



2014 Community Satisfaction Survey

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Disclaimer Statement

The material in this report is assembled in good faith and is based on the perceptions of respondents who may have been surveyed. It is made available on the understanding that any views, suggestions or recommendations expressed in this report does not constitute professional advice, and McGregor Tan Research accepts no liability for its use.

[10174 City of Darwin - 2014 Community Satisfaction Survey Report.pptm](#)

BACKGROUND AND METHODOLOGY

BACKGROUND

McGregor Tan Research was commissioned by the City of Darwin to conduct a Community Satisfaction Survey in June 2014. The task of this research was to track public perceptions of the City of Darwin in relation to service quality, as well as to assist in identifying any real or perceived gaps in the delivery of customer service within the City.

The previous Community Satisfaction Surveys were conducted in 2013, 2012, 2011, 2010, 2009, and before that 2005 and 2000.

The 2014 questionnaire contained some changes from 2013, with the inclusion of a number of additional questions. Within this report, responses have been tracked where possible with those from the 2013 and 2012 surveys.

METHODOLOGY

A CATI survey was conducted between the 22nd July and 5th August 2014 with 700 Darwin residents.

HOW TO READ THIS REPORT

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.

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).

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.

In this report, only the significant differences which recorded +++ are identified, 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.

EXECUTIVE SUMMARY

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 (63%)
- Parks (42%)
- Library services (37%)
- Streets (36%)

More than two in five (47%) 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%).

Services Used

In relation to the services residents use, the overwhelming majority of survey participants indicated they had used streets (94%), footpaths (94%), and the Wheelie Bin collection service (93%) in the last twelve months. Most respondents indicated that they had also used car parking – city and suburban (84%), walkways (76%), and parks (75%) in the last twelve months.

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
Extremely High Levels of Importance	
The Wheelie Bin collection service	4.8
Road maintenance	4.6
Street lighting	4.5
Storm water drainage	4.5
Maintenance of footpaths / cycle paths / shared paths	4.5
Very High Levels of Importance	
Waste recycle services	4.4
Litter collection from public areas	4.4
The services provided at Shoal Bay Waste Management Facility	4.4
Traffic management (i.e. placement of roundabouts, lights, traffic calming devices etc.)	4.4
Public toilet maintenance	4.3
Maintenance of parks	4.3
The Council consults with the community sufficiently	4.2
Maintenance of playgrounds / playground equipment	4.2
Car parking in the central business district	4.1
Library services	4.1
Access to / location of public toilets	4.0
Recreational and leisure (e.g. sports ovals)	4.0
Markets (e.g. Mindil, Rapid Creek, Nightcliff)	4.0
Relatively High Levels of Importance	
Domestic dog control and education	3.9
Community services (e.g. Children's Services, Fun Bus, Disability Support)	3.8
Wayfinding signage	3.8
Public swimming pools	3.8
Car parking in the suburban areas	3.8
Community Events	3.7
Darwin Entertainment Centre	3.7
Arts and cultural activities	3.6
Mixed Levels of Importance	
Cat control and education	3.3
Alfresco dining and mobile food stalls	3.3
Control of advertising signage	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
Very High Levels of Satisfaction		
The Wheelie Bin collection service	4.5	92%
Library services	4.3	79%
The services provided at Shoal Bay Waste Management Facility	4.2	78%
Markets (e.g. Mindil, Rapid Creek, Nightcliff)	4.1	77%
Public swimming pools	4.0	61%
Relatively High Levels of Satisfaction		
Recreational and leisure (e.g. sports ovals)	3.9	69%
Waste recycling services	3.9	70%
Darwin Entertainment Centre	3.9	66%
Maintenance of parks	3.9	71%
Storm water drainage	3.8	67%
Community events	3.8	63%
Road maintenance	3.7	61%
Maintenance of playgrounds	3.7	54%
Community Services (e.g. Children's services, Fun Bus, Disability Support)	3.7	47%
Street lighting	3.7	66%
Arts and cultural activities	3.7	56%
Wayfinding signage	3.7	60%
Traffic management (i.e. placement of roundabouts, lights, traffic calming devices etc.)	3.6	59%
Maintenance of footpaths / cycle paths shared paths	3.6	57%
Litter collection from public areas	3.5	57%
Alfresco dining and mobile food stalls	3.5	47%
Car parking in the suburban areas	3.5	51%

	Mean	% satisfied
Mixed Levels of Satisfaction		
Control of advertising signage	3.4	42%
Domestic dog control and education	3.2	37%
Public toilet maintenance	3.2	32%
Access to / location of public toilets	3.0	31%
Cat control and education	3.0	26%
Car parking in the central business district	2.9	33%
The Council consults with the community sufficiently	2.8	28%

Overall satisfaction with the City of Darwin was relatively high, with an average rating of 3.6 and 63% of those surveyed stating that they were satisfied with the standard of services provided.

The majority of attributes tested remained unchanged from 2013 with many attributes placing in the "Keep up the good work" field.

The following attributes placed in the "Concentrate here" field:

- Car parking in the central business district
- Public toilet maintenance
- Access to / location of public toilets
- Domestic dog control and education
- Car parking in the suburban areas
- Litter collection from public areas
- The Council consults with the community sufficiently.

Incidence of Contact

Over half (57%) 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 (38%)
- Used the internet / email (15%)
- Went to the Civic Centre in person (13%)

Almost three quarters (70%) 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 3.8.

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

- To make a complaint (21%)
- To gain information (15%)
- Dog registration (14%)

Sources of Information

More than two in five (40%) residents surveyed indicated they currently find out about Council matters through the NT News, while other sources of information included the Council's website (29%) and television (18%).

Council's website was the preferred source of information to be informed about Council matters among 37% of respondents, while others preferred to find this information through The NT News (30%), letters (19%) and television (16%).

When respondents were asked how frequently they viewed or monitored Council news and information via social media, the majority of respondents (71%) indicated that they never accessed social media sites. Some (18%) stated less often, while 7% nominated once or twice a month.

Communication Processes

More than one quarter (29%) of respondents indicated that they believed that the City of Darwin has improved their communication processes over the past year, while 50% disagreed and a further 20% were unsure.

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
Very High Level of Satisfaction			
Specifically the quality of service from the front counter staff at the Civic Centre (asked only of those who have been to the Civic Centre in person)	4.3	86%	3%
Relatively High Levels of Satisfaction			
The ease with which you were put in touch with the right person to assist you	3.8	53%	21%
The knowledge of the person you dealt with in relation to your reason for making contact	3.8	54%	19%
The enthusiasm and interest shown to you by Council staff	3.7	53%	19%
Overall how satisfied are you with the quality of the service that Council provided to you	3.6	54%	15%
The ability of Council staff and representatives to 'get it right the first time'	3.5	47%	20%
Mixed Level of Satisfaction			
Your ability to contact Council for emergency events after hours	3.1	10%	76%

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 (72%)
- Ensure its business is conducted in a transparent, accountable, responsible way (69%)
- Leading and advocating for the sustainability and protection of our environment (50%)

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 (43%)
- Encouraging social inclusion by providing activities that enable individuals to stay connected (37%)

Vision for the future

Those surveyed were asked to rate their level of agreement with two statements relating to the City's plans and goals for the future using a scale of 1 to 5, where 1 is strongly disagree and 5 is strongly agree.

	Mean	% agreed
Mixed Level of Agreement		
I am satisfied with how the City of Darwin plans for the future of the City	2.9	30%
Council's vision and goals for the City are clearly communicated to residents	2.8	25%

Improvement of Service

Over half (58%) of those surveyed indicated that there are ways in which Darwin City Council can improve its service to residents including:

- Communicate better with the public (15%)
- Be open, honest, accountable and transparent (8%)
- Promote / provide better information on services (7%)
- Parking (5%)

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 (39%)
- Housing affordability (23%)
- Crime and anti-social behaviour (12%)
- Planning and Development (12%)

Seven in ten (68%) respondents indicated that the Northern Territory Government is responsible for these issues, while other responses included the City of Darwin (59%), the Australian Government (19%) and society in general / everyone (14%).

Satisfaction with the Quality of Life

The overwhelming majority (84%) of respondents indicated that they were satisfied with the quality of life in Darwin, with a very high average rating of 4.2.

Safety

The overwhelming majority (91%) of respondents stated that they felt safe in their local area during the daytime, while, just over half (57%) of respondents stated that they felt safe in their local area at night.

When respondents were asked if there were any particular areas / situations in the City of Darwin that they felt unsafe, residents named the following:

- The City Centre (41%)
- At night (17%)
- Local suburbs (14%)
- Mitchell Street (10%)
- Retail / shopping precincts (10%)
- Parks (9%)

Advertising or Communication Campaigns

Over three quarters (77%) of respondents were unaware of any advertising or communication campaigns about being safe in the City of Darwin, while 18% were aware of some campaigns.

Key Environmental Issues of Importance

The key environmental issues of importance currently impacting on residents in the City of Darwin, are considered to be the following:

- Waste recycling (10%)
- Mining / gas exploration (9%)
- Erosion (beaches / coastlines) (9%)
- Tree planting (7%)

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	69%	14%	9%	6%	0%	0%	2%
Walking	38%	14%	14%	16%	5%	4%	9%
Bicycle	6%	3%	7%	10%	7%	10%	56%
Motorbike	2%	1%	1%	0%	2%	1%	93%
Public transport	1%	1%	1%	3%	7%	26%	62%

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 (82%) provided a suggestion.

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

- Beautification / greening of areas – parks, clean ups, develop areas – maintain (9%)
- Public Transport (7%)
- Town planning and developments (6%)
- Affordable living (5%)
- Money management – reduce rates / money accountability, responsible control (5%)

Conclusion

In conclusion, while respondents are generally happy with their quality of life and the services offered by the City of Darwin the overall level of satisfaction has declined slightly.

While the overwhelming majority of respondents stated that they felt safe in their local area during the daytime, the City Centre was the main area where residents felt concerned for their safety.

In 2014 Council showed a slight improvement in their communication processes.

ANALYSIS

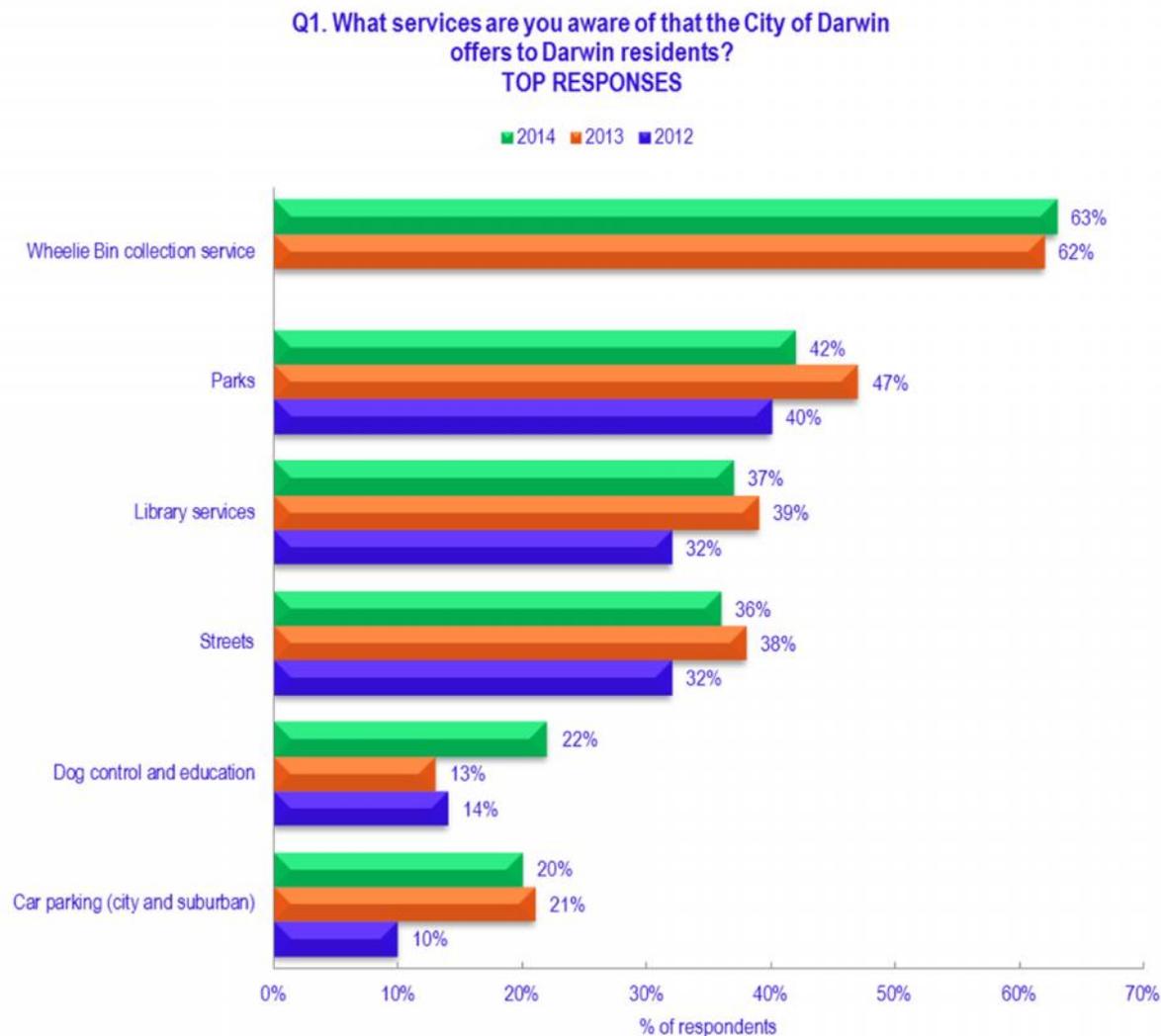
AWARENESS OF COUNCIL SERVICES

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

The main services identified were:

- The Wheelie Bin collection service (63% up from 62% in 2013)
- Parks (42%, down from 47% in 2013, and up from 40% in 2012)
- Library services (37%, down from 39% in 2013, and up from 32% in 2012)
- Streets (36%, down from 38% in 2013, and up from 32% in 2012)
- Dog control and education (22%, up from 13% in 2013 and 14% in 2012)
- Car parking (city and suburban) (20%, down from 21% in 2013, and up from 10% in 2012)

A small proportion of residents (8%) were not aware of any services.



AWARENESS OF COUNCIL SERVICES

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 those with two people in the household (69%) and owners / ratepayers (67%)
- Parks had a higher incidence of being identified by females (47%)
- Library services were more likely to be named by females (42%), those aged over 40 (40%), particularly those aged 41-54 (52%)
- Streets was more likely to be identified by those with a gross household income of \$180,000 plus (59%)
- Dog control and education was more likely to be nominated by those who live in a house / single dwelling (26%)

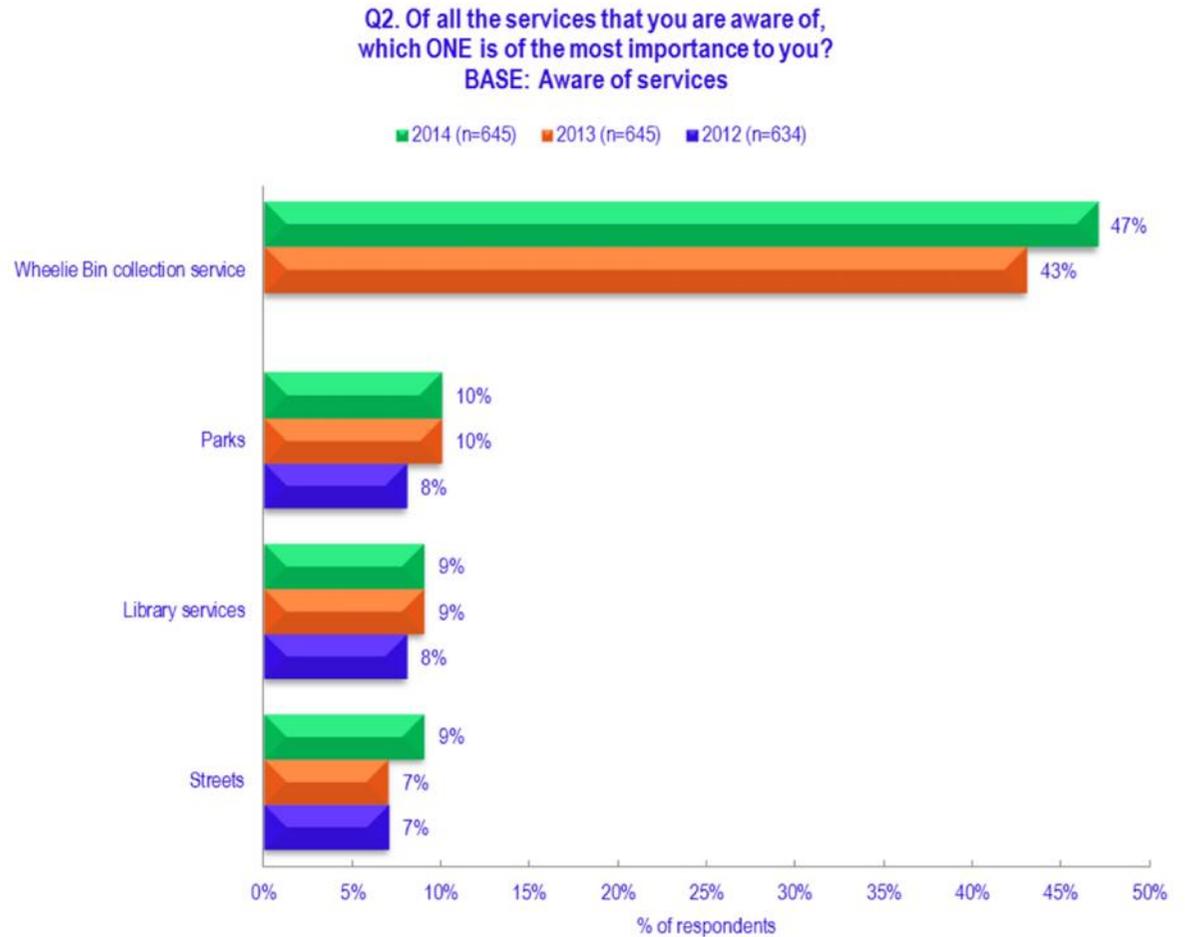
MOST IMPORTANT SERVICES

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.

Almost half of those surveyed (47%, up from 43% in 2013) nominated the Wheelie Bin collection service.

Other services nominated as the most important included the following:

- Parks (10%, unchanged from 2013, and up from 8% in 2012)
- Library services (9%, unchanged from 2013 and up from 8% in 2012)
- Streets (9%, up from 7% in 2013 and 2012)



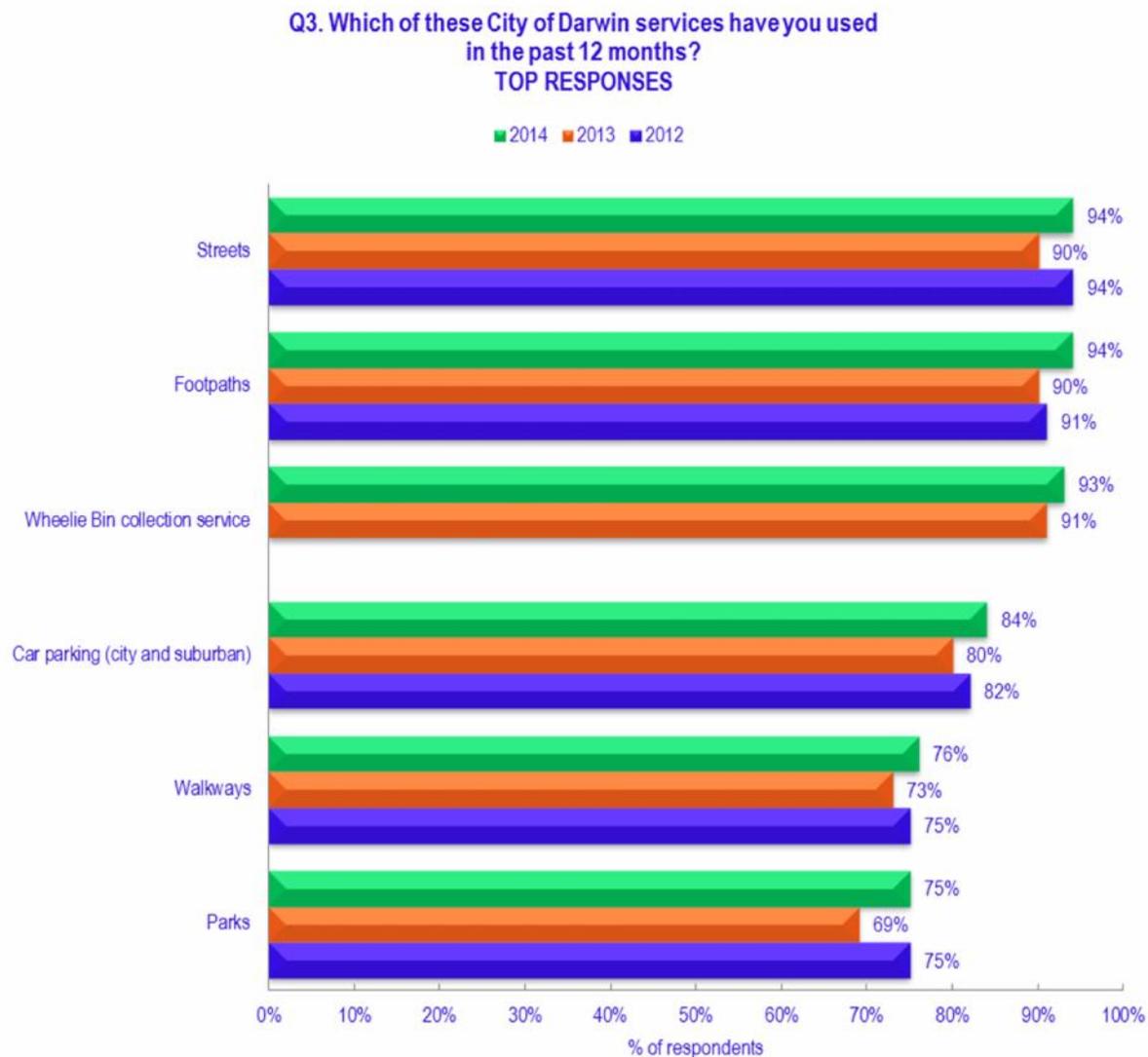
COUNCIL SERVICES USED

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.

The overwhelming majority (94%, up from 90% in 2013 and unchanged from 2012) of those surveyed identified Streets.

