The Future of Local Government Review

Tasmanian Residents State-wide Phone Survey Report

April 2023

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Document preparation

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The University of Newcastle acknowledges the traditional custodians of the lands within our footprint areas: Awabakal, Darkinjung, Biripai, Worimi, Wonnarua, and Eora Nations.

We also pay respect to the wisdom of our Elders past, present and emerging.

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1 Executive summary

In February 2023, we conducted a phone survey of 1,000 Tasmanians from all 29 council areas to better understand what people think about the future of councils. This is the largest survey ever conducted in Tasmania on this topic.

The people we spoke to were as diverse as the population of the state itself: from all genders, ages, backgrounds, stages of life, people living in the cities, the towns and in the country and from every local government area. We are confident that the people surveyed are representative of the population, and that these results accurately reflect the views of people from across the state.

The key findings from this survey include:

- More than half of the respondents felt that Tasmania had too many councils (57%). 14% of all respondents felt that either the population or the size of the state was too small to sustain that many councils. 31% felt that we have the right amount, and only 2% felt there were too few.
    - Opportunities for greater sharing of resources (12%), cost savings (12%), and reducing duplication (5%) were the most common reasons for reducing the number of councils.
    - For those who felt that there are the right amount or too few, the major identified issues were around the concern that fewer councils would not be able to meet distinct, local needs (8%) or provide adequate representation (3%).
- More than four out of five (82%) of people surveyed agreed that local councils in Tasmania should share more services across regions and state-wide, particularly when thinking about the needs of their family and community over the next 20 to 30 years. 9% disagreed, and 9% were unsure.
    - Cost sharing and/or cost reduction (17%), improved unity and cohesiveness (10%) and the better management of limited resources (9%) were the most frequently identified reasons for supporting shared services.
    - Those who did not support shared services were concerned that services would be distributed too thinly and that it would diminish local community self-reliance.
- State-wide, people were more likely to think things will get worse (47%) if there is no change in the local government sector over the coming decades. 14% will imagine things will get better.
    - The most frequently cited reason for supporting sector reform was concerns about the inefficiency of council facilities and/or services to manage change. Areas of potential future inefficiency for councils that were identified included: roads, traffic and transport infrastructure, environment and climate change issues, housing, development, crime management, healthcare access, waste management, communication and engagement with the community.
    - Other reasons for reform were: the capacity of current councils to be forward thinking or ‘evolve with the times’; issues relating to population changes in terms of growth and ageing; and structural impediments that limit council’s ability to respond to future issues.
- Infrastructure, including quality roads, was seen to be the major issue facing councils state-wide. Almost 60% of those surveyed listed infrastructure as one of their three top priorities. Affordable housing was significantly prioritised in cities, urban centres and towns, although less so for the smaller rural and remote councils. Affordable housing was the major issue for Tasmanians from 18 to 24 years old (72%) and from 25 to 34 years (68%).
- 80% agreed that they don’t mind which level of government provides services locally, as long as they are delivered well. 52% strongly agreed with this statement.

2 Background

The Tasmanian Government has commissioned the Local Government Board to undertake a Review into the future role, function, and design of local government in Tasmania. The Board has engaged the Institute for Regional Futures (IRF) through the Department of Premier and Cabinet to provide research and analytical support, including through the conduct of socio-economic research to inform the Review.

The objective of the Review is to create a more robust and capable system of local government that is ready for the challenges and opportunities of the future. The Board has been tasked to make recommendations on the future role, functions and design of local government and the structural, legislative and financial reforms required to meet this objective. In fulfilling this objective, the Board is to have regard to, among other matters:

- the future roles and functions that should be delivered by local government in Tasmania;
- the organisational features and capabilities necessary to enable local government to effectively and sustainably deliver its future roles and functions;
- the optimal future design for the Tasmanian local government sector to support the delivery of local government's proposed roles, functions, features and capabilities, individually and collectively, across representative and administrative roles and functions; and
- a practical transition plan for implementing the future design of local government in Tasmania, if required.

The Local Government Board engaged the IRF to conduct a state-wide survey to better understand how people feel about their local community, their local council, and the future role of local councils in Tasmania.

Specifically, the survey aimed to elicit and quantify community sentiment on:

- what people value about the local community where they live
- how people perceive the role and performance of the local government in their area
- how they view the scope, importance and structure of local councils into the future, including:
    - the number of councils in Tasmania
    - the capacity and desirability of shared services to meet future needs
    - the need for local government reform
    - future local government priorities and
    - recommended improvements for infrastructure, services and operations.
- where people identify their geographies of interest, in terms of movement between locations and regions for shopping, recreational activities and services.

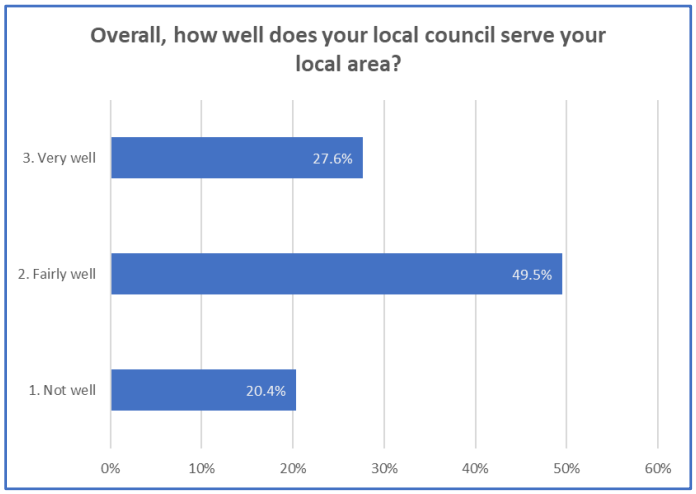
Details regarding the survey and its methodology is provided in Appendix A, and the survey questions are provided in Appendix B.

This report summarises the responses to the survey and identifies key differences in responses by gender, age, household status and the different council types. To ensure robust results at a relevant scale, the project developed a unique geographic categorisation.

Councils were categorised based on their population and location, as one of the following:

- Rural Remote (<10k population) – smaller remote councils with a population of under 10,000 people
- Rural Remote (>10k population) – small rural councils with a population of 10,000 people or more
- Urban Regional – regional centres with a council population of between 15,000 – 20,000 people
- Urban Fringe – suburban and peri-urban councils with a population of 20,000 – 50,000 people
- Urban City Capital – the city councils of Hobart and Launceston.

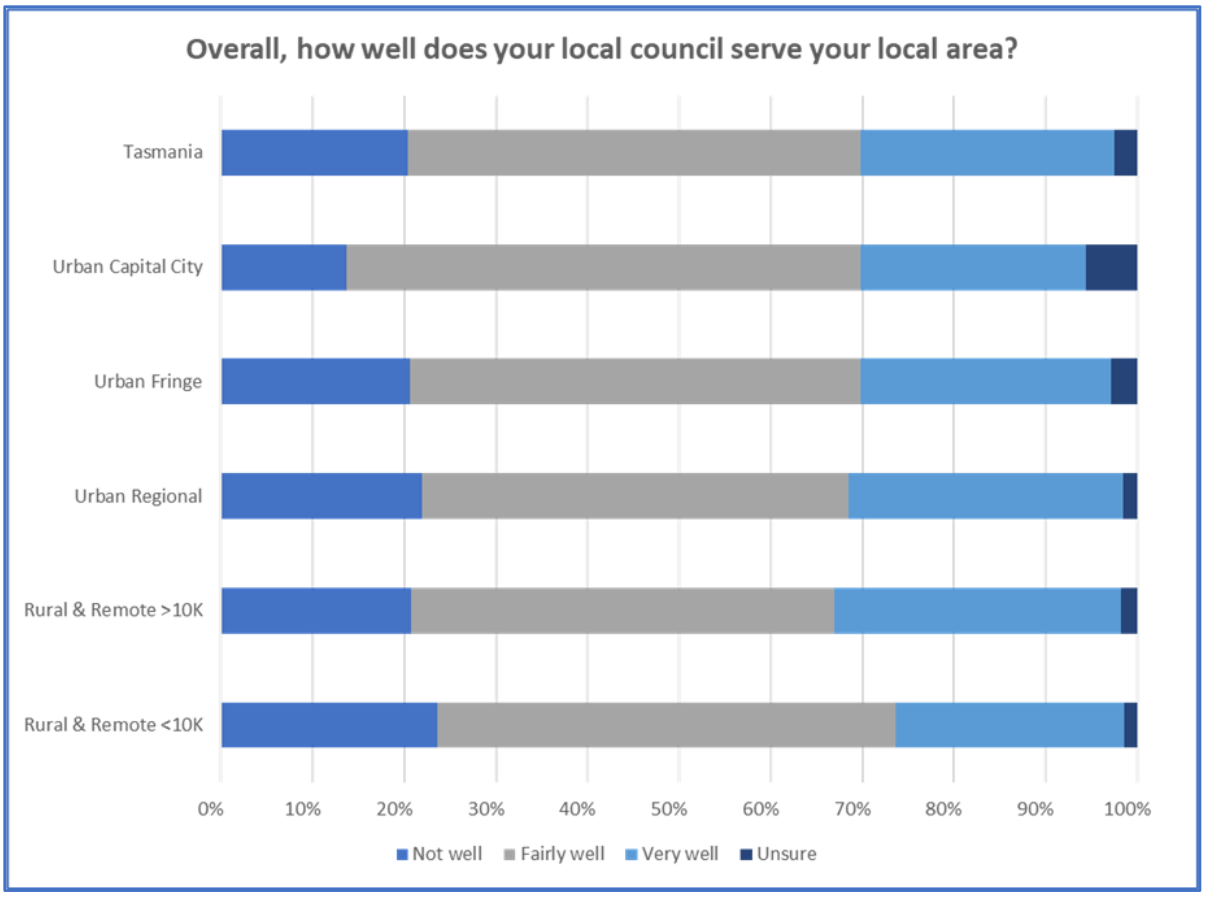
3 Perception of Council Performance

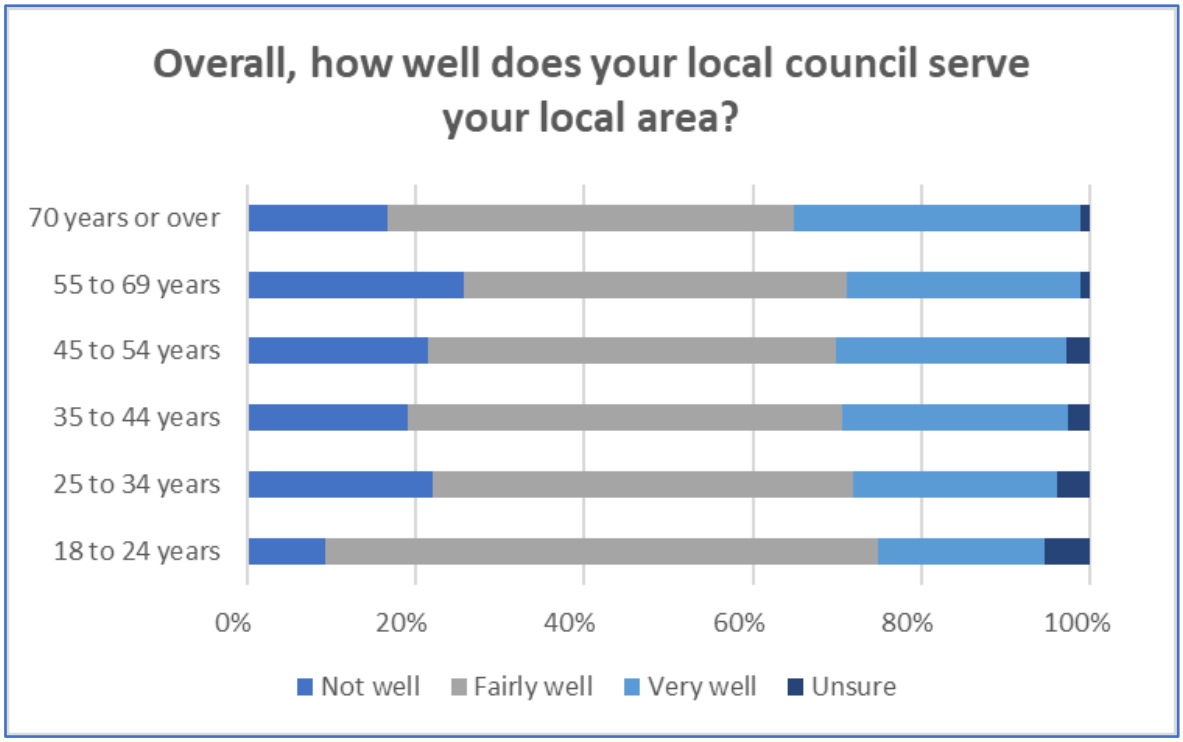


Overall, councils were seen to serve their local community fairly well, however key areas of council responsibility like infrastructure maintenance, financial management and representativeness were consistently identified as areas for improvement. There is a notably high level of uncertainty about how well councils manage their finances.

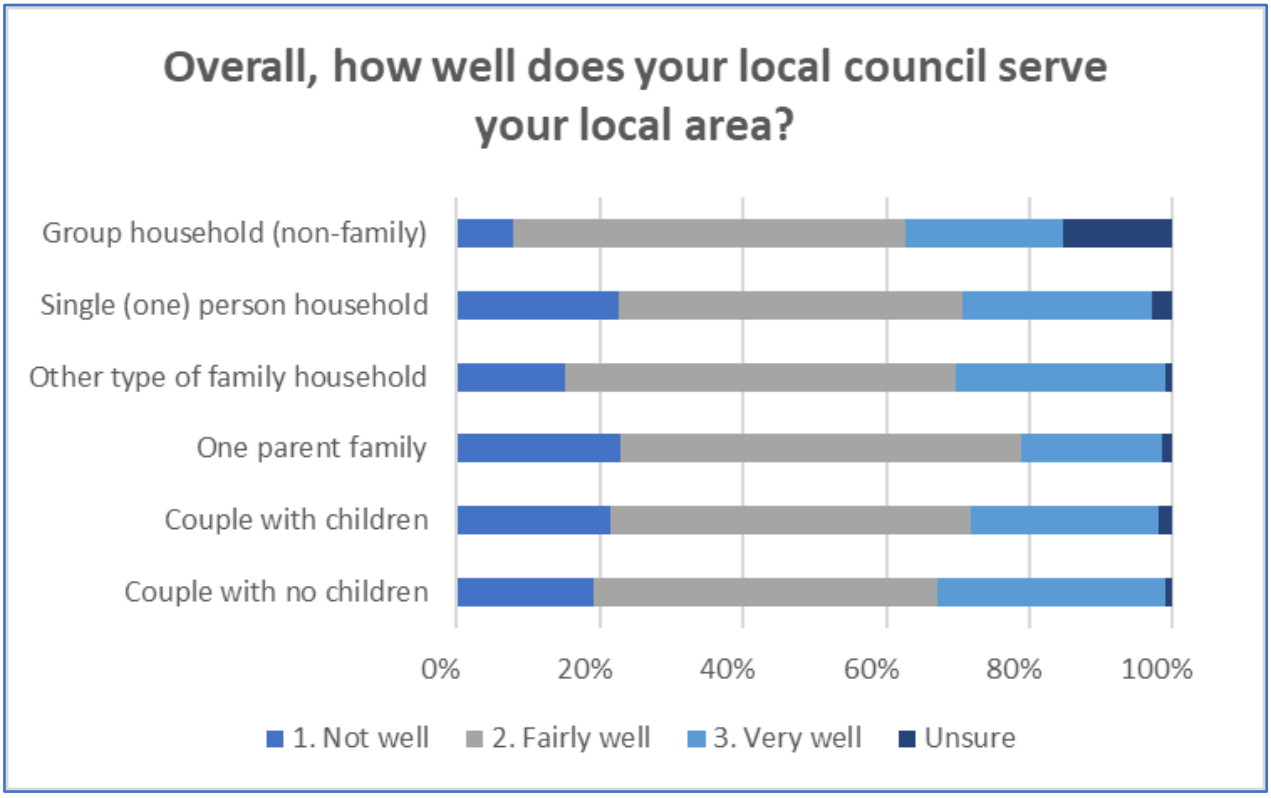
We asked respondents "how well does your local council serve your local area?" On the overall assessment of council performance, respondents were generally split 30-50-20, with 30% having a positive perception, 50% neutral and 20% negative.

This pattern was generally consistent across geographies and demographics, although the major urban centres were less negative (14% rated council as not serving the area well) than the rural & remote councils (24% not well). Respondents aged 18-24 years were less likely to rate their council as not serving their local area well (9%) and those aged 55-69 were more negative about their assessment of council (26% not well).





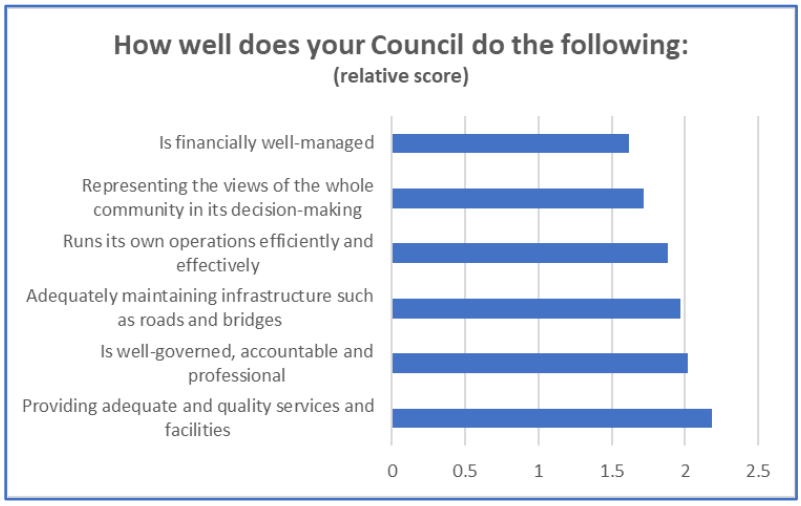
In terms of household types, group or non-family households were less likely to rate their council as not serving the community well (8%), however they were more likely to express uncertainty about the council's performance in general. In that group, 15% were unsure about how well council was serving the local area.



3.1 KEY PERFORMANCE MEASURES

We asked respondents how well their local council performed against a set of standard performance criteria to better understand why people were satisfied or dissatisfied with their council's performance, and to identify the key areas for improvement. We asked how well their council is:

- Providing adequate and quality services and facilities
- Is financially well-managed
- Adequately maintaining infrastructure such as roads and bridges
- Representing the views of the whole community in its decision-making
- Runs its own operations efficiently and effectively
- Overall, is well-governed, accountable, and professional



For each of these questions, we determined a relative score by weighting the proportion of results against a three-point scale, where 1 is "not well" and 3 is "very well".

State-wide, councils were seen to perform best at providing adequate and quality services and facilities (2.2 relative score, 37% rated very well) and being well governed, accountable and professional (2.0 relative score, 30% rated very well).

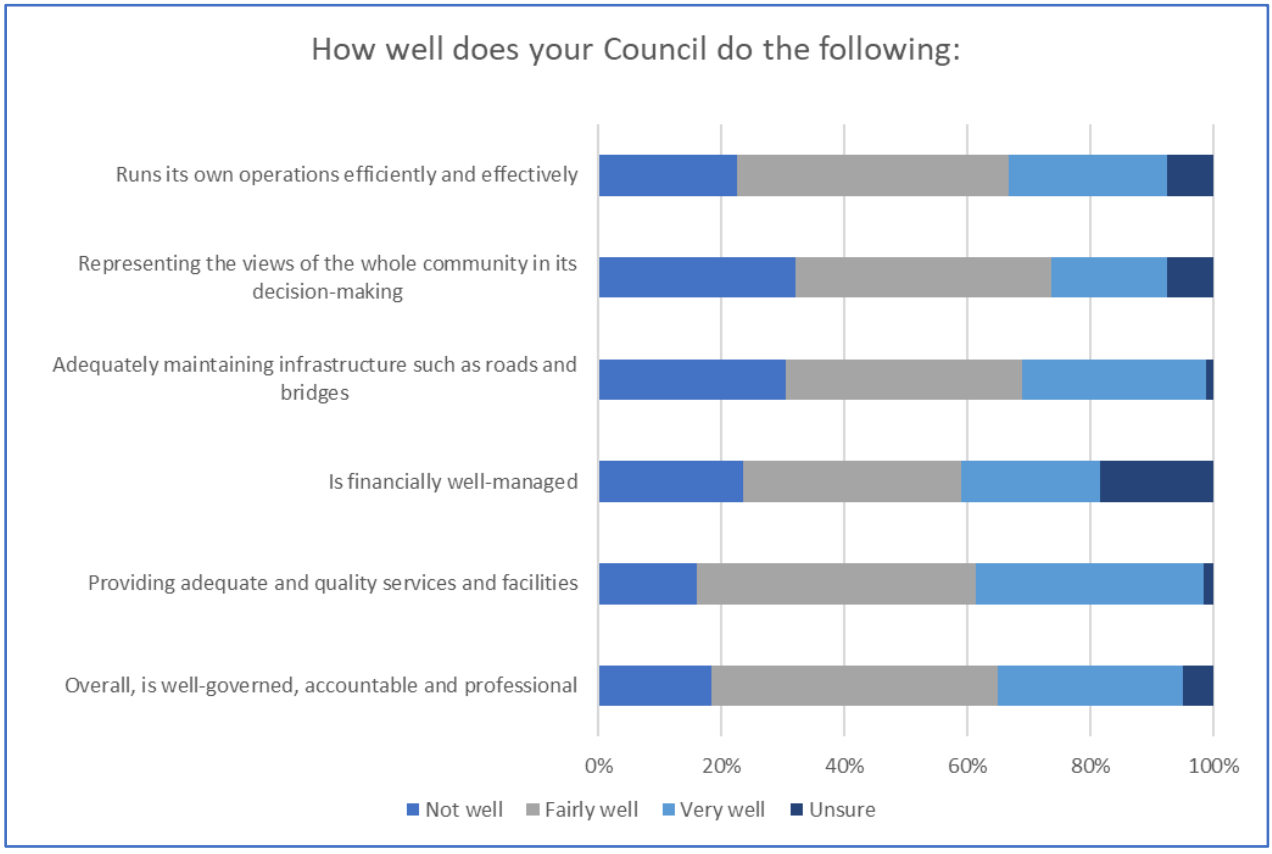
On the other hand, councils were rated poorly on financial management (1.6 relative score, 23% rated very well) and how well their decisions represented the whole of the community (1.7 relative score, 19% rated very well).

