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Report on the
2011 Community Survey

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Presented to
Palerang Council

By Les Winton

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Table of Contents

Executive Summary	1
1. Introduction	1
1.1 Background	1
1.2 Study Objectives	1
2. Research Methodology	2
3. Summary of the Main Survey Findings	3
3.1 The Appreciative Enquiry Exercise	3
3.2 The Local Environment Plan	5
3.3 Council's Management Plan	9
3.4 Bungendore and Braidwood Options	13
4. Detailed Tabular Results	14
Appendix: 2011 Questionnaire	66

Executive Summary

This report covers a community survey undertaken by Winton Sustainable Research Strategies Pty Ltd for Palerang Council during August 2011 and compares the results with an earlier survey in April 2005, also undertaken by Winton Sustainable Research Strategies (then named Artcraft Research). The study involved administration by telephone of a structured questionnaire of around 15 minutes duration to a stratified random sample of 1,100 people (aged 18 years and over) drawn from throughout the Palerang Council area during August 2011.

The Local Environment Plan

Near the beginning of the survey, but following six Appreciate Enquiry questions not asked in 2005, people were asked to describe what they felt to be the good things, and not so good things, about living where they do. Having been thus 'primed', respondents in 2011 generally provided more positive and more negative comments than in 2005. While therefore not directly comparable, the figures are nonetheless revealing.

As in 2005, the top six positive mentions in 2011 were: the wide open spaces/ fields/ countryside, being quiet/ peaceful, a sense of community/ friendly people, being close to Canberra, the fresh air/ unpolluted atmosphere, and being close to other places (Sydney, Coast, Melbourne, etc). The top six not-so-positive mentions in 2011 were the roads (poor upkeep, potholed), poor public transport, high prices, dangerous drivers/ road rage, growing too fast/ too many new homes, and an inadequate garbage collection.

Once prompted, almost everyone is at least quite satisfied overall with their town or village or area as a place to live, with three in four being at least very satisfied. All eleven specific satisfaction measures examined in 2011 also emerged on the positive side of the ledger, also several had slipped significantly since 2005, particularly satisfaction with the local roads in the area, and connecting roads through the area.

Just over half of the people would like to see the population of the area stay the same size (53.0% vs 51.1% in 2005) or even decrease (1.5% vs 1.4% in 2005) over the next 20 years, with only around four in ten opting for an increase in the population (43.3% vs 40.5% in 2005). A vast majority (84.4% vs 87.3% in 2005) would like to see the character of their area stay the same in the future, with only around one in seven (15.6% vs 12.7% in 2005) wishing for a change. In two new questions in the 2011 survey, majorities maintain that smaller block sizes detract from the character of the area (64.3%) and that medium density developments detract from the character of the area (58.5%).

Council's Management Plan

To assist Council in developing its management plan, the survey measured community perceptions of Council's performance overall, and in terms of six specific aspects. Overall, the Council emerges on the positive side of the ledger, with over half (53.6% vs 58.4% in 2005) scoring its overall performance positively. While Council's performance is thought to have improved since 2005 in terms of the courtesy and friendliness of the, the knowledge and accuracy of staff and the management of residential development, it has fallen in terms of household garbage collection and the maintenance of connecting roads and local roads.

Close to a majority (47.3% vs 53.1% in 2005) claims to be well-informed about the overall activities and initiatives of the Council, and in a new question in 2005, over four in ten (44.8%) give Council a score of six or more out of ten in terms of how well the Council consults and engages with the community. (See Tables 3.8 and 3.9). Most people currently claim to obtain information from Council from items in their local newspaper (89.9%) and/or newsletters (61.0%), followed at some distance by the Council website (30.3%) and announcements on local radio stations (16.8%). And indeed this is the order in which they would prefer to receive information from Council, but with the newsletter enjoying even greater prominence (61.0% obtain vs 80.1% prefer to obtain). Around two-thirds claim to have looked at Council's quarterly newsletter (64.6%), of whom two-thirds (67.6%) regarded it as excellent, very good or good.

Bungendore and Braidwood Options

Among Bungendore residents, the perceived importance of establishing the viability of the water supply, and of restricting development on floodplains has risen in both cases since 2005, whereas the perceived importance of upgrading of the sewerage treatment works seems to have fallen slightly. Majorities of Bungendore and Braidwood residents both regard the building of a traffic bypass around their respective towns to be at least quite important.

1. Introduction

1.1 Background

It is now around six years since the Palerang Council started engaging with the community through a community consultation process to develop a management plan.

Since then, the population of the council area has increased substantially, with significant growth in Bungendore and rural residential areas.

1.2 Study Objectives

The objective of the telephone survey was to collect information on the following matters within an interview not exceeding 15 minutes average duration:

a. The Appreciate Enquiry exercise:

- Questions as posed in the recent community forums:

b. The local environment plan:

- Questions covered such topics as:
 - What's good about the locality;
 - What's not so good about it – opportunities for improvement;
 - Attitudes and preferences regarding the level of development.

c. The management plan:

- Questions on a range of management issues.

d. Bungendore and Braidwood options

- Attitudes to various options. (Asked only in the Bungendore area);
- Bypasses for Bungendore and Braidwood (Asked only in the Bungendore and Braidwood respectively);
- Off-street parking in Bungendore. (Asked of everyone).

d. Demographics

- The phone survey also collected basic demographic information so that the similarities and differences in views could be examined across the community, including:
 - Age,
 - Gender,
 - Household size/structure,
 - How long lived in area,
 - Housing tenure – eg, own or rent,
 - Location.

2. Research Methodology

The study involved administration by telephone of a structured questionnaire of maximum 15 minutes duration to a stratified random sample of people drawn from throughout the Palerang Council area in the same way as that employed in 2005.

To ensure that the results in each of the regions could stand up to statistical scrutiny, a total sample size of 1,100 people (aged 18 years and over) was chosen, with the number of people interviewed in each region being calculated so that the statistical tolerance in each region is equal at around $\pm 6.6\%$ on 50/50% results at the 95% level of confidence. The sampling tolerance on total results is around $\pm 2.8\%$. Results were then weighted at the computer analysis stage to realign the total results to population proportions.

[6]	Region	Estimated Population 2011 (from Council)	Weighted sample (proportional to population)	Unweighted sample (for consistent sampling tolerances)
1	Braidwood	1,200	87	200
2	Bungendore	2,900	209	200
3	Captains Flat	450	33	150
4	Villages	400	29	150
5	Rural residential	6,000	432	200
6	Farms	4,300	310	200
	Total	15,250	1,100	1100

Following drafting and pilot-testing of the questionnaire, a process of random digit dialling together with screening questions on location of residence was used to develop the sample. Filter questions were also used to ensure that only households living in or close to the towns and villages were included in those sub-samples, with the rest being classified into rural residential dwellings and farms.

We employed a three call approach in the interviewing process, that is, making one initial call and then up to 2 call-backs to not-at-homes on different days at different times before sample replacement. This approach provides a more representative sample than simply interviewing the first 1,100 people who answer the phone and agree to take part in the survey. By definition, the telephone approach leaves out all households where no phone contact is possible, but this generally comprises only a relatively small proportion of households in regional and rural areas.

A structured questionnaire suitable for telephone administration was drawn up in consultation with Council, and pilot-tested with a small sub-sample of the population (via test interviews with some 20 people from different regions) to test for question flow and to eliminate any question wording ambiguities. The interviews were then conducted by our experienced team of ISO20252-accredited interviewers, who were briefed and supervised on the study.

3. Summary of the Main Survey Findings

This section of the report provides a summary of the main findings emerging from the study. For a more detailed analysis by population sub-groups, please refer to Section 4.

3.1 The Appreciative Enquiry Exercise

- As part of the consultation process, the Centre for Local Government at the University of Technology Sydney was engaged by the council to facilitate a series of ten Community Forums which were conducted using the Appreciative Enquiry technique. Six of the questions forming the basis of this technique were included at the beginning of the current study questionnaire at Council's request to provide a representative community viewpoint as a reliable background against which the responses elicited in the community forums of interested residents and other stakeholders can be assessed.

- The six open-ended questions used, together with the five most prevalent responses to each, were as follows (See Tables 4.1 to 4.6 for more detail):

Q.1 Thinking about the Palerang Council area as a whole, what are one or two things you most value about living in Palerang?

The five most prevalent responses related to wide open spaces/fields/countryside (58.8%), quiet/peaceful (47.9%), sense of community/ friendly people (38.9%), close to Canberra (18.7%), and close to other places (Sydney, Coast, Melbourne, etc) (15.4%).

Q.2 What is the most significant way that Palerang is changing?

The five most prevalent responses related to population growth (38.1%), inappropriate housing development/more housing/too many new homes (18.9%), Braidwood declining/dying/ageing (10.3%), council rates higher (6.2%), and council improving/better meetings/listening better (6.1%).

Q.3 What is the most important issue facing the future of Palerang and its community?

The five most prevalent responses related to more certainty for council funding (31.4%), accommodating population growth (19.1%), containing rate increases (18.6%), water management/conservation (11.3%), and addressing traffic congestion (5.3%).

Q.4 What changes would you most like to see that would make Palerang a better place?

The five most prevalent responses related to upgrade all roads/road improvement generally (14.9%), better balance between Bungendore and Braidwood (de-amalgamate) (12.5%), tidy the towns/more manicured streetscapes/gardens/give a facelift (9.5%), better funding from State and/or Federal Government (9.2%), and more public transport/buses/trains (re-open lines) (7.4%).

Q.5 What should Council do to help achieve these things?

The five most prevalent responses related to upgrade all roads/road improvement generally (17.3%), get politics out of Council/clean up Council (12.1%), tidy the towns/more manicured streetscapes/gardens/give a facelift (11.3%), better balance between Bungendore and Braidwood (de-amalgamate) (11.2%), and seek funding from State and/or Federal Government/devise a business plan (11.1%).

Q.6 What things will you be able to see, hear and touch in your 'ideal' Palerang?

The five most prevalent responses related to still rural/lovely rural villages (13.8%), stay largely as it is/status quo maintained/what you see now (13.1%), better roads/roads all fixed (11.9%), expanded markets/fairs (11.6%), and no through traffic in main streets/quieter streets/bypass traffic (9.9%).

3.2 The Local Environment Plan

- Near the beginning of the survey, but following the six Appreciate Enquiry questions not asked in 2005, people were asked to describe what they felt to be the good things, and not so good things, about living where they do. Having been thus 'primed', respondents in 2011 generally provided more positive and more negative comments than in 2005. While therefore not directly comparable, the figures are nonetheless revealing.

Table 3.1:

What people feel are the <u>good things</u> about living in the area: (Unaided mentions)	2005 %	2011 %	What people feel are the <u>not so good things</u> about living in the area: (Unaided mentions)	2005 %	2011 %
Wide open spaces/fields/countryside	46.3	70.1	Roads/poor upkeep/potholed	18.7	33.4
Quiet/peaceful	54.5	59.0	Poor public transport	10.5	14.9
Sense of community/ friendly people	28.9	50.2	High prices	3.8	10.5
Close to Canberra	16.8	36.5	Dangerous drivers/road rage	1.6	9.7
Fresh air/unpolluted	23.6	23.0	Growing too fast/too many new homes	8.0	7.6
Close to other places (Sydney, Coast, Melbourne, etc)	8.3	17.9	Inadequate garbage collection	2.5	7.4
Close to Queanbeyan	4.4	10.5	Lack of variety of shopping	6.3	6.0
Heritage aspects	0	7.3	Not enough to do/too quiet	2.8	5.2
Good shopping opportunities	1.1	5.6	Inadequate household recycling service	1.8	3.4
Easy to move around/ Good roads	0	5.5	Untidy/ graffiti	0	2.2
Good climate/ four seasons	6.9	5.3	Over-regulated/too many rules	0.7	2.0
Safe for children	4.9	5.2	People not friendly (anymore)	0.2	2.0
Good schools/ educational opportunities	1.8	5.2	Not growing fast enough	0	1.6
Less traffic congestion	3.0	5.1	Extremes of seasons	7.8	1.3
Less crime	1.9	4.0	Drugs/lack of policing	0.9	1.2
Entertainment/ arts/ culture	0	4.0	Inadequate schools	1.6	0
Well planned/well laid out	1.1	1.9		0	0
Tidy/ neat/ clean	0	1.3		0	0
All other minor mentions	3.9	5.1	All other minor mentions	44.9	38.2
TOTAL mentions of good things	207.4	322.7	TOTAL mentions of not so good things	112.1	146.6
NET people mentioning any good things	97.0	99.7	NET people mentioning any not so good things	75.5	85.8
No good things mentioned	3.0	0.3	No not so good things mentioned	24.5	14.2

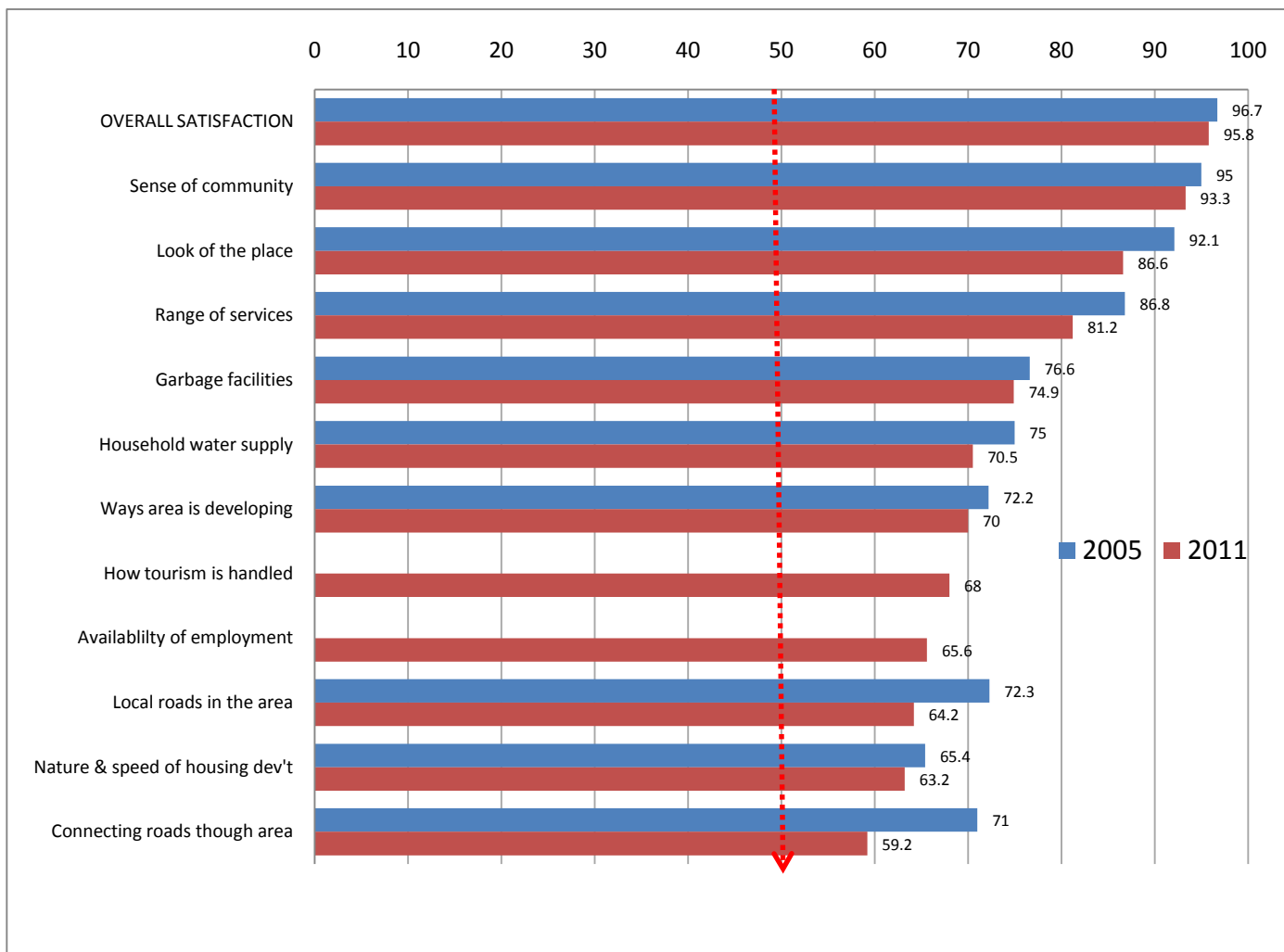
- As in 2005, the top six positive mentions in 2011 were: the wide open spaces/ fields/ countryside (70.1%), being quiet/ peaceful (59.0%), a sense of community/ friendly people (50.2%), being close to Canberra (36.5%), the fresh air/ unpolluted atmosphere (23.0%) and being close to other places (Sydney, Coast, Melbourne, etc) (17.9%) (See Table 3.1).

