



DUBBO REGIONAL COUNCIL

COMMUNITY NEEDS &
SATISFACTION SURVEY 2019

ONLINE RESULTS

BACKGROUND

The Community Needs & Satisfaction Survey 2019 was available online from 8 April to 22 April 2019.

352 completed responses were collected from a total of 496 respondents. This report contains the results of these completed responses.

A full list of open-ended responses has been provided in a separate report.

SAMPLE PROFILE

SAMPLE PROFILE – DEMOGRAPHICS

Gender	%	#
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Male 31% 109

Female 67% 236

Prefer not to say 2% 7

Age	%	#
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18 to 34 25% 88

35 to 49 42% 149

50 to 64 22% 79

65 plus 8% 28

Prefer not to say 2% 6

Ratepayer Status	%	#
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Ratepayer 84% 297

Non-ratepayer 16% 55

Length of time lived in area	%	#
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Less than 5 years 16% 58

6 to 10 years 14% 51

11 to 15 years 10% 35

More than 15 years 59% 208

Base: All respondents (n=352)

Q: What is your gender?

Q: What is your age group?

Q: How long have you lived in the Dubbo Regional Council area?

Q: Do you or your family pay Council rates or does your landlord?

SAMPLE PROFILE – AREA

Location	%	#
Town	82%	289
Rural farm or property	18%	63

Area	%	#
Dubbo	76%	267
Wellington	10%	35
Geurie	2%	7
Wongarbon	2%	6
Maryvale	1%	4
Mumbil	0.9%	3
Stuart Town	0.9%	3

Area	%	#
Mogriguy	0.9%	3
Rawsonville	0.3%	1
Euchareena	0.3%	1
Toongi	0.3%	1
Ballimore	0.3%	1
Eumungerie	0.3%	1
Other	5%	19

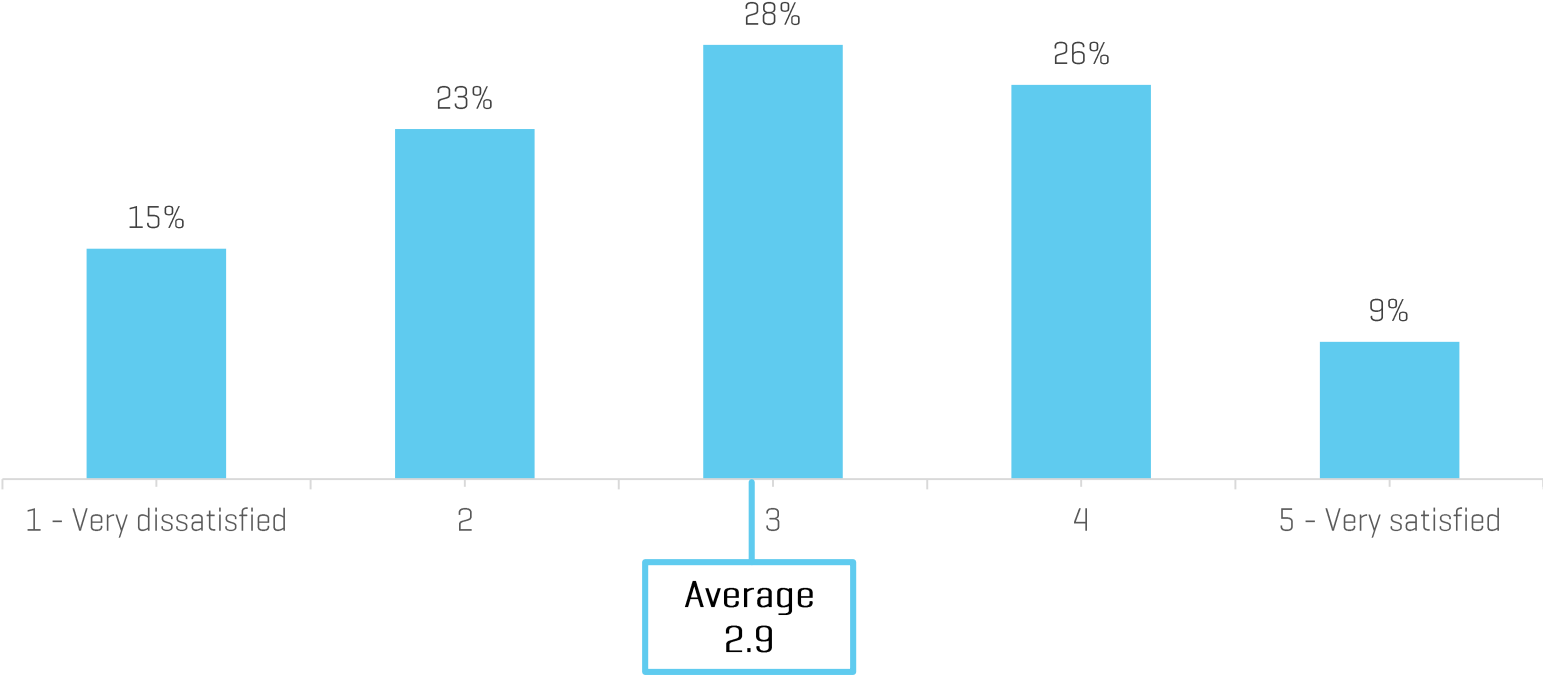
Base: All respondents (n=352)

Q: Do you live in a town or on a rural farm or property?

Q: And what is the name of the town or rural area where you live?

OVERALL SATISFACTION

OVERALL SATISFACTION WITH DUBBO REGIONAL COUNCIL

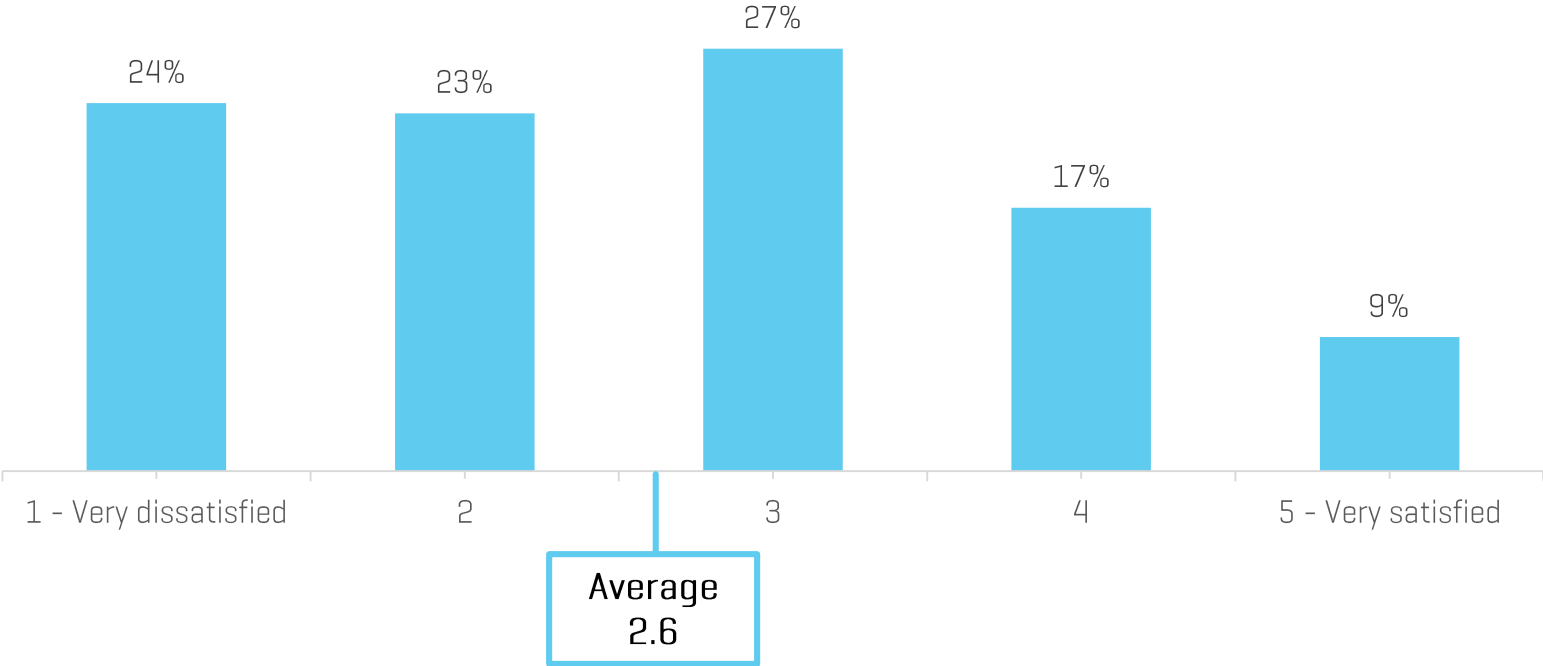


Dissatisfied residents (rating of 1 or 2) were asked to provide one improvement that Council could make to its service delivery.

Base: All respondents (n=352)

Q: On a scale of 1 to 5, how would you rate your satisfaction with the overall performance of Dubbo Regional Council over the past 12 months?

