



MEDIA RELEASE

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Community Satisfaction with Local Government Remains High

An independent Statewide survey has found overall levels of satisfaction with local councils around Tasmania remains high.

Since 2001 a *State-wide Community Satisfaction Survey* has been regularly conducted to measure the satisfaction local residents have with local councils across Tasmania. Results in the recently completed 2015 survey, conducted by EMRS, show that overall levels of satisfaction have remained constant since surveying first began.

The average satisfaction score across nine categories of council services which included such elements as council staff; waste management; recreation and cultural facilities and business; roads, footpaths and traffic and planning and development was 70%, a marginal increase on the 2013 figure of 69%.

In 2015, the highest average satisfaction score for an individual service area related to residents satisfaction with “council staff”, where a state-wide satisfaction score of 82% was recorded - an increase of 5 percentage points since the last survey in 2013 and the only service area where significant movement had occurred since 2013.

The service area that received the lowest satisfaction score was “planning and development “at 58%, as was the case in all previous surveys.

As with all six previous rounds of research, “roads, footpaths and traffic” were seen as the area where improvement was most needed with almost one fifth of residents (18%) nominating this area. However, residents in the State’s north-west expressed significantly higher levels of satisfaction with this service area than residents elsewhere.

Residents in the north-west also expressed significantly higher levels of satisfaction with “waste management”; “appearance of public areas in general” and “tourism and visitor information services”.

The average satisfaction score relating to how satisfied residents were in terms of value for money with their council was 62%, up two percentage points from the result gained through the 2011 and 2013 surveys.

39% of those surveyed had been in direct contact with their local council within the last 6 months, a decrease of 9 percentage points since 2013, while a further 15% had done so within the last 12 months.

Key methods of contact were in person; by telephone and in writing. Very few residents contacted council through social media, or mechanisms such as council websites.



The average importance score when residents were asked how important it is that council is involved in reform discussions was 88%.

The Statewide *Community Satisfaction Survey* is funded by LGAT members. EMRS was engaged to conduct the survey of 1240 randomly selected residents across Tasmania.

- The full report is available on the LGAT website www.lgat.tas.gov.au.

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