

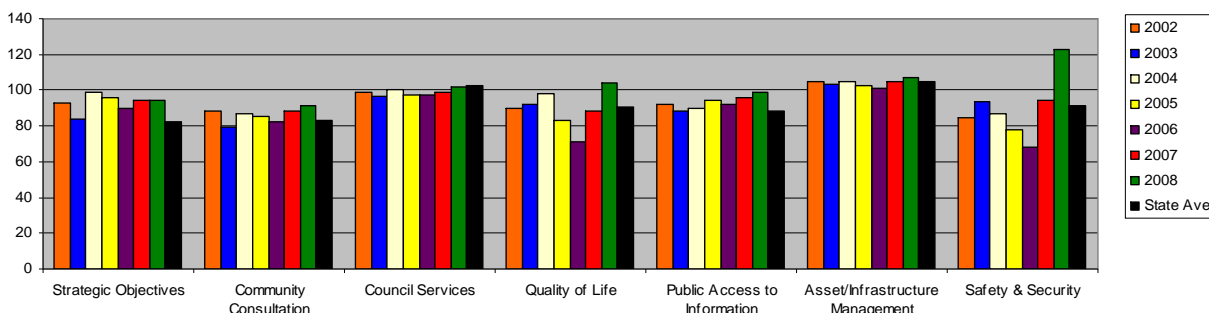
# COMMUNITY SURVEY RESULTS



Council participates annually in the Local Government Association of SA Community Survey conducted by Roy Morgan Research. This survey measures community satisfaction and Council performance over a range of areas providing Council with meaningful data and trends which Council takes on board when considering its Strategic Plan along with Council's own surveying of ratepayers and relevant issues plus the State strategic directions.

The 2008 survey shows Council's strongest survey results to date. A summary of the key areas measured is presented below along with a comparison to the SA State average and results from previous years. In terms of this survey 100 is considered satisfactory.

## Key Performance Indicators – Community Survey



### Strategic Objectives

SA 2008	2008	2007	2006	2005	2004	2003	2002
82.24	94.16	94.13	89.58	95.64	98.96	83.64	93.05

The survey continually reflects a high importance placed by the community on having input into strategic objectives and being made aware of them. In 2008 at 94.16 this rating is significantly higher than the State average of 82.24. 57% of people surveyed were aware of Council's strategic objectives compared to 34% statewide. However the highest awareness was seen in 2004 showing that Council can make improvements in continuing to promote our strategic objectives.

### Community Consultation

SA 2008	2008	2007	2006	2005	2004	2003	2002
83.37	91.18	88.19	82.65	85.39	86.80	79.29	88.37

The survey makes clear the expectation that Council conduct quality, timely and accurate consultation with the community. With a rating of 91.18 in this area, Council comes in well above the State average and pleasingly shows an improvement over previous ratings.

Council endeavours to consult with the community in a number of different ways including public meetings, forums, community representation on Council committees and Council representation on community committees, among others. Council also aims to keep in touch with the community through our website, newsletter, email update list and through Mayoral Messages and public notices in the local press. Council is always looking for ways to improve our consultation especially with the growing number of non-local property owners which creates a challenge for Council in this area.

### Council Services

SA 2008	2008	2007	2006	2005	2004	2003	2002
102.84	101.54	98.62	97.25	97.67	100.68	96.48	98.71

This year we are pleased to receive our highest ever Council Services rating of 101.54. In this area the community consistently places the highest importance on the provision of waste disposal and recycling services. Council's performance in providing these particular services was notably higher for 2008 which can possibly be attributed to a larger focus on recycling such as the installation of the public recycling bins in South Terrace. The survey reveals environmental management and health, planning and development controls, and dog and cat management are also of high importance to the community.

### Quality of Life

SA 2008	2008	2007	2006	2005	2004	2003	2002
90.29	104.26	88.14	71.44	83.10	98.21	92.11	90.09

In regards to this survey the term 'quality of life' refers to the impact of Council decisions and services on the quality of life within the community. It is worth noting that this area, as is the case with Safety and Security, is based largely on perception and one can question whether other agencies

performance in this area is reflected in the survey results, however the survey makes it clear that the community believes Council should have an influence on improving quality of life.