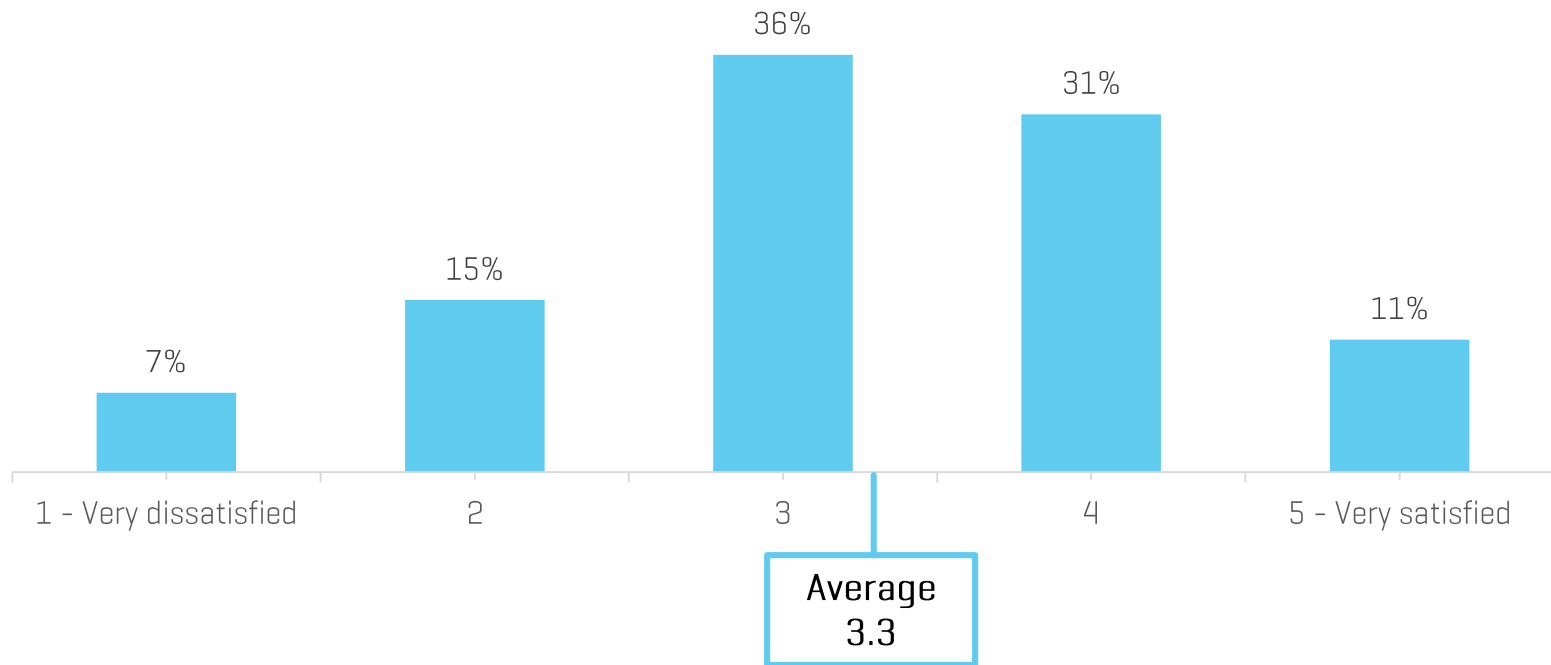
OVERALL SATISFACTION WITH ELECTED COUNCILLORS



Base: All respondents (n=352)

Q: Using the same scale, please rate your satisfaction with...

OVERALL SATISFACTION WITH APPEARANCE OF DUBBO AND WELLINGTON CBDs AND SURROUNDING AREAS

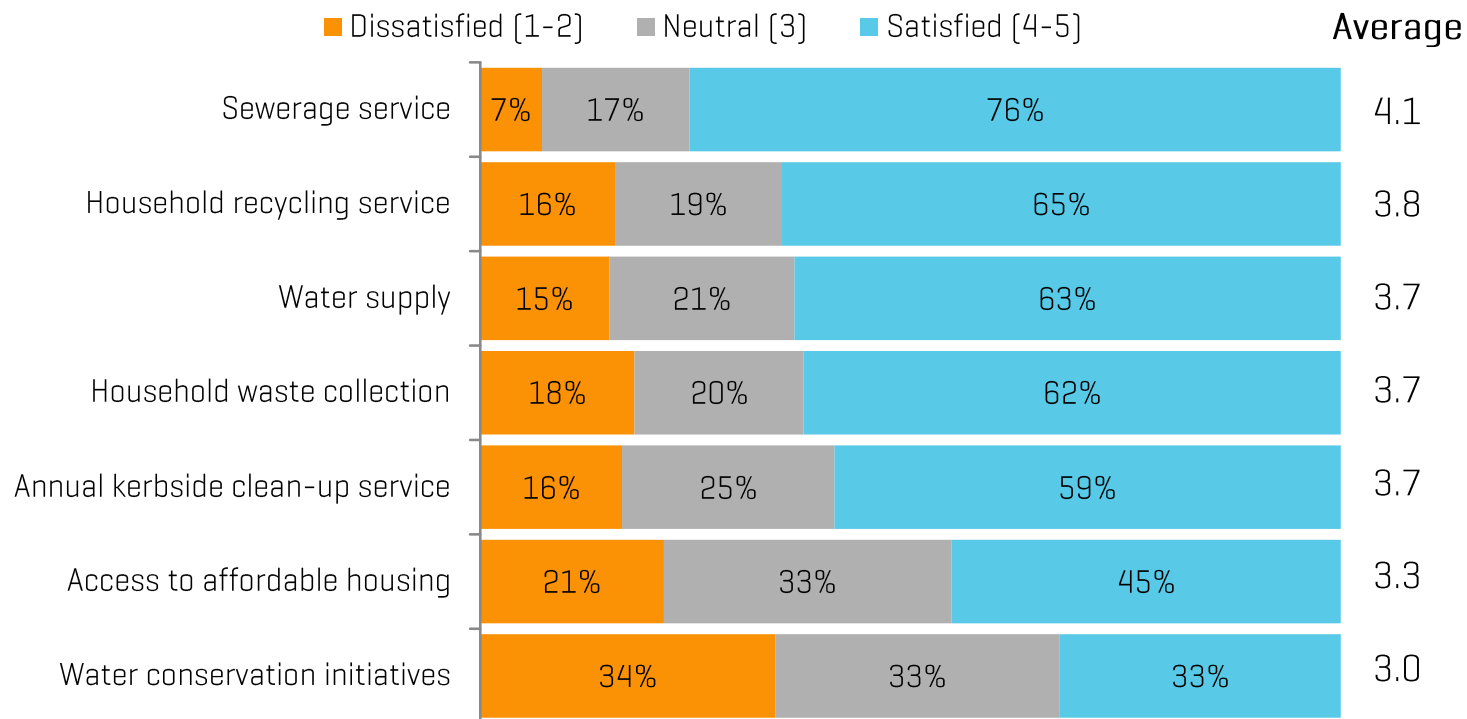


Base: All respondents (n=352)

Q: Using the same scale, please rate your satisfaction with...

