



District Council of Mount Remarkable Community Survey Report

May 2023

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3 May 2023

Mr Sam Johnson
Chief Executive Officer
District Council of Mount Remarkable
PO Box 94
MELROSE SA 5483

Dear Mr Johnson

BRM Advisory is pleased to have assisted the District Council of Mount Remarkable (DCMR) to undertake its first community survey. The survey has provided the residents and ratepayers of the DCMR community with an important opportunity to share their views.

This report provides our analysis of the 181 responses received from the community and presents key findings to assist DCMR to interpret the results and consider prioritisation of services and resources based on community feedback.

Our approach has been to seek insights from the community about the areas in which Councils is performing well and meeting expectations, and the potential areas for Council to focus on to improve overall community satisfaction.

The survey questionnaire was codesigned with Council's administration and all community members were invited to complete the survey online or in hard copy for a four week period between 20 March and 14 April 2023. We appreciate the work undertaken by DCMR staff to promote the survey through its website, media, community notices, elected members and community groups.

The response received is a reliable representative sample of the community within an acceptable margin of error range for this type of survey research, noting however that some segments are over-represented (women and those aged 45-55) and others are under-represented (men, youth and older people).

The results can be relied upon with a reasonable degree of confidence to provide a representation of broader community views. However, a survey is a point in time snapshot of community sentiment and ongoing consultation with the community is required in significant decision making processes.

This report presents the key findings based on our analysis of the survey results. This includes a respondent profile snapshot and the results of each survey question presented in a series of charts and tables with summary commentary. The responses to open ended questions have been grouped into key feedback themes with a sample of verbatim comments selected to illustrate the views of the community.

The survey results demonstrate that community members value and rate Council services differently based on their own circumstances, experiences and expectations. This highlights a persistent challenge for all local governments in allocating limited resources to meet the needs of a diverse community. We trust that this report provides some useful insights to guide future decision making.

As this is the first survey of its kind conducted by DCMR, the results outlined in this report provide a useful baseline against which to measure changes in community satisfaction and Council performance over time. We recommend the DCMR consider repeating the community survey on an annual or biennial basis to maintain this level of community engagement and regularly monitor changes in community sentiment.

A handwritten signature in black ink, appearing to read 'Michael Arman', written in a cursive style.

Michael Arman
Director - Public Advisory
Email marman@brmadvisory.com.au
Mobile 0422 039 785

Community Satisfaction

- The average overall satisfaction score (on a scale of 1 to 5) is 2.49, with approximately 1 in 8 residents being satisfied or very satisfied with the overall performance of DCMR.
- DCMR has significant opportunities for improvement to achieve consistency with South Australian and national benchmarks for community satisfaction.
- Individual perceptions of Council performance are influenced by a wide range of personal circumstances, experiences and needs. The areas of performance that some people see as positive, others perceive as a being negative.
- The most consistent themes influencing community satisfaction are negative perceptions of the maintenance of roads and other Council assets and tidiness of towns and a perceived lack of good consultation, communication and community engagement in decision making.

Performance of Elected Council Members

- Satisfaction with performance of elected members was rated slightly higher than Council overall, with a satisfaction score of 2.79.
- Approximately 1 in 5 residents are satisfied with the performance of elected members, while approximately 1 in 4 do not know who their ward Councillors are.
- Some comments suggested that it was too soon to rate the performance of new elected members commencing their first term.

Performance of Council Staff

- Satisfaction with performance of Councils staff was rated higher than Council overall and slightly higher than elected members with a satisfaction score of 2.87.
- Approximately 1 in 4 residents are satisfied with the performance of Councils staff.
- A number of comments reflect a preference for Councils staff to live locally and/or be more active within the DCMR community.

What Council is doing well

- The views expressed across the survey are mixed. There are no aspects of Council performance measured in the survey that did not receive both positive and negative ratings.
- The key areas noted by 49% of respondents as a positive area of performance are:
 - Customer service / response
 - Maintaining towns, parks and playgrounds
 - Tourism / promotion of the area
 - Communication / engagement with the community
 - Waste collection / management.
- Approximately half of respondents did not provide a positive example of something Council is doing well.

What the community would like Council to change

- The maintenance and roads and maintenance / tidiness of towns are the two most significant areas of feedback from the community. There is a perception that the condition of local roads, roadsides, trails and footpaths has been in decline and more spending and staff are required to better maintain Council assets across all areas of the district. Some noted that seasonal conditions have contributed to the issues raised.
- Improvements to consultation and engagement was a key feedback theme from the community. While communication and information sharing was identified as something DCMR is doing well, listening to and involving the community in decision making came through strongly as an opportunity to improve performance and satisfaction.
- Many of the comments made across the survey indicate a strong sentiment within the community that investment in services and facilities that serve tourists / visitors does not benefit the residents / ratepayers of DCMR. On the other hand, there is also a sentiment that Councils should be investing in more initiatives that promote the region and attract more tourists.

Council Services

- The vast majority of the Council services rated were considered to be very or extremely important. However, the spread of importance ratings for each service is reflective of the diverse needs and expectations of the DCMR community.
- Satisfaction ratings for each services are at the lower end of the scale ranging from 2.14 (roads and bridges) to 3.22 (waste management).
- By comparing the average importance rating with the average satisfaction rating and looking at the rankings of community priority, the key areas of focus for DCMR to better meet community expectations are:
 1. Roads and bridges
 2. Parks, reserves, ovals and playgrounds
 3. Footpaths and trails
 4. Planning and development
 5. Economic development, business support and tourism.
- While community feedback suggests that there is a limited appetite for Council to expand its service offerings or divert resources to new focus areas, the potential areas for Council to consider increasing its focus are:
 - Economic development and business support
 - Programs for young people
 - Community events.

Customer Service and Communication

- Around 45% of respondents had made contact with DCMR over the past 12 months, with the vast majority of the contacts with Council were about the condition of roads.
- Approximately 1 in 3 respondents were either satisfied or very satisfied with how the contact was handled.
- The community indicated a strong preference to be kept informed via Facebook and other social media or through the Council's quarterly newsletter. That being said, comments indicated a strong preference for DCMR to continue to share information across a range of mediums.
- Despite positive feedback around Council's communication approaches, 43.5% of respondents believing they haven't had appropriate opportunity to provide feedback on important issues, underscoring the need for a continued focus on engagement and providing feedback on key decisions.

Respondent Profile Snapshot

In total, 181 valid survey responses were received. Not all respondents answered every question. The response count for each question is shown in the analysis on the following pages.

Responses from people who are neither a resident or ratepayer in the district have been excluded from the analysis.

The survey is a representation of the views of approximately 7% of the DCMR population aged 15+. At a confidence level of 95%, the error margin for this survey is $\pm 7\%$ which is within the acceptable range for survey research.

As the survey was open to the whole community without targeting a representative sample based on age, gender or location etc; some segments of the community are over or under represented. For example, males comprise 50.6% of the DCMR population compared to 29% of survey respondents.

Due to the increased margin for error as the sample size decreases, results have been analysed a single group without segmentation.



105 completed responses



44% aged 55+



Where people live:

Telowie Ward 24%
Willochra Ward 76%



76 partially completed responses



13% aged under 35



74% know who their Ward Councillors are



89% are ratepayers



68% female



97% live in the district



29% male



45% have had contact with Council in the past 12 months

Response Maps

The distribution of responses across the two Council wards are shown on the maps and summarised below.

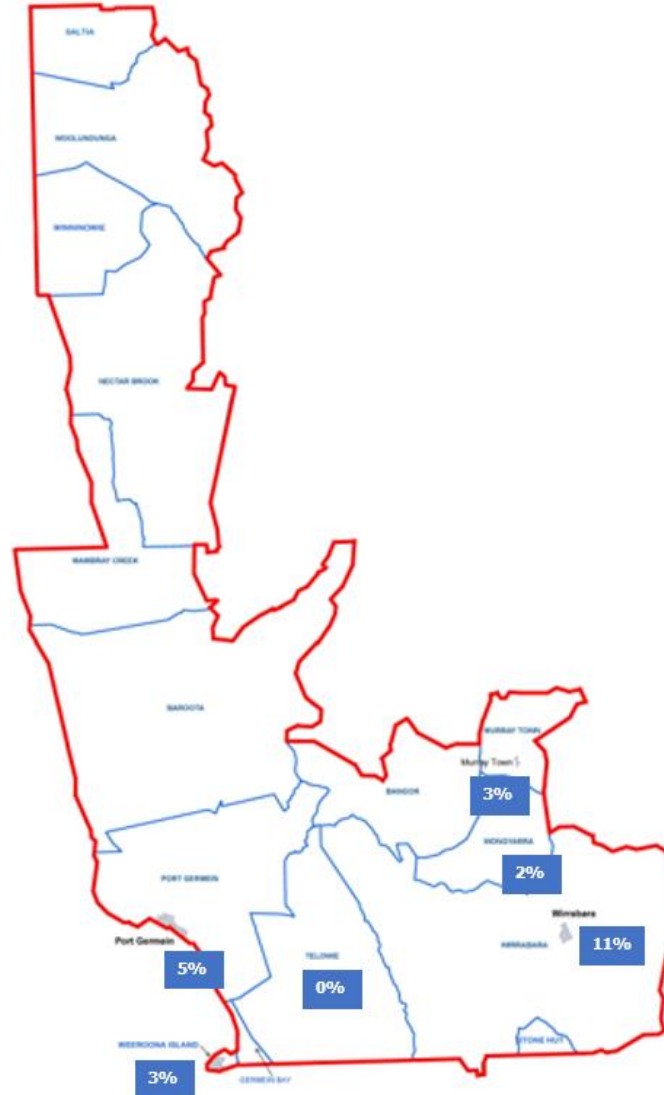
Which of the following best describes where you live within the district?

Appila	3%
Booloroo Centre	25%
Hammond	0%
Melrose	25%
Murray Town	3%
Port Germein	5%
Stone Hut	0%
Telowie	0%
Weeroona Island	3%
Willowie	5%
Wilmington	18%
Wirrabara	11%
Wongyarra	2%
Other	2%

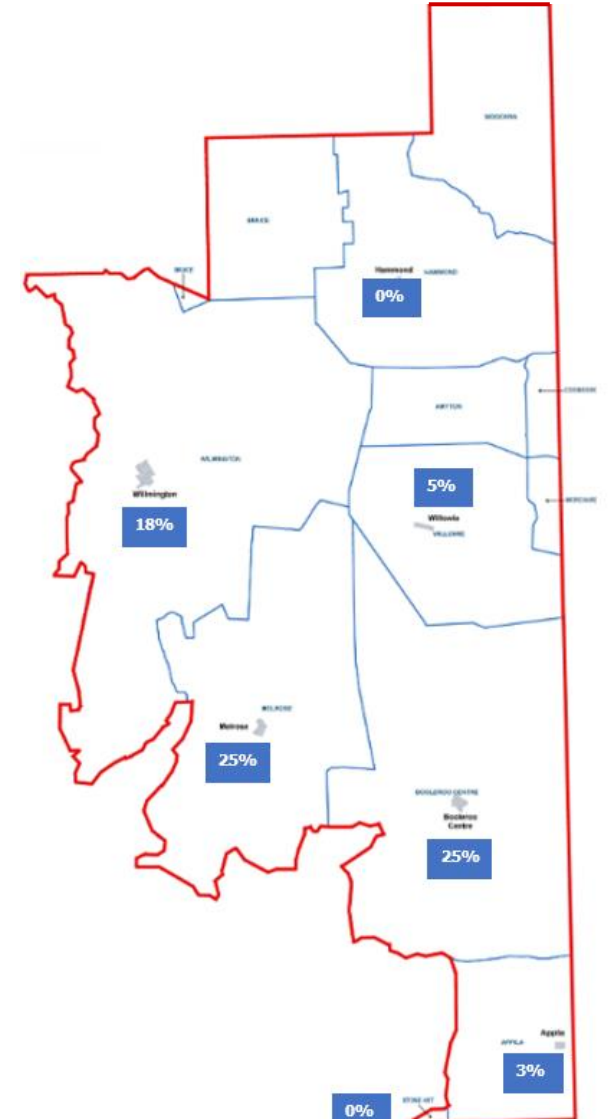
The other areas listed by respondents were Bangor and Yandiah.

