



Glenorchy City Council

2019 Community Satisfaction Survey

July 2019



Prepared for:

Glenorchy City Council

Prepared by:

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ABN 39 083 090 993

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Executive summary

Metropolis Research was commissioned by the Glenorchy City Council to conduct primary research of 252 residents drawn from across the municipality to explore community satisfaction with the performance of Council and associated issues.

This research builds on the LGAT state-wide community satisfaction survey conducted earlier in 2019. A total of 111 surveys were conducted in Glenorchy for the state-wide survey, and a further 141 surveys were conducted directly on behalf of Council to provide a total sample of 252 respondents. Surveys were conducted as telephone interviews of randomly approached residents. Results were weighted by age and gender to ensure that the results proportionally represented the community. The surveys were conducted in January, February and early March 2019 for the state-wide component and in June 2019 for the remaining surveys.

Satisfaction with the [overall performance](#) of Glenorchy City Council was 5.99 out of a potential ten, or a “solid” level of satisfaction. This result is however measurably lower than the 2019 Tasmanian average of 6.81. It is also measurably lower than the average of the southern region (6.76) and city councils (6.64) averages as recorded in the state-wide survey.

This result is measurably lower than the 2015 result of 6.4.

This result is however similar to the 2018 Victorian state-wide average satisfaction with local government in 2018 of 5.9. The Victorian research is conducted annually by a Victorian state government appointed research company, using a comparable methodology and questionnaire.

A little more than one-quarter (27.4%) of respondents were very satisfied with Council’s overall performance (rating satisfaction at eight or more), whilst one-fifth (20.7%) were dissatisfied (rating satisfaction at zero to four). It is noted that twice as many respondents in Glenorchy were dissatisfied with Council’s overall performance than the Tasmanian average (9.3%).

Younger persons aged 18 to 34 years (6.83) and older persons aged 60 years and over (6.36) were on average somewhat more satisfied with Council’s overall performance, whilst the small number of respondents from multi-lingual households (4.86) were less satisfied.

When specifically asked why they respondents were dissatisfied with Council’s overall performance, the most common reason was related to a negative perception of Council’s governance and leadership performance in recent years. This is a strong theme observed throughout this report, and is clearly a significant negative influence on community satisfaction with Council at the moment.

Exploring the relationship between the issues respondents believe need to be addressed in the municipality at the moment, and their satisfaction with the overall performance of Council showed that respondents that nominated issues around garbage and waste, local roads, rates, car parking, governance and leadership, and building and planning permits and development, were on average significantly less satisfied with Council’s overall performance than other respondents.

In other words, these issues appear to exert a negative influence on community satisfaction with Council. This is particularly acute in relation to issues with Council’s governance and leadership performance as well as issues with planning and building permits. Both of these areas received low levels of satisfaction in a number of questions throughout the survey.

Consistent with the importance of governance and leadership, the aspects most commonly raised as the [most important thing that Council could do to improve its performance](#) were focused on rates (17.1%), improvements to the council’s “governance, performance, accountability, and reputation” (13.5%), Council being more “responsive, proactive, engaged, accessible, and consultative” in nature (10.8%), improvements to Council’s communication (7.6%), and improvements in planning, building and development (6.8%).

Respondents were asked to rate the importance to the community, as well as their personal satisfaction with [twenty-nine Council provided services and facilities](#). The average satisfaction with these services and facilities was 6.96 out of ten, or a “good” level of satisfaction. This result was only marginally lower than the comparative Tasmanian average of 7.14.

It is important to note that average satisfaction with Council services and facilities was measurably and significantly higher than overall satisfaction with Council (5.99). This highlights the fact that the community are satisfied with most of the services and facilities provided by Council, even if their overall satisfaction is relatively modest.

The services that received “excellent” levels of satisfaction were museums / galleries / public art (8.32), Council’s immunisation services (7.99), community events and festivals (7.96), Council’s enforcement of hygiene standards of food outlets and restaurants (7.86), street lighting (7.81), and recreation / aquatic centres / sporting facilities (7.80).

The four services with the lowest levels of satisfaction, and satisfaction that was measurably lower than the average satisfaction with services were the provision and maintenance of local roads (6.08 “solid”), the provision and maintenance of public toilets (5.86 “poor”), planning decisions as they apply to your development or use (4.92) and building and / or plumbing approvals (3.36), both “extremely poor”.

Satisfaction with [customer service](#) was relatively good this year, with the courtesy, professionalism, and attitude of staff (7.18) and the provision of information on Council and its services (6.78), both recording “good” levels of satisfaction, albeit marginally lower than the Tasmanian average.

Overall satisfaction with the customer service experience was 6.06, or “solid”, somewhat lower than the Tasmanian average of 6.90.

Metropolis Research notes that it is often the case that when governance and leadership issues are impacting on overall satisfaction with Council, this tends to manifest in lower overall satisfaction with the customer service experience. This appears to reflect more on the importance of those issues to the respondent, rather than reflecting lower levels of customer service delivery by Council (such as the courtesy, professionalism and attitude of staff).

When asked to nominate the top three issues to address in Glenorchy at the moment, the most common issues were Council governance, performance, accountability or reputation related (18.3%), garbage, rubbish and waste issues (14.3%), road maintenance and repairs (12.4%), footpath maintenance and repairs (10.4%), car parking availability and enforcement (9.6%), building, housing, planning and development issues (9.6%), and Council rates (9.2%).

Whilst the proportion of respondents nominating the issues of roads, car parking, and building / planning was similar to the Tasmanian average, it is of note that governance and leadership and garbage, rubbish and waste issues were nominated by approximately three times as many Glenorchy respondents as the Tasmanian average.

This is also true for the issue of Council rates, which was nominated in Glenorchy by many times the Tasmanian average. This result may well reflect the 12.5% increase in rates in Glenorchy.

Satisfaction with the [change in population in the last four years](#) was 6.89 out of ten, or a “good” level, however satisfaction with [local and state government planning for population change](#) was “poor” at 5.63. Satisfaction with the change in population was similar to the state-wide average, whilst satisfaction with planning for population change was measurably lower than the state-wide average.

Satisfaction with the [availability of housing](#) that meets the needs of the community (4.78) and the [affordability of housing](#) (4.24) were both “extremely poor”. Satisfaction with the availability of housing was similar to the state-wide average, whilst satisfaction with the affordability of housing was measurably lower than the state-wide average.

Satisfaction with the air quality in Glenorchy was “excellent”, with an average satisfaction of 8.0 out of ten. Almost three-quarters (73.1%) of respondents were “very satisfied” with air quality, whilst just 2.2% were dissatisfied.

The [perception of safety](#) in the public areas of Glenorchy during the day (7.92), in and around the local shopping area (7.64), were both relatively good, albeit measurably lower than the state-wide average.

The perception of safety in the public areas of Glenorchy at night however was measurably and significantly (18.1%) lower than the state-wide average, or indeed the city councils or southern region councils’ average perception of safety. It was adults aged 35 to 59 who felt less safe in public at night than either younger or older adults, which does highlight the fact the question is measuring perception of safety and not actual safety.

Female respondents on average felt 19.5% less safe in the public areas of Glenorchy at night than male respondents.

The perception of safety using footpaths / pedestrian areas (7.16) and using cycle paths (7.07) was relatively positive, with more than half feeling “very safe” (8 or more), and around one-sixth feeling unsafe.

Introduction

Metropolis Research was commissioned by the Glenorchy City Council to undertake this *Community Satisfaction Survey* to explore a range of issues around community satisfaction with and expectations of Council.

The survey has been designed to measure community satisfaction with a range of Council provided services and facilities, as well as to explore community sentiment across a range of additional issues of concern in the community.

This research builds on satisfaction research previously conducted by the LGAT, and results are presented with a comparison to the state-wide results (where appropriate). The Glenorchy Council results in this report were sourced from both the LGAT survey and the follow-up Glenorchy survey.

The 2019 survey is comprised of the following:

- ⊗ Satisfaction with Council's overall performance and aspects of governance and leadership.
- ⊗ Importance of and satisfaction with a broad range of Council services and facilities.
- ⊗ Satisfaction with aspects of Council's customer service.
- ⊗ Issues of importance to address in the local municipality at the moment.
- ⊗ Perception of safety in the public areas of Glenorchy.
- ⊗ Satisfaction with aspects of population growth and housing.
- ⊗ Satisfaction with the air quality in Glenorchy.
- ⊗ Respondent profile.

Methodology

The survey was conducted as a telephone interview style survey of 250 residents contacted at random from across Glenorchy in 2019. Of these, 111 surveys were conducted as part of the LGAT survey conducted in January, February and March 2019, and 139 were conducted specifically for Glenorchy Council in June 2019.

Trained Metropolis Research survey staff conducted telephone interviews of approximately twenty minutes duration with residents.

Staff in the first instance asked if there was a younger person (aged 18 to 34 years) in the household who may wish to participate in the survey, in an attempt to increase the participation from this particularly hard to reach group. Telephone surveys have consistently been found to under-represent younger persons. The sample did under-represent young persons, and the final sample has therefore been weighted by age and gender, based on the 2016 *Census of Population and Housing*. This ensures that the overall results reflect accurately the views of the underlying population of Glenorchy.

Response rate and statistical significance

Metropolis Research attempted to contact a total of 2,208 residents with a view to inviting them to participate in the survey.

Of these, 1,265 either did not answer when called, or asked that they be called back at a later time, 691 refused to participate, and 252 completed the surveys.

This provides a response rate of 26.7% (of those invited to participate in the survey). Including all attempted contacts, the non-response rate was 11.4%.

The 95% confidence interval (margin of error) of these results is plus or minus 6.1%, at the fifty percent level. In other words, if a yes / no question obtains a result of fifty percent yes, it is 95% certain that the true value of this result is within the range of 43.9% and 56.1%. This is based on a total sample size of 250 respondents, and an underlying population of Glenorchy of approximately 46,000.

Glossary of terms

Measurable and statistically significant

A measurable difference is one where the difference between or change in results is sufficiently large to ensure that they are in fact different results, i.e. the difference is statistically significant. This is due to the fact that survey results are subject to a margin of error or an area of uncertainty.

Significant result

Metropolis Research uses the term *significant result* to describe a change or difference between results that Metropolis Research believes to be of sufficient magnitude that they may impact on relevant aspects of policy development, service delivery and the evaluation of performance and are therefore identified and noted as significant or important.

Somewhat / notable / marginal

Metropolis Research will describe some results or changes in results as being marginally, somewhat, or notably higher or lower. These are not statistical terms rather they are interpretive. They are used to draw attention to results that may be of interest or relevant to policy development and service delivery. These terms are often used for results that may not be statistically significant due to sample size or other factors but may provide some insight.

Ninety-five percent confidence interval

Average satisfaction results are presented in this report with the 95% confidence interval included. These figures reflect the range of values within which it is 95% certain that the true average satisfaction falls.

In this report, average scores (satisfaction, importance and agreement) are presented in graphs that display the average score and the 95% confidence interval. The confidence interval is represented by the blue vertical bar for each score. This has been done to assist readers in identifying scores that are measurably different.

The 95% confidence interval based on a one-sample t-test is used for the mean scores presented in this report. The margin of error for state-wide results in this report is plus or minus 2.8%. The confidence interval is larger for the region and council type breakdowns, as well as for the respondent profile breakdowns. Reference to statistical significance (measurable variation) is included in the analysis throughout the report.

Satisfaction categories

Metropolis Research typically categorises satisfaction results to assist in the understanding and interpretative of the results. These categories have been developed over many years as a guide to the scores presented in the report and are designed to give a general context, and are defined as follows:

- ⊗ **Excellent** - scores of 7.75 and above are categorised as excellent
- ⊗ **Very good** - scores of 7.25 to less than 7.75 are categorised as very good
- ⊗ **Good** - scores of 6.5 to less than 7.25 are categorised as good
- ⊗ **Solid** - scores of 6 to less than 6.5 are categorised as solid
- ⊗ **Poor** - scores of 5.5 to less than 6 are categorised as poor
- ⊗ **Very Poor** - scores of 5 to less than 5.5 are categorised as very poor
- ⊗ **Extremely Poor** – scores of less than 5 are categorised as extremely poor.

Council’s overall performance

Respondents were asked:

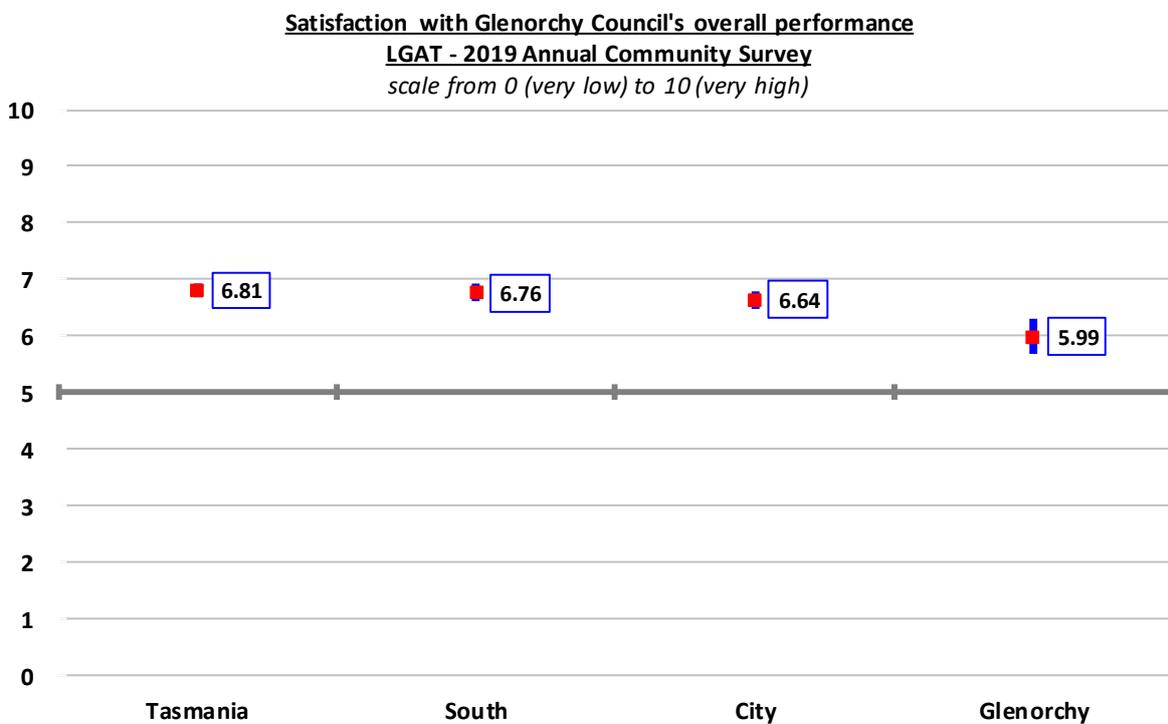
“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with the performance of Council across all areas of responsibility?”

The average satisfaction with the performance of Glenorchy City Council across all areas of responsibility (overall performance) was 5.99 out of ten, or a “poor” level of satisfaction.

This result is substantially lower than the 2015 survey result of 6.4. Metropolis Research notes that the 2015 result was measured using a different format, however the result is comparable.

This result is measurably and significantly lower than the state-wide average of 6.81, as well as the average of the Tasmanian South region councils (Brighton, Central Highlands, Clarence, Derwent Valley, Glamorgan / Spring Bay, Glenorchy, Hobart, Huon Valley, Kingsborough, Southern Highlands, Sorell, and Tasman), as well as the city councils (Burnie, Clarence, Devonport, Glenorchy, Hobart, Launceston).

Metropolis Research notes that this is an unusually low level of overall satisfaction with council, and appears to be significantly influenced by community perceptions around aspects of governance and leadership, planning and development issues. These are discussed in more detail in the following sections.

