Acknowledgements

The research team for this report comprised

Principal researchers:

- Associate Professor Roberta Ryan, Director, Australian Centre of Excellence for Local Government (ACELG) & Centre for Local Government (CLG), University of Technology Sydney
- Catherine Hastings, Research Officer, CLG, University of Technology Sydney
- Ron Woods, Research Officer, CLG, University of Technology Sydney
- Alex Lawrie, Research Officer, CLG, University of Technology Sydney
- Dr Bligh Grant, Senior Lecturer, CLG, University of Technology Sydney

Additional researchers:

- Dr Shaun Wilson, Senior Lecturer, Macquarie University
- Dr Liana Wortley, Research Officer, CLG, University of Technology Sydney
- Dr Éidín O'Shea, Research Officer, CLG, University of Technology Sydney
- Sasindu Gamage, Research Assistant, CLG, University of Technology Sydney
- Theresa Alvarez, CLG, University of Technology Sydney

The research team acknowledges the valuable contribution of the ACELG Research Advisory Committee and ACELG as the funding body for this research and the Commonwealth Government as the ACELG funding body.

Citing this report


Published JUNE 2015 Document version 1.0

This work is licensed under the Creative Commons Attribution-Non-commercial 4.0 International License. To view a copy of this license, visit http://creativecommons.org/licenses/by-nc/4.0/.
MESSAGE FROM THE DIRECTOR

There is an acceptance by individuals and communities that local government is always ‘there’ for a range of local needs, yet it is less clear how citizens identify with this crucial level of government.

This national study addresses a significant gap in the sector and research about how Australians value local government. This is an important question for today’s polity. The findings will help more clearly define how, where and to what extent local government can further respond to local needs and influence broader political and public debate in Australia. Project findings will also assist scholarly research into local government.

The project builds upon research undertaken by the Australian Centre of Excellence for Local Government (ACELG) to provide practical support for the local government sector across a number of themes, and utilises the considerable experience in social survey research of UTS and its investigators located in the Centre for Local Government.

Findings from Why Local Government Matters will be communicated in all jurisdictions and key literature. Project results will be benchmarked with comparable work of councils, local government organisations and researchers, and will inform further Centre work on themes such as sustainable governance, service delivery, leadership and community values.

I trust that the release of this research will substantially contribute to the greater understanding of the attitudes towards local government and the role of this tier of government in the federation and leadership of Australia.

Associate Professor Roberta Ryan
Director, Australian Centre of Excellence for Local Government and Centre for Local Government, University of Technology, Sydney.
Executive summary

*Why Local Government Matters* is a major piece of social research on community attitudes to local government undertaken by the Australian Centre of Excellence for Local Government (ACELG). The research aims to better understand how and why the activities of local governments, and their roles in society, are valued by communities.

The research investigates:

1. local government’s role as a ‘place shaper’ and its importance in meeting the needs of citizens that drive their attachment to, and satisfaction with, the areas in which they live
2. the preferences of communities for how their services are delivered at the local level and the ability of local governments to offer flexible and community specific service delivery
3. theories of governance, particularly community beliefs about big versus small government and its role in the market, the appropriate role for the private sector in local service provision, the preferred extent of public participation in government decision making, and preferences for the realisation of public value
4. community knowledge of local government, ranked importance of services which can be delivered by local government in different jurisdictions, and attitudes about amalgamation
5. the attributes of individuals which are theorised to interact with or influence their attitudes and beliefs about each of the areas above, including demographic factors, levels of community participation, person values and political leanings.

This report presents the main findings of the 2014 survey, stage one of a longitudinal social research project which will also incorporate a qualitative phase in 2015.

*What does place mean to people?*

Local governments matter because of their roles as ‘place-shapers’ and their importance in meeting the needs that most drive people’s attachment to, and satisfaction with, the areas in which they live. To better understand what matters to Australians about the place – or local area – in which they live, respondents were first asked their level of agreement with nine statements describing ways their local area may contribute to personal identity, emotional attachment and connection to the community.

- Australians feel strong emotional connections to the local areas in which they live, providing them improved emotional wellbeing and a stronger sense of their personal identity. These feelings of attachment are generally stronger for people living in rural and remote areas, people who own their homes rather than rent, Liberal/National Coalition voters, and those who are more active in the community. They are generally weaker for people living in Western Australia.

- In their local area, the most important things for Australians are a safe environment, the availability of health care, levels of water, air and noise pollution, and being able to afford appropriate housing. There are significant differences in what is important for Australians depending on where they live (rural/remote compared with metropolitan areas); political affiliation; employment status; age; housing type; family type; and length of time living in the local area.

- In general people are satisfied with the environment around them. However Australians are less satisfied with the local economy and infrastructure than with the availability of local
services. In general, residents of rural and remote local government areas are less satisfied with the level of services and infrastructure in their local area.

Role of government

All governments make choices about the part they play in service delivery based on their understanding of the role of government from an economic and ideological perspective. In order to tease out how Australians think about some of the key arguments in this area, respondents were asked a series of questions about service delivery, the role of government and how they wish to participate with governments in decision-making.

- There is strong support for the role of government in service delivery, particularly in health and education.
- Australians do not agree that the private sector or the market necessarily deliver the best or most efficient services, although there is a moderate correlation between political affiliation and the responses to these questions. Older Australians tend to be less supportive of private sector models for the delivery of public services.
- There is enormous support for government to provide services that deliver a healthier and fairer society, and for the view that decisions about services should not be made just on value for money. Australians agree that governments should be actively seeking to deliver public value.
- Australians believe it is important that local governments deliver a diversity of activities, with planning for the future being amongst the most important considerations.

How do people want their services delivered?

Australians want more than just basic services from government.

- A majority of respondents agree that taxes should pay for more than basic services and most say they are prepared to pay more taxes to receive a broader range of services. Older Australians and those with more education are more likely to agree.
- There is strong agreement for governments to work with each other and with service providers to provide local services.
- Public services don’t need to be delivered by government; instead there is support for delivery of public services by a mixture of public, private and not-for-profit organisations.

Responses to these questions did differ on the basis of political affiliation, but to a surprisingly small degree.

How do people want to be involved in government?

There is strong support for very participatory styles of democratic engagement by government with its people. Australians want government involve them in making decisions about what services are delivered in their local area.

- Australian communities want to be involved with government in making decisions about how and what services should be delivered in their local area. This view is strongest among people living in rural and remote council areas, and those who have lived longer in their area. It is less strong for those on higher incomes and with more education.
- Good decisions are best made by involving communities, experts and government together in the process.
Community and people using services are considered to have the best knowledge of what services are needed and how they should be delivered, followed by service providers and finally people who work in government. There are some differences in the ways these questions were answered depending on gender, age, education, family type and council type.

What do people think about local government?

- Australians think that local government is the best level of government to make decisions about the local area. Residents of rural and remote areas are a little less likely to nominate local government and more likely to nominate state government.

- Australians believe it is important that local governments deliver a diversity of activities, with planning for the future being amongst the most important considerations. People’s expectations about what is best delivered by local government seem to be influenced by what is typically considered to be a role of local government in that jurisdiction.

Respondents living in rural and remote areas are generally more concerned about the consequences of amalgamation on local representation, cost of rates and services and their sense of belonging to the local area. People who have lived in an area longer than 10 years and who are active participants in the community are also more likely to think that their feeling of belonging to the area will be negatively impacted by amalgamation.
# Table of contents

Executive summary ........................................................................................................... i

1 Introduction .................................................................................................................. 9

1.1 Background .............................................................................................................. 9

1.2 Research objectives ............................................................................................... 9

1.3 Methodology .......................................................................................................... 10

   Stage 1: National CATI survey Version 1 ............................................................... 10
   Stage 2: Qualitative data collection: national focus groups .................................... 10
   Stage 3: National CATI Survey Version 2 ............................................................... 10
   Stage 4: A survey instrument for local jurisdictional or local government area use .... 10

1.4 Conceptual framework ............................................................................................ 11

   1.4.1 Place attachment ............................................................................................. 11
   1.4.2 Service delivery and governance ..................................................................... 12

1.5 This report .............................................................................................................. 16

2 Literature review ...................................................................................................... 18

2.1 Rationale and method ............................................................................................ 18

2.2 Australian research ............................................................................................... 18

2.3 Key themes from the literature .............................................................................. 19

   2.3.1 Knowledge of local government ................................................................. 19
   2.3.2 Attitudes toward local government ............................................................... 20
   2.3.3 Measuring the outcomes of public service delivery as citizens perceive them .... 21
   2.3.4 Skills and competencies in dealing with local councils and local issues .......... 21
   2.3.5 Personal behaviour of respondents at the local level .................................... 22
   2.3.6 Additional frameworks for understanding local government ......................... 23

2.4 Challenges in ascertaining citizens’ perceptions ................................................... 23

2.5 Conclusion ............................................................................................................ 24

3 Governance and service delivery preferences ......................................................... 25

3.1 Level of agreement with individual governance and service delivery statements .... 25

   3.1.1 Community participation in decision-making .............................................. 25
   3.1.2 The role of the market in service delivery ..................................................... 29
   3.1.3 The role of the government in service delivery ............................................. 32
   3.1.4 Paying for services through taxation .......................................................... 34
3.1.5 Who has the knowledge needed to make decisions about what services are needed in the local area? ........................................................................................................... 37
3.1.6 Public value .................................................................................................. 42
3.2 Relative level of agreement across the 25 governance and service delivery statements ...... 55
4 Place attachment – emotional................................................................................. 56
  4.1 Level of agreement with individual statements .................................................. 56
    4.1.1 Place attachment – personal identity......................................................... 56
    4.1.2 Place Attachment – emotional connection .................................................. 68
  4.2 Relative level of agreement across the nine emotional place attachment statements .... 74
5 Place attachment – instrumental.............................................................................. 76
  5.1 Level of importance of each individual dimension of place attachment................. 76
  5.2 Relative level of importance of each instrumental dimension of place attachment ...... 93
  5.3 Level of satisfaction with each individual dimension of instrumental place attachment ...... 94
  5.4 Relative level of satisfaction with each dimension of instrumental place attachment ...... 102
  5.5 Importance and satisfaction .............................................................................. 103
6 Local government................................................................................................... 104
  6.1.1 Level of government best able to make decisions about the local area ................. 104
  6.1.2 Knowledge questions ...................................................................................... 104
  6.1.3 Importance of tasks being done by local government ..................................... 106
    6.1.4 Relative level of importance of each task being done by local government ...... 127
  6.1.5 Amalgamation .................................................................................................. 128
  6.1.6 Relative perception of impact of amalgamation on respondents ......................... 134
7 The respondents ..................................................................................................... 135
  7.1 Community participation and values ................................................................. 135
    7.1.1 Community participation ............................................................................... 135
    7.1.2 Community members .................................................................................... 135
    7.1.3 Important things in life .................................................................................... 136
    7.1.4 Political orientation ...................................................................................... 139
    7.1.5 Freedom of choice and control ...................................................................... 140
8 Profile of the respondents ......................................................................................... 141
  8.1 Demographics .................................................................................................... 141
    8.1.1 Gender .......................................................................................................... 141
8.1.2 Age.................................................................141
8.1.3 Non-English speaking background (NESB) ........................................142
8.1.4 Educational qualifications .................................................................142
8.1.5 Income .................................................................................................143
8.1.6 Employment status ............................................................................144
8.1.7 Employment in government or not-for-profit areas ................................144
8.1.8 Housing tenure.....................................................................................145
8.1.9 Dwelling – type....................................................................................145
8.1.10 Household – type.................................................................................146
8.1.11 Length of residency in local area .......................................................146
8.1.12 Australian classification of local government .......................................147

9 Works cited ..................................................................................................148

Appendix A Survey instrument ........................................................................152
Appendix B Table of evidence based on the literature review ..........................159
Appendix C Methodology ................................................................................180
Appendix D Conceptual framework .................................................................181
Appendix E Australian classifications of local governments ...............................183

TABLES

Table 1: ‘Paradigms’ of management ..............................................................14
Table 2: Table of evidence – studies which focus on exploring citizen attitudes towards local government ........................................................................160

FIGURES

Figure 1: Extent of community participation in public value ................................15
Figure 2: Typology of measurable gaps in service provision ............................20
Figure 3: The CLEAR Model ..........................................................................22
Figure 4: Q3_1 Communities need to work with experts and public servants to make good decisions about what services they need (n=1983) .................................................................26
Figure 5: Q3_2 I want government to involve me in making decisions about what services are delivered in my local area (n = 1983) ...........................................................................27
Figure 6: Q3_3 Governments and communities should make decisions together about how services are delivered (n=1994) ...........................................................................28
Figure 7: Q3_4 Government should only provide services where the private sector doesn’t (n=1940). 29
Figure 8: Q3_5 The market should decide what services are delivered based on levels of demand (n=1907) ......................................................................................................................... 30
Figure 9: Q3_6 The private sector delivers the best value services (n=1852) .................................................. 31
Figure 10: Q3_7 There is a role for government in providing any of the services the community needs (n=1961) .................................................................................................................. 32
Figure 11: Q3_8 There are some things like health care and education that governments should deliver (n=1988) .................................................................................................................. 33
Figure 12: Q3_9 My taxes should only pay for basic services (n=1907) .......................................................... 34
Figure 13: Q3_10 I am prepared to pay more taxes to get a broader range of public services (n=1908) ............ 36
Figure 14: Q3_11 People who work in government have enough knowledge to decide what services are needed in my area (n=1945) ......................................................................................... 37
Figure 15: Q3_12 Service providers have the best knowledge about how services should be delivered (n=1938) .................................................................................................................. 38
Figure 16: Q3_13 People who are using a service will best know how much of any particular service is needed (n=1926) .................................................................................................................. 39
Figure 17: Q3_14 Communities know enough to make good decisions about what services they need (n=1936) .................................................................................................................. 40
Figure 18: Q3_15 Decisions about how services are delivered in my area should be made primarily on value for money (n=1934) ......................................................................................................... 42
Figure 19: Q3_16 I want governments to deliver services that contribute to a healthier and fairer society (n=1989) .................................................................................................................. 44
Figure 20: Q3_17 The government of my local area has enough ability to deliver services by itself (n=1853) .................................................................................................................. 45
Figure 21: Q3_18 There are some services that governments can provide at a higher quality than the private sector (n=1874) ......................................................................................................... 46
Figure 22: Q3_19 Government should be advocating for the needs of my local community (n=1950) 47
Figure 23: Q3_20 Government should focus on providing only basic services (n=1960) ............................... 48
Figure 24: Q3_21 Governments should use a mixture of public, private and not-for-profit organisations to deliver public services in my area (n=1960) ................................................................. 49
Figure 25: Q3_22 There are times when government exceeds my expectations (n=1940) .............................. 50
Figure 26: Q3_23 Governments should work with each other and other service providers to provide local services (n=1993) ........................................................................................................ 52
Figure 27: Q3_24 Government delivers the best quality services (n=1869) ..................................................... 53
Figure 28: Q3_25 It is acceptable for services in one area to be delivered differently to services in another area (n=1947) ......................................................................................................... 54
Figure 29: Relative level of agreement with service delivery questions.......................................................... 55
Figure 30: Q7_1 There is something about the landscape around me that makes me feel good (n=1993) .......................................................................................................................... 56
Figure 31: Q7_2 It reflects the type of person I am (n=1950) ........................................................................... 58
Figure 32: Q7_3 The area in which I live has the qualities I value (n=1979) .................................................. 60
Figure 33: Q7_5 I feel at home there (n=1995) ............................................................................................... 62
Figure 34: Q7_7 I feel connected locally to friends and neighbours (n=1992) ............................................. 64
Figure 35: Q7_8 Living there makes me feel good about myself (n=1954) ..................................................... 66
Figure 36: Q7_4 I feel part of the history of the place (n=1983) ................................................................. 68
Figure 37: Q7_6 The area in which I live is full of important memories and stories (n=1969) ................. 70
Figure 38: Q7_9 I feel a cultural connection to the area (n=1963) ............................................................... 72
Figure 39: Relative level of agreement across the nine emotional place attachment statements ............... 74
Figure 40: Q8_1 Recreational areas such as parks, walking tracks, open spaces (n=2004) ................. 76
Figure 41: Q8_2 Availability of appropriate public services (n=2000) .................................................. 78
Figure 42: Q8_3 Availability of good schools (n=1994) .......................................................... 79
Figure 43: Q8_4 Availability of healthcare (n=1993) .......................................................... 80
Figure 44: Q8_5 A supportive and cohesive community (n=1995) .................................................... 81
Figure 45: Q_6 Job opportunities (n=1993) .................................................................................. 82
Figure 46: Q8_7 A positive economic outlook (n=1979) ................................................................. 84
Figure 47: Q8_8 Availability of good home or aged care (n=1989) .................................................... 85
Figure 48: Q8_9 Convenient public transport (n=1998) ................................................................. 86
Figure 49: Q8_10 Good quality roads and bridges (n=2003) .......................................................... 87
Figure 50: Q8_11 Being able to afford appropriate housing (n=1995) ............................................. 88
Figure 51: Q8_12 Levels of water, air and noise pollution (n=1995) ............................................. 89
Figure 52: Q8_13 Shops located close-by that are suitable to my needs (n=2002) ......................... 90
Figure 53: Q8_14 A safe environment (n=2002) .............................................................................. 91
Figure 54: Q8_15 Being close to my family (n=1987) ........................................................................ 92
Figure 55: Relative level of importance of each instrumental dimension of place attachment .......... 93
Figure 56: Q9_1 Recreational areas such as parks, walking tracks, open spaces (n=1992) ............. 94
Figure 57: Q9_2 Availability of appropriate public services (n=1965) ............................................. 95
Figure 58: Q9_3 Availability of good schools (n=1833) ................................................................. 95
Figure 59: Q9_4 Availability of healthcare (n=1988) ............................................................................... 96
Figure 60: Q9_5 A supportive and cohesive community (n=1949) ................................................ 96
Figure 61: Q9_6 Job opportunities (n=1793) ................................................................................ 97
Figure 62: Q9_7 A positive economic outlook (n=1912) ................................................................ 97
Figure 63: Q9_8 Availability of good home or aged care (n=1912) .................................................. 98
Figure 64: Q9_9 Convenient public transport (n=1941) ................................................................ 98
Figure 65: Q9_10 Good quality roads and bridges (n=1995) .......................................................... 99
Figure 66: Q9_11 Being able to afford appropriate housing (n=1929) ............................................. 99
Figure 67: Q9_12 Levels of water, air and noise pollution (n=1980) ............................................... 100
Figure 68: Q9_13 Shops located close-by that are suitable to my needs (n=1993) .......................... 100
Figure 69: Q9_14 A safe environment (n=1995) ................................................................................. 101
Figure 70: Q9_15 Being close to my family (n=1909) ............................................................................. 101
Figure 71: Relative levels of satisfaction with each dimension of instrumental place attachment .... 102
Figure 70: Satisfaction with dimensions of instrumental place attachment for respondents who rated their importance as 'extremely important' ................................................................. 103

Figure 71: Q10 Thinking about where you live, which level of government is best able to make decisions about your local area? (n=2006) ........................................................................ 104

Figure 72: Q11 What is the name of your local Council/Shire? (n=2006) ....................... 104

Figure 73: Q12 What is the name of the mayor/president of your local council/shire? (n=2006) .............................................................. 105

Figure 74: Q13_1 Water, sewage, stormwater, drainage (n=1995) .................................. 106

Figure 75: Q13_2 Roads and bridges (n=1993) .................................................................. 107

Figure 76: Q13_3 Parks (n=1997) ....................................................................................... 108

Figure 77: Q13_4 Footpaths (n=2000) ............................................................................. 109

Figure 78: Q13_5 Cycleways (n=1989) ............................................................................ 110

Figure 79: Q13_6 Land use planning and development applications (n= 1975) ................ 111

Figure 80: Q13_7 Street cleaning and waste management (n=2001) ................................. 112

Figure 81: Q13_8 Health and environmental management (n=1991) ................................ 113

Figure 82: Q13_9 Child care (n=1974) ............................................................................. 115

Figure 83: Q13_10 Aged Care (n=1976) ........................................................................ 116

Figure 84: Q13_11 Emergency and disaster management (n=1991) ................................. 117

Figure 85: Q13_12 Libraries (n=1997) ........................................................................... 118

Figure 86: Q13_13 Sporting and recreation facilities (n=1999) ........................................ 119

Figure 87: Q13_14 Arts and culture (n=1992) ................................................................ 120

Figure 88: Q13_15 Economic development (n=1971) ..................................................... 121

Figure 89: Q13_16 Youth services (n=1976) .................................................................. 122

Figure 90: Q13_17 Community development (n=1979) .................................................. 123

Figure 91: Q13_18 Planning for the future (n=1979) ........................................................ 124

Figure 92: Q13_19 Promoting the benefits of the local area (n=1992) ............................. 125

Figure 93: Q13_20 Relative importance of each task being done by local government .... 126

Figure 94: Q15_1 How my interests are represented by councillors (n=2006) ............ 127

Figure 95: Q15_2 My feeling of belonging to the local area (n=2006) ............................. 128

Figure 96: Q15_3 The way services are delivered (n=2006) ............................................ 129

Figure 97: Q15_4 The cost to me for local services (n=2006) .......................................... 130

Figure 98: Q15_5 The cost of council rates (n=2006) ...................................................... 131

Figure 99: Q15_6 My sense of local community (n=2006) .............................................. 132

Figure 100: Q15_7 Relative perception of impact of amalgamation (excluding don't know responses). 133

Figure 101: Q1 Community participation (n=2006) ......................................................... 134

Figure 102: Q2 Thinking about your local area, which of the following people are part of your community (n=2006) .............................. 135

Figure 103: Q4 How important is each of the following in your life? Family (n=2002) .......... 136

Figure 104: Q4 How important is each of the following in your life? Friends (n=2006) ........ 136

Figure 105: Q4 How important is each of the following in your life? Leisure time (n=2005) 136

Figure 106: Q4 How important is each of the following in your life? Politics (n=1991) .......... 137
Figure 109: Q4 How important is each of the following in your life? Work (n=1998) ..........................137
Figure 110: Q4 How important is each of the following in your life? Religion (n=1994) ......................137
Figure 111: Q4 How important is each of the following in your life? Study (n=2001) ..........................138
Figure 112: Q4 How important is each of the following in your life? Relative importance ordered from most to least important ........................................................................................................138
Figure 113: Q5 What political party do you normally vote for, or most identify with? (n=2006) ..........139
Figure 114: Q10 Freedom of choice and control (n=1991) .................................................................140
Figure 115: Q16 In what year were you born? Unweighted ages (n=2006) .........................................141
Figure 116: Q16 In what year where you born? (n=2006) NB: Coded to categories and weighted to general population .........................................................................................................................141
Figure 117: Q17 Do you speak a language other than English at home? (n=2006) .........................142
Figure 118: Q18 What is the highest level of educational qualification you have completed? (n=2006) .........................................................................................................................................142
Figure 119: Q19 What is the total combined income of everyone in your household, before tax and other deductions? (n=2006) ........................................................................................................142
Figure 120: Q20 What is your employment status? (n=2006) .............................................................143
Figure 121: Q21 Are you currently working for the government, a public institution or a non-profit organisation? (n=2006) .................................................................................................................144
Figure 122: Q22 Is the dwelling in which you live (n=2006) .................................................................144
Figure 123: Q23 What best describes the household in which you live? (n=2006) .............................145
Figure 124: Q24 What best describes the household in which you live? (n=2006) .........................145
Figure 125: Q25 How long have you lived in your local area? (n=2006) ............................................146
Figure 126: Respondents by their local government classifications ...............................................147
1 Introduction

1.1 Background

What do people really think about local government? What are community views about amalgamation? Would people be happy to pay more rates for better services?

*Why Local Government Matters* is a major piece of social research on community attitudes to local government undertaken by the Australian Centre of Excellence for Local Government (ACELG). The research aims to investigate how and why the activities of local governments, and their roles in society, are valued by communities. The research covers a range of areas including community views about what they value about where they live, how they want to engage in decision-making, service delivery preferences, what role they would like to see local government play and what they think about local government amalgamations.

This sector-influencing research draws on the successful examples of major research projects that have been used to articulate the value of largely intangible outcomes across diverse policy fields such as the arts, disability and the environment. Examples of these projects include *Who Cares About the Environment?* (NSW Office of Environment and Heritage) and *More than Bums on Seats* (Australia Council for the Arts).

A literature review was conducted to identify key themes in Australian and international research on local government and governance relevant to the aims of the study. The focus of the review was on research studies and theoretical or conceptual frameworks that have been applied to citizens’ perceptions of local government and governance. The review also considered the range and focus of existing national and international surveys on the roles and functions of local and other levels of government.

The review identified a well-established body of surveys on citizen satisfaction with local government function, services and outcomes. However, the review also identified a significant gap in knowledge about how citizens’ connections with local representation, democracy, governance, place and public services affect whether and why local government matters to them. Understanding how these connections influence perceptions of the importance and outcomes of local government is crucial to helping policy makers across all levels of government to deliver policy outcomes that respond to the needs of communities and the public sector.

This research is therefore not about performance of or satisfaction with local government; instead it is about *why local government matters* to people across the whole spectrum of its activities. It aims to establish benchmarks of the community’s attitudes, values and priorities regarding quality of life and in relation to areas influenced by local government.

1.2 Research objectives

The aims of the research are to:

1. Investigate the social context for interactions between Australian communities and their local governments in order to:
   a. build understandings and stimulate discussion amongst stakeholders of key issues for the sector
   b. inform planning, implementation and review of activities research and capacity building activities
   c. provide input to policy debates on the status of local government and key issues for managing change
   d. contribute to the development of research on local government and support the work of professional networks and knowledge communities.
2. Establish benchmarks of the community’s:
   a. awareness, knowledge and understandings of the status, governance roles and service functions of Australian local government
   b. attitudes, values and priorities regarding quality of life and wellbeing in the area in which they live and in relation to the aspects of their local area that are influenced by local government
   c. interest, engagement and participation in the local area, and their self-reported experiences and behaviours in relation to local activities and councils.

3. Promote awareness of the role of the ACELG in facilitating innovation and best practice and in providing professional leadership to support effective local government in Australia.

1.3 Methodology

In April/May 2013, a literature review of predominantly survey research on ‘citizen perceptions of local government’ was undertaken to both inform the development of the research project and ensure that it was not replicating work already undertaken in Australia or internationally. A condensed version of this literature review can be found at Section 2 of this report.

Consultation with the sector was facilitated by ACELG over a period of ten months from May 2013. The discussion focussed on the value of local government; the relationship of local government to the community; community values around governance and service delivery; place making by local government; and the relationship of people to the places in which they live. From this process a conceptual framework for the research was developed (discussed in detail in Section 1.4 below) and circulated to jurisdictional associations for comment.

The research is conceived as a staged, mix methods project over two to three years.

Stage 1: National CATI survey Version 1

A survey instrument using computer-aided telephone interviews (CATI) was written by ACELG, tested in sections through three online panel surveys and analysis of results, and then fielded to 2006 people nationally in October/November 2014 by market research company UMR. A fuller discussion of the survey methodology can be found in Appendix 2.

This report is a summary of the survey data from Stage 1 of the project.

Stage 2: Qualitative data collection: national focus groups

ACELG will be conducting focus groups nationally in 2015. This stage of the research project will unpack the results of the survey and allow for greater understanding of the attitudes of the community to local government according to different contexts and in more depth than is possible through quantitative data alone.

Stage 3: National CATI Survey Version 2

In late 2015, ACELG will field a revised and shortened version of the Stage 1 CATI survey nationally to a sample of at least 2000 adults. Revisions to the survey instrument will be made on the basis of an evaluation of the 2014 question set and outcomes of the qualitative phase of the research. The survey will deliver a national data set against which local jurisdictions can benchmark.

Stage 4: A survey instrument for local jurisdictional or local government area use

ACELG will make available the questions from the Stage 3 version of the survey and the complete national dataset to local governments and jurisdictional bodies who would like to conduct their own local research off the back of the national project.
1.4 Conceptual framework

Developing the conceptual framework for the research project involved consultation with the sector and a steering group of ACELG research staff and associates. Based on these discussions, five key areas of enquiry emerged:

1. local government’s role as a place shaper and its importance in meeting the needs of citizens that drive attachment and satisfaction with the area in which they live
2. the preferences of communities for how their services are delivered at the local level and the ability of local governments to offer flexible and community specific service delivery
3. theories of governance, particularly community beliefs about big versus small government and its role in the market, the appropriate role for the private sector in local service provision, the preferred extent of public participation in government decision making, and preferences for the realisation of public value
4. local government knowledge of local government, ranked importance of services which can be delivered by local government in different jurisdictions, and attitudes about amalgamation
5. those attributes of individuals which are theorised to interact with or influence their attitudes and beliefs about each of the areas above, including demographic factors, levels of community participation, and personal values and political leanings.

See Appendix D for diagrammatic representation of the conceptual framework.

A literature review of key theoretical areas – place attachment; service delivery and governance – was an important part of the development of the conceptual framework and how constructs were to be measured in the survey instrument. Key elements of this literature review are presented below.

1.4.1 Place attachment

Place attachment has been defined in a number of different ways as it has been researched widely across a number of disciplines. The discussion which follows is not an exhaustive review of the literature about attachment to place; it is rather a synthesis of the literature that directly informed the development of this study.

Place attachment is a positive emotional bond that develops between people and their environments (Steadman 2003). Attachment to place can be conceived as a strong fusion of aesthetic, emotional and instrumental attachment (Savage 2010). Aesthetic and emotional dimensions of attachment are the psychological connections people make to the areas in which they live, linked to identity and to the bonds people make between themselves and places (Stedman 2003). Culture and identity are not just about social relationships, but are also profoundly spatial, with self–identity linked to place–identity (Stephenson 2010). Aesthetic responses to landscape and the built environment encompass how an area looks, how it feels to be in it, or what it looked like in the past (Stephenson 2010). Instrumental dimensions of attachment are linked to the capacity of a place to meet our needs; it is a multidimensional judgement about the quality of a setting which is often described as place satisfaction (Stedman 2002).

A neighbourhood or local area can serve several different functions for community members: relaxation and re–creation of self; making connections with others; fostering attachment and belonging; and demonstrating or reflecting one’s values (Kearns and Parkinson 2001). Attachment to place, the local area in which we live, can act to support and develop aspects of personality and identity through the principles of distinctiveness, continuity, self–esteem and self–efficacy. As described by Twigger–Ross and Uzzell (1996), the first principle of identity is the desire to maintain personal distinctiveness or uniqueness, which means that a resident’s association with a specific town, and the lifestyle that is possible there, enables them to differentiate themselves from people from other areas or regions. Second, place is inextricably linked with the development and maintenance of continuity of self through preservation of a continuity with either specific places that have emotional significance or characteristics of places which are generic and transferable from
one place to another. Third, self-esteem – a person’s feeling of worth or social value – can be supported by a favorite environment, meaning that living in a certain area makes someone feel good about themselves. The final principle of self-efficacy, which means that an individual has belief in their ability to meet situational demands. With respect to the environment, or the local area in which someone lives, feelings of self-efficacy are maintained if the environment facilitates, or at least does not hinder, a person’s everyday lifestyle.