The other main services named included:

- Footpaths (94%, up from 90% in 2013, and 91% in 2012)
- Wheelie Bin collection service (93%, and up from 91% in 2013)
- Car parking (84%, up from 80% 2013, and 82% in 2012)
- Walkways (76%, up from 73% in 2013, and up slightly from 75% in 2012)
- Parks (75%, up from 69% in 2013, and unchanged from in 2012)



COUNCIL SERVICES USED

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 those who live in a house / single dwelling (96%)
- Car parking (city and suburban) had a higher incidence of being named by females (88%) and those aged 55 to 64 (90%)
- Walkways was more likely to be nominated by those aged 41 to 54 (87%) and families with their youngest child under twelve years of age (93%)
- Parks had a higher incidence of being identified by families with their youngest child under twelve years of age (93%)

IMPORTANCE RATINGS OF COUNCIL SERVICES

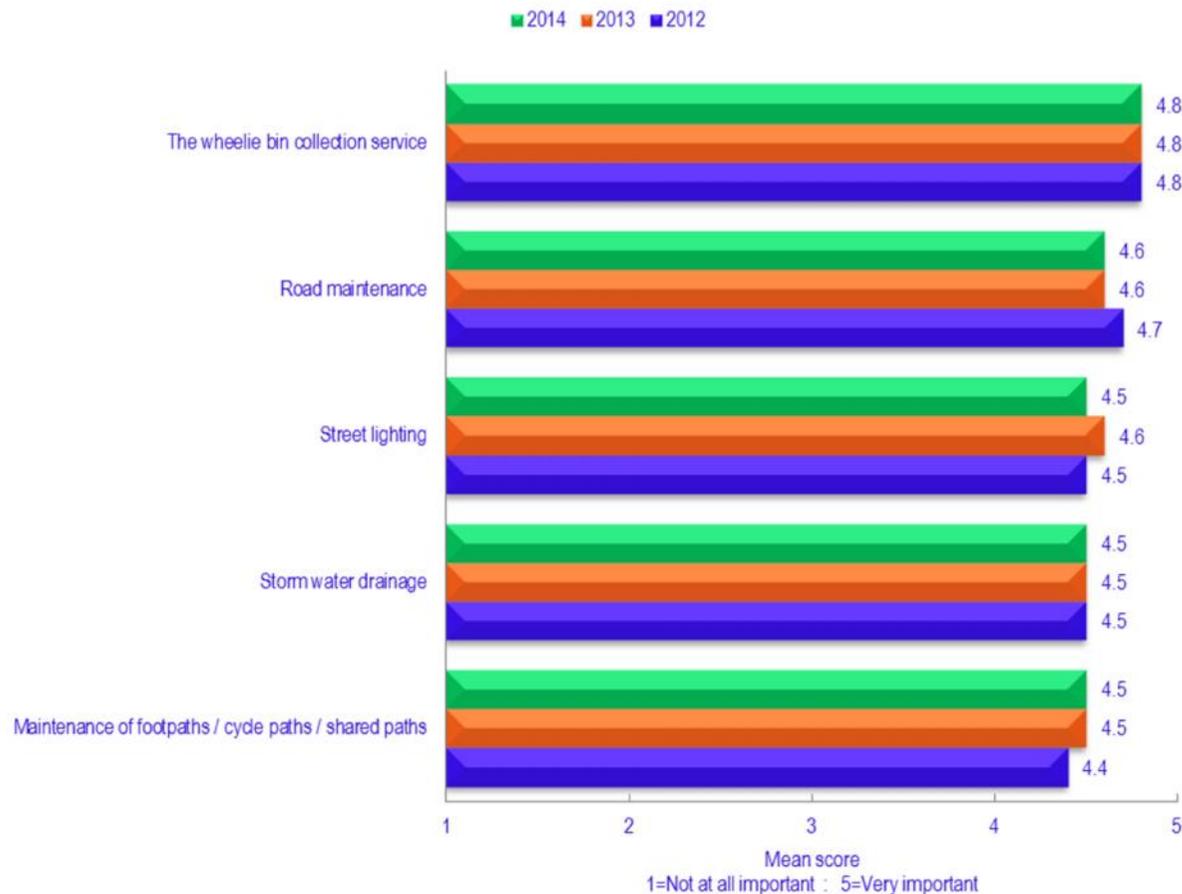
Those surveyed were asked to rate the importance of the services provided by the City of Darwin. This rating was on a scale of 1 to 5, where 5 is very important and 1 is not at all important.

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

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 2013 and 2012)
- Road maintenance (4.6, unchanged 2013, and down slightly from 4.7 in 2012)
- Street lighting (4.5, down slightly from 4.6 in 2013, and unchanged from 2012)
- Storm water drainage (4.5, unchanged from 2013 and 2012)
- Maintenance of footpaths / cycle paths / shared paths (4.5 unchanged from 2013, and up slightly from 4.4 in 2012)

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

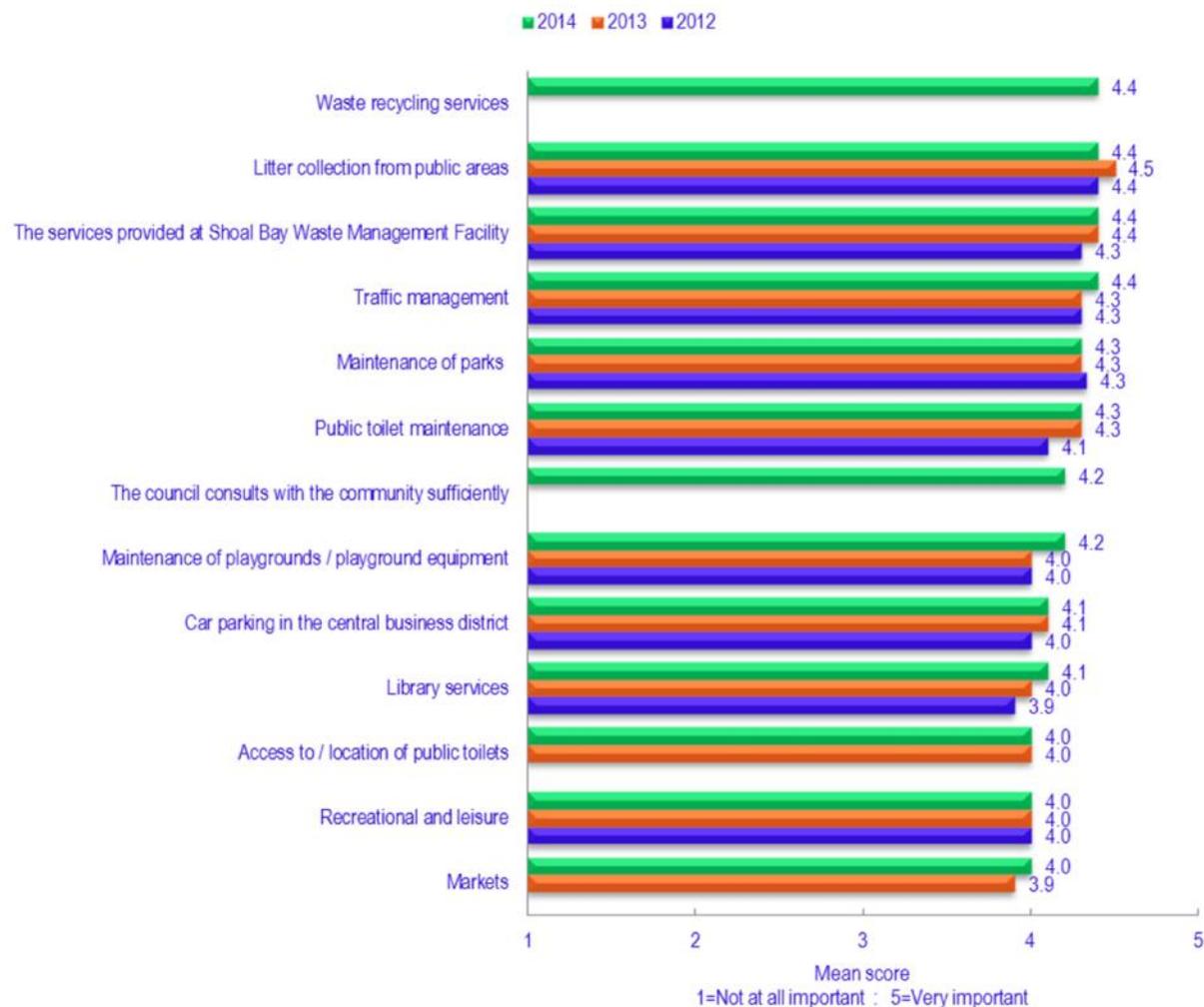


IMPORTANCE RATINGS OF COUNCIL SERVICES

Many services were associated with a very high level of importance, including:

- Waste recycling services (4.4, not asked previously)
- Litter collection from public areas (4.4, down from 4.5 in 2013 and unchanged from 2012)
- The services provided at Shoal Bay Waste Management Facility (4.4, unchanged from 2013, and up slightly from 4.3 in 2012)
- Traffic management (4.4, up slightly from 4.3 in 2013 and 2012)
- Maintenance of parks (4.3, unchanged from 2013 and 2012)
- Public toilet maintenance (4.3, unchanged from 2013, and up from 4.1 in 2012)
- The council consults with the community sufficiently (4.2, not asked previously)
- Maintenance of playgrounds / playground equipment (4.2, up from 4.0 in 2013 and 2012)
- Car parking in the central business district (4.1, unchanged from 2013, and up from 4.0 in 2012)
- Library services (4.1, unchanged from 2013, and up from 3.9 in 2012)
- Access to / location of public toilets (4.0, unchanged from 2013 and 2012)
- Recreational and leisure (4.0, unchanged from 2013 and 2012)
- Markets (4.0, unchanged from 2013, and up from 3.9 in 2012)

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



IMPORTANCE RATINGS OF COUNCIL SERVICES

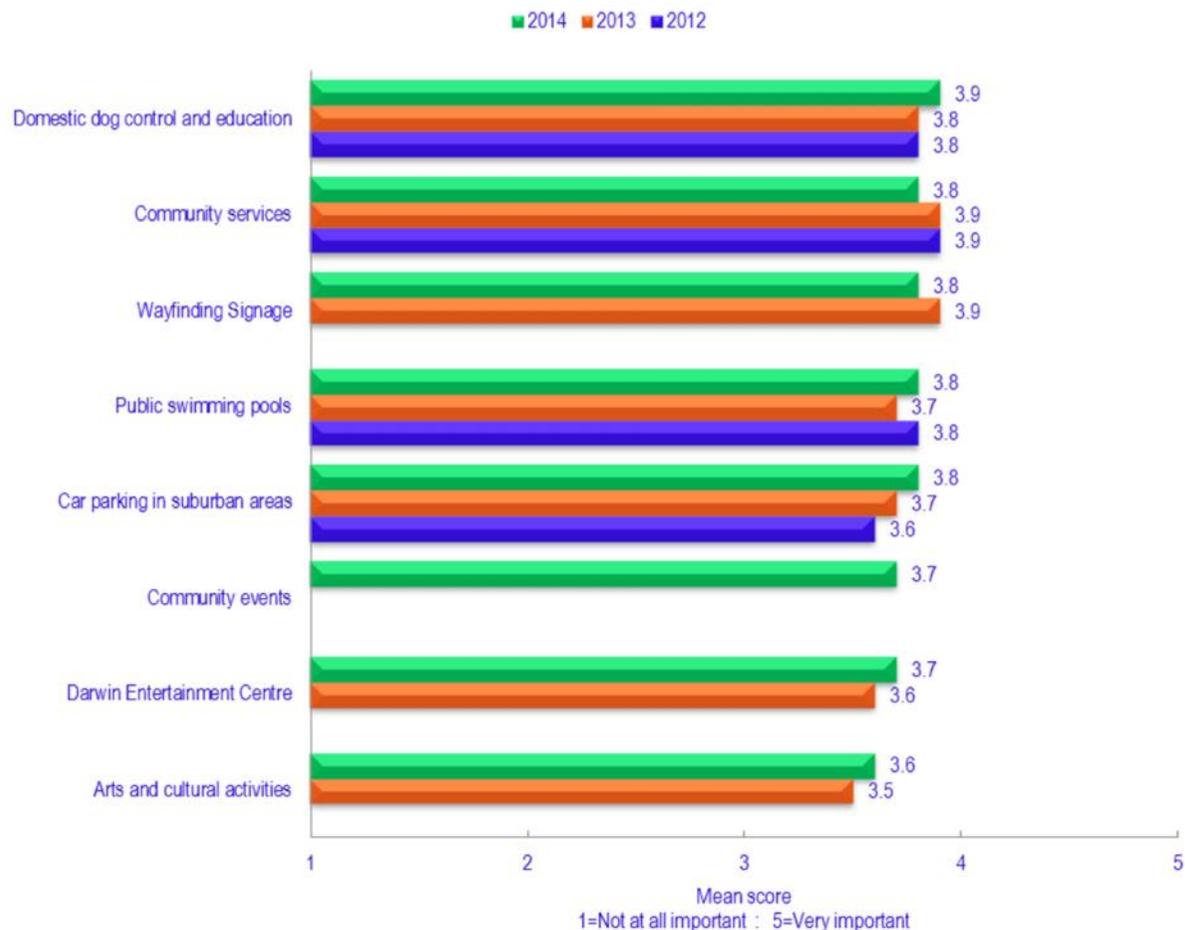
- Car parking in the central business district (4.1, unchanged from 2013 and up slightly from 4.0 in 2012)
- Library services (4.1, up slightly from 4.0 in 2013 and 3.9 in 2012)
- Access to / location of public toilets (4.0, unchanged from 2013)
- Recreational and leisure (4.0, unchanged from 2013 and 2012)
- Markets (4.0, up slightly from 3.9 in 2013)

IMPORTANCE RATINGS OF COUNCIL SERVICES

Relatively high levels of importance were attributed to the following:

- Domestic dog control and education (3.9, up slightly from 3.8 in 2013 and 2012)
- Community services (3.8, down slightly from 3.9 in 2013 and 2012)
- Wayfinding signage (3.8, down slightly from 3.9 in 2013)
- Public swimming pools (3.8, up slightly from 3.7 in 2013, and unchanged from 2012)
- Car parking in suburban areas (3.8, up slightly from 3.7 in 2013 and 3.6 in 2012)
- Community events (3.7)
- Darwin Entertainment Centre (3.7, up slightly from 3.6 in 2013)
- Arts and cultural activities (3.6, up slightly from 3.5 in 2013)

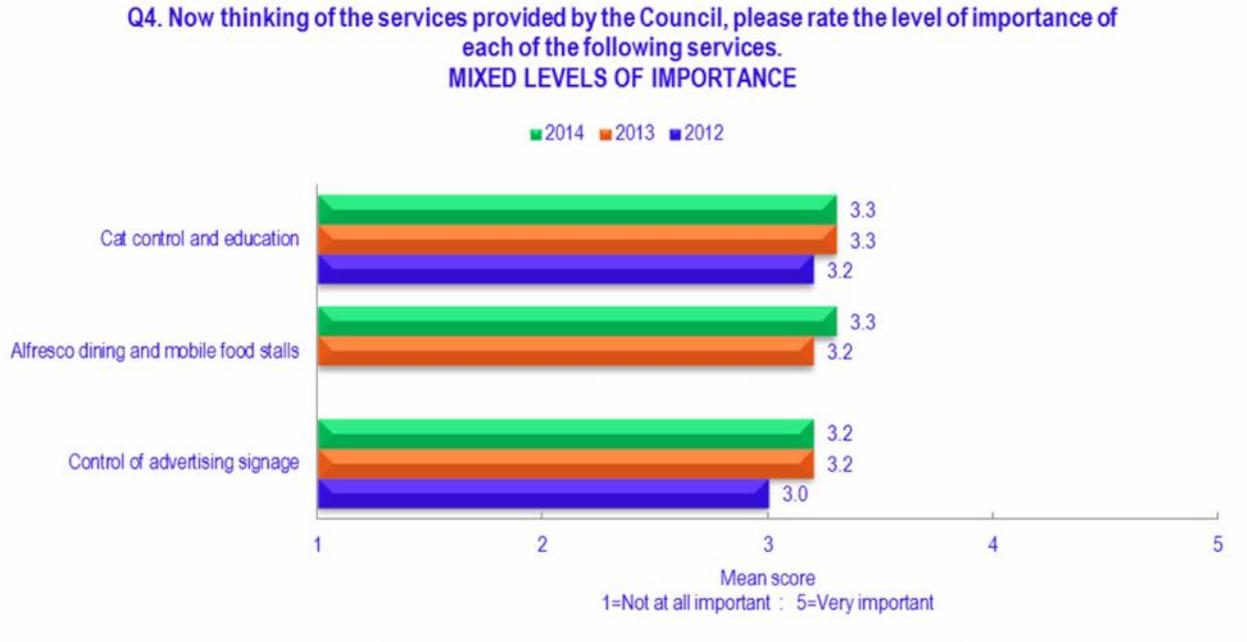
Q4. Now thinking of the services provided by the Council, please rate the level of importance of each of the following services.
RELATIVELY HIGH LEVELS OF IMPORTANCE



IMPORTANCE RATINGS OF COUNCIL SERVICES

The following recorded mixed levels of importance:

- Cat control and education (3.3, unchanged from 2013, and up slightly from 3.2 in 2012)
- Alfresco dining and mobile food stalls (3.3, up slightly from 3.2 in 2013)
- Control of advertising signage (3.2, unchanged from 2013, and up from 3.0 in 2012)



SATISFACTION RATINGS WITH COUNCIL SERVICES

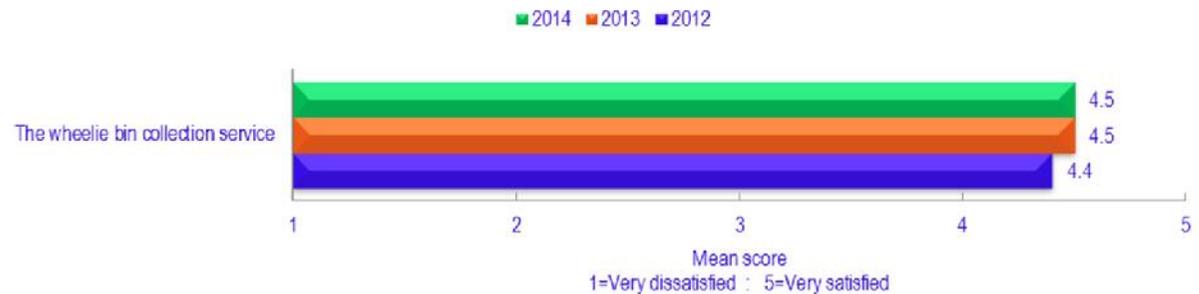
Residents were then asked to rate their level of satisfaction with these services provided by the City of Darwin. This rating was on a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied.

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.

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

- The Wheelie Bin collection service (4.5, unchanged from 2013 and up from 4.4 in 2012)

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

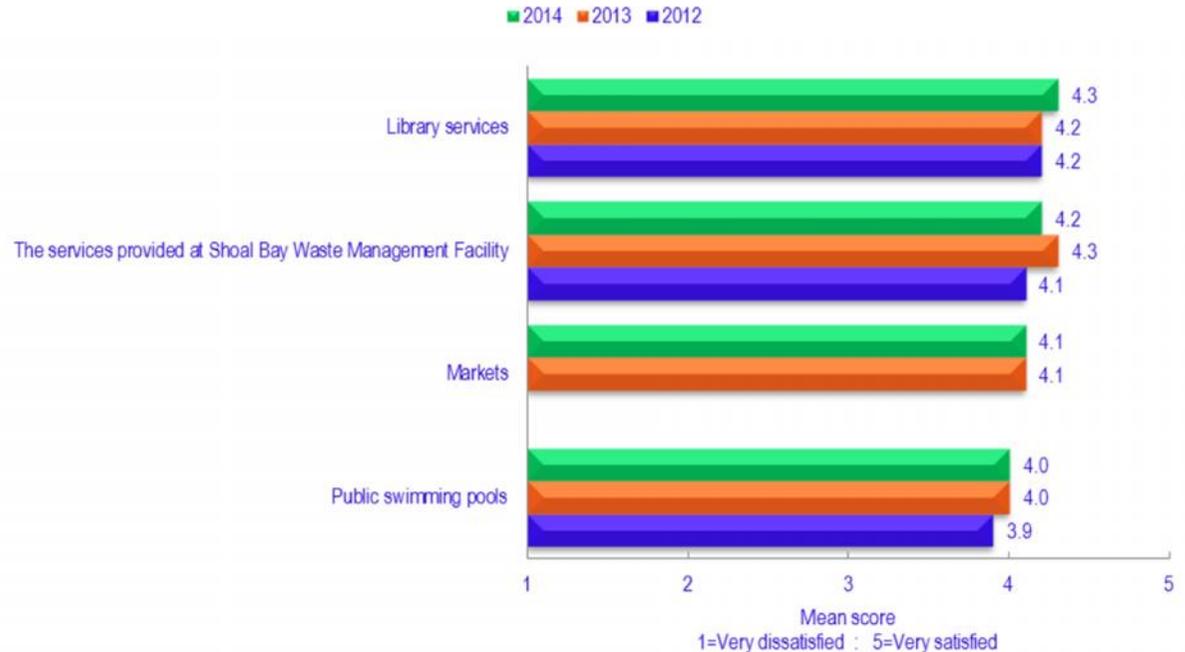


SATISFACTION RATINGS WITH COUNCIL SERVICES

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

- Library services (4.3, up slightly from 4.2 in 2013 and 2012)
- The services provided at Shoal Bay Waste Management Facility (4.2, down slightly from 4.3 in 2013 and up from 4.1 in 2012)
- Markets (4.1, unchanged from 2013)
- Public swimming pools (4.0, unchanged from 2013 up slightly from 3.9 in 2012)

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

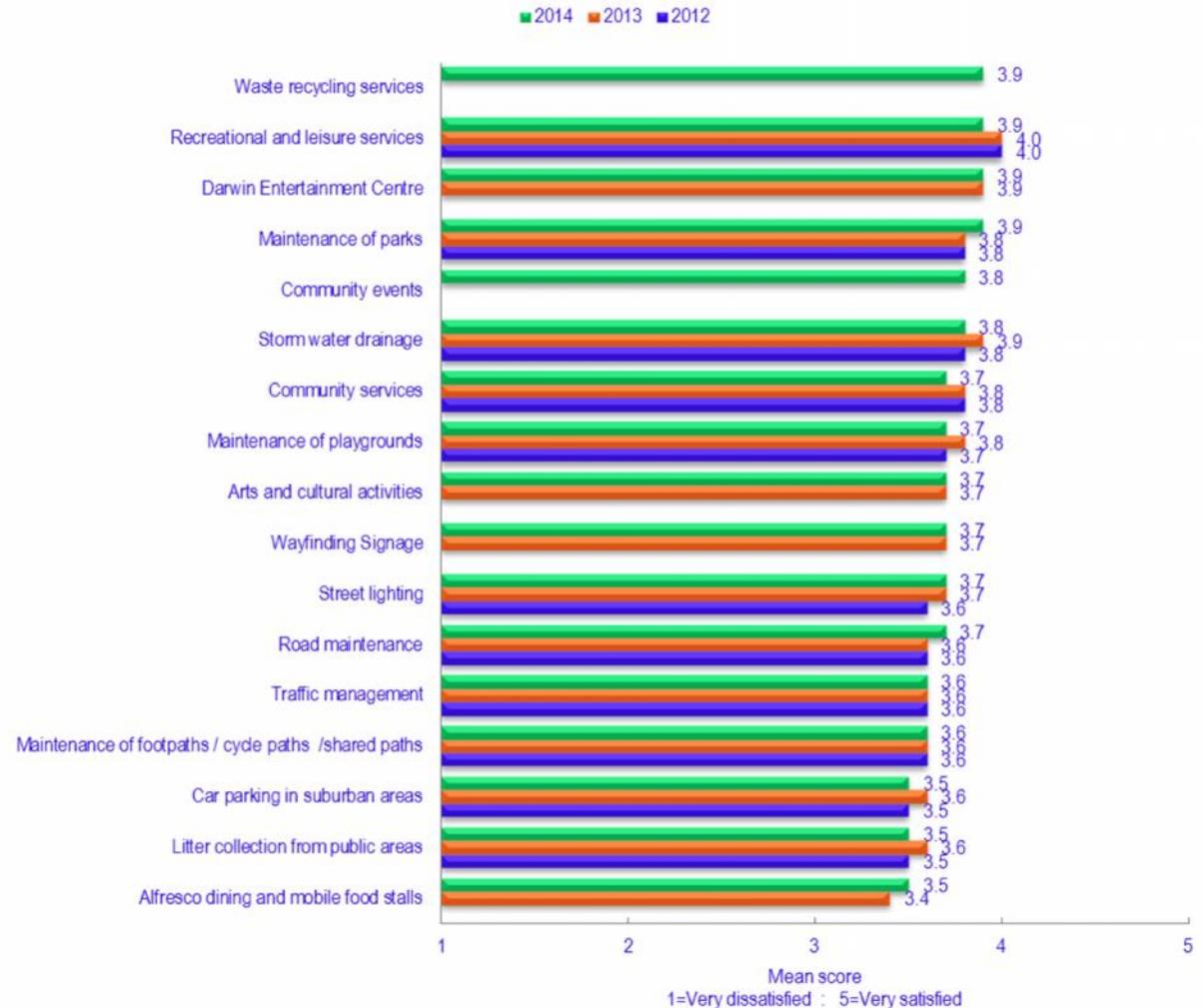


SATISFACTION RATINGS WITH COUNCIL SERVICES

Relatively high levels of satisfaction were recorded for the following:

- Waste recycling services (3.9)
- Recreational and leisure services (3.9, down slightly from 4.0 in 2013 and 2012)
- Darwin Entertainment Centre (3.9, unchanged from 2013)
- Maintenance of parks (3.9, up slightly from 3.8 in 2013 and 2012)
- Community events (3.8)
- Storm water drainage (3.8, down slightly from 3.9 in 2013, and unchanged from 2012)
- Community services (3.7, down slightly from 3.8 in 2013 and 2012)
- Maintenance of playgrounds (3.7, down slightly from 3.8 in 2013, and unchanged from 2012)
- Arts and cultural activities (3.7, unchanged from 2013)
- Wayfinding signage (3.7, unchanged from 2013)
- Street lighting (3.7, unchanged from 2013 and up slightly from 3.6 in 2012)
- Road maintenance (3.7, unchanged from 2013 and 2012)
- Traffic management (3.7, unchanged from 2013 and 2012)
- Maintenance of footpaths / cycle paths /shared paths (3.7, unchanged from 2013 and 2012)
- Car parking in suburban areas (3.6, unchanged from 2013 and 2012)
- Litter collection from public areas (3.6, unchanged from 2013 and 2012)
- Alfresco dining and mobile food stalls (3.5, unchanged from 2013 and 2012)