Response count = 181

Telowie Ward



Willochra Ward



Respondent Age Profile

We have used 2021 ABS Census data to determine how the age profile of respondents compares to the profile of the DRMR community aged over 15 years.

Age	Census	Survey
15-24	9%	2%
25-34	8%	12%
35-44	9%	16%
45-54	14%	24%
55-64	25%	24%
65+	35%	23%

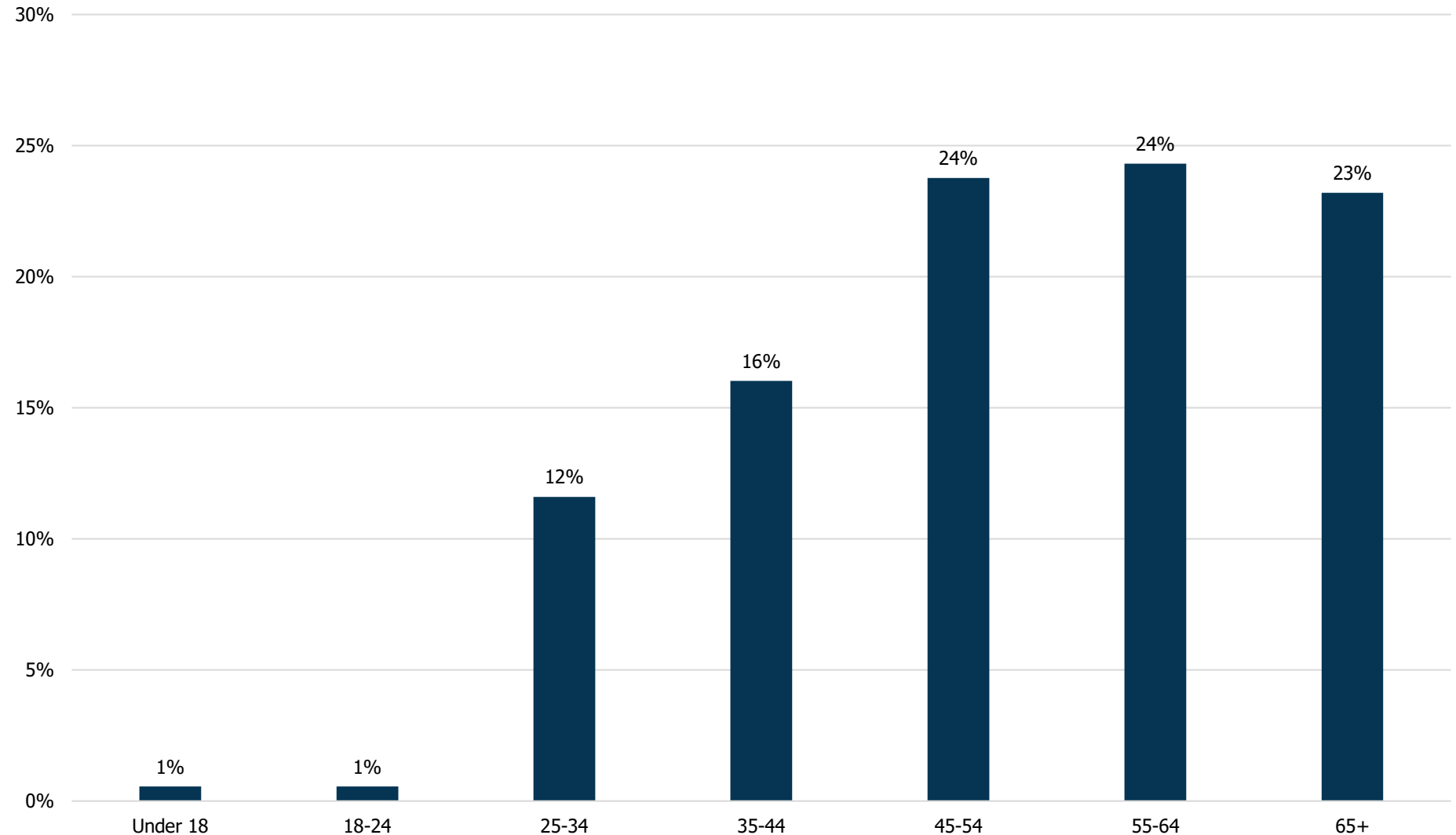
Based on this analysis, there is an underrepresentation of younger people aged 15-24 and people over 65 years. The 45-54 age cohort is most overrepresented in the survey.

As people's needs change over various stages of life, it is important to recognise these comparisons when interpreting the survey results.

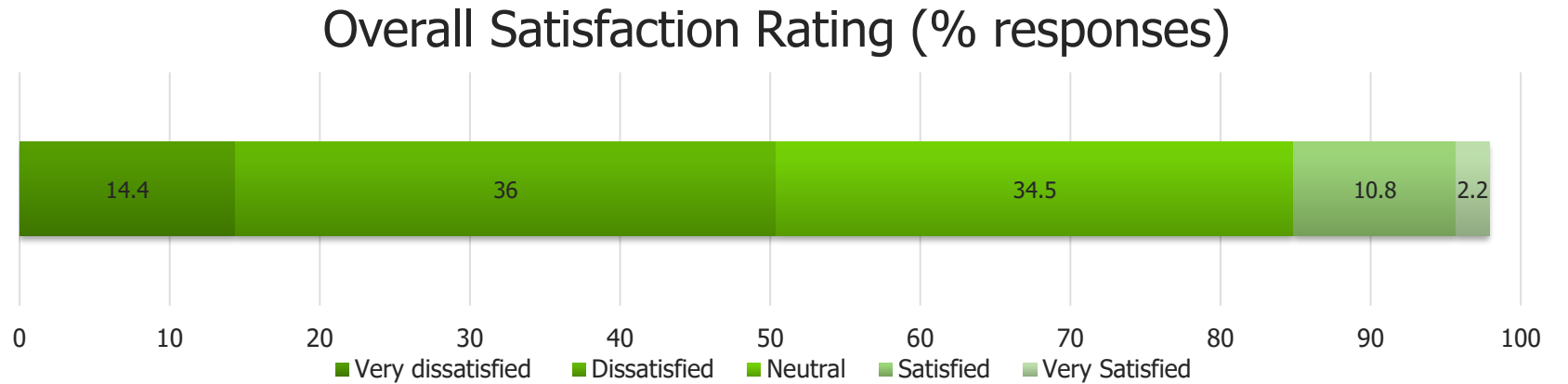
The median age of residents in DCMR is 55 years, which is consistent with the median age range of the survey respondents.

Response count = 181

Which of the following age groups do you fall into?

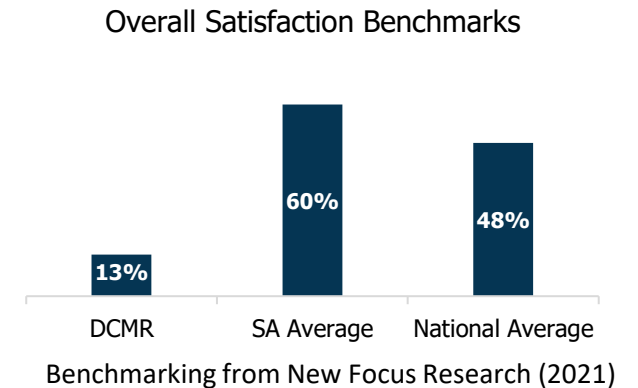


How would you describe your overall level of satisfaction with the District Council of Mount Remarkable?



Key results

- The average rating given by respondents was 2.49
- 13% of respondents were either satisfied or very satisfied with DCMR



Respondents were asked to rate their overall satisfaction with DCMR on a scale of 1 -5:

- 1 - Very Dissatisfied
- 2 – Dissatisfied
- 3 – Neutral
- 4 - Satisfied
- 5 – Very Satisfied

The chart shows the percentage of responses for each rating. Note that 3 respondents (2.2%) answered 'not sure' rather than providing a rating. This does not affect the average rating.

Approximately 1 in 8 residents are satisfied with DCMR with 13% of survey respondents being either satisfied or very satisfied. Just over third of respondents have a neutral view of Council.

The detailed analysis on the following pages provides a more in-depth view of the specific issues that are influencing community sentiment and the potential areas of focus for Council.

Response Count = 139

Performance of Elected Council Members

Respondents were asked to rate the performance of DCMR elected members on a scale of 1 -5:

- 1 - Very Dissatisfied
- 2 – Dissatisfied
- 3 – Neutral
- 4 - Satisfied
- 5 – Very Satisfied

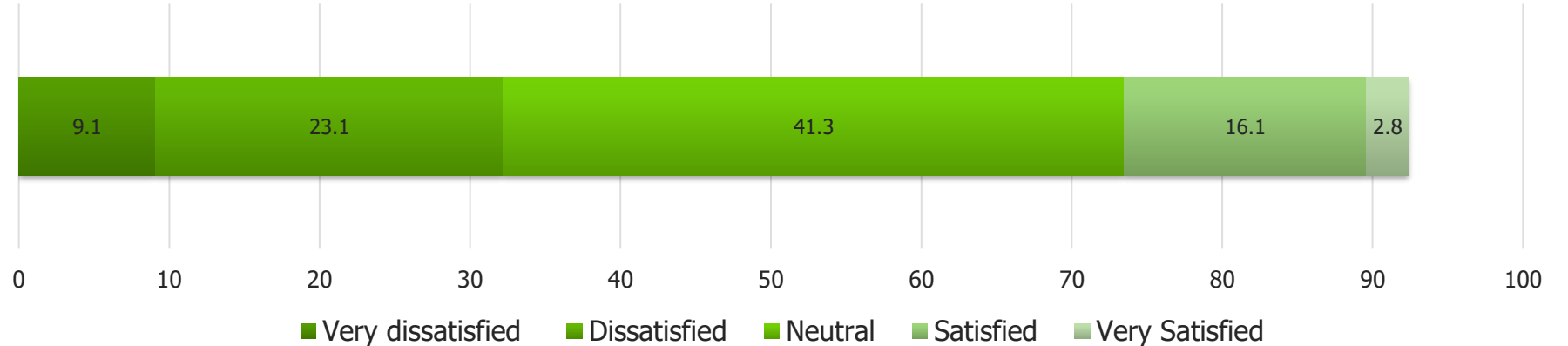
Note that 11 respondents (7.7%) provided a 'not sure' answer rather than giving a rating. This could be influenced by a number of factors.