- The top six not-so-positive mentions in 2011 were the roads (poor upkeep, potholed) 33.4%, poor public transport (14.9%), high prices (10.5%), dangerous drivers/ road rage (9.7%), growing too fast/ too many new homes (7.6%) and an inadequate garbage collection (7.4%) (See Table 3.1).
- Once prompted, almost everyone (95.8% vs 96.7% in 2005) is at least quite satisfied overall with their town or village or area as a place to live, with three in four being at least very satisfied (70.5% vs 75.2% in 2005) (See Table 3.2).
- All eleven specific satisfaction measures examined in 2011 also emerged on the positive side of the ledger, also several had slipped significantly since 2005, particularly satisfaction with the local roads in the area (down from 72.3% at least quite satisfied in 2005 to 64.2% in 2011) and connecting roads through the area (down from 71.0% in 2007 to 59.2% in 2011). (See Table 3.2 and Chart 3.1)

Table 3.2:

		Not at all satisfied %	Not very satisfied %	Quite satisfied %	Very satisfied %	Completely satisfied %	Total C+V+Q %	Mean N
Overall satisfaction with this town/village/area as a place to live	2011	0.2	4.1	25.3	44.5	26.0	95.8	3.9
	2005	1.7	1.6	21.5	38.8	36.4	96.7	4.1
The sense of community (groups, networks) in the area (community groups/support networks)	2011	1.2	5.5	33.6	40.3	19.4	93.3	3.7
	2005	1.0	4.1	24.9	37.9	32.2	95.0	4.0
The 'look' (or appearance) of the place	2011	0.9	12.4	45.3	32.6	8.7	86.6	3.4
	2005	1.7	6.3	21.2	40.9	30.0	92.1	3.9
The range of services available to the community	2011	3.3	15.4	47.8	28.7	4.7	81.2	3.2
	2005	3.5	9.7	42.3	31.8	12.7	86.8	3.4
The garbage tip facilities now available in the area (NB. In Captain's Flat, we asked 'transfer station' in place of 'garbage tip facilities')	2011	9.3	15.8	38.1	20.9	15.9	74.9	3.2
	2005	12.9	10.6	32.1	32.1	12.4	76.6	3.2
The household water supply in the area (NB. Asked only in Braidwood, Bungendore and Captain's Flat)	2011	8.5	21.0	46.8	12.5	11.2	70.5	3.0
	2005	12.8	12.3	29.7	23.3	22.0	75.0	3.3
The ways in which your area is developing	2011	7.2	22.8	45.8	17.5	6.7	70.0	2.9
	2005	12.0	15.7	36.3	25.6	10.3	72.2	3.1
How tourism is being handled in the Council area	2011	8.3	23.8	51.2	14.3	2.5	68.0	2.8
	2005							
The availability of employment/ jobs in the Council area	2011	6.1	28.3	52.3	10.2	3.1	65.6	2.8
	2005							
The local roads in the area	2011	7.4	28.3	46.0	13.8	4.4	64.2	2.8
	2005	8.7	19.0	32.7	29.7	9.9	72.3	3.1
The nature and speed of housing development in the area	2011	7.7	29.0	42.8	13.7	6.7	63.2	2.8
	2005	14.0	20.6	36.2	16.3	12.9	65.4	2.9
The connecting roads through the area (main roads)	2011	9.9	30.8	35.6	15.5	8.1	59.2	2.8
	2005	10.7	18.2	24.7	30.5	15.8	71.0	3.2

Chart 3.1



- Just over half of the people would like to see the population of the area stay the same size (53.0% vs 51.1% in 2005) or even decrease (1.5% vs 1.4% in 2005) over the next 20 years, with only around four in ten opting for an increase in the population (43.3% vs 40.5% in 2005). (See Tables 3.3).

Table 3.3:

Over the next 20 years, the population should:	2005 %	2011 %
More than triple in size	2.3	2.9
Triple in size	2.3	1.4
Double in size	9.4	14.9
Increase by half	26.5	24.1
TOTAL in favour of an increase in population	40.5	43.3
Stay the same size	51.1	53.0
Decrease in size	1.4	1.5
Unsure	7.0	2.2

- A vast majority (84.4% vs 87.3% in 2005) would like to see the character of their area stay the same in the future, with only around one in seven (15.6% vs 12.7% in 2005) wishing for a change. (See Tables 3.4).

Table 3.4:

The future character of the area should:	2005 %	2011 %
Remain about the same	87.3	84.4
Change	12.7	15.6

- In two new questions in the 2011 survey, majorities maintain that smaller block sizes detract from the character of the area (64.3%) and that medium density developments detract from the character of the area (58.5%). (See Tables 3.5 and 3.6).

Table 3.5:

Q. [ASK ALL] Block sizes in newer housing estates are generally a bit smaller than in older estates. Do these smaller block sizes improve or detract from the character of the area, or does the character of the area remain the same?	2011 %
Improve	5.4
Detract from	64.3
Remain about the same	30.3

Table 3.6:

Q. [ASK ALL] In some towns medium density developments including town houses and duplexes have been taking place. Do these medium density developments improve or detract from the character of the area, or does the character of the area remain the same? IF IMPROVE/DETRACT, PROBE: In what ways do the medium density developments improve/detract from the character of the area?	2011 %
Improve	12.0
Detract from	58.5
Remain about the same	29.5

3.3 Council's Management Plan

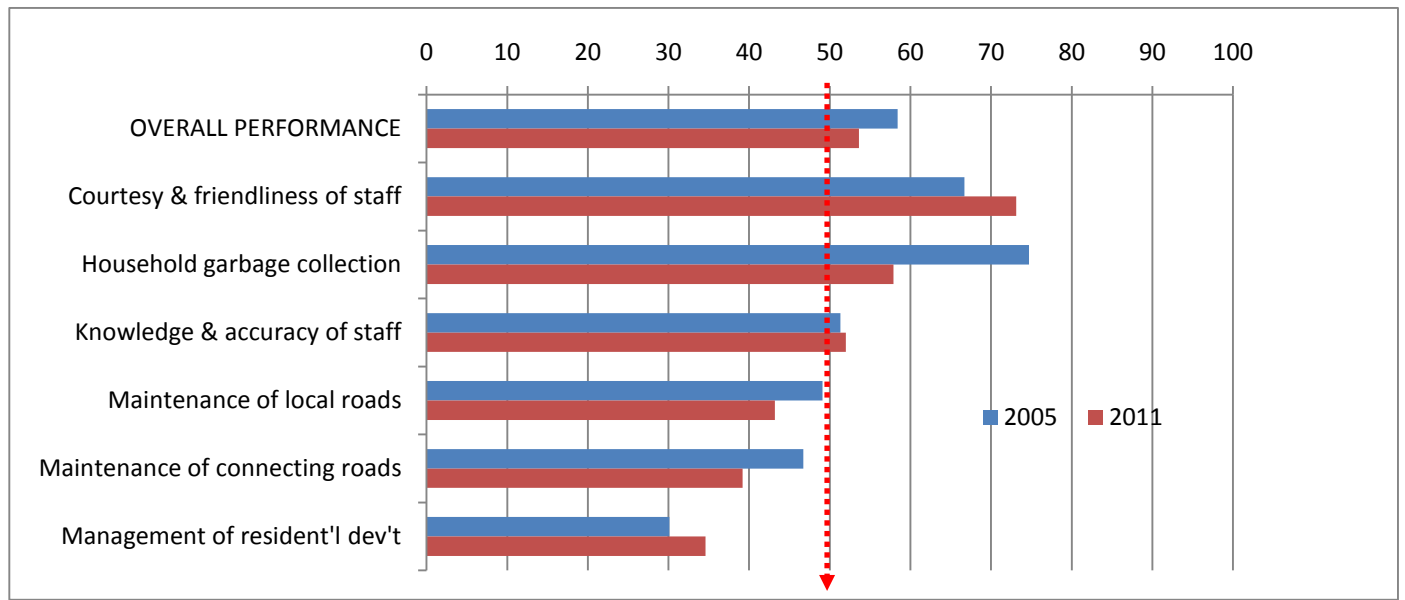
- To assist Council in developing its management plan, the survey measured community perceptions of Council's performance overall, and in terms of six specific aspects. (See Tables 3.7 and Chart 3.2).
- Overall, the Council emerges on the positive side of the ledger, with over half (53.6% vs 58.4% in 2005) scoring its overall performance positively (ie, scoring it 6 or above on a 1 to 10 scale where 10 is excellent and 1 is terrible).

Table 3.7:

		Terrible ↓										Excellent ↓		Mean n
		1 %	2 %	3 %	4 %	5 %	6 %	7 %	8 %	9 %	10 %	6-10 %		
The overall performance of Palerang Council as a whole	2011	1.1	4.2	6.4	9.4	25.2	17.7	20.7	12.2	1.3	1.7	53.6	5.7	
	2005	1.6	1.5	4.5	2.3	31.8	13.3	25.9	16.7	0.8	1.7	58.4	6.0	
The courtesy and helpfulness of council staff	2011	0.9	1.0	2.6	3.5	18.7	10.6	18.6	25.0	9.4	9.5	73.1	6.9	
	2005	3.3	1.2	1.1	2.2	25.4	11.4	17.6	24.3	5.5	7.9	66.7	6.6	
The household garbage collection in some areas	2011	11.1	2.6	3.5	3.6	21.3	8.9	11.4	20.4	5.3	11.9	57.9	6.1	
	2005	1.4	2.9	5.4	3.8	11.8	6.0	11.4	20.7	9.6	27.0	74.7	7.3	
The knowledge and accuracy of council staff	2011	1.7	2.8	6.1	8.8	28.6	10.7	14.0	17.5	4.7	5.1	52.0	5.7	
	2005	3.5	1.9	3.0	8.9	31.4	14.0	16.8	14.8	2.1	3.6	51.3	5.8	
The maintenance of roads in towns and villages	2011	6.9	4.5	8.0	10.8	26.5	14.2	16.6	9.5	2.4	0.5	43.2	5.2	
	2005	5.3	5.1	5.1	10.0	25.3	12.7	17.9	13.9	2.7	1.9	49.1	5.5	
The maintenance of connecting roads in their care	2011	5.0	5.9	4.6	15.1	30.2	16.1	12.4	6.4	2.9	1.4	39.2	5.3	
	2005	3.2	4.5	6.1	11.6	25.1	13.7	15.4	14.5	1.4	1.7	46.7	5.5	
The management of residential development within the area in recent years	2011	8.2	7.3	9.0	14.5	26.4	11.4	11.5	8.3	2.4	1.0	34.6	4.9	
	2005	8.2	6.4	9.7	13.5	32.1	11.5	9.4	7.0	0.2	2.0	30.1	4.8	

- While Council's performance is thought to have improved since 2005 in terms of the courtesy and friendliness of the, the knowledge and accuracy of staff and the management of residential development, it has fallen in terms of household garbage collection and the maintenance of connecting roads and local roads (See Table 3.7 and Chart 3.2).

Chart 3.2



- Close to a majority (47.3% vs 53.1% in 2005) claims to be well-informed about the overall activities and initiatives of the Council, and in a new question in 2005, over four in ten (44.8%) give Council a score of six or more out of ten in terms of how well the Council consults and engages with the community. (See Tables 3.8 and 3.9).

Table 3.8:

How well informed about the overall activities and initiatives of the council:	2005 %	2011 %
10 - Totally well-informed	1.1	1.6
9	4.5	3.5
8	12.5	12.6
7	19.3	16.6
6	15.7	13.0
Total scoring 6 and above	53.1	47.3
5	24.4	29.8
4	9.4	8.7
3	6.7	7.4
2	2.2	3.6
1 - Not informed at all	4.3	3.1
Mean	5.7	5.5

Table 3.9:

How well the Council consults and engages with the community:	2011 %
10 - Totally consults and engages	2.1
9	2.9
8	10.0
7	13.1
6	16.7
Total scoring 6 and above	44.8
5	24.8
4	9.5
3	10.6
2	4.9
1 – Doesn't consult and engage at all	5.3
Mean	5.3

- Most people currently claim to obtain information from Council from items in their local newspaper (89.9%) and/or newsletters (61.0%), followed at some distance by the Council website (30.3%) and announcements on local radio stations (16.8%). And indeed this is the order in which they would prefer to receive information from Council, but with the newsletter enjoying even greater prominence (61.0% obtain vs 80.1% prefer to obtain) (See Table 3.10).

Table 3.10:

Obtaining information from Council:	Currently obtain information from Council %	Prefer to obtain information from Council %
Articles, notices or ads in your local newspaper	89.9	81.0
Newsletters (quarterly)	61.0	80.1
The Council website (www.Palerang.nsw.gov.au)	30.3	41.7
Announcements on local radio stations	16.8	25.9
Television	13.6	22.2
Articles, notices or ads in the Canberra Times	8.7	11.5
Social media, eg, Twitter, Facebook, YouTube, etc	0.9	5.0
Total responses	221.2	267.4
None of these	0.3	2.3

- Around two-thirds claim to have looked at Council’s quarterly newsletter (64.6%), of whom two-thirds (67.6%) regarded it as excellent, very good or good (See Tables 3.11 and 3.12).

Table 3.11

Q. [ASK ALL] (As you may know) in recent years Council has distributed a quarterly newsletter to residents. Have you ever looked at this newsletter?	Total %
Yes	64.6
No	31.5
Unsure	4.0

Table 3.12

Q. In general, what did you think of the newsletter in terms of the kinds of information it provided...did you think its coverage was excellent, very good, good, fair or poor?	Total %
<i>Among those who had looked into newsletter:</i>	
Excellent	4.3
Very good	19.6
Good	43.7
Fair	19.1
Poor	6.3
Unsure	7.0
Total good = E+VG+G	67.6

3.4 Bungendore and Braidwood Options

- Among Bungendore residents, the perceived importance of establishing the viability of the water supply, and of restricting development on floodplains has risen in both cases since 2005, whereas the perceived importance of upgrading of the sewerage treatment works seems to have fallen slightly. (See Table 3.13).

Table 3.13

Perceived importance of various priorities:	Establishing the viability of the water supply. %		Restricting development on floodplains. %		Upgrading of the sewerage treatment works %	
	2005	2011	2005	2011	2005	2011
<i>Among Bungendore residents:</i>						
Extremely important	27.7	59.4	21.5	45.7	14.4	27.2
Very important	62.1	34.9	48.2	27.7	55.4	35.8
Quite important	10.3	5.2	26.2	21.1	25.6	27.0
Not very important	0.0	0.0	2.1	4.5	2.1	4.8
Not important at all	0.0	0.5	2.1	0.9	2.6	3.3
Total E+V imp't	89.8	94.3	69.7	73.4	69.8	63.0
Total E+V+Q imp't	100.0	99.5	95.9	94.6	95.4	91.9
Mean	4.2	4.5	3.9	4.1	3.8	3.8

- Majorities of Bungendore and Braidwood residents both regard the building of a traffic bypass around their respective towns to be at least quite important. (See Tables 3.13).

