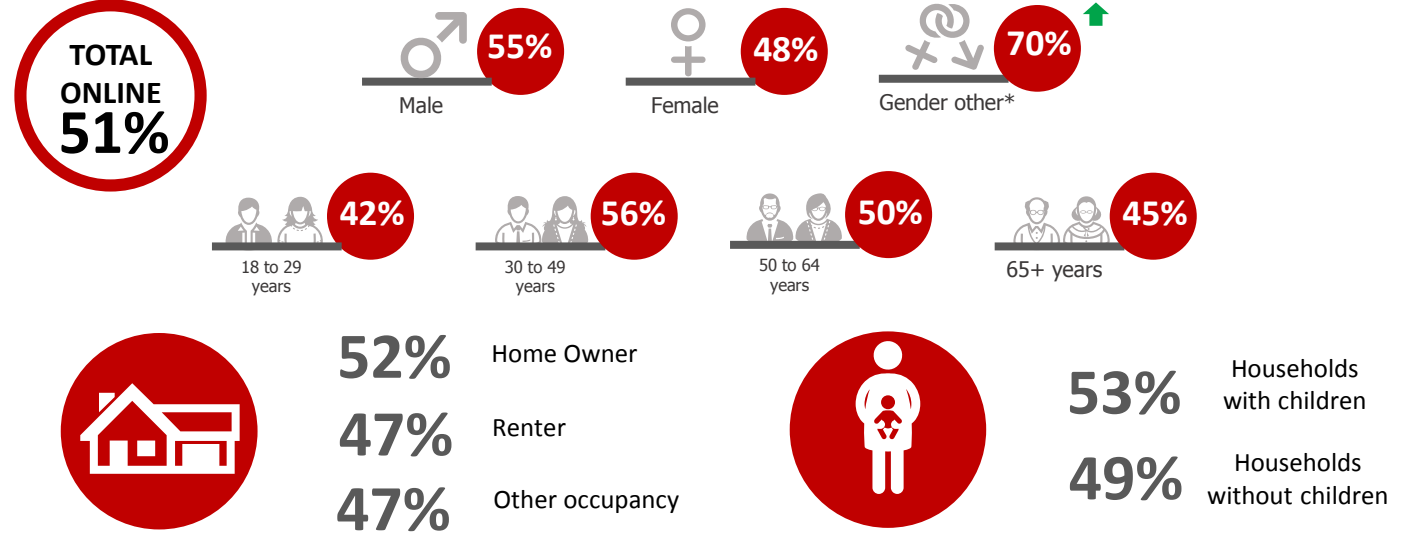
MOST SATISFIED

The data shown is a proportion of online responses within a demographic data set who completed the survey and provided a rating of *Most Satisfied.* One fifth of Ipswich residents who completed the survey online had high satisfaction with the opportunities provided by Council to be heard. This was generally consistent across subgroups, however those aged 30-49 were significantly less likely to report this level of satisfaction.

TOTAL ONLINE 20%

Male **19%** Female **22%** Gender other* **15%**

18 to 29 years **24%** 30 to 49 years **16%** 50 to 64 years **23%** 65+ years **25%**

20% Home Owner
27% Renter
25% Other occupancy

20% Households with children
22% Households without children

LEAST SATISFIED

The data shown is a proportion of online responses within a demographic data set who completed the survey and provided a rating of *Least Satisfied.* Half of Ipswich residents who participated in the survey online were dissatisfied with the opportunities provided by Council to be heard. Gender other* residents were significantly more likely to report strong dissatisfaction compared to the overall total of residents who completed the survey online.

TOTAL ONLINE 51%

Male **55%** Female **48%** Gender other* **70%**

18 to 29 years **42%** 30 to 49 years **56%** 50 to 64 years **50%** 65+ years **45%**

52% Home Owner
47% Renter
47% Other occupancy

53% Households with children
49% Households without children

* 'Gender other' includes: Transgender, Gender variant / non-conforming, non-disclosed.

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 2,396 responses were coded. These were coded by sentiment (positive, neutral, negative) and by general topic. Comments contained positive, neutral and negative sentiment depending on their topic and have been coded accordingly.

Total

Ipswich residents provided a greater volume of negative feedback to Council than positive. More than half of Ipswich residents had negative feedback to provide to Council, while only one in ten made a positive comment. Four in ten gave feedback with neutral sentiment

Positive Sentiment	Neutral* Sentiment	Negative Sentiment
9%	**40%**	**55%**

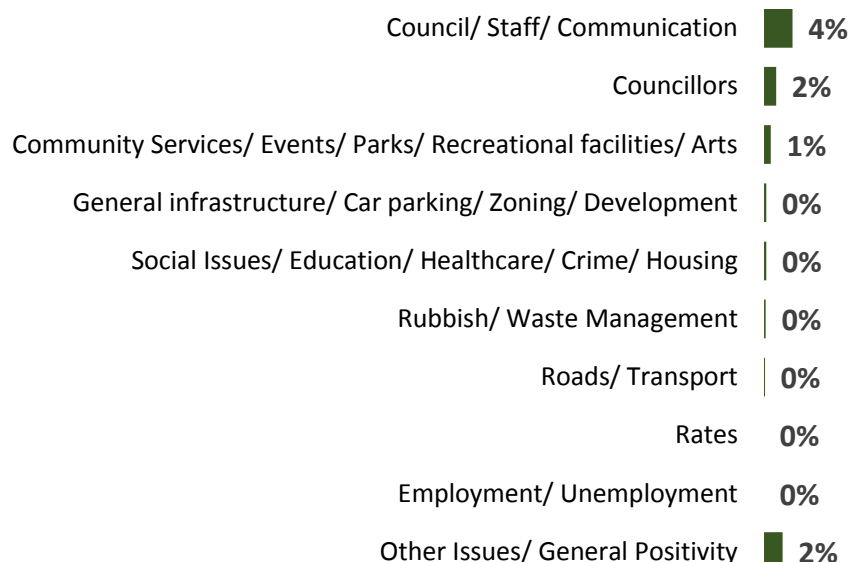|	Positive Sentiment	Neutral Sentiment	Negative Sentiment
CATI Residents responding to the CATI survey were less likely to comment negatively.	**9%**	**51%** ⬆	**44%** ⬇
Face to Face Feedback from those responding face to face was quite consistent with total level sentiment.	**8%**	**43%**	**51%**
Online Those responding online had the strongest negative sentiment in their feedback compared to the total level.	**10%**	**25%** ⬇	**71%** ⬆

*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=2396; CATI N=1000; F2F N=225; Online N=1171