Approximately 26% of respondents either do not know or are unsure of who the Councillors for their Ward are, and some respondents commented that it is too early in the four-year term to rate the performance of the new Council.

Satisfaction with Council member performance is rated higher than overall satisfaction with Council, with approximately 1 in 5 respondents (19%) being either satisfied or very satisfied.

How would you rate the performance of elected Council members in providing leadership to Council and the community?

Performance of elected Council members (% responses)



Key results

- The average rating given by respondents was 2.79
- 19% of respondents were either satisfied or very satisfied with elected member performance

Respondents were asked to rate the performance of DCMR staff on a scale of 1 - 5:

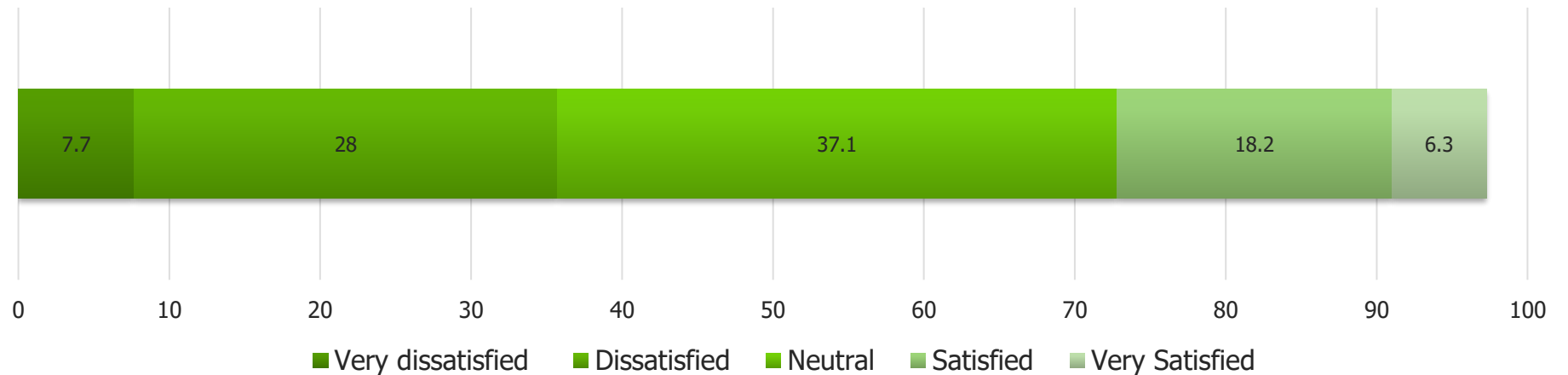
- 1 - Very Dissatisfied
- 2 - Dissatisfied
- 3 - Neutral
- 4 - Satisfied
- 5 - Very Satisfied

Note that 4 respondents (2.8%) provided a 'not sure' answer rather than giving a rating. This does not affect the average rating.

Satisfaction with Council staff performance is rated higher than overall satisfaction with Council, with approximately 25% of respondents being either satisfied or very satisfied.

How would you rate the performance of Council staff in delivering Council services?

Performance of Council staff (% responses)



Key results

- The average rating given by respondents was 2.87
- 25% of respondents were either satisfied or very satisfied with Council staff performance.

What Council is doing well

Respondents were asked an unprompted question about the things they think Council is currently doing well.

Responses have been grouped into key themes to highlight the main drivers of community satisfaction. The key areas noted by respondents as a positive area of performance are:

- Customer service / response
- Maintaining towns, parks and playgrounds
- Tourism / promotion of the area
- Communication / engagement with the community
- Waste collection / management

Specific matters that were commonly raised by respondents include:

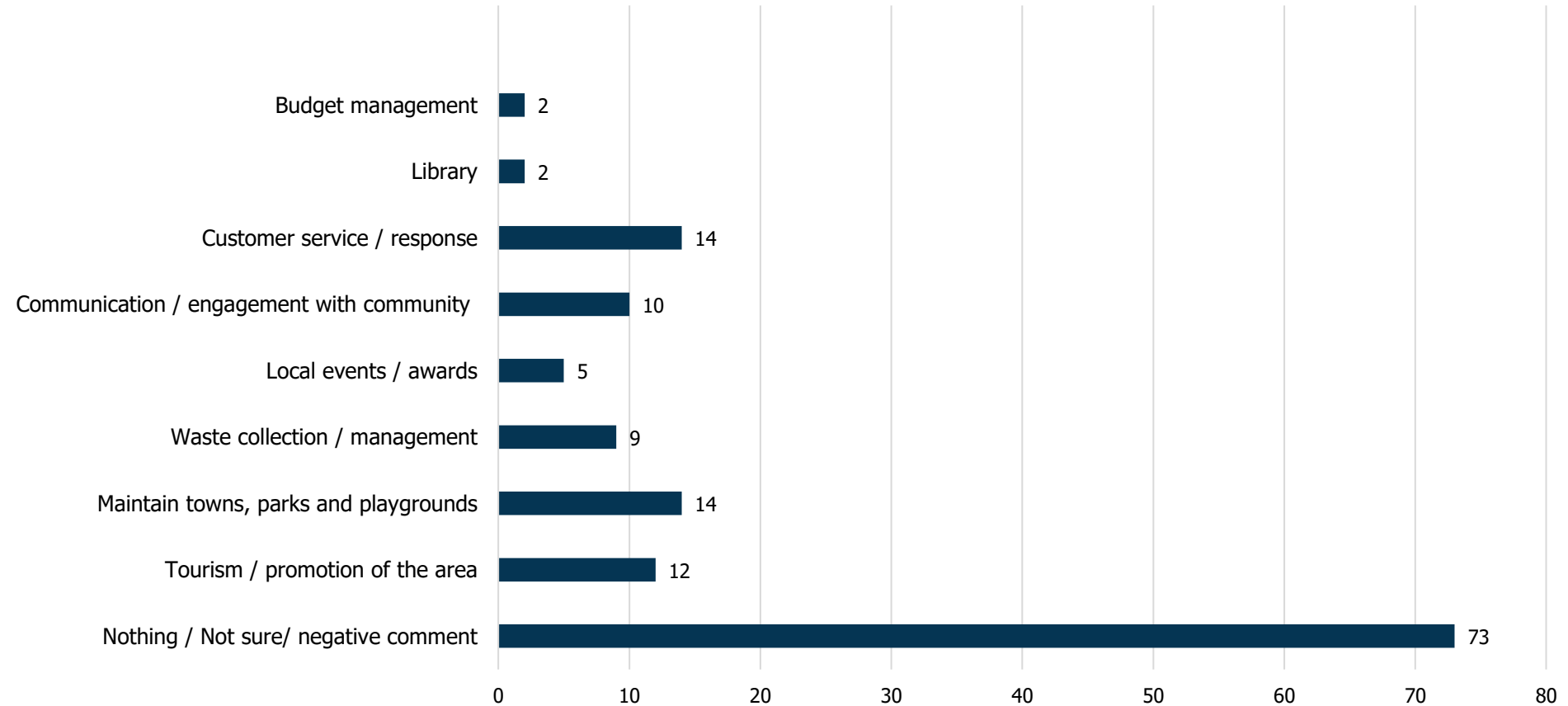
- Good use of social media
- Courteous and helpful staff
- Increased office hours
- Mowing and street sweeping.

While this question drew a number of positive and constructive comments, the majority of respondents (51%) did not provide a positive example of something Council does well. The negative responses to this question have been excluded as they are captured in other sections of the survey.

Response count = 143

In a few words, can you describe one thing that you think Council does well?

Response Themes (number of responses)



Respondents provided 70 positive comments about things that Council is currently doing well.

This is a sample of the comments that illustrate community feedback in the five key response themes:

- Customer service / response
- Maintaining towns, parks and playgrounds
- Tourism / promotion of the area
- Communication / engagement with the community
- Waste collection / management

In a few words, can you describe one thing that you think Council does well?

- *"Staff are always helpful" "I think the staff are always courteous and helpful"*
- *"Increase opening hours- much easier than previously"*
- *"Council has responded quite promptly to CSR requests re broken branches and green waste materials ready for collection"*
- *"Communicates well to residents and rate payers across various medium"*
- *"Information sharing via social media keeping us updated on what's happening in the area"*
- *"Farmers Reference Group" "Consultation with Farmers"*
- *"Township maintenance is generally pretty good. Although the smaller towns are easily forgotten"*
- *"It is a small Council with a number of towns, each with playgrounds, parks, town entrances etc. I feel the Council attempts to allocate limited resources between competing priorities"*
- *"I think the progress with the bike trails in the area is a wonderful achievement and understand Council has been supportive in this"*
- *"Support local businesses" "Drawing visitors to the area. Bike trails etc"*
- *"Tourism, however projects like these should only be looked at if the basic maintenance in our district is under control"*
- *"Waste management" "Arrange our bin pickups" "Rubbish removal"*
- *"Manages a large area on a small budget"*

What the community would like Council to change

Respondents were asked an unprompted question about the things they would like Council to change. This question drew responses across a broad range of issues.

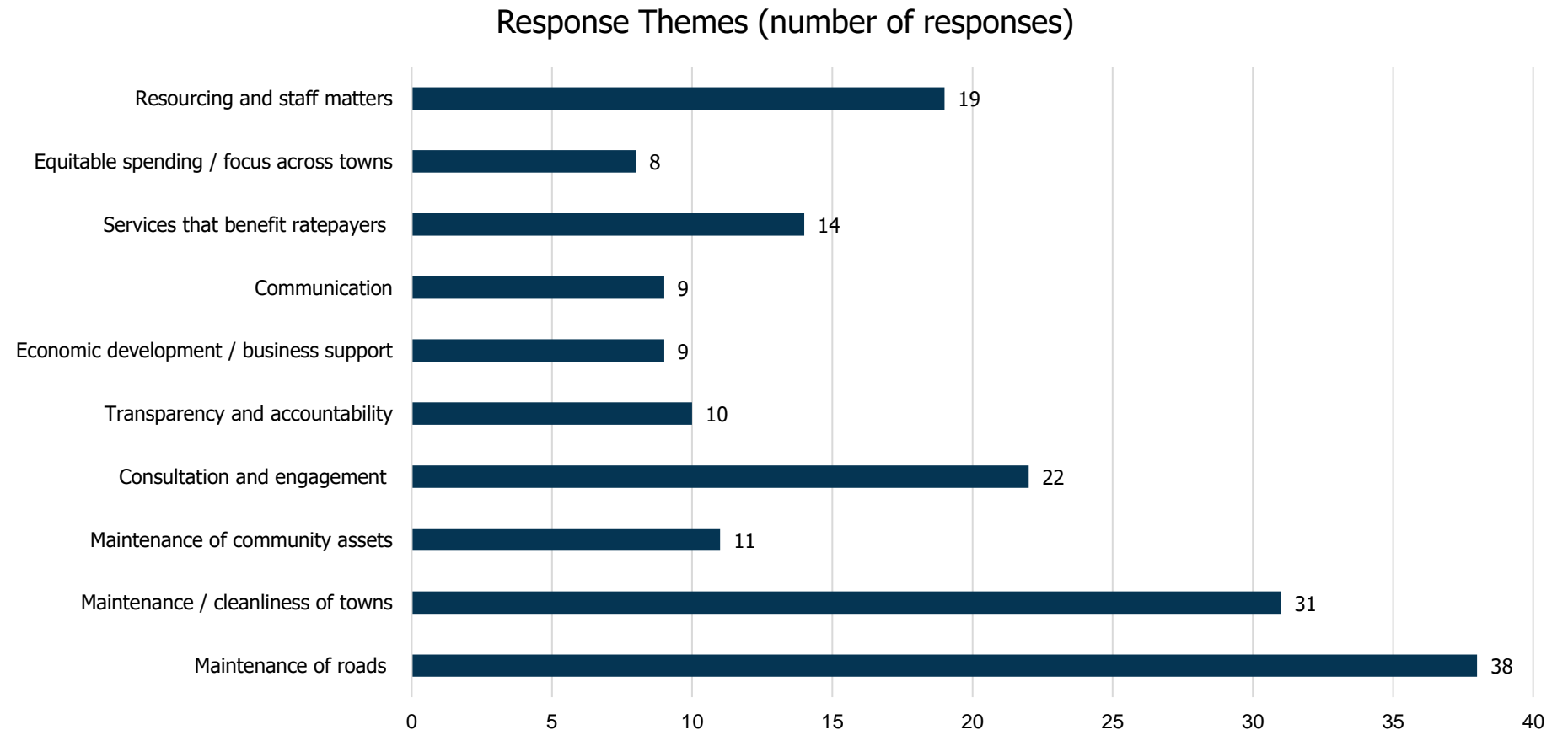
Responses have been grouped into key themes that provide meaningful direction to DCMR on potential areas of increased focus. Key areas where the community would like to see improvements include:

