



***Hobart City Council***

***2023 Annual Community Satisfaction Survey  
Overview Report***

***January 2024***



***Prepared for:***

Hobart City Council

***Prepared by:***

Metropolis Research  
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## Executive summary

Metropolis Research conducted this, Council's third independent *Annual Community Satisfaction Survey*, as a telephone interview style survey of 500 respondents in November and December 2023.

The aim of the research was to measure community satisfaction with a wide range of Council provided services and facilities, aspects of governance and leadership, customer service, aspects of population change and housing, and the performance of Council across all areas of responsibility.

The survey measured community sentiment more broadly about aspects of Council and Council performance.

The survey is also a valuable opportunity to explore a wide range of other issues to help inform Council policy development and service delivery planning.

In 2023, the survey included questions aimed to help inform the health and wellbeing plan of Council, including aspects of personal wellbeing, improvements in the local area to help support health and wellbeing, satisfaction with personal relationships, and community involvement.

The 2023 survey also included questions around the impacts of climate change on community health and wellbeing.

The 95% confidence interval (margin of error) of these results is plus or minus 4.3% at the 50% level. In other words, if a yes / no question obtains a result of 50% yes, it is 95% certain that the true value of this result is within the range of 45.7% and 54.3%.

### **Summary of results**

Community satisfaction with the performance of Hobart City Council improved marginally this year, with improvements in satisfaction with overall performance (up 2%), customer service (up 2% following 13% decline last year), and services and facilities (up 1%).

These results reflect a relatively solid of satisfaction with Council's performance, although still slightly lower than the 2019 Tasmanian state-wide average but remaining notably lower than the 2023 metropolitan Melbourne results.

Metropolis Research draws particular attention to community concerns around Council's governance, performance, and accountability, with 10% (up from 3%) of respondents raising these issues as one of the top three issues to address for the City at the moment.

Consistent with this increase, average satisfaction with aspects of governance and leadership declined two percent this year (compared to the two percent increase in overall satisfaction).

The fact that 10% of respondents nominated these issues as a top three issue is an unusually large proportion should be of concern to Council, particularly given that it was double the 2019 state-wide average of five percent.

This result reflects largely, but not exclusively, community concerns around the performance of the elected Council. For those in the community who raise these concerns, it is a significant negative influence on their satisfaction with Council's overall performance.

The issues that appear to be most likely to be exerting a negative influence on satisfaction with Council (for the respondents raising the issues) include local roads, governance and accountability, university issues, car parking, and local traffic management.

Metropolis Research again highlights the fact that more than one-quarter (28%) of respondents nominated traffic management as one of the top three issues to address. This is a significant proportion, reflecting substantial community concern around traffic management related issues.

The services recording "poor" or "very poor" levels of satisfaction include planning and building permit processes, statutory consultation and involvement in development, car parking, and the management of local traffic.

Attention is also drawn to the lower-than-average satisfaction with customer service, which despite a small increase this year, remains at a "solid" level, well below both the 2019 Tasmanian, and the 2023 metropolitan Melbourne "very good" average satisfaction with customer service.

On the positive side, Metropolis Research notes that the City of Hobart continues to report excellent levels of community satisfaction with the three kerbside collection services, parks and gardens, the waste management centre, and community events, festivals and markets.

Outdoor recreation, outdoor sporting facilities, the aquatic centre, and street lighting also continue to report very good levels of satisfaction.

The continued decline in the proportion of respondents who nominated car parking as an issue this year, down from 24% in 2021 to 12% this year remains a stand-out positive result.

### ***Satisfaction with Council's overall performance***

Satisfaction with the [overall performance](#) of Hobart City Council improved marginally this year, up two percent to 6.4 out of 10, which remains a "solid" level.

This result remains lower than the 2019 Local Government Association of Tasmania (LGAT) state-wide average (6.8), and the 2019 average for the Tasmanian city councils (6.6).

This result was also measurably lower than the 2023 metropolitan Melbourne average satisfaction with local government of 7.0, as recorded in the Metropolis Research *Governing Melbourne* research, although that research was conducted face-to-face which does tend to score slightly better than telephone.

Consistent with this solid level of satisfaction, more than one-quarter 29% (up from 26%) of respondents providing a score were “very satisfied” (i.e., rated satisfaction at eight or more), whilst 14% (down from 16%) were dissatisfied (rated at less than five).

There was notable variation in satisfaction with Council’s overall performance observed across the municipality, as follows:

- **Notably more satisfied than average** – included respondents from New Town and Lenah Valley, young adults (aged 18 to 34 years), multilingual households, rental households, the eight new residents (less than one year in the City of Hobart), medium term residents (five to less than 10 years in the City of Hobart), respondents from two-parent families with youngest child aged 0 to 4 years, one parent families, and group households.
- **Notably less satisfied than average** – included respondents from West Hobart and Sandy Bay, older adults (aged 60 to 74 years), respondents who had contacted Council in the last 12 months, the nine newer residents (one to less than five years in the City of Hobart), local business owners, and two-parent families with youngest child aged 5 to 12 years.

The most common reasons why some respondents were dissatisfied with Council’s overall performance related to concerns around the governance, management, responsiveness, and accountability of Council (26 responses), concerns around specific services and facilities (12 responses), some general negative comments (12 responses), and some concerns around Council’s communication and consultation with the community (10 responses).

The issues that were likely to have had a substantive negative impact on overall satisfaction with Council this year for the respondents raising the issues include, most notably, local roads, Council’s governance and accountability, university issues, car parking, and the management of traffic.

### ***Satisfaction with the governance and leadership performance of Council***

Respondents were asked to rate their satisfaction with five aspects of the governance and leadership performance of Council.

Despite the marginal increase in overall satisfaction, the average satisfaction with the five included aspects of [governance and leadership](#) declined by an average of two percent this year, following on from the six percent decline recorded last year.

The average satisfaction with these five aspects of governance and leadership was 5.7 out of 10, or a “poor” level, which remains lower than the 2019 state-wide average of 6.6 and the 2023 metropolitan Melbourne average of 7.0.

The decline in satisfaction with governance and leadership was consistent with the increase in the proportion of respondents who nominated Council governance, performance, and accountability related issues as one of the top three [issues to address](#), up from two percent to 10% this year.

This is a substantial increase, which highlights some community concerns around the governance performance of Council, including the elected Council.

On average, respondents rated satisfaction with “community consultation and engagement” (6.1) as “solid”, and “representation, lobbying, and advocacy” (5.8), “responsiveness of Council to local community needs” (5.8), “maintaining community trust and confidence” (5.7), “making decisions in the interests of the community” (5.7) at “poor” levels of satisfaction.

### **Statements about Hobart City Council**

Respondents were again asked to rate their agreement with 11 [statements about Hobart City Council](#), on a scale from zero (strongly disagree) to 10 (strongly agree).

The average agreement with eight statements increased somewhat this year, with the highlight being the 13% increase in average agreement that “Infrastructure in the City of Hobart is equitable, inclusive and accessible”, which reversed the unusual decline last year (potentially relating to the election campaign).

The small increase in the average agreement with these statements reflects the general trend of mostly improved satisfaction with Council performance this year.

The average agreement with these statements can best be summarised as follows:

- **Strong Agreement** – that “Hobart City is inclusive and recognises diversity”, “protects local heritage”, and “the city encourages and enables people to work, shop and spend time locally”.
- **Moderate Agreement** – that “Infrastructure in the City of Hobart is equitable, inclusive and accessible”, “provides important services that met community needs”, “is trustworthy and reliable”, and “planning decisions respect the character of the city including that of local neighbourhoods”, “is a responsible financial manager, offers value for
- **Mild Agreement** – that “the City is a responsible financial manager, offering value for rates”, “the city considers residents’ views when making decisions that affect them”, “the City of Hobart has a clear vision of how Hobart will develop in the future” “the City of Hobart is forward thinking and innovative”.

### **Satisfaction with customer service**

Approximately one-third (32% up from 22%) of respondents reported that they had contacted Council in the last 12 months, with more than half (56%) contacting Council by telephone, 22% via email, website, or social media, and 20% visiting in person.



Consistent with previous years, the most common reasons for contacting Council were related to planning permits / regulations (13%), parking issues (11%), Council rates, fees, and charges (11%), and garbage collection (10%).

Metropolis Research notes that some of these issues are those which are negatively associated with satisfaction with overall performance, in other words, the issues tend to exert a negative rather than a positive influence on the respondents' satisfaction with Council.

The average satisfaction with the six included aspects of [customer service](#) increased marginally this year, up two percent to 6.4 out of 10.

Metropolis Research notes, however, that average satisfaction with customer service remains 12% lower than the 2021 result of 7.3 out of 10.

By comparison, the 2023 metropolitan Melbourne average satisfaction with three aspects was 7.6 compared to the City of Hobart average for the same three aspects of 6.7 or 12% lower.

The marginal improvement in satisfaction with customer service is a positive result, however, satisfaction with customer service continues to appear an underperforming area of Council performance.

Metropolis Research suggests that this result does warrant some attention and monitoring from Council.

### ***Importance of and satisfaction with Council services and facilities***

The survey measured the importance of and satisfaction with [32 Council provided services and facilities](#).

The average importance of these 32 services and facilities was 8.6 out of 10.

The most important services were the weekly garbage collection (9.4), the fortnightly recycling collection (9.3), the fortnightly food and garden waste collection (9.1), the waste management centre / tip (9.1), emergency and disaster management and recovery (8.9), and the provision and maintenance of parks, gardens, and open spaces (8.9).

These services and facilities were all measurably more important than the average of all services and facilities.

The average satisfaction with the 32 included Council provided services and facilities increased marginally this year, up one percent this year to 7.0 out of 10 (up from 6.9), which remains a “good” level of satisfaction.

This result remains marginally lower than the 2019 state-wide average satisfaction of 7.2, and measurably lower than the 2023 metropolitan Melbourne average of 7.6 with a broadly similar list of services and facilities.

The services and facilities with the highest satisfaction scores remain the kerbside collection services, the waste management centre, parks and gardens, community events, festivals, and markets, and both outdoor recreation and outdoor sporting facilities.

The services and facilities with the lowest satisfaction scores remain those related to planning and development, parking, roads, traffic management, on-road cycle paths and shared pathways, and local economic development services.

There were significant increases in satisfaction with the online engagement tool (up 11% based on a small sample of 86 respondents), statutory consultation and involvement in the development and application process (up 8% based on a small sample of 91 respondents), fortnightly food and garden waste collection (up 6%), provision and maintenance of local roads (up 5%), maintenance and cleaning of public areas (up 5%), the provision of health and wellbeing programs and activities (up 5%), and the provision and maintenance of parks and gardens (up 5%).

The only service to record a notable decline in satisfaction was planning and building permit process (down 5% based on a sample of 114 respondents).

### ***Most important issues to address for the City of Hobart “at the moment”.***

Respondents were asked (in an open-text format) to nominate what they considered to be the three [current issues to address for the City of Hobart “at the moment”](#), with 82% of respondents nominating at least one issue.

The seven most nominated issues were traffic management (27%), building, housing, planning, and development (18% up from 13%), car parking (availability and enforcement) (12% down again from 19% in 2022 and 24% in 2021), roads maintenance and repairs (11%), Council governance, performance, and accountability (10% up from 3%), environment and sustainability issues (8% up from 3%), and housing availability / affordability (8%).

It is noted that along with the significant decline in car parking issues over the last two years, there was also in 2023 a decline in university related issues (5% down from 14%), and the cable car issue (1% down from 5%).

Metropolis Research notes that car parking, traffic management, roads, planning and housing development, as well as housing availability and affordability related issues were themes identified throughout this report, as significant issues for the City of Hobart community.

The issues that appear to be most negatively related to overall satisfaction were, parks and gardens, local roads, the cable car issue, building and development, issues and concerns around the university, and health and medical services and facilities.

The issues that were likely to have had a substantive negative impact on overall satisfaction with Council this year for the respondents raising the issues include, most notably, local roads, Council’s governance and accountability, university issues, car parking, and the management of traffic.

### ***Housing in the City of Hobart***

Respondents were asked to rate their satisfaction with two aspects of housing in the City of Hobart.

Satisfaction with [the availability of housing that meets the needs of the community](#) improved notably this year, up seven percent to 4.7 out of 10, although it remains “extremely poor” and clearly a significant issue in the community.

Satisfaction with [the affordability of housing](#) remained stable this year at 4.0 out of 10, or “extremely poor”, which again reflects sustained community concern around housing affordability.

Satisfaction with housing affordability was lowest in West Hobart (3.5) and South Hobart (3.4).

### ***Perception of safety in the public areas of Hobart City***

Respondents were again in 2023, asked to rate their [perception of safety in the public areas](#) of Hobart City, during the day (8.7), in and around your local shopping area (8.2), in the public areas of the municipality at night (7.5), and late at night in the entertainment precincts (6.8 down from 7.1).

The perception of safety in the public areas of the City of Hobart remains relatively stable this year at similar levels to the 2019 Tasmanian state-wide average, but a little higher than the 2023 metropolitan Melbourne average.

Safety does not appear to be a significant issue in the City of Hobart, with just two percent of respondents raising Police presence and security related concerns as one of the top three issues.

It is noted that female respondents felt eight percent less safe in the public areas of the municipality at night than male respondents, which is a typical gender-differential in the perception of safety at night.

Concerns around crime and policing (23%), perception of safety at night including lighting (23%), concerns around drugs and alcohol (18%), and concerns around various types of people (18%) and anti-social behaviour (10%) were the most common reasons why respondents felt unsafe in the public areas of Hobart City.

### ***Sense of community***

Respondents were asked to rate their agreement (from zero to 10) with eight statements about [the sense of community](#).

The community continues to report a relatively strong sense of community, with the average agreement of eight out of 10 that the community has a distinct character highlighting this sense of community. Agreement with this statement has increased five percent since 2021.

The majority of respondents strongly agreed that it's a distinct community, they know their neighbours, feel people locally can be trusted, they could turn to the neighbours for help, it's a welcoming and supportive community, an active community, and they mostly feel part of the local community.

There was one new variable included this year relating to access to fresh and affordable food, which reported an average agreement score of 8.2 out of 10, with four percent disagreeing with the statement.

### ***Personal wellbeing***

This set of questions relating to respondents' satisfaction with nine aspects of their personal wellbeing was included in the survey for the first time in 2023, to help inform the development of Council's health and wellbeing planning.

These aspects related to relationships, safety, housing security, achievements in life, standard of living, mental health, physical health, future security, and community connections.

On average, respondents rated their satisfaction with these nine aspects as follows:

- **Excellent** – for personal relationships (8.3), safety (8.2), housing security (8.2), achievements in life (8.0), standard of living (7.9), and mental health (7.9).
- **Very Good** – for future security (7.7 with 8% disagreeing) and physical health (7.6).
- **Good** – for community connections (7.2 with 8% disagreeing).

Clearly, these results reflect relatively high levels of satisfaction with personal wellbeing. Metropolis Research does note, however, that there can sometimes be some positive bias in how some respondents answer personal questions such as this.

### ***Improvement in local area to support health and wellbeing***

Respondents were asked, as an open-ended format question, what could be [improved or changed in their local area that would support or improve their health and wellbeing](#).

A total of 208 of the 500 respondents (42%) provided 400 separate responses to the question, which have been broadly categorised, as outlined in the following table.

There were a wide range of areas for potential improvement that were raised by respondents, with the top five being community activities, arts, and culture (9%), public transport (7%), cycling / walking paths and tracks (7%), parks, gardens, and open spaces (7%), and health and medical services and facilities (5%).

### **Relationships**

Respondents were asked to rate their agreement with three statements about their [personal relationships](#), as outlined in the following graph.

On average, respondents rated their agreement that they are content they are with their friendships and relationships (8.4), that they have enough people they feel comfortable asking for help at any time (8.2), and that their relationships are as satisfying as they would want them to be (8.1) all at very strong levels of agreement of more than eight out of 10.

Metropolis Research does note a potential for some positive bias in answering these questions, given the personal nature of the questions.

### **Climate change**

Respondents were asked to rate how much (if at all), they think that [climate change is currently harming them and / or their family's health](#).

The average rating of harm was 5.7 out of 10. Metropolis Research suggests that this is a relatively high average level of harm, suggesting quite strong community concern across the City of Hobart community about the impact of climate change on health.

Consistent with this average level of harm, views were broadly spread, with 27% of respondents rating the harm as high (eight or more) and 29% rating the harm as low (zero to four).

### **Community involvement**

Respondents were asked, for the first time in 2023, whether they were [involved in their local community](#) in a variety of ways.

Almost one-third (31%) of respondents reported that they were an active member of a club or community group, with 22% regularly and 11% sometimes volunteering.

Nine percent of respondents reported that they currently sit on a community group board or committee.

## Introduction

Metropolis Research was commissioned by the Hobart City Council to undertake this *Community Satisfaction Survey* to explore a range of issues around community satisfaction with and expectations of Council.

The survey has been designed to measure community satisfaction with a range of Council provided services and facilities, as well as to explore community sentiment across a range of additional issues of concern in the community.

This research builds on satisfaction research previously conducted by the LGAT, and results are presented with a comparison to the state-wide results (where appropriate).

The 2023 survey is comprised of the following:

- ⊗ Satisfaction with Council’s overall performance and aspects of governance and leadership.
- ⊗ Importance of and satisfaction with a broad range of Council services and facilities.
- ⊗ Satisfaction with aspects of Council’s customer service.
- ⊗ Issues of importance to address in the local municipality “at the moment”.
- ⊗ Agreement with statements about the local community.
- ⊗ Agreement with statements about Hobart City Council.
- ⊗ Perception of safety in the public areas of the local area.
- ⊗ Satisfaction with aspects of housing.
- ⊗ Satisfaction with aspects of personal wellbeing.
- ⊗ Community involvement in the local community.
- ⊗ Agreement with statements about relationships.
- ⊗ Improvements or changes in local area to support or improve health and wellbeing.
- ⊗ Respondent profile.

### ***Methodology, response rate, and statistical significance***

The *Annual Community Survey* was conducted as a telephone interview of 500 respondents drawn randomly but proportionally from across the seven precincts comprising the City of Hobart.

The surveying was undertaken from the 14<sup>th</sup> of November till the 1<sup>st</sup> of December 2023, which is a slightly earlier completion than recorded in 2022 (which was completed in January 2023).

All surveys were conducted from 11am till 7pm weekdays, and 11am till 5pm on Saturdays and Sunday.

Several (up to approximately four) attempts were made to contact each randomly selected telephone number, to give the household multiple opportunities to participate in the research.

A total of 500 surveys were conducted from a random sample of 13,655 residential telephone numbers, including mostly mobile phone numbers but also including landlines where available.

The sample of residential telephone numbers was pre-weighted by precinct population, to ensure that each precinct contributed proportionally to the overall municipal results.

The final sample of surveys were then weighted by age and gender, to ensure that each age / gender group contributed proportionally to the overall municipal result. This was necessary given the limitations of the telephone survey methodology in obtaining a sample that reflects the age structure of the underlying population.

Of the 13,655 telephone numbers, the following results were obtained:

- No answer - 10,975.
- Refused - 1,850.
- Call back another time - 330.
  
- **Completed - 500.**

This provides a response rate of 21% (down from 22% in 2022 but consistent with the 2021 result of 21%), reflecting the proportion of individuals who were invited to participate in the research, who participated.

The 95% confidence interval (margin of error) of these results is plus or minus 4.3% at the 50% level. In other words, if a yes / no question obtains a result of 50% yes, it is 95% certain that the true value of this result is within the range of 45.7% and 54.3%.

This is based on a total sample size of 500 respondents, and an underlying population of the City of Hobart of 56,018.

## **Glossary of terms**

### **Precinct**

The results of this report are presented at both the municipal and precinct level. The term precinct is used by Metropolis Research to describe the sub-municipal areas for which results are presented, as agreed with officers of Council.

For this report the precincts refer to the SAL2 level geographical regions as defined by the Australian Bureau of Statistics.

The results are provided for seven precincts, which reflect the SAL2 levels and suburbs as follows:

- **Hobart** – includes Hobart, Battery Point, Glebe, and North Hobart.
- **Lenah Valley** – includes Lenah Valley and Mount Stuart.
- **Mt Nelson** – includes Mount Nelson, Dynnyrne, and Tolmans Hill.
- **New Town** – includes New Town.
- **Sandy Bay** – includes Sandy Bay.
- **South Hobart** – includes South Hobart, Fern Tree, and Ridgeway.
- **West Hobart** – includes West Hobart.

### **Measurable and statistically significant**

A measurable difference is one where the difference between or change in results is sufficiently large to ensure that they are in fact different results, i.e., the difference is statistically significant. This is because survey results are subject to a margin of error or an area of uncertainty.

