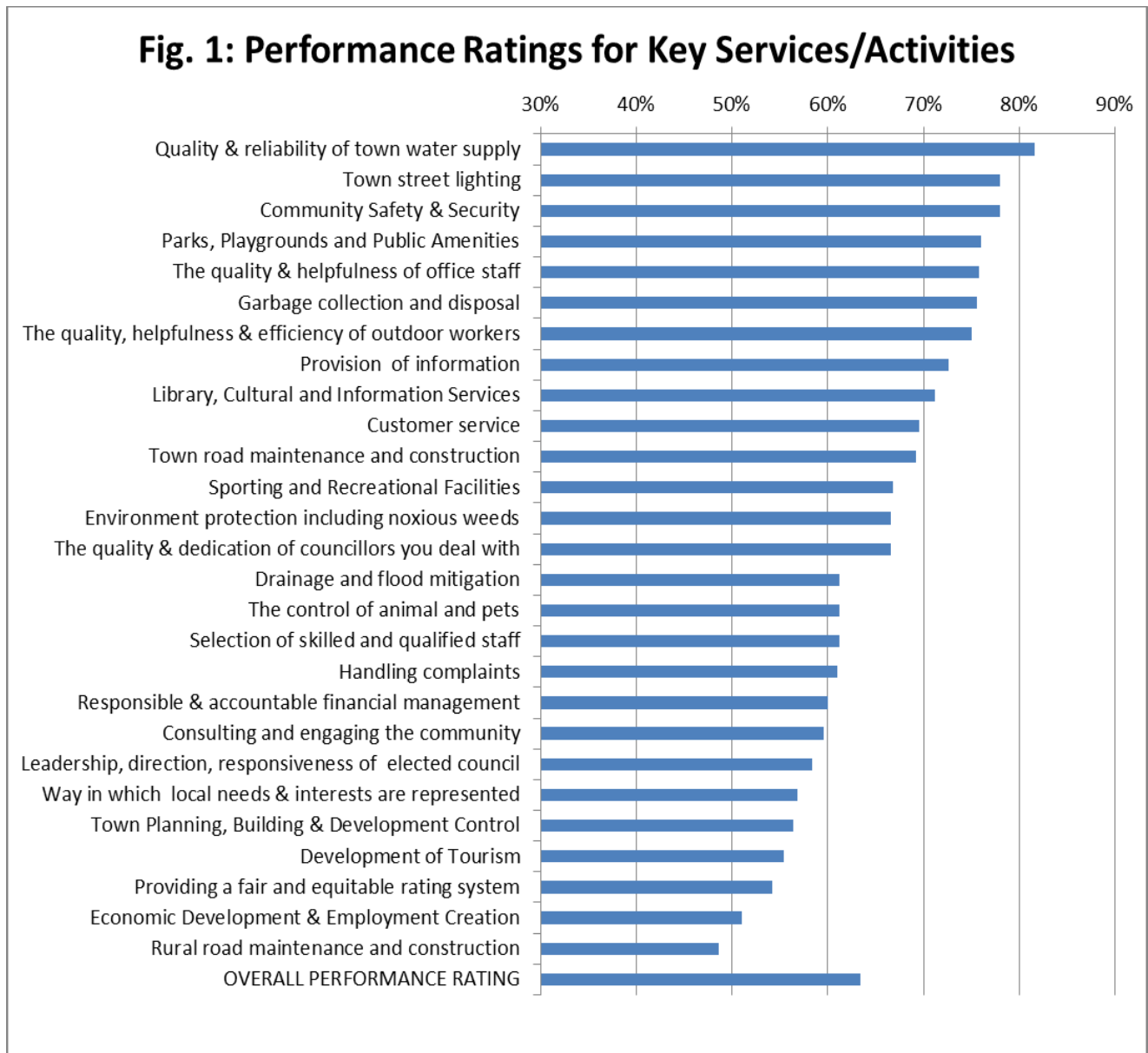


## Burke Shire Community Satisfaction Survey Summary

Burke Shire Council commissioned Morton Consulting Services in conjunction with Market Facts to undertake a Community Satisfaction Survey. Telephone interviews of 52 Burke Shire resident households were conducted by Market Facts in late October 2016.

This Summary provides an overview of the survey results. The detailed report of the survey results is available on the Burke Shire Council website.