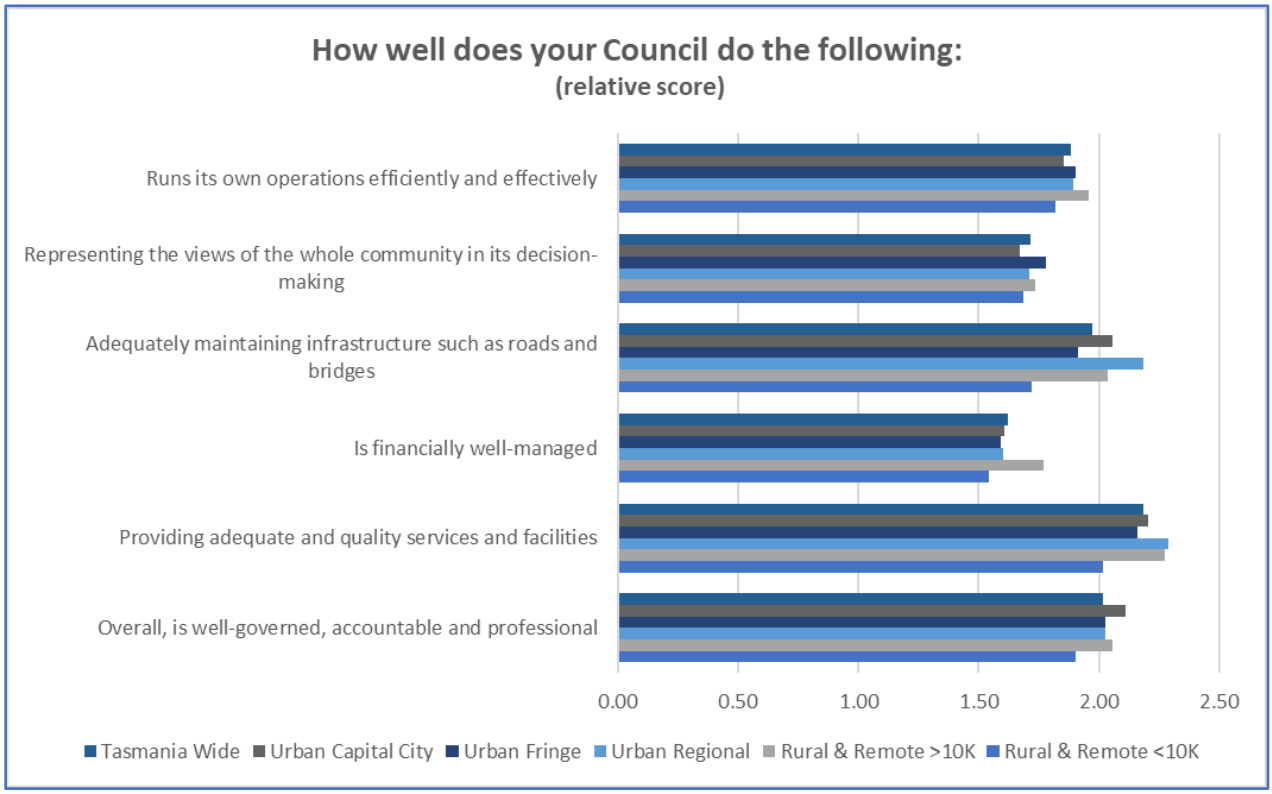
When discussing how well councils were maintaining infrastructure, including roads and bridges, it depended where people lived.

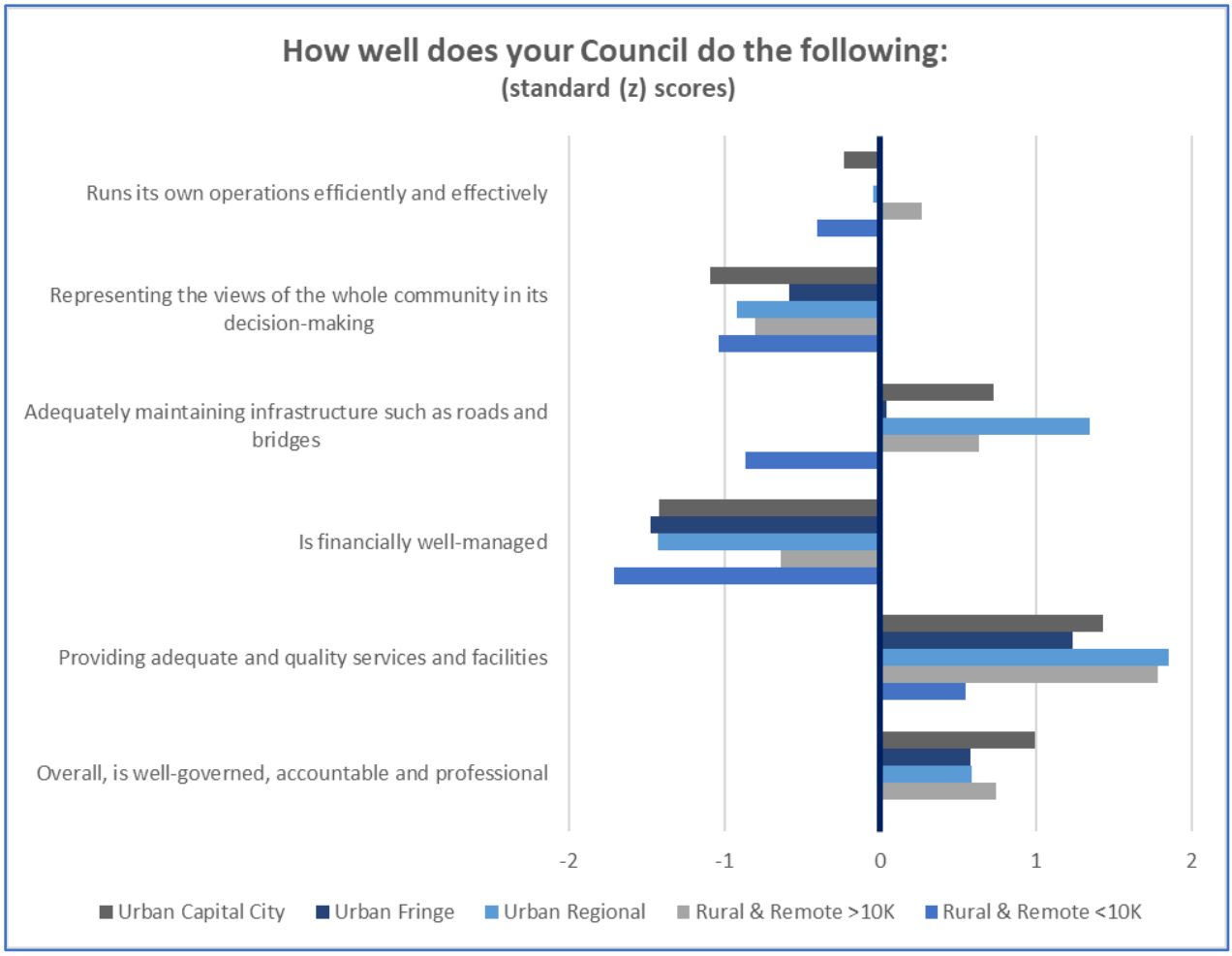
People in smaller councils in rural and remote areas were much more likely to reflect poorly on the ability of their local council to adequately maintain infrastructure (44% rated not well) and were a major outlier for infrastructure management compared to the state-wide average. Smaller remote councils were also rated significantly below the average on financial management. Conversely, the councils in urban regional centres were rated highly for infrastructure maintenance (1.34 standard deviations above average) and providing quality services (1.85 standard deviations above average).

The provision of adequate services and facilities was also rated highly for the larger rural and remote councils with a population above 10,000 (1.78 standard deviations above average). These councils were also more likely to be seen to run their operations efficiently and effectively, compared with other councils.

Councils were generally seen to perform poorly when it came to decision-making that represented the whole of the community, with the major city councils performing worst in this regard.



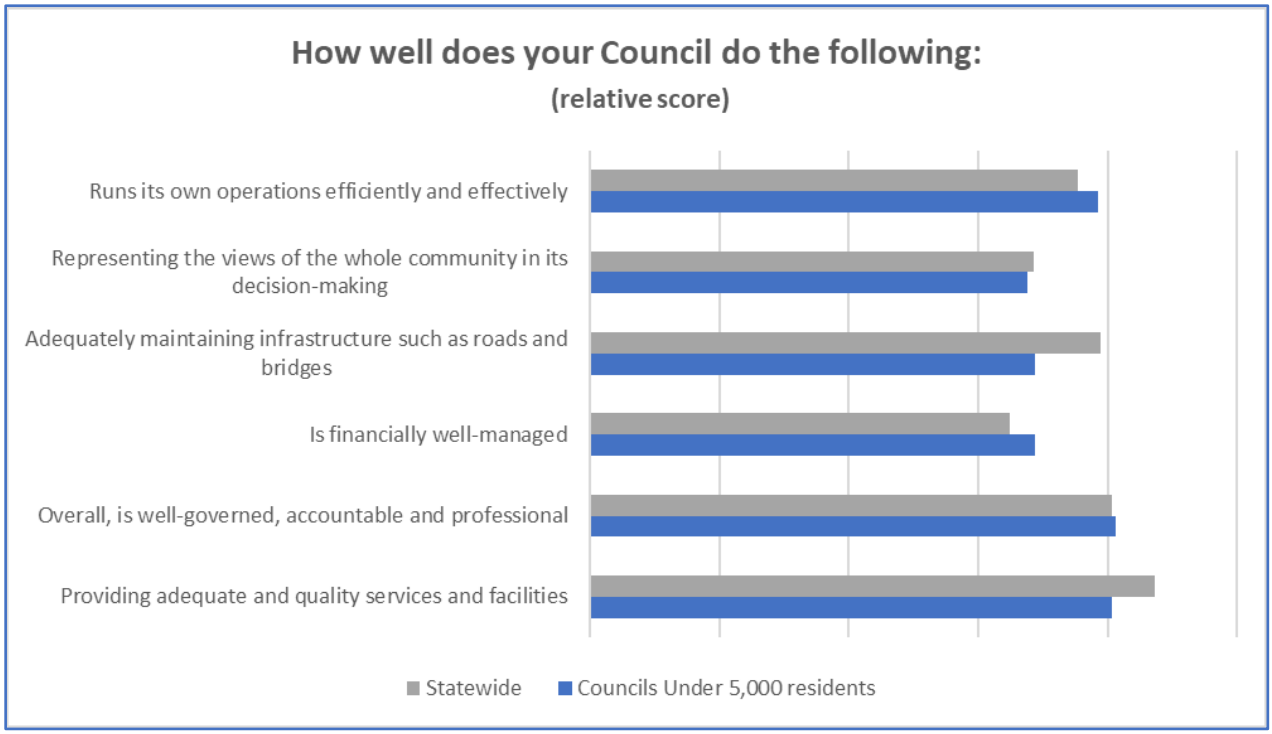


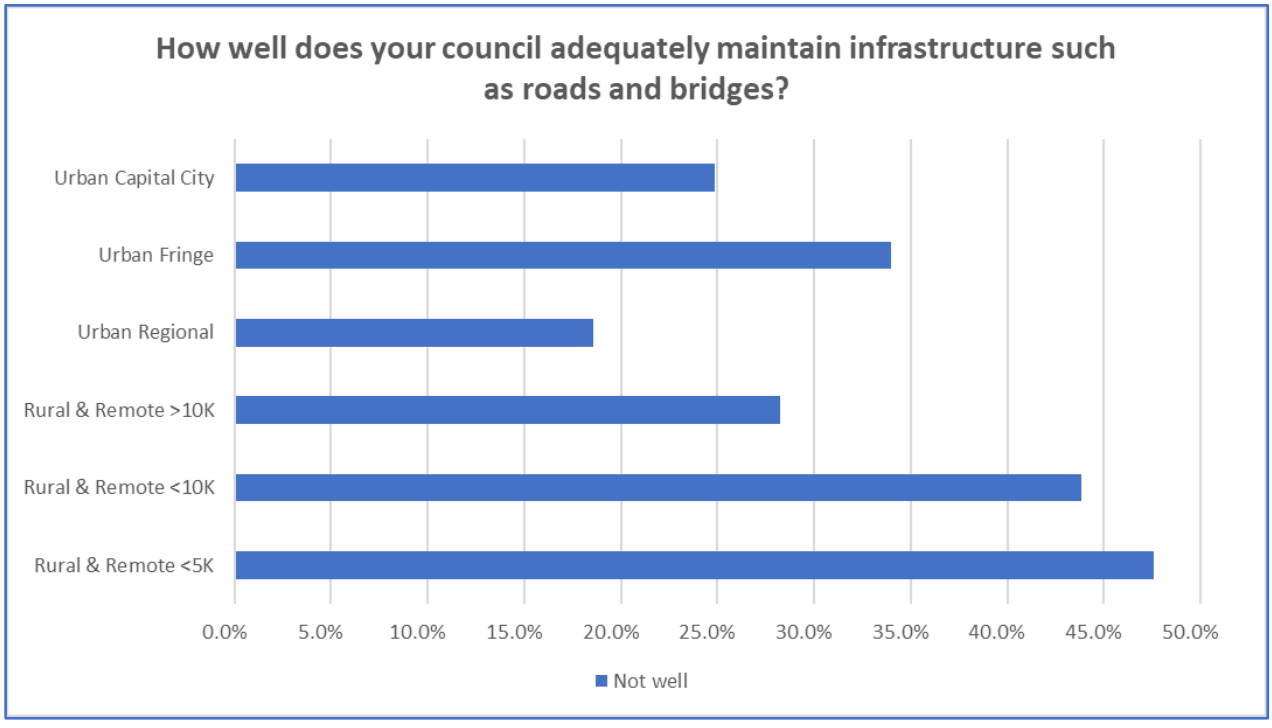


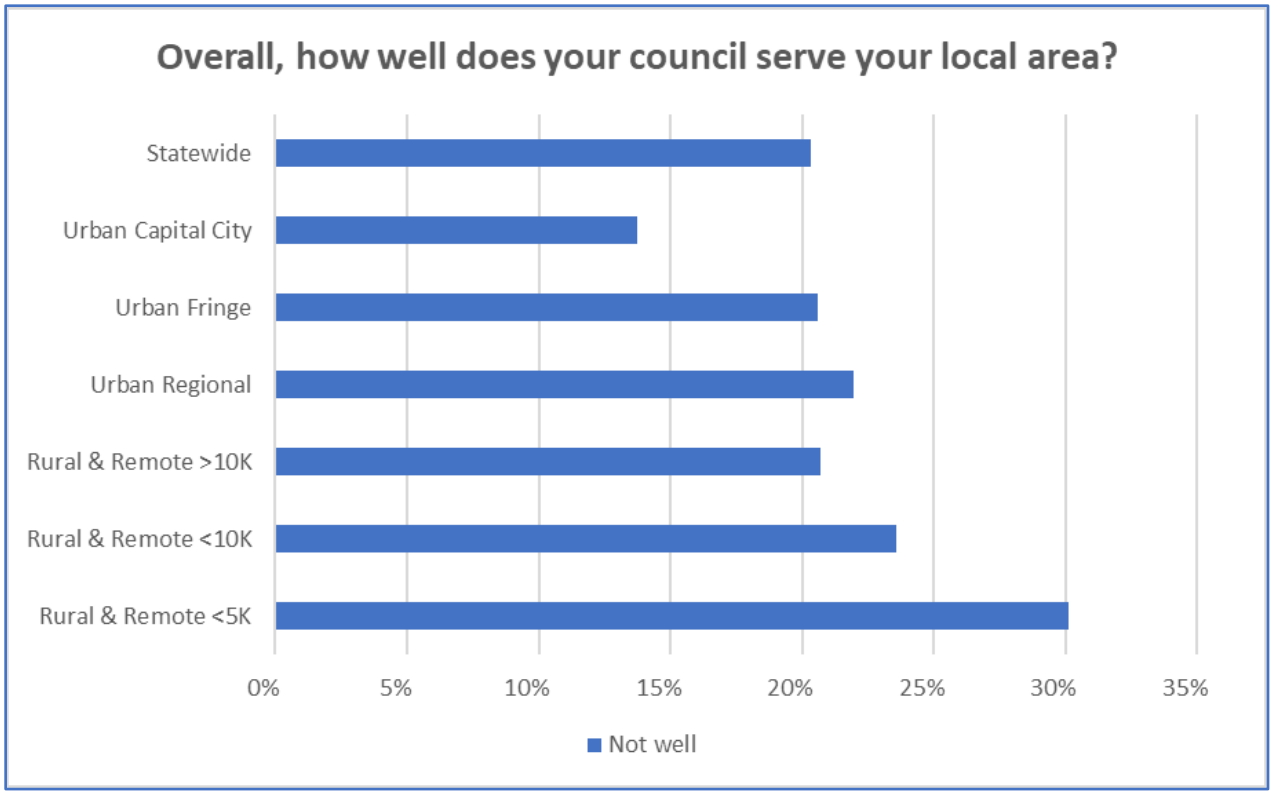
3.2 COUNCILS UNDER 5,000 RESIDENTS

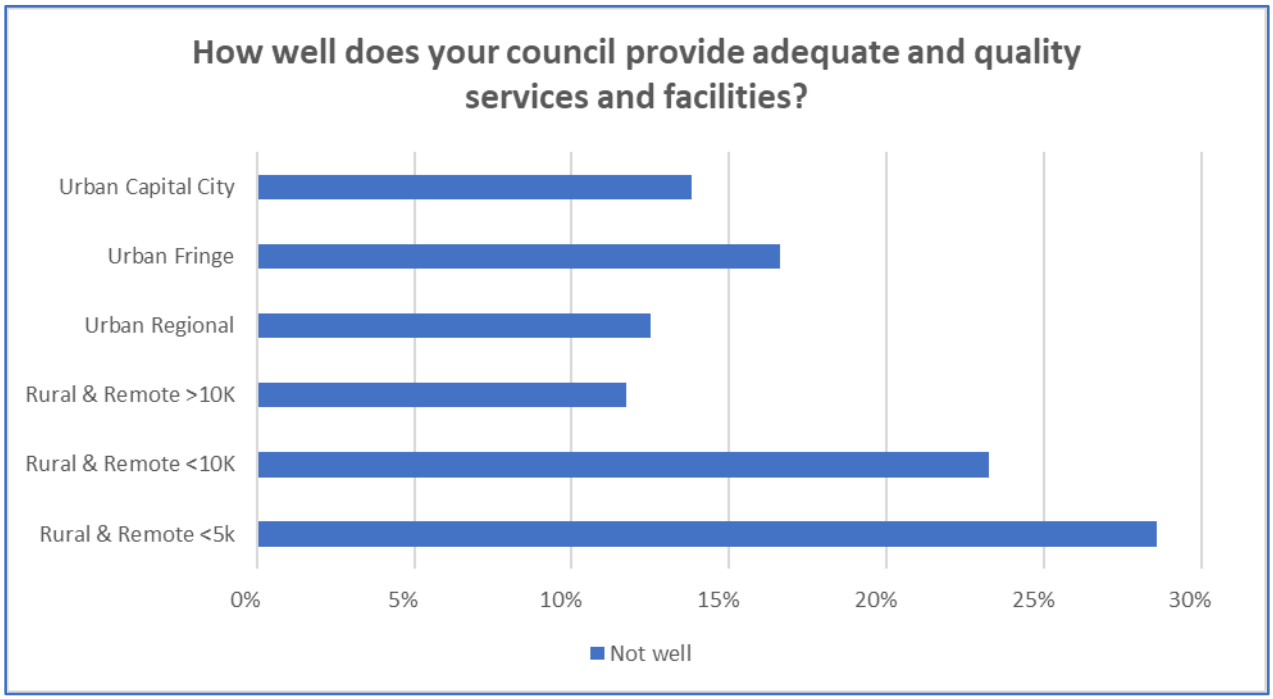
Tasmania has six councils with a total population under 5,000 residents: Central Highlands, Flinders, Glamorgan Spring Bay, King Island, Tasman and West Coast. Residents in smaller councils are more likely to see their council as efficient and well managed financially than the state-wide average, but they are also significantly less satisfied with the adequacy and quality of services, facilities and infrastructure maintenance. For example, 48% rated the ability of their local council to adequately maintain infrastructure as 'not well' compared with an average of 30% state-wide. Similarly, 29% rated the provision of adequate services and facilities as 'not well', compared with 16% on the state-wide average.

However, the councils under 5,000 residents are more likely to rate the overall capacity of the council to serve the local area poorly. State-wide, the number of people who rated their council's capacity to the serve the local area as 'not well' was 20.4%; for the under 5,000 resident councils the number increases to 30.1%.