- Maintenance of roads
- Maintenance / cleanliness of towns
- Consultation and engagement
- Resourcing and staff matters
- Services that benefit ratepayers (rather than perceived benefits only to tourists)
- Maintenance of community assets

Specific issues commonly raised within these themes include:

- More / better scheduling for grading of unsealed roads
- Improve footpath and verge maintenance
- Improve street sweeping and weed spraying
- Need more 'outdoor' staff and resourcing for 'basic' services
- Increase hard rubbish collection
- Control of bird flocks (Little Corellas)
- More support for local clubs and groups
- Council members and staff being engaged with the community (preference to employ people who live locally)
- Reduce spending on tourism initiatives

In a few words, can you describe one thing that you'd like to see changed by Council?



This is a sample of the comments that illustrate community feedback in the six key response themes:

- Maintenance of roads
- Maintenance / cleanliness of towns
- Consultation and engagement
- Resourcing and staff matters
- Services that benefit ratepayers (rather than perceived benefits only to tourists)
- Maintenance of community assets

In a few words, can you describe one thing that you'd like to see changed by Council?

- *"Listen to the community, have proper consultation with ratepayers before making major decisions"*
- *"Be a part of the communities, be invested with the people of the Mt Remarkable Council area"*
- *"The Council has lost it way by not looking after the core ratepayer who live in the Council boundaries"*
- *"Improvement of the general tidiness of the streets/playground areas" "Be more pro active with regards to keeping our town neat and tidy"*
- *"More works done on our local roads and towns" "Better road maintenance, better town maintenance"*
- *"Promote the town and improve signage and appearance for visitors. Build town pride. Welcome signage"*
- *"More focus on basic Council jobs such as road maintenance" "More workers for outside jobs"*
- *"Support volunteers and all community groups, improve basic infrastructure like footpaths, public toilets, roads etc"*
- *"Would like some acknowledgment of some of the outer areas of the Council. Appears to be very little appetite for service outside Melrose and the larger towns"*
- *"It would be nice to speak to a human being when you have a problem. You have forgotten not everybody is computer literate"*
- *"Getting things done. Listening and acting upon rate payer requests. Implementation of works for rate payers"*
- *"To support the community in a positive manner and take more responsibility for volunteer run infrastructure"*
- *"Listening and working with communities, serving instead of acting like an authority. Being fair to all communities equally"*

The community were asked to rate selected Council service in terms of importance and satisfaction using the following scales:

Importance

- 1 – Not at all important
- 2 - Somewhat important
- 3 - Important
- 4- Very important
- 5 – Extremely important

Satisfaction

- 1- Very dissatisfied
- 2 – Dissatisfied
- 3 – Neutral
- 4 – Satisfied
- 5 – Very Satisfied

A snapshot of the importance and satisfaction ratings for each service is provided on pages 18 – 19.

On page 20, the average importance rating is compared to the average satisfaction rating to indicate whether DCMR is meeting community expectations for each service.

A performance gap of ± 1 is considered to be a meaningful indicator that Council is either exceeding expectations (+) or not meeting expectations (-). This analysis can be used to identify areas of focus for service levels and resourcing for different Council services.

The services as they appeared in the survey included:

- Animal Management (dogs, cats, abundant species)
- Leases for buildings, halls and other community facilities
- Coastal management
- Economic development, business support and tourism
- Parks, reserves, ovals and playgrounds
- Planning and development
- Support for community events staged by local progress groups
- Roads and bridges
- Footpaths and trails
- Stormwater management
- Waste collection
- Wastewater (CWMS)

Some of these services have been abbreviated in the charts and tables on the following pages.

Council services – Importance Snapshot

This chart shows the spread of responses for each service across the importance ratings.

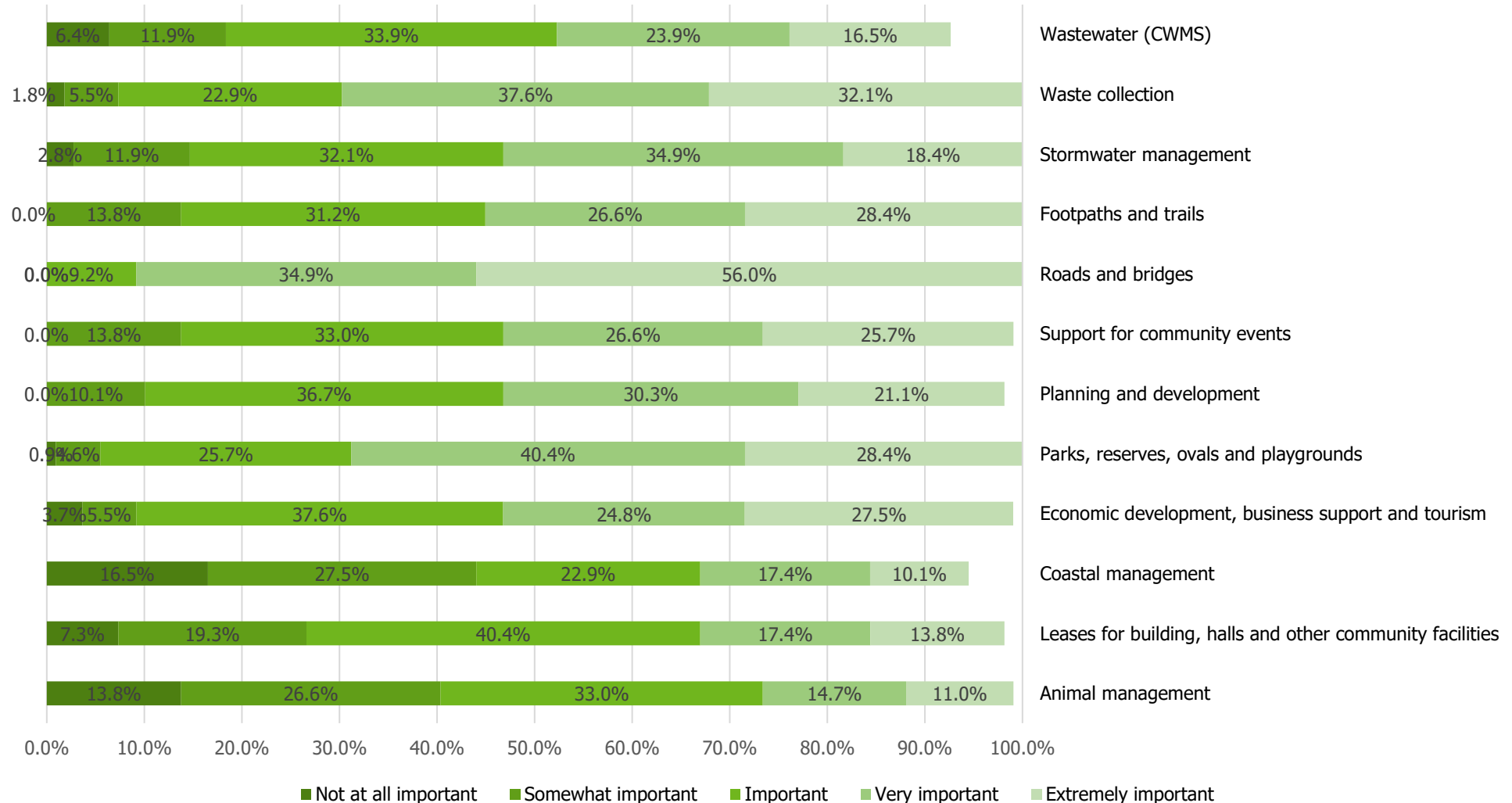
Most services received strong ratings as being either very or extremely important. However, this chart confirms that individual members of the DCMR community value services differently based on their own needs, experiences and expectations.

This highlights a persistent challenge for all local governments in allocating resources to meet the needs of a diverse community.

A comparison of the average importance rating given to each service is provided on page 20.

Note that some respondents answered 'not sure' rather than providing a rating.

Services Importance Rating (% responses)



Council services – Satisfaction Snapshot

This chart shows the spread of responses for each service across the satisfaction ratings. The overall satisfaction score (respondents who are either satisfied or very satisfied) for each service is provided below.