Table 3.14

Perceived importance of various priorities:	Bypassing traffic to the East of Bungendore Among B'dore residents %	Building a traffic bypass around Bungendore Among B'dore residents %	Building a traffic bypass around Braidwood Among Braidwood residents %
	2005	2011	2011
Extremely important	9.2	16.3	18.0
Very important	24.6	18.6	15.1
Quite important	43.1	22.4	25.3
Not very important	13.3	16.0	10.2
Not important at all	9.7	26.7	31.4
Total E+V imp't	33.8	34.9	33.1
Total E+V+Q imp't	76.9	57.3	58.4
Mean	3.1	2.8	2.8

4. Detailed Tabular Results

Table 4.1

Q.1 [ASK ALL] Thinking about the Palerang Council area as a whole, what are one or two things you most value about living in Palerang?

<i>When open-ended responses are grouped the following pattern emerges:</i>	<i>%</i>
Wide open spaces/fields/countryside	58.8
Quiet/peaceful	47.9
Sense of community/ friendly people	38.9
Close to Canberra	18.7
Close to other places (Sydney, Coast, Melbourne, etc)	15.4
Fresh air/unpolluted	12.1
Close to Queanbeyan	6.6
Easy to move around/ Good roads	3.9
Less traffic congestion	3.8
Heritage aspects	3.0
Good climate/ four seasons	3.0
Good schools/ educational opportunities	2.8
Good shopping opportunities	2.6
Safe for children	2.6
Less crime	2.3
Tidy/ neat/ clean	2.0
Well planned/well laid out	1.1
Entertainment/ arts/ culture	1.0
All other mentions (none > 1%)	3.7
Total mentions	230.2
Nothing mentioned/no answer/unsure	0.2

Table 4.2**Q.2 [ASK ALL] What is the most significant way that Palerang is changing?**

<i>When open-ended responses are grouped the following pattern emerges:</i>	<i>%</i>
Population growth (mainly Bungendore)	38.1
Inappropriate housing development/more housing/too many new homes	18.9
Braidwood declining/dying/ageing	10.3
Council rates higher	6.2
Council improving/better meetings/listening better	6.1
Increasing traffic/traffic through towns	5.0
Council going broke/Council underfunded	4.6
Braidwood now heritage listed	4.2
Declining community services	3.9
More footpaths/more roads	3.6
Council processes slower/Council deteriorating	3.4
Increasing council rates	3.3
Declining community spirit/know fewer people	2.4
Council staff growing/Council getting bigger	2.2
Green movement/environmentally more conscious	2.2
Business depressed/declining	1.9
Insurance companies won't pay on flood damage	1.9
Overdevelopment/unustainable development	1.7
Property values increasing	1.5
Growing community Services	1.5
Extended garbage collection beyond towns	1.4
Smaller house blocks	1.2
Declining natural environment	1.2
More rural subdivision	1.1
Need for swimming pool	1.0
All other mentions (none > 1%)	3.2
Total mentions	132.0
Nothing/unsure	0.8

Table 4.3**Q.3 [ASK ALL] What is the most important issue facing the future of Palerang and its community?**

<i>When open-ended responses are grouped the following pattern emerges:</i>	<i>%</i>
More certainty for council funding	31.4
Accommodating population growth	19.1
Containing rate increases	18.6
Water management/conservation	11.3
Addressing traffic congestion	5.3
Speed up Council development and approval process	5.1
Control/contain housing development	4.9
Reviving Braidwood (not letting Braidwood die)	4.9
Listening to the people/continuing to consult	4.5
Maintaining infrastructure (roads, bridges, bypasses. etc)	3.9
Reducing council staff/eliminating bureaucracy	3.5
Retaining heritage features/feel/atmosphere	3.2
Expanding/improving infrastructure (roads, bridges, bypasses. etc)	3.1
Getting rid of wind farm/no more wind farms	2.8
Address lack of public transport	2.8
Maintaining/improving/expanding community services	2.3
Retaining community spirit	1.8
Retaining country feel/atmosphere	1.7
More activities for teenagers	1.7
Encouraging licensed club to be built in Bungendore	1.2
All other mentions (none > 1%)	3.9
Total mentions	137.0
Nothing/unsure	1.7

Table 4.4

Q.4 [ASK ALL] What changes would you most like to see that would make Palerang a better place?

<i>When open-ended responses are grouped the following pattern emerges:</i>	%
Upgrade all roads/road improvement generally	14.9
Better balance between Bungendore and Braidwood (de-amalgamate)	12.5
Tidy the towns/more manicured streetscapes/gardens/give a facelift	9.5
Better funding from State and/or Federal Government	9.2
More public transport/buses/trains (re-open lines)	7.4
Less politics in Council/more caring/more humanity/more honesty	7.3
Encourage job creation/attract more industry	5.9
Save Braidwood from dying/remove heritage listing/allow development	5.7
Amalgamate/combine with Queanbeyan Council	4.1
More local information/inform community	4.1
Upgrade Jerangle Road/Captains Flat Road	3.9
Stop subdivisions/no more subdivisions	3.7
Build swimming pool in area	3.7
Better policing/more police/make people obey the law	3.6
Upgrade Macs Reef Road/Bywong Road	3.2
Introduce kerbside garbage collection	3.1
Retain people in the area/don't scare people off	3.0
Upgrade Kings Highway (esp. between B'dore and B'wood)	2.7
Stronger environmental protection/need a local environment plan	2.5
Include outer districts in decisions (eg, Royalla, Majors Creek, etc)	2.3
More consultation/ Council to listen more	2.2
Encourage tourism	2.2
No more small block sizes/ only allow larger blocks	2.1
More amenities for young people	1.8
Improve line marking on roads	1.1
Retain social/cultural institutions	1.1
All other mentions (none > 1%)	2.9
Total mentions	125.7
Nothing/unsure	4.8

Table 4.5**Q.5 [ASK ALL] What should Council do to help achieve these things?**

<i>When open-ended responses are grouped the following pattern emerges:</i>	<i>%</i>
Upgrade all roads/road improvement generally	17.3
Get politics out of Council/clean up Council	12.1
Tidy the towns/more manicured streetscapes/gardens/give a facelift	11.3
Better balance between Bungendore and Braidwood (de-amalgamate)	11.2
Seek funding from State and/or Federal Government/devise a business plan	11.1
Reduce Council rates/make living here more affordable	9.2
Save Braidwood from dying/remove heritage listing/allow development	8.6
Amalgamate/combine with Queanbeyan Council	7.5
Stop subdivisions/no more subdivisions	7.5
Encourage job creation/attract more industry	6.8
More local information/inform community	6.1
Limit development to urban centres/leave the rest undeveloped	6.1
No more small block sizes/ only allow larger blocks	5.1
Stronger environmental protection/need a local environment plan	4.5
Include outer districts in decisions (eg, Royalla, Majors Creek, etc)	4.4
Convince people to stay in the area/don't scare people off	4.0
Introduce kerbside garbage collection	4.0
Upgrade Jerangle Road/Captains Flat Road	3.8
Better policing/more police/make people obey the law	3.2
Build swimming pool in area	3.2
Provide more public transport/buses/trains (re-open lines)	3.1
Upgrade Macs Reef Road/Bywong Road	3.1
More consultation/ Council to listen more	2.9
Upgrade Kings Highway (esp. between B'dore and B'wood)	2.3
Encourage tourism/advertise more widely/show diversity of activities	2.1
More amenities for young people	1.2
Improve line marking on roads	1.1
Retain social/cultural institutions	1.1
All other mentions (none > 1%)	2.7
Total mentions	166.6
Nothing/unsure	5.3

Table 4.6**Q.6 [ASK ALL] What things will you be able to see, hear and touch in your 'ideal' Palerang?**

<i>When open-ended responses are grouped the following pattern emerges:</i>	<i>%</i>
Still rural/lovely rural villages	13.8
Stay largely as it is/status quo maintained/what you see now	13.1
Better roads/roads all fixed	11.9
Expanded markets/fairs	11.6
No through traffic in main streets/quieter streets/bypass traffic	9.9
Tidy towns/no rubbish lying round	8.6
Services continuing/improving	7.9
Good public transport	6.4
People proud of living here again/restored community spirit	6.3
More services and facilities for older people	5.3
Lower rates	5.2
Community facilities/a community centre	4.6
Braidwood rejuvenated/very much alive/no longer dying	3.7
More heritage features and buildings highlighted/restored	3.5
Wind farms on the hills	3.2
New swimming pool	3.1
More tourists/flourishing tourist trade/tourism office or shopfront	2.9
Council community officer/reaching out into the community	2.8
High school in the area	2.7
Development of parklands	2.6
National Broadband connected	2.3
More art galleries and antique shops	2.1
Cheaper goods/stores less expensive	1.8
Return of the animal farm	1.1
All other mentions (none > 1%)	3.2
Total mentions	139.6
Nothing/unsure	2.1

Table 4.7a

Q.7 [ASK ALL] Now thinking specifically about the area where you live, what do you feel are all the GOOD things about living in this area? ... What do you most like about living here?
[PROBE FULLY]

<i>When open-ended responses to this fully probed question are grouped the following pattern emerges:</i>	Total %	Location					
		Braidwood %	Bungendore %	Captains Flat %	Villages %	Rural Resid'l %	Farms %
Wide open spaces/rural atmosphere/green/countryside	70.1	63.3	69.9	67.5	79.6	72.1	68.2
Quiet/peaceful/not hectic	59.0	34.4	64.6	55.8	57.4	61.1	60.6
Sense of community/friendly people/community feeling	50.2	84.4	54.0	49.4	48.1	44.0	45.5
Close to Canberra	36.5	40.0	30.1	32.5	46.3	36.9	39.4
Fresh air/unpolluted atmosphere/healthy air	23.0	30.0	29.2	18.2	24.1	22.9	16.7
Close to other places (eg, Sydney, coastal beaches, Melbourne)	17.9	34.4	10.6	22.1	11.1	17.3	19.7
Close to Queanbeyan	10.5	4.4	9.7	5.2	16.7	11.3	12.1
Safe for children	8.2	6.7	15.0	7.8	1.9	8.0	4.5
Heritage aspects	7.3	17.8	4.4	10.4	5.6	6.0	7.6
Good shopping centre/opportunities	5.6	0.0	15.0	1.3	1.9	3.5	4.5
Easy to move around/good roads/great networks of roads	5.5	10.0	8.8	1.3	9.3	4.5	3.0
Good climate/four distinct seasons	5.3	6.7	4.4	2.6	3.7	4.8	7.6
Good schools/educational opportunities	5.2	4.4	6.2	5.2	5.6	4.3	6.1
Less traffic congestion/hardly any peak hour	5.1	3.3	5.3	3.9	5.6	6.0	4.5
Entertainment/arts/culture/movies	4.0	11.1	9.7	2.6	0.0	1.5	1.5
Less crime/low crime rate	4.0	8.9	4.4	5.2	1.9	4.3	1.5
Well planned/well laid out	1.9	1.1	2.7	1.3	5.6	2.5	0.0
Lower cost of living/cheaper than city living	1.3	0.0	1.8	3.9	0.0	1.8	0.0
Tidy/neat/clean	1.3	3.3	0.9	0.0	1.9	1.0	1.5
Other	5.1	15.0	2.7	5.8	1.7	3.1	10.8
No good things/unsure	0.3	0.0	0.0	1.3	0.0	0.5	0.0

Table 4.7b

	Total %	Age			Gender	
		18 to 39 years %	40 to 54 years %	55+ years %	Men %	Women %
Wide open spaces/rural atmosphere/green/countryside	70.1	61.7	76.0	67.6	70.1	70.1
Quiet/peaceful/not hectic	59.0	51.6	61.8	58.6	60.8	57.9
Sense of community/friendly people/community feeling	50.2	70.3	46.6	48.3	50.4	50.1
Close to Canberra	36.5	35.2	40.9	33.6	33.9	38.0
Fresh air/unpolluted atmosphere/healthy air	23.0	17.2	16.8	28.8	26.2	21.2
Close to other places (eg, Sydney, coastal beaches, Melbourne)	17.9	19.5	19.7	16.3	16.2	18.9
Close to Queanbeyan	10.5	14.1	9.4	10.4	9.2	11.2
Safe for children	8.2	18.0	11.5	3.5	7.5	8.6
Heritage aspects	7.3	0.8	6.5	9.4	9.0	6.4
Good shopping centre/opportunities	5.6	7.0	5.5	5.3	6.0	5.4
Easy to move around/good roads/great networks of roads	5.5	4.7	4.1	6.7	5.5	5.5
Good climate/four distinct seasons	5.3	4.7	4.3	6.2	7.0	4.4
Good schools/educational opportunities	5.2	24.2	3.8	1.9	4.5	5.6
Less traffic congestion/hardly any peak hour	5.1	0.0	3.8	7.3	5.7	4.8
Entertainment/arts/culture/movies	4.0	1.6	1.4	6.4	2.2	4.9
Less crime/low crime rate	4.0	3.1	3.8	4.2	4.2	3.8
Well planned/well laid out	1.9	0.8	2.2	1.9	0.7	2.5
Lower cost of living/cheaper than city living	1.3	0.0	1.7	1.2	2.7	0.4
Tidy/neat/clean	1.3	0.0	1.4	1.4	0.7	1.6
Other	5.1	1.5	9.0	3.9	1.7	7.6
No good things/unsure	0.3	0.0	0.7	0.0	0.0	0.4

Table 4.8a

Q.8 [ASK ALL] And what if anything do you feel are the NOT SO GOOD things about living in this area? ... What needs to be improved about living here? [PROBE FULLY]

	Total %	Location					
		Braidwood %	Bungendore %	Captains Flat %	Villages %	Rural Resid'l %	Farms %
Roads/poor upkeep/potholed	33.4	26.7	30.1	44.2	35.2	36.4	30.3
Public transport/none/not often enough/unreliable	14.9	26.7	17.7	16.9	14.8	14.1	9.1
High prices (eg, petrol, air fares, tip fees, bus fares, etc)	10.5	31.1	5.3	11.7	5.6	9.0	10.6
Dangerous drivers/road rage	9.7	11.1	13.3	5.2	5.6	8.3	10.6
Growing too fast/too many new houses	7.6	1.1	16.8	6.5	1.9	5.8	6.1
Garbage collection/none/infrequent/unreliable	7.4	2.2	0.0	5.2	13.0	11.3	9.1
Lack of variety of shopping	6.0	8.9	14.2	6.5	1.9	4.0	1.5
Not enough to do/too quiet/boredom	5.0	16.7	6.2	3.9	3.7	3.3	3.0
Inadequate schools	4.2	0.0	8.0	5.2	3.7	2.8	4.5
Household recycling service/none/infrequent/unreliable	3.4	0.0	0.0	3.9	5.6	5.0	4.5
Untidy/graffiti/rubbish everywhere	2.2	5.6	3.5	1.3	1.9	1.3	1.5
Over-regulated/too many rules	2.0	0.0	2.7	2.6	0.0	2.5	1.5
People not friendly (anymore)/no community feeling	2.0	0.0	0.9	2.6	0.0	2.5	3.0
Not growing fast enough/stagnating/dying	1.6	8.9	0.9	1.3	0.0	0.8	1.5
Extremes of seasons/summer too hot/winter too cold	1.3	1.1	2.7	0.0	3.7	1.3	0.0
Drugs/lack of policing	1.2	1.1	1.8	0.0	1.9	0.8	1.5
Too far from Sydney/Melbourne/beaches	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other	38.2	47.8	36.0	43.2	40.0	37.0	37.0
No not so good things/unsure	14.2	5.6	15.0	5.2	13.0	13.1	21.2

