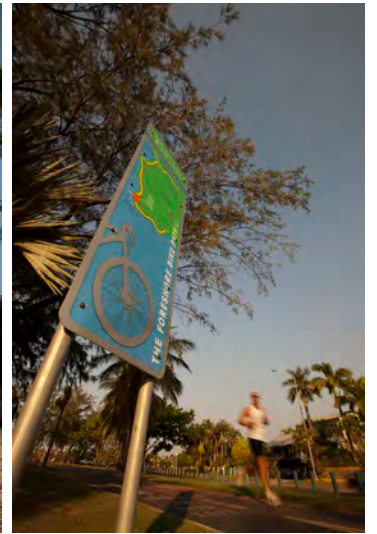




# Community Satisfaction Survey



October 2013





## THANK YOU

The City of Darwin would like to thank all of our residents who have taken the time to respond to this survey when they were contacted.

Your views and perceptions are invaluable and helping Council to target improvements in key areas.

Your feedback is vital to ensure the ongoing success of the Darwin municipality and Council would like to encourage further participation if you are contacted to participate in future years.



## Lord Mayor's Foreword

On behalf of the City of Darwin I would like to personally thank all of the Darwin residents who participated in the 2013 Community Satisfaction Survey.

The survey results are an essential information source; the results not only tell us how we have performed over the past year, they also help inform what future strategies we should be developing and where we should be allocating resources into the future.

The 2013 results, together with the results of previous years, have been considered by the City of Darwin Aldermen and will be factored in to our future decision making and planning.

Whilst there is still some room for improvement, overall the 2013 results are a credit to both the current and previous Council and to all staff of the City of Darwin.



A handwritten signature in black ink that reads "Katrina Fong Lim".

**KATRINA FONG LIM**  
**LORD MAYOR**

## Executive Summary

The City of Darwin is pleased to release the results of our 2013 Community Satisfaction Survey.

The purpose and value of the survey is for Council to understand our community's level of satisfaction with our service quality and delivery. These results help Council to better monitor and understand the impacts of any changes we have made throughout the year, for example changes made in how we deliver services and projects, changes made to program funding or the impact of any legislative changes. This can assist Council to make informed decisions about future resourcing and service delivery.

We are pleased that our community's satisfaction with the overall performance of the City of Darwin remains relatively high with an overall satisfaction rating of 3.8 (out of 5). This is a very commendable result when compared to other Local Government Councils around Australia that McGregor Tan Research have conducted surveys for this year.

Council is also proud of the quality of service provided by our Customer Service staff. The community has rated satisfaction extremely high with a result of 4.5 out of 5.0.

Our residents awareness of the services that the City of Darwin offers provides some interesting results. There are a number of core services that residents are aware of, however there is also number of services that Council offers which do not seem to be 'top of mind' for our residents.

The importance ranking of our services has been extremely consistent over past surveys, with residents still citing waste management services as the most important service.

As shown within the report, just over half (56%) of the residents surveyed had contacted Council in the previous 12 months. The reasons for contacting Council were quite consistent with previous years, although there has been some movement in the percentages recorded. This is important information for Council to understand in order to allocate appropriate resources and to provide tailored information for the community. The City of Darwin is committed to identifying ways to continually improve our processes and service delivery.

In addition to the survey results, the extra comments and suggestions provided by our residents throughout the survey provide Elected Members and staff with a clear direction for the future.

The City of Darwin will continue to strive for excellence for our residents by using these results in all future planning.



**Brendan Dowd**  
**Chief Executive Officer**

## Methodology

The City of Darwin regularly undertakes a community satisfaction survey in July of each year. The timing of the surveys has been specifically timed to avoid any other key dates such as school holidays and public holidays.

To undertake this survey Council engaged the services of McGregor Tan who are qualified and experienced researchers. McGregor Tan was chosen as they have acquired over more than 30 years working with many diverse and different organisations including having extensive experience in working in the Northern Territory. As part of their credentials they have received the ISO ISO9001:2000 and AS4752:2004 double accreditation for the full scope of research and strategy services including customised research for consumer, social and commercial studies.

700 residents within the Darwin municipality were drawn at random from an electronic listing of telephone numbers (landlines and mobiles) and were asked to participate in a telephone survey. Based on the current number of residents within the Darwin municipality, 700 is a statistically valid sample size which provides a maximum margin of error of 3.8% at a 95% confidence level, which is acceptable for a survey of this nature.

The survey was conducted through a Computer Aided Telephone Interview (CATI) System. CATI is a robust and proven research system, which allows for the provision and examination of more detailed data.

In addition to the phone survey, hard copies of the survey questions were made available at Council's Casuarina, City, Karama and Nightcliff libraries and also at the front counter of the Civic Centre in Harry Chan Ave. This provided all residents the opportunity to participate.

Throughout the survey a rating system of 1.0 – 5.0 is used where:-

- >4.5 represents an extremely high level of importance/satisfaction;
- 4.0 – 4.4 representing very high levels of importance/satisfaction;
- 3.5 – 3.9 representing relatively high levels of importance/satisfaction;
- 3.0 – 3.4 representing mixed level of importance/satisfaction; and
- <2.9 is an unsatisfactory result.

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# *Section 1*

## *Introduction*



## **Background**

- 1.1 McGregor Tan Research was commissioned by the City of Darwin to conduct a Community Satisfaction Survey in July 2013. The task of this research was to track public perceptions of the City of Darwin in relation to service quality, as well to assist in identifying any real or perceived gaps in the delivery of customer service within the City.
- 1.2 The previous Community Satisfaction Surveys were conducted in 2012, 2011, 2010, 2009, and before that 2005 and 2000.
- 1.3 The 2013 questionnaire contained some changes from 2012, with the inclusion of a number of additional questions. Within this report, responses have been tracked where possible with those from the 2012 and 2011 surveys.

## **Methodology**

- 1.4 A CATI survey was conducted between the 15<sup>th</sup> and 23<sup>rd</sup> of July 2013 with 700 Darwin residents.

## **Reading the Report**

- 1.5 This report has been set up into four main sections. The first section covers the project background and methodology. The second section is the executive summary and provides an overview of the research findings, while section three provides an in depth analysis of the City of Darwin research findings on a question by question basis, and includes text and graphical representations of the findings. Section four provides an analysis of the Importance / Performance Matrices.
- 1.6 The analysis section (section three) also identifies any significant differences which may have occurred between the sub-groups analysed. The sub-groups used for analysis were all of the standard demographics (age, gender, household composition, dwelling type, incidence of being an owner / rate payer or rental tenant, income and length of time spent living in Darwin).

- 1.7 The significant differences presented in the analysis section of the report can be found in the computer tabulations. The computer tabulations show the comparisons between [1] the answers given by the total number of respondents and [2] those given by the various subgroups. This is done in the form of percentages. Under certain data, you may notice the presence of + or - signs. These indicate where there is a statistically significant difference between the responses of the subgroup (e.g. males, people over 65 etc.) and the group as a whole. When the responses of the subgroup are significantly less than the group as a whole, this is shown by a minus (-) sign. If, on the other hand, there is a significantly higher response by the subgroup, then a plus (+) sign appears. These can occur in single (- or +), double (-- or ++) or triple (--- or +++) signs.
- 1.8 In this report, only the significant differences which recorded +++ are identified in the report, which means that you can be 99% sure that this particular subgroup is in fact answering differently to the group as a whole, and that it is not just a random fluctuation in the data. Also, significant differences were only reported on the top or main responses provided for each question.

# *Section 2*

## *Executive Summary*

## **2.1** *Services Provided*

When respondents were asked what services they were aware of that the City of Darwin provides to Darwin residents, the main responses were:

- Wheelie Bin collection service (62%)
- Parks (47%)
- Library services (39%)
- Streets (38%)

More than two in five (43%) residents identified Wheelie Bin collection service as the service which was of the most importance to them, followed by parks (10%) and library services (9%).

## **2.2** *Services Used*

In relation to the services residents use, the overwhelming majority of survey participants indicated they had used the Wheelie Bin collection service (91%), footpaths (90%), and streets (90%) in the last twelve months. Most respondents indicated that they had also used car parking – city and suburban (80%), walkways (73%), and the Shoal Bay Waste Management Facility (73%) in the last twelve months.

### 2.3 Importance and Satisfaction

When those surveyed were asked to rate the level of importance of a number of services, using a scale of 1 to 5, where 5 is very important and 1 is not at all important, the following results were recorded:

	Mean
<b>Extremely High Levels of Importance</b>	
The Wheelie Bin collection service	4.8
Road maintenance	4.6
Street lighting	4.6
Storm water drainage	4.5
Maintenance of footpaths/ cycle paths	4.5
Litter collection from public areas	4.5
<b>Very High Levels of Importance</b>	
The services provided at Shoal Bay Waste Management Facility	4.4
Public toilet maintenance	4.3
Traffic management (i.e. placement of roundabouts, lights, traffic calming devices etc.)	4.3
Maintenance of parks	4.3
Car parking in the central business district	4.1
Library services	4.0
Maintenance of playgrounds	4.0
Access to / location of public toilets	4.0
Recreational and leisure (e.g. sports ovals)	4.0
<b>Relatively High Levels of Importance</b>	
Community services (e.g. Children's services, Fun Bus, Indigenous Support, Disability Support)	3.9
Markets (e.g. Mindil, Rapid Creek, Nightcliff)	3.9
Wayfinding signage	3.9
Domestic dog control and education	3.8
Public swimming pools	3.7
Car parking in the suburban areas	3.7
Darwin Entertainment Centre	3.6
Arts and cultural activities	3.5
<b>Mixed Levels of Importance</b>	
Cat control and education	3.3
Control of advertising signage	3.2
Alfresco dining and mobile food stalls	3.2

Respondents were then asked to rate their level of satisfaction with the standard of these services, using a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied.

	Mean	% satisfied
<b>Very High Levels of Satisfaction</b>		
The Wheelie Bin collection service	4.5	90%
The services provided at Shoal Bay Waste Management Facility	4.3	77%
Library services	4.2	71%
Markets (e.g. Mindil, Rapid Creek, Nightcliff)	4.1	74%
Recreational and leisure (e.g. sports ovals)	4.0	70%
Public swimming pools	4.0	61%
<b>Relatively High Levels of Satisfaction</b>		
Darwin Entertainment Centre	3.9	62%
Storm water drainage	3.9	66%
Maintenance of parks	3.8	67%
Maintenance of playgrounds	3.8	58%
Community services (e.g. Children's services, Fun Bus, Indigenous Support, Disability Support)	3.8	51%
Street lighting	3.7	61%
Arts and cultural activities	3.7	54%
Wayfinding signage	3.7	59%
Traffic management (i.e. placement of roundabouts, lights, traffic calming devices etc.)	3.6	61%
Litter collection from public areas	3.6	60%
Maintenance of footpaths / cycle paths	3.6	57%
Road maintenance	3.6	58%
Car parking in the suburban areas	3.6	55%
<b>Mixed Levels of Satisfaction</b>		
Alfresco dining and mobile food stalls	3.4	45%
Control of advertising signage	3.4	44%
Domestic dog control and education	3.3	41%
Public toilet maintenance	3.1	29%
Access to / location of public toilets	3.1	32%
Cat control and education	3.0	25%
Car parking in the central business district	2.9	31%

Overall satisfaction with the City of Darwin was relatively high, with an average rating of 3.8 and 70% of those surveyed stating that they were satisfied with the standard of services provided. The scaled responses were as follows:

- Very satisfied (17%)
- Quite satisfied (53%)
- Neither satisfied nor dissatisfied (19%)
- Quite dissatisfied (8%)
- Very dissatisfied (2%)

## 2.4 *Incidence of Contact*

Over half (54%) of those surveyed indicated that they had made contact with the City of Darwin in the last twelve months, with the main methods of contact identified as:

- Called Council (39%)
- Used the internet / email (14%)
- Went to the Civic Centre in person (9%)

Almost three quarters (73%) of those who stated that they had contact with the City of Darwin were satisfied with the contact, with a relatively high average rating of 3.9. The scaled responses were as follows:

- Very satisfied (43%)
- Quite satisfied (29%)
- Neither satisfied nor dissatisfied (9%)
- Quite dissatisfied (10%)
- Very dissatisfied (7%)

There were a range of reasons identified for this contact with the City of Darwin, including:

- To make a complaint (18%)
- Dog issues – control / lost (16%)
- Dog registration (10%)

The complaints that were made included rubbish collection (15%), parking issues (15%), Council contractors (10%), and road maintenance issues (8%).

## 2.5 Sources of Information

More than two in five (43%) residents surveyed indicated they currently find out about Council matters through the NT News, while other sources of information included the Council's website (21%) and television (19%).

The NT News was the preferred source of information to be informed about Council matters among 36% of respondents, while others preferred to find this information through the Council's website (19%), television (18%), letters (15%) and brochures / flyers / booklets (15%).

When respondents were asked how frequently they accessed the City of Darwin's Facebook page, the majority of respondents (92%) indicated that they never access the City of Darwin's Facebook page. Some (6%) stated less than once a month while 1% nominated between once a fortnight and once a month.

## 2.6 Communication Processes

More than one quarter (27%) of respondents indicated that they believed that the City of Darwin has improved their communication processes over the past year, while 35% disagreed and a further 37% were unsure.

In relation to rates notices, more than one quarter (26%) of those surveyed indicated that they would prefer to receive their rates notices electronically, while most (58%) stated they would not.

## 2.7 Handling of Contact

Those surveyed were asked to think about any contact they have had with Council, and to rate how satisfied they were with how that contact was handled, on a scale of 1 to 5, where 5 is very satisfied and 1 is very dissatisfied.



	Mean	% satisfied	% don't know
<b>Very High Level of Satisfaction</b>			
Specifically the quality of service from the front counter staff at the Civic Centre ( <i>asked only of those who have been to the Civic Centre in person</i> )	4.5	92%	2%
<b>Relatively High Levels of Satisfaction</b>			
The ease with which you were put in touch with the right person to assist you	3.9	58%	18%
The knowledge of the person you dealt with in relation to your reason for making contact	3.9	59%	19%
The enthusiasm and interest shown to you by Council staff	3.8	55%	17%
Overall how satisfied are you with the quality of the service that Council provided to you	3.8	58%	15%
The ability of Council staff and representatives to 'get it right the first time'	3.7	52%	17%
<b>Mixed Level of Satisfaction</b>			
Your ability to contact Council for emergency events after hours	3.3	13%	74%

## 2.8 **Top Three Priorities**

When respondents were read a list of aspects of service provision and asked which they considered to be the top three priorities for the City of Darwin, the following emerged as the top three:

- Providing services and infrastructure that supports people to live, work and play (71%)
- Ensure its business is conducted in a transparent, accountable, sustainable and efficient way (67%)
- Leading and advocating for the sustainability and protection of our environment and lifestyle (51%)

The other two aspects of service delivery are listed in descending order, as outlined below:

- Being recognised as a welcoming and culturally rich and diverse City (47%)
- Encouraging social inclusion and enabling individuals to stay connected through activities that support and promote community harmony and build community capacity (43%)

## 2.9 *Improvement of Service*

Half of those surveyed (50%) indicated that there are ways in which Darwin City Council can improve its service to residents including:

- Communicate better with the public (8%)
- Parking (5%)
- Footpaths / bikeways – improve and maintain (4%)
- Lower rates (4%)

## 2.10 *Key Issues Affecting Darwin Residents*

The key issues currently affecting the lives of Darwin residents are considered to be the following:

- The cost of living (41%)
- Housing affordability (23%)
- Crime and anti-social behaviour (15%)
- Itinerants (14%)

More than half (56%) of all respondents indicated that the Northern Territory Government is responsible for these issues, while other responses included the City of Darwin (54%), the Australian Government (19%) and society in general / everyone (17%).

## 2.11 *Satisfaction with the Quality of Life*

The overwhelming majority (83%) of respondents indicated that they were satisfied with the quality of life in Darwin, with a very high average rating of 4.2. The scaled responses were as follows:

- Very satisfied (40%)
- Quite satisfied (43%)
- Neither satisfied nor dissatisfied (11%)
- Quite dissatisfied (4%)
- Very dissatisfied (1%)

## 2.12 Safety

More than three quarters (78%) of respondents stated that they felt safe in their local suburb, with a very high average rating of 4.0. The scaled responses were as follows:

- Very safe (31%)
- Quite safe (47%)
- Neither safe nor unsafe (14%)
- Quite unsafe (6%)
- Very unsafe (2%)

When asked about the parks, reserves and public open spaces within Darwin and how safe they feel, more than half (52%), with an average rating of 3.4, of those surveyed indicated that they felt safe. The scaled responses were as follows:

- Very safe (15%)
- Quite safe (37%)
- Neither safe nor unsafe (24%)
- Quite unsafe (16%)
- Very unsafe (5%)

## 2.13 Transport

The incidence of using a range of different types of transport was as follows:

	Daily	Most days	Several days a week	Once or twice a week	Between once a fortnight and once a month	Less than once a month	Never
Car	73%	12%	7%	4%	1%	0%	4%
Walking	40%	15%	12%	15%	3%	5%	11%
Bicycle	6%	3%	8%	13%	7%	6%	57%
Motorbike	1%	2%	1%	2%	1%	1%	91%
Public transport	1%	1%	2%	4%	6%	24%	62%

## 2.14 *Suggestions for the Future*

When respondents were asked for one suggestion about what the City of Darwin should be focussing on in the future, more than four in five (83%) provided a suggestion.

A variety of comments were made by small proportions of those surveyed, including:

- Beautification / greening of areas – parks, clean ups, develop areas – maintain (11%)
- Indigenous / itinerant issues (7%)
- Affordable living (6%)
- Town planning and developments (6%)

# *Section 3*

## *Survey Results*

This Section outlines the key findings of the research. Where possible, comparisons with the 2012 and 2011 Surveys have been made.

### ***3.1 Awareness of Council Services***

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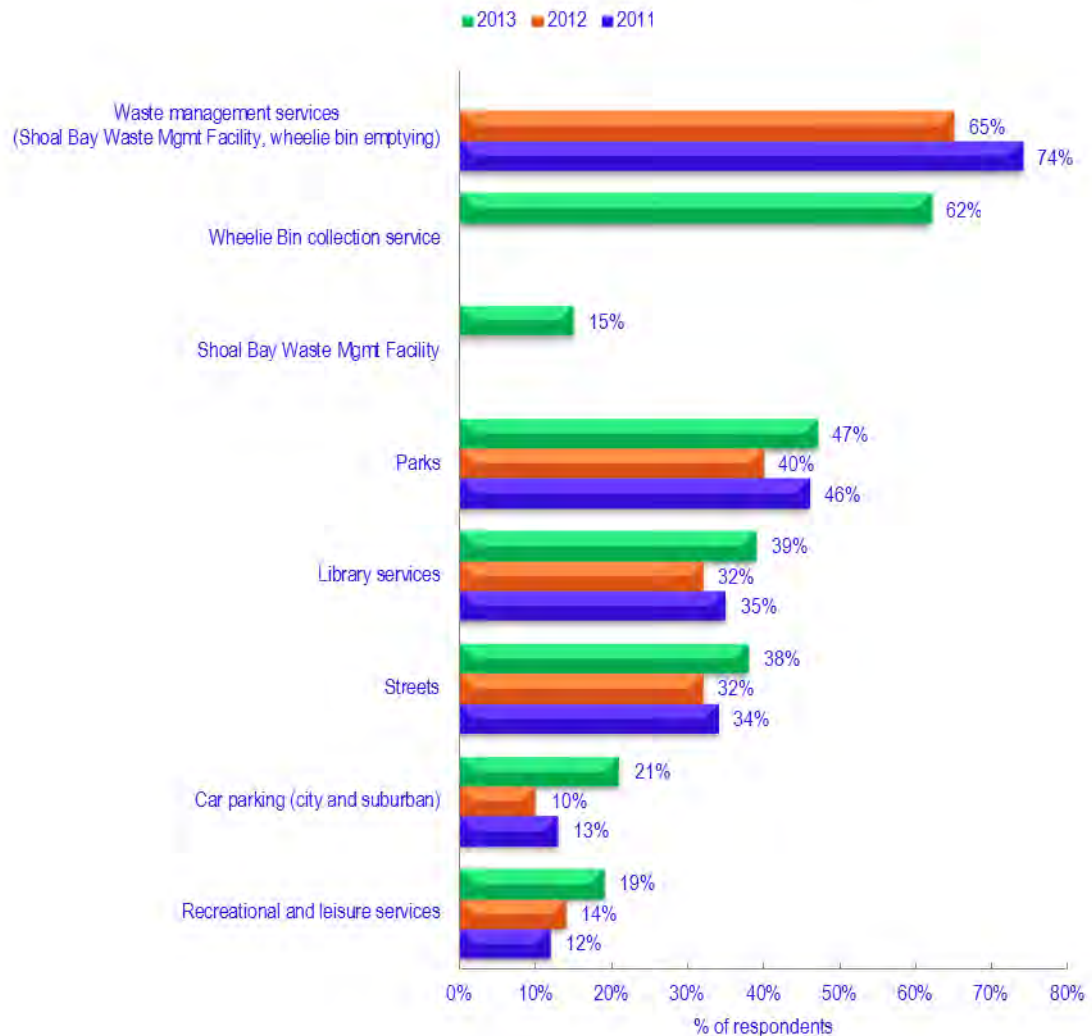
3.1.1 Those surveyed were asked what services they were aware of that the City of Darwin offers to Darwin residents.

3.1.2 The main services identified were:

- The Wheelie Bin collection service\* (62%)
  - The Shoal Bay Waste Management Facility\* (15%)
- \*NOTE: In previous years, Waste Management Services was comprised of Wheelie Bin collection service and Shoal Bay Waste Management Facility. (65% in 2012, 74% in 2011).
- Parks (47%, up from 40% in 2012 and 46% in 2011)
  - Library services (39%, up from 32% in 2012 and 35% in 2011)
  - Streets (38%, up from 32% in 2012 and 34% in 2011)
  - Car parking – city and suburban (21%, up from 10% in 2012 and 13% in 2011)
  - Recreational and leisure services – swimming pools and sports ovals (19%, up from 14% in 2012 and 12% in 2011)

3.1.3 There were 8% of those surveyed that were not aware of any services.

**Q1. What services are you aware of that the City of Darwin offers to Darwin residents?  
TOP RESPONSES**



3.1.4

There were a number variances to these responses among the groups surveyed, including the following:

- The Wheelie Bin collection service was more likely to be nominated by males (70%), owner / ratepayers (68%) and those that live in a house / single dwelling (68%)
- Library services were more likely to be named by owners / ratepayers (42%)
- Streets had a higher incidence of being identified by those aged 40 plus (42%), in particular those aged 55 to 64 (48%), older couples without children at home (48%) and owner / ratepayers (41%)

- Shoal Bay Waste Management Facility was more likely to be identified by those aged 41 to 54 (22%), families with teenagers or adult children living at home (25%), and those with a gross household income of \$140,000 to \$179,999 per annum (31%)
- Community services was more likely to be nominated by families with their youngest child under twelve years of age (25%)
- Car parking was more likely to be identified by residents who have lived in Darwin for ten years or more (23%)



## 3.2 *Most Important Services*

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3.2.1 Those who indicated that they were aware of services offered by the City of Darwin (n=645) were then asked to identify which service was most important to them.

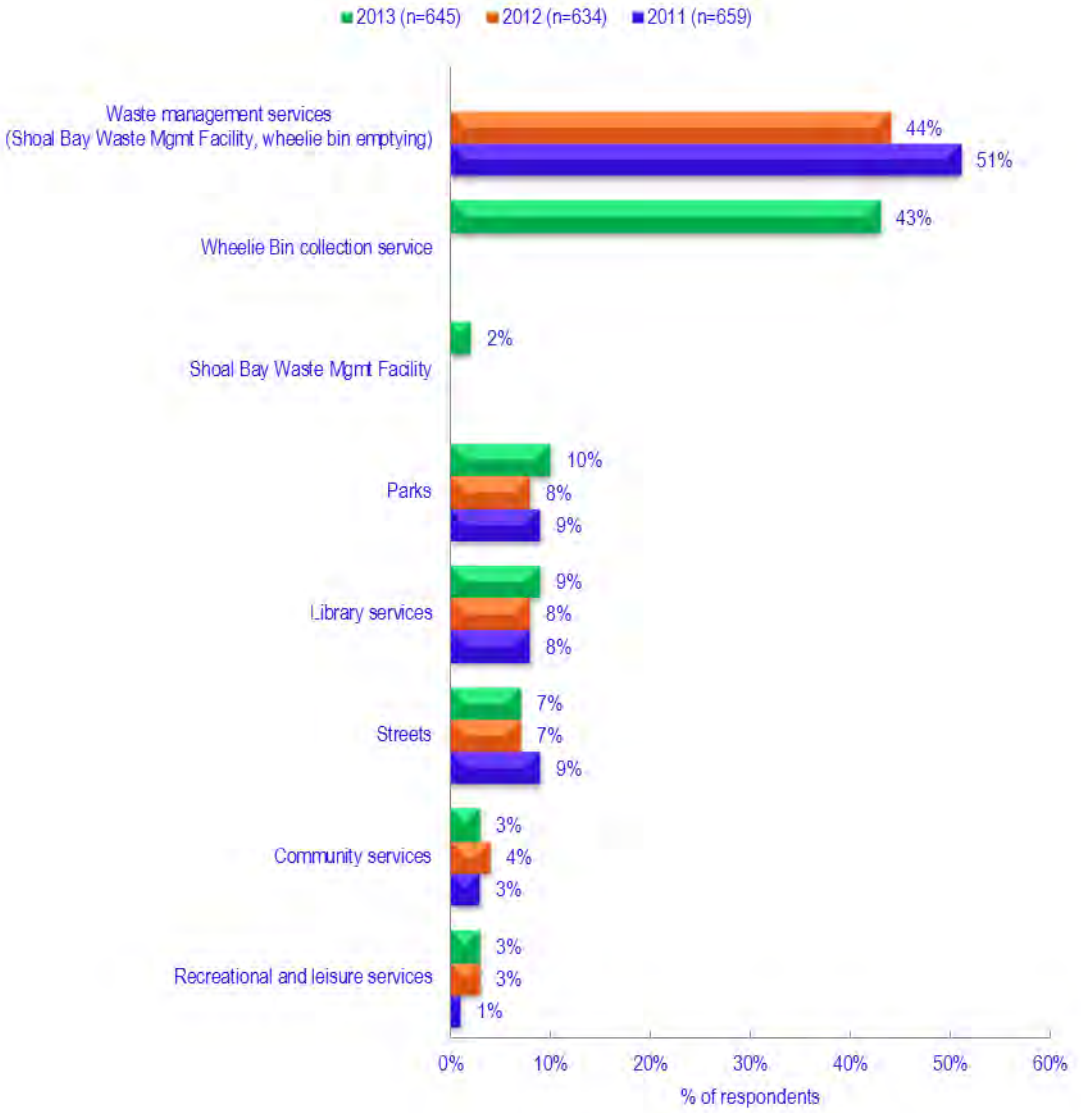
3.2.2 More than two in five (43%) nominated the Wheelie Bin collection service.

