



Renmark Paringa Council

2023 Community Satisfaction Survey



prepared by



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Background

The Renmark Paringa Council (Council) is a Local Government Area located in the Riverland, South Australia. The area is known for viticulture, almond and fruit production, and is set on the edges of the Murray River.

The Council area spans over 400 square kilometres and is home to approximately 10,000 residents. Tourism is a critical industry in the Renmark Paringa Council area, boasting attractions to suit families, couples and solo travellers.

Council undertakes a Community Satisfaction Survey (CSS) every four years to obtain community feedback to better understand the community's views and what they want and need from Council. The overall aim of the CSS is to obtain data to benchmark Council against the local government sector and identify areas where Council is performing well and areas which need improvement.

Gathering data on the views of the community on how Council is performing is vitally important in shaping the type and level of services Council provides to the community.

The previous CSS was undertaken in 2018 with data collected from 400 individuals predominantly through mobile phone and landline methods. For the 2023 CSS, the study included a QR postcard mail out to all residents as well as widespread promotion of the survey on Council social media channels, their digital e-newsletter, hard copies available in the Council's library and also via an advertisement in the local newspaper.

An optional prize draw was offered to participants as a thank you for their participation.

Fieldwork occurred between 16 October 2023 and 5 November 2023.

The average survey length was 28 minutes and 42 seconds.

During the data cleaning, two responses were removed on account of being a duplicate ID (the first response from each was retained), three responses were excluded due to being out of scope (i.e. residing outside of Renmark Paringa Council area), and two hardcopies were excluded – one because it was an incomplete response and one because it was received after the cut off time. Copies of the hardcopies have been provided to Council for their reference.

This document presents the results for the 2023 Community Survey. The report also makes comparison, where possible, to data collected since 2002.



Objectives

The primary objective of this research is to provide Council with a measure of overall performance as perceived by the Renmark Paringa community.

The research also identifies areas where Council service delivery is meeting the needs of the community, together with opportunities to improve service delivery in order to meet community expectations.

The survey has been designed to measure community expectations against Council performance over time (where possible) in relation to the following areas:

- Engagement and Communication
- Customer Service and Contact with Council
- General Service Provision and Facilities
- Community Connection and Programs
- Support for the Environment
- Planning and Economic Development
- Tourism and Events
- Public Safety and Amenities



Methodology

Audience

Multiple methods were used to collect responses, ensuring residents had ample opportunity to provide valuable feedback in their preferred method of participation. This included Council-distributed links via a QR postcard mail out, social media, an email to their e-news database and a newspaper advertisement.

To achieve the robust and representative sample required, on top of the Council-distributed links, we also conducted Computer Assisted Telephone Interviewing (CATI). Anyone who wanted to participate by telephone could call in to do so. We used a mobile sample to source participants for the research and restricted targeting criteria to 5340, 5341 and 5343 postal code areas. Specific demographic questions were asked to determine suitability and to monitor age and gender distribution.

The following table outlines the overall sample that was achieved, along with the relevant error margin:

Target Audience	Sample Size	Error Margin
Renmark Paringa Council residents	433	± 4.6% (95%)

Sampling

To ensure a representative sample was achieved, we set age and gender quota targets with minor data weighting applied at the end.

Gender breakdown

We captured a sample made up of 38% males (n=164), 60% females (n=261) and 2% who prefer to self-describe (n=8).

Age breakdown

The following spread of ages was achieved:

Age	% of population	Sample achieved
18-24	2%	10
25-39	29%	126
40-54	22%	95
55+	46%	198
Prefer not to say	1%	4
Total	100%	433

Interpreting

Survey results in each section are presented at an overall level, followed by a comparison to previous years' data where relevant to do so.

The Council's performance is measured by observing the difference ('gap') between perceived importance in a particular area and the Council's perceived performance of that factor. A smaller 'gap' indicates that the Council's performance is closer to the community's expectations and, therefore, Council is performing well.

It's important to note that some of the larger gaps are driven by larger neutral scores rather than larger scores of poor performance.

Importance was not asked for services that Council is legislated to provide.

Gap is under 1.0 = Excellent
Gap is between 1.0 and 1.5 = Good
Gap is between 1.5 and 2.0 = Moderate
Gap is between 2.0 and 2.5 = Poor
Gap is over 2.5 = Very poor

Overall Council Scorecard 2023 – engagement, service, community

	Importance	Performance	Gap
Engagement & Communication			
Providing community access to information, documents, and meetings	8.02	7.02	1.00
Conducting quality, timely, and accurate consultations with the community	8.94	6.60	2.34
Informing the community of services, projects and initiatives	9.26	7.24	2.02
Service Provision and Facilities			
Providing and maintaining roads and footpaths*	-	6.50	
Providing and maintaining tracks and trails for walking, riding and running	9.14	7.04	2.10
Providing and maintaining storm drainage, water, and effluent facilities*	-	7.34	
Providing and maintaining sporting facilities, parks, gardens, playgrounds, reserves, and swimming pools	9.52	8.28	1.24
Providing health services to the community such as food/health inspections*	-	7.24	
Providing the immunisation program	8.36	7.86	0.50
Providing waste collection through the red/green/yellow bin services*	-	8.40	
Providing recycling and waste services at the Waste Transfer Station	9.42	7.86	1.56
Community Connection and Programs			
Improving the quality of life in the community by providing opportunities to connect and be involved	8.62	7.70	0.92
Providing libraries and library services to the community	9.14	8.86	0.28
Providing the school holiday program	8.66	8.62	0.04
Supporting cultural programs	8.20	7.64	0.56
Providing community grants and sponsorship	8.94	7.86	1.08
Supporting programs for youth	9.02	7.28	1.74
Providing the volunteer recognition program	8.70	7.80	0.90

Importance and performance of Council services were rated in this survey using a scale of 1 to 5. Rating scores have been multiplied by 2 to be comparable against past surveys and are now reflected as a scale of 1 to 10.

** Legislated council services.*

Overall Council Scorecard 2023 – environment, tourism, public safety

	Importance	Performance	Gap
Support for the Environment			
Supporting environmental services and programs in the region such as environmental watering and preservation	9.28	7.72	1.56
Planning and Economic Development			
Providing services to support businesses	8.98	7.00	1.98
Providing services to support local employment	9.08	6.92	2.16
Inspiring confidence in retail and commercial growth and development	9.20	6.94	2.26
Encouraging and/or supporting residential development	9.06	6.84	2.22
Providing planning and development controls through the PlanSA Portal*	-	6.72	
Tourism and Events			
Providing visitor information services through the Visitor Information Centre and promoting tourism	9.40	8.18	1.22
Delivering events such as but not limited to the Riverfront Markets and the Christmas on the Murray Festival	9.32	8.08	1.24
Supporting and attracting events in the future which foster community culture and contribute to the economy and visitor experience	9.38	-	
Public Safety and Amenities			
Providing dog and cat management*	-	7.3	
Providing safe and accessible spaces and places for the community through lighting, signage and infrastructure	9.44	7.44	2.00

Importance and performance of Council services were rated in this survey using a scale of 1 to 5. Rating scores have been multiplied by 2 to be comparable against past surveys and are now reflected as a scale of 1 to 10.

** Legislated council services.*

Performance x Importance of Council services

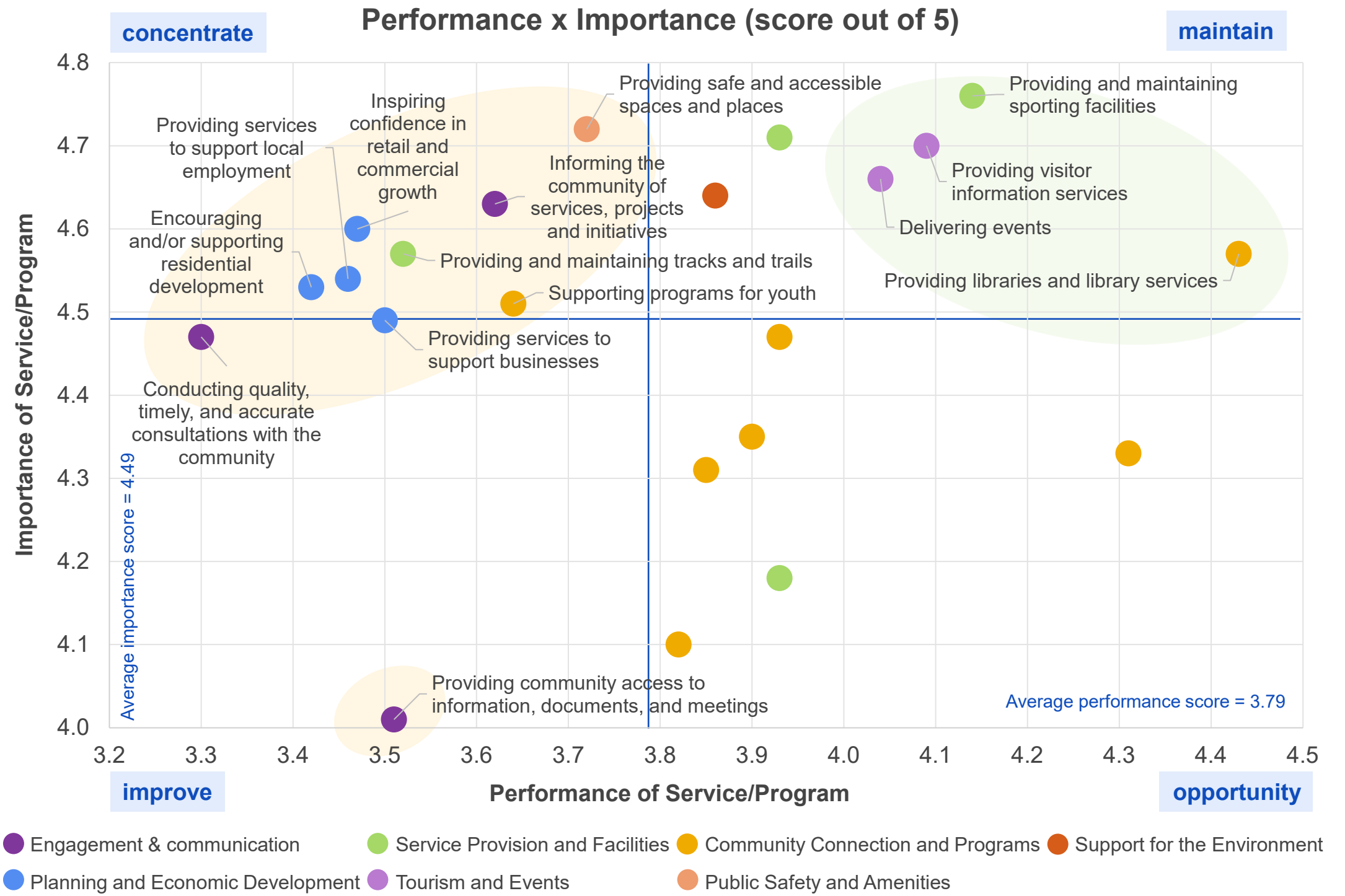
The chart to the right combines the performance and importance scores outlined in the previous pages to highlight those services/programs that Council should focus on to improve performance.

Council should continue:

- Maintain**
- Providing and maintaining sporting facilities
 - Providing visitor information services
 - Delivering events
 - Providing libraries and library services

Council should concentrate on the following services and programs:

- Concentrate**
- Providing safe and accessible spaces places
 - Supporting programs for youth
 - Informing the community of services, projects and initiatives
 - Providing and maintaining tracks and trails
 - Providing community access to information, documents, and meetings
 - Providing services to support businesses
 - Inspiring confidence in retail and commercial growth
 - Providing services to support local employment
 - Encouraging and/or supporting residential development
 - Conducting quality, timely, and accurate consultations with the community





Engagement & Communication

- Nearly all respondents ranked 'Informing the community of services, projects and initiatives' as the most important Council service (91%), followed closely by 'Conducting quality, timely, and accurate consultations with the community' (86%).
- Nearly two-thirds of respondents indicated that Council is performing well in 'Informing the community of services, projects and initiatives' (64%). Council is performing less well in 'Providing community access to information, documents, and meetings' and 'Conducting quality, timely, and accurate consultations with the community' (52% and 46% respectively).
- 'Informing the community of services, projects and initiatives' remains most important to survey respondents when comparing survey results, increasing to 9.3 out of 10, with Council's performance also increasing, closing the gap between importance/performance.
- Just over half of respondents were satisfied with Council's provision of these services (59%) with 18% dissatisfied.



Customer Service & Contact With Council

- A quarter of respondents prefer contacting Council in person in the first instance (24%).
- Contact by email is the most often preferred method of contacting Council when comparing the top 3 ranked preferred methods of contacts (63%). Newsletters and mail were the least preferred methods of contact.
- 8 out of 10 respondents made contact with Council within the last 12 months. Among them, nearly half of respondents contacted Council in person or over the phone (45% and 44% respectively), with online methods accounting for nearly a third of contact methods (32% online via Council's website and 30% by email).
- Facebook is the most preferred platform for interacting with the council, followed by various other methods and specific platforms like Instagram and WhatsApp. A significant number of respondents also mentioned that they do not use social media for council interactions.
- Nearly three-quarters of those who contacted the council were satisfied with customer service they received when they interacted with Council (71%)



Service Provision & Facilities

- Providing and maintaining recreation options are important to nearly all respondents, with 'Providing and maintaining sporting facilities, parks, gardens, playgrounds, reserves, and swimming pools' as the most important Council service (96%). This is followed closely by 'Providing and maintaining tracks and trails for walking, riding and running' (87%).
- Over three-quarters of respondents indicated that Council is performing well 'Providing recycling and waste services at the Waste Transfer Station' (84%) but performing less well in 'Providing and maintaining roads and footpaths', with 22% of respondents indicating poor performance for this service.
- 'Providing and maintaining sporting facilities, parks, gardens, playgrounds, reserves, and swimming pools' has increased in importance to survey respondents when comparing surveys.
- Over two-thirds of respondents were satisfied with Council's provision of these services (59%) and 10% dissatisfied.





Community Connection & Programs

- ‘Providing libraries and library services to the community’ and ‘Providing community grants and sponsorship’ are the most important programs provided by Council, by nearly all respondents (88% for both).
- Over three-quarters of respondents indicated that Council is performing well in ‘Providing libraries and library services to the community’ (85%).
- ‘Providing libraries and library services to the community’ has increased in importance to survey respondents when comparing survey results, increasing to 9.1 out of 10, with Council’s performance also increasing, resulting in a slim importance/performance gap of 0.3.
- Importance of ‘Supporting cultural programs’ has decreased between surveys, though performance has increased, resulting in a tightening of the gap to 0.6.
- Nearly two-thirds of respondents were satisfied with Council’s provision of these services (59%) and 6% dissatisfied.



Support For The Environment

- Nearly all respondents ranked ‘Supporting environmental services and programs in the region such as environmental watering and preservation’ as an important Council service (91%).
- When compared to importance, a lower proportion of respondents rate Council’s performance in supporting environmental services as performing well (63%).
- Importance of ‘Supporting environmental services and programs in the region’ has increased between surveys. Though performance has increased also, the gap between the two has decreased due to a greater increase in importance when compared to performance.
- Two-thirds of respondents were satisfied with Council’s support of environmental services (59%) and 8% dissatisfied.



Planning & Economic Development

- All planning and economic development services were considered important by respondents, with a minimum of 83% importance (‘Providing services to support business’). ‘Encouraging and/or supporting residential development’ was considered the most important (88% total importance).
- When compared to importance, performance by Council providing these services was significantly lower. ‘Providing planning and development controls through the PlanSA Portal’ was rated the least by respondents (27% performing well).
- ‘Inspiring confidence in retail and commercial growth and development’ has increased in importance to survey respondents when comparing survey results, increasing from 8.7 to 9.2 out of 10, with Council’s performance also increasing, resulting in a decrease in the importance/performance gap.
- Half of respondents were satisfied with Council’s provision of these services (51%) with 19% dissatisfied.





Tourism & Events

- Tourism and events are important to nearly all respondents (90% important and higher), with ‘Providing visitor information services through the Visitor Information Centre and promoting tourism’ the most important (73% very important).
- Respondents indicated that Council is performing well in providing tourism and events services (72% and higher) with Council’s performance of ‘Delivering events such as but not limited to the Riverfront Markets and the Christmas on the Murray Festival’ at 77%.
- ‘Providing visitor information services through the Visitor Information Centre and promoting tourism’ is highest in both importance (9.4) and performance (8.2), with a gap of 1.2.
- Over three-quarters of respondents were satisfied with Council’s provision of these services (77%) and 5% dissatisfied.



Public Safety & Amenities

- Public Safety and Amenity services were considered important by respondents, with three-quarters of respondents considering ‘Providing safe and accessible spaces and places for the community through lighting, signage and infrastructure’ very important (75% and 93% total importance).
- When compared to importance, performance by Council providing Public Safety and Amenity services was significantly lower. ‘Providing dog and cat management’ was rated the least by respondents (53% performing well).
- Importance of ‘Providing safe and accessible spaces and places for the community through lighting, signage and infrastructure’ has increased between surveys. Though performance has increased also, the gap between the two has increased due to a greater increase in importance when compared to performance.
- Nearly three-quarters of respondents were satisfied with Council’s provision of public safety and amenity services (71%) with 9% dissatisfied.