Table 4.8b

	Total %	Age			Gender	
		18 to 39 years %	40 to 54 years %	55+ years %	Men %	Women %
Roads/poor upkeep/potholed	33.4	28.9	41.8	28.1	30.7	34.9
Public transport/none/not often enough/unreliable	14.9	8.6	13.9	17.0	17.0	13.7
High prices (eg, petrol, air fares, tip fees, bus fares, etc)	10.5	7.8	8.7	12.4	12.5	9.3
Dangerous drivers/road rage	9.7	9.4	7.7	11.3	8.7	10.3
Growing too fast/too many new houses	7.6	8.6	7.0	7.8	8.7	6.9
Garbage collection/none/infrequent/unreliable	7.4	4.7	9.4	6.5	6.0	8.2
Lack of variety of shopping	6.0	7.8	7.2	4.6	7.7	4.9
Not enough to do/too quiet/boredom	5.0	7.8	7.9	2.1	2.7	6.2
Inadequate schools	4.2	0.0	7.2	3.0	1.5	5.8
Household recycling service/none/infrequent/unreliable	3.4	2.3	4.3	3.0	3.2	3.5
Untidy/graffiti/rubbish everywhere	2.2	2.3	2.4	1.9	2.5	2.0
Over-regulated/too many rules	2.0	2.3	0.0	3.4	3.2	1.3
People not friendly (anymore)/no community feeling	2.0	0.0	0.0	3.9	3.0	1.4
Not growing fast enough/stagnating/dying	1.6	1.6	0.0	2.8	1.7	1.6
Extremes of seasons/summer too hot/winter too cold	1.3	0.0	0.0	2.5	2.5	0.6
Drugs/lack of policing	1.2	0.0	1.2	1.4	2.0	0.7
Too far from Sydney/Melbourne/beaches	0.0	0.0	0.0	0.0	0.0	0.0
Other	38.2	41.6	40.2	36.0	39.4	37.6
No not so good things/unsure	14.2	18.8	13.2	14.0	15.5	13.6

Table 4.9a**Q.9 [ASK ALL] Overall, how satisfied are you with this town/village/area as a place to live?**

	Total %	Location					
		Braidwood %	Bungendore %	Captains Flat %	Villages %	Rural Resid'l %	Farms %
Completely satisfied	26.0	21.1	23.0	27.3	22.2	27.1	28.8
Very satisfied	44.5	43.3	48.7	36.4	57.4	44.5	40.9
Quite satisfied	25.3	31.1	23.9	28.6	20.4	24.6	25.8
Not very satisfied	4.1	4.4	3.5	7.8	0.0	3.8	4.5
Not at all satisfied	0.2	0.0	0.9	0.0	0.0	0.0	0.0
<i>Mean</i>	3.9	3.8	3.9	3.8	4.0	3.9	3.9

Table 4.9b

	Total %	Age			Gender	
		18 to 39 years %	40 to 54 years %	55+ years %	Men %	Women %
Completely satisfied	26.0	33.6	21.2	27.8	23.9	27.1
Very satisfied	44.5	37.5	51.0	41.2	44.9	44.2
Quite satisfied	25.3	28.9	21.9	27.1	28.2	23.7
Not very satisfied	4.1	0.0	5.5	3.9	2.5	4.9
Not at all satisfied	0.2	0.0	0.5	0.0	0.5	0.0
<i>Mean</i>	3.9	4.0	3.9	3.9	3.9	3.9

Table 4.9c

	Total %	Length of Residence	
		Up to 5 years %	6 or more years %
Completely satisfied	26.0	20.7	29.5
Very satisfied	44.5	52.3	39.1
Quite satisfied	25.3	25.2	25.5
Not very satisfied	4.1	1.8	5.6
Not at all satisfied	0.2	0.0	0.3
<i>Mean</i>	3.9	3.9	3.9

Table 4.10a

Q.10a [ASK ALL] In general, how satisfied are you with the following aspects of this town/village/area..... firstly (READ OUT FIRST ASPECT)..... Would you say you are completely satisfied (CS), very satisfied (VS), quite satisfied (QS), not very satisfied (NV) or not at all satisfied (NA) with that aspect?

1. The ways in which your area is developing

	Total %	Location					
		Braidwood %	Bungendore %	Captains Flat %	Villages %	Rural Resid'l %	Farms %
Completely satisfied	6.7	1.1	3.5	2.6	9.3	6.5	12.1
Very satisfied	17.5	10.0	15.0	11.7	24.1	18.3	21.2
Quite satisfied	45.8	63.3	44.2	48.1	44.4	45.7	40.9
Not very satisfied	22.8	21.1	27.4	28.6	18.5	22.1	19.7
Not at all satisfied	7.2	4.4	9.7	9.1	3.7	7.3	6.1
<i>Mean</i>	2.9	2.8	2.8	2.7	3.2	2.9	3.1

Table 4.10b

	Total %	Age			Gender	
		18 to 39 years %	40 to 54 years %	55+ years %	Men %	Women %
Completely satisfied	6.7	7.0	5.0	7.8	8.5	5.6
Very satisfied	17.5	33.6	19.5	12.4	21.2	15.4
Quite satisfied	45.8	32.0	44.5	49.9	41.6	48.2
Not very satisfied	22.8	25.8	21.2	23.4	22.7	22.9
Not at all satisfied	7.2	1.6	9.9	6.5	6.0	7.9
<i>Mean</i>	2.9	3.2	2.9	2.9	3.0	2.9

Table 4.10c

	Total %	Length of Residence	
		Up to 5 years %	6 or more years %
Completely satisfied	6.7	4.9	7.9
Very satisfied	17.5	23.2	13.6
Quite satisfied	45.8	46.3	45.5
Not very satisfied	22.8	19.4	25.2
Not at all satisfied	7.2	6.2	7.9
<i>Mean</i>	2.9	3.0	2.9

Table 4.11a

Q.10a [ASK ALL] In general, how satisfied are you with ...

2. The 'look' (or appearance) of the place

	Total %	Location					
		Braidwood %	Bungendore %	Captains Flat %	Villages %	Rural Resid'l %	Farms %
Completely satisfied	8.7	6.7	5.3	7.8	9.4	10.0	10.6
Very satisfied	32.6	22.2	29.2	29.9	41.5	32.7	37.9
Quite satisfied	45.3	57.8	53.1	50.6	34.0	45.5	34.8
Not very satisfied	12.4	11.1	8.8	11.7	15.1	11.8	16.7
Not at all satisfied	0.9	2.2	3.5	0.0	0.0	0.0	0.0
<i>Mean</i>	3.4	3.2	3.2	3.3	3.5	3.4	3.4

Table 4.11b

	Total %	Age			Gender	
		18 to 39 years %	40 to 54 years %	55+ years %	Men %	Women %
Completely satisfied	8.7	10.2	9.2	8.0	8.2	9.0
Very satisfied	32.6	50.8	35.4	26.4	28.7	34.9
Quite satisfied	45.3	25.8	50.6	45.9	45.6	45.1
Not very satisfied	12.4	13.3	4.8	17.9	16.5	10.1
Not at all satisfied	0.9	0.0	0.0	1.8	1.0	0.9
<i>Mean</i>	3.4	3.6	3.5	3.2	3.3	3.4

Table 4.11c

	Total %	Length of Residence	
		Up to 5 years %	6 or more years %
Completely satisfied	8.7	5.9	10.6
Very satisfied	32.6	37.0	29.6
Quite satisfied	45.3	43.1	46.8
Not very satisfied	12.4	14.0	11.4
Not at all satisfied	0.9	0.0	1.5
<i>Mean</i>	3.4	3.3	3.4

Table 4.12a

Q.10a [ASK ALL] In general, how satisfied are you with ...

3. The nature and speed of housing development in the area

	Total %	Location					
		Braidwood %	Bungendore %	Captains Flat %	Villages %	Rural Resid'l %	Farms %
Completely satisfied	6.7	3.4	1.8	2.6	7.7	7.2	12.5
Very satisfied	13.7	8.0	10.7	14.5	11.5	14.6	17.2
Quite satisfied	42.8	55.7	42.9	44.7	44.2	43.8	35.9
Not very satisfied	29.0	25.0	32.1	32.9	30.8	27.7	28.1
Not at all satisfied	7.7	8.0	12.5	5.3	5.8	6.7	6.3
<i>Mean</i>	2.8	2.7	2.6	2.8	2.8	2.9	3.0

Table 4.12b

	Total %	Age			Gender	
		18 to 39 years %	40 to 54 years %	55+ years %	Men %	Women %
Completely satisfied	6.7	9.4	8.6	4.7	9.2	5.3
Very satisfied	13.7	21.9	15.3	10.7	9.7	16.0
Quite satisfied	42.8	39.1	39.5	46.1	43.7	42.3
Not very satisfied	29.0	21.9	28.9	30.7	32.5	27.1
Not at all satisfied	7.7	7.8	7.7	7.8	4.9	9.4
<i>Mean</i>	2.8	3.0	2.9	2.7	2.9	2.8

Table 4.12c

	Total %	Length of Residence	
		Up to 5 years %	6 or more years %
Completely satisfied	6.7	9.8	4.7
Very satisfied	13.7	11.9	14.9
Quite satisfied	42.8	47.0	40.1
Not very satisfied	29.0	25.8	31.1
Not at all satisfied	7.7	5.6	9.1
<i>Mean</i>	2.8	2.9	2.8

Table 4.13a

Q.10a [ASK ALL] In general, how satisfied are you with ...

4. The connecting roads through the area (main roads)

	Total %	Location					
		Braidwood %	Bungendore %	Captains Flat %	Villages %	Rural Resid'l %	Farms %
Completely satisfied	8.1	3.3	6.2	0.0	13.0	6.5	15.2
Very satisfied	15.5	8.9	17.7	10.4	18.5	16.6	15.2
Quite satisfied	35.6	38.9	38.9	36.4	24.1	32.9	37.9
Not very satisfied	30.8	35.6	25.7	39.0	33.3	33.2	27.3
Not at all satisfied	9.9	13.3	11.5	14.3	11.1	10.8	4.5
<i>Mean</i>	2.8	2.5	2.8	2.4	2.9	2.7	3.1

Table 4.13b

	Total %	Age			Gender	
		18 to 39 years %	40 to 54 years %	55+ years %	Men %	Women %
Completely satisfied	8.1	8.6	8.7	7.6	9.7	7.2
Very satisfied	15.5	13.3	20.0	12.7	17.5	14.4
Quite satisfied	35.6	32.8	31.0	39.6	29.2	39.3
Not very satisfied	30.8	37.5	29.1	30.6	28.7	32.1
Not at all satisfied	9.9	7.8	11.3	9.4	15.0	7.1
<i>Mean</i>	2.8	2.8	2.9	2.8	2.8	2.8

Table 4.13c

	Total %	Length of Residence	
		Up to 5 years %	6 or more years %
Not at all satisfied	9.9	9.8	10.0
Not very satisfied	30.8	26.1	34.1
Quite satisfied	35.6	37.0	34.7
Very satisfied	15.5	18.5	13.5
Completely satisfied	8.1	8.7	7.7
<i>Mean</i>	2.8	2.9	2.7

Table 4.14a

Q.10a [ASK ALL] In general, how satisfied are you with ...

5. The local roads in the area

	Total %	Location					
		Braidwood %	Bungendore %	Captains Flat %	Villages %	Rural Resid'l %	Farms %
Completely satisfied	4.4	0.0	0.9	0.0	7.5	4.8	9.1
Very satisfied	13.8	10.0	24.8	2.6	9.4	10.4	15.2
Quite satisfied	46.0	52.2	55.8	46.8	47.2	43.2	39.4
Not very satisfied	28.3	30.0	15.0	36.4	26.4	31.8	31.8
Not at all satisfied	7.4	7.8	3.5	14.3	9.4	9.8	4.5
<i>Mean</i>	2.8	2.6	3.0	2.4	2.8	2.7	2.9

Table 4.14b

	Total %	Age			Gender	
		18 to 39 years %	40 to 54 years %	55+ years %	Men %	Women %
Completely satisfied	4.4	5.5	3.1	5.1	4.5	4.4
Very satisfied	13.8	33.6	9.9	12.2	13.7	13.9
Quite satisfied	46.0	36.7	38.7	53.5	50.9	43.3
Not very satisfied	28.3	21.1	39.2	21.9	23.2	31.2
Not at all satisfied	7.4	3.1	9.0	7.3	7.7	7.2
<i>Mean</i>	2.8	3.2	2.6	2.9	2.8	2.8

Table 4.14c

	Total %	Length of Residence	
		Up to 5 years %	6 or more years %
Completely satisfied	4.4	4.5	4.4
Very satisfied	13.8	20.0	9.7
Quite satisfied	46.0	47.1	45.3
Not very satisfied	28.3	21.1	33.2
Not at all satisfied	7.4	7.4	7.4
<i>Mean</i>	2.8	2.9	2.7

Table 4.15a

Q.10a [ASK ALL] In general, how satisfied are you with ...

6. The garbage tip facilities now available in the area [CAPTAIN'S FLAT ONLY: SAY 'transfer station' in place of 'garbage tip facilities']

	Total %	Location					
		Braidwood %	Bungendore %	Captains Flat %	Villages %	Rural Resid'l %	Farms %
Completely satisfied	15.9	17.8	17.1	10.4	18.9	15.3	16.1
Very satisfied	20.9	23.3	35.1	10.4	15.1	15.0	21.0
Quite satisfied	38.1	46.7	37.8	44.2	39.6	38.6	32.3
Not very satisfied	15.8	12.2	7.2	19.5	17.0	19.4	17.7
Not at all satisfied	9.3	0.0	2.7	15.6	9.4	11.7	12.9
<i>Mean</i>	3.2	3.5	3.6	2.8	3.2	3.0	3.1

Table 4.15b

	Total %	Age			Gender	
		18 to 39 years %	40 to 54 years %	55+ years %	Men %	Women %
Completely satisfied	15.9	28.3	12.2	15.9	17.4	15.1
Very satisfied	20.9	23.3	19.7	21.3	23.4	19.5
Quite satisfied	38.1	28.3	42.5	37.0	38.7	37.8
Not very satisfied	15.8	20.0	16.2	14.6	8.8	19.7
Not at all satisfied	9.3	0.0	9.5	11.2	11.7	8.0
<i>Mean</i>	3.2	3.6	3.1	3.2	3.3	3.1

Table 4.15c

	Total %	Length of Residence	
		Up to 5 years %	6 or more years %
Completely satisfied	15.9	17.8	14.6
Very satisfied	20.9	22.7	19.7
Quite satisfied	38.1	34.4	40.5
Not very satisfied	15.8	13.6	17.3
Not at all satisfied	9.3	11.5	7.9
<i>Mean</i>	3.2	3.2	3.2

Table 4.16a

Q.10a [ASK ALL] In general, how satisfied are you with ...

7. The sense of community (groups, networks) in the area (community groups/support networks)

	Total %	Location					
		Braidwood %	Bungendore %	Captains Flat %	Villages %	Rural Resid'l %	Farms %
Completely satisfied	19.4	14.6	26.5	9.1	25.0	17.0	20.3
Very satisfied	40.3	46.1	36.3	36.4	38.5	38.1	46.9
Quite satisfied	33.6	37.1	33.6	46.8	26.9	36.8	25.0
Not very satisfied	5.5	2.2	3.5	3.9	7.7	5.8	7.8
Not at all satisfied	1.2	0.0	0.0	3.9	1.9	2.3	0.0
<i>Mean</i>	3.7	3.7	3.9	3.4	3.8	3.6	3.8

Table 4.16b

	Total %	Age			Gender	
		18 to 39 years %	40 to 54 years %	55+ years %	Men %	Women %
Completely satisfied	19.4	22.7	21.0	17.4	17.0	20.7
Very satisfied	40.3	39.1	42.8	38.8	33.2	44.3
Quite satisfied	33.6	33.6	29.3	36.8	43.1	28.3
Not very satisfied	5.5	4.7	5.9	5.4	3.3	6.7
Not at all satisfied	1.2	0.0	1.0	1.6	3.3	0.0
<i>Mean</i>	3.7	3.8	3.8	3.6	3.6	3.8

Table 4.16c

	Total %	Length of Residence	
		Up to 5 years %	6 or more years %
Completely satisfied	19.4	23.3	16.7
Very satisfied	40.3	38.5	41.6
Quite satisfied	33.6	31.0	35.4
Not very satisfied	5.5	5.9	5.2
Not at all satisfied	1.2	1.4	1.1
<i>Mean</i>	3.7	3.8	3.7

Table 4.17a

Q.10a [ASK ALL] In general, how satisfied are you with ...

