

What are we monitoring?

The satisfaction of residents with the level of information provided, community consultation and advocacy undertaken, by the Council.

The Council conducts a bi-annual Community Survey (previously conducted annually) of a representative sample of the population, that includes assessing resident satisfaction with the level of information provided and the extent of community consultation and advocacy undertaken. Survey respondents are asked to indicate satisfaction on a 1 to 5 scale where 1 means 'very dissatisfied' and 5 means 'very satisfied'.

What is the trend?

Resident satisfaction with council community consultation and communication has been steadily increasing since 2000. In 2016 the question asked was expanded to include reference to advocacy and information.

Why is monitoring this trend important?

Monitoring resident satisfaction with the extent of information provided and community consultation undertaken, informs the Council's future engagement and communication actions.

Council Consultation and Communication – Satisfaction Ratings

Year	2000	2002	2003	2004	2006	2007	2009	2016
Satisfaction Ratings	2.90	3.00	3.00	2.90	3.00	2.90	3.08	3.36

Source: Blue Mountains City Council, Blue Mountains Community Surveys 2000–2016