

BURKE SHIRE COUNCIL

COMMUNITY SATISFACTION SURVEY

**Morton Consulting Services Pty Ltd
&
Market Facts (Qld) Pty Ltd**

September 2019

Executive Summary

This report provides details of the Burke Shire Council Community Satisfaction Survey undertaken in September 2019. The survey questionnaire was generally similar to the instrument used in October 2017. Telephone interviews of resident households were conducted by Market Facts. More than 556 calls or call backs were made from which a total of 42 successful interviews were finally completed.

This report provides details of the responses obtained for each survey question. 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 1987 until 2017. 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 well as a comparison with the results of the 2016 and 2017 Burke Shire surveys.

As **Figure 1** indicates, Burke Shire Council performance is better than that of rural councils across Queensland, as measured by the LGAQ Community Satisfaction Study 2017. For all themes, the Burke Shire performance is better than the State-wide comparison, and also better than the performance measures for Burke Shire Council in both the 2016 and 2017 surveys.

On almost all aspects of the 2019 survey where rating scores are provided, the Burke Shire Council performance has improved from both the 2017 and 2016 surveys.

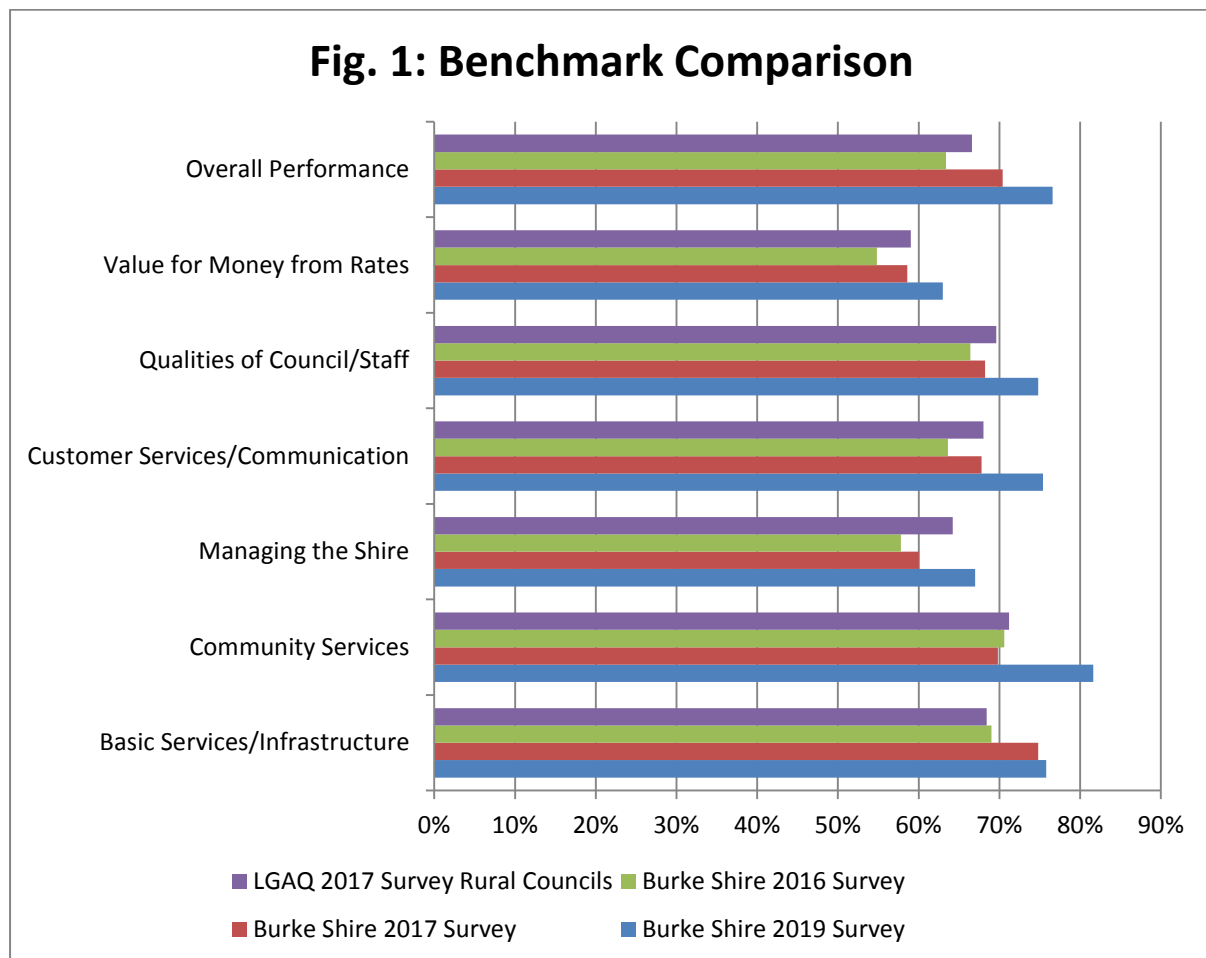


Figure 2 summarises the ratings obtained for each of the key services and activities of Council. These are ranked from highest to lowest scores for the 2019 survey, with the corresponding score also shown for the 2017 and 2016 surveys. Only for 'rural and town road maintenance and construction' and 'community safety and security' elements are the 2017 ratings higher than those for 2019.



The following sections provide detailed information in relation to each survey question.

1. Background

This 2019 Community Satisfaction Survey was conducted for Burke Shire Council by Morton Consulting Services Pty Ltd in conjunction with Market Facts (Qld) Pty Ltd. The Questionnaire used for the survey is included in this report at **Attachment A**. Questions requiring a rating generally used a five point scale.