Council Benchmarking

- Benchmarking compares respondents’ propensity to recommend Renmark Paringa as a place to live given Council’s current provision of all its services and amenities, against other Council benchmarks.
- **Renmark Paringa is the only region, when compared against the benchmarks, to have a positive net promoter score, indicating a positive overall satisfaction with the region.**

Benchmark	Net Promoter Score	Average Likely To Recommend Score
Renmark Paringa	18	7.76
Total SA Councils	-15	6.90
Regional	-26	6.41
Metro	-11	7.04

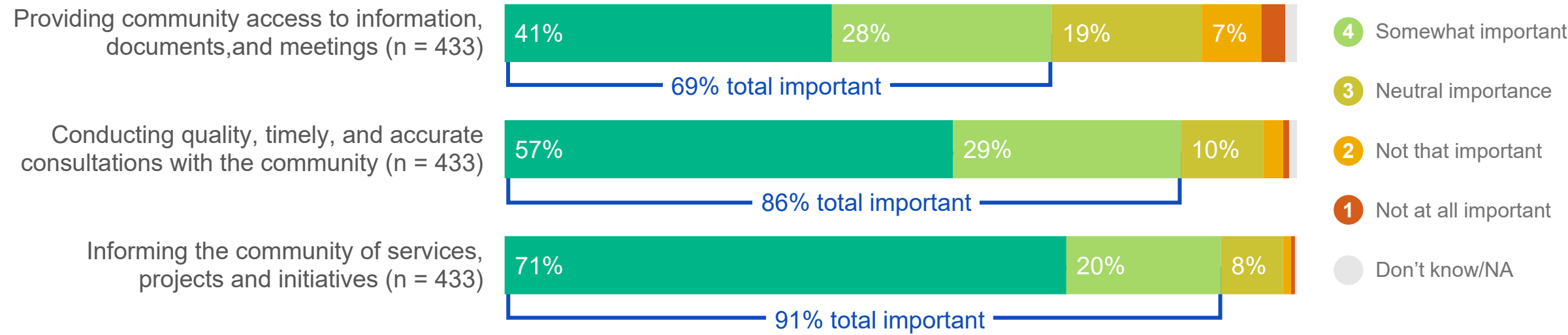


 <h2>Engagement & Communication</h2> <ul style="list-style-type: none"> • Provide more regular updates to residents on ongoing projects and initiatives through additional written communication like mailers or newsletters, not solely through social media and online. This will ensure all members of the community have an opportunity to be kept informed. • Implement follow-up protocols for resident requests and feedback to close the loop and show action is being taken to address concerns raised. Share updates even if there is no immediate solution. • Review opportunities to further engage the community and gather input early in decision-making processes before plans are finalised. 	 <h2>Customer Service & Contact With Council</h2> <ul style="list-style-type: none"> • Continue the high level of customer service through staff training and evaluation of resident transactions and interactions. • Monitor staff response times and timeliness addressing resident issues and requests to meet or improve on current performance. 	 <h2>Service Provision & Facilities</h2> <ul style="list-style-type: none"> • Prioritise maintenance and repair of roads, footpaths, trails to address the high volume of concerns raised by residents. • Invest in upgrades to playgrounds, recreational facilities based on community feedback around areas needing improvement.
 <h2>Planning & Economic Development</h2> <ul style="list-style-type: none"> • Streamline and expedite approval processes for residential and commercial development to facilitate growth. • Attract new business investment through incentives for occupying vacant retail spaces. • Increase transparency and information sharing with public around economic development plans and progress. 	 <h2>Community Connection & Programs</h2> <ul style="list-style-type: none"> • Partner with community organisations to implement new youth programs and spaces to better engage this cohort. • Improve promotion of community events and programs through expanded distribution channels to increase awareness and accessibility. 	 <h2>Support For The Environment</h2> <ul style="list-style-type: none"> • Develop strategy for ongoing riverbank stabilisation and flood mitigation efforts based on success during the recent flood response. • Explore opportunities for environmentally focused community volunteer days for local park, river, and nature area maintenance and beautification.
 <h2>Council Benchmarking</h2>	 <h2>Tourism & Events</h2> <ul style="list-style-type: none"> • Increase event promotion across various media well in advance to improve awareness of upcoming events. • Refresh the visitor centre to boost tourism appeal through updated displays, information and staff hospitality training.  <h2>Public Safety & Amenities</h2> <ul style="list-style-type: none"> • Audit and address community lighting, signage, footpath and mobility access gaps to better facilitate safe navigation of public areas. • Review animal management policies and enforcement to address concerns around feral cats and nuisance dogs. <p>Maintain focus on addressing key priority areas for improvement based on survey feedback to retain or build on the positive reputation relative to benchmark councils.</p>	

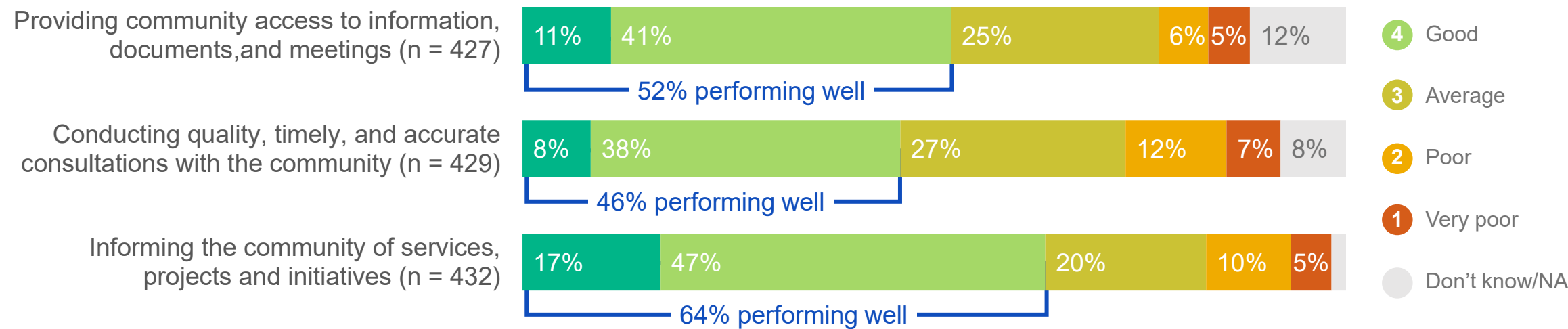


It is important for Council to engage with the community

QB1 - Engagement & Communication Importance



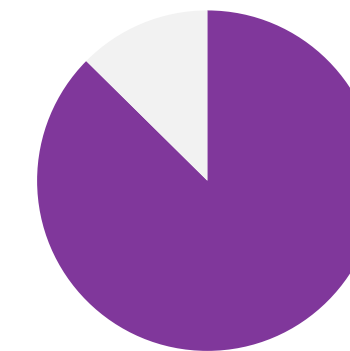
QB2 - Engagement & Communication Performance



Average Engagement & Communication score

Importance: 8.7/10

Performance: 7.0/10



- Nearly all respondents ranked 'Informing the community of services, projects and initiatives' as the most important Council service (91%), followed closely by 'Conducting quality, timely, and accurate consultations with the community' (86%).
- Nearly two-thirds of respondents indicated that Council is performing well in 'Informing the community of services, projects and initiatives' (64%). Council is performing less well in 'Providing community access to information, documents, and meetings' and 'Conducting quality, timely, and accurate consultations with the community' (52% and 46% respectively).

QB1: How important are each of the following Council services to you, using a rating scale of 1 to 5 with 1 being not at all important and 5 being very important.

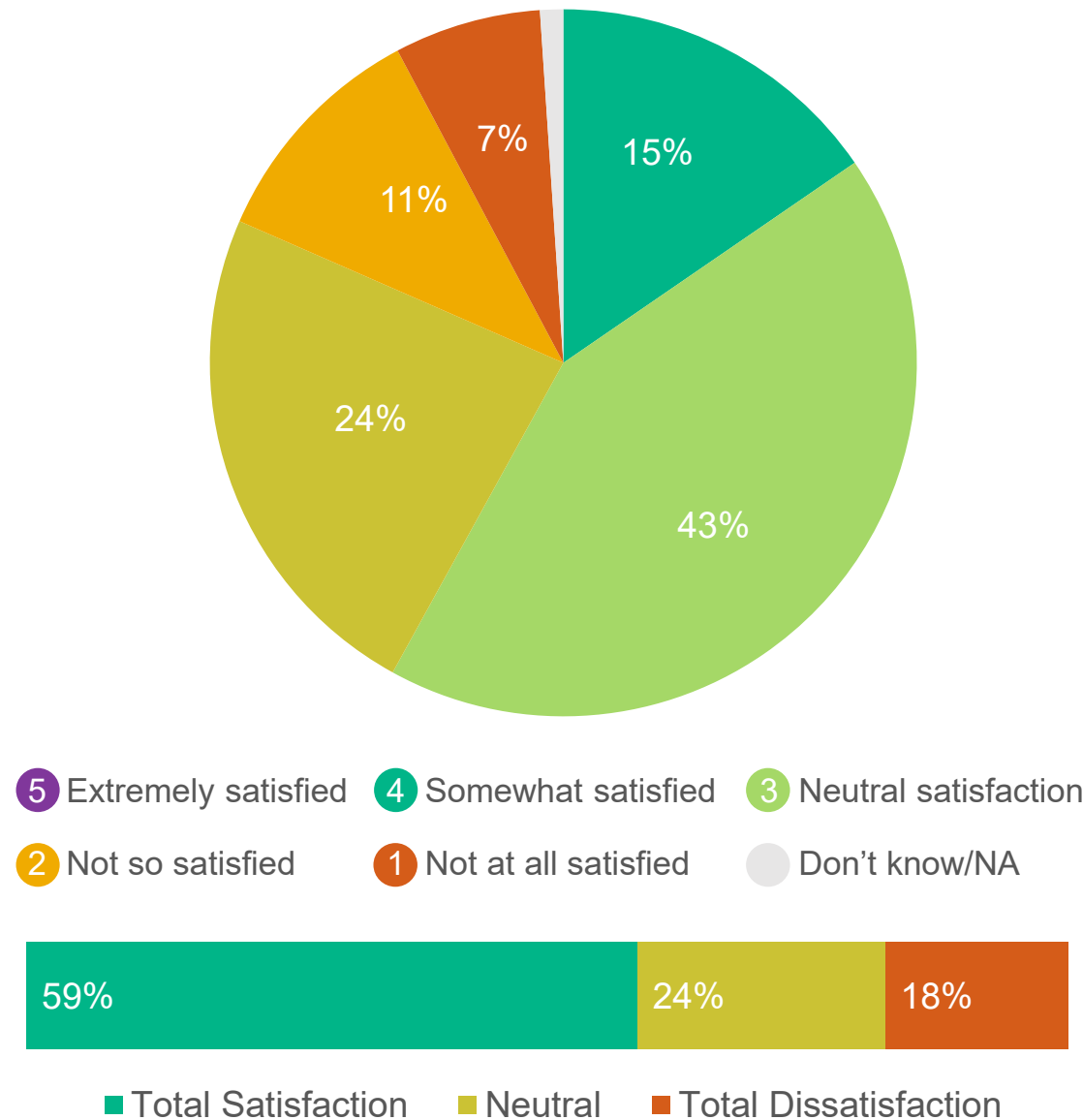
QB2: Now please rate the Council's performance of these services plus some other services, using a rating scale of 1 to 5 with 1 being very poor and 5 being outstanding.



Council is keeping the community informed better than 5 years ago

Average Score out of 10	Year	Importance	Performance	Gap
Providing community access to information, documents, and meetings	2023	8.02 ↓	7.02 ↑	1.00 ↓
	2018	8.37	6.51	1.86
	2014	8.38	6.32	2.06
	2010	8.55	6.11	2.44
Conducting quality, timely, and accurate consultations with the community	2023	8.94 ↑	6.60 ↑	2.34 ↑
	2018	8.36	6.16	2.20
	2014	8.47	6.10	2.37
	2010	8.63	5.63	3.00
Informing the community of services, projects and initiatives	2023	9.26 ↑	7.24 ↑	2.02 ↓
	2018*	8.42	6.23	2.19
	2014*	8.43	5.85	2.58
	2010*	8.41	5.71	2.70

QB3 – Engagement & Communication Satisfaction



5.9/10
Satisfaction

Engagement & Communication

- ‘Informing the community of services, projects and initiatives’ remains most important to survey respondents when comparing survey results, increasing to 9.3 out of 10, with Council’s performance also increasing, closing the gap between importance/performance.
- The importance of ‘Providing community access to information, documents, and meetings’ has decreased between surveys though performance has increased, decreasing the gap to 1.0.
- Just over half of respondents were satisfied with Council’s provision of these services (59%) and 18% dissatisfied.

QB3: Overall, when it comes to the Council’s engagement and communication with you, how satisfied are you with the Council’s provision of these services, using a rating scale of 1 to 5 with 1 being ‘Not at all satisfied’ and 5 being ‘Extremely Satisfied’? n = 433 *‘Making the community aware of strategic objectives’ asked in previous surveys.

2023 scores have been multiplied by 2 to create alignment with previous reports which asked on a scale of 1 to 10.

QB4 – Engagement & Communications Reason for satisfaction rating

Critical of communication/engagement 63 responses

- Lack of consultation (15)
- Information not shared in timely manner (14)
 - Poor communication avenues (12)
 - Don't listen to public (11)
 - Inconsistent communication (8)
 - Secretive/closed (5)

"Communication is very poor as they do not get back to you in a timely manner. You are chasing them for answers continuously."

"There is no communication from Council what or when projects are being undertaken and a lot of miscommunications within the community."

Issues with 21st Street Bridge 18 responses

- Still not repaired after 12 months (7)
 - Priority over other projects (5)
 - Lack of information on bridge (4)

"The 21st Bridge is still closed after 12 months and it's a huge impact on my life."

"The issue with the bridge on 21st Street. Why fix other roads, build a carpark which really is benefitting two businesses and putting up cemetery signs when honestly to drive right around to access the Renmark cemetery is ridiculous."

Positive about communication/engagement 38 responses

- Good use of social media (13)
 - Handle queries well (8)
- Provide adequate opportunities to engage (7)
 - Readily share information (6)
 - Listen to public (4)

"I think the website, Facebook page, newspaper articles, regular email newsletter inform me a lot about what is happening through council and if I ever need to know something or have a query, council members or office staff are able to communicate well through these."

"The Council keeps in touch with me."

Poor consultation/listening 15 responses

- Don't listen to public opinion (5)
 - Community not consulted on issues (4)
- Don't respect community wishes/feedback (3)

"The community was not consulted about the 21st Street bridge. Council should have asked the community what they wanted."

"Consultation about the Westpac bank was minimal, and the CEO tried to go against community wishes to balance his budget."

Frustrated with lack of action/follow through 32 responses

- Neglect certain areas (7)
 - Fail to make improvements (6)
 - Don't address concerns raised (6)
 - Very slow to respond/act (5)
 - Just "quick fixes" problems (3)

"I have raised a concern with Murtho St condition between 19th & 20th St and I had a response from Mr X early on and nothing further, this is one of the busiest roads as it has school traffic and nothing been done for years, it's a disgrace!"

"Things that need doing don't seem to happen, then other non-urgent projects get done."

"Certain areas on the Paringa causeway have been complained about and completely fobbed off by the Council."

Did good job during floods 16 responses

- Kept public well informed during floods (8)
 - Mayor visible and helpful (5)
- Good use of various media during flood (4)

"During the floods, they did a brilliant, brilliant job. They were amazing."

"Particularly during the high river, the Council did a great job of keeping people informed."

Want more information/transparency 30 responses

- Share more about projects/plans (8)
 - More written communication (5)
 - Hard to access info (5)
 - Not open/honest (4)
 - Secretive (3)
 - Withhold information (2)

"Closed shop. They are paid by residents and all information should be made public."

"They target the information provided that they want you to see."

Target certain audiences only 8 responses

- Information depends on social media (4)
 - Outlets exclude older residents (3)
- Communication channels fail to reach a large portion of the population (2)

"Unless like this survey, you have Facebook, how else is the information given or consultation asked for?"

"Think things are done via social media which is still not appropriate for older residents. Therefore news, consultations etc does not reach a large portion of the population."

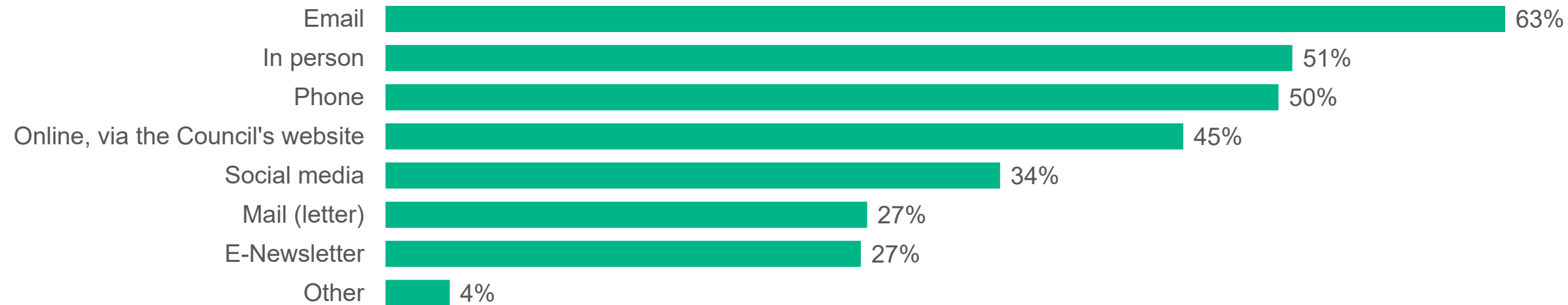
QB4: What are the main reasons for your rating? Note: If you have no specific comments or feedback on this topic please write N/A and move on to the next question. n = 427 with top mentions included above.





Email is the most frequently preferred method when contacting Council

QC1 - Customer Service & Contact With Council Preferred contact method (ranked top 3)



- A quarter of respondents prefer contacting Council in person in the first instance (24%).
- Contact by email is the most often preferred method of contacting Council when comparing the top 3 ranked preferred methods of contacts (63%).
- Newsletters and mail are the least preferred methods of contact.