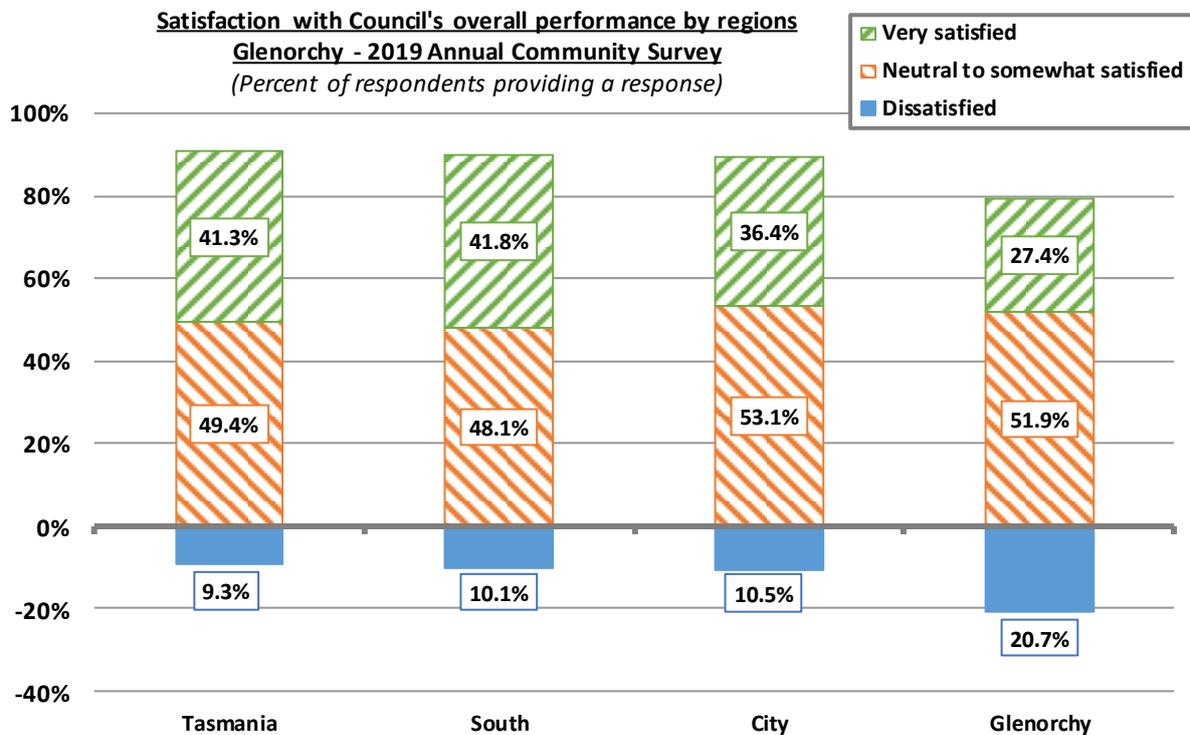


The following graph provides a breakdown of these results into the proportion of respondents who were “very satisfied” (rating satisfaction at 8 or more out of ten), those who were “neutral to somewhat satisfied (rating 5 to 7), and those who were dissatisfied (rating 0 to 4).

Whilst the average of Tasmania, the region and type of council were that a little more than one-third of respondents were very satisfied with their local council, a little more than one-quarter of Glenorchy respondents were very satisfied.

Conversely, whilst approximately ten percent of respondents across Tasmania, the region and type of council were dissatisfied with the overall performance of their local council, one-fifth of Glenorchy respondents were dissatisfied.

The fact that one-fifth (20.7%) of respondents were dissatisfied with Council’s overall performance is a significant finding in this report. This is a unusually large proportion in the experience of Metropolis Research measuring community satisfaction with local government (mainly in Victoria) over the last eighteen years.



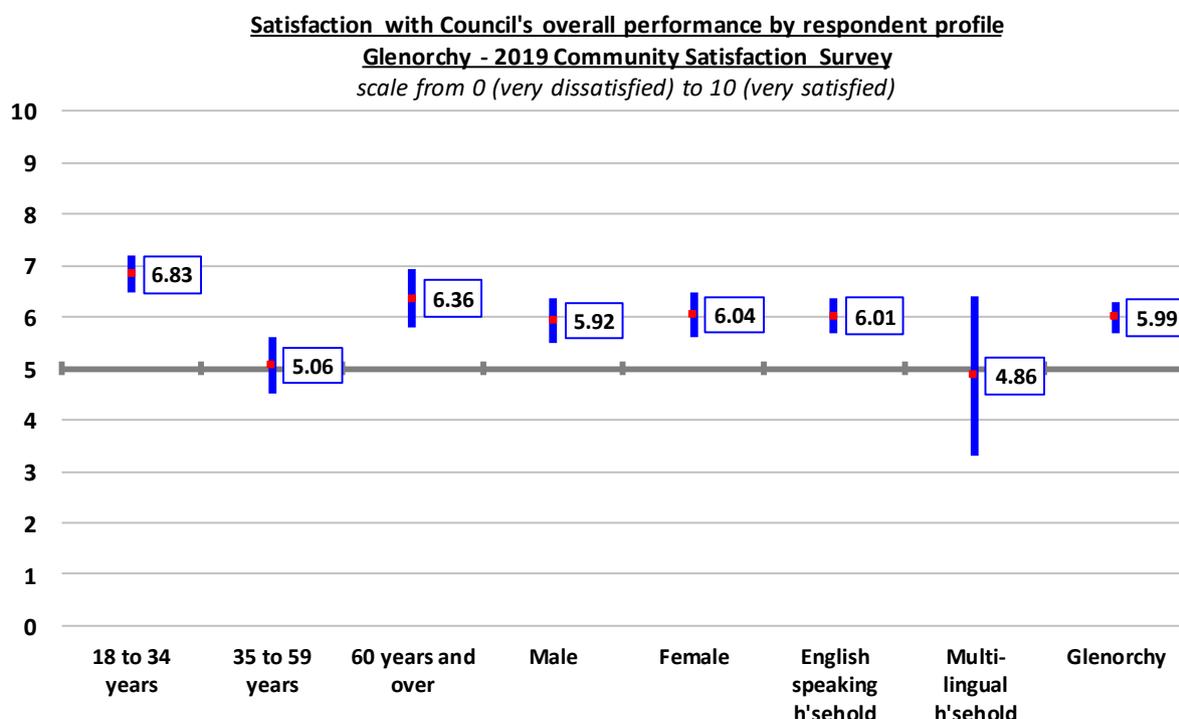
Overall performance by respondent profile

Whilst conscious of the relatively small sample size, Metropolis Research does note that adults aged 35 to 59 years were measurably and significantly less satisfied with Council’s overall performance than the municipal average.

Metropolis Research notes that adults aged 35 to 59 years, on average rated satisfaction at a level best categorised as “very poor”. Whilst it is well established that middle-aged men in particular are often the least satisfied with many questions, including satisfaction with life as a whole, this is an unusually low result.

There was no meaningful variation in satisfaction with Council’s overall performance observed between male and female respondents.

Attention is however drawn to the fact that the small sample of twenty-two respondents from multi-lingual households were significantly, albeit not measurably less satisfied than respondents from English speaking households.



Reasons for dissatisfaction with Council’s overall performance

Respondents dissatisfied with Council’s overall performance were asked:

“If satisfaction with Council’s overall performance rated less than 5, why do you say that?”

A total of forty-seven responses were received from respondents dissatisfied with the performance of Council across all areas of responsibility.

Consistent with the results to other questions in the survey, a large number of the comments received from dissatisfied respondents related to the perception of governance and leadership related aspects of performance.

There were also a number of comments around communication, which is often found in situations where governance and leadership concerns are evident.

There were very few comments relating to specific services and facilities.

Reasons for dissatisfaction with the performance of Council across all areas of responsibility

Glenorchy - 2019 Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
Because the Councillors are self serving	3
Rates have gone up, too expensive	3
Don't like the way they govern / do things	2
Lack of transparency and communication	2
Not responsive	2
Do not hear from the Council at all, only during elections	1
Do not take actions to people's complaints when they ring up	1
Do things for their own good. All suggestions are blocked. No say in taxes	1
Due to incredible increase of rates. Council doing nothing	1
Fail to follow up on issues	1
Green waste composting	1
Lack of consultation, unexplained expenses	1
Lack of respect and trust	1
Last Council was terrible	1
Last Council went broke in fighting and bickering	1
Less value for money	1
Mind made up first and doesn't listen to community feedback	1
Most notorious and expensive	1
Needs to be way better and reduce rates	1
Not impressed at all	1
Not seeing why the rates go up	1
People live in my area have drainage issues	1
Poor management	1
Rate payers are not being given their adequate respect and services	1
Rude	1
Should give residents more power, the Council is abusing the power	1
So many hassles over the past years	1
Spend a lot of money but no result	1
Stuff happened in the Council seems not very responsible, not fix the problems	1
The Council doing things closed doors, every time we bring up a topic, a resident will get shut down	1
The infighting	1
They are poor and not accountable	1
They don't address complaints. Worst Council ever	1
They don't communicate with people	1
They don't do anything to help anybody	1
They don't listen to people	1
They don't seem to be doing much in the area	1
Things have gone down and it has become all about money and fund raising	1
Waste of time and space	1
We never see anyone and receive anything, just the mess. The Council should be shut down	1
Total	47

Correlation between issues and satisfaction with overall performance

The following graph provides a breakdown of satisfaction with the local council's overall performance for respondents that identified each of the top nine issues to address in the municipality at the moment.

The detailed results for the top issues to address in the municipality are discussed in the *Current Issues to address in the Municipality* section of this report.

These results are presented to provide some insight into whether respondents that identified these issues were more or less satisfied with Council's overall performance than the average satisfaction (5.99).

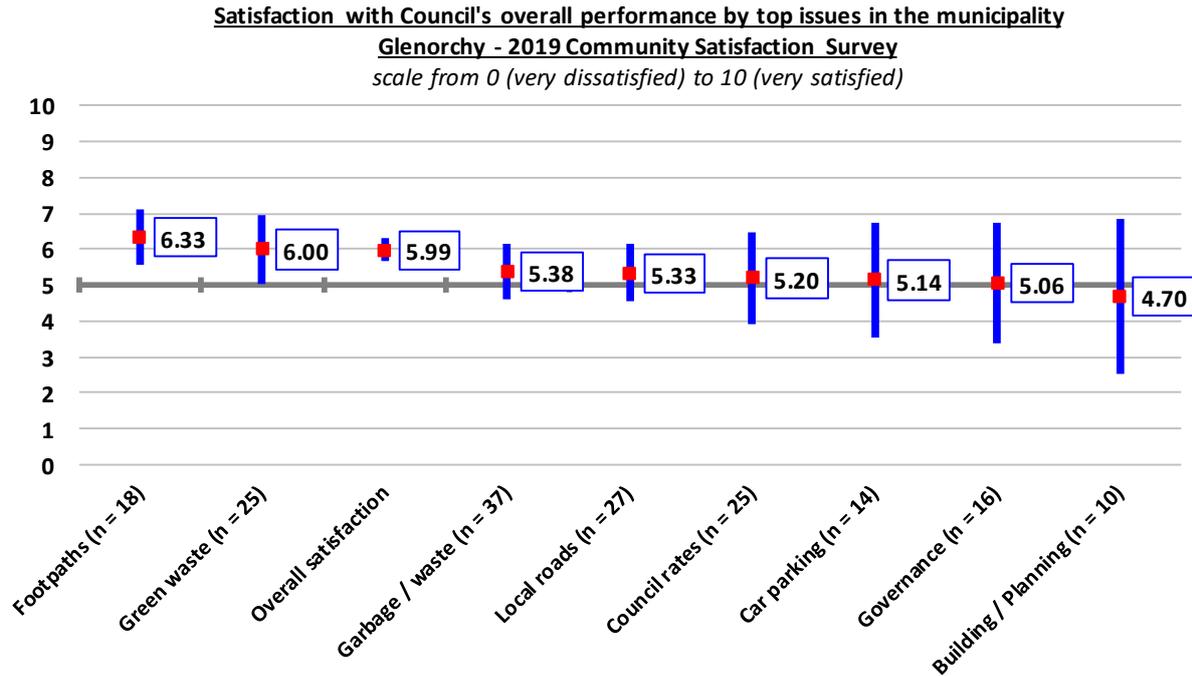
These results do not prove a causal link between the issues and overall satisfaction with council, however they do provide insight into whether these issues are exerting a positive or negative influence on the respondents' satisfaction with the performance of council.

Metropolis Research advises a note of caution in the interpretation of these results given the small sample sizes, however it is clear that a number of issues are likely to exert a negative influence on respondents' satisfaction with Council's overall performance.

This is particularly true in relation to garbage and waste, local roads, Council rates, car parking, Council governance and accountability related issues as well as issues with building, housing, planning and development issues.

Metropolis Research notes that many of these issues are often found to be negative influences on overall satisfaction for the respondents that are concerned about these issues. This is most evident in relation to governance, rates, roads, car parking, and building and planning issues.

It is almost always the case that respondents who consider these issues to be the most important issues to address in their municipality are less satisfied with their local council's overall performance as a result of these issues.



Most important thing to improve Council performance

Respondents were asked:

“What is most important thing your council could do to improve its performance?”

Respondents were asked to nominate the single most important thing that they believe Council could do to improve its performance. A total of 205 of the 251 respondents provided a response, as outlined in the following table.

The results have been broadly categorised for ease of analysis and understanding.

The five most commonly nominated ways that respondents believe Council could improve its performance were rates (17.1%), improvements to Council governance, performance, accountability and reputation (13.5%), Council being more responsive, proactive, engaged, accessible or consultative (9.2%), improvements to communication with the community (7.6%), and improvements in relation to planning, housing and development (6.8%).

As is clearly outlined in the table, there were a wide range of other improvements suggested by a relatively small number of respondents.

Most important thing Council could do to improve its performance
Glenorchy - 2019 Community Satisfaction Survey
(Number and percent of total respondents)

<i>Aspect</i>	<i>2019</i>	
	<i>Number</i>	<i>Percent</i>
Rates	43	17.1%
Governance, performance, accountability, reputation	34	13.5%
Responsive, proactive, engaged, accessible, consultative	23	9.2%
Communication	19	7.6%
Planning, development, housing	17	6.8%
Roads maintenance and repairs	8	3.2%
Garbage rubbish and waste	7	2.8%
Customer service	4	1.6%
Community services	3	1.2%
Visibility of Council	3	1.2%
Car parking facilities	2	0.8%
Cleanliness / maintenance of area	2	0.8%
Financial management	2	0.8%
Green waste collection	2	0.8%
Tip costs	2	0.8%
Action recommendation report / audit	1	0.4%
Amalgamation	1	0.4%
Beautification of area	1	0.4%
Drains maintenance and repairs	1	0.4%
Environment	1	0.4%
Footpath maintenance and repairs	1	0.4%
General infrastructure	1	0.4%
Health and medical	1	0.4%
Keep up the good work	1	0.4%
Look after the community	1	0.4%
Parks, gardens and open spaces	1	0.4%
Public transport	1	0.4%
Staff quality and number	1	0.4%
Tourism	1	0.4%
Traffic management	1	0.4%
Water management	1	0.4%
Other issues n.e.i	18	7.2%
Not stated	46	18.3%
Total	251	100%

Governance and leadership

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with the following aspects of Council’s performance?”

Respondents were asked to rate their personal satisfaction with five aspects of governance and leadership, as outlined in the following graphs.

Satisfaction with these five aspects can best be summarised as follows:

- **Solid** – for the responsiveness of Council to local community needs, Council’s representation, lobbying and advocacy, Council’s community consultation and engagement, and Council’s performance making decisions in the interests of the community. Approximately one-third of respondents were very satisfied with each of these aspects (rating satisfaction at 8 or more), whilst approximately one-fifth were dissatisfied (rating 0 to 4).
- **Poor** – for Council’s performance maintaining the trust and confidence of the local community. Whilst a little less than one-quarter of respondents were very satisfied with this aspect, a similar proportion were dissatisfied.

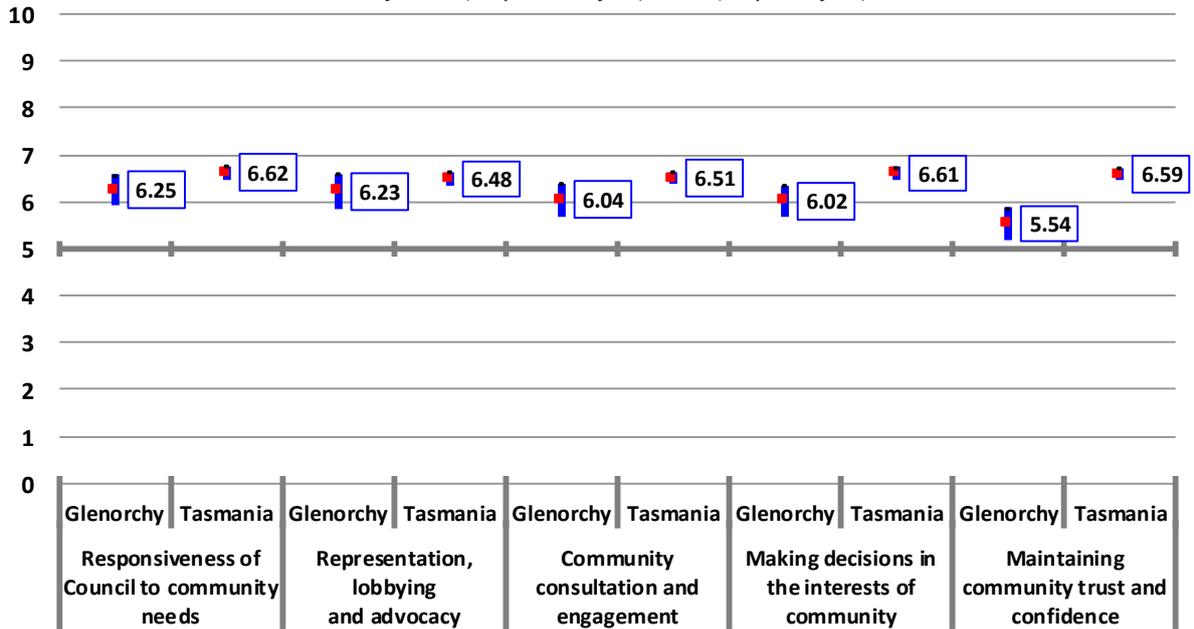
As is evident in the graph below, satisfaction with governance and leadership was substantially lower in Glenorchy Council than the state-wide average. The lower satisfaction in Glenorchy compared to the state-wide average was statistically significant in relation to making decisions in the interests of the community and in maintaining community trust and confidence.