### **Significant result**

Metropolis Research uses the term *significant result* to describe a change or difference between results that Metropolis Research believes to be of sufficient magnitude that they may impact on relevant aspects of policy development, service delivery and the evaluation of performance and are therefore identified and noted as significant or important.



### *Marginal / somewhat / notable*

Metropolis Research will describe some results or changes in results as being marginally, somewhat, or notably higher or lower. These are not statistical terms, rather they are interpretive. They are used to draw attention to results that may be of interest or relevant to policy development and service delivery.

These terms are often used for results that may not be statistically significant due to sample size or other factors but may nonetheless provide some insight into the variation in community sentiment across the municipality or between groups within the community, or in changes in results over time.

These terms vary from the least significant (marginal), through somewhat, and then notable being the most significant change that is not necessarily statistically significant.

### *95% confidence interval*

Average satisfaction results are presented in this report with a 95% confidence interval included. These figures reflect the range of values within which it is 95% certain that the true average satisfaction falls, based on a one-sample t-test.

The margin of error around percentage results presented in this report at the municipal level is plus or minus 4.3%.

### *Satisfaction categories*

Metropolis Research typically categorises satisfaction results to assist in the understanding and interpretation of the results. Metropolis Research has worked primarily with local government and developed these categories as a guide to satisfaction with the performance of local government across a wide range of service delivery and policy related areas of Council responsibility.

The scores presented in the report are designed to give a general context about satisfaction with variables in this report, and are defined as follows:

- **Excellent** - scores of 7.75 and above are categorised as excellent.
- **Very good** - scores of 7.25 to less than 7.75 are categorised as very good.
- **Good** - scores of 6.5 to less than 7.25 are categorised as good.
- **Solid** - scores of 6 to less than 6.5 are categorised as solid.
- **Poor** - scores of 5.5 to less than 6 are categorised as poor.
- **Very Poor** - scores of 5 to less than 5.5 are categorised as very poor.
- **Extremely Poor** – scores of less than 5 are categorised as extremely poor.

## Council’s overall performance

Respondents were asked:

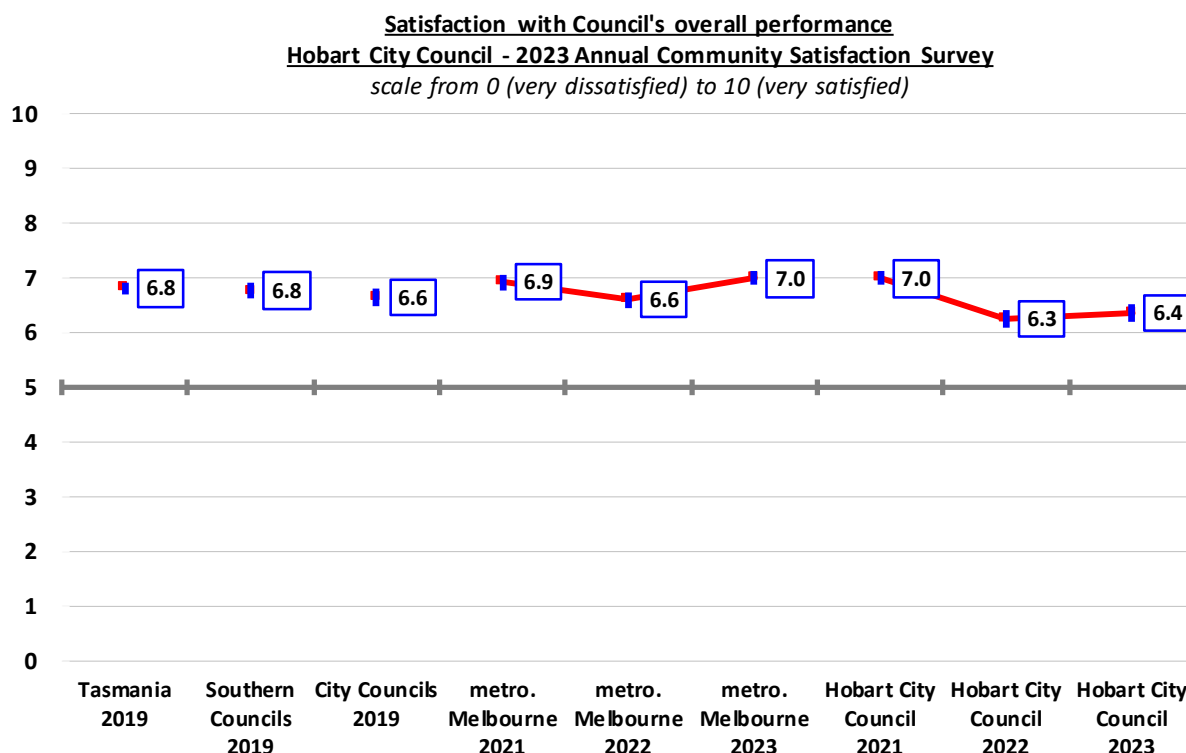
*“On a scale of 0 (lowest) to 10 (highest), please rate your personal level of satisfaction with the performance of Council across all areas of responsibility?”*

Satisfaction with the performance of Council across all areas of responsibility or “overall performance”, increased marginally but not measurably this year, up two percent to 6.4.

This remains a “solid” level of satisfaction.

Metropolis Research notes that this result remains measurably lower than the 2021 score of 7.0 recorded back in 2021. Metropolis research suggests that this higher-than-expected 2021 result may well have been influenced, at least in part, by the impact of the COVID-19 pandemic.

It may be the case that the lesser impact of the pandemic in Hobart than in mainland Australia may have resulted in a more positive outlook towards government, including the City of Hobart Council.



The Hobart score of 6.4 remains measurably lower than the metropolitan Melbourne average satisfaction with local government of 7.0, as recorded in the 2023 and 2024 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 and 2024.

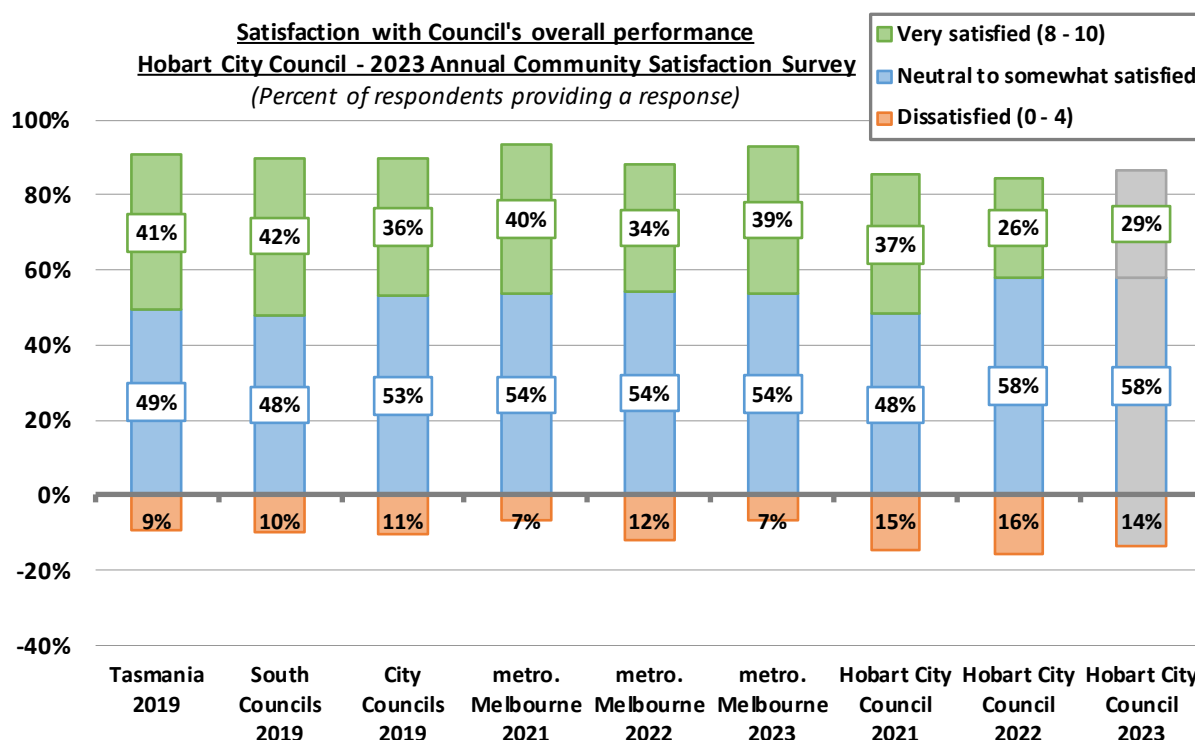
*Governing Melbourne* is conducted primarily via a face-to-face, door-to-door survey methodology, which does tend to record a slightly higher satisfaction score than is obtained using the telephone methodology.

The following graph provides a breakdown of these results into the proportion of respondents (who provided a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction from five to seven), and those who were dissatisfied (i.e., rated satisfaction at less than five out of 10).

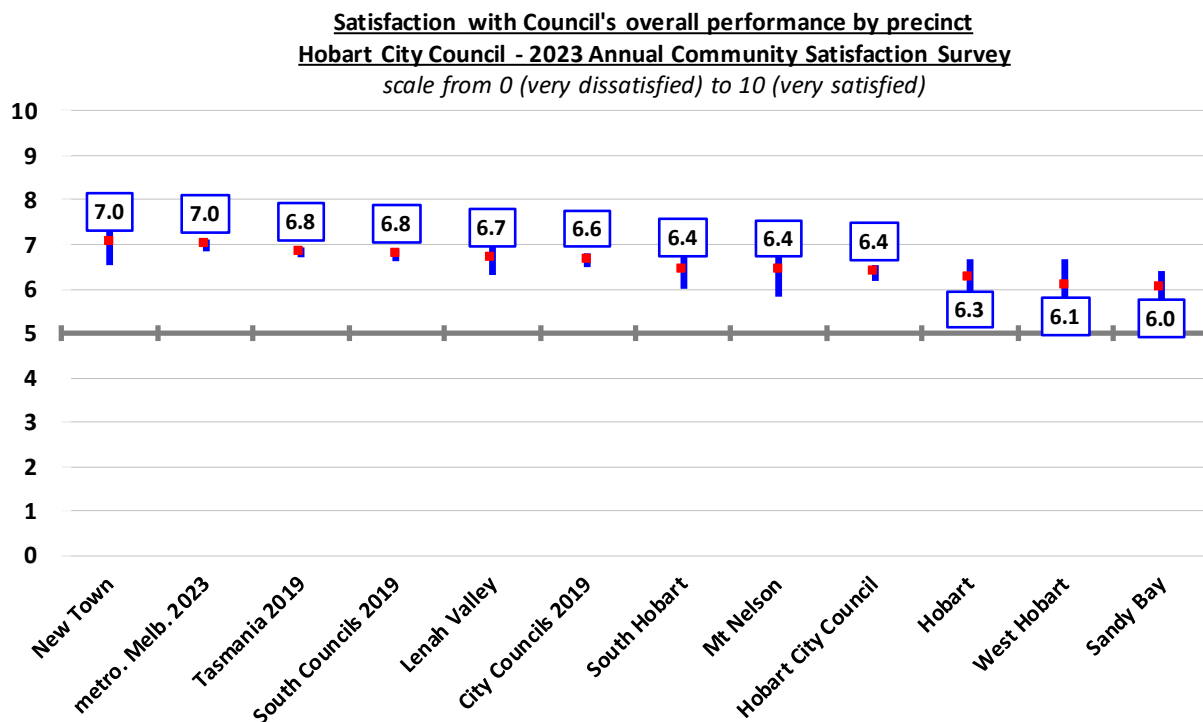
Consistent with the small increase in satisfaction recorded this year, the proportion of respondents who were “very satisfied” increased marginally, whilst the proportion who were dissatisfied declined marginally.

Metropolis Research notes that around 15% of respondents in the City of Hobart have been dissatisfied with Council’s overall performance in each of the three years of the survey. This has consistently been a larger proportion of dissatisfied respondents than was observed across the state of Tasmania in 2019 (9%), as well as larger than the metropolitan Melbourne average over the last three years of 12% in 2021 (during COVID-19), seven percent in 2022, and six percent in 2023.

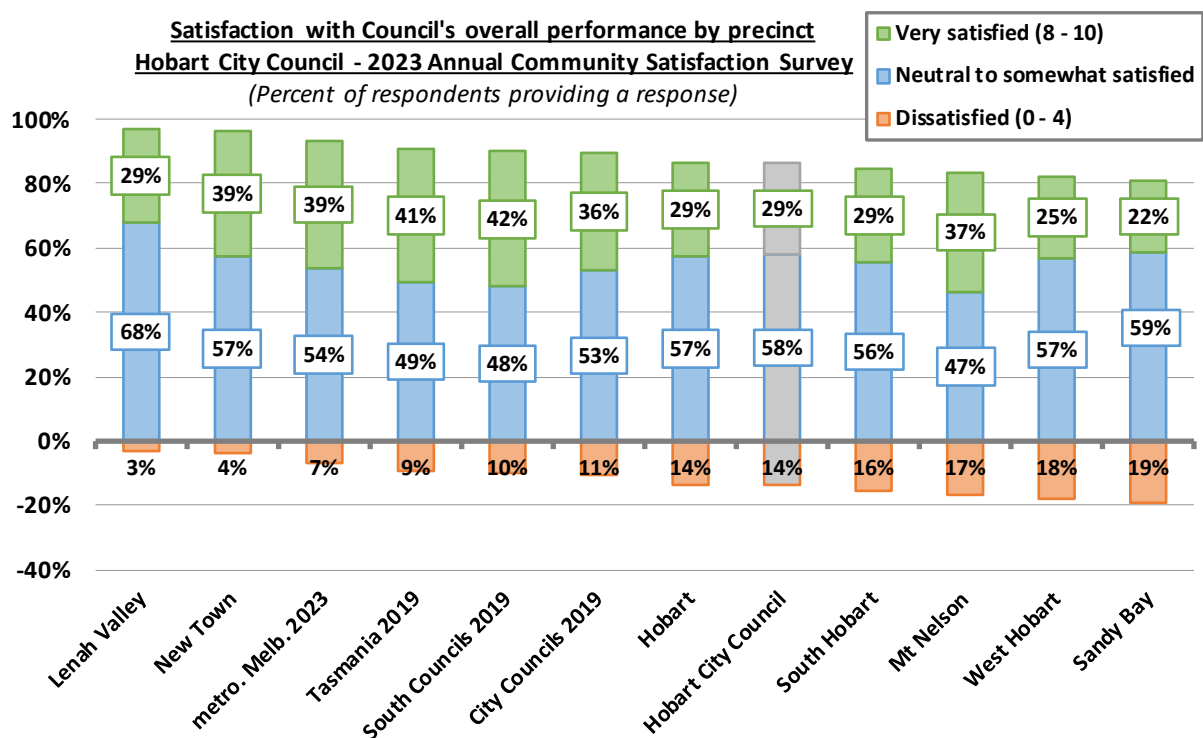
This result of 14% dissatisfied respondents has consistently been larger than typically observed, a result that does suggest a notable minority of residents across the municipality who remain dissatisfied with the performance of the City of Hobart.



There was some statistically significant variation in satisfaction with Council’s overall performance observed across the seven precincts comprising the municipality, with respondents from New Town measurably more satisfied than average, and at a “good” rather than a “solid” level of satisfaction.



Whilst 39% of respondents from New Town were “very satisfied” with Council’s overall performance, attention is drawn to the higher-than-average proportion of respondents from South Hobart (16%), Mt. Nelson (17%), West Hobart (18%), and Sandy Bay (19%) who were dissatisfied this year.



## ***Satisfaction by respondent profile***

The following section provides a comparison of satisfaction with Council's overall performance by respondent profile, including age structure, gender, language spoken at home, respondents who had contacted Council in the last 12 months, housing situation, period of residence in the City of Hobart, and household structure.

There was both notable and measurable variation in satisfaction with Council's overall performance observed by respondent profile, as follows:

- ***Notably more satisfied than average*** – included young adults (aged 18 to 34 years), multilingual households, rental households, the eight new residents (less than one year in the City of Hobart), medium term residents (five to less than 10 years in the City of Hobart), respondents from two-parent families with youngest child aged 0 to 4 years, one parent families, and group households.
- ***Notably less satisfied than average*** – included older adults (aged 60 to 74 years), respondents who had contacted Council in the last 12 months, the nine newer residents (one to less than five years in the City of Hobart), local business owners, and two-parent families with youngest child aged 5 to 12 years.

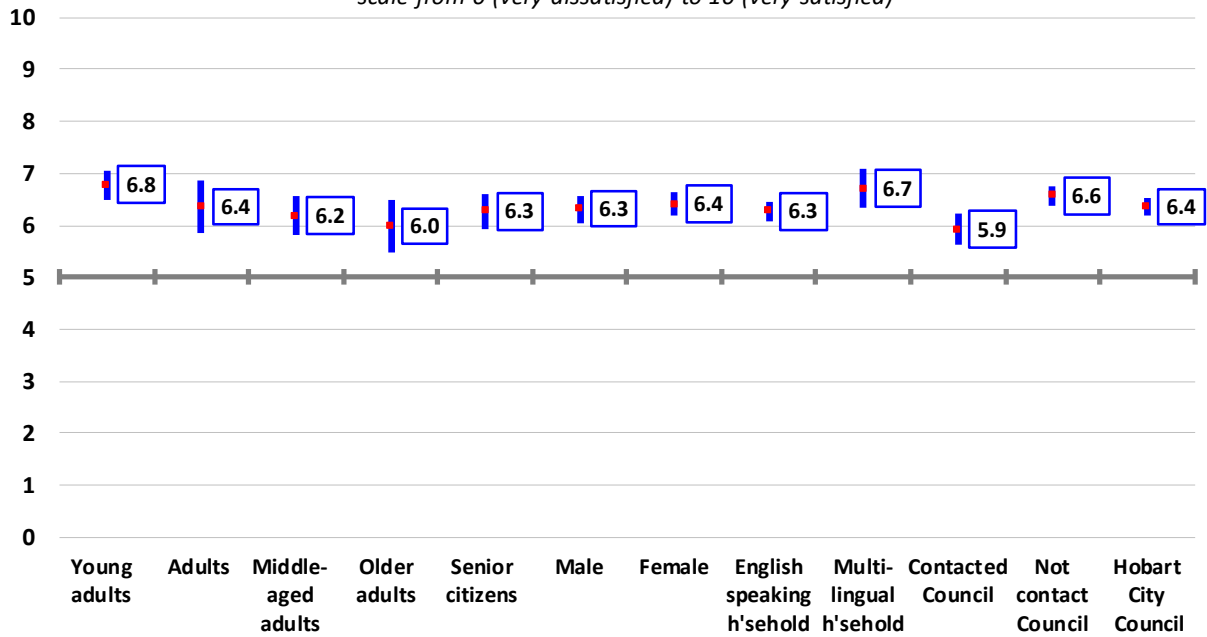
Metropolis Research notes that the variation in satisfaction by age structure is consistent with results observed previously for the City of Hobart, as well as well-established trends in satisfaction with local government observed elsewhere.

It does tend to be the case that in terms of satisfaction with council by period of residence in the municipality, that satisfaction tends to decline the longer respondents have lived in the municipality.

Metropolis Research also notes that it is always the case that respondents who have contacted their local council in the last 12 months will, on average, report lower satisfaction scores than the respondents who had not contacted their council.