\*NOTE: In previous years, Waste Management Services was comprised of Wheelie Bin collection service and Shoal Bay Waste Management Facility. (44% in 2012, 51% in 2011)

3.2.3 Other services nominated as the most important included the following:

- Parks (10%, up from 8% in 2012 and 9% in 2011)
- Library services (9%, up slightly from 8% in 2012 and 2011)
- Streets (7%, unchanged from 2012, but below the 9% recorded in 2011)

**Q2. Of all the services that you are aware of, which ONE is of the most importance to you?**  
**BASE: Aware of services**



3.2.4 The Wheelie Bin collection service was more likely to be named by owners / ratepayers (46%) and those that live in a house / single dwelling (48%).

### 3.3 *Council Services Used*

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3.3.1 Respondents were then read a list of services provided by the City of Darwin and asked which of these services they had used in the past twelve months.

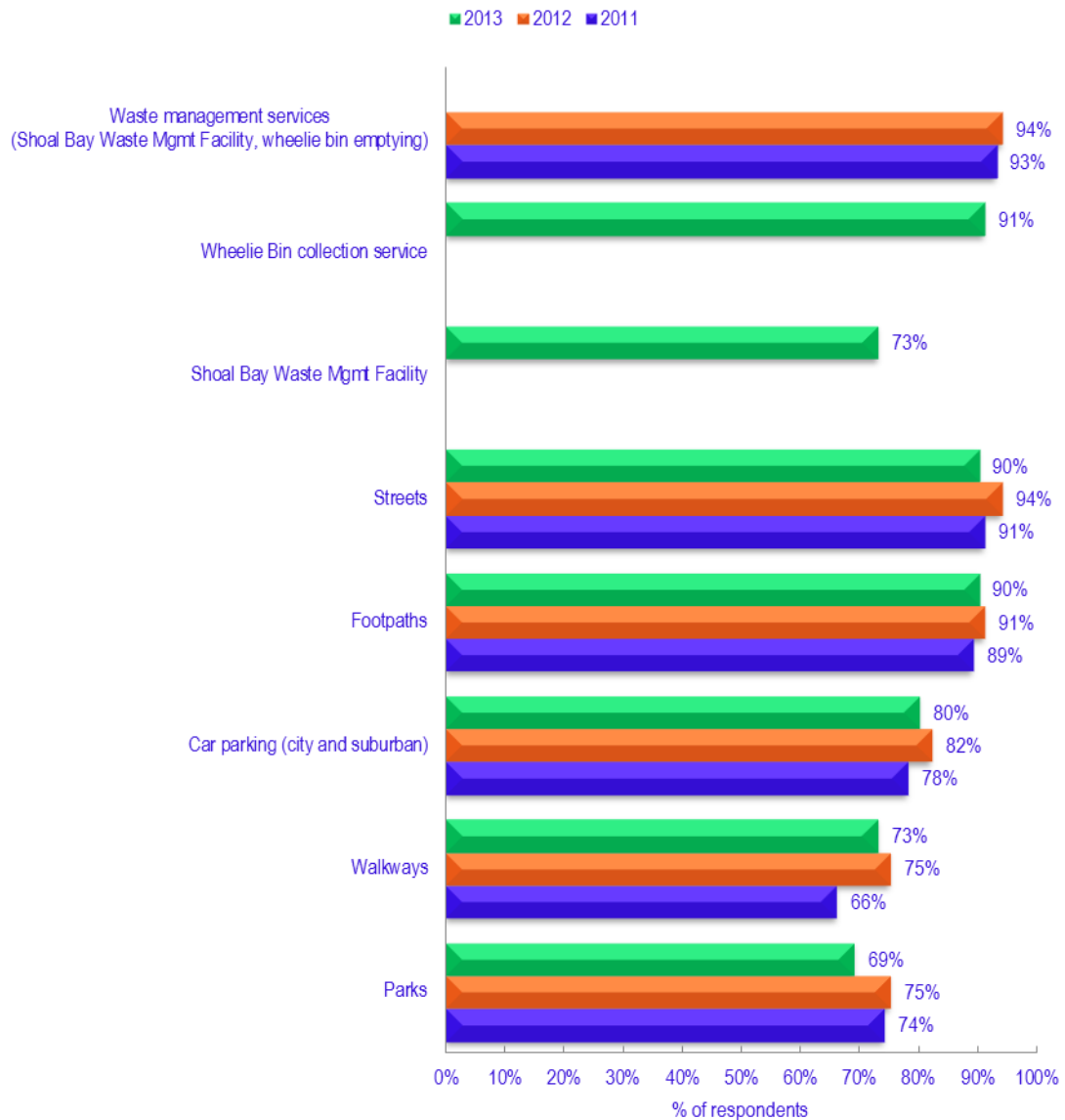
3.3.2 The overwhelming majority (91%) of those surveyed identified the Wheelie Bin collection service\*.

3.3.3 The other main services named included:

- Footpaths (90%, down slightly from 91% in 2012 and up marginally from 89% in 2011)
- Streets (90%, down from 94% in 2012 and 91% in 2011)
- Car parking (80%, down from 82% in 2012, but above the 78% recorded in 2011)
- Walkways (73%, down from 75% in 2012, but above the 66% recorded in 2011)
- The Shoal Bay Waste Management Facility\* (73%)
- Parks (69%, down from 75% in 2012, and 74% in 2011)

\*NOTE: In previous years, Waste Management Services was comprised of Wheelie Bin collection service and Shoal Bay Waste Management Facility. (94% in 2012, 93% in 2011)

**Q3. Which of these City of Darwin services have you used in the past 12 months?  
TOP RESPONSES**



3.3.4

There were a number of variances to these responses among the groups surveyed, including:

- The Wheelie Bin collection service was more likely to be named by owners / ratepayers (93%) and those who live in a house / single dwelling (93%)
- Footpaths was more likely to be named by those with a gross household income of \$140,000 to \$179,999 per annum (100%), owners / ratepayers (92%) and those who live in a house / single dwelling (92%)

- Streets was more likely to be nominated by those with a gross household income of \$140,000 to \$179,999 per annum (100%)
- Walkways was more likely to be nominated by those aged 18 to 40 (86%), in particular those aged 41 to 54 (82%), families with their youngest child under twelve years of age (85%), households with four people (86%), those with a gross household income of \$140,000 to \$179,999 per annum (93%) and \$180,000 plus per annum (90%), and those that live in a house / single dwelling (76%)
- Parks had a higher incidence of being identified by families with their youngest child under twelve years of age (88%) and those that live in a house / single dwelling (72%)
- Shoal Bay Waste Management Facility had a higher incidence of being nominated by those with a gross household income of \$180,000 plus per annum (89%), owners / ratepayers (79%) and those that live in a single house / dwelling (81%)

### **3.4** *Importance Ratings of Council Services*

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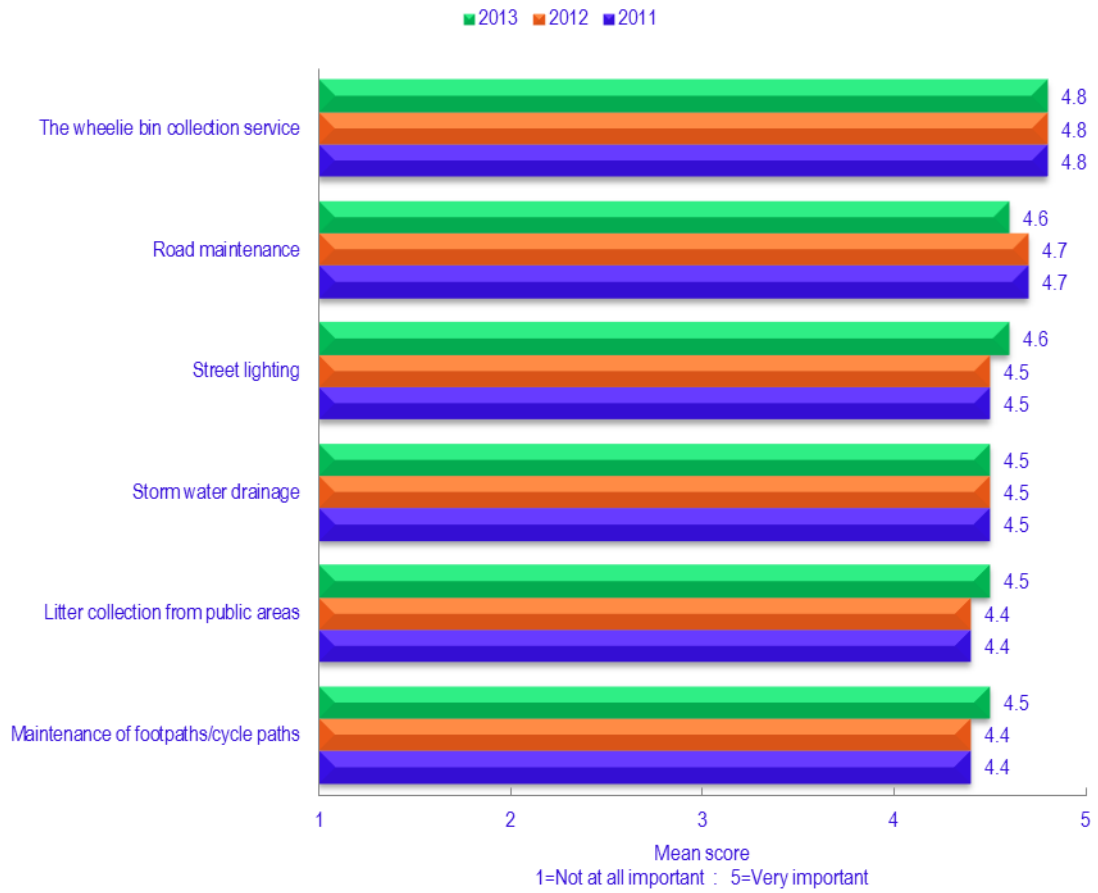
3.4.1 Those surveyed were asked to rate the importance of the services provided by the City of Darwin. This rating was on a scale of 1 to 5, where 5 is very important and 1 is not at all important.

3.4.2 It is generally considered that an average rating of 2.5 to 3.4 represents a mixed level of importance, 3.5 to 3.9 equates to a relatively high level of importance, 4.0 to 4.4 indicates a very high level of importance while 4.5 and above represents an extremely high level of importance.

3.4.3 Based on these parameters, there were extremely high levels of importance attributed to the following services:

- The Wheelie Bin collection service (4.8, unchanged from 2012 and 2011)
- Road maintenance (4.6, down slightly from 4.7 in 2012 and 2011)
- Street lighting (4.6, up slightly from 4.5 in 2012 and 2011)
- Storm water drainage (4.5, unchanged from 2012 and 2011)
- Litter collection from public areas (4.5, up slightly from 4.4 in 2012 and 2011)
- Maintenance of footpaths / cycle paths (4.5, up slightly from 4.4 in 2012 and 2011)

**Q4. Now thinking of the services provided by the Council, please rate the level of importance of each of the following services.  
EXTREMELY HIGH LEVELS OF IMPORTANCE**



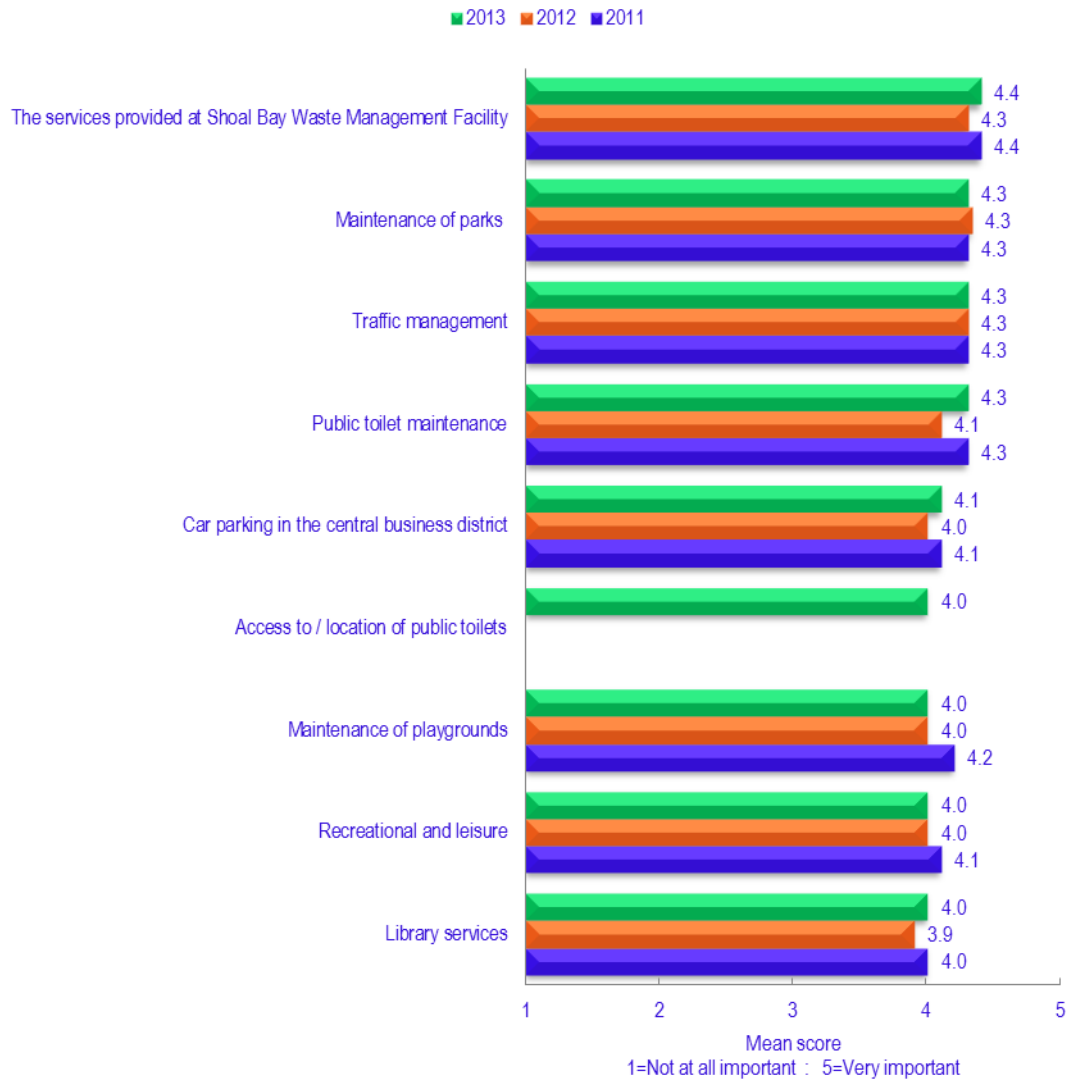
#### 3.4.4

Very high levels of importance were associated with the following:

- The services provided at Shoal Bay Waste Management Facility (4.4, up slightly from 4.3 in 2012, unchanged from 2011)
- Maintenance of parks (4.3, unchanged from 2012 and 2011)
- Traffic management (4.3, unchanged from 2012 and 2011)
- Public toilet maintenance (4.3, up from 4.1 in 2012, unchanged from 2011)
- Car parking in the central business district (4.1, up slightly from 4.0 in 2012, unchanged from 2011)
- Access to / location of public toilets (4.0)
- Maintenance of playgrounds (4.0 unchanged from 2012, down from 4.2 in 2011)
- Recreational and leisure (4.0 unchanged from 2012, down from 4.1 in 2011)
- Library services (4.0, up slightly from 3.9 in 2012, unchanged from 2011)



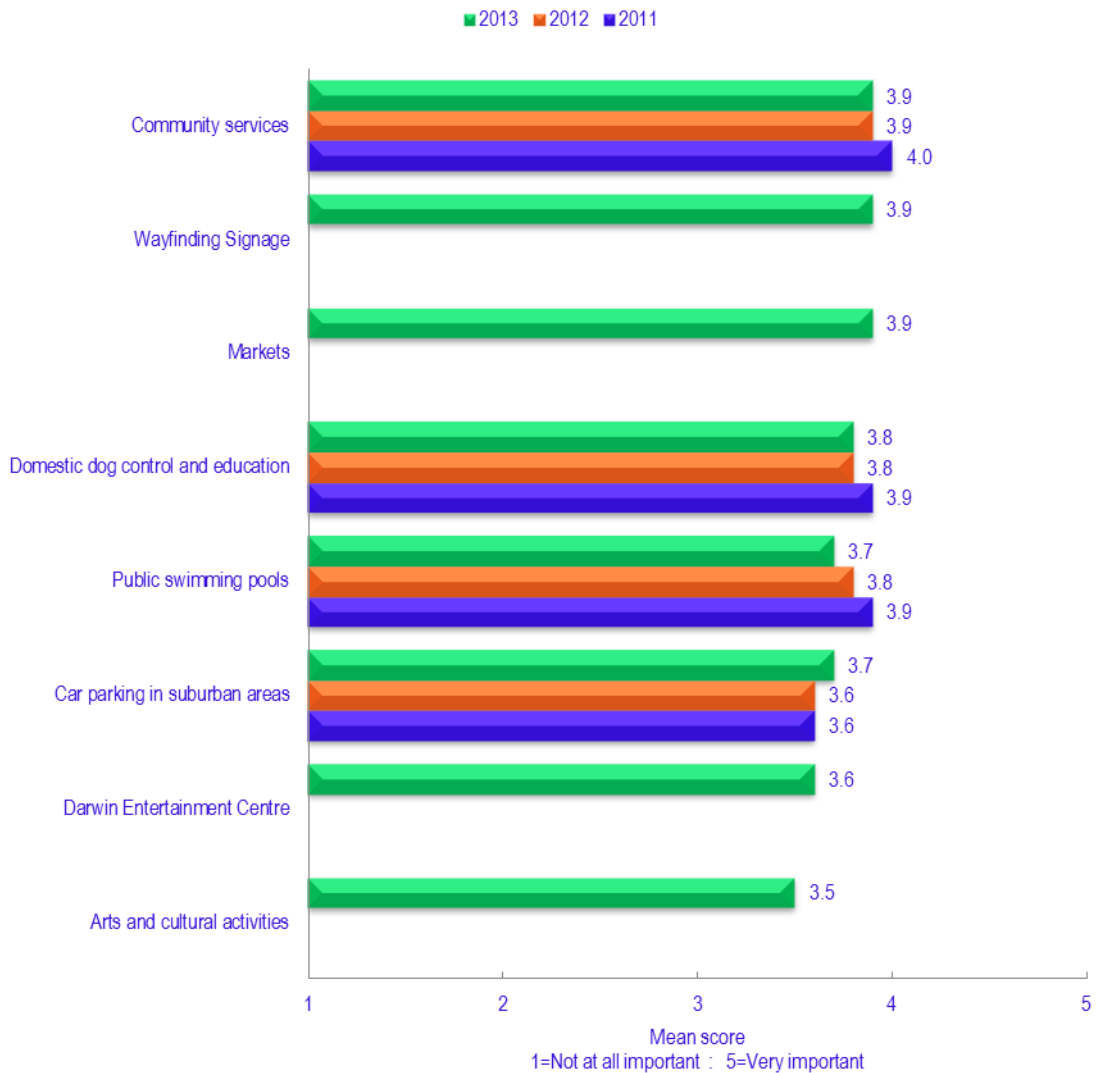
**Q4. Now thinking of the services provided by the Council, please rate the level of importance of each of the following services.**  
**VERY HIGH LEVELS OF IMPORTANCE**



3.4.5 Relatively high levels of importance were attributed to the following:

- Community services (3.9, unchanged from 2012 and down slightly from 4.0 in 2011)
- Wayfinding signage (3.9)
- Markets (3.9)
- Domestic dog control and education (3.8, unchanged from 2012 and down marginally from 3.9 in 2011)
- Public swimming pools (3.7, down slightly from 3.8 in 2012 and 3.9 in 2011)
- Car parking in suburban areas (3.7, up slightly from 3.6 in both 2012 and 2011)
- Darwin Entertainment Centre (3.6)
- Arts and cultural activities (3.5)

**Q4. Now thinking of the services provided by the Council, please rate the level of importance of each of the following services.  
RELATIVELY HIGH LEVELS OF IMPORTANCE**

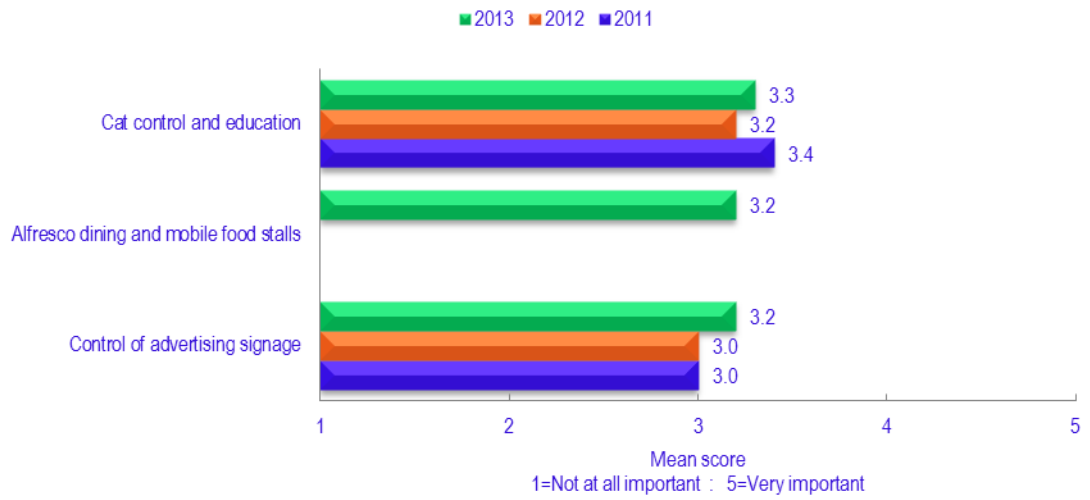


3.4.6

The following recorded mixed levels of importance:

- Cat control and education (3.3, up slightly from 3.2 in 2012 but below the 3.4 recorded in 2011)
- Alfresco dining and mobile food stalls (3.2)
- Control of advertising signage (3.2, up from 3.0 in both 2012 and 2011)

**Q4. Now thinking of the services provided by the Council, please rate the level of importance of each of the following services.  
MIXED LEVELS OF IMPORTANCE**



### 3.5 *Satisfaction Ratings With Council Services*

#### Individual Services

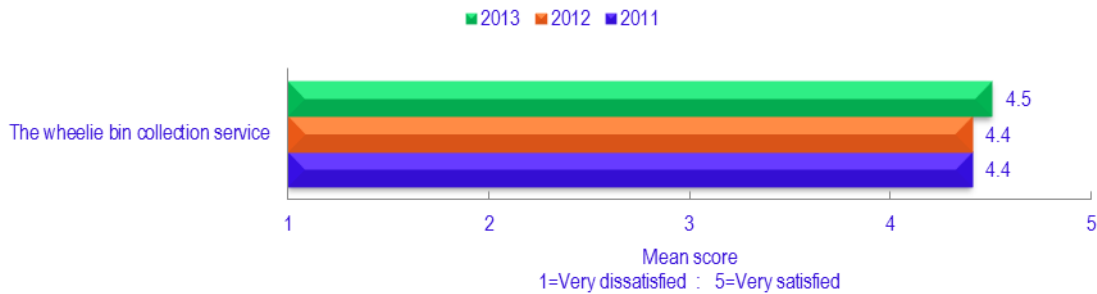
3.5.1 Residents were then asked to rate their level of satisfaction with these services provided by the City of Darwin. This rating was on a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied.

3.5.2 It is generally considered that an average rating of 2.5 to 3.4 represents a mixed level of satisfaction, 3.5 to 3.9 indicates a relatively high level of satisfaction, 4.0 to 4.4 equates to a very high level of satisfaction while 4.5 and above represents an extremely high level of satisfaction.