Preferred contact method	Ranked							
	1st	2nd	3rd	4th	5th	6th	7th	8th
Online, via the Council's website	15%	13%	17%	18%	14%	11%	7%	4%
In person	24%	14%	13%	11%	8%	11%	14%	10%
Phone	15%	22%	12%	8%	11%	16%	12%	5%
Email	20%	19%	24%	17%	11%	8%	1%	1%
Social media	15%	10%	10%	12%	17%	13%	18%	7%
Mail (letter)	6%	10%	11%	19%	18%	18%	16%	6%
E-Newsletter	4%	11%	11%	14%	19%	18%	19%	7%
Other	1%	1%	2%	1%	3%	5%	13%	59%
n =	432	431	430	430	430	430	429	161

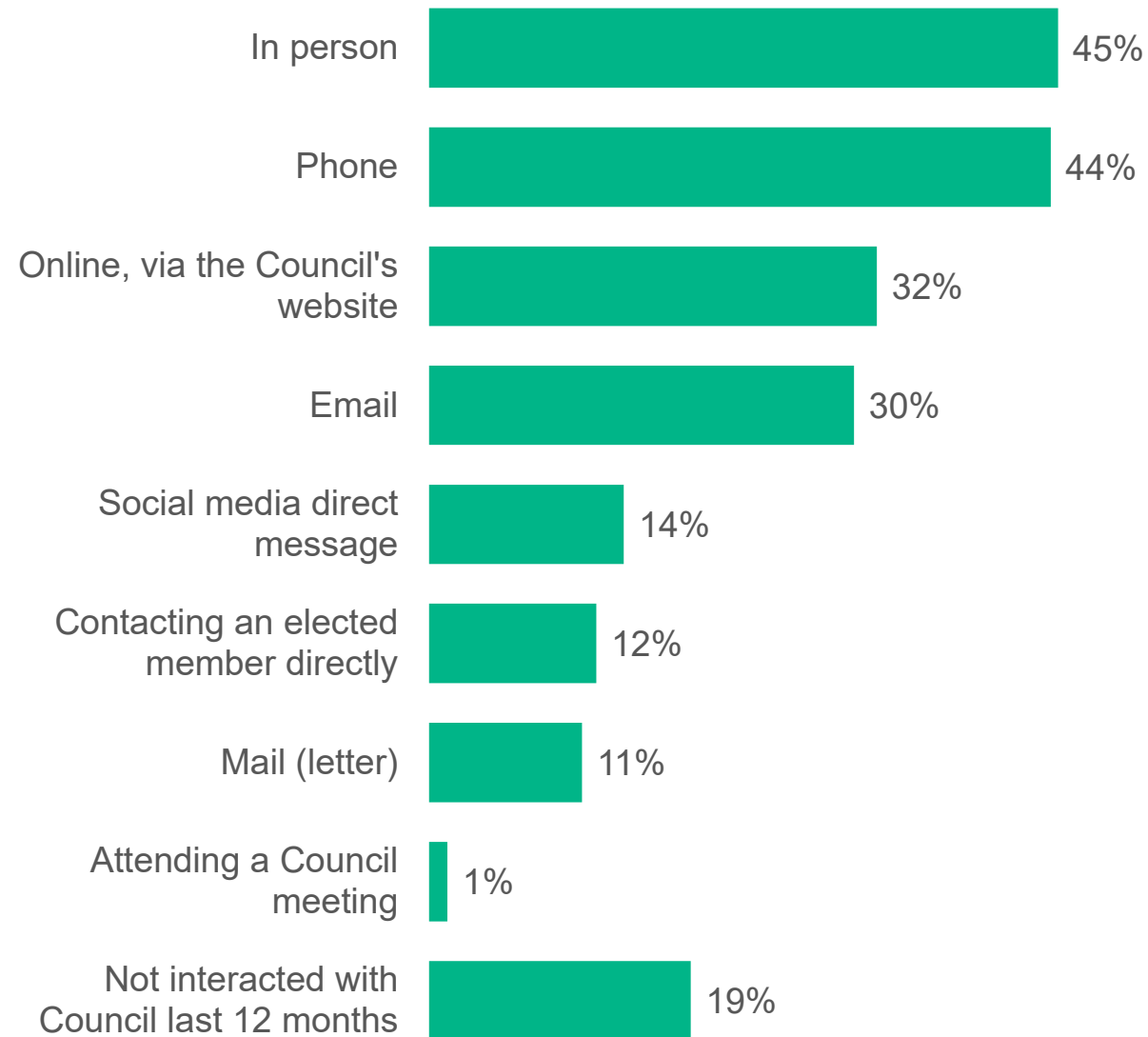
QC1e: Social media prefer to use when interacting with the Council (n = 418)

Facebook	143	34%
Email	33	8%
In person	31	7%
Instagram	15	4%
Council website	13	3%
Newsletter / E-newsletter	10	2%
Phone	9	2%
WhatsApp, Phone/Radio, Twitter, Local paper, LinkedIn, Google, Internet/online, Community notifications, Riverland Forum, Face-to-face/personal, word of mouth	1	0%
None/Not online	82	0%
N/A (Not Applicable)	29	0%

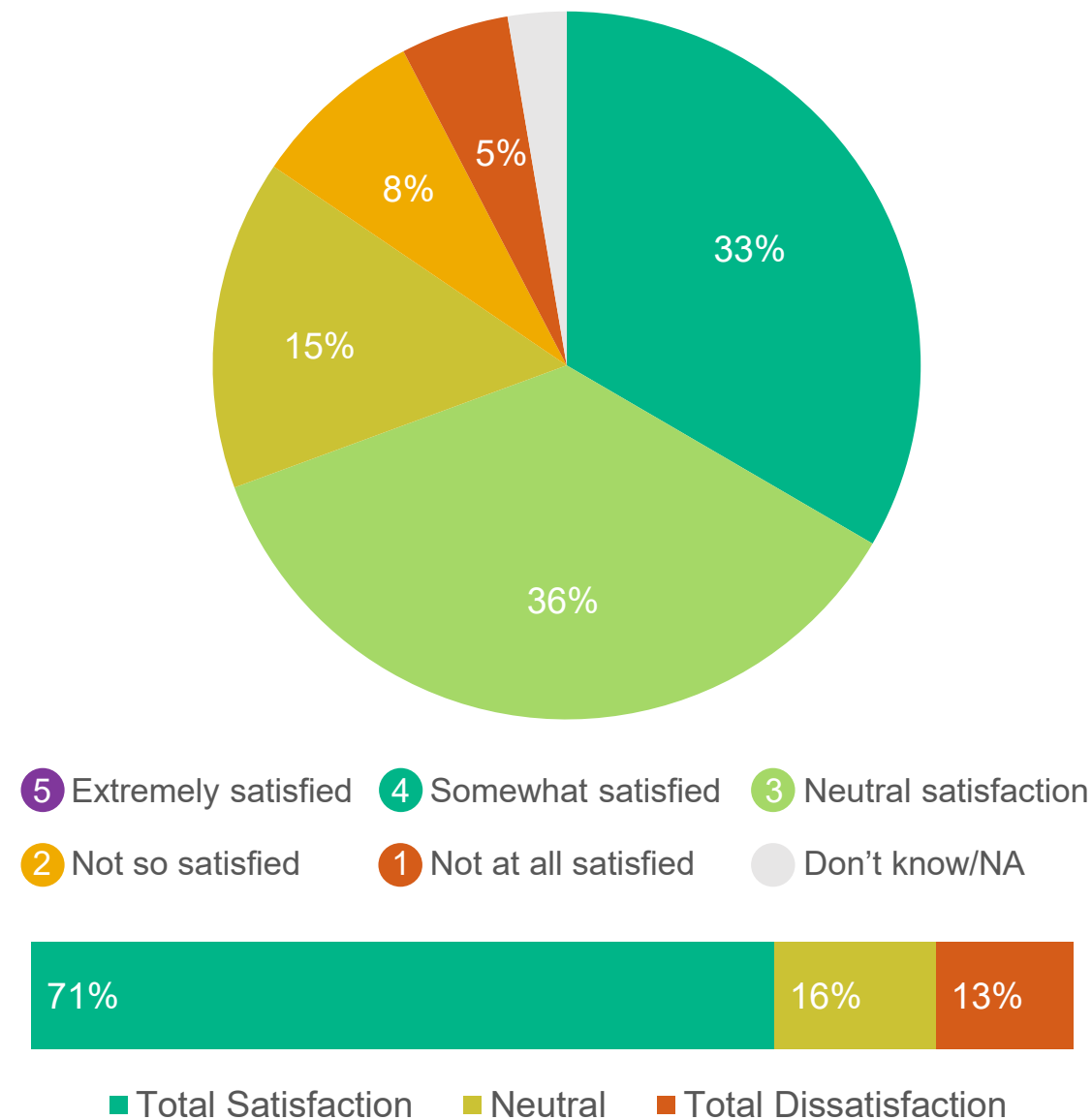
QC1: Please rank your preferred method when interacting with the Council.

8 out of 10 respondents contacted Council in the last 12 months

QC2 - Customer Service & Contact With Council
Contact methods used last 12 months



QC3 - Customer Service & Contact With Council
Satisfaction



7.1/10
Satisfaction

Customer Service & Contact

- 8 out of 10 respondents made contact with Council within the last 12 months. Among them, nearly half of respondents contacted Council in person or over the phone (45% and 44% respectively), with online methods accounting for nearly a third of contact methods (32% online via Council's website and 30% by email).
- Facebook is the most preferred platform for interacting with the council, followed by various other methods and specific platforms like Instagram and WhatsApp. A significant number of respondents also mentioned that they do not use social media for council interactions.
- Nearly three-quarters of those who contacted the council were satisfied with customer service they received when they interacted with Council (71%).

QC2: Over the past 12 months, which of the following methods have you used when interacting with the Council? Please select as many as apply. n = 433

QC3: On a rating scale of 1 to 5 with 0 being 'Not at all Satisfied' and 5 being 'Extremely Satisfied', how satisfied were you with the customer service you received from the Council when you interacted with your local Council? n = 353

QC4 - Customer Service & Contact With Council Reason for satisfaction rating

Resolution of issues

65 responses

- Issue/request satisfied (28)
 - Problem solved (16)
- Queries answered (12)
- Action taken promptly (5)
- Outcome satisfactory (4)

"My issue was resolved very quickly."

"Solved the issue."

"The action I requested was attended to very promptly."

Slow response times

34 responses

- Long wait times (12)
- Delayed responses (11)
- Slow to respond/act (8)
- Timeliness needs improvement (3)

"Waiting for people to return phone calls."

"Response time was slow."

"Quicker response time to email required."

Good communication

58 responses

- Queries handled well (28)
- Questions answered (16)
- Clear Communication (6)
- Explained Requirements Clearly (3)
 - Professional (2)
 - Listened Well (2)

"Very good communication from the Council."

"They were able to inform me with correct information."

"Clear communication - they explained the requirements that I needed to know very clearly."

Poor consultation/listening

21 responses

- Community input not valued (6)
 - Concerns not heard (5)
- Suggestions dismissed (4)
 - Don't listen to public (3)
 - Don't absorb feedback (2)

"I'm not sure Council really cares about community input vs supposed experts."

"Not sure that I am being heard."

"Seems Council do what they want to do rather than take in and absorb, think about, talk about residents' thoughts, concerns."

Helpful staff

44 responses

- Friendly (17)
 - Polite (15)
- Knowledgeable (6)
- Professional (4)
- Willing to Assist (2)

"Staff are always very helpful."

"Polite staff always happy to assist in any way possible"

"Person I spoke to was very knowledgeable."

Lack of information/transparency

16 responses

- Lack information on projects/initiatives (5)
 - Find out by accident (4)
- More transparency needed (3)
 - Withhold information (2)

"Generally, information flow is good but sometimes I only find out about things by accident."

"Not having a driveway/car port and not being allowed to build one in a suitable spot."

Lack of action/follow up

41 responses

- No action/response (13)
 - No follow up (11)
- Didn't address concerns/suggestions (8)
 - Issue still unresolved (5)
 - Request not addressed (4)

"They haven't got back to me about the Bridge."

"Some requests have still not been addressed or assessed as important enough for any action."

Unable to make contact

15 responses

- Unable to contact needed person (6)
 - Unanswered questions (5)
 - Fobbed off to others (2)

"Wasn't able to talk to anyone who could help with the enquiry I had."

"Staff didn't know answer to question and the person they were going to get back to me didn't."

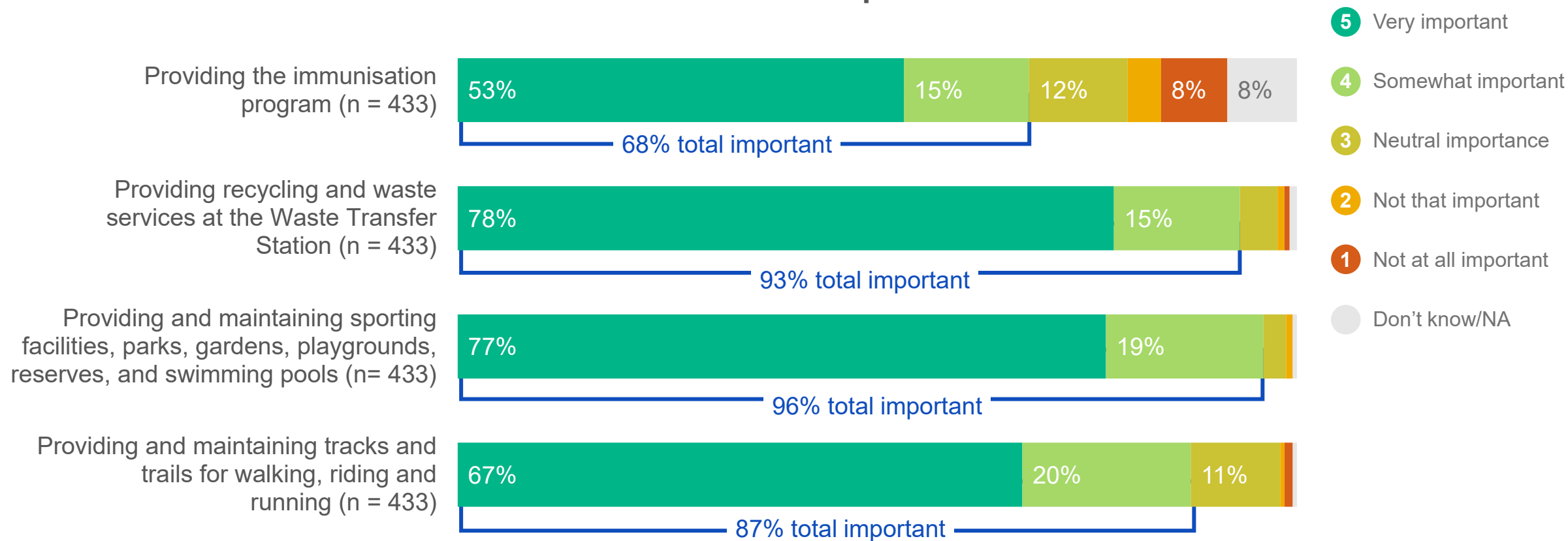
QC4: What are the main reasons for your rating? n = 346 with top mentions included above.





Recreation options are important to nearly all respondents

QD1 - Service Provision & Facilities Importance

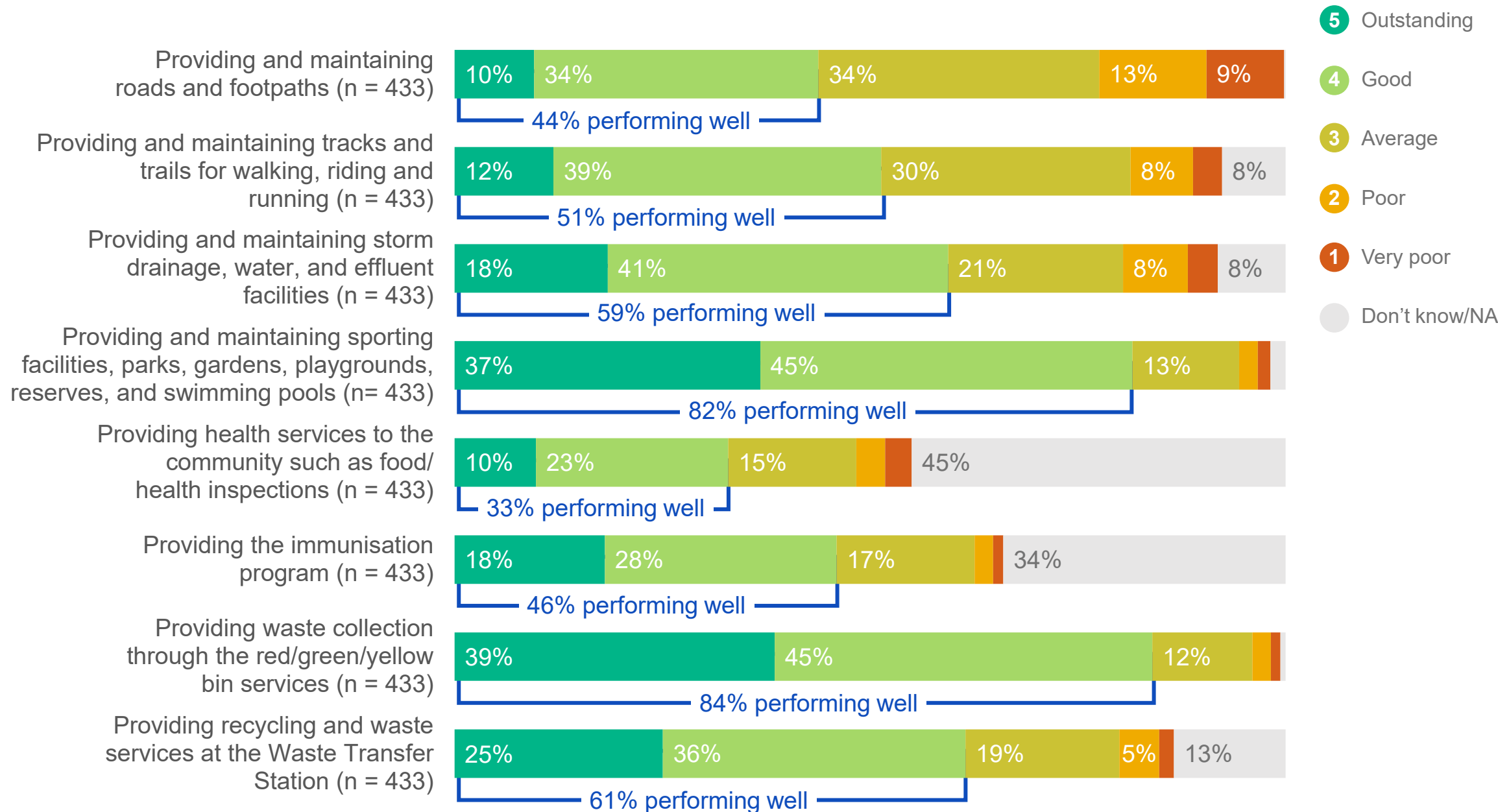


- Providing and maintaining recreation options are important to nearly all respondents, with ‘Providing and maintaining sporting facilities, parks, gardens, playgrounds, reserves, and swimming pools’ as the most important Council service (96%). This is followed closely by ‘Providing and maintaining tracks and trails for walking, riding and running’ (87%).
- ‘Providing recycling and waste services at the Waste Transfer Station’ is also ranked as highly important by respondents (93%).

QD1: How important are each of the following Council services to you, using a rating scale of 1 to 5 with 1 being not at all important and 5 being very important.

Council is performing well in providing recreation options and waste services

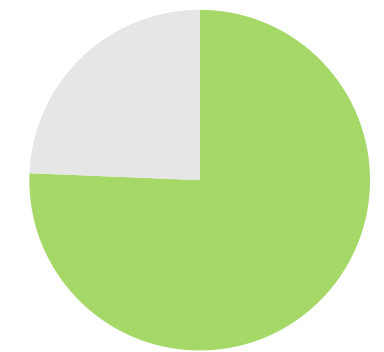
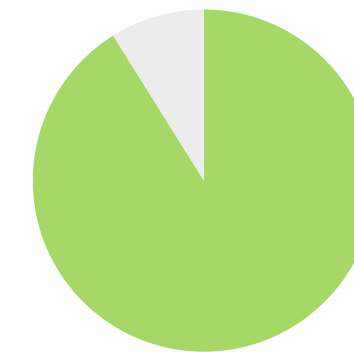
QD2 - Service Provision & Facilities Performance



Average Service Provision & Facilities score

Importance: 9.1/10

Performance: 7.6/10



- Over three-quarters of respondents indicated that Council is performing well in 'Providing recycling and waste services at the Waste Transfer Station' (84%) and 'Providing and maintaining sporting facilities, parks, gardens, playgrounds, reserves, and swimming pools' (82%).
- Council is performing less well in 'Providing and maintaining roads and footpaths', with 22% of respondents indicating poor performance for this service.