**Figure 1** provides the performance ratings for the key services, activities or roles included in the survey. These have been ranked from highest score to lowest. The quality and reliability of the town water supply received the highest rating at 81.6%. The lowest rating of 48.6% was for rural road construction and maintenance. The overall performance rating was 63.4%.



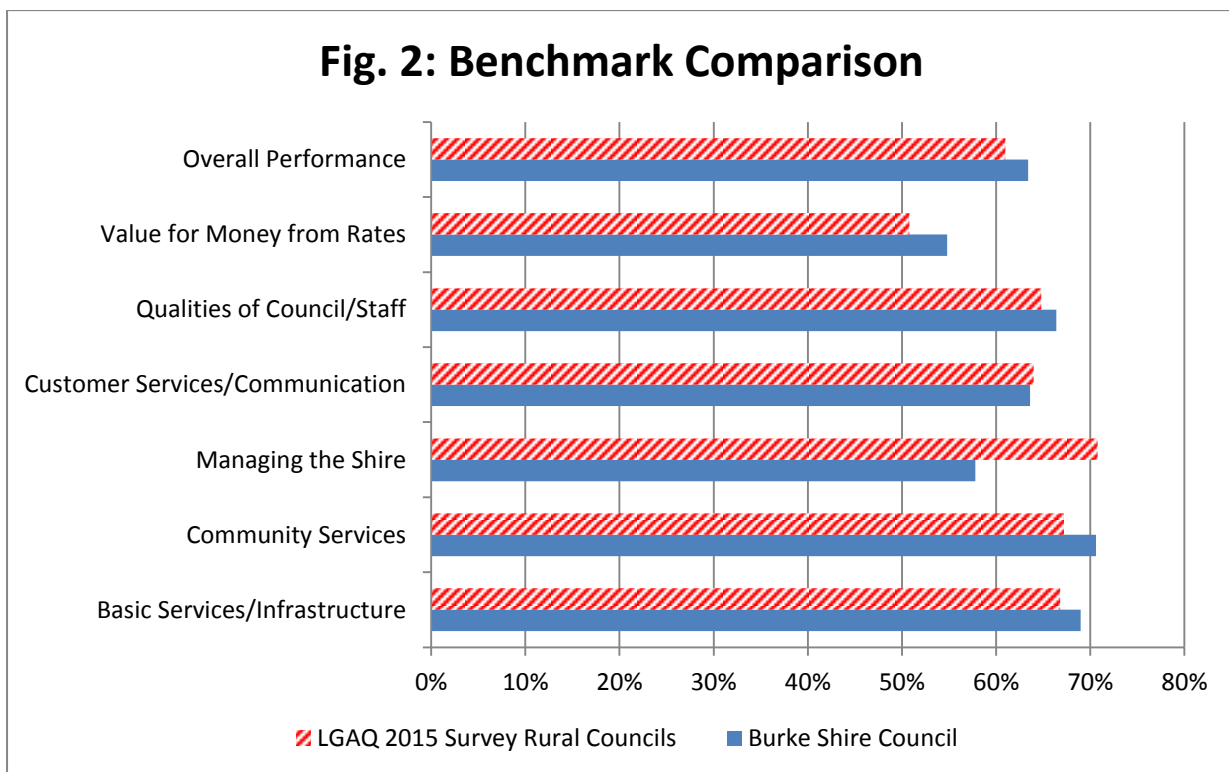
Other questions with performance ratings included:

- Contact Experience – average rating 74.0%
- Events organised by Council – average rating 78.1%
- Value for Money from Rates – 54.8%
- Quality of Council website – 65.4%
- Effectiveness of Information Dissemination – average rating 74.4%

A number of questions were similar to those which have been included in Community Satisfaction Tracking Studies conducted by the Local Government Association of Queensland (LGAQ) every two years since 1997. For these questions, a comparison has been included with the State-wide rural council sample to provide a benchmark to consider the relative performance of Burke Shire.

As **Figure 2** shows, Burke Shire performance is very similar to, and marginally better than, that of rural councils across Queensland. Only for the Managing the Shire theme does Burke Shire obtain a significantly lower score than the state-wide comparison. This is primarily the result of community dissatisfaction with Council’s role in Economic Development and Employment Creation.

The specific comments made by respondents suggest that the above role is one requiring greater attention by Council.



The detailed survey report available on the Burke Shire Council website includes verbatim comments made by respondents. These comments provide a valuable insight into particular attitudes across the community and feedback for consideration by Council in its forward planning.