3.5.3 Based on these parameters, there was an extremely high level of satisfaction with the following:

- The Wheelie Bin collection service (4.5, up from 4.4 in both 2012 and 2011)

**Q5. Still thinking of the services provided by Council, please rate your level of satisfaction with the standard of each service.  
EXTREMELY HIGH LEVELS OF SATISFACTION**

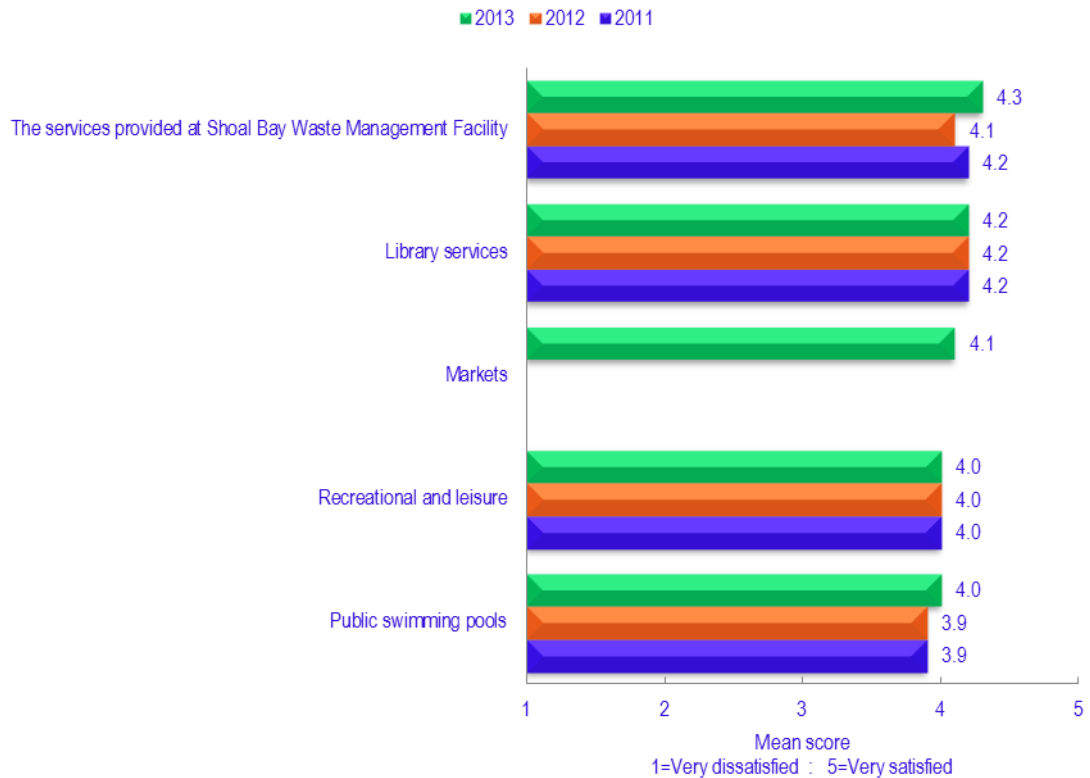


3.5.4 Based on these parameters, there were very high levels of satisfaction with the following:

- The services provided at Shoal Bay Waste Management Facility (4.3, up from 4.1 in 2012 and 4.2 in 2011)
- Library services (4.2, unchanged from 2012 and 2011)
- Markets (4.1 in 2013)
- Recreational and leisure services (4.0, unchanged from 2012 and 2011)

- Public swimming pools (4.0, up slightly from 3.9 in both 2012 and 2011)

**Q5. Still thinking of the services provided by Council, please rate your level of satisfaction with the standard of each service.**  
**VERY HIGH LEVELS OF SATISFACTION**



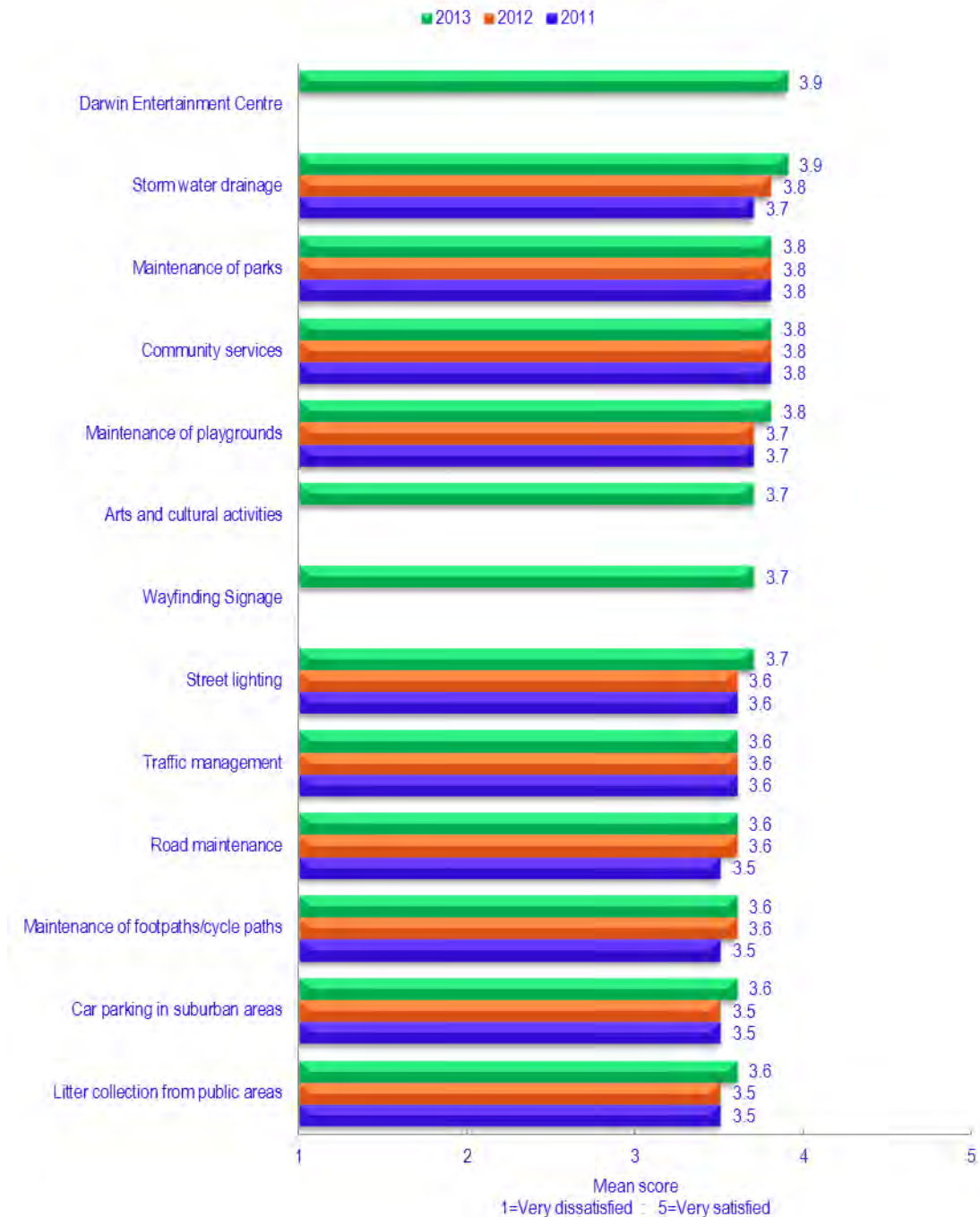
### 3.5.5

Relatively high levels of satisfaction were recorded for the following:

- Darwin Entertainment Centre (3.9)
- Storm water drainage (3.9, up from 3.8 in 2012 and 3.7 in 2011)
- Maintenance of parks (3.8, unchanged from 2012 and 2011)
- Community services (3.8, unchanged from 2012 and 2011)
- Maintenance of playgrounds (3.8, up slightly from 3.7 in both 2012 and 2011)
- Arts and cultural activities (3.7)
- Wayfinding signage (3.7)
- Street lighting (3.7, up slightly from 3.6 in both 2012 and 2011)
- Traffic management (3.6, unchanged from 2012 and 2011)

- Road maintenance (3.6, unchanged from 2012 and up from 3.5 in 2011)
- Maintenance of footpaths / cycle paths (3.6, unchanged from 2012 and up slightly from 3.5 in 2011)
- Car parking in suburban areas (3.6, up slightly from 3.5 in both 2012 and 2011)
- Litter collection from public areas (3.6, up slightly from 3.5 in both 2012 and 2011)

**Q5. Still thinking of the services provided by Council, please rate your level of satisfaction with the standard of each service.  
RELATIVELY HIGH LEVELS OF SATISFACTION**



3.5.6

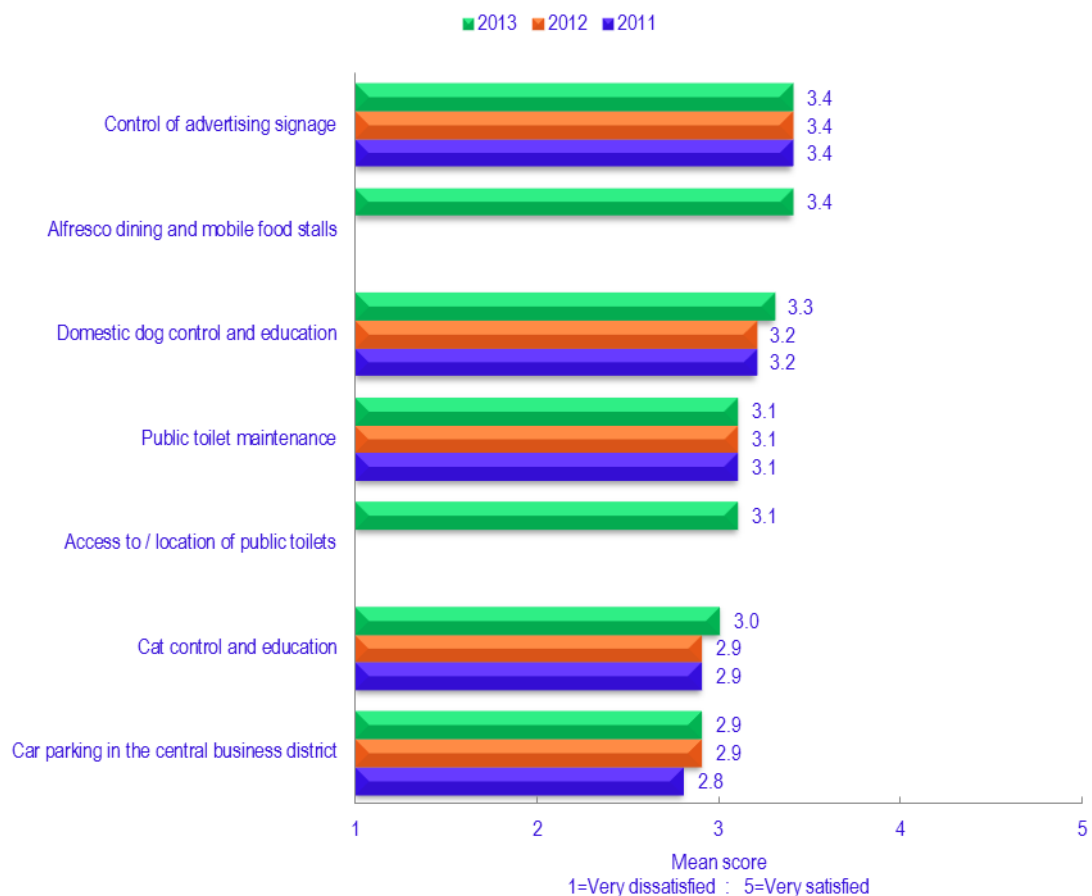
The following recorded mixed levels of satisfaction:

- Control of advertising signage (3.4, unchanged from 2012 and 2011)
- Alfresco dining and mobile food stalls (3.4)
- Domestic dog control and education (3.3, up slightly from 3.2 in both 2012 and 2011)



- Public toilet maintenance (3.1, unchanged from 2012 and 2011)
- Access to / location of public toilets (3.1)
- Cat control and education (3.0, up slightly from 2.9 in both 2012 and 2011)
- Car parking in the central business district (2.9, unchanged from 2012, up slightly from 2.8 in 2011)

**Q5. Still thinking of the services provided by Council, please rate your level of satisfaction with the standard of each service.**  
**MIXED LEVELS OF SATISFACTION**

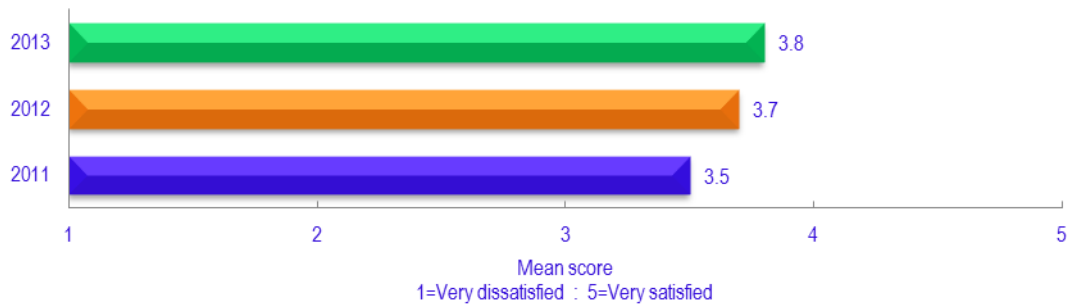


**Overall Satisfaction**

3.5.7 Those surveyed were then asked to rate their overall level of satisfaction with the City of Darwin.

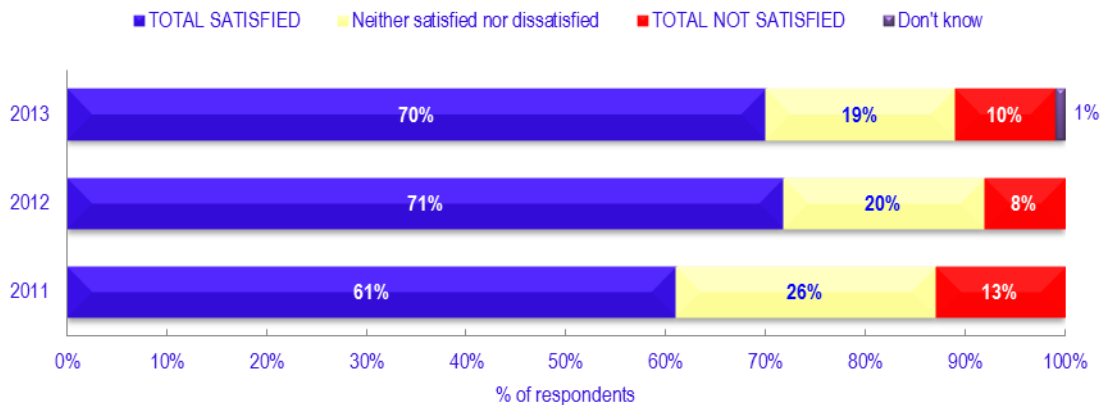
3.5.8 The overall satisfaction with the City of Darwin was relatively high, with an average rating of 3.8 (up marginally from 3.7 in 2012 and above the 3.5 recorded in 2011).

**Q6. How do you rate your overall level of satisfaction with the City of Darwin?**



3.5.9 These findings indicate that more than two thirds (70%, down slightly from 71% in 2012, up from 61% in 2011) of respondents were satisfied with the City of Darwin.

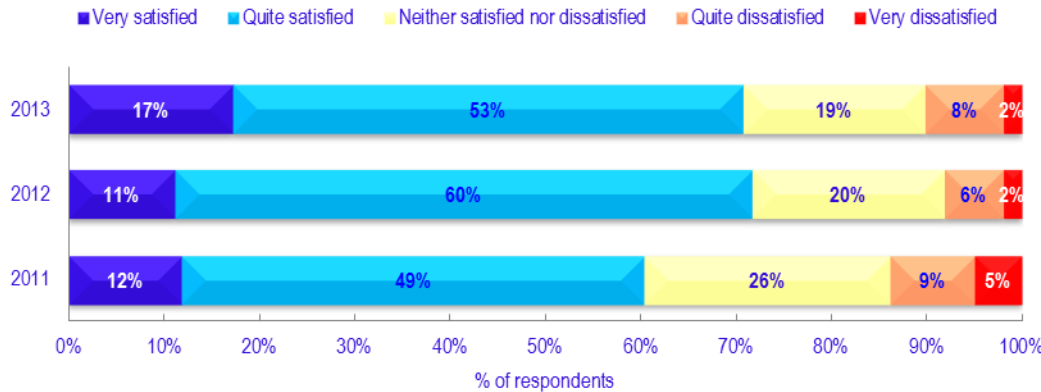
**Q6. How do you rate your overall level of satisfaction with the City of Darwin?**



3.5.10 The scaled responses were as follows:

- Very satisfied (17%, up from 11% in 2012, and 12% in 2011)
- Quite satisfied (53%, down from 60% in 2012, up from 49% in 2011)
- Neither satisfied nor dissatisfied (19%, down slightly from 20% in 2012, and 26% in 2011)
- Quite dissatisfied (8%, up from 6% in 2012, down from 9% in 2011)
- Very dissatisfied (2%, unchanged from 2012, down from 5% in 2011)

**Q6. How do you rate your overall level of satisfaction with the City of Darwin?**



3.5.11 There were few variances to these responses among the groups surveyed.

### 3.6 Contact With the Council

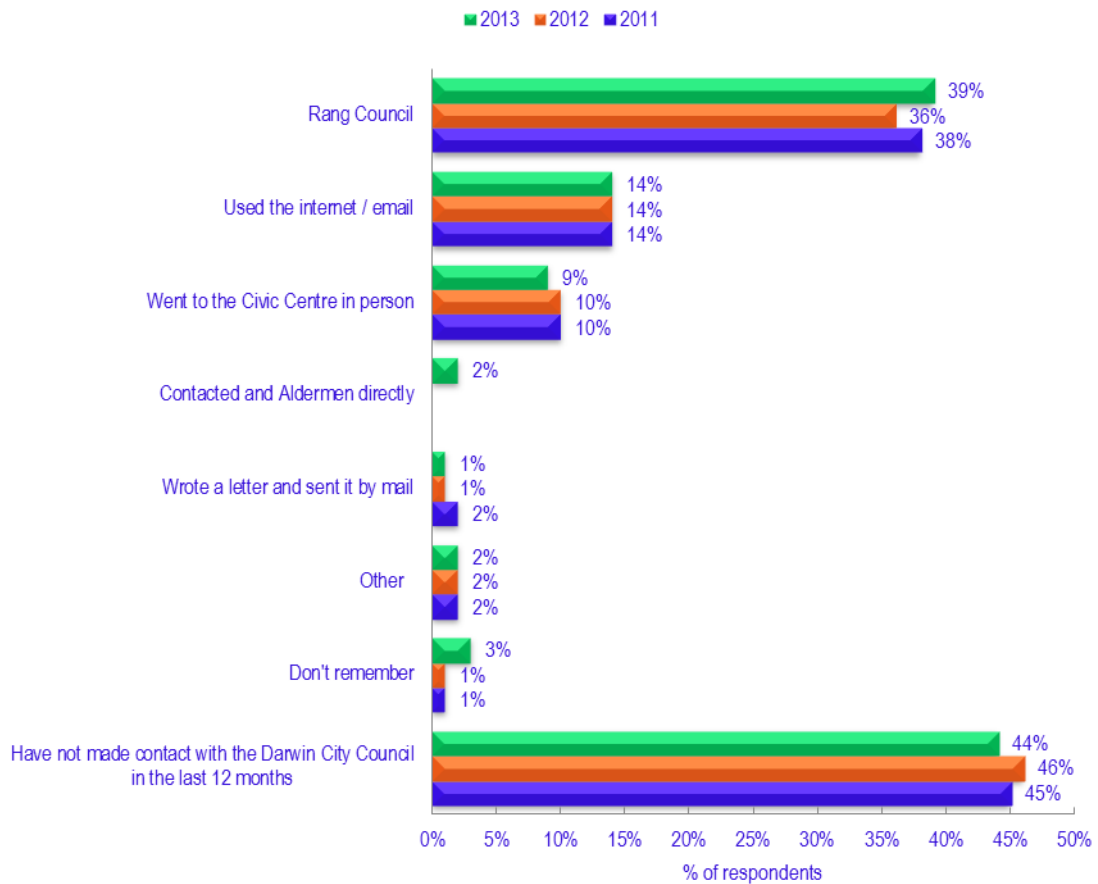
#### Method of Contact

3.6.1 All respondents were asked if they had made contact with the City of Darwin in the last twelve months, and if so, what methods they used to make that contact.

3.6.2 More than two in five (44%, down from 46% in 2012 and 45% in 2011) of those surveyed indicated that they had not made any contact with the City in the past twelve months. Among those who had made contact, the methods identified included:

- Telephoned Council (39%, up from 36% in 2012 and 38% in 2011)
- Used the internet / email (14%, unchanged from 2012 and 2011)
- Went to the Civic Centre in person (9%, unchanged from 2012 and 2011)

**Q7. Have you made contact with the City of Darwin in the last 12 months? If yes, what methods did you use to make that contact?**

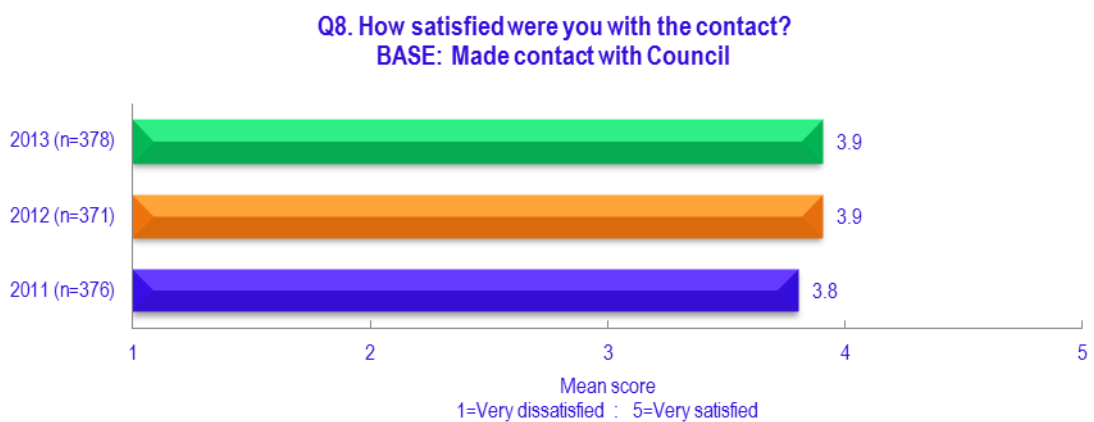


3.6.3 Those who indicated that they went to the Civic Centre in person were more likely to be those with a gross household income of \$60,000 to \$79,999 per annum (20%).

**Satisfaction with Contact**

3.6.4 Those who had made contact with the City of Darwin (n=378) were then asked how satisfied they were with that contact.

3.6.5 The overall satisfaction with the contact was relatively high, with an average rating of 3.9 (unchanged from 2012 and up from 3.8 in 2011).

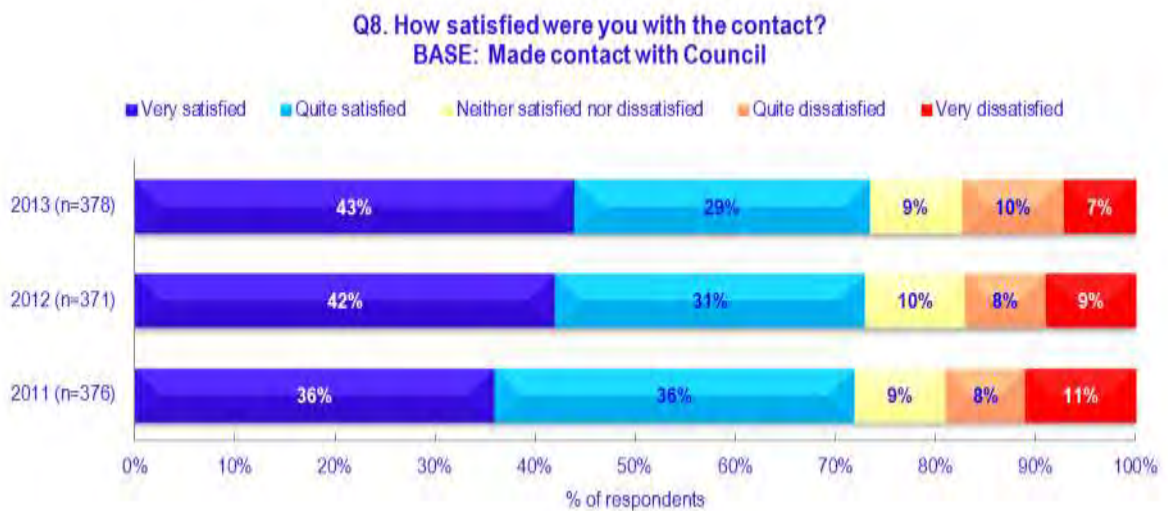


3.6.6 Almost three quarters (73%, unchanged from 2012, up from 71% in 2011) of these respondents were satisfied with the contact they had with City, while 18%, up slightly from 17% in 2012 and down from 19% in 2011) were dissatisfied.



3.6.7 The scaled responses were as follows:

- Very satisfied (43%, up slightly from 42% in 2012 and well above the 36% recorded in 2011)
- Quite satisfied (29%, down from 31% in 2012 and 36% in 2011)
- Neither satisfied nor dissatisfied (9%, down slightly from 10% in 2012 and unchanged from 2011)
- Quite dissatisfied (10%, up from 8% in both 2012 and 2011)
- Very dissatisfied (7%, down from 9% in 2012 and 11% in 2011)



3.6.8 There were a number of variances to these responses among the groups surveyed:

- Very satisfied was more likely to be nominated by females (52%)
- Quite satisfied had a higher incidence of being identified by males (40%)
- Very dissatisfied was more likely to be named by those aged 65 plus (15%)

### **Reason for Contact**

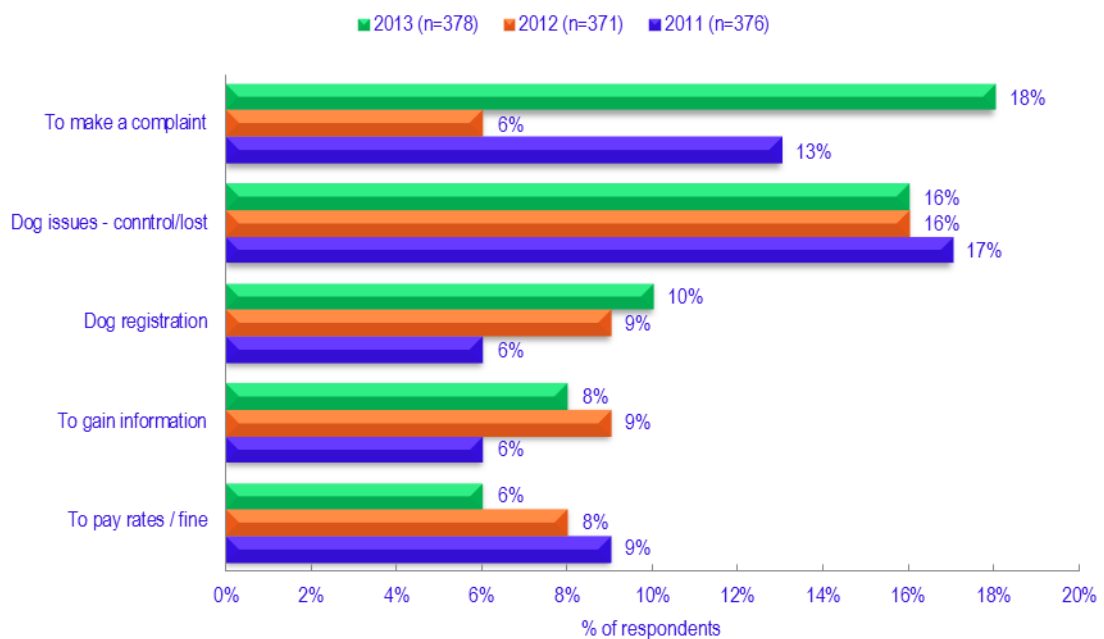
3.6.9 Those who had made contact with the City of Darwin (n=378) were asked to identify the main reason for that contact with the City.