In other literature, the dimensions of place that promote or inhibit self-efficacy are called instrumental (Savage 2010; Steadman 2003). These instrumental dimensions of place attachment or satisfaction include a range of areas that are directly impacted by local government service delivery and urban planning, or indirectly by local governments’ advocacy on behalf of their communities. They are reflective of the types of themes that are common in community strategic planning and other aspects of what local communities desire from their local governments.

Savage (2010) argues that attachment based on principles of identity (aesthetic and emotional dimensions of attachment) is essentially a middle class luxury as ‘the ability to value places is dependent on having a wide enough set of reference points to allow comparison and evaluation’ (p.118). He also argues that how people respond and connect to their local area will be influenced by their length of association with the neighbourhood (how long they have been resident) and whether they have chosen to be there, or have been ‘fixed’ there by their life circumstances. Atkinson (2010) notes that ‘whatever people elect to do, to be and to reside in remains deeply influenced by class dispositions, by social networks and by financial resources that vary dramatically’. On the other hand, place satisfaction (or instrumental attachment) is less sensitive to socio-economic indicators – as the functional aspects of the place in which someone lives impact directly their daily lives, self-efficacy and satisfaction regardless of their life circumstances (Savage 2010).

1.4.2 Service delivery and governance

This part of the research is based on the proposition that individual local governments need to make strategic decisions about how they manage local service delivery. They need to answer questions such as:

- What types of services are needed?
- What level of service delivery is required and how should they meet the community’s expectations?
- What are the priorities for service delivery?
- How should services be delivered and by whom?
- Who should pay for services? What mixture of private and public money is appropriate?
- Who should decide on the answers to these questions?

Each local government will answer these questions on the basis of prevailing political, social and public administration ideologies, as well as the values held by staff and elected members (or those of the jurisdictional government under which they are constituted). Their opinions about the roles and value of local government; the appropriate role of community participation in decision-making; the role of the market in service provision; the aspects of different public management ‘paradigms’ under which they operate; and how they value different sources of knowledge (e.g. community opinion vs. expert or academic knowledge) will impact on how they answer each of these questions about service delivery, and consequently how services are delivered in the local community.

Drawing on debates about the role and value of local government that have been prominent since the early 1800s, Chandler (2010: 6) points to a widely-held view that the roles of local government jurisdictions should be based on ‘the benefit areas of local public goods’ in order to ensure efficient delivery of services (Chandler 2010: 6). As summarised by Watt (2006: 8), the major advantage of local government is that ‘it allows the local public goods and services it provides to be adjusted to suit the tastes and the preferences of local residents’. Ideally, local governments are established so that local residents both pay for and vote to decide on the local public goods they receive (Watt 2006: 9).
Writing within the Australian context, Colebatch and Degeling (1986) argue the importance of tailored local service provision as a justification for local government. At one level, local governments are agencies of state governments and are given specified powers – and in some cases funds – to provide nominated services or exercise particular powers. Since many government services are offered directly or indirectly by other tiers of government, it is not the only possible agent. On the other hand, within local communities each council is viewed as a legal entity and as a political body with elected representatives, but also crucially as a service body. This creates a unique kind of relationship between itself and the people of its locality: as well as being ‘voters’ and ‘ratepayers’, citizens are ‘customers’ of the council’s services (Colebatch and Degeling 1986).

The view that local governments are the best placed organisations to tailor local services to meet the preferences of local communities questioned, largely on the grounds that in a globalising world it is not possible to constitute a spatial community. As noted by Chandler (2010: 10), many commentators have pointed to vast differences between a sedentary rural life on the one hand, and the industrialised mass communication age of the 20th and 21st centuries on the other. They have argued that ‘advances in modern communications made community governments based on the village or suburb an outmoded entity’.

In the past few decades this has led to debates on local government needing to be engaged in networks and partnerships; with discussions of ‘governance’ than ‘government’. Networked community governance has the goal of meeting community needs as defined by the community and as set out in the context of the demands of ‘a complex system of multi–level governance’ (Stoker 2011: 17). This governance is always an interactive process and involves various forms of partnership. According to Stoker (2011: 20–23), the move towards networked community governance has also encouraged a vision of the role of local government as ‘place–shaping’.

Place–shaping refers to the creative use of power and influence to promote the general wellbeing of a community and its citizens, and may include building and shaping local identity, regulating harmful and disruptive behaviours and helping to resolve disagreements (Lyons 2007: 3). Place–shaping helps to identify the special characteristics of local places, including neighbourhoods or defined parts of a local government area, so that action can be taken on economic, social and environmental fronts to enhance the quality of the place and the quality of life of its people (McKinlay et al 2011: 4; Rablen 2012: 303–305).

Discussion of ‘public value’ has been widespread in public policy debates since a conceptual framework was put forward for it by Mark Moore in 1995 (Williams and Shearer 2011; Alford and O’Flynn 2009). Moore’s work, Creating Public Value: Strategic Management in Government describes ‘a philosophy of public management – an idea of what we citizens should expect of public managers, the ethical responsibilities they assume in taking office, and what constitutes virtue in the execution of their offices’ (1995: 1). There is strong support in the literature for suggesting that adopting public value as a guiding theme or principle for local government practice enhances democratic and service provision outcomes for local communities (see Benington 2009). Politics is central in a public value paradigm. While private sector firms may focus on efficiency, quality, security and reliability, public managers must combine these concerns with a striving for accountability, as well as attention to public preferences (Benington 2009).
Stoker’s (2006: 44; after Kelly and Muers 2002) summary contrasting the key features of traditional public administration, new public management and the public value management paradigms illustrates the way that different perspectives on public management impact on the role that local governments will play in their communities.

**Table 1: ‘Paradigms’ of management**

<table>
<thead>
<tr>
<th></th>
<th>Traditional Public Administration</th>
<th>New Public Management (NPM)</th>
<th>Public Value</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Key objectives</strong></td>
<td>Politically provided inputs; service monitored through bureaucratic oversight</td>
<td>Managing inputs and outputs in a way that ensures economy and responsiveness to consumers</td>
<td>The overarching goal is achieving public value that in turn involves greater effectiveness in tackling the problems the public most cares about; stretches from service delivery to system maintenance</td>
</tr>
<tr>
<td><strong>Role of managers</strong></td>
<td>To ensure rules and procedures are followed</td>
<td>To help define and meet performance targets</td>
<td>To play an active role in steering networks of deliberation and delivery and maintain overall capacity of the system</td>
</tr>
<tr>
<td><strong>Definition of public interest</strong></td>
<td>By politicians or experts; little in the way of public input</td>
<td>Aggregation of individual preferences, in practice captured by senior politicians or managers supported by evidence about customer choice</td>
<td>Individual and public preferences captured through a complex process of interaction that involves deliberative reflection over inputs of opportunity costs</td>
</tr>
<tr>
<td><strong>Approach to public service ethos</strong></td>
<td>Public sector has a monopoly on service ethos and all public bodies have it</td>
<td>Sceptical of public sector ethos (leads to inefficiency and empire building); favours customer service</td>
<td>No one sector has a monopoly on public sector ethos; maintaining relationships through shared values is seen as essential</td>
</tr>
<tr>
<td><strong>Preferred system for service delivery</strong></td>
<td>Hierarchical department or self-regulating profession</td>
<td>Private sector or tightly defined arms-length public agency</td>
<td>Menu of alternatives selected pragmatically and a reflexive approach to intervention mechanisms to achieve outputs</td>
</tr>
<tr>
<td><strong>Contribution of the democratic process</strong></td>
<td>Delivers accountability; Competition between elevated leaders provides an overarching accountability</td>
<td>Delivers objectives: Limited to setting objectives and checking performance, leaving managers to determine the means</td>
<td>Delivers dialogue: Integral to all that is undertaken, a rolling and continuous process of democratic exchange is essential</td>
</tr>
</tbody>
</table>

*Source: Stocker (2006)*
Within these paradigms, local governments can take different approaches to how they interact with the community with regards to the community’s role in decision-making about service delivery. Governments can consult with the community by seeking the views of stakeholders in order to improve outcomes, with the mode of consultation sitting within a continuum of possible approaches to community participation, as illustrated in Figure 1.

**Figure 1: Extent of community participation in public value**

A key trend since the late 1980s has been the ‘marketising’ of public services, driven by the forces of ‘privatisation’ and ‘liberalisation’ (Warner and Clifton 2013: 48). Three common responses by local governments to these trends have been:

- **Hollowing out** – Declines in property tax revenues and reductions in inter-governmental transfers have forced local governments to ‘hollow out’ their services through service cutbacks, restructuring local government away from traditional public service obligations, and increasing user fees.

- **Riding the wave** – Some municipalities use privatisation as a two-edged sword by harnessing the market toward more public ends. Services may be contracted out, but councils at the same time pay attention to the need to create markets for public services. They allow competitive bidding from in-house teams, and carefully monitor all processes to ensure service quality and cost savings for rate payers.

- **Pushing back** – Often encouraged by social action undertaken by citizens, many local governments have pushed back against market encroachment and state pressure to cut back and privatise. This has led to initiatives such as establishing multi-sectoral coalitions of citizens, non-profit organisations and government, for example as regards housing and economic development strategies (Warner and Clifton 2013: 52–57).

There are several examples of councils successfully taking advantage of economies of scale through shared service provision (Aulich et al. 2011). The threshold population sizes for particular services are different, and this is a key factor in determining whether shared service arrangements can lead to improvements. Avenues for delivering shared services include: two or more councils co-ordinating production activities; two adjacent councils organising a single production unit; and one council contracting services from another council or another government agency.

The case for shared services rests on two main propositions, namely the valuing of the continued existence of small autonomous councils based on the principle of ‘subsidiarity’ i.e. that government powers should be exercised at the lowest level of government possible; and that the optimal number of production units depends on the trade-off between scale economies and coordination economies (Dolley, Akimov and Byrnes 2009).
1.5 This report

This report presents the main findings of the 2014 Survey.

Section 2 contains a short version of the literature review on community research on local government which was undertaken at the commencement of the project. Sections 3 to 8 present the distribution of responses to each question in the survey.

Associations between demographic, values and community participation responses and the answers to questions in Sections 3 to 7 are presented throughout the report. These differences have been reported when they reach a significance of $p \leq 0.05$ on the two-tail Chi-squared test of association; and when there is a magnitude of difference between categories or between a category and the national average of 5% or more.

The demographic, community participation and values questions response categories are defined as follows and the distributions of responses can be found in Section 8.

<table>
<thead>
<tr>
<th>Gender</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Participation</td>
<td>Have been actively involved in any service club or sporting, social, welfare, emergency services or recreation group in the community in the past 12 months</td>
<td></td>
</tr>
<tr>
<td>Age</td>
<td>18–29</td>
<td>30–39</td>
</tr>
<tr>
<td>Politics</td>
<td>Normally vote for, or most identify with:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Liberal</td>
<td>National</td>
</tr>
<tr>
<td>Knowledge of Mayor’s name</td>
<td>Able to give Mayor’s name:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Correctly</td>
<td>Not completely wrongly</td>
</tr>
<tr>
<td>Non–English speaking background</td>
<td>Speak a language other than English at home</td>
<td></td>
</tr>
<tr>
<td>Educational attainment</td>
<td>Highest level of educational qualification completed:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>School education level</td>
<td>Certificate level</td>
</tr>
</tbody>
</table>
**Income**

Total combined household income before tax:

<table>
<thead>
<tr>
<th>Income Range</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than $10,000</td>
<td></td>
</tr>
<tr>
<td>$10,000 to $19,999</td>
<td></td>
</tr>
<tr>
<td>$20,000 to $29,999</td>
<td></td>
</tr>
<tr>
<td>$30,000 to $39,999</td>
<td></td>
</tr>
<tr>
<td>$40,000 to $49,999</td>
<td></td>
</tr>
<tr>
<td>$50,000 to $59,999</td>
<td></td>
</tr>
<tr>
<td>$60,000 to $69,999</td>
<td></td>
</tr>
<tr>
<td>$70,000 to $79,999</td>
<td></td>
</tr>
<tr>
<td>$80,000 to $89,999</td>
<td></td>
</tr>
<tr>
<td>$90,000 to $99,999</td>
<td></td>
</tr>
<tr>
<td>$100,000 to $149,999</td>
<td></td>
</tr>
<tr>
<td>$150,000 to $199,000</td>
<td></td>
</tr>
<tr>
<td>$200,000 to $299,000</td>
<td></td>
</tr>
<tr>
<td>$300,000 or more</td>
<td></td>
</tr>
</tbody>
</table>

**Employment status**

- Employed for wages
- Self-employed
- Out of work and looking for work
- Out of work but not currently looking for work
- A homemaker
- A student
- Retired
- Unable to work

**Housing tenure**

- Mortgaged or owned outright
- Being rented
- Other

**Dwelling type**

- Separate house
- Semi-detached, row or terrace house, townhouse etc
- Flat, unit or apartment (3 stories or less)
- Flat, unit or apartment (4 stories or more)
- Other dwelling

**Family Type**

- Couple with no children
- Couple with children
- One parent family
- Other type of family household
- Lone person household
- Group household (non-family)

**Length of time living in the local area**

- Less than 2 years
- More than 2 and less than 5 years
- More than 5 and less than 10 years
- More than 10 years

**Council type**

- Urban Capital City
- Urban Development Small/Medium
- Urban Development Large/Very Large
- Urban Regional
- Urban Fringe
- Rural

(Please refer to Appendix E for definitions of these Australian Classification of Local Government types)
2 Literature review

2.1 Rationale and method

Literature published from 1995 to 2013 was reviewed to identify key themes in Australian and international research on local government that are relevant to the aims of the study. The focus was on research studies and theoretical or conceptual frameworks that have been applied to citizens’ perceptions of local government, as well as on survey models and approaches. These were used to inform the design of the study’s research questions and to provide a literature-based framework for discussing its findings.

Using a wide range of search terms and databases, literature was included that met the following criteria:

- academic literature, reports and papers published in English
- literature available in the public sphere
- studies that focused on community or citizen perceptions of local government
- the presence of conceptual frameworks that have been applied to citizen perceptions of local government.

A table of evidence (see Appendix B) summarises those studies accessed in the literature review that empirically explored citizen attitudes towards local government.

2.2 Australian research

Drawing on the evidence obtained through the literature review, the following are key insights into the state of research – particularly survey research – that focuses on citizens’ perceptions of Australian local government, and possible reasons for why their local councils might matter to them.

An observation that can be made with a degree of confidence is that the citizens of Australia are periodically surveyed to express their views on public services and governments, including local governments. In state and territory jurisdictions throughout the country, the focus of surveys is for the most part on ascertaining levels of community satisfaction with the services and facilities provided by their local governments. Statewide surveys on services, facilities and other issues relating to councils are carried out on a regular basis by state governments or local government associations in jurisdictions including Queensland, Tasmania and Victoria (Elton Consulting 2010). In jurisdictions including New South Wales, local governments conduct citizen satisfaction surveys on a council–by–council basis, often contracting out the research to independent providers.

Data from the longitudinal Public Attitudes Survey (Crime and Misconduct Commission, Queensland 2011) suggests that Australians generally expect that encounters with government employees will be accessible, efficient and effective. Most respondents (86%) believed there will always be some corruption in local government, and half the respondents (49%) believed that not enough is being done about corruption in local government (Crime and Misconduct Commission, Queensland 2011).

In a nationwide survey, Gray and Brown (2008) found that, although respondents’ perceptions of their sense of belonging to their local areas was high (83.6%), it was less than their sense of belonging to their state/territory (89.1%), and even less than their sense of belonging to Australia as a nation (94.6%).

Based on research carried out by McGregor Tan Research (2006) in South Australia, findings show that more than half of surveyed respondents believed that their local councils were the best placed tier of government to provide a range of services such as libraries, home care services for the elderly, the monitoring and policing of pollution, crime prevention or neighbourhood watch and childcare services.
In Tasmania, Myriad Research (2011) longitudinally measures citizen satisfaction with a range of core local government services, activities and programs, but the 2011 study also aimed to assess community views in relation to local government in the Australian Constitution and direct federal funding. The data showed that two in three respondents felt it was important for local government to be recognised in the Australian Constitution, and that close to 80% of respondents considered it important that the federal government should be able to directly fund the local government sector.

Taking into consideration a range of these studies and their longitudinal application, there are gaps in the available data relating to:

- community views on the importance of development assessment and planning
- views on the ability of local governments to support the future needs of communities
- perceived ability of local councils to deliver services and infrastructure efficiently and timeously
- perceived ability of councils to deliver more locally specific services and infrastructure, such as economic development
- willingness of communities to pay more for higher levels of service
- importance of local representation to communities
- clearer understanding of views relating to local government boundary changes (Elton Consulting 2012).

The literature review provides no evidence that any nationwide study has been carried out which addresses the objectives of the present study in the decades preceding 2013.

2.3 Key themes from the literature

The focus in this section is on considering what can be drawn out from extant studies carried out in Australia and internationally in terms of themes and areas of interest adopted by researchers, conceptual frameworks used to frame research designs and methodologies, and key findings. These findings informed the research design and methodology for the ‘Why Local Government Matters’ study.

2.3.1 Knowledge of local government

Research suggests that key to exploring citizens’ knowledge of local government is to explore their understandings of local government function, and this literature provides examples for classifying the roles and responsibilities of local government (Myriad Research 2011; McGregor Tan Research 2006; Elton Consulting 2010; Ipsos Social Research Institute 2010).

According to Donnelly et al. (1995), research has been used to explore people’s perceptions of gaps in services provision, as illustrated in the figure below:
2.3.2 Attitudes toward local government

Researchers such as Glaser and Denhardt (2000) point out that many of the conditions that help to explain attitudes toward local government and perceptions of local government performance are not under the direct control of, and cannot be easily manipulated by, the local governments themselves. This suggests that citizens are prepared to hold local government agencies responsible for general quality of life issues, even when such issues are not under the direct control of their local authorities. In order to deal with this methodologically, Glaser and Denhardt (2000) distinguish between ‘controllable’ variables that can be affected by local government itself (such as information flow); and ‘non-controllable’ variables, which are the trends and events beyond the control of local government, including broad social and economic trends. It is important for research in this area to be able to distinguish between the differing effects of these two types of variables.

Evidence from studies carried out in the US (Piotrowski and van Ryzin 2008; James 2010; Glaser and Denhardt 2000) suggests that citizens’ priorities, values and attitudes could be linked to their perceptions of transparency at the local government level, which is measurable. Piotrowski and van Ryzin (2008), for example, carried out research which suggests that citizens’ desire for transparency at the local level can usefully be measured and analysed on the basis of the following dimensions:

- demand for fiscal transparency
- health and safety information
- principled transparency (disclosing information and operating in the open)
- transparency around governance.

International research (Ipsos Social Research Institute 2010) finds that drivers of satisfaction with local government can be categorised into six dimensions, namely overall service quality; direct communication and engagement; perceived value for money and/or absence of corruption; clean, safe and strong communities, which create a sense of ‘liveability’; media coverage; and background factors such as affluence and diversity.
Measuring the outcomes of public service delivery as citizens perceive them

It is widely recognised that the outcomes of many government services are difficult to measure objectively and are often ‘elusive’ (Van Ryzin 2013: 597). Public performance has always tended to be measured by means of ‘hard’ indicators such as resources and outputs. However the increased attention being paid to public sector accountability, and the problems that have emerged in relating inputs, activities and outputs to their impacts and outcomes, have encouraged the use of ‘soft’ indicators such as ‘satisfaction’, ‘trust’ and ‘quality of life’ (Bouckaert and van de Walle 2003: 229).

The citizen satisfaction survey is a method of measuring the outcomes of public service delivery as citizens perceive them (Kelly and Swindell 2002: 273). Citizen satisfaction with service quality can be described as an ‘external measure of value creation’ or a ‘proxy measure’, and can be compared with internal performance measures upon which managers focus in order to achieve performance goals (Kelly 2005: 77). A direct causal relationship is presupposed between the quality of delivery of a given service or range of services, and user satisfaction with that delivery. The underlying premise is that increasing the quality of local government governance and service provision will increase public satisfaction and that satisfaction indicators can therefore be used as proxies for good governance.

Approaches to citizen satisfaction surveys include models which make explicit links between:

- individuals’ satisfaction with services in relation to the amount of importance that they give to each service (van Ryzin and Immerwahr 2007)
- citizen expectations of a service and their levels of satisfaction with the service (Van Ryzin 2004; James 2009)
- citizen evaluations of service quality compared with indicators of internal service performance (Im and Lee (2012).

There is a growing body of research on the use of citizen satisfaction surveys in local government. In Queensland, for example, researchers make use of a model that allows both for the measuring of community perceptions of the importance of a local government function and for ratings of citizen satisfaction which measure community members perceptions of how well a council is performing each function. This allows for the ‘gap’ between perceptions of importance and satisfaction ratings to be calculated in respect of a range of services and categories of services. Since surveys occur periodically, comparisons are possible over time (Local Government Association of Queensland (LGAQ) (2011).

Skills and competencies in dealing with local councils and local issues

There is evidence from studies in several Australian jurisdictions that many people do have direct contact with their local councils. For example, Victorian research (JWS Research 2012) found that across all Victorian councils, 61% of residents had contact with their council in 2011–2012. The Crime and Misconduct Commission, Queensland (2011) notes on the basis of a survey (see table of evidence in Appendix B) that 41% of respondents reported some contact with a local government employee at some stage in their life.

Studies suggest that citizens allow their personal experiences to affect their views of government, especially in regard to local issues that are concrete and direct for community residents. For example, drawing on findings from research conducted in the USA, Orr and West (2007) conclude that local government is the level of the public sector closest to the people, and that individuals surveyed at the local level are more likely than those surveyed in connection with higher tiers of government to let their personal experiences affect their views of government. Research which seeks to identify citizens’ skills and competencies in dealing with local government could benefit from also focusing on citizens’ perceptions of procedural fairness and the ways in which people manage ‘uncertainty’ (Herian, Hamm, Tomkins and Pytlik Zillig 2012).
2.3.5 Personal behaviour of respondents at the local level

The reviewed studies do not provide accessible models for gathering data on the personal behaviour of respondents in their contact with local council or their use of local facilities. While some of the studies included in this review point to the value citizens place on resident involvement in local decision-making (see e.g. Myriad Research 2011), there is a gap in exploring people’s perceptions of their actual participation in local governance, local events and various forms of activism.

At the same time, there is a large body of academic literature focusing on facilitating citizen participation in local governance and enhancing social capital (Berner, Amos and Morse 2011; Cuthill and Fien 2005). A diagnostic tool – the CLEAR model – has been developed in the UK on the basis of ‘the theoretical and empirical insights of a large body of research into participation’ (Lowndes, Pratchett & Stoker 2006: 286). The CLEAR model argues that participation is most effective when citizens:

<table>
<thead>
<tr>
<th>Can do</th>
<th>Like to</th>
<th>are Enabled to</th>
<th>are Asked to</th>
<th>are Responded to</th>
</tr>
</thead>
<tbody>
<tr>
<td>• have the resources and knowledge to participate</td>
<td>• have a sense of attachment to the locality/community that reinforces participation</td>
<td>• provided with participation opportunities</td>
<td>• through being mobilised by official bodies or voluntary groups</td>
<td>• see evidence that their views have been considered</td>
</tr>
</tbody>
</table>

Figure 3: The CLEAR Model

This is a potentially useful comparative model, which the authors describe as a diagnostic tool that ‘enables policy makers to look at citizens and ask questions about their capacities, their sense of community and their civic organisations’ (Lowndes, Pratchett & Stoker 2006: 289).

In terms of a willingness to pay more for services, research carried out by JWS Research in Victoria (2012) indicates that ratepayers expect councils to live within their current means and that service improvements should be moderate rather than substantial. In a review of recent Australian community surveys on the role of local government also referred to above, Elton Consulting (2010) note that there is a lack of research on the perceived ability of local councils to deliver services and infrastructure efficiently and in a timely manner, and the perceived ability of councils to deliver more locally specific services and infrastructure, such as economic development.
2.3.6 Additional frameworks for understanding local government

The review of the literature also considered several concepts and frameworks that may be useful for the study. In the literature these frameworks were found to focus on:

- elements of an effective system of local government in the Australian context (Independent Local Government Review Panel 2012)
- aspects of public goods and services that contribute to local communities being good places in which to live (Local Government Association of Queensland 2011; Ipsos Social Research Institute 2010)
- the value of local governments engaging in ongoing communication with their constituents (James 2010), including reporting performance information that is service-specific and developed in response to the concerns of local residents (Darlow, Hawtin and Jassi 2008)
- making use of concepts from marketing research – see Gardiner (2009) for a discussion of the themes that may be needed in order to develop a model for the marketing of local government1; and the use of marketing research methods to analyse data on citizens’ perceptions of the importance they attach to, and their satisfaction with, local government services (Social Dimensions 2010).

2.4 Challenges in ascertaining citizens’ perceptions

As regards citizen satisfaction surveys, several limitations have been identified in the literature, and a range of issues need to be considered in respect of further development of survey design and methodology. Although they draw on market research models derived from the private sector, researchers draw attention to the differences between the private and the public sectors when adopting this approach in the public sector (Herian and Tomkins 2012: 66; Kelly and Swindell 2002: 273; Kelly 2005: 79).

Glaser and Denhardt (2000) write that the ‘nature of public products’ makes citizen assessments of them difficult, and that government performance is value-laden. For example, citizens who have negative views of federal or state government may characterise local government similarly. According to Roefs and Atkinson (2010: 44), there are several analytical difficulties in unpacking citizens’ attitudes towards government. For local government this may be particularly difficult to achieve, due to uncertainties such as the following:

- To what extent do citizens shape their views about local government according to the actual performance of local councils?
- Can citizens differentiate the performance of councils from that of other levels of government?
- Do people know what councils actually do, and what their problems and constraints are?
- How involved are people with their local government, and do they feel they can influence it?
- How does satisfaction with service delivery relate to less tangible and instrumental aspects of government, such as trust in government?

Moving beyond local government to focus on democratic governance generally, Ariely (2013) calls for more research on the associations between citizens’ perceptions of public administration (bureaucracy), the actual quality of bureaucratic performance, and citizen satisfaction with democracy. In a pioneering cross-national study, he finds evidence for the central importance of public administration is sustaining citizen support of democracy.

There is much debate as to whether citizen satisfaction surveys are adequate in achieving their primary intended purpose, namely assessing and gathering data for improving public sector performance. Many researchers (see Stipak 1979; Bouckaert and van de Walle 2003) have suggested, for example, that the results

1 These themes include goal congruence, product type, recognition that there were elements of citizen and customer markets being served by local government, and acknowledgement of the complex ‘marketing exchange that takes place involving the elected members, the administration and the ratepayers’ (Gardiner 2009).
of citizen surveys more closely reflect the characteristics and attitudes of respondents, rather than the actual quality of government services.

There is a call for greater methodological rigour (van Ryzin 2013) that takes into account the socio-economic characteristics of respondents and local characteristics, such as the size of local government areas. Other methodological issues include the location of questions in often quite lengthy survey instruments (Van de Walle and Van Ryzin 2011), statistical complications that result from the non-experimental nature of the research (Stipak 1979: 48–49), and questions of sample size and make-up (Swindell and Kelly 2005: 709–710).

More research is needed on how citizens’ personal experiences with services may affect their evaluations of them; what effect the aggregation of citizen evaluations and performance benchmarks has on the accuracy and usefulness of data; and the relationships between citizen expectations of local government, user satisfaction with local government services and internal measures of local government performance. Wider issues of ‘trust in government’ and citizen satisfaction with democracy may also need to be considered in the design of citizen surveys.

2.5 Conclusion
There is an established and growing body of literature that focuses on citizens’ perceptions of local government, but the majority of the research designs and data generated focus on citizen satisfaction with local government services, to a lesser degree on perceptions of local representation and democracy, and to an even less degree on whether local government matters to them and if so, why it matters. The conduct of the literature review gives grounds for suggesting that the study described below fills a gap, not only in the in the Australian, but also the international literature.
3 Governance and service delivery preferences

All governments make choices about the part they play with respect to service delivery, based on their understanding of the role of government from an economic and ideological perspective. In order to tease out how Australians think about some of the key theories in this area, respondents were asked a series of questions about service delivery, the role of government and how they wish to participate with governments in decision-making. The questions were designed to provide a better understanding of both community attitudes about service delivery and underlying governance preferences.

The questions do not specify which level of government is being asked about, although they often refer explicitly to the ‘local area’ or ‘local community’. Questions were not framed to be about local government specifically, but Australians’ views on these issues are of direct relevance to local governments as they are well placed to be responsive to the views of their own communities.

Respondents were asked to indicate their level of agreement to 25 statements about the role of government in providing services to the community. Although the questions in the section were randomised in the administration of the survey, they have been grouped in this report to highlight how they are linked conceptually.

3.1 Level of agreement with individual governance and service delivery statements

Question 3 of the survey asked:

_Thinking about the role of government in the provision of services to the community, do you agree or disagree with the following statements?_

3.1.1 Community participation in decision-making

Australian communities want to be involved with government in making decisions about how and what services should be delivered in their local area. They think good decisions are made by involving communities, experts and government together in the process. Communities and people using services are considered to have the best knowledge of what services are needed and how they should be delivered, followed by service providers and finally people who work in government.
Communities need to work with experts and public servants to make good decisions about what services they need

Overwhelmingly, people think that communities need to work with experts and public servants for good decisions to be made about what services are needed. Overall agreement is very high, with 58 per cent of respondents strongly agreeing and a further 28 per cent moderately agreeing that communities, experts and governments should be working together.

**Figure 4: Q3.1 Communities need to work with experts and public servants to make good decisions about what services they need (n=1983)**

| Strongly disagree | 2.1 |
| Moderately disagree | 1.9 |
| Slightly disagree | 1.8 |
| Slightly agree | 7.9 |
| Moderately agree | 28.3 |
| Strongly agree | 58.0 |

**Association highlights**

*Communities need to work with experts and public servants to make good decisions about what services they need*

**Politics**
People who would normally vote for **Labor (62%)** are more likely than people who vote for the **Liberal/National Coalition (55%)** to strongly agree.

**Employment status**
When compared with the **general community (58%)**, **students (66%)** are more likely to strongly agree. Age, however, is not a significant factor.

**Length of time living in the local area**
Strong agreement is less likely among people who have lived in the area for **less than 2 years (43%)** than those who have lived in their community for **more than 10 years (59%)**.

**Council type**
Respondents living in **urban capital cities (51%)** and **rural and remote councils (53%)** are less likely to strongly agree when compared **nationwide (58%)**.
I want government to involve me in making decisions about what services are delivered in my local area

There is strong support for very participatory styles of democratic engagement by government with its citizens. Australians want to be involved by government in making decisions about what services are delivered in their local area. Nearly all (93 per cent) want to be personally involved with over half (51 per cent) reporting they strongly agree that government should involve them in decision-making.

