



Dubbo Regional Council

Community Input Survey 2024 | Online Survey

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Engagement Objectives

In April 2024, Dubbo Regional Council conducted a representative telephone survey with residents living in the Dubbo Regional Local Government Area.

The results of this research have been reported separately.

For engagement purposes, Council also provided the community an opportunity to self complete the survey. An online link was made available on Council's website and across social media channels. Face to face interviewers were also employed to promote the online survey. Residents were approached and asked to participate in the survey via a QR code and online self completion. Interviewers were in field at the Dubbo Farmers Market and Wellington Boot Racing Carnival during April.

Why?

- To provide the community with an engagement opportunity. To gauge community perception of Council's performance, quality of life, agreement with liveability statements, interaction with Council and community priorities.

How?

- N=734 respondents completed the survey online

When?

- The link was open from 28th March – 30th April



Sample selection

The opt-in online survey link was made available by the Dubbo Regional Council. In total there were 1,336 click attempts to begin the survey, of which 734 participants completed the full survey.

Data analysis

The data within this report was analysed using Q Professional. All percentages are calculated to the nearest whole number and therefore the total may not exactly equal 100%.

Comparisons are also made to the results from a phone survey of 503 randomly selected residents.

Important Note

As this survey data is from a self select sample the results are only reflective of those who have participated, and not generalisable to a broader population.

Ratings questions

The Unipolar Scale of 1 to 5 was used in all rating questions, where 1 was the lowest importance or satisfaction and 5 the highest importance or satisfaction.

This scale allowed us to identify different levels of importance and satisfaction across respondents.

Top 2 (T2) Box: refers to the aggregate percentage (%) score of the top two scores for importance. (i.e. important & very important)

Note: Only respondents who rated services/facilities a 4 or 5 in importance were asked to rate their satisfaction with that service/facility.

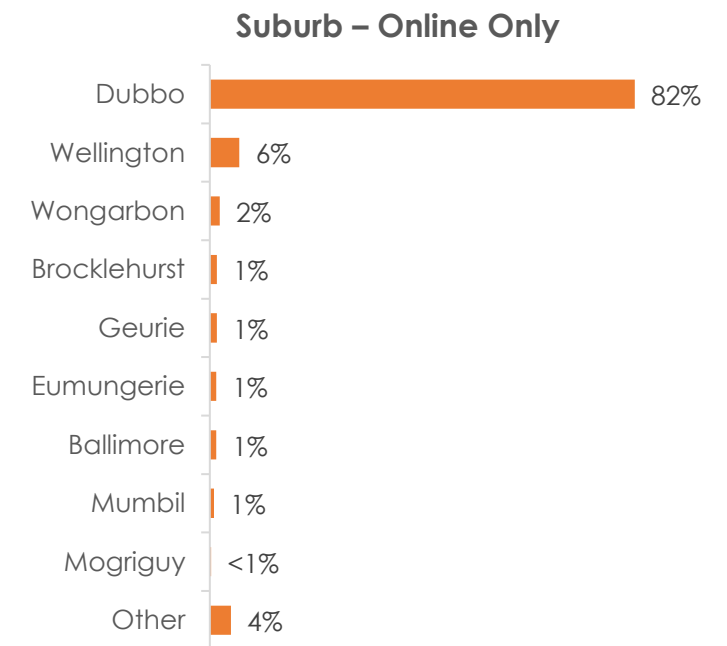
Top 3 (T3) Box: refers to the aggregate percentage (%) score of the top three scores for satisfaction or support. (i.e. somewhat satisfied, satisfied & very satisfied)

We refer to T3 Box Satisfaction in order to express moderate to high levels of satisfaction in a non-discretionary category. We only report T2 Box Importance in order to provide differentiation and allow us to demonstrate the hierarchy of community priorities.

	Online (N=734)	Phone (N=503)
Gender		
Male	34%	49%
Female	63%	51%
Prefer to self describe	3%	0%
Age		
18-34 years	13%	31%
35-54 years	46%	31%
55-64 years	21%	15%
65 years and older	20%	23%

	Online (N=734)	Phone (N=503)
Personal identifiers		
Culturally and linguistically diverse	10%▼	32%
First Nations	9%	16%
Living with a disability	10%	17%
LGBTQ+	4%	4%
None of these	71%▲	51%
Time lived in the area		
Under a year	1%	0%
1 to 3 years	6%	1%
4 to 6 years	9%	3%
7 to 10 years	7%	9%
Over 10 years	76%	86%

	Online (N=734)	Phone (N=503)
Ratepayer status		
Ratepayer	86%	77%
Non-ratepayer	14%	23%

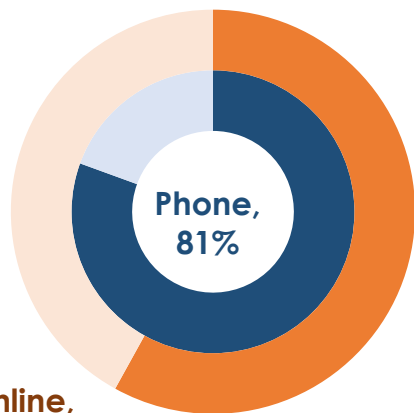


Summary Findings



Summary Findings

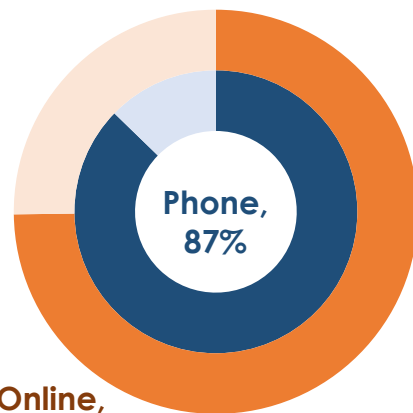
The findings of the online, opt-in Community Insights survey show the results of an engaged community. Throughout this report we make comparisons between the representative phone survey and the opt-in online survey. Despite widespread promotion of the online survey, the opt-in nature of this methodology is less representative of the wider community.



Overall satisfaction

58% of Online respondents are at least somewhat satisfied with the performance of Council over the last 12 months – compared to 81% of Phone respondents

**Online,
58%**



Quality of life

75% of Online respondents rated their quality of life living in the Dubbo Regional LGA as 'good' to 'excellent' – compared to 87% of Phone respondents

**Online,
75%**

What Council services/facilities are important to Online Respondents?

- 89%** Airports (Dubbo Regional & Bodangora)
- 87%** Sewage service
- 87%** Water supply
- 87%** Household waste collection
- 86%** Parks and open spaces for recreational activities

What Council Services/Facilities are Online Respondents less satisfied with?

- 33%** Maintenance of unsealed roads
- 35%** A range of affordable housing
- 37%** Maintenance of sealed roads
- 42%** Aquatic Centres (Dubbo, Wellington, Geurie)
- 44%** Financial management (Rates, budgets)

Satisfaction Scorecard | Online

21 of the 59 services and facilities received a satisfaction score of 80% or more and 20 fell below 60% (housing, sealed roads and unsealed roads) (continued overleaf).

Leadership
Decisions by elected body are made in the interest of the community
The elected body are visible and involved within the community
Civic events and recognition of community (Citizenship ceremonies, Anzac Ceremonies, Australia Day, Dubbo Day)
Engagement with the community
Financial management (Rates, budgets)
Being a well-run and managed Council
Managing commercial business to benefit the community
Provision of information
Plans and responds in natural events and disasters

Housing
Sewage service
Water supply
Household recycling
Household waste collection
Water conservation initiatives
A range of affordable housing

Economy
Promotion of region as a Tourism destination
Support local business development
Support investment in developing skills and trade for future growth industries

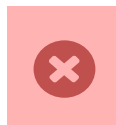
Liveability
Events are supported within the community
Library services & programs
Parks and open spaces for recreational activities
Playgrounds & public spaces
Community halls & hire
Arts & Cultural services & programs
Urban tree preservation planning and planting
Urban tree maintenance & management
Reserves including rivers and rural
Sporting grounds
Interment & cemetery services
Services for Aboriginal & Torres Strait Islander, Seniors, Youth and Disabled are supported



Good performance
(T3B sat score ≥80%)



Monitor
(T3B sat score 60%-79%)



Needs improvement
(T3B sat score <60%)

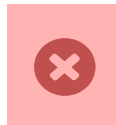
Satisfaction Scorecard (Continued) | Online



Good performance
(T3B sat score ≥80%)



Monitor
(T3B sat score 60%-79%)



Needs improvement
(T3B sat score <60%)

Environment & Sustainability
Waste & recycling initiatives
Environmental education & awareness
Environmental protection & enforcement (ranger services, illegal dumping, companion animals)
Development approvals
Managing commercial & industrial development
Managing residential development
Health inspections & enforcement

Infrastructure
Street lighting
Traffic management
CBD parking
Access to public transport
Maintenance & provision of footpaths
Maintenance of sealed roads
Maintenance of unsealed roads

Council Facilities & Maintenance
Western Plains Cultural Centre
Dubbo Regional Theatre & Convention Centre
Aquatic Centres (Dubbo, Wellington, Geurie)
Macquarie Regional Libraries (Dubbo and Wellington)
Old Dubbo Gaol
Wellington Caves
Dubbo Visitor Information Centres (Dubbo and Wellington)
Dubbo Regional Livestock Markets
Airports (Dubbo Regional & Bodangora)
Waste & Recycling Facilities (Dubbo, Wellington & villages)
Cemeteries (Dubbo, Wellington & Villages)
Showgrounds (Dubbo and Wellington)
Animal Shelter
Public Amenities
Sports Complex's and facilities (Dubbo, Wellington & Villages)



Living in the Dubbo LGA

This section explores residents' quality of life, what residents love about the LGA, what they want to see prioritised and agreement with community wellbeing/Council planning and engagement measures.

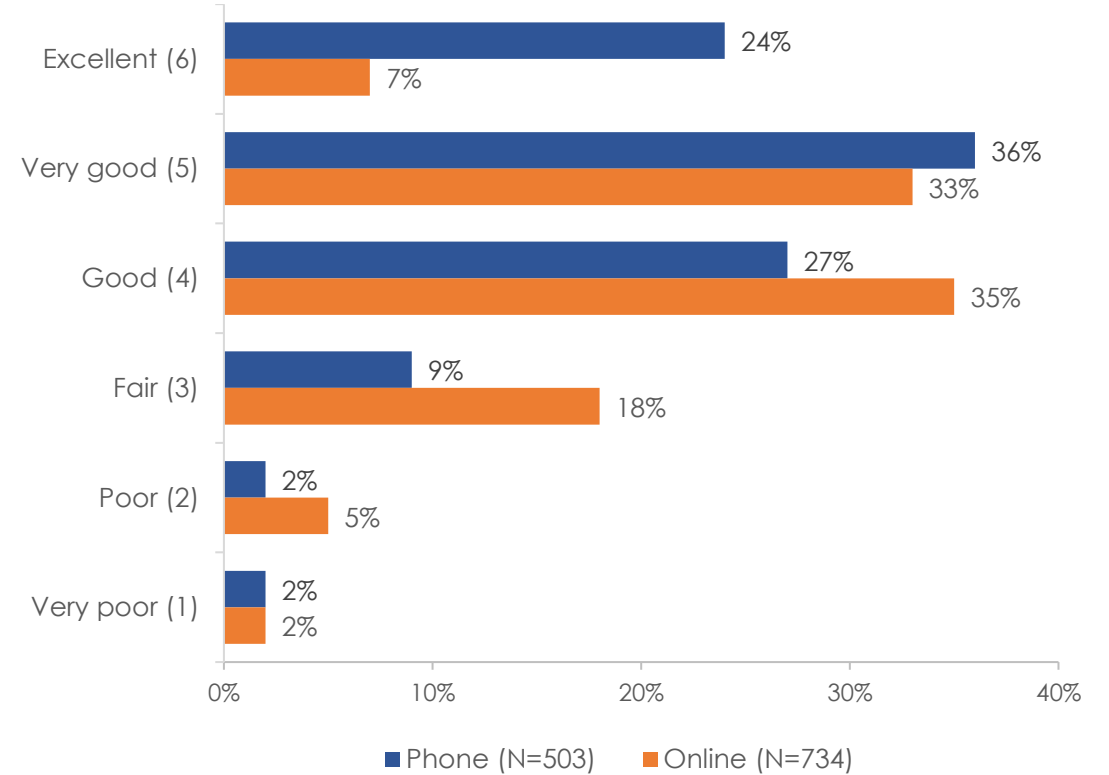
Section One

Quality of Life

Q1d. Overall, how would you rate the quality of life you have living in Dubbo Regional Council area?