Resident's Comments – Macro Themes

Positive Feedback

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

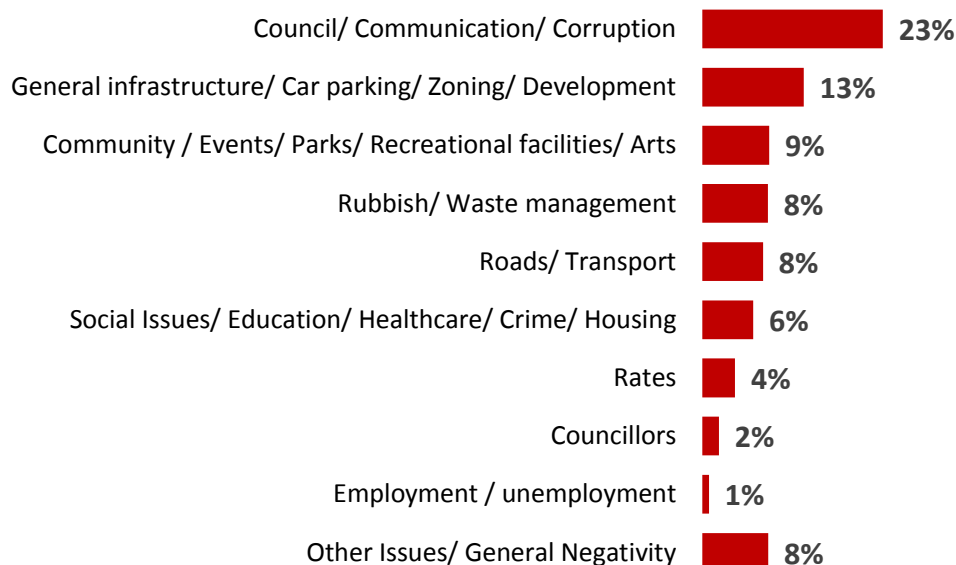| Theme	%
Council/ Staff/ Communication	4%
Councillors	2%
Community Services/ Events/ Parks/ Recreational facilities/ Arts	1%
General infrastructure/ Car parking/ Zoning/ Development	0%
Social Issues/ Education/ Healthcare/ Crime/ Housing	0%
Rubbish/ Waste Management	0%
Roads/ Transport	0%
Rates	0%
Employment/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

NET Positive

9%

Negative Feedback

More than half of residents provided feedback with negative sentiment. The highest volume of negative feedback (from nearly a quarter) was made regarding the corruption controversy surrounding Council. Other topics generating negative feedback to a lesser degree included general infrastructure, community amenities, waste management and roads.
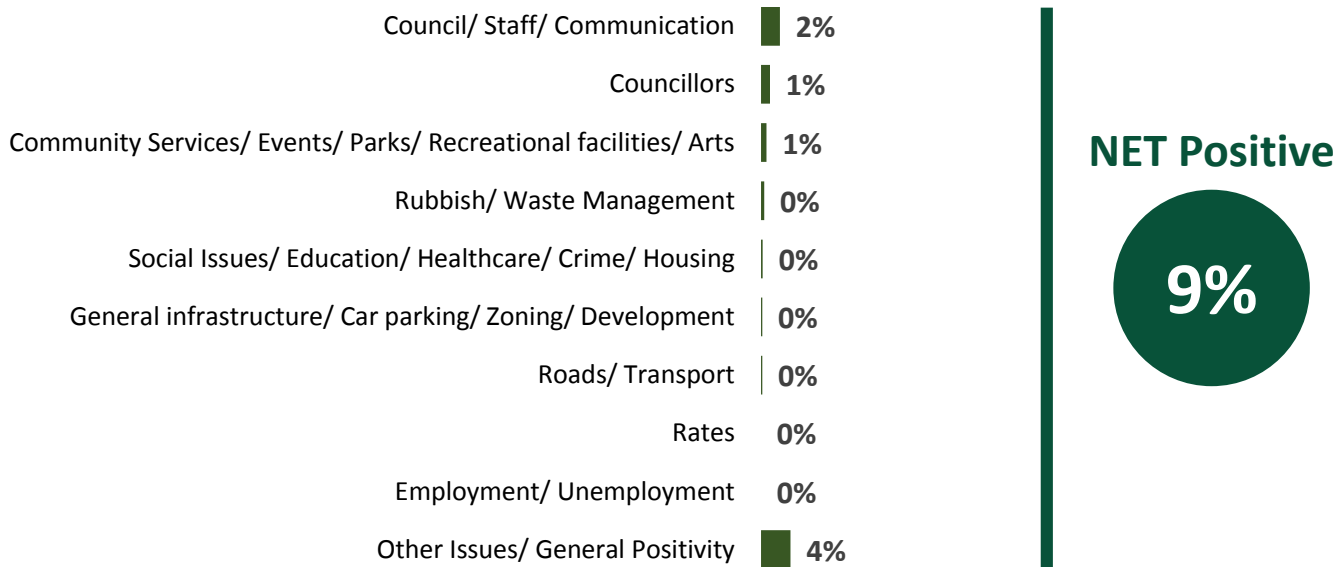
Theme	%
Council/ Communication/ Corruption	23%
General infrastructure/ Car parking/ Zoning/ Development	13%
Community / Events/ Parks/ Recreational facilities/ Arts	9%
Rubbish/ Waste management	8%
Roads/ Transport	8%
Social Issues/ Education/ Healthcare/ Crime/ Housing	6%
Rates	4%
Councillors	2%
Employment / unemployment	1%
Other Issues/ General Negativity	8%

NET Negative

55%

SOURCE: Q10_CODED Sample Size: Total N=2396

Resident's Comments – Word Clouds

Positive Sentiment Word Clouds

NET Positive

9%

everything CBD decisions
election moving service best want issue however least
events support area sacked previous
administrator long get high need hard
love back good think put done nothing member
thing city areas way. great work road something
bad new local corruption
glad council councillors rubbish lost
actions future well happy things parks money positive
Brisbane staff Ipswich park needs better happened
workers like big people many years time past
confidence going job community residents
members around know one issues government
administration services recycling forward 2020
rates opportunity waste business development
problems live state roads

SOURCE: Q10 Sample Size: Total, Net positive response N=231

Negative Sentiment Word Clouds

NET Negative

55%

place glass long give
waste got councils
corruption rubbish issues things land street feel traffic
business Springfield put job get see back high
public road lpswich fix needs also better poor
dump now one city area local want much Brisbane
trust take lot go going new work thing
centre council rates recycling parks
councillors way even money stop keep know great
years think just CBD done really state
pay need people good many dont
Please areas make community live
getting something residents still roads park water
staff look around time development
town mall services well planning
elected house