Metropolis Research notes that issues around Council governance, performance, accountability and reputation were the most commonly nominated issues to address in the City of Glenorchy, with 18.3% of respondents nominating these issues. This is more than three times the Tasmanian state-wide average of 5.1%.

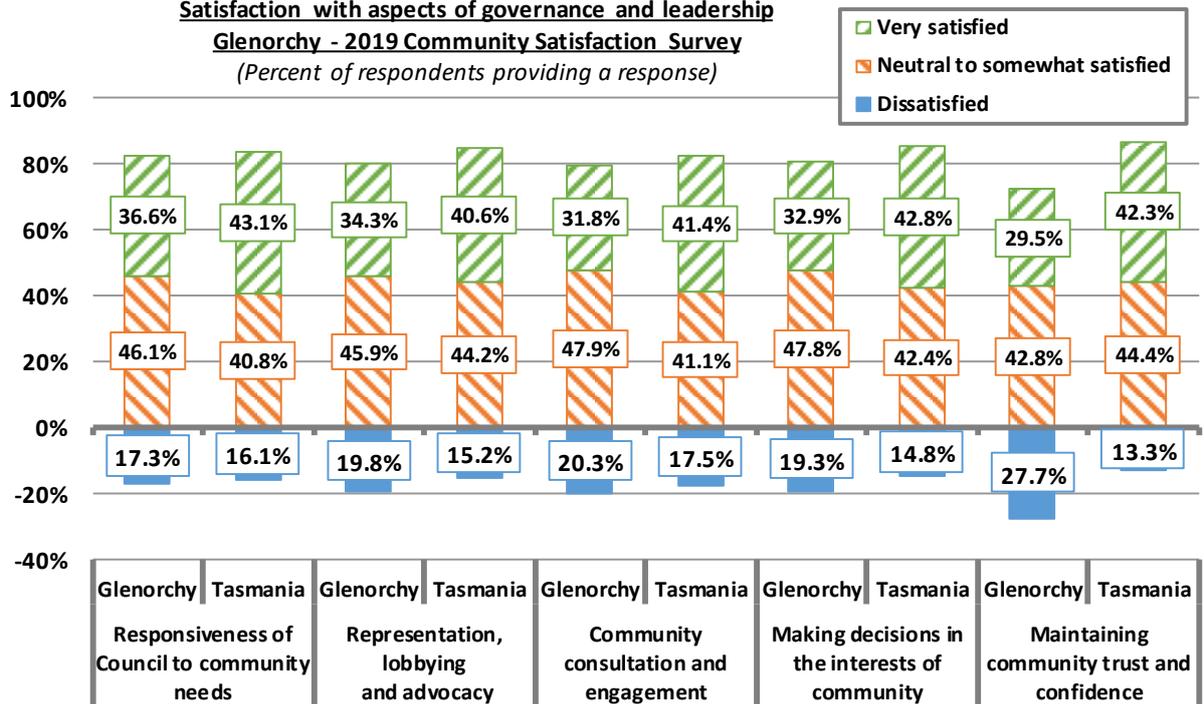
As discussed in the overall performance section of this report, respondents who nominated these governance related issues were measurably and significantly less satisfied with Council’s overall performance than the average of all respondents, rating satisfaction at just 5.06 compared to the municipal average of 5.99.

When read in conjunction with the fact that the average satisfaction with Council services and facilities was 6.96, these governance and leadership satisfaction and the issues results confirm the view that the lower satisfaction with Glenorchy Council’s overall performance is significantly influenced by the extent of community concern around the perceived governance and leadership performance of Council.

Satisfaction with aspects of governance and leadership
Glenorchy - 2019 Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with aspects of governance and leadership
Glenorchy - 2019 Community Satisfaction Survey
 (Percent of respondents providing a response)



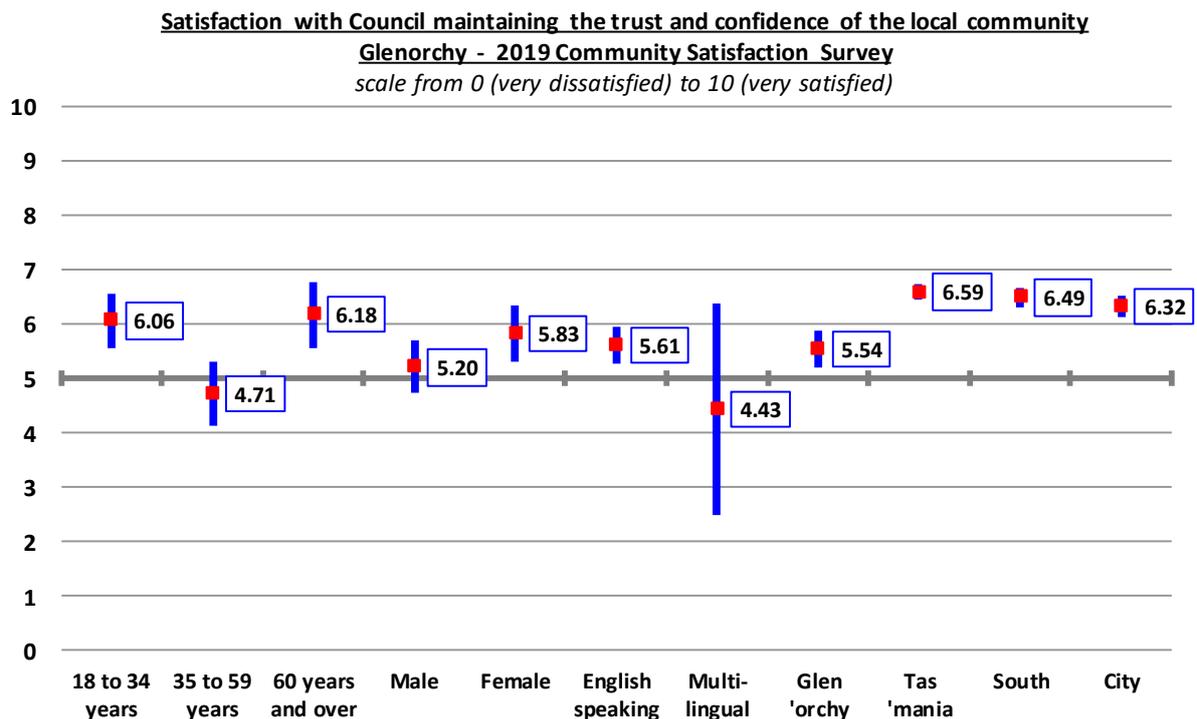
Maintaining community trust and confidence

The following graph provides a breakdown of satisfaction with Council’s performance maintaining the trust and confidence of the local community by age structure and gender within Glenorchy.

The graph also provides a comparison to the Tasmanian, southern region and city councils’ averages.

Attention is drawn to the following variation:

- **Adults (aged 35 to 59 years)** – respondents were measurably and significantly less satisfied than average.
- **Gender** – male respondents were significantly, albeit not measurably less satisfied than female respondents.
- **Language spoken at home** – the small sample of respondents from multi-lingual households were substantially, albeit not measurably less satisfied than respondents from English speaking households.



Importance of and satisfaction with Council services

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community, and your personal level of satisfaction with each of the following Council provided services?”

Respondents were asked to rate first the importance of each of the twenty-nine included council-provided services and facilities, and then their personal satisfaction with each service.

The services are broken into two groups, firstly fifteen core services with which all respondents are asked to rate satisfaction, and secondly fourteen non-core services. For these non-core services respondents were asked if they or a member of their household has used the service in the last twelve months, and then they are asked to rate satisfaction only with those services that they or a member of their household have used.

Importance of Council services and facilities to the community

The average importance of these twenty-nine services and facilities was 8.58 out of ten. This result is marginally lower than the state-wide average of 8.88.

Metropolis Research notes that on average, respondents rated all twenty-nine services as being of moderate to high importance, with average importance scores ranging from a low of 7.64 for Council’s website / social media to a high of 9.50 for the regular garbage collection service.

The table includes at the left hand side, a breakdown of the importance of the twenty-nine services, with six services being measurably more important than the average of all services (8.58), and seven services being measurably less important than the average of all services.

In the experience of Metropolis Research, services such as the garbage and recycling services, health and human services tend to consistently be rated as more important than other services.

Conversely, it is often the case that communication services, arts and cultural services and facilities, and to a lesser extent some sports and recreation services tend to be of lower than average importance. In relation to communication services, this reflects the fact that residents consider it more important that Council provide services than informing the community about issues. In relation to arts and culture and sports and recreation facilities, the fact that only a subset of the community are likely to be using these services and facilities tends to result in marginally lower average importance.

Comparison to the Tasmania average importance

When compared to the average of Tasmania, attention is drawn to the following:

- **Higher than average importance in Glenorchy** – includes the provision and maintenance of cycle paths (0.4% higher), and regular recycling / green waste recycling services (0.2% higher).
- **Lower than average importance in Glenorchy** – includes the provision of information from Council (5.4% lower), Council's website / social media (5.3% lower), museums / galleries / public art (4.7% lower), community events and festivals (3.7% lower), the provision and maintenance of parks, gardens and playgrounds (3.3% lower), promoting local economic development / tourism (3.2% lower), the provision of community support services / social welfare assistance (3.1% lower), and the provision and maintenance of local roads (3.0% lower).

Importance of selected Council services and facilities

Glenorchy - 2019 Community Satisfaction Survey

(Number and index score scale 0 - 10)

	Service / facility	Number	2019			Tas
			Lower	Mean	Upper	'mania
Higher than average	Regular garbage collection service	248	9.36	9.50	9.64	9.50
	Regular recycling / green waste recycling services	241	9.05	9.19	9.32	9.17
	The maintenance and cleaning of public areas	247	8.95	9.11	9.26	9.20
	Council's enforcement of hygiene standards of food outlets, restaurants	110	8.86	9.08	9.29	na
	Provision and maintenance of footpaths/pedestrian areas	243	8.91	9.07	9.24	9.17
	Emergency and disaster management and recovery	220	8.83	8.99	9.14	9.18
Average importance	Council's immunisation programs	106	8.70	8.96	9.22	na
	Drains / stormwater maintenance and repairs	241	8.78	8.96	9.13	9.22
	Environmental protection	228	8.76	8.93	9.09	9.10
	Provision and maintenance of public toilets	238	8.77	8.92	9.07	9.16
	Provision and main. of parks, gardens and playgrounds	240	8.68	8.85	9.02	9.15
	Street lighting	244	8.64	8.85	9.06	9.00
	Planning for what types of buildings should be developed and where	213	8.67	8.83	9.00	8.95
	Provision and maintenance of local roads	246	8.58	8.79	8.99	9.05
	The management of local traffic	242	8.58	8.78	8.98	8.99
	Provision of adequate / affordable parking	227	8.42	8.65	8.89	8.89
	Provision of community support services / social welfare assistance	222	8.35	8.55	8.76	8.82
	Road slashing and weed control	114	8.18	8.46	8.74	na
	Recreation / Aquatic Centres / sporting facilities	233	8.22	8.42	8.61	8.66
	Promoting local economic development / tourism	208	8.18	8.41	8.65	8.69
	Provision and maintenance of cycle paths	238	8.11	8.35	8.59	8.32
	Information and directional signage of public areas / pedestrian paths	115	7.97	8.29	8.60	na
Lower than average	Community events and festivals	231	7.95	8.15	8.36	8.46
	The provision of information from Council	214	7.82	8.12	8.41	8.59
	Building and / or plumbing approvals process	194	7.53	7.77	8.01	na
	Council's communication (print media, letters, flyers, posters, etc)	104	7.35	7.73	8.11	na
	Museums / galleries / public art	233	7.49	7.72	7.94	8.10
	Planning decisions as they apply to your development or use	93	7.31	7.71	8.11	na
	Council's website / social media	213	7.37	7.64	7.91	8.06
Average importance			8.36	8.58	8.79	8.88

Satisfaction with Council services and facilities

The average satisfaction with the twenty-nine services and facilities included on the survey form was 6.96, a level of satisfaction best categorised as “good”. Metropolis Research notes that the average satisfaction with Council services and facilities was measurably and significantly (16.2%) higher than average satisfaction with Council’s overall performance.

As discussed elsewhere in this report, the fact that satisfaction with services and facilities is measurably higher than overall satisfaction with Council reflects well on the performance of Council providing services and facilities. It also highlights the fact that it is the lower than average satisfaction with aspects of Council’s governance and leadership performance that is the major negative influence on satisfaction with Council’s overall performance.

This average satisfaction of 6.96 is measurably lower than the Tasmanian state-wide average of 7.30. Having said that, it is important to note that there were five services and facilities included in the Glenorchy survey that were either not included in the state-wide survey or were included in the state-wide survey in a different format. These include immunisation, informational and directional signage, Council’s communication, road slashing and weed control, planning decisions as they apply to your development, and building and / or plumbing approvals.

Metropolis Research notes that the planning and building / plumbing services recorded significantly lower levels of satisfaction than other services, and this will have been a significant factor underpinning the lower average satisfaction with services and facilities recorded in Glenorchy this year. Excluding these two services from the results, average satisfaction with the twenty-seven Glenorchy services and facilities was 7.14, only marginally lower than the state-wide average.

Relative satisfaction with Council services and facilities

The average satisfaction with the twenty-nine services and facilities included in the survey can best be summarised as follows:

- **Excellent** – for museums / galleries / public art, Council’s immunization programs, community events and festivals, Council enforcement of hygiene standards of food outlets and restaurants, street lighting, and recreation / aquatic centres / sporting facilities.
- **Very Good** – for regular recycling / green waste recycling services, the provision and maintenance of parks, gardens and playgrounds, the provision and maintenance of cycle paths, regular garbage collection service, the provision of community support services / social welfare assistance, emergency and disaster management recovery, and information and directional signage of public areas / pedestrian paths.
- **Good** – for Council’s communication, environment protection, drains and stormwater maintenance and repairs, the maintenance and cleaning of public areas, road slashing and weed control, the provision and maintenance of footpath / pedestrian areas, the provision of adequate / affordable parking, and the provision of information from Council.

- **Solid** – for promoting local economic development / tourism, planning for what types of buildings should be developed and where, the management of local traffic, Council’s website / social media, and the provision and maintenance of local roads.
- **Poor** – for the provision and maintenance of public toilets.
- **Extremely poor** – for the planning decisions as they apply to your development or use, and building and / or plumbing approvals process.

Comparison to the Tasmania average satisfaction

Satisfaction with seven of the twenty-two services and facilities that were included in both the Glenorchy and state-wide surveys was somewhat higher in Glenorchy City Council than the Tasmania average, whilst satisfaction with fifteen services and facilities was lower.

Attention is drawn to the following variations in satisfaction with services and facilities between Glenorchy City Council and the average of Tasmania:

- **Higher than average satisfaction in Glenorchy** – the provision and maintenance of cycle paths (4.0% higher), recreation / Aquatic Centres / sporting facilities (3.2% higher), and Museums / galleries / public art (3.1% higher).
- **Lower than average satisfaction in Glenorchy** – the provision and maintenance of public toilets (14.5% lower), Council’s website / social media (10.0% lower), regular garbage collection service (7.7% lower), the provision and maintenance of local roads (6.4% lower), promoting local economic development / tourism (6.2% lower), the maintenance and cleaning of public areas (5.5% lower), and the provision and maintenance of footpaths / pedestrian areas (5.0% lower).

Comparison to the 2015 survey results

There were a number of services included in the 2019 survey that were included in the 2015 survey using identical or comparable wording, as follows:

- *“Council enforcement of hygiene standards of food outlets, restaurants and public facilities”* was 7.86 in 2019, measurably higher than the 2015 result for *“hygiene standards of food outlets, restaurants and public facilities”* of 6.8.
- *“Provision and maintenance of parks, gardens, and playgrounds”* was 7.66 in 2019, marginally higher than the 2015 result for *“parks and playgrounds”* of 7.4.
- *“Council’s immunisation programs”* was 7.99 in 2019, and with identical wording in 2015, recorded the same result of 8.0.
- *“Roadside slashing and weed control”* was 6.90 in 2019, measurably and significantly higher than the 2015 result of 5.8, which had identical wording.
- *“Planning decisions as they apply to your development or use”* was 4.92 in 2019, almost identical to the 2015 result of 5.0, using the same wording. Very small samples however.

