



Broken Hill City Council Community Satisfaction Survey Results of Online Survey

Sample Profile

Sample Profile

Gender	%	n
Male	39%	47
Female	51%	61
Other	3%	4
Prefer not to say	7%	8
Age		
18 to 34 years	22%	26
35 to 49 years	36%	43
50 to 64 years	27%	32
65 plus years	11%	13
Prefer not to say	5%	6

Area	%	n
Central [Bounded by Galena/Crystal/Oxide Street]	22%	26
North [North of Oxide Street]	38%	45
South [Incl. Holten Drive & Eyre Street]	18%	21
West [West of Galena St/Brookfield Avenue]	18%	21
Other	6%	7
Time lived in Broken Hill		
One to five years	10%	12
Six to 10 years	11%	13
More than 10 years	79%	95

Base: All respondents [n=120]

Q: Do you identify as?
Q: Please stop me when I read out the age group you are in.

Q: In which area of Broken Hill do you live?
Q: How long have you lived in the Broken Hill area?

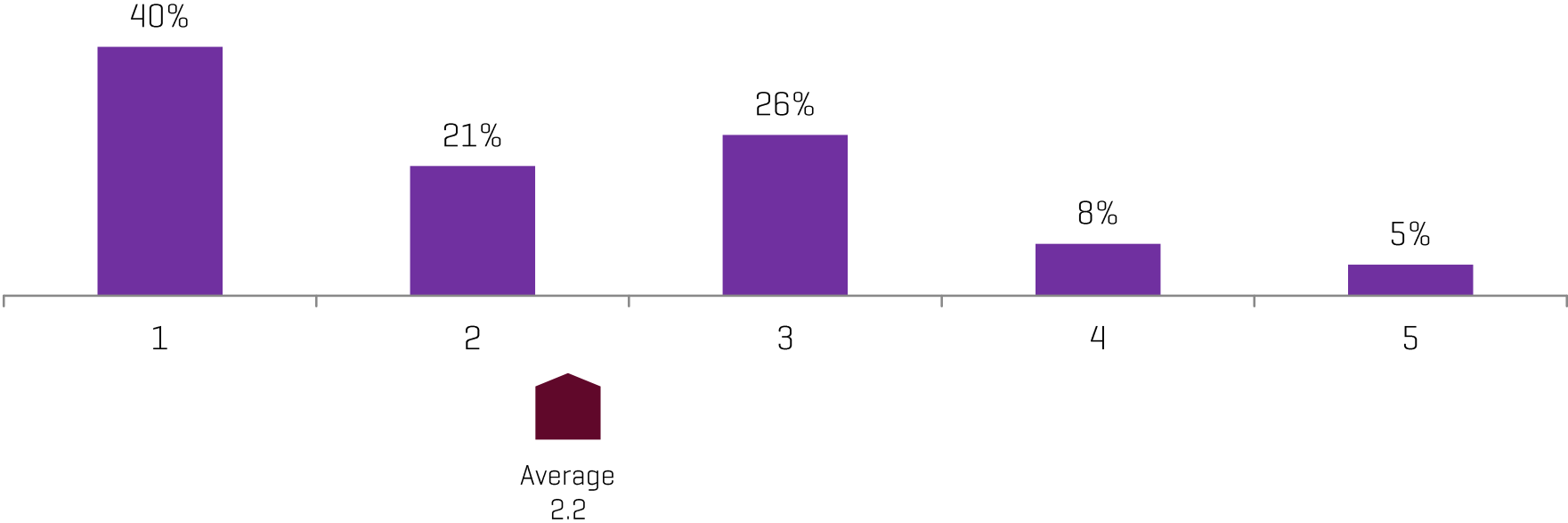