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



SATISFACTION RATINGS WITH COUNCIL SERVICES

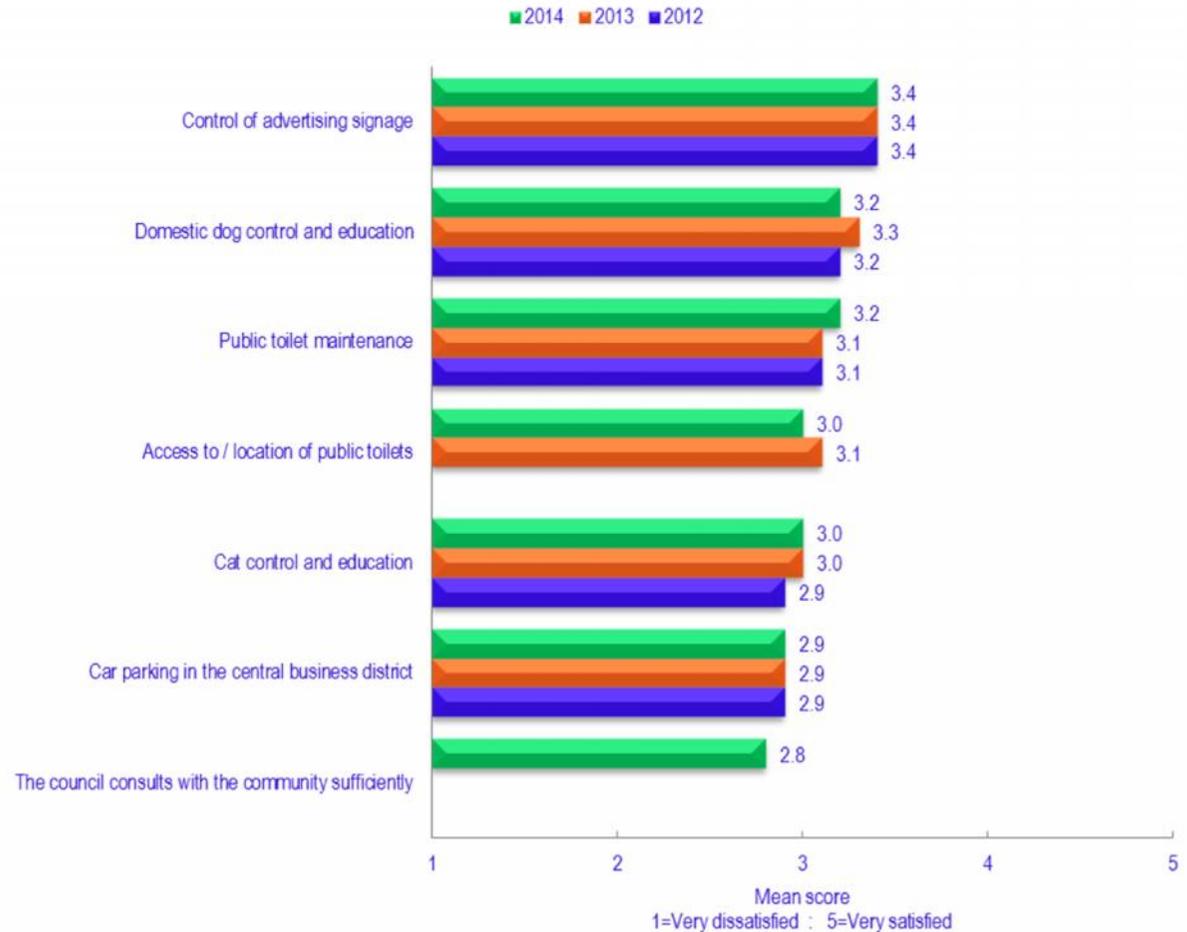
- Road maintenance (3.7, up slightly from 3.6 in 2013 and 2012)
- Traffic management (3.6, unchanged from 2013 and 2012)
- Maintenance of footpaths / cycle paths / shared paths (3.6, unchanged from 2013 and 2012)
- Car parking in suburban areas (3.5, down slightly from 3.6 in 2013, and unchanged from 2012)
- Litter collection from public areas (3.5, down slightly from 3.6 in 2013, and unchanged from 2012)
- Alfresco dining and mobile food stalls (3.5, up slightly from 3.4 in 2013)

SATISFACTION RATINGS WITH COUNCIL SERVICES

The following recorded mixed levels of satisfaction:

- Control of advertising signage (3.4, unchanged from 2013 and 2012)
- Domestic dog control and education (3.2, down slightly from 3.3 in 2013, and unchanged from 2012)
- Public toilet maintenance (3.2, up slightly from 3.1 in 2013 and 2012)
- Access to / location of public toilets (3.0, down slightly from 3.1 in 2013)
- Cat control and education (3.0, unchanged from 2013, and up slightly from 2.9 in 2012)
- Car parking in the central business district (2.9, unchanged from 2013 and 2012)
- The Council consults with the community sufficiently (2.8)

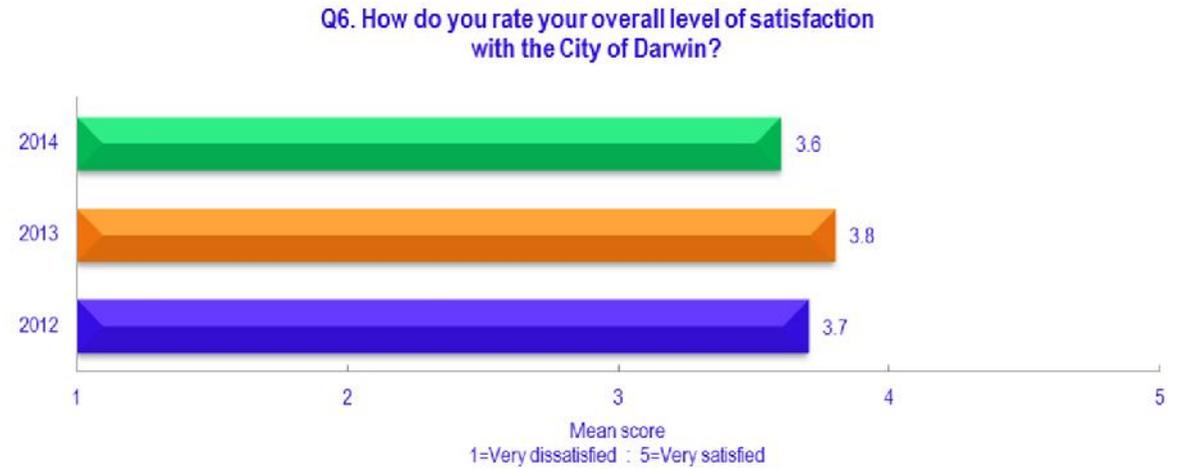
Q5. Still thinking of the services provided by Council, please rate your level of satisfaction with the standard of each service.
MIXED LEVELS OF SATISFACTION



OVERALL SATISFACTION

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

The overall satisfaction with the City of Darwin was relatively high, with an average rating of 3.6 (down from 3.8 in 2013 and 3.7 in 2012).



OVERALL SATISFACTION

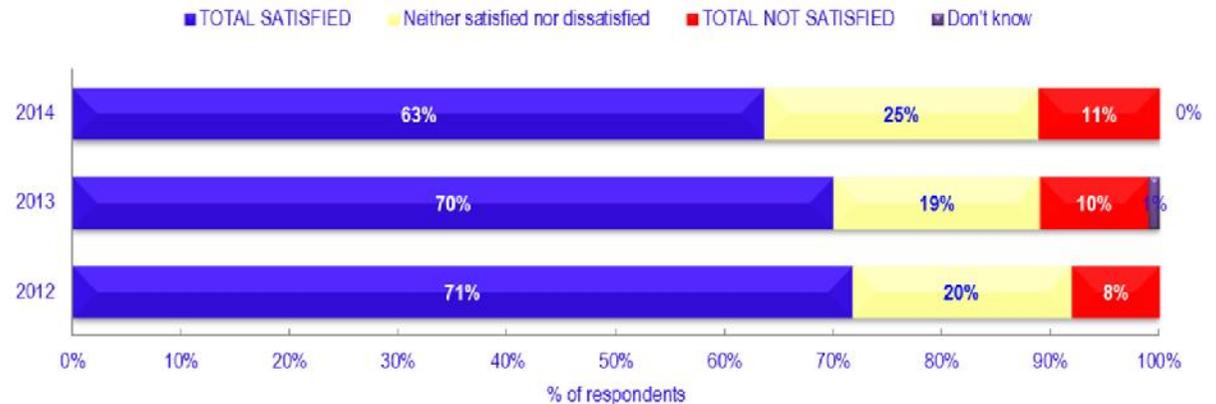
These findings indicate that nearly two thirds (63%, down from 70% in 2013 and 71% in 2012) of respondents were satisfied with the City of Darwin.

The scaled responses were as follows:

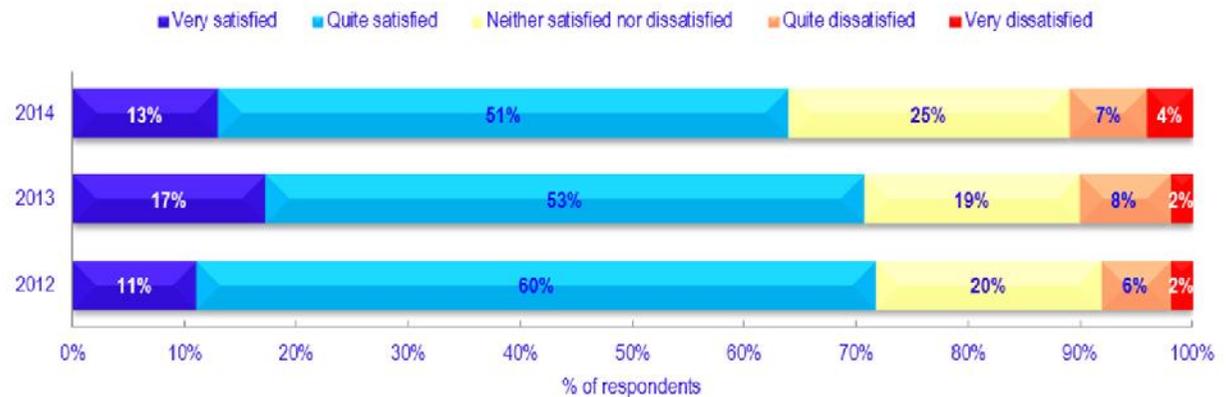
- Very satisfied (13%, down from 17% in 2013, and up from 11% in 2012)
- Quite satisfied (51%, down from 53% in 2013 and 60% in 2012)
- Neither satisfied nor dissatisfied (25%, up from 19% in 2013 and 20% in 2012)
- Quite dissatisfied (7%, down from 8% in 2013 and up from 6% in 2012)
- Very dissatisfied (4%, up from 2% in 2013 and 2012)

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

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



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



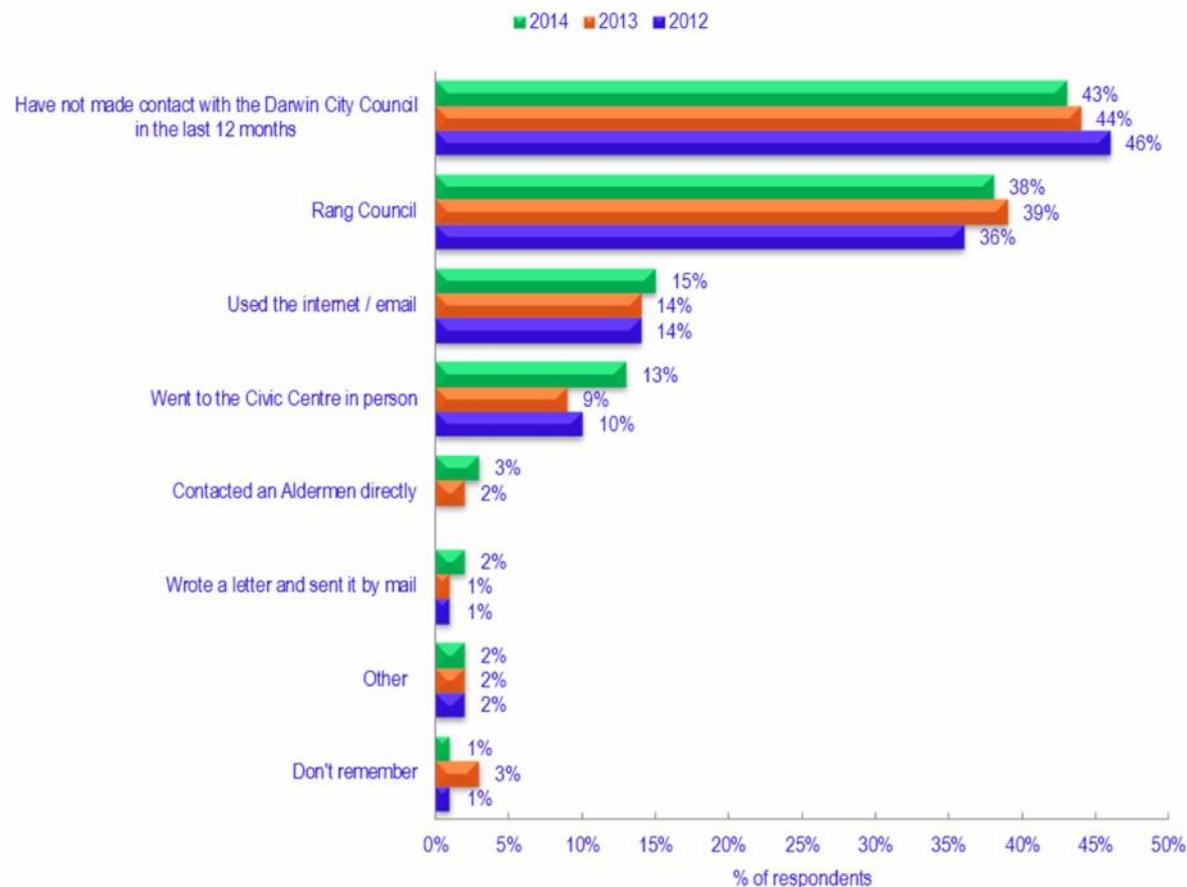
METHOD OF CONTACT WITH COUNCIL

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.

More two in five (43%, down from 44% in 2013 and 46% in 2012) 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 (38%, down slightly from 39% in 2013 and up from 36% in 2012)
- Used the internet / email (15%, up slightly from 14% in 2013 and 2012)
- Went to the Civic Centre in person (13%, up from 9% in 2013 and 10% in 2012)

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?

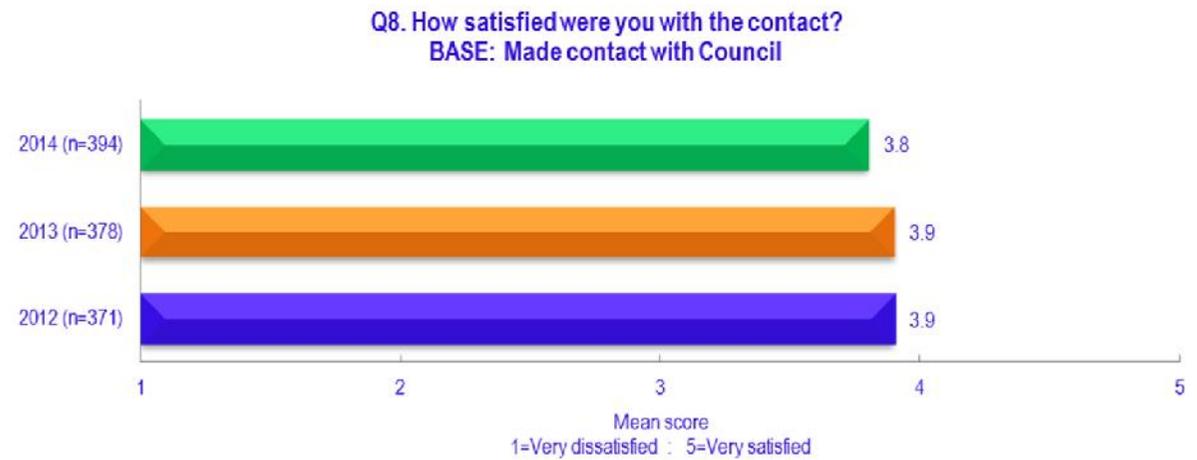


- Those who indicated they used the internet / email were more likely to be males (20%)
- Those who had not made contact with the City of Darwin were more likely to be renting / or tenants (58%)

SATISFACTION WITH CONTACT

Those who had made contact with the City of Darwin (n=394) were then asked how satisfied they were with that contact.

The overall satisfaction with the contact was relatively high, with an average rating of 3.8 (down from 3.9 in 2013 and 2012).



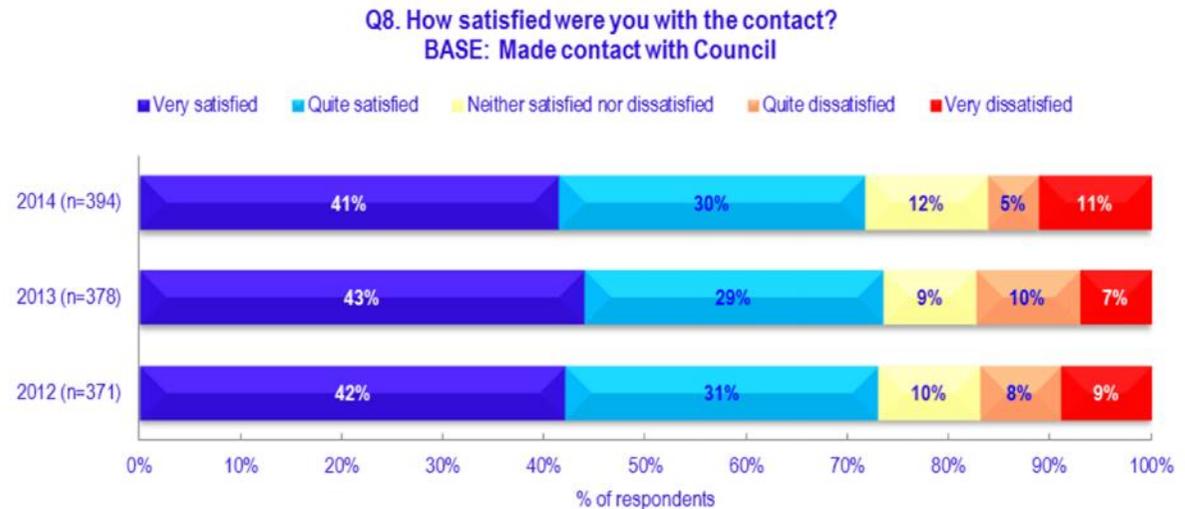
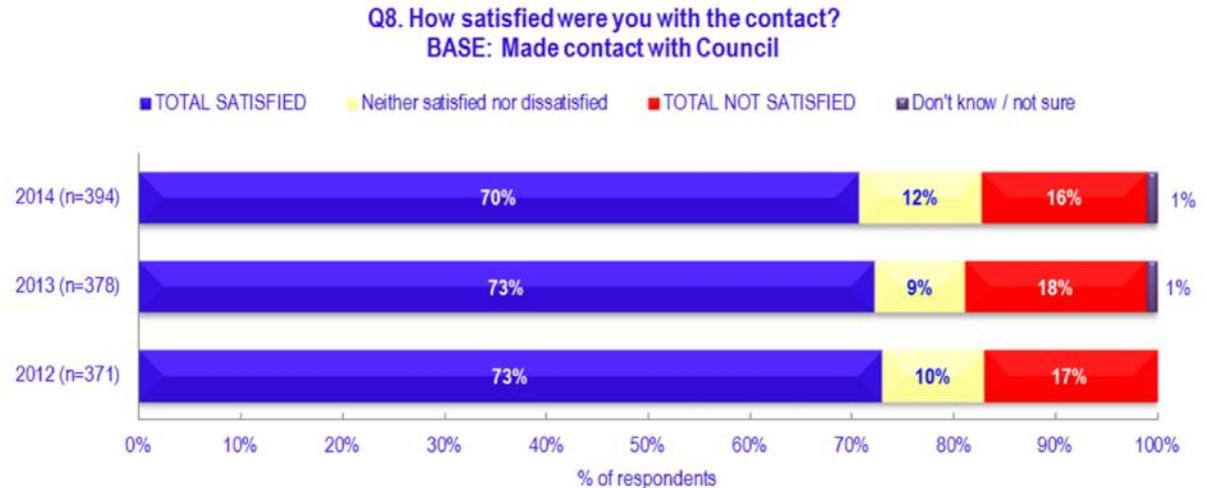
SATISFACTION WITH CONTACT

Almost three quarters (70%, down from 73% in 2013 and 2012) of these respondents were satisfied with the contact they had with City, while 16%, (down from 18% in 2013 and 17% in 2012) were dissatisfied.

The scaled responses were as follows:

- Very satisfied (41%, down from 43% in 2013 and 42% in 2012)
- Quite satisfied (30%, up slightly from 29% in 2013 and down from 31% in 2012)
- Neither satisfied nor dissatisfied (12%, up from 9% in 2013 and 10% in 2012)
- Quite dissatisfied (5%, down from 10% in 2013 and 8% in 2012)
- Very dissatisfied (11%, up from 7% in 2013 and 9% in 2012)

Those who dissatisfied were more likely to be aged 55 to 64 (26%)

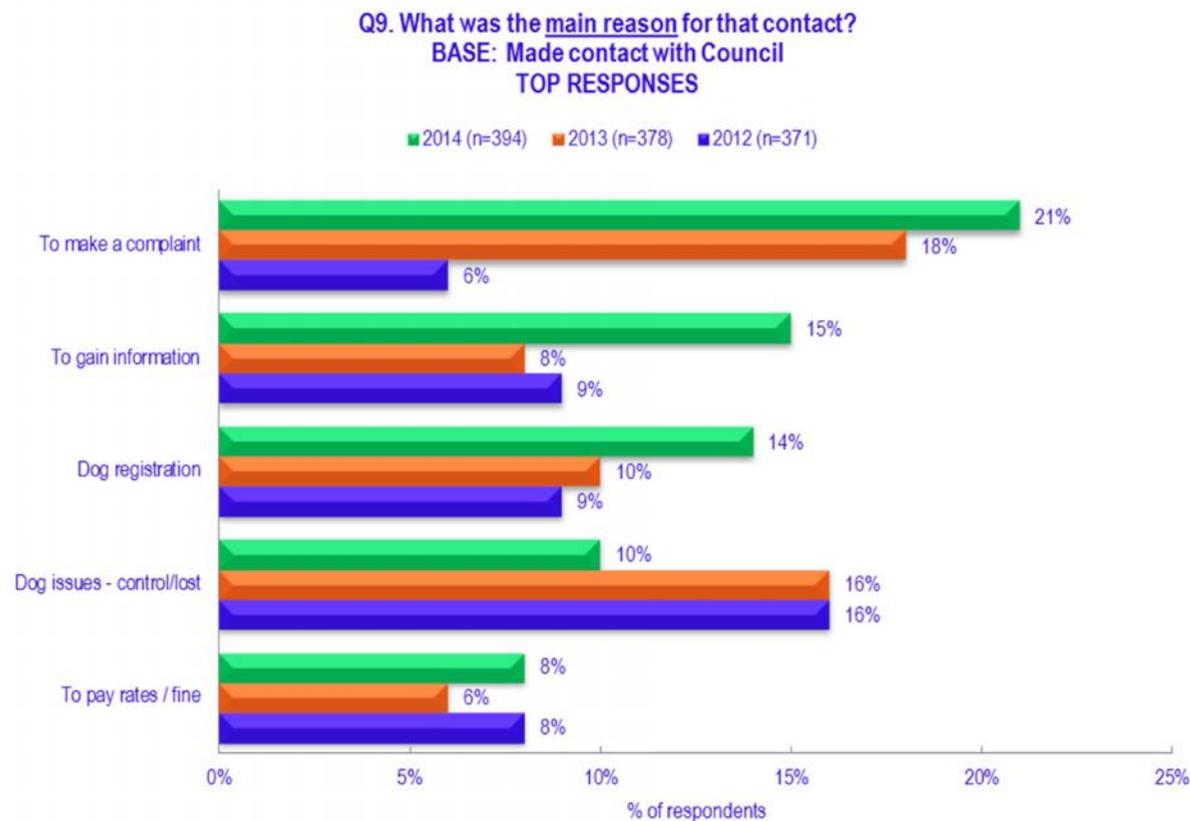


REASON FOR CONTACT

Those who had made contact with the City of Darwin (n=394) were asked to identify the main reason for that contact with the City.