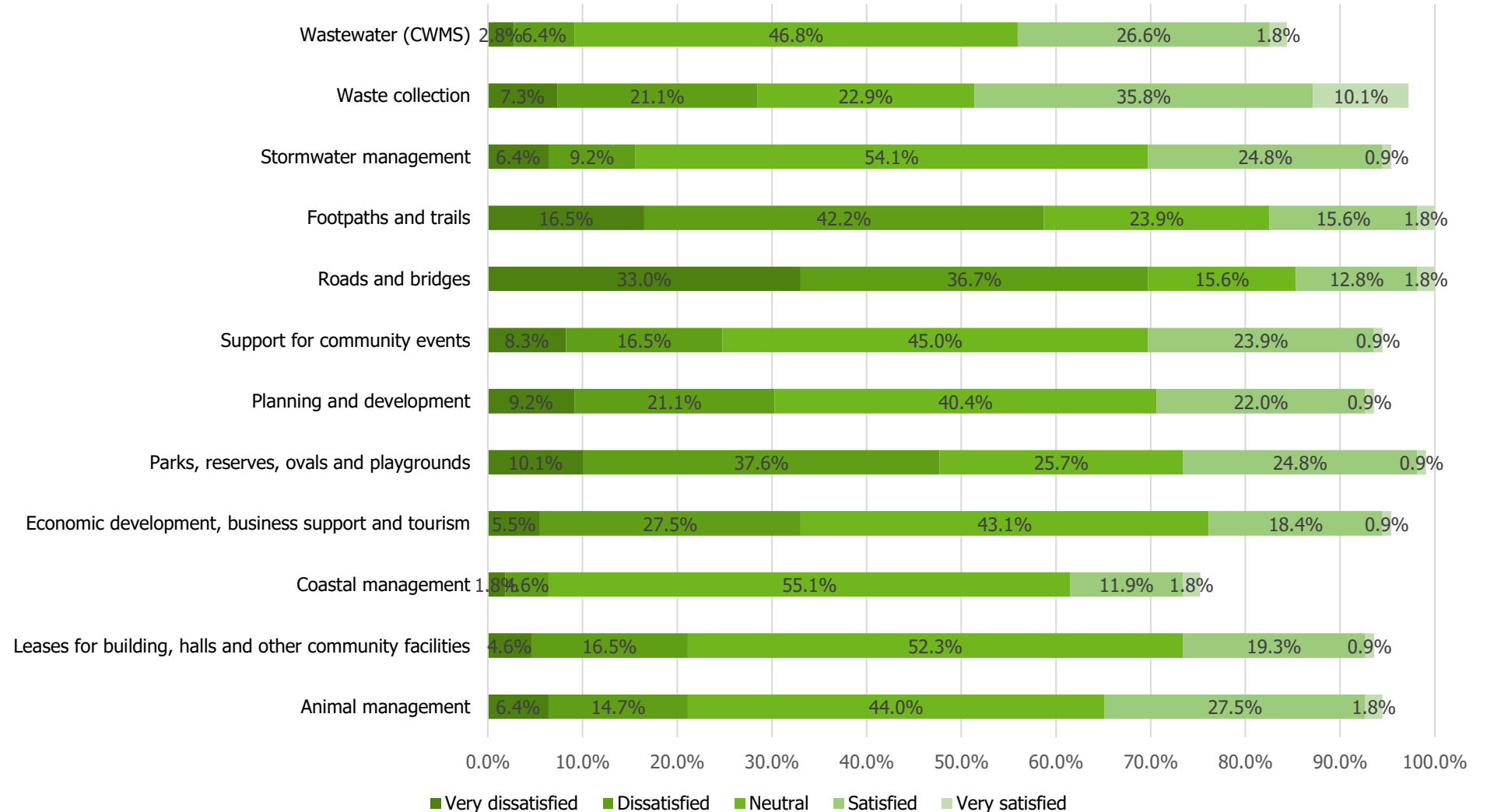
Animal management	29.4%
Leases for building etc	20.2%
Coastal management	13.8%
Economic development etc	19.3%
Parks, reserves, ovals etc	25.7%
Planning and development	22.9%
Support for community events	24.8%
Roads and bridges	14.7%
Footpaths and trails	17.4%
Stormwater management	25.7%
Waste collection	45.9%
Wastewater (CWMS)	28.4%

The level of community satisfaction across all services is varied and is most likely driven by individual expectations and experiences.

Note that some respondents answered 'not sure' rather than providing a rating.

Response count = 109

Services Satisfaction Rating (% responses)



Council services – Performance gap analysis

The top 5 Councils services in terms of importance are:

1. Roads and bridges
2. Waste collection
3. Parks, reserves, ovals and playgrounds
4. Footpaths and trails
5. Economic development, business support and tourism

The top 5 Council services in terms of satisfaction are:

1. Wastewater (CWMS)
2. Waste collection
3. Coastal management
4. Stormwater
5. Animal management

The performance gap analysis indicates that the key areas of focus for DCMR to better meet community expectations are:

1. Roads and bridges (-2.33)
2. Footpaths and trails (-1.26)
3. Parks, reserves, ovals and playgrounds (1.22)

This is a consistent with the feedback about what the community would like Council to change outlined on pages 15 – 16.

Response count = 109

Service	Average Importance Rating	Average Satisfaction Rating	Performance Gap
Animal management	2.83	3.04	+0.21
Leases for buildings, halls and community facilities	3.11	2.95	-0.16
Coastal management	2.76	3.10	+0.34
Economic development, business support and tourism	3.68	2.8	-0.88
Parks, reserves, ovals and playgrounds	3.91	2.69	-1.22
Planning and development	3.64	2.69	-0.95
Support for community events	3.65	2.92	-0.72
Roads and bridges	4.47	2.14	-2.33
Footpaths and trails	3.70	2.44	-1.26
Stormwater	3.54	3.05	-0.49
Waste collection	3.93	3.2	-0.73
Wastewater (CWMS)	3.35	3.22	-0.13

Community Priority Rankings – Established Services

This question seeks community feedback about the services that Councils should prioritise in allocating its resources. It differs from other questions about service importance by asking the community to recognise that changes in one area may impact on the delivery of other services.

The top 5 services ranked by the community are:

1. Roads and bridges
2. Parks, reserves, ovals and playgrounds
3. Economic development, business support and tourism
4. Planning and development
5. Footpaths and trails

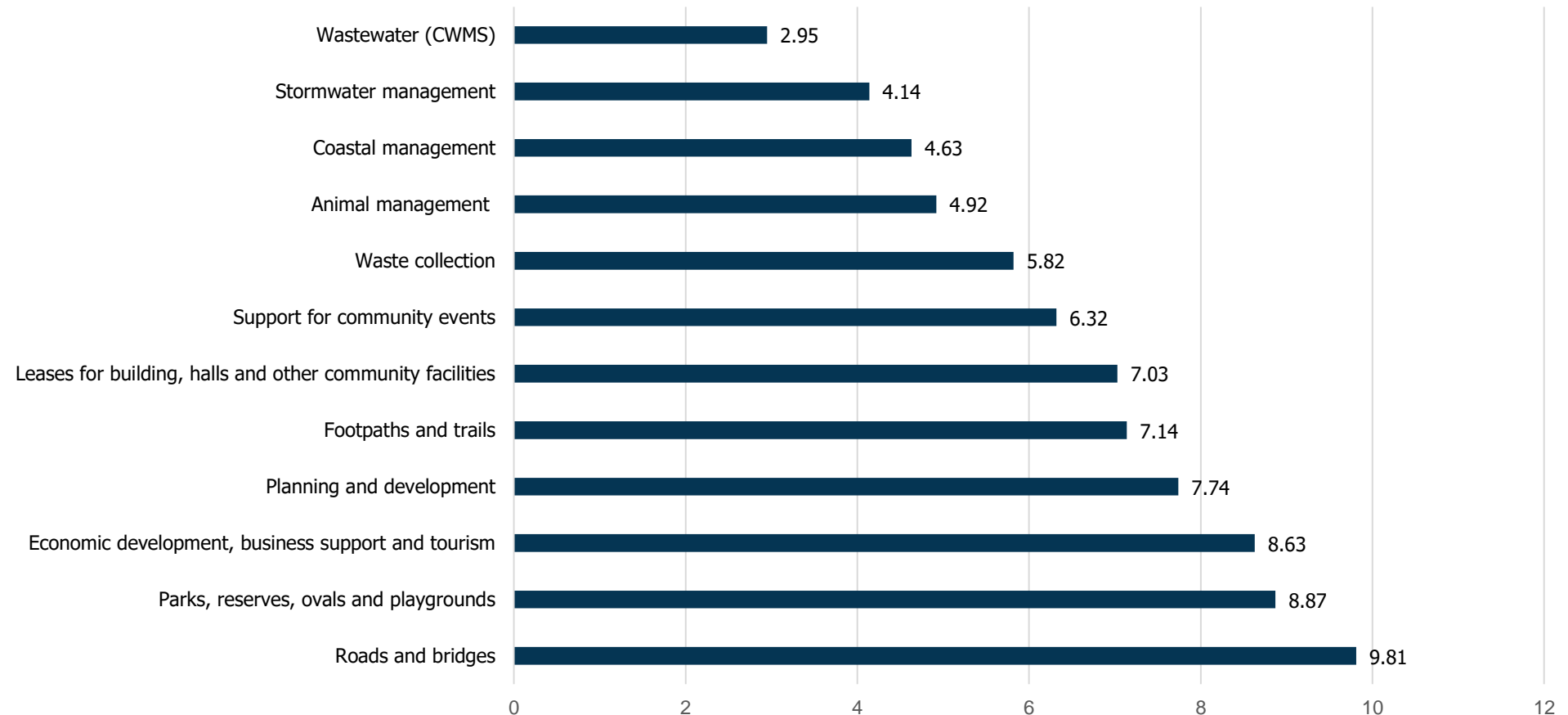
These are also the 5 services with the highest performance gap, further indicating a desire from the community for greater focus in these areas.

Waste collection was ranked as the eighth priority by the community, despite receiving the second highest importance score.

Response count = 109

Council has limited resources, and improving services in one area can mean Council needs to make changes in other areas. To help us prioritise our service delivery, please use the up and down arrows - or drag the boxes - to rank the services based on how important they are to you.

Community Priority Rankings (score)



Community Priority Rankings – New focus areas

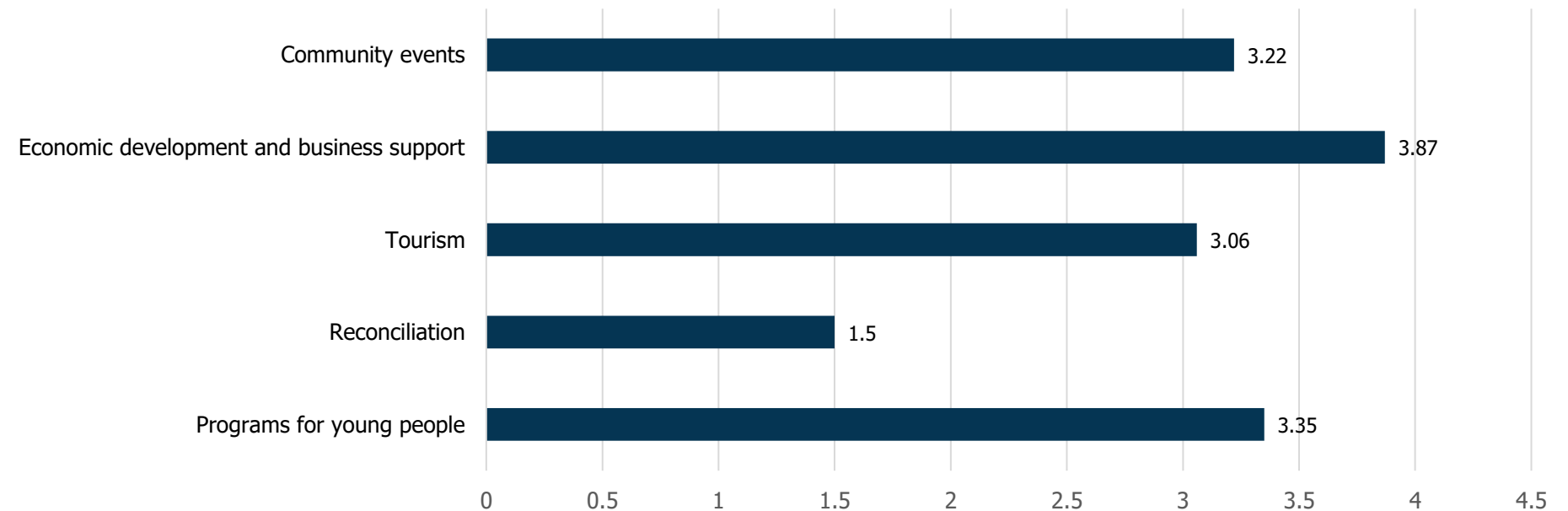
This question seeks community feedback about five potential new areas of focus for Council.

It is important to note that respondents were asked to rank these focus areas in terms of priority, rather than being asked whether Council *should* focus on these areas.