COUNCIL SERVICES & FACILITIES

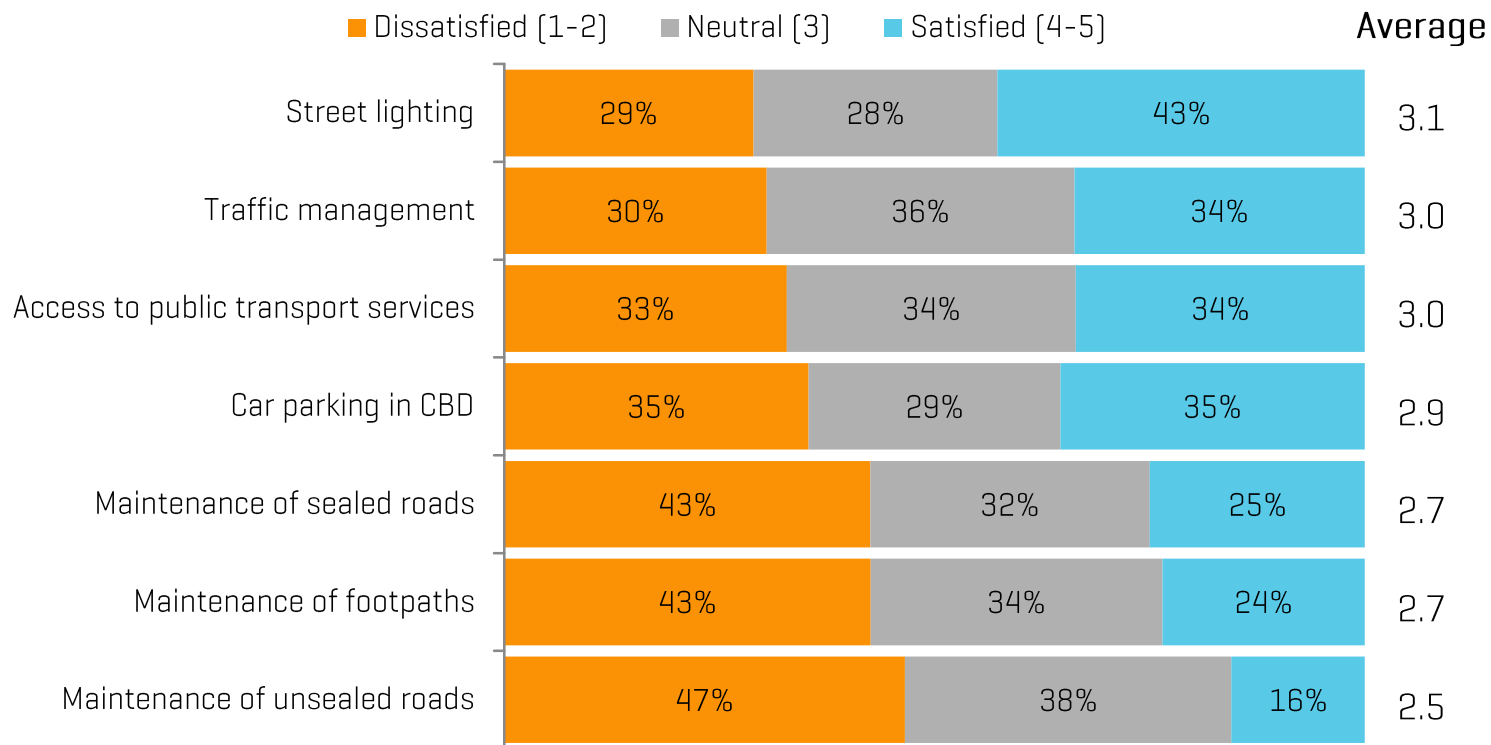
HOUSING & BASIC SERVICES



Base: All respondents [n=352]

Q: Please rate your satisfaction with the following services and facilities using a 5-point scale where 1 means you are 'very satisfied' and 5 means you are 'very dissatisfied'.

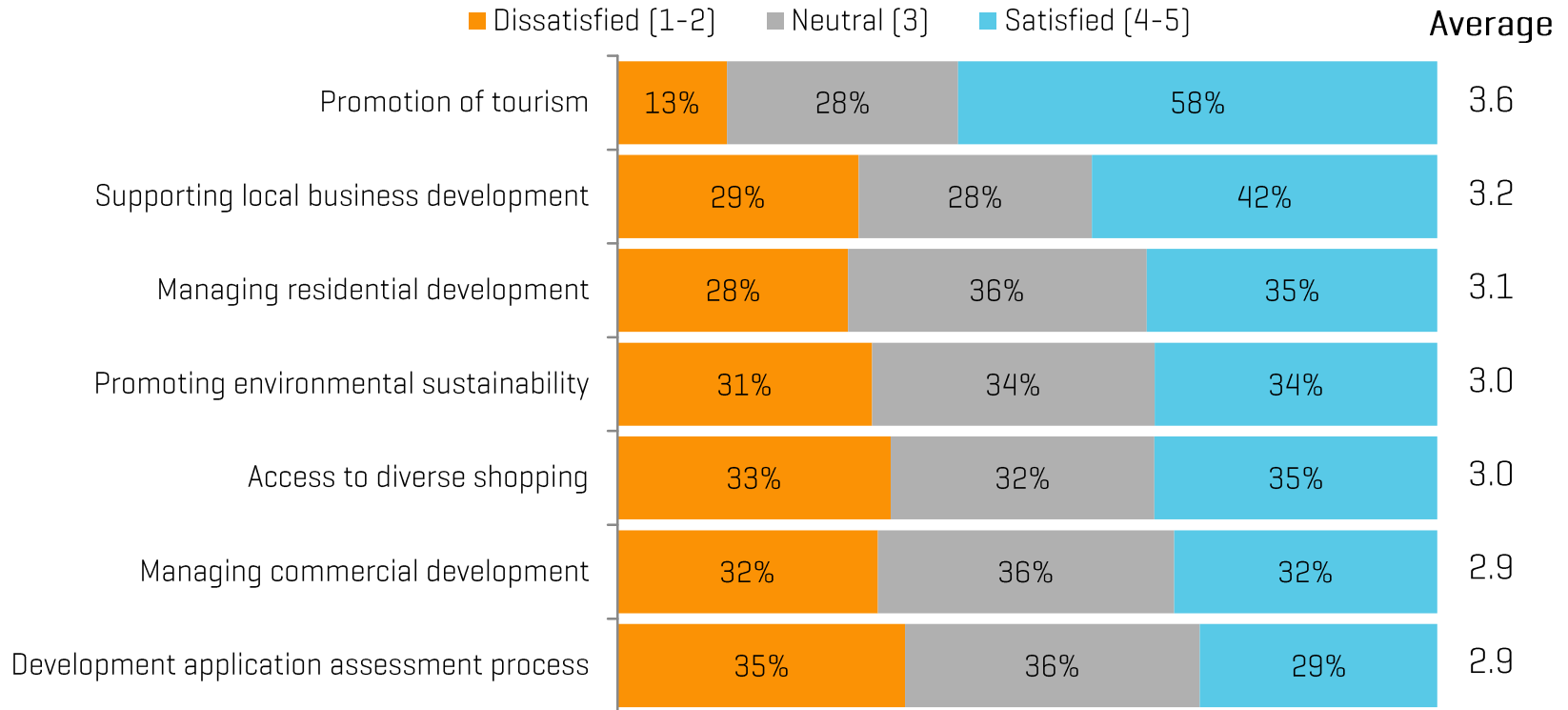
INFRASTRUCTURE



Base: All respondents [n=352]

Q: Please rate your satisfaction with the following services and facilities using a 5-point scale where 1 means you are 'very satisfied' and 5 means you are 'very dissatisfied'.

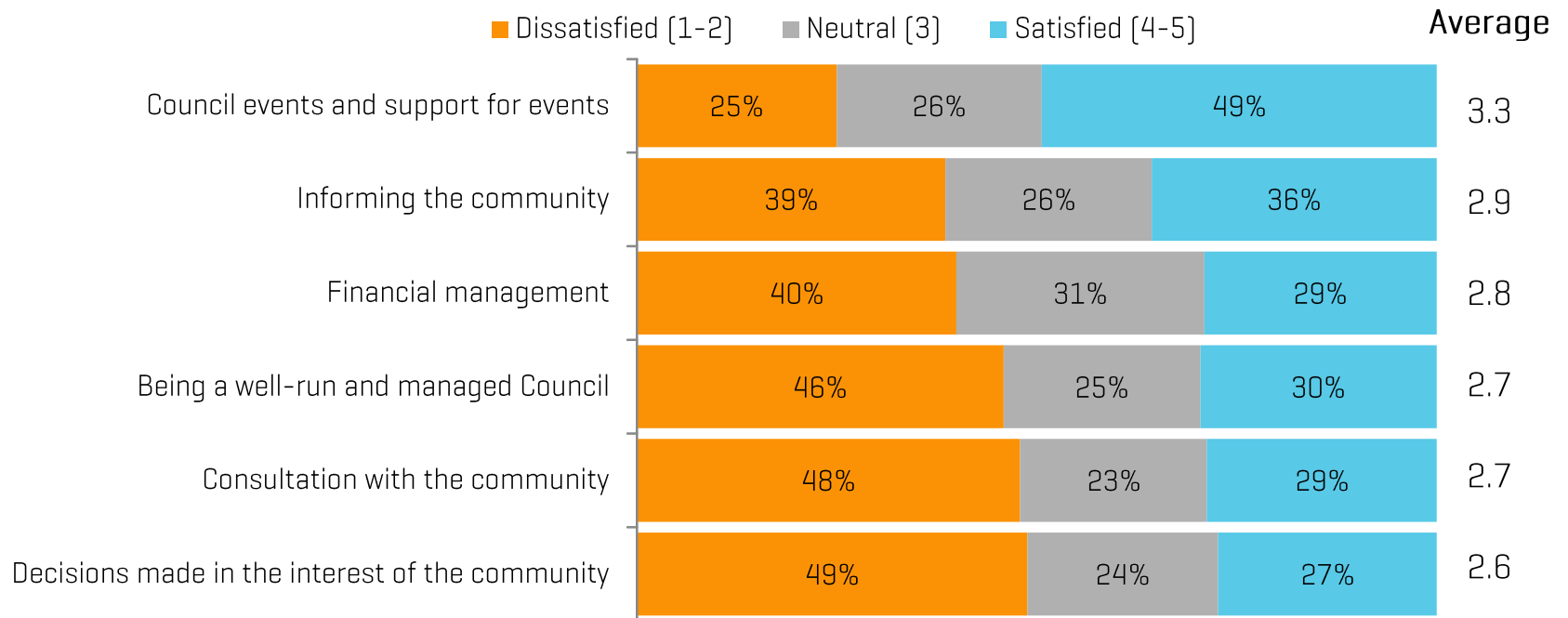
ECONOMY



Base: All respondents (n=352)

Q: Please rate your satisfaction with the following services and facilities using a 5-point scale where 1 means you are 'very satisfied' and 5 means you are 'very dissatisfied'.