The survey aimed to target up to 70 households in Burke Shire. Burke Shire Council also assisted with local communication in relation to the Community Satisfaction Survey and process.

Telephone interviews were carried out between September 9th and September 21st. Overall, 42 interviews were completed from more than 556 calls or callbacks.

This report provides details of the survey results.

Table 1.1 summarises the sample of 42 respondents.

Table 1.1: Sample Characteristics

	Non-Council Employee	Council Employee	Male	Female	Live in Town	Rural Res.	Grazing/ Farming/other
Number	40	2	22	20	29	3	10
%	93.1%	6.9%	52.4%	47.6%	69.1%	7.1%	23.8%

2. Contact Experience

The first questions related to contact experience in the last twelve months in person, by telephone, in writing, email or by fax (council employees were not included in this question). Some 21 (52.5%) of the 40 non-employees had made direct contact.

Those who had direct contact were asked to rate their experience on the criteria shown in **Table 2.1**.

On all criteria, the mean score rating was above 3.72 (75%) indicating a relatively high level of satisfaction in terms of contact experience. This is well above the scores obtained in 2016 and 2017. The courteousness and helpfulness of the contact person received the highest mean score at 4.29 (85.8%).

Table 2.1: Contact Experience

Criteria	Excellent %	Good %	Fair only %	Poor %	Very Poor %	Don't know	Mean Score 2019	Mean Score 2017	Mean Score 2016
The timeliness of the response	28.6%	47.6%	23.8%				4.05	3.41	3.53
The courteousness & helpfulness of person contacted	33.3%	61.9%	4.8%				4.29	3.78	4.05
The quality of the advice, information or action involved	23.8%	38.1%	23.8%	4.8%		9.5%	3.89	3.33	3.58
Your satisfaction with the outcome	19.0%	28.6%	33.3%	4.8%		14.3%	3.72	3.27	3.56

3. Performance on Key Activities/Responsibilities

The next set of questions asked for a performance rating on various services, responsibilities and activities.

The first question asked the respondent to rate their knowledge and understanding of Burke Shire Council's activities and responsibilities.