Figure 5: Q3_2 I want government to involve me in making decisions about what services are delivered in my local area (n = 1983)

Association highlights

I want government to involve me in making decisions about what services are delivered in my local area

Gender
Women (55%) are more likely than men (48%) to strongly agree.

Age
Respondents between the ages of 60 to 69 (57%) are more likely to strongly agree than respondents between the ages of 30 and 39 (47%) and 70+ (47%).

Education attainment
Increased levels of educational attainment lower the likelihood of strong agreement. (56% for those with a school education level compared with 47% for those with postgraduate degrees).

Household income
People with $300,000 or more (44%) in household income are less likely to strongly agree than respondents who earn $30,000 to $39,999 (51%).

Employment status
People who are unable to work (68%) and homemakers (67%) are more likely to strongly agree compared with the general community (52%).

Family type
Respondents living in group (non-familial) households (59%) are more likely to strongly agree than the general community (52%).
Governments and communities should make decisions together about how services are delivered

A majority of respondents (68%) strongly agree that governments and communities should make decisions together about how services are delivered, while a further 24% moderately agree.

Figure 6: Q3_3 Governments and communities should make decisions together about how services are delivered (n=1994)

<table>
<thead>
<tr>
<th>Strongly disagree</th>
<th>.6</th>
</tr>
</thead>
<tbody>
<tr>
<td>Moderately disagree</td>
<td>.7</td>
</tr>
<tr>
<td>Slightly disagree</td>
<td>.9</td>
</tr>
<tr>
<td>Slightly agree</td>
<td>5.8</td>
</tr>
<tr>
<td>Moderately agree</td>
<td>23.9</td>
</tr>
<tr>
<td>Strongly agree</td>
<td>68.0</td>
</tr>
</tbody>
</table>

Association highlights

Governments and communities should make decisions together about how services are delivered

Gender

Women (72%) are more likely than men (64%) to strongly agree.

Age

Respondents aged 18–29 (62%) and 70 over (62%) are less likely to strongly agree than respondents aged 50–59 (75%).

Education attainment

Respondents with a school education level (74%) are more likely to strongly agree than respondents with a bachelor degree level qualification (63%), graduate certificate or graduate diploma level qualification (65%) or postgraduate degree (65%).

Employment status

Homemakers (79%) are more likely to strongly agree than people out of work but not currently looking for work (54%). Compared with the general community (68%), homemakers (79%) also have the strongest level of agreement.
3.1.2 The role of the market in service delivery

Respondents do not agree that the private sector or the market are best placed to deliver services in their local area.

**Government should only provide services where the private sector doesn’t**

It is argued by some that government’s role in the delivery of services should be limited, for example, to areas of ‘market failure’, where the private sector is not able to supply goods or services to meet levels of demand. Nearly three-quarters (73%) of Australians disagree that government should only provide services where the private sector doesn’t.

**Figure 7: Q3_4 Government should only provide services where the private sector doesn’t (n=1940)**

<table>
<thead>
<tr>
<th>Strongly disagree</th>
<th>Moderately disagree</th>
<th>Slightly disagree</th>
<th>Slightly agree</th>
<th>Moderately agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>33.9</td>
<td>26.3</td>
<td>12.7</td>
<td>6.6</td>
<td>11.4</td>
<td>9.1</td>
</tr>
</tbody>
</table>

**Association highlights**

*Government should only provide services where the private sector doesn’t*

- **Community participation**
  People are more likely to strongly disagree when they have been actively involved in their community in the past 12 months (38% compared with 31% not actively involved).

- **Politics**
  Voters for the Greens (45%) and the Labor Party (42%) are more likely to strongly disagree. Liberal/National Coalition (23%) voters are less likely to strongly disagree.

- **Age**
  Respondents aged 40–49 (40%) and 60–69 (41%) have the highest levels of strong disagreement, while respondents aged 18–29 (28%) and 70+ (25%) show the lowest levels of strong disagreement.

- **Education attainment**
  As education attainment rises, strong disagreement increases. Respondents with postgraduate degrees (42%) disagree more strongly than those with school education levels (28%).

- **Employment status**
  Those who are out of work but not currently looking for work (21%) have the lowest levels of strong disagreement compared with those who are out of work and looking for work (43%) and those who are unable to work (41%).

- **Working in government or non-profit**
  People who work in government, a public institution or a non-profit organisation (40%) are more likely to strongly disagree than people who do not work in those areas (31%).

- **Family type**
  Lone person households (26%) are less likely to strongly disagree than couples with children (36%) and the general community (34%).
The market should decide what services are delivered based on levels of demand

There is some support from respondents for the idea that levels of demand should impact on what services are delivered by the market. 21% of respondents strongly agree that the market should decide what services are delivered based on levels of demand, while a larger proportion 30% moderately agree. 12% of respondents strongly disagree that the market should decide what services are delivered based on demand.

**Figure 8: Q3_5 The market should decide what services are delivered based on levels of demand (n=1907)**

<table>
<thead>
<tr>
<th>Strongly disagree</th>
<th>Moderately disagree</th>
<th>Slightly disagree</th>
<th>Slightly agree</th>
<th>Moderately agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>12.3</td>
<td>12.3</td>
<td>7.6</td>
<td>17.0</td>
<td>21.0</td>
<td>29.7</td>
</tr>
</tbody>
</table>

**Association highlights**

*The market should decide what services are delivered based on levels of demand*

**Politics**
Greens (12%) voters recorded lower levels of strong agreement than voters for Liberal/National Party Coalition (26%) or Labor Party (20%).

**Knowledge of Mayor’s name**
Respondents who cannot correctly recall the name of their local mayor (26%) are more likely to strongly agree than those who do so correctly (19%).

**Age**
As age increases, levels of strong agreement rise. People 70 and older (25%) are more likely to strongly agree than those in the 18–29 group (20%).

**Non–English speaking background**
People who speak a language other than English (33%) at home are more likely than those who only speak English at home to strongly agree (20%).

**Education attainment**
As educational attainment levels rise, levels of strong agreement fall (23% for school education compared with 14% for postgraduate degrees).

**Employment status**
People who are out of work but not currently looking for work (30%) and homemakers (32%) are more likely to strongly agree than people who are out of work and looking for work (11%) and students (14%).

**Working in government or non–profit**
People who do not work in the government, a public institution or a non–profit (23%) are more likely to strongly agree than those who work in those areas (17%).

**Dwelling type**
People who live in a group household (9%) are much less likely to strongly agree (compared with 21% nationwide).
The private sector delivers the best value services

Although there is some agreement by Australians that the private sector delivers the best value services, a large majority (63%) disagree with this statement.

**Figure 9: Q3_6 The private sector delivers the best value services (n=1852)**

<table>
<thead>
<tr>
<th>Strongly disagree</th>
<th>Moderately disagree</th>
<th>Slightly disagree</th>
<th>Slightly agree</th>
<th>Moderately agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>21.8</td>
<td>23.4</td>
<td>17.4</td>
<td>12.1</td>
<td>16.5</td>
<td>8.8</td>
</tr>
</tbody>
</table>

**Association highlights**

The private sector delivers the best value services

**Politics**
Labor Party (30%) voters have higher levels of strong disagreement than Liberal/National Coalition voters (11%).

**Age**
Respondents in the 60–69 age group (29%) are more likely to strongly disagree than respondents in the 18–29 age group (13%).

**Education attainment**
As education attainment rises, levels of strong disagreement also rise (16% for school education level compared with 25% for postgraduate degree holders).

**Household income**
Respondents who earn a household income of $300,000 or more (9%) are less likely to strongly disagree (compared with 22% nationwide).

**Employment status**
People unable to work (29%) and out of work and looking for work (28%) are more likely to strongly disagree than people out of work but not looking for work (10%).

**Working for the government or non-profit**
People who work for the government, public institutions or non-profit organisations (26%) are more likely to strongly disagree than those who do not (17%).

**Length of time living in local area**
Respondents who have lived in their local area for more than 10 years (23%) are more likely to strongly disagree than respondents who have lived in their local area for less than 2 years (16%) or those who have lived in their local area for more than 2 but less than 5 years (16%).
3.1.3 The role of the government in service delivery

There is strong support for government playing a role in service delivery, particularly in health and education.

There is a role for government in providing any of the services the community needs

Australians overwhelmingly want their governments to play a role in providing many of the services the community needs, with 93% of respondents agreeing to this statement.

Figure 10: Q3_7 There is a role for government in providing any of the services the community needs (n=1961)

<table>
<thead>
<tr>
<th>Percent</th>
<th>Strongly disagree</th>
<th>Moderately disagree</th>
<th>Slightly disagree</th>
<th>Slightly agree</th>
<th>Moderately agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>1.2</td>
<td>3.0</td>
<td>3.2</td>
<td>11.5</td>
<td>35.2</td>
<td>45.9</td>
</tr>
</tbody>
</table>

Association highlights

There is a role for government in providing any of the services the community needs

**Community participation**
People who have been active in their community over the past year (49%) are more likely to strongly agree than those who have not been active (43%).

**Politics**
Labor Party (52%) voters are more likely to strongly agree than Liberal/National Coalition voters (43%).

**Age**
As age increases, levels of agreement rise. People aged 18 to 29 (36%) are less likely to strongly agree than those who are 70 and over (50%).

**Employment status**
People out of work but not currently looking for work (28%) and those who are out of work and looking for work (35%) are less likely to strongly agree than the general community (46%).

**Dwelling type**
People who live in a flat, unit or apartment with 4 stories or more (38%) are less likely to strongly agree (compared with 46% community-wide).

**Family type**
One parent households (52%) are more likely to strongly agree than couples with no children (44%) and lone person households (43%).

**Length of time living in local area**
People who have lived in their local area for less than 2 years (38%) are less likely to strongly agree (46% community-wide).
There are some things like health care and education that governments should deliver

A very high proportion of Australians support the idea that health care and education should be delivered by government, with 83% strongly agreeing and almost all (98%) agreeing to some extent.

**Figure 11: Q3.8 There are some things like health care and education that governments should deliver (n=1988)**

<table>
<thead>
<tr>
<th>Response</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly disagree</td>
<td>1.0</td>
</tr>
<tr>
<td>Moderately disagree</td>
<td>.6</td>
</tr>
<tr>
<td>Slightly disagree</td>
<td>.6</td>
</tr>
<tr>
<td>Slightly agree</td>
<td>3.9</td>
</tr>
<tr>
<td>Moderately agree</td>
<td>11.1</td>
</tr>
<tr>
<td>Strongly agree</td>
<td>82.8</td>
</tr>
</tbody>
</table>

**Association highlights**

*There are some things like health care and education that governments should deliver*

**Politics**
People who normally vote for the **Labor Party (86%)** and the **Greens (89%)** are more likely to strongly agree than people who normally vote for the **Liberal/National Party (78%)**.

**Age**
Respondents who are 70 and over are less likely to strongly agree (**76% compared with 83% nationwide**).
3.1.4 Paying for services through taxation

A majority of respondents agree that taxes should pay for more than basic services and many are prepared to pay more taxes to receive a broader range of services.

My taxes should only pay for basic services

The level of support for the idea that taxes should only pay for basic services is relatively low, with just 25% of Australians either moderately or strongly in agreement. In contrast, 51% of respondents strongly or moderately disagree.

Figure 12: Q3.9 My taxes should only pay for basic services (n=1907)
Association highlights

My taxes should only pay for basic services

**Community participation**
People who have participated in community services in the past year (29%) are more likely to strongly disagree than people who have not participated (23%).

**Politics**
Labor Party (33%) or Greens (44%) voters are more likely to strongly disagree than Liberal/National Coalition (15%) voters.

**Age**
There is a trend for disagreement to rise between the ages 18–69 (23%) and 60–69 (30%). Levels of strong disagreement fall for people 70 and older (22%).

**Non–English speaking background**
People who speak a language other than English at home (20%) are more likely to strongly agree than people who speak English only (10%).

**Educational attainment**
Respondents with a university degree level qualification such as Bachelor’s degree (26%) and Postgraduate degree (31%) are more likely to strongly disagree than people who have completed school level education (21%).

**Employment status**
Homemakers (21%), people who are self-employed (16%) or retired (14%) are much more likely to strongly agree than students (3%).

**Family type**
People who are part of a non–family group household (2%) are less likely to strongly agree than the general community (11%).

**Length of time living in the local area**
Respondents who have lived in their local area for less than 2 years (21%) are more likely to strongly agree (compared with 11% nationwide).

**Council type**
People from capital cities (32%), large/very large urban developments (29%) and rural/remote areas (28%) are more likely to strongly disagree than people who live in urban regional (24%) areas or the urban fringe (22%).
I am prepared to pay more taxes to get a broader range of public services

27% of respondents moderately agree that they are prepared to pay more taxes to receive a broader range of public services, while a further 16% percent of respondents strongly agree. However, a quarter of respondents (23%) strongly disagree that they are prepared to pay more services for a broader range of public services.

Figure 13: Q3_10 I am prepared to pay more taxes to get a broader range of public services (n=1908)

Association highlights

I am prepared to pay more taxes to get a broader range of public services

Community participation
People who have been active in the community in the past year (19%) are more likely to strongly agree than those who have not been active (14%).

Politics
Greens (28%) voters are more likely to strongly agree than people who vote for the Labor Party (21%) or the Liberal/National Coalition (13%).

Age
People aged 60–69 (21%) are more likely to strongly agree (compared with 16% nationwide).

Education attainment
There is a positive relationship between level of agreement and education attainment: people with a postgraduate degree (22%) are more likely to strongly agree than people with a school educational level (12%).

Household income
The data shows no clear association between income levels and willingness to pay more taxes. Likelihood to strongly agree ranged from 10% to 33% with no clear trend in direction.

Employment status
Homemakers (34%) are more likely to strongly disagree than students (6%).

Dwelling type
People who live in a separate house (16%) are less likely to strongly agree than those who live in a semi-detached or similar house (23%) or a flat, unit or apartment (21%).

Council type
Respondents who live in a large/very large urban development (24%) are more likely to strongly agree than those who live in the urban fringe (10%).
3.1.5 Who has the knowledge needed to make decisions about what services are needed in the local area?

Communities and people using services have enough or the best knowledge about what services are needed and how they should be delivered. Service providers are considered to have not as much knowledge and people who work in government even less.

People who work in government have enough knowledge to decide what services are needed in my area

Only 23% of respondents strongly or moderately agree that people who work in government have enough knowledge to decide what services are needed in their area.

Figure 14: Q3.11 People who work in government have enough knowledge to decide what services are needed in my area (n=1945)

Association highlights

People who work in government have enough knowledge to decide what services are needed in my area

<table>
<thead>
<tr>
<th>Council type</th>
<th>Urban regional (32%) and rural and remote (32%) council areas show the highest levels of strong disagreement.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age</td>
<td>Levels of agreement change with age. It rises for 18–29 year olds (17%) to 50–59 (36%) and decreases again (31% for people 70+).</td>
</tr>
<tr>
<td>Education attainment</td>
<td>As education attainment increases, levels of strong agreement decrease. People with school education (11%) are more likely to strongly agree than people with postgraduate degrees (3%).</td>
</tr>
<tr>
<td>Employment status</td>
<td>People who are unable to work (50%) have the strongest level of strong disagreement (compared with 27% nationwide).</td>
</tr>
<tr>
<td>Housing tenure</td>
<td>People who mortgage or outright own their dwelling (29%) are more likely to strongly disagree than renters (20%).</td>
</tr>
<tr>
<td>Family type</td>
<td>Couples with no children (31%) and one parent families (30%) have similar levels of strong disagreement, while couples with children (25%), lone person households (26%) and group households (23%) are less likely to strongly disagree.</td>
</tr>
<tr>
<td>Gender</td>
<td>Women (31%) are more likely to strongly disagree than men (24%).</td>
</tr>
</tbody>
</table>
Service providers have the best knowledge about how services should be delivered

Service providers are considered by respondents to have more knowledge than government employees about how services should be delivered. 30% of respondents moderately agree and 17% of respondents strongly agree that service providers have the best knowledge about how services should be delivered.

Figure 15: Q3_12 Service providers have the best knowledge about how services should be delivered (n=1938)

### Association highlights

**Service providers have the best knowledge about how services should be delivered**

#### Politics
Greens (13%) voters are less likely to strongly agree than those who vote for Labor (18%) or the Liberal/National Coalition (23%).

#### Knowledge of Mayor’s name
People who can correctly identify their mayor’s name (19%) are less likely to strongly agree than those who are incorrect (26%).

#### Gender
Women (20%) are more likely to strongly agree than men (15%).

#### Age
As age increase, levels of strong agreement also rise (17% for people aged 18–29 compared with 24% for people 70 and over).

#### Non-English speaking background
People who speak a language other than English at home (23%) are more likely to strongly agree than those who only speak English (17%).

#### Employment status
People employed for wages (16%) and homemakers (16%) share similar levels of strong agreement; students (8%) agree least; and people unable to work (30%) agree most.

#### Dwelling type
People who live in a flat unit or apartment of 4 stories or more (9%) are less likely to strongly agree (compared with 17% community-wide).

#### Length of time living in local area
Respondents who have lived in their local area for less than 2 years (23%) are more likely to strongly agree (compared with 17% community-wide).
People who are using a particular service will know best how much of that service is needed

Two-thirds of respondents either strongly agree (31%) or moderately agree (34%) that people who are using a particular service will know best how much of that service is needed.

Figure 16: Q3.13 People who are using a service will best know how much of any particular service is needed (n=1926)

Association highlights

People who are using a particular service will know best how much of that service is needed

Gender
Female (33%) respondents are more likely to strongly agree than male (28%) respondents.

Age
Respondents 60 years and older (36%) are more likely to strongly agree than younger respondents (31% nationwide).

Education attainment
As education levels rise, strong agreement levels decrease. Respondents with school-level (36%) education agree more strongly than respondents with postgraduate (20%) degrees.

Household income
Level of strong agreement generally falls as household income rises. Respondents with $30–39,999 (41%) in household income most strongly agree, and those with $200–299,000 (17%) in household income least strongly agree.

Employment status
Homemakers (41%) and retired (38%) respondents have the highest strong agreement. Respondents who are out of work but not currently looking (17%) and out of work and looking (20%) have the lowest strong agreement.

Family type
Respondents with a one-parent family (42%) have the highest level of strong agreement. Couples with no children (28%), couples with children (30%), and lone-person (31%) households report lower levels of strong agreement (compared to 30% nationwide).

Council type
Respondents in large–very large urban developments (37%) are most likely to strongly agree, followed by respondents of urban fringe (33%); urban regional (31%); and rural and remote (29%) councils. Respondents in urban capital cities (25%) report the lowest level of strong agreement.
Communities know enough to make good decisions about what services they need

Close to two-thirds of respondents either strongly agree (30%) or moderately agree (32%) that communities know enough to make good decisions about what services they need.

**Figure 17: Q3_14 Communities know enough to make good decisions about what services they need (n=1936)**

![Bar chart showing the distribution of responses to the question.](chart.png)
Association highlights

Communities know enough to make good decisions about what services they need

Community participation
Respondents who have actively participated (34%) are more likely to strongly agree than respondents who had not participated (27%) in local clubs or groups.

Politics
Liberal/National Coalition (35%) voters are more likely to strongly agree than Labor (28%) voters; respondents whose votes change from election to election (27%); and Greens (27%) voters.

Knowledge of mayor’s name
Respondents who correctly (32%) name their mayor are less likely to strongly agree compared with those who do so incorrectly (39%).

Gender
Male (25%) respondents are less likely to report strong agreement than female (35%) respondents.

Age
Strong agreement increases with age. Respondents aged 70 and over (40%) most strongly agree, and 18–29 (22%) year old respondents least strongly agree.

Education attainment
As education levels rise, strong agreement falls. School education (38%) level holders have the highest strong agreement, and postgraduate (20%) and bachelor (23%) degree–holders have the lowest.

Household income
In general, strong agreement decreases as household income increases. Respondents with household incomes of $10–$19,000 (40%); $20–$29,000 (47%); and $30–$39,000 (48%) have the highest strong agreement. Those with household incomes of $150–$199,000 (17%); $200–$299,000 (17%); and $300,000 or more (22%) have the lowest.

Employment status
Respondents who are retired (41%); unable to work (41%); and homemakers (39%) report the highest levels of strong agreement. Respondents who are students (22%); employed for wages (26%); and out of work but not currently looking (33%) report the lowest levels of strong agreement.

Family type
Respondents of one–parent families (38%) are most likely to strongly agree, Couples with children (28%) and couples with no children (31%) have lower levels of strong agreement, while non–family group households have the lowest (17%).

Council type
Strong agreement is lowest in urban capital cities (22%) and small/medium urban development (24%) councils. It is highest at urban regional (36%), followed by rural and remote (35%) councils.
3.1.6 Public value

The following questions relate to different aspects of the role of government, in part as theorised by the concept of 'public value', that is, positive social and economic outcomes valued by the community.

Decisions about how services are delivered in my area should be made primarily on value for money

20% of respondents moderately agree that decisions about how services are delivered in their area should be made primarily on value for money, while 16% of respondents strongly agree. A slightly larger proportion (39%) either strongly disagree (19%) or moderately disagree (20%).

Figure 18: Q3_15 Decisions about how services are delivered in my area should be made primarily on value for money (n=1934)
Association highlights

*Decisions about how services are delivered in my area should be made primarily on value for money*

<table>
<thead>
<tr>
<th>Politics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Liberal/National Coalition (21%) voters are most likely to strongly agree, followed by respondents whose votes change from election to election (19%) and Labor (14%) voters. Greens (3%) voters have the lowest level of strong agreement.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Knowledge of mayor’s name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Those who name their mayor incorrectly (21%) have the highest strong agreement compared with all other respondents (16% nationwide).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Age</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strong agreement rises with age. Respondents aged 18 to 49 (range of 11% to 13%) have the lowest levels of strong agreement. Respondents aged 70 and over (27%) have the highest strong agreement.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Non–English Speaking Background</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respondents of non–English speaking backgrounds (28%) are more likely to strongly agree than English–only (15%) speakers.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Family type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lone–person (18%) households and couples with no children (18%) report higher levels of strong agreement compared with one–parent families (8%) and couples with children (13%).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Employment status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respondents who are retired (24%) are most likely to strongly agree, followed by those who are self-employed (19%) and unable to work (19%). Students (4%) are least likely to strongly agree, followed by respondents who are out of work and looking (8%).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Household income</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall, as household income rises, strong agreement falls. Strong agreement is highest amongst respondents with household incomes between $10,000 and $49,999 (range of 21% to 23%). Strong agreement is lower amongst respondents with household incomes between $150–$199,000 (12%) and $300,000 or more (8%).</td>
</tr>
</tbody>
</table>
I want governments to deliver services that contribute to a healthier and fairer society

The majority of respondents (80%) strongly agree that they want governments to deliver services that contribute to a healthier and fairer society, while 15% of respondents moderately agree.

Figure 19: Q3_16 I want governments to deliver services that contribute to a healthier and fairer society (n=1989)

<table>
<thead>
<tr>
<th>Percent</th>
<th>Strongly disagree</th>
<th>Moderately disagree</th>
<th>Slightly disagree</th>
<th>Slightly agree</th>
<th>Moderately agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>.6</td>
<td>.4</td>
<td>.5</td>
<td>3.3</td>
<td>15.4</td>
<td>79.7</td>
</tr>
</tbody>
</table>

Association highlights

I want governments to deliver services that contribute to a healthier and fairer society

Politics

Greens (95%) voters are most likely to strongly agree, followed by Labor (85%) voters and respondents whose voting preferences change from election to election (81%). Liberal/National Coalition (72%) voters express lower strong agreement.

Gender

Female (83%) respondents report higher strong agreement compared with male (77%) respondents.

Employment status

Respondents who are out of work and looking for work (87%); students (83%); and employed for wages (82%) most strongly agree. Respondents who are out of work but not currently looking (60%) least strongly agree.

Working in government and Not-for-Profit

Respondents who work for the government and/or not-for-profit organisations (84%) are more likely to report strong agreement compared with respondents who work for other organisations (79%).

Housing tenure

Renters (85%) are more likely to express strong agreement compared with respondents whose homes are on a mortgage or owned outright (79%).

Family type

Respondents of one-parent family (86%) households have the highest strong agreement (compared with 80% nationwide).

Council type

Urban development small/medium (82%); urban regional (82%); and urban development large/very large (81%) councils report higher levels of strong agreement. Respondents of urban capital cities (75%) report the lowest levels of strong agreement.
The government of my local area has enough ability to deliver services by itself

Just under a third of respondents either strongly (10%) or moderately (21%) agree that the government of their local area has enough ability to deliver services by itself. A larger proportion (42%), strongly or moderately disagree.

**Figure 20: Q3.17 The government of my local area has enough ability to deliver services by itself (n=1853)**

<table>
<thead>
<tr>
<th>Strongly disagree</th>
<th>21.4%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Moderately disagree</td>
<td>20.2%</td>
</tr>
<tr>
<td>Slightly disagree</td>
<td>14.3%</td>
</tr>
<tr>
<td>Slightly agree</td>
<td>13.2%</td>
</tr>
<tr>
<td>Moderately agree</td>
<td>9.6%</td>
</tr>
<tr>
<td>Strongly agree</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

**Association highlights**

The government of my local area has enough ability to deliver services by itself

**Community participation**
Respondents who have actively participated (24%) in the community are more likely to strongly disagree compared with respondents who have not actively participated (19%) in community clubs, services or groups.

**Politics**
Greens (23%) and Liberal/National Coalition (22%) voters are most likely to strongly disagree. Labor Party voters (18%) are least likely to strongly disagree.

**Age**
Levels of strong disagreement generally rise with age. Strong disagreement is highest amongst 60–69 (29%) year olds and lowest amongst 18–29 (12%) year olds.

**Household income**
Levels of strong disagreement rise from household incomes of less than $10,000 (15%) to peak at household incomes of $40–$49,999 (33%). Then strong disagreement falls overall for respondents with household incomes between $50–$59,999 (22%) and $300,000 or more (13%).

**Family type**
Respondents from couples with no children (24%) and couples with children (22%) are more likely to strongly disagree than respondents of one–parent families (17%).

**Council type**
Respondents of urban regional (27%) and rural and remote (26%) councils most strongly disagree most. Those of urban capital city (15%) and urban development small/medium (16%) councils strongly disagree least often.

**Employment status**
The self–employed (29%) have the highest levels of strong disagreement, followed by those who are out of work but not currently looking (26%); retired (25%); and homemakers (25%). Students (11%) have the lowest level of strong disagreement, followed by those who are employed for wages (19%); out of work and looking (20%); and unable to work (21%).
There are some services that governments can provide at a higher quality than the private sector. A majority of respondents agree that there are some services that governments can provide at a higher quality than the private sector. 36% of respondents strongly agree and a further 31% of respondents moderately agree.

**Figure 21: Q3_18 There are some services that governments can provide at a higher quality than the private sector (n=1874)**

<table>
<thead>
<tr>
<th>Percent</th>
<th>Strongly disagree</th>
<th>Moderately disagree</th>
<th>Slightly disagree</th>
<th>Slightly agree</th>
<th>Moderately agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.2</td>
<td>7.0</td>
<td>6.2</td>
<td>15.8</td>
<td>30.7</td>
<td>36.1</td>
<td></td>
</tr>
</tbody>
</table>

**Association highlights**

*There are some services that governments can provide at a higher quality than the private sector*

**Politics**

Greens (49%) and Labor Party (40%) voters are more likely to strongly agree. Liberal/National voters (27%) are least likely to strongly agree.

**Knowledge of mayor’s name**

Respondents who incorrectly name their local mayor (42%) are most likely to strongly agree (36% statewide).

**Age**

Respondents between 18–29 (36%) and 60–69 (39%) years of age report similar levels of strong agreement. Level of strong agreement drops amongst respondents older than 70 years (30%).

**Employment status**

The level of strong agreement is highest amongst homemakers (48%). It is lowest amongst respondents who are unable to work (27%).

**Length of time living in the local area**

Respondents who have lived in their local area for a period of less than two years are less likely to strongly agree (31% compared with 36% nationwide).
Government should be advocating for the needs of my local community

There is also strong support for the idea that government should be advocating for the needs of the local community (96% agreement).

**Figure 22: Q3_19 Government should be advocating for the needs of my local community (n=1950)**

<table>
<thead>
<tr>
<th>Strongly disagree</th>
<th>Moderately disagree</th>
<th>Slightly disagree</th>
<th>Slightly agree</th>
<th>Moderately agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.3</td>
<td>1.7</td>
<td>1.5</td>
<td>8.8</td>
<td>29.5</td>
<td>57.3</td>
</tr>
</tbody>
</table>

**Association highlights**

**Government should be advocating for the needs of my local community**

**Community participation**
Respondents who **have actively participated** (62%) in clubs, services or groups in their local community are more likely to strongly agree than those who have **not actively participated** (53%).

**Gender**
Female (61%) respondents are more likely to strongly agree compared with male (54%) respondents.

**Age**
50–59 (64%) year old respondents have the highest level of strong agreement compared with those aged **70 years and over** (48%) or 18–29 (54%).

**Employment status**
Homemakers (67%) report the highest level of agreement, followed by those who are **unable to work** (62%) and out of work and looking (61%). Students (47%) report the lowest level with those who are **out of work but not currently looking for work** (52%).

**Length of time living in the local area**
Respondents who have lived in their local area for a **period of less than 2 years** (46%) have lower levels of strong agreement compared with all other respondents (57% nationwide).
Government should focus on providing only basic services

35% of respondents strongly disagree that government should focus on providing only basic services, while 26% moderately disagree.

Figure 23: Q3_20 Government should focus on providing only basic services (n=1960)

<table>
<thead>
<tr>
<th>Strongly disagree</th>
<th>Moderately disagree</th>
<th>Slightly disagree</th>
<th>Slightly agree</th>
<th>Moderately agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>35.2</td>
<td>25.6</td>
<td>14.0</td>
<td>6.6</td>
<td>11.0</td>
<td>7.6</td>
</tr>
</tbody>
</table>

Association highlights

Government should focus on providing only basic services

Politics
Labor (45%) voters are more likely to strongly disagree (compared with 35% state wide). Respondents who prefer Liberal/National Coalition (24%) are less likely to strongly disagree.

Knowledge of mayor’s name
Respondents who name their mayor correctly (37%) are more likely to strongly disagree than those who do so incorrectly (24%).

Gender
Female (40%) respondents are more likely to strongly disagree than male (31%) respondents.

Age
50–59 (41%) and 40–49 (40%) year old respondents have the highest levels of strong disagreement. Respondents aged 18–29 (28%) and 70 and over (33%) have the lowest.

Employment status
The highest level of strong disagreement is reported by homemakers (47%), followed by those who are unable to work (42%) and out of work but not currently looking (40%). Students (24%) are least likely to strongly disagree along with those who are self-employed (30%).