8. The range of services available to the community

	Total %	Location					
		Braidwood %	Bungendore %	Captains Flat %	Villages %	Rural Resid'l %	Farms %
Completely satisfied	4.7	7.8	7.1	0.0	3.9	2.6	6.3
Very satisfied	28.7	31.1	34.8	29.9	27.5	25.6	27.0
Quite satisfied	47.8	52.2	44.6	45.5	41.2	48.1	50.8
Not very satisfied	15.4	8.9	12.5	22.1	19.6	18.6	12.7
Not at all satisfied	3.3	0.0	0.9	2.6	7.8	5.2	3.2
<i>Mean</i>	3.2	3.4	3.3	3.0	3.0	3.0	3.2

Table 4.17b

	Total %	Age			Gender	
		18 to 39 years %	40 to 54 years %	55+ years %	Men %	Women %
Completely satisfied	4.7	10.2	0.7	6.4	6.9	3.5
Very satisfied	28.7	29.7	26.6	29.9	29.8	28.0
Quite satisfied	47.8	49.2	53.5	43.4	43.9	50.1
Not very satisfied	15.4	10.9	16.9	15.4	13.5	16.5
Not at all satisfied	3.3	0.0	2.2	4.9	5.9	1.9
<i>Mean</i>	3.2	3.4	3.1	3.2	3.2	3.1

Table 4.17c

	Total %	Length of Residence	
		Up to 5 years %	6 or more years %
Completely satisfied	4.7	5.3	4.3
Very satisfied	28.7	24.8	31.3
Quite satisfied	47.8	45.3	49.5
Not very satisfied	15.4	22.5	10.7
Not at all satisfied	3.3	2.1	4.2
<i>Mean</i>	3.2	3.1	3.2

Table 4.18a

Q.10a [ASK ALL] In general, how satisfied are you with ...

9. The availability of employment/jobs in the Council area

	Total %	Location					
		Braidwood %	Bungendore %	Captains Flat %	Villages %	Rural Resid'l %	Farms %
Completely satisfied	3.1	0.0	1.1	0.0	7.9	3.2	6.1
Very satisfied	10.2	7.0	12.2	5.9	5.3	7.7	16.3
Quite satisfied	52.3	47.7	58.9	58.8	44.7	52.7	46.9
Not very satisfied	28.3	31.4	24.4	29.4	31.6	28.8	28.6
Not at all satisfied	6.1	14.0	3.3	5.9	10.5	7.7	2.0
<i>Mean</i>	2.8	2.5	2.8	2.6	2.7	2.7	3.0

Table 4.18b

	Total %	Age			Gender	
		18 to 39 years %	40 to 54 years %	55+ years %	Men %	Women %
Completely satisfied	3.1	0.0	2.0	4.7	5.4	1.8
Very satisfied	10.2	21.6	7.8	9.5	12.9	8.7
Quite satisfied	52.3	58.8	52.9	50.2	50.8	53.2
Not very satisfied	28.3	13.7	29.7	30.6	22.1	31.7
Not at all satisfied	6.1	5.9	7.6	5.0	8.8	4.6
<i>Mean</i>	2.8	3.0	2.7	2.8	2.8	2.7

Table 4.18c

	Total %	Length of Residence	
		Up to 5 years %	6 or more years %
Completely satisfied	3.1	2.8	3.2
Very satisfied	10.2	11.3	9.5
Quite satisfied	52.3	52.5	52.2
Not very satisfied	28.3	29.4	27.5
Not at all satisfied	6.1	4.0	7.6
<i>Mean</i>	2.8	2.8	2.7

Table 4.19a

Q.10a [ASK ALL] In general, how satisfied are you with ...

10. How tourism is being handled in the Council area

	Total %	Location					
		Braidwood %	Bungendore %	Captains Flat %	Villages %	Rural Resid'l %	Farms %
Completely satisfied	2.5	4.9	2.8	0.0	3.9	1.4	3.5
Very satisfied	14.3	12.2	15.7	8.2	13.7	13.2	17.5
Quite satisfied	51.2	46.3	57.4	50.7	56.9	50.3	47.4
Not very satisfied	23.8	25.6	20.4	32.9	15.7	24.2	24.6
Not at all satisfied	8.3	11.0	3.7	8.2	9.8	11.0	7.0
<i>Mean</i>	2.8	2.7	2.9	2.6	2.9	2.7	2.9

Table 4.19b

	Total %	Age			Gender	
		18 to 39 years %	40 to 54 years %	55+ years %	Men %	Women %
Completely satisfied	2.5	1.7	0.8	3.8	5.2	0.9
Very satisfied	14.3	14.2	14.8	14.0	12.3	15.5
Quite satisfied	51.2	56.7	54.2	47.9	47.0	53.6
Not very satisfied	23.8	25.8	19.6	26.1	27.6	21.6
Not at all satisfied	8.3	1.7	10.6	8.1	7.9	8.4
<i>Mean</i>	2.8	2.9	2.8	2.8	2.8	2.8

Table 4.19c

	Total %	Length of Residence	
		Up to 5 years %	6 or more years %
Completely satisfied	2.5	1.3	3.3
Very satisfied	14.3	14.5	14.2
Quite satisfied	51.2	52.1	50.6
Not very satisfied	23.8	21.3	25.4
Not at all satisfied	8.3	10.8	6.6
<i>Mean</i>	2.8	2.7	2.8

Table 4.20a

Q.10a [ASK ONLY IN BRAIDWOOD, BUNGENDORE & CAPTAINS FLAT] In general, how satisfied are you with ...

11. The household water supply in the area ()

	Total %	Location		
		Braidwood %	Bungendore %	Captains Flat %
Completely satisfied	11.2	6.0	8.1	24.1
Very satisfied	13.5	16.7	14.4	13.8
Quite satisfied	45.8	38.1	46.8	51.7
Not very satisfied	21.0	28.6	23.4	6.9
Not at all satisfied	8.5	10.7	7.2	3.4
<i>Mean</i>	3.0	2.8	2.9	3.5

Table 4.20b

	Total %	Age			Gender	
		18 to 39 years %	40 to 54 years %	55+ years %	Men %	Women %
Completely satisfied	11.2	9.1	15.7	8.9	9.4	12.7
Very satisfied	13.5	22.7	15.7	8.9	10.8	13.8
Quite satisfied	45.8	43.2	36.5	53.5	52.8	41.9
Not very satisfied	21.0	15.9	20.8	21.9	21.2	20.8
Not at all satisfied	8.5	9.1	11.3	6.7	5.7	10.8
<i>Mean</i>	3.0	3.1	3.0	2.9	3.0	3.0

Table 4.20c

	Total %	Length of Residence	
		Up to 5 years %	6 or more years %
Completely satisfied	11.2	14.1	9.3
Very satisfied	13.5	14.1	11.4
Quite satisfied	45.8	41.7	50.4
Not very satisfied	21.0	22.4	20.0
Not at all satisfied	8.5	7.8	8.9
<i>Mean</i>	3.0	3.0	2.9

Table 4.21

Q.11a [ASK ALL] Now thinking of the size of the population around here, over the next 20 years or so would you like to see it increase or stay at about the same level as now? [IF INCREASE, PROBE:] How much would you like to see the population increase by ... for example, over the next 20 years or so would you like to see it increase by half, or double, or triple, or would you like to see it grow even further than that over the next 20 years?

	Total %	Location					
		Braidwood %	Bungendore %	Captains Flat %	Villages %	Rural Resid'l %	Farms %
More than triple in size	2.9	2.2	0.9	6.5	1.9	3.5	3.0
Triple in size	1.4	2.2	0.9	2.6	1.9	1.3	1.5
Double in size	14.9	14.4	11.5	20.8	14.8	16.6	13.6
Increase by half	24.1	50.0	25.7	22.1	22.2	22.9	16.7
Stay the same	53.0	30.0	58.4	44.2	55.6	52.5	59.1
Decrease in size	1.5	0.0	0.9	2.6	0.0	1.3	3.0
Unsure	2.2	1.1	1.8	1.3	3.7	2.0	3.0
	100						

	Total %	Age			Gender	
		18 to 39 years %	40 to 54 years %	55+ years %	Men %	Women %
More than triple in size	2.9	5.5	1.4	3.4	4.5	2.0
Triple in size	1.4	0.0	3.4	0.4	2.0	1.1
Double in size	14.9	7.0	13.7	17.5	19.5	12.3
Increase by half	24.1	28.1	22.1	24.6	27.2	22.3
Stay the same	53.0	59.4	57.7	48.1	42.4	59.0
Decrease in size	1.5	0.0	0.0	3.0	2.2	1.1
Unsure	2.2	0.0	1.7	3.0	2.2	2.1

Q.11b [ASK ALL EXCEPT UNSURE:] Why do you say that? [PROBE FULLY]

Table 4.22

Q.12 [ASK ALL] And what about the future character of the area ... would you like to see the character of the area change, or remain about the same? IF CHANGE, PROBE: In what ways would you like the character of the area to change, for example what other kinds of development would you like to see happen?

	Total %	Location					
		Braidwood %	Bungendore %	Captains Flat %	Villages %	Rural Resid'l %	Farms %
Remain about the same	84.4	86.7	83.9	87.0	87.0	85.9	80.3
Change	15.6	13.3	16.1	13.0	13.0	14.1	19.7

	Total %	Age			Gender	
		18 to 39 years %	40 to 54 years %	55+ years %	Men %	Women %
Remain about the same	84.4	74.2	84.4	86.7	79.7	87.0
Change	15.6	25.8	15.6	13.3	20.3	13.0

Table 4.23

Q.13 [ASK ALL] Block sizes in newer housing estates are generally a bit smaller than in older estates. Do these smaller block sizes improve or detract from the character of the area, or does the character of the area remain the same? IF IMPROVE/DETRACT, PROBE: In what ways do the smaller block sizes improve/detract from the character of the area?

	Total %	Location					
		Braidwood %	Bungendore %	Captains Flat %	Villages %	Rural Resid'l %	Farms %
Improve	5.4	15.6	3.5	5.2	3.8	5.9	3.1
Remain about the same	30.3	27.8	28.3	33.8	30.2	31.0	30.8
Detract from	64.3	56.7	68.1	61.0	66.0	63.1	66.2

	Total %	Age			Gender	
		18 to 39 years %	40 to 54 years %	55+ years %	Men %	Women %
Improve	5.4	3.1	1.0	9.2	6.1	4.9
Remain about the same	30.3	51.6	16.8	35.5	32.7	29.0
Detract from	64.3	45.3	82.2	55.3	61.1	66.1

Table 4.24

Q.14 [ASK ALL] In some towns medium density developments including town houses and duplexes have been taking place. Do these medium density developments improve or detract from the character of the area, or does the character of the area remain the same? IF IMPROVE/DETRACT, PROBE: In what ways do the medium density developments improve/detract from the character of the area?

	Total %	Location					
		Braidwood %	Bungendore %	Captains Flat %	Villages %	Rural Resid'l %	Farms %
Improve	12.0	11.5	13.3	10.5	16.7	13.0	9.2
Remain about the same	29.5	34.5	22.1	40.8	31.5	31.3	27.7
Detract from	58.5	54.0	64.6	48.7	51.9	55.7	63.1

	Total %	Age			Gender	
		18 to 39 years %	40 to 54 years %	55+ years %	Men %	Women %
Improve	12.0	8.6	8.7	15.4	14.9	10.4
Remain about the same	29.5	30.5	34.5	25.5	27.5	30.6
Detract from	58.5	60.9	56.9	59.1	57.7	58.9

Table 4.25a

Q.15 I'm now going to read out a list of some of the many services provided by Palerang Council. As I read out each one, I'd like you to rate Council's performance on a scale where '10' means excellent, and '1' means terrible? Whether you have personal experience of them or not, I'd like you to rate them, based on your impressions and perceptions.

1. the maintenance of roads in towns and villages

	Total %	Location					
		Braidwood %	Bungendore %	Captains Flat %	Villages %	Rural Resid'l %	Farms %
10 – highest rating	0.5	2.2	1.8	0.0	0.0	0.0	0.0
9	2.4	1.1	3.5	1.3	3.7	2.5	1.5
8	9.5	6.7	14.2	6.5	7.4	7.6	10.6
7	16.6	17.8	19.5	16.9	5.6	16.2	16.7
6	14.2	17.8	17.7	14.3	16.7	13.4	10.6
5	26.5	31.1	22.1	22.1	27.8	25.1	31.8
4	10.8	12.2	9.7	15.6	11.1	10.4	10.6
3	8.0	5.6	7.1	6.5	11.1	9.4	7.6
2	4.5	4.4	2.7	5.2	7.4	6.1	3.0
1 - lowest rating	6.9	1.1	1.8	11.7	9.3	9.4	7.6
<i>Mean</i>	5.2	5.5	5.8	4.8	4.7	4.9	5.2

Table 4.25b

	Total %	Age			Gender	
		18 to 39 years %	40 to 54 years %	55+ years %	Men %	Women %
10 – highest rating	0.5	0.0	0.0	1.1	0.5	0.6
9	2.4	0.0	0.5	4.3	4.2	1.3
8	9.5	34.4	4.8	7.3	11.0	8.7
7	16.6	25.0	13.7	16.9	16.2	16.9
6	14.2	3.1	13.2	17.4	15.7	13.3
5	26.5	21.9	30.5	24.6	19.5	30.5
4	10.8	4.7	12.3	11.2	9.0	11.9
3	8.0	5.5	8.2	8.5	10.0	7.0
2	4.5	0.0	4.8	5.3	5.0	4.3
1 - lowest rating	6.9	5.5	12.0	3.4	9.0	5.7
<i>Mean</i>	5.2	6.2	4.7	5.4	5.2	5.2

Table 4.25c

	Total %	Length of Residence	
		Up to 5 years %	6 or more years %
10 – highest rating	0.5	0.4	0.6
9	2.4	0.7	3.5
8	9.5	11.7	8.0
7	16.6	16.4	16.8
6	14.2	15.2	13.5
5	26.5	24.7	27.7
4	10.8	9.2	12.0
3	8.0	6.5	9.1
2	4.5	5.8	3.6
1 - lowest rating	6.9	9.4	5.2
<i>Mean</i>	5.2	5.1	5.3

Table 4.26a

Q.15 I'd like you to rate Council's performance on:
2. the maintenance of connecting roads in their care

	Total %	Location					
		Braidwood %	Bungendore %	Captains Flat %	Villages %	Rural Resid'l %	Farms %
10 – highest rating	1.4	5.7	0.9	0.0	1.9	0.8	1.5
9	2.9	0.0	2.7	0.0	5.6	2.8	4.5
8	6.4	9.1	11.5	5.2	0.0	5.3	4.5
7	12.4	19.3	15.0	9.1	7.4	11.9	10.6
6	16.1	20.5	18.6	19.5	13.0	15.2	13.6
5	30.2	30.7	24.8	22.1	42.6	29.9	34.8
4	15.1	9.1	15.9	19.5	7.4	14.2	18.2
3	4.6	2.3	3.5	3.9	7.4	5.6	4.5
2	5.9	2.3	3.5	9.1	7.4	7.1	6.1
1 - lowest rating	5.0	1.1	3.5	11.7	7.4	7.3	1.5
<i>Mean</i>	5.2	5.9	5.5	4.5	4.9	4.9	5.2