Some 69.1% rated their knowledge as either 'excellent' or 'good'. The mean score of 3.76 (75.2%) indicates the respondents had a sound knowledge of Burke Shire Council's activities and responsibilities. This was higher than the 2016 score of 70.8% but similar to the 2017 score of 75.4%.

Table 3.1: Knowledge/Understanding of Council Activities/Responsibilities

Rating	2019%	2017 %	2016 %
Excellent %	14.3	17.9	17.3
Good %	54.8	43.6	36.5
Fair only %	26.2	35.9	34.6
Poor %	2.4	2.6	5.8
Very Poor %	2.4	0	5.8
Mean	3.76	3.77	3.54

The next questions sought performance ratings by theme and service.

3.1. Basic Services/Infrastructure

Table 3.2 provides the ratings for the services in the Basic Services/Infrastructure theme.

The lowest rated service was rural road maintenance/construction with a mean of 2.38 (47.6%) well below the 3.26 (65.2%) rating in 2017 but similar to the 2016 rating. The quality/reliability of the town water supply received the highest score of 4.42 (88.4%) as in 2017 and 2016. All services other than rural road maintenance received mean scores at least half way between the 'fair only' and 'good' ratings.

The average across all services in this theme was 3.79 (75.8%), similar to the 2017 score of 74.8%, but higher than the 69% score in 2016. The 2019 score is also higher than the mean score of 3.42 for rural councils across Queensland in the Basic Services/Infrastructure theme in the LGAQ 2017 Community Satisfaction Study.

Table 3.2: Basic Services/Infrastructure

Service	Excellent %	Good %	Fair only %	Poor %	Very Poor %	Don't Know %	Mean 2019	Mean 2017	Mean 2016
Rural road maintenance and construction	2.4	9.5	31	38.1	19		2.38	3.26	2.43
Town road maintenance and construction	9.5	45.2	23.8	14.3	2.4	4.8	3.48	3.84	3.46
Town street lighting	40.5	47.6		2.4		9.5	4.39	3.92	3.90
Quality & reliability of town water supply	45.2	38.1	7.1			9.5	4.42	4.22	4.08
Garbage collection and disposal	35.7	47.6	4.8	2.4		9.5	4.29	3.86	3.78
Drainage and flood mitigation	16.7	52.4	26.2		4.8		3.76	3.36	3.06

3.2. Community Services

Table 3.3 provides the ratings for the services in the Community Services theme.

The lowest rating was for control of animals and pets with a mean score of 3.29 (65.8%) but well above the 2017 rating of 52.4%. The highest rating was for parks, playgrounds and public amenities with a mean score of 4.58 (91.6%). Some 14% were unable to rate the library service.

The average across all services in this theme was 4.08 (81.6%) well above the 2017 and 2016 ratings of 69.8% and 70.6% respectively. This compares with a mean score of 3.56 for rural councils across Queensland in the Community Lifestyle Services theme in the LGAQ 2017 Community Satisfaction Study.

Table 3.3: Community Services

Service	Excellent %	Good %	Fair only %	Poor %	Very Poor %	Don't Know %	Mean 2019	Mean 2017	Mean 2016
Library, Cultural and Information Services	38.1	38.1	9.5			14.3	4.33	3.50	3.56
Parks, Playgrounds and Public Amenities	57.1	35.7	2.4			4.8	4.58	3.62	3.80
Sporting and Recreational Facilities	19	50	23.8		2.4	4.8	3.88	3.23	3.34
Community Safety & Security	42.9	42.9	4.8		2.4	7.1	4.33	4.50	3.90
The control of animal and pets	4.8	45.2	23.8	4.8	11.9	9.5	3.29	2.62	3.06

Those giving 'fair' or 'poor' ratings to the control of animals and pets were then asked "*What changes to the way Burke Shire manages control of animals and pets would you like to see*".