A number of reasons were identified, including:

- To a make a complaint (21%, up from 18% in 2013 and 6% in 2012)
- To gain information (15%, up from 8% in 2013 and 9% in 2012)
- Dog registration (14%, up from 10% in 2013 and 9% in 2012)
- Dog issues – control / lost (10%, down from 16% in 2013 and 2012)
- To pay rates / fines (8%, up from 6% in 2013, unchanged from 2012)



- To pay rates / fines had a higher incidence of being named by those aged 18 to 40 (23%)

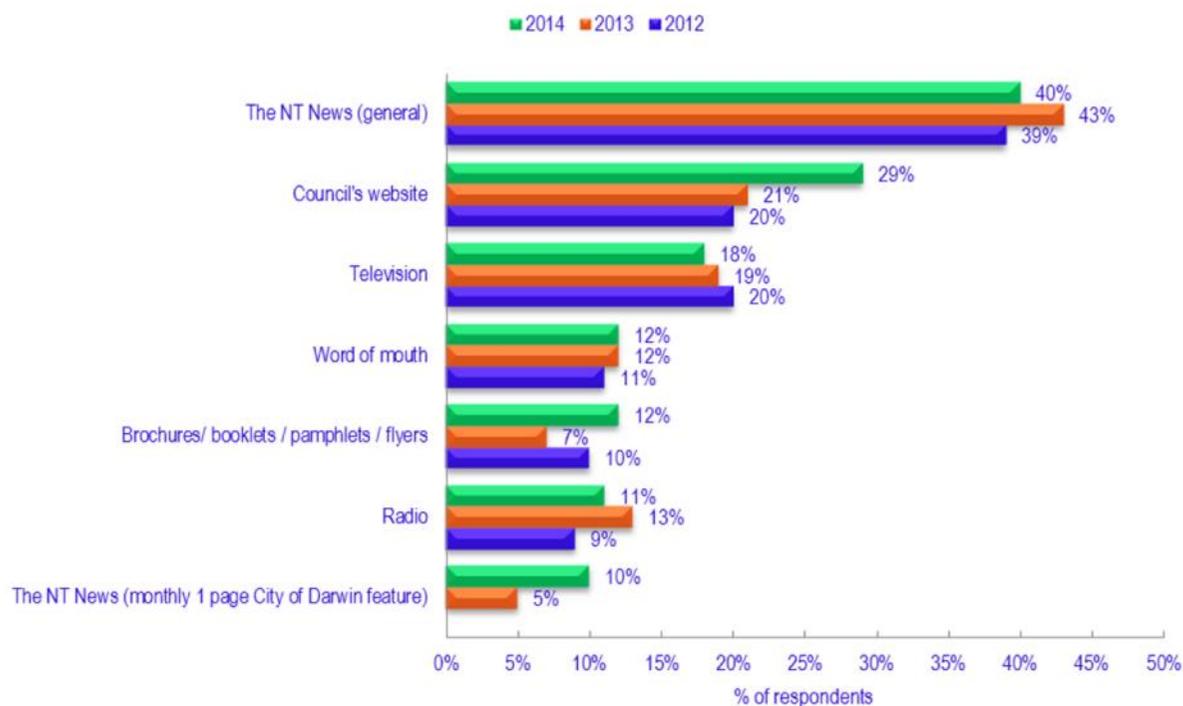
CURRENT SOURCES OF INFORMATION ABOUT COUNCIL MATTERS

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

More than two in five (40%, down from 43% in 2013, up from 39% in 2012) respondents identified the NT News (general), while other sources of information used to find out about Council information / matters included the following:

- The Council's website (29%, up from 21% in 2013 and 20% in 2012)
- Television (18%, down slightly from 19% in 2013 and 20% in 2012)
- Word of mouth (12%, unchanged from 2013 and up from 11% in 2012)
- Brochures booklets, pamphlets / flyers (12%, up from 7% in 2013 and 10% in 2012)
- Radio (11%, down from 13% in 2013 and up from 9% in 2012)
- The NT News -monthly 1 page City of Darwin feature (10%, up from 5% in 2013)

Q10. How do you currently find out about Council information / matters?
TOP RESPONSES



CURRENT SOURCES OF INFORMATION ABOUT COUNCIL MATTERS

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

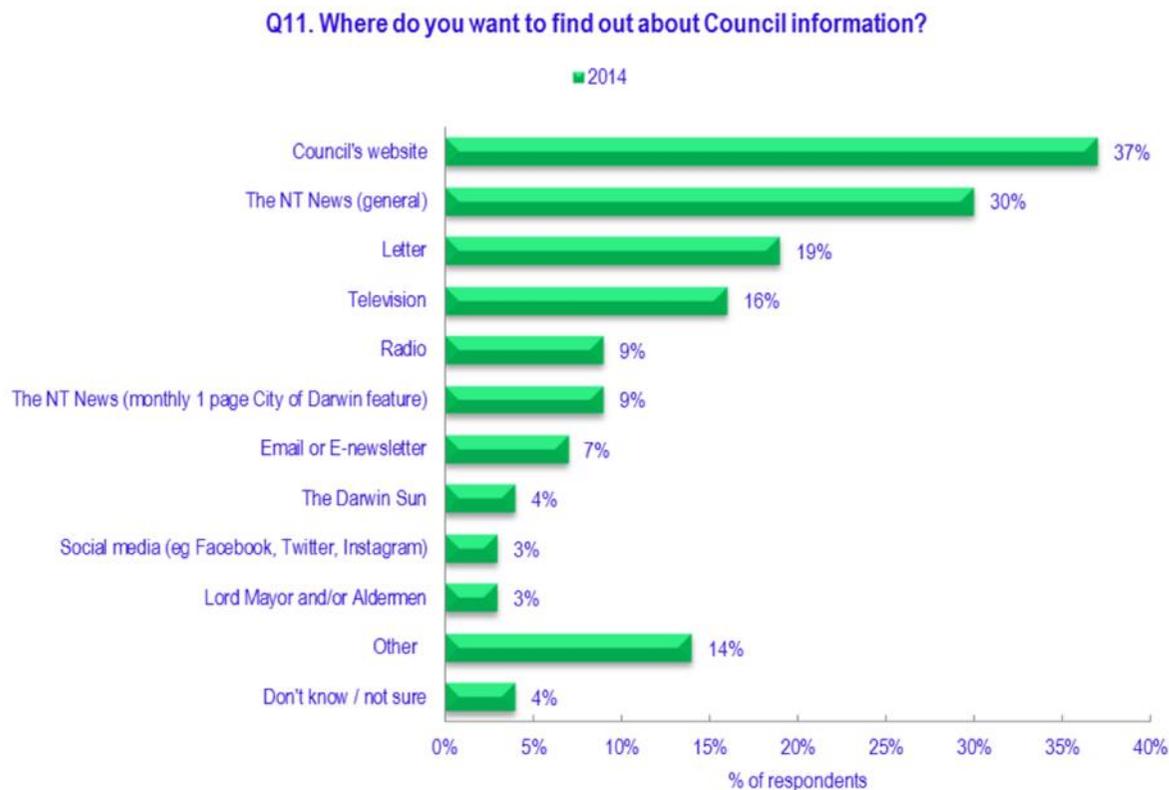
- The NT News (general) was more likely to be named by those over 40 (42%), in particular those aged 65 plus (52%) and those living in Darwin for ten or more years (42%)
- Council Website was more likely to be nominated by those aged 41 to 54 (42%), those living in Darwin between five and ten years (56%), households with four people (40%), families with the youngest child under 12 years (41%) and those with a gross household income of \$140,000 to \$179,999 per annum (57%)
- There was a higher incidence of radio being mentioned by those aged over 65 (17%)
- Brochures / booklets / pamphlets / flyers was more likely to be named by females (16%) and those with a gross household income of \$20,000 to \$39,999 per annum (26%)
- There was a higher incidence of those renting / tenants naming word of mouth (22%)

PREFERRED SOURCES OF INFORMATION ABOUT COUNCIL MATTERS

All respondents were then asked how they would like to find out about Council information.

Nearly two in five (37%) respondents would like to find out about Council information from the Council's website, while others would prefer:

- The NT News - general (30%)
- Letter (19%)
- Television (16%)
- Radio (9%)
- The NT News – monthly 1 page City of Darwin feature (9%)



- Older couples with no children at home indicated they would prefer to receive the information via The NT News – general (37%)

COUNCIL NEWS AND INFORMATION VIA SOCIAL MEDIA SITES

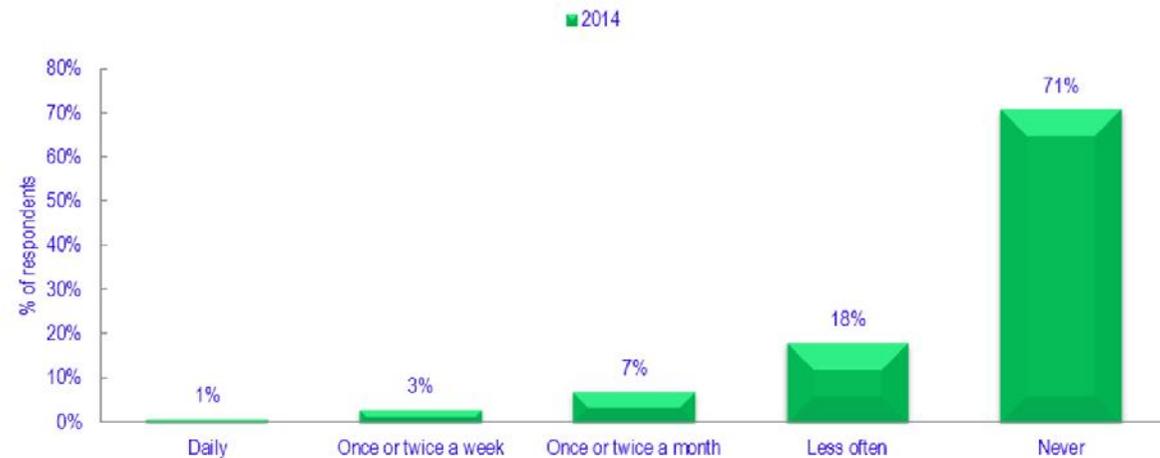
Respondents were asked how frequently do they view or monitor Council news and information via social media sites.

The majority (71%) of respondents stated that they never view or monitor Council news via social media, while 29% of respondents indicated that they did.

Of those respondents who used social media to view or monitor Council news and information their frequency of use is outlined below:

- Daily (1%)
- Once or twice a week (3%)
- Once or twice a month (7%)
- Less often (18%)

Q12. How frequently do you view / monitor Council news and information via social media sites?



- Once or twice a week was more likely to be named by those aged 18 to 40 (10%) and those renting / tenants (10%)
- There was a higher incidence of never being named by males (79%) and those aged over 40 (74%), in particular those aged 65 plus (80%)

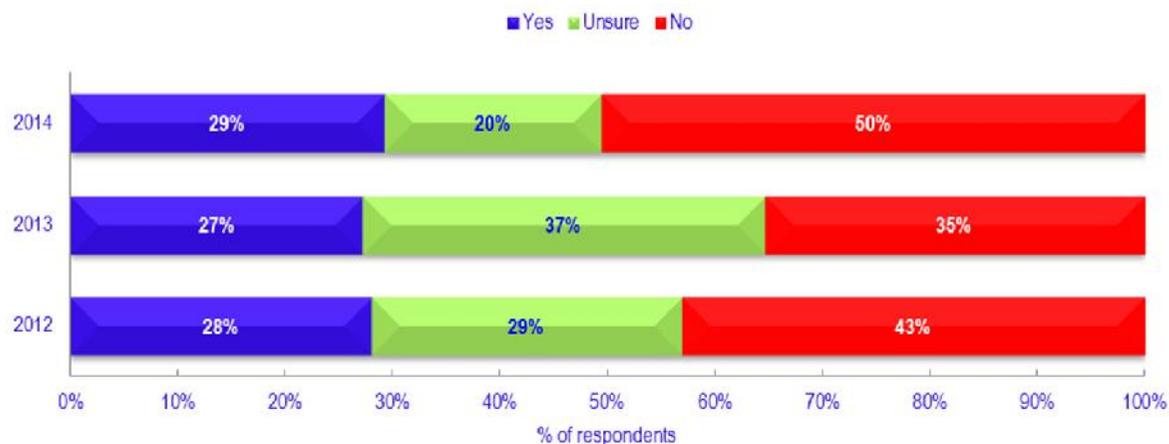
INCIDENCE OF IMPROVEMENT TO COMMUNICATION PROCESSES

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

Nearly one third (29%, up from 27% in 2013 and 28% in 2012) of respondents agreed that the City has improved their communication processes over the past year, while 50%, (up from 35% in 2013 and 43% in 2012) disagreed, and a further 20%, (down from 37% in 2013 and 29% in 2012) did not know or were unsure.

The responses were relatively consistent among the groups surveyed.

Q13. Do you believe that the City of Darwin has improved their communication to the community over the past year?



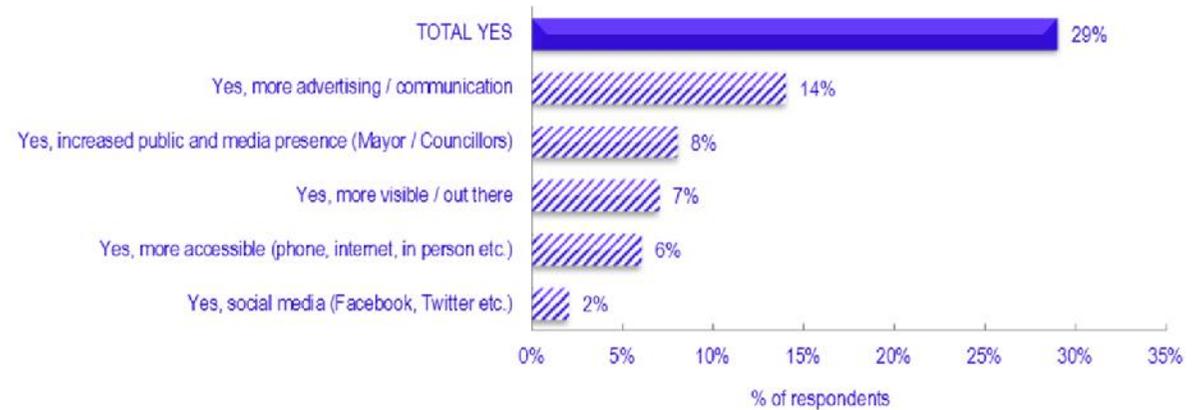
INCIDENCE OF IMPROVEMENT TO COMMUNICATION PROCESSES

Among those who believed the City of Darwin had improved their communication processes over the past year, respondents named a number of communication improvements as outlined below:

- More advertising / communication (14%)
- Increased public and media presence - Mayor / Councillors (8%)
- More visible / out there (7%)
- More accessible – phone, internet, in person etc. (6%)
- Social media – facebook, twitter etc. (2%)

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

13. Do you believe that the City of Darwin has improved their communication to the community over the past year?



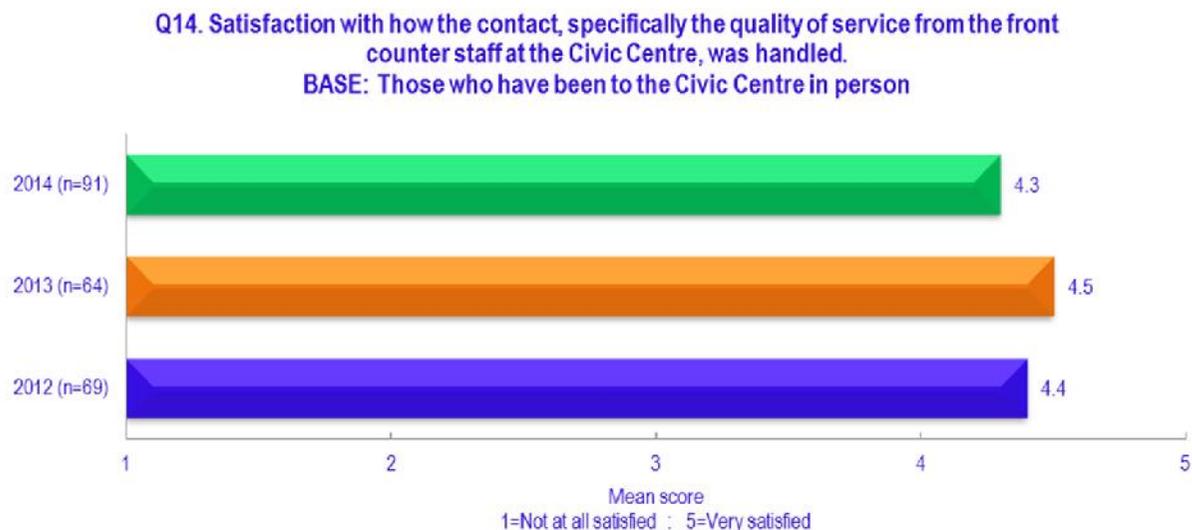
LEVEL OF SATISFACTION WITH ASPECTS OF THE CONTACT

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.

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.

Further, those who indicated in a prior question that they went to the Civic Centre in person (n=91) were asked to rate their level of satisfaction with a statement relating to quality of service they received in the Civic Centre.

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' (4.3, down from 4.5 in 2013 and 4.4 in 2012).



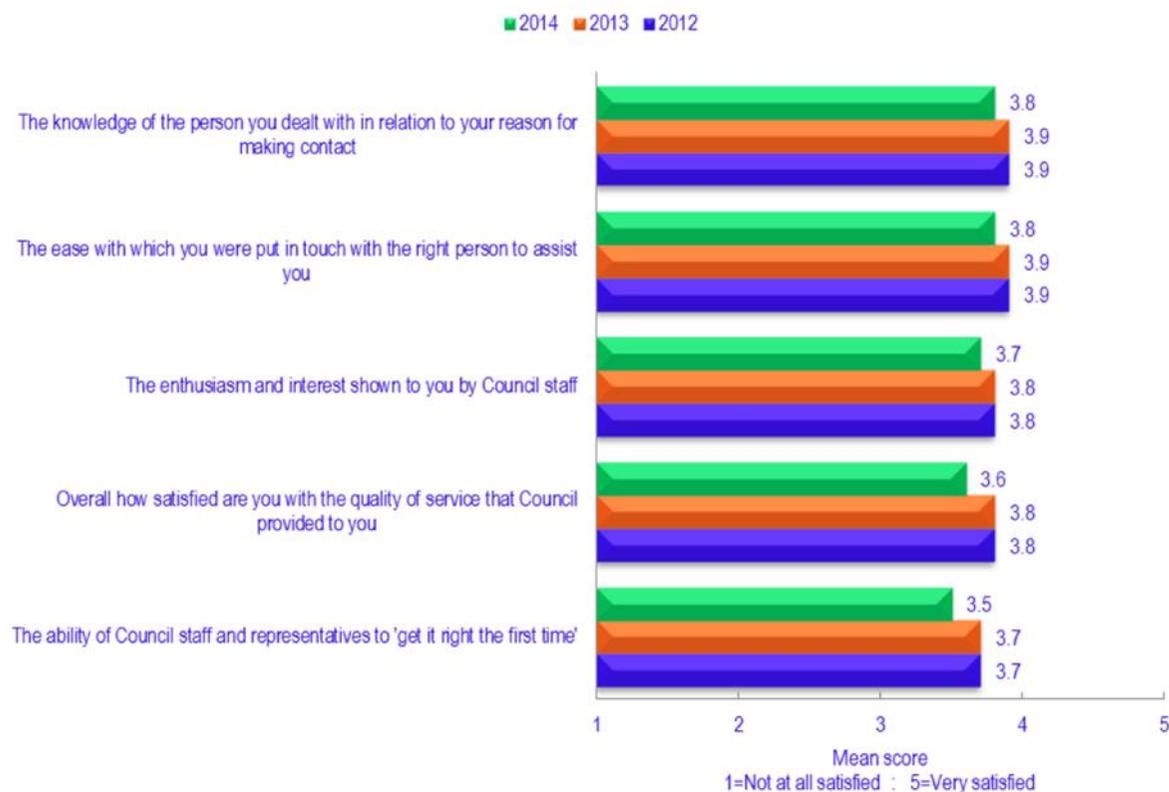
LEVEL OF SATISFACTION WITH ASPECTS OF THE CONTACT

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 (3.8, down from 3.9 in 2013 and 2012)
- The ease with which you were put in touch with the right person to assist you (3.8, down from 3.9 in 2013 and 2012)
- The enthusiasm and interest shown to you by Council staff (3.7, down from 3.8 in 2013 and 2012)
- The overall satisfaction with the quality of service that Council provided to you (3.6, down from 3.8 in 2013 and 2012)
- The ability of Council staff and representatives to 'get it right the first time' (3.5, down from 3.7 in 2013 and 2012)

Q14. 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



LEVEL OF SATISFACTION WITH ASPECTS OF THE CONTACT

A mixed level of satisfaction was recorded for 'your ability to contact Council for emergency events after hours' (3.1, down from 3.3 in 2013).

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

Q14. 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



COUNCIL PRIORITIES

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.

More than two thirds (72%, up from 71% in 2013) 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, responsible way (69%, up from 67% in 2013)
- Leading and advocating for the sustainability and protection of our environment (50%, down slightly from 51% in 2013)
- Being recognised as a welcoming and culturally rich and diverse city (43%, down from 47% in 2013)
- Encouraging social inclusion by providing activities that enable individuals to stay connected (37%, down from 43% in 2013)

Q15. Please rate from the following list, what you consider to be the top three priorities of the City of Darwin.



- Providing services and infrastructure that supports people to live, work and play was more likely to be identified by those living in Darwin between five and ten years (94%)
- Ensure its business is conducted in a transparent, accountable, responsible way was more likely to be named by those aged over 40 (72%), those with a household with two people (77%) and older couples with no children at home (77%)
- Encouraging social inclusion by providing activities that enable individuals to stay connected was more likely to be named by females (44%)

LEVEL OF AGREEMENT WITH COUNCILS FUTURE PLANS, VISION AND GOALS

All residents were then asked to rate on a scale of 1 to 5, where 5 is strongly agree and 1 is strongly disagree, their level of agreement with a number of statements.

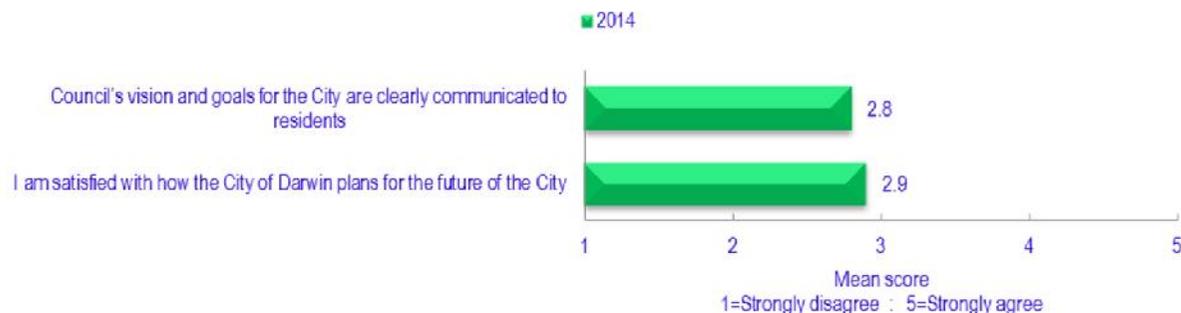
A rating of 2.5 to 3.4 represents a mixed level of agreement, 3.5 to 3.9 equates to a relatively high level of agreement, 4.0 to 4.4 demonstrates a very a high level of agreement and 4.5 or above outlines an extremely high level of agreement.