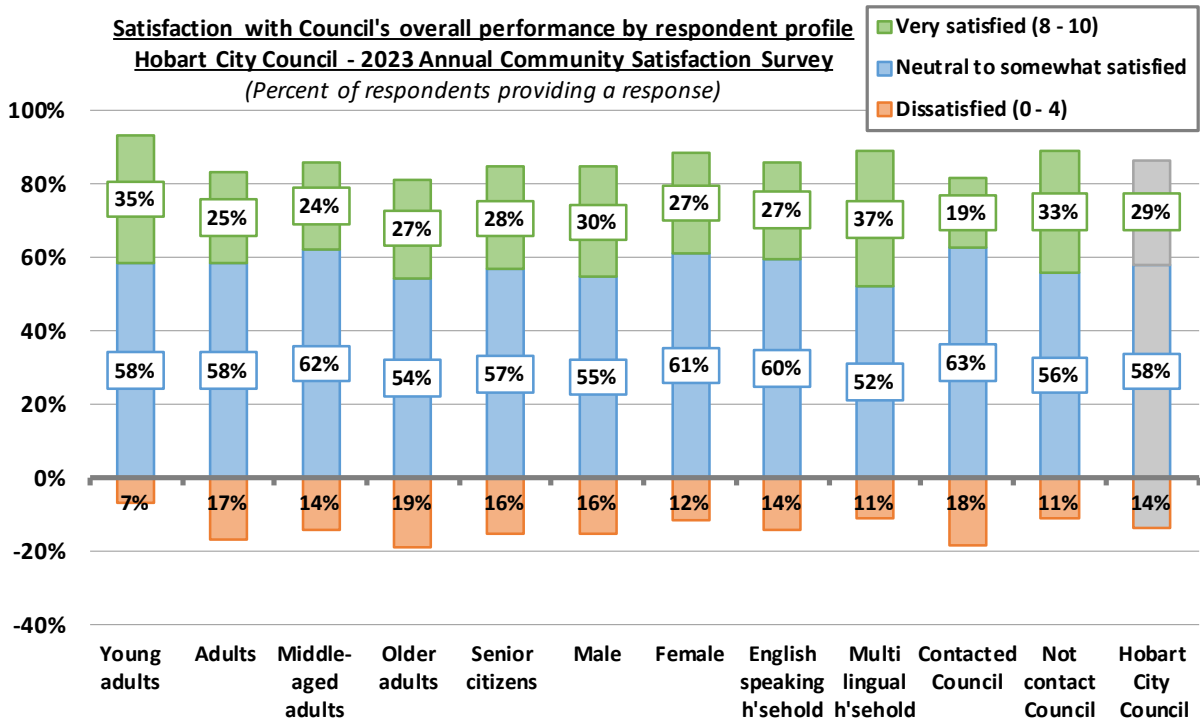
This reflects the fact that some of those who have contacted Council have done so in relation to issues that negatively impact on their satisfaction. This can include a wide range of issues including commonly raised issues such as parking, planning, rubbish issues, and similar issues.

**Satisfaction with Council's overall performance by respondent profile**  
**Hobart City Council - 2023 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*

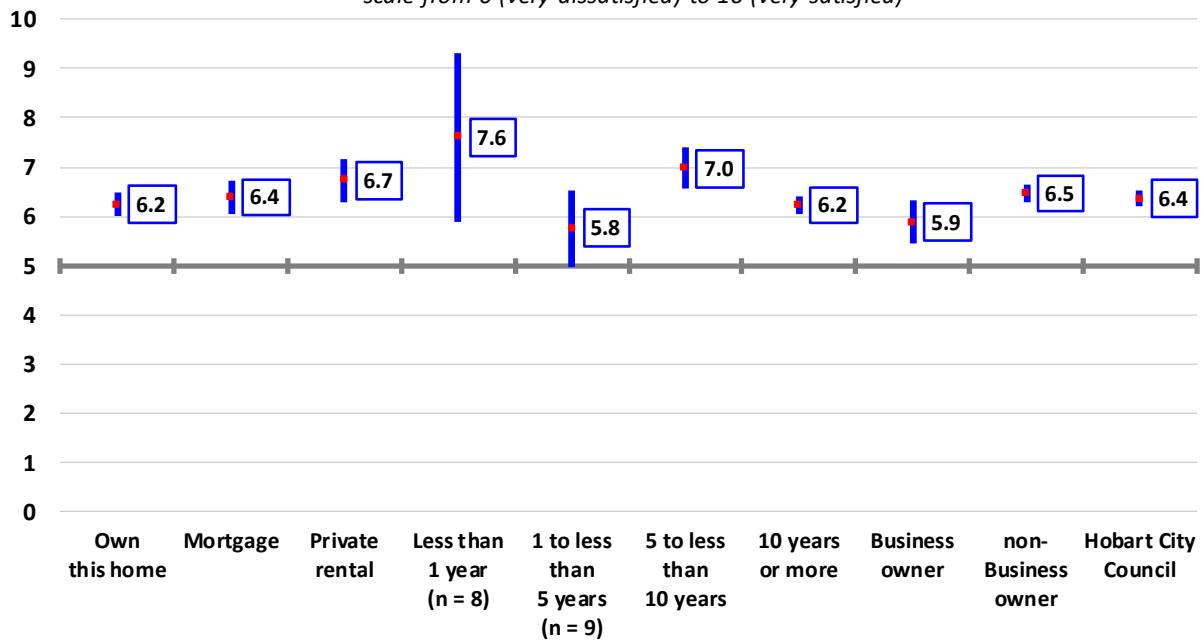


It is noted that more than one-third of young adults (aged 18 to 34 years) and respondents from multilingual households were “very satisfied” with Council’s overall performance, whilst 19% of older adults (aged 60 to 74 years) and 18% of respondents who had contacted Council in the last 12 months were dissatisfied.

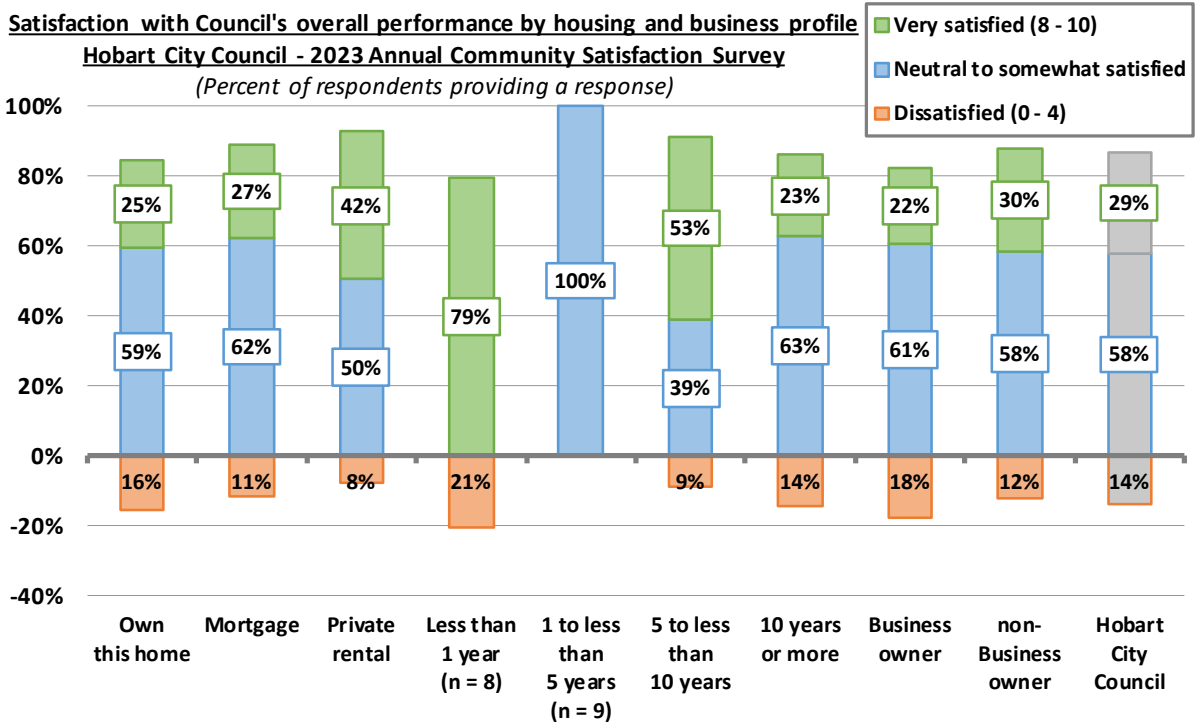
**Satisfaction with Council's overall performance by respondent profile**  
**Hobart City Council - 2023 Annual Community Satisfaction Survey**  
*(Percent of respondents providing a response)*



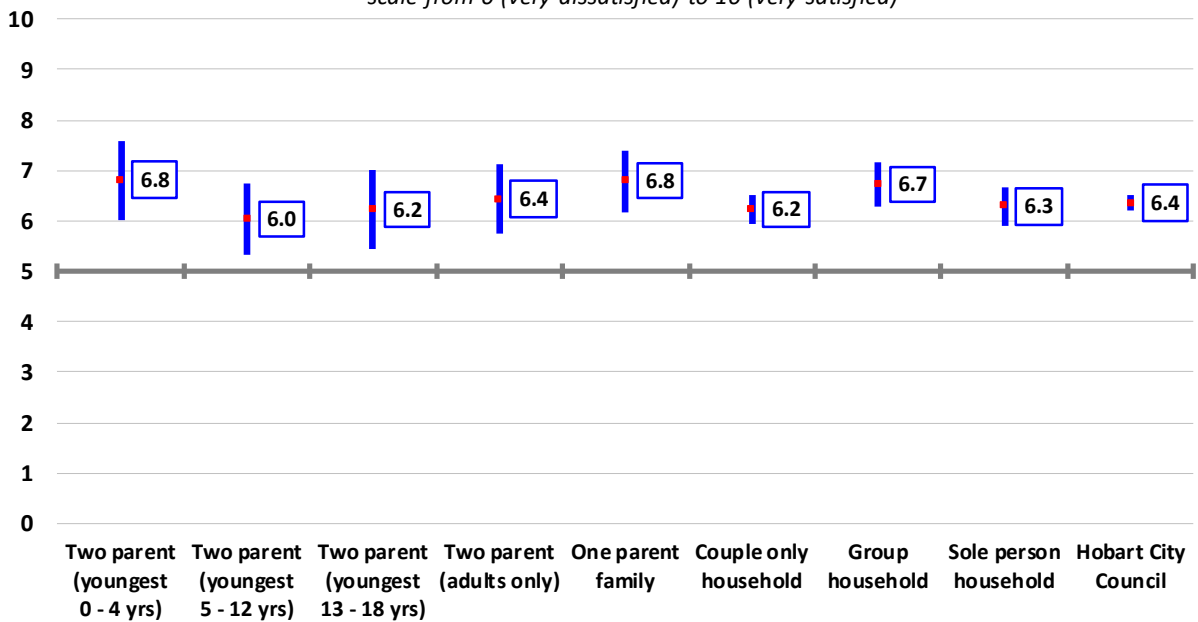
**Satisfaction with Council's overall performance by housing and business profile**  
**Hobart City Council - 2023 Annual Community Satisfaction Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



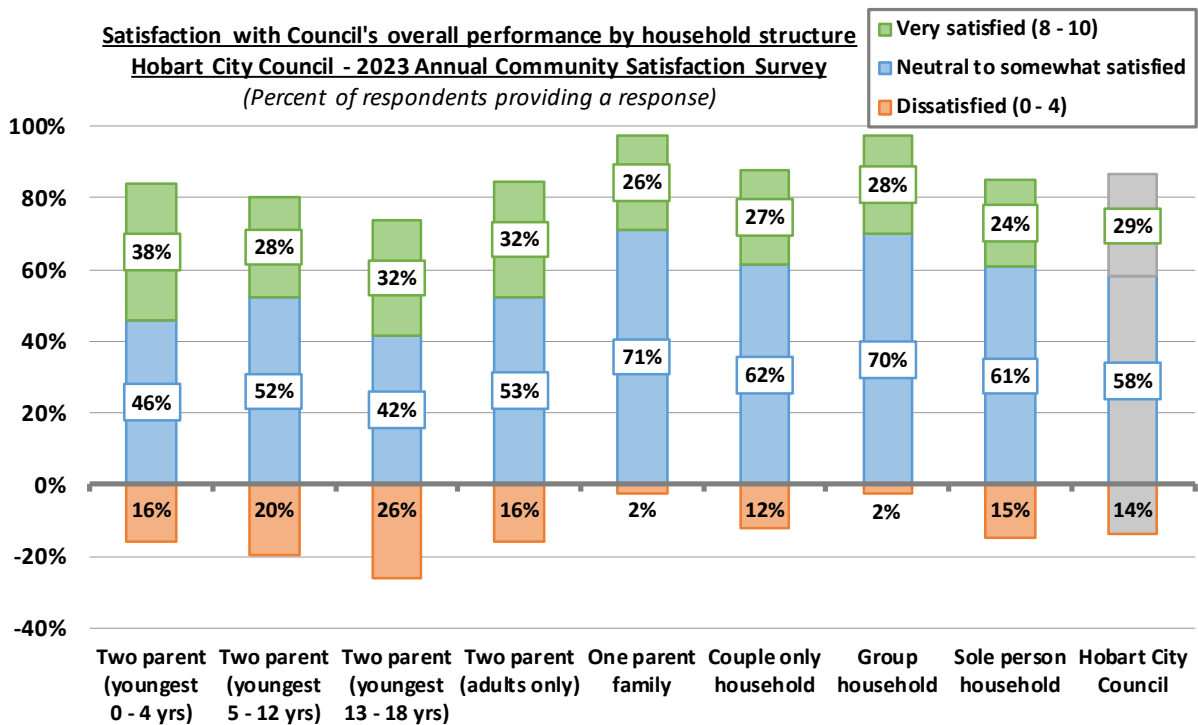
It is noted that six of the eight new residents (less than one year in the municipality) were “very satisfied” with Council’s overall performance, whilst two were dissatisfied. It is also noted that 18% of the 88 business owner respondents were dissatisfied with Council’s overall performance.



**Satisfaction with Council's overall performance by household structure**  
**Hobart City Council - 2023 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



It is noted that 38% of respondents from two-parent families with youngest child aged 0 to 4 years were “very satisfied” with Council’s overall performance, whilst 20% of respondents from two-parent families with youngest child aged 5 to 12 years, and 26% of those from two-parent families with youngest child aged 13 to 18 years were dissatisfied.





### Satisfaction by top issues for the City of Hobart

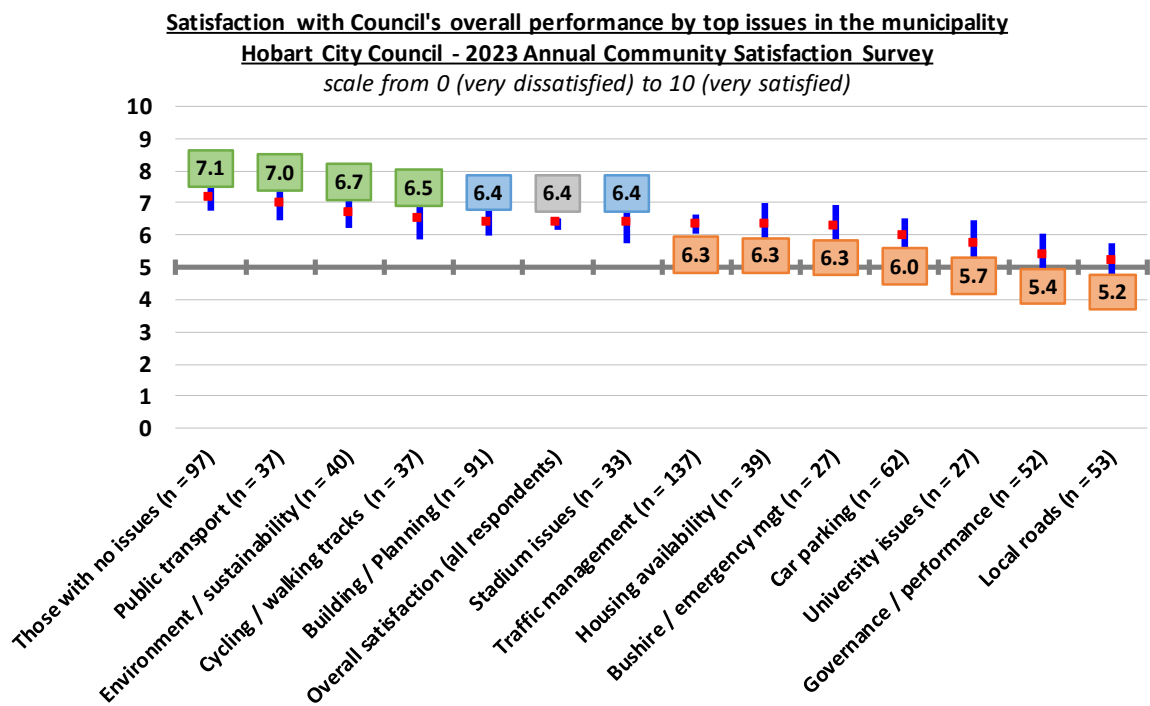
The following graph provides a comparison of satisfaction with Council’s overall performance for respondents who nominated each of the 12 most nominated [issues to address](#) for the City of Hobart.

These results do not prove a causal link between overall satisfaction and the issues; however, they do provide meaningful insight into the degree to which these issues may be impacting on satisfaction with overall performance for the respondents who nominated them.

The 97 respondents who did not nominate any issues to address were significantly more satisfied with Council’s overall performance than the respondents who did nominate issues, rating satisfaction at 7.1 or “good”.

The issues that appear to exert the most negative influence on satisfaction with overall performance for the respondents who nominated them include local roads, issues with Council’s performance, management, and governance, and university issues. The respondents who nominated these issues, on average, rated satisfaction with Council’s overall performance at “poor” levels of less than six out of 10.

Other issues that appeared to exert a negative influence on overall satisfaction for the respondents who nominated them were traffic management, housing availability / affordability, bushfire / emergency management, and car parking.



Metropolis Research draws particular attention to traffic management, car parking, and local roads. These three issues were all nominated by more than 10% of respondents, and all appeared to exert a negative influence on satisfaction. This result reinforces the importance of these issues in the local community, which is discussed in more detail in the [issues to address](#) section of this report.

The following table provides an alternative way of exploring the relationship between issues to address and satisfaction with Council’s overall performance.

The table displays the proportion of the 66 respondents who were dissatisfied with Council’s overall performance who nominated each of the 12 most nominated issues, with a comparison to the proportion of all respondents who nominated these issues.

It is noted that traffic management was nominated by a similar proportion of all respondents and dissatisfied respondents, reflecting the significant proportion of the community who considered traffic management a significant issue.

The issues that were nominated by a significantly larger proportion of dissatisfied than all respondents were roads (23% compared to 11%), car parking (22% compared to 12%), and Council rates (12% compared to 3%).

**Top three issues for the City of Hobart of respondents' dissatisfied with overall performance**  
**Hobart City Council - 2023 Annual Community Satisfaction Survey**  
*(Number and percent of total respondents who dissatisfied with overall performance)*

Issue	Dissatisfied respondents		All respondents
	Number	Percent	
Traffic management	18	28%	27%
Roads maintenance and repairs	15	23%	11%
Car parking (availability and enforcement)	14	22%	12%
Building, planning, housing, development	13	20%	18%
Council rates	8	12%	3%
Council governance, performance, accountability, reputation	8	12%	10%
Housing availability / affordability	8	12%	8%
Bushfire / emergency management	6	9%	5%
University issues	6	9%	5%
General infrastructure (inc. Internet, electricity, etc)	4	6%	3%
Stadium issues	4	6%	7%
Street trees	3	5%	2%
All other issues (31 separately identified issues)	43	66%	74%
<b>Total responses</b>	<b>150</b>		<b>371</b>
<i>Respondents identifying at least one issue (percent of total respondents)</i>	<i>61 (93%)</i>		<i>410 (82%)</i>

***Satisfaction by respondents dissatisfied with services***

The following graph provides the average satisfaction with Council’s overall performance of respondents dissatisfied with individual services and facilities.

Services and facilities with fewer than 10 dissatisfied respondents have been excluded from these results.