Satisfaction with selected Council services and facilities

Glenorchy - 2019 Community Satisfaction Survey

(Number and index score scale 0 - 10)

	Service / facility	Number	2019		Tas	
			Lower	Mean	Upper	'mania
Higher than average	Museums / galleries / public art	92	8.03	8.32	8.61	8.07
	Council's immunisation programs	22	7.06	7.99	8.91	na
	Community events and festivals	103	7.69	7.96	8.24	7.89
	Council enforcement of hygiene standards of food outlets, restaurants	70	7.49	7.86	8.24	na
	Street lighting	238	7.54	7.81	8.07	7.70
	Recreation / Aquatic Centres / sporting facilities	106	7.54	7.80	8.06	7.56
	Regular recycling / green waste recycling services	181	7.35	7.68	8.01	7.83
	Parks, gardens and playgrounds (provision and maintenance)	241	7.44	7.66	7.88	7.83
	Provision and maintenance of cycle paths	105	7.25	7.62	8.00	7.33
Average satisfaction	Regular garbage collection service	249	7.17	7.52	7.87	8.15
	Provision of community support services / social welfare assistance	45	6.77	7.47	8.16	7.70
	Emergency and disaster management and recovery	23	6.94	7.43	7.93	7.57
	Information and directional signage of public areas / pedestrian paths	113	6.96	7.29	7.62	na
	Council's communication (<i>print media, letters, flyers, posters, etc</i>)	77	6.72	7.13	7.53	na
	Environmental protection	221	6.84	7.12	7.40	7.19
	Drains / stormwater maintenance and repairs	238	6.68	7.00	7.32	6.99
	The maintenance and cleaning of public areas	247	6.60	6.90	7.21	7.30
	Road slashing and weed control	115	6.52	6.90	7.29	na
	Footpaths / pedestrian areas (provision and maintenance)	244	6.57	6.87	7.17	7.23
	Provision of adequate / affordable parking	226	6.51	6.85	7.19	6.80
	The provision of information from Council	210	6.52	6.84	7.16	7.03
	Promoting local economic development / tourism	193	6.19	6.48	6.76	6.90
	Planning for what types of buildings should be developed and where	191	6.12	6.47	6.81	6.66
	The management of local traffic	239	6.14	6.45	6.76	6.49
	Council's website / social media	67	5.80	6.28	6.76	6.97
Lower than average	Provision and maintenance of local roads	246	5.76	6.08	6.40	6.49
	Provision and maintenance of public toilets	130	5.47	5.86	6.26	6.86
	Planning decisions as they apply to your development or use	12	3.33	4.92	6.51	na
	Building and / or plumbing approvals process	26	2.42	3.36	4.29	na
Average satisfaction			6.53	6.96	7.39	7.30

Importance and satisfaction cross tabulation

The following graph provides a cross-tabulation of the average importance of each of the twenty-nine included Council provided services and facilities against the average satisfaction with each service and facility.

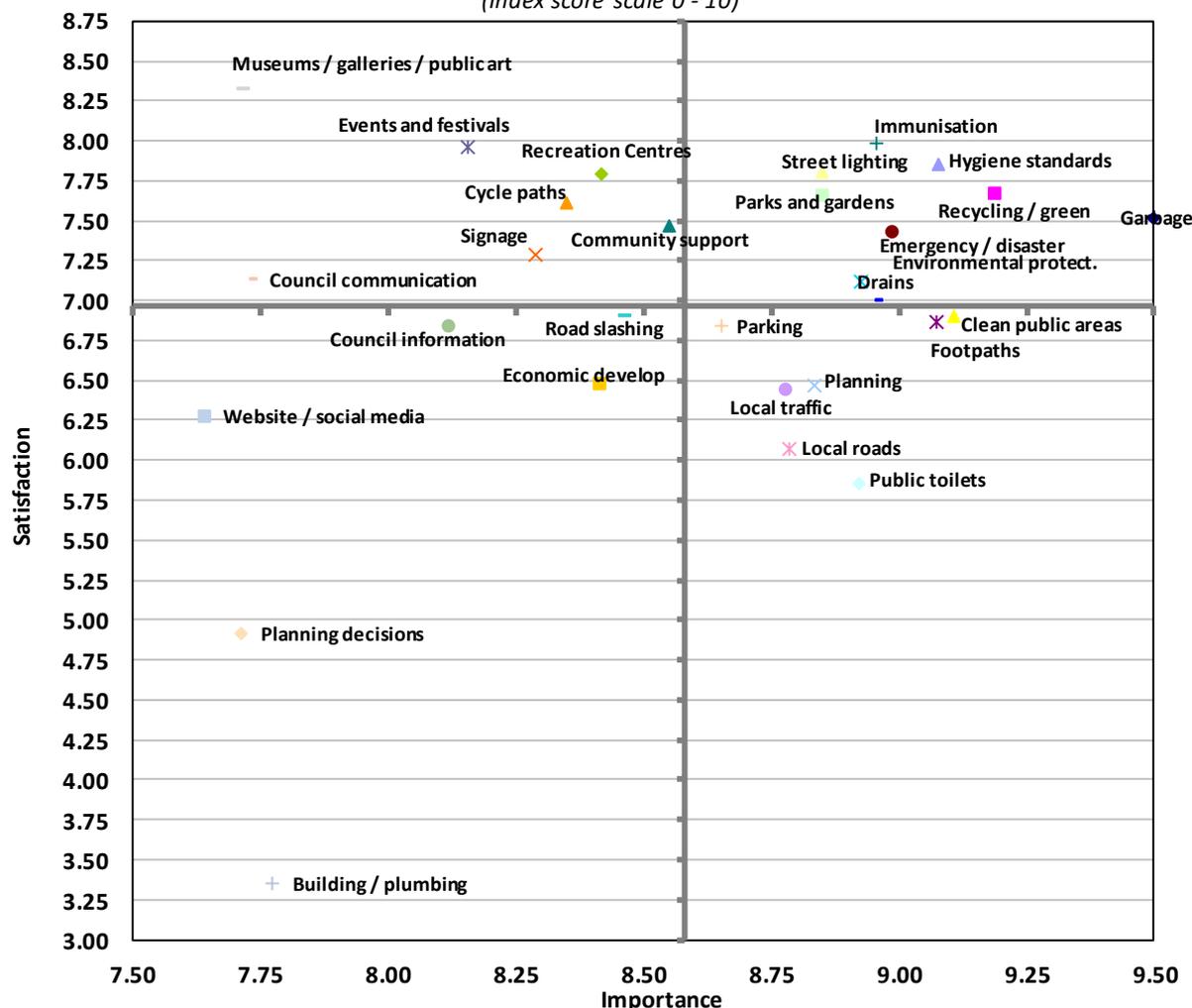
The blue cross-hairs represent the average importance (8.58) and the average satisfaction (6.96).

Services located in the top right-hand quadrant are therefore more important than average and have obtained higher than average satisfaction. The services and facilities in the lower right-hand quadrant are those that are more important than average, but with which respondents were less satisfied than average. This quadrant represents the services and facilities of most concern.

Attention is drawn to the following:

- Many of the most important services and facilities were also those with the highest levels of satisfaction, including all the waste collection services, emergency and disaster management and recovery, lighting, parks, gardens and playgrounds, and the community support and immunisation services.
- The services and facilities of most concern were local traffic management, local roads, public toilets, and planning for what buildings are developed where.
- The communication services and facilities tended to be of slightly lower than average importance, and slightly lower than average satisfaction. The lower than average satisfaction may be a result, at least in part, of the lower importance respondents place on these services. This is often the case in similar research conducted elsewhere.
- The arts and cultural and recreation services and facilities were mostly of lower than average importance, but higher than average levels of satisfaction. The lower than average importance may reflect the fact that these services and facilities are considered less critical than core services such as waste services, and they are used by only a subset of the community.
- The processing of building and plumbing permits as well as planning decisions affecting the respondent's development or use were of significantly lower than average importance and satisfaction. This is a common result, and reflects the fact that these are complicated services to provide, and that Council cannot guarantee outcomes. That said, Metropolis Research notes that the small sample of respondents that had used these services were considerably less satisfied than has commonly been observed by Metropolis Research elsewhere.

Importance of and satisfaction with Council services
Glenorchy - 2019 Community Satisfaction Survey
 (Index score scale 0 - 10)



Satisfaction by broad service areas

The twenty-nine council provided services and facilities included in the survey have been broadly categorised into eight groups for ease of analysis and understanding. These eight groups are as follows:

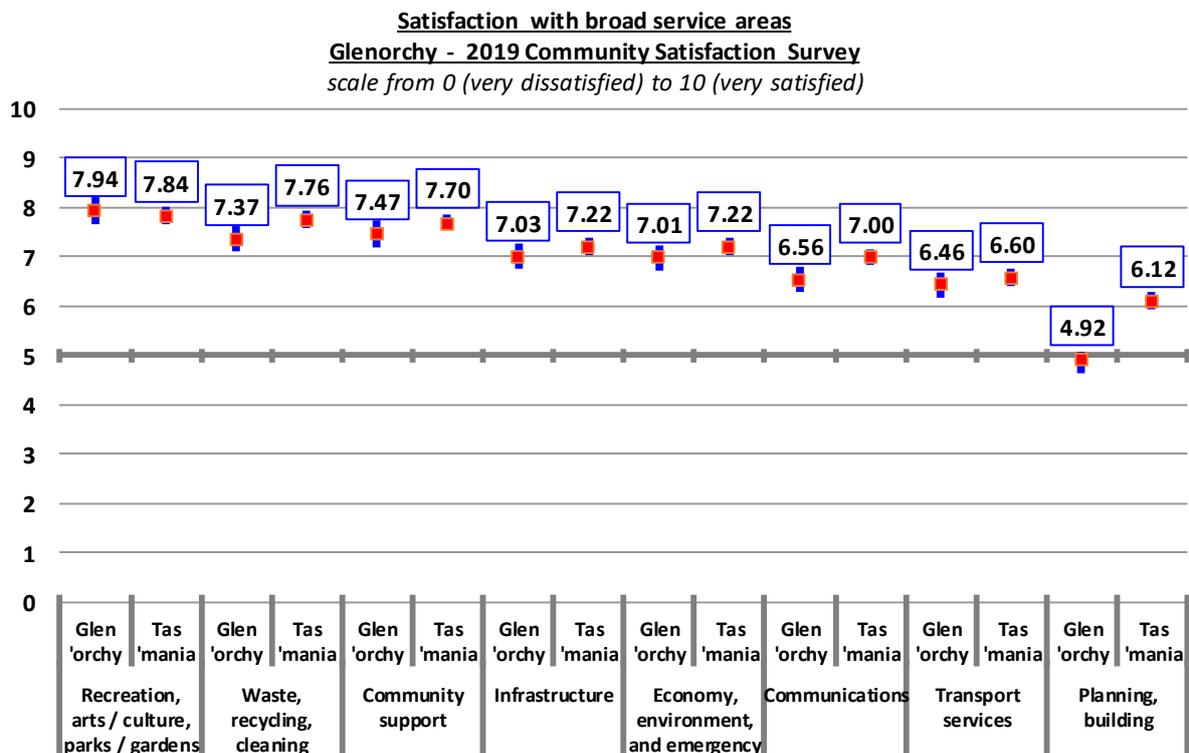
- **Recreation, arts and culture, parks and gardens** – including museums, galleries, and public art; community events and festivals; parks, gardens and playgrounds; recreation and aquatic centres, and sports facilities.
- **Waste, recycling, and cleaning** – including the regular garbage collection service, regular and green waste recycling; and the maintenance and cleaning of public areas.
- **Community support** – including community support services, social welfare, and Council’s immunisation programs.
- **Infrastructure** – including street lighting; the provision and maintenance of cycle paths; footpaths and pedestrian areas, drains and stormwater maintenance and repairs; and the provision and maintenance of public toilets.

- **Economy, environment, and emergency** – includes emergency and disaster management and recovery; environmental protection; and local economic development and tourism.
- **Communications** – includes the provision of information from council, council’s website and social media presence, Council’s communication, and information and directional signage of public areas and pedestrian pathways.
- **Roads, traffic, and parking** – includes the management of local traffic; the maintenance and repair of local roads; the provision of adequate and affordable parking.
- **Planning and building** – includes planning for what types of buildings should be developed and where, planning decisions as they apply to your development or use, and building and / or plumbing approvals process.

In addition to these broad service areas, the survey also includes importance of and satisfaction with Council enforcement of hygiene standards of food outlets, restaurants and public facilities, as well as road slashing and weed control. These services have not been included in the following average results to ensure comparability to the state-wide averages.

Respondents in Glenorchy on average were marginally more satisfied with recreation, arts and culture services than the state-wide average. They were however marginally less satisfied than the state-wide average with waste and recycling, community support, infrastructure, economy / environment / emergency management, communications, and transport services.

Respondents in Glenorchy were however measurably and significantly less satisfied than the state-wide average with planning and building services and outcomes. It is important to bear in mind that the Glenorchy survey did include two more detailed questions for this area than the state-wide survey, which may well have exaggerated somewhat the lower satisfaction.



Reasons for dissatisfaction with specific services

The Glenorchy survey included provision for respondents dissatisfied with three services, including footpaths / pedestrian areas, Council’s communication, and the provision and maintenance of cycle paths.

The verbatim comments received from dissatisfied respondents are outlined in the following tables.

Provision and maintenance of footpaths / pedestrian areas

The most common reasons why respondents were dissatisfied with the provision and maintenance of footpaths and pedestrian areas is the quality of the footpaths, with broken, cracked, and uneven surfaces often mentioned.

Reasons for dissatisfaction with footpaths / pedestrian areas
LGAT - 2019 Community Satisfaction Survey
(Number and percent of total respondents)

<i>Response</i>	<i>Number</i>
A lot of tripping hazards	1
Bad condition of footpaths	1
Broken pavements and bad service	1
Cracked	1
Cracked - need repairs	1
Disgrace of footpath, broken and easy to trip over	1
Don't have one. Development of houses but no footpath.	1
Footpath falling apart, not good enough for children, elderly and is not wheel chair accessible	1
Lack of pedestrian crossings for elderly and disabled	1
Lot of tripping hazards	1
Lots of cracks and needs repairs	1
Not good to walk on at all	1
Not maintained. They closed it off for 4 weeks.	1
Razed footpath. No checking. Tripping hazards	1
Some are undulating	1
Terrible - roads are pushing out trees in CBD	1
There are places where you can trip over	1
They don't maintain them properly	1
Too many potholes	1
Undulating surfacing	1
Up and down. Easy to fall on	1
Total	43

Council's communication

The main reasons why respondents were dissatisfied with Council's communication activities were a perception that they do not receive information or that the information was not relevant to the respondent. It is important to bear in mind that just seven of the 251 respondents were dissatisfied with Council's communication.

Reasons for dissatisfaction and potential improvements to Council's communication

LGAT - 2019 Community Satisfaction Survey

(Number and percent of total respondents)

<i>Response</i>	<i>Number</i>
<i>Reasons for dissatisfaction</i>	
No information received.	1
Not communicated properly	1
Not relevant to me	1
They only tell you whatever they put out, not answer our questions	1
Things are not coordinated	1
Too much information received	1
Not stated	1
Total	7
<i>Potential improvements</i>	
More open and come to talk to the people	1
One on one communications with the residents	1
Should be on the website, using paper has to cut many trees	1
Not stated	4
Total	7

Provision and maintenance of cycle paths

The main reasons for dissatisfaction with cycle paths is outlined in the following table.

Reasons for dissatisfaction with cycle paths

LGAT - 2019 Community Satisfaction Survey

(Number and percent of total respondents)

<i>Response</i>	<i>Number</i>
It could be made better	1
No indication of where pedestrian and cycling path are together. No signage.	1
Stupid places. They go on the road.	1
Not stated	6
Total	9

Customer service

Contact with Council in the last twelve months

Respondents were asked:

“Have you contacted Council in the last twelve months?”

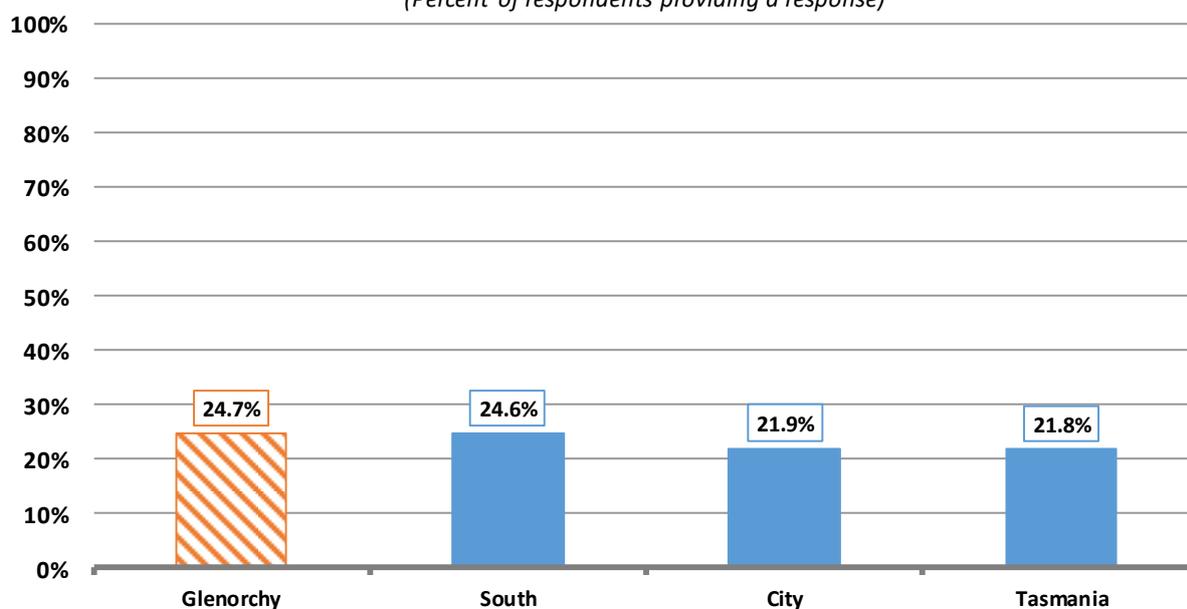
Approximately one-quarter (24.7%) of respondents reported that they had contacted Glenorchy Council in the last twelve months.