Family type
Respondents who belong to a one-parent family (43%) have the highest level of strong disagreement. Respondents living in households of a couple with children (36%); couple with no children (35%); and lone-person households (33%) report lower levels of strong disagreement.
Governments should use a mixture of public, private and not-for-profit organisations to deliver public services in my area

50% of respondents strongly agree that governments should use a mixture of public, private and not-for-profit organisations to deliver public services in their area, while 33% of respondents moderately agree.

Figure 24: Q3.21 Governments should use a mixture of public, private and not-for-profit organisations to deliver public services in my area (n=1960)

Association highlights

Governments should use a mixture of public, private and not-for-profit organisations to deliver public services in my area

Politics
Respondents whose voting preferences change from election to election (56%) are most likely to strongly agree. Liberal/National Coalition (52%) and Labor Party (51%) voters are more likely to strongly agree than Greens (39%) voters.

Knowledge of mayor’s name
Respondents who correctly (52%) name their mayor are more likely to strongly agree than those who name their mayor incorrectly (46%).

Employment status
Homemakers (54%) and respondents who are retired (52%) are more likely to strongly agree. Respondents who are out of work but not currently looking (44%); students (46%); and those who are out of work and looking (48%) are less likely to strongly agree.

Family type
Couples with no children (56%); non-family group households (56%); and one-parent families (53%) are more likely to strongly agree. Respondents of lone-person households (44%) are less likely to strongly agree.
There are times when government exceeds my expectations

A higher proportion of respondents disagree with this statement than agree. 27% of respondents strongly disagree that there are times when government exceeds their expectations and 20% of respondents moderately disagree.

**Figure 25: Q3_22 There are times when government exceeds my expectations (n=1940)**

<table>
<thead>
<tr>
<th>Response</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly disagree</td>
<td>26.6</td>
</tr>
<tr>
<td>Moderately disagree</td>
<td>19.8</td>
</tr>
<tr>
<td>Slightly disagree</td>
<td>14.5</td>
</tr>
<tr>
<td>Slightly agree</td>
<td>16.8</td>
</tr>
<tr>
<td>Moderately agree</td>
<td>16.5</td>
</tr>
<tr>
<td>Strongly agree</td>
<td>5.8</td>
</tr>
</tbody>
</table>

Percent
Association highlights

There are times when government exceeds my expectations

Politics
Labor Party (27%) voters are more likely to strongly disagree than Greens (21%) and Liberal/National Coalition (22%) voters. Respondents whose party preferences change from election to election (33%) have the highest level of strong disagreement.

Age
Levels of strong agreement rise from 18–29 (13%) year olds to 60–69 (38%) year olds, then fall for respondents 70 and over (32%).

Education attainment
Overall, as the level of education rises, strong disagreement decreases. Respondents with certificate (31%) level qualifications are most likely to strongly disagree, and postgraduate (20%) and bachelor (21%) degree holders are least likely to strongly disagree.

Household income
As incomes rise, levels of disagreement fall. Respondents with a household income of $20–$29,999 (40%) are most likely to strongly disagree, while those who earn $300,000 or more (12%) are least likely to do so.

Employment status
Respondents who are unable to work (48%) and retired (36%) are most likely to strongly disagree. Students (15%) and individuals who are out of work and looking (18%) are least likely to strongly disagree.

Housing tenure
Compared with renters (22%), respondents with a mortgage or a dwelling owned outright (27%) are more likely to strongly disagree.

Family type
Compared with one-parent families (32%); couples with no children (30%); and lone-person households (29%), respondents whose family consists of a couple with children (23%) are likely to have lower levels of strong disagreement.

Council type
Respondents of urban regional (36%) councils have the highest level of strong disagreement, followed by rural and remote (29%) and urban fringe (29%) councils. Respondents in urban development small/medium (19%); urban capital city (21%); and urban development large/very large (22%) councils have lower levels of strong disagreement.
Governments should work with each other and other service providers to provide local services

The majority of respondents, 70% strongly agree that governments should work with each other and other service providers to provide local services, while 22% moderately agree.

Figure 26: Q3_23 Governments should to work with each other and other service providers to provide local services (n=1993)

<table>
<thead>
<tr>
<th>0</th>
<th>10</th>
<th>20</th>
<th>30</th>
<th>40</th>
<th>50</th>
<th>60</th>
<th>70</th>
<th>80</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly disagree</td>
<td>.7</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Moderately disagree</td>
<td>.4</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Slightly disagree</td>
<td>.9</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Slightly agree</td>
<td>5.6</td>
<td>22.2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Moderately agree</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Strongly agree</td>
<td>70.2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Levels of strong agreement rise between 18–29 year olds (64%) and 50–59 year olds (75%), then fall for those aged over 70 (68%).

Employment status

Individuals who are unable to work (75%); homemakers (73%); employed for wages (72%); and retired (71%) are more likely to have higher levels of strong agreement. Those who are out of work but not currently looking (57%); students (59%); and out of work and looking (59%) have lower levels of strong agreement.

Dwelling type

Dwellers of flats, units or apartments of 4 stories or more (85%) are more likely to strongly agree compared with respondents living in a separate house (71%) and dwellers of flats, units or apartments of 3 stories or less (65%).

Family type

Non-group family households (75%) have the highest strong agreement, followed by couples with no children (74%) and couples with children (72%). Individuals of lone-person households (66%) and one-parent families (68%) voice lower levels of strong agreement.

Length of time living in the local area

Individuals who have lived in their local area for less than 2 years (62%) have low levels of strong agreement in comparison with all other respondents (70% community-wide).
Government delivers the best quality services

A high proportion of respondents disagreed that government delivers the best quality services with 24% of respondents moderately disagreeing and a further 15% of respondents strongly disagreeing. Only 6% of respondents strongly agree and 19% of respondents moderately agree that government delivers the best quality services.

**Figure 27: Q3_24 Government delivers the best quality services (n=1869)**

<table>
<thead>
<tr>
<th>Level</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly disagree</td>
<td>14.8</td>
</tr>
<tr>
<td>Moderately disagree</td>
<td>23.6</td>
</tr>
<tr>
<td>Slightly disagree</td>
<td>19.1</td>
</tr>
<tr>
<td>Slightly agree</td>
<td>17.1</td>
</tr>
<tr>
<td>Moderately agree</td>
<td>19.3</td>
</tr>
<tr>
<td>Strongly agree</td>
<td>6.0</td>
</tr>
</tbody>
</table>

**Association highlights**

*Government delivers the best quality services*

**Age**
Levels of strong disagreement increase between 18–29 year olds (6%) and 60–69 year olds (26%). Strong disagreement then decreases amongst respondents aged 70 and over (18%).

**Employment status**
Students (2%) have the lowest level of strong disagreement (compared with 15% nationwide).

**Family type**
Respondents of non-family group households (24%) have the highest strong agreement, followed by those of lone-person (18%) households. Families of couples with children (13%) have the lowest level.

**Length of time living in the local area**
Strong disagreement increases with length of residency in local area. Respondents with residencies more than 10 years (16%) have the highest level of strong disagreement, while those with residencies less than 2 years (11%) have the lowest.
It is acceptable for services in one area to be delivered differently to services in another area

32% of respondents moderately agree that it is acceptable for services in one area to be delivered differently to services in another area, while 31% of respondents strongly agree.

Figure 28: Q3_25 It is acceptable for services in one area to be delivered differently to services in another area (n=1947)

Association highlights

It is acceptable for services in one area to be delivered differently to services in another area

Community participation
People who have been actively involved in the community in the past year (33%) are more likely to strongly agree than those who have not been active (28%).

Politics
Liberal/National Colation (34%) voters are more likely to strongly agree than people who vote for the Greens (28%).

Education attainment
People with university degrees are more likely to strongly agree compared with those who have school level education (27% for school level qualifications compared with 42% for postgraduate degree level qualifications).

Employment status
People employed (33%), self-employed (35%), homemakers (33%) or retired (30%) are more likely to strongly agree than those who are out of work but not currently looking for work (13%) and unable to work (13%).

Dwelling type
People who live in a separate house (32%) or semi-detached, row or terrace house (32%) are more likely to strongly agree than apartment dwellers (27%).

Family type
Group households (38%) are more likely to strongly agree than the general community (31%).

Length of time living in local area
People who have lived in their local area for less than 2 years (25%) show the lowest levels of strong agreement (31% nationwide).
3.2 Relative level of agreement across the 25 governance and service delivery statements

Figure 29: Relative level of agreement with service delivery questions

- It is acceptable for services in one area to be delivered differently to services in another area (n=1947)
- Government delivers the best quality services (n=1869)
- Governments should work with each other and other service providers to provide local services (n=1935)
- There are times when government exceeds my expectations (n=1940)
- Governments should use a mixture of public, private and not-for-profit organisations to deliver public services in my area (n=1954)
- Government should focus on providing only basic services (n=1960)
- Government should be advocating for the needs of my local community (n=1950)
- There are some services that governments can provide at a higher quality than the private sector (n=1874)
- I want government to involve me in making decisions about what services are delivered in my local area (n=1983)
- Governments and communities should make decisions together about how services are delivered (n=1994)
- Decisions about how services are delivered in my area should be made primarily on value for money (n=1934)
- Communities know enough to make good decisions about what services they need (n=1936)
- People who are using a service will best know how much of any particular service is needed (n=1926)
- Service providers have the best knowledge about how services should be delivered (n=1938)
- People who work in government have enough knowledge to decide what services are needed in my area (n=1945)
- The people who work in government have enough knowledge to decide what services are needed in my area (n=1945)
- I am prepared to pay more taxes to get a broader range of public services (n=1908)
- My taxes should only pay for basic services (n=1907)
- There are some things like health care and education that governments should deliver (n=1998)
- There is a role for government in providing any of the services the community needs (n=1961)
- The private sector delivers the best value services (n=1852)
- The market should decide what services are delivered based on levels of demand (n=1907)
- Governments and communities should make decisions together about how services are delivered (n=1994)
- Government should only provide services where the private sector doesn't (n=1940)
- I want government to involve me in making decisions about what services are delivered in my local area (n=1983)
- Communities need to work with experts and public servants to make good decisions about what services they need (n=1983)
4 Place attachment – emotional

Place attachment is the emotional bond between a person and a place. Place attachment is generally viewed as having positive effects for individuals, helping to enrich lives with meaning, values and significance, thus contributing to health and wellbeing. Local governments matter because of their role as ‘place-shapers’ and their importance in meeting the needs that most drive people’s attachment to, and satisfaction with, the area in which they live.

To better understand what matters to Australians about the place – or local area – in which they live, respondents were first asked their level of agreement with nine statements describing ways their local area may contribute to personal identity, emotional attachment and connection to the community.

Participants were asked to think about the local area in which they live and answer questions around their connection, attachment and sense of identity to the locality, and if the area expressed the qualities they valued (emotional attachment).

4.1 Level of agreement with individual statements

*Question 7 of the survey asked:*

Thinking about the local area in which you live, do you agree or disagree with the following statements?

4.1.1 Place attachment – personal Identity

Overwhelmingly, Australians feel at home in the place where they live. They feel their sense of identity and emotional wellbeing are supported by the attributes of the local area in which they live.

There is something about the landscape around me that makes me feel good

50% of respondents strongly agree that there is something about the landscape around them that makes them feel good and 27% of respondents moderately agree.

*Figure 30: Q7_1 There is something about the landscape around me that makes me feel good (n=1993)*
**Association highlights**

*There is something about the landscape around me that makes me feel good*

<table>
<thead>
<tr>
<th>Community participation</th>
<th>People who have been active in their community in the past year (54%) are more likely to strongly agree than those who have not (46%).</th>
</tr>
</thead>
<tbody>
<tr>
<td>Politics</td>
<td>Labor (53%) voters are more likely to strongly agree when compared with Greens (47%) voters or those who change from election to election (46%).</td>
</tr>
<tr>
<td>Knowledge of mayor’s name</td>
<td>Those that can correctly identify the name of their local mayor (55%) are more likely to strongly agree than those who are incorrect (47%).</td>
</tr>
<tr>
<td>Age</td>
<td>Levels of strong agreement increase with age. (36% for people aged 18–29 compared with 64% for people 70 and older).</td>
</tr>
<tr>
<td>Education attainment</td>
<td>Bachelor degree level holders (43%) have lower levels of strong agreement compared with the general community (50%).</td>
</tr>
<tr>
<td>Employment status</td>
<td>People self-employed (56%), unable to work (58%) or retired (65%) have higher levels of strong agreement compared with those out of work and looking for work (36%) and students (34%).</td>
</tr>
<tr>
<td>Housing tenure</td>
<td>Levels of strong agreement are higher for people who mortgage or own their home outright (52%) than renters (40%).</td>
</tr>
<tr>
<td>Dwelling type</td>
<td>Levels of strong agreement are lower for those living in a separate house (52%) and in a semi-detached or similar house (41%), than those in a flat, unit, or apartment with 4 stories or more (66%).</td>
</tr>
<tr>
<td>Family type</td>
<td>Couples with no children (56%) are more likely to strongly agree than one parent families (45%) and group households (38%).</td>
</tr>
<tr>
<td>Length of time living in local area</td>
<td>Levels of strong agreement increase with length of residency. People who have been living in the local area for less than 2 years (23%) have lower levels of strong agreement than those living in the area for more than 10 years (54%).</td>
</tr>
<tr>
<td>Council type</td>
<td>People living in rural and remote areas (58%) and urban regional areas (58%) are more likely to strongly agree than those living in urban capital cities (41%) or large/very large urban developments (41%).</td>
</tr>
</tbody>
</table>
It reflects the type of person I am

30% of respondents strongly agree their local area reflects the type of person they are and 29% of respondents moderately agree.

Figure 31: Q7_2 It reflects the type of person I am (n=1950)
Association highlights

*It reflects the type of person I am*

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community participation</td>
<td>Those who <strong>have been actively involved in their community in the past year</strong> (34%) are more likely to strongly agree than those who <strong>have not been active in their community</strong> (27%).</td>
</tr>
<tr>
<td>Politics</td>
<td>Liberal/National (33%) Party voters are more likely to strongly agree than those who vote for the Greens (25%).</td>
</tr>
<tr>
<td>Knowledge of mayor’s name</td>
<td>People who can <strong>correctly</strong> (35%) name their mayor have higher levels of strong agreement than those are <strong>incorrect</strong> (32%) or didn’t know (26%).</td>
</tr>
<tr>
<td>Gender</td>
<td>Women (33%) are more likely than men (27%) to strongly agree.</td>
</tr>
<tr>
<td>Age</td>
<td>Strong agreement increases with age, with those aged <strong>18–29</strong> (21%) less likely to strongly agree than those who are <strong>70 years and older</strong> (41%).</td>
</tr>
<tr>
<td>Education attainment</td>
<td>People with vocational qualifications are more likely to strongly agree than those who have university level qualifications (34% for school level education compared with 24% for postgraduate degrees).</td>
</tr>
<tr>
<td>Employment status</td>
<td>Students (12%) have the lowest levels of strong agreement, and those who are <strong>out of work and looking for work</strong> (21%) are also less likely to strongly agree. People who are <strong>retired</strong> (40%) show the highest levels of strong agreement with the statement.</td>
</tr>
<tr>
<td>Housing tenure</td>
<td>People who <strong>mortgage or own their home</strong> are more likely to strongly agree than renters (31% compared with 25%).</td>
</tr>
<tr>
<td>Family type</td>
<td>Couples with no children (34%) and lone person households (33%) are more likely to strongly agree than non-family group households (15%).</td>
</tr>
<tr>
<td>Length of time living in local area</td>
<td>People who have lived in their local area for <strong>less than 2 years</strong> (21%) are less likely to strongly agree than people who have lived in their local areas for <strong>more than 10 years</strong> (34%).</td>
</tr>
<tr>
<td>Council type</td>
<td>Respondents from urban regional (35%) and rural and remote areas (33%) are more likely to strongly agree than those from urban capital cities (27%) and small to large urban developments (26%–27%).</td>
</tr>
<tr>
<td>State</td>
<td>Respondents living in Western Australia (23%) are less likely to strongly agree (compared with 30% nationwide).</td>
</tr>
</tbody>
</table>
The area in which I live has the qualities I value
46% of respondents strongly agree that the area in which they live has the qualities they value and 32% of respondents moderately agree.

Figure 32: Q7_3 The area in which I live has the qualities I value (n=1979)
Association highlights

*The area in which I live has the qualities I value*

<table>
<thead>
<tr>
<th>Community participation</th>
</tr>
</thead>
<tbody>
<tr>
<td>People who <strong>have participated in community activities (50%)</strong> are more likely than those who <strong>have not (42%)</strong> to strongly agree.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Politics</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Liberal/National coalition</strong> voters (55%) are more likely to strongly agree than <strong>Labor (44%)</strong> voters.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Age</th>
</tr>
</thead>
<tbody>
<tr>
<td>As age increases, levels of strong agreement also rise (<strong>29% for people aged 18–29</strong> compared with <strong>44% for people aged 40–49</strong> and <strong>65% for people 70 and over</strong>).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Housing tenure</th>
</tr>
</thead>
<tbody>
<tr>
<td>People who <strong>mortgage or own their home outright (49%)</strong> are more likely to strongly agree than people who are <strong>renting (33%)</strong>.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Dwelling type</th>
</tr>
</thead>
<tbody>
<tr>
<td>People who live in a <strong>flat, unit or apartment of 4 stories or more (76%)</strong> are more likely to strongly agree (<strong>45% community-wide</strong>).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Family type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Couples with no children (52%) and lone person households (51%) have higher levels of strong agreement, compared with <strong>non-family group households (16%)</strong>.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Length of time living in local area</th>
</tr>
</thead>
<tbody>
<tr>
<td>As length of residency increases, levels of strong agreement also rise (<strong>23% for those living in their local area for less than 2 years</strong> compared with <strong>35% for those who have lived in their local area for 2–5 years</strong> and <strong>50% for those living in their local area for more than 10 years</strong>).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Council type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respondents living in <strong>rural and remote areas (54%)</strong> have higher levels of strong agreement than those who live in <strong>small/medium urban developments (42%)</strong> and the <strong>urban fringe (41%)</strong>.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>State</th>
</tr>
</thead>
<tbody>
<tr>
<td>People living in <strong>Western Australia (33%)</strong> have the lowest level of agreement (<strong>compared with 45% nationwide</strong>).</td>
</tr>
</tbody>
</table>
I feel at home there

67% of respondents strongly agree that they feel at home in their local area and 22% of respondents moderately agree.

Figure 33: Q7_5 I feel at home there (n=1995)
**Association highlights**

*I feel at home there*

**Community participation**
People who **have participated in their community in the past 12 months** (71%) are more likely to strongly agree than those who **have not participated** (63%).

**Politics**
Greens voters (62%) and those who **change from election to election** (58%) are less likely to strongly agree (compared with 67% nationwide).

**Knowledge of mayor’s name**
People who **correctly name their local mayor** (73%) are more likely to strongly agree compared with people who **do not know** (60%) the name of their local mayor.

**Age**
Strong agreement increases with age with younger respondents less likely to strongly agree than older respondents (56% for 18-29 year olds compared with 78% for people 70 and older).

**Employment status**
People **out of work but not currently looking for work** (46%) and **students** (48%) are less likely to strongly agree than people who are **retired** (78%) or **self-employed** (74%).

**Housing tenure**
People with **mortgaged or owned outright homes** (70%) are more likely than **renters** (52%) to strongly agree.

**Family type**
People who live in **group households (non-family)** are less likely to strongly agree (17% compared with 67% nationwide).

**Length of time living in local area**
Strong agreement increases as residency increases (36% for people who have lived in their local area for less than 2 years compared with 73% for people who have lived in their local area for more than 10 years).

**State**
People living in **Western Australia** are less likely to strongly agree (60% compared with 66% nationwide).
I feel connected locally to friends and neighbours

44% of respondents strongly agree that they feel connected locally to friends and neighbours and 31% of respondents moderately agree.

Figure 34: Q7_7 I feel connected locally to friends and neighbours (n= 1992)
Association highlights

I feel connected locally to friends and neighbours

<table>
<thead>
<tr>
<th>Community participation</th>
<th>People who have participated in their community in the past 12 months (51%) are more likely to strongly agree than those who have not participated (37%).</th>
</tr>
</thead>
<tbody>
<tr>
<td>Politics</td>
<td>Greens (39%) voters are less likely to strongly agree than people who vote Liberal/National Coalition (47%) or Labor (48%).</td>
</tr>
<tr>
<td>Knowledge of mayor’s name</td>
<td>People who correctly name their local mayor (50%) are more likely to strongly agree compared with people who do not know (38%) or incorrectly (41%) named their mayor.</td>
</tr>
<tr>
<td>Gender</td>
<td>Women (47%) are more likely than men (40%) to strongly agree.</td>
</tr>
<tr>
<td>Age</td>
<td>Strong agreement increases with age. Younger respondents less likely to strongly agree than older respondents (30% for 18–29 year olds compared with 60% for people 70 and older).</td>
</tr>
<tr>
<td>Employment status</td>
<td>Students (24%), people out of work and looking for work (33%) or employed for wages (40%) are less likely to strongly agree than the self-employed (55%), retired (54%) or people unable to work (53%).</td>
</tr>
<tr>
<td>Housing tenure</td>
<td>People with mortgaged or owned outright homes (47%) are more likely than renters (29%) to strongly agree.</td>
</tr>
<tr>
<td>Dwelling type</td>
<td>Respondents who live in apartments with 4 stories or more (54%) are more likely to strongly agree (compared with 44% community-wide).</td>
</tr>
<tr>
<td>Family type</td>
<td>Lowest levels of strong agreement come from group households (20%) followed by one parent families (37% compared with 44% nationwide).</td>
</tr>
<tr>
<td>Length of time living in local area</td>
<td>As length of residency increases, agreement levels rise (21% for people who have lived in their local area for less than 2 years compared with 50% for people who have lived in their local area for more than 10 years).</td>
</tr>
<tr>
<td>Council type</td>
<td>People who live in rural and remote areas (50%) are more likely to strongly agree than people who live in urban capital cities (38%).</td>
</tr>
<tr>
<td>State</td>
<td>People living in New South Wales (50%) are more likely to strongly agree than people living in Western Australia (33%).</td>
</tr>
</tbody>
</table>
Living there makes me feel good about myself

46% of respondents strongly agreed that living in their local area makes them feel good about themselves and 30% of respondents moderately agreed.

Figure 35: Q7_8 Living there makes me feel good about myself (n=1954)
**Association highlights**

*Living there makes me feel good about myself*

<table>
<thead>
<tr>
<th>Community participation</th>
<th>People who have actively participated in their community in the past year (51%) are more likely to strongly agree than those who have not participated (42%).</th>
</tr>
</thead>
<tbody>
<tr>
<td>Politics</td>
<td>Liberal/National Coalition (53%) voters are more likely to strongly agree than people who identify with Labor (48%) or the Greens (37%).</td>
</tr>
<tr>
<td>Knowledge of mayor’s name</td>
<td>People who can correctly identify (51%) the name of their local mayor are more likely to strongly agree than people are incorrect (40%) or don’t know (43%).</td>
</tr>
<tr>
<td>Age</td>
<td>As age increases levels of strong agreement also rise (28% for 18–29 year olds compared with 64% for people 70 and older).</td>
</tr>
<tr>
<td>Education attainment</td>
<td>As education attainment rise levels of strong agreement fall (48% for school education qualifications compared with 43% for postgraduate degree holders).</td>
</tr>
<tr>
<td>Employment status</td>
<td>Respondents who are retired (64%) are more likely to strongly agree compared with students (23%) and those who are out of work and looking for work (22%).</td>
</tr>
<tr>
<td>Housing tenure</td>
<td>People who mortgage or own their home (49%) are more likely to strongly agree compared with renters (34%).</td>
</tr>
<tr>
<td>Dwelling type</td>
<td>Respondents who live in apartments of 4 stories or more are more likely to strongly agree (60% compared with 46% nationwide).</td>
</tr>
<tr>
<td>Family type</td>
<td>Group households (23%) are less likely to strongly agree compared with the general community (47%).</td>
</tr>
<tr>
<td>Length of time living in local area</td>
<td>As respondents’ residency increases, levels of strong agreement also rise (27% for less than 2 years compared with 51% for more than 10 years).</td>
</tr>
<tr>
<td>State</td>
<td>People living in Western Australia are less likely to strongly agree (40% compared with 46% nationwide).</td>
</tr>
</tbody>
</table>
4.1.2 Place Attachment – emotional connection

I feel a part of the history of the place

20% of respondents strongly agree that they feel part of the history of the place in which they live and 22% of respondents moderately agree.

Figure 36: Q7_4 I feel part of the history of the place (n=1983)
**Association highlights**

*I feel a part of the history of the place*

<table>
<thead>
<tr>
<th>Community participation</th>
</tr>
</thead>
<tbody>
<tr>
<td>People who <strong>have participated in their community in the past 12 months (24%)</strong> are more likely to strongly agree than those who <strong>have not participated (16%).</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Politics</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Liberal/National Coalition voters (25%)</strong> are more likely than <strong>Labor (20%)</strong> or <strong>Greens (11%)</strong> voters to strongly agree.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Knowledge of mayor’s name</th>
</tr>
</thead>
<tbody>
<tr>
<td>People who <strong>did not know (14%)</strong> the name of their local mayor are much less likely to strongly agree than those who are <strong>correct (26%).</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Age</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strong agreement increases with age with younger respondents less likely to strongly agree than older respondents (12% for 18–29 year olds compared with 37% for people 70 and older).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Household Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>As household income rises there is a general decline in strong agreement (35% for incomes of $10,000–$19,999 compared with 19% for incomes of $300,000 or more).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Employment Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students (4%) have the lowest level of strong agreement while people who are <strong>retired (32%)</strong> have the highest level of strong agreement.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Housing tenure</th>
</tr>
</thead>
<tbody>
<tr>
<td>People with <strong>mortgaged or owned outright (22%)</strong> houses are more likely than <strong>renters (12%)</strong> to strongly agree.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Family type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Couples with <strong>children (16%)</strong> are less likely to strongly agree when compared with <strong>couples with no children (24%)</strong>, lone person households (23%), non-family group households (22%) and one parent families (22%).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Length of time living in local area</th>
</tr>
</thead>
<tbody>
<tr>
<td>People living in an area for <strong>more than 10 years (26%)</strong> are more likely to strongly agree than people living in an area for <strong>less than 2 years (6%).</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Council type</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Rural and remote areas (25%)</strong> are more likely to strongly agree (20% for the general community).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>State</th>
</tr>
</thead>
<tbody>
<tr>
<td>People living in <strong>Western Australia (12%)</strong> are less likely to strongly agree (compared with 20% nationwide).</td>
</tr>
</tbody>
</table>
The area in which I live is full of important memories and stories

36% of respondents strongly agree that the area in which they live is full of important memories and stories and 26% of respondents moderately agree.

Figure 37: Q7_6 The area in which I live is full of important memories and stories (n=1969)
Association highlights

The area in which I live is full of important memories and stories.

Community participation
People who have participated in their community in the past 12 months (40%) are more likely to strongly agree than those who have not participated (32%).

Politics
Greens (32%) voters or voters who change from election to election (28%) are less likely to strongly agree than Liberal/National Coalition (42%) voters.

Knowledge of mayor’s name
People who correctly name their local mayor (42%) are more likely to strongly agree compared with those who do not know (31%) or incorrectly reported (35%) who their local mayor is.

Gender
Women (40%) are more likely to strongly agree than men (33%).

Age
Generally, as age increases, levels of strong agreement also increase, (28–34% for 18–39 year olds compared with 46% for people 70 and older).

Education attainment
Generally, strong agreement decreases as education attainment increases (40% for school education compared with 35% for bachelor degrees and 24% postgraduate degrees).

Employment status
Respondents out of work but not looking for work (44%), retired (43%) or self-employed (42%) are more likely to strongly agree than people out of work and looking for work (28%) and students (25%).

Housing tenure
People who mortgage or own their home (39%) are more likely to strongly agree than renters (26%).

Family type
Group households (16%) are less likely to strongly agree compared with the general community (36%).

Length of time living in local area
Strong agreement increases as length of residency increases (8% for people who have lived in their local area for less than 2 years compared with 46% for people who have lived in their local area for more than 10 years).

Council type
People who live in rural and remote areas (44%) are more likely to strongly agree than people who live in urban capital cities (28%).

State
People living in Western Australia are less likely to strongly agree (27% compared with 36% nationwide).
I feel a cultural connection to the area

25% of respondents strongly agree that they feel a cultural connection to the area in which they live and 24% of respondents moderately agree.

Figure 38: Q7_9 I feel a cultural connection to the area (n=1963)
### Association highlights

**I feel a cultural connection to the area**

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Community participation</strong></td>
<td>People who have actively participated in their community in the past year (30%) are more likely to strongly agree than those who have not participated (20%).</td>
</tr>
<tr>
<td><strong>Politics</strong></td>
<td>Liberal/National Coalition (31%) voters are more likely to strongly agree than people who identify with Labor (24%) or the Greens (21%).</td>
</tr>
<tr>
<td><strong>Knowledge of mayor’s name</strong></td>
<td>People who correctly identify (30%) the name of their local mayor are more likely to strongly agree than people are incorrect (26%) or don’t know (20%).</td>
</tr>
<tr>
<td><strong>Gender</strong></td>
<td>Women (28%) are more likely than men (21%) to strongly agree.</td>
</tr>
<tr>
<td><strong>Age</strong></td>
<td>As age increases levels of strong agreement increase (13% for 18–29 year olds compared with 39% for people 70 and older).</td>
</tr>
<tr>
<td><strong>Education attainment</strong></td>
<td>Strong agreement is more likely among people with school education (27%) and certificate (26%) level qualifications compared with bachelor (21%) or postgraduate (21%) degree holders.</td>
</tr>
<tr>
<td><strong>Employment status</strong></td>
<td>Respondents who are retired (35%), self-employed (34%) or unable to work (32%) are more likely to strongly agree compared with students (14%).</td>
</tr>
<tr>
<td><strong>Housing tenure</strong></td>
<td>People who mortgage or own their home (27%) are more likely to strongly agree compared with renters (15%).</td>
</tr>
<tr>
<td><strong>Dwelling type</strong></td>
<td>Respondents who live in apartments of 4 stories or more are more likely to strongly agree (30% compared with 25% community-wide).</td>
</tr>
<tr>
<td><strong>Family type</strong></td>
<td>Group households (11%) are less likely to strongly agree compared with the general community (25%).</td>
</tr>
<tr>
<td><strong>Length of time living in local area</strong></td>
<td>Generally, as respondents' length of residency increases, levels of strong agreement rise (13% for less than 2 years compared with 30% for more than 10 years).</td>
</tr>
<tr>
<td><strong>State</strong></td>
<td>People living in Western Australia are less likely to strongly agree (16% compared with 25% nationwide).</td>
</tr>
</tbody>
</table>
Relative level of agreement across the nine emotional place attachment statements

There is something about the landscape that makes me feel good (n=1993)

It reflects the type of person I am (n=1950)
The area in which I live has the qualities I value (n=1979)
I feel connected locally to friends and neighbours (n=1992)
Living there makes me feel good about myself (n=1954)
I feel at home there (n=1995)
I feel part of the history of the place (n=1983)
I feel a cultural connection to the area (n=1963)
The area in which I live is full of important memories and stories (n=1969)

Figure 39: Relative level of agreement across the nine emotional place attachment statements
5 Place attachment – instrumental

Respondents were asked to rate the importance of, and their satisfaction with, 15 different areas of service delivery, infrastructure and community services that are typically provided by local government, or over which local government exerts an influence through planning, policy, and advocacy. These are all aspects of the ‘instrumental’ features of place that drive our satisfaction with the area in which we live, and have been shown to be the most important triggers for people moving to, or aspiring to move to, another area.