Online respondents (i.e. those who opted-in to complete the survey) were less positive about their quality of life, with 75% rating their quality of life as 'good' to 'excellent' – a much lower rating compared to the Phone sample (87%).

	Phone	Online
Top 3 Box %	87%	75%
Mean rating	4.65	4.13
Base	503	734



	Overall	Gender		Age				Ratepayer status		Time lived in area		Suburb		
		Male	Female	18-34	35-54	55-64	65+	Ratepayer	Non-ratepayer	10 years or less	Over 10 years	Dubbo	Wellington	Other
Top 3 Box %	75%	74%	76%	65%	70%	82%	85%	77%	63%	76%	74%	76%	67%	72%
Mean rating	4.13	4.13	4.15	3.91	3.97	4.36	4.40	4.21	3.68	4.10	4.14	4.16	3.90	4.04
Base	734	251	461	97	334	154	149	630	104	176	558	602	42	90

Top 3 Box = 'good' to 'excellent' (scores 4-6)
 Note: Mean rating is on a 6 point scale

Scale: 1 = very poor, 6 = excellent
 A significantly higher/lower rating (by group)

Most Valued Aspects of Living in the Dubbo LGA

Q1a. What do you value most about living in the Dubbo Regional Council local government area?

The online responses have been grouped in several themes, with the most frequently mentioned shown below:

Online Participant Responses

"It's a city, but still small enough to be a peaceful lifestyle"

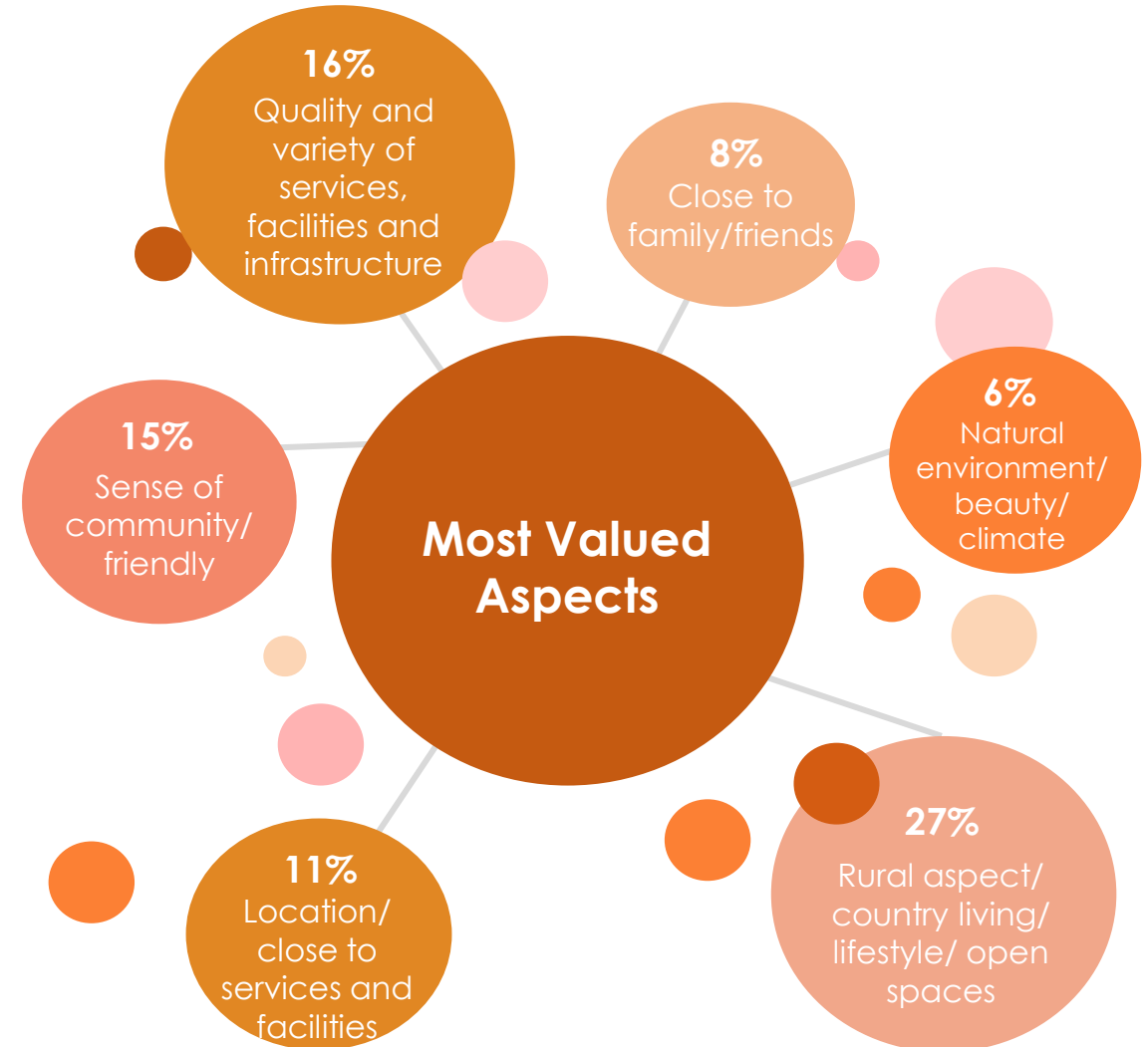
"I grew up here and have lots of familiar faces around town"

"Community focused, multicultural population, invested in cultural activities, generally safe & friendly"

"Great variety of shops and good private school options"

"Being a regional centre that has most of the essential services and amenities without being in a large metropolitan city"

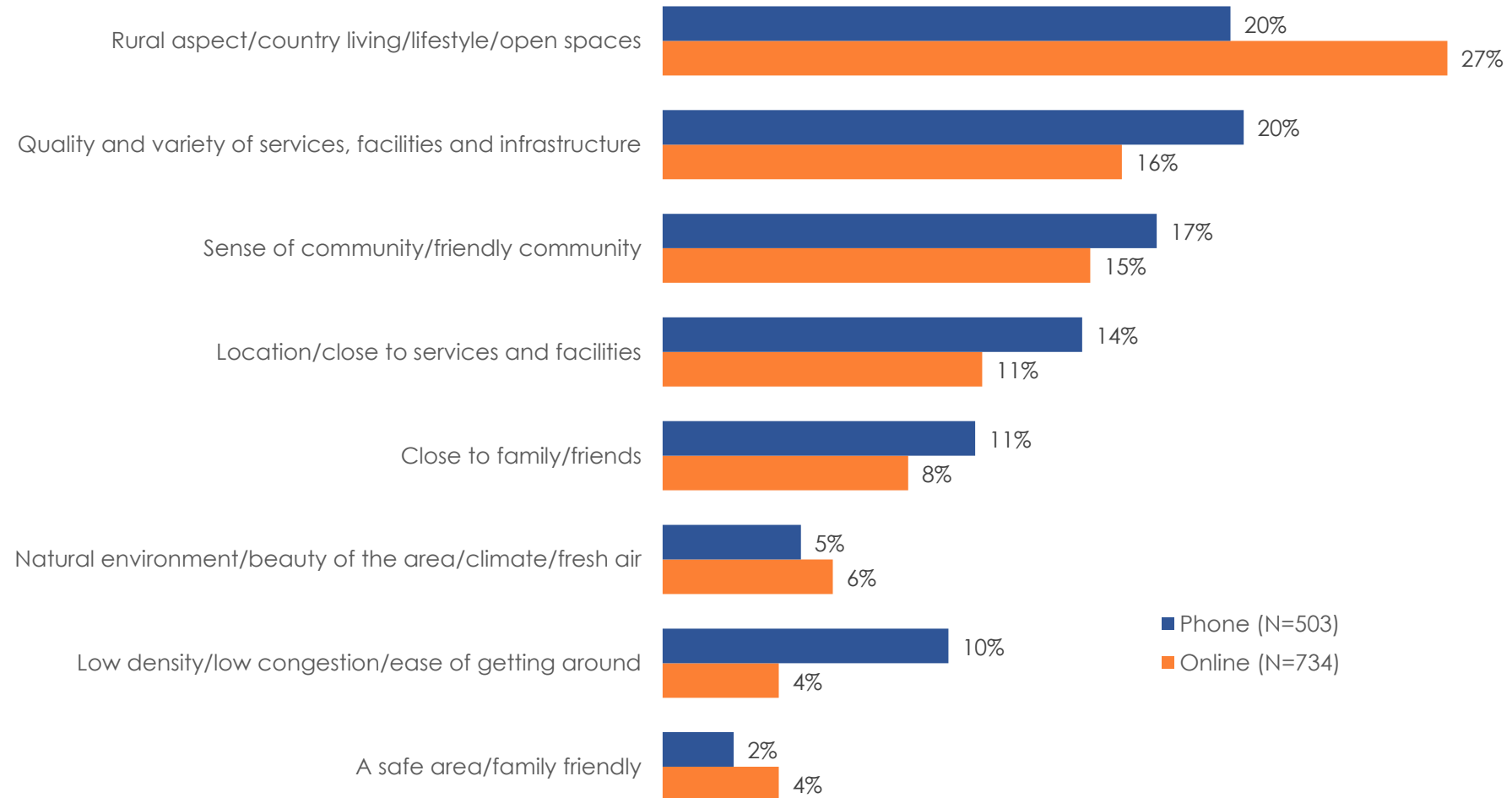
"Convenience of city living, without the chaos of the city"



Most Valued Aspects of Living in the Dubbo LGA

Q1a. What do you value most about living in the Dubbo Regional Council local government area?

Whilst citing fewer mentions, the key aspects valued by online respondents remained in line with the results of the phone survey. Online respondents were more likely to have mentioned the 'rural aspect/country living/lifestyle/open spaces'.