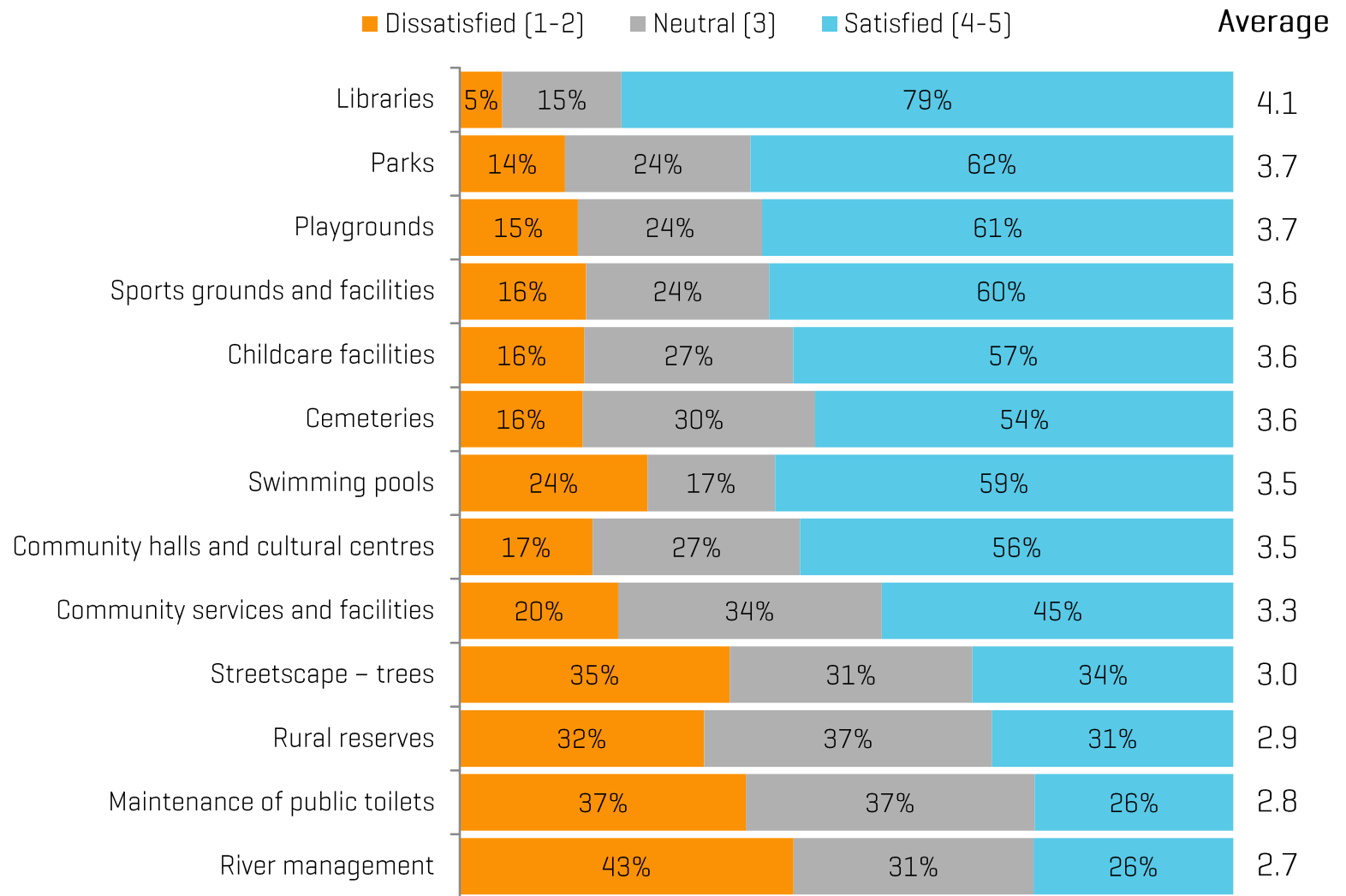
LEADERSHIP



Base: All respondents (n=352)

Q: Please rate your satisfaction with the following services and facilities using a 5-point scale where 1 means you are 'very satisfied' and 5 means you are 'very dissatisfied'.

LIVEABILITY



Base: All respondents [n=352]

Q: Please rate your satisfaction with the following services and facilities using a 5-point scale where 1 means you are 'very satisfied' and 5 means you are 'very dissatisfied'.

FACILITY USAGE

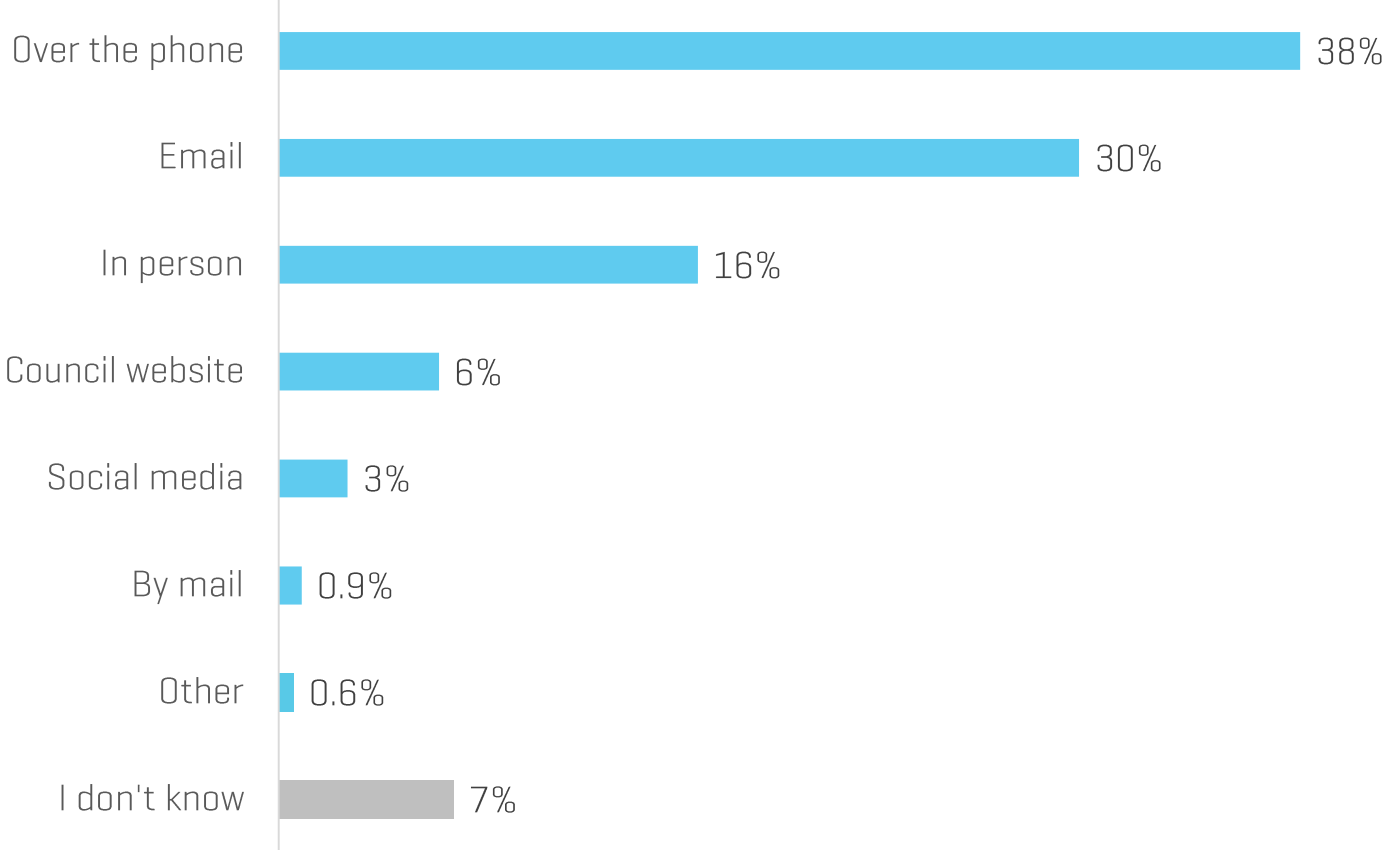
Facility	Daily	Weekly	Monthly	Quarterly	Yearly	Usage Rate	Never
Parks	8%	42%	27%	14%	6%	98%	2%
Dubbo Regional Theatre & Convention Centre	0.9%	0.9%	10%	34%	35%	81%	19%
Sports grounds and facilities	10%	42%	10%	11%	9%	81%	19%
Western Plains Cultural Centre	0.3%	6%	18%	28%	26%	78%	22%
Swimming pools	14%	19%	16%	16%	12%	77%	23%
Playgrounds	4%	28%	17%	15%	8%	72%	28%
Libraries	1%	10%	20%	22%	18%	71%	29%
Facilities for children	13%	28%	12%	7%	6%	67%	33%
Facilities for youth	7%	21%	10%	8%	5%	50%	50%
Facilities for older people	2%	5%	6%	3%	5%	21%	79%

Base: All respondents [n=352]

Q: How frequently do you use the following facilities? Your options are daily, weekly, monthly, quarterly, yearly or never.