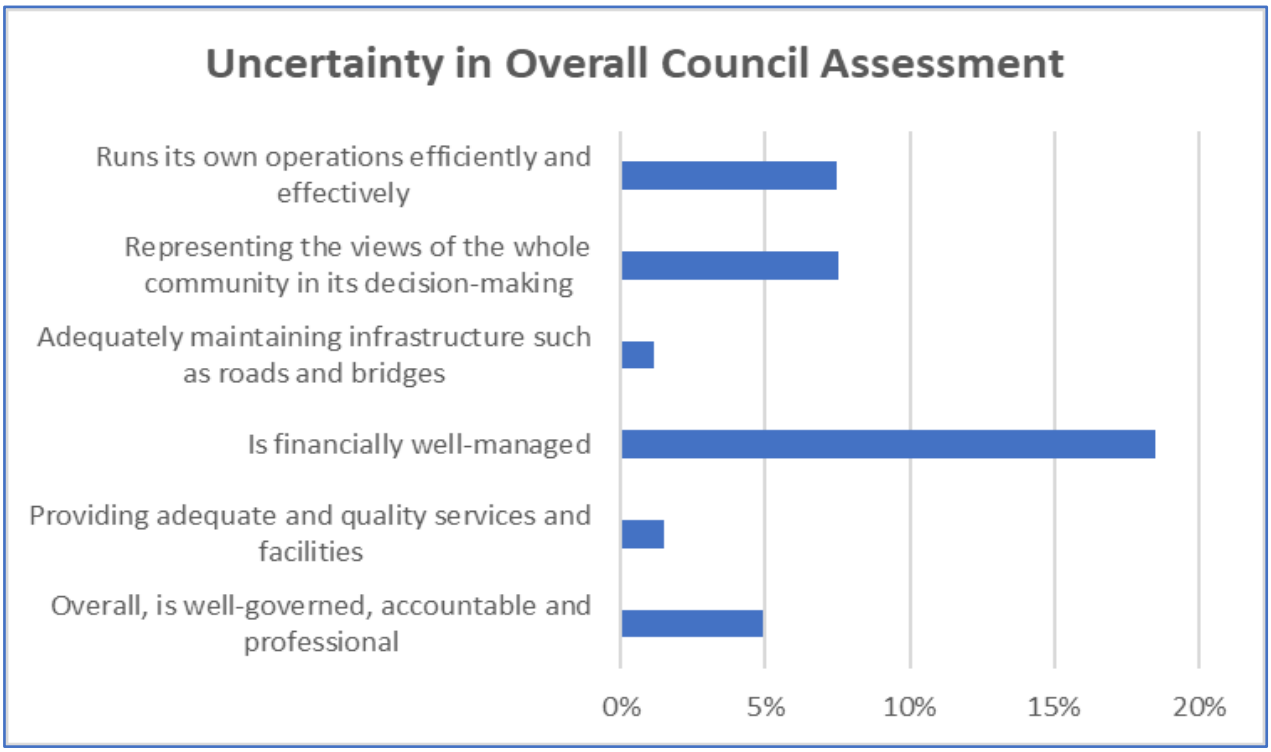

How well does your Council do the following:
(relative score)
Runs its own operations efficiently and effectively
Representing the views of the whole community in its decision-making
Adequately maintaining infrastructure such as roads and bridges
Is financially well-managed
Overall, is well-governed, accountable and professional
Providing adequate and quality services and facilities
Statewide
Councils Under 5,000 residents


How well does your council adequately maintain infrastructure such as roads and bridges?
Urban Capital City
Urban Fringe
Urban Regional
Rural & Remote >10K
Rural & Remote <10K
Rural & Remote <5K
0.0%
5.0%
10.0%
15.0%
20.0%
25.0%
30.0%
35.0%
40.0%
45.0%
50.0%
Not well


Overall, how well does your council serve your local area?
Statewide
Urban Capital City
Urban Fringe
Urban Regional
Rural & Remote >10K
Rural & Remote <10K
Rural & Remote <5K
0%
5%
10%
15%
20%
25%
30%
35%
Not well


How well does your council provide adequate and quality services and facilities?
Urban Capital City
Urban Fringe
Urban Regional
Rural & Remote >10K
Rural & Remote <10K
Rural & Remote <5k
0%
5%
10%
15%
20%
25%
30%
Not well

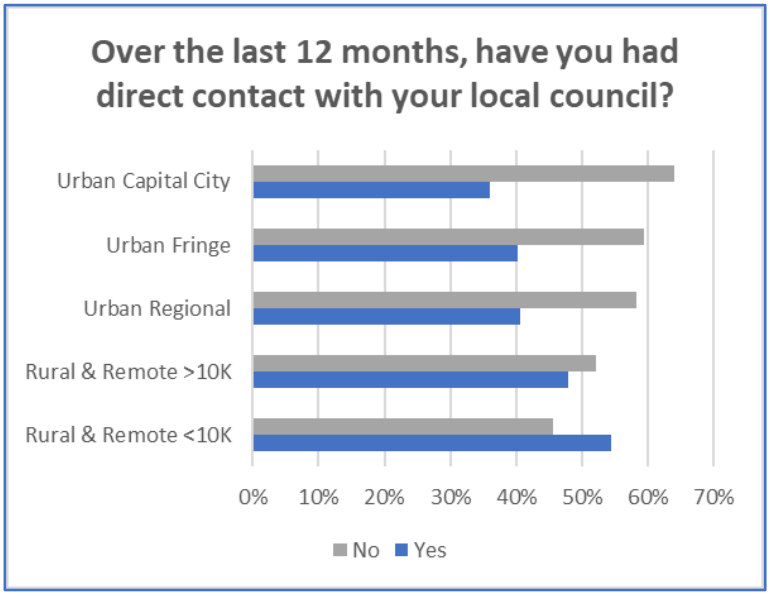
3.3 UNCERTAINTY



Generally, the number of respondents selecting 'unsure' in their assessment of Council performance was less than 7%. However, in response to the question about Council's financial management, 18.5% of respondents were 'unsure' – a significant outlier.

One conclusion could be that Councils are not effectively communicating their financial performance to residents and ratepayers. Further work could usefully identify what information different constituents would need or prefer to better understand financial management of Council.

4 Community engagement with councils



Just over half of Tasmanians (55%) have not had direct contact with their local council in the last 12 months. Residents in small council areas are more likely to have engaged with their council, whilst those in the cities are less likely to. Young people have little engagement with their local council. Most of the engagement relates to issues common across all council areas, such as dog registration, rates and road maintenance, although regional and urban differences demonstrate the different ways councils function and serve their communities across the state.

We asked respondents whether or not that they had had direct contact with thir local council in the last 12 months. Over half of all respondents (55%) state-wide had not had contact with their local council, although there is a notable trend in terms of the overall population of the council area. Contact with council is generally higher where the population is lower, such that people in rural and remote councils under 10,000 people are much more likely to have had contact with their council (54% answered yes), compared with 36% for the major cities. For the councils with a population of less than 5,000 residents, the number increases again with almost 60% having had direct contact with their council in the last twelve months.

In terms of demographics, respondents aged 18-24 years were significantly less likely to have had contact with council (17% answered yes) while respondents 55-69 years were significantly more likely (57% answered yes). Couples with no children are more likely to have contacted their council compared with other households, especially non-family and group households which have significantly less council engagement generally.

Among those who had had direct contact with their local council in the last 12 months, one in ten in each case stated that the nature of said contact was regarding either roads or bridges maintenance, dog issues, and rates (10% in each case).

The reasons for contact with the council demonstrates significant differences across the roles and functions of councils in rural, urban and peri-urban contexts.

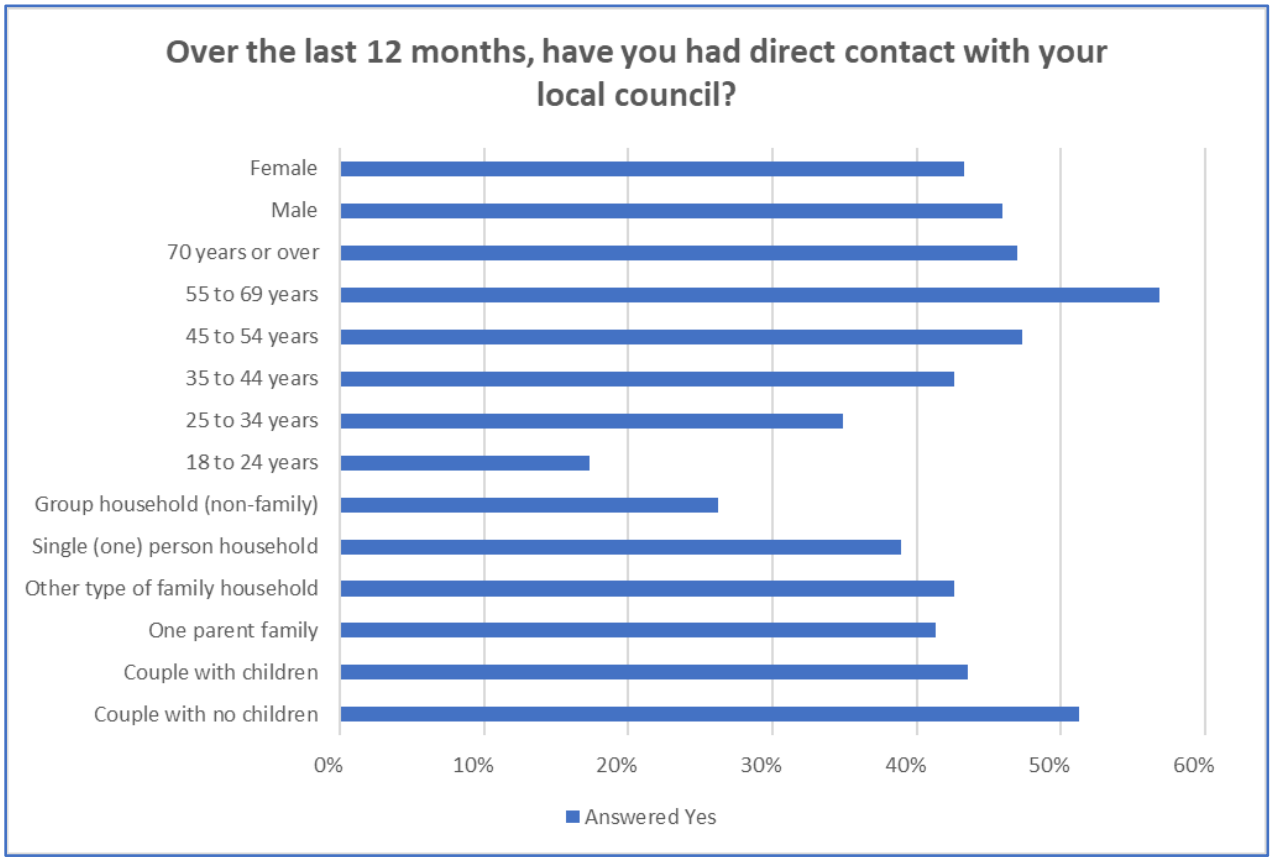
For the small rural and remote councils, the most common engagement was participation in committees or public meetings (11%), roads, bridges or infrastructure maintenance (11%), rates matters (9%) or building applications (8%).

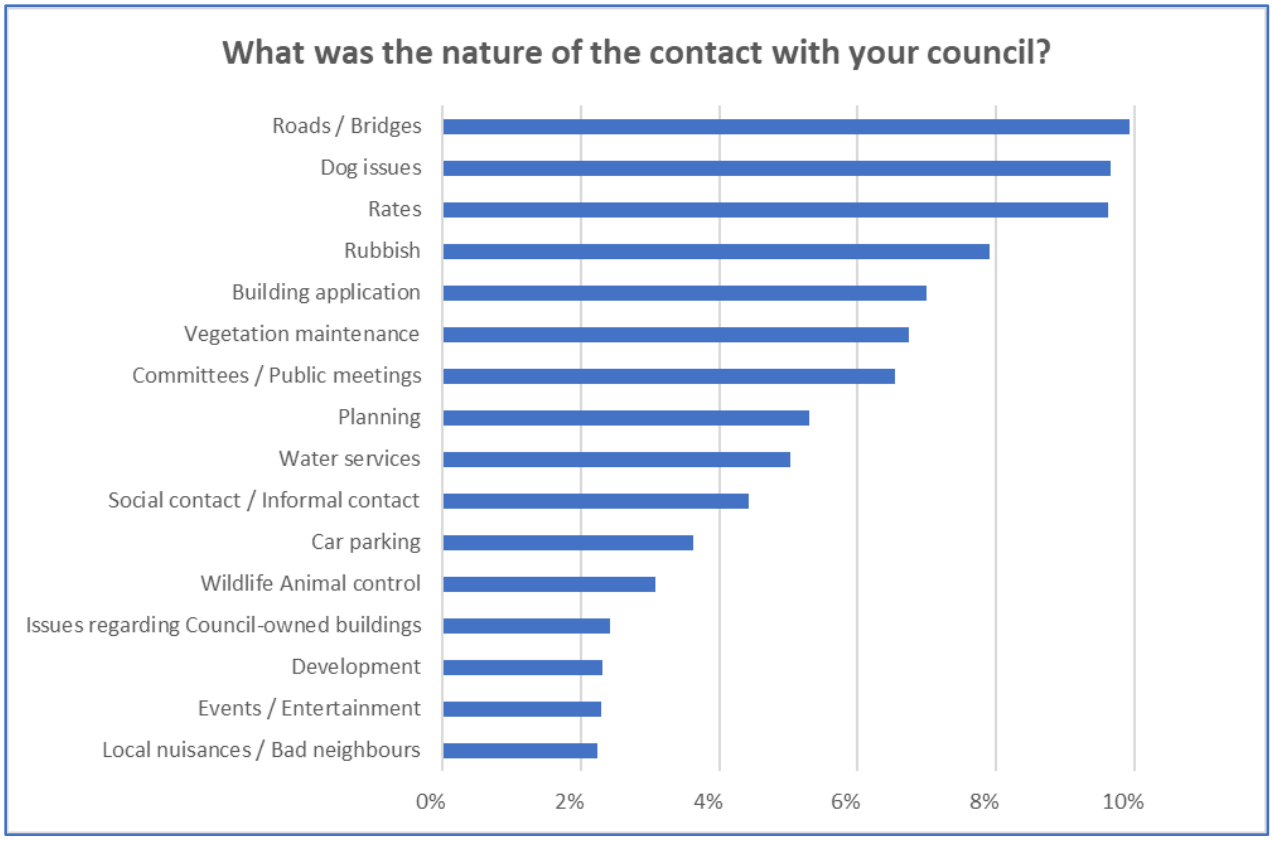
For the larger rural councils, the nature of council contact was dog issues (15%), roads, bridges or infrastructure maintenance (14%), rates matters (11%), planning (11%) and waste management (8%).

For the regional centres, the major issues were related to dogs issues (15%), rates matters (12%), buildings applications (10%) and tree and vegetation management (7%).

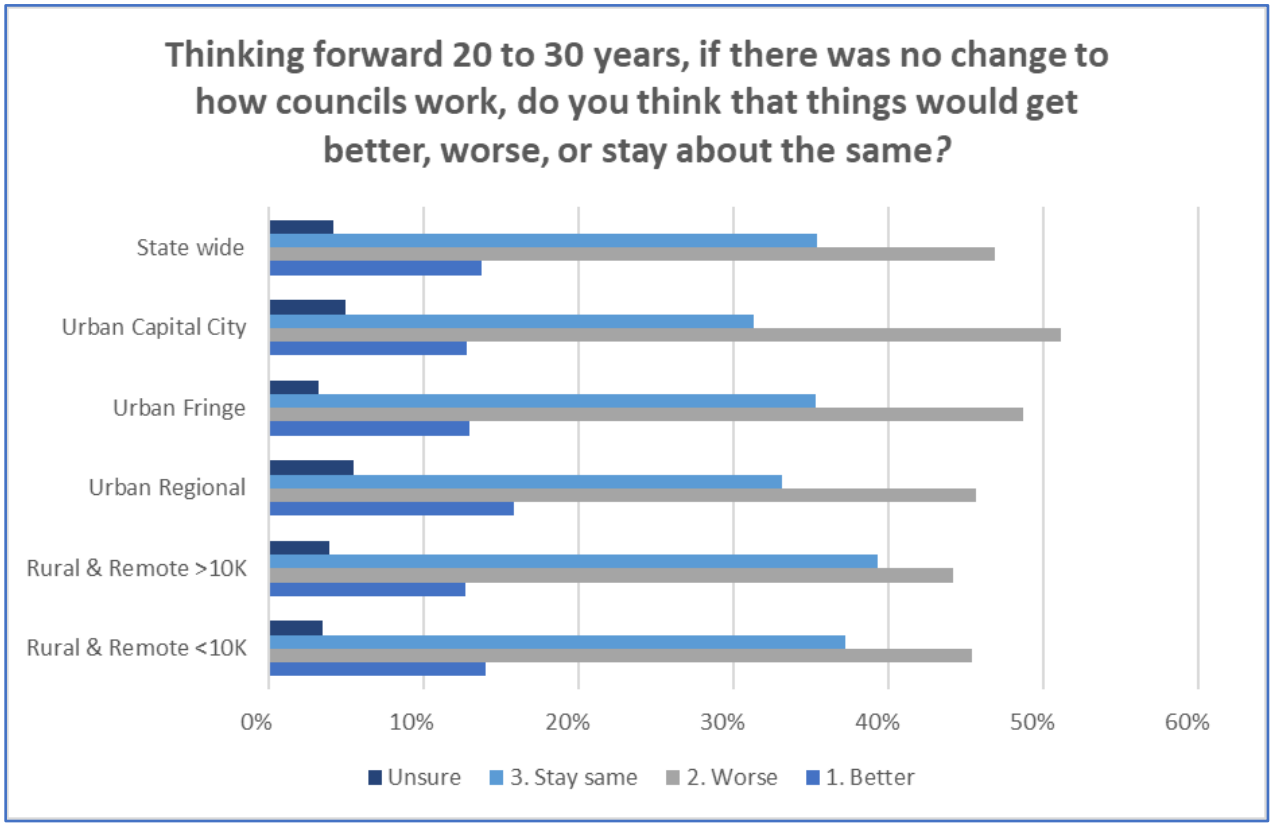
The main issue for urban fringe and peri-urban councils was waste management (16%), followed by dogs (11%), rates (10%) and infrastructure maintenance (9%).

For the major cities, the major reason for contact with council was car parking (11%), followed by tree maintenance (11%), road maintenance (8%), water services (7%) and participation in committees and public meetings (7%).




What was the nature of the contact with your council?
Roads / Bridges
Dog issues
Rates
Rubbish
Building application
Vegetation maintenance
Committees / Public meetings
Planning
Water services
Social contact / Informal contact
Car parking
Wildlife Animal control
Issues regarding Council-owned buildings
Development
Events / Entertainment
Local nuisances / Bad neighbours
0%
2%
4%
6%
8%
10%

5 The case for local government reform



In order to assess community sentiment and appetite for local government reform, we asked Tasmanians how they thought things would change over the next 20-30 years without reform. State-wide, respondents were more likely to think things will get worse (47%) without local government reform. Only 14% will imagine things will get better.

The main reasons that respondents were pessimistic about the future without local government reform were:

- Inefficiency of council facilities and/or services to manage change
- Councils' capacity to be forward thinking or 'evolve with the times'
- The ability of councils to anticipate and respond to changes in the population in terms of growth and ageing
- Councils are not appropriately structured to manage future issues, and
- Elected councillors lack the capacity or qualities to manage future changes.

Areas of potential future inefficiency that were identified included:

- roads, traffic and transport infrastructure
- environment and climate change issues
- housing
- development
- crime management

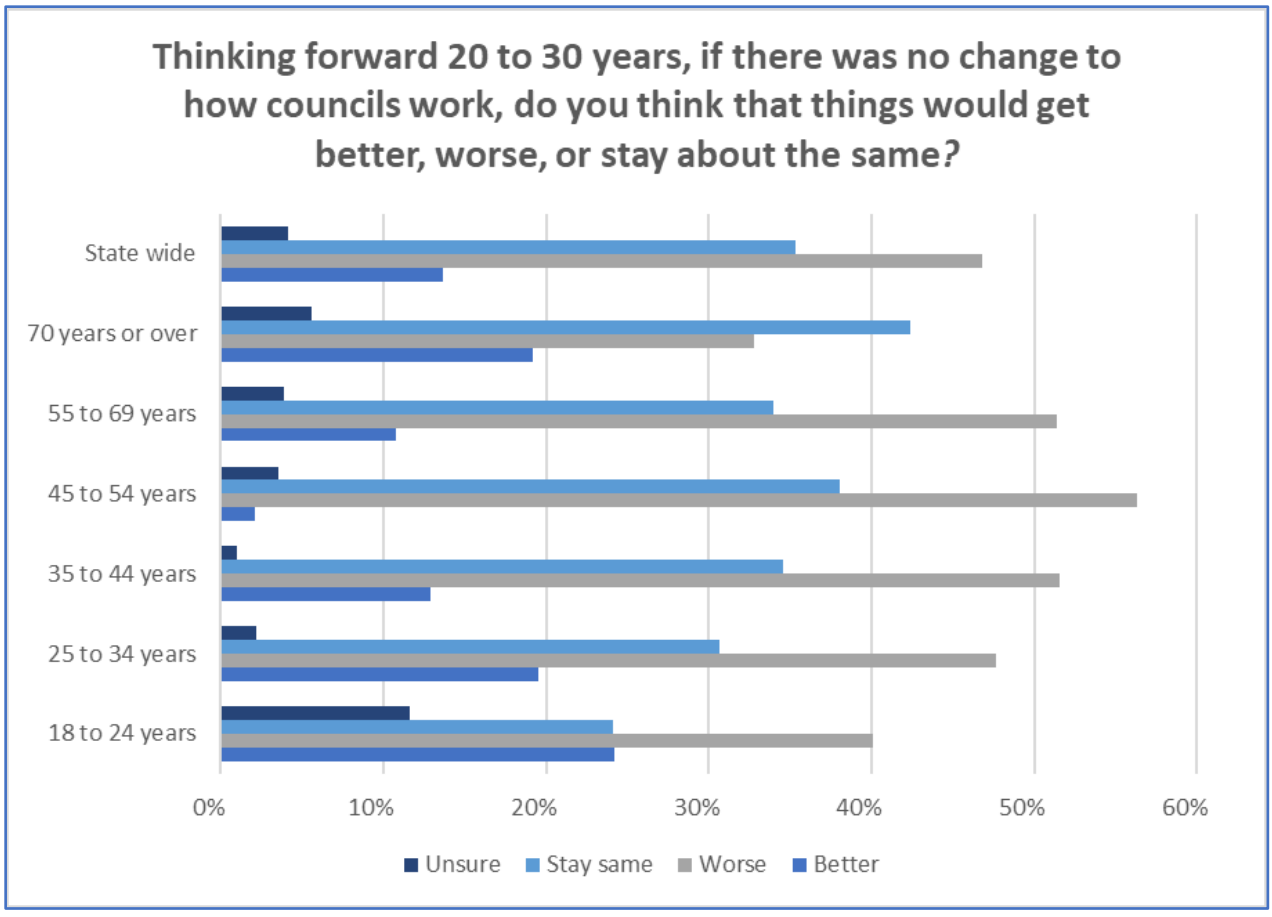
- healthcare access, waste management, and
- communication and engagement with the community.