Priority Areas for the Next 10 Years

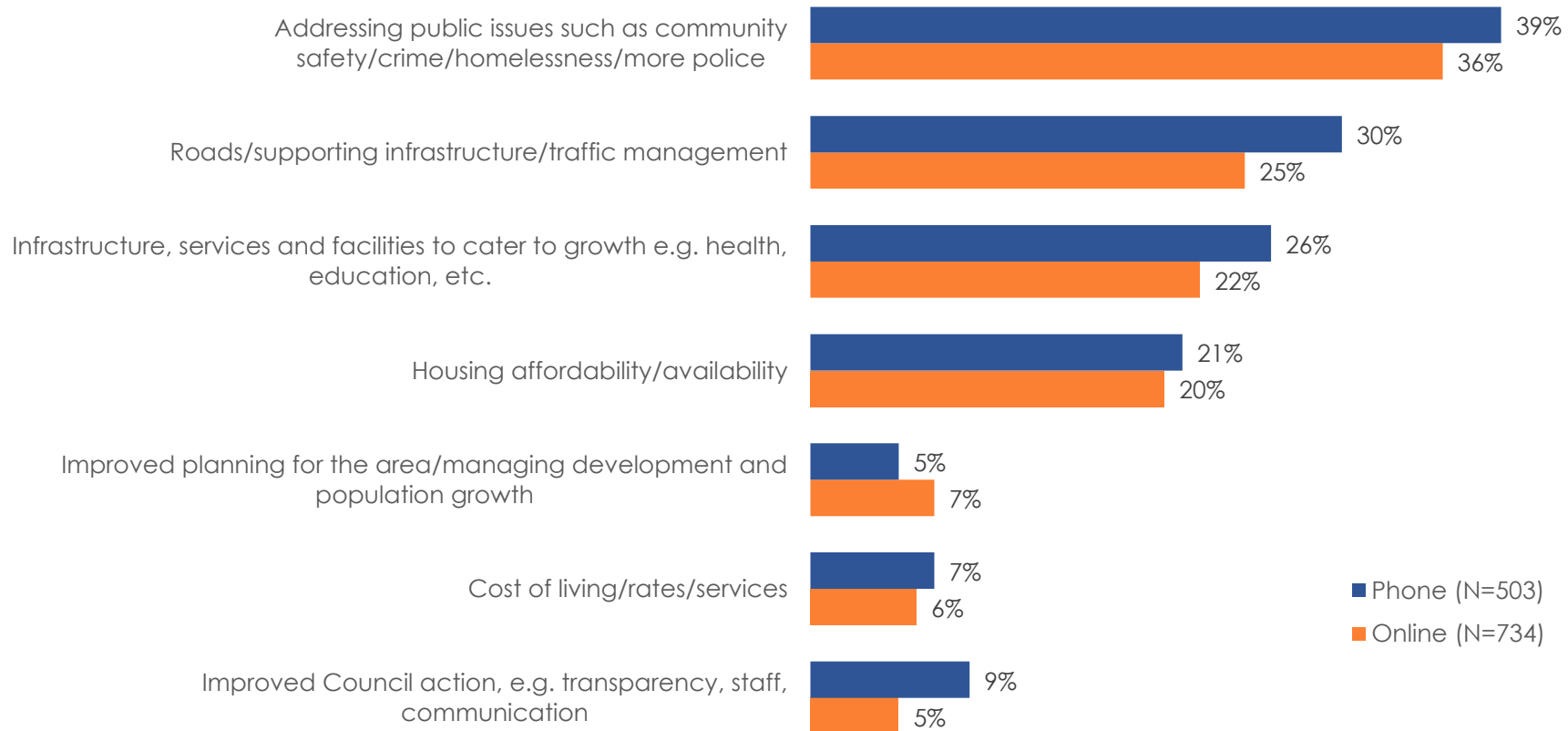
Q1b. Thinking of the next 10 years, what do you believe will be the highest priority issues within the Dubbo Regional Council local government area?



In an unprompted, open-ended question, 36% of online respondents believe 'addressing public issues such as community safety/crime/homelessness and policing' as the highest priority issue facing the DRC LGA.

The top 4 priority areas for online respondents remain consistent with the phone results.

The responses have been grouped into several priority/focus areas, with the most frequently mentioned shown below:



Priority Areas for the Next 10 Years

Q1b. Thinking of the next 10 years, what do you believe will be the highest priority issues within the Dubbo Regional Council local government area?

In response to an unprompted, open-ended question, the following themes emerged as the most prominent.

Participant Comments

Addressing Public Issues 36%

"Addressing the issues with break ins, fighting in main street, deterioration of respect and accountability by youth"

"Drugs, homeless people, safety issues, break ins"

"Fixing crime and drugs, can't even go down the street without being approached by junkies"

"Helping homeless people and those with mental health and social needs"

"Safety, law and order"

"Violent crime making Dubbo undesirable"

"Youth crime, out of control and no one can touch them"

Roads and Traffic 25%

"Improving roads and the Wellington streetscape"

"Keeping highways pothole free and more roundabouts to stop speeders"

"Road improvement, education of drivers and people walking on road edges"

"Traffic! It's already very bad"

"Improve traffic flow, e.g. fewer traffic lights"

"Dual lanes for Cobra St. all the way from the bridge to Bunnings"

"It should be roads and not selling the sale yards"

Infrastructure, Services and Facilities to Cater for Growth 22%

"We need more doctors/GPs, if Dubbo wants to grow we need to have a better health system and walk in doctors."

"Schools and sporting facilities"

"Population growth and keeping up with infrastructure and services needed"

"Quick and affordable access to essential services - GPs, psych's, etc."

"Access to public pre-school"

"Improved medical availability"

"More parklands within walking distance of homes - good for physical and emotional wellbeing, and social interactions."

Note: The comments provided by participants above offer valuable insights into the community's perspective. Council can play varying roles of influence and impact across the identified issues.

Changes respondents would make to the LGA

Q1c. What would you change about living in Dubbo Regional Council local government area?

When asked what changes respondents would make to the LGA, key suggestions centred on reducing crime in the LGA/improving safety (26%), followed by improved Council management, including greater transparency, financial management and staff (20%).

Online Participant Responses

"The City needs a good clean up, crime is out of control and undesirable people roam the main business area harassing people"

"Access to range affordable housing. Youth services to reduce antisocial behaviour. Greater sense of community spirit. More collaborative problem solving from the ground up. More fun"

'Affordable housing for all, encourage more recreational facilities and services, encourage more doctor's and specialists'

"To improve living in the Dubbo Regional Council area, I might consider enhancing public transportation options, increasing access to healthcare services, promoting sustainable practices, and supporting local businesses to foster economic growth and job opportunities"

"Ensure the CBD area was free of unsavoury characters asking for money, swearing, riding bikes on footpaths etc"

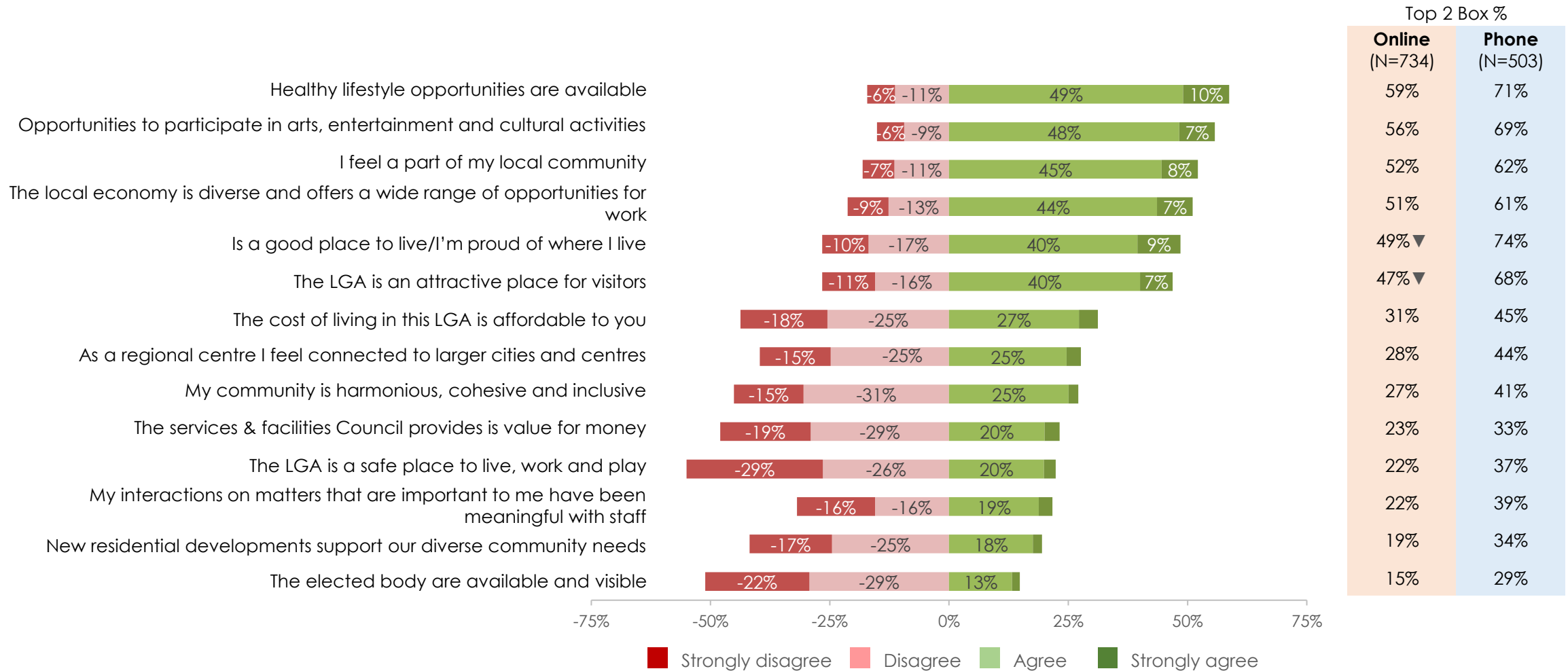
"Council focusing on community improvement"

	Online (N=734)
Reduce crime in the LGA/Improve safety	26%
Council management (transparency, finances, and staff)	20%
Roads/supporting infrastructure/traffic management	13%
Build/maintain infrastructure (halls, retail, restaurants, schools)	7%
More/maintain parks, playgrounds, open spaces, sporting fields	6%
Affordability/accessibility of housing	5%
Access to health services	5%
Cost of living	4%
Support/activities/facilities for youth, LGBTQI+, Indigenous, those with disability	4%
More events/activities	4%
Improving community facilities/services e.g. waste, public toilets, recreation, etc.	4%
Footpaths/pathways	3%
Public transport options e.g. fast train, affordable, active transports, direct flights, etc.	3%
Maintenance of the area	3%
Wellington and Dubbo should be separate/de-amalgamate	2%
Improved water quality/service	2%
Address/decrease homelessness	2%
Managing growth and development	2%
Other	7%
Nothing/Don't know	6%

Agreement Measures: Community Wellbeing

Q4. In this section I will read out a number of statements. For each of these could you please indicate your level of agreement with each statement?

Online respondents had lower levels of agreement across all community wellbeing measures, lowest for 'the elected body are available and visible' (Online, 15% agree compared to 29% via Phone).