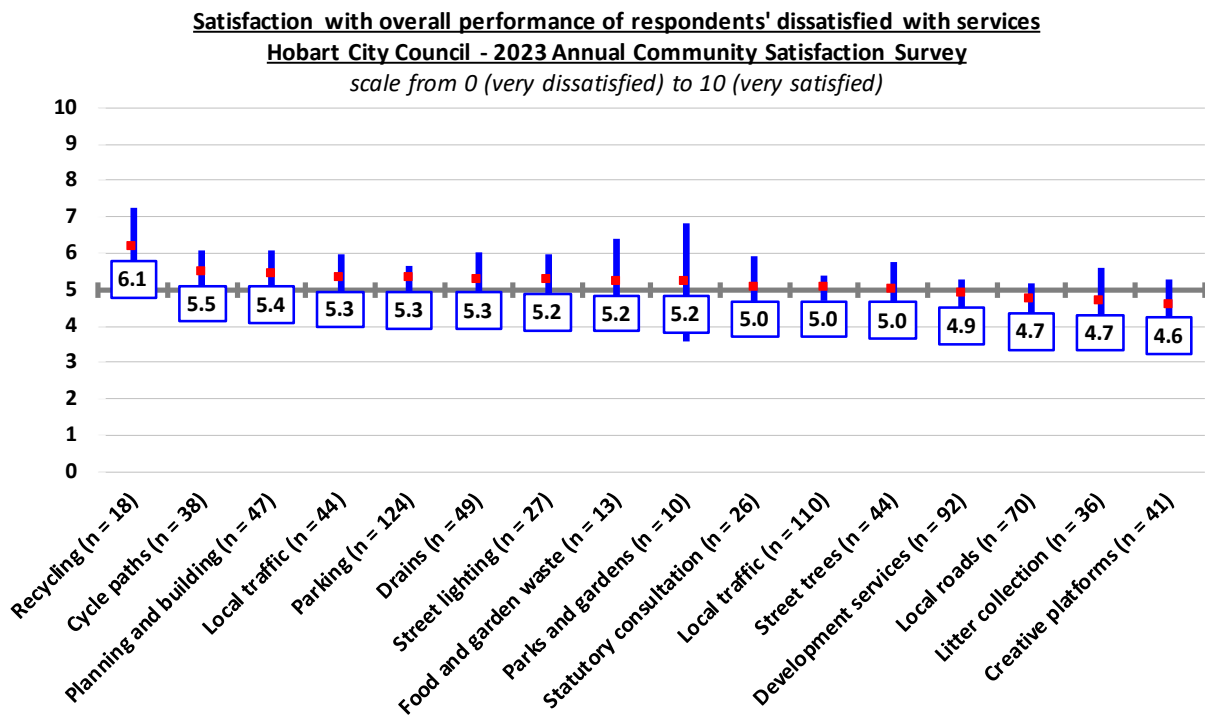
It is important to bear in mind that for many of these services, there were relatively few dissatisfied respondents (an average of approximately 49 dissatisfied respondents), hence the relatively large 95% confidence interval around these results.

It is noted, however, that there were 124 respondents dissatisfied with parking and 110 dissatisfied with local traffic management, which reflects the [issues to address](#) results.

Attention is drawn to the fact that respondents who were dissatisfied with individual services and facilities were also, on average, measurably and significantly less satisfied with Council’s overall performance than the municipal average of all respondents (6.4), with most reporting “poor” to “extremely poor” levels of satisfaction.

It is also acknowledged that a relatively small sample of respondents were dissatisfied with most core services and facilities, with a significant degree of overlap between services. In other words, respondents who were dissatisfied with one service and facility were likely to be dissatisfied with several services and facilities and were also measurably less satisfied with Council’s overall performance.

This reflects the fact that some (a small number) of respondents were dissatisfied with Council’s performance, and this tended to influence their satisfaction ratings for many, if not all, services and facilities included in the survey.



The opposite is also true for many respondents who tended to provide the same satisfaction rating for many, if not all, services, and facilities. This again reflects the fact that these respondents tended to see Council performance as being generally consistent across the full range of services and facilities provided by Council.

The services and facilities that appear to be most strongly associated with lower overall satisfaction scores this year for the small number of respondents who were dissatisfied with these services were development services (planning related), local roads, litter collection in public areas, and creative platforms. The respondents who were dissatisfied with these services and facilities rated their satisfaction with Council’s overall performance at “extremely poor” levels of satisfaction.

### **Reasons for dissatisfaction with Council’s overall performance**

Respondents dissatisfied with Council’s overall performance were asked:

*“If satisfaction with Council’s overall performance rated less than five, why do you say that?”*

The 67 respondents who were dissatisfied with Council’s overall performance were asked to outline the reasons why they were dissatisfied, providing a total of 74 separately categorised reasons.

These open-ended responses have been broadly categorised, as outlined in the following table.

**Reasons for dissatisfaction with overall performance**  
**Hobart City Council - 2023 Annual Community Satisfaction Survey**  
*(Number and percent of respondents rating satisfaction less than five)*

Reason	2023		2021
	Number	Percent	
Council governance, management and responsiveness	26	35%	32%
Council services and facilities	12	16%	8%
General negative	12	16%	11%
Communication and consultation	10	14%	14%
Roads, traffic and parking	6	8%	9%
Rates and financial management	4	5%	8%
Planning and development	2	3%	8%
Other	2	3%	5%
<b>Total comments</b>	<b>74</b>	<b>95%</b>	<b>79</b>

The most common reasons why respondents were dissatisfied with Council’s overall performance this year related to issues or concerns around Council’s performance, governance, management, and responsiveness (35% up from 32%), some comments about a range of individual services and facilities (16% up from 8%), general negative comments (16% up from 11%), and communication and consultation related (14%, stable).

Metropolis Research draws particular attention to the fact that many of the comments in relation to Council’s communication and consultation were relatively broad in nature.

This included, for example, the perception that Council was not effectively listening to or engaging with the community, rather than being concerns around specific communication and consultation channels.

## Governance and leadership

Respondents were asked:

*“On a scale of 0 (lowest) to 10 (highest), please rate your personal level of satisfaction with the following aspects of Council’s performance?”*

Respondents were again in 2023, asked to rate their satisfaction with five aspects of Council’s governance and leadership performance, including consultation and engagement, representation, responsiveness, maintaining trust and confidence, and making decisions in the interests of the community.

Metropolis Research notes that in the normal course of events, satisfaction with these aspects of governance and leadership tend to be marginally, but not measurably lower than overall satisfaction with Council.

This reflects the fact that for many respondents, overall satisfaction is a combination of their satisfaction with how well Council provides services and facilities as well as how well the community feels that Council (including the elected Council) is acting in the interests of the community, reflecting the needs of the community, and providing good governance and transparency.

The average satisfaction with these five aspects of governance and leadership declined two percent this year, down from an average of 5.8 to 5.7 out of 10, which remains a “poor” level of satisfaction.

It is noted, however, that satisfaction with Council’s community consultation and engagement performance remain stable this year at a “solid” rather than a “poor” level of satisfaction.

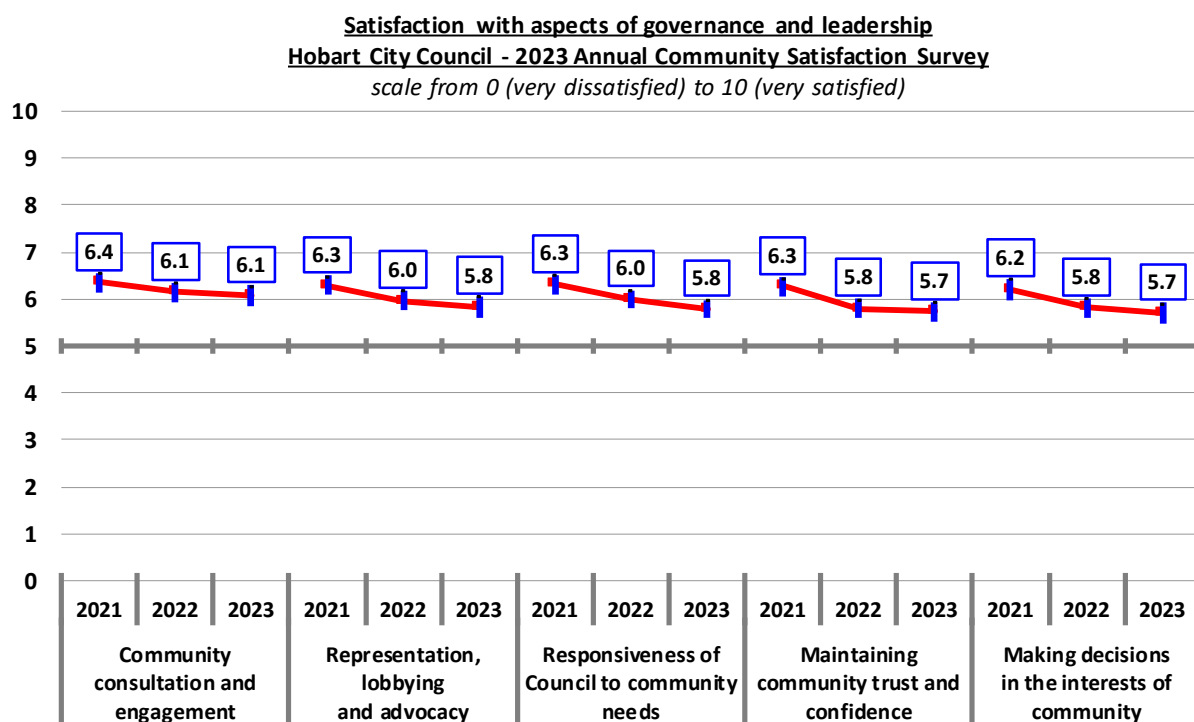
It is noted that this decline was at odds with the two percent increase in satisfaction with Council’s overall performance (6.4 up from 6.3), and the one percent average increase in satisfaction with the 32 included Council services and facilities.

This does suggest that some community concern around Council’s governance and leadership performance remain prominent this year.

Metropolis Research notes that an average of 24% of respondents were dissatisfied with these aspects of governance and leadership, which was somewhat higher than the 10% of respondents who nominated Council’s governance, leadership, and performance related issues as one of the top three [issues to address](#) this year.

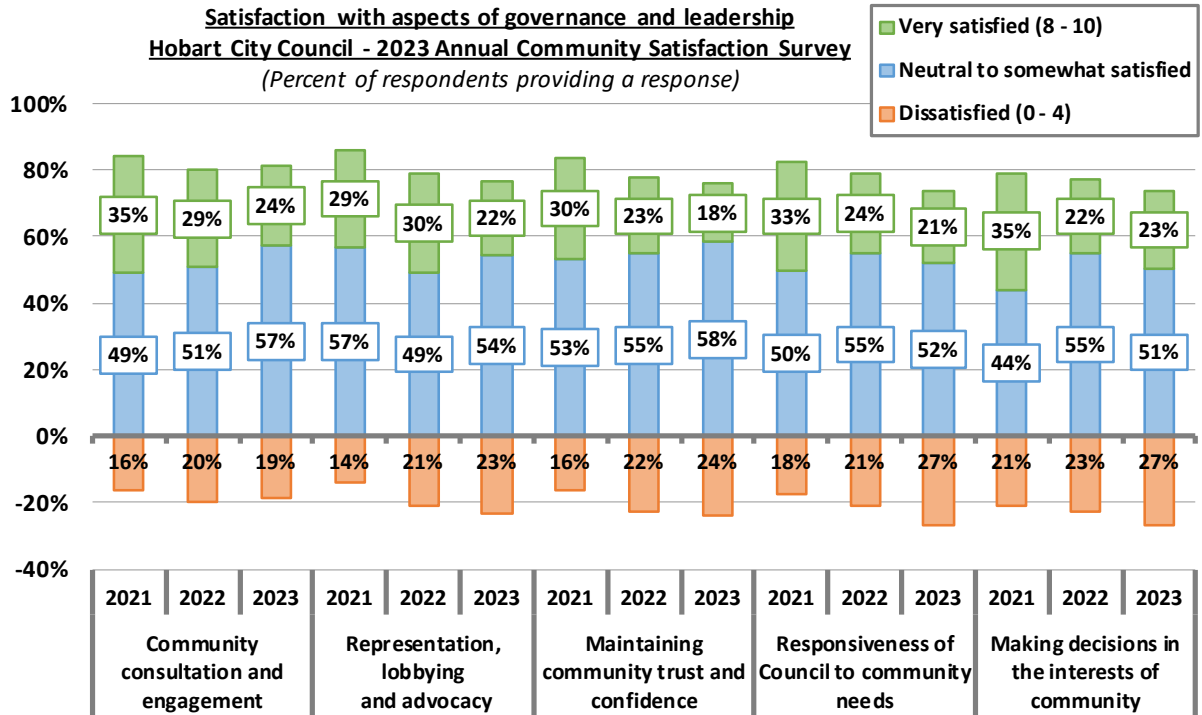
This highlights the fact that many respondents who were dissatisfied with Council’s governance and leadership performance did not rank these concerns as one of their top three priorities (as outlined in issues to address section). It may well be the case, however, that these underlying concerns about Council’s governance and leadership were manifested in the issues (e.g., traffic management, car parking, planning and development).

The fact that 10% of respondents nominated these issues as a top three issue is a notably larger proportion than is typically observed in most Victorian municipalities in most years and suggests some community concern around these issues in relation to the City of Hobart, including the elected Council.



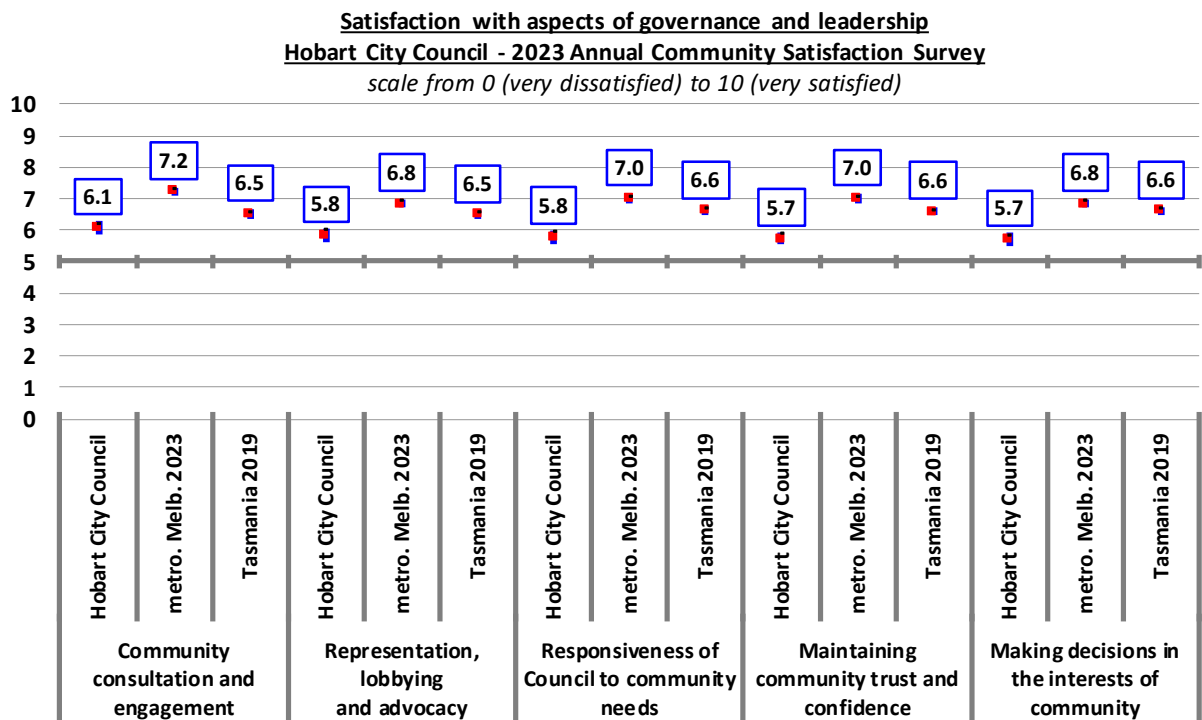
The following graph provides a breakdown of these results into the proportion of respondents (who provided a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction from five to seven), and those who were dissatisfied (i.e., rated satisfaction at less than five out of 10).

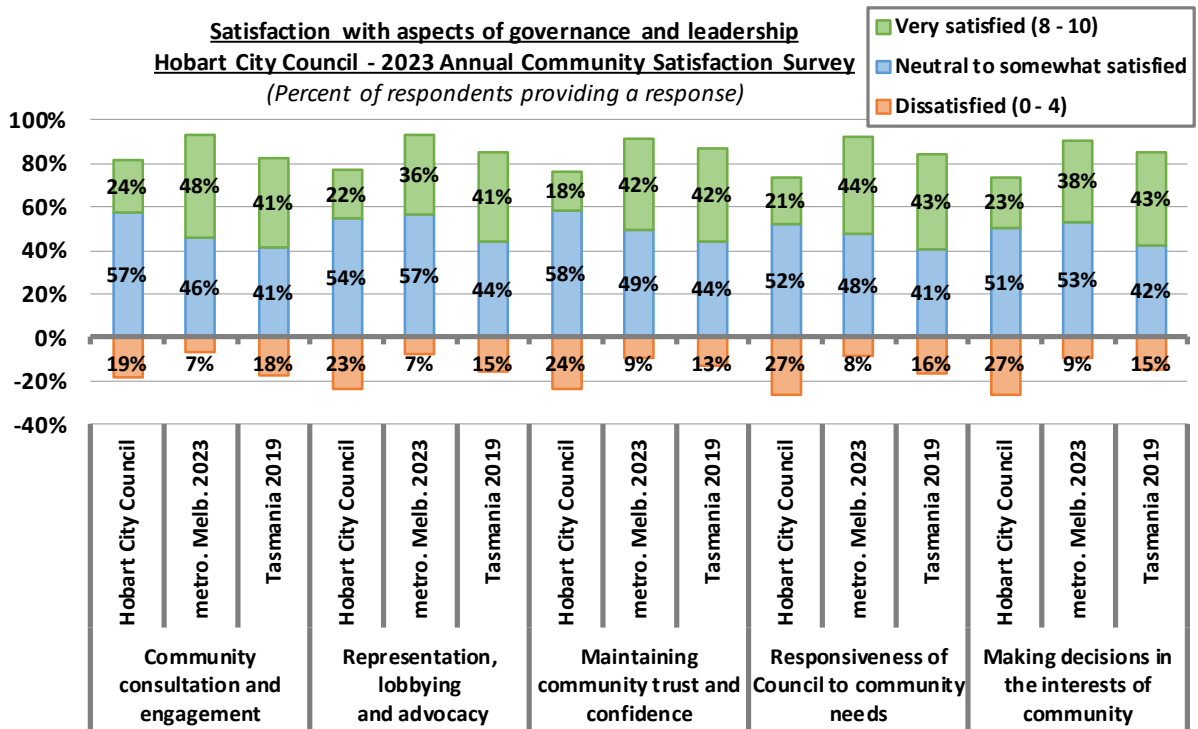
Metropolis Research notes that a similar proportion of respondents were “very satisfied” as were dissatisfied with each of these five aspects of governance and leadership, with approximately half being “neutral to somewhat satisfied”.



The following graph provides a comparison of these results against the 2019 Tasmanian state-wide results (from the LGAT survey) as well as the 2023 metropolitan Melbourne results (from *Governing Melbourne*).

Metropolis Research notes that satisfaction with each of these five aspects of governance and leadership was measurably and significantly lower than the metropolitan Melbourne results, and generally measurably, but not significantly lower than the 2019 Tasmanian results.





## Statements about Hobart City Council

Respondents were asked:

*“On a scale of 0 (strongly disagree) to 10 (strongly agree), please rate your agreement with the following statements about the City of Hobart.”*

Respondents were again in 2023, asked to rate their agreement with 11 statements about Hobart City Council.

The results are presented in two formats, firstly the average agreement on a scale from zero (strongly disagree) to 10 (strongly agree), as outlined in the first of the following graphs.

The average agreement with eight statements increased somewhat this year, although only the increase in agreement that infrastructure is equitable, inclusive, and accessible (up 13%) and that Council is inclusive and recognises diversity (up 6%) were statistically significant.

The average agreement with only one statement declined this year, that being that planning decisions respect the character of the City (down 2%).

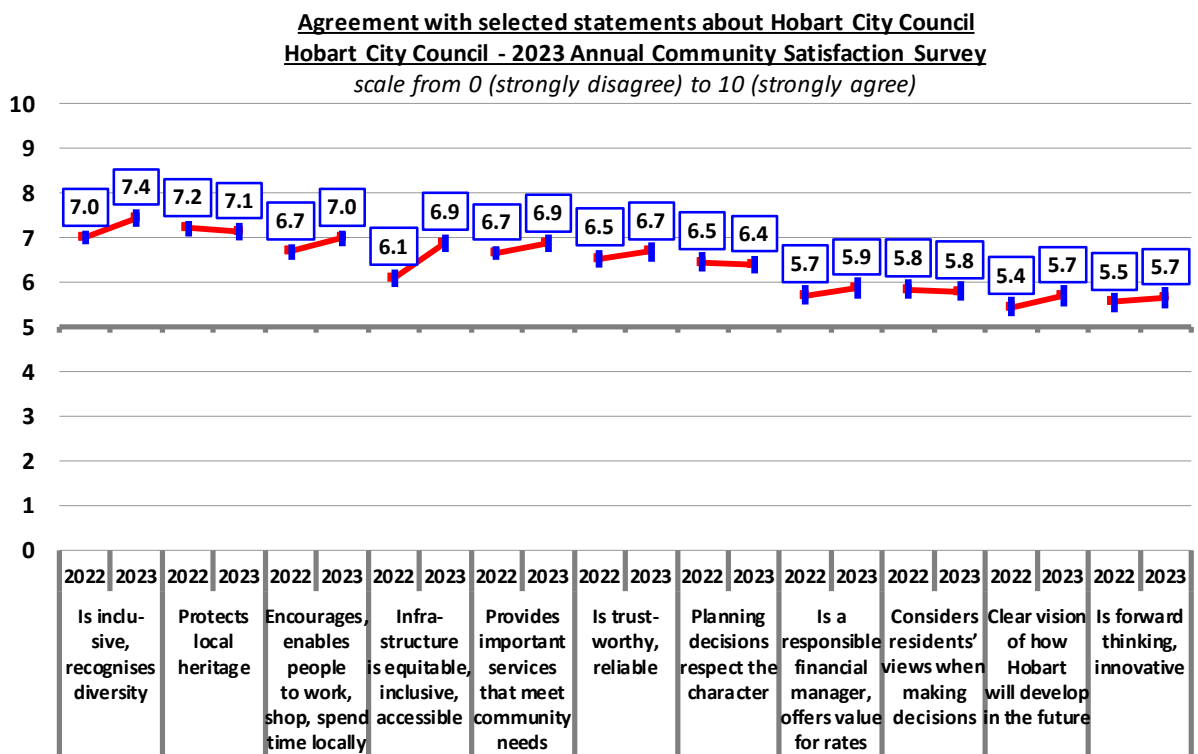
The small increase in the average agreement with eight of these statements reflects the two percent increase in satisfaction with Council’s overall performance and the one percent increase in average satisfaction with services and facilities.