There are differences in optimism that are notable by geography. Urban regional respondents are more likely to think things will get better (16%). Major cities and urban fringe are more likely to think things will get worse (51% and 49% respectively). Rural and remote respondents are more likely to think things will stay the same (39% for above 10k, 37% for under 10k).

In terms of local government reform, residents in smaller councils are more likely to believe things will improve without reform (18% compared with 14% state-wide) but are also more inclined to believe things will stay the same regardless (40% compared to 35% state-wide).

There were minor differences across demographics. Respondents aged 45 to 54 years were more likely to imagine things would get worse, whereas respondents aged 70 years and over were less likely to see things getting worse. Only 2% of respondents aged from 45-54 years felt that things would improve without reform.

Across the state, a little over one in three people felt that things would stay the same (35%). The exception was with the younger respondents: those aged 18-24 were much less likely to imagine things would stay the same (24%) but were also the most unsure about the future with or without reform (12%).

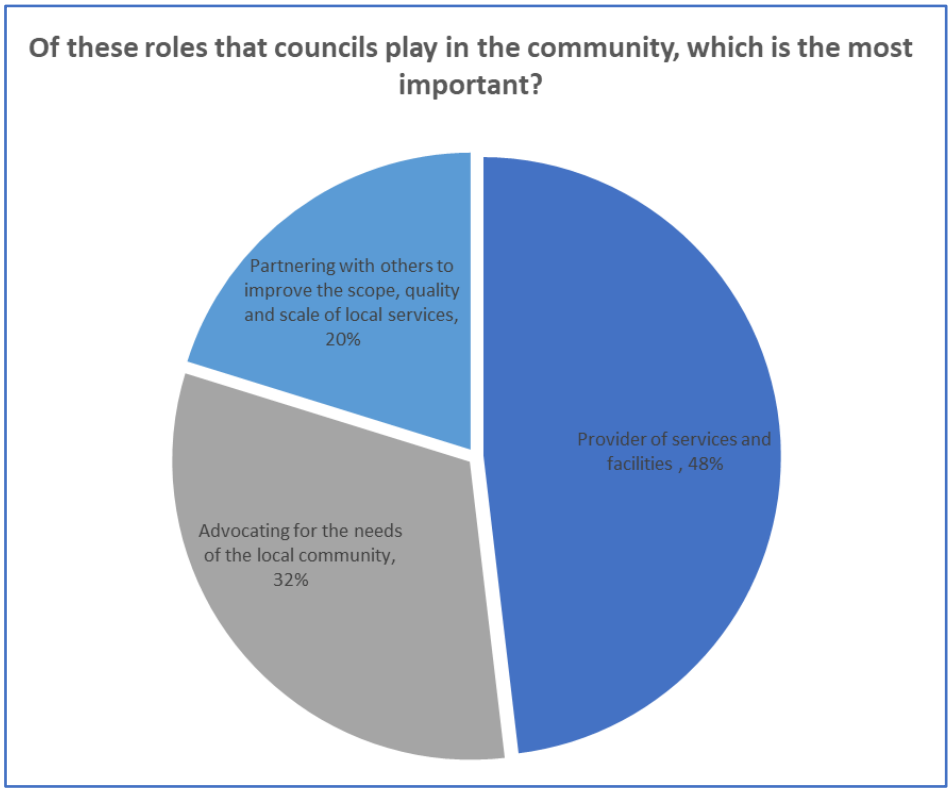


6 Options for Service Provision

Councils are seen to be primarily the providers of services and facilities, rather than advocates or partners in service provision. Tasmanians expressed strongly that they were more concerned about the quality of service delivery rather than the level of government that provides the services. Whilst there is widespread support for shared services across council boundaries or state-wide, there were a number of identified outstanding issues for those who disagreed or were unsure about how shared services would improve quality.

We asked a series of questions related to the way in which councils currently fulfil their role, and to assess community sentiment around alternative means of providing services and facilities. Firstly, we asked Tasmanians to rank in order of importance, the role that councils play in the community between:

- Provider of services and facilities
- Advocating for the needs of the local community
- Partnering with others to improve the scope, quality and scale of local services

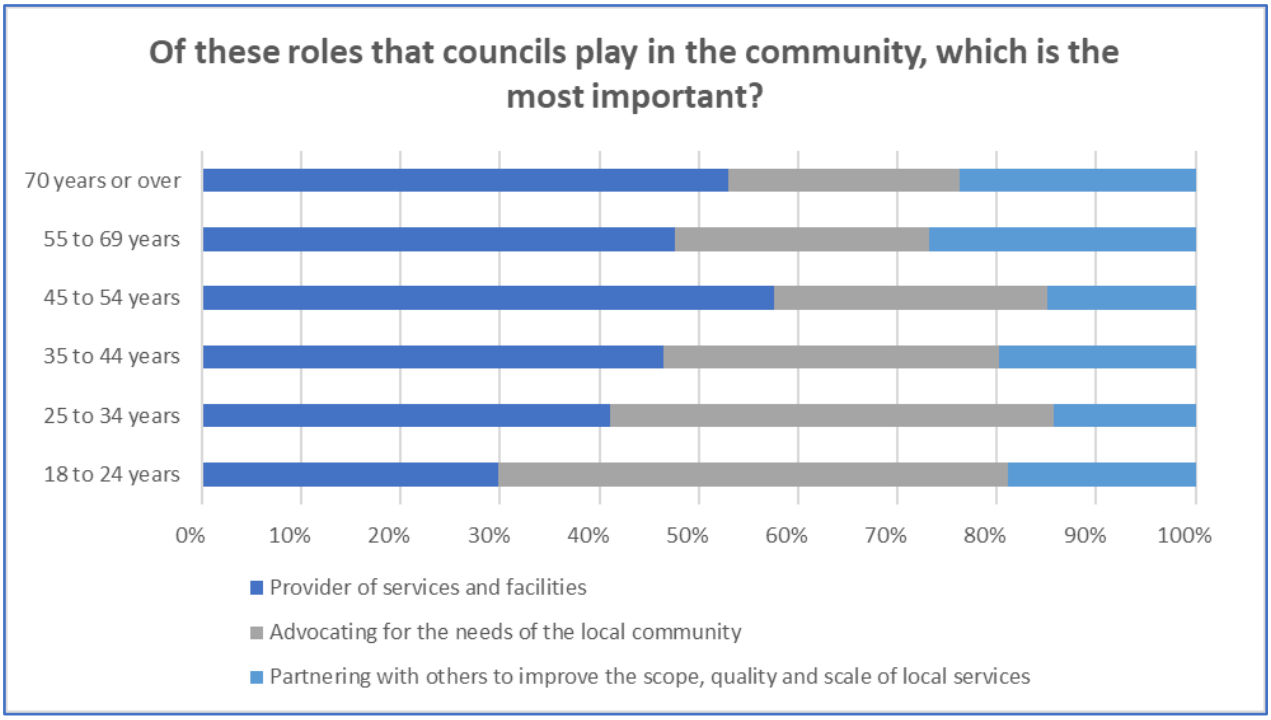


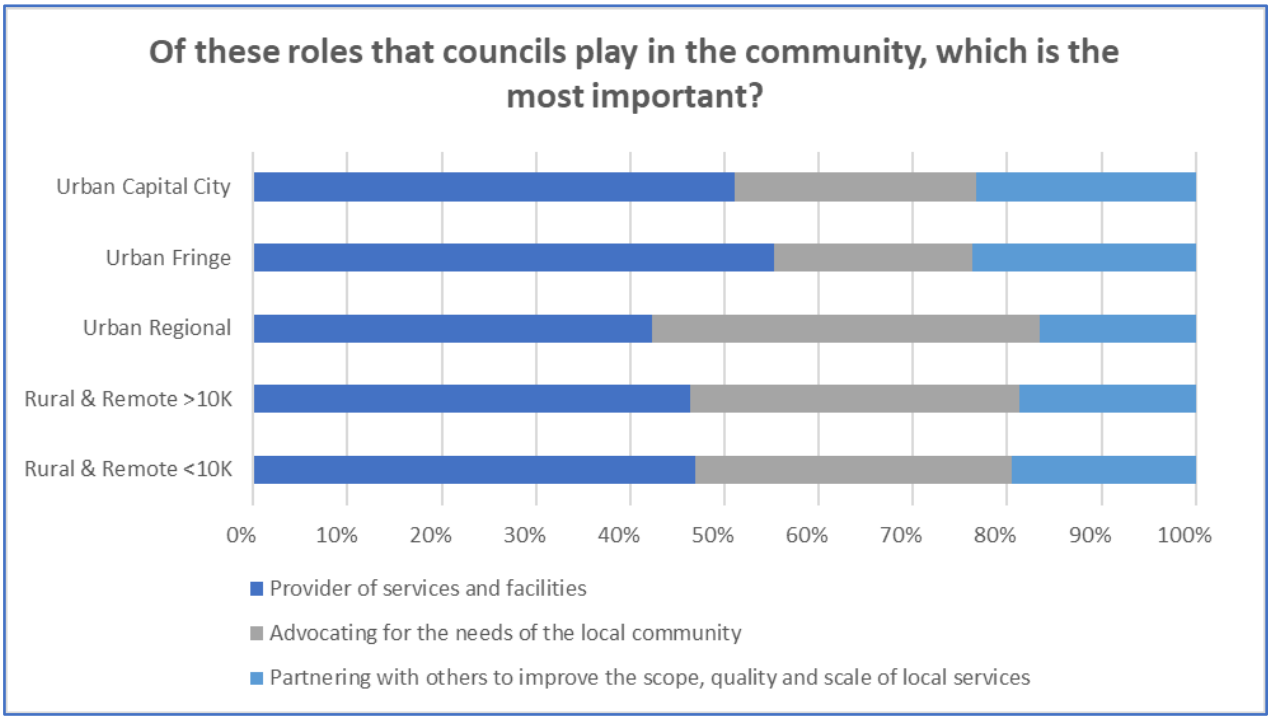
Across the state, 48% of respondents rated the role that local councils play as a provider of services and facilities as being the most important. 32% felt that councils' main role was advocating for community needs.

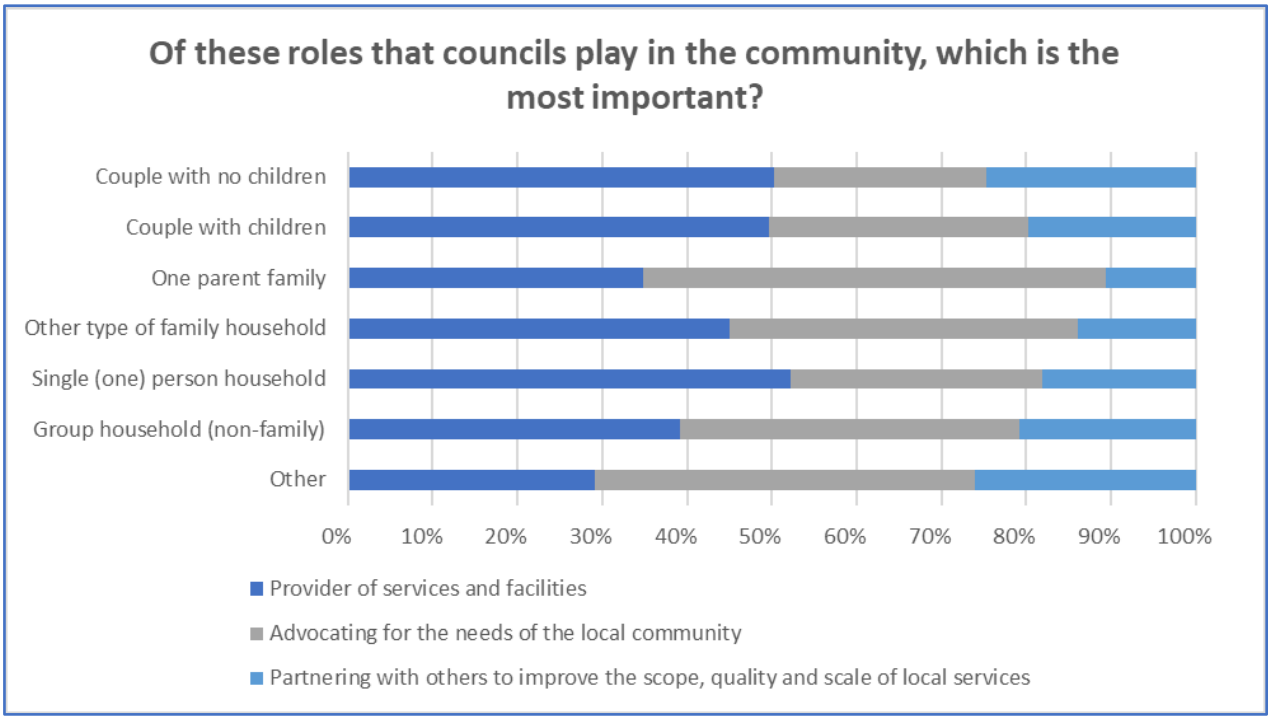
People aged 25-34 years and people who live in regional urban centres, are more likely to see their local council primarily as advocating for the needs of the community.

Respondents aged 45 to 54 years allocated significantly highest importance to the role of council as a provider of services and facilities (58%).

Household status was also reflected in the responses to this question. Single person households were more likely to value the role of councils in providing services and facilities (52%). One parent households were significantly more likely to value the role that councils play in advocating for the needs of the local community (55% compared with the 32% result state-wide).

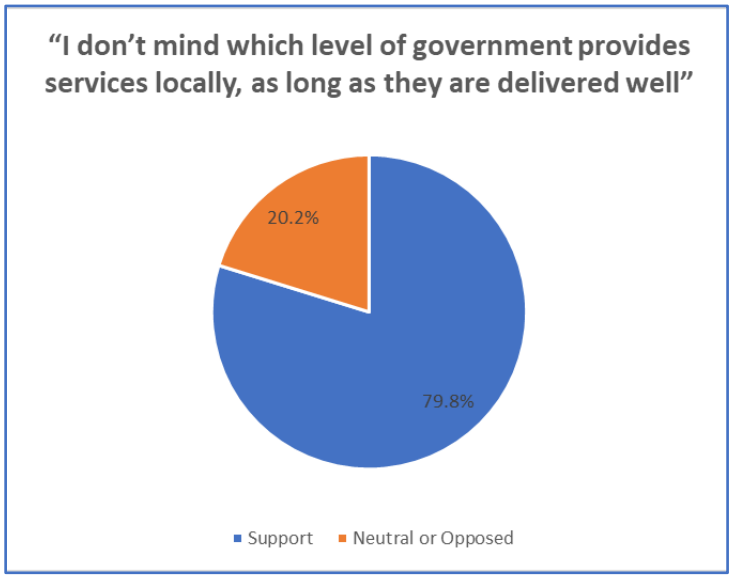






6.1 PREFERENCE FOR LEVEL OF GOVERNMENT

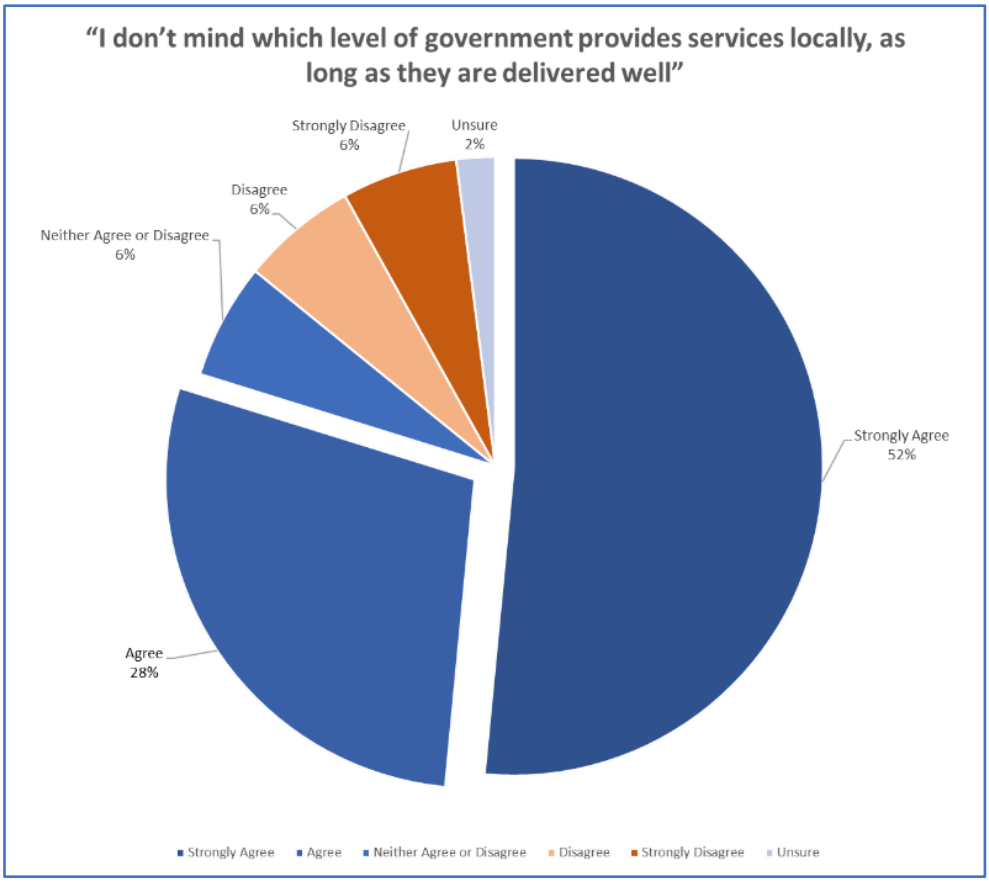
We asked Tasmanians whether they agreed with the following statement: "I don't mind which level of government provides services locally, as long as they are delivered well"?