5.1 Level of importance of each individual dimension of place attachment

Question 8 of the survey asked:

Thinking about the local area in which you live, how important are each of the following to you?

Recreational areas such as parks, walking tracks, open spaces

36% of respondents feel the presence of recreational areas in their local area is extremely important, and 40% feel it to be very important.

Figure 40: Q8_1 Recreational areas such as parks, walking tracks, open spaces (n=2004)
Association highlights

Recreational areas such as parks, walking tracks, open spaces

**Politics**
Greens (40%) and Labor (39%) voters are more likely think it is extremely important compared with Liberal/National (34%) voters. Respondents whose votes change from election to election (31%) are least likely.

**Age**
Ratings of extremely important are lower amongst 18–29 (31%) year olds and respondents aged 70 and over (29% vs. 36% nationwide).

**Education attainment**
Bachelor (31%) degree holders are less likely to rate these facilities as being extremely important compared with all other respondents (36% nationwide).

**Employment status**
Respondents who are unable to work (42%) and self-employed (40%) have the highest ‘extremely important’ ratings. Those who are out of work but not currently looking (25%) and out of work and currently looking (29%) report the lowest.

**Family type**
Couples with no children (36%); couples with children (39%); and one parent families (41%) are more likely to report extreme importance than lone-person households (26%).

**Council type**
Respondents in urban development small/medium (39%) councils report the highest extreme importance, while those in urban capital cities (33%) and urban development large/very large (33%) councils report the lowest.
Availability of appropriate public services

29% of respondents feel the availability of appropriate public services in their local area is extremely important, a further 40% felt it to be very important.

Figure 41: Q8_2 Availability of appropriate public services (n=2000)

Association highlights

Availability of appropriate public services

Politics
Labor (34%) and Greens (31%) voters are more likely to report these services being extremely important compared with Liberal/National (26%) voters and individuals whose votes change from election to election (27%).

Gender
Female (34%) respondents are more likely to rate these services as being extremely important compared with male (24%) respondents.

Education attainment
School-level (30%); certificate (36%); and diploma/advanced diploma (32%) qualification holders are more likely to report extreme importance than bachelor (23%) and postgraduate (26%) degree holders.

Employment status
Ratings of extreme importance are highest amongst respondents who are unable to work (44%) and homemakers (43%). It is lowest amongst students (22% vs. 29% nationwide).

Housing tenure
Renters (33%) report higher levels extreme importance than respondents whose homes are mortgaged or owned outright (28%).

Dwelling type
Ratings of ‘extremely important’ are higher for respondents living in flats, units or apartments of 3 stories or less (35%) and 4 stories or more (33%) compared with those who live in semi-detached, townhouse etc. (23%) and separate houses (29%).

Council type
The highest ‘extremely important’ level is reported by respondents of urban regional (34%) councils and the lowest by respondents of urban development small/medium (24% vs. 29% nationwide).
Availability of good schools

36% of respondents feel the availability of good schools in their local area is extremely important, while 33% feel it to be very important.

Figure 42: Q8_3 Availability of good schools (n=1994)

Association highlights

Availability of good schools

Politics
Labor (41%) and Greens (38%) voters are most likely to report extreme importance compared with Liberal/National (32%) voters and respondents whose votes change from election to election (33%).

Gender
Female (40%) respondents report higher of extreme importance than male (32%) respondents.

Age
Ratings of extreme importance generally decrease with age. 30–39 (48%) year old respondents are most likely to report extreme importance compared with respondents aged 70 and over (20%).

Non–English speaking background
Respondents who speak a language other than English (44%) have higher ratings of extreme importance compared with English-only (35%) speakers.

Education attainment
Respondents with bachelor (31%) degree qualifications are less likely to have ‘extremely important’ ratings compared with all other respondents (36% nationwide).

Household income
Overall, ratings of extreme importance increase with income levels. Ratings of ‘extremely important’ are lower for respondents with household incomes of $10–$19,000 (26%); $20–$29,000 (30%) and higher for those with household incomes of $200–$299,000 (40%); and $300,000 or more (53%).

Employment status
‘Extremely important’ ratings are highest for homemakers (57%); respondents who are out of work but not currently looking (50%); and unable to work (49%). They are lowest for respondents who are out of work and looking (24%); retired (24%); and students (31%).

Family type
Respondents whose families consist of one parent (48%) and couples with children (47%) report higher extreme importance compared with lone person households (18%); non–family group households (21%); and couples with no children (28%).

Council type
Respondents of urban capital cities (28%) and urban development small/medium (29%) councils have the lowest ‘extremely important’ ratings. Those in urban regional (41%) and rural and remote councils (39%) have the highest.
Availability of healthcare

48% of respondents feel the availability of healthcare in their local area is extremely important, while 38% feel it to be very important.

Figure 43: Q8_4 Availability of healthcare (n=2003)

Association highlights

Availability of healthcare

Politics
Labor (52%) voters and respondents whose voting preferences change from election to election (50%) are more likely than Liberal/National (45%) and Greens (45%) voters to believe this is extremely important.

Gender
Female (51%) respondents report higher extreme importance compared with male (45%) respondents.

Education attainment
Respondents with diploma/advanced diploma (54%); school (52%); and certificate (50%) level qualifications have higher levels of extreme importance compared with bachelor (39%) and postgraduate (46%) degree holders.

Employment status
The highest level of extreme importance is reported by respondents who are unable to work (63%), followed by homemakers (52%) and retired (52%). The lowest is reported by respondents who are out of work but not currently looking (36%), followed by those who are out of work and looking (43%).

Housing type
Respondents who live in flats, units or apartments of 3 stories or less (53%) and 4 stories and more (53%) are more likely to report higher extreme importance than those who live in semi-detached or similar (43%) and separate houses (48%).

Council
Individuals living in urban regional (53%); rural and remote (52%); and urban fringe (49%) councils are more likely to have higher ‘extremely important’ ratings than those in urban capital cities (35%).
A supportive and cohesive community

25% of respondents feel the presence of a supportive and cohesive community in their local area is extremely important, while 39% feel it to be very important.

Figure 44: Q8_5 A supportive and cohesive community (n=1995)

<table>
<thead>
<tr>
<th>Perception</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely important</td>
<td>24.5</td>
</tr>
<tr>
<td>Very important</td>
<td>39.2</td>
</tr>
<tr>
<td>Moderately important</td>
<td>26.4</td>
</tr>
<tr>
<td>Slightly important</td>
<td>7.8</td>
</tr>
<tr>
<td>Not at all important</td>
<td>2.1</td>
</tr>
</tbody>
</table>

Association highlights

A supportive and cohesive community

Community participation
Ratings of ‘extremely important’ are likely to be higher amongst respondents who have actively participated (29%) than those who have not actively participated (21%) in clubs, services or groups in the community.

Knowledge of mayor’s name
Respondents who name their major incorrectly (33%) are more likely to report extreme importance compared with those who do not know (22%) or correctly (26%) do so.

Gender
Female (27%) respondents have higher extreme importance than male (22%) respondents.

Education attainment
Extreme importance is higher amongst certificate (30%); diploma/advanced diploma (30%); and school-level (26%) qualification holders compare with respondents who have postgraduate (20%) and bachelor degrees (20%).

Employment status
Individuals who are unable to work (50%) report the highest extreme importance. Students (17%) report the lowest (25% community wide).

Housing type
Extreme importance is highest for respondents who live in flats, units or apartments of 4 stories or more (29%) compared with those living in semi-detached and similar houses (20%). flats, units or apartments of 3 stories or less (24%), and separate houses (25%).

Family type
Respondents of one-parent families (32%) are most likely to report extreme importance, followed by couples with children (26%) and couples with no children (25%). Respondents from lone-person households (18%) are least likely to report extreme importance, followed by those of non-family group households (21%).

Council type
Ratings of extreme importance are highest amongst respondents in urban regional (29%) councils and lowest for those in urban development small/medium (18%) and urban capital city (22%) councils.
Job opportunities

29% of respondents feel the availability of job opportunities in their local area is extremely important, while 30% feel it to be very important. Nearly a quarter of respondents feel the availability of jobs is either only slightly important (9%) or not at all important (14%).

Figure 45: Q_6 Job opportunities (n=1993)
Association highlights

Job opportunities

<table>
<thead>
<tr>
<th>Politics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Labor (34%) voters and respondents whose votes changed from election to election (32%) are most likely to report high extreme importance. Liberal/National (24%) and Greens (24%) voters are least likely to report high extreme importance.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Gender</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extreme importance is higher amongst female (33%) respondents compared with male (24%) respondents.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Age</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall, ‘extremely important’ ratings decline with age. 18–29 (35%) year olds report higher ratings, and respondents aged 70 and over (13%) report the lowest.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Non–English speaking background</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ratings of ‘extremely important’ are higher amongst respondents who speak a language other than English (38%) compared with English–only (28%) speakers.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Education attainment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respondents with certificate (37%) and diploma/advanced diploma (31%) level qualifications report the highest extreme importance. Those with bachelor (24%) and postgraduate (24%) degrees report the lowest.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Employment status</th>
</tr>
</thead>
<tbody>
<tr>
<td>The highest levels of extreme importance are reported by respondents who are homemakers (42%); out of work but not currently looking (40%); and unable to work (39%). Retired (14%) respondents report the lowest, followed by respondents who are self–employed (25%) and students (26%).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Housing type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individuals who reside in flats, units or apartments of 4 stories or more (36%) are more likely to have higher ‘extremely important’ levels than those who live in semi–detached and related houses (22%); flats, units or apartments of 3 stories or less (24%); and separate houses (30%).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Family type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extreme importance is higher amongst one–parent families (44%); non–family group households (33%); and couples with children (31%). They are lower amongst lone–person households (20%) and couples with no children (24%).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Council type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respondents of urban regional (33%) and urban fringe (33%) councils have the highest ‘extremely important’ ratings. Those living in urban development small/medium (24%) councils and urban capital cities (24%) have the lowest.</td>
</tr>
</tbody>
</table>
A positive economic outlook

30% of respondents feel the presence of a positive economic outlook in their local area is extremely important, while 38% feel it to be very important.

Figure 46: Q8_7 A positive economic outlook (n=1979)

<table>
<thead>
<tr>
<th>Importance Level</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely important</td>
<td>29.5</td>
</tr>
<tr>
<td>Very important</td>
<td>37.9</td>
</tr>
<tr>
<td>Moderately important</td>
<td>24.3</td>
</tr>
<tr>
<td>Slightly important</td>
<td>6.4</td>
</tr>
<tr>
<td>Not at all important</td>
<td>1.8</td>
</tr>
</tbody>
</table>

Association highlights

A positive economic outlook

Politics
Liberal/National (34%) voters are most likely to have higher ‘extremely important’ ratings. Greens (24%) voters have the lowest, followed by respondents whose votes change from election to election (28%) and Labor (29%) voters.

Age
Extreme importance rises from 18–29 (26%) years of age, peaks at 50–59 (35%) years, then falls again for respondents aged 70 and over (25%).

Education attainment
Diploma/advanced diploma (34%); certificate (33%); and school–education (31%) level holders report higher extreme importance compared with postgraduate (24%) and bachelor (24%) degree holders.

Employment status
Respondents who are out of work but not currently looking (44%) have the highest ratings of extreme importance, followed by those who are unable to work (39%) and self-employed (36%). Students (17%) and retired (26%) respondents have the lowest.

Family type
Families of couples with children (32%); couples with no children (31%); and one–parent only (29%) report higher extreme importance compared with respondents of lone–person households (23%).

Council type
Urban regional (34%); rural and remote (32%); and urban fringe (31%) council respondents are more likely to report extreme importance compared with those of urban capital cities (25%); urban development small/medium (26%); and urban development large/very large (27%) councils.
Availability of good home care or aged care

27% of respondents feel the availability of good home care or aged care in their local area is extremely important, while 30% feel it to be very important.

Figure 47: Q8_8 Availability of good home or aged care (n=1989)

<table>
<thead>
<tr>
<th>Importance Level</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely important</td>
<td>27.3</td>
</tr>
<tr>
<td>Very important</td>
<td>30.2</td>
</tr>
<tr>
<td>Moderately important</td>
<td>20.5</td>
</tr>
<tr>
<td>Slightly important</td>
<td>13.2</td>
</tr>
<tr>
<td>Not at all important</td>
<td>8.8</td>
</tr>
</tbody>
</table>

Association highlights

Availability of good home or aged care

<table>
<thead>
<tr>
<th>Politics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Labor (31%) voters and respondents whose votes change from election to election (28%) are most likely to report higher extreme importance, compared with Greens (19%) and Liberal/National (25%) voters.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Gender</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female (31%) respondents report higher extreme importance compared with male (23%) respondents.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Age</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall, ratings of extreme importance rise with age. The highest ratings are amongst respondents aged 70 and over (36%) and the lowest amongst 30–39 (20%) year-old respondents.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Education attainment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respondents who have certificate (35%); school (33%); and diploma/advanced diploma (30%) level qualifications report higher levels of extreme importance than those with postgraduate (16%) and bachelor (19%) degrees.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>Levels of extreme importance fall with rising household income: for example, $10–$19,999 (35%) and $300,000 or more (17%).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Employment status</th>
</tr>
</thead>
<tbody>
<tr>
<td>The highest rating of extreme importance is reported by respondents who are unable to work (50%), followed by those who are retired (36%) and homemakers (34%). Students (16%) have the lowest rating, followed by respondents who are out of work but not currently looking (20%) and self-employed (23%).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Family type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respondents of group households (36%); one-parent families (35%); and couples with no children (32%) are more likely to report extreme importance, compared with couples with children (23%) and lone-person households (28%).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Length of time living in the local area</th>
</tr>
</thead>
<tbody>
<tr>
<td>‘Extremely important’ ratings are lower for respondents resident for less than 2 years (26%) than longer than 10 years (31%).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Council type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respondents of urban regional (32%) and rural and remote (30%) councils are more likely to report higher extreme importance than those of urban capital cities (21%) and urban development small/medium (22%) councils.</td>
</tr>
</tbody>
</table>
Convenient public transport

31% of respondents feel the availability of convenient public transport in their local area is extremely important, while 33% feel it to be very important.

**Figure 48: Q8_9 Convenient public transport (n=1998)**

<table>
<thead>
<tr>
<th>Rating</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely important</td>
<td>31.1</td>
</tr>
<tr>
<td>Very important</td>
<td>32.6</td>
</tr>
<tr>
<td>Moderately important</td>
<td>18.9</td>
</tr>
<tr>
<td>Slightly important</td>
<td>9.5</td>
</tr>
<tr>
<td>Not at all important</td>
<td>8.0</td>
</tr>
</tbody>
</table>

**Association highlights**

*Convenient public transport*

**Politics**

Ratings of ‘extremely important’ are higher amongst **Labor (37%)** and **Greens (36%)** voters. They are lower amongst **Liberal/National (28%)** voters and respondents whose **votes change from election to election (30%)**.

**Non-English speaking background**

Respondents who speak a language other than **English (37%)** are more likely to report higher extreme importance than **English-only (31%)** speakers.

**Education attainment**

‘Extremely important’ ratings are higher amongst **school-education (35%)**; **diploma/advanced diploma (35%)**; and **certificate (31%)** level qualifications. Ratings are lower amongst **bachelor (24%)** and **postgraduate (29%)** degree holders.

**Employment status**

Extreme importance is highest for respondents who are **students (41%)**; **homemakers (38%)**; and **out of work and looking for work (36%)**. It is lowest for respondents who are **out of work but not currently looking (17% compared with 31% nationally)**.

**Dwelling type**

Respondents who live in **flats, units or apartments of 4 stories or more (41%)** are more likely to report higher extreme importance than those who live in **separate houses (30%)**.

**Family type**

**Group households (46%)** and **one-parent families (44%)** have higher ratings of extreme importance than **couples with children (29%)**; **lone-person households (30%)** and **couples with no children (31%)**.

**Council type**

Extreme importance is lower amongst respondents of **urban regional (24%)** and **rural and remote (27%)** councils compared with all other council types (**31% community wide**).
Good quality roads and bridges

33% of respondents feel the availability of good quality roads and bridges in their local area is extremely important, while a further 41% feel it to be very important.

Figure 49: Q8_10 Good quality roads and bridges (n=2003)

<table>
<thead>
<tr>
<th>Importance</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely important</td>
<td>32.6</td>
</tr>
<tr>
<td>Very important</td>
<td>40.9</td>
</tr>
<tr>
<td>Moderately important</td>
<td>21.8</td>
</tr>
<tr>
<td>Slightly important</td>
<td>3.8</td>
</tr>
<tr>
<td>Not at all important</td>
<td>1.0</td>
</tr>
</tbody>
</table>

Association highlights

Good quality roads and bridges

Politics
Greens (23%) voters report the lowest extreme importance compared with all other respondents (33% state wide).

Gender
Female (36%) respondents have higher ‘extremely important’ ratings than male (29%) respondents.

Age
Overall, extreme importance rises between respondents aged 18–29 (26%) and 50–59 (39%) then decreases with age (70+ years – 33%).

Education attainment
Diploma/advanced diploma (39%); certificate (39%); and school level (38%) qualification holders report higher extreme importance than respondents with postgraduate (21%) and bachelor (24%) degrees.

Employment status
Homemakers (41%) have the highest ratings of ‘extremely important’; students (17%) have the lowest ratings (compared with 33% statewide).

Working in government and NFP
Respondents who work for private sector (37%) organisations are more likely to report higher extreme importance than those who do not (29%).

Dwelling type
Ratings of ‘extremely important’ drop from respondents living in separate houses (34%) and flats, units or apartments of 3 stories or less (25%). Then ratings rise again for those living in flats, units or apartments of 4 stories or more (32%).

Family type
Lone–person householders (27%) report the lowest levels of extreme importance, and non–family group householders (43%) report the highest (33% state wide).

Length of time living in the local area
Levels of extreme importance generally rise with length of residency: for example, less than 2 years (26%) vs. more than 10 years (34%).

Council type
Respondents in rural and remote (40%); urban regional (35%); and urban fringe (38%) councils have higher extreme importance than those in urban capital cities (22%); urban development small/medium (25%); and urban development large/very large (31%) councils.
Being able to afford appropriate housing

40% of respondents feel that being able to afford appropriate housing in their local area is extremely important, while 38% feel it to be very important.

Figure 50: Q8_11 Being able to afford appropriate housing (n=1995)

<table>
<thead>
<tr>
<th>Importance Level</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely important</td>
<td>39.8</td>
</tr>
<tr>
<td>Very important</td>
<td>38.3</td>
</tr>
<tr>
<td>Moderately important</td>
<td>14.8</td>
</tr>
<tr>
<td>Slightly important</td>
<td>3.7</td>
</tr>
<tr>
<td>Not at all important</td>
<td>3.4</td>
</tr>
</tbody>
</table>

Association highlights

*Being able to afford appropriate housing*

**Gender**
Female (45%) respondents are more likely to report extreme importance than male (35%) respondents.

**Age**
‘Extremely important’ ratings fall between 18–29 (43%) year olds and respondents who are 70 years and over (28%).

**Education attainment**
Ratings of extreme importance are higher for those who have certificate (48%) and diploma/advanced diploma (45%) qualifications, compared with those who have bachelor (32%) and postgraduate (38%) degrees.

**Employment status**
Homemakers (56%) report the highest extreme importance, followed by respondents who are unable to work (47%) and out of work and currently looking (47%). Respondents who are retired (33%); self-employed (34%); and out of work but not currently looking (36%) report the lowest.

**Housing tenure**
Renters (51%) are more likely to report extreme importance compared with respondents who have a mortgage/own their homes outright (37%).

**Dwelling type**
Ratings of ‘extremely important’ are highest for respondents living in flats, units or apartments of 3 stories or less (51%), and lowest for those living in flats, units or apartments of 4 stories or more (27%).

**Length of time living in local area**
Extreme importance drops between respondents whose residencies are more than 2 and less than 5 (50%); more than 5 and less than 10 (40%); and more than 10 years (38%) in length.
Levels of water, air and noise pollution
42% of respondents feel that seeing to the levels of water, air and noise pollution in their local area was extremely important, while 36% feel it to be very important.

Figure 51: Q8_12 Levels of water, air and noise pollution (n=1995)

Association highlights

Levels of water, air and noise pollution

Politics
Greens (52%) voters report the highest 'extremely important' levels, compared with Labor (44%) and Liberal/National (38%) voters.

Gender
Female (45%) respondents are more likely than male (39%) to report extreme importance.

Age
50–59 (49%) year old respondents report the highest extreme importance, and respondents who are 70 years and over (30%) are least likely to report extreme importance compared with all other respondents (42%).

Employment status
Homemakers (53%) are most likely to report extreme importance, followed by respondents who are self-employed (45%) and employed for wages (43%). Respondents who are out of work but not currently looking (24%) are least likely to report extreme importance, followed by students (33%) and those who are unable to work (34%).

Council type
'Extremely important' ratings are highest amongst respondents of urban development large/very large (46%) and urban regional (45%) councils. They are lowest amongst those of urban capital cities (32%).
Shops located close by that are suitable to my needs
24% of respondents feel that having shops located close by that are suitable to their needs in their local area is extremely important, while 37% feel it to be very important.

Figure 52: Q8_13 Shops located close–by that are suitable to my needs (n=2002)

Association highlights

Shops located close–by that are suitable to my needs

Politics
Liberal/National (26%) and Labor (26%) voters have the highest ratings of ‘extremely important.’ Greens (14%) voters have the lowest.

Gender
Female (27%) respondents are more likely to report extreme importance than male (21%) respondents.

Age
Respondents between the ages of 18 (22%) and 49 (20%) years of age report lower levels of extreme importance, whilst those between 50 (27%) and 70 years and over (31%) report the highest.

Education attainment
In general, extreme importance falls with rising qualifications: school education (30%) compared with postgraduate degree (21%).

Household income
Overall, ratings of ‘extremely important’ fall as household income increases: $10–$19,000 (30%); $20–$29,000 (29%); and $30–$39,000 (30%) compared with $150–$199,000 (18%); $200–$299,000 (23%); and $300,000 or more (17%).

Employment status
The highest ratings of ‘extremely important’ are reported by respondents who are unable to work (41%) and out of work and looking (38%). The lowest ratings are from those who are students (17%): self-employed (20%); and employed for wages (21%).

Council type
Respondents of urban development large/very large (27%) and urban fringe (26%) councils have the highest ‘extremely important’ ratings. Respondents of rural and remote (21%) and urban regional (22%) councils have the lowest ‘extremely important’ ratings.
A safe environment

58% of respondents feel that having a safe environment is extremely important, while 34% feel it to be very important.

Figure 53: Q8_14 A safe environment (n=2002)

Association highlights

A safe environment

Politics
Liberal/National (59%) and Labor (59%) voters are more likely to report higher extreme importance than Greens (54%) voters.

Knowledge of mayor’s name
Respondents who correctly (60%) name their mayor are more likely to have higher 'extremely important' ratings than those who do so incorrectly (53%).

Gender
Female (61%) respondents are more likely than male (54%) respondents to report higher extreme importance.

Age
Ratings of extreme importance generally fall with rising age: the highest is reported by 30–39 (64%) year olds, and the lowest by respondents aged 70 and over (47%).

Employment status
Homemakers (78%) and those who are unable to work (72%) report the highest extreme importance, compared with respondents who are out of work and looking (47%) and students (49%).

Working in government and NFP
Respondents working for the private sector (61%) are more likely than those working for the government/NFP sector (56%) to report higher extreme importance.

Family type
Couples with children (62%) and one-parent families (62%) are more likely than couples with no children (57%) to report extreme importance. Respondents of lone-person households (45%) are least likely to report extreme importance.
Being close to my family

35% of respondents feel that being close to their family is extremely important, while 28% feel it to be very important.

Figure 54: Q8_15 Being close to my family (n=1987)

Association highlights

Being close to my family

Politics
Labor (39%) voters are most likely to report extreme importance, followed by Liberal/National (36%). Greens (28%) voters are less likely to report extreme importance.

Non–English speaking background
Ratings of ‘extremely important’ are higher amongst respondents who speak a language other than English (42%) compared with English-only (34%) speakers.

Education attainment
‘Extremely important’ ratings decrease as education qualifications increase. Certificate (38%); diploma/advanced diploma (40%); and school (41%) education holders are more likely to report higher extreme importance than those with bachelor (27%) and postgraduate (30%) degrees.

Employment status
Respondents who are unable to work (53%), homemakers (48%) and out of work but not currently looking (46%) have the highest ratings of ‘extremely important’. Those who are out of work and looking (29%) and students (29%) have the lowest.

Dwelling type
Respondents living in separate houses (36%) have the highest ratings of extremely important. Extremely important ratings are lower amongst those who live in a semi-detached or similar (26%) house; flats, units or apartments of 4 stories or more (27%); and flats, units or apartments of 3 stories or less (30%).

Family type
Couples with children (39%) report the highest extreme importance level, followed by one-parent families (35%) and couples with no children (34%). Respondents of group households (10%) and lone-person households (25%) report lower levels of extreme importance.

Length of time living in the local area
In general, ‘extremely important’ ratings rise with length of residency: less than 2 years (26%) compared with more than 10 years (36%).

Council type
Urban regional (41%); urban development large/very large (39%); and rural and remote councils (38%) have the highest ratings of extremely important. Respondents of urban capital cities (24%) and urban development small/medium (27%) have the lowest.
5.2 Relative level of importance of each instrumental dimension of place attachment

Figure 55: Relative level of importance of each instrumental dimension of place attachment

- Not at all important
- Slightly important
- Moderately important
- Very important
- Extremely important

<table>
<thead>
<tr>
<th>Dimension</th>
<th>Not at all important</th>
<th>Slightly important</th>
<th>Moderately important</th>
<th>Very important</th>
<th>Extremely important</th>
</tr>
</thead>
<tbody>
<tr>
<td>Being close to my family (n=1987)</td>
<td>6.6</td>
<td>8.6</td>
<td>22.5</td>
<td>27.6</td>
<td>34.7</td>
</tr>
<tr>
<td>Shops located close-by that are suitable to my needs (n=2002)</td>
<td>2.0</td>
<td>8.3</td>
<td>29.3</td>
<td>36.5</td>
<td>23.9</td>
</tr>
<tr>
<td>Levels of water, air and noise pollution (n=1995)</td>
<td>4.6</td>
<td>15.8</td>
<td>36.3</td>
<td>41.9</td>
<td></td>
</tr>
<tr>
<td>Being able to afford appropriate housing (n=1995)</td>
<td>3.4</td>
<td>3.7</td>
<td>14.8</td>
<td>38.3</td>
<td>39.8</td>
</tr>
<tr>
<td>Good quality roads and bridges (n=2003)</td>
<td>0.3</td>
<td>3.8</td>
<td>21.8</td>
<td>40.9</td>
<td>32.6</td>
</tr>
<tr>
<td>Convenient public transport (n=1998)</td>
<td>8.0</td>
<td>9.5</td>
<td>18.9</td>
<td>32.6</td>
<td>31.1</td>
</tr>
<tr>
<td>Availability of good home or aged care (n=1989)</td>
<td>8.8</td>
<td>13.2</td>
<td>20.5</td>
<td>30.2</td>
<td>27.3</td>
</tr>
<tr>
<td>A positive economic outlook (n=1979)</td>
<td>6.4</td>
<td>24.3</td>
<td>37.9</td>
<td>29.5</td>
<td></td>
</tr>
<tr>
<td>Job opportunities (n=1993)</td>
<td>13.8</td>
<td>8.9</td>
<td>18.8</td>
<td>29.8</td>
<td>28.8</td>
</tr>
<tr>
<td>A supportive and cohesive community (n=1995)</td>
<td>21.1</td>
<td>7.8</td>
<td>26.4</td>
<td>39.2</td>
<td>24.5</td>
</tr>
<tr>
<td>Availability of healthcare (n=2003)</td>
<td>2.5</td>
<td>11.1</td>
<td>37.8</td>
<td>48.2</td>
<td></td>
</tr>
<tr>
<td>Availability of good schools (n=1994)</td>
<td>12.6</td>
<td>6.8</td>
<td>12.1</td>
<td>32.7</td>
<td>35.7</td>
</tr>
<tr>
<td>Availability of appropriate public services (n=2000)</td>
<td>17.5</td>
<td>5.9</td>
<td>23.0</td>
<td>40.2</td>
<td>29.3</td>
</tr>
<tr>
<td>Recreational areas such as parks, walking tracks, open spaces (n=2004)</td>
<td>17.4</td>
<td>4.6</td>
<td>18.6</td>
<td>39.6</td>
<td>35.5</td>
</tr>
</tbody>
</table>
5.3 Level of satisfaction with each individual dimension of instrumental place attachment

Associations between the questions relating to level of satisfaction with each dimension of instrumental place attachment and council type (according to the Australian local government classification system) are reported.

*Question 9 of the survey asked:*

Thinking about the local area in which you are currently living, are you satisfied or dissatisfied with the provision of each of the following?

**Recreational areas such as parks, walking tracks, open spaces**

57% of respondents are very satisfied with the existing recreational areas in their local area, while 30% are moderately satisfied.

*Figure 56: Q9_1 Recreational areas such as parks, walking tracks, open spaces (n=1992)*

<table>
<thead>
<tr>
<th>Level of Satisfaction</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very dissatisfied</td>
<td>1.4</td>
</tr>
<tr>
<td>Moderately dissatisfied</td>
<td>1.9</td>
</tr>
<tr>
<td>Slightly dissatisfied</td>
<td>2.2</td>
</tr>
<tr>
<td>Slightly satisfied</td>
<td>7.6</td>
</tr>
<tr>
<td>Moderately satisfied</td>
<td>30.2</td>
</tr>
<tr>
<td>Very satisfied</td>
<td>56.7</td>
</tr>
</tbody>
</table>

**Council type**

Respondents of urban development small/medium (65%) and large/very large (63%) have the highest ‘very satisfied’ levels. ‘Very satisfied’ levels are lowest amongst rural and remote (51%) and urban capital city (51%) councils.
Availability of appropriate public services

27% of respondents are very satisfied with the availability of appropriate public services in their local area, while 46% are moderately satisfied.

Figure 57: Q9_2 Availability of appropriate public services (n=1965)

Council type

Respondents from urban development small/medium (35%) and large/very large (33%) local government areas have the highest levels of being ‘very satisfied.’ Respondents of rural and remote (18%) and urban regional (20%) councils have the lowest.