Attachment A provides the verbatim responses to this question

3.3. Managing the Shire

Table 3.4 provides the ratings for the services in the Managing the Shire theme.

Table 3.4: Managing the Shire

Service	Excellent %	Good %	Fair only %	Poor %	Very Poor %	Don't Know %	Mean 2019	Mean 2017	Mean 2016
Town Planning, Building & Development Control		33.3	50	9.5	2.4	4.8	3.20	3.13	2.82
Environment protection including noxious weeds	2.4	38.1	50	4.8	2.4	2.4	3.34	2.90	3.33
Development of Tourism	2.4	45.2	40.5	7.1		4.8	3.45	2.90	2.77
Economic Development & employment Creation		26.2	54.8	2.4		16.7	3.29	2.56	2.55
Responsible & accountable financial management		35.7	31		2.4	31	3.45	3.31	3.00
Providing a fair and equitable rating system		28.6	40.5	7.1	2.4	21.4	3.21	2.97	2.71
Selection of skilled and qualified staff	2.6	43.6	33.3	10.3	7.7	2.6	3.50	3.24	3.06

Scores ranged from 3.2 to 3.5 for the items in this theme. All scores were above those in 2017 and 2016. The highest score of 3.5 (70%) was for "selection of skilled and qualified staff". The average

across all services in this theme was 3.35 (67%), above the 60% rating in 2017. This compares with a mean score of 3.21 for rural councils across Queensland in this theme in the LGAQ 2017 Community Satisfaction Study.

3.4. Customer Services/Communication

Table 3.5 provides the ratings for the services in the Customer Services/Communication theme.

The lowest rating was for handling complaints with a mean score of 3.51 (70.4%) but well above the 59.2% rating in 2017. Some 40.5% of respondents could not provide a rating for handling of complaints, consistent with the high proportion without direct contact. The highest rating was for “provision of information” with a mean score of 4.02 (80.4%) well above the 2017 rating of 72.4%.

The average across all services in this theme was 3.77 (75.4%) well above the 67.8% rating in 2017. This compares with a mean score of 3.40 for rural councils across Queensland in this theme in the LGAQ 2017 Community Satisfaction Study.

Table 3.5: Customer Services/Communication

Service	Excellent %	Good %	Fair only %	Poor %	Very Poor %	Don't Know %	Mean 2019	Mean 2017	Mean 2016
Customer service	9.5	61.9	14.3	2.4		11.9	3.89	3.71	3.48
Provision of information	16.7	71.4	7.1		2.4	2.4	4.02	3.62	3.63
Handling complaints	11.9	21.4	16.7	4.8	4.8	40.5	3.52	2.96	3.05
Consulting and engaging the community	9.5	50	35.7		2.4	2.4	3.66	3.26	2.98

3.5. Qualities of Council & Staff

Table 3.6 provides the ratings for the services in the Qualities of Council and Staff theme.

Table 3.6: Qualities of Council & Staff

Service	Excellent %	Good %	Fair only %	Poor %	Very Poor %	Don't Know %	Mean 2019	Mean 2017	Mean 2016
The quality & helpfulness of office staff	23.8	45.2	11.9	2.4		16.7	4.09	3.83	3.79
The quality, helpfulness & efficiency of outdoor workers	21.4	52.4	19			7.1	4.03	3.77	3.75
The quality & dedication of councillors you deal with	4.8	42.9	21.4		2.4	28.6	3.67	3.29	3.33
The way in which your local needs and interests are represented by Council	2.4	42.9	45.2	4.8	2.4	2.4	3.39	3.03	2.84
The leadership, direction and responsiveness of the elected council as a whole	2.4	50	35.7		2.4	9.5	3.55	3.15	2.92

The lowest rating was for representation of local needs and interests with a mean score of 3.39 (67.8%) although above the 2017 rating of 60.6%. The highest rating was for the quality and helpfulness of office staff with a mean score of 4.09 (81.8%), above the 76.6% rating in 2017.