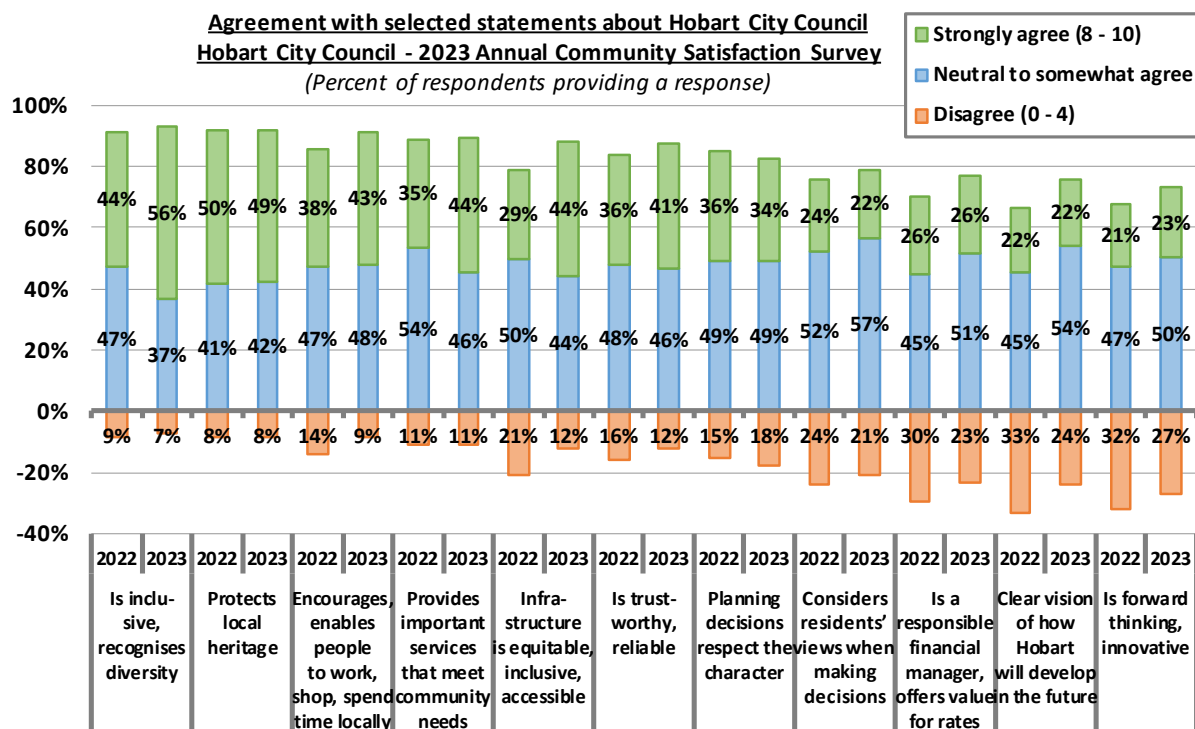
The average agreement with these statements can best be summarised as follows:

- **Strong Agreement** – that “Hobart City is inclusive and recognises diversity”, “protects local heritage”, and “the city encourages and enables people to work, shop and spend time locally”.
- **Moderate Agreement** – that “Infrastructure in the City of Hobart is equitable, inclusive and accessible”, “provides important services that met community needs”, “is trustworthy and reliable”, and “planning decisions respect the character of the city including that of local neighbourhoods”, “is a responsible financial manager, offers value for
- **Mild Agreement** – that “the City is a responsible financial manager, offering value for rates”, “the city considers residents’ views when making decisions that affect them”, “the City of Hobart has a clear vision of how Hobart will develop in the future” “the City of Hobart is forward thinking and innovative”.

These relatively mild to moderate levels of agreement with many of these statements reinforce the results in relation to satisfaction with aspects of governance and leadership, strongly suggesting some community concern about Council’s engagement with the community when making decisions, and its community leadership and vision for the future.



The second format in which the data is presented is the breakdown into the proportion of respondents who “strongly agreed” (i.e., rated agreement at eight or more), those who were “neutral to somewhat agreed” (i.e., rated agreement at between five and seven), and those who “disagreed” (i.e., rated agreement at less than five).



## Customer service

### Contact with Council in the last 12 months.

Respondents were asked:

*“Have you contacted the City of Hobart in the last twelve months?”*

In 2023, 32% of respondents reported that they had contacted Council in the last 12 months, a measurable increase on the 22% recorded last year.

**Contacted Council in the last 12 months**  
**Hobart City Council - 2023 Annual Community Satisfaction Survey**  
 (Number and percent of respondents providing a response)

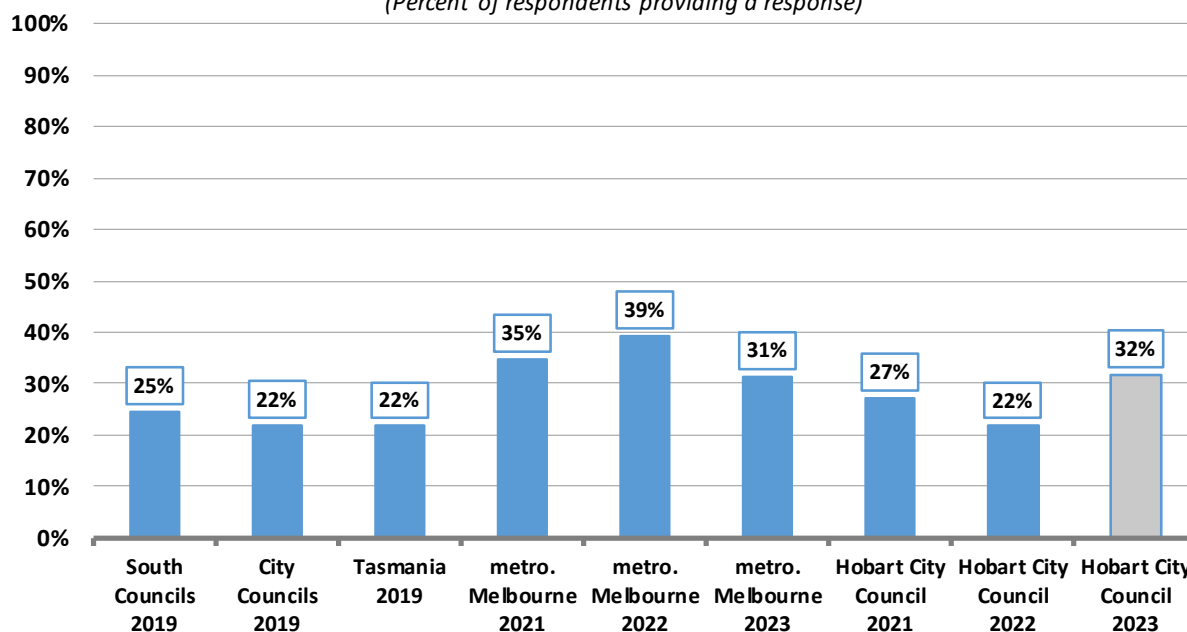
Response	2023		2022	2021
	Number	Percent		
Yes	158	32%	22%	27%
No	340	68%	78%	73%
Not stated	2		0	0
<b>Total</b>	<b>500</b>	<b>100%</b>	<b>516</b>	<b>502</b>

This result was similar to the 2023 metropolitan Melbourne average of 31%, but somewhat higher than the 2019 Tasmanian results.

Metropolis Research notes that the proportion of respondents who reported that they had contacted Council in the last 12 months tended to increase across metropolitan Melbourne through COVID-19. This does not appear to be the case in the City of Hobart.

Metropolis Research does not have additional insight into why there was a significant increase in this result recorded for the City of Hobart this year.

**Contacted Council in the last 12 months by region and type of council**  
**Hobart City Council - 2023 Annual Community Satisfaction Survey**  
 (Percent of respondents providing a response)



## Forms of contact

Respondents who had contacted Council were asked:

*“When you last contacted the City, was it?”*

Consistent with the results recorded in previous years, approximately half (56%) of the 158 respondents who had contacted Council in the last 12 months did so by telephone.

A little less than one-quarter (22% down from 28%) of respondents contacted Council by email, visiting the website, or by social media, and one-fifth visited in person.

Metropolis Research notes that across metropolitan Melbourne, the proportion of respondents who visited council in person during COVID-19 declined sharply, and the return to pre-COVID-19 levels has been patchy across metropolitan Melbourne. There was an increase in the proportion of respondents who contacted many councils by email, with this increase tending to have remained high in a new, post-pandemic norm.

This trend towards email and other similar media such as the website and social media appears to have occurred in the City of Hobart to some extent, when compared to the pre-pandemic 2019 Tasmanian result of 11%.

**Form of contact with Council**  
**Hobart City Council - 2023 Annual Community Satisfaction Survey**  
 (Number and percent of respondents contacting Council providing a response)

Response	2023		2022	2021	Tasmania 2019
	Number	Percent			
Telephone	88	56%	51%	48%	50%
Email / website / social media	34	22%	28%	28%	11%
Visit in person	31	20%	14%	23%	38%
Mail	3	2%	5%	1%	1%
Contacted an elected member	0	0%	2%	0%	0%
Other	2	1%	0%	1%	1%
Not stated	0		0	1	4
<b>Total</b>	<b>158</b>	<b>100%</b>	<b>112</b>	<b>137</b>	<b>262</b>

### Reasons for contacting Council

Respondents who had contacted Council were asked:

*“What did you contact the City about?”*

The 158 respondents who had contacted Council in the last 12 months were asked the reason why they had contacted Council.

These open-ended responses have been broadly categorised, as outlined in the following table. The verbatim responses underpinning these summary results are available on request.

Consistent with the results recorded in 2021 and 2022, the two most common reasons why respondents contacted the City of Hobart in the last 12 months remained planning related issues (13%) and parking issues (11% down from 21% in 2021).

Council rates, fees, and charges (11% up from 3%) and issues around garbage collection (10%, stable) were also common reasons why respondents contacted Council this year.

**Reasons for contacting Council in the last 12 months**  
**Hobart City Council - 2023 Annual Community Satisfaction Survey**  
*(Number and percent of respondents contacting Council providing a response)*

Reason	2023		2022	2021
	Number	Percent		
Planning permits / regulations	21	13%	12%	12%
Parking issues	18	11%	14%	21%
Rates / charges	17	11%	3%	2%
Garbage collection	16	10%	10%	5%
Footpaths	9	6%	1%	2%
Building permits / regulations	8	5%	8%	8%
Animal management	7	4%	6%	4%
Parks, open spaces and trees	6	4%	12%	9%
Business issues	6	4%	5%	2%
Roads and traffic	5	3%	3%	4%
Cleanliness and maintenance of area	3	2%	4%	0%
Community services / programs	3	2%	0%	1%
Drains maintenance and flooding	3	2%	2%	2%
Elderly / disabled services and facilities	3	2%	0%	0%
Bushfire / emergency issues	2	1%	0%	0%
Green waste collection	2	1%	1%	0%
Nature strip	2	1%	1%	0%
Noise	2	1%	0%	1%
Public transport	2	1%	0%	0%
Airbnb	1	1%	0%	0%
Communication	1	1%	0%	1%
Community facilities	1	1%	1%	0%
Council meeting / councillors	1	1%	0%	0%
Driveway issues	1	1%	0%	0%
Electric scooters	1	1%	1%	0%
Maintenance of general infrastructure	1	1%	0%	0%
Sports and recreation	1	1%	1%	0%
Stadium	1	1%	1%	0%
Street lighting	1	1%	1%	0%
Survey	1	1%	2%	0%
Other issues n.e.i.	12	8%	14%	26%
Reason not stated	0		11	16
<b>Total</b>	<b>158</b>	<b>100%</b>	<b>112</b>	<b>137</b>

### Satisfaction with Council’s customer service

Respondents who had contacted Council were asked:

*“On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with the following aspects of service when you last contacted the City?”*

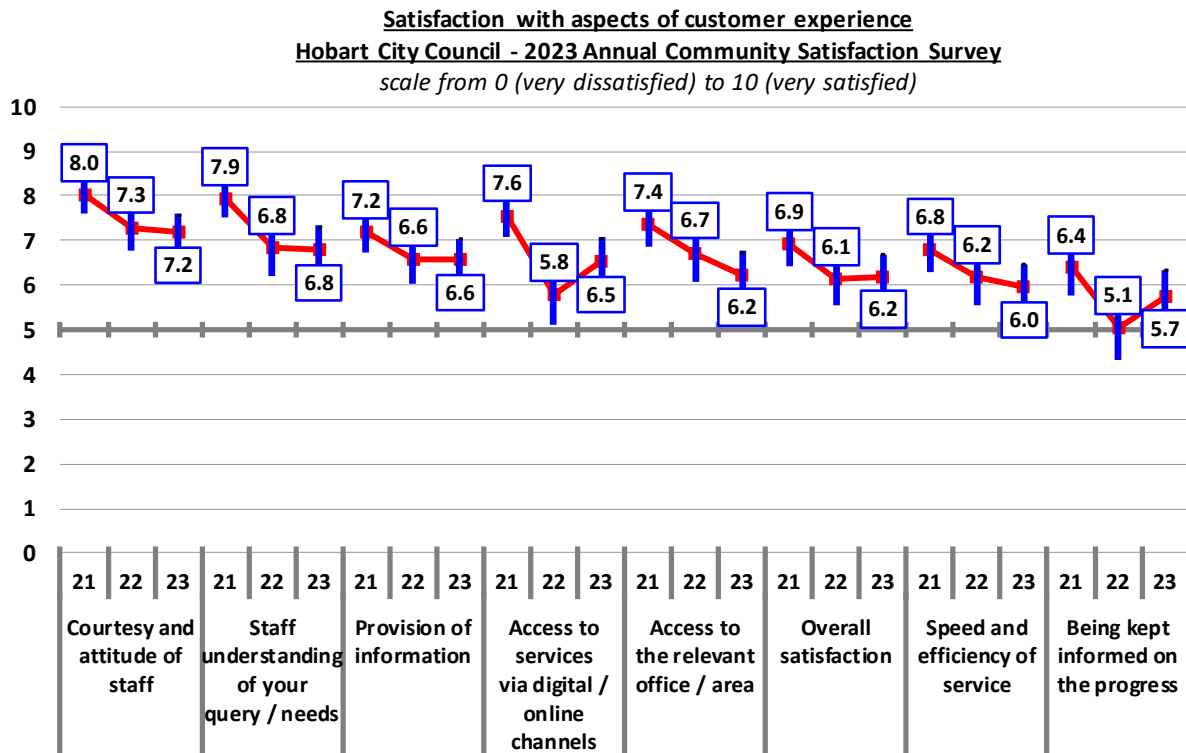
Respondents who had contacted Council in the last 12 months were, again in 2023, asked to rate their satisfaction with eight aspects of customer service, including “overall satisfaction with the customer service experience”.

The average satisfaction with the eight aspects of customer service was 6.4 out of 10, a marginal increase of two percent on the 2022 average of 6.3, although it remains 12% lower than the “very good” average satisfaction of 7.3 recorded back in 2021.

Satisfaction with access to services via digital / online channels (up 12%) and being kept informed of progress of the enquiry (up 12%) both increased strongly, although these increases were not statistically significant given the relatively small sample size of 158 respondents.

Satisfaction with most other aspects of customer service remained close to the levels recorded in 2022, which were mostly significantly lower than those recorded in 2021.

There was, however, a notable, but not statistically significant (7%) decline in satisfaction with access to relevant officer / area.



Satisfaction with these eight aspects of customer service can best be summarised as follows:

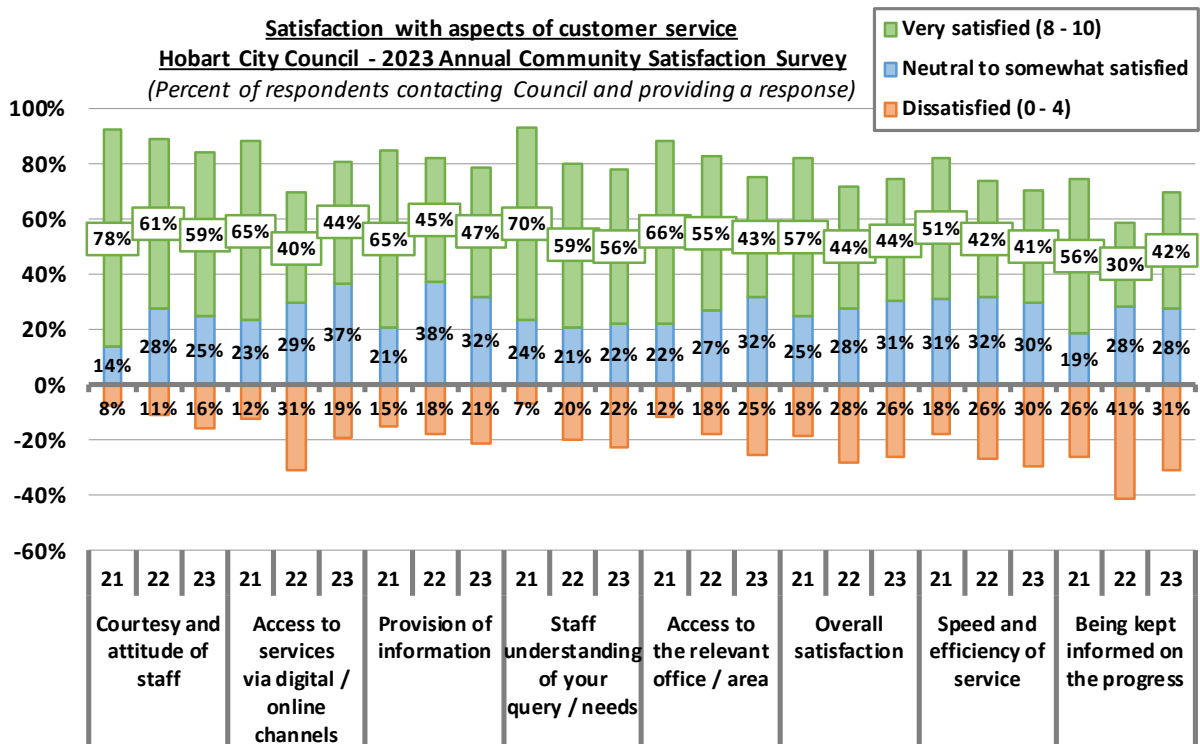
- **Good** – for courtesy and attitude of staff, staff understanding of query / needs, the provision of information, and access to services via digital / online channels.
- **Solid** – for access to relevant officer / area, overall satisfaction, and speed and efficiency of service.
- **Poor** – for being kept informed of the progress of enquiry.

Metropolis Research notes that the average overall satisfaction with the customer service experience was 6.2 out of 10, which was five percent lower than satisfaction with the performance of Council across all areas of responsibility, suggesting that customer service was not positively impacting on respondents’ satisfaction with Council’s overall performance.

The following graph provides a breakdown of these results into the proportion of respondents (who provided a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction from five to seven), and those who were dissatisfied (i.e., rated satisfaction at less than five out of 10).

It is noted that more than half of the respondents (providing a score) were very satisfied with the courtesy and attitude of staff (59%) and staff understanding of query / needs (56%), whilst 30% were dissatisfied with the speed and efficiency of service, and 31% were dissatisfied with being kept informed of the progress of the enquiry.