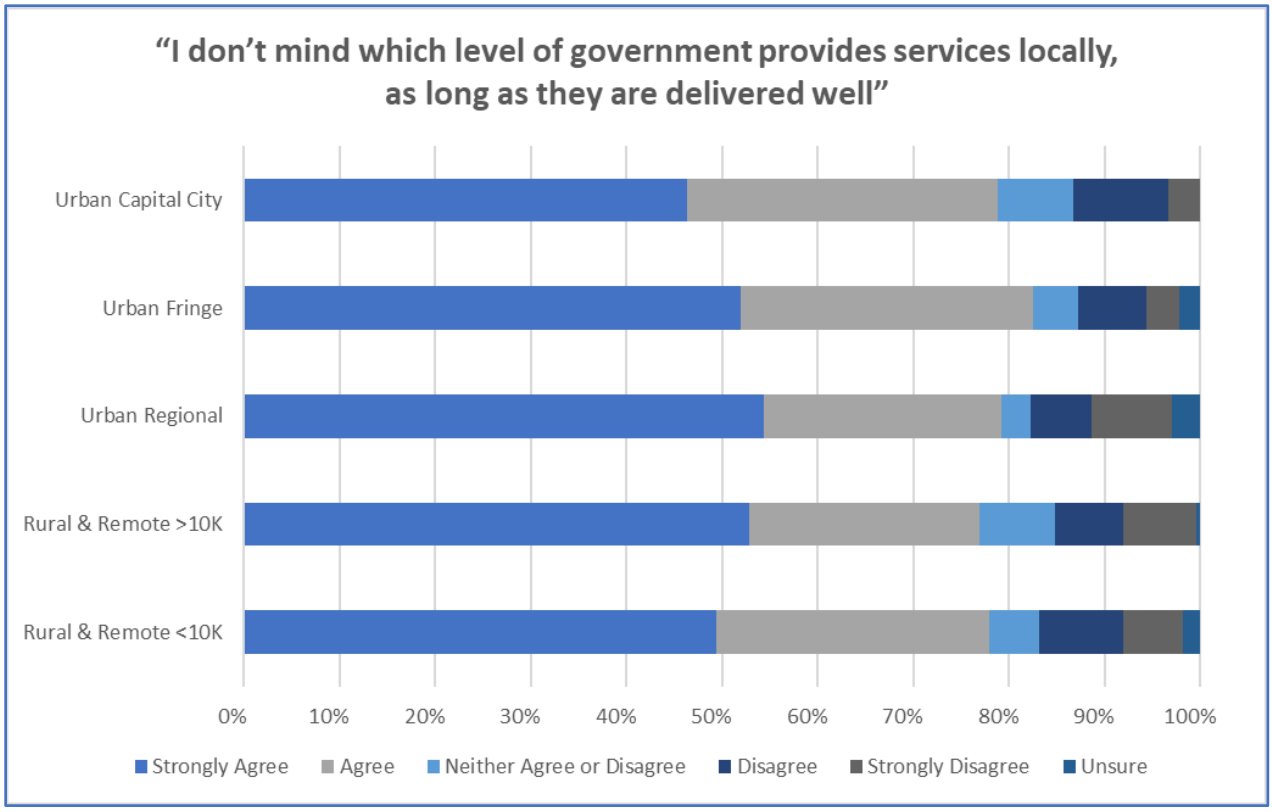


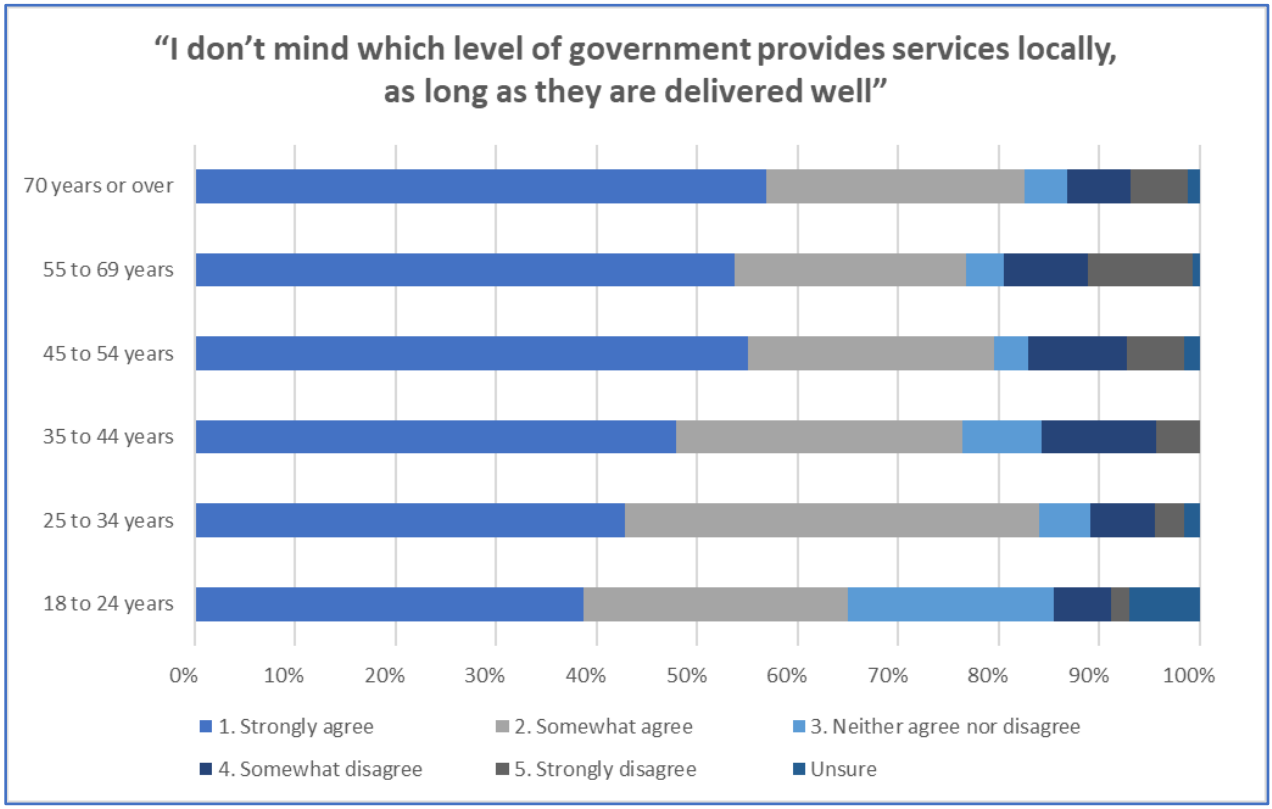
Across the state, 79% agreed that they don't mind which level of government provides services locally, as long as they are delivered well; 51% of these strongly agreed. Just over 20% were either neutral or disagreed with this statement.

Respondents aged 18 to 24 years were more likely to be ambivalent on this question; 21% neither agreed nor disagreed, compared with 6% of the general population holding this view. Those aged 25 to 34 years were more likely than the wider population to 'somewhat agree' (41%) and those aged 55 to 69 years were more likely to 'strongly disagree' (10%) then average.

Generally, respondents expressed that they were more concerned about the quality of service delivery rather than the level of government that provides the services. This suggests that they are open to receiving services from either local or state government as long as the services are delivered well.


"I don't mind which level of government provides services locally, as long as they are delivered well"
Strongly Disagree 6%
Unsure 2%
Disagree 6%
Neither Agree or Disagree 6%
Strongly Agree 52%
Agree 28%
Strongly Agree
Agree
Neither Agree or Disagree
Disagree
Strongly Disagree
Unsure

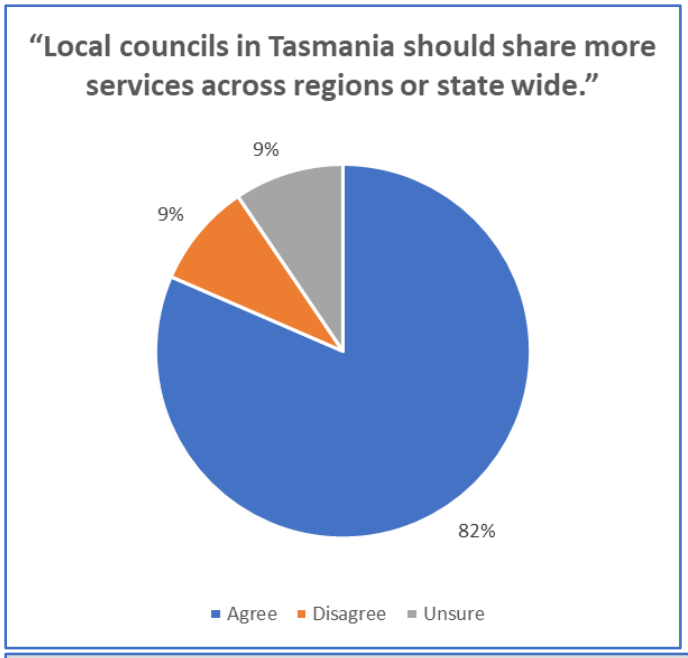

"I don't mind which level of government provides services locally, as long as they are delivered well"
Urban Capital City
Urban Fringe
Urban Regional
Rural & Remote >10K
Rural & Remote <10K
0%
10%
20%
30%
40%
50%
60%
70%
80%
90%
100%
Strongly Agree
Agree
Neither Agree or Disagree
Disagree
Strongly Disagree
Unsure


"I don't mind which level of government provides services locally, as long as they are delivered well"
70 years or over
55 to 69 years
45 to 54 years
35 to 44 years
25 to 34 years
18 to 24 years
0%
10%
20%
30%
40%
50%
60%
70%
80%
90%
100%
1. Strongly agree
2. Somewhat agree
3. Neither agree nor disagree
4. Somewhat disagree
5. Strongly disagree
Unsure

6.2 SHARED SERVICES

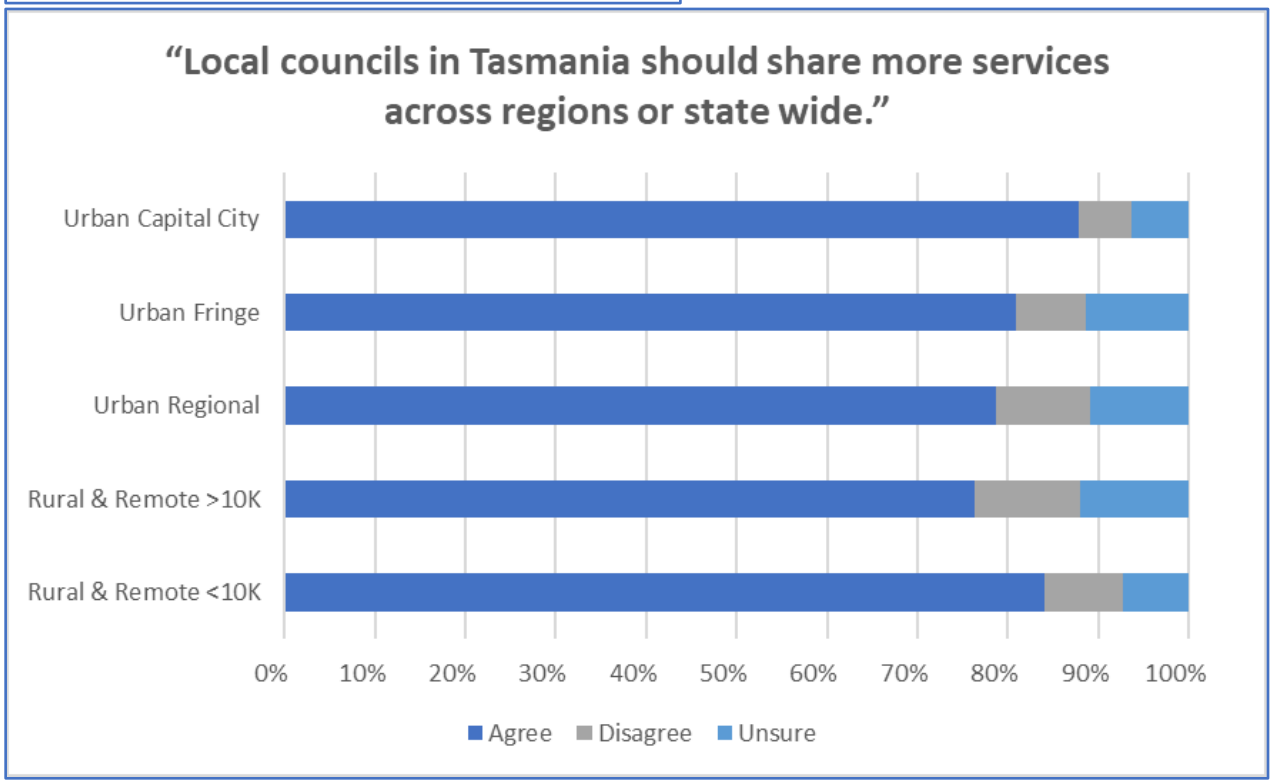
We asked, "Thinking about your needs and the needs of your family and community over the next 20 to 30 years, do you agree or disagree with the statement: "Local councils in Tasmania should share more services across regions or state-wide".

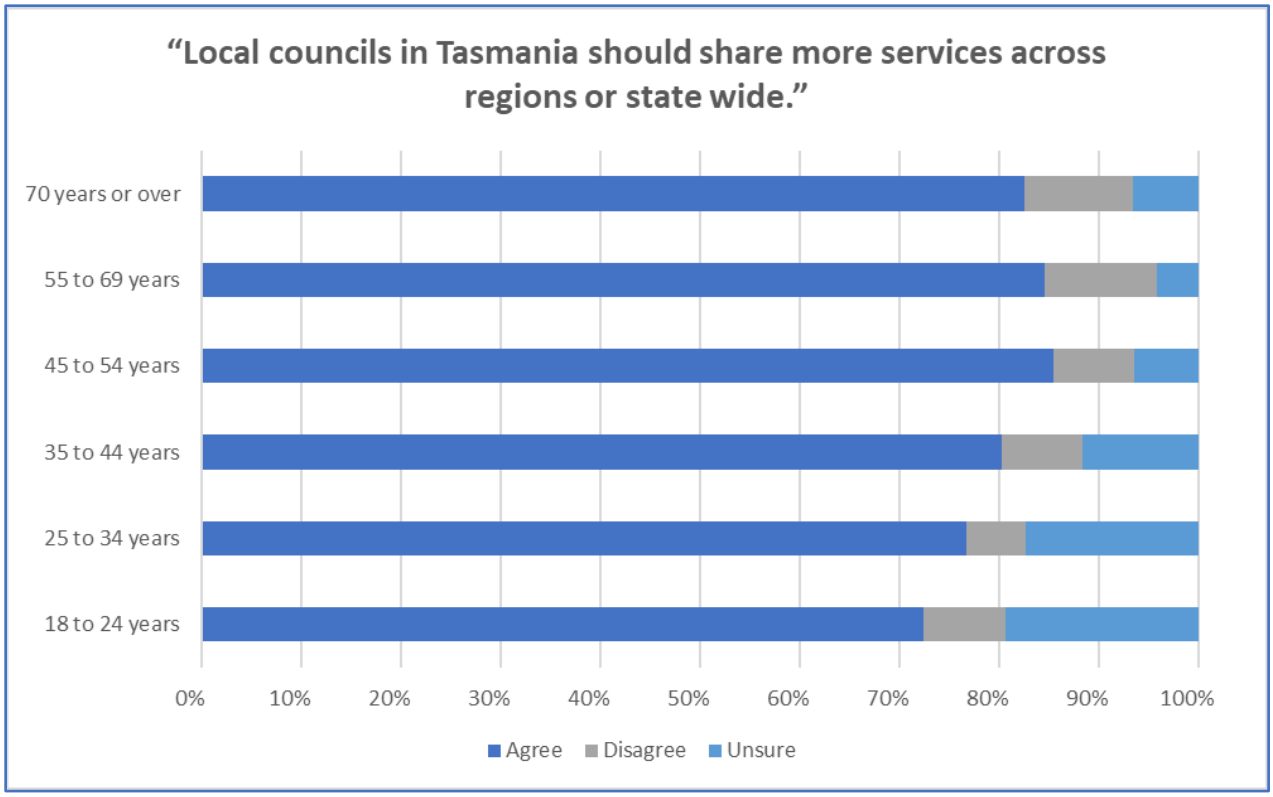
Across the state, 82% of respondents supported shared services.



Rural remote councils over 10k had the highest level of both disagreement (12%) and the highest level of uncertainty about the issue (12%).

Respondents aged 25 to 34 years were more likely to be unsure (17%) in relation to this question.





Those supporting shared services listed advantages, primarily cost sharing and reduction, but also improving regional unity, more efficient management of resources and greater consistency of services. Those who were opposed to shared services identified concerns that services would be spread too thinly, it would reduce local self-reliance, and that the wider distribution of resources and services would introduce travel times, costs and delays. Notably, 7% felt that it was important that a constituent's rates to be spent in their own, local area; a further 6% raised concerns that in a shared service arrangement, the smaller or more remote councils would be denied services.

Those who were stated that they were unsure about shared services listed reasons as: uncertainty about the services offered by Council; uncertainty about what services could be shared and how that would be managed; uncertainty that shared services would improve delivery; concerns about unequal distribution; and a general distrust of government capacity to provide services in the first instance. A small number of respondents felt that they needed a greater understanding of the services provided by other councils before they could reach a conclusion.

Most common reasons for shared services	
Cost sharing and/or cost reduction	17%
Improved unity / cohesiveness / working together	10%
Better management of resources	9%
Efficiency and consistency of services	9%
Less duplication of services	5%
Better access to facilities or equipment	5%

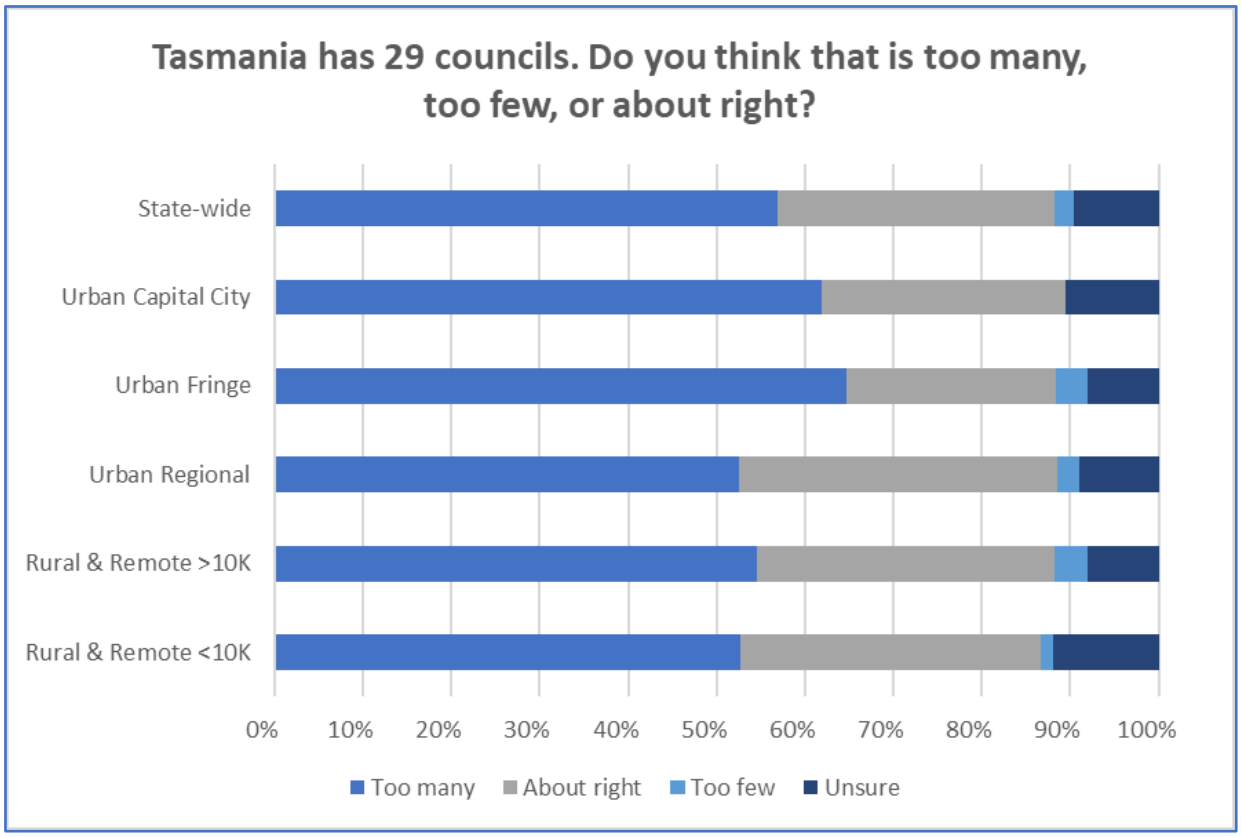
Most common reasons against shared services	
Services will be distributed too thinly	11%
Local community reliance is preferred	7%
Shared services won't be well managed	7%
Wider distribution will increase travel and costs	7%
People want their rates to be spent in their own area	7%
Small and remote areas will be denied services	6%

Full list of identified reasons for shared services	
Common reasons	Costs to be shared or reduced Generally supportive of shared services Resources to be shared or better managed Unity/Cohesiveness / Working together Efficiency/ Consistency/ Better processes Equipment/ facilities can be purchased or shared Less duplication of services Some councils are under-resourced (also, larger councils have more resources) Non-specific financial benefits Equity / Equality / Equal service access
Uncommon reasons	Too many councils Improved skill-base amongst council officers Small or remote areas to benefit from resources of other councils Savings to the ratepayer / constituents Infrastructure improvements Sharing knowledge and ideas Health services to be shared or improved Wider coverage of services Support for larger councils or amalgamation Accountability/ Transparency Economies of scale / increased budgets Low population/ Small state Improvements (no specifics) Less bureaucracy
Rarely identified reasons (<1%)	Uniformity of council regulations or by-laws Less council staff needed Not necessary for each council to purchase or own equipment Council services would be more clearly understood Council autonomy is ineffective Sustainability for future Support for state-wide collaboration Service delivery would be improved Better planning and development Reduced competition between councils Savings spent on other services Stronger identity Enabling tourism/ events Wasted infrastructure to be reduced Accounting and administration to be improved Combines services during natural disasters Growing population requires increased services

	Population density More services leads to more jobs Services can be denied due to council territory borders Reduced time/ distance to deliver services Tasmania's population is widespread
Full list of identified reasons against shared services	
Common reasons	Services will be distributed too thinly Local community reliance is preferred Shared services would not be managed well Councils need to provide their own services Constituent's rates to be spent in own area Unequal distribution of services Small or Remote areas will be denied services Wider distribution results in expanded travel time/cost Loss of local representation Councils are satisfactory as they are
Uncommon reasons	Councils ill-equipped to incorporate additional responsibilities Sharing of services is not needed Sharing of services will lead to further sharing or amalgamation Differences between councils Services to be state-wide / centralised Unequal distribution of power or control Uncertainty of which services will be shared No financial benefits Smaller communities need local resources Sharing services does not guarantee improvement Already shares with other councils, but bad communication Loss of jobs Councils needs to improve their services, rather than share
Rarely identified reasons (<1%)	Financial mismanagement Individual areas require a tailored response Conflict between councils Uncertainty about other councils Councils will not relinquish their independence Accountability will diminish Future needs are uncertain Already shares with other councils Councils are not responsible for other councils

7 The optimal number of councils

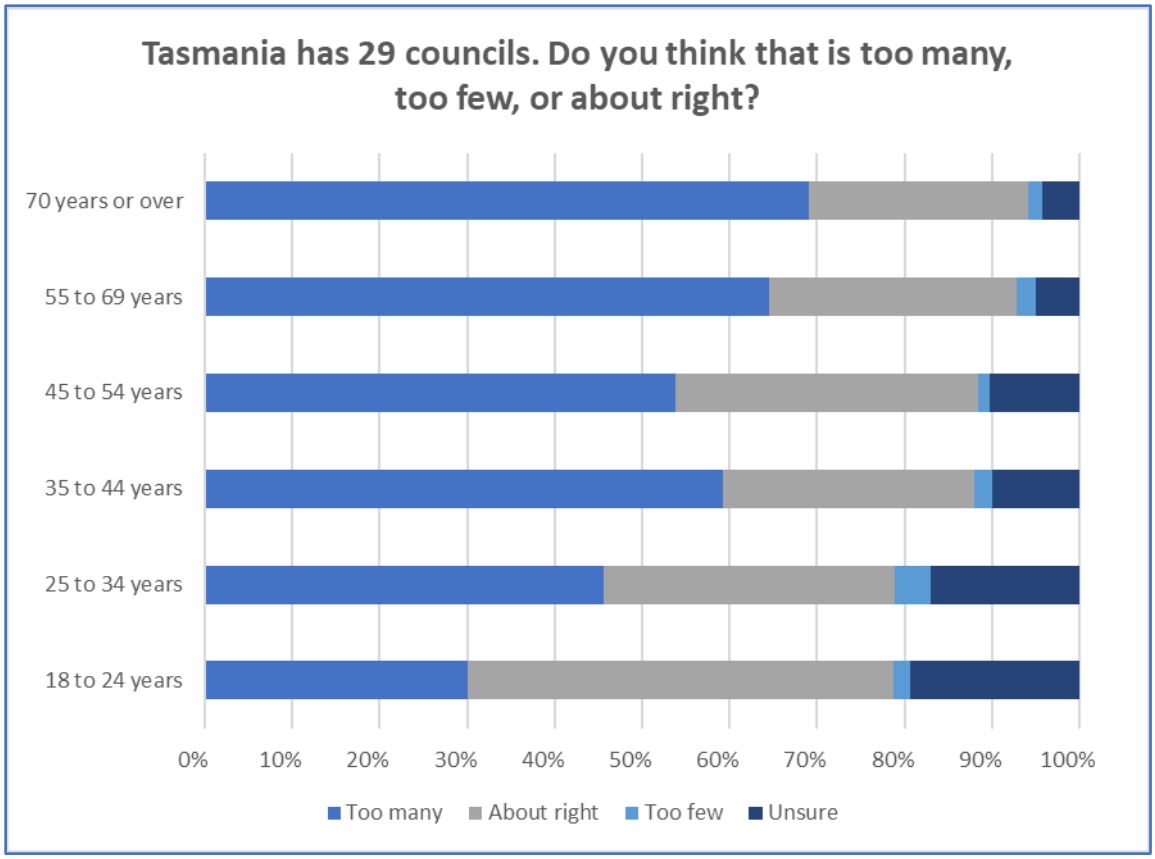
Twenty-nine Tasmanian council areas was commonly perceived to be too many, with the state's population and size cited as the most common rationale for reducing the number of councils (14%). Opportunities for greater sharing of resources (12%), cost savings (12%), and reducing duplication (5%) were the most common reasons for reducing the number of councils. For those who felt that there are the right amount or too few, the major identified issues were around the concern that fewer councils would not be able to meet distinct, local needs (8%) or provide adequate representation (3%).

