



Local Government Association Tasmania

MEDIA RELEASE

FOR IMMEDIATE RELEASE

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Satisfaction with Local Government Remains Constant

Since 2001, a statewide *Community Satisfaction Survey* has been regularly conducted to find out how satisfied Tasmanians are with the way in which their local councils provide a range of services. Results in the recently completed 2013 survey, show that overall levels of satisfaction have remained constant since surveying first began. The average satisfaction score across nine categories of council services was 69%.

In 2013, average satisfaction was highest in the area of other council services (79%), followed by waste management and council staff (77% in each case). Five of the nine categories surveyed recorded average satisfaction scores of 70% or above. Lower ranking service areas included community involvement, planning and development.

Residents were less likely to make contact with their local councils in person, with a drop of eleven percentage points recorded since 2011. Unsurprisingly, an increasing proportion of residents opted to make contact by telephone and in writing (including email) when compared to 2011.

LGAT President, Mayor Barry Easter said, "As is the experience of many service organisations, customers are changing the way they approach councils for information and assistance."

"There is increasing use of available technology and the emergence of social media as a way of communicating. Given these rapid changes, there are some continuing lessons to be learnt to ensure that customer service areas continue to respond well to customer needs."

"In response to this, customer service updates for council staff will be included in the annual training plan facilitated by LGAT," Mayor Easter said.

As with all five previous rounds of research, roads, footpaths and traffic were seen as the areas where improvement was most needed, with one in four residents saying so. Relatively high levels of satisfaction were recorded with waste management services, although some still said this was an area for improvement. Despite relatively low levels of satisfaction with community involvement, planning and development, only 1 in 10 residents surveyed suggested that this should be a focus for future priority work.

The average importance score was 70% when residents were asked how important it is that Local Government be recognised in the Australian Constitution. When asked their views on whether the Federal Government should be able to directly fund Local Government, residents said it was very important (78%).

The statewide *Community Satisfaction Survey Research Report 2013* is funded by LGAT members. In 2013, EMRS were engaged to conduct the survey of 1,240 randomly selected residents across Tasmania.

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

**For media enquiries, please contact
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