Service and facility provision

Overall satisfaction with Council

1 – Very dissatisfied



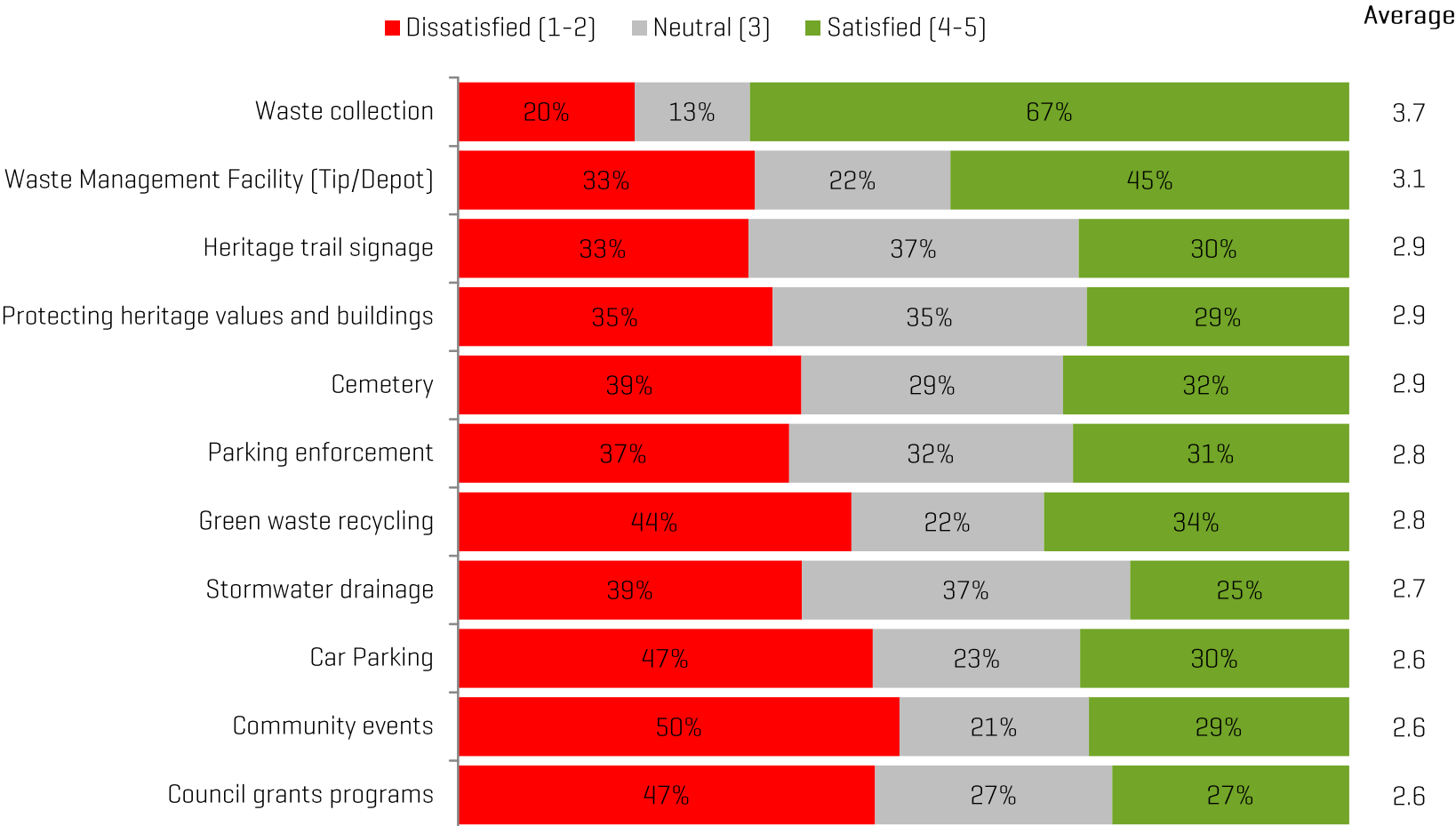
5 – Very satisfied



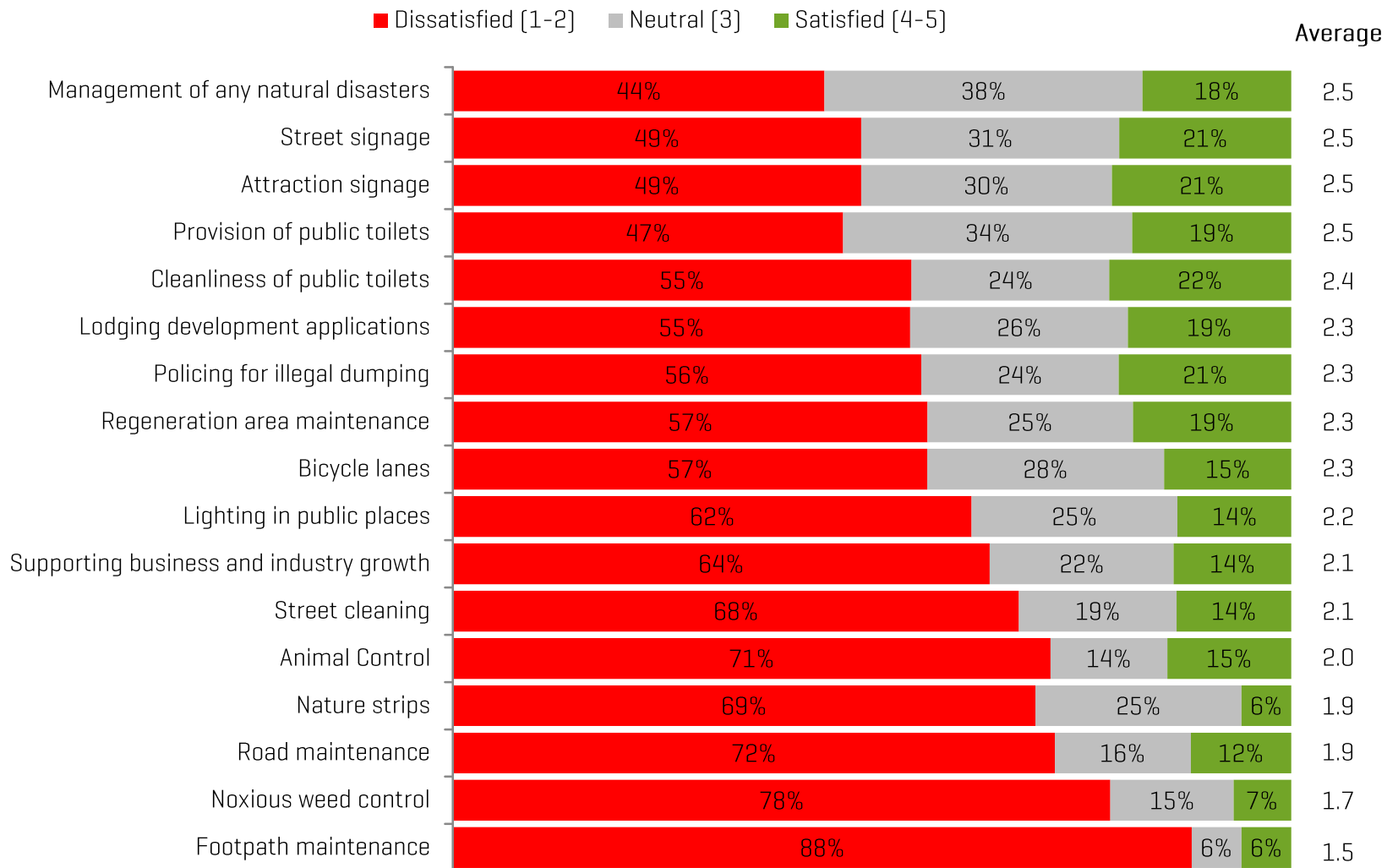
Base: All respondents [n=120]

Q: Overall for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues, but across all responsibility areas? Please use a 5 point scale where 1 means 'very dissatisfied' and 5 means 'very satisfied'.