3.6.10 A number of reasons were identified, including:

- To a make a complaint (18%, up from 6% in 2012 and 13% in 2011)

- Dog issues – control / lost (16%, unchanged from 2012 and marginally below the 17% recorded in 2011)
- Dog registration (10%, up from 9% in 2012 and 6% in 2011)
- To gain information (8%, down slightly from 9% in 2012, but above the 6% recorded in 2011)
- To pay rates / fines (6%, down from 8% in 2012 and 9% in 2011)

**Q9. What was the main reason for that contact?**  
**BASE: Made contact with Council**  
**TOP RESPONSES**

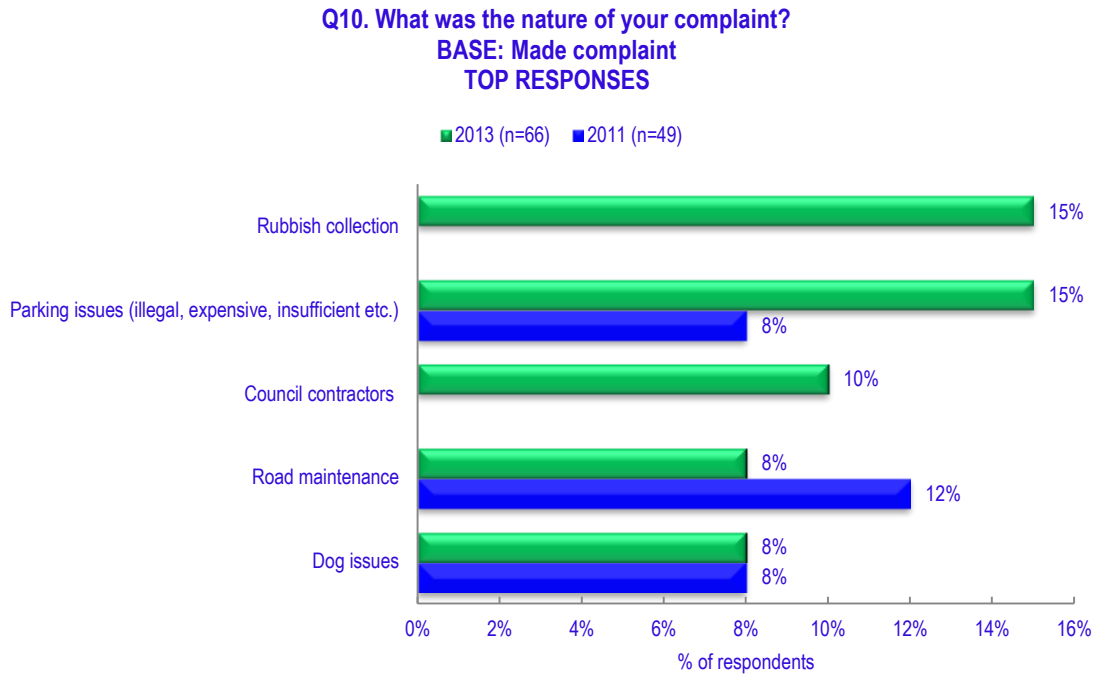


3.6.11 Dog registration was more likely to be nominated by those aged 41 to 54 (19%).

**Nature of Complaint**

3.6.12 Those who made a complaint (n=66) were asked to identify the nature of their complaint.

3.6.13 There were a range of responses provided, with the main ones relating to rubbish collection (15%), parking issues (15%, up from 8% in 2011), Council contractors (10%), road maintenance (8%, down from 12% in 2011) and dog issues (8% in 2013, unchanged from 2011).



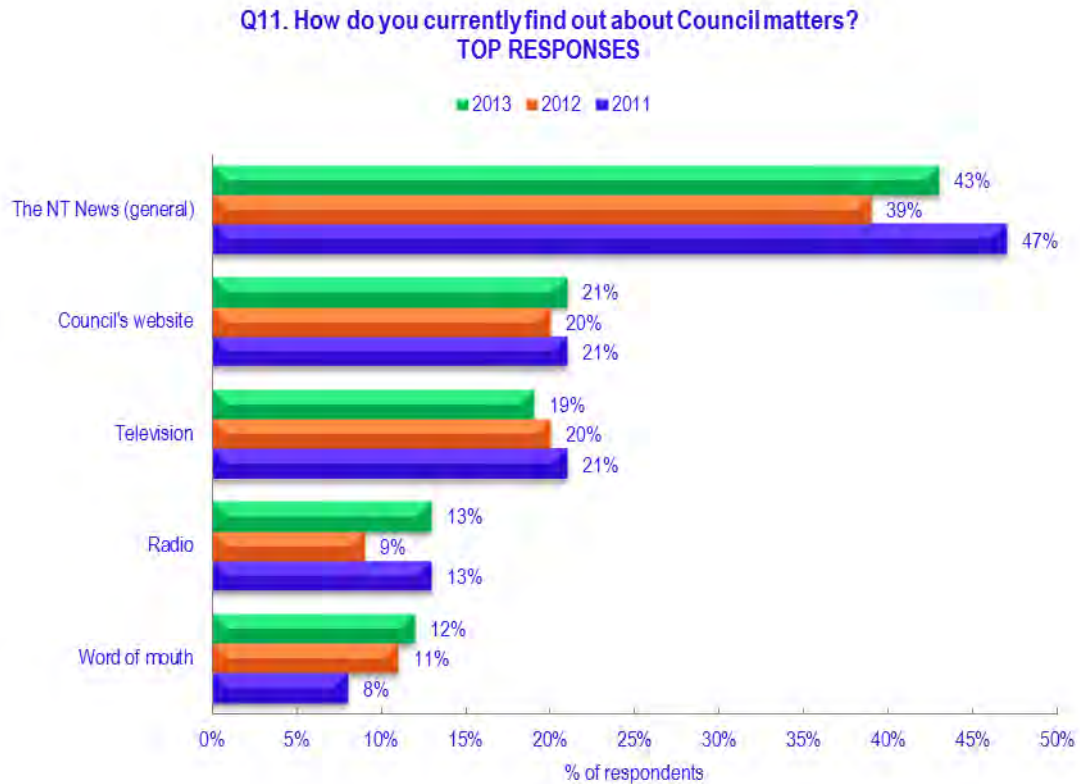
### **Current Sources of Information about Council Matters**

3.6.14 Those surveyed were then asked how they currently find out about Council matters.

3.6.15 More than two in five (43%, up from 39% in 2012, but down from 47% in 2011) respondents identified the NT News, while other sources of information used to find out about Council matters included the following:

- The Council's website (21%, up slightly from 20% in 2012, unchanged from 2011)
- Television (19%, down from 20% in 2012 and 21% in 2011)
- Radio (13%, up from 9% in 2012, unchanged from 2011)
- Word of mouth (12%, up from 11% in 2012 and 8% in 2011)





3.6.16 The NT News was identified by higher proportions of those aged 40 plus (46%) and owner / ratepayers (47%).

3.6.17 The Council’s website was more likely to be nominated by females (26%), those aged 41 to 54 (30%) and those who have lived in Darwin between five and ten years (44%).

**Preferred Sources of Information about Council Matters**

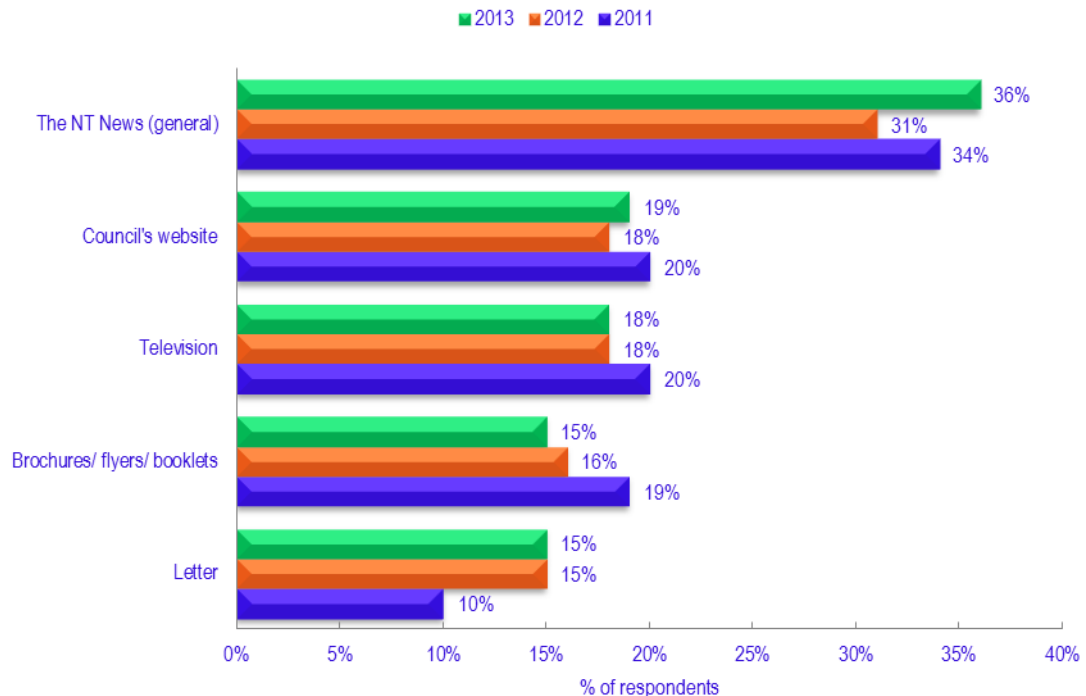
3.6.18 All respondents were then asked how they would like to be informed about Council matters.

3.6.19 More than one third (36%, up from 31% in 2012 and 34% in 2011) of those surveyed indicated that they would like to be informed about Council matters via the NT News, while the other responses included:

- The Council’s website (19%, up slightly from 18% in 2012, down from 20% in 2011)
- Television (18%, unchanged from 2012 and down from 20% in 2011)
- Letter (15%, unchanged from 2012, up from 10% in 2011)

- Brochures / flyers / booklets (15%, down from 16% in 2012 and 19% in 2011)

**Q12. How do you want to be informed about Council matters?  
TOP RESPONSES**



3.6.20 The NT News had a higher incidence of being nominated by owners / ratepayers (39%).

3.6.21 The Council's website was more likely to be identified by families with their youngest child under twelve years of age (34%), households with three people (32%), those who have lived in Darwin between five and ten years (42%), those with a gross household income of \$180,000 plus per annum (37%) and those aged 41 to 54 (28%).

**City of Darwin's Facebook Page**

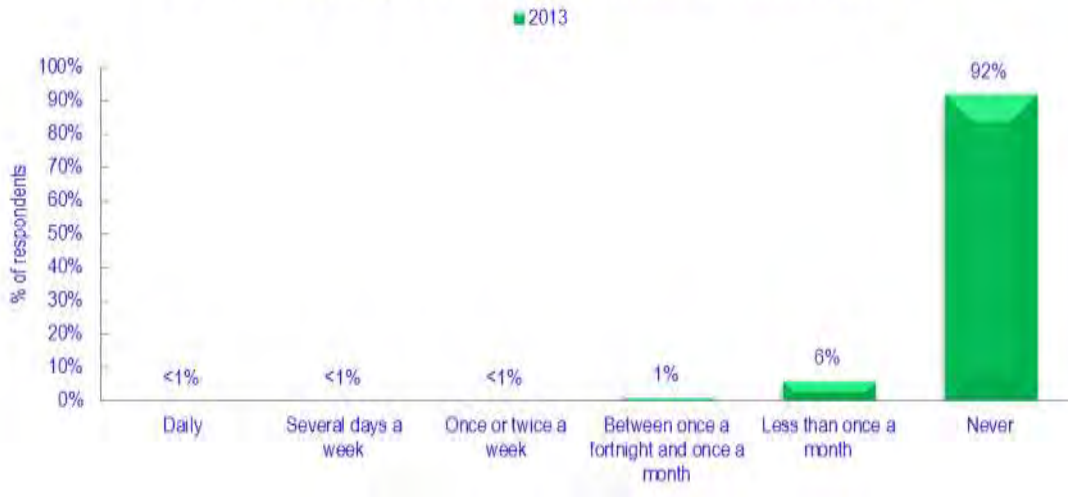
3.6.22 Those surveyed were asked how frequently they access the City of Darwin's Facebook page.

3.6.23 The majority (92%) of those surveyed indicated that they never access the City's Facebook page, while other responses included:

- Less than once a month (6%)
- Between once a fortnight and once a month (1%)

- Once or twice a week (<1%)
- Several days a week (<1%)
- Daily (<1%)

Q13. How frequently do you access City of Darwin's Facebook page?



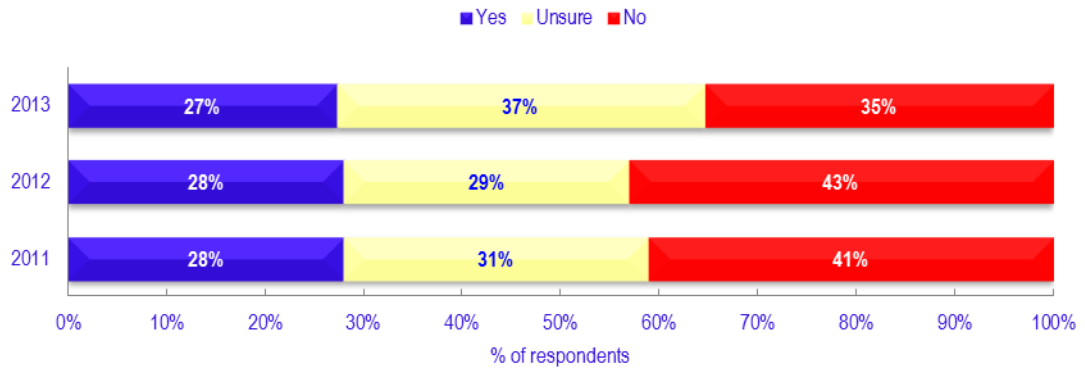
3.6.24 The responses were relatively consistent among the groups surveyed.

**Incidence of Improvement to Communication Processes**

3.6.25 Those surveyed were asked if they believed that the City of Darwin has improved their communication processes over the past year.

3.6.26 More than a quarter (27%, down slightly from 28% in 2012 and 2011) agreed that the City has improved their communication processes over the past year, while 35% (down from 43% in 2012 and 41% in 2011) disagreed, and a further 37% (up from 29% in 2012 and 31% in 2011) did not know or were not sure.

**Q14. Do you believe that the City of Darwin has improved their communication processes over the past year?**



3.6.27 The responses were relatively consistent among the groups surveyed.

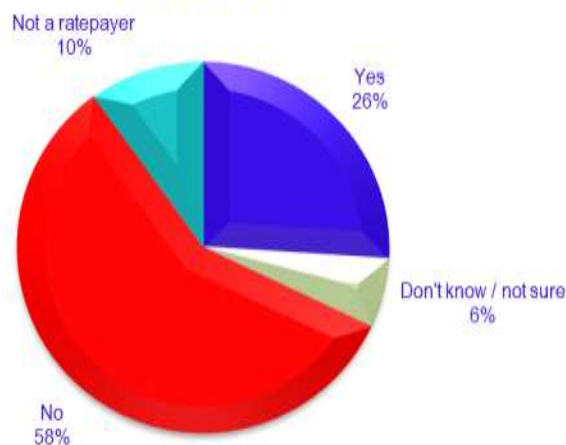
**Rates Notices**

3.6.28 Those surveyed that were ratepayers (n=627) were asked if they would prefer to receive their rates notices electronically.

3.6.29 More than a quarter (26%) indicated that they would prefer to receive their rates notices electronically, 58% stated that they would not and 6% did not know or were not sure.

3.6.30 One in ten (10%) stated that they were not a ratepayer.

**Q15. If you are a ratepayer, would you prefer to receive your rates notices electronically?**



3.6.31 There were a number of variances among the group surveyed including:

- Respondents who indicated that they would prefer to receive their rates notices electronically had a higher incidence of being those

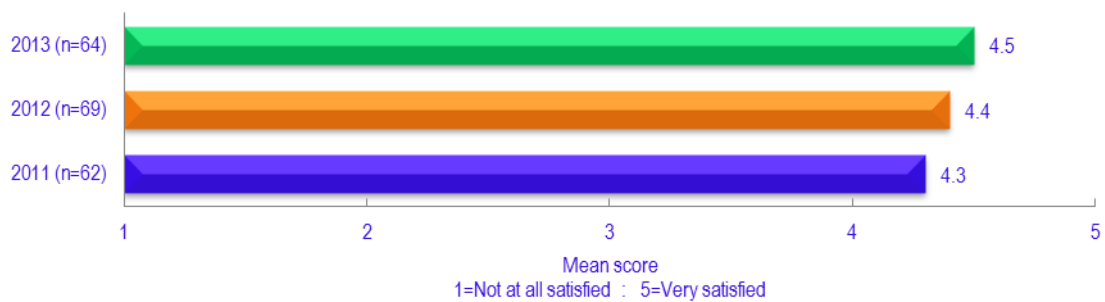
aged 41 to 54 (36%), families with their youngest child under twelve years of age (37%), those who have lived in Darwin between five and ten years (42%) and owners / ratepayers (29%)

- Those who would not prefer to receive their rates notices electronically were more likely to be those aged 40 plus (62%), in particular those aged 55 to 64 (68%) and 65 plus (68%), those from an older single / widowed / divorced household without children at home (69%), those who have lived in Darwin for ten years or more (61%) and owners / ratepayers (65%)
- Those that indicated they are not ratepayers were more likely to be those aged 18 to 40 (25%), those who live in a unit / flat in a block with others (20%) and renting / tenants (50%)

### **Level of Satisfaction with Aspects of the Contact**

- 3.6.32 All residents were then asked to think of any contact that they have had with the Council, and to rate on a scale of 1 to 5, where 5 is very satisfied and 1 is very dissatisfied, their level of satisfaction with how that contact was handled.
- 3.6.33 A rating of 2.5 to 3.4 represents a mixed level of satisfaction, 3.5 to 3.9 equates to a relatively high level of satisfaction, 4.0 to 4.4 demonstrates a very a high level of satisfaction and 4.5 or above outlines an extremely high level of satisfaction.
- 3.6.34 Further, those who indicated in a prior question that they went to the Civic Centre in person (n=64) were asked to rate their level of satisfaction with a statement relating to quality of service they received in the Civic Centre.
- 3.6.35 A very high level of satisfaction was recorded for the following among respondents who went to the Civic Centre in person, 'specifically, the quality of service from the front counter staff at the Civic Centre' (4.5, up from 4.4 in 2012 and 4.3 in 2011).

**Q16. Satisfaction with how the contact, specifically the quality of service from the front counter staff at the Civic Centre, was handled.**  
**BASE: Those who have been to the Civic Centre in person (n=64)**

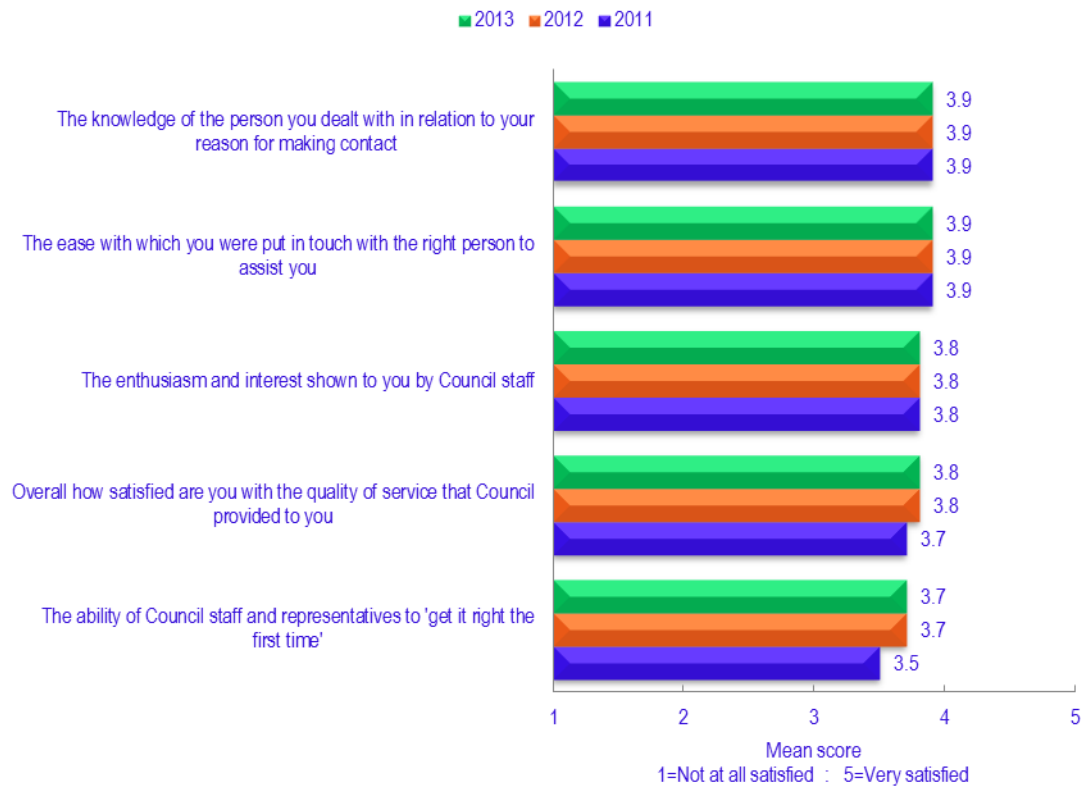


3.6.36

There were relatively high levels of satisfaction recorded for the following:

- The knowledge of the person you dealt with in relation to your reason for making contact (3.9, unchanged from 2012 and 2011)
- The ease with which you were put in touch with the right person to assist you (3.9, unchanged from 2012 and 2011)
- The enthusiasm and interest shown to you by Council staff (3.8, unchanged from 2012 and 2011)
- The overall satisfaction with the quality of service that Council provided to you (3.8, unchanged from 2012, and marginally above the 3.7 recorded in 2011)
- The ability of Council staff and representatives to 'get it right the first time' (3.7, unchanged from 2012, up from 3.5 in 2011)

**Q16. Now thinking about any contact that you have had with Council, could you please rate how satisfied you were with how that contact was handled.**  
**RELATIVELY HIGH LEVELS OF SATISFACTION**



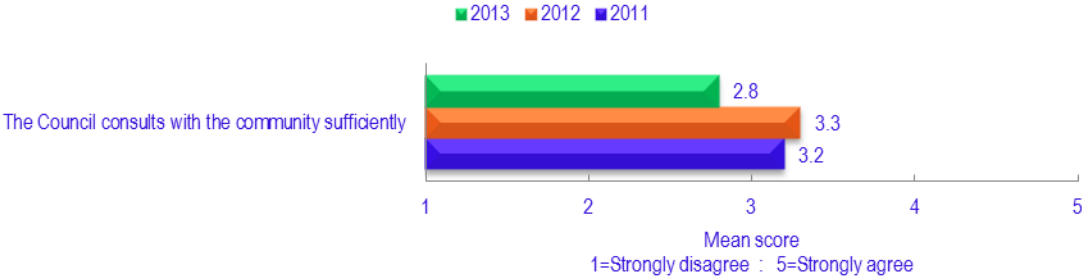
3.6.37 A mixed level of satisfaction was recorded for 'your ability to contact Council for emergency events after hours' (3.3).

**Q16. Now thinking about any contact that you have had with Council, could you please rate how satisfied you were with how that contact was handled.**  
**MIXED LEVEL OF SATISFACTION**



3.6.38 These findings were relatively consistent among the groups surveyed.

**Q38. Please rate your level of agreement with the following statement.**  
**MIXED LEVEL OF AGREEMENT**





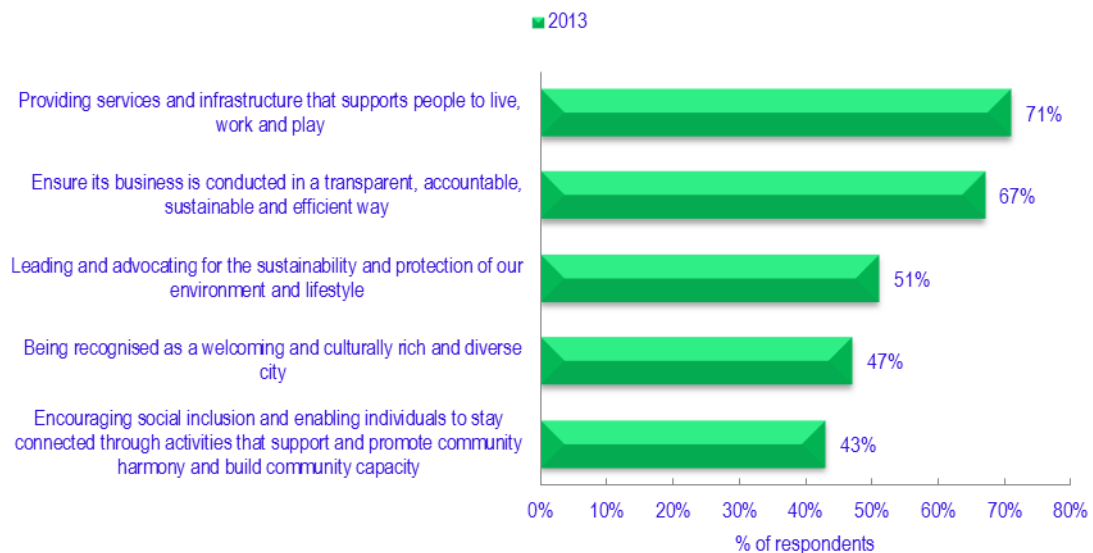
### 3.7 Council Priorities

3.7.1 Those surveyed were then read a list of options and asked to identify the top three priorities of the City of Darwin from this list.