If Council is considering increasing its focus in other areas, economic development and business support, programs for young people and community events received the highest community rankings.

In addition to these established Council services, the District Council of Mount Remarkable is wanting to increase its focus in other areas identified by Council based on community feedback. Please rank the following to help Council prioritise its efforts.

Community Priority Rankings (score)



81 respondents have had contact with DCMR over the past 12 months, other than receiving or paying a rates notice.

The reasons / subject of Council contact have been summarised and grouped into key themes. Matters that received only 1-2 responses have not been included in this analysis.

The vast majority of the contacts with Council were about the condition of roads, followed by other non-road related service requests such as weed spraying, branch removal or footpath repairs.

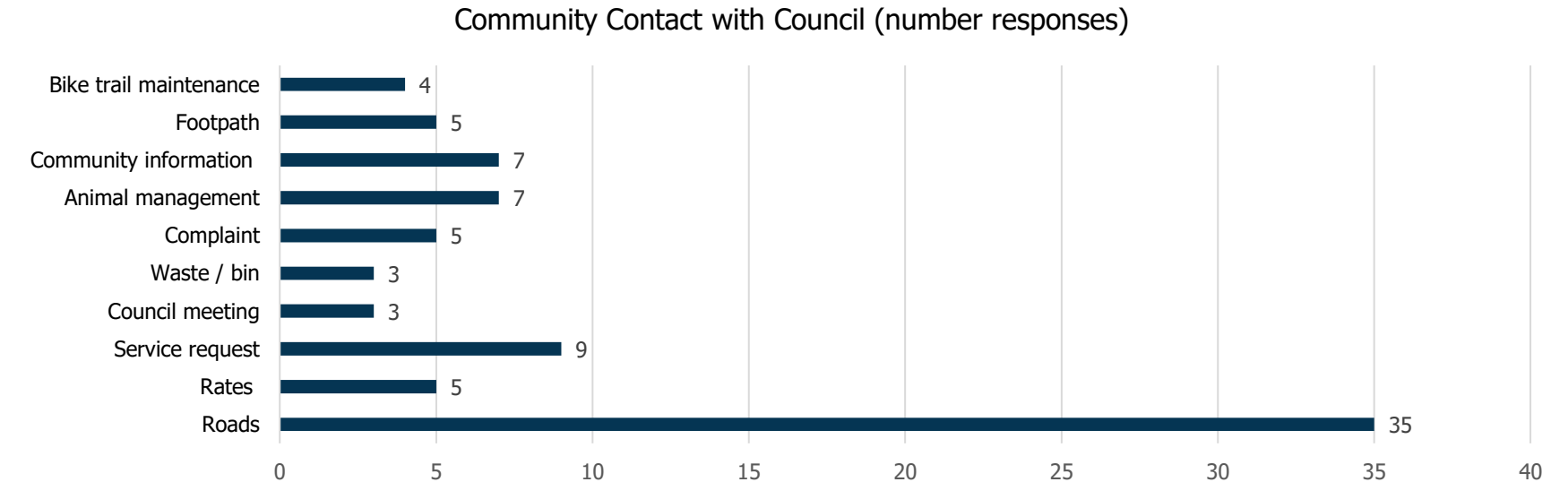
Respondents were asked to rate their satisfaction on a scale of 1 -5:

- 1 - Very Dissatisfied
- 2 - Dissatisfied
- 3 - Neutral
- 4 - Satisfied
- 5 - Very Satisfied

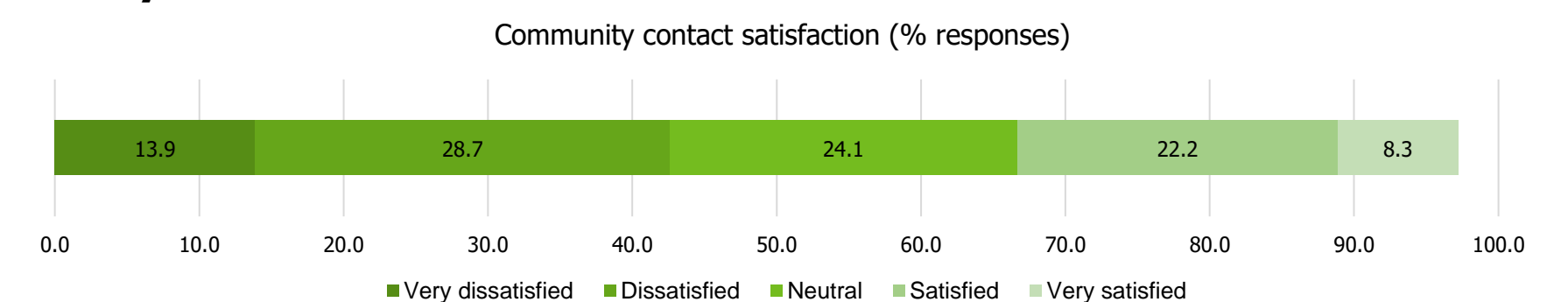
Approximately 1 in 3 respondents were either satisfied or very satisfied with how the contact was handled. The average response rating was 2.82. Note that some respondents answered 'not sure' rather than providing a rating.

Response count = 96

Thinking about the last time you had contact with Council, what was it about?



Thinking about the last time you had contact with Council, how satisfied were you with how the contact was handled?

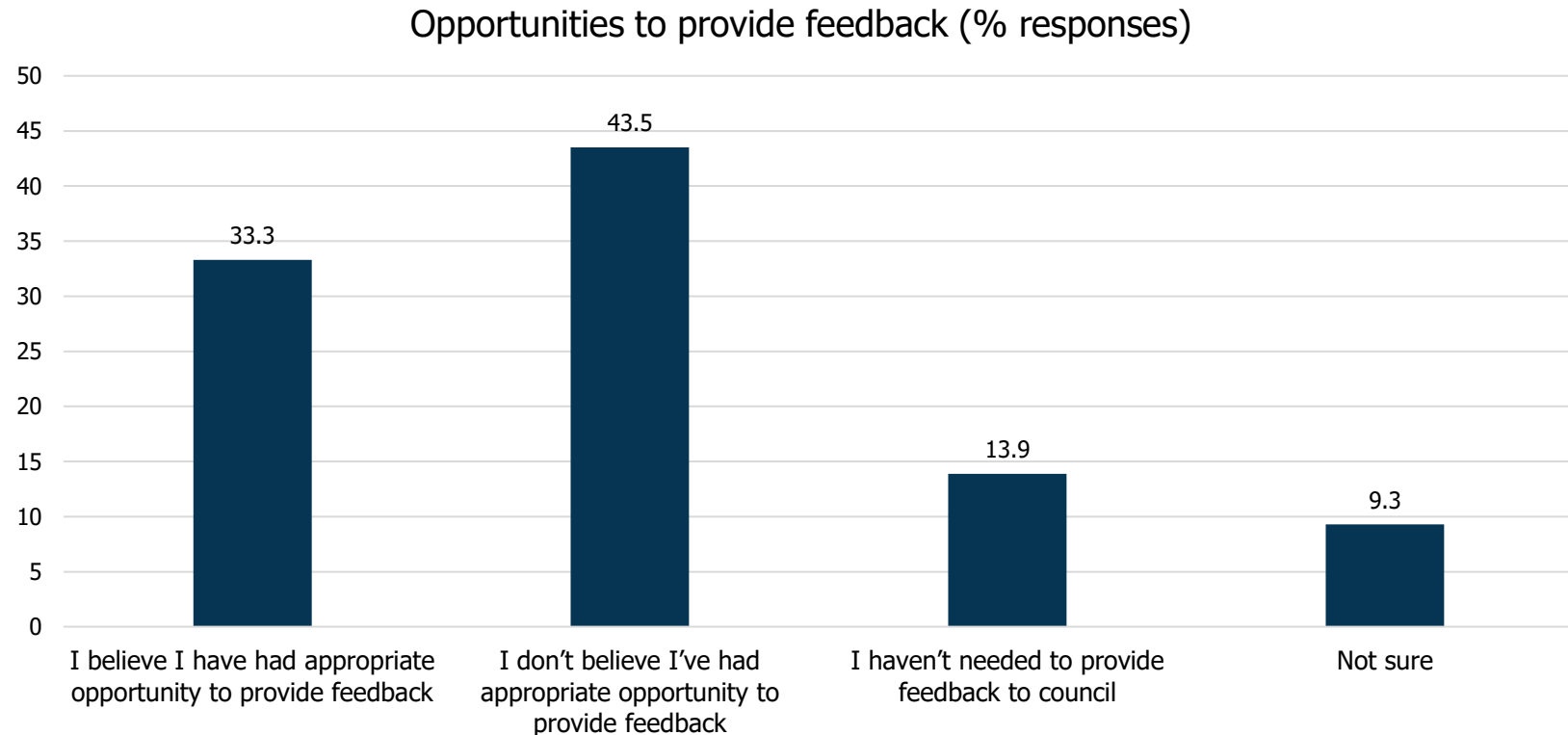


Improving opportunities for the community to give feedback through improved consultation and engagement was one of the key themes when asked about things the community would like Council to change.

This is consistent with these results, with 43.5% of respondents believing they haven't had appropriate opportunity to provide feedback on important issues.

Consultation and engagement is a potential area of focus for DCMR to change community perceptions around transparency and accountability of decision making.

To what extent do you believe that you have had appropriate opportunity to provide feedback to Council on important issues?



Communication preferences

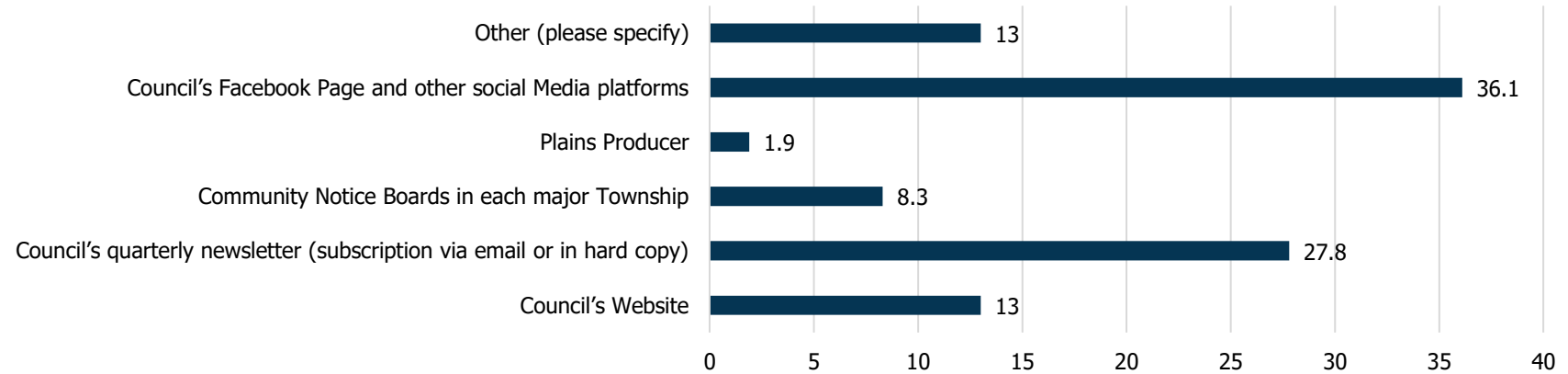
The community indicated a strong preference to be kept informed via Facebook and other social media or through the Council's quarterly newsletter.