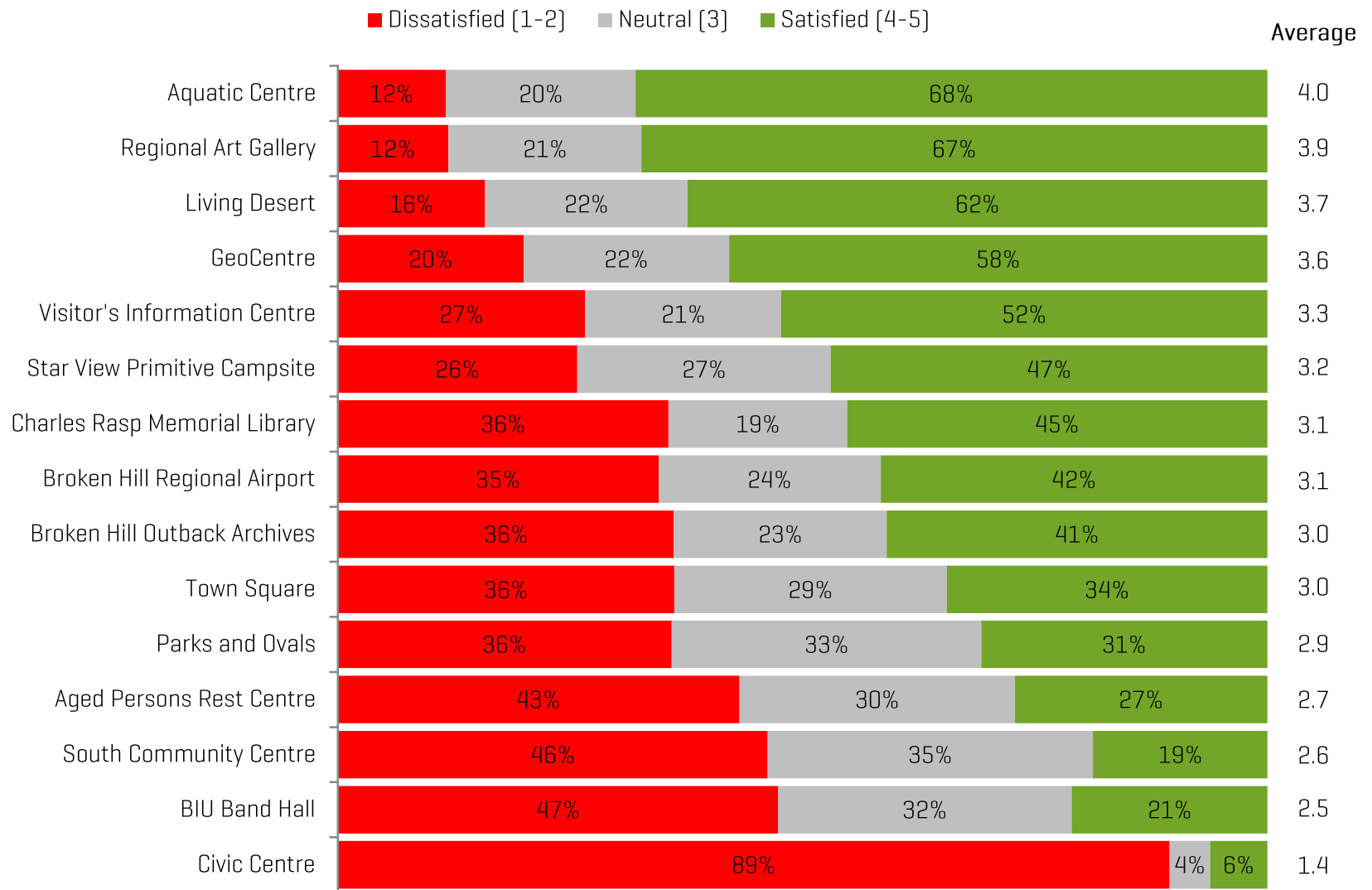
Satisfaction with services



Satisfaction with services – cont'd



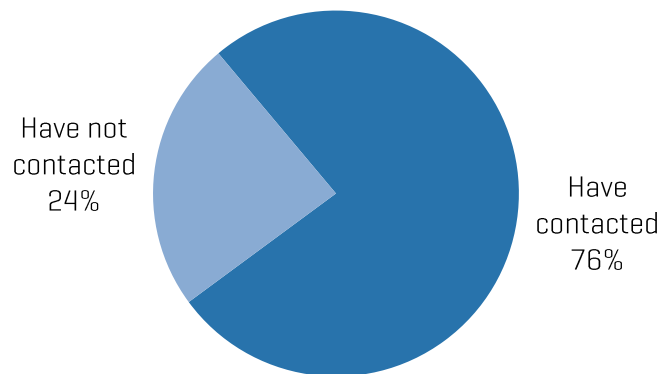
Satisfaction with facilities



Q: I am going to read out a list of Council facilities and will ask you to rate your satisfaction with each facility. This will involve a 5 point scale, where 1 means you are very dissatisfied and 5 means you are very satisfied.

Consultation and communication

Communication methods



Base: All respondents [n=120]

Preferred contact methods	
Social media	52%
Council website / website	43%
Email	37%
Face to face / in person	26%
Phone	17%
Facebook	14%
Community meetings	11%