3.7.2 More than two thirds (71%) of respondents identified ‘providing services and infrastructure that supports people to live, work and play’, while other responses included:

- Ensure its business is conducted in a transparent, accountable, sustainable and efficient way (67%)
- Leading and advocating for the sustainability and protection of our environment and lifestyle (51%)
- Being recognised as a welcoming and culturally rich and diverse city (47%)
- Encouraging social inclusion and enabling individuals to stay connected through activities that support and promote community harmony and build community capacity (43%).

**Q17. Please rate from the following list, what you consider to be the top three priorities of the City of Darwin.**



3.7.3 Being recognised as a welcoming and culturally rich and diverse city was more likely to be identified by older single / widowed / divorced households without children at home (57%), those with a gross household income of \$40,000 to \$59,999 per annum (65%), and those who live in a unit / flat in a block with others (58%).

## 3.8 *Service Improvements*

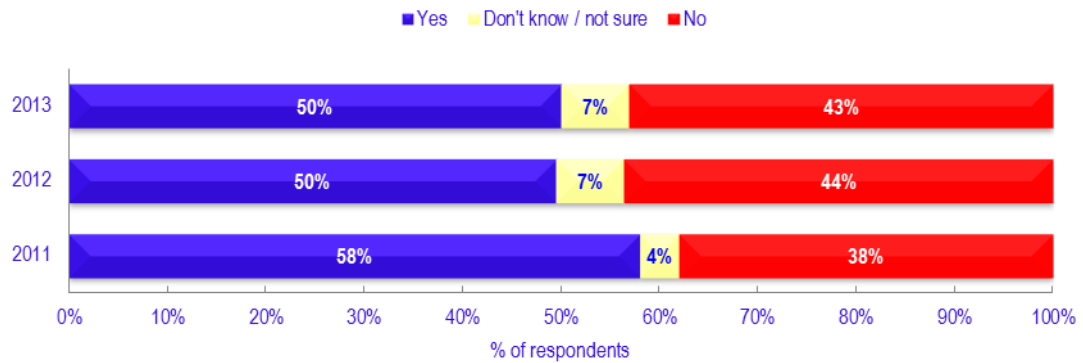
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3.8.1 Those surveyed were asked if there are ways in which the City of Darwin could improve its services to residents.

3.8.2 There was a mixed response, as outlined below:

- Yes (50%, unchanged from 2012 and down from the 58% recorded in 2011)
- No (43%, down slightly from 44% in 2012, but above the 38% recorded in 2011)
- Unsure (7%, unchanged from 2012, up from 4% in 2011)

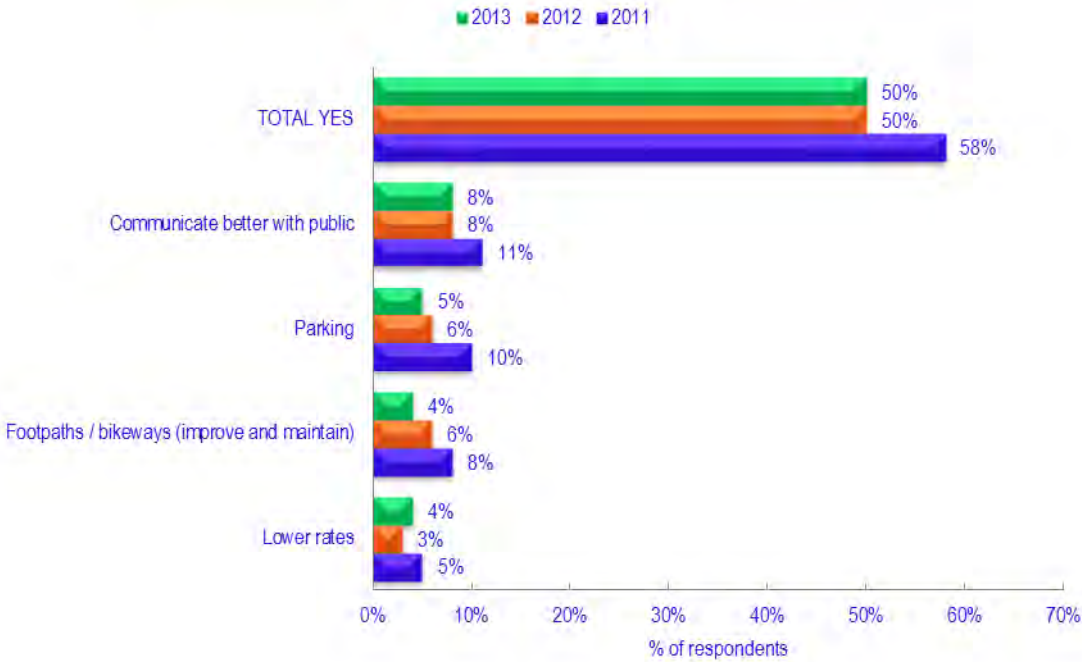
### Q18. Are there any ways that the City of Darwin can improve its service to you?



3.8.3 Among those who indicated that services could be improved, small proportions of respondents identified specific ways to improve services, as outlined below:

- Communicate better with public (8%, unchanged from 2012 and down from 11% in 2011)
- Parking (5%, down from 6% in 2012 and 10% in 2011)
- Footpaths / bikeways – improve and maintain (4%, down from 6% in 2012 and 8% in 2011)
- Lower rates (4%, up slightly from 3% in 2012, down from 5% in 2011)

**Q18. Are there any ways that the City of Darwin can improve its service to you?  
TOP RESPONSES**



3.8.4 Those who indicated that there were ways in which the City of Darwin can improve its services were more likely to be those with a gross household income of \$40,000 to \$59,999 per annum (68%) and owners / ratepayers (54%).

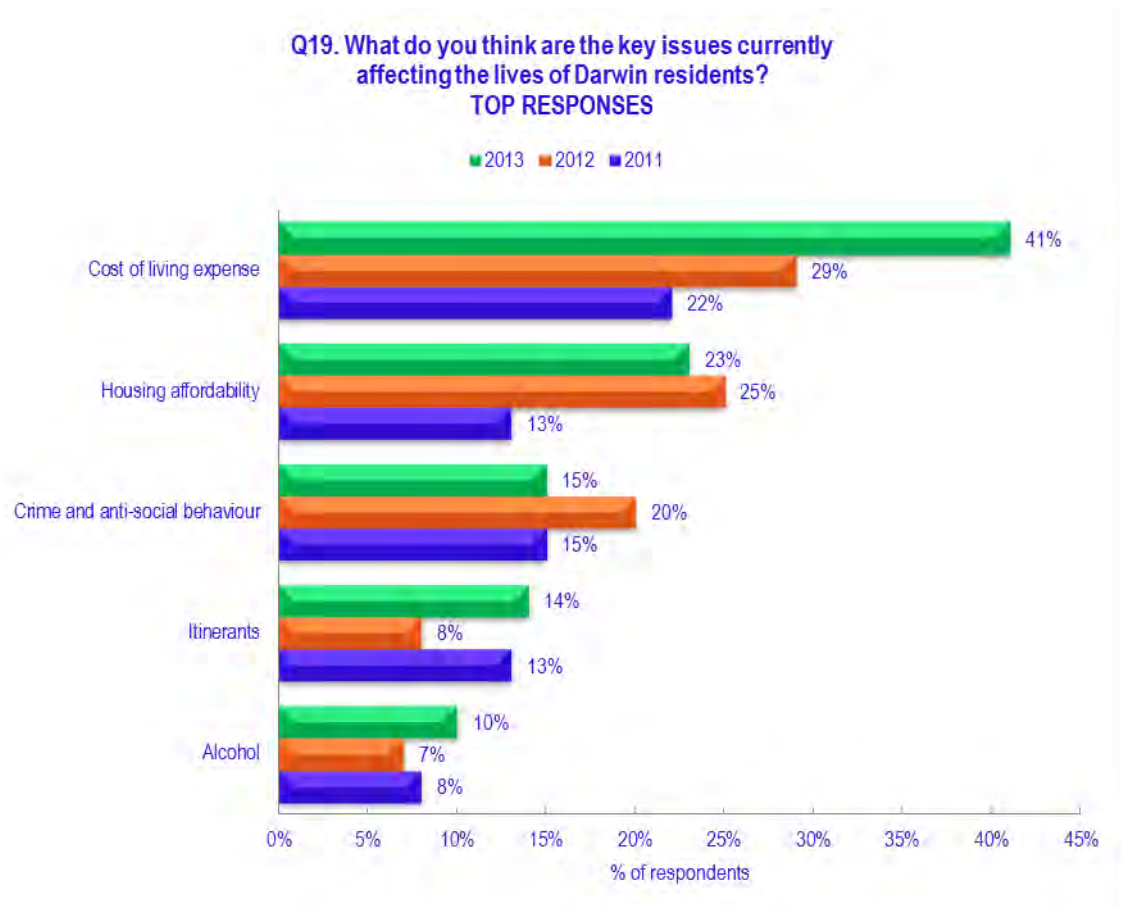
### 3.9 Key Issues and Suggestions

#### Key Issues

3.9.1 Those surveyed were asked what they considered to be the key issues currently affecting the lives of Darwin residents.

3.9.2 More than two in five (41%, up significantly from 29% in 2012 and 22% in 2011) identified the cost of living as a key issue currently affecting the lives of Darwin residents, while the other main responses included:

- Housing affordability (23%, down from 25% in 2012 but above the 13% recorded in 2011)
- Crime and anti-social behaviour (15%, down from 20% in 2012, unchanged from 2011)
- Itinerants (14%, up from 8% in 2012 and 13% in 2011)
- Alcohol (10%, up from 7% in 2012, and 8% in 2011)



3.9.3 Itinerants was more likely to be nominated by those aged 41 to 54 (20%) and families with teenagers / adults living at home (21%)

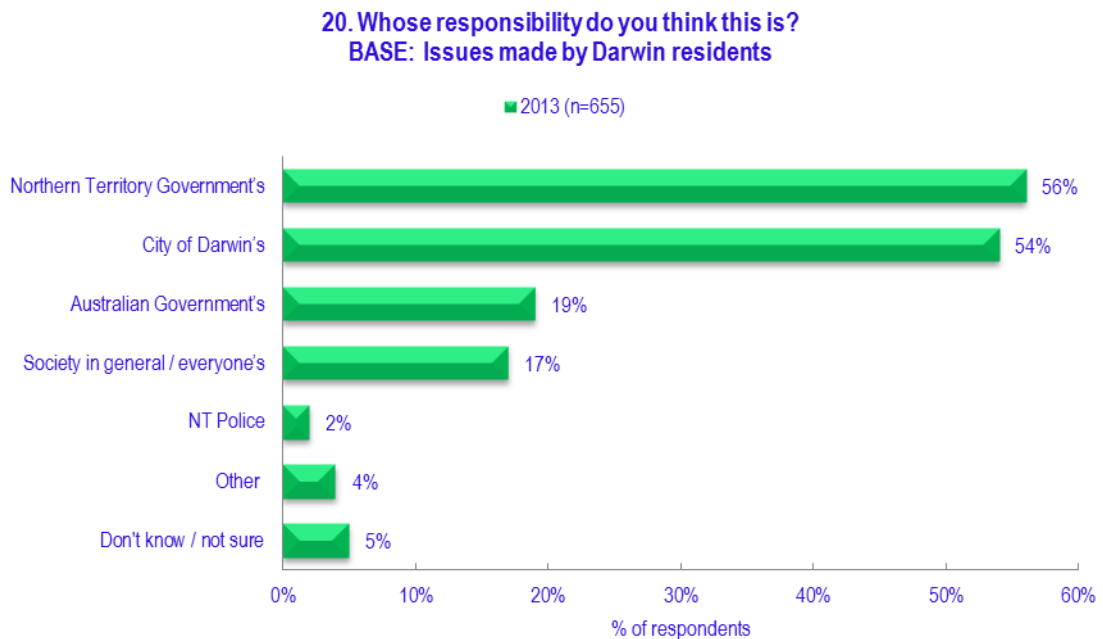
3.9.4 Alcohol had a higher incidence of being identified by owners / ratepayers (12%).

**Responsibility for the Key Issues Affecting Darwin's Residents**

3.9.5 Respondents who indicated that there were key issues affecting Darwin's residents (n=655) were then asked whose responsibility they think it is.

3.9.6 More than half (56%) of those surveyed indicated that they think it is the responsibility of the Northern Territory Government, while other responses included:

- City of Darwin's (54%)
- Australian Government (19%)
- Society in general / everyone's (17%)
- NT Police (2%)



3.9.7 The Northern Territory Government was more likely to be nominated by households with three people (70%), those with a gross household income of \$100,000 to \$139,999 per annum (70%), and families with teenagers / adults living at home (66%).

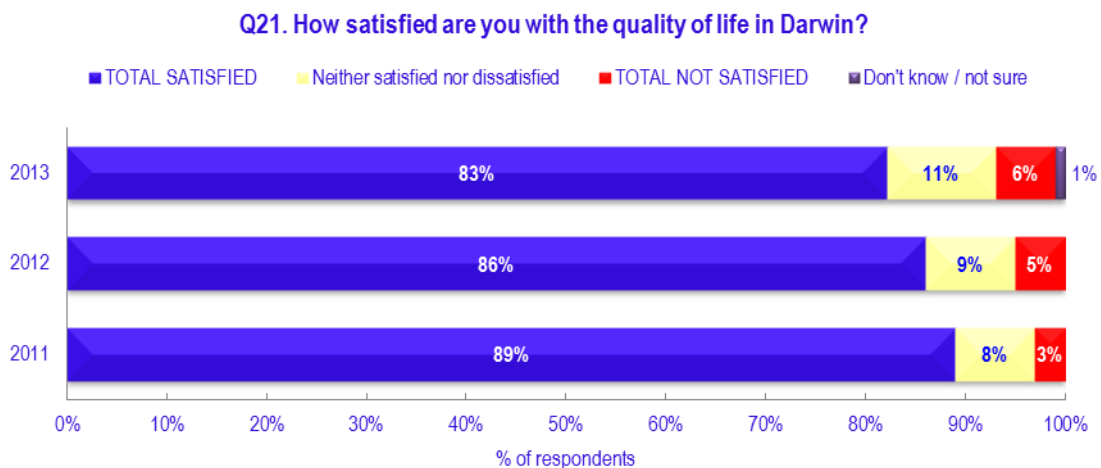
**Quality of Life**

3.9.8 All residents were then asked how satisfied they were with the quality of life in Darwin.

3.9.9 Overall satisfaction with the quality of life in Darwin was very high, with an average rating of 4.2 (unchanged from 2012 and down marginally from 4.3 in 2011).



3.9.10 More than four in five (83%, down from 86% in 2012, and 89% in 2011) respondents were satisfied with the quality of life in Darwin, while just 6% (up from 5% in 2012 and 3% in 2011) were dissatisfied.

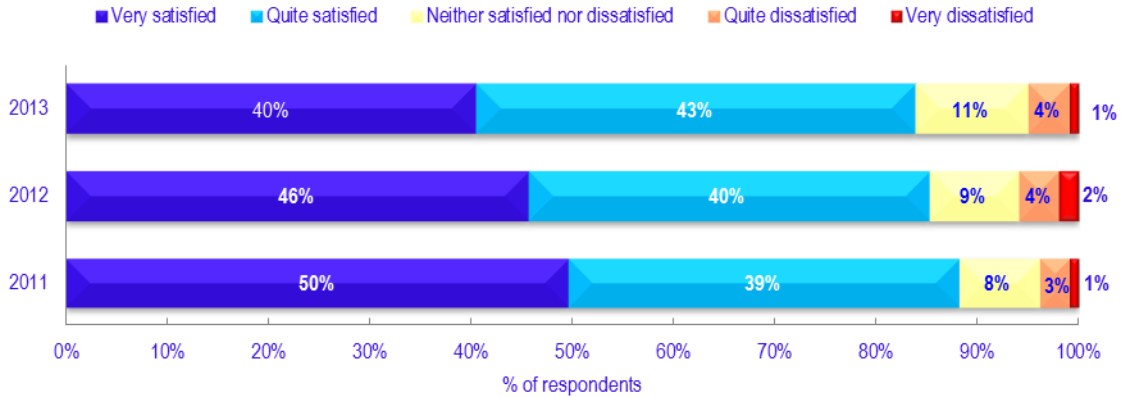


3.9.11 The scaled responses were as follows:

- Very satisfied (40%, down from 46% in 2012 and 50% in 2011)
- Quite satisfied (43%, up from 40% in 2012 and 39% in 2011)
- Neither satisfied nor dissatisfied (11%, unchanged from 2012 and up from 8% in 2011)

- Quite dissatisfied (4%, unchanged from 2012, up slightly from 3% in 2011)
- Very dissatisfied (1%, down slightly from 2% in 2012, unchanged from 2011)

**Q21. How satisfied are you with the quality of life in Darwin?**



3.9.12 Quite satisfied was more likely to be identified by males (51%) and those that live in a house / single dwelling (46%).

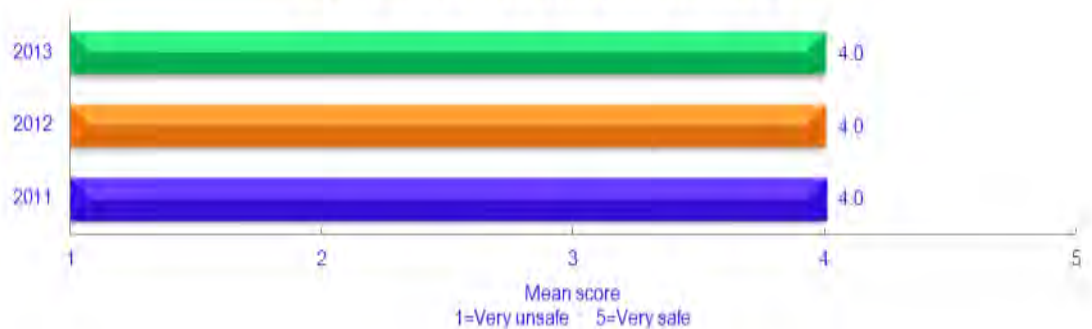
3.9.13 Very satisfied had a higher incidence of being nominated by those aged 65 plus (50%), older singles / widowed / divorced households without children at home (51%), and those with a gross household income of \$180,000 plus per annum (57%).

**Perceptions of Safety in Their Local Suburb**

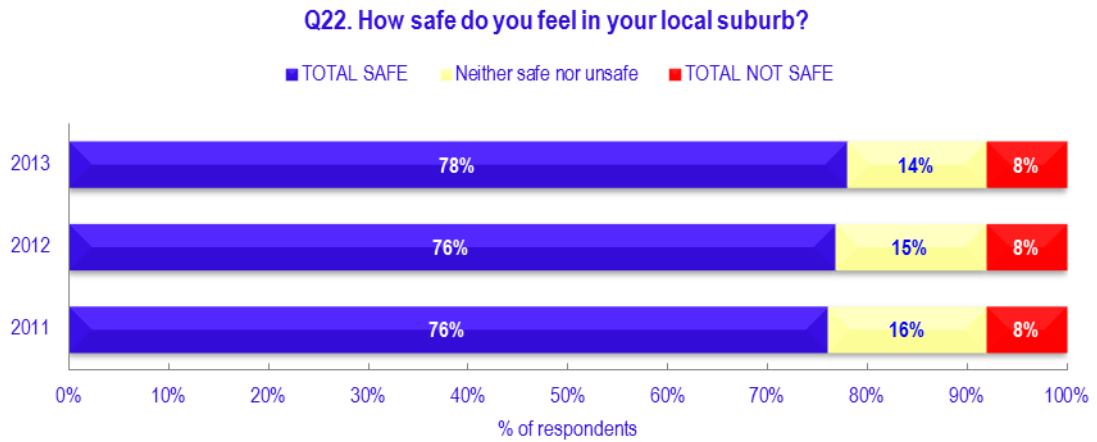
3.9.14 Those surveyed were asked how safe they felt in their local suburb.

3.9.15 The overall feeling of safety was very high, with an average rating of 4.0 (unchanged from 2012 and 2011).

**Q22. How safe do you feel in your local suburb?**

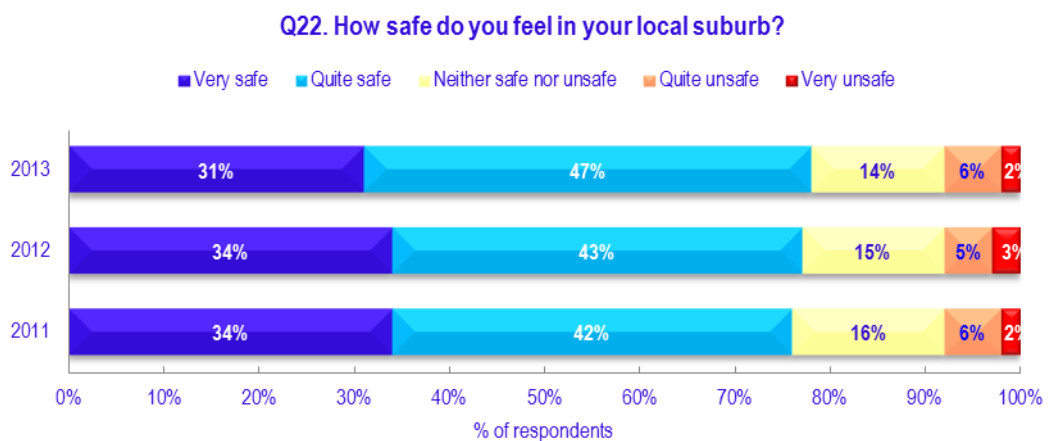


3.9.16 More than three quarters (78%, up from 76% in 2012 and 2011) of respondents indicated that they felt safe in their local suburb, while just 8% (unchanged from 2012 and 2011) felt unsafe.



3.9.17 The scaled responses were as follows:

- Very safe (31%, down from 34% in both 2012 and 2011)
- Quite safe (47%, up from 43% in 2012 and 42% in 2011)
- Neither safe nor unsafe (14%, down from 15% in 2012 and 16% in 2011)
- Quite unsafe (6% up slightly from 5% in 2012, unchanged from 2011)
- Very unsafe (2%, down slightly from 3% in 2012, unchanged from 2011)



3.9.18 These responses were relatively consistent among the groups surveyed.

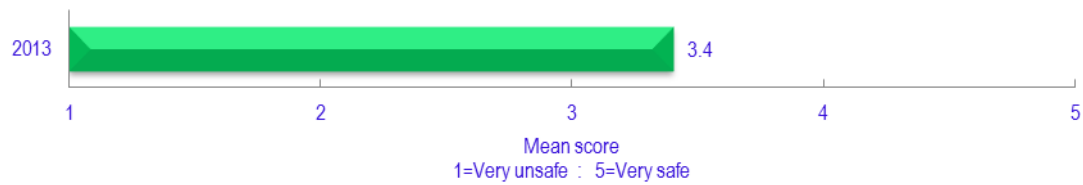


**Safety in Parks, Reserves and Public Open Spaces**

3.9.19 Those surveyed were asked how safe they feel in parks, reserves and public open spaces within Darwin.

3.9.20 A mixed response was recorded, with an average rating of 3.4 pertaining to how safe respondents feel in parks, reserves and public open spaces within Darwin.