Contacted Council in the last twelve months
Glenorchy - 2019 Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2019	
	Number	Percent
Yes	62	24.7%
No	189	75.3%
Total	251	100%

This result is marginally, but not measurably higher than the state-wide average of 21.8%.

Contacted Council in the last twelve months by region and type of council
Glenorchy - 2019 Community Satisfaction Survey
(Percent of respondents providing a response)



Forms of contact

Respondents who had contacted Council were asked:

“When you last contacted the Council, was it?” / “What method of contact do you most frequently use to contact Council?”

This question was asked in two different ways in the two surveys conducted as part of this report. In the LGAT survey respondents were asked how they last contacted Council, whilst in the Glenorchy survey they were asked how they most frequently contact Council.

Given the small sample size of just sixty-two respondents who had contacted Council in the last twelve months, the results to these two questions have been combined.

It is noted that respondents in Glenorchy were marginally less likely than the state-wide average to visit council in person, and slightly more likely to contact council via email, the website, or social media.

Metropolis Research does note that the basic pattern of respondents being most likely to contact their local council by telephone, over visits in person, over other methods is commonly observed elsewhere.

Last form / most frequent form of contact with Council*
Glenorchy - 2019 Community Satisfaction Survey
(Number and percent of respondents contacting Council providing a response)

Response	Glenorchy		Glenorchy Tasmania	
	Number	Percent	2015	2019
Telephone	33	53.2%	32.7%	49.6%
Visit in person	15	24.2%	58.7%	37.6%
Email / website / social media	12	19.4%	4.8%	10.5%
Mail	2	3.2%	3.8%	1.2%
Contacted an Alderman / Mayor	0	0.0%	0.0%	0.4%
Other	0	0.0%	0.0%	0.8%
Not stated	0	0		4
Total	62	100%	104	262

() LGAT survey asked last method (111 surveys), Glenorchy survey asked most frequent method (139 surveys)*

Reasons for contacting Council

Respondents who had contacted Council were asked:

“What did you contact Council about?”

The following graph outlines the reasons why respondents last contacted Council. A total of 65 responses were received from the 62 respondents who contacted Council in the last twelve months.

The three most common reasons for contacting Council in the last twelve months were garbage collection (14.1%), rates (12.5%), and animal management (9.4%).

Metropolis Research notes that satisfaction with the regular garbage collection service was 7.52 out of a potential 10, substantially lower than the state-wide average of 8.15.

It is also noted that garbage, rubbish and waste issues were nominated as one of the top three issues to address in the City of Glenorchy by 14.3% of respondents, almost three-times the state wide average. Respondents nominating these issues rated satisfaction with Council’s overall performance at 5.38, significantly lower than the municipal average of 5.99.

Reasons for contacting Council in the last twelve months
LGAT - 2019 Community Satisfaction Survey
(Number and percent of respondents contacting Council providing a response)

Reason	2019	
	Number	Percent
Garbage collection	9	14.1%
Rates	8	12.5%
Animal management	6	9.4%
Roads and traffic	4	6.3%
Parking issues	3	4.7%
Building permits / regulations	3	4.7%
Footpaths	3	4.7%
Council meeting / Councillors	3	4.7%
Local laws enforcement / updates	2	3.1%
Maintenance of general infrastructure	2	3.1%
Wild life	2	3.1%
Planning permits / regulations	1	1.6%
Parks, open spaces and trees	1	1.6%
Financial issues and priorities of Council	1	1.6%
Communication	1	1.6%
Cleanliness and maintenance of the area	1	1.6%
Public transport	1	1.6%
Services and facilities for the elderly or disability	1	1.6%
Other issues n.e.i.	12	18.8%
Reason not stated	1	
Total	65	100%

Satisfaction with Council’s customer service

Respondents who had contacted Council were asked:

“On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of service when you last contacted the council?”

Respondents were asked to rate satisfaction two aspects of customer service, and their overall satisfaction with the customer service experience.

Whilst satisfaction with the courtesy, professionalism and attitude of staff, and the provision of information on the council and its services were both rated at “good” levels, the overall satisfaction with the experience was rated at a “solid” level.

In the experience of Metropolis Research, this lower overall satisfaction with the experience may reflect two issues. Firstly, overall satisfaction includes other factors not individually measured in this survey such as the speed of service or the final outcome of the engagement. Speed of service in particular tends to be measured at a lower level than overall satisfaction with the customer service experience.

The second factor that may influence the lower overall satisfaction with the experience is the fact that this more subjective measure may well have been influenced by the lower overall satisfaction with Council. In cases where overall satisfaction is relatively low, this often has the effect of reducing satisfaction with other aspects of performance such as customer service.

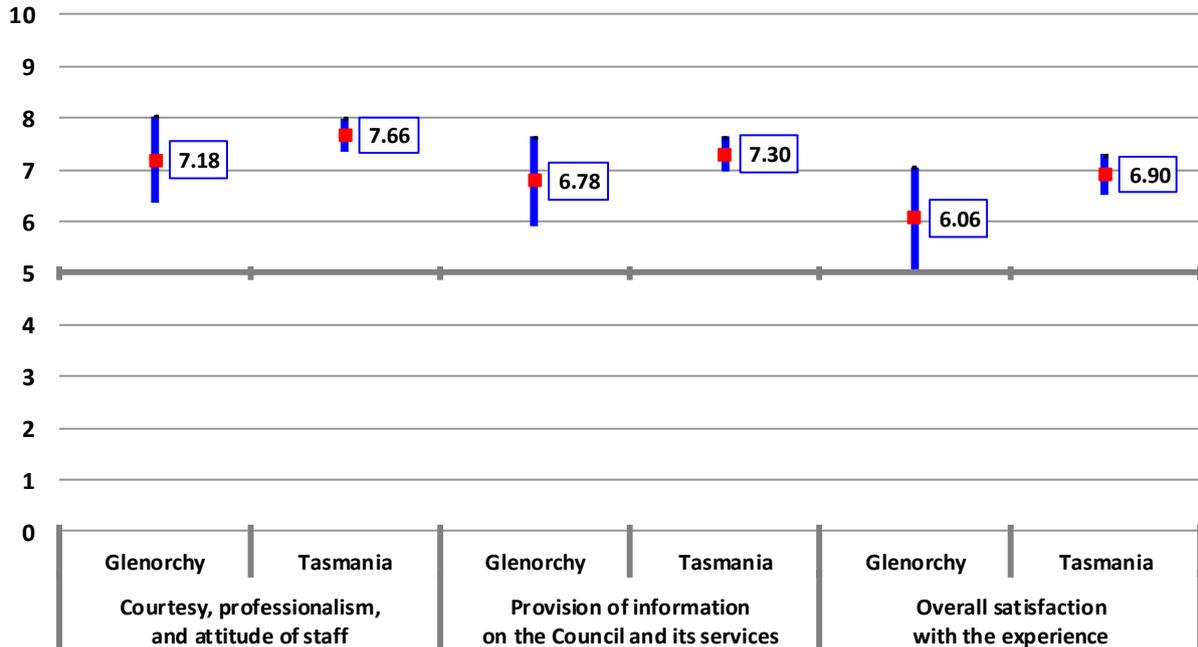
Satisfaction with aspects of customer service Glenorchy - 2019 Community Satisfaction Survey

(Number, index score 0 - 10 and percent of respondents contacting Council and providing a response)

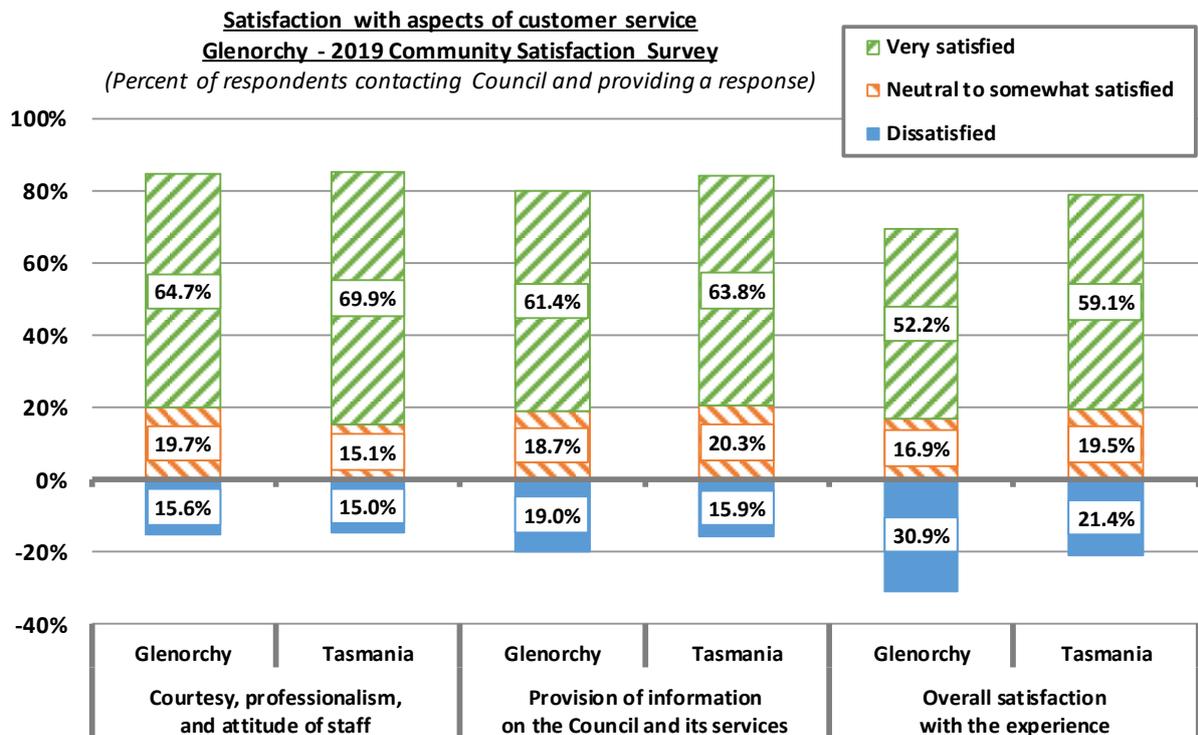
Aspect	Number	Average satisfaction	Dissatisfied (0 - 4)	Neutral to somewhat satisfied	Very satisfied (8 - 10)
Courtesy, professionalism, and attitude of staff	60	7.18	15.6%	19.7%	64.7%
Provision of information on the Council and its services	58	6.78	19.9%	18.7%	61.4%
Overall satisfaction with the experience	59	6.06	30.9%	16.9%	52.2%

Satisfaction with all three aspects of customer service was notably, albeit not measurably lower than the state-wide averages, as outlined in the graph. This variation is most evident in relation to overall satisfaction with the customer service experience, which reinforces the view that this relatively low result may well be influenced by the lower than average overall satisfaction with Council.

Satisfaction with aspects of customer experience
Glenorchy - 2019 Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Approximately two-thirds of respondents were “very satisfied” with the courtesy, professionalism and attitude of staff and the provision of information on the council and its services. Attention is however drawn to the fact that almost one-third of respondents contacting council in the last twelve months were dissatisfied with the overall customer service experience.



Current issues for Council

Respondents were asked:

“Can you please list what you consider to be the top three issues in your municipality at the moment?”

Respondents were asked to nominate what they considered to be the three most important issues in their municipality at the moment. Approximately three-quarters (73.1%) of respondents provided a total of 366 responses, at an average of approximately two issues each.

The open-ended responses received from respondents have been broadly categorised into a set of approximately seventy categories to facilitate analysis, and other comparisons.

It is important to bear in mind that these responses are not necessarily complaints about the performance of the local council, nor do they only reflect services, facilities and issues within the specific remit of local government. Many of the issues respondents identify in the municipality are within the general remit of the state or federal governments.

The six most common issues raised by respondents were “Council governance, performance, accountability, reputation” (18.3%), “garbage, rubbish and waste” (14.3%), “road maintenance and repairs” (12.4%), “footpath maintenance and repairs” (10.4%), “car parking availability and enforcement” (10.0%), and issues with “building, housing, planning and development” (9.6%).

When compared to the state-wide average, Metropolis Research notes that “Council governance”, “garbage, rubbish and waste”, “footpath maintenance and repairs”, “Council rates” and “green waste collection” issues were significantly more commonly nominated in Glenorchy than the state-wide average.

It is also noted that “traffic management”, which includes issues such as congestion and commuting times was nominated by just 4.4% of respondents in Glenorchy, less than half the 10.5% state-wide average.

The following tables also provide a breakdown of the top issues to address in Glenorchy by age structure, gender and language spoken at home. Attention is drawn to the following:

- **Adults (aged 35 to 59 years)** – respondents were more likely than average to nominate garbage and waste and green waste collection issues.
- **Multi-lingual households** – respondents were more likely than average to nominate governance issues and issues with car parking.
- **Males** – respondents were more likely than female respondents to nominate governance, roads, footpaths, car parking, and building / planning related issues.
- **Female** – respondents were more likely than male respondents to nominate garbage and waste issues.

Top three issues to address in Glenorchy at the moment

LGAT - 2019 Community Satisfaction Survey

(Number and percent of total respondents)

Issue	Glenorchy		Tasmania
	Number	Percent	
Council governance, performance, accountability, reputation	46	18.3%	5.1%
Garbage, rubbish and waste	36	14.3%	5.5%
Road maintenance and repairs	31	12.4%	13.8%
Footpath maintenance and repairs	26	10.4%	5.2%
Car parking (<i>availability and enforcement</i>)	25	10.0%	7.2%
Building, planning, housing and development	24	9.6%	9.8%
Council rates	23	9.2%	1.3%
Green waste collection	21	8.4%	4.1%
Cleanliness and maintenance of area	11	4.4%	2.9%
Traffic management	11	4.4%	10.5%
Parks, gardens and open spaces	6	2.4%	4.0%
Communication and consultation	5	2.0%	1.5%
Drains maintenance and repairs	5	2.0%	2.9%
Street cleaning and maintenance	4	1.6%	1.5%
Safety, policing and crime	4	1.6%	1.3%
Community services	3	1.2%	0.6%
Cycling / walking tracks and paths	3	1.2%	2.3%
Community support	3	1.2%	0.5%
Recycling collection	3	1.2%	0.8%
Tip fees	3	1.2%	0.0%
Customer service and responsiveness	2	0.8%	0.5%
Environment and sustainability	2	0.8%	2.0%
General infrastructure (<i>including Internet, electricity, etc</i>)	2	0.8%	1.3%
Shops, restaurants, bars and entertainment venues	2	0.8%	2.7%
Sports and recreation facilities	2	0.8%	2.3%
Water management and cost	2	0.8%	1.1%
Lighting	2	0.8%	1.1%
Animal management	1	0.4%	1.2%
Children activities and services	1	0.4%	1.3%
Elderly persons activities and services	1	0.4%	0.5%
Employment and job creation	1	0.4%	1.8%
Public toilets	1	0.4%	1.1%
Public transport	1	0.4%	2.5%
Other issues	23	9.2%	18.3%
Total responses	336		1,397
<i>Respondents identifying at least one issue (percent of total respondents)</i>	<i>183 (73.1%)</i>		<i>775 (77.3%)</i>

Top (24) issues to address in the local municipality at the moment by region

Glenorchy - 2019 Community Satisfaction Survey

(Percent of total respondents)

Glenorchy		South	
Governance, performance, accountability	18.3%	Roads maintenance and repairs	12.5%
Garbage, rubbish and waste	14.3%	Building, planning, development	11.6%
Road maintenance and repairs	12.4%	Traffic management	9.8%
Footpath maintenance and repairs	10.4%	Governance, performance, accountability	7.6%
Car parking / enforcement	10.0%	Garbage rubbish and waste	6.9%
Building, planning, development	9.6%	Car parking / enforcement	6.6%
Council rates	9.2%	Footpath maintenance and repairs	6.0%
Green waste collection	8.4%	Parks, gardens and open spaces	5.0%
Cleanliness and maintenance of area	4.4%	Green waste collection	4.0%
Traffic management	4.4%	Cleanliness / maintenance of area	3.4%
Parks, gardens and open spaces	2.4%	Drains maintenance and repairs	3.1%
Communication and consultation	2.0%	Public transport	3.1%
Drains maintenance and repairs	2.0%	Youth activities and services	2.6%
Street cleaning and maintenance	1.6%	Sports and recreation facilities	2.6%
Safety, policing and crime	1.6%	Community atmosphere / feel	2.5%
Community services	1.2%	Health and medical	2.5%
Cycling / walking tracks and paths	1.2%	Communication and consultation	2.1%
Community support	1.2%	Environment and sustainability	2.1%
Recycling collection	1.2%	Council rates	1.8%
Tip fees	1.2%	Bushfire / emergency management	1.6%
Customer service and responsiveness	0.8%	Animal management	1.5%
Environment and sustainability	0.8%	Street cleaning and maintenance	1.5%
General infrastructure	0.8%	Children activities and facilities	1.2%
Shops, restaurants, bars and entertainment	0.8%	Shops, restaurants, bars and entertainment	1.0%