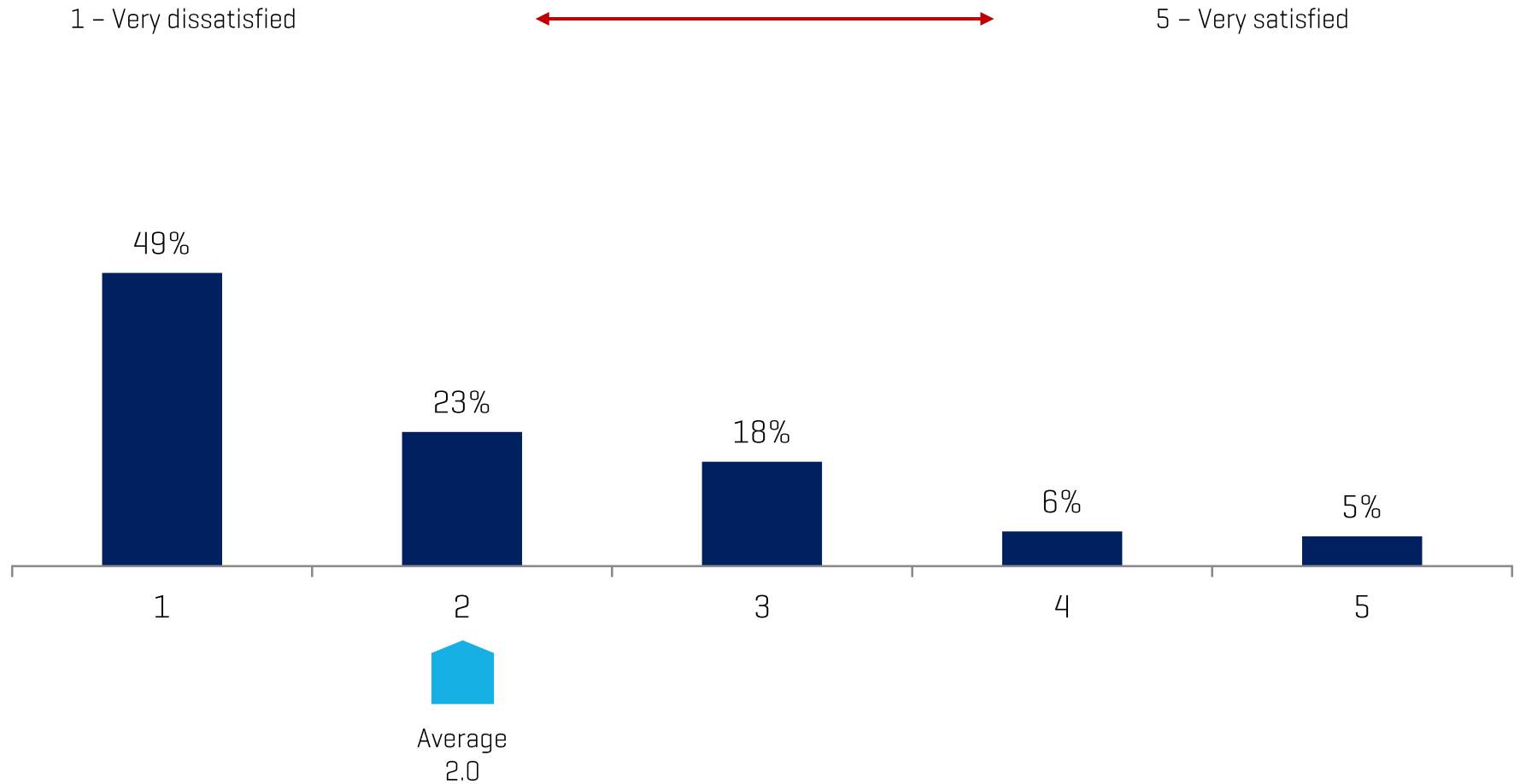
Preferred online services	
Making online payments	25%
Pay rates	10%
Check rates balance	4%
Pay bills / fees	3%
Report problems / issues	24%
Request a service	23%
Interaction with Council	14%
Make a booking	11%
Suggestions / complaints	9%

Q: Have you contacted Broken Hill City Council in the last 12 months?

Q: Please provide up to 3 ways you prefer to engage with Council? [e.g. Council website, Social media, Email subscription]

Q: What are the top 3 tasks/services you would like to do online? [e.g. Make a payment or a booking, request a service or a problem]