The average across all services in this theme was 3.74 (74.8%) well above the 68.2% rating in 2017. This compares with a mean score of 3.48 for rural councils across Queensland in this theme in the LGAQ 2017 Community Satisfaction Study.

4. Other Performance Measures

Respondents were asked if they had attended a Council meeting. Overall, 33.3% had attended a meeting, up from 23.1% in 2017.

Table 4.1: Attended Council Meeting

	2019 Total %	2017 Total %	2016 Total %
Yes	33.3%	23.1%	28.8%
No	66.7%	76.9%	71.2%

For those that had attended a meeting (15), a rating was sought on how informative and useful the meeting was. Some 46.7% gave 'poor' or 'very poor' ratings compared with only 20% in 2017. The mean score was 2.6 (52%) much lower than the 64% rating in 2017.

Table 4.2: How informative and useful was meeting

Rating	2019 %	2017 %
Very poor	6.7%	20%
Poor	40%	0%
Fair only	40%	20%
Good	13.3%	60%
Very good	0%	0%
Mean	2.6	3.2

Respondents were then asked to compare the performance of Burke Shire Council with another service provider such as Telstra, Australia Post or the local electricity supplier.

While 64.3% felt performance was the same as other service providers, 33.3% indicated 'better' and only 2.4% said 'worse'. This was a marginal improvement on the 2017 and 2016 ratings.

Table 4.3: Performance compared with other service provider

Rating	2019 %	2017 %	2016 %
Same	64.3	61.5	61.5
Better	33.3	33.3	25.0
Worse	2.4	5.1	13.5

Ratings were then sought on specific events organised by Burke Shire Council. The Anzac Day and Remembrance Day Ceremonies received the highest rating of 4.33 (86.6%) similar to the 86.8% rating in 2017. The three other events listed each received a score of 4.18 (83.6%).

Table 4.4: Rating of Events

Event	Excellent %	Good %	Fair only %	Poor %	Very Poor %	Don't Know %	Mean 2019	Mean 2017	Mean 2016
Anzac Day & Remembrance Day Ceremonies	35.7	61.9	2.4				4.33	4.34	3.98
Australia Day Ceremonies and Celebration	31	52.4	7.1		2.4	7.1	4.18	4.22	3.86
Gulf Country Book Launch	19	57.1	4.8			19	4.18	na	na
Seniors' Week	21.4	52.4	7.1			19	4.18	na	na

Some 27 (64.3%) of respondents were Burke Shire ratepayers. These ratepayers were asked whether the rates and charges levied are value for money compared to the range of services and facilities provided. Overall, 11.1% (20.6% in 2017) gave 'poor' scores while 25.9% (24.1% in 2017) gave 'good' scores.

The mean score was 3.15 (63%), which is above the 2.93 rating in 2017 and 2.74 in 2016. It is not uncommon to obtain relatively low scores when asking about value for money from rates. In the LGAQ 2017 Community Satisfaction Study, the mean rating for Queensland rural councils as a whole was 2.95.

Table 4.5: Value for Money from Rates

Rating	2019 %	2017 %	2016 %
Excellent value for money	0	0	2.4
Good value for money	25.9	24.1	23.8
Just value for money	63.0	55.2	31.0
Poor value for money	11.1	10.3	31.0
Very poor value for money	0	10.3	11.9
Mean	3.15	2.93	2.74

Respondents were then asked for an overall performance rating for Burke Shire Council in delivering a level of service and displaying a quality of performance in fulfilling all responsibilities.

Some 83.4% gave 'good' ratings (51.3% in 2017) while only 2.4% gave 'poor' ratings (2.6% in 2017). The mean score was 3.83 (76.6%) compared to 70.4% in 2017. This compares with a mean score of 3.33 in the LGAQ 2017 Community Satisfaction Study for the rural category of Queensland councils.