City		Tasmania	
Roads maintenance and repairs	12.1%	Road maintenance and repairs	13.8%
Car parking / enforcement	12.0%	Traffic management	10.5%
Traffic management	10.9%	Building, planning, development	9.8%
Building, planning, development	9.8%	Car parking (<i>availability and enforcement</i>)	7.2%
Governance, performance, accountability	7.6%	Garbage, rubbish and waste	5.5%
Garbage rubbish and waste	6.5%	Footpath maintenance and repairs	5.2%
Footpath maintenance and repairs	6.4%	Governance, performance, accountability	5.1%
Parks, gardens and open spaces	5.1%	Green waste collection	4.1%
Green waste collection	4.5%	Parks, gardens and open spaces	4.0%
Shops, restaurants, entertainment	4.3%	Drains maintenance and repairs	2.9%
Drains maintenance and repairs	3.3%	Cleanliness and maintenance of area	2.9%
Cleanliness / maintenance of area	3.3%	Shops, restaurants, bars and entertainment	2.7%
Youth activities and services	2.8%	Public transport	2.5%
Communication and consultation	2.6%	Sports and recreation facilities	2.3%
Community atmosphere / feel	2.6%	Cycling / walking tracks and paths	2.3%
Cycling / walking tracks and paths	2.2%	Environment and sustainability	2.0%
Employment and job creation	2.0%	Health and medical	1.8%
Environment and sustainability	1.7%	Employment and job creation	1.8%
Council rates	1.6%	Youth activities and services	1.7%
Public transport	1.4%	Communication and consultation	1.5%
Local laws (<i>enforcement and updating</i>)	1.4%	Street cleaning and maintenance	1.5%
Street trees	1.4%	Community atmosphere	1.4%
General infrastructure (<i>e.g. Internet, electric</i>)	1.2%	Council rates	1.3%
Heritage	1.1%	Safety, policing and crime	1.3%

Top (13) issues to address in Glenorchy at the moment by respondent profile
Glenorchy - 2019 Community Satisfaction Survey
 (Percent of total respondents)

Young persons (aged 18 to 34 years)

Governance, performance, accountability	28.2%
Building, planning, development	22.5%
Car parking (availability and enforcement)	19.7%
Footpath maintenance and repairs	19.7%
Roads maintenance and repairs	15.5%
Council rates	7.0%

Adults (aged 35 to 59 years)

Garbage rubbish and waste	25.0%
Governance, performance, accountability	21.2%
Green waste collection	13.5%
Roads maintenance and repairs	12.5%
Council rates	9.6%
Car parking / enforcement	7.7%
Cleanliness / maintenance of area	7.7%
Traffic management	6.7%
Building, planning, development	5.8%
Footpath maintenance and repairs	4.8%
Drains maintenance and repairs	3.8%
Parks, gardens and open spaces	3.8%
Communication and consultation	2.9%

Older adults (aged 60 years and over)

Garbage rubbish and waste	14.5%
Council rates	10.5%
Roads maintenance and repairs	10.5%
Footpath maintenance and repairs	9.2%
Green waste collection	9.2%
Governance, performance, account	6.6%
Traffic management	5.3%
Car parking / enforcement	3.9%
Building, planning, development	2.6%
Cleanliness / maintenance of area	2.6%
Parks, gardens and open spaces	2.6%
Street cleaning and maintenance	2.6%
Tip fees	2.6%

Multi-lingual households

Governance, performance, accountability	41.2%
Car parking / enforcement	23.5%
Council rates	17.6%
Roads maintenance and repairs	17.6%
Garbage rubbish and waste	11.8%
Building, planning, development	5.9%
Children activities and facilities	5.9%
Communication and consultation	5.9%
Cycling / walking tracks and paths	5.9%
Drains maintenance and repairs	5.9%
Footpath maintenance and repairs	5.9%
Shops, restaurants, bars and entertainment	5.9%
Traffic management	5.9%

Males

Governance, performance, accountability	25.0%
Roads maintenance and repairs	16.7%
Footpath maintenance and repairs	14.2%
Car parking /enforcement	13.3%
Building, planning, development	12.5%
Garbage rubbish and waste	10.8%
Cleanliness / maintenance of area	7.5%
Green waste collection	7.5%
Council rates	5.0%
Parks, gardens and open spaces	3.3%
Drains maintenance and repairs	3.3%
Traffic management	3.3%
Communication and consultation	2.5%

Females

Garbage rubbish and waste	18.3%
Council rates	13.7%
Governance, performance, accountability	12.2%
Green waste collection	8.4%
Roads maintenance and repairs	8.4%
Building, planning, development	6.9%
Car parking / enforcement	6.9%
Footpath maintenance and repairs	6.9%
Traffic management	5.3%
Safety, policing and crime	3.1%
Street cleaning and maintenance	3.1%
Community services	2.3%
Community support	2.3%

Population growth

Respondents were asked:

“Planning for population growth or decline is a shared responsibility between local and state government. On a scale from 0 (lowest) to 10 (highest), can you please rate your satisfaction with the following?”

Respondents were asked to rate their satisfaction with two aspects of population growth or decline. Firstly they were asked to rate satisfaction with the change in population in the municipality in the last four years, and secondly their satisfaction with state and local government planning for population change.

Respondents rated satisfaction with the change in population in Glenorchy over the last four years at 6.89 out of ten, or a “good” level of satisfaction.

However satisfaction with state and local government planning for population change was rated at just 5.63 or a “poor” level of satisfaction. Whilst more than half of the respondents were very satisfied with this, more than one-quarter (26.2%) were dissatisfied.

Satisfaction with aspects of planning for population growth or decline

Glenorchy - 2019 Community Satisfaction Survey

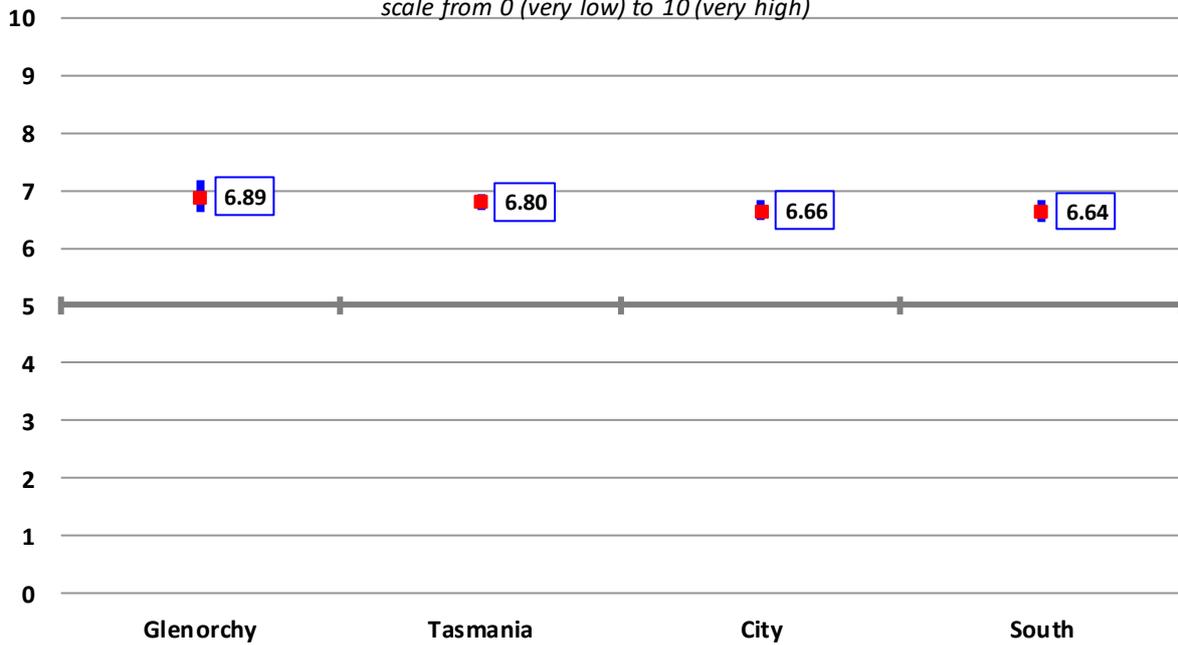
(Number, index score 0 - 10 and percent of respondents providing a response)

<i>Aspect</i>	<i>Number</i>	<i>Average satisfaction</i>	<i>Dissatisfied (0 - 4)</i>	<i>Neutral to somewhat satisfied</i>	<i>Very satisfied (8 - 10)</i>
The change to the population of your municipality over the last 4 years	209	6.89	10.9%	42.6%	46.5%
Planning for population change by local and state government	182	5.63	26.2%	50.7%	23.1%

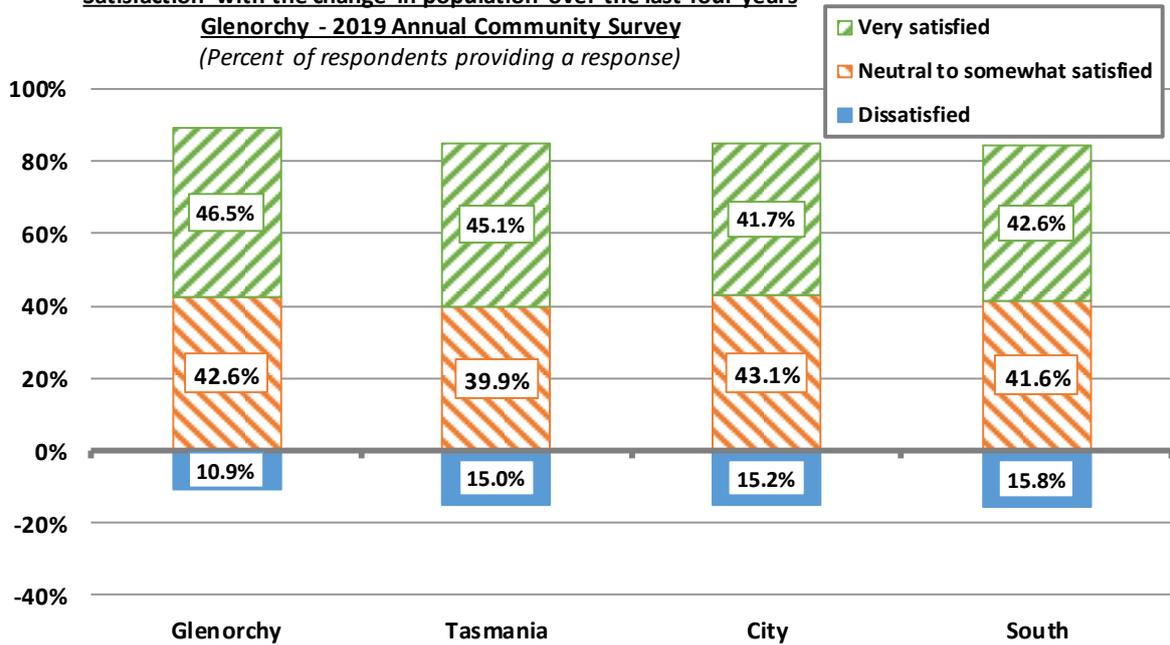
Satisfaction with change in population in Glenorchy in the last four years

Respondents in Glenorchy City Council were marginally, albeit not measurably more satisfied with the change in population in Glenorchy in the last four years than the state-wide average, or indeed the results in both the south region and the city councils.

Satisfaction with the change in population over the last four years
Glenorchy - 2019 Community Satisfaction Survey
scale from 0 (very low) to 10 (very high)

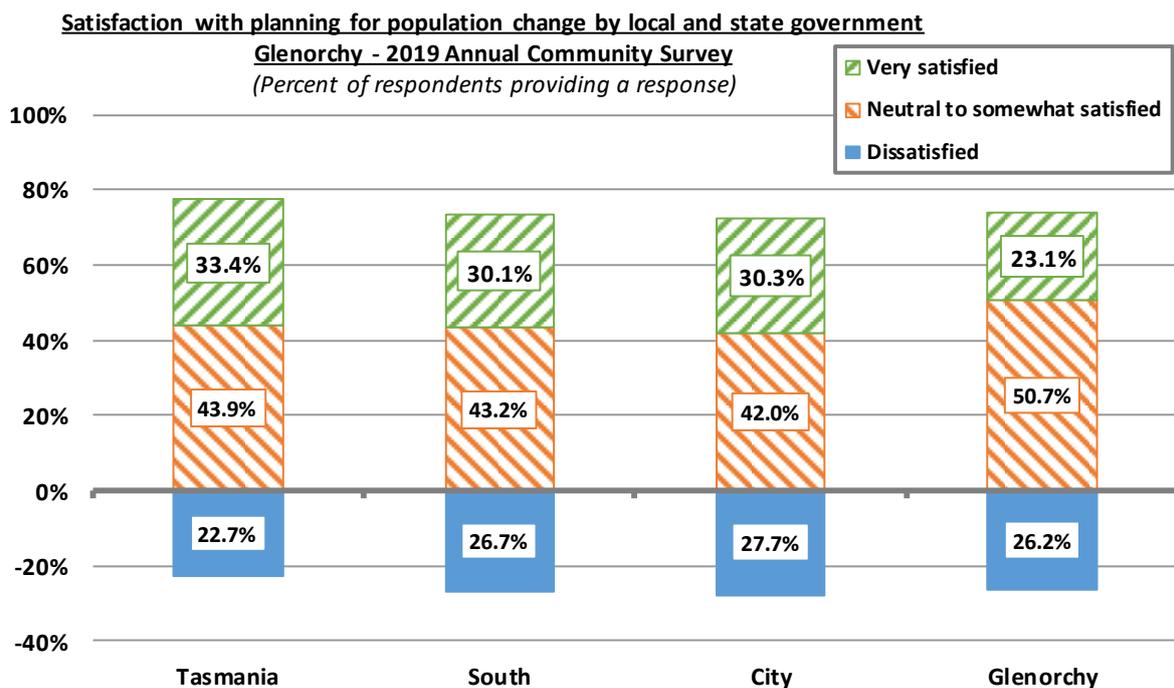
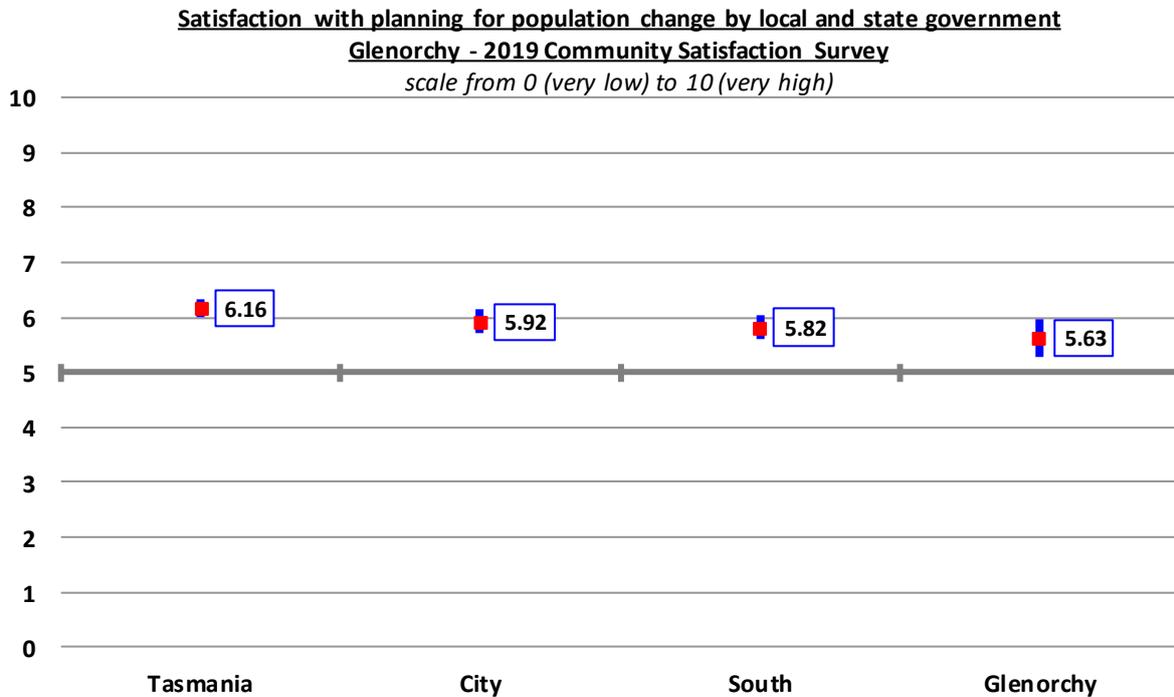


Satisfaction with the change in population over the last four years
Glenorchy - 2019 Annual Community Survey
(Percent of respondents providing a response)



Satisfaction with local and state government planning for population change

Whilst respondents in Glenorchy on average were marginally more satisfied than average with the change in population in the municipality in the last four years, respondents in Glenorchy were measurably less satisfied than the state-wide average with state and local government planning for population change.