SOURCE: Q10 Sample Size: Total, Net negative response N=1400

2018 Community Satisfaction Survey
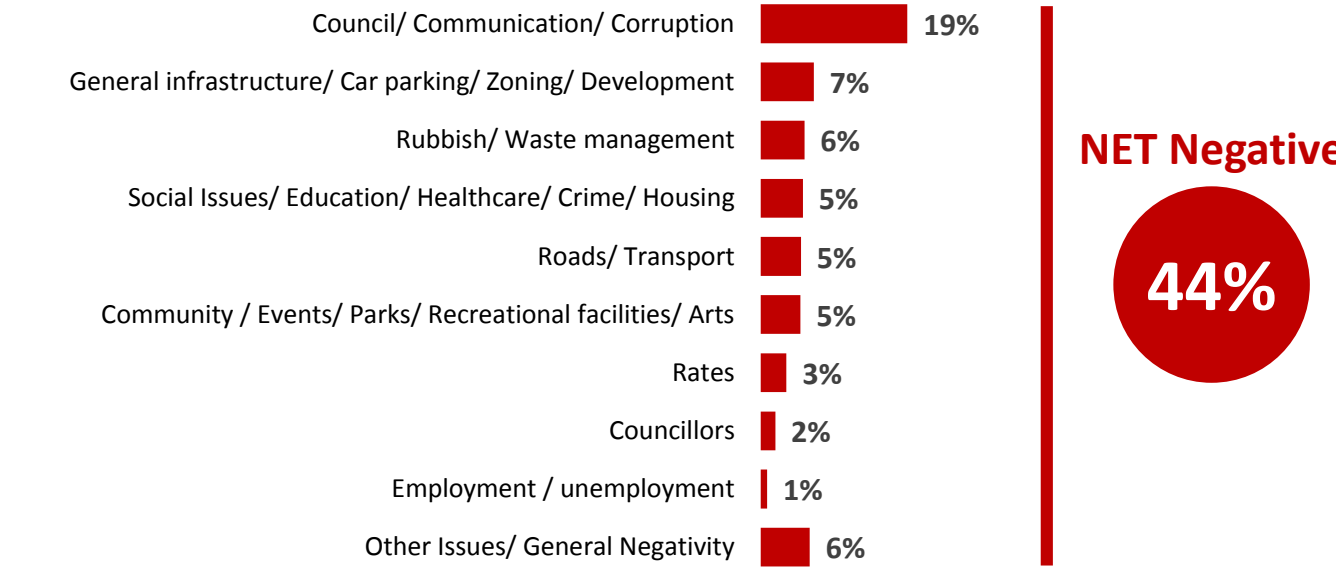
CATI
Resident's Comments – Macro Themes

Positive Feedback

Feedback containing positive sentiment was low among residents completing the CATI survey. Most residents who made a positive comment were doing so for a range of topics. Following this, positive commentary related to council, its staff, communication and councillors. However, this was very low.

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

NET Positive

9%

Negative Feedback

Four in ten residents responding the CATI survey made comment with negative sentiment. The topic attracting the most negative commentary was with regards to 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	19%
General infrastructure/ Car parking/ Zoning/ Development	7%
Rubbish/ Waste management	6%
Social Issues/ Education/ Healthcare/ Crime/ Housing	5%
Roads/ Transport	5%
Community / Events/ Parks/ Recreational facilities/ Arts	5%
Rates	3%
Councillors	2%
Employment / unemployment	1%
Other Issues/ General Negativity	6%

NET Negative

44%

SOURCE: Q10_CODED Sample Size: CATI N=1000

Resident's Comments – Word Clouds

Ipsos

Positive Sentiment Word Clouds

NET Positive

9%

Negative Sentiment Word Clouds

NET Negative

44%

Resident's Comments – Macro Themes

Ipsos

Positive Feedback

Positive commentary in resident feedback from those who completed the survey face to face was very low. Positive comments pertained mainly to council, staff and their comms as well as miscellaneous positive items.

Theme	%
Council/ Staff/ Communication	4%
Councillors	1%
General infrastructure/ Car parking/ Zoning/ Development	0%
Roads/ Transport	0%
Rubbish/ Waste Management	0%
Social Issues/ Education/ Healthcare/ Crime/ Housing	0%
Community Services/ Events/ Parks/ Recreational facilities/ Arts	0%
Rates	0%
Employment/ Unemployment	0%
Other Issues/ General Positivity	3%

NET Positive

8%
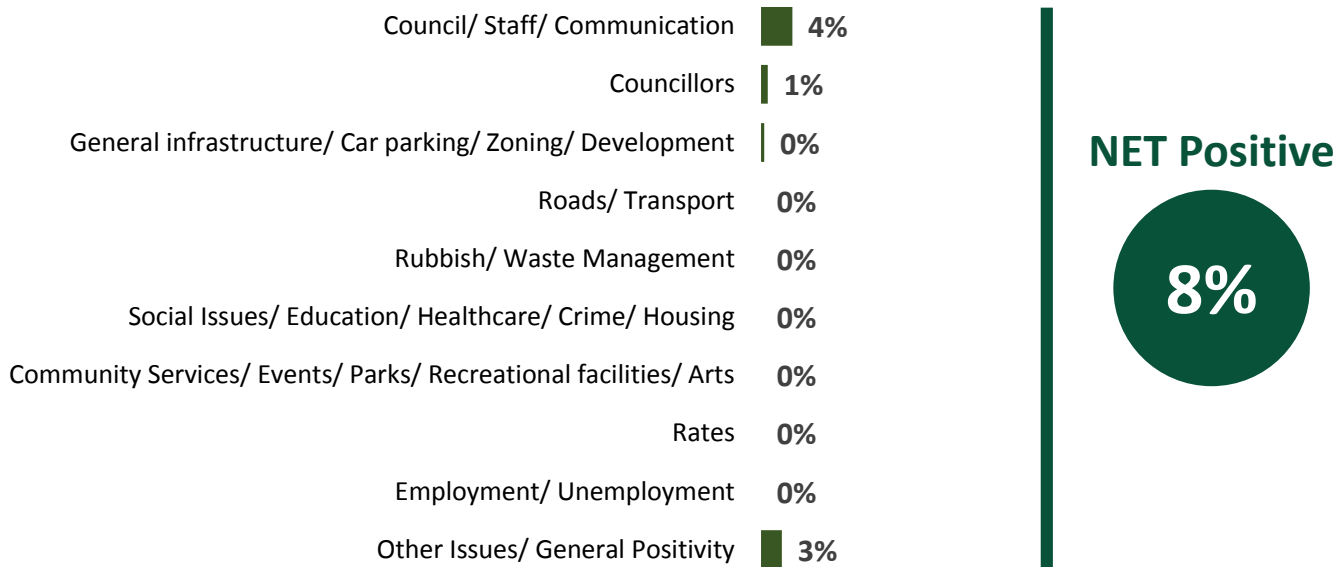
Negative Feedback

Half of feedback from residents who completed the survey face to face contained negative sentiment. One in ten resident's comments contained negative sentiment towards council corruption, infrastructure and roads.