Availability of good schools

46% of respondents are very satisfied with the availability of good schools in their local area, while 35% are moderately satisfied. A large number of respondents (173 or 8.6%) chose not answer this question (n=1833), suggesting that they thought this item not applicable to their circumstances.

Figure 58: Q9_3 Availability of good schools (n=1833)
Availability of healthcare

42% of respondents are very satisfied with the availability of healthcare in their local area, while 37% are moderately satisfied.

Figure 59: Q9_4 Availability of healthcare (n=1988)

Council type

Reports of being 'very satisfied' are highest for respondents in urban development small/medium (51%) and large/very large (46%) councils. They are lowest for those in rural and remote (36%) and urban regional (39%) councils.

A supportive and cohesive community

34% of respondents are very satisfied with the existing level of community support and cohesion in their local area, while 42% are moderately satisfied.

Figure 60: Q9_5 A supportive and cohesive community (n=1949)

Council type

Respondents from urban development large/very large (39%) and small/medium (37%) are most likely to be very satisfied, while those in rural and remote (32%) and urban regional (33%) are least likely to be so.
**Job opportunities**

15% of respondents are very satisfied with the availability of job opportunities in their local area, while 32% are moderately satisfied. A large proportion of respondents (273 or 13.6%) did not answer this question, suggesting that this topic is not relevant to their personal circumstance or they do not have enough information to answer.

**Figure 61: Q9_6 Job opportunities (n=1793)**

**Council type**

The highest ratings of ‘very satisfied’ are reported by respondents of urban capital city (21%) and urban development small/medium (21%) councils. Respondents in urban regional (9%) and urban fringe (11%) report the lowest.

**A positive economic outlook**

21% of respondents are very satisfied with the positive economic outlook in their local area, while 43% are moderately satisfied.

**Figure 62: Q9_7 A positive economic outlook (n=1912)**

**Council type**

Reports of being ‘very satisfied’ are highest for respondents of urban development large/very large (30%) and small/medium (27%) councils, and lowest for those of rural and remote (16%) and urban fringe (17%) councils.
Availability of good home care or aged care
26% of respondents are very satisfied with the availability of good home care or aged care in their local area, while 42% are moderately satisfied.

Figure 63: Q9_8 Availability of good home or aged care (n=1912)

Convenient public transport
33% of respondents are very satisfied with the availability of convenient public transport in their local area, while 30% are moderately satisfied. However, 12% of respondents are very dissatisfied with the availability of convenient public transport in their local area.

Figure 64: Q9_9 Convenient public transport (n=1941)

Council type
Respondents living in urban capital cities (49%) and small/medium urban developments (51%) are more likely to report being ‘very satisfied’ compared with people living in urban regional (19%) areas or rural and remote areas (17%).
Good quality roads and bridges
32% of respondents are very satisfied with the availability of good quality roads and bridges in their local area, and 39% are moderately satisfied.

Figure 65: Q9_10 Good quality roads and bridges (n=1995)

Council type
Respondents living in urban capital cities (32%) and small/medium urban developments (46%) are more likely to report being ‘very satisfied’ compared with people living in rural and remote areas (21%).

Being able to afford appropriate housing
28% of respondents are very satisfied with being able to afford appropriate housing in their local area, while 35% are moderately satisfied. 9% of respondents are very dissatisfied with being able to afford appropriate housing in their local area. A relatively large proportion of respondents (78 or 3.9%) did not answer this question suggesting that availability of affordable housing is not a concern of theirs or something about which they do not have enough knowledge to answer.

Figure 66: Q9_11 Being able to afford appropriate housing (n=1929)

Council type
Respondents living in rural and remote areas (32%), the urban fringe (30%) and urban regional areas (29%) are more likely to report being ‘very satisfied’ compared with people living in urban capital cities (24%) or small/medium urban developments (24%).
Levels of water, air and noise pollution
44% of respondents are very satisfied with the levels of water, air and noise pollution in their local area, while 37% are moderately satisfied.

Figure 67: Q9_12 Levels of water, air and noise pollution (n=1980)

Council type
Respondents living in rural and remote areas (47%) and large/very large urban developments (49%) are more likely to report being ‘very satisfied’ compared with people living in urban capital cities (33%).

Shops located close-by that are suitable to my needs
54% of respondents are very satisfied with having shops located close by that are suitable to their needs in their local area, while 32% are moderately satisfied.

Figure 68: Q9_13 Shops located close–by that are suitable to my needs (n=1993)

Council type
Respondents living in urban capital cities (61%), small/medium urban developments (62%) and large/very large urban developments (63%) are more likely to report being ‘very satisfied’ compared with people living in urban regional (48%), urban fringe (56%) and rural and remote areas (40%).
A safe environment
50% of respondents are very satisfied with the safety of their local area, while 35% are moderately satisfied.

Figure 69: Q9_14 A safe environment (n=1995)

Being close to my family
53% of respondents are very satisfied with the closeness of their family, while 27% are moderately satisfied. A relatively large proportion of respondents (97 or 4.8%) did not answer this question, which suggests that being close to family is not a relevant concern for them.

Figure 70: Q9_15 Being close to my family (n=1909)
5.4 Relative level of satisfaction with each dimension of instrumental place attachment

Figure 7.1: Relative levels of satisfaction with each dimension of instrumental place attachment

- Recreational areas such as parks, walking tracks, open spaces (n=1992)
- Availability of appropriate public services (n=1965)
- Availability of good schools (n=1833)
- Availability of healthcare (n=1988)
- A supportive and cohesive community (n=1949)
- Job opportunities (n=1733)
- A positive economic outlook (n=1912)
- Availability of good home or aged care (n=1676)
- Convenient public transport (n=1941)
- Good quality roads and bridges (n=1995)
- Being able to afford appropriate housing (n=1980)
- Levels of water, air and noise pollution (n=1980)
- Shops located close-by that are suitable to my needs (n=1993)
- A safe environment (n=1995)
- Being close to my family (n=1909)

Note: The diagram shows the percentage of respondents expressing different levels of satisfaction for each dimension.
5.5 Importance and satisfaction

In order to provide context and meaning to the satisfaction ratings given by respondents, only the answers given by people who valued each factor as extremely important are given in

Figure 72: Satisfaction with dimensions of instrumental place attachment for respondents who rated their importance as 'extremely important'
6 Local government

6.1.1 Level of government best able to make decisions about the local area

*Question 10: Thinking about where you live, which level of government is best able to make decisions about your local area?*

*Figure 73: Q10 Thinking about where you live, which level of government is best able to make decisions about your local area? (n=2006)*

6.1.2 Knowledge questions

*Question 11: What is the name of your local council/shire?*

*Figure 74: Q11 What is the name of your local Council/Shire? (n=2006)*
Question 12: What is the name of the mayor/president of your local council/shire?

Figure 75: Q12 What is the name of the mayor/president of your local council/shire? (n=2006)
6.1.3 Importance of tasks being done by local government

Question 13: How important it is to you that local government does each of these things

Water, sewage, stormwater, drainage

Figure 76: Q13_1 Water, sewage, stormwater, drainage (n=1995)

Association highlights

Water, sewage, stormwater, drainage

Politics
‘Extremely important’ ratings are more likely in Liberal/National Party (46%) voters or the Greens Party (45%) voters compared with Labor (39%) voters.

Age
‘Extremely important’ ratings rise between the ages of 18–59 (37%–49%) and then decrease for people between the ages of 60–70 and older (41%–44%).

Employment status
People who are out of work but not currently looking (67%) have the highest rating of extreme importance while students (28%) have the lowest.

Council type
People living in rural and remote (50%) councils are more likely to rate extreme importance compared with those living in urban capital cities (43%) or small/medium (37%) to large/very large (36%) urban developments.

State
‘Extremely important’ ratings are more likely in respondents living in New South Wales (50%) compared with Queensland (42%), Victoria (41%) or Western Australia (37%).
Roads and bridges

Figure 77: Q13_2 Roads and bridges (n=1993)

### Association highlights

**Roads and bridges**

**Politics**

'Extremely important' ratings are less likely in people who vote for the Greens Party (20%) compared with 29% community-wide.

**Gender**

Women (31%) are more likely than men (26%) to rate roads and bridges as 'extremely important'.

**Age**

Ratings of 'extremely important' rise between the ages of 18-59 (20%-36%) and then decrease for people aged 60-70 and older (32%-29%).

**Employment status**

Students (14%) are less likely to rate roads and bridges as being 'extremely important' compared with the general community (29%).

**Council type**

People living in rural and remote (33%) and urban regional (35%) councils are more likely to rate extremely importance compared with urban capital cities (23%) or small/medium (19%) urban developments.

**State**

'Extremely important' ratings are more likely in respondents living in New South Wales (33%) compared Western Australia (19%).
**Parks**

Figure 78: Q13_3 Parks (n=1997)

### Association highlights

#### Parks

#### Politics
Ratings of extreme importance are higher among **Greens Party** (37%) voters compared with **Labor** (30%) or the **Liberal/National** (28%) voters.

#### Age
Ratings of extreme importance are more likely among people aged **30–39** (35%) when compared with the **general community** (29%).

#### Non-English speaking background
Ratings of extreme importance are more likely among **English only speakers** (30%) compared with those who speak another language other than English (20%).

#### Education attainment
As education levels rise, ratings of extreme importance also increase (26% for **school level education** compared with 36% for **postgraduate degree** holders).

#### Household income
Ratings of extreme importance are more likely in the income brackets of **$50,000–$59,999** (37%) and **$80,000–$89,999** (40%).

#### Dwelling type
People who live in **separate houses** (30%) are more likely to rate extreme importance compared with **apartment dwellers** (21%–24%).

#### Family type
Non–family group households (20%) are less likely to report extreme importance when compared with the **general community** (28%).
Footpaths
Figure 79: Q13_4 Footpaths (n=2000)

Association highlights

Footpaths

Politics
Ratings of extreme importance are higher among people who identify with the Liberal/National Party (33%) compared with the Greens Party (27%).

Gender
Women (34%) are more likely than men (27%) to rate footpaths as ‘extremely important’.

Age
In general, ratings of extreme importance increase with respondents’ age (24% for 18–29 year olds compared with 34% for people 70 and older).

Education attainment
Respondents with bachelor degree qualifications (23%) are less likely to report extreme importance compared with the general community (30%).

Employment status
People who are retired (36%), homemakers (36%) and self-employed (35%) are more likely to rate extreme importance compared with students (15%).

Housing tenure
Ratings of extreme importance are higher among people who mortgage or own (31%) their home compared with renters (25%).

Length of time living in local area
People who have lived in their local area for less than 2 years (33%) are more likely than people who have lived in their local area for more than 2 and less than 5 years (27%) to rate footpaths as being extremely important.

Council type
People living in the urban fringe (34%) are more likely to have rate extreme importance compared with people in urban capital cities (26%) and rural and remote areas (27%).
Association highlights

**Cycleways**

**Community participation**
Ratings of extreme importance are higher among people who have *actively participated in their community in the past year* (22%) compared with those who have not (17%).

**Politics**
Ratings of extremely importance are less likely among Liberal/National Party (15%) voters compared with voters for the Labor (21%) or Greens (28%) Party.

**Knowledge of mayor’s name**
Respondents who *correctly name their local mayor* (22%) are more likely to report extreme importance than those who *did not know* (16%) the local mayor’s name.

**Age**
Ratings of extreme importance are less likely for those aged *70 and older* (15%) compared with the general community (19%).

**Employment status**
Homemakers (25%) and *people who are out of work and looking* (24%) are more likely to report extreme importance compared with *students* (11%) and *people out of work but not currently looking* (13%).

**Dwelling type**
People living in a *separate house* (20%) are more likely to report extreme importance compared with people living in an *apartment with 3 stories or less* (14%).

**Family type**
Ratings of extreme importance are more likely among *group households* (36%) compared with the general community (19%).

**Council type**
People living in an *urban capital city* (26%) are more likely to rate extreme importance compared with people in *rural or remote areas* (15%).

**State**
Ratings of extreme importance are more likely among people living in *Western Australia* (24%) compared with people living in *New South Wales* (16%) or *Victoria* (18%).
Land use planning and development applications

Figure 81: Q13_6 Land use planning and development applications (n = 1975)

Association highlights

Land use planning and development applications

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community participation</td>
<td>Ratings of extreme importance are higher among people who have actively participated in their community in the past year (34%) compared with those who have not (27%).</td>
</tr>
<tr>
<td>Knowledge of mayor’s name</td>
<td>Respondents who correctly name their local mayor (34%) are more likely to report extreme importance than those who did not know (27%) the local Mayor’s name.</td>
</tr>
<tr>
<td>Age</td>
<td>Ratings of extreme importance increase between ages 18–49 (21%–34%) then plateau until they decrease for people aged 70 and older (28%).</td>
</tr>
<tr>
<td>Education attainment</td>
<td>In general, as education attainment increases, ratings of extreme importance also rise (27% for school education level compared with 38% for postgraduate degree).</td>
</tr>
<tr>
<td>Employment status</td>
<td>Students (16%) are less likely to report extreme importance compared with the general community (30%).</td>
</tr>
<tr>
<td>Working in government or non-profit</td>
<td>People working in government or a non-profit (34%) are more likely to report extreme importance compared with people who don’t work in those areas (29%).</td>
</tr>
<tr>
<td>Dwelling type</td>
<td>Ratings of extreme importance are more likely among people who mortgage or own their own home (32%) compared with renters (25%).</td>
</tr>
<tr>
<td>Family type</td>
<td>Lone person (25%) and group households (25%) are less likely to report extreme importance compared with the general community (30%).</td>
</tr>
<tr>
<td>Council type</td>
<td>People living in an urban capital city (34%), urban regional (34%) and urban fringe (33%) areas are more likely to report extreme importance compared with people living in small/medium urban developments (27%), large/very large urban developments (28%) and rural and remote areas (27%).</td>
</tr>
</tbody>
</table>
Street cleaning and waste management

Figure 82: Q13_7 Street cleaning and waste management (n=2001)

Association highlights

Street cleaning and waste management

Politics
Ratings of extreme importance are higher among Greens Party (44%) voters compared with voters who identify with the Liberal/National (39%) or Labor (39%) party.

Knowledge of mayor’s name
Respondents who correctly name their local mayor (42%) are more likely to report extreme importance than those who did not know (36%) the local mayor’s name.

Age
Ratings of extreme importance are more likely for people ages 50–59 (45%) and 60–69 (45%) compared with younger people 18–29 (31%).

Non-English speaking background
People who speak only English at home (40%) are more likely than those who also speak another language (30%) to report extreme importance.

Employment status
Students (30%) are less likely to report extreme importance compared with people who are out of work but not currently looking for work (48%) and people who are unable to work (58%).

State
People living in Victoria (36%) and Queensland (34%) are less likely to report extreme importance compared with people living in New South Wales (43%) and Western Australia (40%).
Health and environmental management

Figure 83: Q13_8 Health and environmental management (n=1991)

Please see the following page for association highlights.
Association highlights

Health and environmental management

| Politics | Ratings of extreme importance are higher among Greens Party (45%) voters compared with voters who identify with the Liberal/National (31%) or Labor (36%) party. |
| Gender | Women (39%) are more likely than men (32%) to report extreme importance. |
| Age | People aged 70 and older (29%) are less likely to rate extreme importance when compared with the general population (35%). |
| Education attainment | Ratings of extreme importance are more likely for those with school education (38%) and vocational qualifications (41% for diploma/advanced diploma level) compared with people with University qualifications (29% for bachelor degree; 34% for postgraduate degree). |
| Household income | Ratings of extreme importance rise as income rises; peak for earners between $90,000--$99,999 (51%); then fall (22% for $150,000--$199,000 and 31% for $300,000 or more). |
| Employment status | People who are out of work but not currently looking (52%); out of work and looking for work (49%); homemakers (45%); and unable to work (45%) are more likely to report extreme importance when compared with students (28%). |
| Working in government or non-profit | Ratings of extreme importance are higher in people who work for government or a non-profit organisation (38%) compared with people who do not work in those areas (31%). |
| Dwelling type | Renters (41%) are more likely than people with mortgage homes (34%) to report extreme importance. |
| Family type | Non-family group households (44%) and one parent families (43%) are more likely to report extreme importance when compared with the community (35%). |
| Council type | People living in urban capital cities (32%) or small/medium urban developments (30%) are less likely to report extreme importance compared with people living in urban regional (39%) or rural and remote areas (39%). |
Child care

Figure 84: Q13_9 Child care (n=1974)

Association highlights

Child care

Politics
Ratings of extreme importance are higher among Labor Party (25%) voters and people change from election to election (25%) compared with Liberal/National voters (18%).

Gender
Women (25%) are more likely than men (18%) to report extreme importance.

Non-English speaking background
People with a non–English speaking background (30%) are more likely to report extreme importance compared with those who speak English only (21%).

Employment status
Ratings of extreme importance are highest among homemakers (34%) and people who are unable to work (31%).

Family type
Ratings of extreme importance are highest among one parent families (28%) and couples with children (24%) compared with group households (13%) and lone person households (16%).

State
People living in Victoria (26%) and New South Wales (24%) are more likely to report extreme importance compared with people in Western Australia (15%) and Queensland (19%).
## Aged care

### Figure 85: Q13_10 Aged Care (n=1976)

<table>
<thead>
<tr>
<th>Importance Level</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely important</td>
<td>25.3%</td>
</tr>
<tr>
<td>Very important</td>
<td>32.0%</td>
</tr>
<tr>
<td>Moderately important</td>
<td>22.9%</td>
</tr>
<tr>
<td>Slightly important</td>
<td>12.4%</td>
</tr>
<tr>
<td>Not at all important</td>
<td>7.4%</td>
</tr>
</tbody>
</table>

### Association highlights

#### Aged care

**Politics**
- Ratings of extreme importance are higher among Liberal/National Party (27%) voters and Labor Party (26%) voters compared with Greens Party (19%) voters.

**Gender**
- Women (30%) are more likely than men (21%) to report extreme importance.

**Age**
- As age increases, levels of extreme importance also rise (18% for 18–29 year olds; 29% for 50–59 year olds; 40% for people 70 and older).

**Education attainment**
- In general, as education attainment increases, levels of extreme importance decrease (33% for school education levels, 28% for diplomas/advanced diploma compared with 16% for bachelor degree level and 18% for postgraduate degree level).

**Household income**
- In general, as household income rises levels of extreme importance decrease (41% for $10,000–$19,999; 26% for $70,000–$79,999; 8% for $300,000 or more).

**Employment status**
- Ratings of extreme importance are highest among people unable to work (50%) and people who are retired (38%) compared with students (12%); people employed for wages (21%); or self-employed (21%).

**Dwelling type**
- Ratings of extreme importance are more likely among people living in an apartment or flat (33% for apartments 4 stories or more) compared with 26% for people living in a separate house).

**Council type**
- People living in an urban capital city (13%) are less likely to report extreme importance than people living in urban regional (29%), urban fringe (29%) or rural and remote areas (28%).

**State**
- People living in New South Wales (28%) and Victoria (27%) are more likely to report extreme importance compared with people in Western Australia (22%) and Queensland (21%).
Emergency and disaster management

Figure 86: Q13_11 Emergency and disaster management (n=1991)

Association highlights

Emergency and disaster management

Gender
Women (47%) are more likely than men (35%) to report extreme importance.

Education attainment
In general, as education attainment increases, extreme importance decreases (44% for school education levels and 41% for diplomas/advanced diploma compared with 35% for bachelor degree level and 36% for postgraduate degree level).

Employment status
Ratings of extreme importance are highest among respondents who are unable to work (55%) and homemakers (54%) compared with students (28%).

Family type
Ratings of extreme importance are highest among group households (47%) compared with the general community (41%).

Council type
People living in urban capital cities (36%) are less likely to report extreme importance compared to people living in the urban fringe (48%), urban regional (44%) and rural and remote areas (44%).
**Libraries**

**Figure 87: Q13_12 Libraries (n=1997)**

<table>
<thead>
<tr>
<th>Importance Level</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely important</td>
<td>27.2</td>
</tr>
<tr>
<td>Very important</td>
<td>39.2</td>
</tr>
<tr>
<td>Moderately important</td>
<td>24.1</td>
</tr>
<tr>
<td>Slightly important</td>
<td>6.9</td>
</tr>
<tr>
<td>Not at all important</td>
<td>2.7</td>
</tr>
</tbody>
</table>

**Association highlights**

**Libraries**

**Politics**
Greens (37%) voters report the highest levels of extremely important, followed by respondents whose votes change from election to election (30%). Liberal/National (24%) and Labor (26%) voters report lowest levels.

**Knowledge of mayor’s name**
Respondents who name their mayor correctly (31%) are more likely to report extreme importance than those who do not know (23%) or do so incorrectly (24%).

**Gender**
‘Extremely important’ ratings are higher amongst female (31%) respondents compared with male (23%) respondents.

**Age**
Extreme importance increase with age: 18–29 (22%) year olds vs. respondents aged 70 and over (30%).

**Employment status**
Respondents who are unable to work (34%); homemakers (34%); and self-employed (32%) have the highest ratings of extreme importance. Those who are students (19%) and out of work and not currently looking (21%) have the lowest.

**Dwelling type**
Overall, ‘extremely important’ ratings increase between respondents living in separate houses (28%); flats, units or apartments of 3 stories and less (30%); and flats, units or apartments of 4 stories or more (38%). Ratings are lowest for respondents living in semi-detached and similar houses (18%).
Sporting and recreation facilities

Figure 88: Q13_13 Sporting and recreation facilities (n=1999)

- Extremely important: 23.0%
- Very important: 40.5%
- Moderately important: 27.4%
- Slightly important: 6.4%
- Not at all important: 2.7%

Please see the following page for association highlights
Association highlights

Sporting and recreation facilities

**Community participation**
Respondents who have actively participated (27%) in community clubs, services and groups are more likely to report extreme importance than those who had not participated (19%).

**Politics**
Ratings of ‘extremely important’ are higher amongst Labor (26%) voters; respondents whose votes change from election to election (24%); and Liberal/National (23%) voters. Greens (19%) voters have the lowest ratings.

**Knowledge of mayor’s name**
Respondents who incorrectly (29%) name their mayor are more likely to report extreme importance (compared with 23% state wide).

**Age**
‘Extremely important’ ratings rise from 18–29 (16%); peak at 50–59 (27%) years of age; and then fall once more between 60 and 70 years and over (21%).

**Employment status**
‘Extremely important’ ratings are highest amongst respondents who are unable to work (31%) and homemakers (29%). They are lowest amongst students (14%) and respondents who are out of work and looking (17%).

**Housing tenure**
Respondents whose homes are mortgaged or owned outright (25%) are more likely to report extreme importance than respondents who are renting (16%).

**Dwelling type**
Respondents who live in separate houses (24%) are more likely to have higher ‘extremely important’ ratings than those who live in semi-detached or similar houses (13%); flats, units or apartments of 3 stories or less (16%); and flats, units or apartments of 4 stories or more (18%).

**Family type**
Couples with children (26%); one-parent families (24%); and couples with no children (22%) are more likely to report extreme importance than respondents of non-family group (15%) and lone-person households (18%).

**Length of time living in the local area**
‘Extremely important’ ratings rise with length of residency. Respondents whose residencies are more than 10 years (24%) report higher levels than those whose residencies are less than 2 years (18%) in length.

**Council type**
Respondents of urban regional (26%) councils are most likely to report extreme importance while those in urban capital cities (19%) are least likely to do so.
Arts and culture

Figure 89: Q13_14 Arts and culture (n=1992)

Association highlights

Politics
Greens (23%) voters have the highest ‘extremely important’ ratings. Labor (13%) and Liberal/National (10%) voters have the lowest.

Employment status
Respondents who are unable to work (29%); out of work but not currently looking (24%); and out of work and looking (23%) report higher ‘extremely important’ ratings than respondents who are students (10%); employed for wages; (11%) and self-employed (12%).

Working in government and NFP
Respondents who work for government and/or the not-for-profit sector (14%) are more likely to report extreme importance than those who work for the private sector (9%).

Family type
Respondents of one-parent families (24%) have the highest ‘extremely important’ ratings, compared with families of couples with children (11%); couples with no children (12%); and lone-person households (15%).

Length of time living in the local area
Respondents whose residency is less than 2 years (23%) in length are more likely to report extreme importance compared with all other respondents (13% nationwide).
Economic development

Figure 90: Q13_15 Economic development (n=1971)

### Association highlights

**Economic development**

- **Politics**
  - Respondents whose votes change from election to election (28%) are most likely to have higher ‘extremely important’ ratings, followed by Liberal/National (24%) and Labor (22%) voters. Greens (13%) voters have the lowest ‘extremely important’ ratings.

- **Age**
  - Ratings of ‘extremely important’ are higher amongst respondents of 50–59 (29%) years than all other respondents (22% community wide).

- **Non–English speaking background**
  - Respondents who speak a language other than English (29%) are more likely than those who are English–only (22%) speakers to report extreme importance.

- **Education attainment**
  - Extreme importance is higher amongst school (25%); diploma/advanced diploma (25%); and certificate (24%) level holders compared with bachelor (18%) and postgraduate (19%) degree holders.

- **Employment status**
  - Respondents who are unable to work (24%); self–employed (24%); and homemakers (24%) have the highest ratings of ‘extremely important’ compared with those who are students (14%) and out of work but not currently looking (17%).

- **Family type**
  - Households of non–family groups (29%) and couples with no children (23%) have the highest ‘extremely important’ ratings, followed by couples with children (23%) and one–parent families (20%). Respondents of lone–person households (16%) have the lowest ratings.

- **Council type**
  - Respondents of urban regional (27%); rural and remote (24%); and urban fringe (23%) councils are more likely to report extreme importance than those of urban capital cities (16%); urban development small/medium (19%); and urban development large/very large (20%) councils.
Youth services

Figure 91: Q13_16 Youth services (n=1976)

<table>
<thead>
<tr>
<th>Importance</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely important</td>
<td>25.1</td>
</tr>
<tr>
<td>Very important</td>
<td>37.2</td>
</tr>
<tr>
<td>Moderately important</td>
<td>24.1</td>
</tr>
<tr>
<td>Slightly important</td>
<td>8.8</td>
</tr>
<tr>
<td>Not at all important</td>
<td>4.8</td>
</tr>
</tbody>
</table>

Association highlights

Youth services

Age
Extreme importance is highest amongst respondents aged 40–49 (29%), and lowest amongst respondents aged 70 and over (19%) and 18–29 (21%).

Education attainment
Diploma/advanced diploma (31%); certificate (27%); and school education (27%) level holders are more likely to report extreme importance than postgraduate (20%) and bachelor (20%) degree holders.

Employment status
Respondents who are unable to work (47%) report the highest rating of extreme importance, followed by those who are out of work but not currently looking (42%) and homemakers (36%). Students (13%), followed by retired (21%) respondents, report the lowest ratings.

Family type
Respondents of one-parent families (33%) have the highest ‘extremely important’ level, followed by non-family group households (29%); couples with children (27%); and couples with no children (24%). Respondents of lone-person households (19%) have the lowest level.

Council type
Respondents of urban fringe (30%); rural and remote (27%); and urban regional (27%) councils have higher ratings of extreme importance, compared with those of urban capital city (21%); urban development small/medium (21%); and urban development large/very large (23%) councils.
Community development

Figure 92: Q13_17 Community development (n=1979)

### Association highlights

**Community development**

**Politics**
Greens (34%) voters report the highest extreme importance compared with Labor (25%) and Liberal/National (26%) voters.

**Age**
Extreme importance increases from 18–29 (25%) to peak at 40–49 (29%) years of age. Then ratings decrease, with the lowest rating reported by respondents aged 70 and over (19%).

**Employment status**
Respondents who are out of work and looking (39%); out of work but not currently looking (33%); and homemakers (29%) report the highest levels of extreme importance. Respondents who are students (20%); retired (22%); and self-employed (24%) report the lowest levels of extreme importance.

**Family type**
Households of non-family groups (33%); couples with children (28%); and one-parent families (28%) are more likely to have higher ‘extremely important’ ratings compared with lone-person households (21%) and couples with no children (24%).

**Council type**
Respondents of urban fringe (29%) councils report the highest extreme importance, followed by respondents in rural and remote (28%) and urban regional (27%) councils. Those in urban development large/very large (22%) councils report the lowest, followed by urban development small/medium (22%) and urban capital city (23%) councils.
Planning for the future

Figure 93: Q13_18 Planning for the future (n=1979)

![Bar chart showing importance levels and percentages.]

Assessment Highlights

Planning for the future

**Community participation**
Respondents who had **actively participated** (44%) are more likely to report extreme importance than those who had **not participated** (36%) in community services, clubs or groups.

**Knowledge of mayor's name**
Respondents who name their mayor **correctly** (43%) are more likely to have 'extremely important' ratings than those who name their mayor **incorrectly** (35%).

**Age**
Extreme importance generally increases from respondents aged **18–29** (38%) to **50–59** (44%) years. Levels then decrease again, with the lowest reported by respondents aged **70 and over** (35%).

**Employment status**
Ratings of 'extremely important' are highest for respondents who are **out of work and looking** (57%), followed by those who are **unable to work** (48%) and **homemakers** (44%). Respondents who are **students** (31%); **out of work but not currently looking** (38%); and **retired** (38%) have the lowest ratings.

**Family type**
Respondents whose families consist of **one parent** (46%) report the highest extreme importance, followed by families of **couples with no children** (41%) and **couples with children** (40%). Respondents of **lone-person households** (36%) report lower levels.

**Council type**
'Extremely important' ratings are highest amongst respondents of **urban regional** (46%) and **rural and remote** (40%) councils, and lowest amongst those of **urban development large/very large** (35%) councils.
Promoting the benefits of the local area

**Figure 94: Q13_19 Promoting the benefits of the local area (n=1992)**

<table>
<thead>
<tr>
<th>Importance Level</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely important</td>
<td>23.5</td>
</tr>
<tr>
<td>Very important</td>
<td>33.7</td>
</tr>
<tr>
<td>Moderately important</td>
<td>27.0</td>
</tr>
<tr>
<td>Slightly important</td>
<td>12.4</td>
</tr>
<tr>
<td>Not at all important</td>
<td>3.4</td>
</tr>
</tbody>
</table>

**Association highlights**

*Promoting the benefits of the local area*

**Politics**
Respondents whose votes change from election to election (28%) report the highest ‘extremely important’ ratings, followed by Liberal/National (25%) and Labor (23%) voters. Greens (15%) voters have the lowest ‘extremely important’ ratings.

**Age**
Extreme importance increases between 18–29 (19%) and 50–59 (31%) year old respondents. It then decreases again for respondents who are 70 years and over (18%).

**Education attainment**
Extreme importance is higher for respondents with diploma/advanced diploma (31%); certificate (28%); and school-level (23%) qualifications. It is lowest for bachelor (18%) and postgraduate (18%) degree holders.

**Employment status**
Respondents who are out of work and looking (36%); unable to work (33%); and homemakers (31%) have the highest ‘extremely important’ ratings. Those who are out of work but not currently looking (16%) and students (16%) have the lowest.