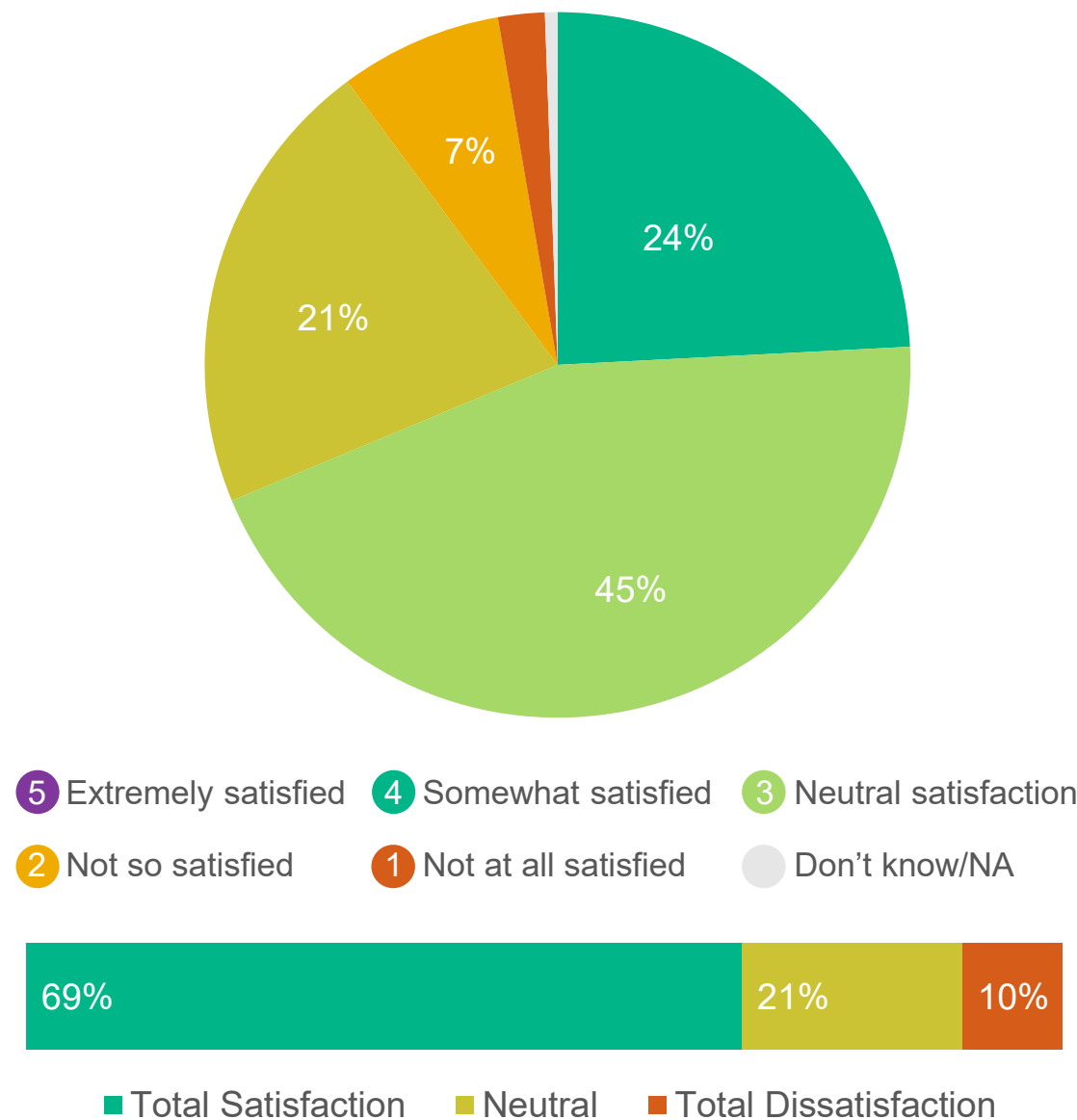
QD2: Please rate the Council's performance of these services plus some other services, using a rating scale of 1 to 5 with 1 being very poor and 5 being outstanding.



Providing and maintaining recreation facilities has improved since 2018

Average Score out of 10	Year	Importance	Performance	Gap
Providing and maintaining roads and footpaths	2023	-	6.50	-
	2018	9.04	6.74	2.30
	2014	9.13	7.01	2.12
	2010	9.32	6.81	2.51
Providing and maintaining tracks and trails for walking, riding and running	2023	9.14	7.04	2.10
Providing and maintaining storm drainage, water, and effluent facilities	2023	-	7.34	-
	2018	9.14	7.11	2.03
	2014	9.26	6.83	2.43
	2010	9.28	6.59	2.69
Providing and maintaining sporting facilities, parks, gardens, playgrounds, reserves, and swimming pools	2023	9.52	8.28	1.24
	2018	9.13	7.92	1.21
	2014	9.02	8.08	0.94
	2010	9.06	7.76	1.30
Providing health services to the community such as food/health inspections	2023	-	7.24	-
	2018	8.97	7.14	1.83
	2014	8.55	6.86	1.69
	2010	8.58	6.62	1.96
Providing the immunisation program	2023	8.36	7.86	0.50
Providing waste collection through the red/green/yellow bin services	2023	-	8.40	-
Providing recycling and waste services at the Waste Transfer Station	2023	9.42	7.86	1.56
	2018	9.49	8.36	1.13
	2014	9.30	8.53	0.77
	2010	9.07	5.88	3.19

QD3 – Service Provision & Facilities Satisfaction



6.9/10
Satisfaction

Service Provision & Facilities

- ‘Providing and maintaining sporting facilities, parks, gardens, playgrounds, reserves, and swimming pools’ has increased in importance to survey respondents when comparing survey results, increasing to 9.5 out of 10, with Council’s performance also increasing, with a slight widening of the gap between importance/performance.
- Both importance and performance of ‘Providing recycling and waste services at the Waste Transfer Station’ has decreased between surveys, with an increasing gap to 1.6.
- Over two-thirds of respondents were satisfied with Council’s provision of these services (59%) and 10% dissatisfied.

QD3: Overall, when it comes to the Council’s provision of these services and facilities, how satisfied are you with these services, using a rating scale of 1 to 5 with 1 being not at all satisfied and 5 being extremely satisfied? n = 433

2023 scores have been multiplied by 2 to create alignment with previous reports which asked on a scale of 1 to 10.

QD4 – Service Provision & Facilities Reason for satisfaction rating

Positive feedback

69 responses

- Maintain areas well (16)
- Capable services/facilities (15)
- Handle requests well (12)
- Good communication (9)
 - Timely services (8)
 - Listened to public (4)
 - Friendly staff (3)

"Services are maintained well. Gardens are good."

"Great service and facilities to look after our town."

"Always helpful."

Issues resolved/requests addressed

68 responses

- Issue/request satisfied (23)
- Queries answered (15)
- Problems solved (12)
- Action taken promptly (9)
 - Good outcomes (5)
 - Expectations met (4)

"My issue was resolved very quickly."

"Requests for action rectifying certain drainage issues in our area have either ignored or quick fixed instead of addressing the problem."

"Outcome satisfactory."

Want improvements in maintenance

64 responses

- Uneven footpaths (12)
- Road repairs needed (9)
- Improve storm drainage (6)
 - Potholes (4)
- Overgrown vegetation issues (5)
 - Trash on streets (3)

"Foot paths need better maintenance."

"Roads and footpaths need a lot more attention."

"Storm drains need improvement."

Helpful, capable staff

41 responses

- Helpful (15)
- Friendly (11)
- Knowledgeable (8)
- Professional (5)
- Listen well (2)

"Staff are friendly and ready to help."

"Professional, timely, could answer my questions."

"Person on the phone solved my query immediately."

Lack of action/consultation

38 responses

- No action/response (12)
- Don't address concerns raised (8)
 - No follow up (6)
- Requests not addressed (5)
- Community not consulted (3)
- Suggestions dismissed (2)

"They haven't got back to me about the Bridge."

"No action taken on a road condition."

"Some requests have still not been addressed or assessed as important enough for any action."

Slow response times

24 responses

- Long wait times (7)
- Delayed action (6)
- Slow to respond (5)
- Timeliness needs improving (4)
 - Delayed responses (2)

"Again a slow response for requests but generally get the job done eventually."

"Response time was slow."

Time taken by the relevant persons to respond."

Target certain areas only

19 responses

- Focus on town over rural areas (6)
- Neglect suburbs/outskirts (5)
- Riverside stuff only priority (3)
- Emphasis on beautifying town (2)

"It seems like the Council services stop at the end of all 3 bridges in Renmark."

"The emphasis is on Renmark, and Paringa can get forgotten or overlooked."

"Town looked after but not the outskirts of town."

Pricing issues at waste facility

15 responses

- Dump fees too expensive (5)
- Restrictions on free dumping (4)
- Limit green waste allowed free (2)

"Dump fees are excessive."

"You have to get permission from the Council to drop off any rubbish at the depot. You only get one permit per year. After that, you are done for the year."

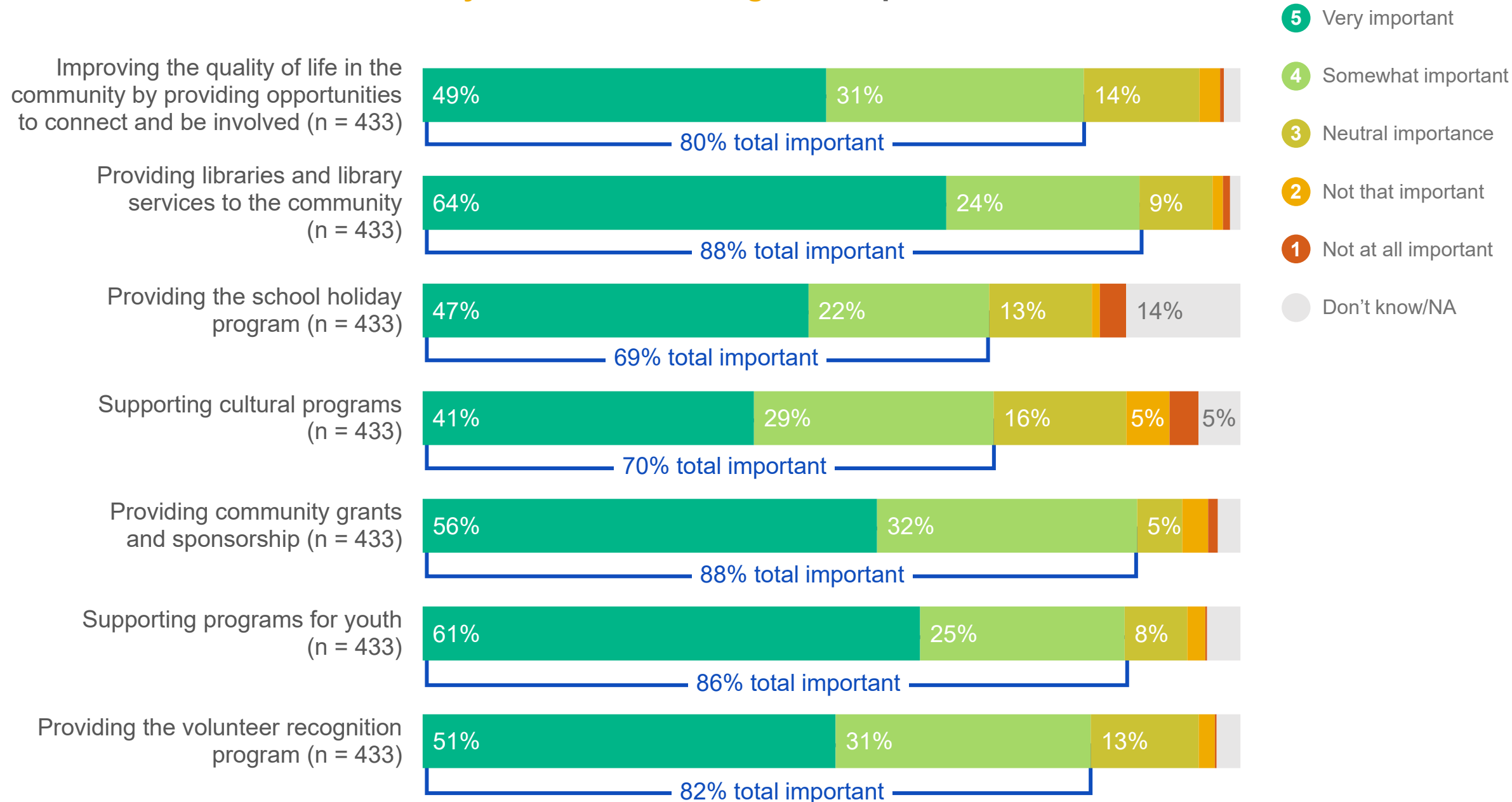
QD4: What are the main reasons for your rating? Note: If you have no specific comments or feedback on this topic please write N/A and move on to the next question. n = 343 with top mentions included above.





Libraries and library services are the most important service to the community

QE1 Community Connection & Programs Importance

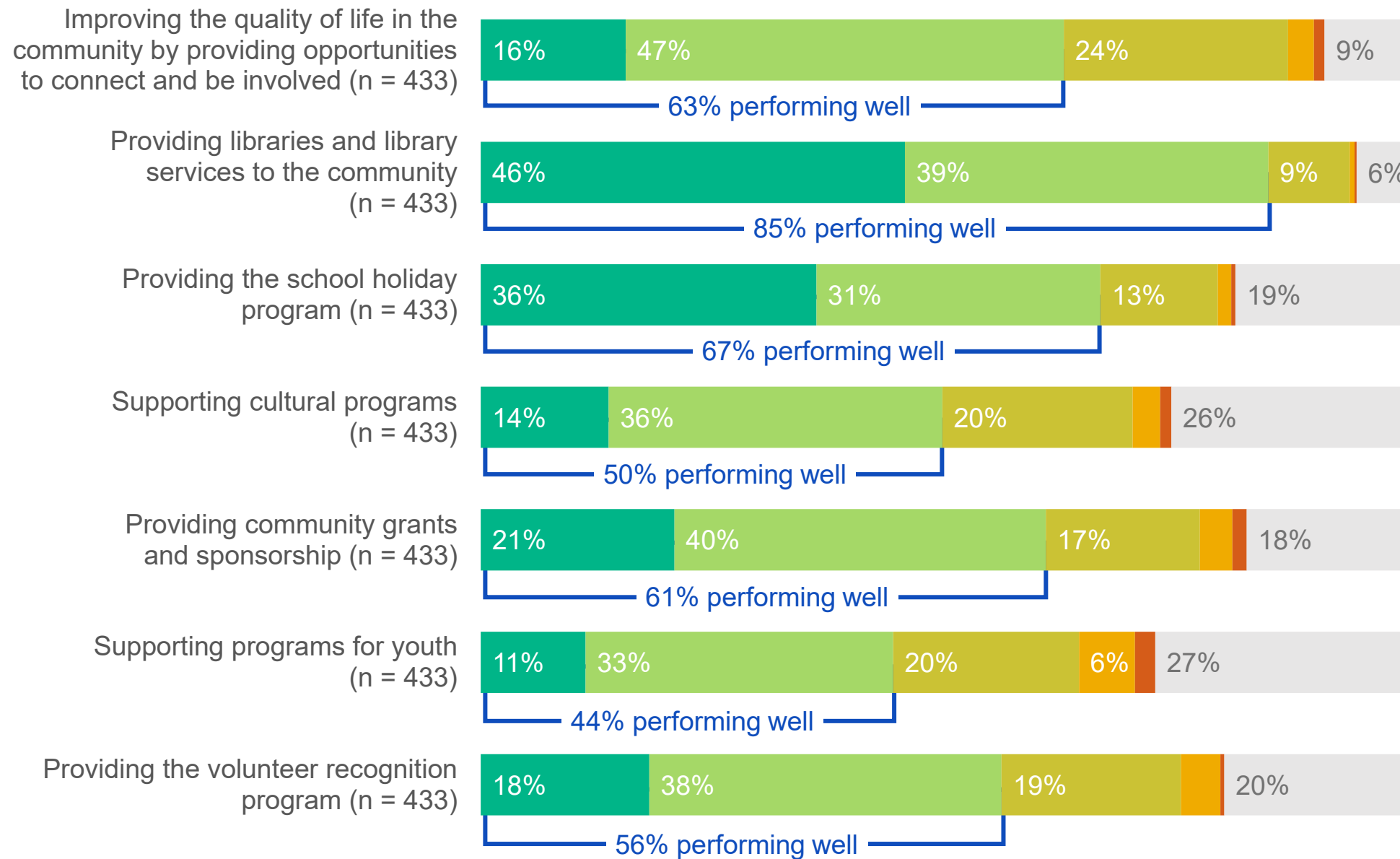


- ‘Providing libraries and library services to the community’ and ‘Providing community grants and sponsorship’ are the most important programs provided by Council, by nearly all respondents (88% for both).
- ‘Supporting programs for youth’ is also ranked as highly important by respondents (86%).

QE1: How important are each of the following Council programs to you, using a rating scale of 1 to 5 with 1 being not at all important and 5 being very important.