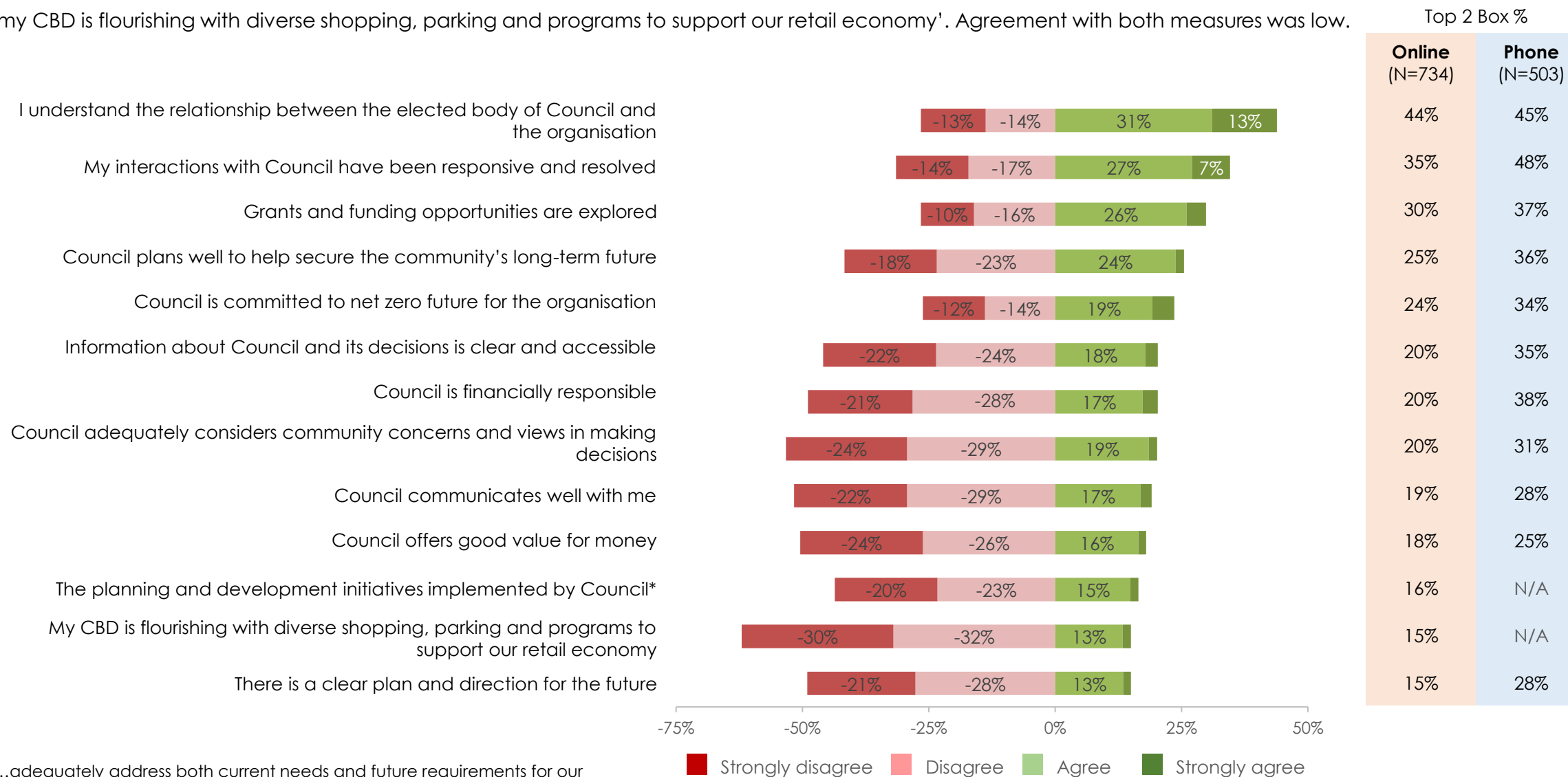
Please see Appendix 1 for results by demographics

Note:▲/▼ = difference equal to/greater than 20% between phone and online.

Agreement Measures: Council Planning and Engagement

Q4. In this section I will read out a number of statements. For each of these could you please indicate your level of agreement with each statement?

Online respondents had lower agreement for all planning and engagement measures. The Online survey also tested agreement with 2 additional statements, 'the planning and development initiatives implemented by Council adequately address both current needs and future requirements for our environment and landscape' and 'my CBD is flourishing with diverse shopping, parking and programs to support our retail economy'. Agreement with both measures was low.



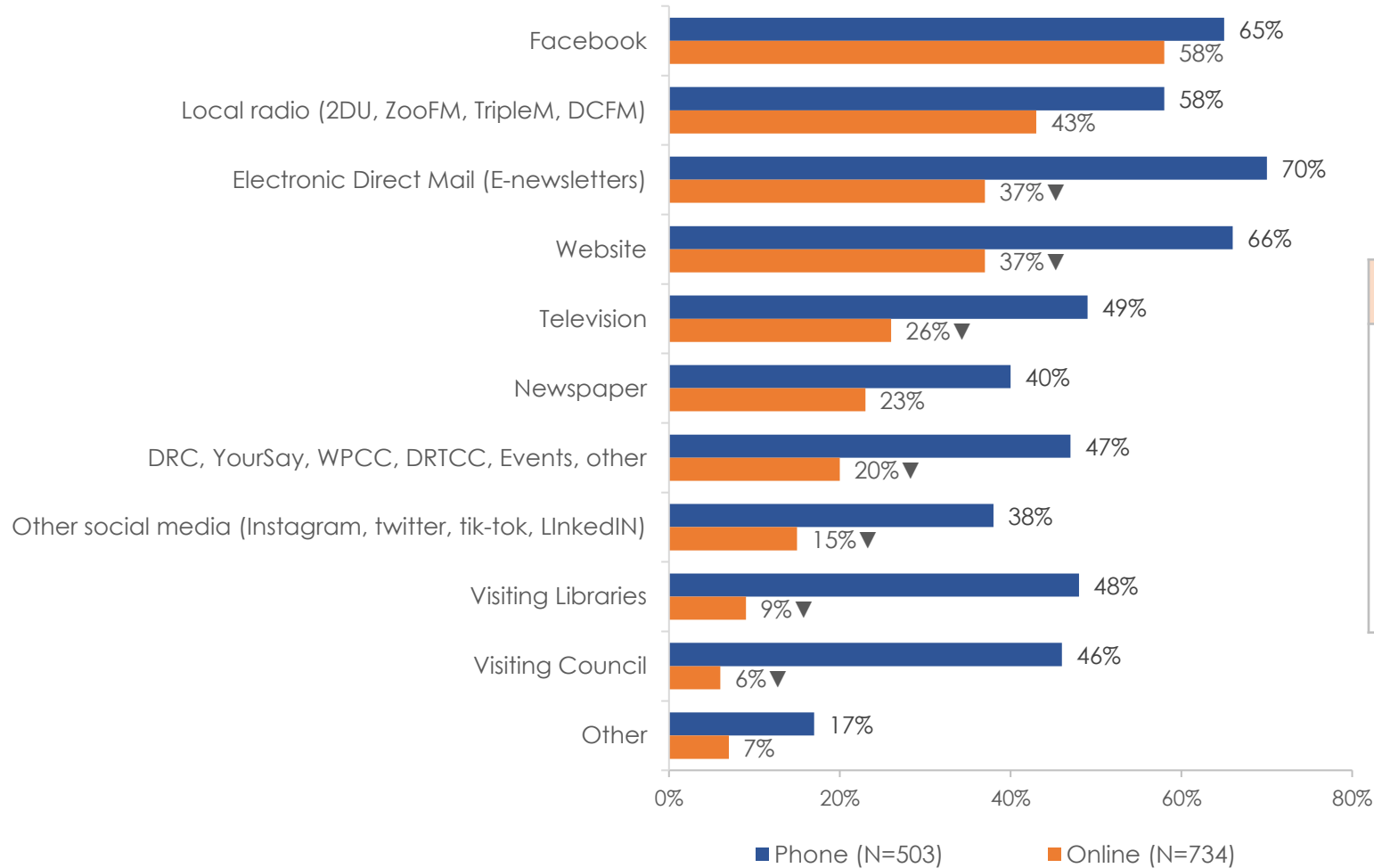
*...adequately address both current needs and future requirements for our environment and landscape

Preference to Receive Information

D5. How do you prefer to receive your information?

Online respondents prefer to receive information via Facebook.

Compared to the phone results, online respondents expressed a lower preference for receiving all prompted mediums.



Other specified	Base N=734
Mail	3%
Flyers/pamphlets/hard copy	1%
Word of mouth	1%
Email	1%
Non-commercial, community radio	1%
Councillor monthly consultation interviews	<1%
Other	1%
Don't know/unsure	<1%

Note:▲/▼ = difference equal to/greater than 20% between phone and online
See Appendix 1 for all demographics and 'other' specified



Section Two

Summary of Service Delivery

This section looks at satisfaction with Council's overall performance and summarises the importance and satisfaction ratings for the 59 services and facilities. In this section we explore trends to past research and comparative norms.

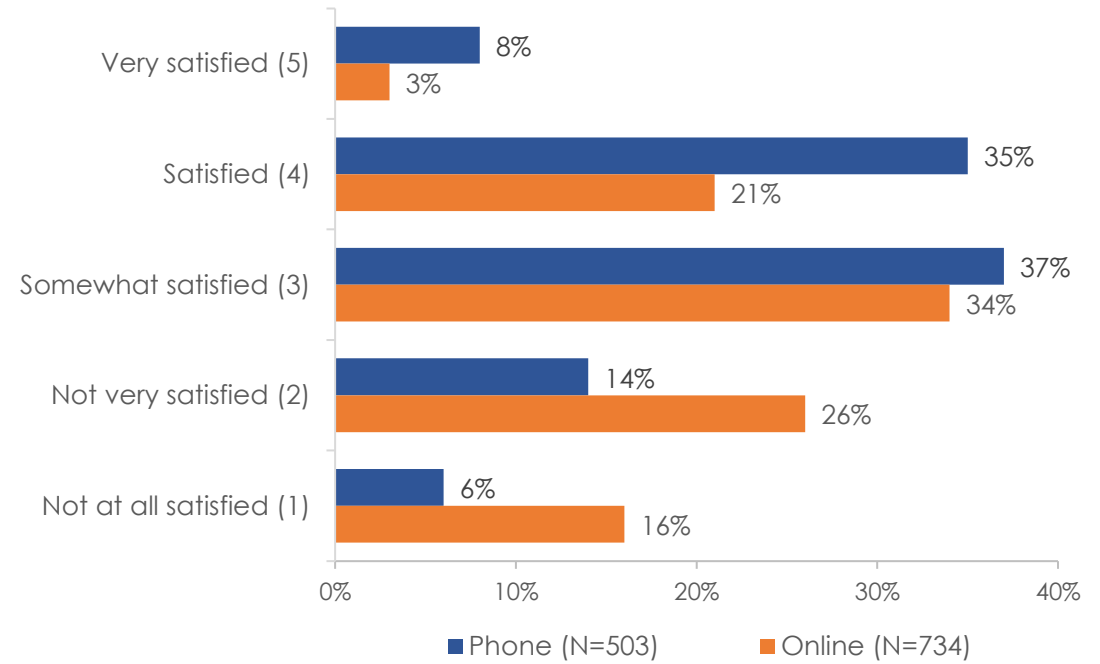
Overall Satisfaction with the Performance of Council

Q3. 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?

Online respondents were, again, generally less positive in their responses compared to the Phone sample. 58% of Online respondents were at least somewhat satisfied with the performance of Council over the last 12 months compared to 81% of Phone respondents.

Of the online respondents, ratepayers and those aged over 65 expressed higher levels of satisfaction with the performance of Council.