**Q23. Thinking specifically about parks, reserves and public open spaces within Darwin, how safe do you feel?**



3.9.21 More than half (52%) of respondents indicated they felt safe, while 21% felt unsafe.

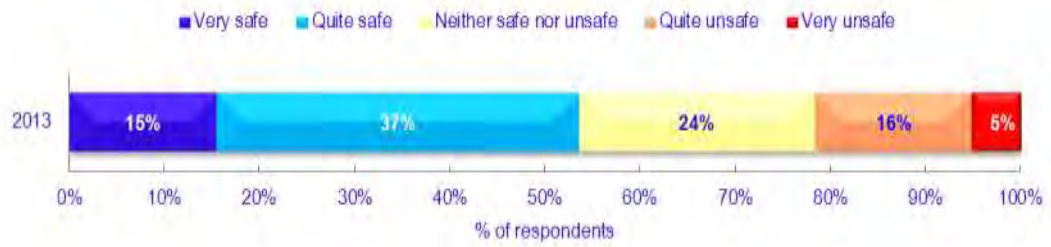
**Q23. Thinking specifically about parks, reserves and public open spaces within Darwin, how safe do you feel?**



3.9.22 The scaled responses were as follows:

- Very safe (15%)
- Quite safe (37%)
- Neither safe nor unsafe (24%)
- Quite unsafe (16%)
- Very unsafe (5%)

**Q23. Thinking specifically about parks, reserves and public open spaces within Darwin, how safe do you feel?**



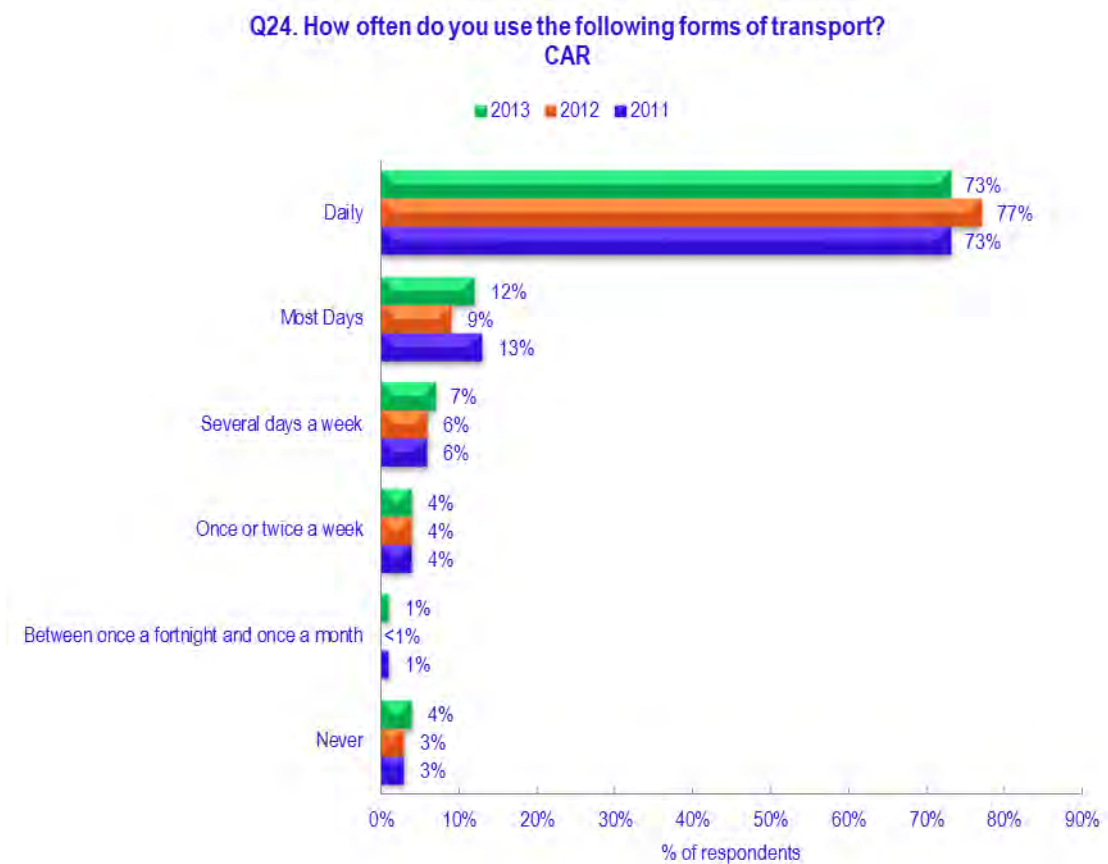
3.9.23 Males were more likely to indicate that they feel safe (59%).

### 3.10 *Transport*

3.10.1 All respondents were asked how often they use a car, public transport, bicycle, motorbike and walking as forms of transport.

#### Car

3.10.2 Almost three quarters (73%, down from 77% in 2012 and unchanged from 2011) of respondents indicated that they use a car daily. The other frequencies of car usage are outlined in the chart below.



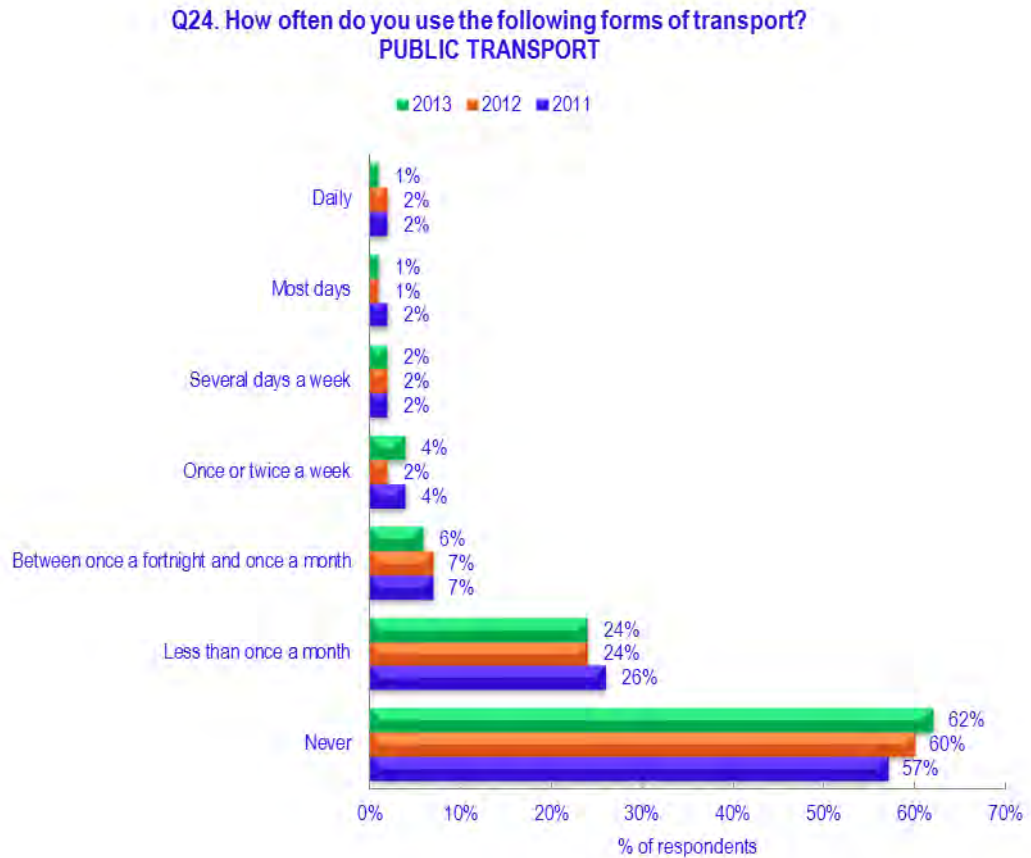
3.10.3 There were a number of variances to these responses among the groups surveyed, including:

- Most days was more likely to be nominated by those aged 65 plus (20%)
- Daily was more likely to be identified by families with teenagers / adults living at home (83%), those with a gross household income of \$180,000 plus per annum (87%), those who live in a house / single dwelling (76%) and owners / ratepayers (76%)

- Once or twice a week was more likely to be nominated by those who live in a unit / flat in a block with others (8%) and those who rent / are tenants (10%)
- Never had a higher incidence of being named by older singles / widowed / divorced households without children living at home (9%), households with one person (13%) and those who rent / are tenants (12%)

**Public Transport**

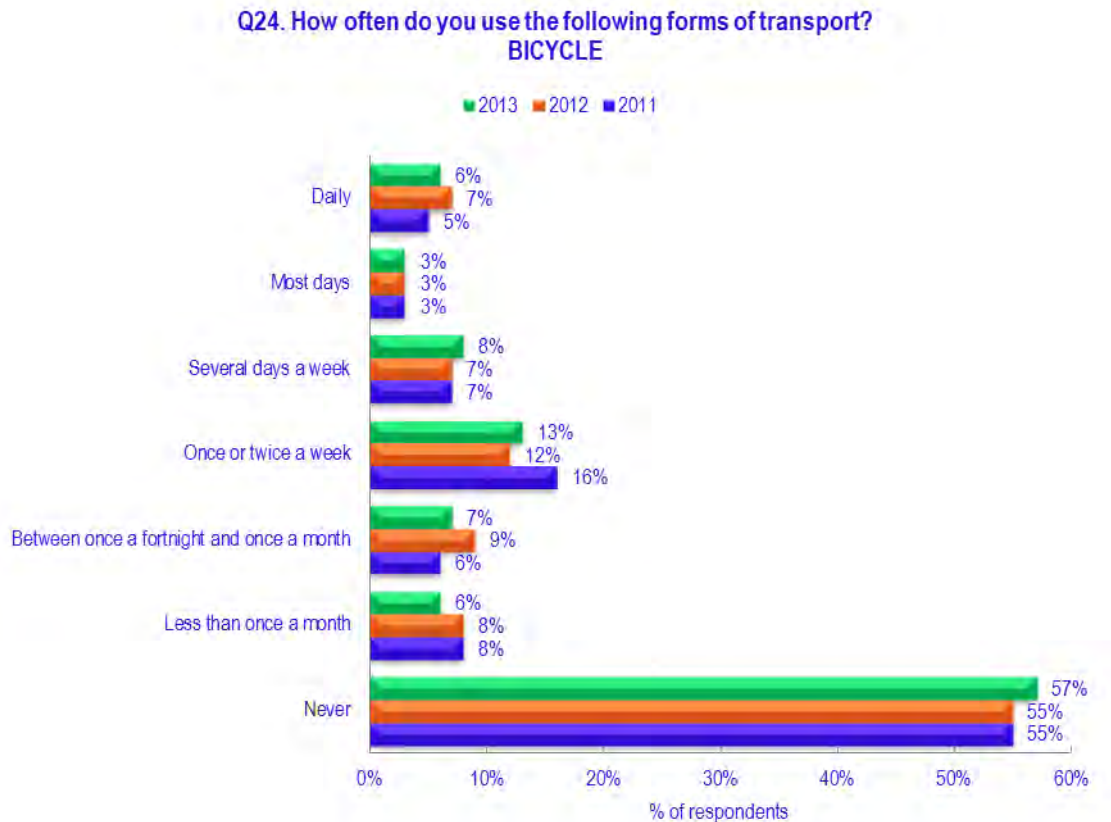
3.10.4 More than three in five (62%, up from 60% in 2012 and 57% in 2011) of those surveyed indicated that they never use public transport. The frequencies of using public transport are outlined in the following chart.



3.10.5 These findings were relatively consistent among the groups surveyed.

**Bicycle**

3.10.6 Almost three in five (57%, up from 55% in both 2012 and 2011) of those surveyed indicated that they never used a bicycle as a form of transport. The overall frequencies of using a bicycle are outlined in the chart below.



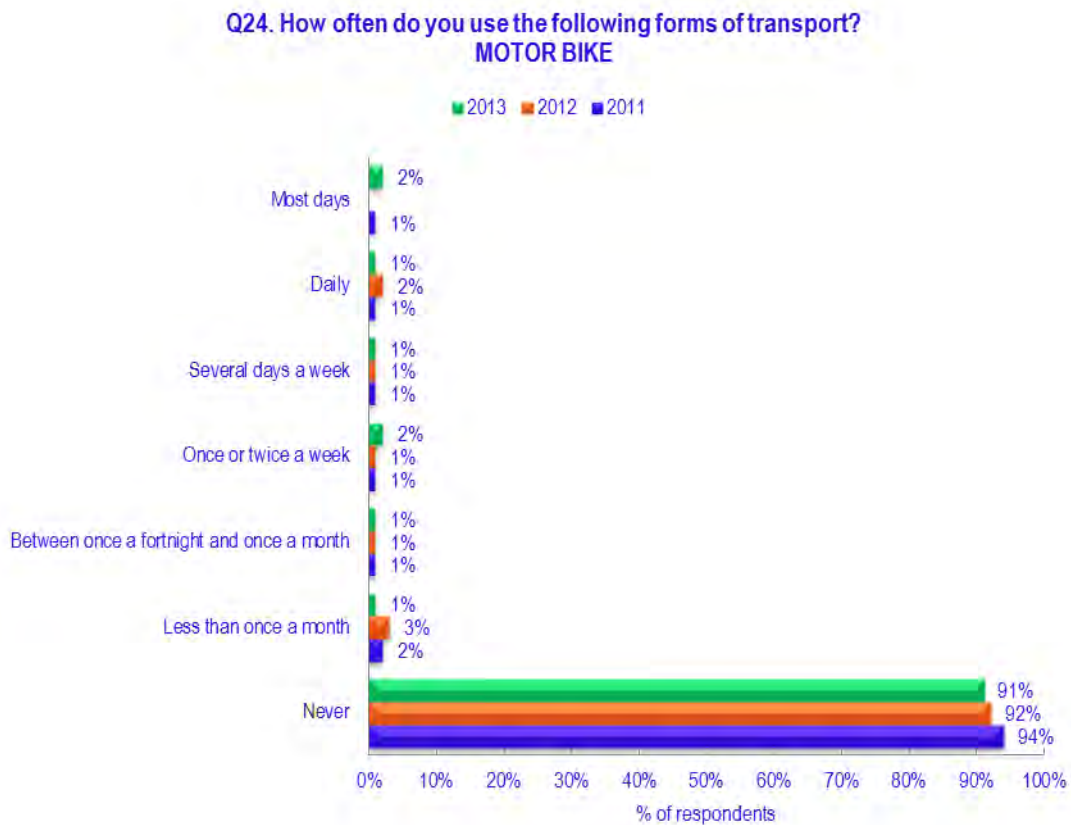
3.10.7 There were a number of variances among the groups surveyed including:

- Daily was more likely to be identified by those aged 41 to 54 (12%)
- Once or twice a week was more likely to be named by those aged 41 to 54 (20%), those aged 18 to 40 (24%) and families with their youngest child under 12 (23%)
- Never had a higher incidence of being named by females (63%), those aged 40 plus (60%), in particular, those aged 55 to 64 (66%) and those aged 65 plus (77%), older couples without children at home (67%), older singles / widowed / divorced households without children at home (73%), households with one person (78%), those that have lived in Darwin for 10 years or more (60%), those with a gross

household income of \$40,000 to \$59,999 per annum (73%) and those that live in a unit / flat in a block with others (73%)

**Motorbike**

3.10.8 The overwhelming majority (91%, down slightly from 92% in 2012, down from 94% in 2011) of those surveyed indicated that they never use a motorbike as a form of transport. The frequencies of use are outlined in the chart below.



3.10.9 There were few variances to these responses among the groups surveyed.

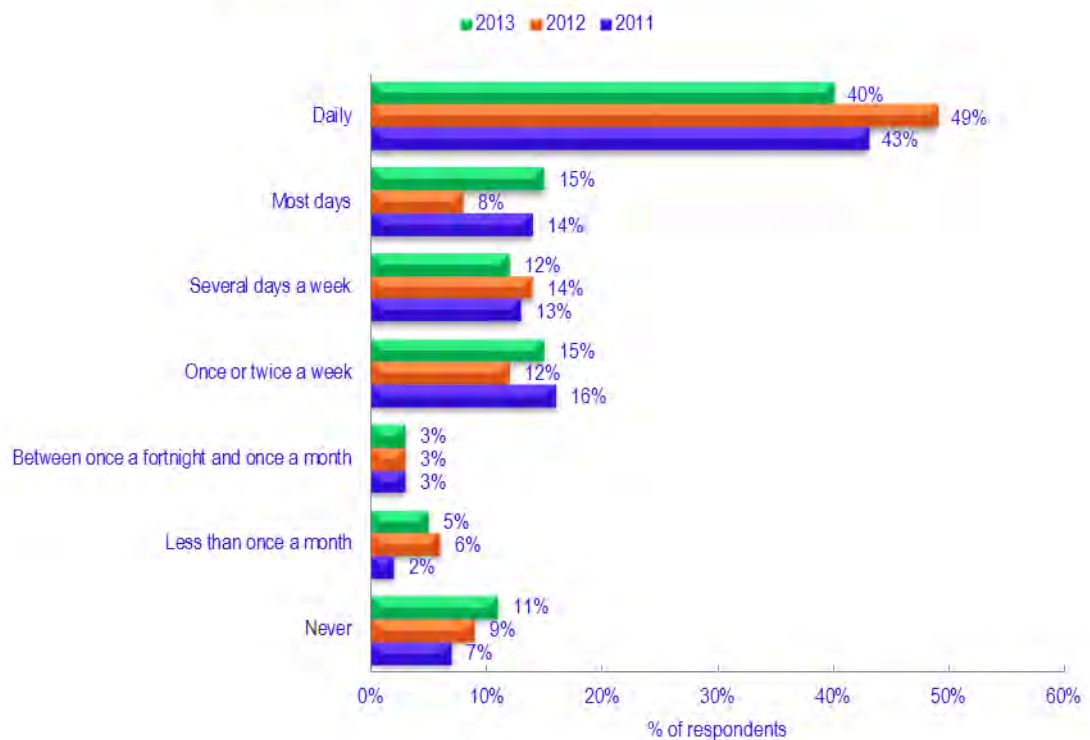
**Walking**

3.10.10 Two in five (40%, down from 49% in 2012, and 43% in 2011) of those surveyed indicated that they walked daily as a form of transport, while other frequencies identified included:

- Most days (15%, up from 8% in 2012 and 14% in 2011)
- Several days a week (12%, down from 14% in 2012 and 13% in 2011)

- Once or twice a week (15%, up from 12% in 2012, but down from 16% in 2011)
- Between once a fortnight and once a month (3%, unchanged from both 2012 and 2011)
- Less than once a month (5%, down slightly from 6% in 2012, up from 2% in 2011)
- Never (11%, up from 9% in 2012, and 7% in 2011)

**Q24. How often do you use the following forms of transport?**  
**WALKING**



3.10.11 Never had a higher incidence of being named by households with one person (20%) and those aged 65 plus (19%).

3.10.12 Daily was more likely to be identified by those with a gross household income of \$180,000 plus per annum (56%).

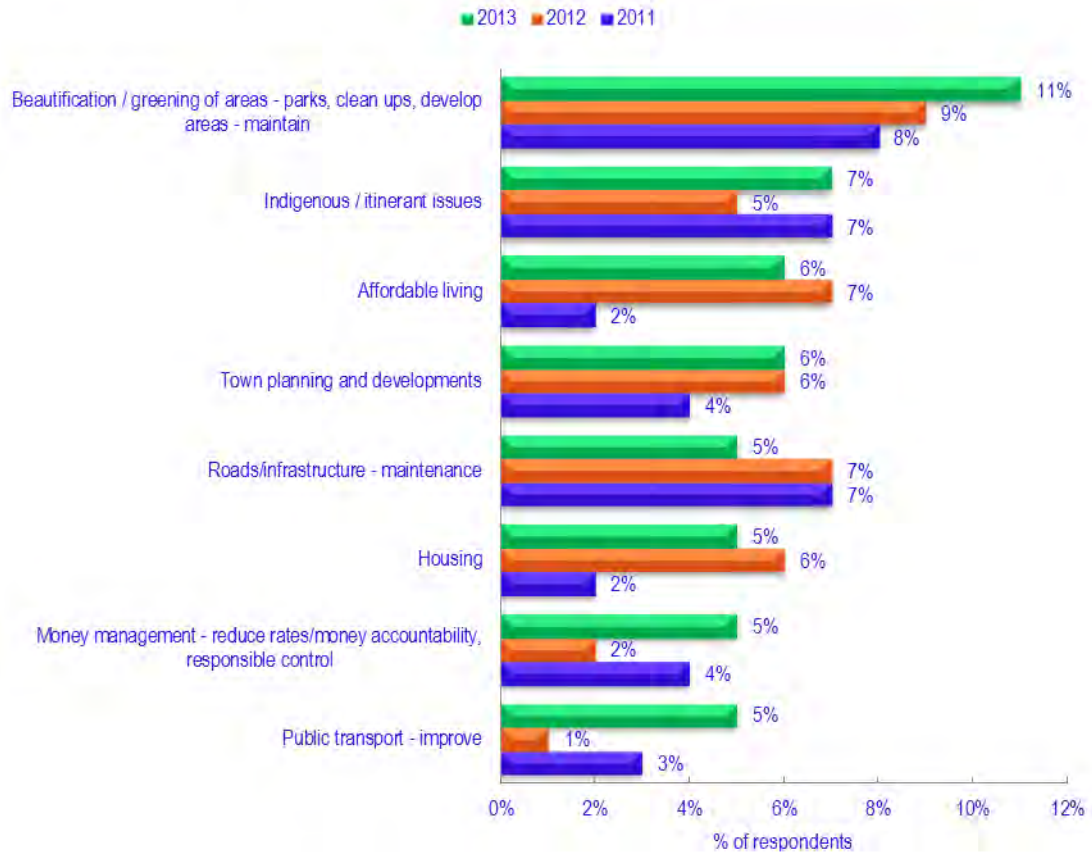
## **3.11**                      ***Suggestions***

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- 3.11.1                      Residents were asked, if they had one suggestion about what the City of Darwin should be focusing on in the future, what it would be.
- 3.11.2                      A variety of comments were made by small proportions of those surveyed, including:
- Beautification / greening of areas – parks, clean ups, develop areas – maintain (11%, up from 9% in 2012 and 8% in 2011)
  - Indigenous / itinerant issues (7%, up from 5% in 2012, unchanged from 2011)
  - Affordable living (6%, down slightly from 7% in 2012, up from 2% in 2011)
  - Town planning and developments (6%, unchanged from 2012, up from 4% in 2011)
  - Roads / infrastructure maintenance (5%, down from 7% in both 2012 and 2011)
  - Housing (5%, down slightly from 6% in 2012, up from 2% in 2011)
  - Money management – reduce rates / money accountability, responsible control (5%, up from 2% in 2012 and 4% in 2011)
  - Public transport – improve (5%, up from 1% in 2012 and 3% in 2011)
- 3.11.3                      Less than one in ten (9%, unchanged from 2012, up from 5% in 2011) respondents did not make a comment, while a further 8%, up slightly from 7% in 2012, unchanged from 2011) indicated that they did not know or were not sure.



**Q25. If you had one suggestion about what the City of Darwin should be focussing on in the future, what would it be?  
TOP RESPONSES**



3.11.4 Town planning was more likely to be identified by those who had lived in Darwin for five to ten years (14%) and those who lived in a unit / flat in block with others (12%).

3.11.5 Money management had a higher incidence of being nominated by those with a household income of \$20,000 to \$39,999 per annum (16%).

***Section 4***  
***Importance/Performance Analysis***

This section further analyses the results of the Importance/Performance questions.

## 4.1 *Importance/Performance Matrix*

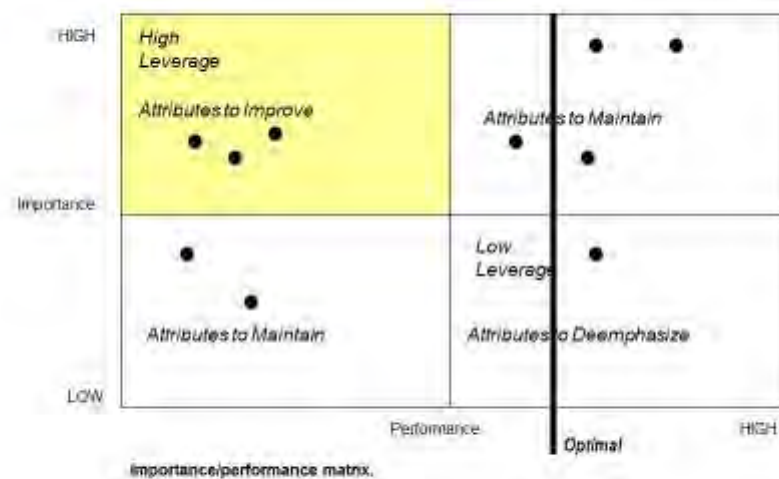
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4.1.1 The following Importance/Performance Matrices have been developed based on the findings of Sections 3.4 and 3.5 above.

4.1.2 This matrix combines information about both the residents' importance and satisfaction of the services provided by the City of Darwin. *Importance* is represented on the vertical axis from high at the top to low at the bottom, while *Performance* is shown on the horizontal axis from low at the left to high at the right.

4.1.3 The shaded top left-hand quadrant on the chart indicates the area of highest leverage for service quality improvements – where importance is high and perceptions of performance are low.

4.1.4 In the adjacent upper quadrant are the attributes that need to be maintained, i.e. ones that an organisation performs well and that are very important to residents. The lower two quadrants contain attributes that are less important, some of which are performed well and others poorly.