**Family type**
Respondents whose families consist of one parent (32%) report the highest extreme importance. Families of couples with no children (25%) and couples with children (23%) have lower levels, with respondents of lone-person households reporting the lowest (20%).

**Council type**
Extreme importance is highest amongst respondents of rural and remote (29%) and urban regional (29%) councils. It is lowest amongst respondents of urban capital city (16%) councils.
6.1.4 Relative level of importance of each task being done by local government

Figure 95: Relative importance of each task being done by local government

<table>
<thead>
<tr>
<th>Task</th>
<th>Percentage</th>
<th>Not at all important</th>
<th>Slightly important</th>
<th>Moderately important</th>
<th>Very important</th>
<th>Extremely important</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water, sewage, stormwater, drainage (n=1995)</td>
<td>23.3%</td>
<td>12.1%</td>
<td>39.0%</td>
<td>42.9%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Street cleaning and waste management (n=2001)</td>
<td>33.9%</td>
<td>14.5%</td>
<td>42.0%</td>
<td>38.8%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Planning for the future (n=1997)</td>
<td>33.9%</td>
<td>14.6%</td>
<td>40.6%</td>
<td>39.6%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emergency and disaster management (n=1991)</td>
<td>33.6%</td>
<td>14.3%</td>
<td>34.9%</td>
<td>40.9%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Health and environmental management (n=1991)</td>
<td>28.4%</td>
<td>18.1%</td>
<td>39.1%</td>
<td>35.3%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Parks (n=1997)</td>
<td>14.3%</td>
<td>20.6%</td>
<td>45.4%</td>
<td>28.6%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Footpaths (n=2000)</td>
<td>18.8%</td>
<td>21.1%</td>
<td>41.3%</td>
<td>30.1%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Roads and bridges (n=1993)</td>
<td>31.6%</td>
<td>20.1%</td>
<td>42.1%</td>
<td>28.6%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Land use planning and development applications (n=1975)</td>
<td>38.6%</td>
<td>21.0%</td>
<td>38.5%</td>
<td>30.3%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Libraries (n=1997)</td>
<td>27.6%</td>
<td>24.1%</td>
<td>39.2%</td>
<td>27.2%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Community development (n=1979)</td>
<td>23.5%</td>
<td>26.3%</td>
<td>39.9%</td>
<td>25.7%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sporting and recreation facilities (n=1999)</td>
<td>27.6%</td>
<td>27.4%</td>
<td>40.5%</td>
<td>23.0%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Youth services (n=1976)</td>
<td>48.8%</td>
<td>8.8%</td>
<td>24.1%</td>
<td>37.2%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Economic development (n=1971)</td>
<td>42.8%</td>
<td>8.8%</td>
<td>27.3%</td>
<td>37.4%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Aged Care (n=1976)</td>
<td>74.4%</td>
<td>12.4%</td>
<td>22.9%</td>
<td>32.0%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Promoting the benefits of the local area (n=1992)</td>
<td>34.4%</td>
<td>12.4%</td>
<td>27.0%</td>
<td>33.7%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Child Care (n=1974)</td>
<td>13.0%</td>
<td>11.7%</td>
<td>22.0%</td>
<td>31.8%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cycleways (n=1989)</td>
<td>9.1%</td>
<td>12.8%</td>
<td>28.2%</td>
<td>30.8%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Arts and culture (n=1992)</td>
<td>7.7%</td>
<td>17.7%</td>
<td>36.1%</td>
<td>25.4%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
6.1.5 Amalgamation

Question 15: Imagine that your local government is to be merged or amalgamated with another to form a new local government area. For each of the questions below, tell me if the amalgamation would make each of the following things much better, better, no different, worse or much worse?

How my interests are represented by councillors

Figure 96: Q15_1 How my interests are represented by councillors (n=2006)

<table>
<thead>
<tr>
<th></th>
<th>Don’t know</th>
<th>Much worse</th>
<th>Worse</th>
<th>No different</th>
<th>Better</th>
<th>Much better</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percent</td>
<td>8.5</td>
<td>13.7</td>
<td>34.0</td>
<td>34.6</td>
<td></td>
<td>1.3</td>
</tr>
</tbody>
</table>

Association highlights

How my interests are represented by councillors

Politics
People who would normally vote for or most identify with the Greens are more likely to think representation will get worse or much worse (58% compared to 52% community-wide).

Non–English speaking background
People who speak a language other than English at home are more likely than those who speak only English to think that representation will get better or much better (20% compared with 9% of English speakers).

Council type
Respondents living in rural and remote councils are more likely to believe representation will be much worse after amalgamation (21% compared to 15% nationwide). However residents of large/very large urban councils are less likely to do so (9%).

Employment status
Homemakers (9%) and students (6%) are less likely to think that representation will get much worse compared to self-employed (22%) or the general community (15%).

Dwelling type
People living in a separate house are more likely that those who live in a flat, unit or apartment (4 stories or more) to think representation will get much worse (16% compared to 3%).

State
People living in Western Australia (7%) and Queensland (8%) are less likely to think representation will get better or much better compared to those living in New South Wales (13%) and Victoria (10%).
My feeling of belonging to the local area

Figure 97: Q15_2 My feeling of belonging to the local area (n=2006)

Association highlights

Community participation
People who have participated in their local community in the last 12 months are more likely, compared to those who haven’t, to think that amalgamation will make their feeling of belonging to the local area worse or much worse (33% compared to 30%).

Politics
People who would normally vote for or most identify with the political party the Greens are more likely to think their feeling of belonging to the local area will get much worse (11% compared with 8% community-wide).

Knowledge of mayor’s name
Respondents who could correctly answer the name of their local mayor are more likely than those who didn’t know the name to think their feeling of belonging will get worse or much worse (34% compared with 28%).

Non-English speaking background
People who speak a language other than English at home are more likely than those who don’t to think that their feeling of belonging will get better or much better (20% compared with 6% of English speakers).

Educational attainment
People with a post-graduate degree level qualification more likely to think their feeling of belonging to the local area will get worse or much worse after amalgamation (37% compared with 32% nationwide).

Council type
Respondents living in rural and remote councils are more likely to think their feeling of belonging will be much worse after amalgamation (12% compared to 8% nation-wide).

Employment status
People out of work and looking for work (19%) and students (19%) are less likely to think feelings of belong to the local area will get much worse compared with the general community (32%).

Length of time living in the local area
Concerns that feelings of belonging will get worse or much worse are higher among people who have lived in the area 10 years or more compared with those who have lived in the area for less than two years (35% compared with 16%).
The way services are delivered

Figure 98: Q15.3 The way services are delivered (n=2006)

Association highlights

Knowledge of mayor’s name
Respondents who could correctly answer the name of their local mayor are more likely than those who don’t know the name to think the way services are delivered will get worse or much worse (46% compared with 35%).

Age
People aged 70 and over are more likely than those aged 18–29 years old to think the way services will be delivered after amalgamation will get worse or much worse (42% compared with 29%).

Non–English speaking background
People who speak a language other than English at home are more likely than those who don’t to think that services will be delivered better or much better (37% compared with 20%).

Housing tenure
Respondents who have a mortgage or own their dwelling outright are more likely than renters to think the way services are delivered will get worse or much worse (42% compared with 27%).

Dwelling type
People living in a separate house (41%) are more likely that those who live in a flat, unit or apartment of 4 stories or more (32%) or in a semi-detached house (27%) to think service delivery will get worse or much worse.

Family type
Belief that the way services are delivered will get better or much better is more likely among people in one parent families than lone person households (32% compared with 15%)

Council type
Respondents living in rural and remote councils are more likely to believe service delivery will be worse or much worse after amalgamation (47% compared to 40% nationwide).
**The cost to me for local services**  
*Figure 99: Q15_4 The cost to me for local services (n=2006)*

<table>
<thead>
<tr>
<th>Perception</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Don’t know</td>
<td>12.0</td>
</tr>
<tr>
<td>Much worse</td>
<td>9.9</td>
</tr>
<tr>
<td>Worse</td>
<td>25.2</td>
</tr>
<tr>
<td>No different</td>
<td>33.7</td>
</tr>
<tr>
<td>Better</td>
<td>17.5</td>
</tr>
<tr>
<td>Much better</td>
<td>1.8</td>
</tr>
</tbody>
</table>

**Association highlights**

*The cost to me of local services*

**Knowledge of mayor’s name**  
Respondents who can name their mayor are more likely to think the cost of services would be worse or much worse (46%) compared with those who don’t know the mayor’s name (34%).

**Gender**  
Men are more likely than women to think that the cost to them of local services will get better or much better (25% compared with 18%).

**Age**  
There is an inverse relationship between age and how respondents think amalgamation will impact on the cost of local services to them. Those aged 70 and over are more likely than those aged 18–29 to think things will get worse or much worse (49% compared with 25%).

**Non–English speaking background**  
Respondents from a non–English speaking background are more likely to think the cost to them of services will get better or much better (30% compared with 21% of those from an English speaking background).

**Family type**  
People living as part of a couple with children (26%) are more likely than a lone parent (13%) or person living alone (14%) think the cost of local services will be better or much better after amalgamation.

**Length of time living in the local area**  
People who have lived less than two years in the local area are more likely to think the cost of local services to them will get better or much better (29% compared to 22% community–wide).

**Council type**  
People living in urban regional (17%) and rural and remote local government areas (19%) are less likely to think that the cost of local services will get better or much better compared with those in urban development local government areas (26%).
### Association highlights

#### The cost of council rates

<table>
<thead>
<tr>
<th>Response</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Don’t know</td>
<td>14.5</td>
</tr>
<tr>
<td>Much worse</td>
<td>12.4</td>
</tr>
<tr>
<td>Worse</td>
<td>30.6</td>
</tr>
<tr>
<td>No different</td>
<td>24.9</td>
</tr>
<tr>
<td>Better</td>
<td>15.4</td>
</tr>
<tr>
<td>Much better</td>
<td>2.2</td>
</tr>
</tbody>
</table>

#### Gender

Male respondents are more likely than females to think the cost of council rates will get better or much better (25% compared to 16%).

#### Age

As people get older they are less likely to think that the cost of council rates will improve with amalgamation, with 12% of respondents aged 70 and over thinking the cost of council rates will get better or much better compared to 33% of those aged 18–29.

#### Non–English speaking background

People who speak a language other than English at home are more likely that those who don’t to think that the cost of council rates will get better or much better (29% compared with 20% of English only speakers).

#### Education

People with a higher level of education are less likely to think that the cost of council rates will get worse or much worse (52% of those with school education compared with 41% of those with a post-graduate degree).

#### Employment status

Students are more likely to think that the cost of council rates will get better or much better after amalgamation (38% compared to 20% of the overall population).

#### Dwelling type

People who live in a flat, unit or apartment (4 stories or more) are much more likely to think the cost of council rates will be worse or much worse (70% compared with 50% community-wide).

#### Council type

People in urban regional (56%) and rural and remote (57%) councils are more likely to think the cost of council rates will get worse or much worse compared with those in urban development small/medium (49%) and large/very large (46%) councils.
My sense of local community

Figure 101: Q15_6 My sense of local community (n=2006)

<table>
<thead>
<tr>
<th>Response</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Don't know</td>
<td>4.7</td>
</tr>
<tr>
<td>Much worse</td>
<td>8.1</td>
</tr>
<tr>
<td>Worse</td>
<td>25.9</td>
</tr>
<tr>
<td>No different</td>
<td>54.3</td>
</tr>
<tr>
<td>Better</td>
<td>6.3</td>
</tr>
<tr>
<td>Much better</td>
<td>0.7</td>
</tr>
</tbody>
</table>

**Association highlights**

*My sense of local community*

**Community participation**
People *actively involved in the community* are more likely than those who are not to think their sense of local community will get worse or much worse after amalgamation (38% compared with 34% of those *not actively involved*).

**Age**
As people get older they are more likely to think their sense of local community will get worse, with 42% of those *aged over 70* compared to 26% of those *aged 18–28* thinking it will get worse or much worse.

**Non–English speaking background**
People who *speak a language other than English at home* are more likely to think that their sense of local community will get better or much better (19% compared with 6% of those who *speak English at home*).

**Employment status**
People who *are unemployed* are less likely to think their sense of local community will get worse or much worse (21% compared to 36% community-wide) and more likely to believe amalgamation will make no difference (67% compared to 57% community-wide).

**Housing tenure**
Those living in a dwelling that *is mortgaged or owned outright* are more likely than those who are *renting* to think their sense of local community will get worse or much worse (37% compared with 29%).

**Length of time living in the local area**
People who have lived for *more than 10 years in the area* are more likely to think their sense of community will get worse or much worse compared to those who have lived in the area *for less than 2 years* (39% compared with 31%).
6.1.6 Relative perception of impact of amalgamation on respondents

The impact of amalgamation that respondents are most concerned about is on how their interests are represented by councillors. Over half (52%) think that representation of their interests will get worse or much worse. A similar proportion (50%) is concerned that the cost of council rates will be worse or much worse. By contrast, between a half and two thirds of respondents believe that their sense of local community and their feeling of belonging to the local area will be no different after amalgamation. Respondents were most positive about the impact of amalgamation on the cost of council rates, the cost to them of local services and the way services are delivered, with approximately 20% thinking that these things will get better or much better.

Figure 102: Q15 Relative perception of impact of amalgamation (excluding don’t know responses)

Please note that the numbers in this figure will not match those in Section 6.1.5, as don’t know responses have been excluded from this comparative figure.
7 The respondents

7.1 Community participation and values

7.1.1 Community participation

Question 1: In the past 12 months, have you been actively involved in any service club or sporting, social, welfare, emergency services or recreation group in your community? Yes/No

Figure 103: Q1 Community participation (n=2006)

- Yes (n=963) 48.0%
- No (n=1030) 51.3%
- Don't know (n=14) 0.7%

7.1.2 Community members

Question 2: Thinking about your local area, which of the following people are part of your community?

Figure 104: Q2 Thinking about your local area, which of the following people are part of your community (n=2006)

- Students: 83.8% Yes, 13.5% No, 2.7% Don't know
- Renters: 86.5% Yes, 10.5% No, 3.0% Don't know
- People who work in the...: 89.3% Yes, 8.4% No, 2.2% Don't know
- Ratepayers: 95.6% Yes, 2.1% No, 2.3% Don't know
7.1.3 Important things in life

*Question 4: How important is each of the following in your life?*

**Family**

*Figure 105: Q4 How important is each of the following in your life? Family (n=2002)*

- Extremely important: 70.1%
- Very important: 23.2%
- Moderately important: 5.1%
- Slightly important: 1.9%
- Not at all important: 0.6%

**Friends**

*Figure 106: Q4 How important is each of the following in your life? Friends (n=2006)*

- Extremely important: 40.2%
- Very important: 40.4%
- Moderately important: 15.8%
- Slightly important: 2.9%
- Not at all important: 0.7%

**Leisure time**

*Figure 107: Q4 How important is each of the following in your life? Leisure time (n=2005)*

- Extremely important: 27.4%
- Very important: 39.6%
- Moderately important: 27.4%
- Slightly important: 4.4%
- Not at all important: 1.1%
Politics
Figure 108: Q4 How important is each of the following in your life? Politics (n=1991)

- Extremely important: 9.4%
- Very important: 19.4%
- Moderately important: 40.7%
- Slightly important: 19.9%
- Not at all important: 10.6%

Work
Figure 109: Q4 How important is each of the following in your life? Work (n=1998)

- Extremely important: 22.7%
- Very important: 34.8%
- Moderately important: 23.8%
- Slightly important: 13.1%
- Not at all important: 5.6%

Religion
Figure 110: Q4 How important is each of the following in your life? Religion (n=1994)

- Extremely important: 8.7%
- Very important: 10.8%
- Moderately important: 18.0%
- Slightly important: 17.3%
- Not at all important: 45.1%
Study
Figure 111: Q4 How important is each of the following in your life? Study (n=2001)

Relative Importance of each thing in life
Figure 112: Q4 How important is each of the following in your life? Relative importance ordered from most to least important
7.1.4 Political orientation

Question 5: What political party do you normally vote for, or most identify with?

Figure 113: Q5 What political party do you normally vote for, or most identify with? (n=2006)
7.1.5 Freedom of choice and control

Question 10: Some people feel they have completely free choice and control over their lives, while other people feel that what they do has no real effect on what happens to them. On a scale of 1 to 10, where 1 means “no choice at all” and 10 means “a great deal of choice”, how much freedom of choice and control do you have over the way your life turns out?

Figure 114: Q10 Freedom of choice and control (n=1991)
8 Profile of the respondents

8.1 Demographics

8.1.1 Gender
- 51% of respondents (n=1026) were female
- 49% of respondents (n=981) were male

8.1.2 Age

Question 16: In what year were you born

Responses to the question on age were coded to 5 categories. A discussion of the post-stratification weighting applied to the data can be found in Appendix C.

Unweighted ages
Figure 115: Q16 In what year were you born? Unweighted ages (n=2006)

Post-stratification weighted ages (used in univariate and bivariate analysis)
Figure 116: Q16 In what year were you born? (n=2006) NB: Coded to categories and weighted to general population
8.1.3 Non-English speaking background (NESB)

Question 17: Do you speak a language other than English at home?

Figure 117: Q17 Do you speak a language other than English at home? (n=2006)

<table>
<thead>
<tr>
<th>Yes – specify</th>
<th>No, English only</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.7%</td>
<td>91.3%</td>
</tr>
</tbody>
</table>

8.1.4 Educational qualifications

Question 18: What is the highest level of educational qualification you have completed?

Figure 118: Q18 What is the highest level of educational qualification you have completed? (n=2006)
### 8.1.5 Income

**Question 19:** What is the total combined income of everyone in your household, before tax and other deductions? Please include income from all sources including wages, investments and government pensions and benefits.

**Figure 119: Q19 What is the total combined income of everyone in your household, before tax and other deductions? (n=2006)**

<table>
<thead>
<tr>
<th>Income Range</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refused</td>
<td>10.7%</td>
</tr>
<tr>
<td>Don't know</td>
<td>2.6%</td>
</tr>
<tr>
<td>$300,000 or more</td>
<td>11.8%</td>
</tr>
<tr>
<td>$200,000 to $299,000</td>
<td>5.0%</td>
</tr>
<tr>
<td>$150,000 to $199,000</td>
<td>7.9%</td>
</tr>
<tr>
<td>$100,000 to $149,999</td>
<td>16.8%</td>
</tr>
<tr>
<td>$90,000 to $99,999</td>
<td>5.2%</td>
</tr>
<tr>
<td>$80,000 to $89,999</td>
<td>5.4%</td>
</tr>
<tr>
<td>$70,000 to $79,999</td>
<td>5.5%</td>
</tr>
<tr>
<td>$60,000 to $69,999</td>
<td>4.4%</td>
</tr>
<tr>
<td>$50,000 to $59,999</td>
<td>5.6%</td>
</tr>
<tr>
<td>$40,000 to $49,999</td>
<td>3.8%</td>
</tr>
<tr>
<td>$30,000 to $39,999</td>
<td>4.5%</td>
</tr>
<tr>
<td>$20,000 to $29,999</td>
<td>6.0%</td>
</tr>
<tr>
<td>$10,000 to $19,999</td>
<td>3.9%</td>
</tr>
<tr>
<td>Less than $10,000</td>
<td>0.8%</td>
</tr>
</tbody>
</table>
8.1.6 Employment status

*Question 20: What is your employment status; are you currently ...*

*Figure 120: Q20 What is your employment status? (n=2006)*

8.1.7 Employment in government or not-for-profit areas

*Question 21: Are you currently working for the government, a public institution or a non-profit organisation?*

*Figure 121: Q21 Are you currently working for the government, a public institution or a non-profit organisation? (n=2006)*
8.1.8 Housing tenure

*Question 22: Is the dwelling in which you live...*

*Figure 122: Q22 Is the dwelling in which you live (n=2006)*

8.1.9 Dwelling type

*Question 23: What best describes the household in which you live?*

*Figure 123: Q23 What best describes the household in which you live? (n=2006)*
8.1.10 Household - type

Question 24: What best describes the household in which you live?

Figure 124: Q24 What best describes the household in which you live? (n=2006)

8.1.11 Length of residency in local area

Question 25: How long have you lived in your local area?

Figure 125: Q25 How long have you lived in your local area? (n=2006)
8.1.12 Australian classification of local government

Quotas were established so that six different types of local government classifications would be represented in the respondent sample in adequate numbers to enable comparisons between their responses to questions in the survey. The local government categories are based on the Australian Classifications of Local Government. A guide to this classification system can be found in Appendix E.

Figure 126: Respondents by their local government classifications

<table>
<thead>
<tr>
<th>Local Government Category</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rural and Remote</td>
<td>19.0</td>
</tr>
<tr>
<td>Urban Fringe</td>
<td>20.0</td>
</tr>
<tr>
<td>Urban Regional</td>
<td>18.5</td>
</tr>
<tr>
<td>Urban Development Large/Very Large</td>
<td>11.9</td>
</tr>
<tr>
<td>Urban Development Small/Medium</td>
<td>19.5</td>
</tr>
<tr>
<td>Urban Capital City</td>
<td>11.1</td>
</tr>
</tbody>
</table>
9 Works cited


Appendix A Survey instrument
Q.1 In the past 12 months, have you been actively involved in any service club or sporting, social, welfare, emergency services or recreation group in your community? Yes/No

Q.2 Thinking about your local area, which of the following people are part of your community? Multiple answers possible
   a) Ratepayers
   b) Renters
   c) Students
   d) People who work in the area

Q.3 Thinking about the role of government in the provision of services to the community, do you agree or disagree with the following statements?

   *Strongly agree*
   *Moderately agree*
   *Slightly agree*
   *Slightly disagree*
   *Moderately disagree*
   *Strongly disagree*

   1. Communities need to work with experts and public servants to make good decisions about what services they need
   2. I want government to involve me in making decisions about what services are delivered in my local area
   3. Governments and communities should make decisions together about how services are delivered
   4. Government should only provide services where the private sector doesn’t
   5. The market should decide what services are delivered based on levels of demand
   6. The private sector delivers the best value services
   7. There is a role for government in providing any of the services the community needs
   8. There are some things like health care and education that governments should deliver
   9. My taxes should only pay for basic services
   10. I am prepared to pay more taxes to get a broader range of public services
   11. The people who work in government have enough knowledge to decide what services are needed in my area
   12. Service providers have the best knowledge about how services should be delivered
   13. People who are using a particular service will know best how much of that service is needed
   14. Communities know enough to make good decisions about what services they need
   15. Decisions about how services are delivered in my area should be made primarily on value for money
   16. I want governments to deliver services that contribute to a healthier and fairer society
   17. The government of my local area has enough ability to deliver services by itself
   18. There are some services that governments can provide at a higher quality than the private sector
   19. Government should be advocating for the needs of my local community
20. Government should focus on providing only basic services
21. Governments should use a mixture of public, private and not-for-profit organisations to deliver public services in my area
22. There are times when government exceeds my expectations
23. Governments should work with each other and other service providers to provide local services
24. Government delivers the best quality services
25. It is acceptable for services in one area to be delivered differently to services in another area

Q.4 How important is each of the following in your life
Not at all important; slightly important; moderately important; very important, extremely important
a. Family
b. Friends
c. Leisure time
d. Politics
e. Work
f. Religion
g. Study

Q.5 What political party do you normally vote for, or most identify with? [don’t read out list?]
a) Liberal
b) National
c) Labor
d) Greens
e) Other (please specify)
f) None – change from election to election

Q.6 Some people feel they have completely free choice and control over their lives, while other people feel that what they do has no real effect on what happens to them. On a scale of 1 to 10, where 1 means “no choice at all” and 10 means “a great deal of choice”, how much freedom of choice and control do you have over the way your life turns out?

Q.7. Thinking about the local area in which you live, do you agree or disagree with the following statements?

Strongly agree
Moderately agree
Slightly agree
Slightly disagree
Moderately disagree
Strongly disagree

1. There is something about the landscape around me that makes me feel good
2. It reflects the type of person I am
3. The area in which I live has the qualities I value
4. I feel part of the history of the place
5. I feel at home there
6. The area in which I live is full of important memories and stories
7. I feel connected locally to friends and neighbours
8. Living there makes me feel good about myself
9. I feel a cultural connection to the area

Q.8 Thinking about the local area in which you live, how important are each of the following to you?

Not at all important; slightly important; moderately important; very important, extremely important

1. Recreational areas such as parks, walking tracks, open spaces
2. Availability of appropriate public services
3. Availability of good schools
4. Availability of healthcare
5. A supportive and cohesive community
6. Job opportunities
7. A positive economic outlook
8. Availability of good home or aged care
9. Convenient public transport
10. Good quality roads and bridges
11. Being able to afford appropriate housing
12. Levels of water, air and noise pollution
13. Shops located close-by that are suitable to my needs
14. A safe environment
15. Being close to my family

Q.9 Thinking about the local area in which you are currently living, are you satisfied or dissatisfied with the provision of each of the following?

Strongly satisfied
Moderately satisfied
Slightly satisfied
Slightly dissatisfied
Moderately dissatisfied
Strongly dissatisfied

1. Recreational areas such as parks, walking tracks, open spaces
2. Availability of appropriate public services
3. Availability of good schools
4. Availability of healthcare
5. A supportive and cohesive community
6. Job opportunities
7. A positive economic outlook
8. Availability of good home or aged care
9. Convenient public transport
10. Good quality roads and bridges
11. Being able to afford appropriate housing
12. Levels of water, air and noise pollution
13. Shops located close-by that are suitable to my needs
14. A safe environment
15. Being close to family

Q.10 Thinking about where you live, which level of government is best able to make decisions about your local area
   a. Local government
   b. State government
   c. Federal government

Q.11 What is the name of your local council/shire?
   a. Correct
   b. Not completely wrong
   c. Wrong
   d. DK

Q.12 What is the name of the Mayor/President of your local Council/Shire? Open
   a) Correct
   b) Not completely wrong – good attempt, recognisable but not actually correct
   c) Wrong
   d) DK
   e) Abuse?

Q13. I'm going to read out a list of different things that local governments can do. How important it is to you that local government does each of these things.

Not at all important; slightly important; moderately important; very important, extremely important

   a. Water, sewage, stormwater, drainage
   b. Roads and bridges
   c. Parks
   d. Footpaths
   e. Cycleways
   f. Land use planning and development applications
   g. Street cleaning and waste management
   h. Health and environmental management
   i. Child Care
   j. Aged Care
   k. Emergency and disaster management
   l. Libraries
   m. Sporting and recreation facilities
   n. Arts and culture
   o. Economic development
   p. Youth services
   q. Community development
   r. Planning for the future
   s. Promoting the benefits of the local area

Q14. Thinking about the previous question, are there any things that your local area doesn't currently have, that you would like? Open

Q15. Imagine that your local government is to be merged or amalgamated with another to form a new local government area. For each of the following, tell me if the amalgamation would make each of the following things much better, better, no different, worse or much worse?

   a) How my interests are represented by councillors
   b) My feeling of belonging to the local area
   c) The way services are delivered
   d) The cost to me for local services
e) The cost of council rates
f) My sense of local community

Q7a. Are you male or female?
   a. Male
   b. Female

Q16. In what year were you born? Open

Q17. Do you speak a language other than English at home?
   a. No, English only
   b. Yes, Which? (Specify)

Q18. What is the highest level of educational qualification you have completed?
   a. School education level
   b. Certificate level
   c. Diploma and Advanced Diploma level
   d. Bachelor degree level
   e. Graduate Certificate and Graduate Diploma level
   f. Postgraduate Degree level

Q19. What is the total combined income of everyone in your household, before tax and other deductions? Please include income from all sources including wages, investments and government pensions and benefits.
   a. Less than $10,000
   b. $10,000 to $19,999
   c. $20,000 to $29,999
   d. $30,000 to $39,999
   e. $40,000 to $49,999
   f. $50,000 to $59,999
   g. $60,000 to $69,999
   h. $70,000 to $79,999
   i. $80,000 to $89,999
   j. $90,000 to $99,999
   k. $100,000 to $149,999
   l. $150,000 to $199,000
   m. $200,000 to $299,000
   n. $300,000 or more
   o. Refuse

Q20. Are you currently...
   a. Employed for wages
   b. Self-employed
   c. Out of work and looking for work
   d. Out of work but not currently looking for work
   e. A homemaker
   f. A student
   g. Retired
   h. Unable to work

If answered a, b, c above (working)

Q21. Are you currently working for the government, a public institution or a non-profit organisation?
   a. Yes
   b. No

Q22. Is the dwelling in which you live
   a. Mortgaged or owned outright
   b. Being rented
   c. Other

Q23. Is the dwelling in which you live a
   a. Separate house
   b. Semi-detached, row or terrace house, townhouse etc
   c. Flat, unit or apartment (3 stories or less)
d. Flat, unit or apartment (4 stories or more)

Q24. What best describes the household in which you live
a. Couple with no children
b. Couple with children
c. One parent family
d. Other type of family household
e. Lone person household
f. Group household (non-family)

c. What best describes the household in which you live?

Q25. How long have you lived in your local area
a. Less than 2 years
b. More than 2 and less than 5 years
c. More than 5 and less than 10 years
d. More than 10 years

The respondent’s LGA was noted (from list meta-data) and coded to the following council classifications:

1. Urban Capital City
2. Urban Development Small/Medium
3. Urban Development Large/Very Large
4. Urban Regional
5. Urban Fringe
6. Rural
Appendix B Table of evidence based on the literature review
Research literature summarised in the table below is categorised according to whether it reports on Australian studies (7 studies), international studies (5 studies), or studies focusing on specific aspects of local council activity, rather than local governments themselves (2 studies).

**Table 2: Table of evidence – studies which focus on exploring citizen attitudes towards local government**

<table>
<thead>
<tr>
<th>Author(s) and location</th>
<th>Objective(s)</th>
<th>Methodology</th>
<th>Key Findings</th>
<th>Implications</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Australian studies</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Elton Consulting (2010)</td>
<td>To review recent community surveys and polling on the role, expectations and performance of local government in Australia. The study was undertaken in order to provide advice to the Independent Local Government Review Panel in NSW.</td>
<td>Review of recent surveys and polling conducted on local government in Australia. The key questions in the Panel’s terms of reference are:</td>
<td>Many local governments in NSW conduct surveys of residents. These focus for the most part on community satisfaction with the services and facilities provided by the local government. In Queensland, Tasmania and Victoria, statewide surveys on services, facilities and other issues relating to councils are carried out on a regular basis by state governments or local government associations.</td>
<td>Drawing on all the surveys and polls reviewed for the study, the researchers put forward the following common themes that are investigated in local government surveys: service and infrastructure delivery e.g. waste, roads, libraries perceptions of financial sustainability local representation and decision making boundary changes.</td>
</tr>
<tr>
<td>Author(s) and location</td>
<td>Objective(s)</td>
<td>Methodology</td>
<td>Key Findings</td>
<td>Implications</td>
</tr>
<tr>
<td>------------------------</td>
<td>--------------</td>
<td>-------------</td>
<td>--------------</td>
<td>--------------</td>
</tr>
<tr>
<td>JWS Research (2012)</td>
<td>To assess the performance of Victorian local councils across a range of measures and to seek insight into ways to provide improved or more effective service delivery. For the 2012 study, significant changes were</td>
<td>Survey using computer assisted telephone interviewing (CATI) of a random probability sample of residents aged 18 and over. N=29,384 An Index Score (out of 100) is calculated.</td>
<td>Across Victoria, 61% of residents have had contact with their local government in the last 12 months. The Overall Performance Index Score was calculated as 60/100. The Inner Metropolitan group achieved the highest rating</td>
<td>The majority of residents state that there is room for improvement for their council. Rate rises versus service cuts results indicate that ratepayers expect councils to live within their current means. Since local governments</td>
</tr>
</tbody>
</table>

and community input into decision making by local councils for the services they provide?