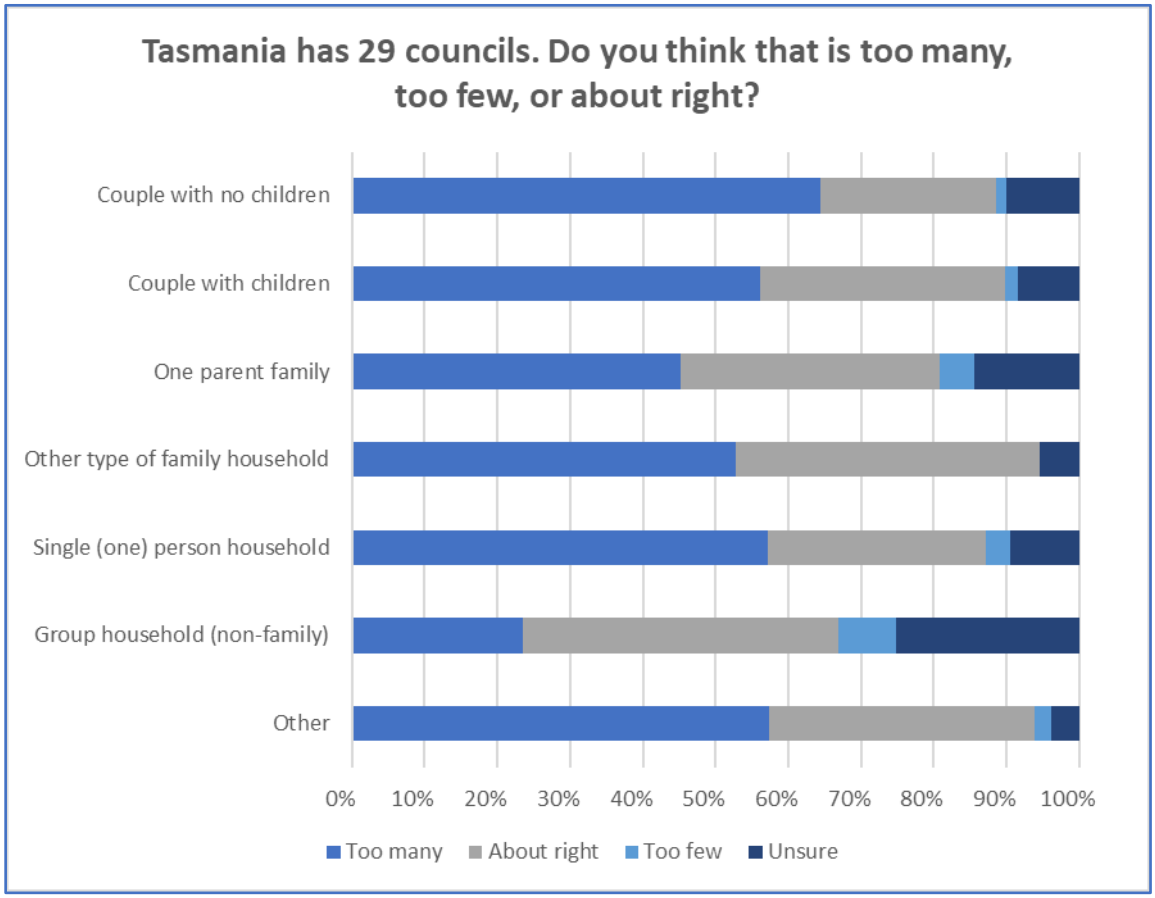


We asked respondents, "Tasmania has 29 councils. Do you think that is too many, too few, or about right?" More than half of the respondents felt that Tasmania had too many councils (57%). 31% felt that we have the right amount, and only 2% felt there were too few.

Respondents aged 18 to 24 years were more likely to state "about right" (49%), and 30% were of the view that there is currently too many. Respondents aged 25 to 34 years were more likely to be unsure (17%). Those 55 years or over were more likely to be of the view that Tasmanian has too many councils (67%). Households that consist of couples without children were also more likely consider that Tasmania has too many councils (64%), and this reflects the older age profile of this group. Non-family group households were significantly more likely to be unsure about the number of councils.

There were no significant variations across the rural, regional and urban councils, with a small margin of higher support for too many councils in the urban fringe councils (65%) and the city councils (62%) than in rural, remote and regional councils. For councils with less than 5,000 people, there was marginally more support for the idea of reducing council numbers (59% compared with 57% state-wide).


Tasmania has 29 councils. Do you think that is too many, too few, or about right?
70 years or over
55 to 69 years
45 to 54 years
35 to 44 years
25 to 34 years
18 to 24 years
0%
10%
20%
30%
40%
50%
60%
70%
80%
90%
100%
Too many
About right
Too few
Unsure


Tasmania has 29 councils. Do you think that is too many, too few, or about right?
Couple with no children
Couple with children
One parent family
Other type of family household
Single (one) person household
Group household (non-family)
Other
0%
10%
20%
30%
40%
50%
60%
70%
80%
90%
100%
Too many
About right
Too few
Unsure

Too Many Councils	**57%**
Tasmania's population or size is too small	14%
Support for amalgamation or greater resource sharing	12%
Too costly or fewer councils more efficient	12%
Too much duplication of processes or services	5%
About the Right Amount	**31%**
Each council has specific or local needs	5%
Current system works	4%
Numerous and/or diverse communities	3%
Constituents get better representation	3%
Too Few Councils	**2%**
Council area already too large to meet needs	1%

Over half of all respondents gave reasons why there are too many councils (55%), with a majority (14%) reasoning that Tasmania's population or size is too small for 29 distinct councils followed by 12% in each case mentioning support for amalgamation or sharing of resources and too costly/ fewer councils would save money. 27% gave reasons why Tasmania has about the right number of councils, with the majority mentioning that each council has specific and/ or local needs that could not be met by fewer councils (5%).

The full list of reasons provided by respondents is provided in the tables below.

Very few respondents felt that there were too few councils. The reasons provided for this assessment related to the:

- inability of their current council to meet community needs across a large area,
- inefficiency of current services
- capacity of smaller councils to focus on tasks more effectively
- higher level of financial management provided by smaller councils
- current lack of contact with council members
- importance of councils to effective governance, and
- employment generation and financial contributions that councils make to local areas (e.g., councils create employment, constituents' rates contribute to the local area).

Full list of identified reasons for too many councils	
Common reasons	Tasmania's population or size is too small Support for amalgamation or greater resource sharing Too costly/ fewer councils more efficient Too much duplication of processes or services
Uncommon reasons	Over governed / too much bureaucracy / over administrated / red tape Fewer/ larger councils would be more efficient Too much ratepayer money spent on council wages / councils are over staffed Fewer/ larger councils provide a better skill base (including qualified councillors) councillors) Too much conflict between councils Some councils are too small / services are limited Unequal representation in some council areas Some councils are inefficient/ badly managed Accountability/ corruption/ self interest Wasted resources or infrastructure Planning to be made simpler with fewer councils No unity or co-operation between councils Councils are too parochial Too many differing opinions
Rarely identified reasons (<1%)	Disharmony amongst council members Small councils are under resourced Council areas should be based on population Larger councils provide more consultation or knowledge System is outdated Some councils are very close together Small areas don't need an exclusive council Local government is not needed Some councils are fine as they are Some councils depend on state government Council borders are poorly established
Full list of identified reasons for right number of councils	
Common reasons	Each council has specific or local needs Current system works Numerous and/or diverse communities Constituents get better representation
Uncommon reasons	Larger/ fewer councils have more service disruptions Number of councils is adequate for Tasmania Small communities overlooked if absorbed by larger councils Additional councils results in increased bureaucracy Large councils overlook some sectors Amalgamations are not satisfactory or wanted Amalgamation doesn't guarantee improvement

	Councils maintain order Councils to share services but not amalgamate Some councils could amalgamate Small communities guaranteed local representation Small councils have more control over their services Large councils lose their focus on the community Services supplied to all communities
Rarely identified reasons (<1%)	Councils already too busy to absorb additional responsibilities Amalgamation reduces access to council members Financial independence or stability Too difficult to change the current system Constituents have access to council members Fewer councils would result in job losses Councils unwilling to merge Maintain current distribution of budgets Amalgamation makes things more costly Having more councils would not be cost effective Councils unable to absorb other council's debts Tasmania too diverse for state government alone

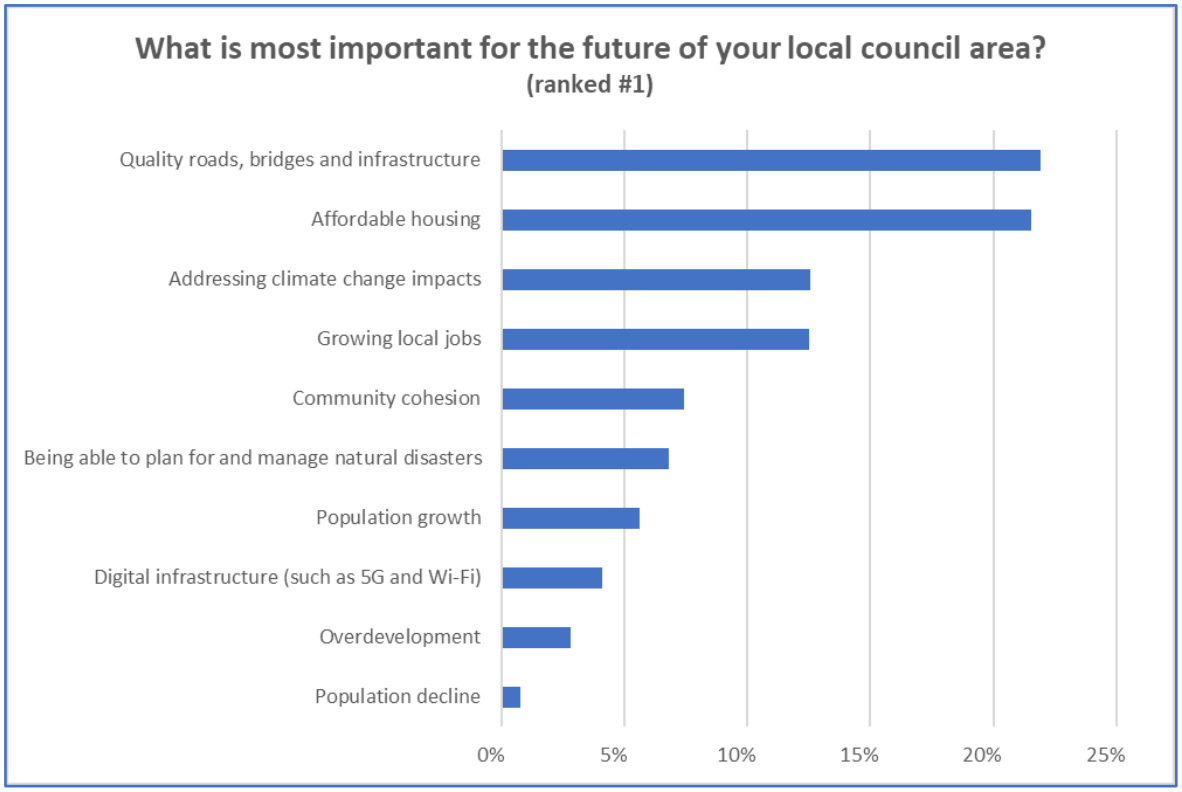
8 Future priorities for councils

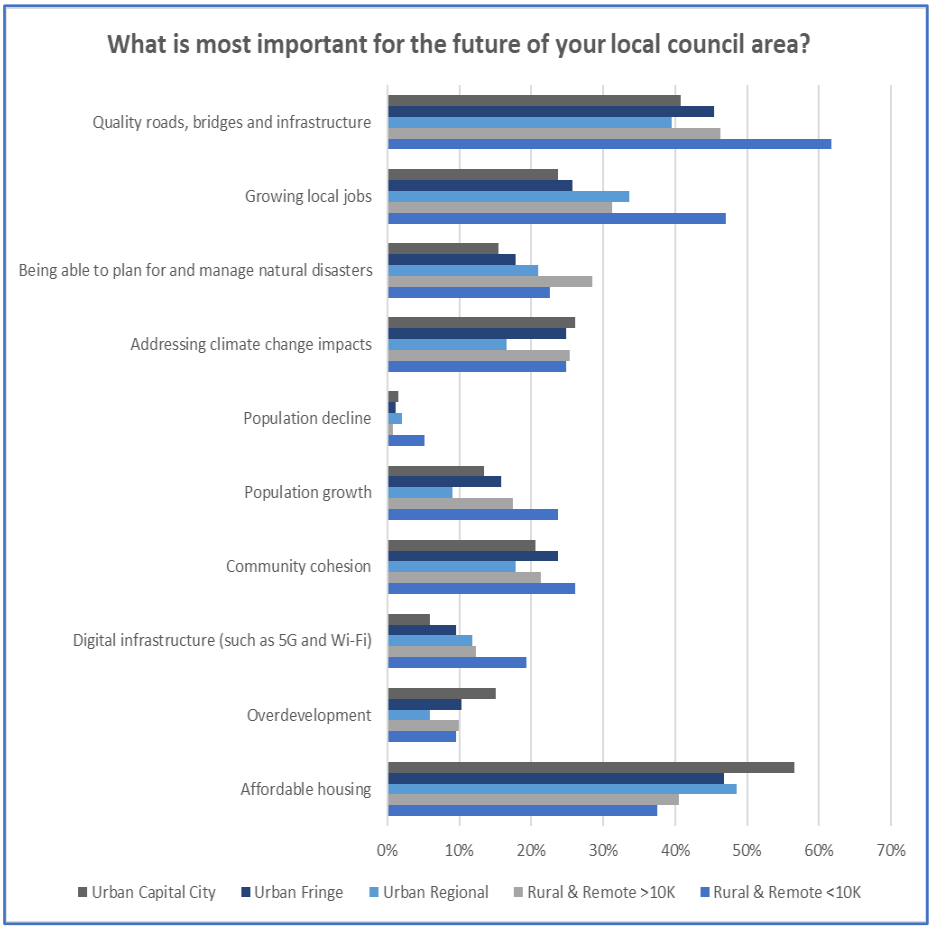
The priorities for councils were consistently identified as roads and infrastructure, affordable housing, addressing climate impacts and growing local jobs. This is a challenge for the local government sector, which has not historically had responsibilities for some of these matters, and may not have had the necessary resources, expertise or authority to address emerging issues.

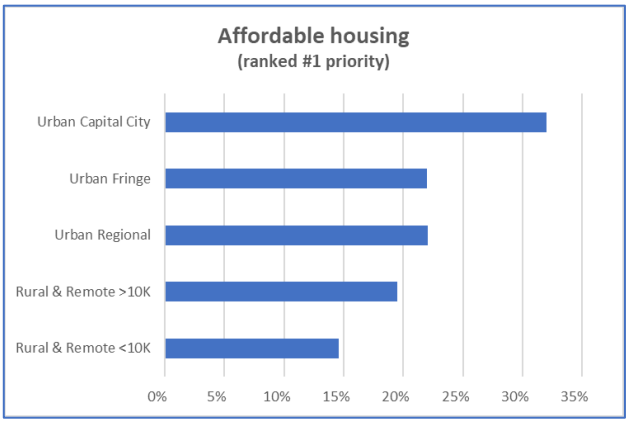
We asked respondents to identify the issues that they considered most important to the future of their local council area. Infrastructure, including quality roads, was significantly prioritised by respondents state-wide. Almost 60% of those surveyed listed infrastructure as one of their three top priorities, and 22% listed it as their number one priority issue.

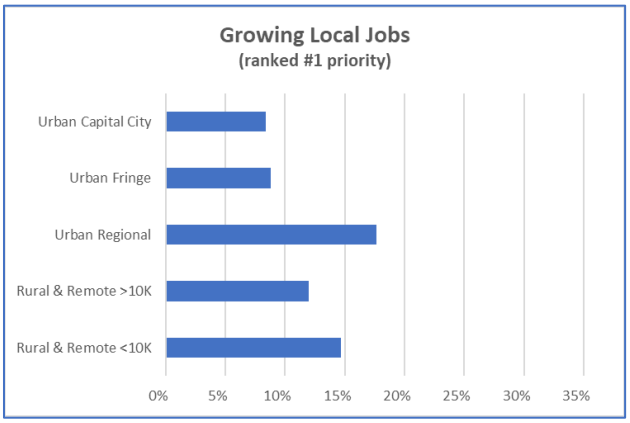
Similarly, affordable housing was significantly prioritised state-wide, with 22% of respondents listing it as their number one priority, and around 45% ranking it in their top three. Housing affordability was notably a higher priority for cities, urban centres and towns, and less so for the smaller rural and remote councils. Only 38% of respondents from the smaller rural and remote councils saw housing affordability as a priority issue.

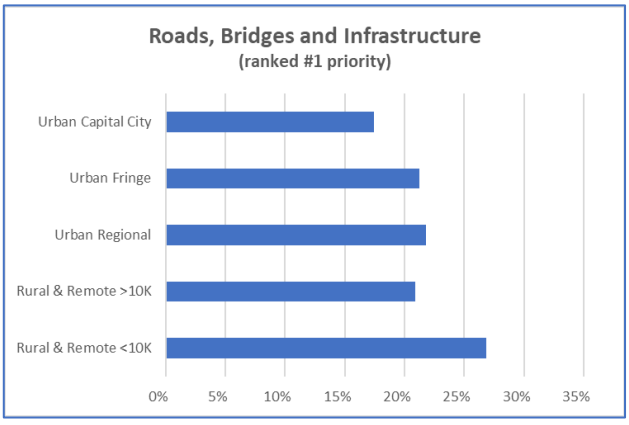
Affordable housing was the major issue for Tasmanians from 18-24 years old (72%) and from 25 to 34 years (68%). Local jobs were also significantly prioritised in the age groups from 18 through to 44 years old. That same age group expressed less concern about overdevelopment and population growth compared with the older population. Population decline was a low priority issue, regardless of council, location or age group.