Low levels of agreement were recorded for:

- I am satisfied with how the City of Darwin plans for the future of the City (2.9)
- Council's vision and goals for the City are clearly communicated to the residents (2.8)

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

16. Please rate your level of agreement with the following statements.

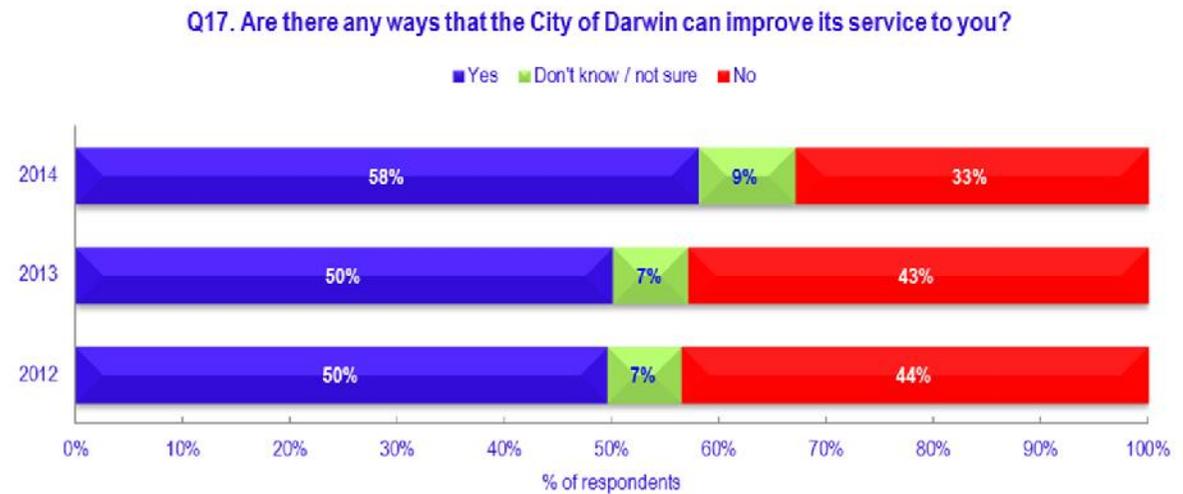


SERVICE IMPROVEMENTS

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

There was a mixed response, as outlined below:

- Yes (58%, up from 50% in 2013 and 2012)
- No (33%, down from 43% in 2013 and 44% in 2012)
- Unsure (9%, up from 7% in 2013 and 2012)

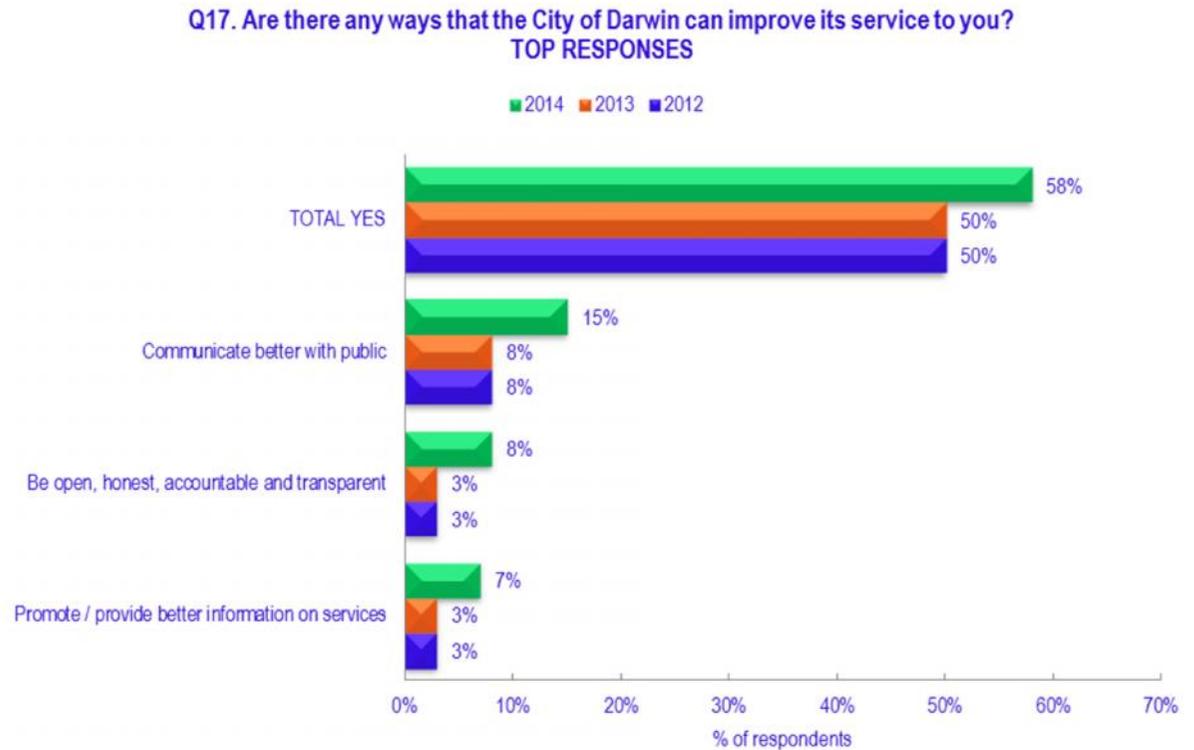


- Those who indicated there were ways to improve the City of Darwin's services were more likely to be identified as owner / ratepayers (61%)

SERVICE IMPROVEMENTS

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 (15%, up from 8% in 2013 and 2012)
- Be open, honest, accountable and transparent (8%, up from 3% in 2013 and 2012)
- Promote / provide better information on services (7%, up from 3% in 2013 and 2012)



- Promote / provide better information on services was more likely to be named by those who have lived in Darwin between five to ten years (18%)

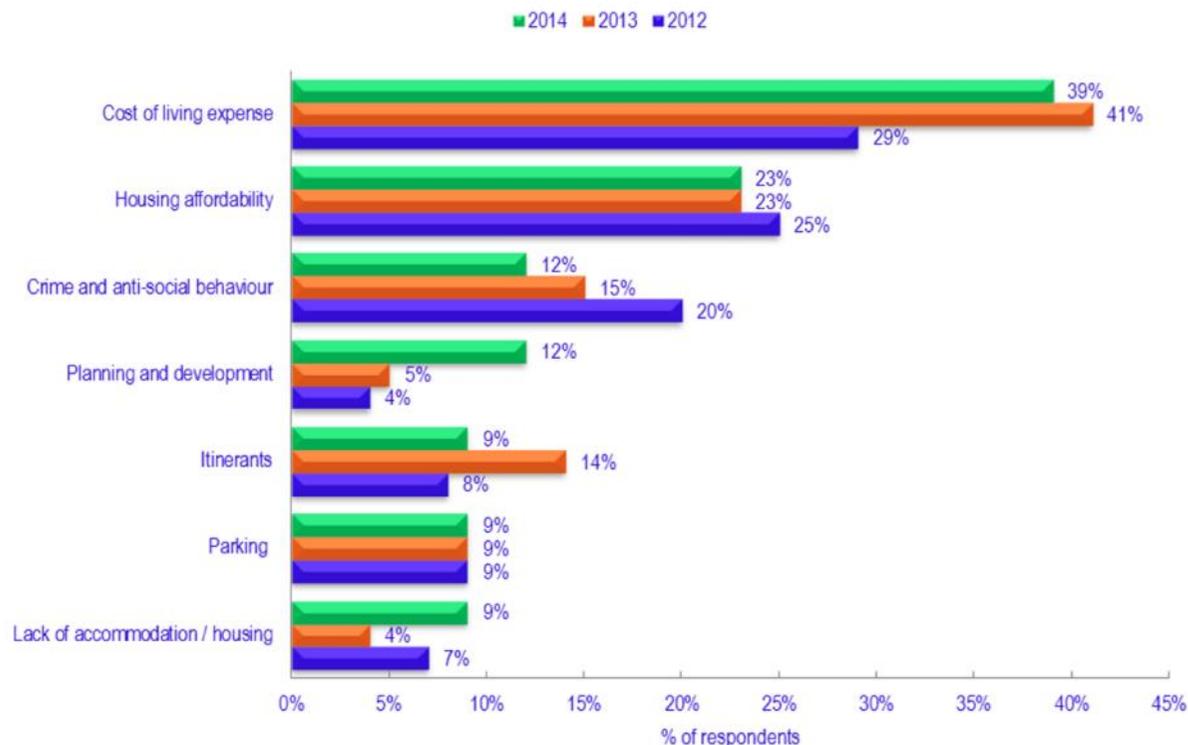
KEY ISSUES

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

Nearly two in five (39%, down from 41% in 2013, and up from 29% in 2012) 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%, unchanged from 2013, and down from 25% in 2012)
- Crime and anti-social behaviour (12%, down from 15% in 2013 and 20% in 2012)
- Planning and Development (12%, up from 5% in 2013 and 4% in 2012)
- Itinerants (9%, down from 14% in 2013 and up from 8% in 2012)
- Parking (9%, unchanged from 2013 and 2012)
- Lack of accommodation / housing (9%, up from 4% in 2013 and 7% in 2012)

Q18. What do you think are the key issues currently affecting the lives of Darwin residents?
TOP RESPONSES



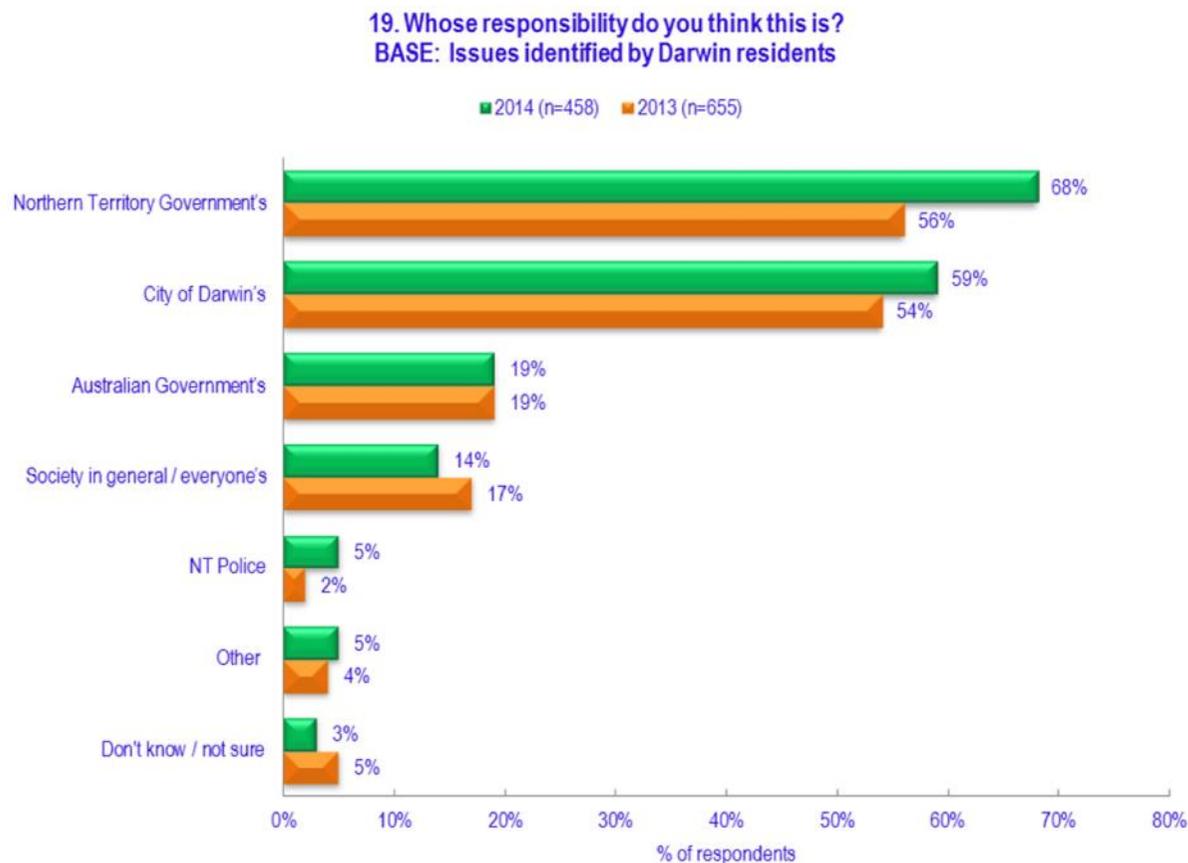
- Cost of living, (53%) was more likely to be named by those with a gross household income of \$100,000 to \$139,999 per annum, while parking, (21%) was more likely to be named by those with a gross household income of \$60,000 to \$79,999 per annum

RESPONSIBILITY FOR THE KEY ISSUES AFFECTING DARWIN'S RESIDENTS

Respondents who indicated that there were key issues affecting Darwin's residents (n=458) were then asked whose responsibility they think it is.

More than half (68%, up from 56% in 2013) of those surveyed indicated that they think it is the responsibility of the Northern Territory Government, while other responses included:

- City of Darwin's (59%, up from 54% in 2013)
- Australian Government (19%, unchanged from 2013)
- Society in general / everyone's (14%, down from 17% in 2013)
- NT Police (5% up from 2% in 2013)



- The City of Darwin was more likely to be named by those over 40 (62%), those who have lived in Darwin for ten or more years (62%) and owner / ratepayers (63%)

QUALITY OF LIFE

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

Overall satisfaction with the quality of life in Darwin was very high, with an average rating of 4.2 (unchanged from 2013 and 2012).



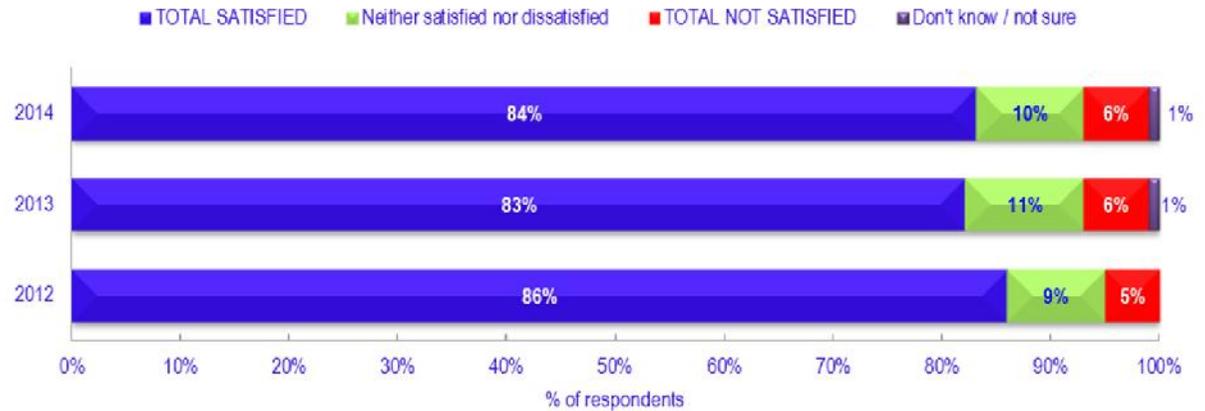
QUALITY OF LIFE

More than four in five (84%, up from 83% in 2013 and down from 86% in 2012) respondents were satisfied with the quality of life in Darwin, while just 6%, (unchanged from 2013 and up from 5% in 2012) were dissatisfied.

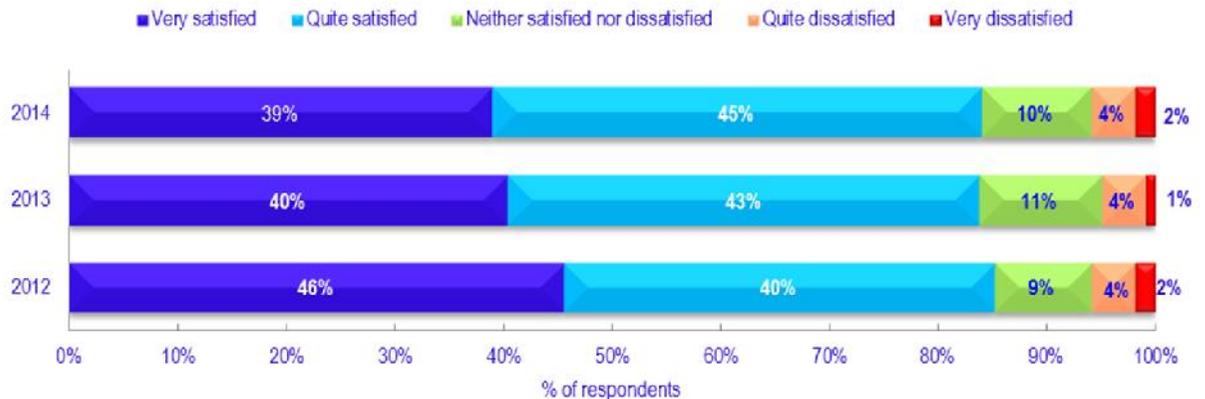
The scaled responses were as follows:

- Very satisfied (39%, down from 40% in 2013 and 46% in 2012)
- Quite satisfied (45%, up from 43% in 2013 and 40% in 2012)
- Neither satisfied nor dissatisfied (10%, down from 11% in 2013 and up from 9% in 2012)
- Quite dissatisfied (4%, unchanged from 2013 and 2012)
- Very dissatisfied (2%, up slightly from 1% in 2013 and unchanged from 2012)

Q20. How satisfied are you with the quality of life in Darwin?



Q20. How satisfied are you with the quality of life in Darwin?



QUALITY OF LIFE

- Very satisfied was more likely to be named by those aged 65 years and older (50%) and households with two people (45%)
- Quite satisfied was more likely to be named by families with the youngest child under 12 years of age (59%), those with a gross household income of \$140,000 to \$179,999 per annum (63%) and those who rent / are tenants (10%)
- Those who were neither satisfied nor dissatisfied were more likely to have a gross household income of \$60,000 to \$79,999 per annum (19%)

PERCEPTIONS OF SAFETY IN THEIR LOCAL AREA IN THE DAYTIME

Those surveyed were asked how safe they felt in their local area during the daytime.

The overall feeling of safety during the day was very high, with an average rating of 4.5.



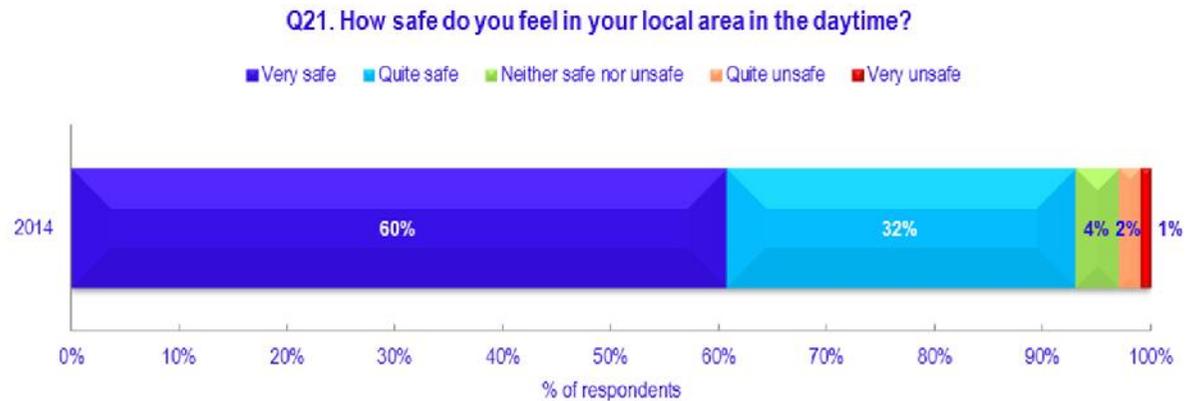
PERCEPTIONS OF SAFETY IN THEIR LOCAL AREA IN THE DAYTIME

Nine in ten (91%), respondents felt safe in their local area during the day, while just 4%, did not and a further 4%, felt neither safe nor unsafe during the day.

The scaled responses were as follows:

- Very safe (60%)
- Quite safe (32%)
- Neither safe nor unsafe (4%)
- Quite unsafe (2%)
- Very unsafe (1%)

Those who felt quite unsafe during the day in their local area were more likely to be those with a gross household income of \$20,000 to \$39,999 per annum (10%)



PERCEPTIONS OF SAFETY IN THEIR LOCAL AREA AT NIGHT TIME

Those surveyed were asked how safe they felt in their local area in the night.

The overall feeling of safety during the night was relatively high, with an average rating of 3.5.

Q22. How safe do you feel in your local area at night?



PERCEPTIONS OF SAFETY IN THEIR LOCAL AREA AT NIGHT TIME

Just over half (57%) of respondents felt safe in their local area during the night, with 22%, stating they felt unsafe and a similar amount of respondents (20%) indicating they felt neither safe nor unsafe at night.

The scaled responses were as follows:

- Very safe (23%)
- Quite safe (34%)
- Neither safe nor unsafe (20%)
- Quite unsafe (14%)
- Very unsafe (7%)

Respondents who felt very unsafe at night in their local area were more likely to be those with a gross household income of under \$20,000 per annum (22%)



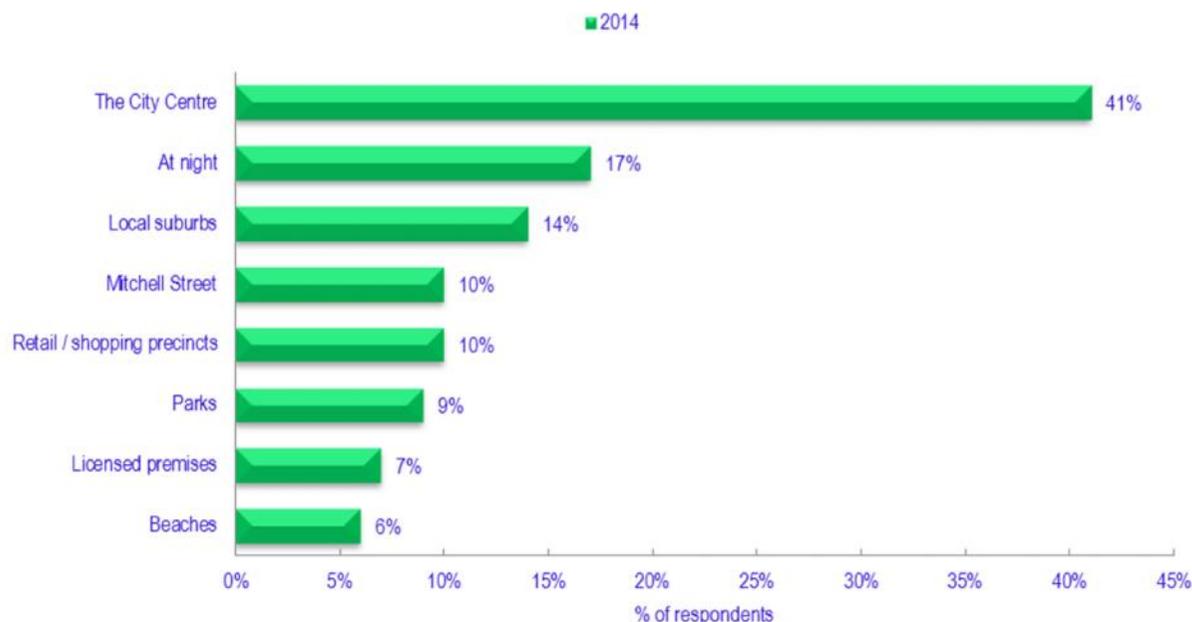
SAFETY IN THE CITY OF DARWIN

Those surveyed were then asked if there were any particular areas or situations in the City of Darwin where they felt unsafe.

The City Centre (41%) was clearly the main area that respondents felt unsafe, followed by:

- At night (17%)
- Local Suburbs (14%)
- Mitchell Street (10%)
- Retail / shopping precincts (10%)
- Parks (9%)
- Licensed premises (7%)
- Beaches (6%)

Q23. Are there any particular areas/situations in the City of Darwin where you feel unsafe?