Council's performance in support for youth programs needs improvement

QE2 Community Connection & Programs Performance

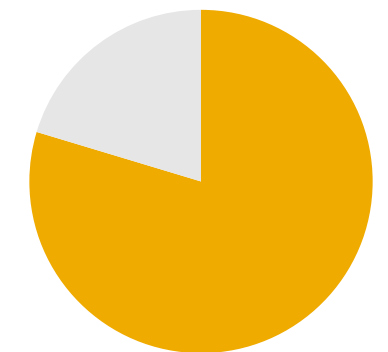
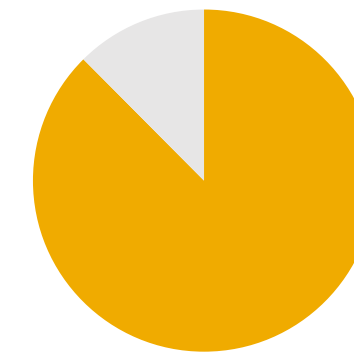


- 5 Outstanding
- 4 Good
- 3 Average
- 2 Poor
- 1 Very poor
- Don't know/NA

Average Community Connection & Programs score

Importance: 8.8/10

Performance: 8.0/10



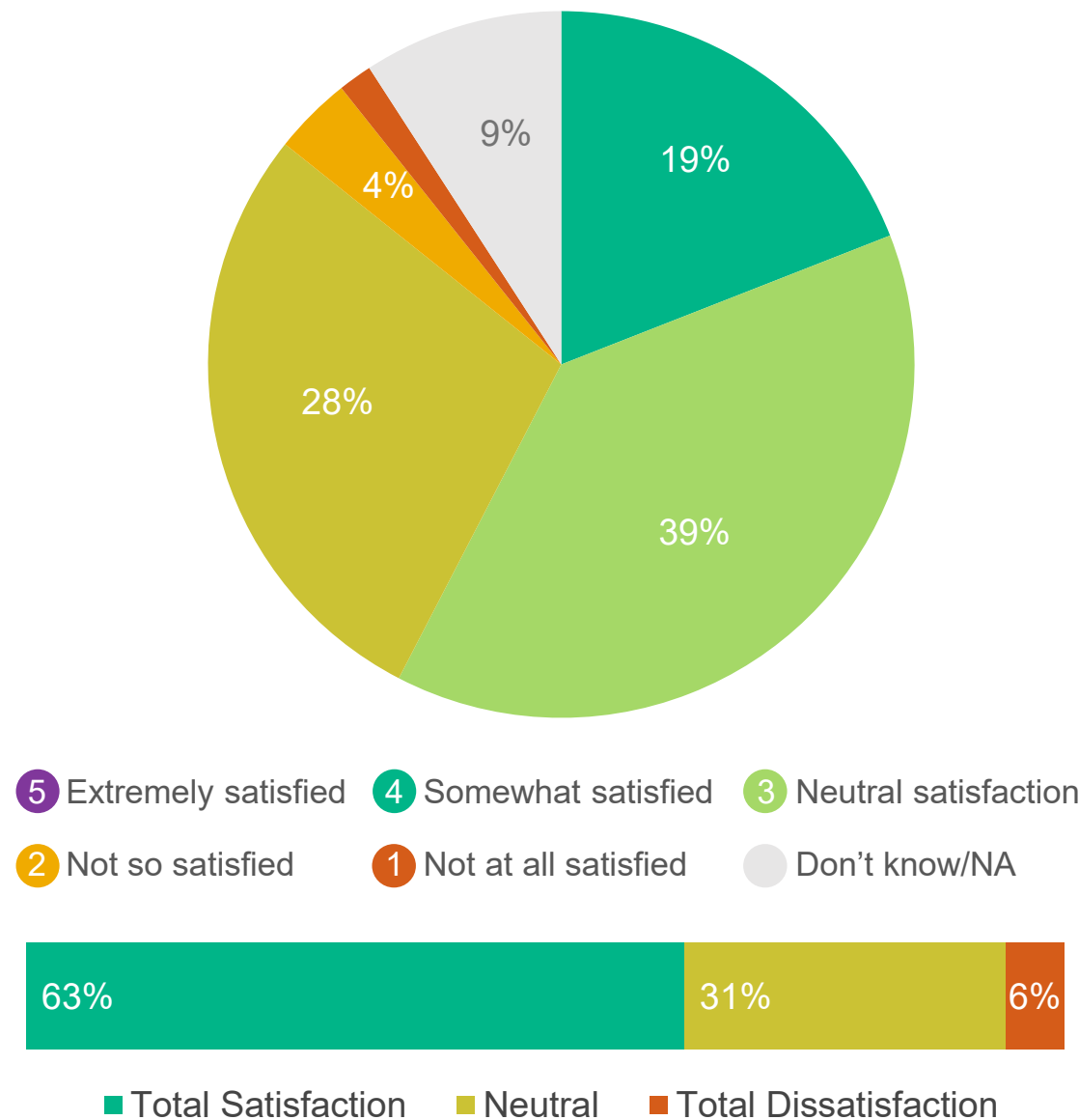
- Over three-quarters of respondents indicated that Council is performing well 'Providing libraries and library services to the community' (85%).
- Council is performing less well in 'Supporting programs for youth' (44% performing well) and 'Supporting cultural programs' (50% performing well).

QE2: Please rate the Council's performance of these programs plus some other services, using a rating scale of 1 to 5 with 1 being very poor and 5 being outstanding.

Two-thirds of respondents were satisfied with Council's community programs

Average Score out of 5	Year	Importance	Performance	Gap
Improving the quality of life in the community by providing opportunities to connect and be involved	2023	8.62 ↑	7.70 ↑	0.92 ↓
	2018*	8.10	6.26	1.84
	2014*	7.90	5.95	1.95
	2010*	8.02	5.95	2.07
	2018^	8.58 ↑	6.99 ↑	1.59 ↓
	2014^	8.53	6.73	1.80
Providing libraries and library services to the community	2023	9.14 ↑	8.86 ↑	0.28 ↓
	2018	9.09	8.49	0.60
	2014	8.68	8.55	0.13
	2010	8.97	8.15	0.82
Providing the school holiday program	2023	8.66	8.62	0.04
Supporting cultural programs	2023	8.20 ↓	7.64 ↑	0.56 ↓
	2018	8.39	7.04	1.35
	2014	7.98	7.16	0.82
	2010	8.33	6.62	1.71
Providing community grants and sponsorship	2023	8.94	7.86	1.08
Supporting programs for youth	2023	9.02	7.28	1.74
Providing the volunteer recognition program	2023	8.70	7.80	0.90

QE3 - Community Connection & Programs Satisfaction



6.3/10
Satisfaction

Community Connection & Programs

- 'Providing libraries and library services to the community' has increased in importance to survey respondents when comparing survey results, increasing to 9.1 out of 10, with Council's performance also increasing, resulting in a slim importance/performance gap of 0.3.
- Importance of 'Supporting cultural programs' has decreased between surveys, though performance has increased, resulting in a tightening of the gap to 0.6.
- Nearly two-thirds of respondents were satisfied with Council's provision of these services (59%) and 6% dissatisfied.

QE3: Overall, when it comes to the Council's community connection and programs, how satisfied are you with these services, using a rating scale of 1 to 5 with 1 being not at all satisfied and 5 being extremely satisfied? n = 433

*Council's influence over improving quality life over past year and *Providing help to improve the quality of life in the community' asked in previous surveys.

2023 scores have been multiplied by 2 to create alignment with previous reports which asked on a scale of 1 to 10.

QE4 - Community Connection & Programs Reason for satisfaction rating

Community events/programs

37 responses

- Good variety/opportunities (10)
- Always room for more events (7)
- Poor event communication (6)
- Need more cultural events (3)
- Events target certain groups (3)

"Lots of activities seem to be provided by Council."

"Don't seem to get info on all 'happenings.'"

"We have a huge culturally diverse community, I feel we don't celebrate many cultural events such as Diwali"

Community grants/volunteering

29 responses

- Support volunteers well (9)
- Grants help community groups (7)
- Review grant allocation (3)
- Remove volunteer barriers (3)

"Council could support volunteer groups more."

"Council through its grant programs and support for Community Groups is often the difference between a program proceeding or not."

Services for youth

24 responses

- Need youth programs (9)
- Improve opportunities for youth (7)
- Provide youth spaces (3)
- Engage youth more (2)

"More could be done for youths and volunteers."

"I would like to see more youth activities in our area, especially for teenagers. Perhaps a drop-in centre for teenagers."

Library services

22 responses

- Great programs & staff (9)
- Valuable community asset (5)
- Library meets needs well (4)

"Library programs are always great! More awareness on other items is needed."

"The services provided by the library are very valuable and outstanding."

Overall good performance

22 responses

- Doing good job overall (11)
 - Make good effort (5)
- No complaints/issues (4)

"They do a good job overall."

"I feel there could be more events that are free that bring the community together, social isolation has been bad for many individuals."

Lack of information

17 responses

- Unaware of programs (7)
- Don't get info on happenings (5)
- Improve event communication (3)

"If there are these programs available, again not communication or advertising."

"The problem is not getting information about what is happening. I am not sure what is actually going on."

Need better facilities/infrastructure

13 responses

- Upgrade playgrounds (3)
 - Develop trails (2)
- Improve recreation facilities (2)

"Further development of walking bike trails (like Clare Valley) linking together a food / beverage pathway?"

"Really the only thing we see them do is the tourist office and the local markets and they are not that good at communicating those."

QE4: What are the main reasons for your rating? Note: If you have no specific comments or feedback on this topic please write N/A and move on to the next question. n = 394 with top mentions included above.

QE5 - Community Connection & Programs Other community connections and/or programs

More youth services/programs

25 responses

- Youth spaces needed (6)
- Activities for teens (5)
- Programs for bored youth (4)
- Support struggling youth (3)

"A drop-in centre for teenagers to provide free activities and health support and general well-being or a space for them to go."

"More programs/activities for our youth."

Support local artists/creatives

5 responses

- Support local artists (3)
- Creative spaces lacking (2)

"They do a good job overall."

"More opportunities for local artists and art in the community made by the community."

"I would like to have access to cultural events, such as learning basket weaving or to hear Dreamtime stories."

Help vulnerable community members

16 responses

- Help elderly (4)
- Support disadvantaged (4)
- Assist disabled (3)

"More for the elderly and retirees, more for them to do and be involved in."

There needs to be a focus on supporting the most vulnerable people in the Renmark Paringa community - elderly people, children at risk of abuse/neglect, people experiencing food insecurity."

Transport services needed

4 responses

- Community bus wanted (2)
- Improve roads (2)

"A community bus service like many other councils provide would be great for the Renmark Community it doesn't need to be weekly and doesn't need to be far just something connecting a service to the community and the community to what our area offers."

"Road and footpath maintenance vitally important. Some areas are quite good; other places poorly maintained."

Improve community spaces

14 responses

- Upgrade playgrounds (3)
- More gardens (2)
- Improve sports facilities (2)

"Birdwatching trails and building a birdhide overlooking a wetland."

"Exercise equipment along riverfront like other towns."

"Probably have more activities for the kids."

More information distribution needed

3 responses

- Better information distribution (3)

"More either TV or newsletter information out to the residents. Older residents are not computer literate and require different methods to get the information."

More community events

12 responses

- More festivals/events (5)
- More cultural events (4)

"More events like the glow festival during winter would be great."

"Include other culture events, for Indian or Punjabi culture."

"More multicultural events. More sensory diverse events."

Help homeless

2 responses

- Address homelessness (2)

"More involvement with kids here. So many Indigenous kids sleeping on the streets. They need someone where they can sleep."

QE5: Are there any other community connections and/or programs you would like see from the Council? n = 433 with top mentions included above.



Supporting environmental services is important to nearly all respondents

QF1 - Support For The Environment Importance

Supporting environmental services and programs in the region such as environmental watering and preservation (n = 433)

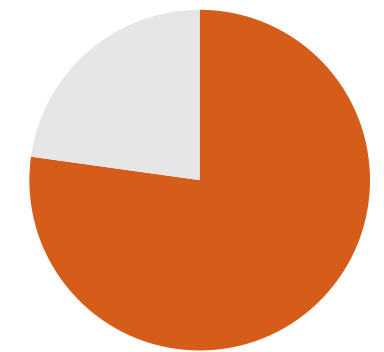
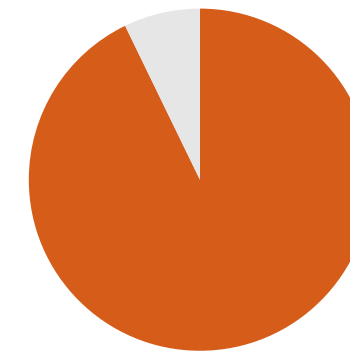


- 5 Very important
- 4 Somewhat important
- 3 Neutral importance
- 2 Not that important
- 1 Not at all important
- Don't know/NA

Average Support For The Environment score

Importance: 9.3/10

Performance: 7.7/10



QF2 - Support For The Environment Performance

Supporting environmental services and programs in the region such as environmental watering and preservation (n = 428)



- 5 Outstanding
- 4 Good
- 3 Average
- 2 Poor
- 1 Very poor
- Don't know/NA

- Nearly all respondents rated 'Supporting environmental services and programs in the region such as environmental watering and preservation' as an important Council service (91%).
- When compared to importance, a lower proportion of respondents rate Council's performance in supporting environmental services as performing well (63%).

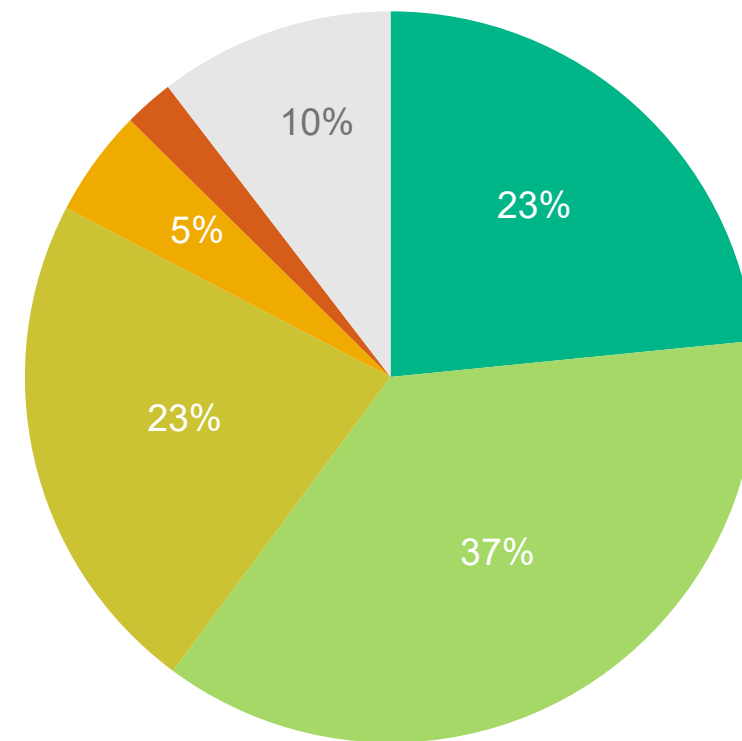
QF1: How important is the following environment-related Council service, using a rating scale of 1 to 5 with 1 being not at all important and 5 being very important.

QF2: Please rate the Council's performance of this service, using a rating scale of 1 to 5 with 1 being very poor and 5 being outstanding.

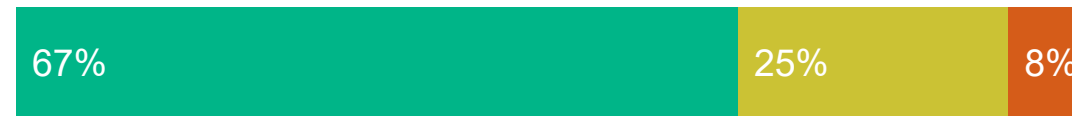
Council's performance in supporting the environment has improved since 2018

Average Score out of 10	Year	Importance	Performance	Gap
Supporting environmental services and programs in the region such as environmental watering and preservation	2023	9.28 ↑	7.72 ↑	1.56 ↑
	2018	8.45	7.09	1.36
	2014	8.17	6.95	1.22
	2010	8.51	6.30	2.21

QF3 - Support For The Environment Satisfaction



5 Extremely satisfied
 4 Somewhat satisfied
 3 Neutral satisfaction
2 Not so satisfied
 1 Not at all satisfied
 Don't know/NA



■ Total Satisfaction
 ■ Neutral
 ■ Total Dissatisfaction

6.7/10
Satisfaction

Support For The Environment

- Importance of 'Supporting environmental services and programs in the region' has increased between surveys. Though performance has increased also, the gap between the two has increased due to a greater increase in importance when compared to performance.
- Two-thirds of respondents were satisfied with Council's support of environmental services (67%) with 8% dissatisfied.

QF3: Overall, when it comes to the Council's support for the environment, how satisfied are you with the Council's provision of these services, using a rating scale of 1 to 5 with 1 being 'Not at all satisfied' and 5 being 'Extremely Satisfied'? 2023 scores have been multiplied by 2 to create alignment with previous reports which asked on a scale of 1 to 10.

QF4 - Support For The Environment Reason for satisfaction rating

Flood response

39 responses

- Did good job with floods (16)
- Floodbank work was timely (7)
- Outstanding flood response (6)
- Need better preparation (5)

"Council did an amazing job in the recent flood response."

"Flood response and recovery has been exemplary so far, well done!"

"Floodbanks should have been maintained a long time prior to the Council actually doing something about."

Parks/gardens maintenance

29 responses

- Areas well maintained (16)
- Areas always look good (5)
- Room for improvement (4)

"All parks and sports grounds etc are well presented, clean, watered and mowed."

"Gardens are always well kept and luscious."

Room for improvement (general)

13 responses

- Always room for improvement (13)

"Always room for improvement." (stated by multiple respondents)

Environmental efforts

27 responses

- Does good job/aware of environment (9)
 - More needed (6)
- River stabilisation lacking (4)

"Council endeavours to protect the environment by maintaining kerbside verges entry to the town which is largely natural with watering and weed control."

"I think the Council could do more to encourage independent groups to implement environmental programs."

Waste management/recycling

6 responses

- Hard rubbish collection wanted (3)
 - Improve recycling (2)

"Hard rubbish collection would be great and recycling textiles innovation."

"Recycling, waste station, potable irrigation."

Town beautification/presentation

15 responses

- Town looks good (6)
- Room for improvement (5)

"Area looks good."

"Township always looks neat and tidy and inviting."

Rural areas neglected

5 responses

- Rural areas neglected (5)

"Again, unless it's the town centre the rest doesn't seem to matter to Council."

"Around town environmental concerns are at a 5 but in the rural areas it would only score 1."

Floodplain management

14 responses

- Need better management (5)
- Lacking maintenance (4)
- Room for improvement (3)

"I am not sure if this is a Council or government but flood plain areas not being watered properly."

"Need to do more with the floodplains."

"Levy banks need some attention out of town."

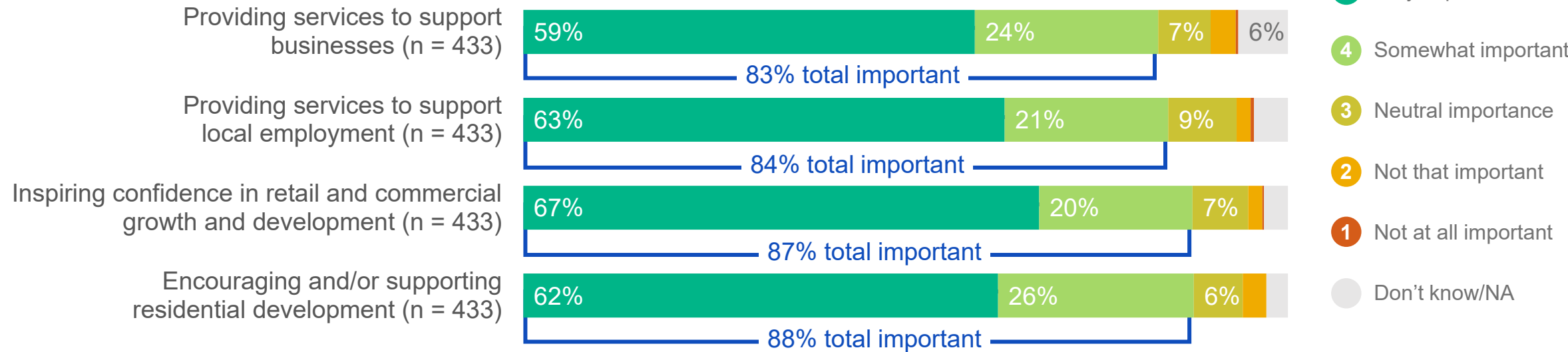
QF4: What are the main reasons for your rating? Note: If you have no specific comments or feedback on this topic please write N/A and move on to the next question. n = 383 with top mentions included above.