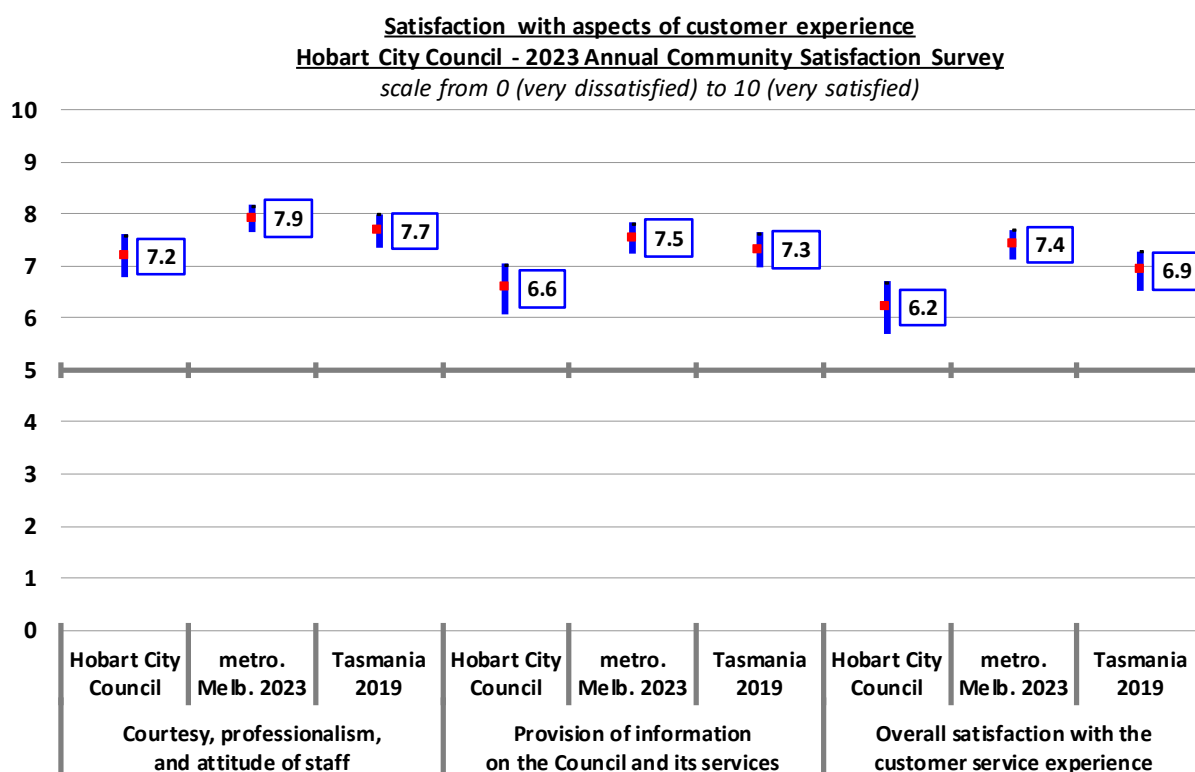
Metropolis Research notes that speed and efficiency of service, and keeping people informed about the progress of their enquiry tend to be the lowest rated aspects of customer service in most municipalities most of the time.



The following graph provides a comparison of three of these eight aspects of customer service against the 2019 state-wide results (recorded in the LGAT survey), and the 2023 metropolitan Melbourne results (as recorded in *Governing Melbourne*).

It is noted that satisfaction with all three aspects of customer service, including overall satisfaction with the customer service experience were measurably lower in the City of Hobart than either the 2019 Tasmanian state-wide results or the 2023 metropolitan Melbourne average.

Overall satisfaction with the customer service experience was rated as “very good” in metropolitan Melbourne in 2023, was rated “good” across Tasmania in 2019, and was rated ‘solid’ in the City of Hobart in 2023.



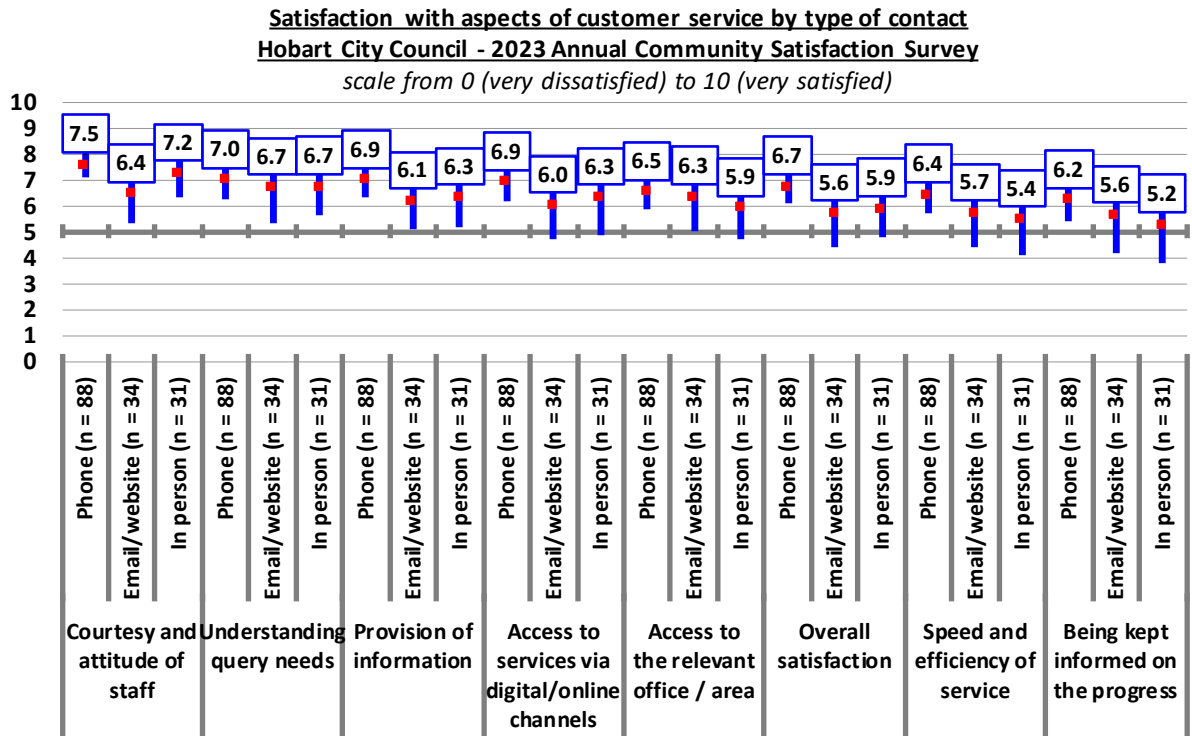
The following graph provides a comparison of satisfaction with the eight aspects of customer service between respondents who visited in person, telephoned Council, or used emailed/website/social media.

Whilst the sample size is quite small for some of these results and therefore no statistically significant variation is observed, it is noted that respondents who emailed Council tended to be marginally less satisfied with some aspects, however, respondents who visited in person were the least satisfied with access to relevant officer / area, speed and efficiency, and being kept informed of progress.

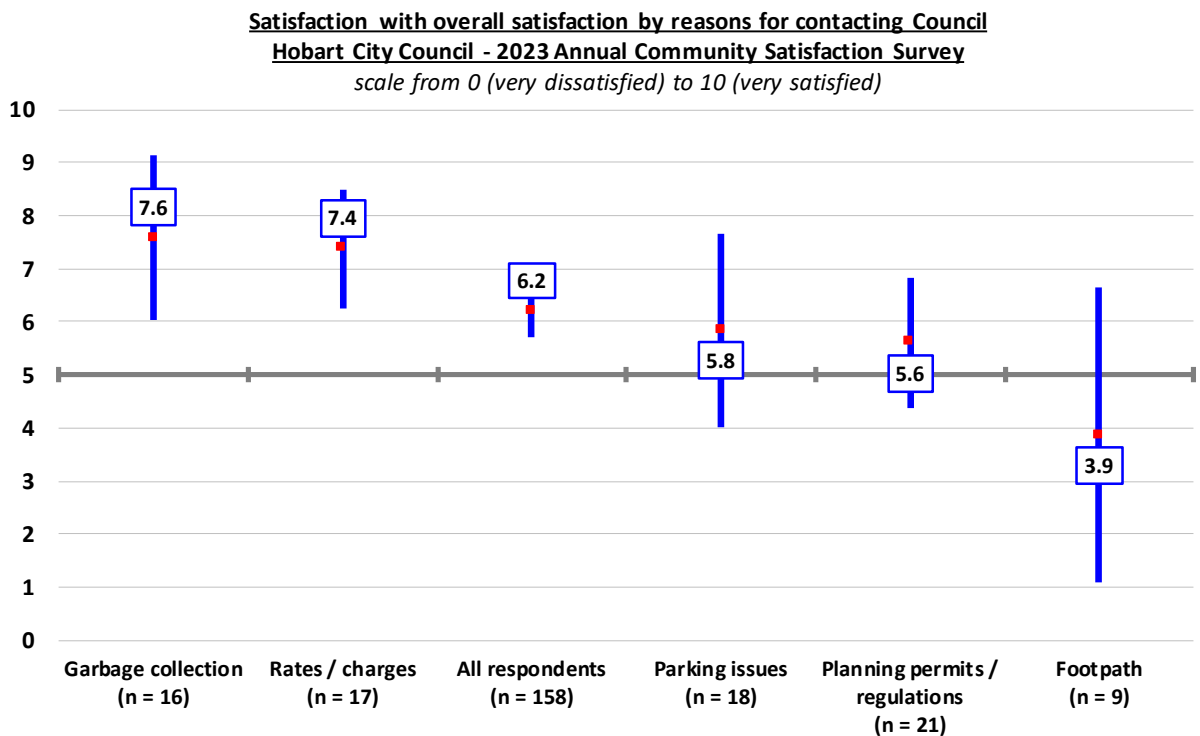
Metropolis Research notes that across metropolitan Melbourne in the post-pandemic period, respondents who had contacted their council by email (excluding website and social media) tended to report the lowest levels of satisfaction with aspects of customer service.



This appears to be only partly the case in the City of Hobart, although combining email with website and social media is likely to be a factor in this.

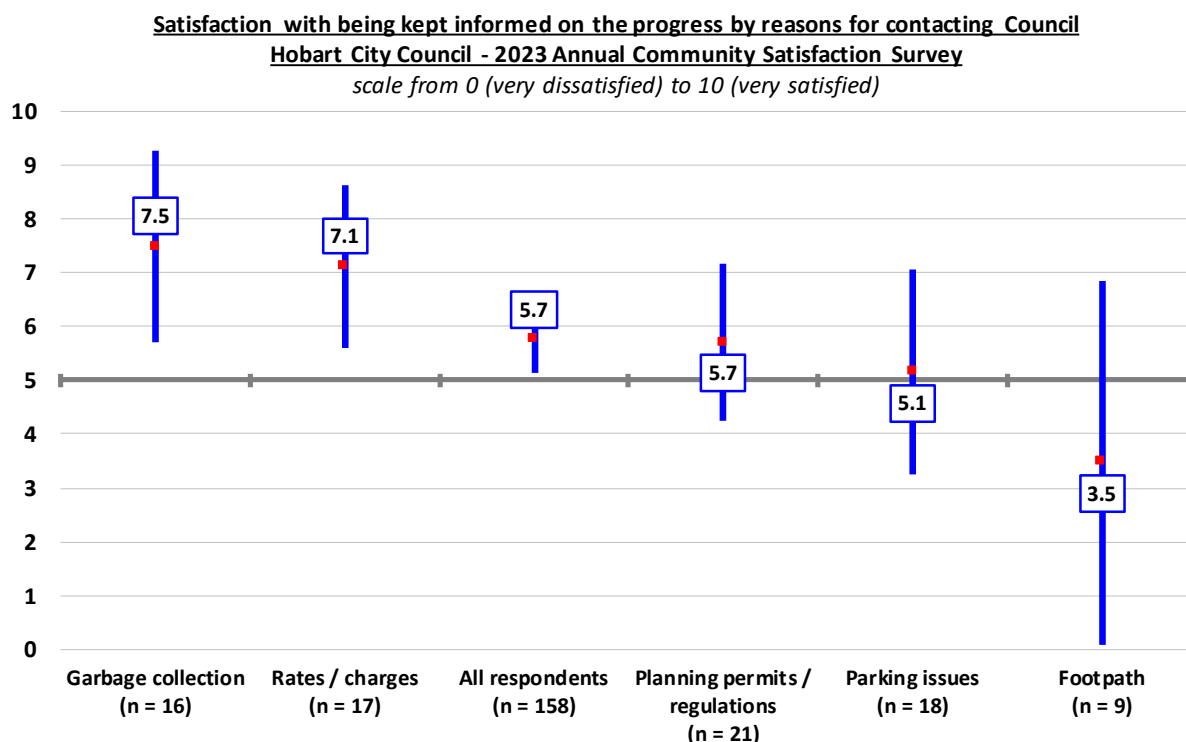


The following graph provides a comparison of overall satisfaction with the customer service experience by reasons for contacting Council. Whilst the sample size is extremely small, it is noted that the small number of respondents contacting Council in relation to parking, planning and development, and footpath related issues were less satisfied than those contacting Council in relation to garbage collection or Council rates, fees, and charges issues.



The following graph provides a comparison of satisfaction with being kept informed of progress of the enquiry by reasons for contacting Council.

Whilst the sample size is extremely small, it is noted that the small number of respondents contacting Council in relation to parking issues, planning and development, and footpath related issues were less satisfied than those contacting Council in relation to garbage collection or Council rates, fees, and charges related issues.



## Importance of and satisfaction with Council services

Respondents were asked:

*“On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community of each of the following services and facilities provided by the City, and then your personal satisfaction with each of the following Council provided services?”*

Respondents were asked to rate first the importance of each of the 32 included Council-provided services and facilities, and then their personal satisfaction with each service.

The services are broken into two groups, firstly 23 core services with which all respondents are asked to rate satisfaction, and secondly nine non-core services. For these non-core services respondents were asked if they or a member of their household has used the service in the last 12 months, and then they are asked to rate satisfaction only with those services that they or a member of their household have used.

## ***Importance of Council services and facilities to the community***

Respondents were asked to rate how important they considered each of 32 Council provided services and facilities were to the community, rather than to them personally.

This provides a rich understanding of how important the community believes it is that Council provides these services.

The average importance of the 32 Council services and facilities remained stable this year at 8.6 out of 10.

Metropolis Research notes that this average importance was somewhat lower than the average importance of the 22 services and facilities that were included in the 2019 LGAT Tasmanian, state-wide survey.

The key finding from these importance results was that the City of Hobart community consider all 32 of the included Council services and facilities to be important, ranging from a high of 9.4 out of 10 for the weekly garbage collection service, to a low of 7.4 for creative platforms and public art.

### **Relative importance of services and facilities**

As outlined at the left-hand side of the main table, there were six services and facilities that were measurably more important than the average of all 32 services and facilities (8.6).

These were the weekly garbage collection, the fortnightly recycling collection, the fortnightly food and garden waste collection, the Waste Management Centre, emergency and disaster management and recovery, and the provision and maintenance of parks, gardens, and playgrounds.

Conversely, there were five services and facilities that were measurably less important, on average, than the average of all services and facilities (8.6).

These included local economic development services, information provided by the City, the provision of health and wellbeing programs and activities, the online engagement tool 'Your Say Hobart', and creative platforms and public art.

### **Change in importance of services and facilities.**

The average importance of four services and facilities increased marginally this year, although none were statistically significant.

There was a two percent increase in the importance of this year of the weekly garbage collection services, and a one percent increase in the importance of the Waste Management Centre, drains / stormwater maintenance and repairs, and the fortnightly recycling collection.

The average importance of 26 services and facilities declined this year, with notable declines observed for the following:

- **Notable decline in importance in 2023 compared to 2022** – included creative platforms and public art (down 12%), the provision of health and wellbeing programs and activities (down 9%), the provision and availability of adequate / affordable parking (down 8%), information provided by the City (down 8%), the online engagement tool (down 8%), local economic development services (down 7%), the management of local traffic (down 7%), the provision and maintenance of local roads (down 6%), and on-road cycle paths and shared pathways (down 5%).

Particular attention is again in 2023 drawn to the substantial decline in the importance of the provision and availability of adequate / affordable parking (down 8%). This is most likely reflecting the substantial and statistically significant (12%) increase in satisfaction with these facilities this year.

Metropolis Research notes satisfaction with parking remained stable this year at 5.7 out of 10, which is a “poor” level of satisfaction, but significantly higher than the 2021 result of just 5.1 or “very poor”. It is also noted that the proportion of respondents who nominated car parking issues as a top three issue to address for the City of Hobart continued to decline this year, down from 24% back in 2021 to 12% this year.

### **Comparison to the 2019 Tasmanian average importance**

Of the 22 services and facilities that were included in both the City of Hobart survey as well as the 2019 LGAT survey, the average importance of two services and facilities were higher in the City of Hobart, and the average importance of 18 were lower, as follows:

- **Marginally higher importance in the City of Hobart** – included the fortnightly recycling collection (2% higher), and planning and building permit processes (1% higher).
- **Notably lower importance in the City of Hobart** – included creative platforms and public art (9% lower), local economic development services (7% lower), the maintenance and cleaning of public areas (7% lower), the provision and availability of adequate / affordable parking (7% lower), information provided by the City (7% lower), the management of local traffic (6% lower), the provision and maintenance of street lighting (6% lower), public toilets (6% lower), and environmental management (5% lower).

**Importance of selected Council services and facilities**  
**Hobart City Council - 2023 Annual Community Satisfaction Survey**  
 (Number and index score scale 0 - 10)

	Service / facility	Number	2023			2022	2021	Tas. 2019
			Lower	Mean	Upper			
<b>Higher than average</b>	Weekly garbage collection service	499	9.3	<b>9.4</b>	9.5	9.2	9.2	9.5
	Fortnightly recycling collection	494	9.2	<b>9.3</b>	9.4	9.1	9.3	9.2
	Fortnightly food and garden waste collection	477	9.0	<b>9.1</b>	9.2	8.7	9.2	9.2
	The Waste Management Centre the 'Tip'	473	9.0	<b>9.1</b>	9.2	8.9	9.0	n.a.
	Emergency and disaster management and recovery	469	8.8	<b>8.9</b>	9.1	8.7	8.9	9.2
	Provision and maintenance of parks, gardens and playgrounds	491	8.8	<b>8.9</b>	9.0	8.7	8.9	9.1
<b>Average importance</b>	The provision and maintenance of safe footpaths / pedestrian areas	493	8.7	<b>8.9</b>	9.0	8.8	9.0	9.2
	Protection and management of bushland areas	473	8.7	<b>8.8</b>	9.0	8.7	9.0	n.a.
	Drains / stormwater maintenance and repairs	484	8.7	<b>8.8</b>	8.9	8.7	8.7	9.2
	The safety of local roads	496	8.7	<b>8.8</b>	8.9	8.8	9.0	n.a.
	The provision, maintenance and accessibility of public toilets	479	8.6	<b>8.7</b>	8.8	8.6	8.8	9.2
	Planning and building permit processes	441	8.5	<b>8.7</b>	8.8	8.6	8.8	8.6
	Development services	455	8.5	<b>8.6</b>	8.8	8.4	8.8	n.a.
	Outdoor recreation facilities	485	8.5	<b>8.6</b>	8.8	8.7	9.0	8.7
	Environmental management	478	8.5	<b>8.6</b>	8.7	8.7	8.9	9.1
	Provision and maintenance of local roads	494	8.4	<b>8.6</b>	8.7	8.7	9.2	9.1
	Statutory consultation and involvement in the development and application process	399	8.4	<b>8.5</b>	8.7	8.6	8.7	n.a.
	The maintenance and cleaning of public areas	498	8.4	<b>8.5</b>	8.7	8.6	8.9	9.2
	Doone Kennedy Hobart Aquatic Centre	442	8.4	<b>8.5</b>	8.7	8.7	8.6	n.a.
	Litter collection in public areas	496	8.4	<b>8.5</b>	8.7	8.6	8.9	n.a.
	The provision and maintenance of street lighting	497	8.4	<b>8.5</b>	8.6	8.5	8.8	9.0
	Community events, festivals and markets	466	8.3	<b>8.5</b>	8.6	8.7	8.7	8.5
	The management of local traffic	495	8.3	<b>8.5</b>	8.6	8.7	9.0	9.0
	Outdoor sporting facilities	463	8.3	<b>8.4</b>	8.5	8.5	8.7	8.7
	The provision and maintenance of street trees	496	8.2	<b>8.4</b>	8.5	8.3	8.7	n.a.
	Provision and availability of adequate / affordable parking	483	8.1	<b>8.3</b>	8.4	8.5	9.0	8.9
On-road cycle paths and shared pathways	458	8.0	<b>8.2</b>	8.4	8.5	8.7	8.3	
<b>Lower than average</b>	Local economic development services	437	7.9	<b>8.1</b>	8.2	8.2	8.7	8.7
	Information provided by the City	482	7.8	<b>8.0</b>	8.2	8.2	8.7	8.6
	The provision of health and wellbeing programs and activities	447	7.7	<b>7.9</b>	8.1	8.2	8.6	n.a.
	The online engagement tool "Your Say Hobart"	312	7.5	<b>7.7</b>	7.9	8.3	8.4	n.a.
	Creative platforms and public art	455	7.2	<b>7.4</b>	7.6	7.7	8.4	8.1
<i>Average importance</i>			8.4	<b>8.6</b>	8.7	8.6	8.8	8.9

## **Satisfaction with Council services and facilities**

Respondents were asked to rate their personal level of satisfaction with all 23 core services and facilities, as well as each of the nine non-core services and facilities that they or a member of their household had used in the last 12 months.