Housing in your municipality

Respondents were asked:

“On a scale from 0 (lowest) to 10 (highest), can you please rate your satisfaction with the following aspects about housing in your municipality?”

Respondents were asked to rate their satisfaction with two aspects of housing in the Glenorchy City Council.

Firstly they were asked to rate their satisfaction with the availability of housing that meets the needs of the community, and secondly their satisfaction with the affordability of housing.

Satisfaction with both aspects of housing were rated at levels best categorised as “extremely poor”.

Whilst less than one-sixth of respondents were very satisfied with these two aspects of housing, approximately half were dissatisfied.

Satisfaction with aspects of housing in your municipality

Glenorchy - 2019 Community Satisfaction Survey

(Number, index score 0 - 10 and percent of respondents providing a response)

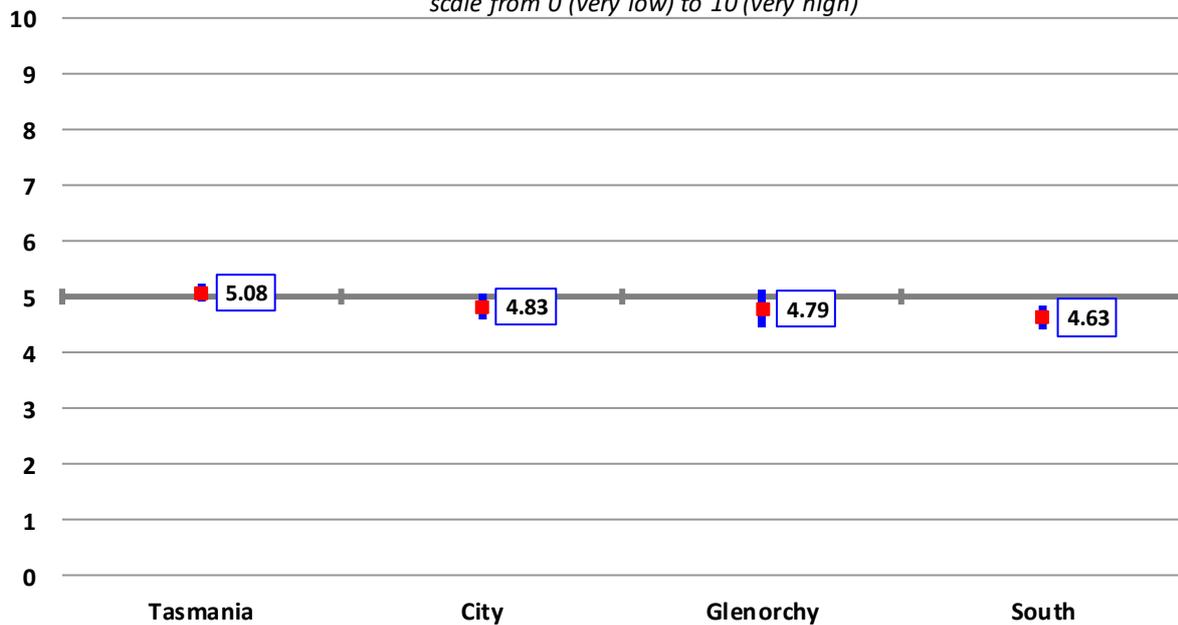
<i>Aspect</i>	<i>Number</i>	<i>Average satisfaction</i>	<i>Dissatisfied (0 - 4)</i>	<i>Neutral to somewhat satisfied</i>	<i>Very satisfied (8 - 10)</i>
The availability of housing that meets the needs of the community	205	4.79	47.2%	35.1%	17.7%
The affordability of housing	202	4.24	54.4%	33.5%	12.1%

Satisfaction with the availability of housing that meets community needs

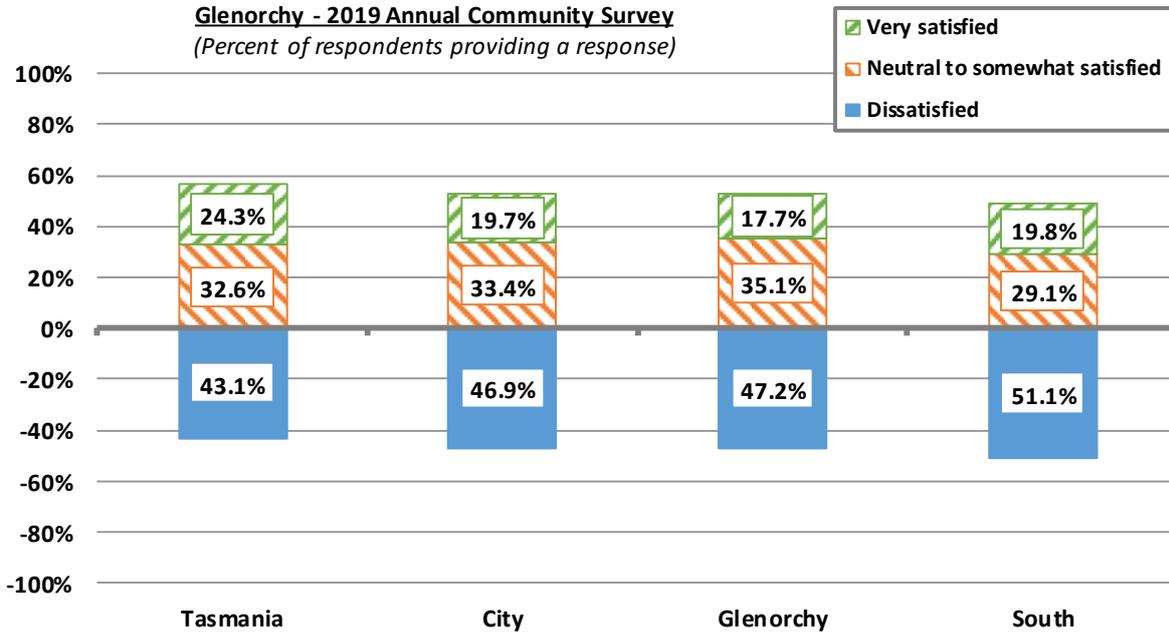
Respondents in Glenorchy City Council rated satisfaction with the availability of housing that meets community needs at a similar level to the state wide average, as well as the average of the city councils.

Respondents in Glenorchy Council however rated satisfaction with the availability of housing that meets community needs marginally, but not measurably higher than the average of the south region councils.

Satisfaction with the availability of housing that meets community needs
Glenorchy - 2019 Community Satisfaction Survey
scale from 0 (very low) to 10 (very high)



Satisfaction with the availability of housing that meets community needs
Glenorchy - 2019 Annual Community Survey
(Percent of respondents providing a response)

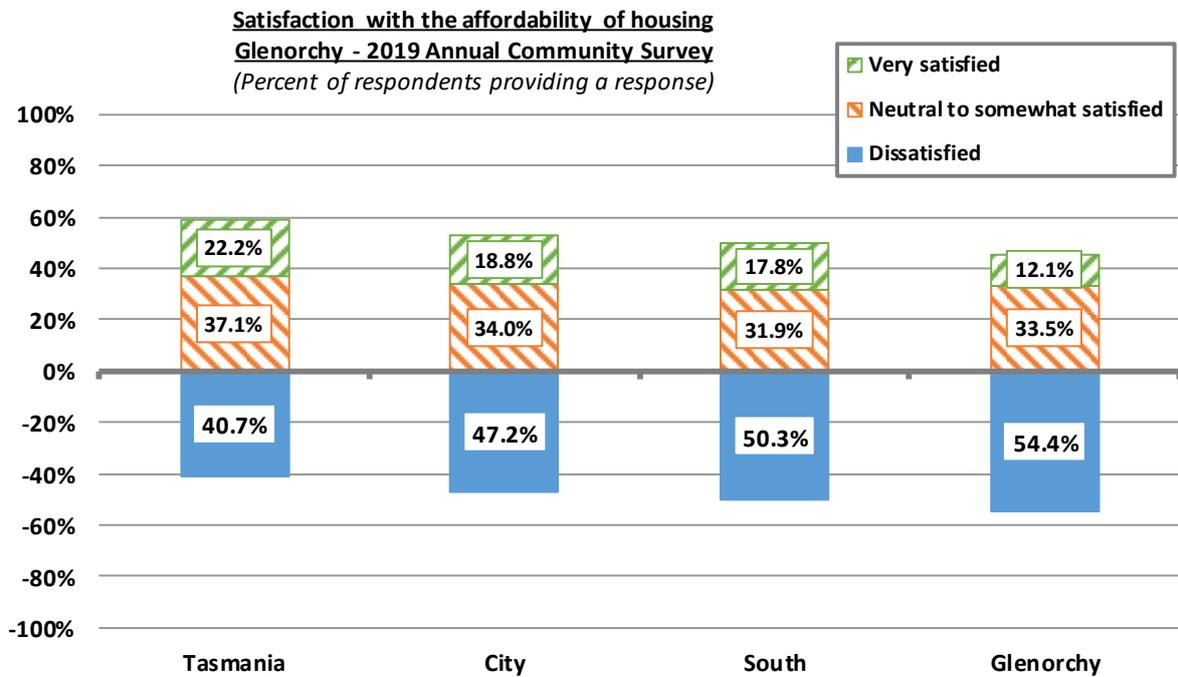
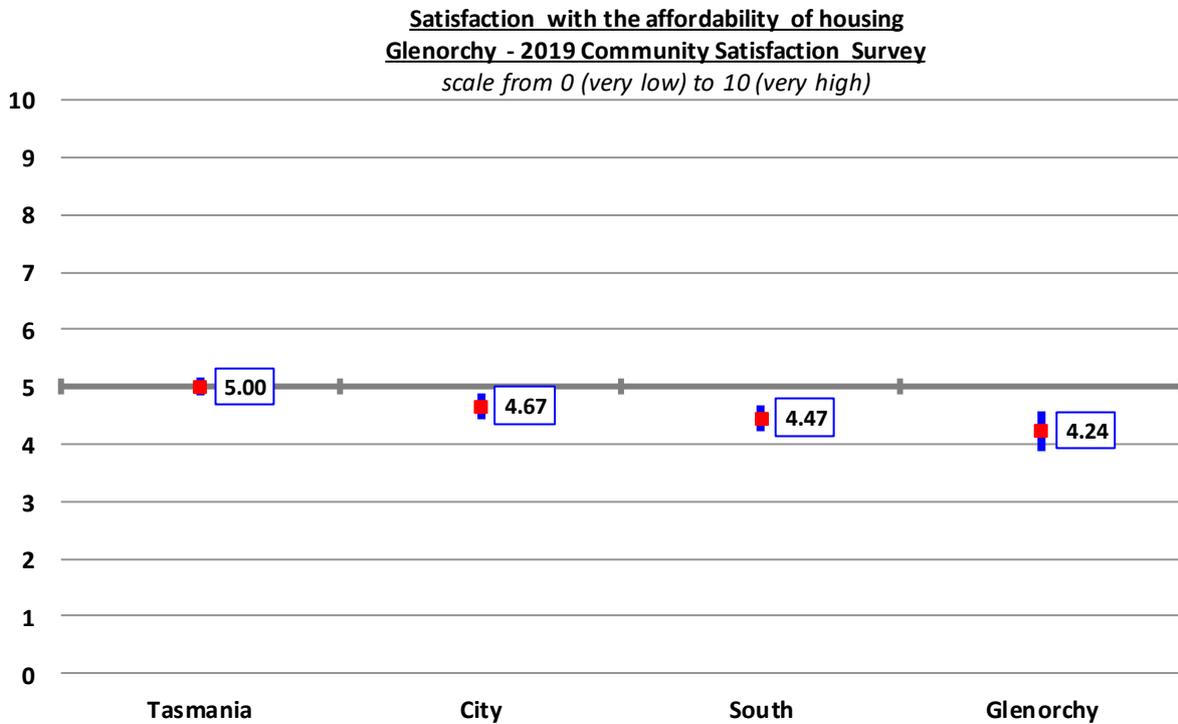


Satisfaction with the affordability of housing

Respondents in Glenorchy City Council were measurably less satisfied with the affordability of housing than the state-wide average.

It is important to bear in mind however, that this was also the case for the city councils and the south region councils, as outlined in the following graph.

That said, it is noted that Glenorchy respondents rated satisfaction a little lower than both the city councils and the southern region councils averages, although not measurably lower.



Air quality in Glenorchy

Respondents were asked:

“On a scale from 0 (lowest) to 10 (highest), how satisfied are you with the air quality in Glenorchy?”

Respondents on average were very satisfied with the air quality in Glenorchy, with an average satisfaction of eight out of ten.

Just 2.2% of the 109 respondents providing a response to this question were dissatisfied with the air quality in Glenorchy.

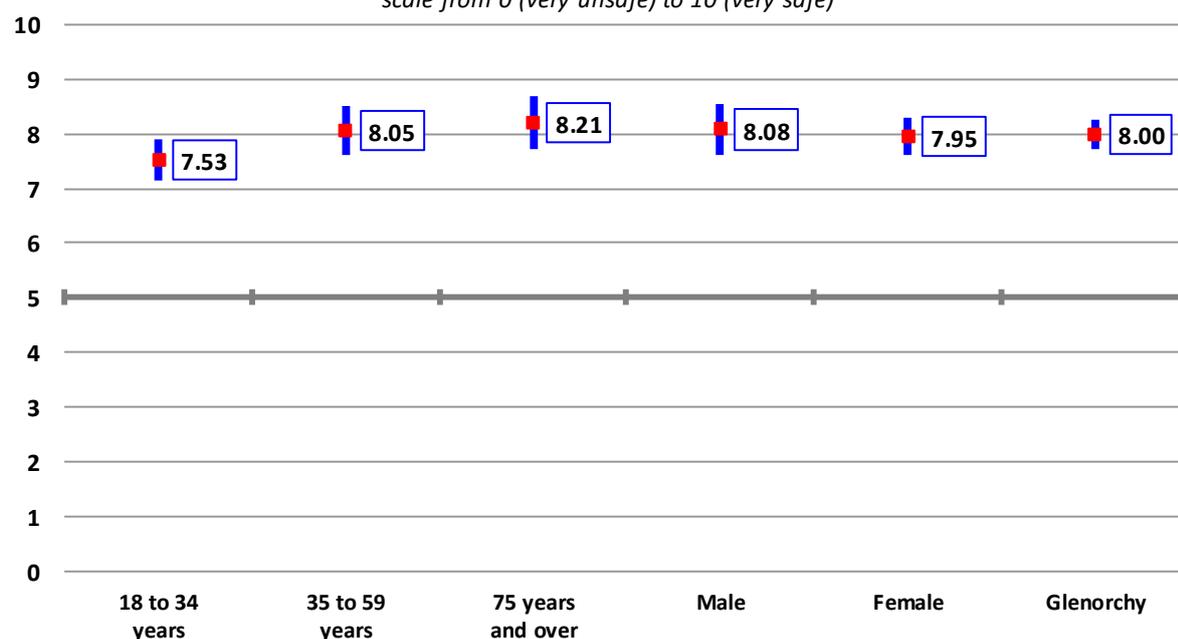
Attention is drawn however to the fact that just 109 of the 250 respondents felt able or willing to provide a response to this question.

Satisfaction with the air quality in Glenorchy
Glenorchy - 2019 Community Satisfaction Survey
(Number, index score 0 - 10 and percent of respondents providing a response)

Aspect	Number	Average satisfaction	Dissatisfied (0 - 4)	Neutral to somewhat satisfied	Very satisfied (8 - 10)
Air quality	109	8.00	2.2%	24.7%	73.1%

Whilst younger persons (aged 18 to 34 years) were a little less satisfied on average than other respondents, there was no statistically significant variation in this result observed by age or gender.

Satisfaction with the air quality in Glenorchy
Glenorchy - 2019 Community Satisfaction Survey
scale from 0 (very unsafe) to 10 (very safe)



Safety in public areas

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), how safe do you feel in the public areas in your local area?”

Respondents were asked to rate their perception of safety in the public areas of the City of Glenorchy during the day, at night, in and around the local shopping area, using footpaths / pedestrian areas, and using cycle paths.

The aspects of footpaths / pedestrian areas and cycle paths were not included in the state-wide LGAT survey.