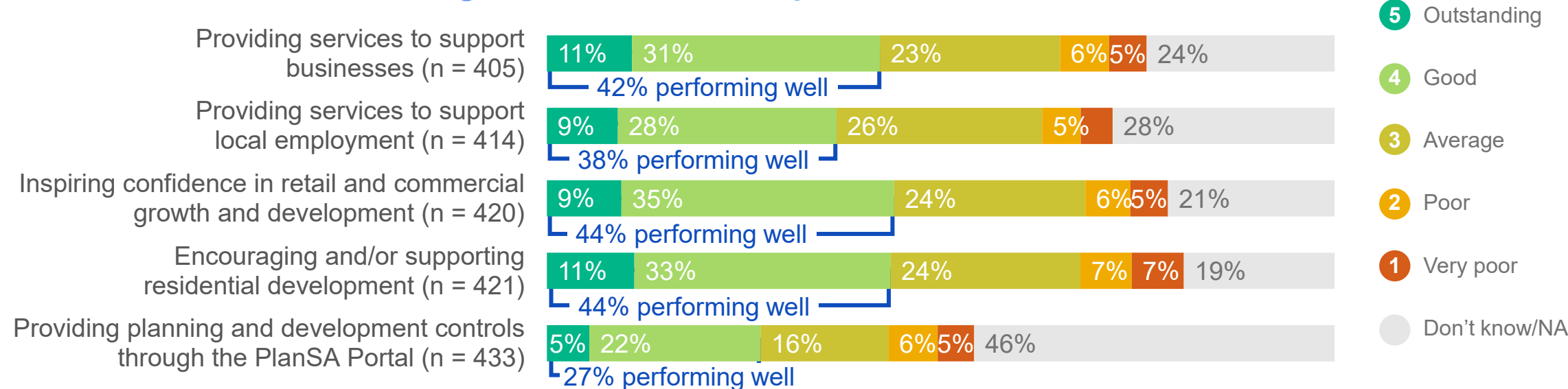


Planning and economic development by Council are important services

QG1 - Planning & Economic Development Importance



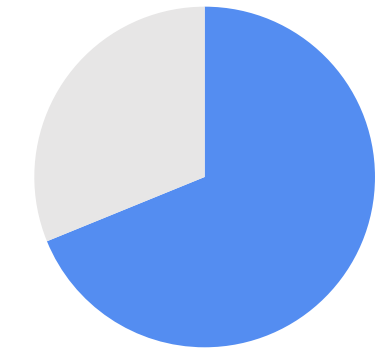
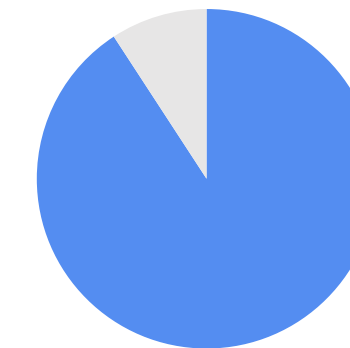
QG2 - Planning & Economic Development Performance



Average Planning & Economic Development score

Importance: 9.1/10

Performance: 6.9/10



- All planning and economic development services are considered important by respondents, with a minimum of 83% importance ('Providing services to support business'). 'Encouraging and/or supporting residential development' was considered the most important (88% total importance).
- When compared to importance, performance by Council providing these services is rated significantly lower. 'Providing planning and development controls through the PlanSA Portal' was rated the least by respondents (27% performing well).

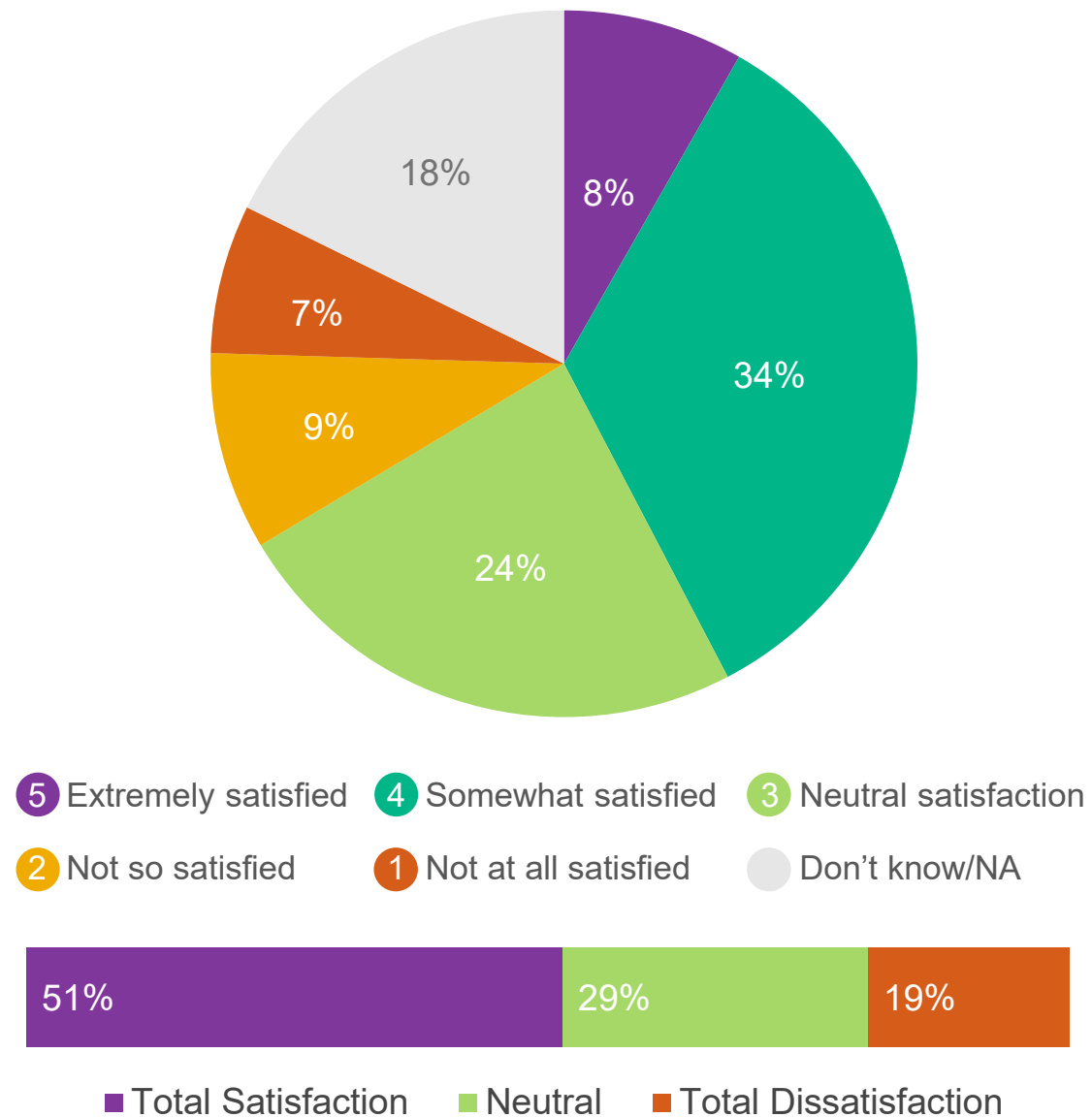
QG1: How important do you consider each of the following planning and economic development services to be, using a rating scale of 1 to 5 with 1 being not at all important and 5 being very important.

QG2: Please rate the Council's performance of these services plus some other services, using a rating scale of 1 to 5 with 1 being very poor and 5 being outstanding.

It is important for Council to support retail and commercial growth

Average Score out of 5	Year	Importance	Performance	Gap
Providing services to support businesses	2023	8.98	7.00	1.98
Providing services to support local employment	2023	9.08	6.92	2.16
*Providing economic development services	2018	8.51	6.43	2.08
	2014	8.42	6.09	2.33
	2010	8.54	5.95	2.59
Inspiring confidence in retail and commercial growth and development	2023	9.20	6.94	2.26
	2018	8.66	6.23	2.43
	2014	8.82	5.58	3.24
Encouraging and/or supporting residential development	2023	9.06	6.84	2.22
Providing planning and development controls through the PlanSA Portal	2023	-	6.72	-
	2018	8.60	6.85	1.75
	2014	8.44	6.58	1.86
	2010	8.47	6.44	2.03

QG3 - Planning and Economic Development Satisfaction



5.1/10
Satisfaction

Planning & Economic Development

- ‘Inspiring confidence in retail and commercial growth and development’ has increased in importance to survey respondents when comparing survey results, increasing from 8.7 to 9.2 out of 10, with Council’s performance also increasing, resulting in a decrease in the importance/performance gap.
- The performance of ‘Providing planning and development controls’ has decreased between surveys, though importance wasn’t asked in the 2023 survey.
- Half of respondents are satisfied with Council’s provision of these services (51%) with 19% dissatisfied.

QG3: Overall, when it comes to the Council’s planning and economic development related services, how satisfied are you with the Council’s provision of these services, using a rating scale of 1 to 5 with 1 being ‘Not at all satisfied’ and 5 being ‘Extremely Satisfied’? n = 433

2023 scores have been multiplied by 2 to create alignment with previous reports which asked on a scale of 1 to 10.

QG4 – Planning & Economic Development Reason for satisfaction rating

Business and development policies

52 responses

- Difficult getting approvals (12)
- Slow decision-making (8)
- Review development policies (7)
 - Support lacking (6)
 - Costly processes (5)

"Council should review extension of the Jane Eliza development after the recent flood. This area is not practical."

"I have been in planning and consent with Council since October 2022, yes that's right 2022 and I have only just been approved planning consent."

"Have heard from a number of persons that the RPC is one of the most difficult councils to work with."

Overall reasonable performance

13 responses

- Does reasonable job (4)
- Gets it right mostly (3)
- Room for improvement (3)

"Mostly the Council gets it right."

"They do a reasonable job."

"Some things that the Council are a bit slow on doing but they eventually get to it."

Support for businesses

29 responses

- Do more to support businesses (8)
 - Fill empty shops (6)
 - Attract investment (5)
- Lower costs for businesses (4)

"Encourage and promote more retail outlets. Some of the places need a lot of attention to be made safe and habitable for businesses."

"Lots of empty shops, give businesses opportunities to fill those shops, low rent, no rent."

Wasted opportunities

8 responses

- Missed opportunities (4)
- Destroyed iconic building (2)

"Destroying an iconic building on the riverfront which had the potential to attract millions of dollars of investment and employment opportunities for locals does not look like inspiring economic development to me."

"Look at the old Westpac bank. What a waste"

Housing availability and development

27 responses

- Limited land releases (7)
- Need more affordable options (5)
- Review development areas (4)
 - Slow approval times (4)

"As residents in Renmark West we are noticing so many vacant areas of bare ground due to decline in fruit growing. This is causing more dust and a great deal more weeds."

"Do not feel Council encourages or supports residential development when there are numerous vacant blocks out of town that could be subdivided for housing."

Bias in decision-making

6 responses

- Bias/unfairness perceived (6)

"I think there are sectors which the Council is quite harsh on with favouritism to others."

"Planning seems to be about who you know not location of land."

Lack of information/transparency

17 responses

- Lack transparency (6)
- Don't communicate plans (5)
- Unsure what Council does (4)

"They don't let us know what's going on. They don't put a sign up saying what it is."

"I am not sure how much they do."

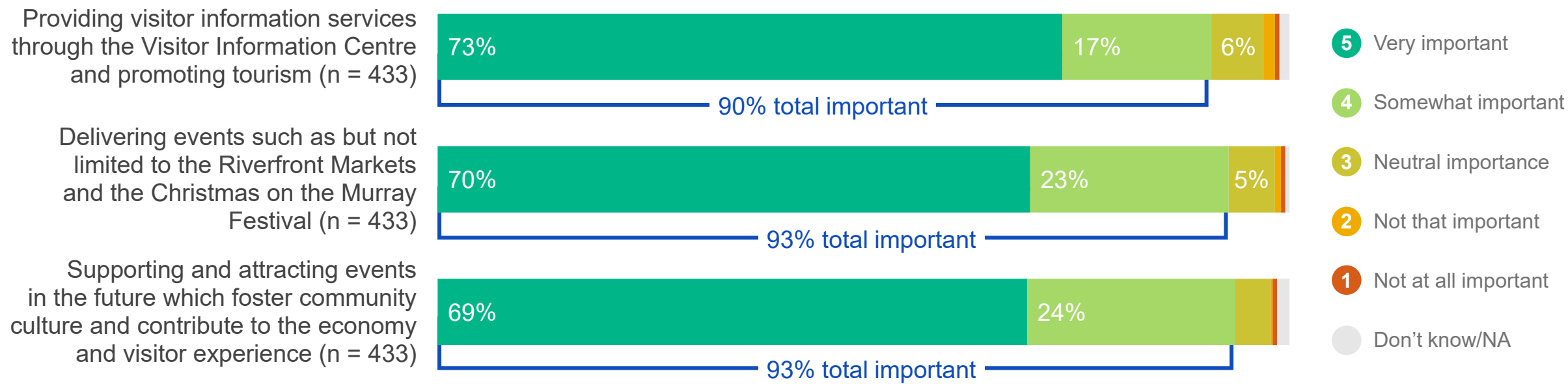
"Don't think these are core Council concerns."

QG4: What are the main reasons for your rating? Note: If you have no specific comments or feedback on this topic please write N/A and move on to the next question. n = 347 with top mentions included above.

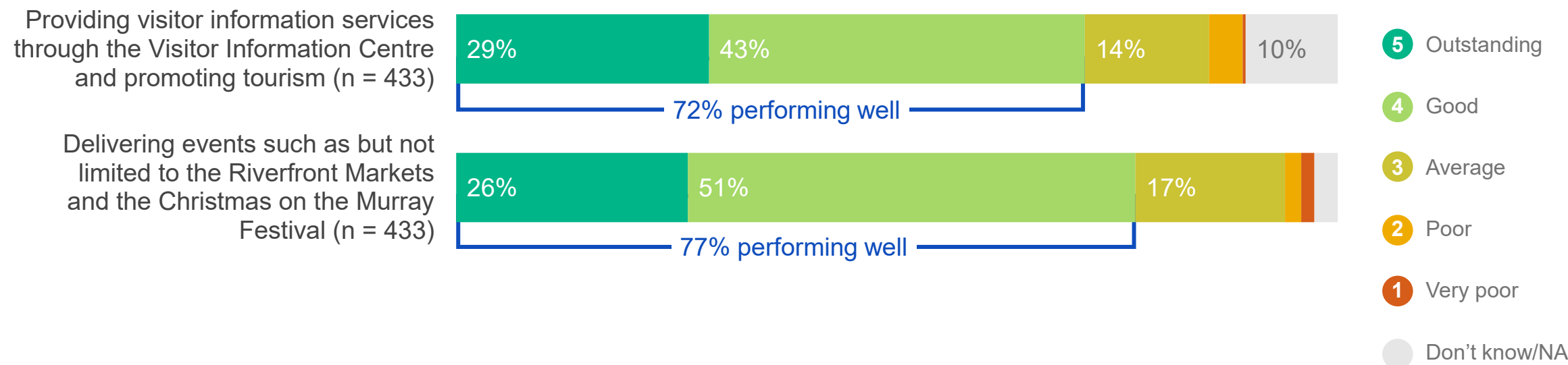


Providing visitor information services and delivering events are important

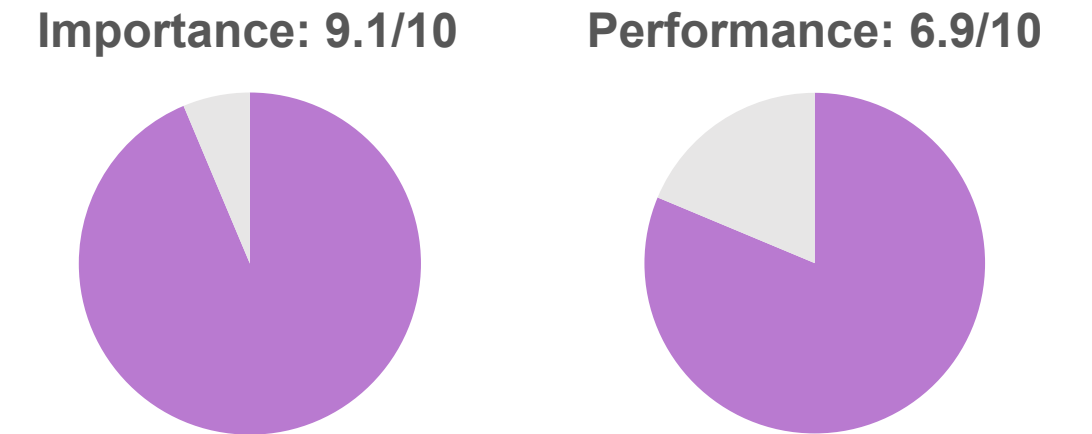
QH1 - Tourism & events Importance



QH2 - Tourism & events Performance



Average Tourism & events score



- Tourism and events are important to nearly all respondents (90% important and higher), with 'Providing visitor information services through the Visitor Information Centre and promoting tourism' the most important (73% very important).
- Respondents indicated that Council is performing well providing tourism and events services (72% and higher) with Council's performance of 'Delivering events such as but not limited to the Riverfront Markets and the Christmas on the Murray Festival' at 77%.

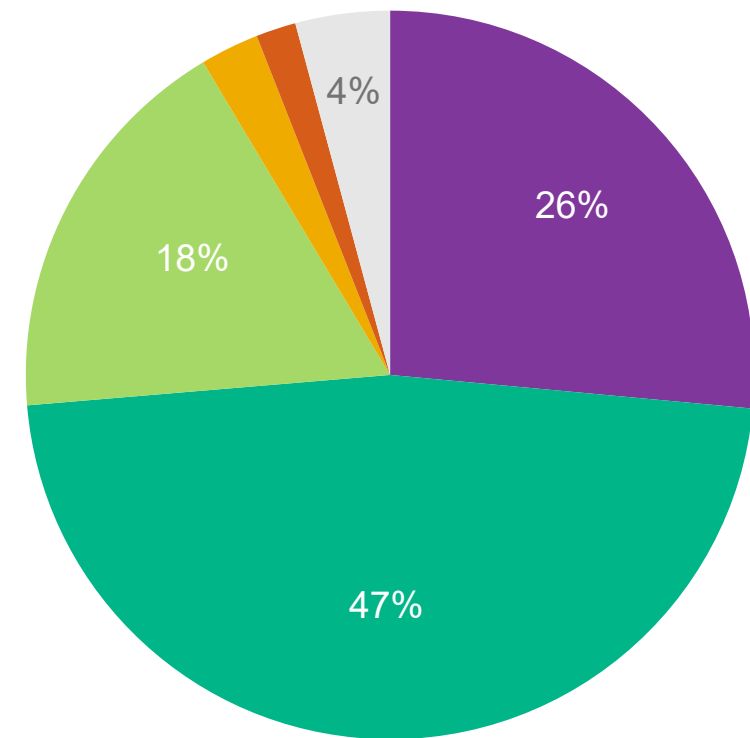
QH1: How important are each of the following tourism and events services to you, using a rating scale of 1 to 5 with 1 being not at all important and 5 being very important.