4.1.5 The following charts reveal that service attributes in each of the four quadrants are as follows:

**High Priority Maintenance Strategy**

- Car parking in the suburban areas
- Wayfinding signage
- Arts and cultural activities
- Community services
- Darwin Entertainment Centre
- Recreational and leisure
- Public swimming pools
- Markets
- The Wheelie Bin collection service
- Storm water drainage
- Litter collection from public areas
- Maintenance of playgrounds
- Road maintenance
- The services provided at Shoal Waste Management Facility
- Maintenance of parks
- Street lighting
- Maintenance of footpaths / cycle paths
- Traffic management
- Library services

**Maximum Priority Improvement Critical**

- Car parking in the central business district
- Public toilet maintenance
- Access to / location of public toilets
- Domestic dog control and education

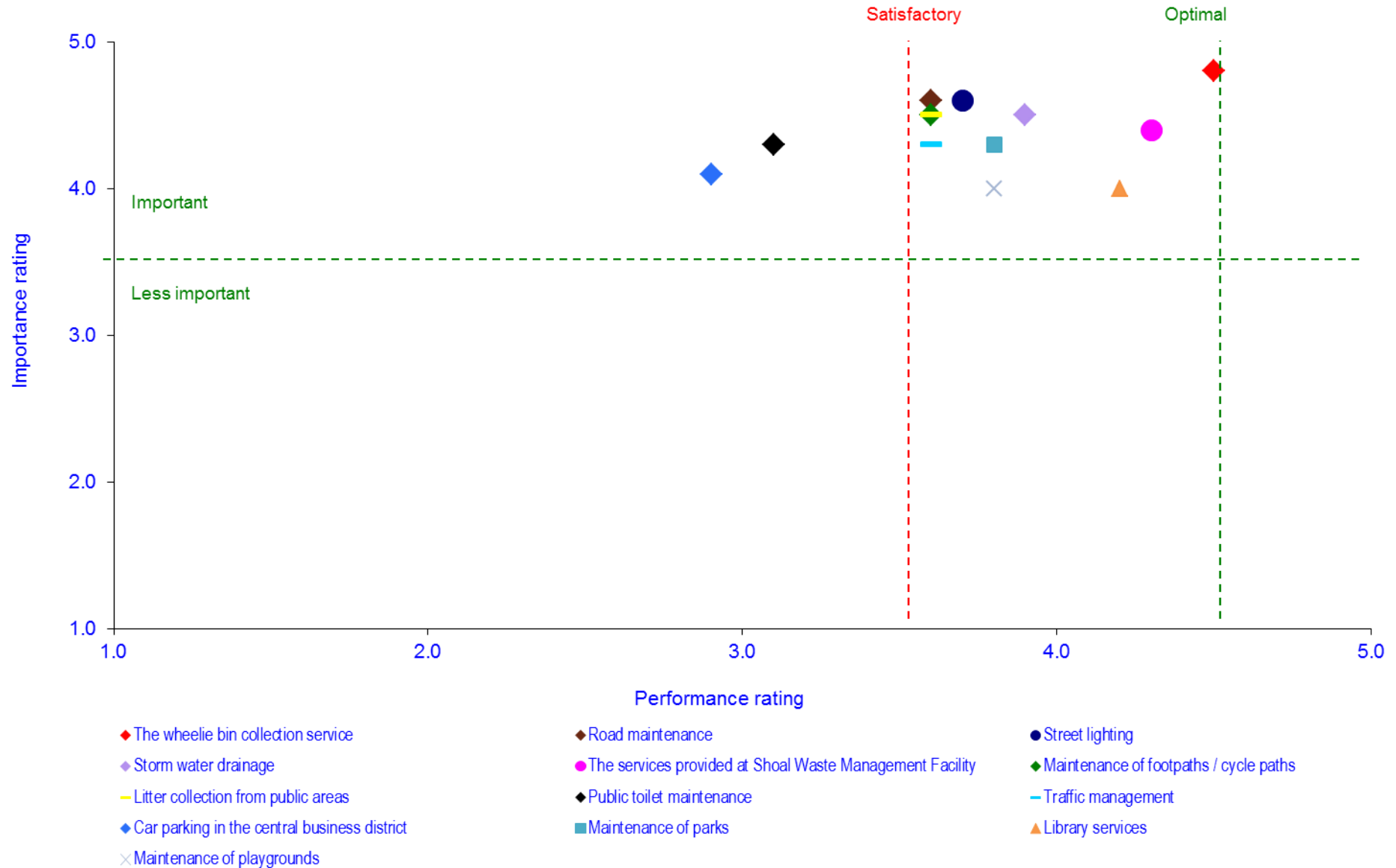
### **Medium Priority Gradual Improvement**

- Cat control and education
- Alfresco dining and mobile food stalls
- Control of advertising signage

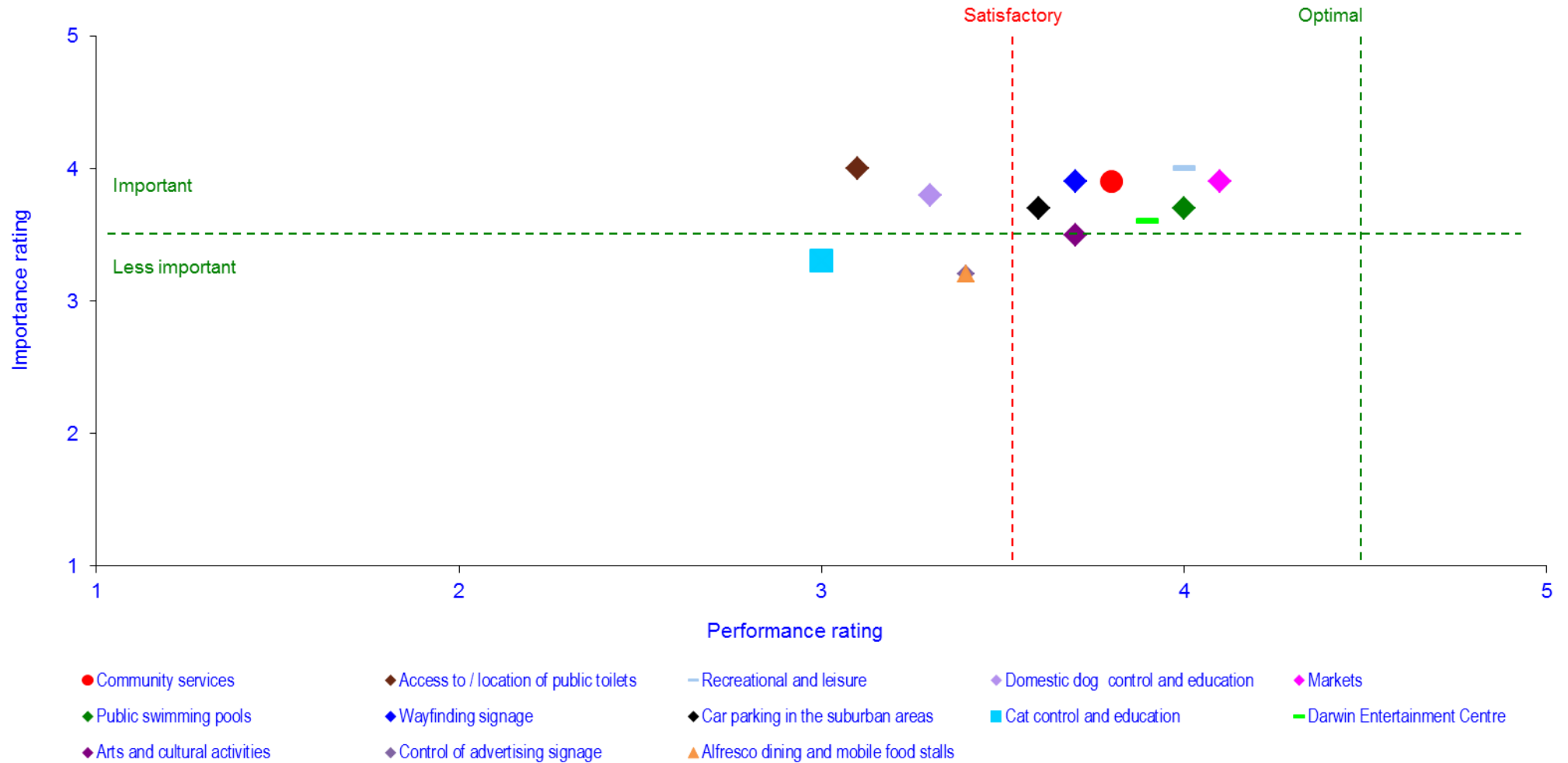
4.1.6 The following similarities and changes were recorded between the 2013 and 2012 matrices:

- The majority of attributes tested remained unchanged from 2012, however the main shifts recorded were car parking in the suburban areas and litter collection from public areas, which have moved from the Maximum Priority Improvement Critical quadrant to the High Priority Maintenance Strategy quadrant in 2013, indicating improved satisfaction with these aspects among residents.

**IMPORTANCE OF AND SATISFACTION WITH  
- Services Provided by the City of Darwin (Matrix 1 of 2) -**



**IMPORTANCE OF AND SATISFACTION WITH  
- Services Provided by the City of Darwin (Matrix 2 of 2) -**



***Appendix 1:  
About The Research***

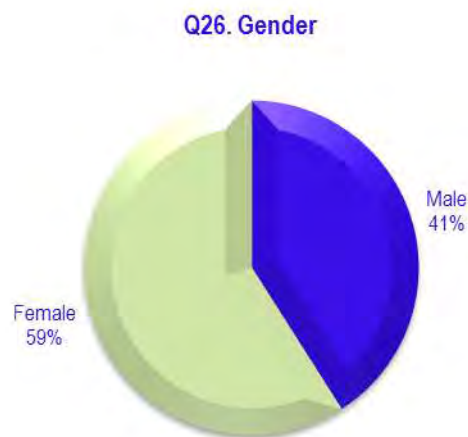


## How We Did The Research

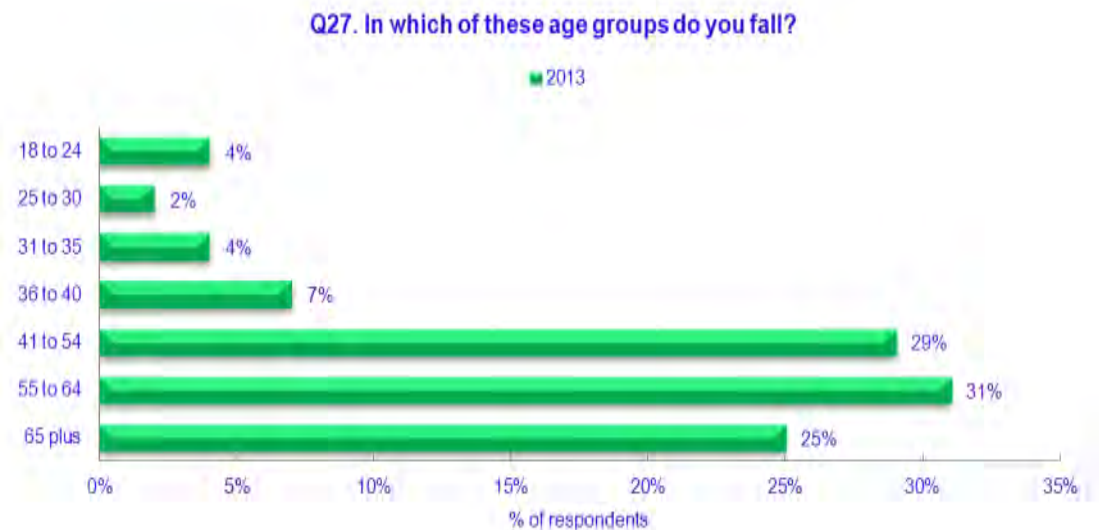
A CATI survey was conducted between 15<sup>th</sup> July and 23<sup>rd</sup> July 2013 among 700 Darwin residents.

## Who was Involved

### Gender

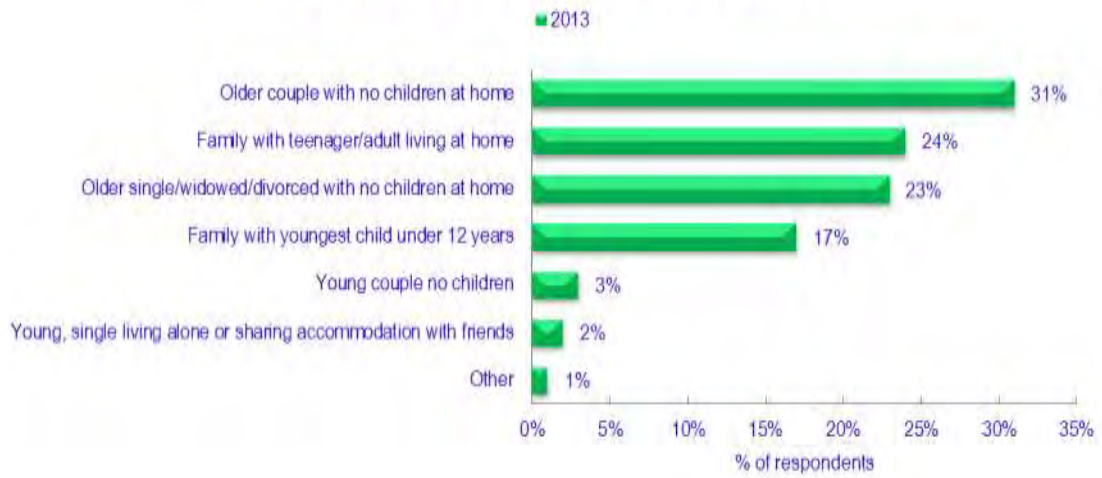


### Age group



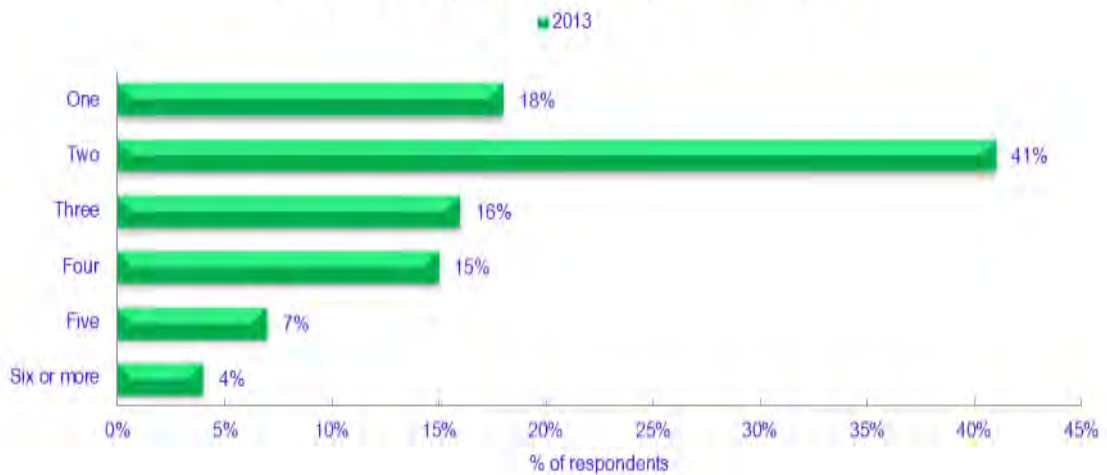
**Household Composition**

**Q28. Which of the following describes your household?**

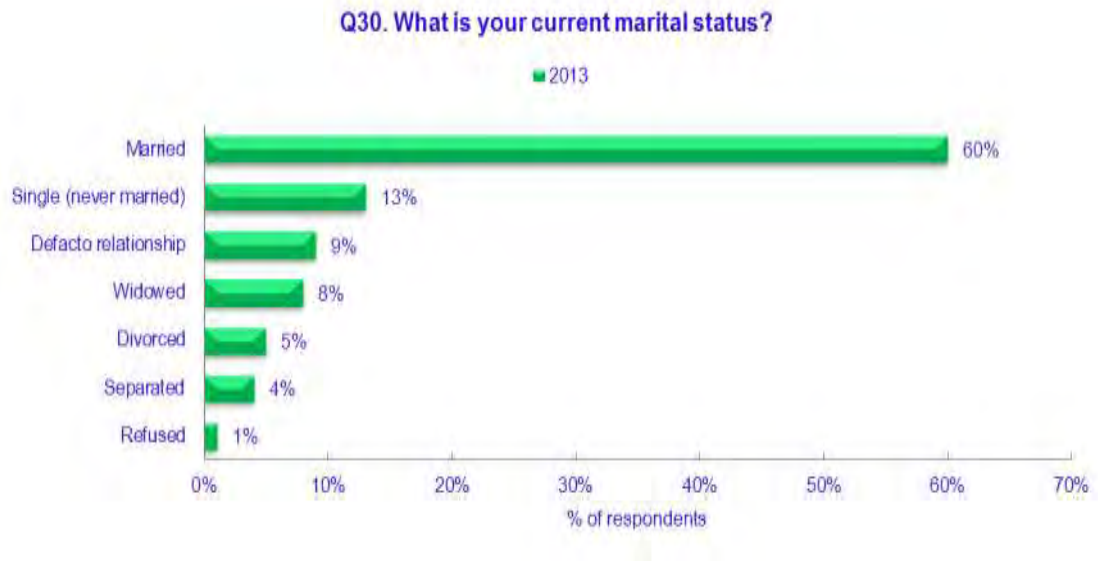


**Number of People in Household**

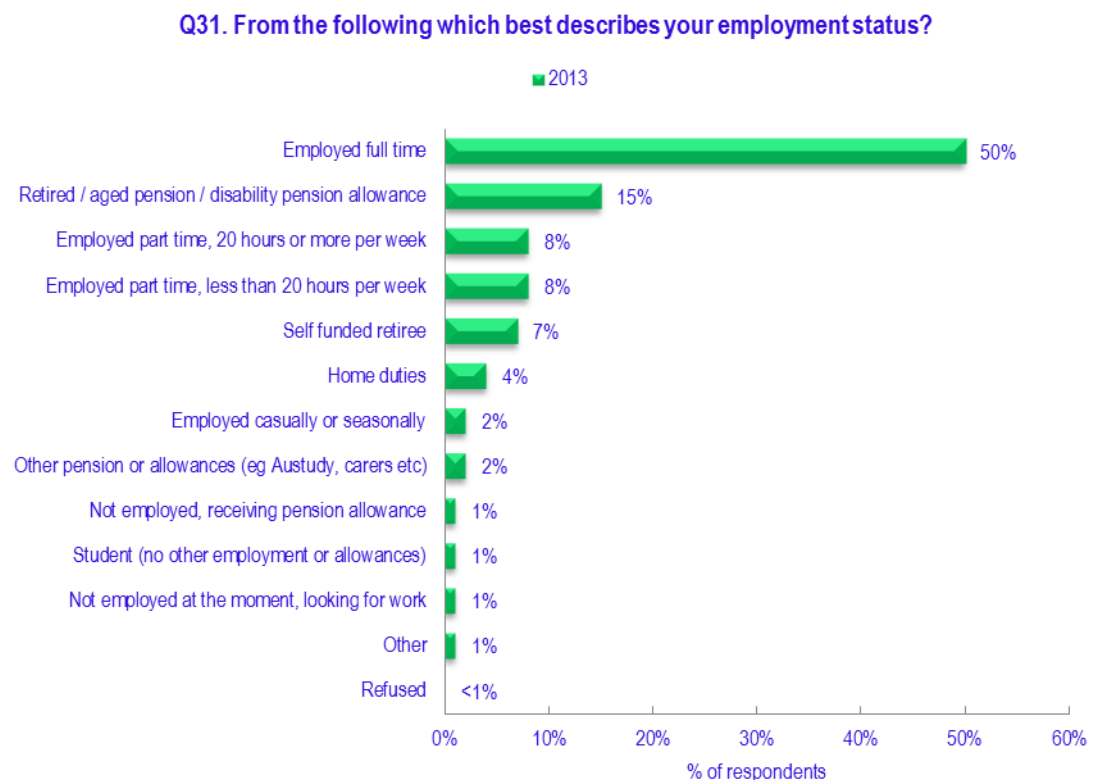
**Q29. How many people are living in your household?**



**Marital Status**



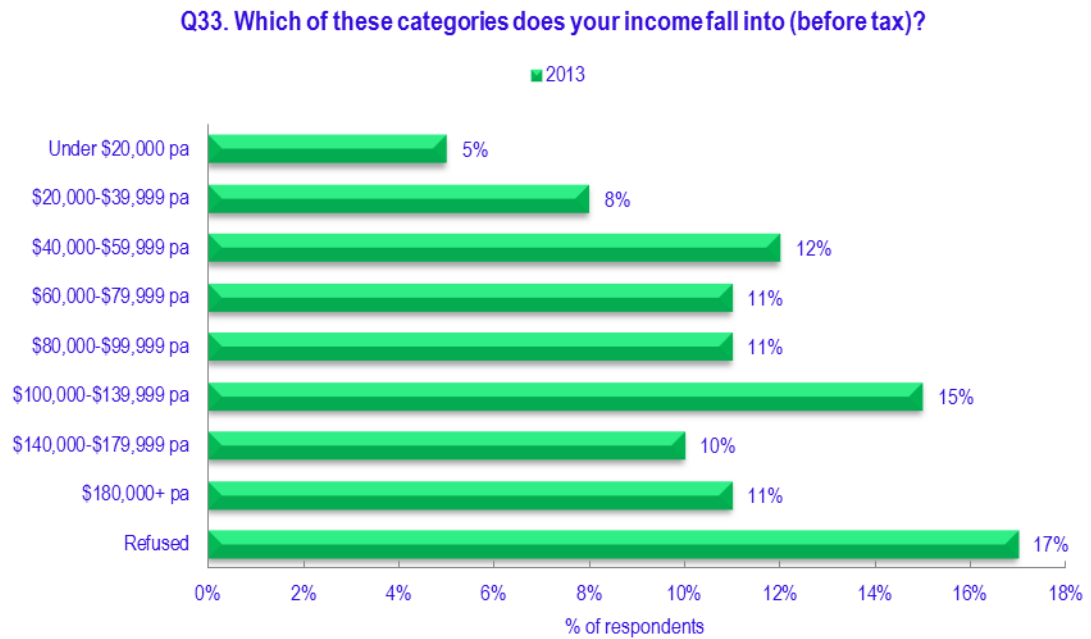
**Employment Status**



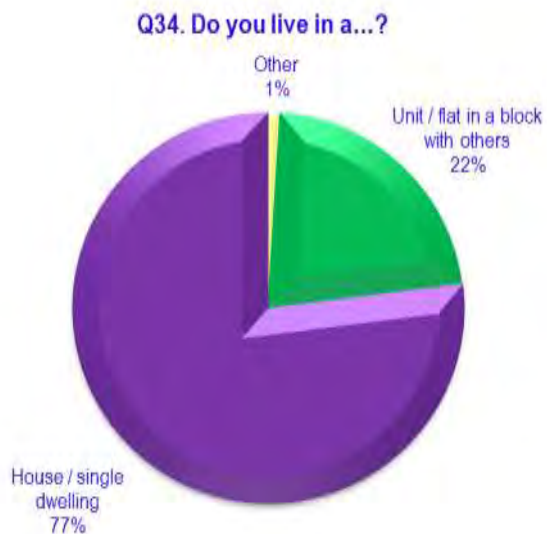
**Occupation (BASE: Employed)**



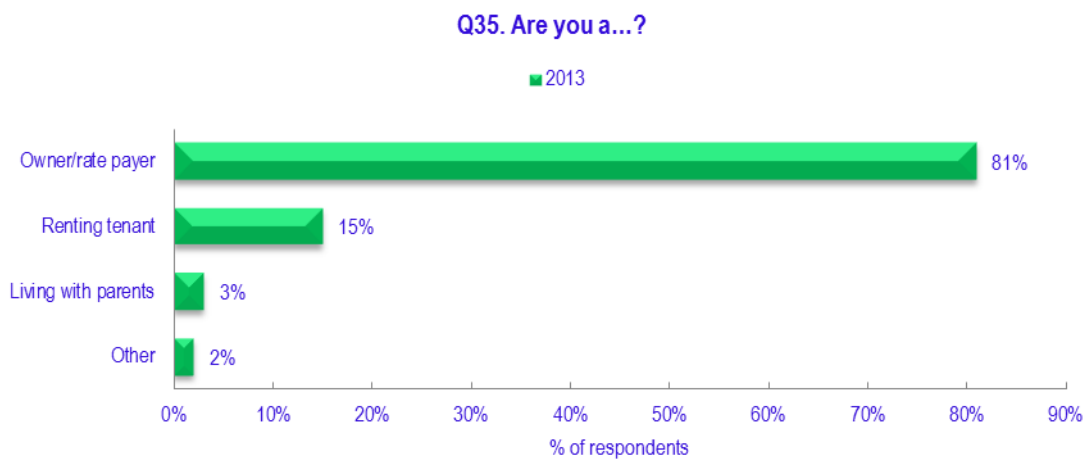
**Income**



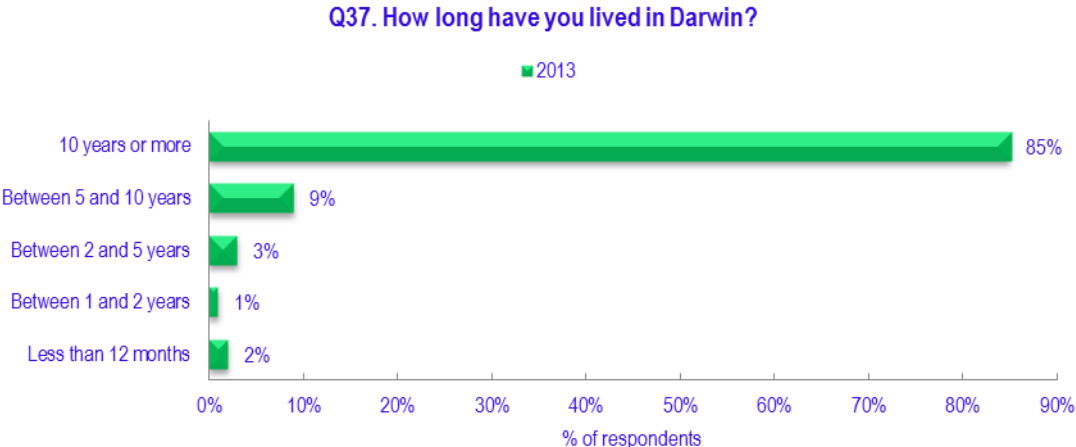
**Type of Residence**



**Type of Resident**

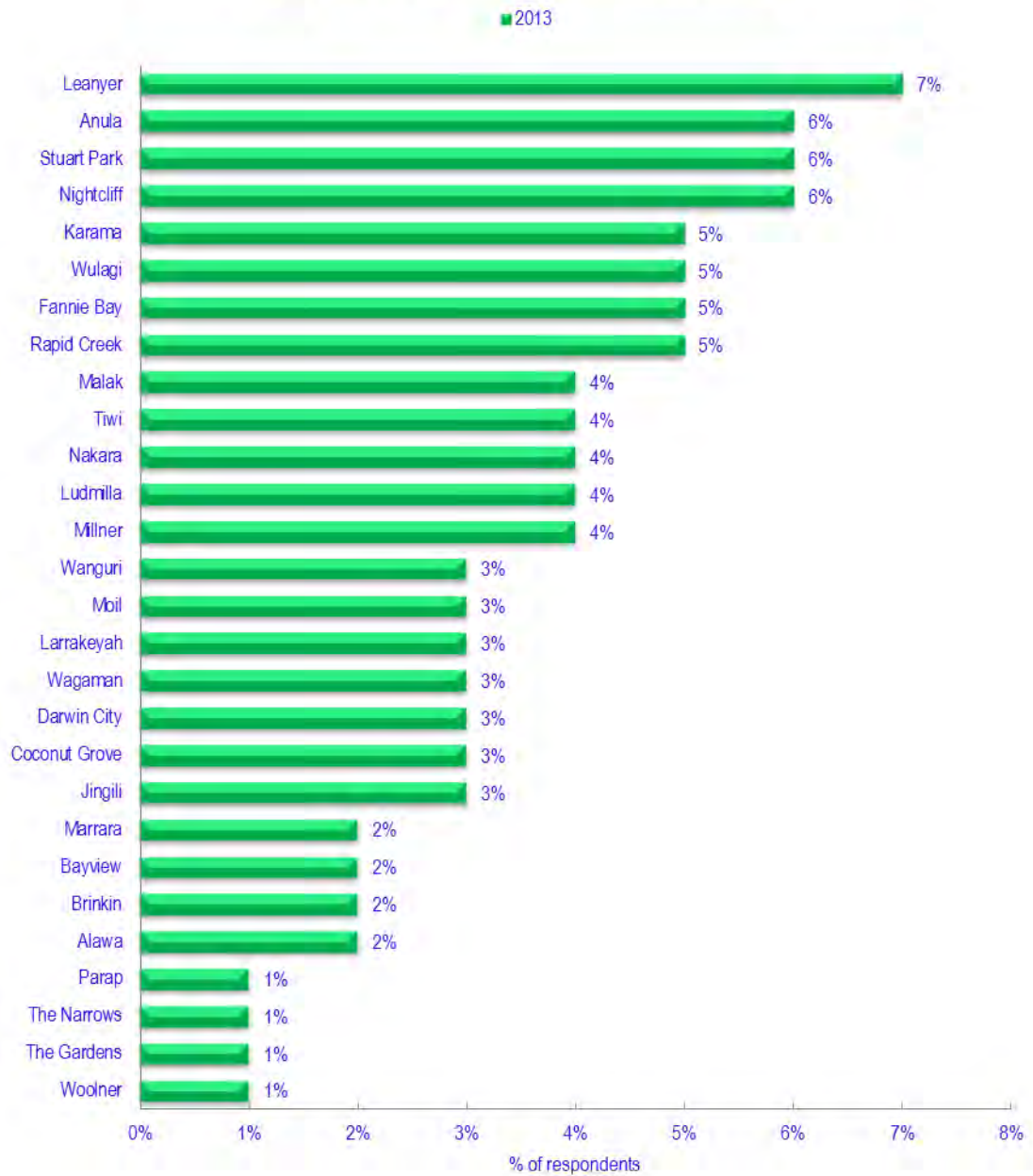


**Number of Years Lived in Darwin**



**Suburb**

Q36. Which of the following suburbs do you live in?