The average satisfaction with these 32 services and facilities was 7.0 out of 10, an increase of one percent on the 6.9 recorded last year, although it remains at a “good” level of satisfaction.

Metropolis Research notes that this result was measurably higher than the satisfaction with Council’s overall performance of 6.4 or “solid”.

As outlined at the left-hand side of the following table, there were eight services and facilities that recorded a satisfaction score measurably higher than the average of all 32 services and facilities (7.0).

This included the three kerbside collection services, the provision and maintenance of parks, gardens, and playgrounds, the Waste Management Centre, community events, festivals and markets, outdoor recreation, and outdoor sporting facilities.

There were eight services and facilities to record an average satisfaction lower than the overall satisfaction score, planning and building permit processes, statutory consultation and involvement in the development and application process, the provision and availability of adequate / affordable parking, the management of local traffic, development services, local economic development services, on-road cycle paths and shared pathways, and the provision and maintenance of local roads.

It is noted that most of these seven services (excluding the online consultation tool) also recorded a lower satisfaction score than the overall satisfaction score in 2021 and 2022.

Of most note is the fact that satisfaction with traffic, roads, parking, and planning services recorded among the lowest satisfaction scores at “poor” to “very poor” levels. These results reinforce the [issues to address](#) results which highlighted the significant community concerns around traffic, parking, roads, and in 2023, planning and development in the municipality.

## **Comparison to the 2019 Tasmanian average satisfaction**

Of the 22 services and facilities that were included in both the City of Hobart survey as well as the 2019 LGAT survey, average satisfaction with six was somewhat higher in the City of Hobart, whilst satisfaction with 14 was somewhat lower, as follows:

- **Notably higher satisfaction in the City of Hobart** – included the food and garden waste collection (7% higher), fortnightly recycling (7%), and weekly garbage collection (4%).
- **Notably lower satisfaction in the City of Hobart** – included creative platforms and public art (18% lower), provision and availability of adequate / affordable parking (17% lower), on-road

cycle paths and shared pathways (13% lower), the management of local traffic (9% lower), planning and building permit processes (8% lower), local economic development services (8% lower), the provision and maintenance of safe footpaths / pedestrian areas (6% lower), the provision and maintenance of street lighting (4% lower), environmental management (4% lower), and emergency and disaster management and recovery (4% lower).

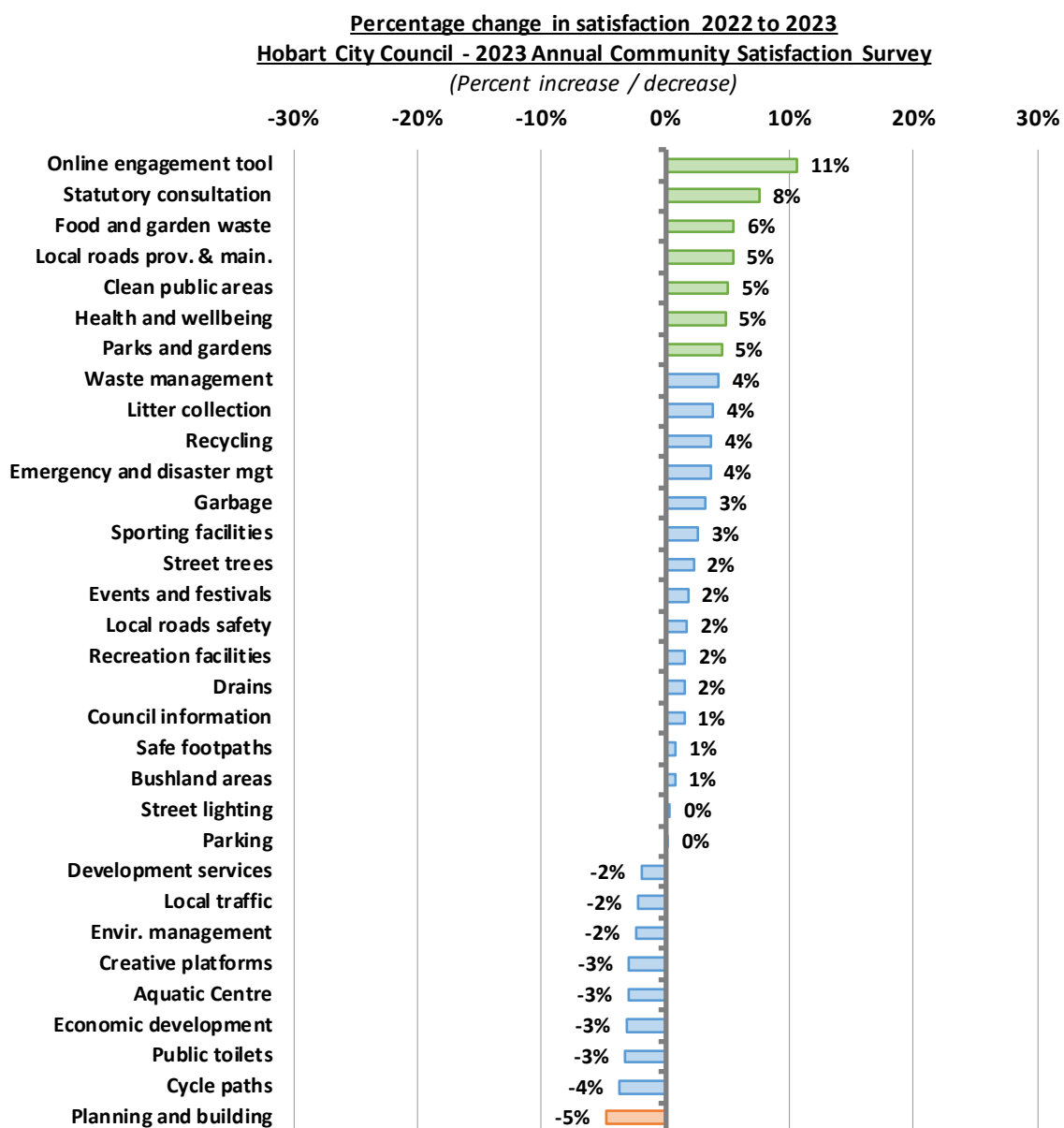
**Satisfaction with selected Council services and facilities**  
**Hobart City Council - 2023 Annual Community Satisfaction Survey**  
*(Number and index score scale 0 - 10)*

	Service / facility	Number	2023			2022	2021	Tas. 2019
			Lower	Mean	Upper			
<b>Higher than average</b>	Weekly garbage collection service	498	8.3	<b>8.5</b>	8.6	8.2	8.4	8.2
	Fortnightly food and garden waste collection	474	8.2	<b>8.4</b>	8.5	7.9	8.4	7.8
	Fortnightly recycling collection	490	8.2	<b>8.4</b>	8.5	8.1	8.3	7.8
	Provision and maintenance of parks, gardens and playgrounds	482	7.8	<b>7.9</b>	8.1	7.6	7.9	7.8
	The Waste Management Centre the 'Tip'	373	7.7	<b>7.9</b>	8.0	7.5	7.7	n.a.
	Community events, festivals and markets	333	7.7	<b>7.8</b>	8.0	7.7	7.7	7.9
	Outdoor recreation facilities	361	7.6	<b>7.7</b>	7.9	7.6	7.8	7.6
	Outdoor sporting facilities	248	7.4	<b>7.6</b>	7.8	7.4	7.6	7.6
<b>Average satisfaction</b>	Doone Kennedy Hobart Aquatic Centre	190	7.1	<b>7.4</b>	7.6	7.6	7.6	n.a.
	The provision and maintenance of street lighting	493	7.2	<b>7.4</b>	7.5	7.3	7.4	7.7
	Emergency and disaster management and recovery	390	7.1	<b>7.3</b>	7.5	7.0	7.2	7.6
	Litter collection in public areas	488	7.1	<b>7.2</b>	7.4	7.0	7.5	n.a.
	The provision and maintenance of street trees	493	7.0	<b>7.2</b>	7.4	7.0	7.3	n.a.
	Protection and management of bushland areas	456	6.9	<b>7.1</b>	7.3	7.1	7.2	n.a.
	The maintenance and cleaning of public areas	490	6.9	<b>7.1</b>	7.3	6.7	7.2	7.3
	Drains / stormwater maintenance and repairs	465	6.8	<b>7.0</b>	7.2	6.9	7.0	7.0
	Environmental management	457	6.7	<b>6.9</b>	7.1	7.1	7.3	7.2
	The provision of health and wellbeing programs and activities	377	6.6	<b>6.8</b>	7.0	6.5	7.1	n.a.
	The provision and maintenance of safe footpaths / pedestrian areas	486	6.6	<b>6.8</b>	7.0	6.8	6.9	7.2
	Information provided by the City	468	6.6	<b>6.8</b>	7.0	6.7	6.8	7.0
	The provision, maintenance and accessibility of public spaces	442	6.6	<b>6.7</b>	6.9	7.0	7.0	6.9
	The safety of local roads	495	6.5	<b>6.7</b>	6.8	6.6	6.6	n.a.
	The online engagement tool "Your Say Hobart"	86	6.2	<b>6.7</b>	7.1	6.0	7.4	n.a.
	Creative platforms and public art	429	6.5	<b>6.6</b>	6.8	6.8	7.2	8.1
	<b>Lower than average</b>	Provision and maintenance of local roads	489	6.3	<b>6.5</b>	6.7	6.1	6.2
On-road cycle paths and shared pathways		241	6.1	<b>6.4</b>	6.7	6.6	6.8	7.3
Local economic development services		377	6.1	<b>6.4</b>	6.6	6.6	6.7	6.9
Development services		396	5.8	<b>6.0</b>	6.3	6.2	6.1	n.a.
The management of local traffic		484	5.7	<b>5.9</b>	6.1	6.0	6.1	6.5
Provision and availability of adequate / affordable parking		469	5.5	<b>5.7</b>	5.9	5.7	5.1	6.8
Statutory consultation and involvement in the development and application process		91	5.1	<b>5.6</b>	6.2	5.2	6.0	n.a.
Planning and building permit processes		114	4.7	<b>5.1</b>	5.6	5.4	5.2	5.6
<i>Average satisfaction</i>			6.8	<b>7.0</b>	7.2	6.9	7.1	<b>7.2</b>

### Change in satisfaction 2022 to 2023.

The average satisfaction with the 32 included Council services and facilities increased marginally, but not measurably this year, up one percent to 7.0 out of 10, which remains a “good” level of satisfaction. Improvements in satisfaction with services and facilities were relatively broadly-based this year, with the average satisfaction with 22 increasing this year.

As outlined in the following graph, there were significant increases in satisfaction with the online engagement tool (up 11% based on a small sample of 86 respondents), statutory consultation and involvement in the development and application process (up 8% based on a small sample of 91 respondents), fortnightly food and garden waste collection (up 6%), provision and maintenance of local roads (up 5%), maintenance and cleaning of public areas (up 5%), the provision of health and wellbeing programs and activities (up 5%), and the provision and maintenance of parks and gardens (up 5%). The only service to record a notable decline in satisfaction was planning and building permit process (down 5%).





## Percentage satisfaction results

The following table provides a breakdown of these results into the proportion of respondents (who provided a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction from five to seven), and those who were dissatisfied (i.e., rated satisfaction at less than five out of 10).

Of the 32 included Council services and facilities, more than half of the respondents providing a satisfaction score were “very satisfied” with 13 services and facilities, with more than three-quarters “very satisfied” with the weekly garbage collection, the fortnightly recycling collection, and the fortnightly food and garden waste collection service.

There were 18 services and facilities with which 10% or more of the respondents who provided a satisfaction score were dissatisfied.

Of these, particular attention is drawn to planning and building permit processes (42% dissatisfied), statutory consultation and involvement in the development and application process (30% dissatisfied), the provision and availability of adequate / affordable parking (28% dissatisfied), the management of local traffic (24% dissatisfied), and development services (24% dissatisfied).

Metropolis Research notes that the significant proportion of respondents dissatisfied with traffic, parking, and planning and development related services was consistent with the significant proportion of respondents who nominated traffic management, parking, and planning / development related issues as top three [issues to address](#) for the City of Hobart at the moment.

**Satisfaction with selected Council services and facilities**  
**Hobart City Council - 2023 Annual Community Satisfaction Survey**  
 (Number and percent of respondents providing a response)

Service / facility	Dissatisfied (0 - 4)	Neutral to somewhat satisfied	Very satisfied (8 - 10)	Can't say	Total
Weekly garbage collection service	2%	19%	79%	2	500
Fortnightly recycling collection	4%	17%	79%	10	500
Fortnightly food and garden waste collection	3%	19%	79%	26	500
Provision/maintenance parks, gardens, playgrounds	2%	29%	68%	18	500
Outdoor recreation facilities	3%	32%	65%	1	362
The Waste Management Centre the 'Tip'	4%	32%	64%	5	378
Community events, festivals and markets	2%	36%	62%	2	335
Outdoor sporting facilities	4%	37%	59%	1	249
Doone Kennedy Hobart Aquatic Centre	5%	39%	56%	0	190
The provision and maintenance of street lighting	5%	43%	52%	7	500
The provision and maintenance of street trees	9%	39%	52%	7	500
Emergency and disaster management and recovery	6%	43%	51%	110	500
Litter collection in public areas	8%	42%	51%	12	500
Drains / stormwater maintenance and repairs	11%	41%	48%	35	500
The maintenance and cleaning of public areas	10%	42%	48%	10	500
Protection and management of bushland areas	8%	48%	45%	44	500
Information provided by the City	11%	45%	44%	32	500
Provision/maintenance of safe footpaths/ped. areas	15%	42%	44%	14	500
Provision of health and wellbeing programs/activities	10%	47%	42%	123	500
Environmental management	10%	51%	40%	43	500
Provision, maintenance, accessibility of public toilets	10%	51%	39%	58	500
Creative platforms and public art	10%	52%	39%	71	500
The online engagement tool "Your Say Hobart"	10%	53%	38%	2	88
The safety of local roads	12%	52%	36%	5	500
On-road cycle paths and shared pathways	16%	51%	33%	4	244
Provision and maintenance of local roads	14%	54%	32%	11	500
Local economic development services	15%	54%	31%	123	500
Development services	24%	47%	30%	104	500
Statutory consultation and involvement in the development and application process	30%	44%	27%	1	92
Provision/availability of adequate/affordable parking	28%	46%	26%	31	500
The management of local traffic	24%	53%	24%	16	500
Planning and building permit processes	42%	39%	19%	0	115

### Satisfaction by respondent profile

The following table provides the average satisfaction with all 32 services and facilities by respondent profile, including age structure, gender, and language spoken at home.

There was significant variation in satisfaction for some services and facilities (discussed in more detail in the following sections).

In general terms young adults as well as respondents from multilingual households tended to be a little more satisfied, whilst middle-aged adults tended to be a little less satisfied.

**Average satisfaction with selected Council services and facilities**  
**Hobart City Council - 2023 Annual Community Satisfaction Survey**  
*(Number and index score scale 0 - 10)*

<i>Service/facility</i>	<i>Younger adults</i>	<i>Middle-aged adults</i>	<i>Older adults</i>	<i>Male</i>	<i>Female</i>	<i>English speaking</i>	<i>Multi-lingual</i>
Provision and maintenance of local roads	6.8	6.4	6.3	6.6	6.4	6.3	7.3
The safety of local roads	6.9	6.6	6.6	6.8	6.6	6.6	6.8
The management of local traffic	6.1	6.0	5.6	6.0	5.8	5.7	6.5
The maintenance and cleaning of public areas	7.2	7.0	7.1	7.1	7.1	7.0	7.4
Litter collection in public areas	7.4	7.1	7.2	7.2	7.3	7.2	7.6
Drains / stormwater maintenance and repairs	7.1	7.1	6.8	7.0	6.9	6.9	7.1
Provision/availability adequate/affordable parking	5.8	5.5	5.7	5.6	5.7	5.8	5.3
Provision /maintenance of street lighting	7.2	7.3	7.6	7.5	7.3	7.3	7.6
The provision and maintenance of street trees	7.7	7.0	7.1	7.2	7.2	7.1	7.7
Weekly garbage collection service	8.2	8.4	8.7	8.5	8.5	8.5	8.4
Fortnightly recycling collection	8.4	8.3	8.5	8.3	8.4	8.3	8.7
Fortnightly food and garden waste collection	8.6	8.1	8.5	8.4	8.3	8.3	8.6
The provision and maintenance of parks, gardens and playgrounds	8.3	7.6	8.0	8.0	7.9	7.9	8.1
The provision and maintenance of safe footpaths / pedestrian areas	7.3	6.5	6.8	7.0	6.7	6.6	7.8
The provision, maintenance and accessibility of public toilets	6.2	6.9	7.1	6.8	6.7	6.7	7.0
Environmental management	7.0	6.9	7.0	7.0	6.9	6.8	7.3
Development services	6.4	5.8	6.0	5.9	6.2	6.0	6.1
The provision of health and wellbeing programs and activities	7.2	6.4	6.9	6.8	6.9	6.7	7.2
Creative platforms and public art	6.9	6.5	6.6	6.3	7.0	6.6	6.9
Local economic development services	6.8	6.0	6.3	6.0	6.8	6.3	6.6
Information provided by the City	6.9	6.7	6.9	6.8	6.9	6.8	6.9
Emergency and disaster management/recovery	7.3	7.4	7.2	7.2	7.4	7.2	7.6
Protection and management of bushland areas	7.3	7.2	6.9	7.1	7.1	7.1	7.1
Outdoor recreation facilities	7.7	7.6	7.8	7.6	7.8	7.7	7.8
Outdoor sporting facilities	7.7	7.5	7.7	7.6	7.6	7.7	7.4
Doone Kennedy Hobart Aquatic Centre	7.3	7.3	7.8	7.4	7.4	7.5	7.1
Community events, festivals and markets	8.0	7.7	7.8	7.7	8.0	7.9	7.4
On-road cycle paths and shared pathways	6.5	6.4	6.3	6.6	6.1	6.3	6.6
The Waste Management Centre or 'Tip'	8.0	7.6	8.0	7.9	7.8	7.8	8.1
Planning and building permit processes	6.0	4.7	5.1	5.0	5.3	5.0	5.4
Statutory consultation and involvement in the development and application process	6.6	5.0	5.7	5.4	5.9	5.6	5.6
The online engagement tool "Your Say Hobart"	7.2	6.7	6.4	6.4	7.0	6.7	6.6
<i>Average satisfaction</i>	<i>7.2</i>	<i>6.8</i>	<i>7.0</i>	<i>7.0</i>	<i>7.0</i>	<i>6.9</i>	<i>7.2</i>
<b>Total respondents</b>	<b>139</b>	<b>164</b>	<b>196</b>	<b>240</b>	<b>258</b>	<b>403</b>	<b>96</b>