	Phone	Online
Top 3 Box %	81%	58% ▼
Mean rating	3.26	2.69 ▼
Base	503	734



	Overall	Gender		Age				Ratepayer status		Time lived in area		Suburb		
		Male	Female	18-34	35-54	55-64	65+	Ratepayer	Non-ratepayer	10 years or less	Over 10 years	Dubbo	Wellington	Other
Top 3 Box %	58%	54%	61%	53%	54%	60%	68%	60%	49%	63%	56%	59%	52%	53%
Mean rating	2.69	2.60	2.76	2.58	2.62	2.64	2.97	2.73	2.46	2.81	2.65	2.73	2.45	2.54
Base	734	251	461	97	334	154	149	630	104	176	558	602	42	90

Note: ▲/▼ = difference equal to/greater than 20% between phone and online.

Scale: 1 = not at all satisfied, 5 = very satisfied

A significantly higher/lower level of satisfaction (by group) 21

Importance – Highest/Lowest Rated Services/Facilities

'Airports (Dubbo Regional & Bodangora)' is considered higher in importance by Online respondents compared to 'maintenance of sealed roads; by Phone respondents.

The following services/facilities received the highest T2 box importance ratings:

Phone

Higher importance	T2 Box	Mean
Maintenance of sealed roads	93%	4.66
Household waste collection	93%	4.60
Parks and open spaces for recreational activities	93%	4.56
Airports	92%	4.66
Waste & Recycling Facilities	90%	4.59
Public Amenities	90%	4.57

Online

Higher importance	T2 Box	Mean
Airports (Dubbo Regional & Bodangora)	89%	4.57
Sewage service	87%	4.53
Water supply	87%	4.55
Household waste collection	87%	4.50
Parks and open spaces for recreational activities	86%	4.44

The following services/facilities received the lowest T2 box importance ratings:

Phone

Lower importance	T2 Box	Mean
Community halls & hire	55%	3.68
Arts & Cultural services & programs	60%	3.77
Western Plains Cultural Centre	63%	3.79
Civic events and recognition of community	64%	3.81
Old Dubbo Gaol	67%	3.87

Online

Lower importance	T2 Box	Mean
Arts & Cultural services & programs	61%	3.80
Environmental education & awareness	61%	3.79
Community halls & hire	62%	3.81
Services for Aboriginal & Torres Strait Islander, Seniors, Youth and Disabled are supported	64%	3.89
The elected body are visible and involved within the community	65%	3.85

T2B = important/very important
Scale: 1 = not at all important, 5 = very important

Satisfaction – Highest/Lowest Rated Services/Facilities

Similar to phone results, online respondents are most satisfied 'Old Dubbo Gaol' and least satisfied with 'Maintenance of unsealed roads'.

The following services/facilities received the highest T3 box satisfaction ratings:

Phone

Higher satisfaction	T2 Box	Mean
Old Dubbo Gaol	97%	4.29
Macquarie Regional Libraries	97%	4.22
Dubbo Regional Theatre & Convention Centre	96%	4.27
Wellington Caves	96%	4.25
Library services & programs	96%	4.21
Dubbo Visitor Information Centres	96%	4.16

Online

Higher satisfaction	T3 Box	Mean
Old Dubbo Gaol	97%	4.25
Dubbo Regional Theatre & Convention Centre	95%	4.19
Library services & programs	94%	4.07
Macquarie Regional Libraries	94%	4.14
Dubbo Visitor Information Centres	94%	4.11

The following services/facilities received the lowest T3 box satisfaction ratings:

Phone

Lower satisfaction	T2 Box	Mean
Maintenance of sealed roads	48%	2.53
Maintenance of unsealed roads	49%	2.48
A range of affordable housing	54%	2.60
Aquatic Centres	63%	3.05
Financial management (rates, budgets)	64%	2.91

Online

Lower satisfaction	T3 Box	Mean
Maintenance of unsealed roads	33%	2.07
A range of affordable housing	35%	2.16
Maintenance of sealed roads	37%	2.17
Aquatic Centres (Dubbo, Wellington, Geurie)	42%	2.37
Financial management (Rates, budgets)	44%	2.38

Importance & Satisfaction – 2024 Results Phone vs Online (T2B%/T3B%)

Service/Facility	Importance (T2B)		Satisfaction (T3B)	
	Phone	Online	Phone	Online
Decisions by the elected body are made in the interest of the community	69%	74%	75%	52% ▼
The elected body are visible and involved within the community	68%	65%	71%	53%
Civic events and recognition of community	64%	71%	85%	86%
Engagement with the community	75%	72%	76%	54% ▼
Financial management (Rates, budgets)	81%	77%	64%	44%
Being a well-run and managed Council	87%	78%	70%	49% ▼
Managing commercial business to benefit the community	75%	68%	71%	48%
Provision of information	81%	74%	75%	57%
Plans and responds in natural events and disasters	87%	78%	85%	73%
Sewage service	83%	87%	91%	89%
Water supply	88%	87%	81%	70%
Household recycling	79%	80%	92%	84%
Household waste collection	93%	87%	88%	85%
Water conservation initiatives	81%	74%	84%	72%
A range of affordable housing	80%	72%	54%	35%
Events are supported within the community	81%	71%	88%	72%
Library services & programs	69%	74%	96%	94%
Parks and open spaces for recreational activities	93%	86%	89%	83%
Playgrounds & public spaces	88%	85%	89%	84%
Community halls & hire	55%	62%	82%	67%
Arts & Cultural services & programs	60%	61%	87%	81%
Urban tree preservation, planning, and planting	74%	70%	79%	59%
Urban tree maintenance and management	77%	71%	77%	58%
Reserves including rivers and rural	86%	74%	77%	66%
Sporting grounds	84%	73%	95%	88%
Interment & cemetery services	82%	71%	91%	81%
Services for Aboriginal & Torres Strait Islander, Seniors, Youth and Disabled are supported	75%	64%	85%	70%
Waste & recycling initiatives	82%	77%	87%	79%
Environmental education & awareness	73%	61%	84%	64% ▼
Environmental protection & enforcement	76%	75%	81%	58%

Service/Facility	Importance (T2B)		Satisfaction (T3B)	
	Phone	Online	Phone	Online
Development approvals	75%	75%	69%	55%
Managing commercial & industrial development	75%	73%	76%	60%
Managing residential development	83%	79%	75%	50% ▼
Health inspections & enforcement	75%	76%	81%	64%
Street lighting	80%	78%	80%	79%
Traffic management	85%	82%	78%	67%
CBD parking	80%	75%	70%	58%
Access to public transport	72%	67%	81%	74%
Maintenance & provision of footpaths	80%	74%	69%	57%
Maintenance of sealed roads	93%	85%	48%	37%
Maintenance of unsealed roads	81%	76%	49%	33%
Promotion of region as a Tourism destination	79%	71%	88%	78%
Support local business development	88%	78%	82%	63%
Support investment in developing skills and trade for future growth industries	84%	75%	76%	58%
Western Plains Cultural Centre	63%	68%	95%	92%
Dubbo Regional Theatre & Convention Centre	69%	70%	96%	95%
Aquatic Centres (Dubbo, Wellington, Geurie)	81%	80%	63%	42%
Macquarie Regional Libraries (Dubbo and Wellington)	76%	78%	97%	94%
Old Dubbo Gaol	67%	68%	97%	97%
Wellington Caves	75%	71%	96%	92%
Dubbo Visitor Information Centres (Dubbo and Wellington)	74%	75%	96%	94%
Dubbo Regional Livestock Markets	77%	77%	95%	75%
Airports (Dubbo Regional & Bodangora)	92%	89%	94%	89%
Waste & Recycling Facilities (Dubbo, Wellington & villages)	90%	86%	88%	81%
Cemeteries (Dubbo, Wellington & Villages)	83%	77%	91%	80%
Showgrounds (Dubbo and Wellington)	83%	76%	92%	84%
Animal Shelter	79%	73%	86%	71%
Public Amenities	90%	84%	68%	55%
Sports Complex's and facilities (Dubbo, Wellington & Villages)	83%	76%	91%	82%

Importance & Satisfaction – 2024 Results Phone vs Online (Mean Rating)

Service/Facility	Importance		Satisfaction	
	Phone	Online	Phone	Online
Decisions by the elected body are made in the interest of the community	3.99	4.16▲	3.19	2.47▼
The elected body are visible and involved within the community	3.87	3.85	3.14	2.64▼
Civic events and recognition of community	3.81	4.07▲	3.62	3.69
Engagement with the community	4.10	4.09	3.15	2.59▼
Financial management (Rates, budgets)	4.34	4.24	2.91	2.38▼
Being a well-run and managed Council	4.51	4.26▼	3.02	2.46▼
Managing commercial business to benefit the community	4.06	3.92	3.11	2.45▼
Provision of information	4.27	4.08	3.14	2.67▼
Plans and responds in natural events and disasters	4.48	4.26▼	3.58	3.21▼
Sewage service	4.35	4.53▼	3.99	3.83
Water supply	4.58	4.55	3.59	3.16▼
Household recycling	4.25	4.30	4.01	3.69▼
Household waste collection	4.60	4.50	3.95	3.78▼
Water conservation initiatives	4.30	4.13▼	3.51	3.09▼
A range of affordable housing	4.31	4.06▼	2.60	2.16▼
Events are supported within the community	4.25	4.02▼	3.57	3.15▼
Library services & programs	3.99	4.17▲	4.21	4.07
Parks and open spaces for recreational activities	4.56	4.44	3.89	3.62▼
Playgrounds & public spaces	4.45	4.39	3.83	3.58▼
Community halls & hire	3.68	3.81	3.44	3.02▼
Arts & Cultural services & programs	3.77	3.80	3.83	3.51▼
Urban tree preservation, planning, and planting	4.08	4.02	3.40	2.78▼
Urban tree maintenance and management	4.13	4.02	3.25	2.72▼
Reserves including rivers and rural	4.42	4.14▼	3.28	2.93▼
Sporting grounds	4.42	4.12▼	4.03	3.83▼
Interment & cemetery services	4.31	4.07▼	3.89	3.48▼
Services for Aboriginal & Torres Strait Islander, Seniors, Youth and Disabled are supported	4.14	3.89▼	3.43	3.16▼
Waste & recycling initiatives	4.29	4.20	3.69	3.34▼
Environmental education & awareness	4.01	3.79▼	3.36	2.90▼
Environmental protection & enforcement	4.11	4.11	3.31	2.78▼

Service/Facility	Importance		Satisfaction	
	Phone	Online	Phone	Online
Development approvals	4.16	4.12	2.98	2.61▼
Managing commercial & industrial development	4.12	4.07	3.19	2.72▼
Managing residential development	4.34	4.25	3.16	2.53▼
Health inspections & enforcement	4.23	4.19	3.33	2.87▼
Street lighting	4.30	4.25	3.54	3.32▼
Traffic management	4.45	4.33	3.35	2.96▼
CBD parking	4.25	4.16	3.14	2.73▼
Access to public transport	3.99	3.99	3.50	3.28▼
Maintenance & provision of footpaths	4.23	4.13	3.05	2.68▼
Maintenance of sealed roads	4.66	4.40▼	2.53	2.17▼
Maintenance of unsealed roads	4.28	4.13▼	2.48	2.07▼
Promotion of region as a Tourism destination	4.18	4.06	3.65	3.37▼
Support local business development	4.47	4.19▼	3.32	2.85▼
Support investment in developing skills and trade for future growth industries	4.41	4.17▼	3.18	2.74▼
Western Plains Cultural Centre	3.79	4.01▲	4.11	4.07
Dubbo Regional Theatre & Convention Centre	3.93	4.06	4.27	4.19
Aquatic Centres (Dubbo, Wellington, Geurie)	4.31	4.26	3.05	2.37▼
Macquarie Regional Libraries (Dubbo and Wellington)	4.16	4.24	4.22	4.14
Old Dubbo Gaol	3.87	3.99	4.29	4.25
Wellington Caves	4.13	4.06	4.25	3.99
Dubbo Visitor Information Centres (Dubbo and Wellington)	4.10	4.14	4.16	4.11
Dubbo Regional Livestock Markets	4.16	4.23	3.98	3.39▼
Airports (Dubbo Regional & Bodangora)	4.66	4.57	4.05	3.86▼
Waste & Recycling Facilities (Dubbo, Wellington & villages)	4.59	4.45	3.68	3.50▼
Cemeteries (Dubbo, Wellington & Villages)	4.41	4.25▼	3.87	3.48▼
Showgrounds (Dubbo and Wellington)	4.42	4.18▼	3.87	3.54▼
Animal Shelter	4.23	4.10	3.55	3.10▼
Public Amenities	4.57	4.41	2.99	2.64▼
Sports Complex's and facilities (Dubbo, Wellington & Villages)	4.36	4.22	3.77	3.49▼



Section Three

Financial Sustainability

This section explores levels of support for potential changes to rate payments/user charges after the recent financial review.