QH2: Please rate the Council's performance of these services, using a rating scale of 1 to 5 with 1 being very poor and 5 being outstanding.

Three-quarters of respondents were satisfied with tourism and events

Average Score out of 5	Year	Importance	Performance	Gap
Providing visitor information services through the Visitor Information Centre and promoting tourism	2023	9.40	8.18	1.22
Delivering events such as but not limited to the Riverfront Markets and the Christmas on the Murray Festival	2023	9.32	8.08	1.24
Supporting and attracting events in the future which foster community culture and contribute to the economy and visitor experience	2023	9.38	-	-
Encouraging tourism and events in the area	2023	-	-	-
	2018	9.13	7.74	1.39
	2014	8.91	7.27	1.64
Sponsoring local events and tourism activities	2023	-	-	-
	2018	8.71	7.48	1.23
	2014	8.46	7.26	1.20

QH3 - Tourism & Events Satisfaction



5 Extremely satisfied
 4 Somewhat satisfied
 3 Neutral satisfaction
2 Not so satisfied
 1 Not at all satisfied
 0 Don't know/NA



■ Total Satisfaction
 ■ Neutral
 ■ Total Dissatisfaction

7.7/10
Satisfaction

Tourism & Events

- ‘Providing visitor information services through the Visitor Information Centre and promoting tourism’ is highest in both importance (9.4) and performance (8.2), with a gap of 1.2.
- It is not possible to compare historical changes in importance and performance due to survey questions relating to tourism and events not lining up between surveys.
- Over three-quarters of respondents were satisfied with Council’s provision of these services (77%) and 5% dissatisfied.

QH3: Overall, when it comes to the Council’s tourism and events services, how satisfied are you with the Council’s provision of these services, using a rating scale of 1 to 5 with 1 being ‘Not at all satisfied’ and 5 being ‘Extremely Satisfied’?
n = 433

2023 scores have been multiplied by 2 to create alignment with previous reports which asked on a scale of 1 to 10.

QH4 – Tourism & Events Reason for satisfaction rating

Events and tourism

76 responses

- Events well organised (29)
- Bring good tourism (16)
- Always room for more variety (12)
 - Poor event promotion (7)
- Too much red tape for events (5)

"Council does an excellent job."

"Events provided not my interest i.e. markets."

"Repetitive events, sadly becoming boring. Every town has markets, pretty much with the same stallholders."

Events benefit community

12 responses

- Bring visitors/money to town (7)
 - Locals enjoy events (3)

"It's very important to have tourists come into the whole Riverland especially to support small business."

"The crowds are huge it brings the locals out and visitors from other towns and from out of state. Tourists love it."

Overall reasonable performance

29 responses

- Doing good job overall (16),
- Always room for improvement (7)
 - Doing well (6)

"They do a good job."

"They are doing a very good job and trying hard."

Lack of jurisdiction

3 responses

- Not Council's role (3)

"Jurisdiction. Entertainment is a personal choice."

"This is not the job of Council."

Event notification/promotion

23 responses

- Poor notification of events (9)
 - Notify public better (8)
 - Hard to know what's on (4)

"Half the time you don't know what's on in Renmark with businesses relying too much on social media rather than sending out notices to the community."

"Often don't hear of events until it's too late."

"Social media is the main form of communication, I'm not on any social media."

Boat ramp concerns

1 response

- Boat ramps outdated (1)

"As a river town all of the boat ramps are of 1950s standard and not 2020s needs."

Tourism centre concerns

17 responses

- Bad location (6)
- Centre unwelcoming (4)
 - Improve centre (3)

"Information centre is not a welcoming space, needs to be redesigned and cleaned."

"The visitors' information centre seems to be closed a lot."

"Visitor info centre - in this digital age it is still very important for many who wish to have a person-to-person conversation however must be imparted by a local well informed on this district."

Event bias perceived

1 response

- Bias perceived (1)

"A lot more things could happen in our town if the bias people were removed from being a Council representative."

QH4: What are the main reasons for your rating? Note: If you have no specific comments or feedback on this topic please write N/A and move on to the next question. n = 416 with top mentions included above.



QH5 – Tourism & Events Other types of events in the future

More music events

29 responses

- Live music events (10)
- Music festivals (8)
- Open air concerts (4)

"An open-air live music event once a year would be great."

"Music festivals."

"Return of music events in rotunda area (e.g. bands and singers)."

More festivals and events

27 responses

- More festivals (9)
- Year-round events (6)
- Event variety wanted (5)

"Another festival during the quieter months."

"Something like that winter glow event, but not necessarily only in winter."

"The more events the better."

Attract major events

13 responses

- Major sporting events (6)
- Big events wanted (4)

"State country cricket, football, netball, tennis etc."
"Work with other Riverland councils to attract major events of benefit to the overall region."

Family events

12 responses

- Fun family events (5)
- Kids activities (4)

"More fun family events, more opportunities for young kids."

"Family events, outdoor movies."

Food and wine events

7 responses

- Food/wine festivals (4)
- Produce focused events (2)

"More food and wine events. Something a little more special that promotes the local produce."

"We should have a produce day, where everything that is made here is on show."

Christmas events

5 responses

- Christmas events (5)

"Christmas."

"Christmas pageant."

Events to boost tourism/economy

11 responses

- Tourism focused events (5)
- Events to help businesses (4)

"Anything that brings people into our town."

"Event that see retailers benefit not food trucks that don't have to pay rent."

Events for youth

1 response

- Youth focused events (3)

"A bit more for adults/ over 18's. For example, for Halloween they had an 18+ event at the Monash playground. I would like to see more events like that. There is plenty for families at the moment."

QH5: Are there any other type of events you would like see from the Council in the future? n = 433 with top mentions included above.



Public safety and amenity services require work by Council

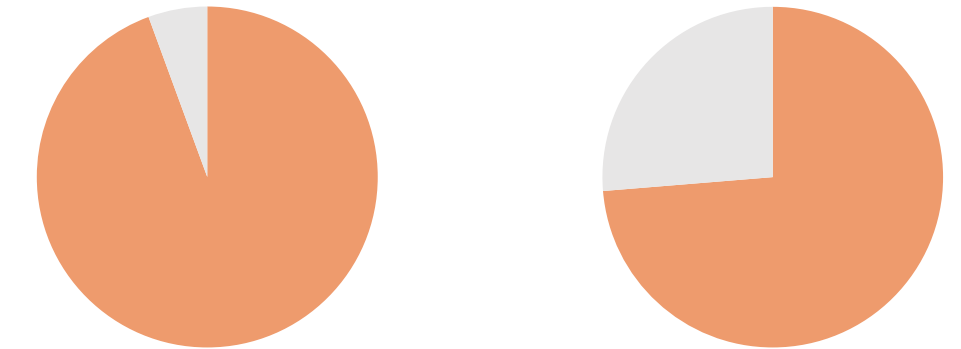
Q11 - Public Safety & Amenities Importance



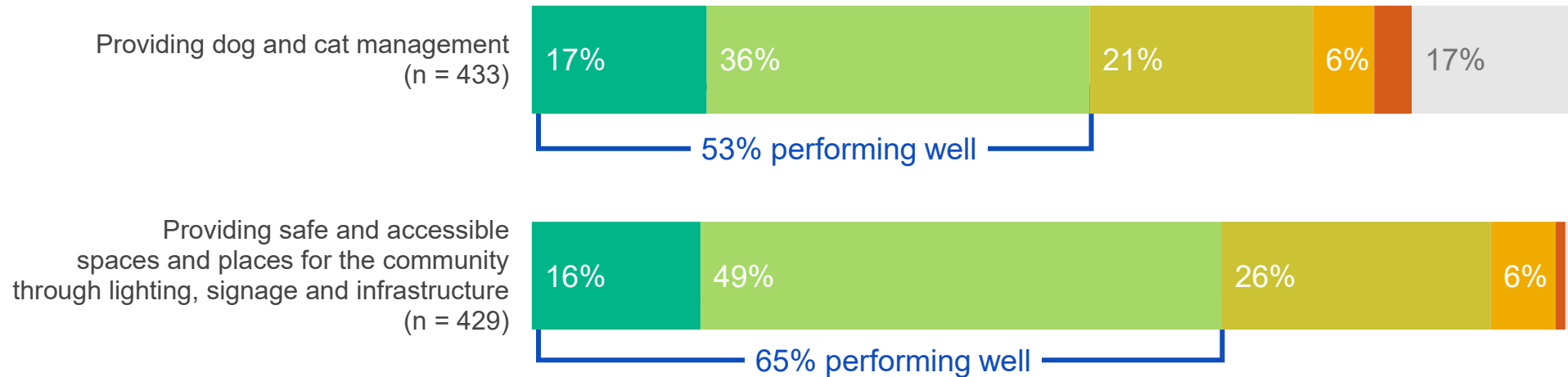
- 5 Very important
- 4 Somewhat important
- 3 Neutral importance
- 2 Not that important
- 1 Not at all important
- Don't know/NA

Average Public Safety & Amenities score

Importance: 9.4/10 Performance: 7.4/10



Q12 - Public Safety & Amenities Performance



- 5 Outstanding
- 4 Good
- 3 Average
- 2 Poor
- 1 Very poor
- Don't know/NA

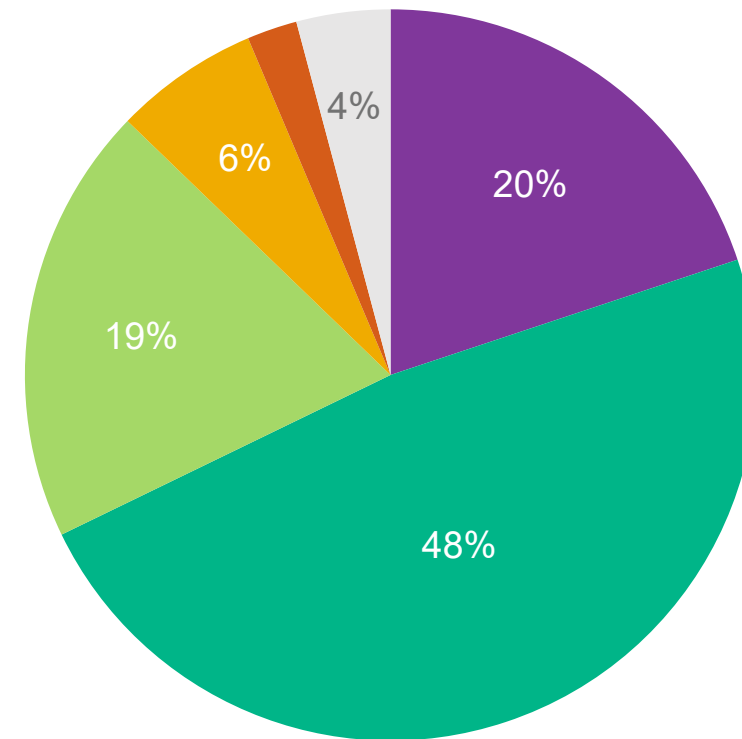
- Public Safety and Amenity services are considered important by respondents, with three-quarters of respondents considering 'Providing safe and accessible spaces and places for the community through lighting, signage and infrastructure' very important (75% and 93% total importance).
- When compared to importance, performance by Council providing Public Safety and Amenity services is significantly lower. 'Providing dog and cat management' is rated the least by respondents (53% performing well).

Q11: How important are each of the following Council services to you, using a rating scale of 1 to 5 with 1 being not at all important and 5 being very important.
 Q12: Please rate the Council's performance of these services plus some other services, using a rating scale of 1 to 5 with 1 being very poor and 5 being outstanding.

Dog and cat management needs improvement

Average Score out of 10	Year	Importance	Performance	Gap
Providing dog and cat management	2023	-	7.30	-
	2018	8.70	7.14	1.56
	2014	8.55	6.86	1.69
	2010	8.58	6.62	1.96
Providing safe and accessible spaces and places for the community through lighting, signage and infrastructure	2023	9.44	7.44	2.00
	2018	9.09	7.33	1.76
	2014	8.96	7.32	1.64
	2010	9.05	6.78	2.27

Q13 - Public Safety & Amenities Satisfaction



5 Extremely satisfied
 4 Somewhat satisfied
 3 Neutral satisfaction
2 Not so satisfied
 1 Not at all satisfied
 Don't know/NA



■ Total Satisfaction
 ■ Neutral
 ■ Total Dissatisfaction

7.1/10
Satisfaction

Public Safety & Amenities

- Importance of 'Providing safe and accessible spaces and places for the community through lighting, signage and infrastructure' has increased between surveys. Though performance has increased also, the gap between the two has increased due to a greater increase in importance when compared to performance.
- Nearly three-quarters of respondents are satisfied with Council's provision of public safety and amenity services (71%) and 9% dissatisfied.

Q13: Overall, when it comes to public safety and amenity, how satisfied are you with the Council's provision of related services, using a rating scale of 1 to 5 with 1 being 'Not at all satisfied' and 5 being 'Extremely Satisfied'?

Q14 – Public Safety & Amenities Reason for satisfaction rating

Lighting concerns

41 responses

- Poor street lighting (17)
- Dark walking trails (8)
- Room for lighting improvements (8)

"Apart from Renmark Avenue, the street lighting in other areas of Renmark is extremely poor."

"It would be nice to have lighting along the walking trail from Renmark to Paringa. I don't feel safe walking along there at night - it's too dark."

"Lighting could be improved and footpaths can certainly do with some work- again, not all in Renmark."

Parking readily available

7 response

- Good parking available (7)

"Always good parking available around town."

Footpath concerns

38 responses

- Uneven surfaces/tripping hazards (12)
 - Lack of footpaths (8)
- Need better maintenance (7)

"Many paved footpaths are dangerous, pavers not level . Have witnessed people stumbling on pavers sticking up."

"Lack of fully accessible public toilets, lots of footpaths and road crossings are difficult for wheelchair users or users of other mobility aids."

"Please undertake a footpath audit."

Safety improvements needed

3 response

- Improve safety (3)

"We see on the local streets sometimes they have speed limit of 50kph but still very scary when crossing the road for the elderly and children. 50 kph is still very high, especially for the elderly and children."

Amenities well maintained

24 responses

- Clean, accessible toilets (8)
 - Toilets kept well (5)
- Good amenities overall (5)

"All amenities are clean and accessible. Lighting and signage are good."

"Our updated public toilets are brilliant."

"The toilets are great."

More seating needed

3 response

- More public seating needed (3)

"Lack of seating and easily accessible public toilets- especially on riverfront."

Barriers to accessibility

5 responses

- Accessibility barriers (5)

"Lack of fully accessible public toilets, lots of footpaths and road crossings are difficult for wheelchair or users if other mobility aids."

Areas feel safe

20 responses

- Feel safe (10)
- Safe environment (5)

"I guess it feels quite safe around the area while going out."

"Renmark is a safe place to live."

"We feel safe enough in this community."

Issues with animals

18 responses

- Feral cat issues (7)
- Dog issues (5)
- Need more animal control (4)

"The town is overrun with cats and barking dogs."

"I'm looking forward to the day that the law changes so cat owners will be required to keep their cats in their houses, so they don't roam and spray people's houses."

Q14: What are the main reasons for your rating? Note: If you have no specific comments or feedback on this topic please write N/A and move on to the next question. n = 413 with top mentions included above.





Renmark Paringa Council outperforms other regional Councils

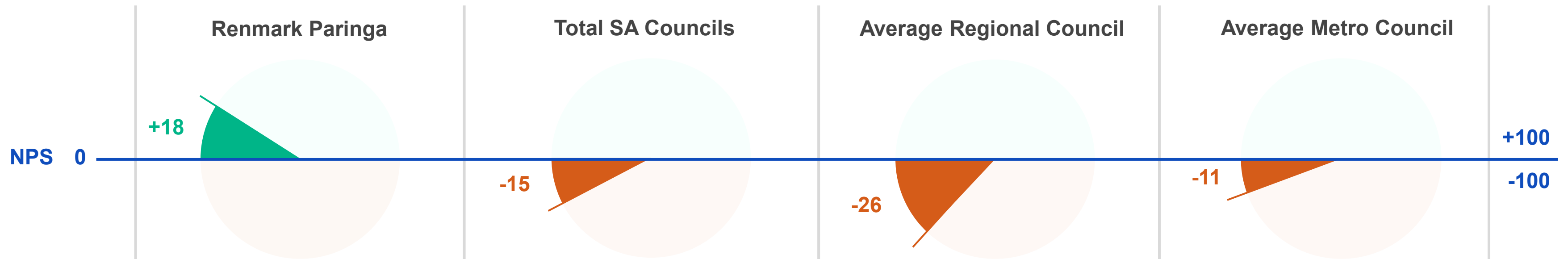
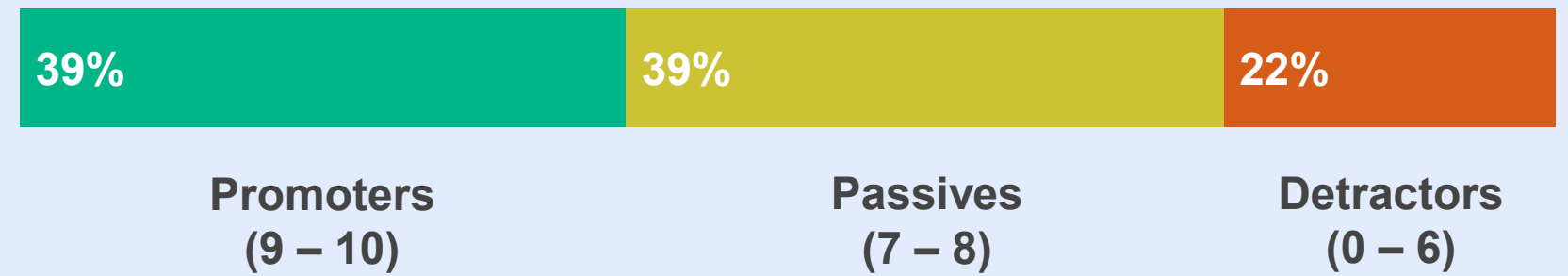
The following compares respondent's likeliness to recommend Renmark Paringa as a place to live given the Council's current provision of all its services and amenities, against other Council benchmarks.

Renmark Paringa is the only region when compared against the benchmarks to have a positive net promoter score, indicating a positive overall satisfaction with the region.