Table 4.26b

	Total %	Age			Gender	
		18 to 39 years %	40 to 54 years %	55+ years %	Men %	Women %
10 – highest rating	1.4	0.0	0.0	2.7	2.8	0.6
9	2.9	1.6	3.6	2.7	4.5	2.0
8	6.4	18.0	3.6	5.9	5.5	7.0
7	12.4	5.5	9.4	16.3	12.0	12.6
6	16.1	12.5	16.3	16.8	18.3	14.9
5	30.2	27.3	28.4	32.1	26.6	32.2
4	15.1	21.9	17.3	12.0	15.0	15.2
3	4.6	0.0	7.5	3.6	3.3	5.4
2	5.9	10.2	6.7	4.3	5.8	6.0
1 - lowest rating	5.0	3.1	7.2	3.8	6.3	4.3
<i>Mean</i>	5.2	5.2	4.8	5.4	5.3	5.1

Table 4.26c

	Total %	Length of Residence	
		Up to 5 years %	6 or more years %
10 – highest rating	1.4	0.7	1.8
9	2.9	3.8	2.3
8	6.4	7.8	5.5
7	12.4	7.6	15.7
6	16.1	14.8	17.0
5	30.2	33.4	28.0
4	15.1	17.3	13.7
3	4.6	4.0	5.0
2	5.9	6.5	5.5
1 - lowest rating	5.0	4.0	5.6
<i>Mean</i>	5.2	5.1	5.2

Table 4.27a

Q.15 I'd like you to rate Council's performance on:

3. the management of residential development within the area in recent years

	Total %	Location					
		Braidwood %	Bungendore %	Captains Flat %	Villages %	Rural Resid'l %	Farms %
10 – highest rating	1.0	0.0	0.0	1.3	1.9	1.3	1.5
9	2.4	0.0	2.7	0.0	1.9	1.8	4.6
8	8.3	8.9	10.0	10.5	9.4	9.2	4.6
7	11.5	10.0	6.4	11.8	13.2	12.0	15.4
6	11.4	18.9	10.9	6.6	7.5	10.9	12.3
5	26.4	31.1	24.5	28.9	30.2	26.5	24.6
4	14.5	10.0	19.1	10.5	13.2	13.2	15.4
3	9.0	7.8	10.9	9.2	5.7	8.4	9.2
2	7.3	7.8	8.2	10.5	7.5	7.9	4.6
1 - lowest rating	8.2	5.6	7.3	10.5	9.4	8.9	7.7
<i>Mean</i>	4.9	4.9	4.7	4.7	4.9	4.9	5.0

Table 4.27b

	Total %	Age			Gender	
		18 to 39 years %	40 to 54 years %	55+ years %	Men %	Women %
10 – highest rating	1.0	0.0	0.7	1.4	2.0	0.4
9	2.4	6.3	1.7	2.0	1.0	3.2
8	8.3	25.0	4.9	7.0	10.0	7.4
7	11.5	8.6	16.6	8.5	15.5	9.3
6	11.4	18.0	10.0	11.0	9.5	12.6
5	26.4	27.3	22.2	29.2	23.2	28.2
4	14.5	10.2	12.7	16.8	14.5	14.5
3	9.0	1.6	10.0	9.9	9.7	8.5
2	7.3	3.1	11.0	5.6	5.0	8.7
1 - lowest rating	8.2	0.0	10.0	8.6	9.7	7.2
<i>Mean</i>	4.9	6.1	4.6	4.8	5.0	4.8

Table 4.27c

	Total %	Length of Residence	
		Up to 5 years %	6 or more years %
10 – highest rating	1.0	0.0	1.7
9	2.4	3.8	1.4
8	8.3	6.8	9.4
7	11.5	13.3	10.3
6	11.4	10.2	12.3
5	26.4	26.2	26.5
4	14.5	18.3	11.8
3	9.0	7.9	9.7
2	7.3	6.1	8.2
1 - lowest rating	8.2	7.2	8.8
<i>Mean</i>	4.9	4.9	4.8

Table 4.28a

Q.15 I'd like you to rate Council's performance on:

4. the household garbage collection in some areas

	Total %	Location					
		Braidwood %	Bungendore %	Captains Flat %	Villages %	Rural Resid'l %	Farms %
10 – highest rating	11.9	24.1	20.9	11.0	4.3	7.6	5.9
9	5.3	6.9	12.7	5.5	2.2	3.5	0.0
8	20.4	35.6	33.6	17.8	6.5	12.1	17.6
7	11.4	16.1	14.5	13.7	8.7	11.5	5.9
6	8.9	3.4	8.2	6.8	6.5	8.5	13.7
5	21.3	4.6	4.5	27.4	32.6	28.8	29.4
4	3.6	5.7	0.9	2.7	4.3	4.7	3.9
3	3.5	0.0	4.5	5.5	4.3	4.1	2.0
2	2.6	1.1	0.0	1.4	4.3	3.8	3.9
1 - lowest rating	11.1	2.3	0.0	8.2	26.1	15.3	17.6
<i>Mean</i>	6.1	7.7	7.8	6.1	4.4	5.3	5.2

Table 4.28b

	Total %	Age			Gender	
		18 to 39 years %	40 to 54 years %	55+ years %	Men %	Women %
10 – highest rating	11.9	6.4	8.8	15.4	13.0	11.2
9	5.3	4.0	5.4	5.5	5.4	5.2
8	20.4	23.2	18.8	20.9	15.9	23.2
7	11.4	8.0	13.1	11.1	14.3	9.7
6	8.9	14.4	9.7	6.9	11.6	7.2
5	21.3	35.2	17.7	20.4	18.9	22.8
4	3.6	1.6	3.1	4.5	6.5	1.8
3	3.5	0.0	5.1	3.2	4.9	2.7
2	2.6	0.0	6.8	0.2	1.6	3.2
1 - lowest rating	11.1	7.2	11.4	11.9	7.8	13.2
<i>Mean</i>	6.1	6.2	5.8	6.3	6.2	6.0

Table 4.28c

	Total %	Length of Residence	
		Up to 5 years %	6 or more years %
10 – highest rating	11.9	12.8	11.2
9	5.3	3.7	6.4
8	20.4	22.7	18.8
7	11.4	9.1	13.1
6	8.9	10.1	8.0
5	21.3	19.2	22.9
4	3.6	2.7	4.3
3	3.5	1.5	5.0
2	2.6	4.9	0.9
1 - lowest rating	11.1	13.3	9.6
<i>Mean</i>	6.1	6.0	6.2

Table 4.29a

Q.15 I'd like you to rate Council's performance on:

5. the knowledge and accuracy of council staff

	Total %	Location					
		Braidwood %	Bungendore %	Captains Flat %	Villages %	Rural Resid'l %	Farms %
10 – highest rating	5.1	2.4	5.5	5.3	7.8	5.1	5.0
9	4.7	2.4	9.2	1.3	5.9	2.9	5.0
8	17.5	20.0	16.5	13.3	19.6	15.3	21.7
7	14.0	20.0	13.8	16.0	3.9	13.1	15.0
6	10.7	11.8	11.0	10.7	13.7	10.2	10.0
5	28.6	31.8	22.9	29.3	23.5	34.0	25.0
4	8.8	10.6	9.2	14.7	7.8	9.7	5.0
3	6.1	1.2	6.4	6.7	3.9	4.8	10.0
2	2.8	0.0	1.8	2.7	7.8	2.9	3.3
1 - lowest rating	1.7	0.0	3.7	0.0	5.9	1.9	0.0
<i>Mean</i>	6.0	6.2	6.1	5.8	5.8	5.8	6.2

Table 4.29b

	Total %	Age			Gender	
		18 to 39 years %	40 to 54 years %	55+ years %	Men %	Women %
10 – highest rating	5.1	6.6	2.0	7.0	6.4	4.4
9	4.7	6.6	4.6	4.3	5.3	4.4
8	17.5	11.5	16.9	19.3	15.4	18.6
7	14.0	32.8	10.5	12.3	15.7	13.1
6	10.7	12.3	12.0	9.3	13.6	9.0
5	28.6	13.1	34.3	28.0	26.6	29.7
4	8.8	6.6	8.2	9.8	8.2	9.2
3	6.1	1.6	8.4	5.5	4.8	6.9
2	2.8	9.0	0.8	2.8	2.1	3.2
1 - lowest rating	1.7	0.0	2.3	1.7	1.9	1.7
<i>Mean</i>	6.0	6.3	5.8	6.1	6.1	5.9

Table 4.29c

	Total %	Length of Residence	
		Up to 5 years %	6 or more years %
10 – highest rating	5.1	3.9	5.8
9	4.7	6.7	3.5
8	17.5	15.0	19.0
7	14.0	17.0	12.1
6	10.7	10.3	10.8
5	28.6	28.6	28.6
4	8.8	7.6	9.6
3	6.1	7.9	5.0
2	2.8	0.5	4.2
1 - lowest rating	1.7	2.5	1.3
<i>Mean</i>	<i>6.0</i>	<i>6.0</i>	<i>6.0</i>

Table 4.30a

Q.15 I'd like you to rate Council's performance on:

6. the courtesy and helpfulness of council staff

	Total %	Location					
		Braidwood %	Bungendore %	Captains Flat %	Villages %	Rural Resid'l %	Farms %
10 – highest rating	9.5	18.9	9.9	10.4	16.0	9.2	4.8
9	9.4	11.1	12.6	5.2	10.0	7.9	9.5
8	25.0	43.3	20.7	22.1	16.0	22.6	28.6
7	18.6	10.0	17.1	24.7	16.0	20.3	19.0
6	10.6	7.8	16.2	6.5	4.0	9.5	11.1
5	18.7	6.7	13.5	23.4	20.0	21.1	22.2
4	3.5	2.2	1.8	7.8	8.0	5.8	0.0
3	2.6	0.0	4.5	0.0	4.0	2.1	3.2
2	1.0	0.0	1.8	0.0	2.0	0.5	1.6
1 - lowest rating	0.9	0.0	1.8	0.0	4.0	1.1	0.0
<i>Mean</i>	6.9	7.9	6.9	6.9	6.7	6.8	6.9

Table 4.30b

	Total %	Age			Gender	
		18 to 39 years %	40 to 54 years %	55+ years %	Men %	Women %
10 – highest rating	9.5	5.5	3.9	14.7	9.2	9.7
9	9.4	11.7	9.8	8.6	7.9	10.3
8	25.0	20.3	22.9	27.8	19.6	28.0
7	18.6	32.0	17.9	15.9	27.5	13.6
6	10.6	7.8	13.8	9.0	6.8	12.8
5	18.7	14.1	22.4	17.0	21.2	17.3
4	3.5	1.6	5.4	2.6	5.0	2.8
3	2.6	5.5	1.0	3.2	1.6	3.2
2	1.0	0.0	2.2	0.4	0.5	1.3
1 - lowest rating	0.9	1.6	0.7	0.9	0.8	1.0
<i>Mean</i>	6.9	6.9	6.6	7.2	6.9	7.0

Table 4.30c

	Total %	Length of Residence	
		Up to 5 years %	6 or more years %
10 – highest rating	9.5	7.8	10.6
9	9.4	10.4	8.8
8	25.0	23.0	26.3
7	18.6	18.2	18.8
6	10.6	13.3	8.9
5	18.7	19.0	18.5
4	3.5	2.6	4.2
3	2.6	2.6	2.6
2	1.0	1.7	0.6
1 - lowest rating	0.9	1.4	0.6
<i>Mean</i>	6.9	6.8	7.0

Table 4.31a

Q.16 [ASK ALL] Thinking of Palerang Council as a whole, that is, taking into account all the services they provide and facilities they run, not just the few I've mentioned, how would you rate the Council's performance overall Again, a score of 10 would be excellent performance and 1 would be terrible how would you rate the overall performance of Palerang Council as a whole?

	Total %	Location					
		Braidwood %	Bungendore %	Captains Flat %	Villages %	Rural Resid'l %	Farms %
10 – highest rating	1.7	2.2	0.9	2.6	1.9	2.0	1.5
9	1.3	0.0	3.6	0.0	1.9	1.3	0.0
8	12.2	6.7	11.6	5.2	9.3	10.6	19.7
7	20.7	29.2	21.4	18.2	22.2	19.3	19.7
6	17.7	30.3	17.9	13.0	20.4	16.1	16.7
5	25.2	15.7	28.6	32.5	16.7	26.9	22.7
4	9.4	9.0	10.7	13.0	9.3	9.3	7.6
3	6.4	5.6	1.8	9.1	5.6	7.0	9.1
2	4.2	0.0	3.6	5.2	9.3	5.5	3.0
1 - lowest rating	1.1	1.1	0.0	1.3	3.7	2.0	0.0
<i>Mean</i>	5.7	6.0	5.9	5.3	5.5	5.5	5.9

Table 4.31b

	Total %	Age			Gender	
		18 to 39 years %	40 to 54 years %	55+ years %	Men %	Women %
10 – highest rating	1.7	0.0	1.2	2.5	4.0	0.4
9	1.3	4.7	0.5	1.1	2.5	0.6
8	12.2	29.7	6.3	12.6	13.5	11.5
7	20.7	10.9	26.6	18.6	15.0	24.0
6	17.7	30.5	16.2	16.0	19.5	16.7
5	25.2	16.4	27.3	25.7	20.7	27.8
4	9.4	7.8	7.7	11.0	14.2	6.7
3	6.4	0.0	10.4	5.0	4.0	7.8
2	4.2	0.0	3.1	6.0	5.0	3.8
1 - lowest rating	1.1	0.0	0.7	1.6	1.7	0.7
<i>Mean</i>	5.7	6.5	5.6	5.6	5.8	5.7

Table 4.31c

	Total %	Length of Residence	
		Up to 5 years %	6 or more years %
10 – highest rating	1.7	0.9	2.3
9	1.3	2.2	0.6
8	12.2	9.4	14.1
7	20.7	17.9	22.6
6	17.7	27.1	11.4
5	25.2	26.2	24.5
4	9.4	5.4	12.1
3	6.4	4.5	7.7
2	4.2	4.7	3.9
1 - lowest rating	1.1	1.6	0.8
<i>Mean</i>	5.7	5.7	5.7

Table 4.32a

Q.17 [ASK ALL] How well informed do you feel about the overall activities and initiatives of the Council? On a scale of 1 to 10 where a score of 10 would be totally well informed and 1 would be not informed at all?

	Total %	Location					
		Braidwood %	Bungendore %	Captains Flat %	Villages %	Rural Resid'l %	Farms %
10 – highest rating	1.6	4.4	0.9	1.3	1.9	1.5	1.5
9	3.5	5.6	4.4	1.3	0.0	2.8	4.5
8	12.6	12.2	13.3	11.7	3.7	12.1	15.2
7	16.6	18.9	23.0	14.3	11.1	13.6	16.7
6	13.0	14.4	14.2	7.8	11.1	12.8	13.6
5	29.8	22.2	16.8	41.6	42.6	34.7	30.3
4	8.7	8.9	14.2	9.1	11.1	9.0	3.0
3	7.4	6.7	6.2	6.5	7.4	7.3	9.1
2	3.6	2.2	4.4	2.6	5.6	3.8	3.0
1 - lowest rating	3.1	4.4	2.7	3.9	5.6	2.5	3.0
<i>Mean</i>	5.6	5.9	5.7	5.4	4.9	5.5	5.8

Table 4.32b

	Total %	Age			Gender	
		18 to 39 years %	40 to 54 years %	55+ years %	Men %	Women %
10 – highest rating	1.6	1.6	0.0	2.8	3.5	0.6
9	3.5	10.9	1.9	3.0	4.2	3.1
8	12.6	19.5	10.1	12.9	9.7	14.3
7	16.6	12.5	17.1	17.2	17.2	16.2
6	13.0	29.7	7.5	13.3	14.2	12.3
5	29.8	10.2	42.3	25.1	26.4	31.8
4	8.7	7.8	5.3	11.5	10.0	8.1
3	7.4	6.3	9.6	6.0	7.0	7.6
2	3.6	1.6	5.0	3.0	2.0	4.5
1 - lowest rating	3.1	0.0	1.2	5.1	5.7	1.6
<i>Mean</i>	5.6	6.4	5.4	5.6	5.6	5.6

Table 4.32c

	Total %	Length of Residence	
		Up to 5 years %	6 or more years %
10 – highest rating	1.6	0.7	2.3
9	3.5	3.3	3.6
8	12.6	9.4	14.8
7	16.6	12.9	19.1
6	13.0	17.1	10.2
5	29.8	35.9	25.8
4	8.7	8.7	8.8
3	7.4	4.5	9.4
2	3.6	5.6	2.3
1 - lowest rating	3.1	2.0	3.8
<i>Mean</i>	5.6	5.5	5.7

Table 4.33a

Q.18 [ASK ALL] How well does the Council consult and engage with the community? On a scale of 1 to 10 where a score of 10 would be consulting and engaging extremely well and 1 would be consulting and engaging extremely poorly?