Theme	%
Council/ Communication/ Corruption	14%
General infrastructure/ Car parking/ Zoning/ Development	11%
Roads/ Transport	10%
Community / Events/ Parks/ Recreational facilities/ Arts	8%
Social Issues/ Education/ Healthcare/ Crime/ Housing	5%
Rubbish/ Waste management	4%
Rates	4%
Employment / unemployment	1%
Councillors	0%
Other Issues/ General Negativity	4%

NET Negative

51%

FACE TO FACE
Resident's Comments – Word Clouds

Positive Sentiment Word Clouds

NET Positive 8%

Negative Sentiment Word Clouds

NET Negative 51%

Resident's Comments – Macro Themes

Positive Feedback
One in ten residents responding online made a positive comment. Positive commentary related to council, its staff and responsiveness.

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

NET Positive

10%

Negative Feedback
Seven out of ten resident's feedback contained negative sentiment. Three in ten residents gave negative feedback with regards to council and its recent corruption scandal. General infrastructure, car parking, zoning and development received the second highest volume of negative commentary. Waste management, community amenities, roads and social issues also received negative commentary.

Theme	Value
Council/ Communication/ Corruption	32%
General infrastructure/ Car parking/ Zoning/ Development	20%
Rubbish/ Waste management	12%
Community / Events/ Parks/ Recreational facilities/ Arts	12%
Roads/ Transport	10%
Social Issues/ Education/ Healthcare/ Crime/ Housing	8%
Rates	6%
Councillors	2%
Employment / unemployment	1%
Other Issues/ General Negativity	12%

NET Negative

71%

ONLINE
Resident's Comments – Word Clouds

Positive Sentiment Word Clouds

NET Positive

10%

Negative Sentiment Word Clouds

NET Negative

71%

APPENDIX - TABLES

Quality Services

Total

Total		Gender			Age				Tenure Type			Household	
	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	2396	981	1370	45	296	949	742	409	1771	480	127	1240	1094
Very Unsatisfactory	11%	11%	11%	22%↑	8%	13%	12%	11%	13%↑	6%↓	6%	11%	11%
Unsatisfactory	12%	12%	11%	18%	11%	12%	13%	10%	12%	10%	10%	11%	12%
Fair Only	27%	29%	26%	22%	29%	30%	23%	21%↓	26%	28%	31%	28%	25%
Satisfactory	35%	34%	37%	20%↓	36%	35%	36%	34%	35%	37%	37%	36%	35%
Very Satisfactory	14%	12%	15%	18%	13%	11%↓	14%	22%↑	13%	16%	13%	13%	14%
Don't Know	1%	1%	1%	0%	2%	0%↓	1%	2%	1%	2%	3%	1%	2%

SOURCE: Q5 Sample Size N=2396

CATI

Total		Gender			Age				Tenure Type			Household	
	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	458	539	3 ^	186	365	254	195	663	258	74	525	456
Very Unsatisfactory	10%	11%	8%	33%	6%	11%	11%	9%	11%	6%	6%	9%	10%
Unsatisfactory	13%	13%	12%	33%	10%	14%	15%	10%	13%	11%	12%	11%	13%
Fair Only	33%	33%	33%	33%	35%	36%	30%	25%↓	33%	31%	36%	34%	32%
Satisfactory	30%	28%	31%	0%	32%	28%	30%	32%	30%	31%	30%	31%	29%
Very Satisfactory	14%	13%	15%	0%	16%	10%	13%	23%↑	12%	18%	13%	13%	15%
Don't Know	1%	2%	1%	0%	2%	1%	1%	1%	1%	2%	3%	1%	1%

SOURCE: Q5 Sample Size N=1000

Face to Face

Total		Gender			Age				Tenure Type			Household	
	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	225	94	129	2 ^	32	65	71	57	139	65	21	96	126
Very Unsatisfactory	5%	7%	4%	0%	3%	2%	10%	5%	6%	3%	5%	3%	6%
Unsatisfactory	8%	6%	8%	50%	9%	8%	10%	4%	7%	6%	14%	8%	7%
Fair Only	14%	16%	12%	0%	9%	12%	14%	18%	15%	11%	14%	9%	17%
Satisfactory	50%	47%	53%	0%	56%	54%	51%	42%	45%	60%	52%	55%	46%
Very Satisfactory	20%	20%	20%	50%	16%	25%	15%	25%	24%	15%	14%	22%	20%
Don't Know	3%	3%	2%	0%	6%	0%	0%	7%	2%	5%	0%	2%	3%

SOURCE: Q5 Sample Size N=225

Online

Total		Gender			Age				Tenure Type			Household	
	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	1171	429	702	40	78	519	417	157	969	157	32	619	512
Very Unsatisfactory	14%	14%	15%	23%	15%	15%	13%	15%	15%	9%	16%	15%	14%
Unsatisfactory	12%	13%	10%	15%	14%	11%	12%	12%	12%	9%	6%	11%	12%
Fair Only	23%	24%	23%	23%	23%	27%	21%	18%	23%	23%	31%	26%	20%
Satisfactory	37%	38%	37%	23%	38%	37%	39%	34%	37%	43%	31%	37%	39%
Very Satisfactory	13%	10%	14%	18%	8%	10%	15%	19%↑	12%	16%	16%	12%	13%
Don't Know	1%	0%	1%	0%	1%	0%	1%	2%	1%	1%	0%	0%	1%

SOURCE: Q5 Sample Size N=1171

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

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

Council Responsiveness

Total

	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
		Gender			**Age**				**Tenure Type**			**Household**	
Base	2396	981	1370	45	296	949	742	409	1771	480	127	1240	1094
Very Unsatisfactory	13%	14%	12%	24% ⬆	9% ⬇	16% ⬆	16%	10%	14%	11%	6% ⬇	12%	13%
Unsatisfactory	18%	20%	16%	27%	15%	21% ⬆	19%	13% ⬇	19%	15%	14%	19%	17%
Fair Only	29%	28%	30%	27%	33%	30%	26%	27%	29%	28%	34%	30%	29%
Satisfactory	28%	27%	30%	13% ⬇	33%	24% ⬇	27%	32%	27%	31%	34%	29%	28%
Very Satisfactory	9%	8%	10%	7%	7%	7%	10%	15% ⬆	8%	11%	8%	8%	10%
Don't Know	3%	3%	2%	2%	3%	2%	3%	3%	2%	4% ⬆	3%	2%	3%

SOURCE: Q6 Sample Size N=2396

CATI

	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
		Gender			**Age**				**Tenure Type**			**Household**	
Base	1000	458	539	3 ^	186	365	254	195	663	258	74	525	456
Very Unsatisfactory	12%	14%	10%	33%	8%	14%	14%	10%	12%	13%	7%	10%	14%
Unsatisfactory	17%	19%	16%	67%	14%	20%	19%	12%	20%	13%	16%	20%	14%
Fair Only	32%	30%	34%	0%	37%	32%	31%	27%	31%	33%	37%	32%	33%
Satisfactory	26%	24%	28%	0%	28%	25%	22%	29%	26%	25%	29%	28%	24%
Very Satisfactory	10%	10%	11%	0%	8%	8%	12%	18% ⬆	10%	13%	7%	9%	12%
Don't Know	2%	3%	2%	0%	4%	1% ⬇	2%	4%	1%	4%	3%	1%	3%