Net Promoter Score – how it works

- NPS is calculated by deducting the percentage of Detractors from the percentage of Promoters using a likelihood to recommend question.
- Respondents who gave a score of 9 or 10 are Promoters. Those who gave a score of 6 or less are Detractors. Those who gave a score of 7 or 8 are Passives (neutral).
- This gives a potential range of -100 to +100.
- Based on global standards any score above 0 is good (majority of membership base is loyal) with a score of 50+ being excellent.

QJ1 – Net Promoter Score Likely to recommend your Council area



QJ1: Please imagine someone close to you is considering moving nearby and has sought your advice regarding Renmark Paringa Council's services and amenities. Using a scale of 0 to 10, where 0 means 'Not at all likely to recommend' and 10 means 'Extremely likely to recommend', how 'likely' would you be to recommend your Council area as a place to live given the Council's current provision of all its services and amenities? n = 433

QJ2a – Net Promoter Score (9 – 10 QJ1 score) Reason for recommendation rating

Beautiful, well-maintained town

51 responses

- Beautiful town (17)
- Well-kept/maintained (15)
 - Clean (8)
 - Tidy (6)

"Beautiful, progressive area to live."

"Clean and tidy town, good grounds and walking trails, water activities."

"It's a beautiful place and the Council does a good job looking after the town."

Great for families

17 response

- Great for kids/family (12)
 - Safe for kids (3)

"Beautiful, clean town, friendly community and lots of Council maintained facilities to enjoy."

"It is a beautiful place to live. We have everything we need here."

Good amenities/facilities

38 responses

- Good amenities (16)
- Good facilities (11)
- Good services (5)

"Although there are a few gaps in services and amenities, the Council is constantly improving and seeking community opinions and experiences e.g. this survey and upgrades."

"Great facilities."

"There is the required amount services and facilities to make it a great place to live."

Progressive Council

12 response

- Progressive Council (7)
 - Innovative (2)
- Constantly improving (2)

"They are an innovative Council who are actively making improvements."

"We have a progressive community and Council. There are a lot of opportunities in the area. Our greatest asset is the river."

Great lifestyle

29 responses

- Relaxed pace (8)
- Great lifestyle (7)
 - Peaceful (5)
- Good balance (4)

"Great lifestyle, opportunities and community events. Gardens etc are beautiful, lovely town to live in. Great facilities."

"It is very pleasant and relaxing."

"Renmark Paringa is an amazing place to live. We have the best of both worlds - quiet rural serenity, and a busy schedule of events to keep the extroverts happy!"

Best in Riverland

11 responses

- Best in Riverland (11)

"Best township in the Riverland."

Friendly community

27 responses

- Friendly people (16)
- Caring community (5)

"Friendly, safe community, short travel time between towns, we have the best stretch of river, sports teams are welcoming, schools are beyond fantastic."

"Great country town with friendly people who care about their town."

Low crime

7 responses

- Low crime (5)
- Safe area (2)

"Great community, limited crime."

QJ2a: [Ask if Code 9-10] Why are you likely to recommend Renmark Paringa Council as a place to live given the Council's current services and amenities? n = 178 with top mentions included above.



QJ2b – Net Promoter Score (0 – 8 QJ1 score) Reason for recommendation rating

Infrastructure maintenance

29 responses

- Fix roads (9)
- Improve footpaths (8)
- Upgrade sport facilities (3)

"Fix the roads and road edges."

"Footpaths in Paringa."

"Improve local roads!"

Improve accessibility

16 response

- Disability access lacking (4)
 - Mobility barriers (3)
- Improve walkability (3)

"Improve accessibility to the Renmark Swimming Centre (opening times and maintenance of water temperature)."

"Improve roads, footpaths and lighting."

"Walkways etc are not pram-friendly. More accessibility for young families with prams and toddlers."

Support business growth

26 responses

- Fill empty shops (6)
- Attract investment (5)
- Support small business (4)

"Get rid of palm trees on streets. Discourage owners leaving shops empty for long periods."

"Take action why buildings are empty particularly those that have not had tenants for some time."

Lower costs

14 response

- Lower rates (8)
- Reduce red tape (2)

"Lower the costs."

"Rates and land taxes absolutely disgusting what a rip off we pay that much for these rates."

"Stop trying to wrap everyone in cotton wool."

Improve town presentation

20 responses

- Tidy town (6)
- Town beautification (5)
- Cleanliness (4)

"Make landlords more responsible for the upkeep of their buildings. There should be stricter regulations about the upkeep of buildings."

"Entrance to the town from the east is poor."

"Increase cleaning standards at facilities where visitors visit and stay."

Improve health services

14 responses

- Need hospital (4)
- More doctors (3)
- Better medical access (2)

"A working hospital would be nice. One to take emergencies. And a working Police Station - 24 hours."

"Lobby better state and federal health service. Better transport service and better health and aging facilities and professional access."

More housing availability

17 responses

- Need more housing (8)
- Free up land (4)

"There's a huge shortage of housing for sale and rent that is stopping Renmark's growth."

"Provide more incentives for businesses in the town area and allow more access for housing outside town area."

More for young people

13 responses

- Activities for youth (5)
- Job opportunities for youth (3)

"Increase facilities for the young people so they stay in the area and not leave Renmark instead of becoming a place for old people."

"More things to do! I'm under the age of 30, I get bored here especially over winter. There's just not much to do."

QJ2b: [Ask if Code 0-8] What could the Council do to improve its current services and amenities to increase your likelihood to recommend Renmark Paringa Council as a place to live? n = 255 with top mentions included above.



QJ8 – Final comments or feedback

Infrastructure maintenance

29 responses

- Repair bridges (7)
- Maintain footpaths better (6)
 - Road repairs needed (5)
- Improve stormwater drainage (3)

"Fix the 21st street bridge ASAP"

"Main concern is repair and maintenance of footpaths."

"Would like the 21st Street Bridge reinstated. It's been closed for 12 months!!"

Engage the community more

11 response

- Listen to public more (4)
 - Consult residents (3)
- Provide feedback to residents (2)

"Involve the public, involve the kids. Inform us about what is going on."

"Please consider the smaller communities that are in the Renmark Council Area."

"Although Council accepts concerns, they are not very attentive with responses. Follow-ups would assist, even if there is no solution. But thanks for the efforts."

Beautification of areas

20 responses

- Town presentation good (6)
- Maintain gardens well (5)
- Room for improvement (4)

"As mentioned previously the Council did an exceptional job in protecting our town from last year's flood. The park and gardens always look great. I'm proud to live in such a beautiful well-maintained town."

"The shrubs they have in town are beautiful."

Need more social services

5 response

- More drug/mental health services needed (2)
 - Homelessness support lacking (2)

"Lower the costs."

"In my area, Sims Parade in particular some drug or mental health assistance is needed as the situation is really bad."

"I think there is a need to build a community toilet block with a shower facility somewhere in the town for homeless people and for when people have their power cut off, and or travellers."

Development policies

17 responses

- Review development restrictions (5)
 - Slow approval times (4)
- Unfair approvals perceived (2)

"Don't just say no to plans; meet at the application and see what that want done."

"The difficulty to get planning approval and the time that it takes. Up to two to three years. The assistance in the application forms as there is no actual help."

"Planning seems to be about who you know not location of land."

Upgrade playgrounds

4 responses

- Improve playgrounds (4)

"Please, please update the play spaces in our town! The library and the skate park areas are crucial for both locals and tourism!"

"My only negative are playgrounds, they are terrible."

Appreciation for efforts

12 responses

- Appreciate flood response (4)
 - Thank you (4)

"Very impressed in how Council handled our flood event and the timely updates on what was happening at all times Well done!"

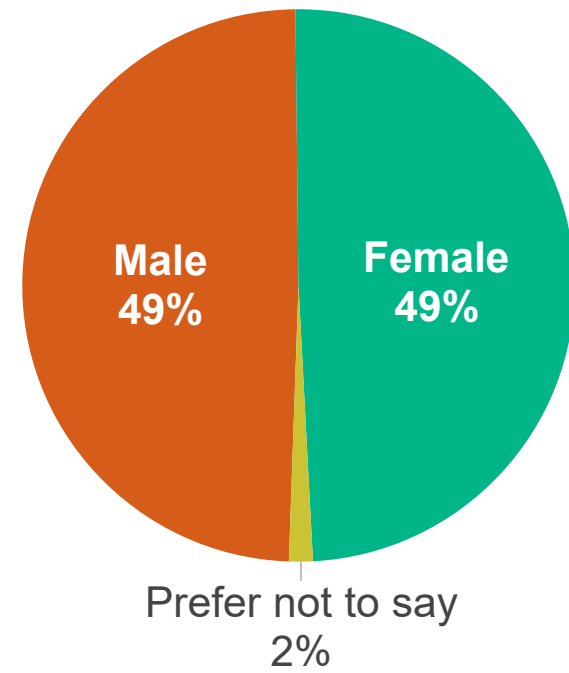
"Thanks for everything everyone continues to do to make our community a great place to live."

QJ8: Do you have any final comments or feedback that you would like to provide Council in terms of how or what services they provide to you? n = 433 with top mentions included above.

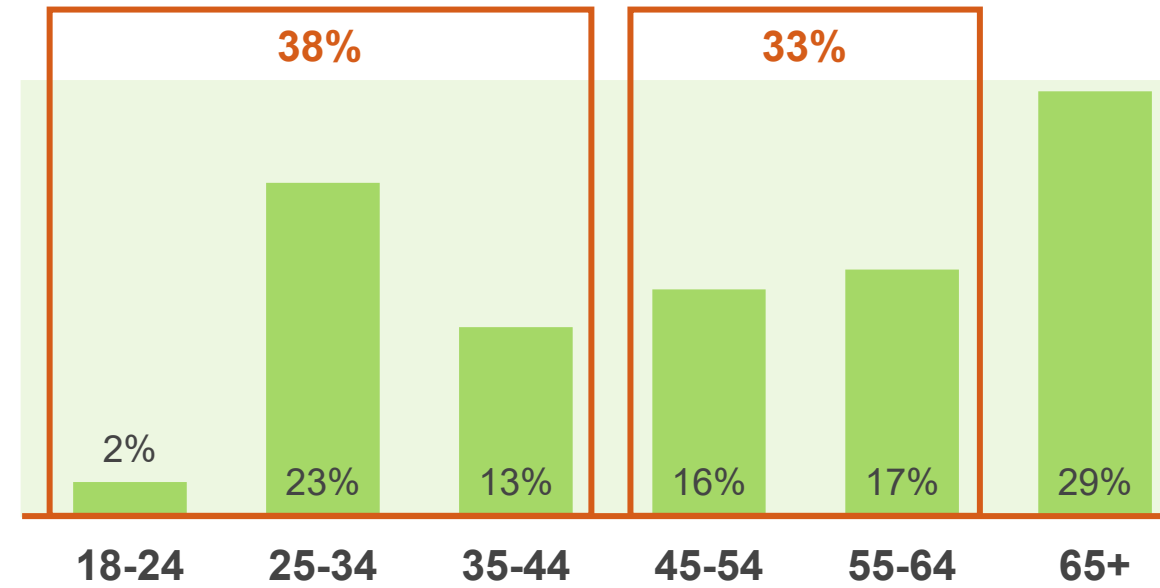




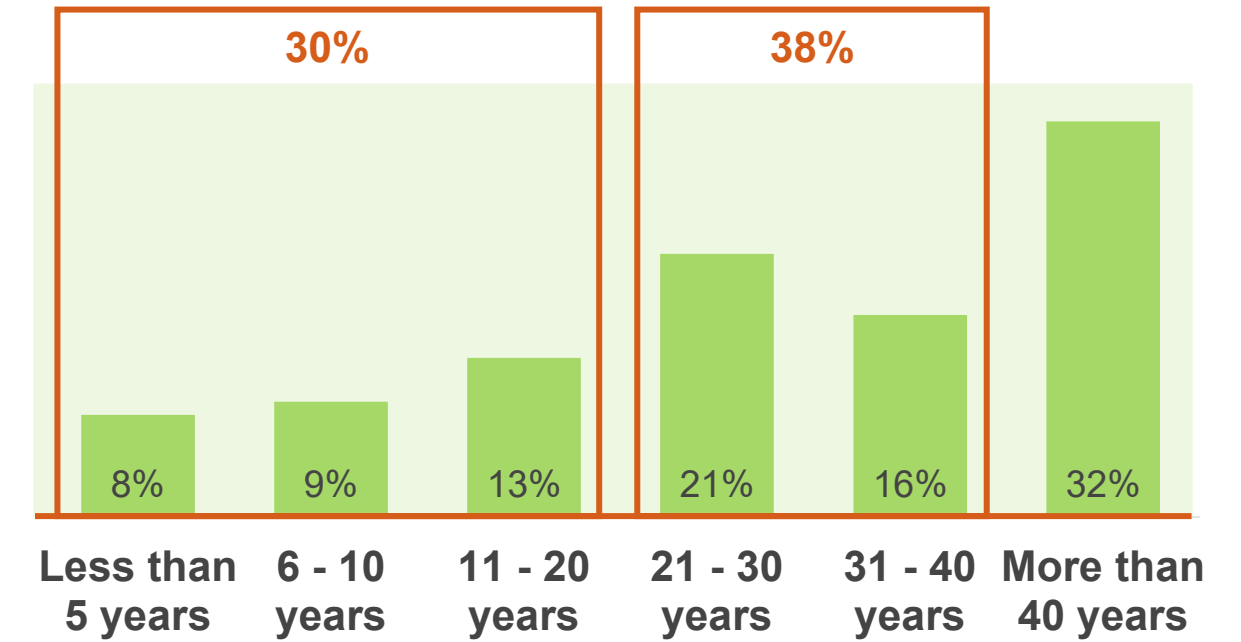
QA3: How do you prefer to identify?



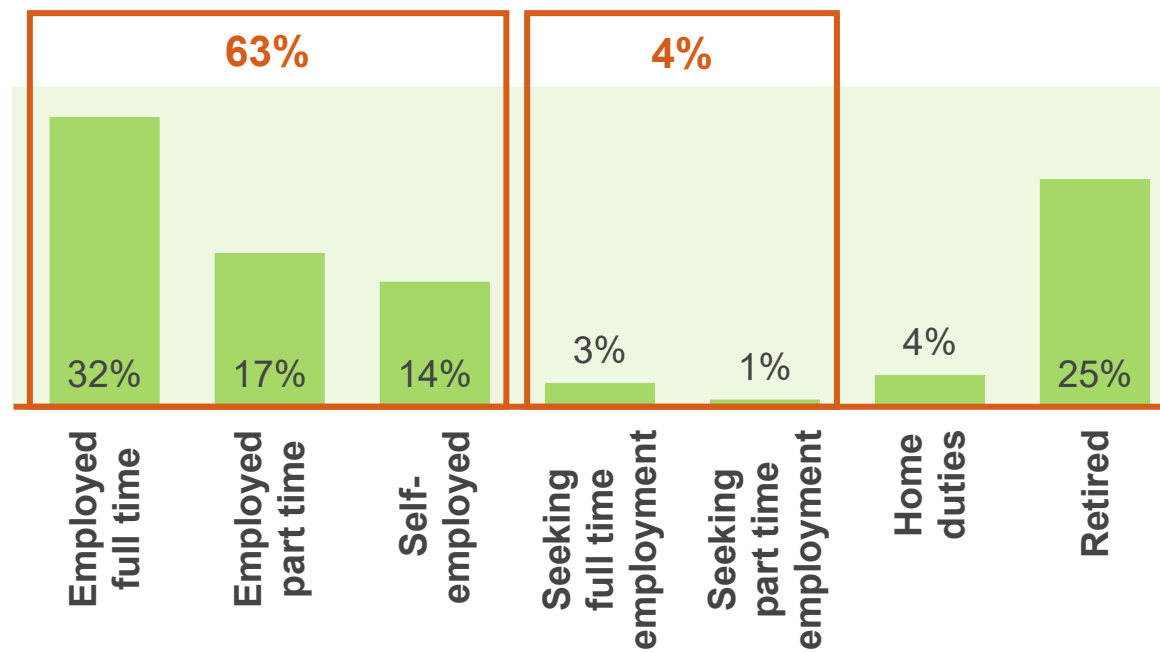
QA4: Which age group are you in?



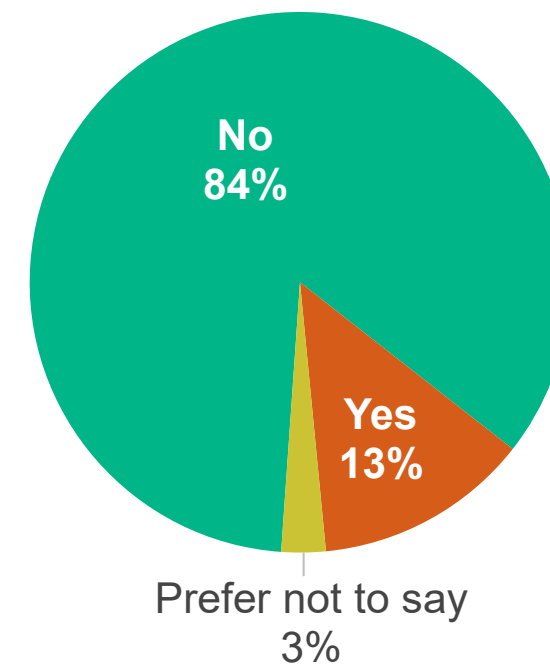
QJ3: Years lived in the Renmark Paringa Council area



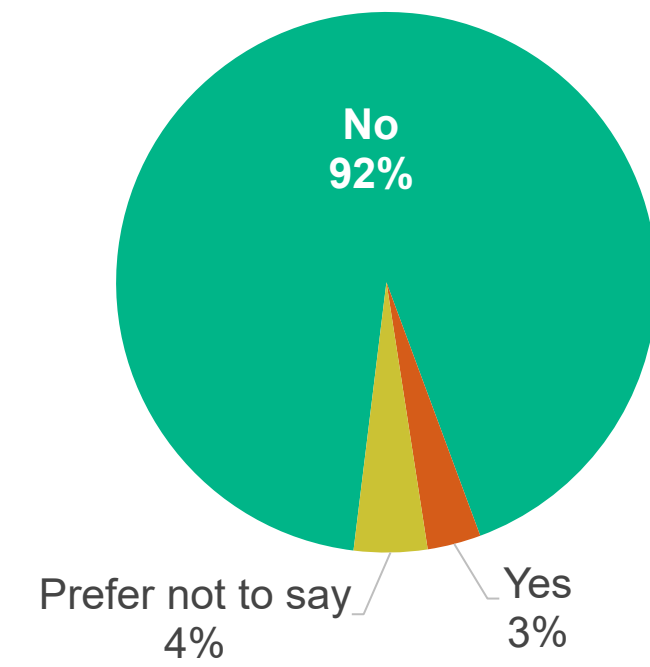
QJ4: Occupation



QJ6: Language other than English



QJ7: Aboriginal and/or Torres Strait Islander





A complete set of respondents' comments is provided electronically as a PDF.