CUSTOMER SERVICES

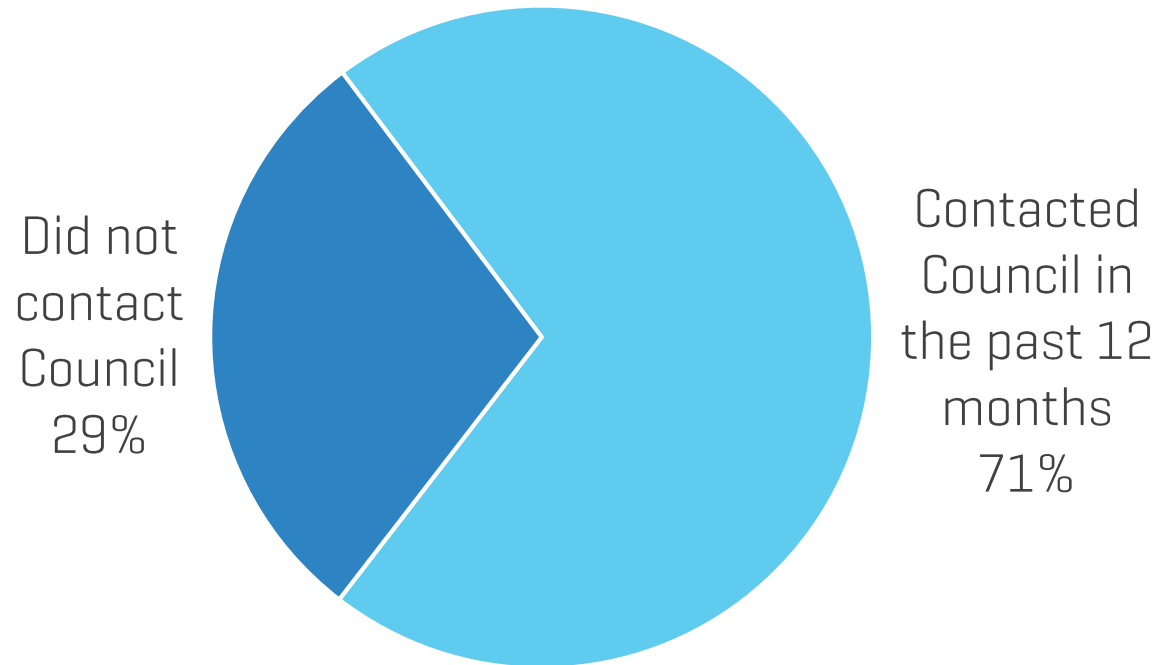
PREFERRED METHOD OF CONTACTING COUNCIL



Base: All respondents (n=352)

Q: What is your preferred method of contacting Council?

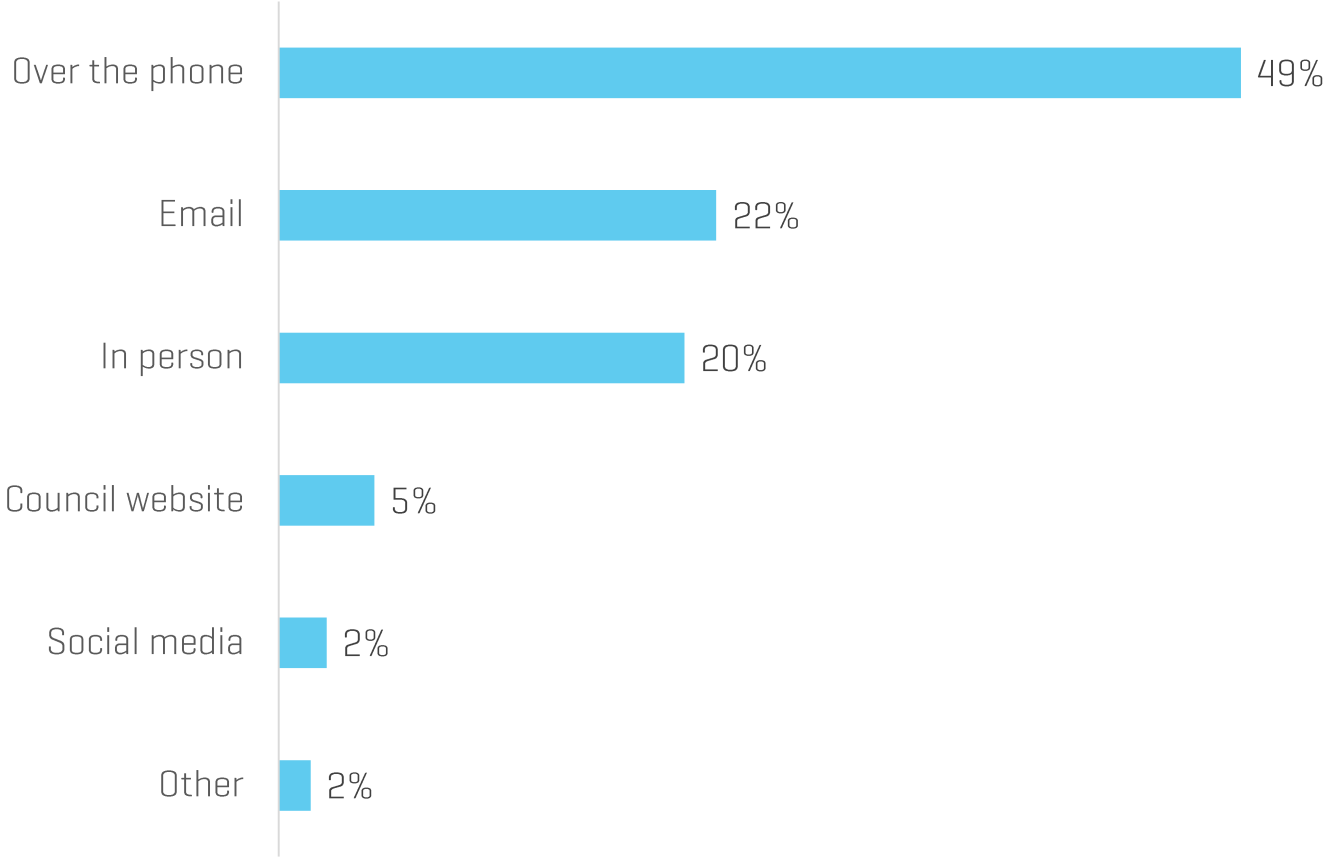
RECENT CONTACT WITH COUNCIL



Base: All respondents (n=352)

Q: Have you contacted Dubbo Regional Council in the past 12 months?