- Those aged 18 to 40 (27%) were more likely to state they felt unsafe in the local suburbs
- At night was more likely to be named by females (23%)
- Those with a gross household income of \$180,000 plus per annum were more likely to name beaches (16%)

AWARENESS OF SAFETY ADVERTISING OR CAMPAIGNS

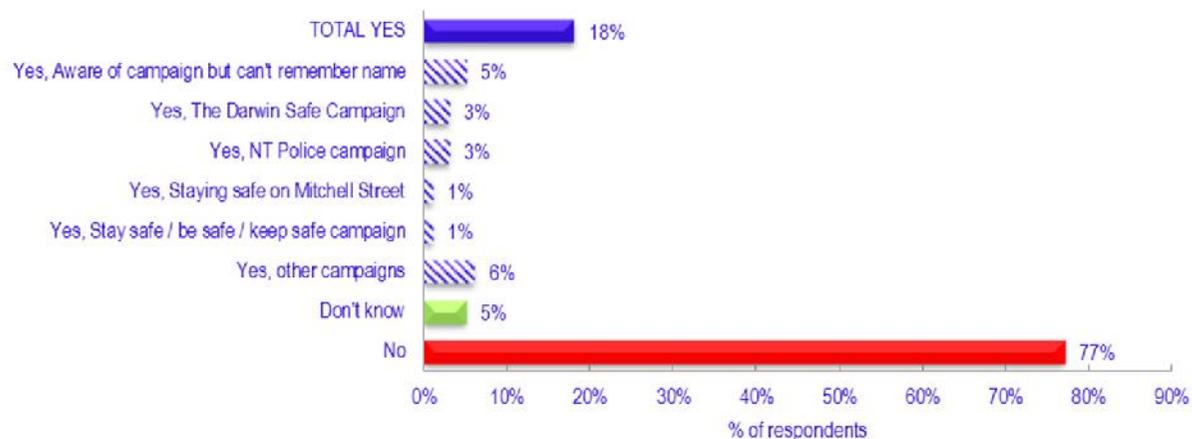
Respondents were asked if they were aware of any advertising or communications campaigns about being safe in the City of Darwin.

Nearly two in five (18%), respondents were aware of any advertising or communications campaigns about being safe in the City of Darwin, however 5% of these respondents could not remember the name of the campaign. Those who could remember the campaign named:

- The Darwin Safe Campaign (3%)
- NT Police campaign (3%)
- Staying safe on Mitchell Street (1%)
- Stay safe / be safe / keep safe campaign (1%)

Three quarters (77%), of respondents however, were unaware of any such advertising or communications campaigns.

Q24. Are you aware of any advertising or communications campaign about being safe in the City of Darwin?



- Those aware of any advertising or communication campaigns about being safe in the City of Darwin were more likely to be those aged 18 to 40 (30%)

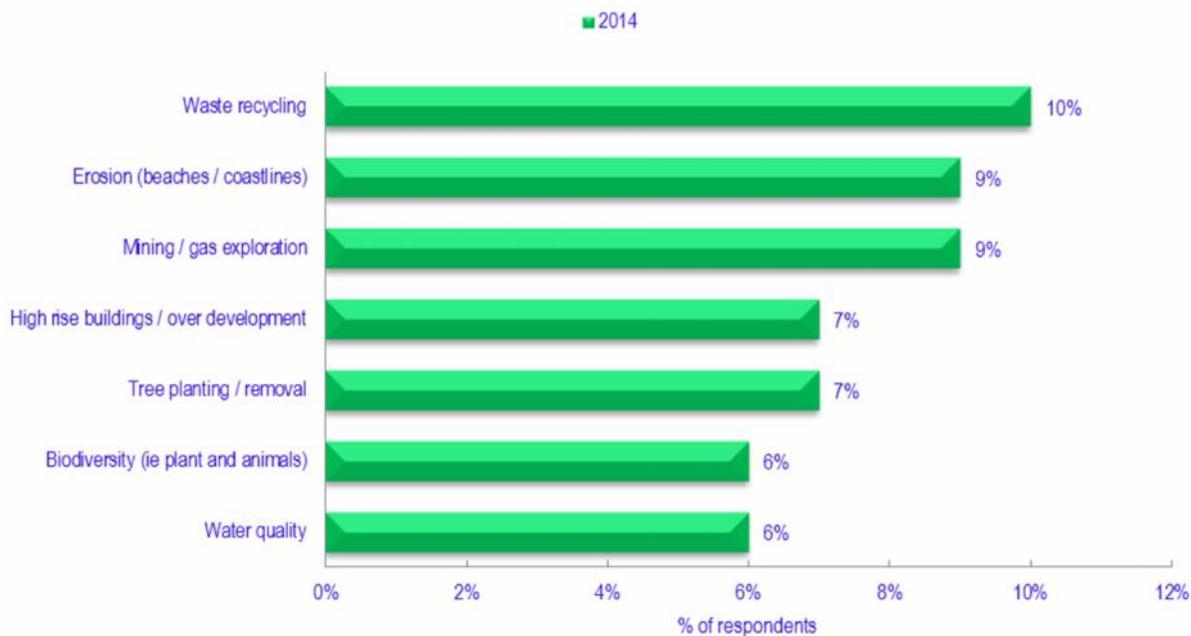
KEY ENVIRONMENTAL ISSUES

Respondents were then asked what they thought were the key environmental issues of importance currently impacting on residents in the City of Darwin.

A variety of key environmental issues were given by those surveyed including:

- Waste recycling (10%)
- Mining / gas exploration (9%)
- Erosion (beaches/ coastlines) (9%)
- High rise buildings / over development (7%)
- Tree planting / removal (7%)
- Biodiversity (i.e. plant and animal) (6%)
- Water quality (6%)

Q25. What do you think are the key environmental issues of importance currently impacting on residents in the city of Darwin?
TOP RESPONSES



High rise buildings / over development was more likely to be named by households with one person (15%), and households with older single / widowed / divorced with no children at home (14%).

TRANSPORT - CAR

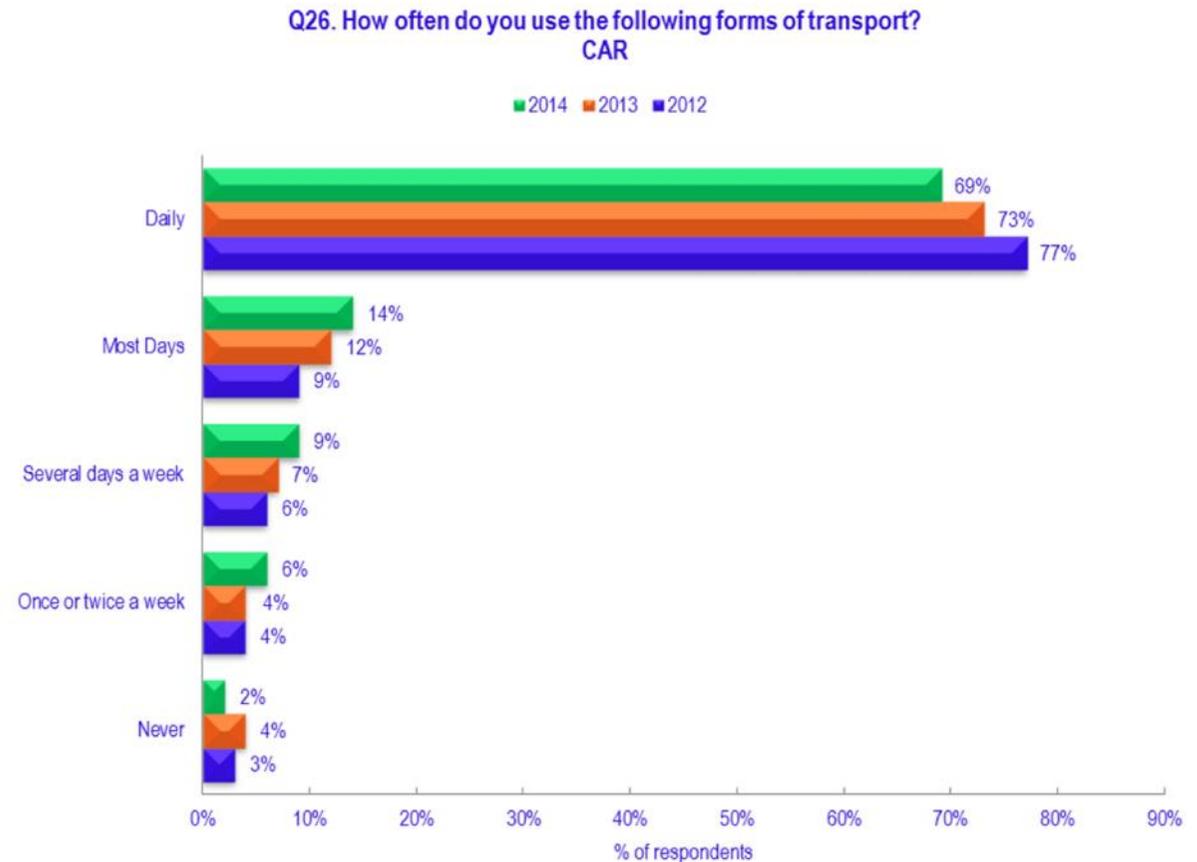
All respondents were asked how often they use a car, public transport, bicycle, motorbike and walking as forms of transport.

Almost three quarters (69%, down from 73% in 2013 and 77% in 2012) of respondents indicated that they use a car daily.

The other frequencies of car usage are outlined in the chart opposite.

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 (22%)
- Several days a week was more likely to be identified by those with a gross household income of \$20,000 to \$39,999 per annum (24%)



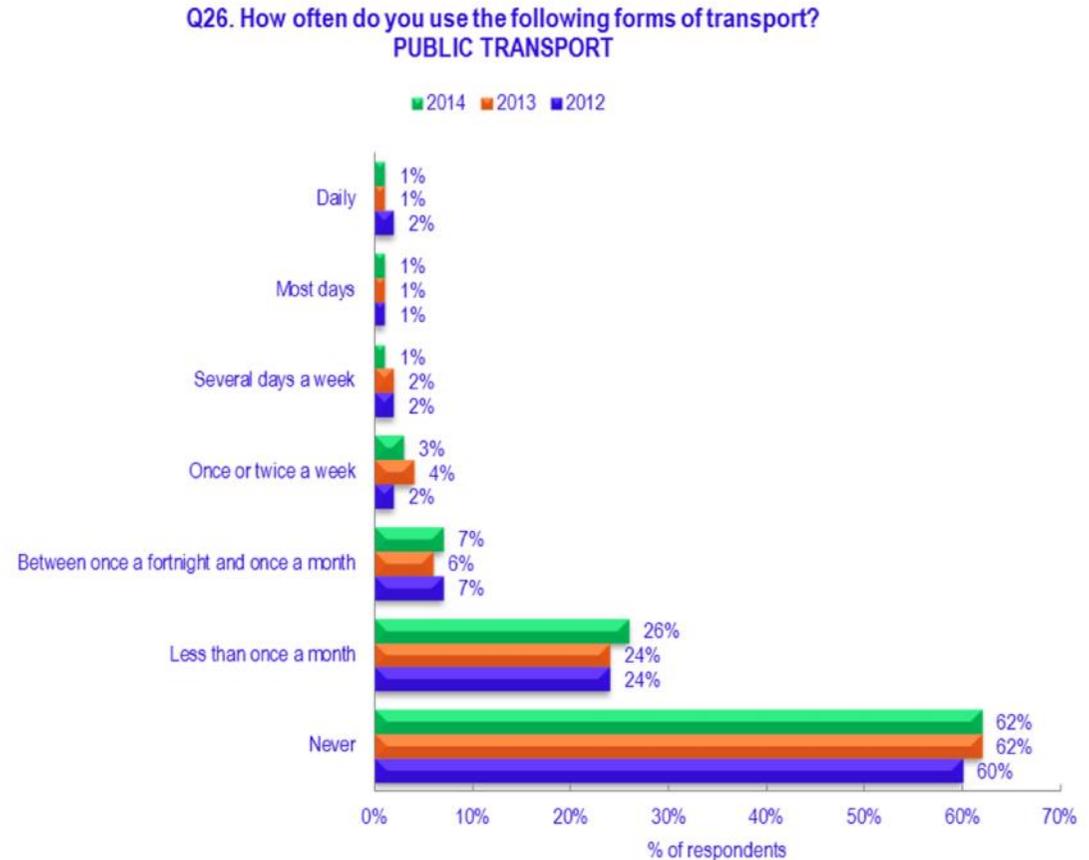
TRANSPORT – PUBLIC TRANSPORT

More than three in five (62%, unchanged from 2013 and up from 60% in 2012), of those surveyed indicated that they never use public transport.

The frequencies of using public transport are outlined in the chart opposite.

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

- Less than once a month was more likely to be identified by females (30%)
- Between once a fortnight and once a month was more likely to be nominated by those with a gross household income of \$80,000 to \$99,999 per annum (15%)
- Never was more likely to be named by those with a household income of over \$180,000 per annum (81%)



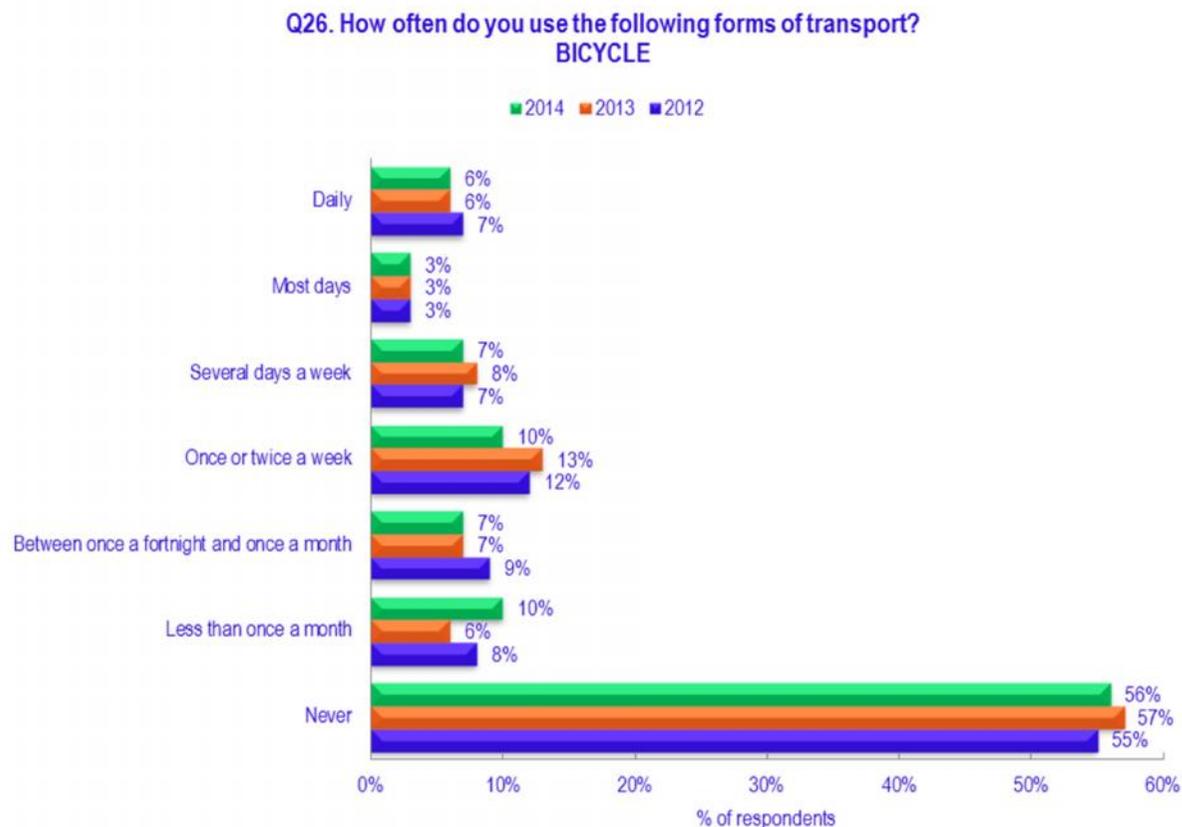
TRANSPORT – BICYCLE

Almost three in five (56%, down from 57% in 2013 and up from 55% in 2012), 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 opposite.

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

- Never was more likely to be nominated by those aged over 40 (58%), in particular those aged 65 plus (75%), households with one person (73%), households comprising of older couples with no children at home (65%), and older single / widowed / divorced with no children at home (71%)
- Daily had a higher incidence of being named by households with four people (14%)
- Most days was more likely to be identified by households with four people (11%) and families with the youngest child under 12 (11%)
- Several days a week was more likely to be named by households with five people (20%) and those with a gross household of over \$180,000 per annum (14%)

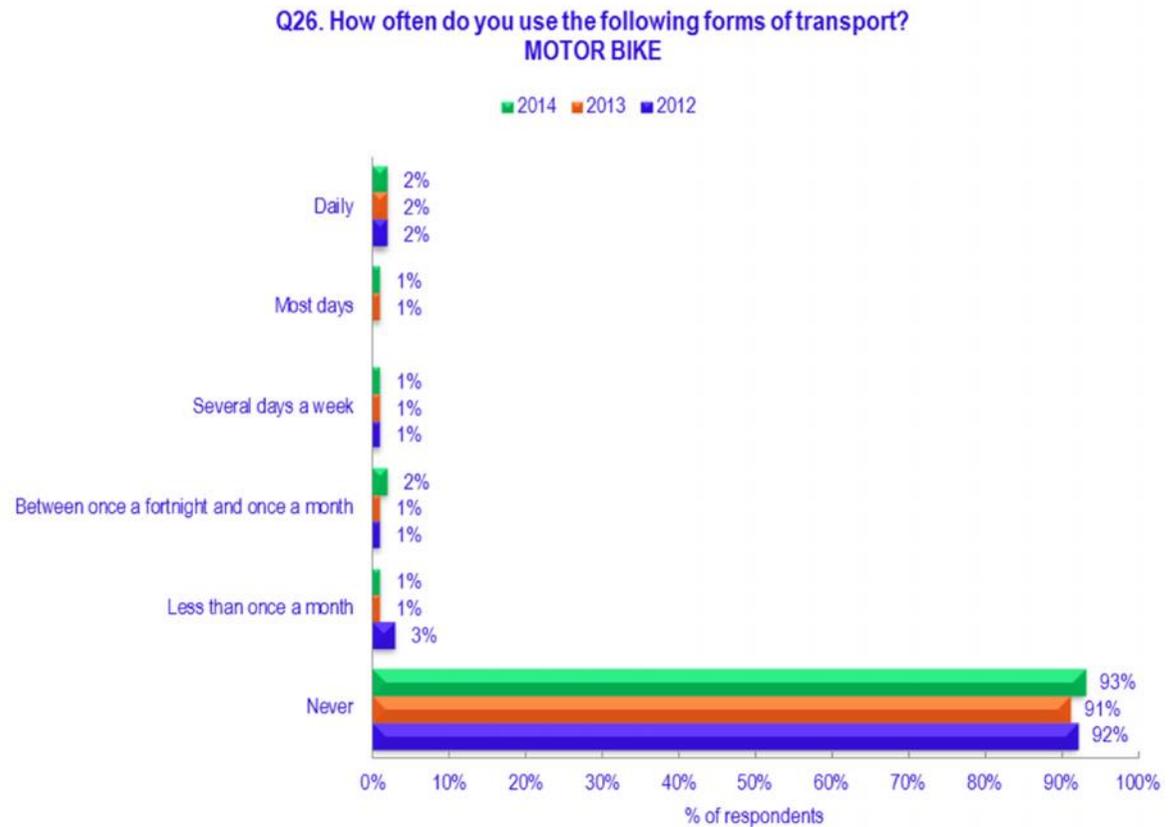


TRANSPORT – MOTORBIKE

The overwhelming majority (93%, up from 91% in 2013 and up slightly from 92% in 2012) of those surveyed indicated that they never use a motorbike as a form of transport.

The frequencies of use are outlined in the chart opposite.

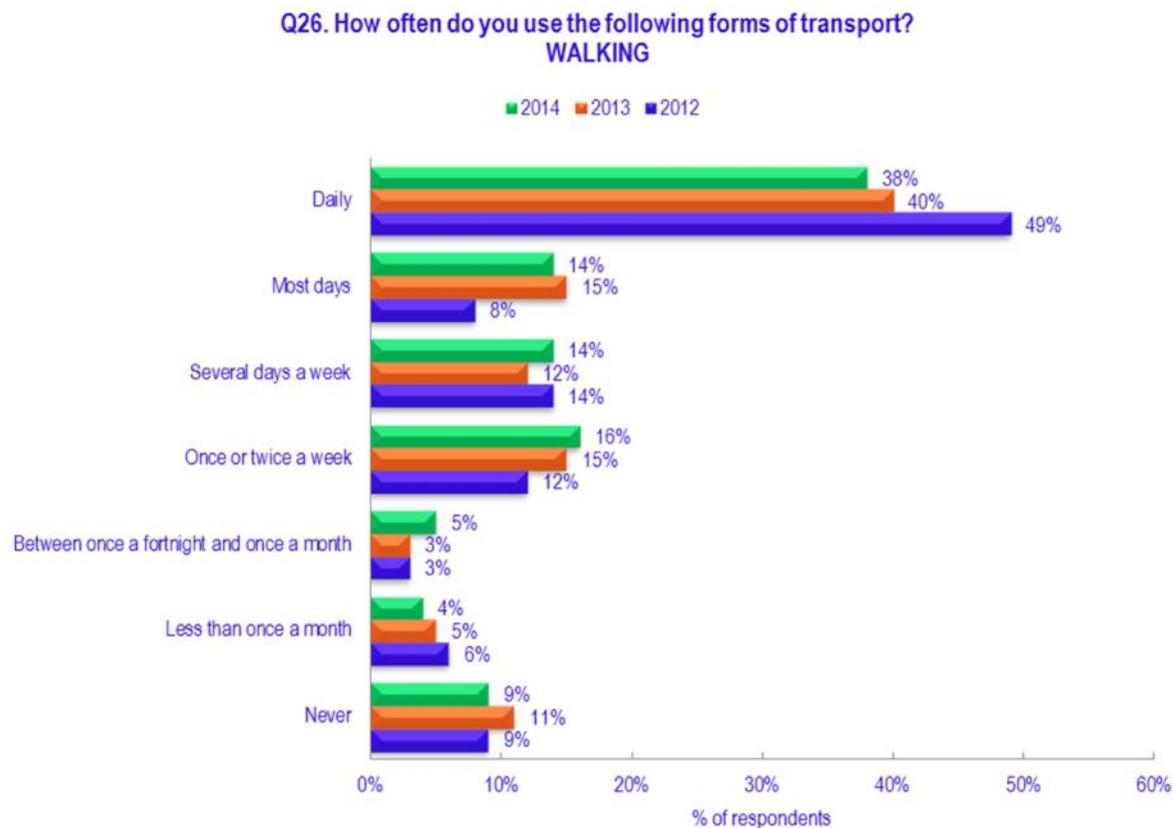
Never was more likely to be nominated by females (96%) and those aged 65 plus (99%)



TRANSPORT – WALKING

Nearly two in five (38%, down from 40% in 2013 and 49% in 2012) of those surveyed indicated that they walked daily as a form of transport, while other frequencies identified included:

- Most days (14%, down slightly from 15% in 2013 and up from 8% in 2012)
- Several days a week (14%, up from 12% in 2013 and unchanged from 2012)
- Once or twice a week (16%, up slightly from 15% in 2013 and 12% in 2012)
- Between once a fortnight and once a month (5%, up from 3% in 2013 and 2012)
- Less than once a month (4%, down slightly from 5% in 2013 and 6% in 2012)
- Never (9%, down from 11% in 2013 and unchanged from 2012)



- Less than once a month was more likely to be named by those with a gross household income of \$40,000 to \$59,999 per annum (13%)
- Never had a higher incidence of being named by those with a gross household income of \$20,000 to \$39,999 per annum (21%)

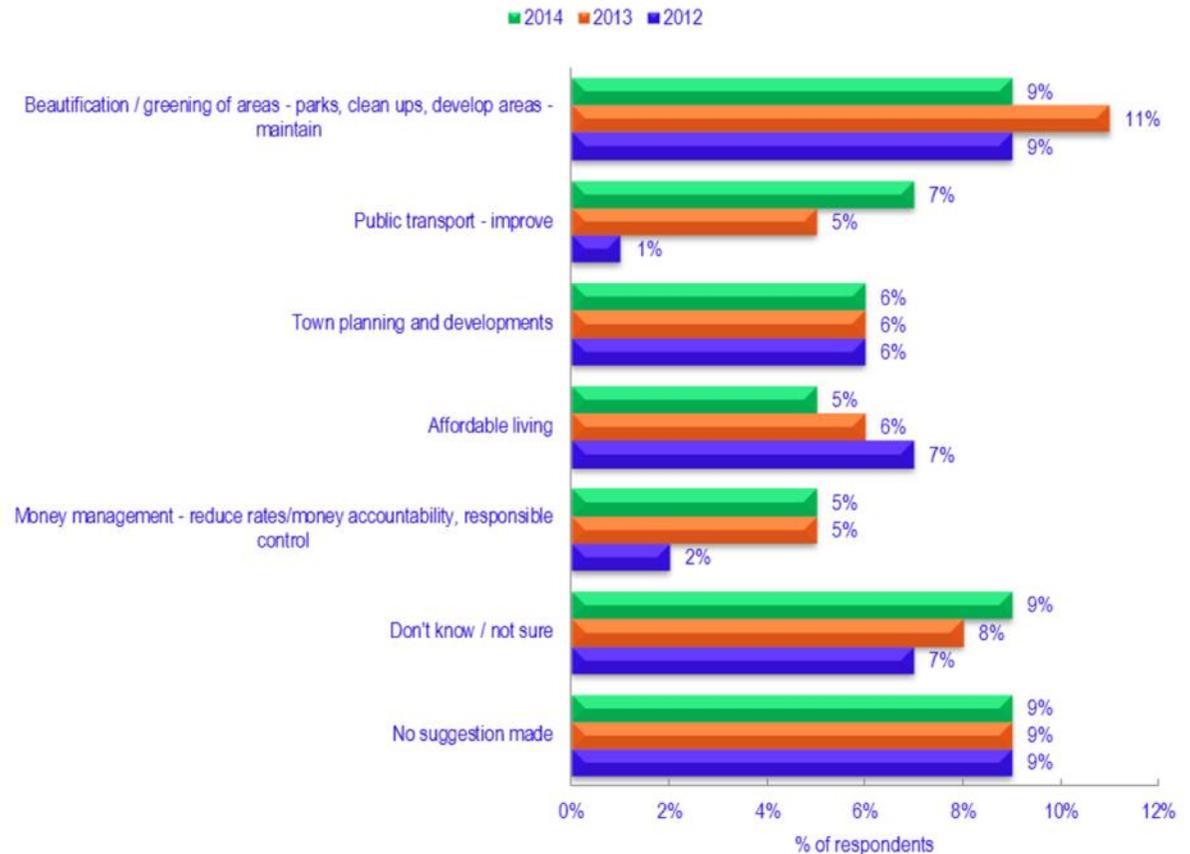
SUGGESTIONS

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.