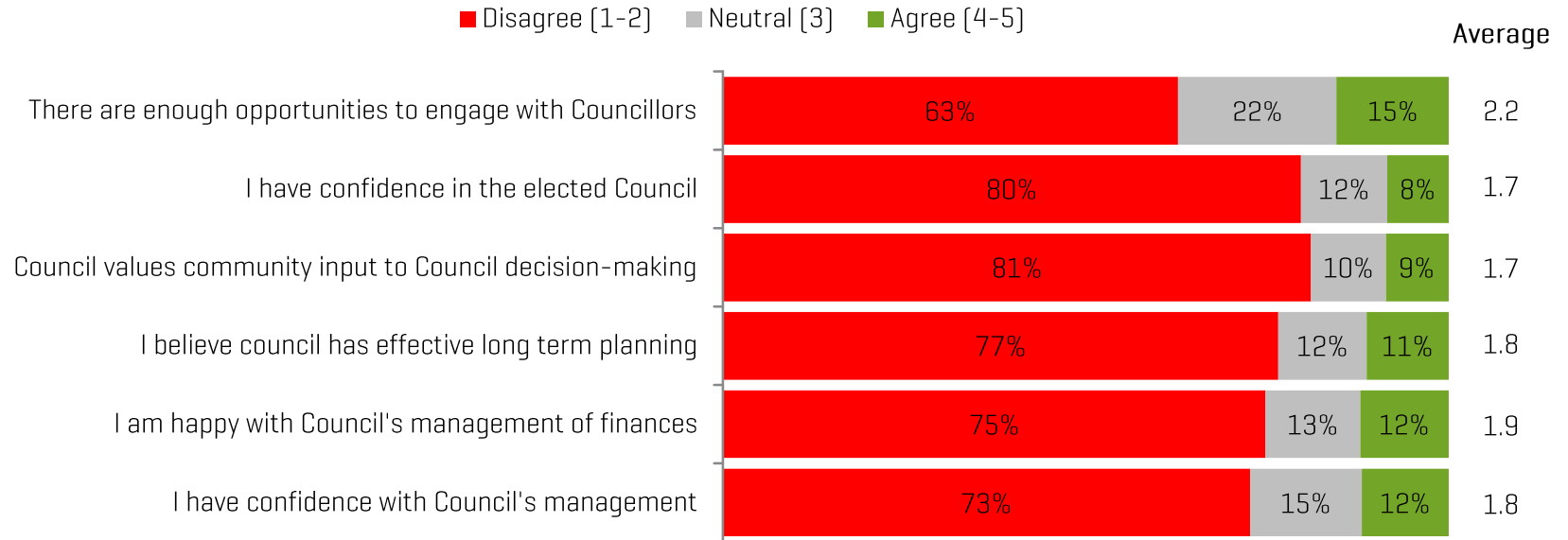
Overall satisfaction with community consultation



Base: All respondents [n=120]

Q: How satisfied are you with the way Council consults with the community? Please use a 5 point scale where 1 means 'very dissatisfied' and 5 means 'very satisfied'.