SOURCE: Q6 Sample Size N=1000

Face to Face

	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
		Gender			**Age**				**Tenure Type**			**Household**	
Base	225	94	129	2 ^	32	65	71	57	139	65	21	96	126
Very Unsatisfactory	6%	9%	4%	0%	0%	3%	14% ⬆	2%	9%	2%	0%	5%	6%
Unsatisfactory	11%	16%	7%	0%	6%	12%	11%	11%	9%	12%	14%	8%	13%
Fair Only	20%	14%	23%	50%	16%	17%	17%	28%	24%	6% ⬇	33%	18%	21%
Satisfactory	43%	41%	45%	0%	63% ⬆	46%	35%	39%	39%	52%	43%	48%	40%
Very Satisfactory	13%	13%	13%	50%	16%	14%	11%	14%	14%	14%	10%	16%	12%
Don't Know	8%	7%	8%	0%	0%	8%	11%	7%	6%	14%	0%	5%	9%

SOURCE: Q6 Sample Size N=225

Online

	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
		Gender			**Age**				**Tenure Type**			**Household**	
Base	1171	429	702	40	78	519	417	157	969	157	32	619	512
Very Unsatisfactory	17%	17%	16%	25%	14%	18%	16%	13%	17%	11%	19%	16%	16%
Unsatisfactory	20%	21%	19%	25%	19%	23%	19%	15%	20%	21%	13%	21%	19%
Fair Only	28%	28%	28%	28%	28%	30%	26%	27%	28%	26%	25%	30%	27%
Satisfactory	26%	26%	27%	15%	35%	21% ⬇	29%	32%	26%	29%	28%	25%	29%
Very Satisfactory	8%	6%	9%	5%	3%	6%	9%	12%	7%	13% ⬆	13%	7%	8%
Don't Know	2%	2%	1%	3%	1%	2%	2%	1%	2%	1%	3%	1%	2%

SOURCE: Q6 Sample Size N=1171

SIGNIFICANCE TESTING AT 95% CI:
⬆ Significantly higher than the total
⬇ Significantly lower than the total

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

Trust and Confidence

Total

	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	2396	981	1370	45	296	949	742	409	1771	480	127	1240	1094
Very Unsatisfactory	36%	36%	36%	49%	26%↓	43%↑	41%↑	29%↓	41%↑	27%↓	25%↓	37%	35%
Unsatisfactory	23%	23%	24%	29%	23%	25%	23%	21%	24%	23%	21%	25%	22%
Fair Only	18%	20%	17%	9%	21%	16%	17%	22%	18%	19%	25%	17%	20%
Satisfactory	14%	14%	15%	7%	19%↑	11%↓	12%	17%	12%	18%↑	18%	14%	14%
Very Satisfactory	7%	6%	7%	7%	9%	5%↓	6%	9%	5%↓	10%↑	10%	6%	7%
Don't Know	1%	1%	1%	0%	1%	1%	1%	3%↑	1%	2%↑	0%	0%	2%

SOURCE: Q7 Sample Size N=2396

CATI

	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	458	539	3 ^	186	365	254	195	663	258	74	525	456
Very Unsatisfactory	34%	35%	33%	33%	23%↓	43%↑	36%	27%	39%↑	25%↓	26%	35%	32%
Unsatisfactory	22%	21%	22%	67%	21%	23%	23%	18%	23%	22%	20%	24%	20%
Fair Only	19%	21%	18%	0%	24%	15%	19%	22%	18%	20%	26%	17%	22%
Satisfactory	15%	14%	15%	0%	19%	11%	14%	18%	13%	18%	16%	15%	15%
Very Satisfactory	9%	7%	10%	0%	12%	7%	8%	10%	6%	14%	11%	9%	9%
Don't Know	1%	1%	1%	0%	0%	1%	1%	4%↑	1%↓	1%↑	0%	0%	2%

SOURCE: Q7 Sample Size N=1000

Face to Face

	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	225	94	129	2 ^	32	65	71	57	139	65	21	96	126
Very Unsatisfactory	27%	30%	25%	0%	13%	12%↓	38%	37%	31%	14%↓	38%	16%↓	34%
Unsatisfactory	19%	16%	21%	50%	13%	26%	15%	19%	20%	20%	10%	22%	17%
Fair Only	20%	14%	24%	0%	13%	28%	18%	16%	22%	15%	14%	27%	14%
Satisfactory	23%	26%	21%	0%	44%↑	18%	21%	18%	19%	28%	33%	25%	21%
Very Satisfactory	7%	11%	4%	50%	9%	11%	4%	5%	6%	11%	5%	7%	7%
Don't Know	5%	4%	5%	0%	9%	5%	3%	5%	2%	12%↑	0%	3%	6%

SOURCE: Q7 Sample Size N=225

Online

	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	1171	429	702	40	78	519	417	157	969	157	32	619	512
Very Unsatisfactory	43%	41%	44%	53%	41%	47%	45%	28%↓	44%	37%	34%	46%	40%
Unsatisfactory	25%	27%	24%	25%	32%	26%	24%	24%	25%	27%	28%	26%	24%
Fair Only	17%	18%	16%	10%	17%	15%	17%	23%	17%	18%	19%	15%	19%
Satisfactory	10%	10%	11%	8%	9%	9%	10%	16%↑	10%	15%	9%	9%	12%
Very Satisfactory	4%	3%	4%	5%	1%	3%	5%	8%↑	4%	3%	9%	4%	5%
Don't Know	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%

SOURCE: Q7 Sample Size N=1171

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

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

Making Decisions

Total

	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	2396	981	1370	45	296	949	742	409	1771	480	127	1240	1094
Very Unsatisfactory	26%	25%	26%	44%↑	16%↓	30%↑	32%↑	21%	29%↑	19%↓	17%↓	27%	24%
Unsatisfactory	22%	22%	22%	22%	20%	24%	20%	19%	23%	18%	20%	22%	21%
Fair Only	25%	26%	24%	13%	30%↑	23%	22%	24%	24%	27%	24%	25%	25%
Satisfactory	19%	19%	19%	13%	21%	16%	18%	23%↑	17%	22%	24%	19%	19%
Very Satisfactory	7%	7%	8%	7%	10%	5%↓	7%	10%	6%↓	11%↑	14%↑	7%	8%
Don't Know	2%	2%	2%	0%	2%	1%	1%	3%	1%	3%	2%	1%	2%