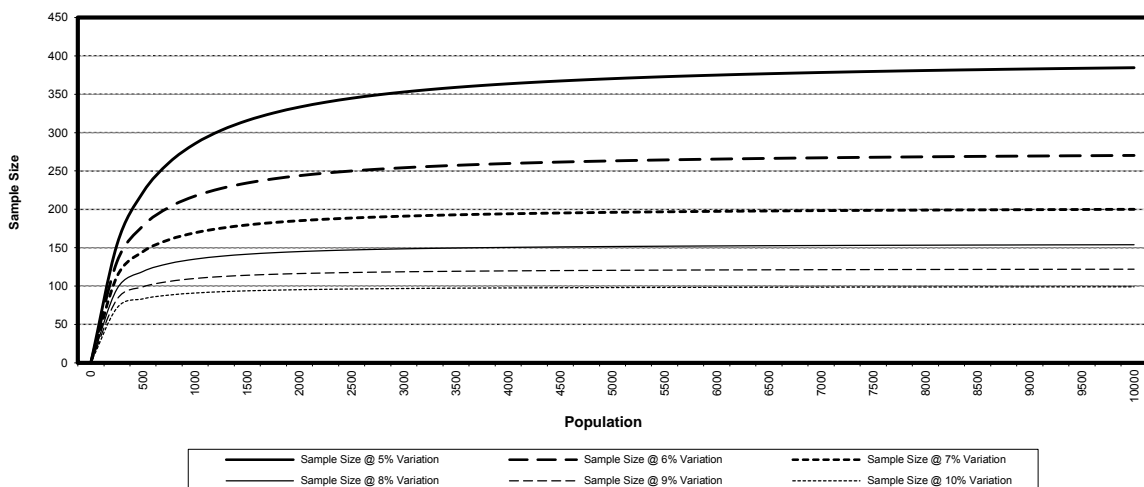
*Appendix 2:*  
*Sampling Tolerance*



It should be borne in mind throughout this report that all data based on sample surveys are subject to a sampling tolerance. That is, where a sample is used to represent an entire population, the resulting figures should not be regarded as absolute values, but rather as the mid-point of a range plus or minus x% (see sampling tolerance table below). Only variations clearly designated as significantly different are statistically valid differences and these are clearly pointed out in the Key Findings section of this report. Other divergences are within the normal range of fluctuation at a 95% confidence level; they should be viewed with some caution and not treated as statistically reliable changes.

<b>MARGIN OF ERROR TABLE</b>										
<b>(95% confidence level)</b>										
<b>SAMPLE SIZE</b> ↓	<b>Percentages giving a particular answer</b>									
	<b>5% 95%</b>	<b>10% 90%</b>	<b>15% 85%</b>	<b>20% 80%</b>	<b>25% 75%</b>	<b>30% 70%</b>	<b>35% 65%</b>	<b>40% 60%</b>	<b>45% 55%</b>	<b>50% 50%</b>
50	6	9	10	11	12	13	14	14	14	14
100	4	6	7	8	9	9	10	10	10	10
150	4	5	6	7	7	8	8	8	8	8
200	3	4	5	6	6	6	7	7	7	7
250	3	4	5	5	6	6	6	6	6	6
300	3	4	4	5	5	5	6	6	6	6
400	2	3	4	4	4	5	5	5	5	5
500	2	3	3	4	4	4	4	4	4	5
600	2	2	3	3	4	4	4	4	4	4
700	2	2	3	3	3	4	4	4	4	4
800	2	2	3	3	3	3	3	4	4	4
900	2	2	2	3	3	3	3	3	3	3
1000	1	2	2	3	3	3	3	3	3	3
1500	1	2	3	2	2	2	3	3	3	3
2000	1	1	2	2	2	2	2	2	2	2
3000	1	1	1	2	2	2	2	2	2	2

**Optimum Sample Sizes to Ensure the Given Maximum Variation**



# *Appendix 3: Questionnaire*

**Project No: 9910**

**CITY OF DARWIN – ANNUAL COMMUNITY SATISFACTION SURVEY - JULY 2013**

Good ..... I am ..... from McGregor Tan Research. As an independent social and market research company we are conducting a survey about **City of Darwin** and would appreciate your opinions, we do not sell, promote or endorse any product or service. There are no right or wrong answers, it is just your opinion that we are after. We value your opinions and these are often used to improve services to the public, product quality or safety.

**1. What services are you aware of that City of Darwin offers to Darwin residents? Unprompted multiple response**

- |  |  |
|--|--|
| 1 .....Arts and cultural activities    | 14 .....Recreational and leisure services<br>(swimming pools, sports ovals)    |
| 2 .....Car parking (city and suburban) | 15 .....Special events and festivals (e.g.<br>Bombing of Darwin Commemoration) |
| 3 .....Cat control and education       | 16 .....Streets  |
| 4 .....Community services              | 17 .....Verges   |
| 5 .....Cycle paths                     | 18 .....Walkways   |
| 6 .....City of Darwin website          | 19 .....Shoal Bay Waste Mgmt Facility  |
| 7 .....Darwin Entertainment Centre     | 20 .....Wheeie Bin collection service  |
| 8 .....Dog control and education       | 21 .....Wayfinding Signage   |
| 9 .....Footpaths                       | 22 .....Other - <b>specify</b>   |
| 10 .....Library Services               | 23 .....Not aware of any services  |
| 11 .....Parks                          |  |
| 12 .....Playgrounds                    |  |
| 13 .....Public toilets                 |  |

**2. Answer for only those services aware of in Q1: Of all of the services that you are aware of, which ONE is of the most importance to you? Single response**

- |  |  |
|--|--|
| 1 .....Arts and cultural activities    | 14 .....Recreational and leisure services<br>(swimming pools, sports ovals)    |
| 2 .....Car parking (city and suburban) | 15 .....Special events and festivals (e.g.<br>Bombing of Darwin Commemoration) |
| 3 .....Cat control and education       | 16 .....Streets  |
| 4 .....Community services              | 17 .....Verges   |
| 5 .....Cycle paths                     | 18 .....Walkways   |
| 6 .....City of Darwin website          | 19 .....Shoal Bay Waste Mgmt Facility  |
| 7 .....Darwin Entertainment Centre     | 20 .....Wheeie Bin collection service  |
| 8 .....Dog control and education       | 21 .....Wayfinding Signage   |
| 9 .....Footpaths                       | 22 .....Other - <b>specify</b>   |
| 10 .....Library Services               | 23 .....Don't know / not sure  |
| 11 .....Parks                          |  |
| 12 .....Playgrounds                    |  |
| 13 .....Public toilets                 |  |

3. **ASK ALL:** Which of these City of Darwin services have you used in the past 12 months?

**Read out (rotate), multiple response**

- |   |   |
|---|---|
| 1 ..... Arts and cultural activities    | 13 ..... Public toilets   |
| 2 ..... Car parking (city and suburban) | 14 ..... Recreational and leisure services<br>(swimming pools, sports ovals)    |
| 3 ..... Cat control and education       | 15 ..... Special events and festivals (e.g.<br>Bombing of Darwin Commemoration) |
| 4 ..... Community services              | 16 ..... Streets  |
| 5 ..... Cycle paths                     | 17 ..... Verges   |
| 6 ..... City of Darwin website          | 18 ..... Walkways   |
| 7 ..... Darwin Entertainment Centre     | 19 ..... Shoal Bay Waste Mgmt Facility  |
| 8 ..... Dog control and education       | 20 ..... Wheelie Bin collection service   |
| 9 ..... Footpaths                       | 21 ..... Wayfinding Signage   |
| 10 ..... Library Services               | 22 ..... Other - <b>specify</b>   |
| 11 ..... Parks                          | 23 ..... Not used of any services in the past 12<br>months                      |
| 12 ..... Playgrounds                    |   |

4. Now thinking of the services provided by the Council, please rate the level of importance of each of the following services on a scale of 1 to 5, where 5 is very important and 1 is not at all important. **Read out (rotated)**

	5 Very important	→	1 Not at all important	Don't know		
a. Access to/location of public toilets	5	4	3	2	1	6
b. Alfresco dining and mobile food stalls	5	4	3	2	1	6
c. Arts and cultural activities	5	4	3	2	1	6
d. Car parking in the central business district	5	4	3	2	1	6
e. Car parking in the suburban areas	5	4	3	2	1	6
f. Cat control and education	5	4	3	2	1	6
g. Community services (e.g. Children's Services, Fun Bus, Indigenous Support, Disability Support)	5	4	3	2	1	6
h. Control of advertising signage	5	4	3	2	1	6
i. Darwin Entertainment Centre	5	4	3	2	1	6
j. Domestic dog control and education	5	4	3	2	1	6
k. Library Services	5	4	3	2	1	6
l. Litter collection from public areas	5	4	3	2	1	6
m. Maintenance of footpaths/cycle paths	5	4	3	2	1	6
n. Maintenance of parks	5	4	3	2	1	6
o. Maintenance of playgrounds	5	4	3	2	1	6
p. Markets (e.g. Mindil, Rapid Creek, Nightcliff)	5	4	3	2	1	6
q. Public swimming pools	5	4	3	2	1	6
r. Public toilet maintenance	5	4	3	2	1	6
s. Recreational and leisure (e.g. sports ovals)	5	4	3	2	1	6
t. Road maintenance	5	4	3	2	1	6
u. Storm water drainage	5	4	3	2	1	6
v. Street lighting	5	4	3	2	1	6
w. The services provided at Shoal Bay Waste Mgmt Facility	5	4	3	2	1	6
x. The wheelie bin collection service	5	4	3	2	1	6
y. Traffic management (ie placement of roundabouts, lights, traffic calming devices etc)	5	4	3	2	1	6
z. Wayfinding Signage	5	4	3	2	1	6

5. Still thinking of the services provided by Council, please rate your level of satisfaction with the standard of each service, on a scale of 1 to 5; where 5 is very satisfied and 1 is very dissatisfied. **Read out (rotated)**

	5 Very satisfied	4	3	2	1 Not at all satisfied	Don't know
a. Access to/location of public toilets	5	4	3	2	1	6
b. Alfresco dining and mobile food stalls	5	4	3	2	1	6
c. Arts and cultural activities	5	4	3	2	1	6
d. Car parking in the central business district	5	4	3	2	1	6
e. Car parking in the suburban areas	5	4	3	2	1	6
f. Cat control and education	5	4	3	2	1	6
g. Community services (e.g. Children's Services, Fun Bus, Indigenous Support, Disability Support)	5	4	3	2	1	6
h. Control of advertising signage	5	4	3	2	1	6
i. Darwin Entertainment Centre	5	4	3	2	1	6
j. Domestic dog control and education	5	4	3	2	1	6
k. Library Services	5	4	3	2	1	6
l. Litter collection from public areas	5	4	3	2	1	6
m. Maintenance of footpaths/cycle paths	5	4	3	2	1	6
n. Maintenance of parks	5	4	3	2	1	6
o. Maintenance of playgrounds	5	4	3	2	1	6
p. Markets (e.g. Mindil, Rapid Creek, Nightcliff)	5	4	3	2	1	6
q. Public swimming pools	5	4	3	2	1	6
r. Public toilet maintenance	5	4	3	2	1	6
s. Recreational and leisure (e.g. sports ovals)	5	4	3	2	1	6
t. Road maintenance	5	4	3	2	1	6
u. Storm water drainage	5	4	3	2	1	6
v. Street lighting	5	4	3	2	1	6
w. The services provided at Shoal Bay Waste Mgmt Facility	5	4	3	2	1	6
x. The wheelie bin collection service	5	4	3	2	1	6
y. Traffic management (i.e. placement of roundabouts, lights, traffic calming devices etc.)	5	4	3	2	1	6
z. Wayfinding Signage	5	4	3	2	1	6

6. How do you rate your overall level of satisfaction with the City of Darwin?

- 5.....Very satisfied  
 4.....Quite satisfied  
 3.....Neither satisfied nor dissatisfied  
 2.....Quite dissatisfied  
 1.....Very dissatisfied  
 6.....Don't know / not sure



7. Have you made contact with City of Darwin in the last 12 months? **If yes**, what methods did you use to make that contact? **Unprompted multiple response**
- 1 .....Contacted an Aldermen directly
  - 2 .....Rang Council
  - 3 .....Used the internet /email
  - 4 .....Used social media (e.g. Facebook, Twitter)
  - 5 .....Went to the Civic Centre in person
  - 6 .....Wrote a letter and sent it by mail
  - 7 .....Other - **specify**
  - 8 .....Don't remember
  - 9 .....Have not made contact with the City of Darwin in the last 12 months
8. **Made contact with Council (codes 1-7 in Q7):** How satisfied were you with the contact?
- 5 .....Very satisfied
  - 4 .....Quite satisfied
  - 3 .....Neither satisfied nor dissatisfied
  - 2 .....Quite dissatisfied
  - 1 .....Very dissatisfied
  - 6 .....Don't know / not sure
9. **Made contact with Council (codes 1-7 in Q7):** What was the main reason for that contact?  
**Unprompted single response**
- |                                      |                               |
|--------------------------------------|-------------------------------|
| 1 .....To conduct a business enquiry | 5 .....To use a facility      |
| 2 .....To gain information           | 6 .....To use a service       |
| 3 .....To make a complaint           | 7 .....Other – <b>specify</b> |
| 4 .....To pay rates / fines          | 8 .....Don't remember         |
10. **Made complaint (code 3 in Q9):** What was the nature of your complaint. **Open ended, probed fully for details**
11. **ASK ALL:** How do you currently find out about Council matters? **Unprompted, multiple response**
- 1 .....Council's website
  - 2 .....Letter
  - 3 .....Lord Mayor and/or Aldermen
  - 4 .....Radio
  - 5 .....Social media (e.g. Facebook, Twitter)
  - 6 .....Television
  - 7 .....The Darwin Sun
  - 8 .....The NT News (general)
  - 9 .....The NT News (monthly 1 page City of Darwin feature)
  - 10 .....Word of mouth
  - 11 .....Other – **specify**
  - 12 .....Don't know / not sure

12. How do you want to be informed about Council matters? **Unprompted, multiple response**
- |   |   |
|---|---|
| 1 ..... Council's website                     | 8 ..... The NT News (general)                               |
| 2 ..... Letter                                | 9 ..... The NT News (monthly 1 page City of Darwin feature) |
| 3 ..... Lord Mayor and/or Aldermen            | 10 ..... Word of mouth                                      |
| 4 ..... Radio                                 | 11 ..... Other – <b>specify</b>                             |
| 5 ..... Social media (e.g. Facebook, Twitter) | 12 ..... Don't know / not sure                              |
| 6 ..... Television                            |   |
| 7 ..... The Darwin Sun                        |   |
13. How frequently do you access City of Darwin's Facebook page?
- |                              |   |
|------------------------------|---|
| 1 ..... Daily                | 5 ..... Between once a fortnight and once a month |
| 2 ..... Most days            | 6 ..... Less than once a month                    |
| 3 ..... Several days a week  | 7 ..... Never                                     |
| 4 ..... Once or twice a week |   |
14. Do you believe that the City of Darwin has improved their communication processes over the past year?
- 1 ..... Yes – **specify why/how it's improved**  
 2 ..... Don't know / not sure  
 3 ..... No
15. If you are a ratepayer, would you prefer to receive your rates notices electronically?
- 1 ..... Yes  
 2 ..... Don't know / not sure  
 3 ..... No  
 4 ..... Not a rate payer
16. Now thinking about **any** contact that you have had with Council, could you please rate how satisfied you were with how that contact was handled for each of the following using a scale of 1 to 5, where 5 is very satisfied and 1 is very dissatisfied. **Read out (rotated)**

<b>Ask only those who answered code 5 in Q7</b>	→					1 Very dissatisfied	Don't know
	5	4	3	2	1		
Specifically the quality of service from the front counter staff at the Civic Centre	5	4	3	2	1		6
<b>ASK ALL</b>	→					1 Very dissatisfied	Don't know
	5	4	3	2	1		
a. The ability of Council staff and representatives to 'get it right the first time'	5	4	3	2	1		6
b. The ease with which you were put in touch with the right person to assist you	5	4	3	2	1		6
c. The enthusiasm and interest shown to you by Council staff	5	4	3	2	1		6
d. The knowledge of the person you dealt with in relation to your reason for making contact	5	4	3	2	1		6
e. Your ability to contact Council for emergency events after hours	5	4	3	2	1		6
f. Overall how satisfied are you with the quality of service that Council provided to you	5	4	3	2	1		6

17. Please rate from the following list, what you consider to be the **top three** priorities of the City of Darwin?  
**Read out (rotated) multiple response (maximum of 3 responses)**
- 1 .....Being recognised as a welcoming and culturally rich and diverse city.
  - 2 .....Encouraging social inclusion and enabling individuals to stay connected through activities that support and promote community harmony and build community capacity.
  - 3 .....Ensure its business is conducted in a transparent, accountable, sustainable and efficient way.
  - 4 .....Leading and advocating for the sustainability and protection of our environment and lifestyle.
  - 5 .....Providing services and infrastructure that supports people to live, work and play.
18. Are there ways that the City of Darwin can improve its service to you?
- 1 .....Yes – **specify what ways**
  - 2 .....Don't know / not sure
  - 3 .....No
19. What do you think are the key issues currently affecting the lives of Darwin residents?  
**Unprompted, multiple response**
- 1 .....Community harmony
  - 2 .....Cost of living
  - 3 .....Crime and anti-social behaviour
  - 4 .....Housing affordability
  - 5 .....Itinerants
  - 6 .....Power and water costs
  - 7 .....The environment and climate change
  - 8 .....The increasing pace of living
  - 9 .....The increasing size of the City
  - 10 .....Other – **specify**
  - 11 .....No key issues currently affecting Darwin residents
  - 12 .....Don't know / not sure
20. **Issues named by Darwin residents (code 1-10 in Q19):** Whose responsibility do you think this is? **Unprompted, multiple response**
- 1 .....Australian Government's
  - 2 .....City of Darwin's
  - 3 .....Northern Territory Government's
  - 4 .....Society in general / everyone's
  - 5 .....Other – **specify**
  - 6 .....Don't know / not sure



21. How satisfied are you with the quality of life in Darwin?
- 5 .....Very satisfied  
 4 .....Quite satisfied  
 3 .....Neither satisfied nor dissatisfied  
 2 ..... Quite dissatisfied  
 1 .....Very dissatisfied  
 6 .....Don't know / not sure
22. How safe do you feel in your local suburb?
- 5 .....Very safe  
 4 .....Quite safe  
 3 .....Neither safe nor unsafe  
 2 .....Quite unsafe  
 1 .....Very unsafe  
 6 .....Don't know / not sure
23. Thinking specifically about parks, reserves and public open spaces within Darwin, how safe do you feel?
- 5 .....Very safe  
 4 .....Quite safe  
 3 .....Neither safe nor unsafe  
 2 .....Quite unsafe  
 1 .....Very unsafe  
 6 .....Don't know / not sure
24. How often do you use the following forms of transport? **Read out (rotated)**

	Daily	Most days	Several days a week	Once or twice a week	Between once a fortnight and once a month	Less than once a month	Never
Car	1	2	3	4	5	6	7
Public transport	1	2	3	4	5	6	7
Bicycle	1	2	3	4	5	6	7
Motorbike	1	2	3	4	5	6	7
Walking	1	2	3	4	5	6	7

25. If you had one suggestion about what the City of Darwin should be focussing on in the future, what would it be?
- 1 .....Suggestion made – **specify details**  
 2 .....Don't know/ not sure  
 3 .....No suggestion made

**CLASSIFICATIONS:**

26. Record gender:
- 1.....Male
  - 2.....Female
27. In which of these age groups do you fall?
- 1.....18 to 24
  - 2.....25 to 30
  - 3.....31 to 35
  - 4.....36 to 40
  - 5.....41 to 54
  - 6.....55 to 64
  - 7.....65+
  - 8.....Refused
28. Which of the following describes your household? **Read out**
- 1..... Young, single living alone or sharing accommodation with friends
  - 2..... Young couple no children
  - 3..... Family with youngest child under 12 years
  - 4..... Family with teenager / adult living at home
  - 5..... Older couple with no children at home
  - 6..... Older single / widowed / divorced with no children at home
  - 7..... Other – **specify**
29. How many people are living in your household?
- 1..... One
  - 2..... Two
  - 3..... Three
  - 4..... Four
  - 5..... Five
  - 6..... Six or more – **specify number**
30. What is your current marital status? **Read out**
- 1..... Married
  - 2..... Defacto relationship
  - 3..... Divorced
  - 4..... Separated
  - 5..... Widowed
  - 6..... Single (never married)
  - 7..... Refused

31. From the following, which best describes your employment status? **Read out**
- 1.....Employed full time
  - 2.....Employed part time, 20 hours or more per week
  - 3.....Employed part time, less than 20 hours per week
  - 4.....Employed casually or seasonally
  - 5.....Not employed at the moment, looking for work
  - 6.....Not employed, receiving pension allowance
  - 7.....Retired aged pension/disability pension allowance
  - 8.....Other pension or allowances (e.g. Austudy, carers etc.)
  - 9.....Student (no other employment or allowances)
  - 10.....Home duties
  - 11.....Other – **specify**
  - 12.....Refused
32. **Employed (codes 1-4 in Q31):** Please describe your occupation?
- 1.....Managers and Administrators
  - 2.....Professionals
  - 3.....Para – professionals
  - 4.....Tradesperson
  - 5.....Clerks
  - 6.....Sales and personal service workers
  - 7.....Plant and machine operators drivers
  - 8.....Labourer and other workers
  - 9.....Other – **specify**
  - 10.....Refused
33. **ASK ALL:** Which of these categories does your gross household income fall into (before tax)? **Read out**
- 1.....Under \$20,000 pa
  - 2.....\$20,000-39,999 pa
  - 3.....\$40,000-59,999 pa
  - 4.....\$60,000-79,999 pa
  - 5.....\$80,000-99,999 pa
  - 6.....\$100,000-139,999 pa
  - 7.....\$140,000-179,999 pa
  - 8.....\$180,000+ pa
  - 9.....Refused
34. Do you live in a ...? **Read out**
- 1.....House / single dwelling
  - 2.....Unit / flat in a block with others
  - 3.....Other – **specify**

35. Are you a ...? **Read out**
- 1 ..... Owner / ratepayer
  - 2 ..... Renting tenant
  - 3 ..... Other – **specify**
36. Which of the following suburbs do you live in? (*Hidden, imported from sample*)
- |                       |                     |                      |
|-----------------------|---------------------|----------------------|
| 1 ..... Alawa         | 14 ..... Karama     | 27 ..... Northlakes  |
| 2 ..... Anula         | 15 ..... Larrakeyah | 28 ..... Parap       |
| 3 ..... Bayview       | 16 ..... Leanyer    | 29 ..... RAAF Base   |
| 4 ..... Berrimah      | 17 ..... Lee Point  | 30 ..... Rapid Creek |
| 5 ..... Brinkin       | 18 ..... Ludmilla   | 31 ..... Stuart Park |
| 6 ..... Casuarina     | 19 ..... Lyons      | 32 ..... The Gardens |
| 7 ..... Coconut Grove | 20 ..... Malak      | 33 ..... The Narrows |
| 8 ..... Coonawarra    | 21 ..... Marrara    | 34 ..... Tiwi        |
| 9 ..... Cullen Bay    | 22 ..... Millner    | 35 ..... Wagaman     |
| 10 ..... Darwin City  | 23 ..... Moil       | 36 ..... Wanguri     |
| 11 ..... East Point   | 24 ..... Muirhead   | 37 ..... Winnellie   |
| 12 ..... Fannie Bay   | 25 ..... Nakara     | 38 ..... Woolner     |
| 13 ..... Jingili      | 26 ..... Nightcliff | 39 ..... Wulagi      |
37. How long have you lived in Darwin?
- 1 ..... Less than 12 months
  - 2 ..... Between 1 and 2 years
  - 3 ..... Between 2 and 5 years
  - 4 ..... Between 5 and 10 years
  - 5 ..... 10 years or more
38. Please rate your level of agreement with the following statement, on a scale of 1 to 5 where 5 is strongly agree and 1 is strongly disagree. **Read out**
- \*Note question included after first night of interviewing.*

	5 Strongly agree	4	3	2	1 Strongly disagree	Don't know
The Council consults with the community sufficiently	5	4	3	2	1	6