This is consistent with the positive comments received about the things that Council is doing well in relation to communication and engagement.

However, the results highlight that the community would prefer Council to continue sharing information across a range of mediums.

What is your preferred way to be informed about Council matters? (please choose only one)

Preferred Communication (% responses)



Sample of 'Other' comments:

In person, send someone to each community meeting with any public consultation issues so this can then feedback through the community. We want the opportunity to be told about something, ask questions if needed and then decide if it matters to us or not and what we want to do about it from there. Half the time the public consultation time is so short you don't get a chance to ask questions (life is busy), or we don't fully understand what the proposal is about anyway. Check facebook more than anything and read the Council minutes from there. Also not sure why the newsletter needs to be quarterly by the time you receive it the news will all be so huge and the news will be sooo old? If it's not monthly then don't worry about it.

Councillors and Council itself could make a bigger effort to contact ratepayers affected by proposed changes. Living out of the town and not having access to local TV is a real drawback to finding out what is going on if Council only advertises on GTS4..

"Happy with website but it needs to be updated and made user friendly "

"Regular F2F 'town' meetings, well advertised via same mechanisms rates notices sent"

"All of the above" "Why only one!!!" "It needs to be everywhere"

Approximately 37% of respondents used this opportunity to reinforce their views or provide specific feedback about a particular service, decision or issue they feel strongly about. The feedback is broad ranging and further highlights the diverse needs and expectations of the community.

The condition of roads, roadsides, footpaths and trails and maintenance of towns continue to be a key theme of community feedback, with a number of comments calling for a greater focus on 'core' Council services the benefit all ratepayers before spending on other initiatives.

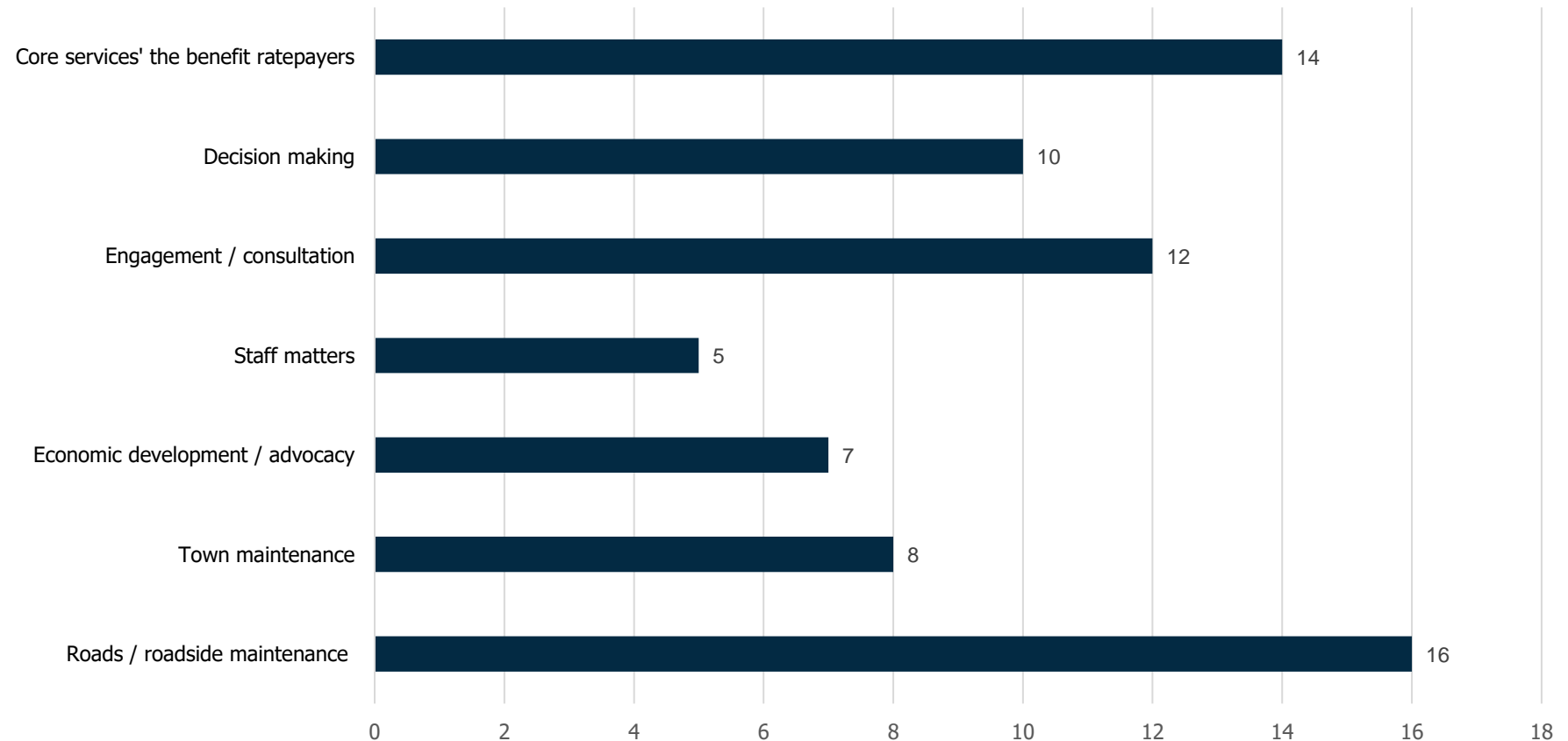
There is a perceived lack of meaningful engagement between Council and the community. Some repeated calls for more transparency in decision making and expressed concern that decisions are being made with inadequate information or community input (examples include the Australia Post licence and Caravan Park sale of lease) Some appreciated the opportunity to provide feedback via the survey.

An economic development plan, supporting businesses and advocating on behalf of the community for better services (childcare, healthcare, housing and road funding) were raised as opportunities to further support the community and the future of the region.

Response count = 67

Do you have any other feedback that you'd like to provide to the District Council of Mount Remarkable?

Response Themes (number of responses)



This is a sample of the comments that illustrate community feedback.

Examples have been selected to represent the breadth of issues raised and the different tone of the comments made.

While there are consistent themes raised in the comments, these examples illustrate that there are different views present in the community.

For example, while many call for greater focus on what they consider to be the 'core' or 'basic' Council services, others are looking to Council as part of the solution to economic growth, better healthcare and childcare services.

Do you have any other feedback that you'd like to provide to the District Council of Mount Remarkable?

"I believe tourism will play a big part in our future and to create a good first impression our towns need to be presented well when tourist visit"

"If Council doesn't have the resources to grade and maintain the whole road network it should consider lobbying state and federal government independently and through the LGA for the funds to do so. We don't need infrastructure like new bike tracks if we can't afford to maintain existing road infrastructure"

"I find it disappointing that we seem to be having to always question what is happening within the Council as recently some of their decisions do not seem to have considered the community's welfare at all and I wonder just how much say our elected Councillors have or perhaps more importantly what information they are being given"

"Our roads and footpaths and bike tracks have been in atrocious condition and many still are. I acknowledge that there is an enormous length of roads that need maintaining and the extremely wet weather made it difficult to keep on top of all that needed doing, but for an area that is promoted as a top tourist destination the appearance of the towns was atrocious!"

"There have been some great changes at Mt Remarkable in the couple years (thankfully). Good to see things happening, even the little things" "This is a fabulous step in the right direction, allowing rate payers to have their say, as well as open communication between all parties"

"Council need to get back to basics, providing the community with decent roads to drive on, not tourism, it's the rate payers that are paying their wages. The roads were once better looked after, it seems they are no longer a priority"

"Thanks for the free dump day. Very well organised on the day and friendly and helpful staff present. Any chance of 2 per year please or a free green waste voucher as well"

"I have deep concerns around decision making protocols, lack of community consultation, transparency, honesty of Council representatives. Also who is driving the Council, elected members or the administration?"

Do you have any other feedback that you'd like to provide to the District Council of Mount Remarkable?

"Disappointed in cost cutting in recent years - loss of good Council staff and decrease services to ratepayers are felt by all. Many decisions seem short sighted. The limited childcare in the area (lack of support / funding) needs desperate attention. Council feels dull, unimaginative, and one-dimensional, focused solely on finances. Looking to other regional Councils across Australia could provide ideas for greater innovation and incentives, to bring about a new and exciting sense of community spirit. The southern Flinders Ranges is now known for walking and cycling trails - this should be nurtured!! For the longevity of the area. Not just creating new trails but ensuring they are maintained to best standard. Finally, ensuring retail spaces are available for future small business would be beneficial. Good luck!"

"I think our Council has a lot to improve on in supporting its ratepayers by advocating and encouraging services in our region (for example encouraging and supporting service providers to stay in the area (e.g. health services) so ratepayers are not required to travel as much"

"I believe economic planning is imperative. I would like to see an economic plan for the district put in layman's terms. There needs to be land subdivisions in the towns for growth. There is an attitude that the landowners won't sell land for this which is a defeatist attitude"

"It's very hard to please everyone but the ones you please aren't necessarily the right one's just because they are louder"

"Feel that broad acre ratepayers are largely ignored by Council in favour of smaller interest groups"

"Would like Council to listen to rate payers and act upon requests. We pay \$10,000 in Council rates per year and don't even get satisfactory roads to drive on between farm blocks. Have requested fix to Council with no reply. This is constant. We need to be listened to"

"I don't feel the Council see themselves as part of the community and don't listen to community groups threat raise concerns - they just brush them off or make it too hard for volunteer groups to deal with"

"Do the things we pay rates for well - bins , roads , tidy towns then worry about the rest"



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Community Survey

The District Council of Mount Remarkable is conducting its first ever community survey with its residents and wants to hear from you!

There are no right or wrong answers, it is just your opinions that we are after. All information will be used solely by the Council to inform future planning and delivery of services.

This survey is intended to be completed by those who live in, or pay rates to, the District Council of Mount Remarkable.

Thank you for taking the time to complete this survey - we value your time and opinions, and this will help council plan for the future.

Part One: About you

To help us understand who has responded to the survey, we have a few questions about you.

1. Do you live in the District Council of Mount Remarkable and/or pay rates to the Council? (please tick)

- Yes – resident but not a ratepayer
- Yes – resident and a ratepayer
- Yes – ratepayer but live outside the District
- No

2. What is your gender? (please tick)

- Male
- Female
- Other / Prefer not to say

3. Which of the following age groups do you fall into? (please tick)

- | | |
|-----------------------------------|--------------------------------|
| <input type="checkbox"/> Under 18 | <input type="checkbox"/> 45-54 |
| <input type="checkbox"/> 18-24 | <input type="checkbox"/> 55-64 |
| <input type="checkbox"/> 25-34 | <input type="checkbox"/> 65+ |
| <input type="checkbox"/> 35-44 | |

4. Which of the following best describes where you live within the district? (please tick)

- | | |
|--|--|
| <input type="checkbox"/> Appila | <input type="checkbox"/> Telowie |
| <input type="checkbox"/> Booleroo Centre | <input type="checkbox"/> Weeroona Island |
| <input type="checkbox"/> Hammond | <input type="checkbox"/> Willowie |
| <input type="checkbox"/> Melrose | <input type="checkbox"/> Wilmington |
| <input type="checkbox"/> Murray Town | <input type="checkbox"/> Wirrabara |
| <input type="checkbox"/> Port Germein | <input type="checkbox"/> Wongyarra |
| <input type="checkbox"/> Stone Hut | <input type="checkbox"/> Other: _____ |

Part Two: Overall feedback about Council

This section asks a few questions about your overall impression of Council, with more specific questions on Council services to follow in Part Three.