SOURCE: Q8 Sample Size N=2396

CATI

	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	458	539	3 ^	186	365	254	195	663	258	74	525	456
Very Unsatisfactory	23%	25%	22%	33%	16%↓	28%	25%	21%	25%	22%	14%	24%	22%
Unsatisfactory	20%	21%	19%	33%	20%	23%	18%	15%	21%	16%	25%	20%	20%
Fair Only	27%	26%	28%	33%	28%	26%	29%	27%	27%	29%	25%	27%	28%
Satisfactory	19%	20%	19%	0%	20%	16%	20%	25%	19%	19%	22%	20%	19%
Very Satisfactory	9%	7%	10%	0%	12%	7%	7%	9%	6%	12%	13%	8%	9%
Don't Know	1%	1%	1%	0%	3%	0%	1%	3%	1%	2%	2%	1%	2%

SOURCE: Q8 Sample Size N=1000

Face to Face

	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	225	94	129	2 ^	32	65	71	57	139	65	21	96	126
Very Unsatisfactory	16%	19%	14%	0%	3%	6%↓	25%	23%	21%	5%↓	19%	9%	21%
Unsatisfactory	16%	14%	19%	0%	13%	12%	20%	19%	17%	17%	10%	15%	17%
Fair Only	18%	17%	18%	50%	22%	22%	17%	12%	19%	17%	14%	26%	12%
Satisfactory	33%	32%	35%	0%	38%	45%	25%	28%	31%	37%	38%	38%	30%
Very Satisfactory	10%	12%	9%	50%	22%	6%	6%	14%	7%	14%	19%	8%	12%
Don't Know	6%	6%	6%	0%	3%	9%	7%	4%	5%	11%	0%	4%	8%

SOURCE: Q8 Sample Size N=225

Online

	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	1171	429	702	40	78	519	417	157	969	157	32	619	512
Very Unsatisfactory	33%	30%	33%	48%↑	23%	35%	36%	22%↓	34%	20%↓	41%	34%	31%
Unsatisfactory	25%	25%	24%	23%	22%	27%	23%	24%	25%	26%	13%	26%	23%
Fair Only	22%	24%	21%	10%	36%↑	22%	18%	24%	22%	24%	22%	21%	23%
Satisfactory	15%	14%	15%	15%	15%	13%	16%	20%	14%	22%↑	16%	14%	17%
Very Satisfactory	5%	6%	5%	5%	3%	3%	7%	8%	5%	8%	6%	5%	5%
Don't Know	1%	1%	1%	0%	1%	1%	1%	2%	1%	0%	3%	0%	1%

SOURCE: Q8 Sample Size N=1171

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

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

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	2396	981	1370	45	296	949	742	409	1771	480	127	1240	1094
Very Unsatisfactory	20%	21%	20%	40% ⬆	16%	23%	23%	17%	22%	17%	14%	20%	21%
Unsatisfactory	23%	25%	21%	27%	22%	26%	21%	20%	24%	21%	20%	25%	21%
Fair Only	26%	25%	27%	9% ⬇	28%	26%	25%	24%	25%	25%	37% ⬆	26%	26%
Satisfactory	20%	18%	21%	9%	25%	16% ⬇	19%	21%	19%	22%	19%	19%	21%
Very Satisfactory	5%	5%	5%	9%	4%	4%	6%	10% ⬆	5%	7%	7%	5%	6%
Don't Know	5%	6%	5%	7%	5%	5%	6%	8% ⬆	5%	7%	4%	5%	6%

SOURCE: Q9 Sample Size N=2396

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	458	539	3 ^	186	365	254	195	663	258	74	525	456
Very Unsatisfactory	19%	19%	19%	67%	17%	21%	19%	19%	20%	20%	15%	19%	19%
Unsatisfactory	21%	23%	19%	0%	24%	23%	19%	14% ⬇	22%	19%	22%	22%	20%
Fair Only	30%	29%	30%	33%	28%	30%	34%	27%	29%	28%	40%	30%	29%
Satisfactory	19%	17%	21%	0%	23%	16%	17%	22%	19%	20%	14%	19%	20%
Very Satisfactory	7%	6%	8%	0%	6%	6%	8%	9%	6%	8%	7%	6%	7%
Don't Know	4%	5%	3%	0%	3%	4%	2%	8% ⬆	4%	5%	3%	3%	5%

SOURCE: Q9 Sample Size N=1000

Face to Face

	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	225	94	129	2 ^	32	65	71	57	139	65	21	96	126
Very Unsatisfactory	8%	12%	5%	0%	0%	5%	11%	11%	9%	5%	5%	5%	10%
Unsatisfactory	13%	12%	15%	0%	13%	11%	13%	18%	13%	17%	5%	17%	10%
Fair Only	20%	18%	22%	0%	22%	28%	17%	16%	21%	18%	24%	22%	19%
Satisfactory	35%	35%	34%	50%	44%	42%	30%	28%	35%	29%	48%	34%	35%
Very Satisfactory	8%	6%	9%	50%	3%	3%	11%	14%	8%	11%	5%	7%	10%
Don't Know	16%	17%	15%	0%	19%	12%	18%	14%	14%	20%	14%	15%	17%

SOURCE: Q9 Sample Size N=225

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	1171	429	702	40	78	519	417	157	969	157	32	619	512
Very Unsatisfactory	25%	26%	24%	40%	21%	26%	27%	18% ⬇	26%	17% ⬇	25%	24%	26%
Unsatisfactory	26%	30%	24%	30%	22%	30%	23%	27%	26%	30%	22%	29%	23%
Fair Only	23%	22%	25%	8%	31%	23%	22%	25%	24%	20%	28%	23%	23%
Satisfactory	17%	14%	19%	8%	22%	14%	20%	17%	16%	21%	16%	16%	18%
Very Satisfactory	4%	4%	3%	8%	3%	3%	4%	8% ⬆	3%	6%	9%	4%	4%
Don't Know	5%	4%	5%	8%	3%	4%	5%	6%	5%	6%	0%	5%	5%

SOURCE: Q9 Sample Size N=1171

SIGNIFICANCE TESTING AT 95% CI:
⬆ Significantly higher than the total
⬇ Significantly lower than the total

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

Resident's Comments – Total

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
		Gender			**Age**				**Rate Payer**			**Household**	
Base	**2396**	**981**	**1370**	**45**	**296**	**949**	**742**	**409**	**1771**	**480**	**127**	**1240**	**1094**
NET Positive	9%	9%	9%	2%	5% ↓	9%	10%	14% ↑	10%	7%	5%	8%	9%
Roads/ Transport (MACRO)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Rubbish/ Waste Management (MACRO)	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%
Council/ Staff/ Communication (MACRO)	4%	4%	3%	0%	1% ↓	4%	6% ↑	4%	4%	2% ↓	2%	3%	4%
Councillors (MACRO)	2%	1%	2%	2%	1%	1%	2%	3% ↑	2%	1%	2%	1%	2%
General infrastructure/ Car parking/ Zoning/ Development (MACRO)	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%
Social Issues/ Education/ Healthcare/ Crime/ Housing (MACRO)	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%
Community Services/ Events/ Parks/ Recreational facilities/ Arts (MACRO)	1%	1%	1%	0%	0%	1%	1%	0%	1%	1%	0%	1%	0%
Other Issues/ General Positivity (MACRO)	2%	3%	2%	0%	2%	2%	2%	5% ↑	2%	3%	1%	2%	3%