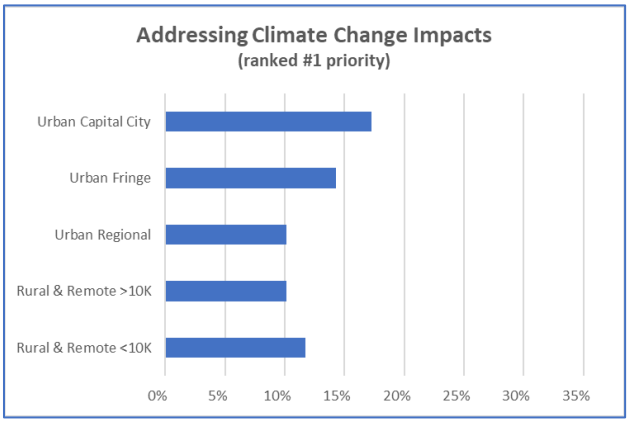


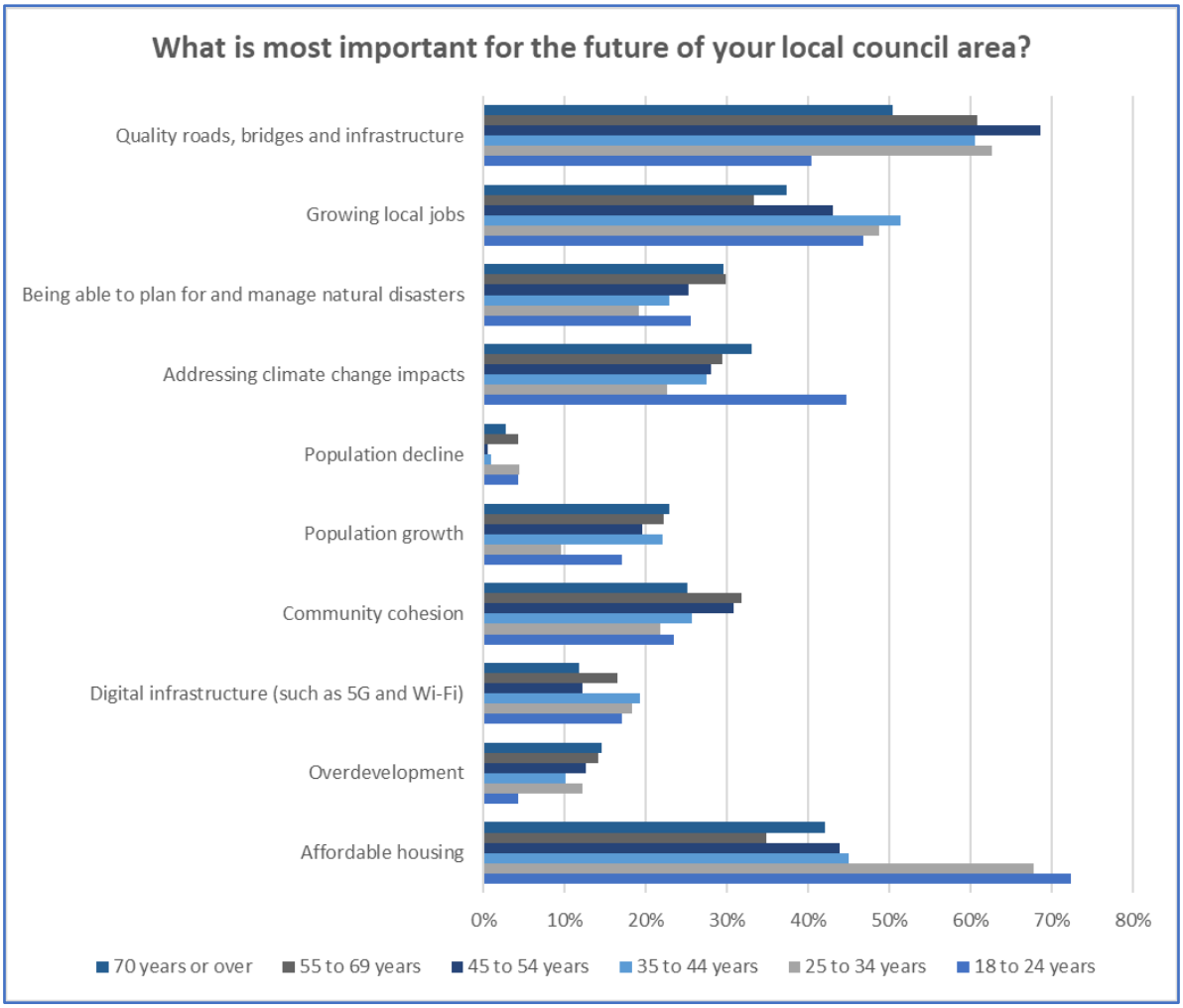

What is most important for the future of your local council area?
Quality roads, bridges and infrastructure
Growing local jobs
Being able to plan for and manage natural disasters
Addressing climate change impacts
Population decline
Population growth
Community cohesion
Digital infrastructure (such as 5G and Wi-Fi)
Overdevelopment
Affordable housing
0%
10%
20%
30%
40%
50%
60%
70%
Urban Capital City
Urban Fringe
Urban Regional
Rural & Remote >10K
Rural & Remote <10K

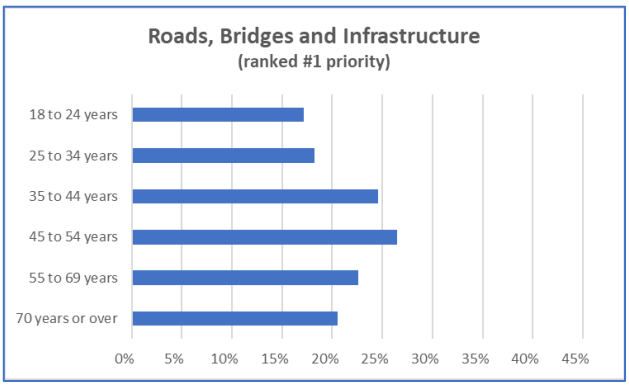

Affordable housing
(ranked #1 priority)
Urban Capital City
Urban Fringe
Urban Regional
Rural & Remote >10K
Rural & Remote <10K
0%
5%
10%
15%
20%
25%
30%
35%

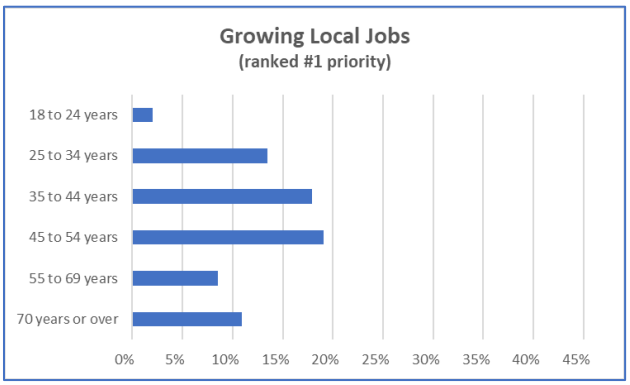

Growing Local Jobs
(ranked #1 priority)
Urban Capital City
Urban Fringe
Urban Regional
Rural & Remote >10K
Rural & Remote <10K
0%
5%
10%
15%
20%
25%
30%
35%

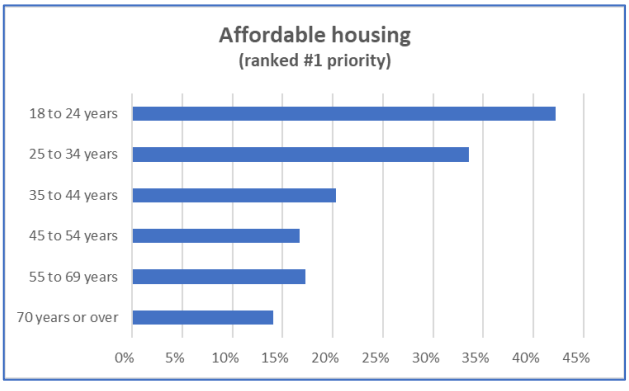

Roads, Bridges and Infrastructure
(ranked #1 priority)
Urban Capital City
Urban Fringe
Urban Regional
Rural & Remote >10K
Rural & Remote <10K
0%
5%
10%
15%
20%
25%
30%
35%

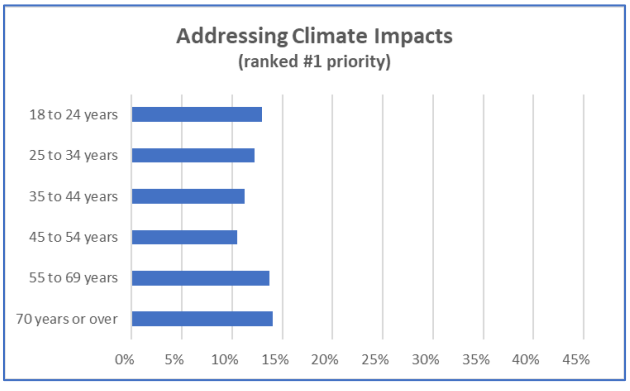

Addressing Climate Change Impacts
(ranked #1 priority)
Urban Capital City
Urban Fringe
Urban Regional
Rural & Remote >10K
Rural & Remote <10K
0%
5%
10%
15%
20%
25%
30%
35%


What is most important for the future of your local council area?
Quality roads, bridges and infrastructure
Growing local jobs
Being able to plan for and manage natural disasters
Addressing climate change impacts
Population decline
Population growth
Community cohesion
Digital infrastructure (such as 5G and Wi-Fi)
Overdevelopment
Affordable housing
0%
10%
20%
30%
40%
50%
60%
70%
80%
70 years or over
55 to 69 years
45 to 54 years
35 to 44 years
25 to 34 years
18 to 24 years


Roads, Bridges and Infrastructure
(ranked #1 priority)
18 to 24 years
25 to 34 years
35 to 44 years
45 to 54 years
55 to 69 years
70 years or over
0%
5%
10%
15%
20%
25%
30%
35%
40%
45%


Growing Local Jobs
(ranked #1 priority)
18 to 24 years
25 to 34 years
35 to 44 years
45 to 54 years
55 to 69 years
70 years or over
0%
5%
10%
15%
20%
25%
30%
35%
40%
45%

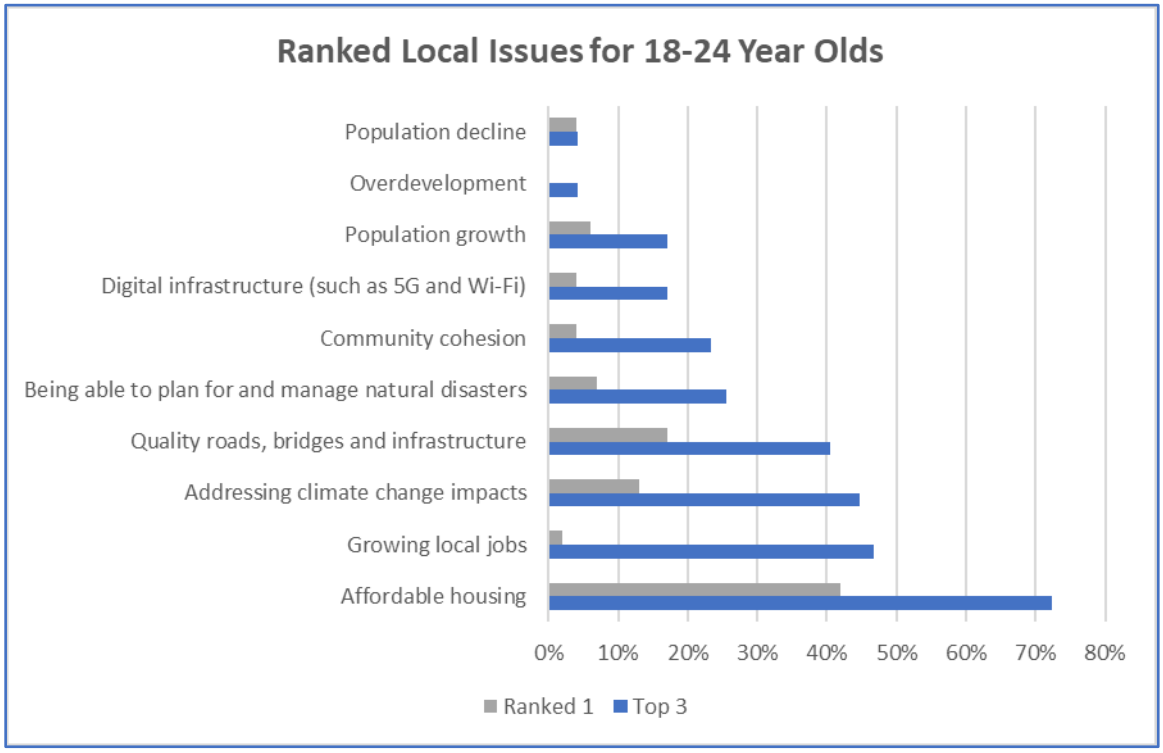

Affordable housing
(ranked #1 priority)
18 to 24 years
25 to 34 years
35 to 44 years
45 to 54 years
55 to 69 years
70 years or over
0%
5%
10%
15%
20%
25%
30%
35%
40%
45%


Addressing Climate Impacts
(ranked #1 priority)
18 to 24 years
25 to 34 years
35 to 44 years
45 to 54 years
55 to 69 years
70 years or over
0%
5%
10%
15%
20%
25%
30%
35%
40%
45%

8.1 PRIORITIES FOR THE YOUNGER GENERATION

The Review is future-focused, and keenly interested in the views of young adults when it comes to how they see the future role of local councils in Tasmania. The survey found that:

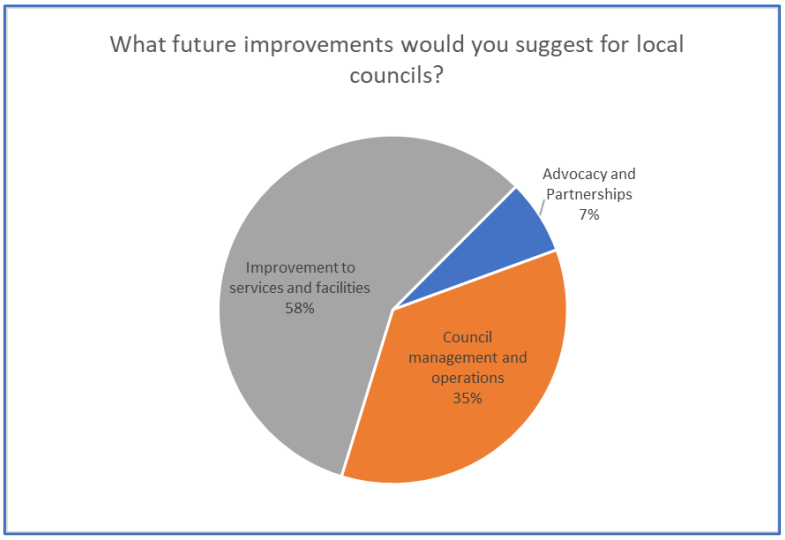
- When asked about what makes a local council area a desirable place to live, the respondents aged 18 to 24 years were more likely to value the sense of community (49% compared with 25% importance overall). For people from 25 to 34 years, the main consideration was housing affordability and availability (24% for that age group, compared with 10% across the whole population).
- Tasmanians aged 18 to 24 years were much less likely to have had direct engagement with their council. 83% of respondents had not engaged with council in the last 12 months.
- The assessment of council performance was generally positive: 9% indicated that they felt their council was not serving their local area well.
- Younger people prioritised significantly different council priorities from other age groups, with 72% of respondents prioritising affordable housing. Providing local jobs and addressing climate change were a higher priority for this age group.



There is a notable distinction in the relative priority of these issues however. Although 47% of this age group listed local jobs growth as one of their top three priority issues, only 2% rated it as their most important issue. In contrast, 4% listed population decline as one of their priority issues, and the majority of those who did listed it as their number one priority issue. This age group was the only demographic that regarded population decline as an issue at all.

9 Recommendations for future improvements

We asked respondents to list up to three improvements to their local council that they would like to see in the future. The responses were highly variable, although key themes emerged.



More than half of all respondents recommended improvements in the delivery of council services or facilities (such as roads and bridges, parks and recreation, public transport and health services).

Around a third of the recommendations related to councils' operations (such as the council having more community consultation, transparency of council, council effectiveness, and affordable rates).

A further 7% of recommendations related to councils' role in advocacy and partnerships (such as legislative reform, business development collaboration and working with state and federal governments).

Once again, the highest priority for improvement related to infrastructure maintenance, with 21% of respondents suggesting improvements in the ways that councils maintain roads/ bridges.

Respondents aged 25 to 34 years were more likely to suggest council improve the delivery of housing supply and affordable housing (28%), while residents from the major cities were more likely to suggest improvements in housing (25%) and public transport (11%). Respondents who resided in the rural and remote areas with populations of less than 10,000 area were significantly less likely to suggest council improve its capacity to deliver affordable housing (6%).

Recommended future improvements for councils	
Improvements to services and facilities	Roads/ Bridges (21%) Planning / Infrastructure / Development (13%) More housing/ Affordable housing (14%) Parks and recreation (6%) Waste management (including recycling and FOGO) (4%) Public transport (5%) Health services (5%) Facilities/services for family or youth (5%) Footpaths and walkways (4%)
Improvement to council operations and management	Council to have more community consultation (12%) Transparency (6%) Council effectiveness (5%) Effective communication or correspondence (5%)

	Affordable rates (5%) Accountability (4%) Reduced over-management or bureaucracy (4%) Better financial management (4%)
Improvements for advocacy and partnerships	Employment growth and business development (10%)

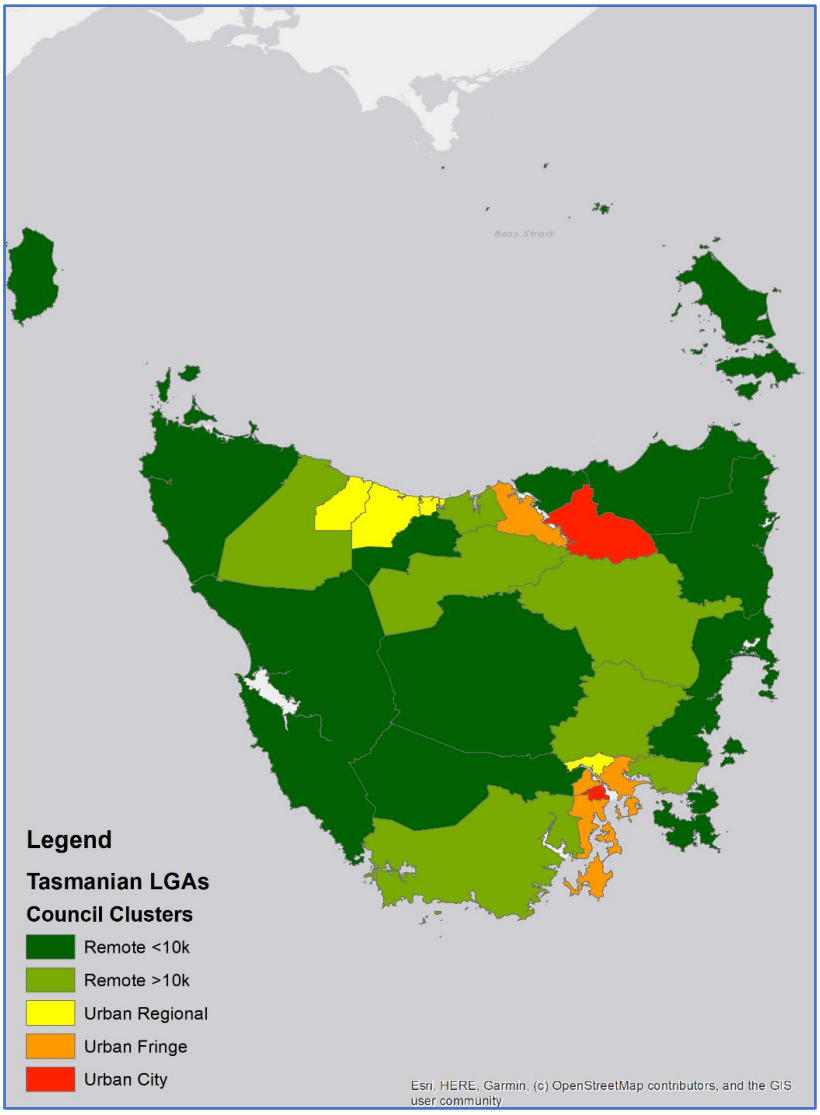
Appendix A: Survey Methodology

The IRF worked with the independent research provider EMRS to implement a *Computer Assisted Telephone Interview* (CATI) method of data collection. The survey questionnaire was approximately 15 minutes in length, and conducted via both landline and mobile phone interviews. The phone survey was conducted between the 9th and 23rd of February using the EMRS in-house call centre. The CATI instrument was supplemented with an equivalent online survey to target pre-screened respondents who had previously expressed a willingness to participate in online surveys, to meet representative sample targets.

9.1 SAMPLE RUBRIC

To gain a sample representative of the Tasmanian adult population that was sufficiently robust, quotas were established for gender, age, and council type. For council type, the project developed a unique geographic classification for to enable meaningful clustering of results. Councils were categorised based on population and location, as either Rural Remote (<10k), Rural Remote (>10k), Urban Regional, Urban Fringe, and Urban Capital. Details regarding the classification are provided in the table and map below.

Classification	Council Groups	Population
Rural and Remote (R&R) <10,000	• Break O'day (5,778) • Circular Head (6,295) • Dorset (5,478) • George Town (5,657) • Kentish (5,383) • West Coast (3,495) • Central Highlands (2,008) • Glamorgan Spring Bay (4,398) • Tasman (2,252) • Flinders (769) • King Island (1,294) • Derwent Valley (8,534)	**51,341**
Rural and Remote (R&R) >10,000	• Latrobe (10,046) • Southern Midlands (10,977) • Huon Valley (14,500) • Meander Valley (16,586) • Northern Midlands (10,977) • Sorell (13,278) • Waratah-Wynyard (11,417)	**77,781**
Urban Regional (UR)	• Brighton (14,004) • Burnie (15,531) • Central Coast (18,355) • Devonport (20,774)	**68,664**
Urban Fringe (UF)	• Clarence (49,031) • Glenorchy (40,476) • Kingborough (31,377) • West Tamar (20,002)	**140,886**
Urban Capital City (UCC)	• Launceston (55,858) • Hobart (46,110)	**101,968**



9.2 SURVEY CONFIDENCE

In total, 1,000 Tasmanian residents participated in the survey. Given the sample size, we can have a high level of confidence in the findings of this survey at a state-level scale. The confidence interval (aka margin of error) for findings at a whole of State scale is +/-3% at a confidence of level of 95%. That is, we can be 95% certain that a given response is within 3% margin of error for the whole population of Tasmania.