In 2006 the rating for Quality of Life was at a low of 71.44 but it was great to see a significant improvement in 2007 and again in this year's results which reached a height of 104.26. It is most satisfying to see this rating go beyond the 100 mark and demonstrates the effect of the efforts that have been directed at this area over the past two years and also likely reflects the potential that many are seeing in Ceduna and the region due to mining activity and increased development which Council endeavours to encourage and support.

### **Safety and Security**

SA 2008	2008	2007	2006	2005	2004	2003	2002
91.13	122.64	94.45	67.83	78.13	87.18	93.45	84.25

This rating was also at its lowest in 2006 at 67.83 – well behind the State average. Pleasingly 2007 saw a huge improvement with the rating reaching 94.45. But it is the 2008 results that are most pleasing with Council receiving its highest rating in any area over the years of 122.64 putting us well above the State average as well as significantly above the satisfactory mark for the first time in this area.

This huge increase can likely be attributed to a number of factors including but not limited to Town Camp, an efficient Youth Centre operation, a functioning Skate Park, an evolving liquor accord, dry areas continuation, increased CBD lighting, CCTV cameras, an extra temporary General inspector over summer, a well established Social Services Committee, a Social Strategic Plan co-ordinating the approach in this area and a Community Development focus. Council continues to press ahead striving for further improvements such as the first stage of the Thevenard Street lighting upgrade planned for this financial year. It is also worth noting that while the Safety & Security Patrols have had a positive effect in this area, at the time the survey was conducted patrols had only been in place for 1½ -2 months and so their effect may be better reflected in next years survey.

### **Public Access to Information**

SA 2008	2008	2007	2006	2005	2004	2003	2002
88.42	98.95	95.95	92.17	94.14	89.94	88.32	92.09

The survey makes it clear that the community considers access to Council information, documents and meetings important. Council makes a concerted effort to be open and transparent in providing information to the public which in some cases in other councils might only be accessed under the Freedom of Information Act. As such it is pleasing that Council's performance in this area generally better the State average. It is also satisfying that Council has received its highest ever rating for access this year. Council also makes an effort to provide copies of documentation online at [www.ceduna.net](http://www.ceduna.net), as well as having copies available at the Council Office to assist public access.

### **Asset / Infrastructure Management**

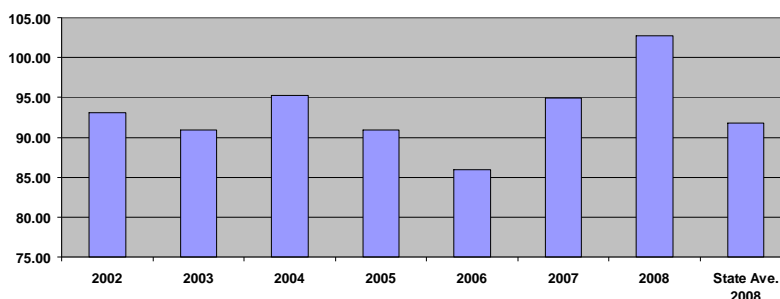
SA 2008	2008	2007	2006	2005	2004	2003	2002
104.57	106.69	104.87	100.92	102.39	104.99	103.46	105.10

In this area the highest importance continually is placed on providing and maintaining roads, footpaths, cycle tracks and storm drainage facilities. This area also covers the maintenance of facilities for the aged, disabled and special needs groups, community halls, libraries, cultural buildings, sporting facilities, parks, gardens and playgrounds. Council consistently performs above the satisfactory mark in this area with 2008 being our highest rating to date.

### **Council's Overall Rating**

2007 results showed Council was on the right track after disappointing results in 2006, but it is the 2008 results that most clearly demonstrate the return on the efforts put into all these areas. Even so it is not a time for complacency and we continue to implement strategies focusing on further improvement and future planning.

**Overall Averages for all KPI Areas**



### **Further Information**

More information on the District Council of Ceduna's survey results or any other aspect of Council can be accessed via the Council website located at [www.ceduna.net](http://www.ceduna.net) - note survey information is located on the Comparative Performance Measurement page. Contact the Council Administration Office on (08) 8625 3407 or at [council@ceduna.sa.gov.au](mailto:council@ceduna.sa.gov.au).