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
		Gender			**Age**				**Rate Payer**			**Household**	
Base	**2396**	**981**	**1370**	**45**	**296**	**949**	**742**	**409**	**1771**	**480**	**127**	**1240**	**1094**
NET Negative	55%	54%	56%	78% ↑	39% ↓	59% ↑	65% ↑	58%	62% ↑	40% ↓	42% ↓	54%	56%
Roads/ Transport (MACRO)	8%	8%	8%	9%	6%	9%	7%	7%	9%	6%	6%	8%	8%
Rates (MACRO)	4%	4%	4%	9%	1% ↓	6% ↑	5%	3%	6% ↑	0% ↓	1%	5%	4%
Rubbish/ Waste management (MACRO)	8%	8%	9%	11%	6%	11% ↑	9%	4% ↓	10%	6% ↓	3% ↓	10%	7%
Council/ Communication/ Corruption (MACRO)	23%	22%	24%	47% ↑	13% ↓	23%	32% ↑	26% ↑	26%	15% ↓	20%	21%	25%
Councillors (MACRO)	2%	2%	2%	2%	3%	2%	1%	3%	2%	1% ↓	3%	2%	3%
Employment / unemployment (MACRO)	1%	1%	1%	0%	2%	0%	1%	0%	1%	1%	3% ↑	1%	1%
General infrastructure/ Car parking/ Zoning/ Development (MACRO)	13%	11%	15%	9%	9% ↓	15%	15%	13%	15% ↑	8% ↓	8%	13%	12%
Social Issues/ Education/ Healthcare/ Crime/ Housing (MACRO)	6%	5%	8%	0%	7%	7%	6%	5%	7%	6%	7%	7%	6%
Community / Events/ Parks/ Recreational facilities/ Arts (MACRO)	9%	8%	9%	9%	8%	10%	8%	6%	9%	8%	4%	10%	7%
Other Issues/ General Negativity (MACRO)	8%	6% ↓	11% ↑	4%	4% ↓	11% ↑	9%	9%	10% ↑	5% ↓	2% ↓	8%	8%

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
		Gender			**Age**				**Rate Payer**			**Household**	
Base	**2396**	**981**	**1370**	**45**	**296**	**949**	**742**	**409**	**1771**	**480**	**127**	**1240**	**1094**
NET Neutral	40%	41%	40%	22% ↓	58% ↑	36%	31% ↓	34% ↓	33% ↓	55% ↑	54% ↑	41%	39%
Generally Neutral / Don't know	40%	41%	40%	22% ↓	58% ↑	36%	31% ↓	34% ↓	33% ↓	55% ↑	54% ↑	41%	39%

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

SOURCE: Q10 Sample Size N=2396
* 'Gender other' includes: Transgender, Gender variant / non-conforming, non-disclosed.

Resident's Comments – CATI

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	**1000**	**458**	**539**	**3 ^**	**186**	**365**	**254**	**195**	**663**	**258**	**74**	**525**	**456**
NET Positive	9%	10%	8%	0%	3% 🔻	8%	11%	16% 🔼	10%	6%	4%	9%	9%
Roads/ Transport (MACRO)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Rubbish/ Waste Management (MACRO)	0%	1%	0%	0%	1%	0%	0%	1%	0%	1%	0%	0%	0%
Council/ Staff/ Communication (MACRO)	2%	3%	2%	0%	0% 🔻	2%	4%	5% 🔼	3%	1%	1%	3%	2%
Councillors (MACRO)	1%	2%	1%	0%	0%	1%	2%	1%	1%	1%	1%	1%	2%
General infrastructure/ Car parking/ Zoning/ Development (MACRO)	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%
Social Issues/ Education/ Healthcare/ Crime/ Housing (MACRO)	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%
Community Services/ Events/ Parks/ Recreational facilities/ Arts (MACRO)	1%	0%	1%	0%	0%	1%	1%	0%	1%	1%	0%	1%	0%
Other Issues/ General Positivity (MACRO)	4%	4%	4%	0%	3%	3%	4%	8% 🔼	4%	3%	2%	3%	5%

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	**1000**	**458**	**539**	**3 ^**	**186**	**365**	**254**	**195**	**663**	**258**	**74**	**525**	**456**
NET Negative	44%	43%	44%	100% 🔼	34% 🔻	42%	55% 🔼	48%	49% 🔼	34% 🔻	39%	41%	47%
Roads/ Transport (MACRO)	5%	6%	4%	0%	6%	5%	5%	5%	7%	2%	4%	5%	5%
Rates (MACRO)	3%	4%	3%	0%	1% 🔻	4%	4%	3%	5%	0% 🔻	0%	3%	3%
Rubbish/ Waste management (MACRO)	6%	6%	6%	0%	4%	7%	6%	3%	7%	3%	1%	7%	4%
Council/ Communication/ Corruption (MACRO)	19%	18%	19%	67% 🔼	8% 🔻	18%	30% 🔼	21%	21%	14%	16%	16%	22%
Councillors (MACRO)	2%	2%	1%	0%	2%	2%	1%	3%	3%	0%	1%	1%	3%
Employment / unemployment (MACRO)	1%	1%	1%	0%	2%	0%	2%	0%	1%	0%	4% 🔼	1%	1%
General infrastructure/ Car parking/ Zoning/ Development (MACRO)	7%	6%	8%	0%	5%	6%	9%	9%	8%	4%	6%	7%	7%
Social Issues/ Education/ Healthcare/ Crime/ Housing (MACRO)	5%	5%	6%	0%	7%	5%	5%	5%	5%	6%	8%	6%	5%
Community / Events/ Parks/ Recreational facilities/ Arts (MACRO)	5%	6%	4%	33% 🔼	6%	5%	4%	4%	5%	7%	0% 🔻	6%	4%
Other Issues/ General Negativity (MACRO)	6%	4%	8%	0%	3%	7%	8%	8%	8%	5%	2%	7%	6%

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	**1000**	**458**	**539**	**3 ^**	**186**	**365**	**254**	**195**	**663**	**258**	**74**	**525**	**456**
NET Neutral	51%	50%	53%	0%	63% 🔼	53%	40% 🔻	41% 🔻	45% 🔻	62% 🔼	58%	54%	48%
Generally Neutral / Don't know	51%	50%	53%	0%	63% 🔼	53%	40% 🔻	41% 🔻	45% 🔻	62% 🔼	58%	54%	48%

SIGNIFICANCE TESTING AT 95% CI:
🔼 Significantly higher than the total
🔻 Significantly lower than the total