Total Population	Total Sample	Confidence Interval (at 95%)
446260	1000	+/- 3.1%

This confidence diminishes at smaller scales and reduced the sample sizes. At an LGA scale, the margin of error is generally very high, ranging from 10% for the City of Hobart through to greater than 30% for Flinders Council. Analysis and reporting at LGA scale should reflect the unreliability of this data for that purpose.

9.3 SAMPLE REPRESENTATIVENESS

Selected characteristics of the sample population were compared to the population of Tasmania as a whole to determined the representativeness of the survey. This serves two purposes:

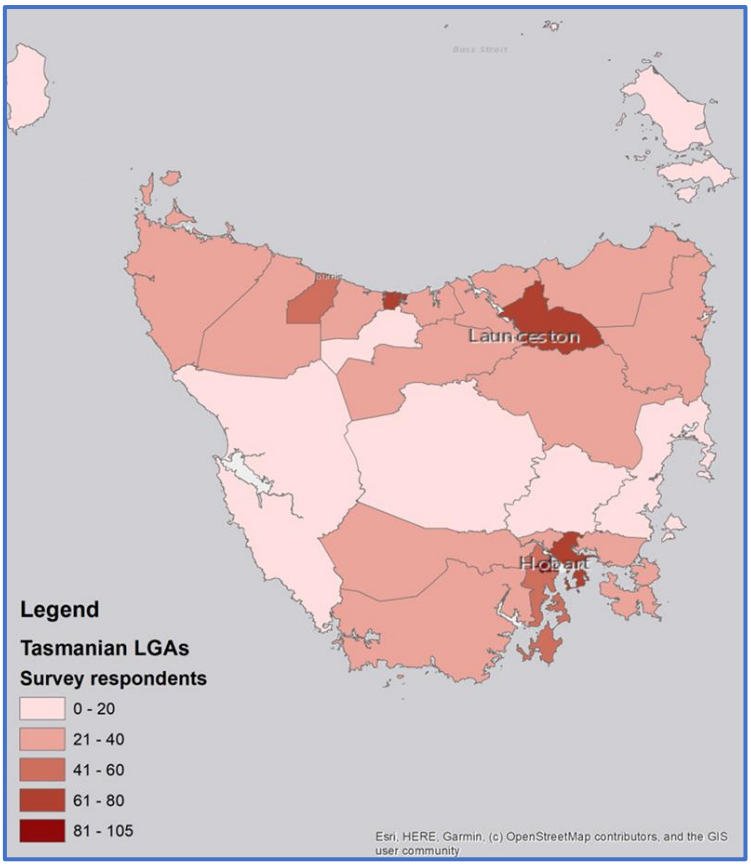
1. To identify any upfront biases or sampling errors that may limit the extent the data represents the entire population; and
2. To inform the selection of participants for the deliberative stages where specific groups or constituencies are over-represented or under-represented in the sample.

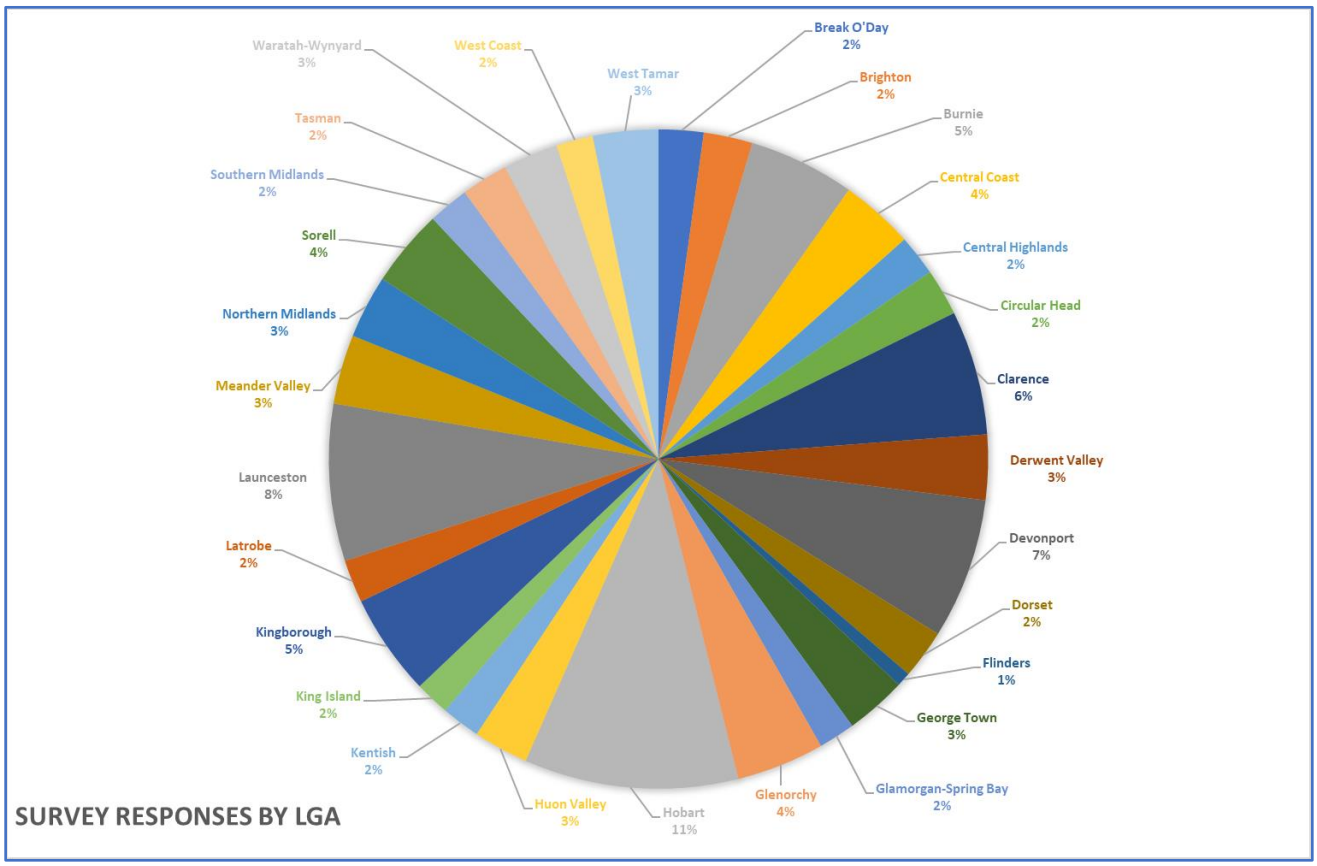
Representativeness was assessed against geographic (LGA) and demographic measures. In both cases, the sample shows a high degree of convergence with the wider population.

Representativeness by LGA

All LGAs are represented (see chart below) and largely in relative proportion to their adult (over-18) population. All population data is sourced from the 2021 Census of Population and Housing at State and LGA scales.

Under-represented LGAs	Over-represented LGAs
Significant under-representation **Clarence** **Launceston** **Glenorchy** *Moderate under-representation* Kingborough	*Significant over-representation* **Nil** *Moderate over-representation* Devonport


Launceston
Hobart
Legend
Tasmanian LGAs
Survey respondents
0 - 20
21 - 40
41 - 60
61 - 80
81 - 105
Esri, HERE, Garmin, (c) OpenStreetMap contributors, and the GIS user community


Break O'Day 2%
Brighton 2%
Burnie 5%
Central Coast 4%
Central Highlands 2%
Circular Head 2%
Clarence 6%
Derwent Valley 3%
Devonport 7%
Dorset 2%
Flinders 1%
George Town 3%
Glamorgan-Spring Bay 2%
Glenorchy 4%
Hobart 11%
Huon Valley 3%
Kentish 2%
King Island 2%
Kingborough 5%
Latrobe 2%
Launceston 8%
Meander Valley 3%
Northern Midlands 3%
Sorell 4%
Southern Midlands 2%
Tasman 2%
Waratah-Wynyard 3%
West Coast 2%
West Tamar 3%
SURVEY RESPONSES BY LGA

Local Government Area	Responses	Pop	% of Total Pop	% of Total Responses	Difference (%)	Difference (Z-Score)
Break O'Day	22	5749	1.3%	2.2%	0.9%	0.48
Brighton	24	13984	3.1%	2.4%	-0.7%	-0.39
Burnie	52	15541	3.5%	5.2%	1.7%	0.90
Central Coast	36	18336	4.1%	3.6%	-0.5%	-0.27
Central Highlands	20	2060	0.5%	2.0%	1.5%	0.81
Circular Head	23	6298	1.4%	2.3%	0.9%	0.46
Clarence	61	49017	11.0%	6.1%	-4.9%	-2.58
Derwent Valley	32	8564	1.9%	3.2%	1.3%	0.67
Devonport	69	20790	4.7%	6.9%	2.2%	1.18
Dorset	24	5495	1.2%	2.4%	1.2%	0.61
Flinders	7	789	0.2%	0.7%	0.5%	0.27
George Town	30	5650	1.3%	3.0%	1.7%	0.91
Glamorgan-Spring Bay	18	4418	1.0%	1.8%	0.8%	0.42
Glenorchy	43	40495	9.1%	4.3%	-4.8%	-2.52
Hobart	105	46108	10.3%	10.5%	0.2%	0.08
Huon Valley	27	14506	3.3%	2.7%	-0.6%	-0.30
Kentish	19	5381	1.2%	1.9%	0.7%	0.36
King Island	17	1309	0.3%	1.7%	1.4%	0.74
Kingborough	50	31370	7.0%	5.0%	-2.0%	-1.08
Latrobe	21	10078	2.3%	2.1%	-0.2%	-0.09
Launceston	77	55813	12.5%	7.7%	-4.8%	-2.54
Meander Valley	34	16598	3.7%	3.4%	-0.3%	-0.17
Northern Midlands	31	10980	2.5%	3.1%	0.6%	0.33
Sorell	38	13282	3.0%	3.8%	0.8%	0.43
Southern Midlands	20	5276	1.2%	2.0%	0.8%	0.43
Tasman	23	2249	0.5%	2.3%	1.8%	0.94
Waratah-Wynyard	27	11419	2.6%	2.7%	0.1%	0.07
West Coast	18	3481	0.8%	1.8%	1.0%	0.53
West Tamar	32	20014	4.5%	3.2%	-1.3%	-0.68

Representativeness by Demographics

Key demographic indicators were assessed against the total population. Not all categories in the survey instrument are consistent with the population characteristics of the census; the following assumptions have been made to compare populations:

- **Public rental** is taken to include both State & Community Housing providers
- **Student** is taken to refer to full-time currently studying, given that the occupation question allowed for only one category
- **Homemaker** is not a definition in the census, and is taken to be the population not in labor force, full-time equivalent (30 hours+) unpaid domestic work.
- **Unemployed looking for work** is taken as part or full time looking for work
- **Unemployed not looking for work** cannot be inferred from census data
- **Self-employed** is defined as owner of incorporated/unincorporated enterprise no employees
- **Business owner** is defined as Owner of incorporated/unincorporated enterprise with employees

Over and unrepresented demographics are provided in the table below, and can be remedied through the selection for the panel. In terms of explanatory notes, the under-representation of non-English speaking residents is a common and expected bias of telephone surveys. Similarly, the over-representation of home owners and marginally under-represented proportion of renters may reflect the access to phone numbers, and is consistent with mass CATI surveys.

Under-represented Demographics	Over-represented Demographics
Significant under-representation **Nil**	*Significant over-representation* **Home Owners (no mortgage)**
Moderate under-representation High school educated only respondents Private renters Respondents aged 25-34 years	*Moderate over-representation* English speaking households University educated respondents Couples with children

Generally, the sample concords with the wider Tasmania population, as evident below.

Respondents to Tasmanian Demographic Profile		Population	Respondents	Difference	Z Score
Age	18 to 24 years	9.5%	4.7%	-4.8%	-0.97
	25 to 34 years	17.2%	11.5%	-5.7%	-1.10
	35 to 44 years	14.8%	10.9%	-3.9%	-0.82
	45 to 54 years	15.5%	21.4%	5.9%	0.68
	55 to 69 years	24.8%	26.1%	1.3%	-0.02
	70 years or over	18.3%	25.4%	7.1%	0.87
Gender	Male	49.1%	46.8%	-2.3%	-0.58
	Female	50.9%	52.7%	1.8%	0.05
Language	English	86.1%	96.6%	10.5%	1.39
Education	School education level	38.6%	30.5%	-8.1%	-1.48
	Certificate or Diploma level	27.6%	35.4%	7.8%	0.98
	Bachelor's degree or higher	22.8%	33.4%	10.6%	1.40
Indigenous	Indigenous identifying	5.4%	4.7%	-0.7%	-0.33
Housing	Private rental	18.2%	10.8%	-7.4%	-1.37
	Public rental	4.6%	4.0%	-0.6%	-0.31
	Fully owned	31.7%	54.2%	22.5%	3.24
	Mortgaged	28.0%	26.9%	-1.1%	-0.39
Household	Couple with no children	24.8%	30.6%	5.8%	0.66
	Couple with children	20.8%	29.9%	9.1%	1.18
	One parent family	9.4%	5.4%	-4.0%	-0.84
	Other type of family household	1.9%	6.3%	4.4%	0.45
	Single (one) person household	24.4%	20.3%	-4.1%	-0.86
	Group household (non-family)	2.9%	2.1%	-0.8%	-0.34
Occupation	A student	4.7%	1.7%	-3.0%	-0.69
	Unemployed looking for work	2.9%	2.9%	0.0%	-0.22
	Home-maker	4.5%	1.6%	-2.9%	-0.67
	Employee	38.4%	38.0%	-0.4%	-0.29
	Self-employed	3.5%	7.7%	4.2%	0.42
	Business owner	2.6%	3.9%	1.3%	-0.03

Sample Weighting

Where the specified quotas were not achieved, weighting was applied to the results to ensure they were accurate in reflecting the demographic profile of the population. The weightings applied to the analysis of survey results are shown in the table below.

Age	Population	Target	Actual	Weights
18 to 34 years	119,063	252	159	1.6
35 to 54 years	135,165	300	321	0.9
55 years and over	197,965	448	515	0.9
Gender	**Population**	**Ideal**	**Actual**	**Weights**
Male	215,929	489	527	1.0
Female	229,085	511	468	1.0
Regional classification	**Population**	**Ideal**	**Actual**	**Weights**
Rural and remote <10k	51,371	240	253	0.9
Rural and remote >10k	82,060	200	200	1.0
Urban regional	68,636	200	177	1.1
Urban fringe	140,912	180	188	1.0
Urban capital city	101,937	180	182	1.0

Appendix B: Questionnaire Protocol

DEMOGRAPHIC QUESTIONS

D1. So that we have a good representation of people in the survey, we would appreciate you answering a few demographic questions. **How would you describe your gender?**	**1. Male** **2. Female** **3. Other** **4. Non-binary** 5. Prefer not to say
D2. Would you mind telling me your approximate age, please?	**1. 18 to 24 years** **2. 25 to 34 years** **3. 35 to 44 years** **4. 45 to 54 years** **5. 55 to 69 years** **6. 70 years or over** 7. Prefer not to say
D3. Which suburb and postcode area do you live in?	
D4. In which Local Government or Council Area do you live?	

PERCEPTIONS OF LOCAL COMMUNITY AND THE ROLE OF LOCAL GOVERNMENT

Q1. Thinking about the local council area where you live, what <u>five</u> words or statements best describe its most positive attributes? *Please name the <u>5</u> most important to you.*	1. History, heritage and culture 2. Sense of community 3. Agricultural and farming opportunities 4. Rural lifestyle 5. Family-friendly 6. Character of the housing and built form 7. Work and/or business opportunities 8. Access to local produce and food 9. Environment, open space, and natural assets 10. Connected and accessible to other parts of Tasmania and interstate 11. Other (specify) 12. None of the above/ unsure

Q2. What are the most important qualities to you of good places to live? *Please name the 5 most important to you.*	1. Being close to my work 2. Accessible vibrant centres to shop and spend time 3. Opportunities for outdoor activities 4. A range of housing types for a diverse community 5. Access to good educational opportunities 6. Proximity to nature and natural assets (such as open space, national parks, waterways etc.) 7. Access to good health services 8. Being close to friends and or family 9. Quality public places and spaces 10. Good transport access and connections 11. Other (please specify) 12. None of the above/ unsure
Q3. Over the last 12 months, have you had direct contact with your local council?	**1. Yes** **2. No** 3. Unsure
Q3a. What was the nature of the contact with your council?	RECORD VERBATIM **1. _____** **2. _____** **3. _____**

Q4. I'm going to read you some statements about your local council. Please rate how well your local council does each of these things, on a scale of 1 to 3, where 1 is "not well" and 3 is "very well".

a. Overall, is well-governed, accountable and professional	**1. Not well** **2. Fairly well** **3. Very well** 4. Don't know/ unsure
b. Providing adequate and quality services and facilities	
c. Is financially well-managed	
d. Adequately maintaining infrastructure such as roads and bridges	
e. Representing the views of the whole community in its decision-making	
f. Runs its own operations efficiently and effectively	

Q5. Overall, how well does your local council serve your local area, on a scale of 1 to 3, where 1 is "not well" and 3 is "very well"?	**1. Not well** **2. Fairly well** **3. Very well**

	4. Don't know/ unsure
Q5a. And why do you say that?	RECORD VERBATIM
Q6. Thinking forward 20 to 30 years, if there was no change to how councils work, do you think that things would get better, worse, or stay about the same*?*	**1. Better** **2. Worse** **3. Stay same** 4. Don't know / unsure
Q6a. And why do you say that?	RECORD VERBATIM
Q7. Do you agree or disagree with the statement, "I don't mind which level of government provides services locally, as long as they are delivered well"?	**1. Strongly agree** **2. Somewhat agree** **3. Neither agree nor disagree** **4. Somewhat disagree** **5. Strongly disagree** 6. Don't know/ unsure

Q8. I'm going to read you a list of phrases that you might use to describe what is most important for the future of your local council area. Please select up to 3 phrases, from the <u>most</u> important to the <u>least</u>.

a. Affordable housing	
b. Overdevelopment	
c. Digital infrastructure (such as 5G and Wi-Fi)	
d. Community cohesion	**1. _____ (most important)**
e. Population growth	**2. _____**
f. Population decline	**3. _____ (least important)**
g. Addressing climate change impacts	
h. Being able to plan for and manage natural disasters	
i. Growing local jobs	
j. Quality roads, bridges and infrastructure	
k. Any other?	

Q9. Thinking about your local council, what are <u>three</u> improvements you would like to see in the future?	RECORD VERBATIM **1. _____** **2. _____** **3. _____**
Q10. Tasmania has 29 councils. Do you think that is too many, too few, or about right?	**1. Too many** **2. Too few** **3. About right** 4. Don't know/ unsure
Q10a. And why do you say that?	RECORD VERBATIM **1. _____** **2. _____** **3. _____**
Q11. Thinking about your needs and the needs of your family and community over the next 20 to 30 years, do you agree or disagree with the following statement: "Local councils in Tasmania should share more services across regions or state-wide."	**1. Agree** **2. Disagree** 3. Don't know/ unsure
Q11a. And why do you say that?	RECORD VERBATIM **1. _____** **2. _____** **3. _____**

Q12. I'm going to read you a list of roles that local councils play. Please rank each option from 1 to 3, with 1 being the "most important" and 3 being the "least important".

a. Provider of services and facilities	**1. _____ (most important)**
b. Advocating for the needs of the local community	**2. _____**
c. Partnering with others to improve the scope, quality and scale of local services	**3. _____ (least important)**

LOCATIONS USED FOR SHOPPING AND RECREATIONAL ACTIVITIES

Q13. Thinking now about the places you go to for the following activities. Please name the <u>main</u> suburb or place where you…	
a. Do your regular household or grocery shopping	
b. Buy a major item such as a major household item or clothing	
c. Regularly go for recreation, outings or sports	
d. Attend events or visit galleries etc.	
e. Take visitors	

DEMOGRAPHIC QUESTIONS (2)

Finally, we would appreciate you answering a couple of demographic questions.	
D5. Do you speak a language other than English at home?	**1. No, English only** **2. Yes – which language?** (specify) 3. Prefer not to say
D6. What is the highest level of educational qualification you have completed?	**1. School education level** **2. Certificate or Diploma level** **3. Bachelor's degree level** **4. Postgraduate degree level** **5.** Prefer not to say
D7. Which of the following best describes you currently?	**1. Employed for wages** **2. Self-employed** **3. Business owner** **4. Out of work and looking for work** **5. Out of work but not currently looking for work** **6. A homemaker** **7. Pensioner/on government income support** **8. A student** **9. Retired** **10. Semi-retired** **11. Unable to work** **12. Other (specify)** 13. Prefer not to say

D8. In which Local Government or Council Area do you work?	
D9. In the past 12 months, have you been actively involved in any service club, or sporting, social, welfare, emergency services, volunteering or recreation group in your local community?	**1. Yes** **2. No** 3. Don't know/ unsure
D10. Is the dwelling in which you live…?	**1. Private rental** **2. Public rental** **3. Fully owned** **4. Mortgaged** **5. Other (specify)** 6. Prefer not to say
D11. Which of the following best describes the household in which you live?	**1. Couple with no children** **2. Couple with children** **3. One parent family** **4. Other type of family household** **5. Single (one) person household** **6. Group household (non-family)** **7. Other (specify)** 8. Prefer not to say
D12. Are you of Aboriginal or Torres Strait Islander descent?	***1*. No** **2. Yes – Aboriginal** **3. Yes – Torres Strait Islander** **4. Yes – both Aboriginal and Torres Strait Islander** 5. Unsure 6. Prefer not to say
D13. How long have you lived in your local council area?	**1. Less than 2 years** **2. 2 years but less than 5 years** **3. 5 years but less than 10 years** **4. 10 years or more** 5. Prefer not to say

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