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

- Beautification / greening of areas – parks, clean ups, develop areas – maintain (9%, down from 11% in 2013 and unchanged from 2012)
- Public transport – improve (7%, up from 5% in 2013 and 1% in 2012)
- Town planning and developments (6%, unchanged from 2013 and 2012)
- Affordable living (5%, down slightly from 6% in 2013 and 7% in 2012)
- Money management – reduce rates / money accountability, responsible control (5%, unchanged from 2013 and up from 2% in 2012)
- Don't know / not sure (9%, up slightly from 8% in 2013 and 7% in 2012)
- No suggestion made (9%, unchanged from 2013 and 2012)

Q27. If you had one suggestion about what the City of Darwin should be focussing on in the future, what would it be?
TOP RESPONSES



SUGGESTIONS

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

- Beautification / greening of areas – parks, clean ups, develop areas – maintain had a higher incidence of being named by those aged 65 plus (15%)
- Affordable living was more likely to be nominated by those aged 18 – 40 (12%)

IMPORTANCE/PERFORMANCE ANALYSIS

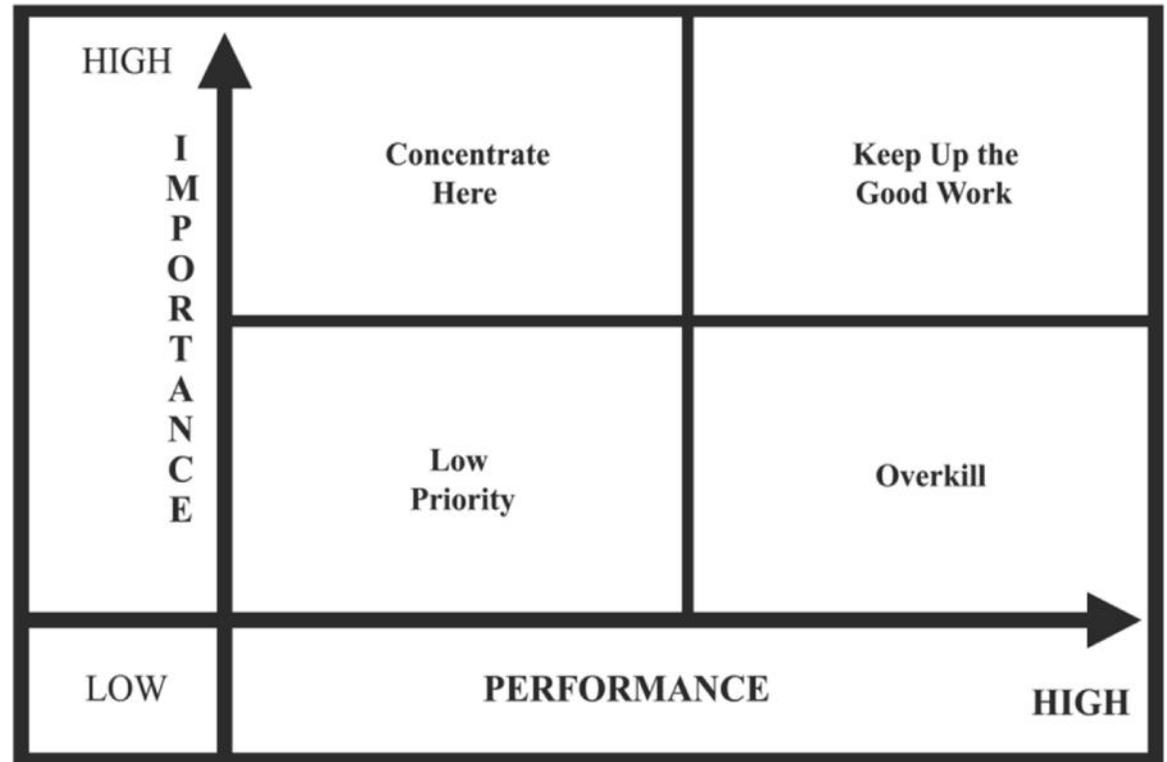
IMPORTANCE VERSUS SATISFACTION (PERFORMANCE) ANALYSIS

In the following pages, we have created an importance versus satisfaction (performance) matrix utilising the data. An importance / satisfaction (performance) chart or matrix is a way of combining 2 sets of data in an integrated way, identifying the attributes or services which respondents think are particularly important to them but they are less than satisfied with.

A typical importance / satisfaction (performance) chart is shown opposite. There are typically 4 quadrants of interest. The quadrant of greatest interest is the top left quadrant which isolates the attributes that are of high importance and with low levels of satisfaction or perceived performance. These are the critical areas for service improvements.

The other 3 quadrants are useful for different reasons. This might mean reducing investment in service delivery in areas which are not considered important by the respondent (e.g. lower right quadrant where there might be over-emphasis on elements that are of little importance to the customer).

The following charts reveal that service attributes in each of the four quadrants.



IMPORTANCE VERSUS SATISFACTION (PERFORMANCE) ANALYSIS

Keep up the good work attributes

- 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
- Maintenance of playgrounds / playground equipment
- Road maintenance
- The services provided at Shoal Waste Management Facility
- Maintenance of parks
- Street lighting
- Maintenance of footpaths / cycle paths / shared paths
- Traffic management
- Library services
- Community events
- Waste recycling services

Concentrate here attributes

- Car parking in the central business district
- Public toilet maintenance
- Access to / location of public toilets
- Domestic dog control and education
- Car parking in the suburban areas
- Litter collection from public areas
- The Council consults with the community sufficiently

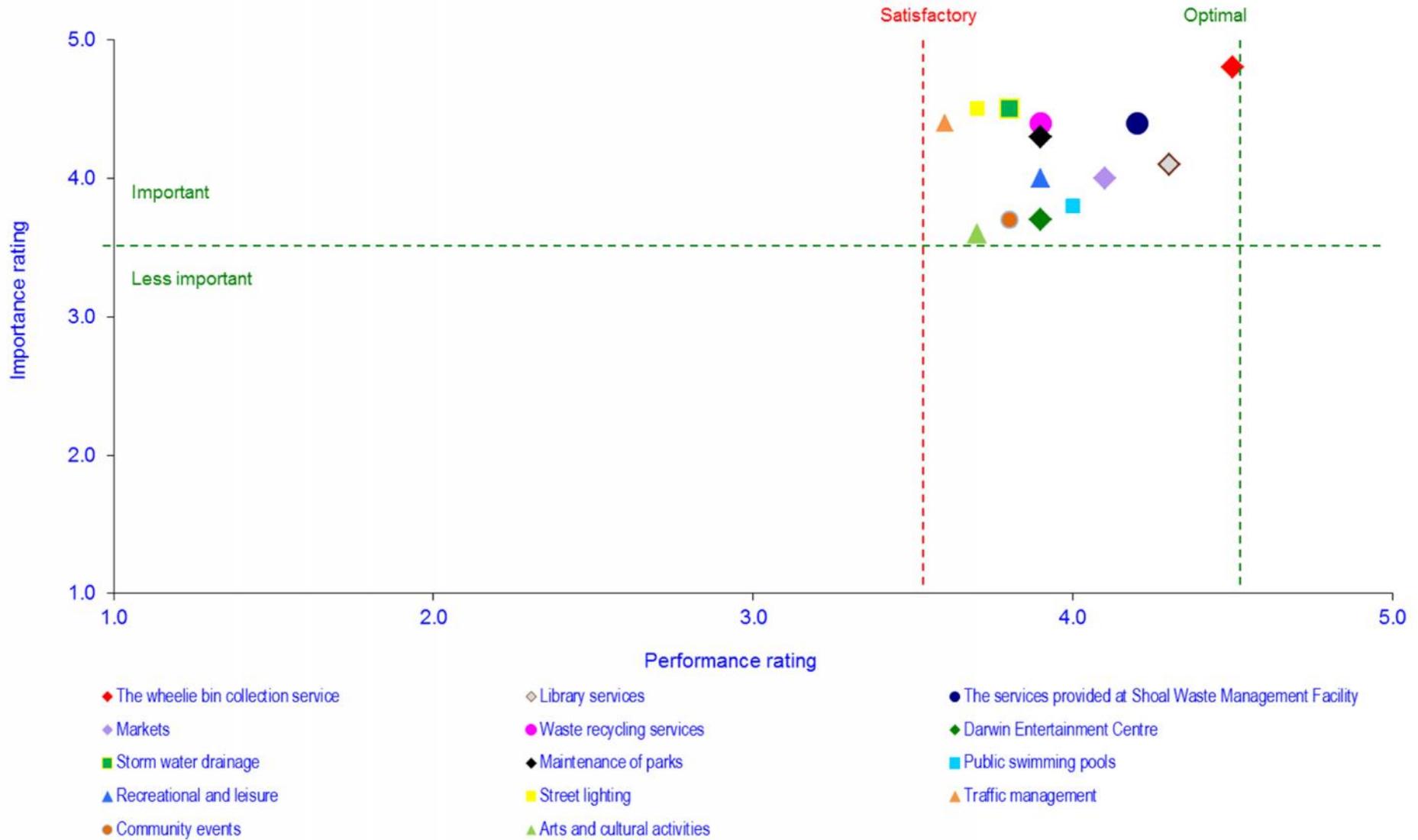
Low Priority attributes

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

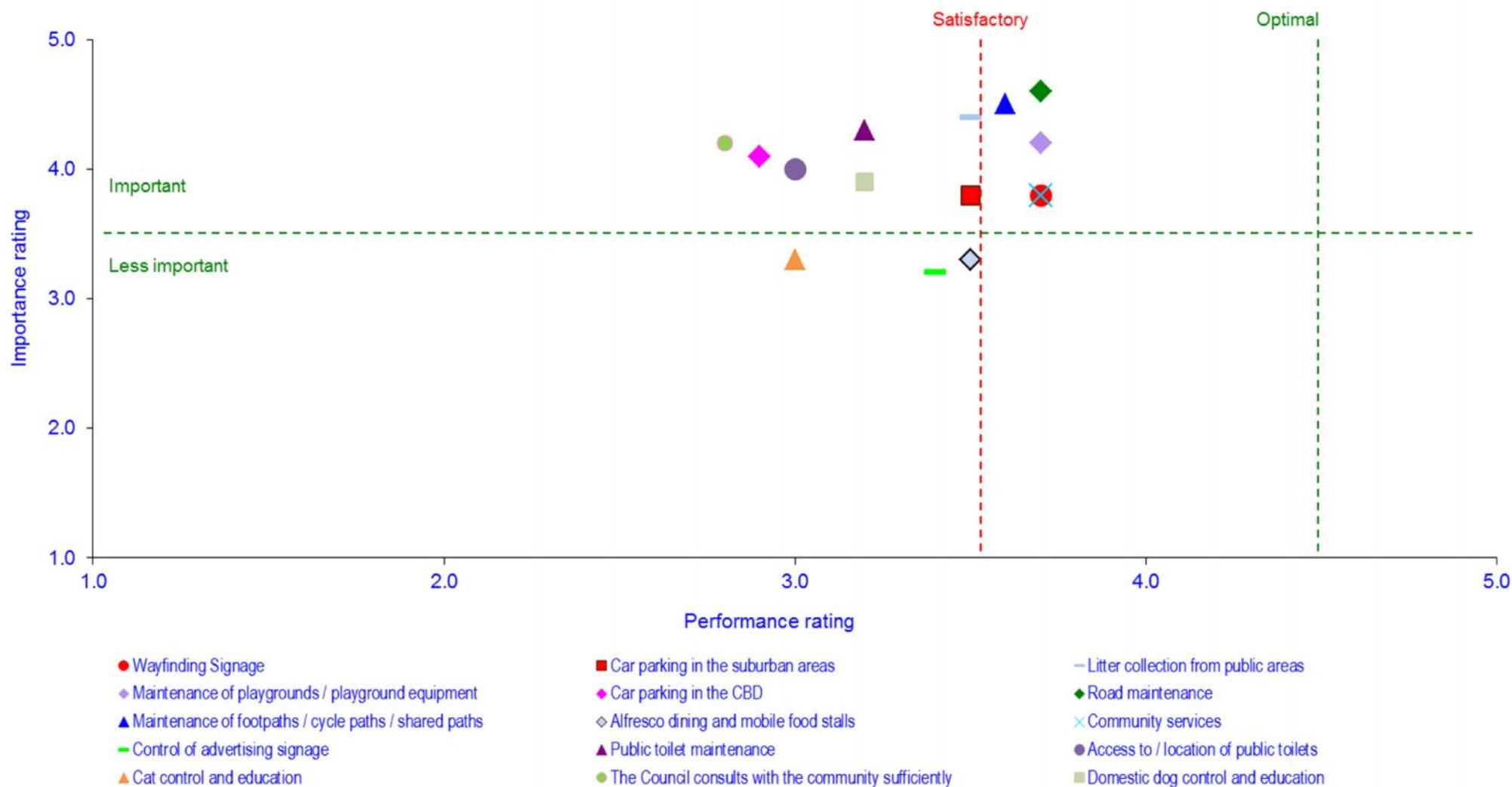
The following similarities and changes were recorded between the 2014 and 2013 matrices:

- The majority of attributes tested remained unchanged from 2013, however the main shifts recorded were car parking in the suburban areas and litter collection from public areas, which are now considered attributes that need to be concentrated on, indicating satisfaction has declined with these aspects among residents.

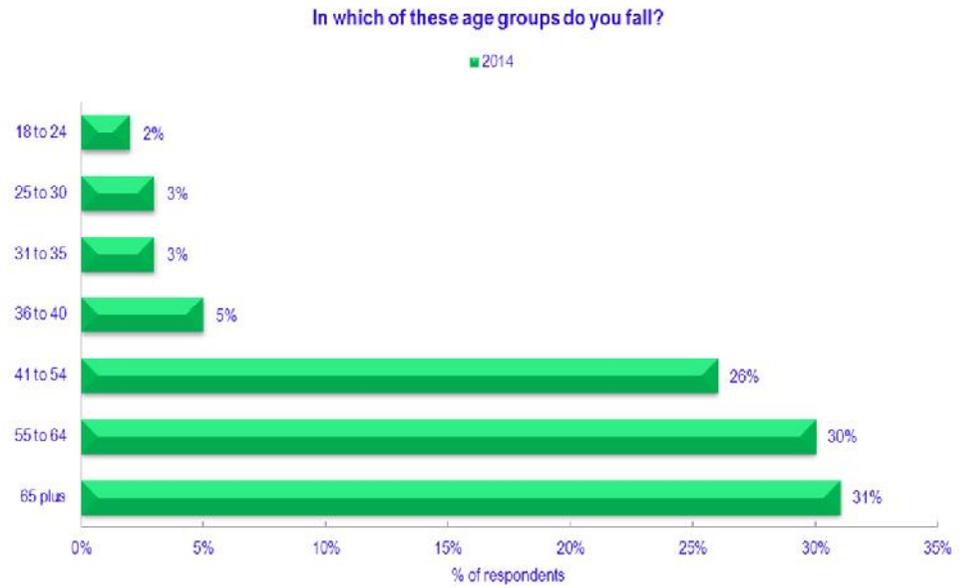
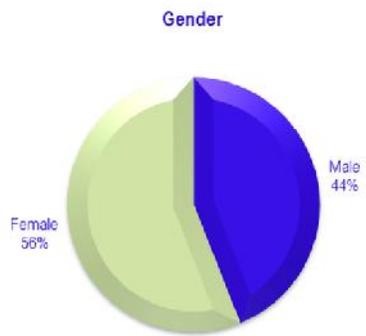
IMPORTANCE OF AND SATISFACTION WITH - Services Provided by the City of Darwin (Matrix 1 of 2) -



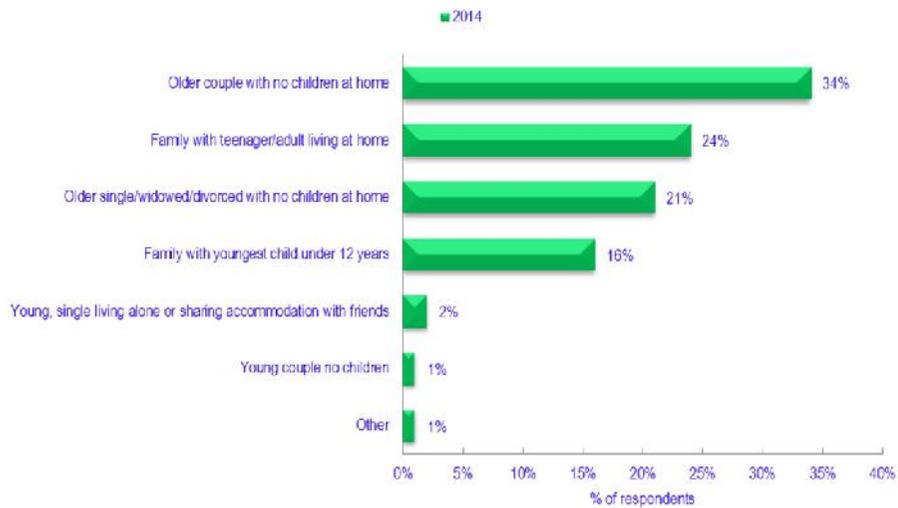
IMPORTANCE OF AND SATISFACTION WITH - Services Provided by the City of Darwin (Matrix 2 of 2) -



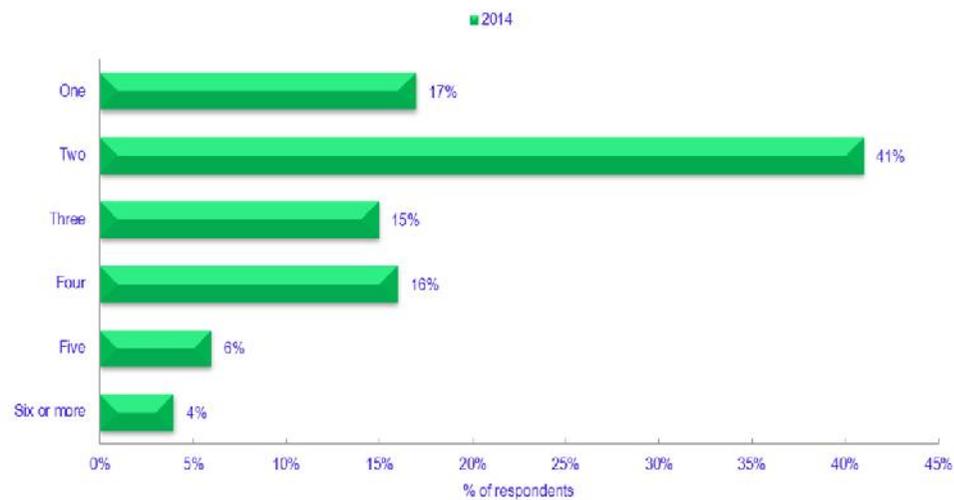
APPENDIX 1: DEMOGRAPHICS



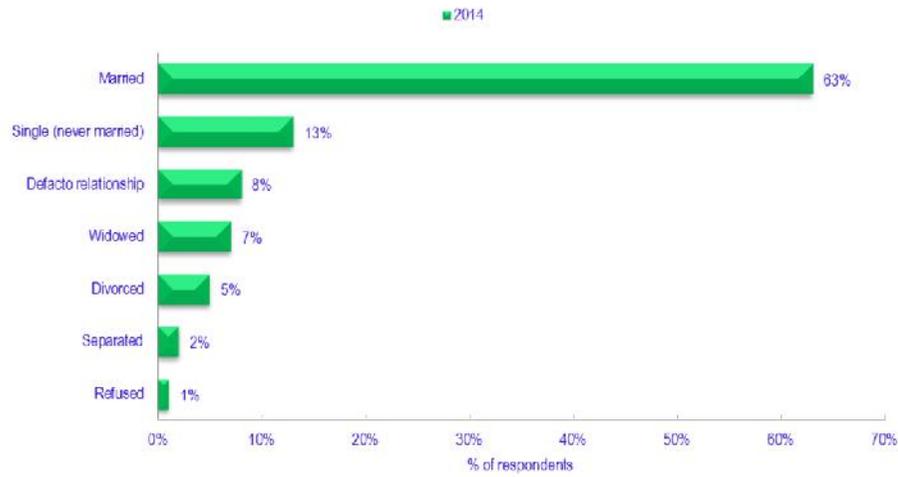
Which of the following describes your household?



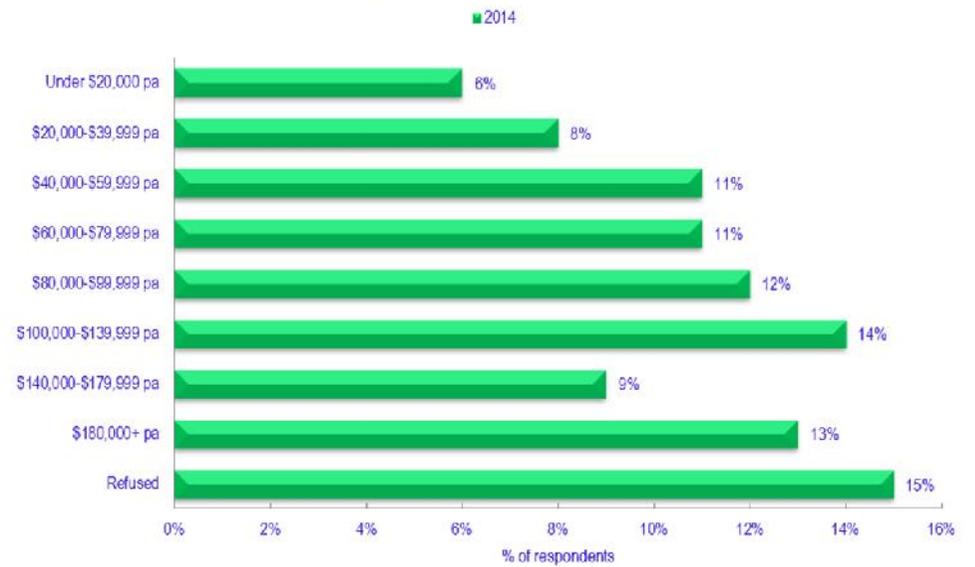
How many people are living in your household?