Supporting Changes to Rate Payments

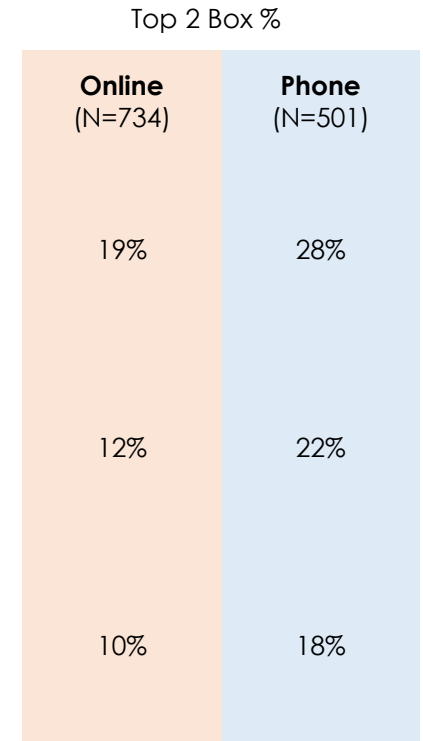
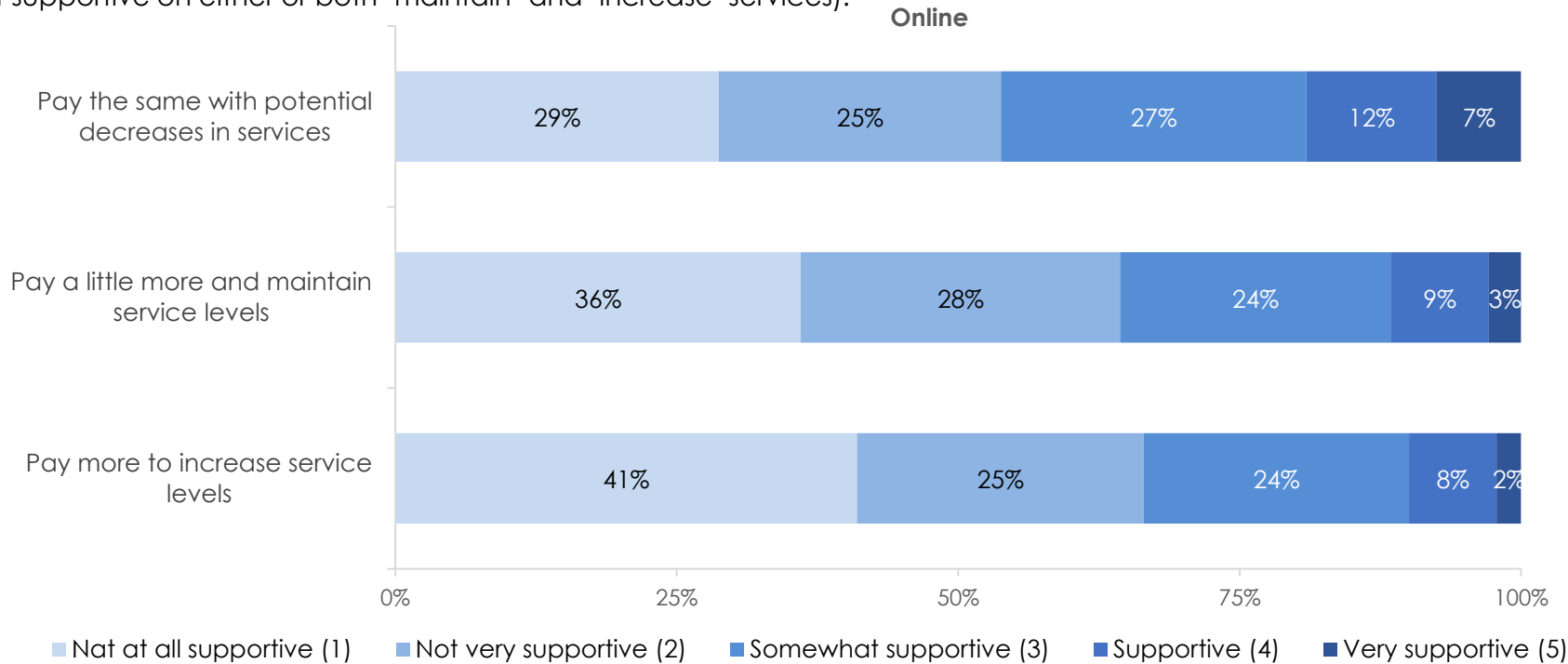
- Q5a. How supportive would you be to potentially pay the same rates, or user charges, with potential decreases in some service areas?
- Q5b. How supportive would you be to potentially pay a little more to ensure current levels of service are maintained?
- Q5c. How supportive would you be to potentially pay more through rates, or user charges, to increase levels of service (i.e. to accommodate new facilities, enhance service levels, introduce more programs or activities)?

'Council completed a financial sustainability review last year that identified Council does not have the financial capacity to meet required road and building renewals and maintain current levels of service to the community'

10% of online respondents are supportive/very supportive of paying more to increase service levels compared to 18% of Phone respondents.

Online respondents showed lower levels of support for all potential rate payment changes. A net total of 44% (58% for phone respondents) are willing to pay more (selected at least somewhat supportive on either or both 'maintain' and 'increase' services).

A net total of 44% (58% for phone respondents) are willing to pay more (selected at least somewhat supportive on either or both 'maintain' and 'increase' services).



Supporting Changes to Rate Payments

- Q5a. How supportive would you be to potentially pay the same rates, or user charges, with potential decreases in some service areas?
 Q5b. How supportive would you be to potentially pay a little more to ensure current levels of service are maintained?
 Q5c. How supportive would you be to potentially pay more through rates, or user charges, to increase levels of service (i.e. to accommodate new facilities, enhance service levels, introduce more programs or activities)?

Top 2 Box % = supportive/very supportive
 Bottom 2 Box % = not at all supportive/not very supportive
 Scale: 1 = not at all supportive, 5 = very supportive
 A significantly higher/lower level of support (by group)

Pay the same with potential decreases in services	Overall	Gender		Age				Ratepayer status		Time lived in area		Suburb		
		Male	Female	18-34	35-54	55-64	65+	Ratepayer	Non-ratepayer	10 years or less	Over 10 years	Dubbo	Wellington	Other
Top 2 Box %	19%	27%	15%	18%	18%	21%	21%	20%	15%	21%	18%	19%	17%	21%
Bottom 2 Box %	54%	47%	57%	57%	57%	50%	50%	54%	53%	57%	53%	54%	60%	52%
Mean rating	2.44	2.69	2.32	2.29	2.37	2.56	2.58	2.44	2.41	2.39	2.46	2.44	2.33	2.47
Base	734	251	461	97	334	154	149	630	104	176	558	602	42	90

Pay a little more and maintain services	Overall	Gender		Age				Ratepayer status		Time lived in area		Suburb		
		Male	Female	18-34	35-54	55-64	65+	Ratepayer	Non-ratepayer	10 years or less	Over 10 years	Dubbo	Wellington	Other
Top 2 Box %	12%	13%	12%	16%	13%	8%	10%	12%	11%	16%	10%	13%	5%	8%
Bottom 2 Box %	64%	63%	64%	65%	66%	66%	58%	64%	67%	60%	66%	62%	76%	77%
Mean rating	2.14	2.17	2.15	2.16	2.09	2.13	2.26	2.15	2.11	2.27	2.10	2.20	1.79	1.92
Base	733	251	460	96	334	154	149	630	103	176	557	601	42	90

Pay more to increase services	Overall	Gender		Age				Ratepayer status		Time lived in area		Suburb		
		Male	Female	18-34	35-54	55-64	65+	Ratepayer	Non-ratepayer	10 years or less	Over 10 years	Dubbo	Wellington	Other
Top 2 Box %	10%	10%	10%	11%	11%	8%	7%	10%	10%	15%	8%	10%	5%	10%
Bottom 2 Box %	66%	70%	64%	58%	69%	67%	65%	67%	62%	61%	68%	65%	67%	78%
Mean rating	2.05	1.98	2.11	2.14	1.99	2.03	2.13	2.04	2.09	2.19	2.00	2.09	1.90	1.81
Base	734	251	461	97	334	154	149	630	104	176	558	602	42	90

Service Areas to be Reduced

Q5d. Thinking overall, can you identify any specific areas of services that should be reduced?

For online respondents Council spending, including wages and staffing was a specific area of service that should be reduced. Comparatively, only 10% of phone respondents identified Council spending as an issue.

Example of participant comments

"Arts and culture are not a priority in the current economic climate."

"Wasting money on things Dubbo doesn't need and more on Wellington does need"

"Councillor spending to be monitored and scrutinised as hard as lower down employees, for transparency and equity"

"Rate charges should be reduced due to the lack of council maintenance and unaffordable for most"

"The sports fields are endless and use a lot of irrigation and maintenance for a small proportion of the community"

"DRC management staff - reduce the cost of staff and consider outsourcing the work"

Services to be reduced	Online (N=734)	Phone (N=503)
Council spending/wages/staffing/efficiency	21%	10%
Sports, parks and recreation	5%	3%
Arts and cultural services/local activities/events	4%	6%
Environmental initiatives	3%	2%
Rates/charges/hiring fees	3%	3%
Research/advancements e.g. studies, 3D printing, etc.	2%	1%
Waste and recycling services	2%	3%
Welfare services/support for minority groups e.g. ATSI, LGBTQI+	1%	2%
Tourism/marketing and promotion/business support/grants	1%	1%
Roadworks	1%	2%
Unspecified/duplicated services	1%	1%
Sell off assets e.g. commercial blocks, livestock markets	1%	<1%
Beautification and maintenance	1%	2%
Developments	1%	1%
Water and sewerage	0%	1%
Other	5%	4%
No services should be reduced/service to be increased	4%	3%
Don't know/nothing/no response	45%	64%



Additional Analyses

Appendix 1

Most Valued Aspects

Q1a. What do you value most about living in the Dubbo Regional Council local government area?