These results can best be summarised as follows:

- **Very Safe** – in the public areas of Glenorchy during the day and in and around the local shopping area. Whilst more than two-thirds of respondents felt very safe in these situations, approximately ten percent felt unsafe.
- **Moderately Safe** – using footpaths / pedestrian areas and using cycle paths. Whilst approximately half of the respondents felt very safe in these situations, a little more than ten percent felt unsafe.
- **Mildly Safe** – in the public areas of Glenorchy at night. Whilst a little less than half of the respondents felt very safe in public at night, approximately one-quarter felt unsafe.

Perception of safety in public areas in your local area

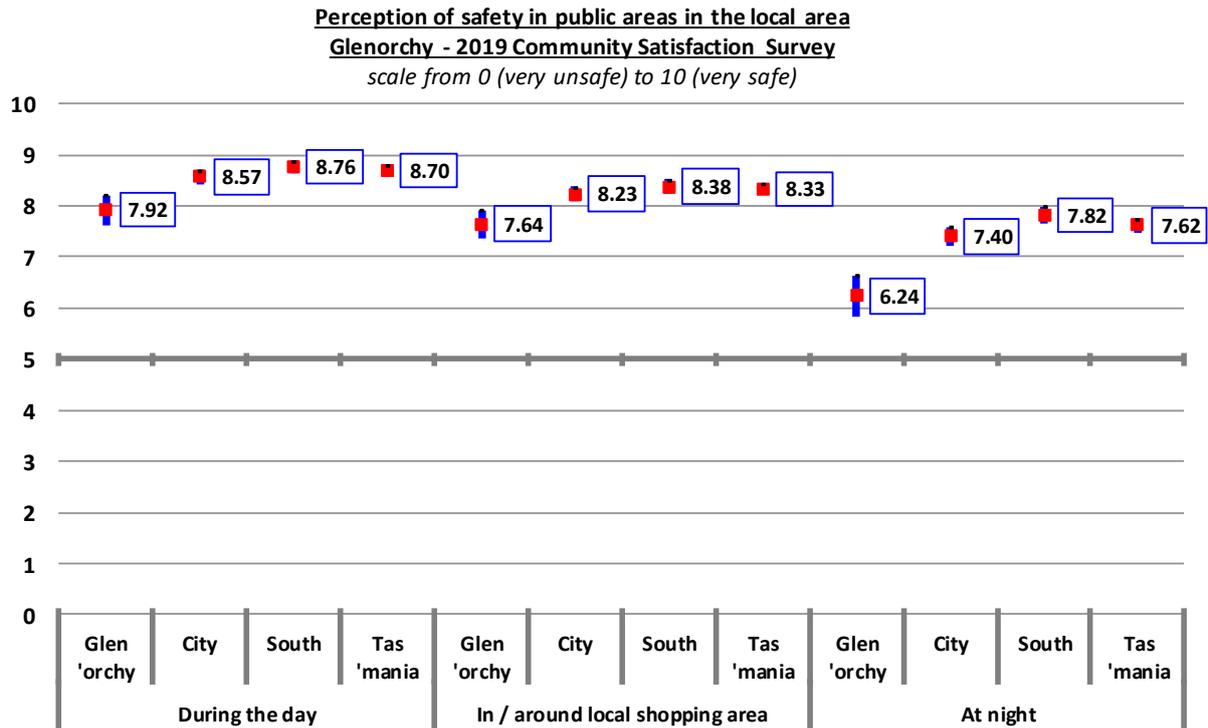
Glenorchy - 2018 Community Satisfaction Survey

(Number, index score 0 - 10 and percent of respondents providing a response)

Aspect	Number	Average mean	Unsafe (0 - 4)	Neutral to somewhat safe	Very safe (8 - 10)
During the day	226	7.92	8.4%	15.7%	75.9%
In and around your local shopping area	224	7.64	10.2%	21.9%	67.9%
Using footpaths / pedestrian areas	111	7.16	12.5%	32.4%	55.1%
Using cycle paths	172	7.07	14.7%	34.9%	50.4%
At night	199	6.24	26.5%	30.8%	42.7%

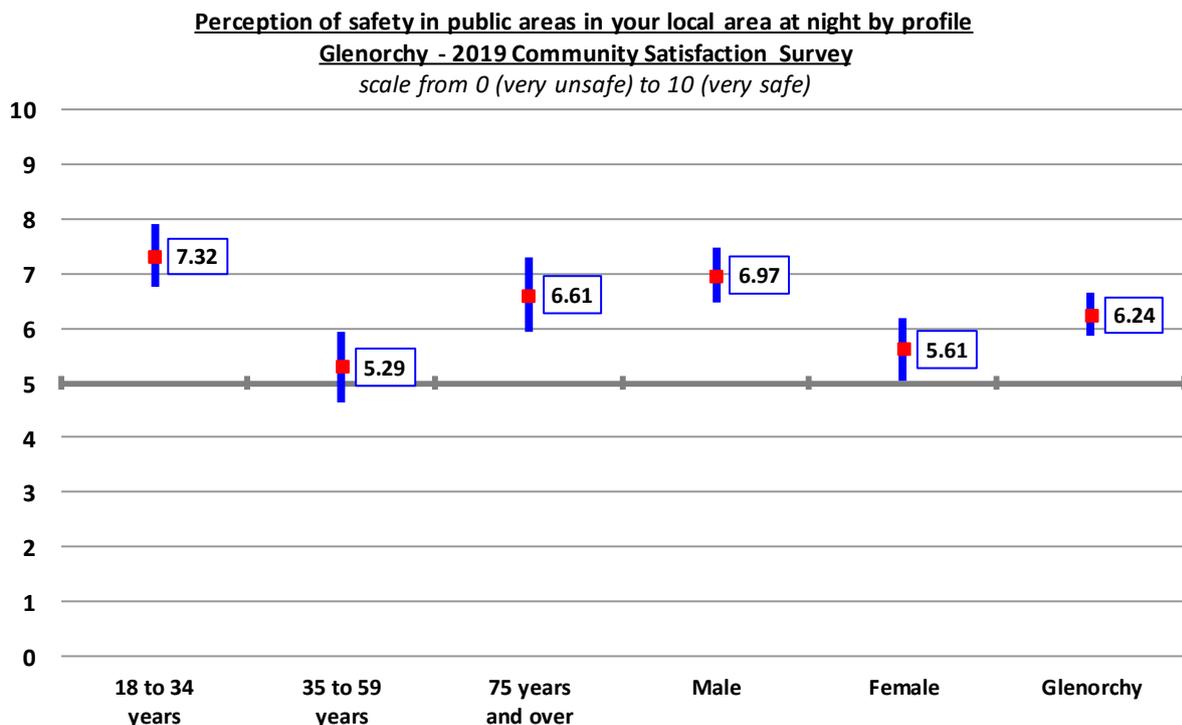
As is clearly evident in the following graph, respondents in Glenorchy on average felt measurably less safe than the state-wide average, as well as the average of the southern region and city councils.

This lower perception of safety is particularly evident in relation to the perception of safety at night, where Glenorchy respondents felt on average 18.1% less safe than the Tasmanian average.



Perception of safety of public areas of the local area at night

When examined by respondent profile, it is clear that adults aged 35 to 59 years felt measurably less safe than either younger or older respondents. Particular attention is drawn to the fact that female respondents on average felt 19.5% less safe in the public areas of the City of Glenorchy at night than male respondents.

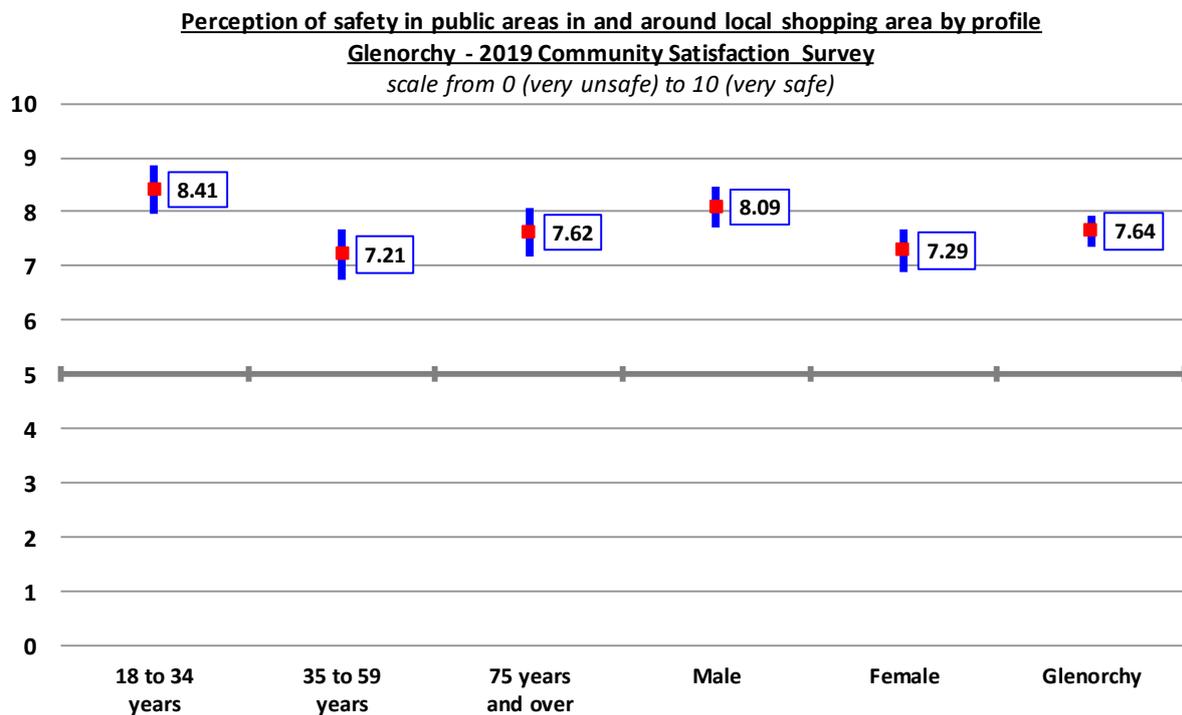


Perception of safety in and around local shopping area

A similar, albeit slightly weaker pattern of perception of safety in and around the local shopping area is evident by age and gender as was evident in relation to the perception of safety in the public areas of the municipality at night.

Adults aged 35 to 59 years felt somewhat less safe than average, although the variation was not statistically significant.

Female respondents felt measurably and significantly (10.0%) less safe than male respondents in and around the local shopping area.



Reasons for feeling less safe

Respondents were asked:

“If rated less than five, why do you say that?”

The following table outlines the reasons why respondents felt unsafe in the public areas of the municipality.

Concerns around the perception of “dangerous” people including youths, drug users, criminals, and “dodgy” people are prominent, as are concerns about a perceived lack of police presence, particularly at night.

Reasons for feeling unsafe in public areas of the municipality

Glenorchy - 2019 Community Satisfaction Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
Drugs in the community / too many drug addicts	7
More police patrolling / not enough security or supervision / not enough police patrols at night	5
Lot of dodgy youth around, getting into groups	2
Not nice people in the area	2
Women and elderly people feel unsafe. Wouldn't let my mother go out walking in the night	2
A lot of dodgy young people and feel insecure while moving around. It's a bit scary to go around	1
Bad things happen. Guy punched a guy during the day at Woollies	1
Because lots of bad people in Glenorchy	1
Been broken into once	1
Criminals live in pathway	1
Delinquents at night	1
Demographics that hang around	1
Don't feel safe in northern suburbs	1
Drug house next to me for 8 years	1
Heard a bit of horror stories and feel unsafe	1
High unemployment. Homelessness has led to high crime rate.	1
I am old lady, and don't like go out	1
It's a low income area hence a lot of fear of crime around	1
Lots of mental illness	1
Lots of people sitting around doing nothing. Looking for trouble	1
More lit up	1
Rough area	1
Seen fights and robbery	1
So many people around	1
Stabbings, break-ins and cars stolen as well	1
There are stories of dodgy dealings	1
Too many cultures and too many homeless people	1
Too many delinquents	1
Uncertainty of what might happen	1
Very scared walking at night, and had harrassment happened once, no night-time police patrols	1
When walking down the streets, have to watch out, some morons around	1
<i>Footpaths / pedestrian areas and cycle paths</i>	
Get on the cycle path, easy to knock over	1
I was attacked on a bike track while riding	1
Motor bikes on footpaths	1
Not enough supervision on the road, hoons	1
Not safe with young hooligans riding over	1
Speeding traffic	1
Terrible footpaths	1
Undulating surfaces	1
Unsafe around bus	1
Would like to see them extended	1
Total	54

Respondent profile

The following section provides details as to the demographic profile of respondents to the survey.

Attention is drawn to the fact that, despite asking first to speak to a young person (aged under 25 years), significant difficulties were experienced in obtaining a sufficient sample of young persons. This is a known issue with telephone surveys, however in the view of Metropolis Research, the difficulty experienced in conducting this Glenorchy and the recent state-wide research were of a greater magnitude than has been experienced in metropolitan Melbourne and regional Victoria in recent years. To ensure that the sample adequately represents the views of the community, the sample has been weighted by age and gender to ensure that each group contributes proportionally to the overall state-wide results.

Age structure

Age structure (unweighted)
Glenorchy - 2019 Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Age group	2019		2016
	Number	Percent	Census
Young persons (18 - 24 years)	3	1.2%	11.1%
Young adults (25 - 34 years)	6	2.4%	17.2%
Adults (35 - 44 years)	13	5.2%	15.7%
Middle-aged adults (45 - 59 years)	62	24.7%	25.8%
Older adults (60 - 74 years)	99	39.4%	19.5%
Senior citizens (75 years and over)	68	27.1%	10.8%
Total	251	100%	36,052

Gender

Gender (unweighted)
Glenorchy - 2019 Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Gender	2019	
	Number	Percent
Male	111	44.2%
Female	140	55.8%
Other	0	0.0%
Prefer not to say	0	
Total	251	100%

Language spoken at home

Language spoken at home
Glenorchy - 2019 Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Language	2019	
	Number	Percent
English	216	90.8%
German	4	1.7%
Arabic	3	1.3%
French	2	0.8%
Italian	2	0.8%
Philipino	2	0.8%
Polish	2	0.8%
Czech	1	0.4%
Gaelic	1	0.4%
Greek	1	0.4%
Nepalese	1	0.4%
Tamil	1	0.4%
Tegula	1	0.4%
Vietnamese	1	0.4%
Not stated	13	
Total	251	100%

Results may not sum to 100% due to rounding

Housing situation

Housing situation
Glenorchy - 2019 Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Situation	2019	
	Number	Percent
Own this home	140	59.8%
Mortgage (<i>paying-off this home</i>)	54	23.1%
Renting this home	40	17.1%
Other arrangement	0	0.0%
Not stated	17	
Total	251	100%

Household structure

Household structure
Glenorchy - 2019 Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Structure	2019	
	Number	Percent
Two parent family total	79	34.1%
<i>youngest child 0 - 4 years</i>	14	6.0%
<i>youngest child 5 - 12 years</i>	20	8.6%
<i>youngest child 13 - 18 years</i>	11	4.7%
<i>adult children only</i>	34	14.7%
One parent family total	12	5.2%
<i>youngest child 0 - 4 years</i>	1	0.4%
<i>youngest child 5 - 12 years</i>	2	0.9%
<i>youngest child 13 - 18 years</i>	4	1.7%
<i>adult children only</i>	5	2.2%
Couple only household	45	19.4%
Other / extended family households	3	1.3%
Group household	20	8.6%
Sole person household	73	31.5%
Not stated	19	
Total	251	100%

Period of residence in the municipality

Period of residence in current municipality
Glenorchy - 2019 Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Period	2019	
	Number	Percent
Less than one year	1	0.4%
One to less than five years	19	8.1%
Five to less than ten years	27	11.4%
Ten years or more	189	80.1%
Not stated	15	
Total	251	100%

General comments

Respondents were asked:

“Do you have any further comments you would like to make?”

The following table outlines the general comments received from respondents to the survey.

General comments
Glenorchy - 2019 Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Green waste bin required	3
Rates too high, should not go up	3
Just look into the issues quickly as they are important to me	2
Thanks for the opportunity to participate	2
A new dog park in Rosetta would be nice	1
Amalgamations is a good thing	1
Come door to door to meet residents when the election comes	1
Council should listen to the people and not just fill their own pockets	1
Cut rates, and start serving the community that voted you in	1
Garbage should be more frequent	1
Get the green waste recycling	1
Governments pushing responsibilities into each other is unsustainable	1
Great Mayor. Keep the entertainment centre. Well done.	1
Happy with the community and satisfied	1
It's good to provide feedback via survey	1
Look around the reserves	1
Make big improvements per financial problems	1
Make people feel safe when going out	1
More advertising in the community	1
Rubbish collection in tips	1
Should have a look around and see what's going on	1
Start to do some good things for the local people	1
Survey attached to the newsletter to get the residents feedback	1
Take time to consider descisions and consider the whole community	1
They are doing a good job and wish them good luck	1
Upset about Council stealing	1
Weekly rubbish collection needed (which was promised by the Mayor but not fulfilled)	1
Would love the Montrose foreshore developed more with arts and cultural facilities	1
Total	34

Appendix Two: survey form