



FEDERATION COUNCIL COMMUNITY SATISFACTION SURVEY 2020

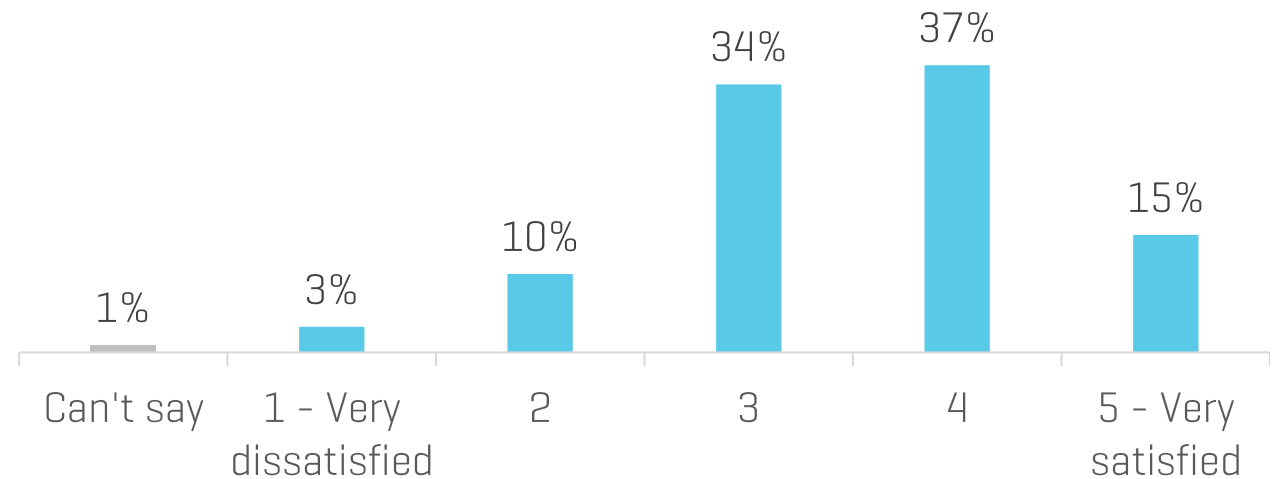
METHODOLOGY

- IRIS Research collected 400 completed surveys from residents of the Federation Council local government area aged 18 years and over.
- Telephone data collection started on 10 August 2020 and continued until 18 August 2020.

HOW IS FEDERATION COUNCIL PERFORMING?

- **More than half [52%]** of Federation Council residents are satisfied overall (rating of 4 or 5) with how Federation Council has performed over the past 12 months.
- 39 of 41 Council services and facilities achieved medium or high satisfaction ratings*.

Overall satisfaction with the performance of Federation Council over the past 12 months



*Medium satisfaction rating: 3.00-3.74
High satisfaction rating: 3.75+

WHERE IS FEDERATION COUNCIL SUCCEEDING?

- Federation Council is succeeding in providing and maintaining high-quality community facilities.
- The best-performing services are **sewerage and water services, waste management** and **maintaining the appearance of public areas**.
- Federation Council is **outperforming** other NSW regional councils in customer satisfaction with Council's staff.

High-performing facilities:



Parks, playgrounds & gardens



Sporting fields



Library services

High-performing services:



Sewerage & water services



Waste management



Appearance of public areas

AREAS OF FOCUS FOR FEDERATION COUNCIL

- Residents would like Federation Council to prioritise **roads, economic development** and **tourism**.
- Federation Council can further increase community satisfaction by focusing on **governance** – being leaders in the community and acting in the interest of residents.

Top priorities for Council over next five years
[open-ended responses from residents]:



Roads



Economic development



Tourism

Council governance services:



Leadership and advocacy



Community interest



Value for money

WHY IS FEDERATION COUNCIL A GREAT PLACE TO LIVE?

- **Nine in ten residents (91%)** believe the Federation Council area is a good place to live.
- The **key drivers** of these high perceptions of liveability are **safety, affordability** and **pride in the area**.

Drivers of high liveability:



Safety



Affordability



Civic pride

'Overall, I believe the Federation Council area is a good place to live.'