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

Resident's Comments – F2F

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	**225**	**94**	**129**	**2 ^**	**32**	**65**	**71**	**57**	**139**	**65**	**21**	**96**	**126**
NET Positive	8%	11%	6%	0%	3%	8%	10%	9%	7%	9%	10%	6%	9%
Roads/ Transport (MACRO)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Rubbish/ Waste Management (MACRO)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Council/ Staff/ Communication (MACRO)	4%	4%	4%	0%	0%	6%	4%	4%	3%	5%	10%	3%	5%
Councillors (MACRO)	1%	0%	2%	0%	0%	0%	1%	2%	1%	0%	0%	0%	2%
General infrastructure/ Car parking/ Zoning/ Development (MACRO)	0%	1%	0%	0%	0%	0%	1%	0%	1%	0%	0%	0%	1%
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)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Other Issues/ General Positivity (MACRO)	3%	5%	1%	0%	3%	2%	3%	4%	2%	5%	0%	3%	2%

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	**225**	**94**	**129**	**2 ^**	**32**	**65**	**71**	**57**	**139**	**65**	**21**	**96**	**126**
NET Negative	51%	56%	48%	0%	28% ⬇	49%	55%	61%	55%	48%	33%	49%	53%
Roads/ Transport (MACRO)	10%	9%	12%	0%	9%	11%	13%	7%	9%	14%	5%	10%	10%
Rates (MACRO)	4%	3%	4%	0%	0%	5%	4%	4%	6%	0%	0%	2%	5%
Rubbish/ Waste management (MACRO)	4%	4%	5%	0%	0%	5%	6%	5%	5%	5%	0%	4%	5%
Council/ Communication/ Corruption (MACRO)	14%	16%	12%	0%	3%	8%	18%	21%	17%	11%	5%	11%	15%
Councillors (MACRO)	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%	5% ⬆	1%	0%
Employment / unemployment (MACRO)	1%	0%	2%	0%	3%	2%	1%	0%	1%	3%	0%	2%	1%
General infrastructure/ Car parking/ Zoning/ Development (MACRO)	11%	14%	9%	0%	9%	11%	11%	12%	12%	9%	14%	11%	11%
Social Issues/ Education/ Healthcare/ Crime/ Housing (MACRO)	5%	6%	4%	0%	0%	8%	7%	2%	5%	5%	5%	6%	4%
Community / Events/ Parks/ Recreational facilities/ Arts (MACRO)	8%	7%	9%	0%	13%	12%	4%	5%	9%	9%	0%	9%	7%
Other Issues/ General Negativity (MACRO)	4%	5%	4%	0%	0%	3%	4%	9%	5%	5%	0%	4%	5%

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	**225**	**94**	**129**	**2 ^**	**32**	**65**	**71**	**57**	**139**	**65**	**21**	**96**	**126**
NET Neutral	43%	34%	48%	100%	69% ⬆	43%	38%	33%	40%	43%	57%	45%	41%
Generally Neutral / Don't know	43%	34%	48%	100%	69% ⬆	43%	38%	33%	40%	43%	57%	45%	41%

SIGNIFICANCE TESTING AT 95% CI:
⬆ Significantly higher than the total
⬇ Significantly lower than the total

SOURCE: Q10 Sample Size N=225
* 'Gender other' includes: Transgender, Gender variant / non-conforming, non-disclosed. ^ CAUTION: LOW BASE

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	**1171**	**429**	**702**	**40**	**78**	**519**	**417**	**157**	**969**	**157**	**32**	**619**	**512**
NET Positive	10%	10%	11%	3%	9%	10%	10%	13%	11%	10%	6%	9%	11%
Roads/ Transport (MACRO)	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%
Rubbish/ Waste Management (MACRO)	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%
Council/ Staff/ Communication (MACRO)	5%	7%	5%	0%	5%	5%	6%	4%	6%	3%	3%	5%	6%
Councillors (MACRO)	2%	2%	3%	3%	3%	1%	2%	6%🔼	2%	2%	3%	2%	3%
General infrastructure/ Car parking/ Zoning/ Development (MACRO)	1%	0%	1%	0%	0%	1%	1%	0%	1%	1%	0%	1%	0%
Social Issues/ Education/ Healthcare/ Crime/ Housing (MACRO)	0%	0%	0%	0%	1%	0%	0%	1%	0%	1%	0%	0%	1%
Community Services/ Events/ Parks/ Recreational facilities/ Arts (MACRO)	2%	1%	2%	0%	0%	2%	2%	0%	2%	1%	0%	2%	1%
Other Issues/ General Positivity (MACRO)	1%	0%	1%	0%	0%	1%	0%	3%	1%	2%	0%	0%	2%

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	**1171**	**429**	**702**	**40**	**78**	**519**	**417**	**157**	**969**	**157**	**32**	**619**	**512**
NET Negative	71%	69%	72%	80%	56%🔽	73%	73%	68%	74%	57%🔽	72%	71%	71%
Roads/ Transport (MACRO)	10%	10%	10%	10%	5%	12%	8%	9%	10%	10%	13%	10%	9%
Rates (MACRO)	6%	5%	6%	10%	3%	8%	6%	3%	7%	1%🔽	6%	7%	4%
Rubbish/ Waste management (MACRO)	12%	11%	13%	13%	13%	15%	12%	6%🔽	13%	11%	9%	15%	10%
Council/ Communication/ Corruption (MACRO)	32%	30%	32%	48%🔼	28%	28%	36%	35%	32%	25%	50%🔼	28%	35%
Councillors (MACRO)	2%	2%	3%	3%	5%	3%	1%	3%	2%	1%	6%	2%	2%
Employment / unemployment (MACRO)	1%	0%	1%	0%	3%🔼	1%	0%	0%	1%	1%	0%	1%	0%
General infrastructure/ Car parking/ Zoning/ Development (MACRO)	20%	18%	22%	10%	18%	22%	19%	17%	21%	15%	16%	21%	19%
Social Issues/ Education/ Healthcare/ Crime/ Housing (MACRO)	8%	6%	9%	0%	12%	8%	7%	6%	8%	10%	3%	8%	8%
Community / Events/ Parks/ Recreational facilities/ Arts (MACRO)	12%	11%	12%	8%	12%	13%	11%	9%	12%	10%	16%	13%	11%
Other Issues/ General Negativity (MACRO)	12%	9%	15%	5%	10%	15%	11%	10%	13%	8%	6%	12%	13%

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	**1171**	**429**	**702**	**40**	**78**	**519**	**417**	**157**	**969**	**157**	**32**	**619**	**512**
NET Neutral	25%	28%	24%	20%	40%🔼	24%	24%	26%	23%	39%🔼	28%	26%	24%
Generally Neutral / Don't know	25%	28%	24%	20%	40%🔼	24%	24%	26%	23%	39%🔼	28%	26%	24%

SIGNIFICANCE TESTING AT 95% CI:
🔼 Significantly higher than the total
🔽 Significantly lower than the total

SOURCE: Q10 Sample Size N=1171
* 'Gender other' includes: Transgender, Gender variant / non-conforming, non-disclosed.