	Online (N=734)	Phone (N=503)
Rural aspect/country living/lifestyle/open spaces	27%	20%
Quality and variety of services, facilities and infrastructure	16%	20%
Sense of community/friendly community	15%	17%
Location/close to services and facilities	11%	14%
Close to family/friends	8%	11%
Natural environment/beauty of the area/climate/fresh air	6%	5%
Low density/low congestion/ease of getting around	4%	10%
A safe area/family friendly	4%	2%
Lots of events/activities/things to do	4%	6%
Work opportunities/work in the area	4%	6%
Affordability	2%	3%
Born in the area/grew up here	2%	6%
Well maintained area/good roads	2%	2%
Great place to live/feels like home	1%	5%
Quiet/peaceful	1%	7%
Centre of growth	1%	2%
Happy with Council e.g. responsive, efficient, approachable	1%	2%
Good transport services	<1%	1%
Other	1%	5%
Don't know/nothing	9%	10%

Priority Areas for the Next 10 Years

Q1b. Thinking of the next 10 years, what do you believe will be the highest priority issues within the Dubbo Regional Council local government area?

	Online (N=734)	Phone (N=503)
Addressing public issues such as community safety/crime/homelessness/more police	36%	39%
Roads/supporting infrastructure/traffic management	25%	30%
Infrastructure, services and facilities to cater to growth e.g. health, education, etc.	22%	26%
Housing affordability/availability	20%	21%
Improved Council action e.g. transparency, staff, communication	7%	9%
Cost of living/rates/services	6%	7%
Improved planning for the area/managing development and population growth	5%	5%
Supply of resources/quality e.g. water, electricity	4%	5%
Environmental management/more trees/climate change	3%	3%
Managing youth e.g. antisocial behaviour, need activities, etc.	2%	3%
Equitable distribution of resources/services across LGA	2%	2%
Area maintenance e.g. cleanliness, trees, streets	2%	4%
Supporting/attracting business	1%	2%
Employment opportunities/job security	1%	6%
More family friendly activities/events in area	1%	2%
Encourage tourism	1%	2%
Attracting people to the area/retaining people	1%	1%
Footpaths/accessibility/safety for pedestrians	1%	1%
Parking availability	1%	1%
Provision of public transport	1%	3%
More recreational activities/events	1%	N/A
Stormwater and flood management	<1%	1%
Stop renewable energy farm development	<1%	1%
Maintaining country atmosphere/lifestyle	<1%	2%
Other	2%	2%
Don't know/nothing	2%	4%

Agreement Measures: Community Wellbeing

Q4. In this section I will read out a number of statements. For each of these could you please indicate your level of agreement with each statement?

Agreement Top 2 Box – Agree/ Strongly agree %	Overall	Gender		Age				Ratepayer status		Time lived in area		Suburb		
		Male	Female	18-34	35-54	55-64	65+	Ratepayer	Non-ratepayer	10 years or less	Over 10 years	Dubbo	Wellington	Other
I feel a part of my local community	52%	52%	52%	52%	51%	51%	56%	55%	36%	49%	53%	52%	62%	51%
My community is harmonious, cohesive and inclusive	27%	27%	27%	32%	22%	25%	37%	29%	18%	28%	27%	25%	38%	33%
Is a good place to live/I'm proud of where I live	49%	51%	48%	42%	40%	56%	63%	50%	37%	42%	51%	47%	57%	58%
Opportunities to participate in arts, entertainment and cultural activities	56%	50%	59%	49%	55%	53%	64%	57%	47%	55%	56%	58%	50%	44%
Healthy lifestyle opportunities are available	59%	61%	57%	56%	56%	60%	66%	61%	43%	55%	60%	61%	45%	48%
The local economy is diverse and offers a wide range of opportunities for work	51%	53%	51%	52%	49%	52%	55%	54%	34%	47%	52%	54%	24%	46%
The LGA is an attractive place for visitors	47%	50%	46%	42%	40%	49%	62%	50%	31%	43%	48%	47%	45%	44%
The cost of living in this LGA is affordable to you	31%	33%	31%	22%	26%	38%	42%	34%	15%	31%	31%	32%	43%	23%
The services & facilities Council provides is value for money	23%	20%	25%	18%	23%	21%	30%	25%	14%	28%	22%	25%	14%	14%
The LGA is a safe place to live, work and play	22%	24%	22%	20%	20%	23%	29%	23%	17%	19%	23%	22%	24%	26%
As a regional centre I feel connected to larger cities and centres	28%	29%	28%	27%	28%	24%	31%	30%	15%	23%	29%	29%	17%	26%
The elected body are available and visible	15%	12%	17%	13%	15%	10%	21%	15%	13%	17%	14%	15%	21%	13%
New residential developments support our diverse community needs	19%	17%	21%	18%	19%	18%	24%	21%	13%	20%	19%	20%	19%	17%
My interactions on matters that are important to me have been meaningful with staff	22%	20%	23%	12%	22%	19%	30%	22%	18%	26%	20%	23%	17%	13%

Agreement Measures: Council Planning and Engagement

Q4. In this section I will read out a number of statements. For each of these could you please indicate your level of agreement with each statement?

Agreement Top 2 Box – Agree/ Strongly agree %	Overall	Gender		Age				Ratepayer status		Time lived in area		Suburb		
		Male	Female	18-34	35-54	55-64	65+	Ratepayer	Non-ratepayer	10 years or less	Over 10 years	Dubbo	Wellington	Other
Council adequately considers community concerns and views in making decisions	20%	19%	21%	16%	20%	16%	28%	21%	16%	24%	19%	22%	14%	13%
Council offers good value for money	18%	16%	20%	16%	18%	10%	27%	19%	13%	19%	18%	19%	7%	13%
Council plans well to help secure the community's long-term future	25%	24%	27%	23%	22%	23%	38%	27%	19%	30%	24%	26%	14%	27%
Information about Council and its decisions is clear and accessible	20%	18%	22%	22%	19%	14%	28%	20%	19%	27%	18%	22%	12%	16%
Council communicates well with me	19%	17%	21%	15%	18%	14%	28%	20%	14%	24%	18%	21%	7%	13%
There is a clear plan and direction for the future	15%	15%	16%	14%	13%	13%	22%	16%	11%	17%	14%	15%	12%	18%
Council is financially responsible	20%	20%	21%	19%	16%	19%	32%	22%	13%	21%	20%	20%	24%	19%
Council is committed to net zero future for the organization	24%	25%	23%	21%	22%	22%	30%	24%	19%	23%	24%	23%	24%	28%
My interactions with Council have been responsive and resolved	35%	35%	35%	31%	35%	27%	44%	37%	23%	38%	34%	38%	29%	18%
I understand the relationship between the elected body of Council and the organisation	44%	45%	43%	29%	45%	46%	50%	47%	28%	39%	45%	44%	52%	42%
Grants and funding opportunities are explored	30%	27%	32%	20%	29%	30%	39%	31%	20%	30%	30%	30%	29%	31%
The planning and development initiatives implemented by Council adequately address both current needs and future requirements for our environment and landscape	16%	12%	20%	18%	14%	14%	23%	17%	13%	18%	16%	16%	21%	14%
My CBD is flourishing with diverse shopping, parking and programs to support our retail economy	15%	14%	16%	18%	13%	12%	19%	16%	10%	17%	14%	15%	7%	20%

Preference to Receive Information

D5. How do you prefer to receive your information?

	Overall	Gender		Ratepayer status		Time lived in area		Suburb		
		Male	Female	Ratepayer	Non-ratepayer	10 years or less	Over 10 years	Dubbo	Wellington	Other
Local radio (2DU, ZooFM, TripleM, DCFM)	43%	47%	40%	42%	42%	36%	44%	41%	43%	48%
Television	26%	29%	25%	26%	25%	19%	28%	26%	29%	23%
Newspaper	23%	24%	22%	22%	24%	18%	24%	21%	31%	28%
Electronic Direct Mail (E-newsletters)	37%	42%	34%	40%	16%	35%	37%	35%	43%	42%
Website	37%	43%	34%	37%	39%	38%	37%	38%	31%	33%
DRC, YourSay, WPCC, DRTCC, Events, other	20%	22%	20%	21%	16%	22%	20%	21%	14%	19%
Facebook	58%	53%	61%	56%	68%	66%	55%	59%	55%	50%
Other social media (Instagram, twitter, tik-tok, LinkedIn)	15%	12%	17%	13%	25%	22%	13%	15%	7%	16%
Visiting Council	6%	7%	5%	6%	3%	4%	6%	6%	5%	7%
Visiting Libraries	9%	8%	10%	9%	9%	11%	8%	9%	5%	9%
Other	7%	6%	7%	8%	5%	7%	7%	6%	7%	13%
Base	734	251	461	630	104	176	558	602	42	90

A significantly higher/lower percentage (by group)

Comparison to Previous Research

Service/Facility – Satisfaction ratings	Satisfaction			Other measures	2024	2022	2019
	2024	2022	2019				
Decisions by the elected body are made in the interest of the community	2.5	2.4	2.6	Overall Satisfaction (mean rating) Scale is now 1=not at all satisfied, 5=very satisfied (was: 1=very dissatisfied, 5=very satisfied)	2.7▲	2.3	2.9
Engagement with the community	2.6▲	2.4	2.7				
Financial management (rates, budgets)	2.4	2.3	2.8				
Being a well-run and managed Council	2.5	2.5	2.7				
Provision of information	2.7	2.6	2.9				
Sewage service	3.8▼	4.1	4.1				
Water supply	3.2▼	3.6	3.7				
Household recycling	3.7	3.8	3.8				
Household waste collection	3.8	3.9	3.7				
Water conservation initiatives	3.1▼	3.3	3.0				
A range of affordable housing	2.2▼	2.7	3.3				
Events are supported within the community	3.2▲	3.0	3.3				
Parks and open spaces for recreational activities	3.6▲	3.2	3.7				
Playgrounds & public spaces	3.6▲	3.4	3.7				
Sporting grounds	3.8	3.7	3.6				
Services for Aboriginal & Torres Strait Islander, Seniors, Youth and Disabled are supported	3.2▲	3.0	3.3				
Environmental education & awareness	2.9	2.8	3.0				
Development approvals	2.6	2.5	2.9				
Managing commercial & industrial development	2.7	2.7	2.9				
Managing residential development	2.5	2.5	3.1				
Street lighting	3.3	3.4	3.1				
Traffic management	3.0	3.1	3.0				
CBD parking	2.7	2.8	2.9				
Access to public transport	3.3▲	2.8	3.0				
Maintenance & provision of footpaths	2.7▲	2.4	2.7				
Maintenance of sealed roads	2.2▲	2.0	2.7				
Maintenance of unsealed roads	2.1	2.1	2.5				
Promotion of region as a tourism destination	3.4	3.4	3.6				
Support local business development	2.9	2.9	3.2				
Aquatic Centres	2.4▼	3.5	3.5				
Macquarie Regional Libraries	4.2▲	3.8	4.1				
Cemeteries	3.5▲	2.9	3.6				
				Agreement measures (strongly agree/agree %)			
				My community is harmonious, cohesive and inclusive (was: 'I live in an inclusive community')	27%▼	48%	45%
				Is a good place to live/I'm proud of where I live (was: 'Overall, I believe Dubbo Regional Council is a good place to live')	49%	63%	69%
				The local economy is diverse and offers a wide range of opportunities for work (was: 'There is a range of employment and business opportunities')	51%	51%	47%
				The cost of living in this LGA is affordable to you (was: 'It is affordable to live in the region')	31%	42%	55%
				The LGA is a safe place to live, work and play (was: 'I feel safe where I live')	22%▼	57%	53%

Note: In previous years satisfaction was asked of all, now we only ask satisfaction of those who rated the service/facility as important or very important. Therefore results should be viewed from a point of interest only. The scale has changed for all satisfaction measures (including overall satisfaction) and wording changes within the agreement measures. 'Don't know' was included in satisfaction and agreement measures in previous years.