Community communication

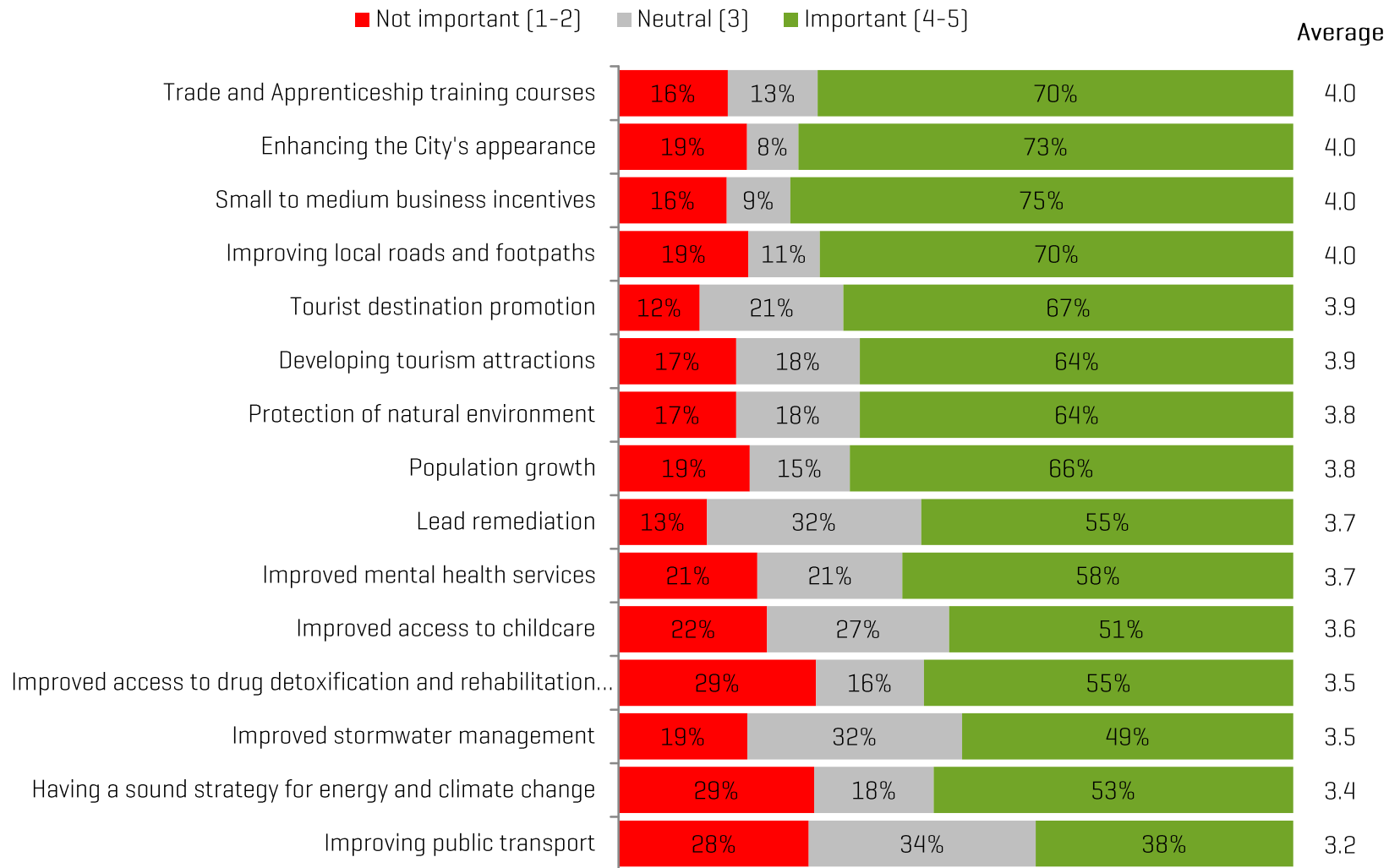


Base: All respondents [n=120]

Q: Using a 5-point scale where 1 means strongly disagree and 5 means strongly agree, to what extent do you agree with the following statements?

Planning for future

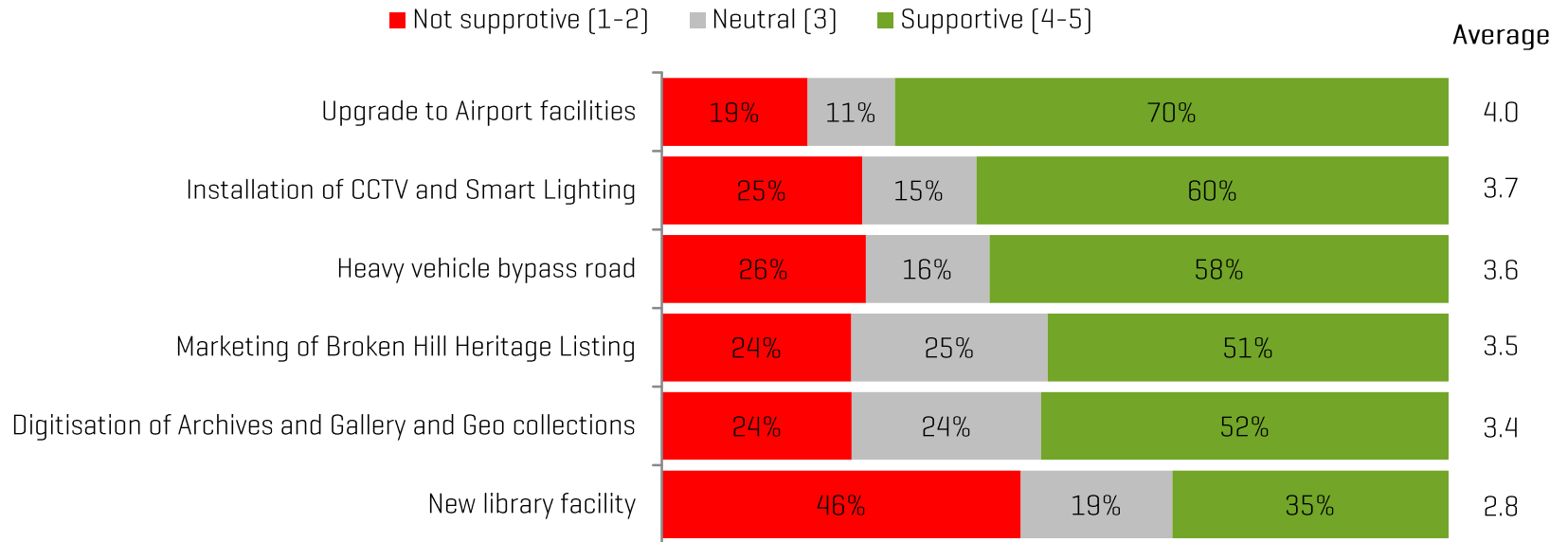
Importance of issues



Base: All respondents [n=120]