	Total %	Location					
		Braidwood %	Bungendore %	Captains Flat %	Villages %	Rural Resid'l %	Farms %
10 – highest rating	2.1	2.3	2.7	2.6	1.9	2.0	1.6
9	2.9	6.8	1.8	0.0	1.9	2.3	4.7
8	10.0	2.3	12.5	9.2	7.5	9.2	12.5
7	13.1	13.6	10.7	9.2	17.0	13.0	15.6
6	16.7	13.6	18.8	15.8	11.3	13.8	21.9
5	24.8	30.7	25.0	22.4	32.1	25.8	20.3
4	9.5	13.6	11.6	10.5	7.5	9.5	6.3
3	10.6	6.8	8.9	17.1	1.9	11.0	12.5
2	4.9	4.5	3.6	5.3	11.3	6.9	1.6
1 - lowest rating	5.3	5.7	4.5	7.9	7.5	6.4	3.1
<i>Mean</i>	5.3	5.2	5.4	4.8	5.1	5.1	5.7

Table 4.33b

	Total %	Age			Gender	
		18 to 39 years %	40 to 54 years %	55+ years %	Men %	Women %
10 – highest rating	2.1	1.7	1.2	2.9	4.6	0.7
9	2.9	10.7	0.5	3.0	3.3	2.7
8	10.0	23.1	7.8	8.8	5.9	12.4
7	13.1	8.3	15.2	12.7	13.5	12.9
6	16.7	24.0	24.0	9.9	21.9	13.8
5	24.8	18.2	21.0	29.0	21.4	26.7
4	9.5	5.0	9.3	10.6	8.4	10.1
3	10.6	9.1	11.7	10.0	10.2	10.8
2	4.9	0.0	5.6	5.4	4.3	5.2
1 - lowest rating	5.3	0.0	3.7	7.7	6.4	4.7
<i>Mean</i>	5.3	6.4	5.2	5.1	5.4	5.3

Table 4.33c

	Total %	Length of Residence	
		Up to 5 years %	6 or more years %
10 – highest rating	2.1	0.9	2.9
9	2.9	2.5	3.2
8	10.0	6.9	12.1
7	13.1	11.9	14.0
6	16.7	22.9	12.6
5	24.8	25.2	24.6
4	9.5	10.8	8.6
3	10.6	10.1	10.9
2	4.9	5.0	4.8
1 - lowest rating	5.3	3.9	6.3
<i>Mean</i>	5.3	5.2	5.3

Table 4.34**Q.19 [ASK ALL] In which of the following ways do you obtain information from Palerang Council at the moment? [READ OUT PRECODES]**

	Total %	Location					
		Braidwood %	Bungendore %	Captains Flat %	Villages %	Rural Resid'l %	Farms %
Articles, notices or ads in your local newspaper	89.9	91.1	94.7	90.9	83.3	87.9	89.4
Newsletters (quarterly)	61.0	58.9	54.0	57.1	57.4	62.8	66.7
The Council website (www.Palerang.nsw.gov.au)	30.3	34.4	46.0	19.5	24.1	26.4	25.8
Announcements on local radio stations	16.8	25.6	17.7	15.6	16.7	15.6	15.2
Television	13.6	24.4	20.4	9.1	11.1	9.5	12.1
Articles, notices or ads in the Canberra Times	8.7	11.1	12.4	7.8	7.4	9.3	4.5
Social media, such as Twitter, Facebook, YouTube, etcetera	0.9	1.1	2.7	0.0	0.0	0.8	0.0
[DO NOT READ] None of these	0.3	0.0	0.0	0.0	1.9	0.5	0.0

	Total %	Age			Gender	
		18 to 39 years %	40 to 54 years %	55+ years %	Men %	Women %
Articles, notices or ads in your local newspaper	89.9	85.9	92.1	89.2	86.8	91.7
Newsletters (quarterly)	61.0	59.4	58.2	63.4	62.1	60.3
The Council website (www.Palerang.nsw.gov.au)	30.3	21.1	37.5	27.1	33.7	28.4
Announcements on local radio stations	16.8	22.7	12.7	18.4	19.0	15.5
Television	13.6	16.4	11.3	14.7	20.0	10.0
Articles, notices or ads in the Canberra Times	8.7	1.6	11.1	8.7	11.7	7.1
Social media, such as Twitter, Facebook, YouTube, etcetera	0.9	3.9	0.5	0.5	0.5	1.1
[DO NOT READ] None of these	0.3	0.0	0.0	0.5	0.0	0.4

Table 4.35**Q.20 [ASK ALL] Including those you have mentioned, in which ways would you prefer to obtain information from Palerang Council in future? [READ OUT PRECODES]**

	Total %	Location					
		Braidwood %	Bungendore %	Captains Flat %	Villages %	Rural Resid'l %	Farms %
Articles, notices or ads in your local newspaper	81.0	87.8	96.5	79.2	79.6	76.6	72.7
Newsletters (quarterly)	80.1	71.1	84.1	76.6	81.5	82.2	77.3
The Council website (www.Palerang.nsw.gov.au)	41.7	24.4	60.2	35.1	38.9	39.4	37.9
Announcements on local radio stations	25.9	25.6	31.9	27.3	18.5	26.4	21.2
Television	22.2	15.6	32.7	29.9	14.8	22.9	13.6
Articles, notices or ads in the Canberra Times	11.5	7.8	12.4	11.7	13.0	13.1	9.1
Social media, such as Twitter, Facebook, YouTube, etcetera	5.0	3.3	8.0	6.5	1.9	5.0	3.0
[DO NOT READ] None of these	2.3	0.0	0.0	3.9	0.0	2.5	4.5

	Total %	Age			Gender	
		18 to 39 years %	40 to 54 years %	55+ years %	Men %	Women %
Articles, notices or ads in your local newspaper	81.0	67.2	85.1	81.1	72.3	85.9
Newsletters (quarterly)	80.1	69.5	80.0	82.5	74.3	83.3
The Council website (www.Palerang.nsw.gov.au)	41.7	39.1	56.0	31.9	37.7	44.1
Announcements on local radio stations	25.9	30.5	26.7	24.2	21.4	28.4
Television	22.2	24.2	21.6	22.1	17.7	24.7
Articles, notices or ads in the Canberra Times	11.5	7.8	12.3	11.7	13.5	10.3
Social media, such as Twitter, Facebook, YouTube, etcetera	5.0	12.5	5.8	2.7	5.7	4.5
[DO NOT READ] None of these	2.3	18.0	0.0	0.4	2.5	2.1

Table 4.36**Q.21 [ASK ALL] (As you may know) in recent years Council has distributed a quarterly newsletter to residents. Have you ever looked at this newsletter?**

	Total %	Location					
		Braidwood %	Bungendore %	Captains Flat %	Villages %	Rural Resid'l %	Farms %
Yes	64.6	57.8	65.5	57.1	61.1	66.1	66.7
No	31.5	42.2	29.2	40.3	35.2	29.9	28.8
Unsure	4.0	0.0	5.3	2.6	3.7	4.0	4.5

	Total %	Age			Gender	
		18 to 39 years %	40 to 54 years %	55+ years %	Men %	Women %
Yes	64.6	58.6	60.1	69.2	65.8	63.8
No	31.5	39.8	34.6	27.3	27.7	33.6
Unsure	4.0	1.6	5.3	3.5	6.5	2.5

Table 4.37

Q.22 [IF LOOKED INTO] In general, what did you think of the newsletter in terms of the kinds of information it provided...did you think its coverage was excellent, very good, good, fair or poor?

<i>Among those who had looked into newsletter:</i>	Total %	Location					
		Braidwood %	Bungendore %	Captains Flat %	Villages %	Rural Resid'l %	Farms %
Excellent	4.3	0.0	6.8	4.5	3.0	3.8	4.5
Very good	19.6	19.2	20.3	18.2	15.2	17.9	22.7
Good	43.7	36.5	35.1	27.3	51.5	46.0	52.3
Fair	19.1	26.9	23.0	29.5	15.2	17.9	13.6
Poor	6.3	3.8	5.4	13.6	6.1	8.7	2.3
Unsure	7.0	13.5	9.5	6.8	9.1	5.7	4.5
Total good = E+VG+G	67.6	55.7	62.2	50.0	69.7	67.7	79.5

<i>Among those who had looked into newsletter:</i>	Total %	Age			Gender	
		18 to 39 years %	40 to 54 years %	55+ years %	Men %	Women %
Excellent	4.3	4.0	7.6	2.3	0.8	6.4
Very good	19.6	40.0	18.4	16.4	21.6	18.4
Good	43.7	53.3	42.4	42.7	39.0	46.5
Fair	19.1	2.7	21.2	21.0	21.6	17.7
Poor	6.3	0.0	5.6	7.9	12.5	2.7
Unsure	7.0	0.0	4.8	9.7	4.5	8.4
Total good = E+VG+G	67.6	97.3	68.4	61.4	61.4	71.3

Table 4.38

Q.23 [ASK ALL] What role should Council play in the efficient use of resources and energy and sustainable living ... should Council lead the way, should it keep up with current practices, or shouldn't Council be involved in these matters?

	Total %	Location					
		Braidwood %	Bungendore %	Captains Flat %	Villages %	Rural Resid'l %	Farms %
Lead the way	39.7	43.3	37.2	38.2	38.9	40.9	39.4
Keep up with current trends	53.0	45.6	53.1	50.0	53.7	52.0	57.6
Council shouldn't be involved	3.7	4.4	6.2	6.6	3.7	4.0	0.0
Unsure	3.6	6.7	3.5	5.3	3.7	3.0	3.0

	Total %	Age			Gender	
		18 to 39 years %	40 to 54 years %	55+ years %	Men %	Women %
Lead the way	39.7	46.9	33.7	42.5	39.9	39.6
Keep up with current trends	53.0	51.6	59.4	48.6	49.9	54.8
Council shouldn't be involved	3.7	1.6	4.1	3.9	7.0	1.8
Unsure	3.6	0.0	2.9	5.0	3.2	3.8

Table 4.39

Q.24 [ASK ALL] In general, is Council doing enough to enable older people to continue living in the area (if they wish to) or not? IF NO, PROBE: What more should it be doing?

	Total %	Location					
		Braidwood %	Bungendore %	Captains Flat %	Villages %	Rural Resid'l %	Farms %
Council is doing enough	24.4	41.1	26.5	19.5	20.4	22.1	22.7
Council is not doing enough	48.1	44.4	45.1	68.8	42.6	51.0	42.4
Unsure	27.5	14.4	28.3	11.7	37.0	26.9	34.8

	Total %	Age			Gender	
		18 to 39 years %	40 to 54 years %	55+ years %	Men %	Women %
Council is doing enough	24.4	36.7	20.4	24.6	32.9	19.6
Council is not doing enough	48.1	26.6	50.7	51.0	36.4	54.7
Unsure	27.5	36.7	28.8	24.4	30.7	25.7

Table 4.40

Q.25 [ASK ALL] given the rate at which Bungendore is growing, is an off-street car park needed in Bungendore, or is the current on-street parking generally adequate?

	Total %	Location					
		Braidwood %	Bungendore %	Captains Flat %	Villages %	Rural Resid'l %	Farms %
Off-street parking is needed	47.2	38.9	61.9	39.0	50.0	44.2	43.9
On-street parking is generally adequate	30.2	17.8	31.0	33.8	27.8	31.2	31.8
Unsure/ of no interest to me	22.5	43.3	7.1	27.3	22.2	24.6	24.2

	Total %	Age			Gender	
		18 to 39 years %	40 to 54 years %	55+ years %	Men %	Women %
Off-street parking is needed	47.2	57.8	45.0	46.5	46.1	47.9
On-street parking is generally adequate	30.2	38.3	37.5	23.0	32.7	28.8
Unsure/ of no interest to me	22.5	3.9	17.5	30.4	21.2	23.3

Table 4.41

Q.26 [ASK ONLY IN THE BUNGENDORE AREA] I'm now going to read out four things to cater for the future growth of the Bungendore area. As I read out each one, could you tell me whether you fell it is extremely important, very important, quite important or not important ... [READ OUT STATEMENTS, ROTATE]

A Establishing the viability of the water supply

<i>Asked only in Bungendore area:</i>	Total %
Extremely important	59.4
Very important	34.9
Quite important	5.2
Total E+V+Q imp't	99.5
Not very important	0.0
Not important at all	0.5
<i>Mean</i>	4.5

B Restricting development on floodplains

<i>Asked only in Bungendore area:</i>	Total %
Extremely important	45.7
Very important	27.7
Quite important	21.1
Total E+V+Q imp't	94.5
Not very important	4.5
Not important at all	0.9
<i>Mean</i>	4.1

C Building a traffic bypass around Bungendore

<i>Asked only in Bungendore area:</i>	Total %
Extremely important	16.3
Very important	18.6
Quite important	22.4
Total E+V+Q imp't	57.3
Not very important	16.0
Not important at all	26.7
<i>Mean</i>	2.8

D Upgrading of the sewerage treatment works

<i>Asked only in Bungendore area:</i>	Total %
Extremely important	27.2
Very important	35.8
Quite important	27.0
Total E+V+Q imp't	90.0
Not very important	6.8
Not important at all	3.3
<i>Mean</i>	3.8

Table 4.42

Q.27 [ASK ONLY IN THE BRAIDWOOD AREA] Is it extremely important, very important, quite important or not important to build a traffic bypass around Braidwood to cater for the future growth of the areas?

<i>Asked only in Braidwood area:</i>	Total %
Extremely important	18.0
Very important	15.1
Quite important	25.3
Total E+V+Q imp't	58.4
Not very important	10.2
Not important at all	31.4
<i>Mean</i>	2.8

Appendix: 2011 Questionnaire

W2331 Palerang Council Community Survey 2011 – **Draft 4 [final]** – 20110727

Les Winton (02) 6232 6264 – 0414 504 832



Introduction: Good morning/afternoon/evening, I'm from Winton Research, an independent market research organisation, and we are conducting a study for Palerang Council to monitor a range of activities and programs. The survey will take around 10 to 15 minutes and we would appreciate your opinions firstly:

SCREENING QUESTION:

Q.A About how long have you lived in this area? Q.No. [1-4]

		[5]	
Less than 6 months	1		⇒ Thank and terminate
6 months to 11 months	2		⇒ Go on
1 to 2 years	3		⇒ Go on
3 to 5 years	4		⇒ Go on
6 to 10 years	5		⇒ Go on
11 to 20 years	6		⇒ Go on
Over 20 years	7		⇒ Go on

ASK ALL

Q.B Now just to confirm,Do you live in the Town of Braidwood, Town of Bungendore or Town of Captains Flat or a villages (code 1-4) or do you live on a rural residential property or Farm outside those towns, or a village (Code 5 or 6)

		[6]
In Town of Braidwood	1	
In Town of Bungendore	2	
In Town of Captains Flat	3	
In a village (read villages at C below)	4	
On a rural residential property	5	
On a farm	6	

Those who don't live in Town Braidwood, Bungendore or Captain's Flat but live in a village (code4 above) ask

Do you live in one of the following villages?.....read out villages.