Table 5.6: Overall Performance Rating

Rating	2019%	2017 %	2016 %
Very poor	2.4	0	7.7
Poor	0	2.6	13.5
Fair only	14.3	46.2	38.5
Good	78.6	48.7	34.6
Very good	4.8	2.6	5.8
Mean	3.83	3.52	3.17

5. Website and Communication

Respondents were asked if they had used the Burke Shire Council website. Some 16.7% of respondents had not used the website (25.6% in 2017) with 9.5% indicating they were frequent users (15.4% in 2017). In the LGAQ 2017 Community Satisfaction Study, only 49.2% of those in rural councils had accessed the council website compared with 83.3% in Burke Shire (Occasional and Frequent users).

Table 5.1: Use of Council Website

	2019 %	2017 %	2016 %
Never	16.7	25.6	30.8
Occasionally	73.8	59.0	50.0
Frequently	9.5	15.4	19.2

Those that had used the website were asked to rate the quality of the website in terms of availability of online information or services required or the ease of doing business with the council. Some 60% of users gave 'good' ratings (69% in 2017) while only 8.6% gave 'poor' ratings (10.3% in 2017). The overall rating was a mean of 3.51 (70.2% - 71% in 2017).

Table 5.2: Quality of Council Website

Rating	2019 %	2017 %	2016 %
Very poor	0	3.4	5.4
Poor	8.6	6.9	10.8
Fair only	31.4	20.7	35.1
Good	60.0	69.0	48.6
Very good	0	0	0
Mean	3.51	3.55	3.27

The next question asked how often the respondent had used the Burke Shire Council Facebook page. Some 31% of respondents had never used the Council Facebook page (38.5% in 2017).

Table 5.3: Use of Council Facebook Page

	2019 %	2017 %	2016 %
Never	31.0	38.5	61.5
Occasionally	59.5	46.2	28.8
Frequently	9.5	15.4	9.6

For those that had used the Facebook page, a rating was sought on the usefulness of the page. Overall 51.7% of users rated the Facebook page as 'useful' (62.5% in 2017). The mean score was 3.5 (70% - 72% in 2017).

Table 5.4: Usefulness of Facebook Page

Rating	2019 %	2017 %	2016 %
Very poor	0	0	5
Poor	6.9	4.2	0
Fair	41.4	33.3	30
Useful	51.7	62.5	50
Very useful	0	0	15
Mean	3.5	3.6	3.7

The next question sought ratings on a number of information mechanisms. The "Distribution of notices by email" received the highest rating with a mean of 4.25 (85%), the same as in 2017. "Noticeboards" had the lowest rating with a mean of 3.84 (76.8%), similar to 2017.

Table 5.5: Effectiveness of Information Mechanisms

	Very good %	Good %	Fair %	Poor %	Very poor %	Don't know %	Mean 2019	Mean 2017	Mean 2016
Quarterly Newsletter	23.8	71.4		4.8			4.14	3.57	4.00
Distribution of Notices by email	28.6	64.3		2.4		4.8	4.25	4.25	3.67
Noticeboards	11.9	57.1	14.3	2.4	2.4	11.9	3.84	3.86	3.49

Respondents were asked how often they used Council noticeboards to find out what is happening. Only 9.5% indicated they never use noticeboards (5.1% in 2017) while only 2.4% indicated frequent use (46.2% in 2017).

Table 5.6: Frequency of Noticeboard Use

	2019 %	2017 %	2016 %
Never	9.5	5.1	17.3
Occasionally	88.1	48.7	61.5
Frequently	2.4	46.2	21.2

ATTACHMENT A**Survey Questionnaire 2019**

Introduction: Good morning/afternoon/evening my name is _____ from Market Facts, a Queensland Market Research company. We are conducting a survey for your local council on attitudes to service provision by local government in your area. First, could you please tell me the name of the current council area in which you live. (If Burke Shire, continue, if not terminate).

Please be assured that your answers will be kept completely confidential, and only Market Facts will know what you have said. At no time will the client know which opinion was given by whom.