Q: The City needs to establish long term priorities for the next 5 to 15 years. To assist us, please rate the importance of the following issues. Please use a 5 point scale where 1 means 'not at all important' and 5 means 'very important'

Support for the Council projects

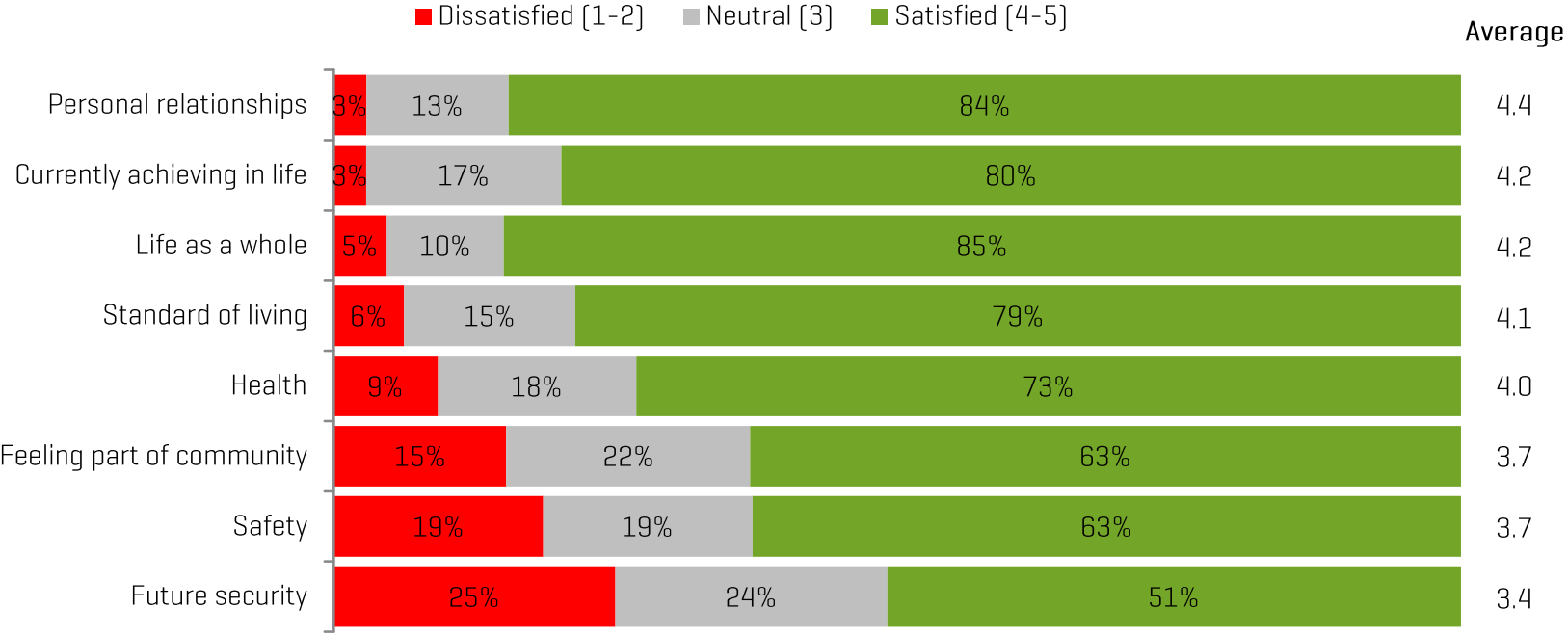


Base: All respondents [n=120]

Q: How supportive are you for the following potential projects that Council plans to introduce?
Please use a 5 point scale where 1 means 'not at all supportive' and 5 means 'very supportive'

Happiness indicators

Happiness



Base: All respondents [n=120]

Q: On a scale of 1 to 5, where 1 is very dissatisfied 5 is very satisfied, how satisfied are you with ...