Scale: 1 = not at all satisfied/strongly disagree,
5 = very satisfied/strongly agree

Note: ▲/▼ = difference equal to/greater than 20%/0.2 compared to 2022.



Questionnaire

Appendix 2

S1. Can you please confirm that you do live in the Dubbo Regional Council local government area? (SCREENER)

Position	Answers	Notes
1	Yes	
2	No	Terminate

S2. And do you or an immediate family member work for Dubbo Regional Council or are an elected Councillor? (SR)

Position	Answers	Notes
1	Yes	
2	No	

S3. Which suburb/village do you live in? (SR)

Position	Answers	Notes
1	Dubbo	
2	Brocklehurst	
3	Eumungerie	
4	Magriguy	
5	Wongarbon	
6	Ballimore	
7	Wellington	
8	Nanima Village	
9	Geurie	
10	Mumbil	
11	Other	

Section A – Priority Issues

Q1a. What do you value most about living in the Dubbo Regional Council local government area? (TEXT)

Position	Answers	Notes
1		5 lines

Q1b. Thinking of the next 10 years, what do you believe will be the highest priority issues within the Dubbo Regional Council local government area? (TEXT)

Position	Answers	Notes
1		5 lines

Q1c. What would you change about living in Dubbo Regional Council local government area? (TEXT)

Position	Answers	Notes
1		5 lines

Q1d. Overall, how would you rate the quality of life you have living in the Dubbo Regional Council area? Prompt (SR)

Value	Answers	Notes
6	Excellent	
5	Very good	
4	Good	
3	Fair	
2	Poor	
1	Very poor	

Section B – Importance of, and satisfaction with, Council services

Q2. In this section I will read out different Council services or facilities. For each one could you please rate your opinion of the importance of the service/facility to you, and your level of satisfaction with Council's performance/delivery of that service. The scale is from 1 to 5, where 1 is low importance and low satisfaction and 5 is high importance and high satisfaction. Prompt (SCALE)

Note: Please only rate your satisfaction if you rated importance to be a 4 or a 5.

LEADERSHIP

Position	Answers	Importance					Satisfaction					NA
		Low				High	Low				High	
		1	2	3	4	5	1	2	3	4	5	
1	Decisions by elected body are made in the interest of the community											
2	The elected body are visible and involved within the community											
3	Civic events and recognition of community (Citizenship ceremonies, Anzac Ceremonies, Australia Day, Dubbo Day)											
4	Engagement with the community											
5	Financial management (Rates, budgets)											
6	Being a well-run and managed Council											
7	Managing commercial business to benefit the community											
8	Provision of information											
9	Plans and responds in natural events and disasters											

HOUSING

Position	Answers	Importance					Satisfaction					
		Low				High	Low				High	NA
		1	2	3	4	5	1	2	3	4	5	
1	Sewage service											
2	Water supply											
3	Household recycling											
4	Household waste collection											
5	Water conservation initiatives											
6	A range of affordable housing											

LIVEABILITY

Position	Answers	Importance					Satisfaction					
		Low				High	Low				High	NA
		1	2	3	4	5	1	2	3	4	5	
1	Events are supported within the community											
2	Library services & programs											
3	Parks and open spaces for recreational activities											
4	Playgrounds & public spaces											
5	Community halls & hire											
6	Arts & Cultural services & programs											
7	Urban tree preservation planning and planting											
8	Urban tree maintenance & management											
9	Reserves including rivers and rural											
10	Sporting grounds											
11	Interment & cemetery services											
12	Services for Aboriginal & Torres Strait Islander, Seniors, Youth and Disabled are supported											

ENVIRONMENT & SUSTAINABILITY

Position	Answers	Importance					Satisfaction					
		Low				High	Low				High	NA
		1	2	3	4	5	1	2	3	4	5	
1	Waste & recycling initiatives											
2	Environmental education & awareness											
3	Environmental protection & enforcement (ranger services, illegal dumping, companion animals)											
4	Development approvals											
5	Managing commercial & industrial development											
6	Managing residential development											
7	Health inspections & enforcement											

INFRASTRUCTURE

Position	Answers	Importance					Satisfaction					
		Low				High	Low				High	NA
		1	2	3	4	5	1	2	3	4	5	
1	Street lighting											
2	Traffic management											
3	CBD parking											
4	Access to public transport											
5	Maintenance & provision of footpaths											
6	Maintenance of sealed roads											
7	Maintenance of unsealed roads											

ECONOMY

Position	Answers	Importance					Satisfaction					
		Low				High	Low				High	NA
		1	2	3	4	5	1	2	3	4	5	
1	Promotion of region as a Tourism destination											
2	Support local business development											
3	Support investment in developing skills and trade for future growth industries											

COUNCIL FACILITIES AND MAINTENANCE

Position	Answers	Importance					Satisfaction					
		Low				High	Low				High	NA
		1	2	3	4	5	1	2	3	4	5	
1	Western Plains Cultural Centre											
2	Dubbo Regional Theatre & Convention Centre											
3	Aquatic Centres (Dubbo, Wellington, Geurie)											
4	Macquarie Regional Libraries (Dubbo and Wellington)											
5	Old Dubbo Gaol											
6	Wellington Caves											
7	Dubbo Visitor Information Centres (Dubbo and Wellington)											
8	Dubbo Regional Livestock Markets											
9	Airports (Dubbo Regional & Bodangora)											
10	Waste & Recycling Facilities (Dubbo, Wellington & villages)											
11	Cemeteries (Dubbo, Wellington & Villages)											
12	Showgrounds (Dubbo and Wellington)											
13	Animal Shelter											
14	Public Amenities											
15	Sports Complex's and facilities (Dubbo, Wellington & Villages)											

COMMUNITY WELLBEING – LGA

Q3. 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? Prompt (SR)

Value	Answers	Notes
5	Very satisfied	
4	Satisfied	
3	Somewhat satisfied	
2	Not very satisfied	
1	Not at all satisfied	

Q4. For each of these statements could you please indicate your level of agreement with each? The scale is from 1 to 5, where 1 is strongly disagree and 5 is strongly agree. Prompt (SCALE)

Value	Answers	Notes
5	Strongly agree	
4	Agree	
3	Neither	
2	Disagree	
1	Strongly disagree	

COUNCIL PLANNING AND ENGAGEMENT

Position	Answers	Notes
1	Council adequately considers community concerns and views in making decisions	
2	Council offers good value for money	
3	Council plans well to help secure the community's long-term future (strategies and master planning, identifying grant opportunities)	
4	Information about Council and its decisions is clear and accessible	
5	Council communicates well with me	
6	There is a clear plan and direction for the future	
7	Council is financially responsible	
8	Council is committed to net zero future for the organisation (renewable energy, energy efficiency and sustainable building practices)	
9	My interactions with Council have been responsive and resolved	
10	I understand the relationship between the Elected body of Council and the organisation	
11	Grants and funding opportunities are explored	
12	The planning and development initiatives implemented by Council adequately address both current needs and future requirements for our environment and landscape	
13	My CBD is flourishing with diverse shopping, parking and programs to support our retail economy	

Position	Answers	Notes
1	I feel a part of my local community	
2	My community is harmonious, cohesive and inclusive	
3	Is a good place to live/I'm proud of where I live	
4	Opportunities to participate in arts, entertainment and cultural activities	
5	Healthy lifestyle opportunities are available	
6	The local economy is diverse and offers a wide range of opportunities for work	
7	The LGA is an attractive place for visitors	
8	The cost of living in this LGA is affordable to you	
9	The services & facilities council provides is value for money	
10	The LGA is a safe place to live, work and play	
11	As a regional centre I feel connected to larger cities and centres	
12	The elected body are available and visible	
13	New residential developments support our diverse community needs	
14	My interactions on matters that are important to me have been meaningful with staff (Information sessions, forums, pop-ups, and formal meetings)	

Council completed a financial sustainability review last year that identified Council does not have the financial capacity to meet required road and building renewals and maintain current levels of service to the community. Prompt (SCALE) Rotate Q5a/Q5b/Q5c, Q5c/Q5b/Q5a

Q5a. How supportive would you be to potentially pay the same rates, or user charges, with potential decreases in some service areas? Prompt (SCALE)

Value	Answers	Notes
5	Very supportive	
4	Supportive	
3	Somewhat supportive	
2	Not very supportive	
1	Not at all supportive	

Q5b. How supportive would you be to potentially pay a little more to ensure current levels of service are maintained? Prompt (SCALE)

Value	Answers	Notes
5	Very supportive	
4	Supportive	
3	Somewhat supportive	
2	Not very supportive	
1	Not at all supportive	

Q5c. How supportive would you be to potentially pay more through rates, or user charges, to increase levels of service (i.e. to accommodate new facilities, enhance service levels, introduce more programs or activities)? Prompt (SCALE) (Randomise)

Value	Answers	Notes
5	Very supportive	
4	Supportive	
3	Somewhat supportive	
2	Not very supportive	
1	Not at all supportive	

Q5d. Thinking overall, can you identify any specific areas of services that should be reduced?

Position	Answers	Notes
1		5 lines

Section D – Demographic & Profiling Questions

D1. Please select your age group: Prompt (SR)

Position	Answers	Notes
1	18-24 years	
2	25-34 years	
3	35-44 years	
4	45-54 years	
5	55-64 years	
6	65 years and older	

D2. Which of the following best describes the dwelling where you are currently living? Prompt (SR)

Position	Answers	Notes
1	I/We own/are currently buying this property	
2	I/We currently rent this property	

D3. Which of the following best describes you: Prompt (MR)

Position	Answers	Notes
1	Culturally and linguistically diverse	
2	First Nations	
3	Living with a disability	
4	LGBTQ+	
5	None of these	

D4. How long have you lived in the Dubbo Regional Council area? Prompt (SR)

Position	Answers	Notes
1	Under a year	
2	1 to 3 years	
3	4 to 6 years	
4	7 to 10 years	
5	Over 10 years	

D5. How do you prefer to receive your information? (MR) Prompt

Position	Answers	Notes
1	Local radio (2DU, ZooFM, TripleM, DCFM)	
2	Television	
3	Newspaper	
4	Electronic Direct Mail (E-newsletters)	
5	Website	
6	DRC, YourSay, WPCC, DRTCC, Events, other	
7	Facebook	
8	Other social media (instagram, twitter, tik-tok, LinkedIn)	
9	Visiting Council	
10	Visiting Libraries	
11	Other	

D6. Gender: (SR)

Position	Answers	Notes
1	Male	
2	Female	

As a participant in this research, you may be invited to participate in further community consultation, such as focus groups, about specific issues.

At this stage we are developing a register of interest for future consultations.

D7a. Would you be interested in registering your interest? (SR)

Position	Answers	Notes
1	Yes	
2	No	

D7b. Can you please supply your contact details? (TEXT)

Position	Answers	Notes
1	First name	1 line
2	Surname	1 line
3	Phone number	1 line
4	Email address	1 line

Thank you for your time and assistance. This market research is carried out in compliance with the Privacy Act, and the information you provided will be used only for research purposes. The research has been conducted by Micromex Research on behalf of Dubbo Regional Council - Council Contact is Customer Service 02 6801 4000.

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