1. a) Are you a councillor of Burke Shire Council? (If "yes" terminate, If "no" continue)

 b) Are you an employee of Burke Shire Council? (If "yes" go to Q.4, If "no" continue)

2. In the last twelve months, have you had any contact with Burke Shire Council? This may have been in person, by telephone, in writing, email or by fax.

1	Yes
2	No (If "no" go to Q. 4)

3. Could you please rate the quality of your **last contact** (by letter, phone, fax, email or in person) on the following criteria from 5 ("excellent") through 4 ("good"), 3 ("fair only"), 2 ("poor"), to 1 ("very poor").....

a) The timeliness of the response	5	4	3	2	1	d/k
b) The courteousness & helpfulness of person contacted	5	4	3	2	1	d/k
c) The quality of the advice, information or action involved	5	4	3	2	1	d/k
d) Your satisfaction with the outcome	5	4	3	2	1	d/k

4. Again using the scale from 5 ("excellent") through to 1 ("very poor"), how would you rate your knowledge and understanding of Burke Shire Council's activities and responsibilities?

5	4	3	2	1	d/k
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5. Thinking about various responsibilities of Burke Shire Council, on a scale of 1 to 5, with 5 being very good and 1 being very poor, how would you rate the council's performance for

Basic Services/Infrastructure

- | | | | | | | |
|---|---|---|---|---|---|-----|
| a) Rural road maintenance and construction | 5 | 4 | 3 | 2 | 1 | d/k |
| b) Town road maintenance and construction | 5 | 4 | 3 | 2 | 1 | d/k |
| c) Town street lighting | 5 | 4 | 3 | 2 | 1 | d/k |
| d) Quality & reliability of town water supply | 5 | 4 | 3 | 2 | 1 | d/k |
| e) Garbage collection and disposal | 5 | 4 | 3 | 2 | 1 | d/k |
| f) Drainage and flood mitigation | 5 | 4 | 3 | 2 | 1 | d/k |

Community Services

- | | | | | | | |
|---|---|---|---|---|---|-----|
| a) Library, Cultural and Information Services | 5 | 4 | 3 | 2 | 1 | d/k |
|---|---|---|---|---|---|-----|

b) Parks, Playgrounds and Public Amenities	5	4	3	2	1	d/k
c) Sporting and Recreation Facilities	5	4	3	2	1	d/k
d) Community Safety & Security	5	4	3	2	1	d/k
e) The control of animals and pets	5	4	3	2	1	d/k

If response 1, 2 or 3 to (e), *control of animals* ask:

What changes to the way Burke Shire manages control of animals and pets would you like to see?

.....

And how would you rate the council's performance for ...

Managing the Shire

a) Town Planning, Building & Development Control	5	4	3	2	1	d/k
b) Environment protection including noxious weeds	5	4	3	2	1	d/k
c) Development of Tourism	5	4	3	2	1	d/k
d) Economic Development & Employment Creation	5	4	3	2	1	d/k
e) Responsible & accountable financial management	5	4	3	2	1	d/k
f) Providing a fair and equitable rating system	5	4	3	2	1	d/k
g) Selection of skilled and qualified staff	5	4	3	2	1	d/k

Customer Services/Communication

a) Customer service	5	4	3	2	1	d/k
b) Provision of information	5	4	3	2	1	d/k
c) Handling of complaints	5	4	3	2	1	d/k
d) Consulting and engaging the community	5	4	3	2	1	d/k

Qualities of Council & Staff

a) The quality & helpfulness of office staff (administration and depot)	5	4	3	2	1	d/k
b) The quality, helpfulness & efficiency of outdoor workers (road maintenance, town services, parks/gardens)	5	4	3	2	1	d/k
c) The quality & dedication of councillors you deal with	5	4	3	2	1	d/k
d) The way in which your local needs and interests are represented by council	5	4	3	2	1	d/k
e) The leadership, direction and responsiveness of the elected council as a whole	5	4	3	2	1	d/k

.....