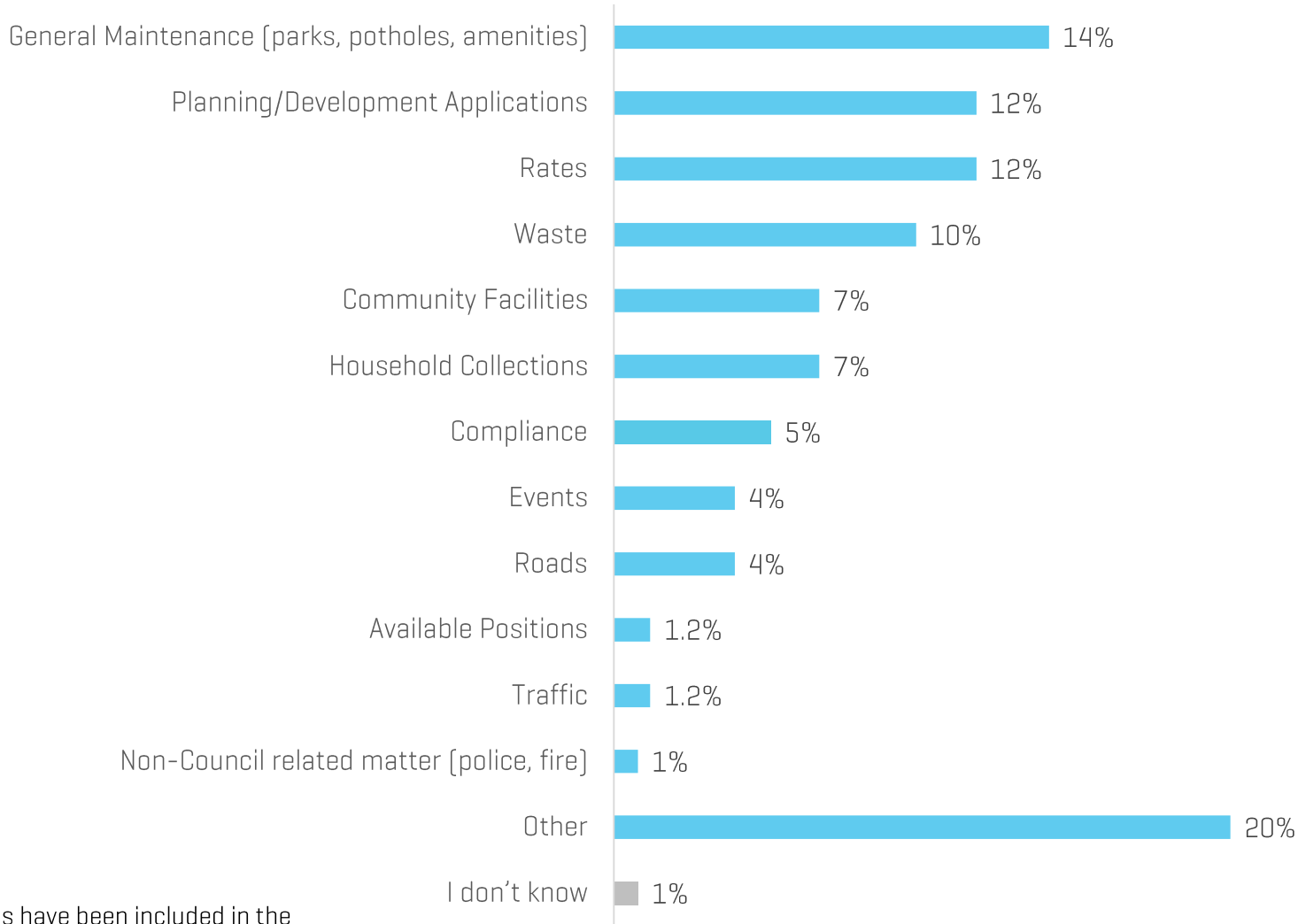
METHOD OF CONTACT



Base: Contacted Council in past 12 months (n=249)

Q: How did you contact Council?

REASON FOR CONTACT

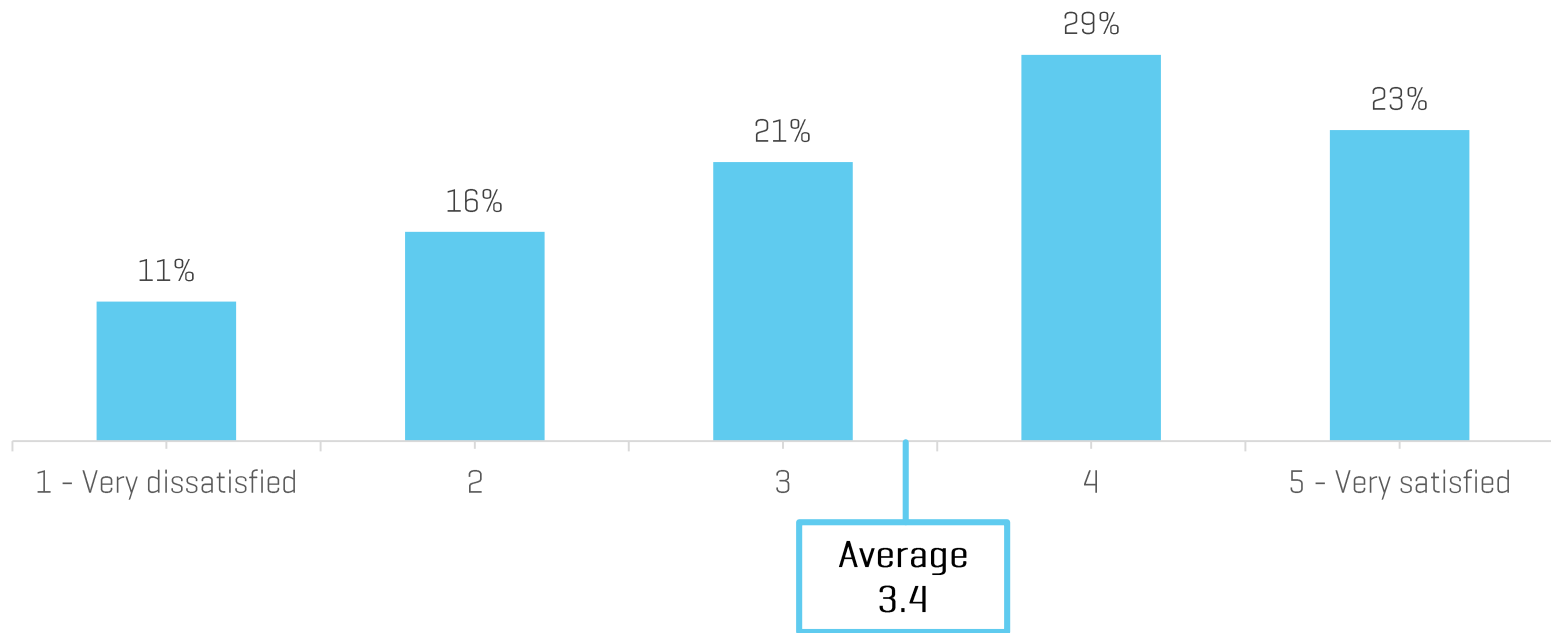


'Other' reasons have been included in the open-ended responses report.

Base: Contacted Council in past 12 months (n=249)

Q: What was the most recent reason you contacted Council?

OVERALL SATISFACTION WITH CUSTOMER SERVICES



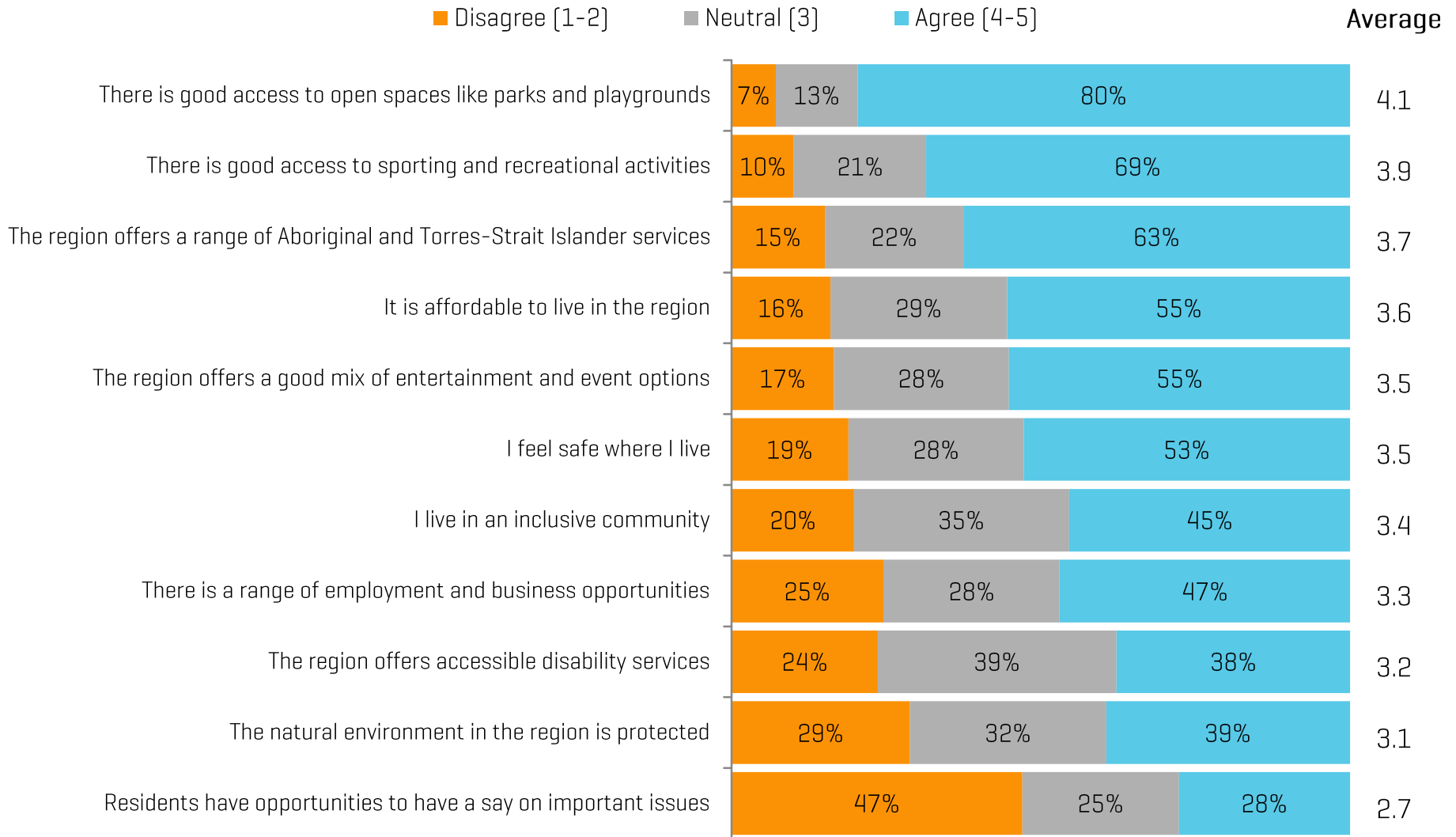
Dissatisfied residents (rating of 1 or 2) were asked how Council could have improved their experience.