Those not in a village ASK Do you live in the area of Wamboin, Burra, Bywong, Hoskinstown, Sutton, Carwoola?

Q.C [PROBE FOR VILLAGE OR AREA]

		[7][8]
In the village of Araluen	01	
In village of Majors Creek	02	
In the village of Mongarlowe	03	
In the village of Nerriga	04	
In the area of Burra	05	
In the area of Bywong	06	
In the area of Carwoola (ASK Is that part of Palerang)	07	
In the area of Hoskinstown	08	
In the area of Sutton (ASK Is that part of Palerang)	09	
In the area of Royalla (ASK Is that part of Palerang)	10	
In the area of Wamboin	11	

Appreciative Enquiry Questions (discussed with Martin Bass):

Q.1 [ASK ALL] Thinking about the Palerang Council area as a whole, what are one or two things you most value about living in Palerang?

Write answer in here:

Q.2 [ASK ALL] What is the most significant way that Palerang is changing?

Write answer in here:

Q.3 [ASK ALL] What is the most important issue facing the future of Palerang and its community?

Write answer in here:

Q.4 [ASK ALL] What changes would you most like to see that would make Palerang a better place?

Write answer in here:

Q.5 [ASK ALL] What should Council do to help achieve these things?

Write answer in here:

Q.6 [ASK ALL] What things will you be able to see, hear and touch in your 'ideal' Palerang?

Write answer in here:

Q.7 [ASK ALL] Now thinking specifically about the area where you live, what do you feel are all the GOOD things about living in this area? ... What do you most like about living here? [PROBE FULLY]

Write answer in here, then attempt to code in list below:

DO NOT READ OUT, ACCEPT MULTIPLES		
Good schools/educational opportunities	1	[9]
Close to Canberra	2	[10]
Close to Queanbeyan	3	[11]
Close to other places (eg, Sydney, coastal beaches, Melbourne)	4	[12]
Easy to move around/good roads/great networks of roads	5	[13]
Entertainment/arts/culture/movies	6	[14]
Fresh air/unpolluted atmosphere/healthy air	7	[15]
Good climate/four distinct seasons	8	[16]
Good shopping centre/opportunities	9	[17]
Wide open spaces/rural atmosphere/green/countryside	0	[18]
Less crime/low crime rate	1	[19]
Less traffic congestion/hardly any peak hour	2	[20]
Lower cost of living/cheaper than city living	3	[21]
Quiet/peaceful/not hectic	4	[22]
Safe for children	5	[23]
Sense on community/friendly people/community feeling	6	[24]
Tidy/neat/clean	7	[25]
Well planned/well laid out	8	[26]
Heritage aspects	9	[27]
Other (Specify)	0	[28]

No good things/unsure	1	[29]
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Q.8 [ASK ALL] And what if anything do you feel are the NOT SO GOOD things about living in this area? ...
What **needs to be improved** about living here? [PROBE FULLY]

Write answer in here, then attempt to code in list below:		
DO NOT READ OUT, ACCEPT MULTIPLES		
Extremes of seasons/summer too hot/winter too cold	1	[30]
High prices (eg, petrol, air fares, tip fees, bus fares, etc)	2	[31]
Growing too fast/too many new houses	3	[32]
Not growing fast enough/stagnating/dying	4	[33]
Lack of variety of shopping	5	[34]
Not enough to do/too quiet/boredom	6	[35]
Over-regulated/too many rules	7	[36]
People not friendly (anymore)/no community feeling	8	[37]
Public transport/none/not often enough/unreliable	9	[38]
Inadequate schools	1	[39]
Roads/poor upkeep/potholed	2	[40]
Too far from Sydney/Melbourne/beaches	3	[41]
Untidy/graffiti/rubbish everywhere	4	[42]
Dangerous drivers/road rage	5	[43]
Drugs/lack of policing	6	[44]
Garbage collection/none/infrequent/unreliable	7	[45]
Household recycling service/none/infrequent/unreliable	8	[46]
Other (Specify)	9	[47]
No not so good things/unsure	1	[48]

Q.9 [ASK ALL] Overall, how satisfied are you with this town/village/area as a place to live?

		[49]
Completely satisfied	1	
Very satisfied	2	
Quite satisfied	3	
Not very satisfied	4	⇒ Probe
Not satisfied at all	5	⇒ Probe
Unsure	6	
<i>In what ways could the situation be improved? Write in any additional comments below:</i>		

Q.10a [ASK ALL] In general, how satisfied are you with the following aspects of this town/village/area..... firstly (READ OUT FIRST ASPECT)..... Would you say you are completely satisfied (CS), very satisfied (VS), quite satisfied (QS), not very satisfied (NV) or not at all satisfied (NA) with that aspect?

Q.10b [FOR EACH NV/NA RESPONSE, ASK:] What needs to be done to improve the situation? Anything else?

<i>Read out, rotate list:</i>		NA	NV	QS	VS	CS	
		↓	↓	↓	↓	↓	
1.	The ways in which your area is developing	1	2	3	4	5	[50]
<i>In what ways could the situation be improved?</i>		↓	↓				
2.	The 'look' (or appearance) of the place	1	2	3	4	5	[51]

<i>In what ways could the situation be improved?</i>							↵	↵				
3.	The nature and speed of housing development in the area	1	2	3	4	5	[52]					
<i>In what ways could the situation be improved?</i>							↵	↵				
4.	The connecting roads through the area (main roads)	1	2	3	4	5	[53]					
<i>In what ways could the situation be improved?</i>							↵	↵				
5.	The local roads in the area	1	2	3	4	5	[54]					
<i>In what ways could the situation be improved?</i>							↵	↵				
6.	The garbage tip facilities now available in the area [CAPTAIN'S FLAT ONLY: SAY 'transfer station' in place of 'garbage tip facilities']	1	2	3	4	5	[55]					
<i>In what ways could the situation be improved?</i>							↵	↵				
7.	The sense of community (groups, networks) in the area (community groups/support networks)	1	2	3	4	5	[56]					
<i>In what ways could the situation be improved?</i>							↵	↵				
8.	The range of services available to the community	1	2	3	4	5	[57]					
<i>In what ways could the situation be improved?</i>							↵	↵				
9.	The availability of employment/jobs in the Council area	1	2	3	4	5	[58]					
<i>In what ways could the situation be improved?</i>							↵	↵				
10.	How tourism is being handled in the Council area	1	2	3	4	5	[59]					
<i>In what ways could the situation be improved?</i>							↵	↵				
[ASK ONLY IN BRAIDWOOD, BUNGENDORE & CAPTAINS FLAT:]							1	2	3	4	5	[60]
11.	The household water supply in the area	1	2	3	4	5	[60]					
<i>In what ways could the situation be improved?</i>							↵	↵				

Q.11a [ASK ALL] Now thinking of the size of the population around here, over the next 20 years or so would you like to see it increase or stay at about the same level as now? [IF INCREASE, PROBE:] How much would you like to see the population increase by ... for example, over the next 20 years or so would you like to see it increase by half, or double, or triple, or would you like to see it grow even further than that over the next 20 years?

		[61]
More than triple in size	1	Ask Q5b
Triple in size	2	Ask Q5b
Double in size	3	Ask Q5b
Increase by half	4	Ask Q5b

Stay the same	5	Ask Q5b
Grow smaller/decrease in size	6	Ask Q5b
Unsure	7	Go to Q6

Q.11b [ASK ALL EXCEPT UNSURE:] Why do you say that? [PROBE FULLY]

Write in below:

Q.12 [ASK ALL] And what about the future character of the area ... would you like to see the character of the area change, or remain about the same? IF CHANGE, PROBE: In what ways would you like the character of the area to change, for example what other kinds of development would you like to see happen?

	[62]	
Change	1	⇒ Probe
Remain about the same	2	
<i>In what ways could the situation be improved? Write in any additional comments below:</i>		

Q.13 [ASK ALL] Block sizes in newer housing estates are generally a bit smaller than in older estates. Do these smaller block sizes improve or detract from the character of the area, or does the character of the area remain the same? IF IMPROVE/DETRACT, PROBE: In what ways do the smaller block sizes improve/detract from the character of the area?

	[63]	
Improve	1	⇒ Probe
Detract from	2	⇒ Probe
Remain about the same	3	
<i>Write in any comments below:</i>		

Q.14 [ASK ALL] In some towns medium density developments including town houses and duplexes have been taking place. Do these medium density developments improve or detract from the character of the area, or does the character of the area remain the same? IF IMPROVE/DETRACT, PROBE: In what ways do the medium density developments improve/detract from the character of the area?

	[64]	
Improve	1	⇒ Probe
Detract from	2	⇒ Probe
Remain about the same	3	
<i>Write in any comments below:</i>		

Q.15 I'm now going to read out a list of some of the many services provided by Palerang Council. As I read out each one, I'd like you to rate Council's performance on a scale where '10' means excellent, and '1' means terrible? Whether you have personal experience of them or not, I'd like you to rate them, based on your impressions and perceptions.

1. the maintenance of roads in towns and villages <small>Why poor/what improvements are needed?</small>	PERFORMANCE									
	1	2	3	4	5	6	7	8	9	0

2. the maintenance of connecting roads in their care	1	2	3	4	5	6	7	8	9	0	[66]
Why poor/what improvements are needed? ← ↓ ↓ ↓											

3. the management of residential development within the area in recent years	1	2	3	4	5	6	7	8	9	0	[67]
Why poor/what improvements are needed? ← ↓ ↓ ↓											

4. the household garbage collection in some areas	1	2	3	4	5	6	7	8	9	0	[68]
Why poor/what improvements are needed? ← ↓ ↓ ↓											

5. the knowledge and accuracy of council staff	1	2	3	4	5	6	7	8	9	0	[69]
Why poor/what improvements are needed? ← ↓ ↓ ↓											

6. the courtesy and helpfulness of council staff	1	2	3	4	5	6	7	8	9	0	[70]
Why poor/what improvements are needed? ← ↓ ↓ ↓											

Q.16 [ASK ALL] Thinking of Palerang Council as a whole, that is, taking into account all the services they provide and facilities they run, not just the few I've mentioned, how would you rate the Council's performance overall Again, a score of 10 would be excellent performance and 1 would be terrible ... how would you rate the overall performance of Palerang Council as a whole?

The overall performance of Palerang Council as a whole	1	2	3	4	5	6	7	8	9	0	[71]
Why poor/what improvements are needed? ← ↓ ↓ ↓ ↓											

Q.17 [ASK ALL] How well informed do you feel about the overall activities and initiatives of the Council? On a scale of 1 to 10 where a score of 10 would be totally well informed and 1 would be not informed at all?

How well informed do you feel about the overall activities and initiatives of the Council?	1	2	3	4	5	6	7	8	9	10	[72]
Why don't you feel informed? Key areas of concern. ← ↓ ↓ ↓ ↓											

Q.18 [ASK ALL] How well does the Council consult and engage with the community? On a scale of 1 to 10 where a score of 10 would be consulting and engaging extremely well and 1 would be consulting and engaging extremely poorly?

How well does the Council consult and engage with the community?	1	2	3	4	5	6	7	8	9	10	[73]
In what ways don't they consult well? ← ↓ ↓ ↓ ↓											

Q.19 [ASK ALL] In which of the following ways do you obtain information from Palerang Council at the moment? [READ OUT PRECODES]

Q.20 [ASK ALL] Including those you have mentioned, in which ways would you prefer to obtain information from Palerang Council in future? [READ OUT PRECODES]

READ OUT, ROTATE	Currently obtain		Would prefer	
Newsletters (quarterly)	1	[74]	1	[82]
The Council website (www.Palerang.nsw.gov.au)	2	[75]	2	[83]

Articles, notices or ads in your local newspaper	3	[76]	3	[84]
Articles, notices or ads in the Canberra Times	4	[77]	4	[85]
Announcements on local radio stations	5	[78]	5	[86]
Social media, such as Twitter, Facebook, YouTube, etcetera	6	[79]	6	[87]
Television	7	[80]	7	[88]
[DO NOT READ] None of these	8	[81]	8	[89]

Q.21 [ASK ALL] (As you may know) in recent years Council has distributed a quarterly newsletter to residents. Have you ever looked at this newsletter?

		[90]	
Yes	1		⇒ ASK Q.14
No	2		⇒ GO TO Q.15
Unsure	3		⇒ GO TO Q.15

Q.22 [IF LOOKED INTO] In general, what did you think of the newsletter in terms of the kinds of information it provided...did you think its coverage was excellent, very good, good, fair or poor?

:	[91]
Excellent	1
Very good	2
Good	3
Fair	4
Poor	5
Unsure	6

Q.23 [ASK ALL] What role should Council play in the efficient use of resources and energy and sustainable living ... should Council lead the way, should it keep up with current practices, or shouldn't Council be involved in these matters?

	[92]
Lead the way	1
Keep up with current trends	2
Council shouldn't be involved	3
Unsure	4

Q.24 [ASK ALL] In general, is Council doing enough to enable older people to continue living in the area (if they wish to) or not? IF NO, PROBE: What more should it be doing?

	[93]	
Council is doing enough	1	
Council is not doing enough	2	⇒ ASK Q.14
Unsure	3	
<i>Write in any comments below:</i>		

Q.25 [ASK ALL] given the rate at which Bungendore is growing, is an off-street car park needed in Bungendore, or is the current on-street parking generally adequate?

	[94]
Off-street car park is needed	1
On-street parking is generally adequate	2
Unsure/of no interest to me	3

Q.26 [ASK ONLY IN THE BUNGENDORE AREA] I'm now going to read out four things to cater for the future growth of the Bungendore area. As I read out each one, could you tell me whether you fell it is extremely important, very important, quite important or not important ... [READ OUT STATEMENTS, ROTATE]

<i>Read out, rotate list:</i>	Not impt at all ↓	Not very important ↓	Quite important ↓	Very important ↓	Extremely important ↓	
A Establishing the viability of the water supply	1	2	3	4	5	[95]
B Restricting development on floodplains	1	2	3	4	5	[96]

C Building a traffic bypass around Bungendore	1	2	3	4	5	[97]
D Upgrading of the sewerage treatment works	1	2	3	4	5	[98]

Q.27 [ASK ONLY IN THE BRAIDWOOD AREA] Is it extremely important, very important, quite important or not important to build a traffic bypass around Braidwood to cater for the future growth of the areas?

<i>Read out, rotate list:</i>	Not imp at all ↓	Not very important ↓	Quite important ↓	Very important ↓	Extremely important ↓	
A Building a traffic bypass for Braidwood	1	2	3	4	5	[99]

Q.28 [ASK ALL] Your age?

	[100]
18 to 20 years	1
20 to 24 years	2
25 to 39 years	3
40 to 54 years	4
55 to 64 years	5
65+ years	6

Q.29 [ASK ALL] Your gender?

	[101]
Male	1
Female	2

Q.30a [ASK ALL] Do you work full-time, part-time or are you not employed at the moment? (IF NOT EMPLOYED, PROBE) What do you do at the moment?

	[102]
Employed full-time/own or run business	1
Employed part-time or casual	2
Unemployed (ie, and looking for work)	3
Student	4
Home duties/home manager	5
Retired/pensioner/self funded retiree	6
Carer	7
Disability	8

Q.30b [IF EMPLOYED, ASK] What is your occupation? [PROBE FOR TYPE OF JOB AND LEVEL]

	[103]
Managers and administrators	1
Professionals	2
Associate professionals	3
Tradespersons and related workers	4
Advanced clerical and service workers	5
Intermediate clerical, sales and service workers	6
Intermediate production and transport workers	7
Labourers and related workers	8
Farmers, graziers, growers	9
Other (do not use unless un-codable)	0

Q.30c [IF EMPLOYED, ASK] In which town or area do you work?

	[104]
From home	1
Travel, eg, salesperson, taxi driver, courier, tradesperson, etc	2
Bungendore (area)	3
Braidwood (area)	4
Captains Flat (area)	5
Local village (area)	6