.....

6. Have you ever attended a Council meeting? (If "no" go to Q.7, if yes ask)
On our scale of 5 (very good) to 1 (very poor), how informative and useful was the meeting?

5 4 3 2 1 d/k

7. Overall, how would you compare the performance of Burke Shire Council with another service provider such as Telstra, Australia Post or your local electricity supplier? Are they much the same, better or worse?

Same 1 Better 2 Worse 3

8. Thinking about events organised by Burke Shire Council, how would you rate each of the following events?

a. Anzac Day & Remembrance Day Ceremonies	5	4	3	2	1	d/k
b. Australia Day Ceremonies & Celebration	5	4	3	2	1	d/k
c. Gulf Country Book Launch	5	4	3	2	1	d/k
d. Seniors Week	5	4	3	2	1	d/k

9. Do you or a member of your household pay rates to Burke Shire Council?

Yes 1 (If Yes, then..(a)) No 2 (If No go to Q10)

(a) Do you consider that the rates and charges levied by Burke Shire Council are value for money compared to the range of services and facilities provided? Would you say they are (5) excellent value for money, (4) good value for money (3) just value for money (2) poor value for money or (1) very poor value for money?

5 4 3 2 1 d/k

10. Considering Burke Shire Council as a whole, how would you assess them for delivering a level of service and displaying a quality of performance in fulfilling all responsibilities they have, would you give them a 5 'very good', 4 'good', 3 'fair only', 2 'poor' or 1 'very poor' for their overall performance.

Overall performance 5 4 3 2 1 d/k

11. How often have you used the Burke Shire Council website? Would you use it frequently, occasionally or never?

never 1 occasionally 2 frequently 3

a) (If 2 or 3 responses above) How would you rate the quality of the website in terms of availability of online information or services you require or the ease of doing business with the council? Using a scale of (5) excellent, (4) good, (3) fair, (2) poor, (1) very poor

5 4 3 2 1 d/k

12. How often have you used Burke Shire Council's Facebook page? Would you use it frequently, occasionally or never?

never 1 occasionally 2 frequently 3

b) (If 2 or 3 responses above) How useful do you find Burke Shire's Facebook page. Use a scale of (5) very useful, (4) useful, (3) fair, (2) poor, (1) very poor

5 4 3 2 1 d/k

13. Using the scale of 5 (very good) to 1 (very poor), how would you rate the effectiveness of Burke Shire Council's ...

a. Quarterly Newsletter?	5	4	3	2	1	d/k
b. Distribution of Notices by email?	5	4	3	2	1	d/k
c. Noticeboards?	5	4	3	2	1	d/k

14. How often do you use noticeboards to find out what is happening in Burke Shire? Would you use them frequently, occasionally or never?

never 1 occasionally 2 frequently 3

15. Is there one specific aspect of council service or role that you would like to see given greater attention and priority? [Record Verbatim]

16. Is there one specific aspect of council service or role that you feel is given too much attention and priority? [Record Verbatim]

17. Are there any other specific comments you would like to make in relation to the performance and service delivery of Burke Shire Council? [Record Verbatim]

RECORD GENDER Male 1 Female 2

What age group are you in? Would you be

18 - 24 ?	1	45 - 54 ?	4
25 - 34 ?	2	55 - 64 ?	5
35 - 44 ?	3	65 yrs and over	6

Thinking about your residential location, could it be described as....

A built-up area in a town, living close to your neighbours?	1
A large lot outside of a town such as rural residential?	2
A truly rural area, living on a grazing property or other farming business?	3

Thinking of the property you live in, do you OWN it or are you RENTING?

- 1 Own (includes purchasing)
- 2 Renting

Thank you very much for your assistance. Remember your answers will be kept completely confidential, and only Market Facts will know what you have said.