- What are the community’s views of local council boundary changes?

South Australia.

to support the future needs of communities; perceived ability of local councils to deliver services and infrastructure efficiently and timeously; perceived ability of councils to deliver more locally specific services and infrastructure; willingness of communities to pay more for higher levels of service; the importance of local representation to communities; and gaining a clearer understanding of views relating to boundary changes.
<table>
<thead>
<tr>
<th>Author(s) and location</th>
<th>Objective(s)</th>
<th>Methodology</th>
<th>Key Findings</th>
<th>Implications</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>made to the methodology and content of the survey, making comparisons with prior studies difficult. The 2012 study can thus be considered a benchmark.</td>
<td>Councils were categorised as: - inner metropolitan - outer metropolitan - rural cities and regional centres - large rural shires - small rural shires</td>
<td>of 66, while the Large Rural Shires group rated the lowest, at 56. On Overall Performance, 18–34 year olds (rating 65), women aged 18–49 (62), women generally (61) and 65+ year olds all rated above average. Other core performance measures were: - 71/100 for Customer Service - 57/100 for Community Consultation and Engagement - 55/100 for Advocacy - 52/100 for Overall Council Direction. Council Direction was a particular issue of concern for many respondents. The Large and Small Rural Shires groups rated the lowest (48 and 50 respectively), while the Outer and Inner Metropolitan groups rated</td>
<td>score lower on their Overall Performance ratings on measures relating to Community Consultation and Engagement, Advocacy and Council Direction, these are indicative areas for improvement.</td>
</tr>
<tr>
<td>Author(s) and location</td>
<td>Objective(s)</td>
<td>Methodology</td>
<td>Key Findings</td>
<td>Implications</td>
</tr>
<tr>
<td>------------------------</td>
<td>--------------</td>
<td>-------------</td>
<td>--------------</td>
<td>--------------</td>
</tr>
<tr>
<td>Local Government Association of Queensland (LGAQ) (2011) Queensland</td>
<td>To explore community satisfaction with local government services in Queensland. The LGAQ has been conducting this study periodically since 1997.</td>
<td>Telephone surveys of a random cross-section of 700 households. The methodology looks at the importance of a function or service to the community (on a 5-point scale) and the perception of how well council is performing in each (also on a 5-point scale). This enables scores between 1 and 5 to be calculated for participants' ratings of the importance of, and council's performance in, each parameter. It also enables a calculation to be made of the 'gap' between the two. The parameters evaluated were: - basic services and infrastructure - community lifestyle services - managing the shire/city</td>
<td>The results for 2011 reveal that there has been a marginal increase in the perceived importance of each theme or parameter since 2009. Performance scores show a drop in satisfaction since 2005, 2007 and 2009. Basic services – no services rated below the 'important' score of 4 (mean of 4.49). Overall performance was rated as 'fair' (mean of 3.28) and no element achieved a rating above 4. The gap between importance and performance for Road Maintenance is 1.77 (1.29 in 2009), the highest recorded for any element across all themes and surveys. Community lifestyle – the mean score was above average (55 and 54 respectively).</td>
<td>The methodology provides a model for measuring community perceptions of the importance of a local government function and how well a council is performing each function. Since surveys occur periodically, comparisons are possible over time. Infrastructure services are seen by citizens as extremely important, but the perceived performance of these services declined in the 2011 survey. The manner in which local governments engage with their communities continues to receive a relatively low score, but the gap between perceived importance and perceived performance has increased in</td>
</tr>
<tr>
<td>Author(s) and location</td>
<td>Objective(s)</td>
<td>Methodology</td>
<td>Key Findings</td>
<td>Implications</td>
</tr>
<tr>
<td>------------------------</td>
<td>--------------</td>
<td>-------------</td>
<td>--------------</td>
<td>--------------</td>
</tr>
<tr>
<td></td>
<td>– customer service and communication – qualities of council (councillors, managers, outdoor workers, indoor staff)</td>
<td>4.14, with Community Safety highest in importance (4.41). Performance was rated as ‘fair’ (mean of 3.44). Managing the Shire/City – the mean score for the items was 4.37, with Financial Management (4.63) and Town Planning (4.53) the highest. Overall performance was ‘fair’ (mean of 3.10). Financial Management had a gap of 1.57. Customer service – ranked as important (mean of 4.37). Overall performance was ranked at a mean of 3.19, down from 3.55 in 2005. The gap was highest for Responding to the Community (1.66) and Consulting the Community (1.64). Qualities of council – the Quality of Elected Council was highest in</td>
<td>successive surveys. A significant drop has been measured in public satisfaction with Financial Management and Revenue-raising, which is an issue of concern. With 35% of respondents from amalgamated councils saying their council is performing worse than before, there is a need to build bridges with people in affected communities who opposed the changes.</td>
<td></td>
</tr>
<tr>
<td>Author(s) and Location</td>
<td>Objective(s)</td>
<td>Methodology</td>
<td>Key Findings</td>
<td>Implications</td>
</tr>
<tr>
<td>------------------------</td>
<td>--------------</td>
<td>-------------</td>
<td>--------------</td>
<td>--------------</td>
</tr>
<tr>
<td>Crime and Misconduct Commission, Queensland (2011) Queensland</td>
<td>To draw on the <em>Public Attitudes Survey</em> to summarise community responses to local governments and to identify trends over time. The focus of the analysis was: - experiences with local government employees - general perceptions of local government employees, including behaviour, integrity and misconduct - public opinion on, and confidence in, complaints processes.</td>
<td>Survey based on a representative sample of the Queensland public. N=1,529 (29% response rate, lower than in previous years). For the purposes of the study, Queensland was divided into five regions, with the breakdown of respondents as follows: Brisbane – 33% South–east – 17% South–west – 17% Central – 17% North – 17%</td>
<td>41% of respondents reported some contact with a local government employee at some stage in their life. Perceptions of local government employees are generally positive, and this is consistent with previous surveys. 87% of respondents believe that employees ‘behave well’ and 84% believe that employees are honest. Almost two–thirds of respondents who made a complaint (62%) were dissatisfied with how it was handled, which is an increase from the 2008 survey. Respondents are</td>
<td>Australians generally expect that encounters with government employees will be accessible, efficient and effective. The nature of an employee’s interactions with the public is clearly important in shaping public perceptions of local government employees. Public perceptions of complaints–processing systems could be improved by informing the public about the internal mechanisms that local governments have in place to prevent, detect and investigate misconduct; and by amending their</td>
</tr>
<tr>
<td>Author(s) and location</td>
<td>Objective(s)</td>
<td>Methodology</td>
<td>Key Findings</td>
<td>Implications</td>
</tr>
<tr>
<td>------------------------</td>
<td>--------------</td>
<td>-------------</td>
<td>--------------</td>
<td>--------------</td>
</tr>
<tr>
<td><strong>Myriad Research</strong> <em>(2011)</em></td>
<td>To obtain a valid measure of citizen satisfaction for a range of core</td>
<td>Telephone survey with a representative sample of</td>
<td>more likely to report dissatisfaction with a local government employee as a result of unfriendly, rude or arrogant manner, or employee’s lack of concern, care or interest. Most respondents (86%) believed there will always be some corruption in local government, and half the respondents (49%) believed that not enough is being done about corruption in local government. Consistent with previous surveys, two-thirds of respondents (64%) disagreed with the statement ‘There is no point reporting corruption in local government because nothing useful will be done about it.’</td>
<td>complaints-processing systems and protocols.</td>
</tr>
</tbody>
</table>

Myriad Research *(2011)*
<table>
<thead>
<tr>
<th>Author(s) and location</th>
<th>Objective(s)</th>
<th>Methodology</th>
<th>Key Findings</th>
<th>Implications</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Tasmania</strong> conducted on behalf of the Local government Association Tasmania (LGAT). The benchmark study was conducted in 2000.</td>
<td>council services, activities and programs, compare results with previous years’ findings, and identify broad areas for improvement.</td>
<td>randomly selected Tasmanian residents aged 18 and over (N=1,210). Residents were asked to rate their satisfaction with the level of service provided by their council in relation to each aspect on a 5-point scale. Respondents were classified at the geographical level as resident in a city council, other urban council or rural council; and also as to whether they were from the north, north-west or south of the state.</td>
<td>than in previous years. Satisfaction with overall performance is similar for the three regions of the state. The highest rankings in terms of resident satisfaction (all above 80% satisfied) were given to physical access to council buildings, customer service (staff courtesy, attitude and presentation), and household garbage collection. The lowest rankings (all below 40% satisfied) were for local roads (safety, maintenance), the consistency and appropriateness of planning and development processes, and resident involvement in local decision-making. Two in three respondents felt that it was important for local government to be recognised demonstrate a real interest in local government issues (90% of respondents indicated availability for follow-up contact). Local governments may need to pay more attention to the involvement of resident in local decision-making; planning/development; local roads; and the collection of household hazardous waste. Road maintenance was regarded as the main area for improvement and for priority over the next two years. There is an opportunity for councils to improve communication to local residents about the range of individual services provided. With the rural result well below the urban result for overall performance, this may be even more important for</td>
<td>demonstrate a real interest in local government issues (90% of respondents indicated availability for follow-up contact). Local governments may need to pay more attention to the involvement of resident in local decision-making; planning/development; local roads; and the collection of household hazardous waste. Road maintenance was regarded as the main area for improvement and for priority over the next two years. There is an opportunity for councils to improve communication to local residents about the range of individual services provided. With the rural result well below the urban result for overall performance, this may be even more important for</td>
</tr>
</tbody>
</table>
Gray and Brown (2008) Australia

To explore the relationship between public perceptions of regions, governance and the federal system in Australia

A national telephone survey was carried out (N=1,201) based on a stratified random sample process which involved a quota being set for each capital city and non-capital city area.

The survey was carried out by Newspoll during May 2008.

The interview schedule was designed following focus groups held in three locations in NSW.

Respondents' 'sense of belonging' to their local areas was 83.6%, less than that toward their state/territory (89.1%) or to Australia as a nation (94.6%).

The majority of respondents believed that democracy works very well (27.7%) or quite well (53.1%) in Australia. There was less support for the proposition that the federal system of government works well in Australia, with 23.7% saying it did not work very well and 6.5% saying it did not work well at all.

Satisfaction with

Although focused in large part of respondents' views on regional governance, this study some provides evidence that perceptions of Australians towards local government are less favourable then either the state/territory or national tiers of the federation.

Over half of the respondents perceive themselves as living in a region and a sense of belonging to a region is just as strong as their sense of belonging to locality.

in the Australian Constitution.

Close to 80% of respondents thought that it was important that the federal government should be able to directly fund local government.

rural councils.
<table>
<thead>
<tr>
<th>Author(s) and location</th>
<th>Objective(s)</th>
<th>Methodology</th>
<th>Key Findings</th>
<th>Implications</th>
</tr>
</thead>
</table>
| McGregor Tan Research (2006) South Australia | To investigate beliefs regarding the role of local services and local governments | The study was undertaken as part of the McGregor Tan Omnibus Survey. 
Five questions were asked of residents aged 18 and over in South Australia.  
N=403  
Participants rated on a 5-point scale (5 is strongly agree and 1 is strongly disagree) their level of agreement with a number of | each level of government was measured – more respondents (35.3%) rated the local level as being the least effective in doing its job.  
Almost half of the respondent would like to keep a three-tier system of government, and 12% would like a four-tiered system, with regional governments as well as state and local governments. | The findings show that more than half of the respondents believed that their local councils were the best placed tier of government to provide a number of services, including libraries, home care services for the elderly, the monitoring and policing of pollution, crime prevention or neighbourhood watch and |
<table>
<thead>
<tr>
<th>Author(s) and location</th>
<th>Objective(s)</th>
<th>Methodology</th>
<th>Key Findings</th>
<th>Implications</th>
</tr>
</thead>
<tbody>
<tr>
<td>International studies</td>
<td>To provide a snapshot of the relationship between attitudes towards local (municipal) government and key social outcomes across the world. The study, drawing upon data from the <em>Ipsos Global Advisor Survey</em>, looked at how satisfied people are with their local area and their local government, what drives this satisfaction, and statements relating to revenue and the provision of services.</td>
<td>high level of agreement (average rating of 4.2 out of 5) that state and federal governments should share more of their revenue with local councils. Two thirds (65%) of respondents were unable to name any council services that would be better provided by state or federal governments.</td>
<td>childcare services.</td>
<td></td>
</tr>
</tbody>
</table>

**Ipsos Social Research Institute (2010)**

International

The methodology is described as ‘municipal research’, which is a way of understanding citizens’ attitudes towards their local area, and ultimately a contribution towards improving their quality of life. The survey was conducted online in 22 countries, including Australia.

Satisfaction with ‘local areas as a place to live’ and with local government are closely related i.e. countries whose people have high satisfaction with their area tend to also have higher satisfaction with their local government. Establishing cause and effect is not possible. Together with the Netherlands and Canada, Australian respondents

The overall message from the research is that local authorities need to ask citizens what they want, and then tell them what they are doing to achieve it. Core aspects of public services, such as crime reduction, affordable housing, health care, clean streets and public transport are all important in making somewhere a good place to live.
<table>
<thead>
<tr>
<th>Author(s) and location</th>
<th>Objective(s)</th>
<th>Methodology</th>
<th>Key Findings</th>
<th>Implications</th>
</tr>
</thead>
</table>
|                        | what local services can do about it. | N= 22,000 Questions included:  
- Overall, how satisfied are you with your local area as a place in which to live?  
- Taking everything into account, how satisfied are you with the way your local council runs things?  
- What are the things that are important in making a place a good place to live?  
- What are the things that most need improving in your community? | showed the highest level of satisfaction with both their local areas and their local governments. Perceptions of quality of life are related to contextual factors that are not always in the direct control of local government and services. These include:  
- Within the total sample, there is little correlation between feeling able to influence decisions and satisfaction with local government, although Australia shows a correlation in this respect.  
- Satisfaction with local government rises as perceptions of corruption fall.  
- Residents in countries where there is a high level of perceived community cohesion, including clean, safe and strong communities, which create a | On the basis of the study, the researchers put forward a ‘model of municipal government reputation’. The model draws together drivers that service leaders can control, such as the value for money that a local authority offers, and those that they cannot, such as levels of deprivation or diversity within the area they serve. Understanding what drives satisfaction with local government can be categorised into six dimensions:  
- overall service quality  
- direct communication and engagement  
- perceived value for money and/or absence of corruption  
- clean, safe and strong communities, which create a |
<table>
<thead>
<tr>
<th>Author(s) and Location</th>
<th>Objective(s)</th>
<th>Methodology</th>
<th>Key Findings</th>
<th>Implications</th>
</tr>
</thead>
<tbody>
<tr>
<td>James (2010) United Kingdom (UK)</td>
<td>To evaluate the effects of information cues about local government performance on citizens’ perceptions and attitudes towards local government.</td>
<td>A field experiment and two laboratory experiments (which could be classified as randomised controlled trials) were conducted in Exeter, UK. Citizens were randomly allocated to groups that were given different cues about local government performance i.e. information cues about the overall relatively good or bad performance of an English local government unit relative to other local governments in England. Participants were</td>
<td>An information cue about relatively good performance raises citizens’ assessment of performance. Information about relatively bad performance lowers perceived performance. Information about relatively good performance raises satisfaction and information about relatively bad performance lowers satisfaction. There was insufficient evidence for the effects of information cues on citizens’ intentions to vote for the local</td>
<td>Information about the relative performance of local government matters to citizens. If contributes to them shifting their views about performance and influencing their satisfaction with local government services. Giving citizens a simple summary information cue is a low cost way of improving their knowledge and helping to inform their attitudes. Future research could assess the effects of different forms of performance information in</td>
</tr>
<tr>
<td>Author(s) and location</td>
<td>Objective(s)</td>
<td>Methodology</td>
<td>Key Findings</td>
<td>Implications</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Piotrowski &amp; van Ryzin (2008)</td>
<td>To investigate citizens’ demands for transparency at the local level.</td>
<td>Online survey conducted in 2005; participants were members of an online research resource created to provide a general population of volunteers to participate in surveys about local community issues and government performance (thus not a random population sample) N = 1,819 Transparency was analysed</td>
<td>Fiscal transparency – the more confidence individuals have in their local officials, the lower their demand for fiscal transparency. Health and safety – being female was the strongest determinant of the desire for health and safety information. Demand for transparency based on principle is motivated largely by general concerns or</td>
<td>Citizens’ desires for transparency at the local level can be measured and analysed on the basis of the following dimensions: – demand for fiscal transparency – health and safety information – principled transparency (disclosing information and operating in the open) – transparency around</td>
</tr>
</tbody>
</table>

then asked how they judged the performance of the local government compared with other local governments of the same type. incumbent, and thus direct effects on citizens’ intention to vote for the local incumbent were not evident. Instead, the results suggested that the cue about ‘good performance’ is more influential on the perceptions and satisfaction of citizens who already supported the incumbent.
<table>
<thead>
<tr>
<th>Author(s) and location</th>
<th>Objective(s)</th>
<th>Methodology</th>
<th>Key Findings</th>
<th>Implications</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Glaser &amp; Denhardt</strong>&lt;br&gt;(2000)&lt;br&gt;<strong>USA</strong></td>
<td>To assess local government performance through the eyes of citizens. The key aim was to better understand what drives citizen perceptions of local government performance.</td>
<td>Mailed survey to registered voters of a county in Florida. N= 1,800 (25% response rate) The analysis used a stepwise multiple regression model to produce a series of prioritised list of predictors of local government performance. This technique loads independent variables into the</td>
<td>The survey made a distinction between 'controllables', described as the variables that can be affected by local government itself (such as information flow) and 'non-controllables', that is the trends and events which are beyond the control of local government (such as broad social and economic concerns).</td>
<td>In general, the nature of public products makes citizen assessments difficult, and government performance is value-laden. Citizens who have negative views of federal or state government may characterise local government similarly. The most important element in defining citizen perception of local government performance.</td>
</tr>
<tr>
<td>Author(s) and location</td>
<td>Objective(s)</td>
<td>Methodology</td>
<td>Key Findings</td>
<td>Implications</td>
</tr>
<tr>
<td>------------------------</td>
<td>--------------</td>
<td>-------------</td>
<td>--------------</td>
<td>--------------</td>
</tr>
<tr>
<td></td>
<td></td>
<td>model based on the magnitude of their contributions to explaining variation in the dependent variable (how citizens feel about the performance of local government).</td>
<td>Responsiveness (interest in what citizens have to say and honouring citizen values) was found to be the most important contributor to citizen perceptions. This is a 'controllable' variable i.e. subject to the control of local government. With the exception of responsiveness, the most important drivers of citizen perceptions of local government are not easily controlled by government, namely quality of life, economic conditions, race relations and expected economic improvement of the area. Other 'controllable' items, such as the extent to which citizens believe media accurately present issues involving council and the frequency of contacting government performance is responsiveness, classified as a 'controllable' item. This suggests that in order to effectively improve the relationship with citizens, local government must honour citizen values by demonstrating that it listens to them and acts on what it hears. Many of the conditions that help to explain citizen perceptions of local government performance cannot be easily manipulated by local government, yet citizens may be prepared to hold local government responsible for quality of life issues, including economic and social concerns.</td>
<td>government performance is responsiveness, classified as a 'controllable' item. This suggests that in order to effectively improve the relationship with citizens, local government must honour citizen values by demonstrating that it listens to them and acts on what it hears. Many of the conditions that help to explain citizen perceptions of local government performance cannot be easily manipulated by local government, yet citizens may be prepared to hold local government responsible for quality of life issues, including economic and social concerns.</td>
</tr>
<tr>
<td>Author(s) and location</td>
<td>Objective(s)</td>
<td>Methodology</td>
<td>Key Findings</td>
<td>Implications</td>
</tr>
<tr>
<td>------------------------</td>
<td>--------------</td>
<td>-------------</td>
<td>--------------</td>
<td>--------------</td>
</tr>
<tr>
<td><strong>Donnelly, Wisniewski, Dalrymple, &amp; Curry (1995)</strong> UK</td>
<td>To explore the use of the SERVQUAL approach to measuring service quality in local government</td>
<td>The report is not based on empirical research, but on the application of a model which has been used to measure service quality in other areas. The SERVQUAL approach identifies five major dimensions on the basis of which customers evaluate service quality: - tangibles - reliability - responsiveness - assurance - empathy.</td>
<td>The researchers discussed the suitability of this model for research into local government. Early results of studies applying the SERVQUAL approach to public sector organisations in the UK indicate that managers frequently over-estimate customer expectations. An adequate understanding of customer expectations as well as their past experiences can allow managerial judgment to be exercised from a position of knowledge rather than guesswork in respect of managing public expectations and resources.</td>
<td>The SERVQUAL model can be used to investigate gaps in the process of service delivery in meeting customer expectations in respect of local government: - <strong>service quality gap</strong> – gap between customer expectations of the service and perceived service delivered - <strong>Understanding gap</strong> – gap between customer expectations and management perceptions of what these customer expectations are - <strong>Design gap</strong> – gap between management’s understanding of customer expectations and the design and specification of service quality - <strong>Delivery gap</strong> –</td>
</tr>
<tr>
<td>Author(s) and location</td>
<td>Objective(s)</td>
<td>Methodology</td>
<td>Key Findings</td>
<td>Implications</td>
</tr>
<tr>
<td>------------------------</td>
<td>--------------</td>
<td>-------------</td>
<td>--------------</td>
<td>--------------</td>
</tr>
<tr>
<td>MacLENNAN, KYPRI,</td>
<td>Within the context of New Zealand’s Local Government Act 2002, which states the purpose of local government as facilitating public decision-making and promoting community wellbeing, the study aimed to describe public sentiment towards alcohol and local government alcohol policies.</td>
<td>Cross-sectional survey of residents aged 18 years and over in a diverse set of New Zealand communities (3 rural towns, 3 provincial centres and 2 major metropolitan areas). N=1,372 (59% response rate) Use was made of a self-administered written questionnaire.</td>
<td>In six of the seven communities, the alcohol-related issue considered to be the biggest problem was youth drinking, followed by vandalism, dangerous driving and family violence. The majority of respondents in each area agreed that their local government had a major role to play in ensuring the health and wellbeing of the community and in promoting healthy lifestyles amongst</td>
<td>gap between specification of service quality and actual quality of service delivered - <strong>Communications gap</strong> - gap between what is actually delivered and what has been promised in terms of external communications such as media and customer contracts.</td>
</tr>
</tbody>
</table>

**Studies focusing on specific aspects of local government functions**

**MacLENNAN, KYPRI, Langley & Room (2012)**
**New Zealand**

Many residents in the areas surveyed believe that alcohol plays a major role in a range of problems in their communities and are not supportive of the prevailing liberal alcohol policies in New Zealand. Local governments would be acting in accordance with public opinion if they adopted strategies shown to be effective in reducing alcohol-related harm, such as...
<table>
<thead>
<tr>
<th>Author(s) and location</th>
<th>Objective(s)</th>
<th>Methodology</th>
<th>Key Findings</th>
<th>Implications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orr &amp; West (2007) USA</td>
<td>To examine whether public assessments about local police are linked more to people’s direct experience with crime and the police or whether such impressions are associated with more abstract attitudes about politics and law enforcement</td>
<td>Telephone survey of residents of Providence, Rhode Island aged 18 and older N=509 Statistical tests were carried out to test the relationship amongst variables. Symbolic attitudes were measured by indicators designed to measure broad and abstract</td>
<td>Three factors were significantly linked to police performance ratings – age (older people more positive); victims were more likely than non-victims to rate performance negatively; and individuals who held that the job of police was conflict resolution as opposed to law enforcement (more negative ratings).</td>
<td>Policing is not a local government function in Australia, but this study provides evidence that personal experience matters when it comes to concrete, salient and personal issues at the local level. Local government is the level of the public sector closest to the people and individuals at that level are the ones controlling outlet numbers and density. This would be aided by more enabling central government legislation, because currently by-laws are open to judicial challenge and could be enforced only by prosecution or seeking an injunction.</td>
</tr>
</tbody>
</table>
conceptions of belief systems:
- political party identification
- political ideology
- views on the strictness of police
- preferred role orientation for police officers (law enforcement or conflict resolution).

<table>
<thead>
<tr>
<th>Author(s) and location</th>
<th>Objective(s)</th>
<th>Methodology</th>
<th>Key Findings</th>
<th>Implications</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Personal experience mattered more than symbolic attitudes when it came to views about police courtesy and fairness. The more personal experience individuals had with crime, the more likely they were to say the police were not courteous or fair, and none of the symbolic attitudes affected their assessments of fairness and courtesy. Both personal experience and symbolic attitudes were important in regard to opinions about the seriousness of crime and assessments of overall police performance.</td>
<td>most likely to let their personal experiences affect their view of government. At the local level, there is less room for ideological game playing or public relations strategies involving general feelings about government. Officials will be held accountable based on how they deliver services to residents. This should be a pleasing result for democratic governance – public officials control the fate of the public opinion held towards them on the basis of the manner in which they provide citizens with good services.</td>
</tr>
</tbody>
</table>
Appendix C Methodology

The survey involved 2,006 computer aided telephone interviews with people aged 18 years and over from all states and territories of Australia (with the exception of the Australian Capital Territory which does not have a local government structure).

A gender quota was established in proportion to the Australian population. Age quotas were set to match the Australian population within six groups 18–29; 30–39; 40–49; 50–59; 60–69; and 70 and over). Additionally, quotas for the type of local government in which each respondent resides were set in order to allow for meaningful comparisons to be made, particularly between those living in regional and remote areas; regional urban areas; and the capital city/urban development areas. It is important to note that these quotas were based on local government type, not the proportion of the population resident in each local government category.

The survey results have been post–weighted by age and gender. Figures for the Australian population based on the 2011 Census were used.

<table>
<thead>
<tr>
<th>Gender</th>
<th>Unweighted n</th>
<th>Weighted n</th>
<th>Weighted %</th>
<th>NSW population 2011 %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>919</td>
<td>979</td>
<td>48.8</td>
<td>48.9</td>
</tr>
<tr>
<td>Female</td>
<td>1087</td>
<td>1026</td>
<td>51.2</td>
<td>51.1</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Age</th>
<th>Unweighted n</th>
<th>Weighted n</th>
<th>Weighted %</th>
<th>NSW population 2011 %</th>
</tr>
</thead>
<tbody>
<tr>
<td>18–29</td>
<td>156</td>
<td>429</td>
<td>21.4</td>
<td>21.4</td>
</tr>
<tr>
<td>30–39</td>
<td>284</td>
<td>361</td>
<td>18.0</td>
<td>18.0</td>
</tr>
<tr>
<td>40–49</td>
<td>363</td>
<td>370</td>
<td>18.5</td>
<td>18.5</td>
</tr>
<tr>
<td>50–59</td>
<td>457</td>
<td>333</td>
<td>16.6</td>
<td>16.6</td>
</tr>
<tr>
<td>60–69</td>
<td>380</td>
<td>258</td>
<td>12.9</td>
<td>12.9</td>
</tr>
<tr>
<td>70 +</td>
<td>366</td>
<td>254</td>
<td>12.7</td>
<td>12.7</td>
</tr>
</tbody>
</table>

The average interview length was 26.4 minutes (median length 24.2 minutes).
Appendix D Conceptual framework
Appendix E Australian classifications of local governments
<table>
<thead>
<tr>
<th>Step 1</th>
<th>Step 2</th>
<th>Step 3</th>
<th>Identifiers</th>
<th>Category</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>URBAN (U)</strong></td>
<td><strong>Capital City (CC)</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Population more than 20 000</td>
<td><strong>Metropolitan Developed (D)</strong></td>
<td>Small (S)</td>
<td>up to 30 000</td>
<td>UCC</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Medium (M)</td>
<td>30 001–70 000</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Large (L)</td>
<td>70 001–120 000</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Very Large (V)</td>
<td>more than 120 000</td>
<td></td>
</tr>
<tr>
<td>OR</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Population density more than 30 persons per sq km</td>
<td>Regional Towns/City (R)</td>
<td>Small (S)</td>
<td>up to 30 000</td>
<td>UDS</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Medium (M)</td>
<td>30 001–70 000</td>
<td>UDM</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Large (L)</td>
<td>70 001–120 000</td>
<td>UDL</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Very Large (V)</td>
<td>more than 120 000</td>
<td>UDV</td>
</tr>
<tr>
<td>OR</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>90 per cent or more of LGA population is urban</td>
<td>Fringe (F)</td>
<td>Small (S)</td>
<td>up to 30 000</td>
<td>UFS</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Medium (M)</td>
<td>30 001–70 000</td>
<td>UFM</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Large (L)</td>
<td>70 001–120 000</td>
<td>UFL</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Very Large (V)</td>
<td>more than 120 000</td>
<td>UFV</td>
</tr>
<tr>
<td><strong>RURAL (R)</strong></td>
<td><strong>Fringe (F)</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>An LGA with population less than 20 000</td>
<td>Significant Growth (SG)</td>
<td></td>
<td>Not applicable</td>
<td>RSG</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AND</td>
<td><strong>Agricultural (A)</strong></td>
<td>Small (S)</td>
<td>up to 2 000</td>
<td>RAS</td>
</tr>
<tr>
<td>Population density less than 30 persons per sq km</td>
<td></td>
<td>Medium (M)</td>
<td>2 001–5 000</td>
<td>RAM</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Large (L)</td>
<td>5 001–10 000</td>
<td>RAL</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Very Large (V)</td>
<td>10 001–20 000</td>
<td>RAV</td>
</tr>
<tr>
<td>AND</td>
<td><strong>Remote (T)</strong></td>
<td>Extra Small (X)</td>
<td>up to 400</td>
<td>RTX</td>
</tr>
<tr>
<td>Less than 90 per cent of LGA population is urban</td>
<td></td>
<td>Small (S)</td>
<td>401–1 000</td>
<td>RTS</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Medium (M)</td>
<td>1 001–3 000</td>
<td>RTM</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Large (L)</td>
<td>3 001–20 000</td>
<td>RTL</td>
</tr>
</tbody>
</table>
Join the conversation:
#WLGM
@acelg
@clgatuts

acelg.org.au
clg.uts.edu.au