Base: Contacted Council in past 12 months (n=249)

Q: On a scale of 1 to 5, how satisfied were you with Council's customer services?

COMMUNITY NEEDS & PRIORITIES

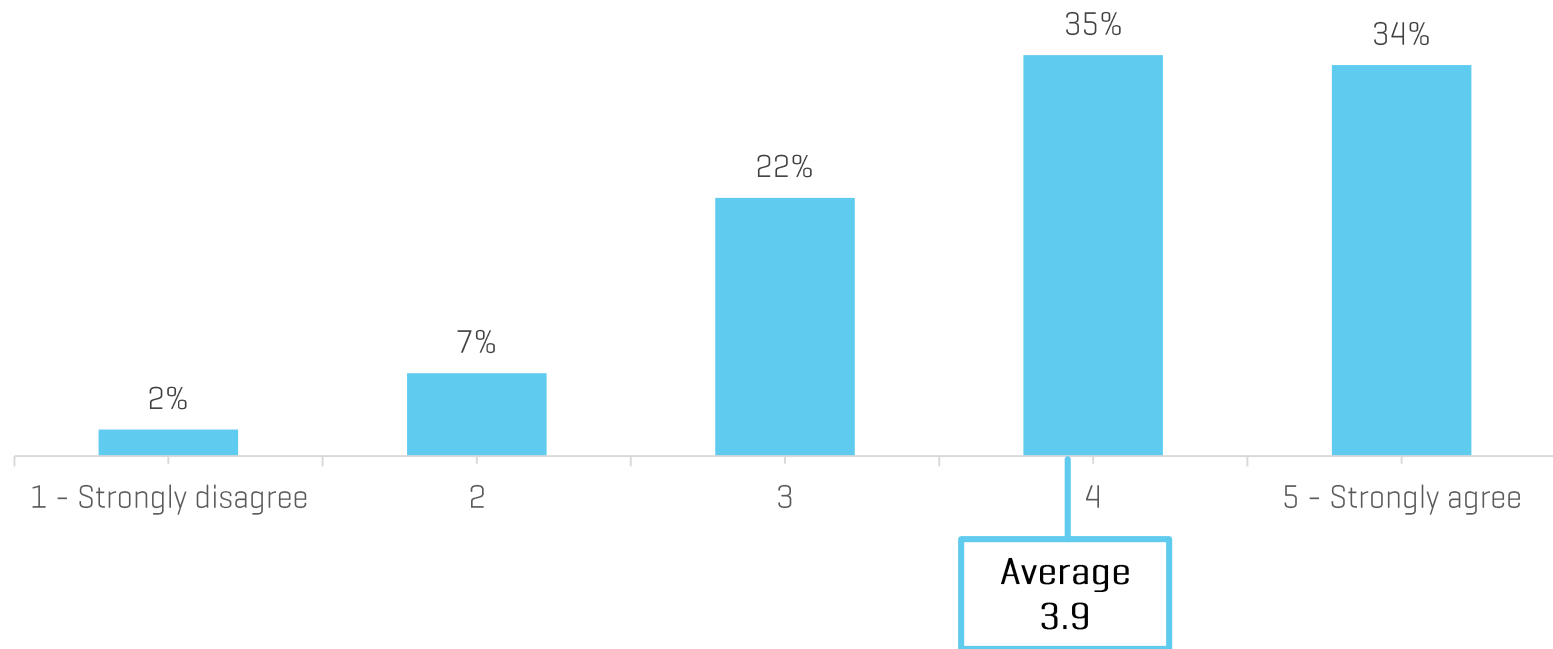
COMMUNITY NEEDS & PRIORITIES



Base: All respondents (n=352)

Q: Please rate your agreement with the following statements using a 5-point scale where 1 means 'strongly disagree' and 5 means 'strongly agree'.

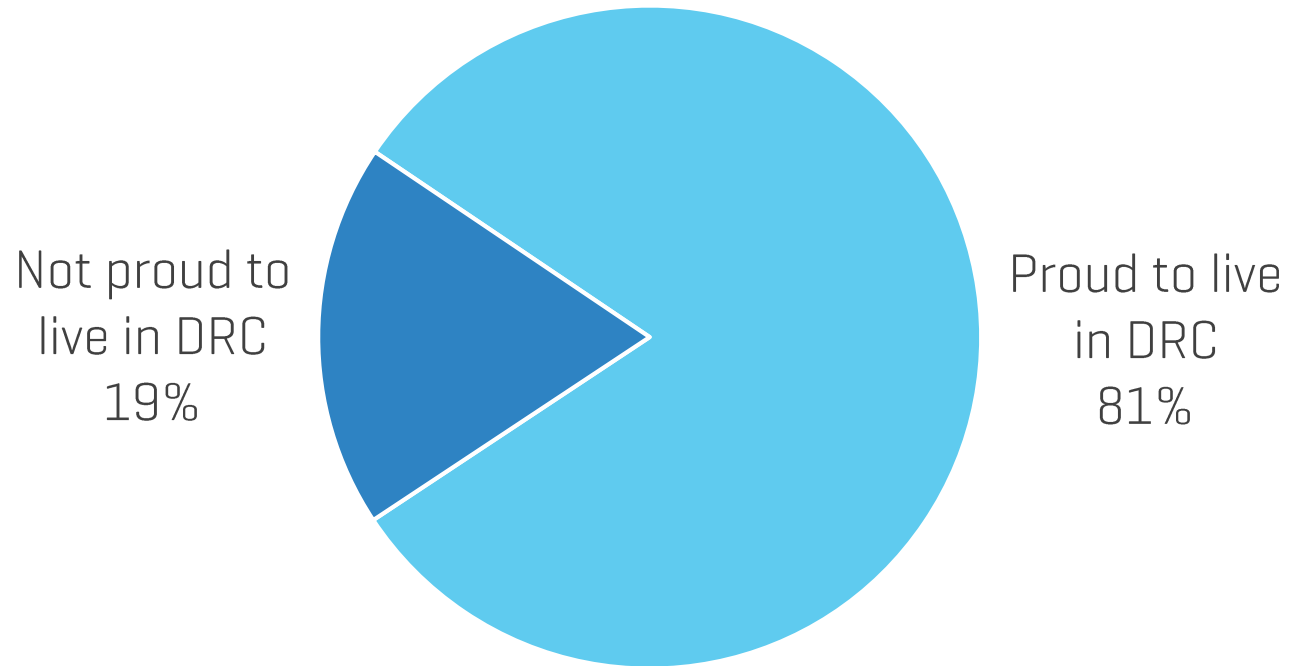
'OVERALL, I BELIEVE DUBBO REGIONAL COUNCIL IS A GOOD PLACE TO LIVE'



Base: All respondents (n=352)

Q: Please rate your satisfaction with the following services and facilities using a 5-point scale where 1 means you are 'very satisfied' and 5 means you are 'very satisfied'.

ARE YOU PROUD TO LIVE IN DUBBO REGIONAL COUNCIL?