Did you know?

The District Council of Mount Remarkable, like all councils, is required to fulfill a number of obligations under legislation. In addition, it chooses to provide a range of additional (discretionary) services.

You can learn more about the role of councils by [clicking here](#), and learn more about the District Council of Mount Remarkable by [clicking here](#).

Council is led by a body of Elected Members, who are community leaders with responsibilities to represent the community as an informed and responsible decision makers. Decisions of council are then implemented by Council's staff.

5. How would you describe your overall level of satisfaction with the District Council of Mount Remarkable? (please tick)

- | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Very dissatisfied | Dissatisfied | Neutral | Satisfied | Very satisfied | Not sure |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

6. Do you know who your elected Council members are for the Ward in which you live? (please tick)

- Yes
- No
- Not sure

7. How would you rate the performance of elected council members in providing leadership to council and the community? (please tick)

Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	Not sure
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. How would you rate the performance of council staff in delivering Council services? (please tick)

Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	Not sure
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. In a few words, can you describe one thing that you think that Council does well?

10. In a few words, can you describe one thing that you'd like see changed by Council?

Part Three: Council service delivery

11. This question lists a range of council services. For each service, we'd like you to rate first the importance of the services, and then rate your satisfaction. (please tick)

Service	How important is this service to you?					
Animal management (dogs, cats, abundant species)	Not at all important <input type="checkbox"/>	Somewhat important <input type="checkbox"/>	Important <input type="checkbox"/>	Very important <input type="checkbox"/>	Extremely important <input type="checkbox"/>	Not sure <input type="checkbox"/>
Leases for building, halls and other community facilities	Not at all important <input type="checkbox"/>	Somewhat important <input type="checkbox"/>	Important <input type="checkbox"/>	Very important <input type="checkbox"/>	Extremely important <input type="checkbox"/>	Not sure <input type="checkbox"/>
Coastal management	Not at all important <input type="checkbox"/>	Somewhat important <input type="checkbox"/>	Important <input type="checkbox"/>	Very important <input type="checkbox"/>	Extremely important <input type="checkbox"/>	Not sure <input type="checkbox"/>
Economic development, business support and tourism	Not at all important <input type="checkbox"/>	Somewhat important <input type="checkbox"/>	Important <input type="checkbox"/>	Very important <input type="checkbox"/>	Extremely important <input type="checkbox"/>	Not sure <input type="checkbox"/>
Parks, reserves, ovals and playgrounds	Not at all important <input type="checkbox"/>	Somewhat important <input type="checkbox"/>	Important <input type="checkbox"/>	Very important <input type="checkbox"/>	Extremely important <input type="checkbox"/>	Not sure <input type="checkbox"/>
Planning and development	Not at all important <input type="checkbox"/>	Somewhat important <input type="checkbox"/>	Important <input type="checkbox"/>	Very important <input type="checkbox"/>	Extremely important <input type="checkbox"/>	Not sure <input type="checkbox"/>
Support for community events staged by local progress groups	Not at all important <input type="checkbox"/>	Somewhat important <input type="checkbox"/>	Important <input type="checkbox"/>	Very important <input type="checkbox"/>	Extremely important <input type="checkbox"/>	Not sure <input type="checkbox"/>
Roads and bridges	Not at all important <input type="checkbox"/>	Somewhat important <input type="checkbox"/>	Important <input type="checkbox"/>	Very important <input type="checkbox"/>	Extremely important <input type="checkbox"/>	Not sure <input type="checkbox"/>
Footpaths and trails	Not at all important <input type="checkbox"/>	Somewhat important <input type="checkbox"/>	Important <input type="checkbox"/>	Very important <input type="checkbox"/>	Extremely important <input type="checkbox"/>	Not sure <input type="checkbox"/>
Stormwater management	Not at all important <input type="checkbox"/>	Somewhat important <input type="checkbox"/>	Important <input type="checkbox"/>	Very important <input type="checkbox"/>	Extremely important <input type="checkbox"/>	Not sure <input type="checkbox"/>

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Waste collection	Not at all important <input type="checkbox"/>	Somewhat important <input type="checkbox"/>	Important <input type="checkbox"/>	Very important <input type="checkbox"/>	Extremely important <input type="checkbox"/>	Not sure <input type="checkbox"/>
Wastewater (CWMS)	Not at all important <input type="checkbox"/>	Somewhat important <input type="checkbox"/>	Important <input type="checkbox"/>	Very important <input type="checkbox"/>	Extremely important <input type="checkbox"/>	Not sure <input type="checkbox"/>

Service	How satisfied are you with this service?					
Animal management (dogs, cats, abundant species)	Very dissatisfied <input type="checkbox"/>	Dissatisfied <input type="checkbox"/>	Neutral <input type="checkbox"/>	Satisfied <input type="checkbox"/>	Very satisfied <input type="checkbox"/>	Not sure <input type="checkbox"/>
Leases for building, halls and other community facilities	Very dissatisfied <input type="checkbox"/>	Dissatisfied <input type="checkbox"/>	Neutral <input type="checkbox"/>	Satisfied <input type="checkbox"/>	Very satisfied <input type="checkbox"/>	Not sure <input type="checkbox"/>
Coastal management	Very dissatisfied <input type="checkbox"/>	Dissatisfied <input type="checkbox"/>	Neutral <input type="checkbox"/>	Satisfied <input type="checkbox"/>	Very satisfied <input type="checkbox"/>	Not sure <input type="checkbox"/>
Economic development, business support and tourism	Very dissatisfied <input type="checkbox"/>	Dissatisfied <input type="checkbox"/>	Neutral <input type="checkbox"/>	Satisfied <input type="checkbox"/>	Very satisfied <input type="checkbox"/>	Not sure <input type="checkbox"/>
Parks, reserves, ovals and playgrounds	Very dissatisfied <input type="checkbox"/>	Dissatisfied <input type="checkbox"/>	Neutral <input type="checkbox"/>	Satisfied <input type="checkbox"/>	Very satisfied <input type="checkbox"/>	Not sure <input type="checkbox"/>
Planning and development	Very dissatisfied <input type="checkbox"/>	Dissatisfied <input type="checkbox"/>	Neutral <input type="checkbox"/>	Satisfied <input type="checkbox"/>	Very satisfied <input type="checkbox"/>	Not sure <input type="checkbox"/>
Support for community events staged by local progress groups	Very dissatisfied <input type="checkbox"/>	Dissatisfied <input type="checkbox"/>	Neutral <input type="checkbox"/>	Satisfied <input type="checkbox"/>	Very satisfied <input type="checkbox"/>	Not sure <input type="checkbox"/>
Roads and bridges	Very dissatisfied <input type="checkbox"/>	Dissatisfied <input type="checkbox"/>	Neutral <input type="checkbox"/>	Satisfied <input type="checkbox"/>	Very satisfied <input type="checkbox"/>	Not sure <input type="checkbox"/>
Footpaths and trails	Very dissatisfied <input type="checkbox"/>	Dissatisfied <input type="checkbox"/>	Neutral <input type="checkbox"/>	Satisfied <input type="checkbox"/>	Very satisfied <input type="checkbox"/>	Not sure <input type="checkbox"/>

2023 Community Survey

Stormwater management	Very dissatisfied <input type="checkbox"/>	Dissatisfied <input type="checkbox"/>	Neutral <input type="checkbox"/>	Satisfied <input type="checkbox"/>	Very satisfied <input type="checkbox"/>	Not sure <input type="checkbox"/>
Waste collection	Very dissatisfied <input type="checkbox"/>	Dissatisfied <input type="checkbox"/>	Neutral <input type="checkbox"/>	Satisfied <input type="checkbox"/>	Very satisfied <input type="checkbox"/>	Not sure <input type="checkbox"/>
Wastewater (CWMS)	Very dissatisfied <input type="checkbox"/>	Dissatisfied <input type="checkbox"/>	Neutral <input type="checkbox"/>	Satisfied <input type="checkbox"/>	Very satisfied <input type="checkbox"/>	Not sure <input type="checkbox"/>

12. Council has limited resources, and improving services in one area can mean Council needs to make changes in other areas. To help us prioritise our service delivery, please rank the following services based on how important they are to you (with 1 being most important, and 12 being least important).

<input type="checkbox"/>	Animal management	<input type="checkbox"/>	Programs, events and activities for the community
<input type="checkbox"/>	Building, halls and other community facilities	<input type="checkbox"/>	Roads and bridges
<input type="checkbox"/>	Coastal management	<input type="checkbox"/>	Footpaths and trails
<input type="checkbox"/>	Economic development, business support and tourism	<input type="checkbox"/>	Stormwater management
<input type="checkbox"/>	Parks, reserves, ovals and playgrounds	<input type="checkbox"/>	Waste collection
<input type="checkbox"/>	Planning and development	<input type="checkbox"/>	Wastewater (CWMS)

13. In addition to core council services, please rank the following items in terms of priority for council to focus on over the next few years (with 1 being most important, and 12 being least important).

<input type="checkbox"/>	Programs for young people
<input type="checkbox"/>	Reconciliation
<input type="checkbox"/>	Tourism
<input type="checkbox"/>	Economic development and business support
<input type="checkbox"/>	Community events

Part Four: Your contact with council

This section asks a few questions about how you interact with Council.

14. Apart from receiving or paying rates, have you had any contact with the District Council of Mount Remarkable over the past 12 months, such as making an enquiry, lodging a complaint or attending a council-run program or event? (please tick)

- Yes
- No
- Not sure

15. Thinking about the last time you had contact with Council:

a. What was your contact with Council about?

b. How satisfied were you with how the contact was handled? (please tick)

- | Very dissatisfied | Dissatisfied | Neutral | Satisfied | Very satisfied | Not sure |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Council is committed to obtaining community feedback on important issues, such as how it sets its annual budget, as well as major projects and other council initiatives.

Recent consultations have included:

- Melrose Caravan & Tourist Park – Proposed Sale of Leasehold and Operations
- Proposed Changes to opening and closing times of the Administration Centre
- Draft 2022-23 Long Term Financial Plan
- Strategic Tourism Plan
- Bridle Track Strategic Plan
- Review of Council's By-Laws
- Review of Land Management Agreement Plan.

16. To what extent do you believe that you have had appropriate opportunity to provide feedback to Council on important issues? (please tick)

- I believe I have had appropriate opportunity to provide feedback
- I don't believe I've had appropriate opportunity to provide feedback
- I haven't needed to provide feedback to council
- Don't know / unsure

17. What is your preferred way to be informed about Council matters? (please tick)

- Council's Website
- Council's quarterly newsletter (subscription via email or in hard copy)
- Community Notice Boards in each major Township
- Plains Producer
- Council's Facebook Page and other social Media platforms
- Other _____

Part Five: Final comments

18. Do you have any other feedback that you'd like to provide to the District Council of Mount Remarkable?

Thank you once again for taking the time to complete this survey and providing important feedback to Council.

If you have any questions about the survey, please email postmaster@mtr.sa.gov.au or call Council on 8666 2014.

Please return completed surveys to: District Council of Mount Remarkable, 3 Stuart Street, MELROSE SA 5483.