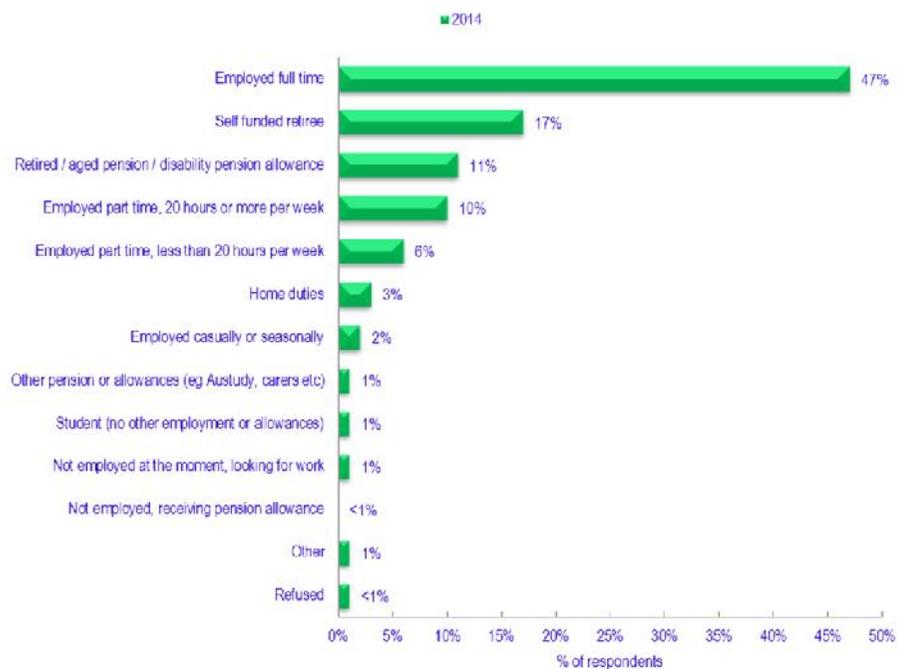
What is your current marital status?



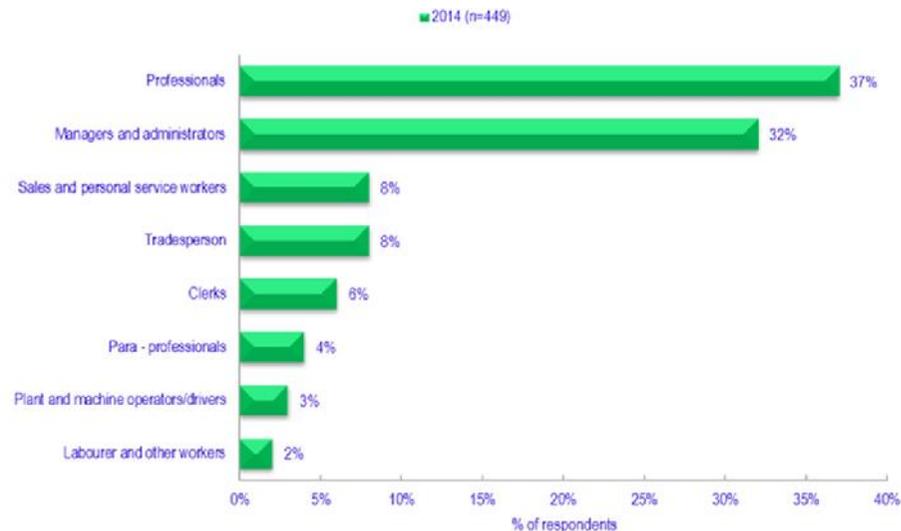
Which of these categories does your income fall into (before tax)?

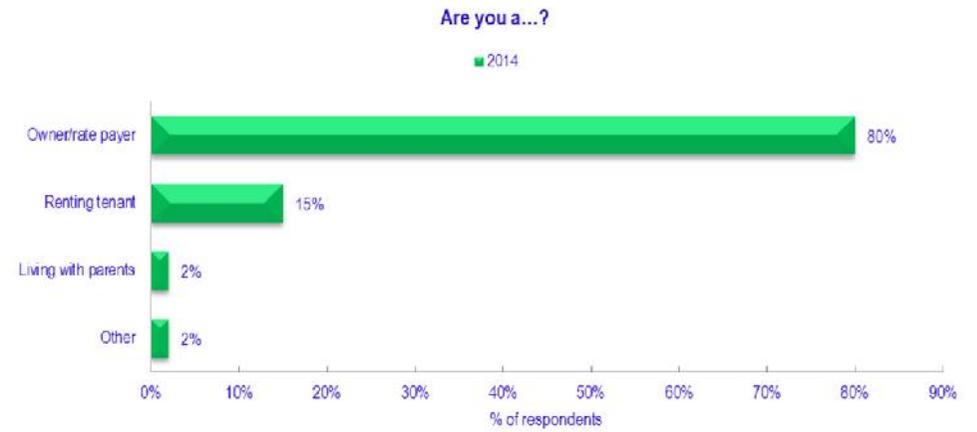
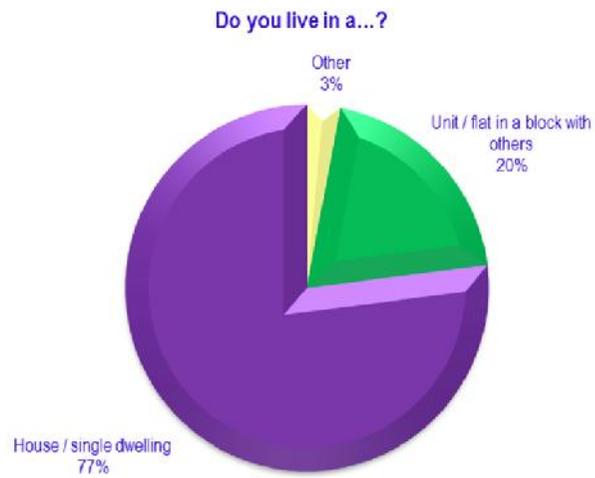


From the following which best describes your employment status?

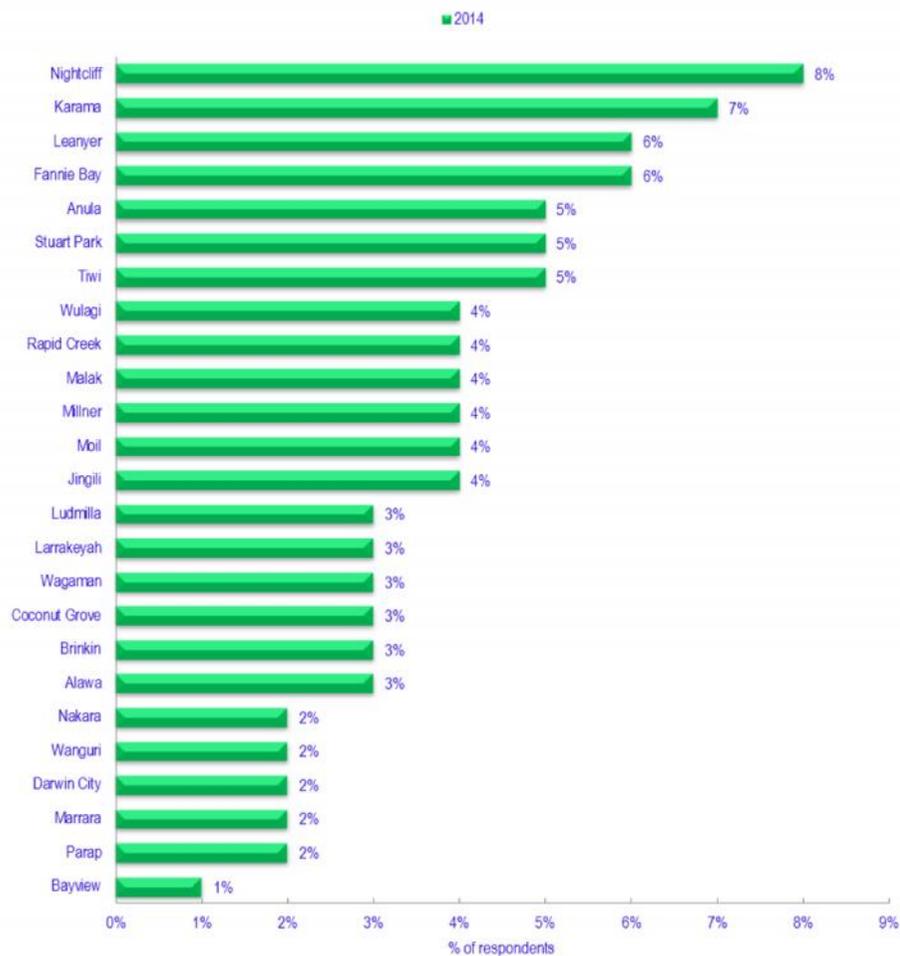


Please describe your occupation.
BASE: Employed

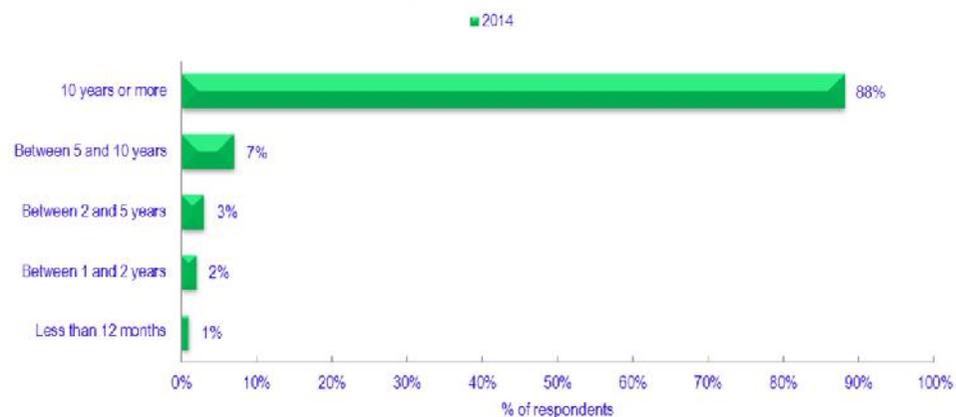




Which of the following suburbs do you live in?



How long have you lived in Darwin?



APPENDIX 3: SAMPLING TOLERANCE

It should be borne in mind throughout this report that all data based on sample surveys are subject to a sampling tolerance.

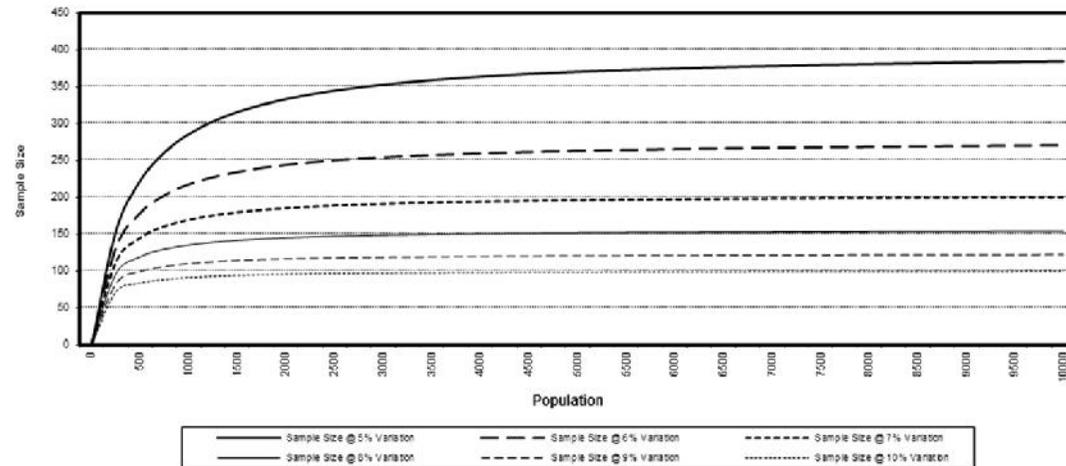
That is, where a sample is used to represent an entire population, the resulting figures should not be regarded as absolute values, but rather as the mid-point of a range plus or minus x% (see sampling tolerance table).

Only variations clearly designated as significantly different are statistically valid differences and these are clearly pointed out in the 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.

MARGIN OF ERROR TABLE (95% confidence level)										
SAMPLE SIZE ↓	Percentages giving a particular answer									
	5% 95%	10% 90%	15% 85%	20% 80%	25% 75%	30% 70%	35% 65%	40% 60%	45% 55%	50% 50%
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 4: QUESTIONNAIRE

CITY OF DARWIN – ANNUAL COMMUNITY SATISFACTION SURVEY 2014

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 | 16..... Public toilets |
| 2..... Car parking (city and suburban) | 17..... Recreational and leisure services |
| 3..... Cat control and education | (e.g. sports ovals) |
| 4..... Child Care Centres | 18..... Special events and festivals (e.g. Bombing of Darwin Commemoration) |
| 5..... City of Darwin website | 19..... Shoal Bay Waste Mgmt Facility |
| 6..... Community centres / facilities | 20..... Services for Seniors |
| 7..... Community markets | 21..... Streets |
| 8..... Community services | 22..... Swimming Pools |
| 9..... Cycle paths / shared paths | 23..... Verges |
| 10..... Darwin Entertainment Centre | 24..... Walkways |
| 11..... Dog control and education | 25..... Wayfinding Signage |
| 12..... Footpaths | 26..... Wheelie Bin collection service |
| 13..... Library Services | 27..... Other - specify |
| 14..... Parks | 28..... Not aware of any services |
| 15..... Playgrounds | |

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 | 16..... Public toilets |
| 2..... Car parking (city and suburban) | 17..... Recreational and leisure services |
| 3..... Cat control and education | (e.g. sports ovals) |
| 4..... Child Care Centres | 18..... Special events and festivals (e.g. Bombing of Darwin Commemoration) |
| 5..... City of Darwin website | 19..... Shoal Bay Waste Mgmt Facility |
| 6..... Community centres / facilities | 20..... Services for Seniors |
| 7..... Community markets | 21..... Streets |
| 8..... Community services | 22..... Swimming Pools |
| 9..... Cycle paths / shared paths | 23..... Verges |
| 10..... Darwin Entertainment Centre | 24..... Walkways |
| 11..... Dog control and education | 25..... Wayfinding Signage |
| 12..... Footpaths | 26..... Wheelie Bin collection service |
| 13..... Library Services | 27..... Other - specify |
| 14..... Parks | 28..... Not aware of any services |
| 15..... Playgrounds | |

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 | 16..... Public toilets |
| 2..... Car parking (city and suburban) | 17..... Recreational and leisure services
(e.g. sports ovals) |
| 3..... Cat control and education | 18..... Special events and festivals (e.g.
Bombing of Darwin Commemoration) |
| 4..... Child Care Centres | 19..... Shoal Bay Waste Mgmt Facility |
| 5..... City of Darwin website | 20..... Services for Seniors |
| 6..... Community centres / facilities | 21..... Streets |
| 7..... Community markets | 22..... Swimming Pools |
| 8..... Community services | 23..... Verges |
| 9..... Cycle paths / shared paths | 24..... Walkways |
| 10..... Darwin Entertainment Centre | 25..... Wayfinding Signage |
| 11..... Dog control and education | 26..... Wheelie Bin collection service |
| 12..... Footpaths | 27..... Other - specify |
| 13..... Library Services | 28..... None |
| 14..... Parks | |
| 15..... 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 1 to 5 scale, where 5 is very important and 1 is not at all important. **Read out (rotated)**

	5 Very important	4	3	2	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 CBD	5	4	3	2	1	6
e. Car Parking in the suburban areas	5	4	3	2	1	6
f. Community events	5	4	3	2	1	6
g. The Council consults with the community sufficiently	5	4	3	2	1	6
h. Cat control and education	5	4	3	2	1	6
i. Community services (e.g. Children's Services, Fun Bus, Disability Support)	5	4	3	2	1	6
j. Control of advertising signage	5	4	3	2	1	6
k. Darwin Entertainment Centre	5	4	3	2	1	6
l. Domestic dog control and education	5	4	3	2	1	6
m. Library Services	5	4	3	2	1	6
n. Litter collection from public areas	5	4	3	2	1	6
o. Maintenance of footpaths / cycle paths / shared paths	5	4	3	2	1	6
p. Maintenance of parks	5	4	3	2	1	6
q. Maintenance of playgrounds / playground equipment	5	4	3	2	1	6
r. Markets (e.g. Mindil, Rapid Creek, Naphthair)	5	4	3	2	1	6
s. Public swimming pools	5	4	3	2	1	6
t. Public toilet maintenance	5	4	3	2	1	6
u. Recreational and leisure (e.g. sports ovals)	5	4	3	2	1	6
v. Road maintenance	5	4	3	2	1	6
w. Storm water drainage	5	4	3	2	1	6
x. Street lighting	5	4	3	2	1	6
y. The services provided at Shoal Bay Waste Mgmt Facility	5	4	3	2	1	6
z. The wheeler bin collection service	5	4	3	2	1	6
aa. Traffic management (e placement of roundabouts, lights, traffic calming devices etc)	5	4	3	2	1	6
ab. Waste recycling services	5	4	3	2	1	6
ac. Weyfending 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 Very dissatisfied	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 CBD	5	4	3	2	1	6
e. Car Parking in the suburban areas	5	4	3	2	1	6
f. Community events	5	4	3	2	1	6
g. The Council consults with the community sufficiently	5	4	3	2	1	6
h. Cat control and education	5	4	3	2	1	6
i. Community services (e.g. Children's Services, Fun Bus, Disability Support)	5	4	3	2	1	6
j. Control of advertising signage	5	4	3	2	1	6
k. Darwin Entertainment Centre	5	4	3	2	1	6
l. Domestic dog control and education	5	4	3	2	1	6
m. Library Services	5	4	3	2	1	6
n. Litter collection from public areas	5	4	3	2	1	6
o. Maintenance of footpaths / cycle paths / shared paths	5	4	3	2	1	6
p. Maintenance of parks	5	4	3	2	1	6
q. Maintenance of playgrounds / playground equipment	5	4	3	2	1	6
r. Markets (e.g. Mindil, Rapid Creek, Nightdaff)	5	4	3	2	1	6
s. Public swimming pools	5	4	3	2	1	6
t. Public toilet maintenance	5	4	3	2	1	6
u. Recreational and leisure (e.g. sports ovals)	5	4	3	2	1	6
v. Road maintenance	5	4	3	2	1	6
w. Storm water drainage	5	4	3	2	1	6
x. Street lighting	5	4	3	2	1	6
y. The services provided at Shoal Bay Waste Mgmt Facility	5	4	3	2	1	6
z. The wheeler bin collection service	5	4	3	2	1	6
aa. Traffic management (e.g. placement of roundabouts, lights, traffic calming devices etc)	5	4	3	2	1	6
ab. Waste recycling services	5	4	3	2	1	6
ac. Weyfording 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 Alderman 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
 - 2..... To gain information
 - 3..... To make a complaint
 - 4..... To make a compliment
 - 5..... To pay rates/ fines
 - 6..... To use a facility
 - 7..... To use a service
 - 8..... Other - **specify**
 - 9..... Don't remember

10. **ASK ALL:** How do you currently find out about Council information / 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
11. **Where do you want to find out about Council information? Unprompted, multiple response**
- 1..... Council's website
 - 2..... Email or E-newsletter
 - 3..... Letter
 - 4..... Lord Mayor and/or Aldermen
 - 5..... Radio
 - 6..... Social Media (e.g. Facebook, Twitter, Instagram)
 - 7..... Television
 - 8..... The Darwin Sun
 - 9..... The NT News (general)
 - 10..... The NT News (monthly 1 page City of Darwin feature)
 - 11..... Other – **specify**
 - 12..... Don't know/not sure
12. **How frequently do you view / monitor Council news and information via social media sites?**
- 1..... Daily
 - 2..... Once or twice a week
 - 3..... Once or twice a month
 - 4..... Less often
 - 5..... Never
13. **Do you believe that the City of Darwin has improved their communication to the community over the past year?**
- 1..... **Yes – specify why/how it's improved**
 - 2..... Don't know / not sure
 - 3..... No

14. 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. On a scale of 1 to 5, where 5 is very satisfied and 1 is very dissatisfied. **Read out (rotated)**

Ask only those who answered code 5 in Q7	→					
	5 Very satisfied	4	3	2	1 Very dissatisfied	Don't know
Specifically the quality of service from the front counter staff at the Civic Centre	5	4	3	2	1	6
ASK ALL	5 Very satisfied		→		1 Very dissatisfied	Don't know
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

15. 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..... Encourage social inclusion by providing activities that enable individuals to stay connected
 - 3..... Ensure its business is conducted in a transparent, accountable, responsible way
 - 4..... Leading and advocating for the sustainability and protection of our environment
 - 5..... Providing services and infrastructure that supports people to live, work and play
16. Please rate on a scale of 1 to 5, where 5 is strongly agree and 1 is strongly disagree, your level of agreement with the following statements. **Read out (rotated)**

I am satisfied with how the City of Darwin plans for the future of the City/ Council's vision and goals for the City are clearly communicated to residents	→					
	5 Very satisfied	4	3	2	1 Very dissatisfied	Don't know
	5	4	3	2	1	6
	5	4	3	2	1	6

17. 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

18. What do you think are the key issues currently affecting the lives of Darwin residents?

Unprompted, multiple response

- 1..... Accessibility
- 2..... Climate change
- 3..... Cost of living
- 4..... Crime and anti-social behaviour
- 5..... Housing affordability
- 6..... Itinerants
- 7..... Level of service
- 8..... Location
- 9..... Power and Water Costs
- 10..... Public intoxication impacts on community life (alcohol)
- 11..... Safety (community / personal)
- 12..... The environment
- 13..... The increasing pace of living
- 14..... The increasing size of the City
- 15..... Other – **specify**
- 16..... Don't know / not sure

19. Issues identified (codes 1-15 in Q18): 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

20. **ASK ALL:** 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

21. How safe do you feel in your local area in the daytime?

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

22. How safe do you feel in your local area at night?
- 5..... Very safe
 - 4..... Quite safe
 - 3..... Neither safe nor unsafe
 - 2..... Quite unsafe
 - 1..... Very unsafe
 - 6..... Don't know / not sure

23. Are there any particular areas/situations in the City of Darwin where you feel unsafe? **Unprompted, multiple response**

- 1..... Beaches
- 2..... Car parks
- 3..... Cycle / shared paths / walkways
- 4..... Licensed premises
- 5..... Local suburbs
- 6..... Parks
- 7..... Public events
- 8..... Public spaces
- 9..... Retail / shopping precincts
- 10..... Sporting events
- 11..... The City Centre
- 12..... Other – **specify**
- 13..... Don't know

24. Are you aware of any advertising or communications campaign about being safe in the City of Darwin?

Unprompted, multiple response

- 1..... Yes, The Darwin Safe Campaign
- 2..... Yes, Other campaigns - **specify**
- 3..... Don't know / not sure
- 4..... No

25. What do you think are the key environmental issues of importance currently impacting on residents in the city of Darwin? **Unprompted, multiple response**

- 1..... Biodiversity (i.e. plant and animals)
- 2..... Climate change
- 3..... Energy consumption
- 4..... Erosion (beaches / coastlines)
- 5..... Mining / gas exploration
- 6..... Tree planting / removal
- 7..... Waste recycling
- 8..... Water quality
- 9..... Other – **specify**
- 10..... Don't know

26. 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

27. 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:

28. Record gender:

- 1..... Male
- 2..... Female

29. 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

30. 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**

31. How many people are living in your household?
- 1..... One
 - 2..... Two
 - 3..... Three
 - 4..... Four
 - 5..... Five
 - 6..... Six or more - **specify number**
32. What is your current marital status? **Read out**
- 1..... Married
 - 2..... De facto relationship
 - 3..... Divorced
 - 4..... Separated
 - 5..... Widowed
 - 6..... Single (never married)
 - 7..... Refused
33. 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
34. **Employed (codes 1-4 in Q33):** 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

35. **ASK ALL:** Which of these categories does your gross household income fall into (before tax)?
- 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
36. Do you live in a...?
- 1..... House/single dwelling
 - 2..... Unit/flat in a block with others
 - 3..... Other – specify
37. Are you a...?
- 1..... Owner/rental payer
 - 2..... Renting tenant
 - 3..... Other – specify
38. 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..... Twi |
| 9..... Cullen Bay | 22..... Milliner | 35..... Wagaman |
| 10..... Darwin City | 23..... Moil | 36..... Wanguri |
| 11..... East Point | 24..... Muirhead | 37..... Winnelle |
| 12..... Fannie Bay | 25..... Nakara | 38..... Woolner |
| 13..... Jirral | 26..... Nightcliff | 39..... Wulagi |
39. 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