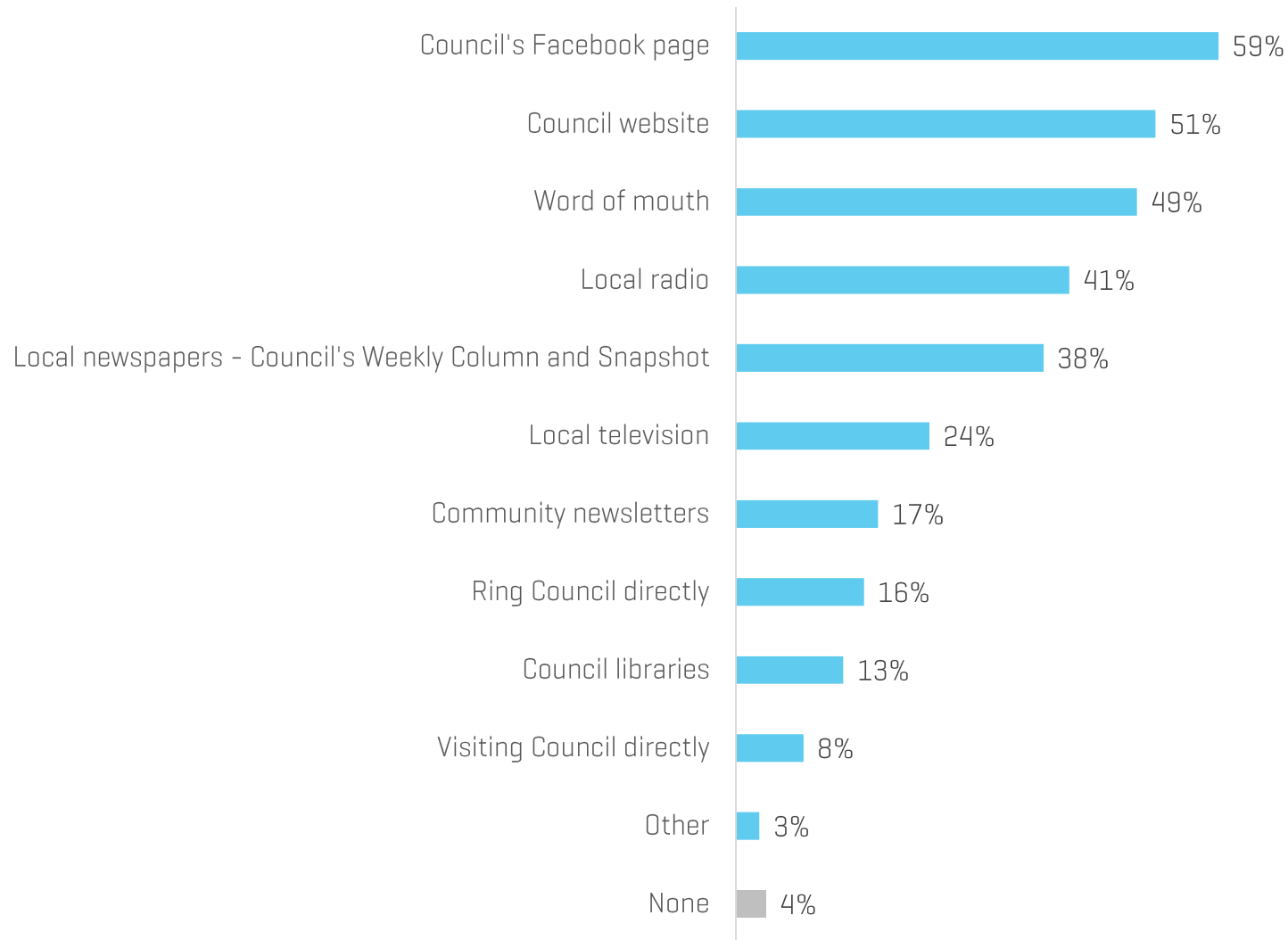


Base: All respondents (n=352)

Q: Are you proud to live in Dubbo Regional Council?

COMMUNICATION

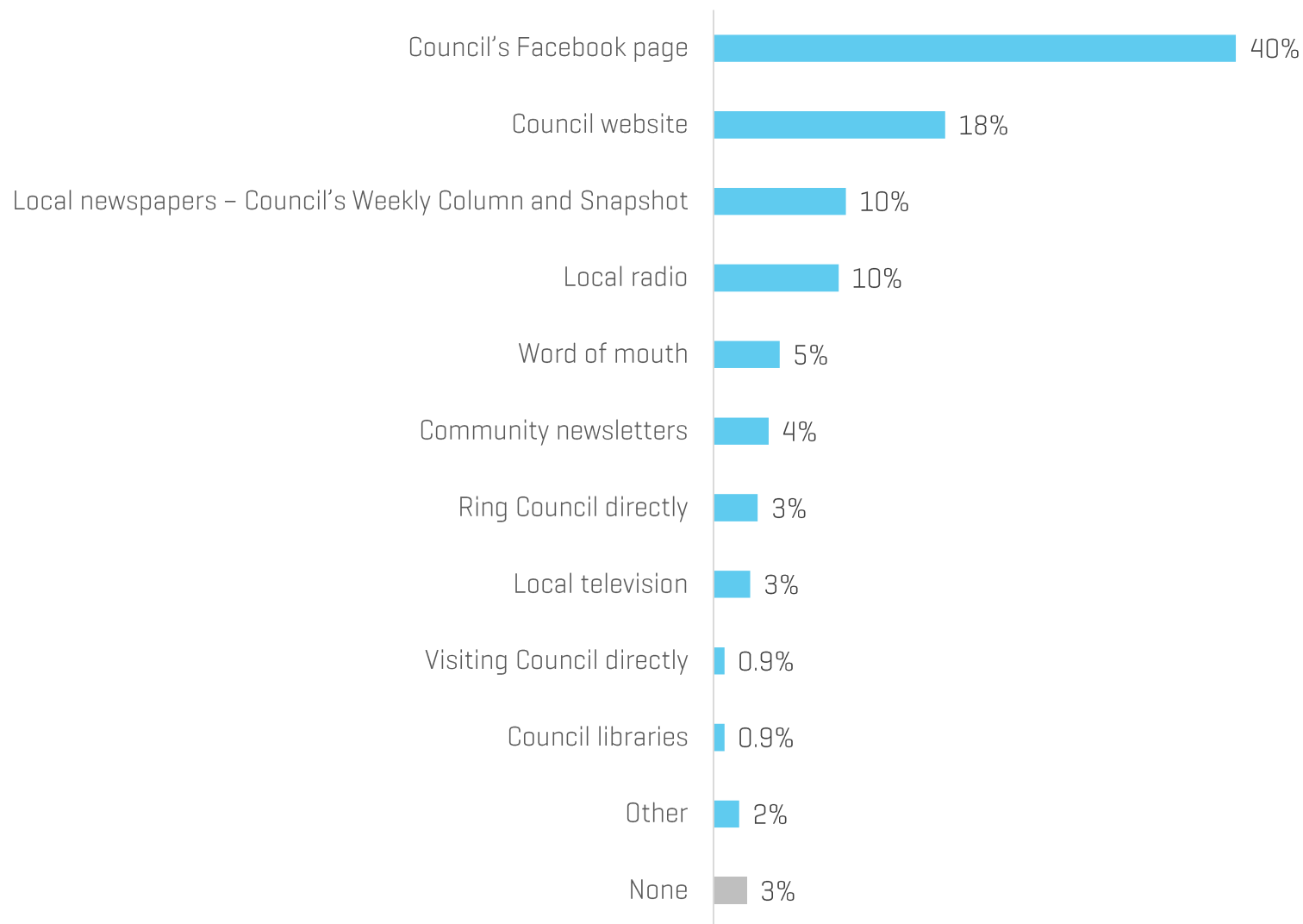
USUAL METHODS OF RECEIVING INFORMATION



Base: All respondents (n=607)

Q: Which of the following sources do you use to receive information or updates on Council's services, events and activities? [MULTIPLE CHOICE]

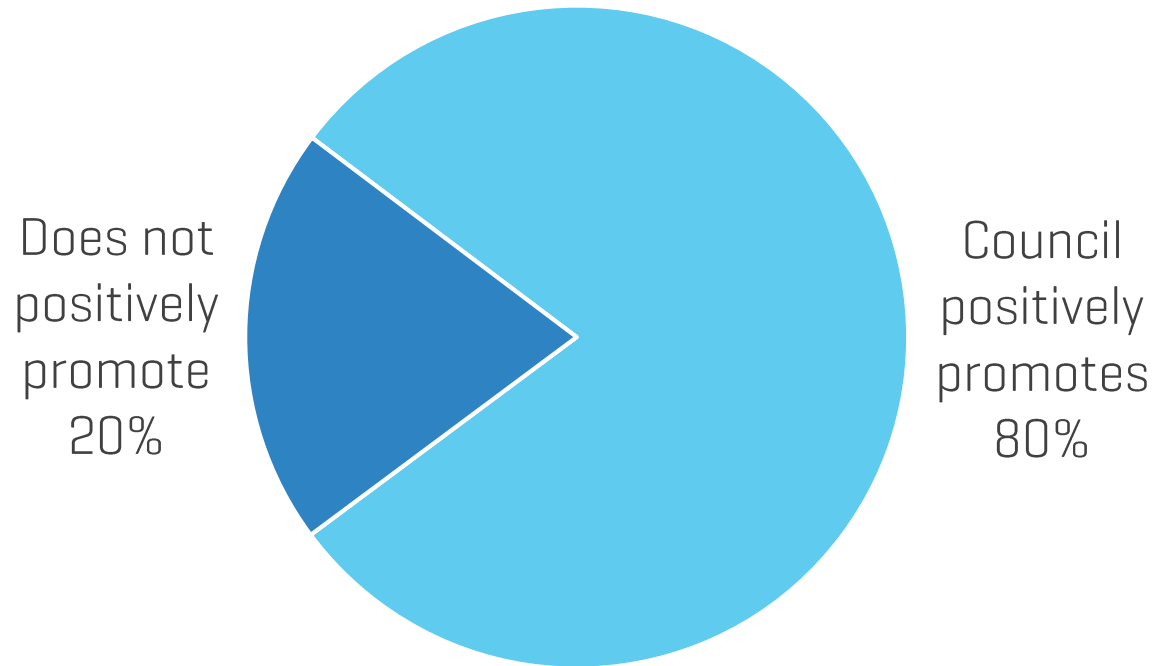
PREFERRED METHODS OF RECEIVING INFORMATION



Base: All respondents (n=352)

Q: Of those sources, which is your most preferred? [SINGLE CHOICE]

POSITIVE PROMOTION OF ACTIVITIES & ACHIEVEMENTS



Base: All respondents (n=352)

Q: Does Council positively promote its activities and achievements?