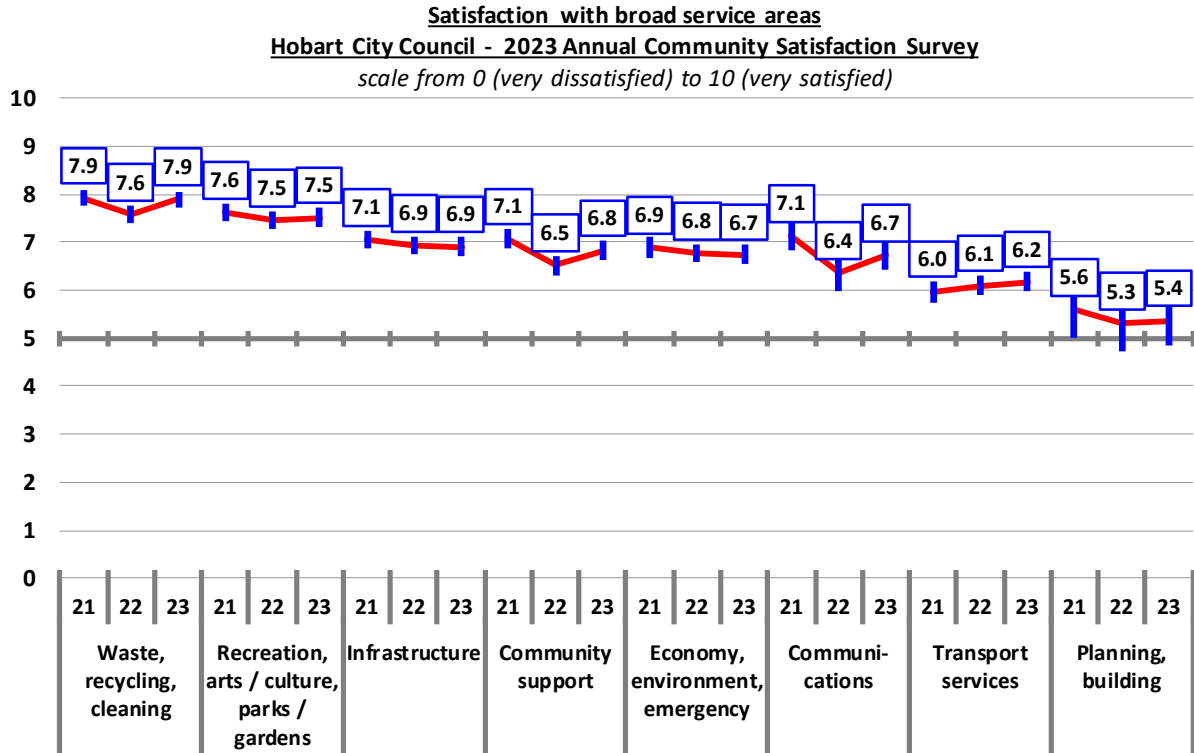
## **Satisfaction by broad service areas**

The 32 council provided services and facilities included in the survey have been broadly categorised into eight groups for ease of analysis and understanding. These eight groups are as follows:

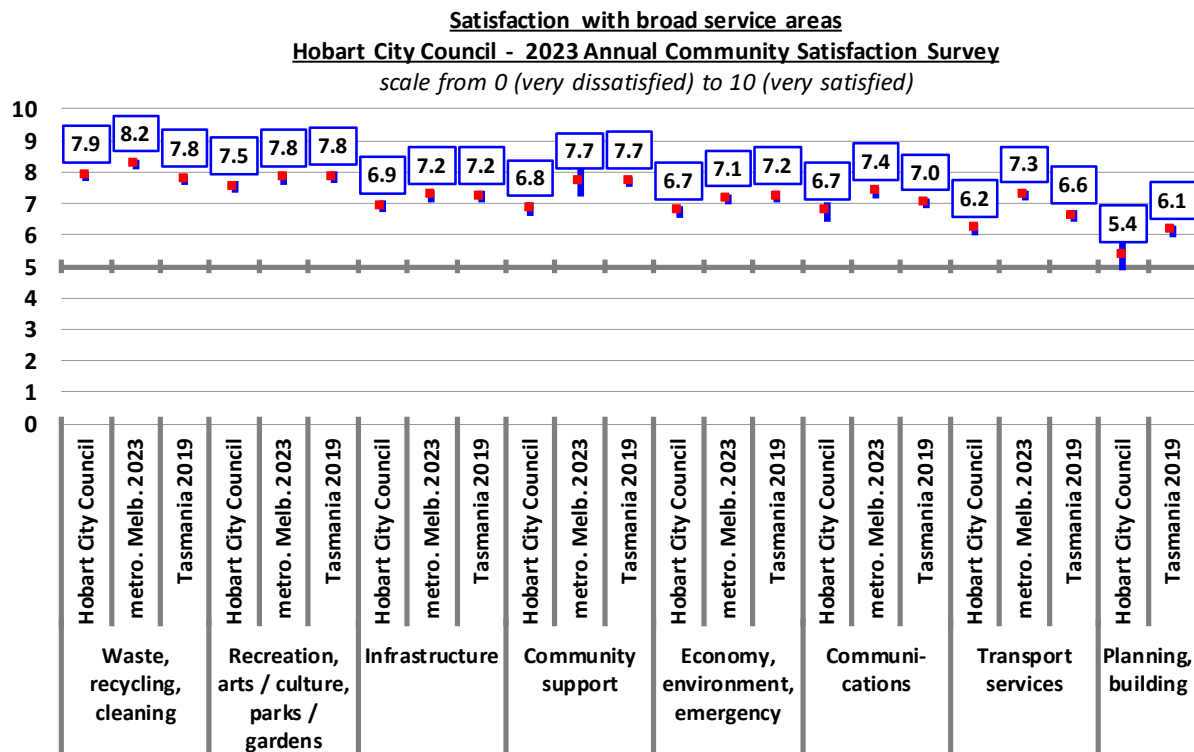
- **Recreation, arts and culture, parks and gardens** – including provision and maintenance of parks, gardens and playgrounds; creative platforms and public art; outdoor recreation facilities; outdoor sporting facilities; Doone Kennedy Hobart Aquatic Centre; and community events, festivals and markets.
- **Waste, recycling, and cleaning** – including the maintenance and cleaning of public areas; litter collection in public areas; weekly garbage collection service; fortnightly recycling collection; fortnightly food and garden waste collection; and the Waste Management Centre the ‘Tip’.
- **Community support** – including the provisions of health and wellbeing programs and activities.
- **Infrastructure** – including drains / stormwater maintenance and repairs; the provision and maintenance of street lighting; the provision and maintenance of street trees; the provision and maintenance of safe footpaths / pedestrian areas; the provision, maintenance, and accessibility of public toilets; and on-road cycle paths and shared pathways.
- **Economy, environment, and emergency** – includes environmental management; development services; local economic development services; emergency and disaster management and recovery; and protection and management of bushland areas.
- **Communications** – includes information provided by the city; and the online engagement tool “Your Say Hobart”.
- **Roads, traffic, and parking** – includes provision and maintenance of local roads; the safety of local roads; the management of local traffic; and provision and availability of adequate / affordable parking.
- **Planning and building** – include statutory consultation and involvement in the development and application process.

There was no statistically significant variation in the average satisfaction with the eight broad service areas, although it is noted that satisfaction with waste, recycling, and cleaning as well as communication services increased somewhat.

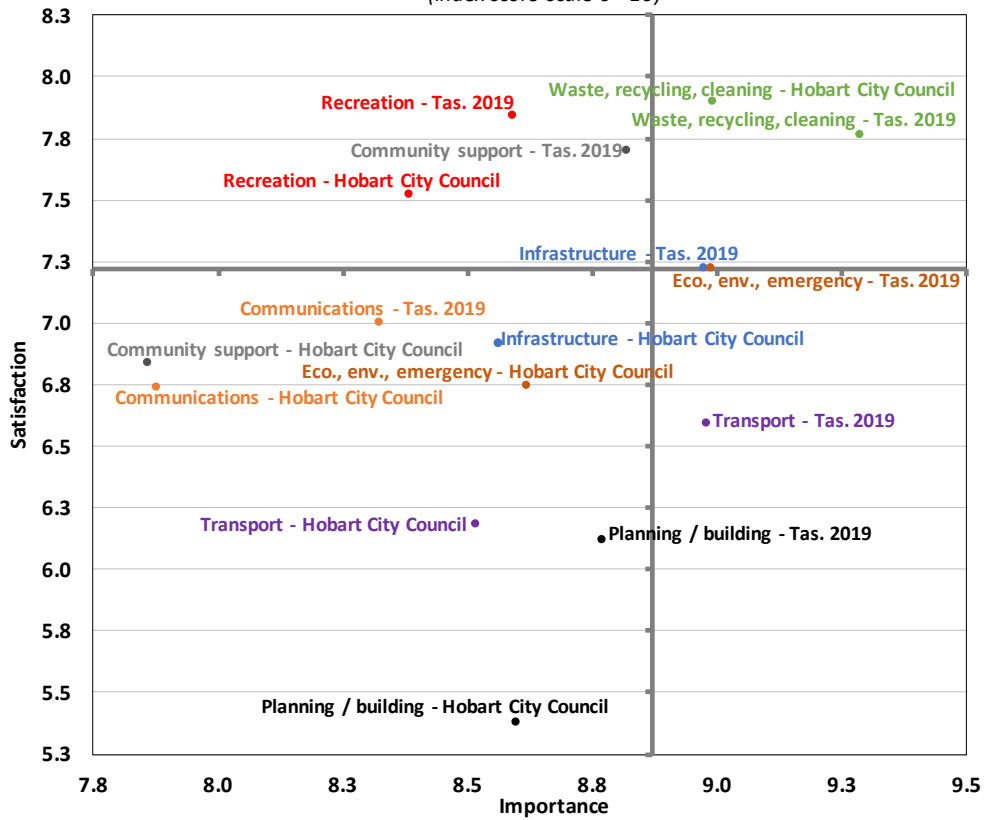
None of the eight broad service areas recorded a decline in average satisfaction this year.



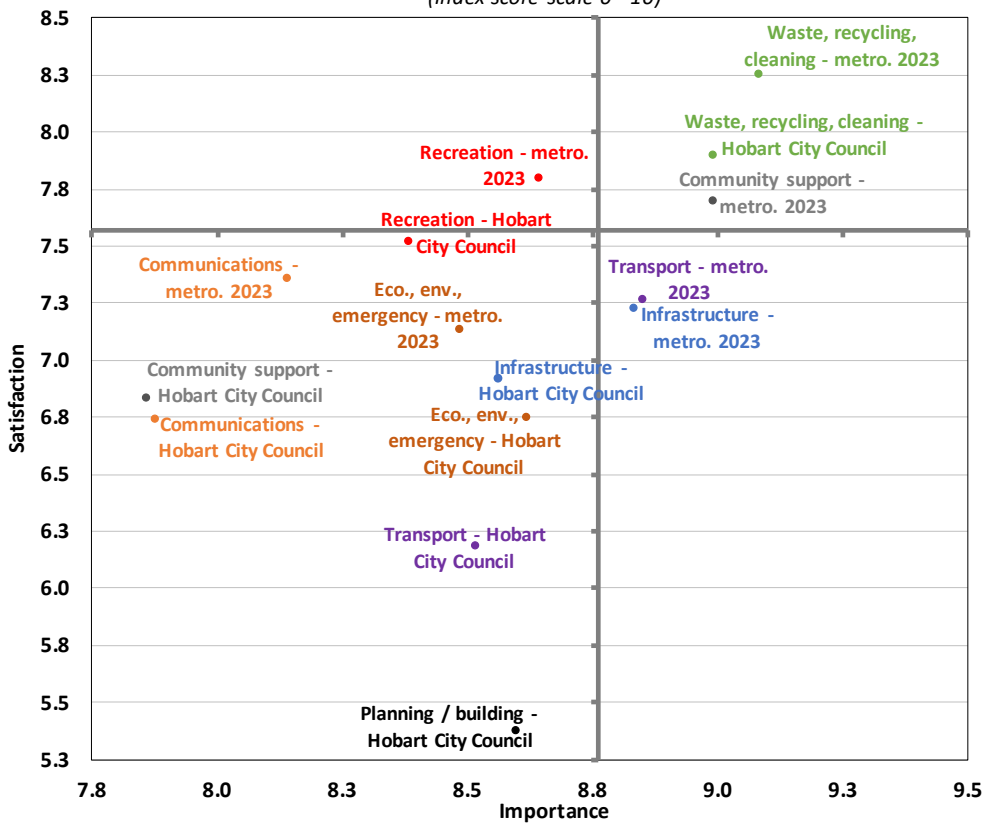
The average satisfaction with each of the eight broad service areas in the City of Hobart was lower than the 2023 metropolitan Melbourne (from *Governing Melbourne*) and 2019 (from the LGAT survey). This variation was greatest in relation to transport services and community support services. Satisfaction with planning and building services was also significantly lower in the City of Hobart than the 2019 Tasmanian average.



**Importance of and satisfaction with Council services**  
**Hobart City Council - 2023 Annual Community Satisfaction Survey**  
 (Index score scale 0 - 10)



**Importance of and satisfaction with Council services**  
**Hobart City Council - 2023 Annual Community Satisfaction Survey**  
 (Index score scale 0 - 10)



## **Importance and satisfaction cross tabulation**

The following graph provides a cross-tabulation of the average importance of each of the 32 included Council provided services and facilities against the average satisfaction with each service and facility.

The grey crosshairs represent the Tasmanian average importance (8.9) and satisfaction (7.2) with Council services and facilities as recorded in the *LGAT – 2019 Community Satisfaction Survey*.

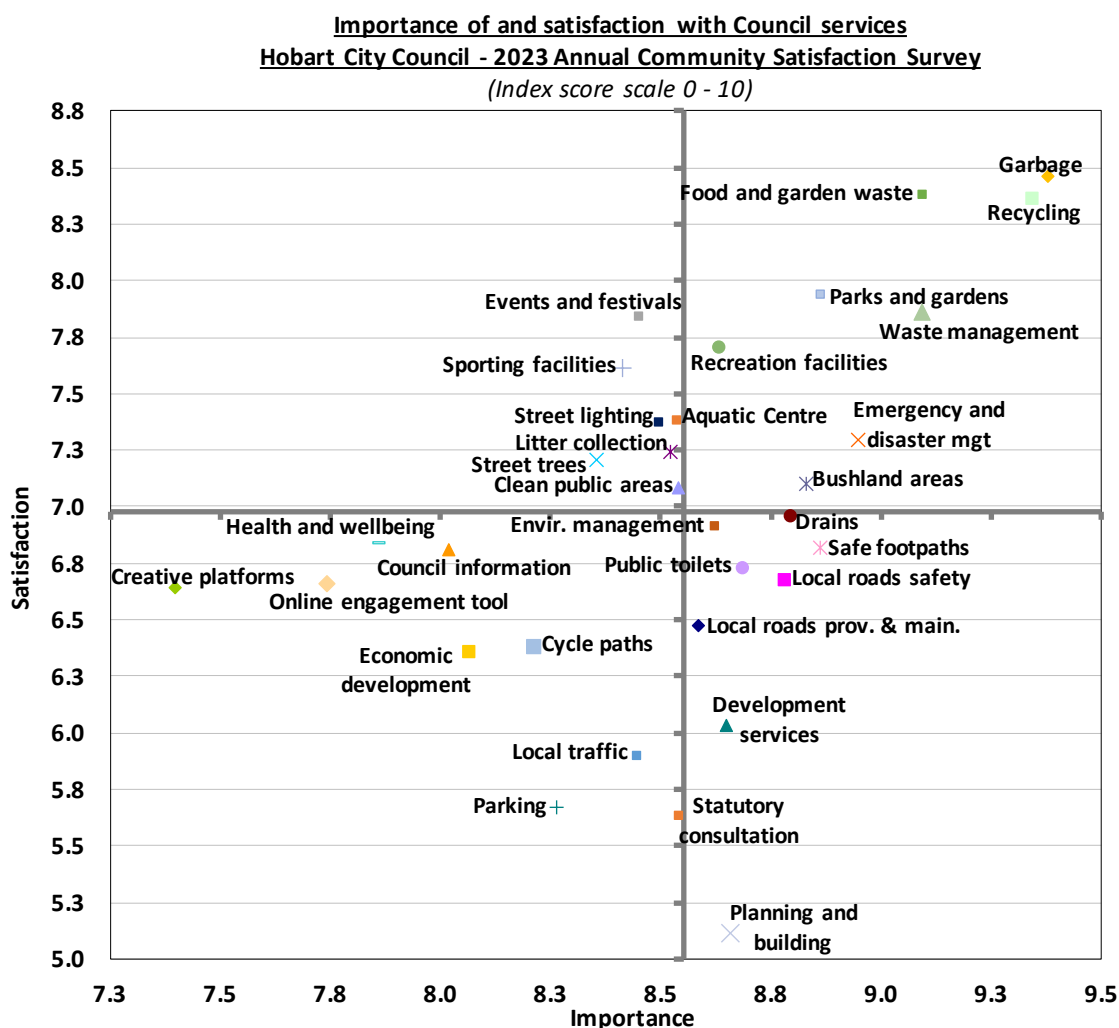
Services located in the top right-hand quadrant are therefore more important than average and have obtained higher than average satisfaction. The services and facilities in the lower right-hand quadrant are those that are more important than average, but with which respondents were less satisfied than average. This quadrant represents the services and facilities of most concern.

This graph provides an insight into the relative importance of services and facilities against the level of community satisfaction, which can be a useful set of results to help identify priority areas.

Attention is drawn to the following:

- **Kerbside collection services** – two of the three kerbside collection services were the amongst most important services provided by Council, and all three were the services with the highest levels of satisfaction. This is a very positive result that highlights that the community is most satisfied with the three services of most importance to the community, despite a fall in the importance of the food and garden waste collection service this year.
- **Roads and traffic** – two of the three services related to roads and traffic management were of higher-than-average importance to the community, but all three received lower than average satisfaction scores. This result reflects one of the main themes of this report, that roads and traffic remain of significant concern to the community and are an area that the community believes requires improvement.
- **Parking** – the provision and availability of adequate / affordable parking was of somewhat lower than average importance to the community but received the third lowest satisfaction score of all 32 included services and facilities, with an average satisfaction score categorised as “poor”. Despite a significant decline in recent years in the importance of parking related issues to the community, these results reflect sustained community dissatisfaction with parking issues in the City of Hobart.
- **Planning and building** – all three planning and building related services were of marginally higher than average importance, but all received measurably lower than average satisfaction.
- **Recreation, sports, and leisure facilities** – most of the recreational and leisure facilities including parks and gardens, sporting facilities, and aquatic centres were of approximately average or slightly higher-than-average importance. All these facilities received higher than average satisfaction scores. This is a common result observed by Metropolis Research reflecting the reality that not all respondents will use these facilities, but that the vast majority of those who do are satisfied with them at a relatively high level.

- **Communication and consultation tools** – these services were of lower-than-average importance, and some received notably lower than average satisfaction this year. There was a substantial increase in satisfaction with the online consultation tool, however, this was based on only a relatively small sub-set of the total respondents.
- **Services and facilities of most concern** – the areas of most concern in 2023 continue to be the planning and development services / processes, parking, local traffic, roads, economic development, and cycle paths and shared pathways.



## Current issues for the City of Hobart

Respondents were asked:

*“Can you please list what you consider to be the top three issues for the City of Hobart at the moment?”*

Respondents were again in 2023, asked to nominate what they considered to be the top three issues for the City of Hobart ‘at the moment’.



This was asked as an open-ended question, where respondents were free to nominate any issue. This is a critical question in the survey, as it provides a detailed insight into the range of issues that the City of Hobart community feel need to be addressed, whether or not they are the responsibility of the local council. Understanding these issues and how they might impact on satisfaction with Council is critical to meeting the needs of the community.

410 of the 500 respondents (82% up from 81%) provided a total of 933 responses, which have been broadly categorised into approximately 60 issues, as outlined in the following table.

It is important to bear in mind that these responses are not to be read only as a list of complaints about the performance of Council, nor do they reflect only services, facilities, and issues within the remit of Hobart City Council.

Some of the issues raised by respondents are suggestions for future actions rather than complaints about prior actions, and some are issues that are principally the responsibility of the state government.

### ***Change in issues between 2021 and 2022:***

There was some variation in these results compared to the issues nominated in 2021 and this year, with attention drawn to the following:

- ***Notably more commonly nominated in 2023 than in 2022*** – included building, housing, planning, and development (18% up from 13%), Council governance, performance, and accountability (10% up from 3%), environment and sustainability (8% up from 3%), and bushfire and emergency management (5% up from 1%).
- ***Notably less commonly nominated in 2022 than in 2021*** – includes car parking (12% down from 19%), university issues (5% down from 14%), and cable car (1% down from 5%).

### ***Significant issues of note***

#### **Traffic management**

Traffic management issues continue to dominate these results, with more than one-quarter (27%) of respondents nominating traffic management related issues. This includes issues around congestion, commuting times and similar issues.

Particular attention is drawn to the fact that respondents in the City of Hobart were more than twice as likely to nominate traffic management issues as either the 2019 Tasmanian state-wide average (from the LGAT survey) or the 2023 metropolitan Melbourne average (from *Governing Melbourne*).

Traffic management issues were more often nominated by respondents from Sandy Bay and West Hobart, older adults (aged 18 to 34 years), female respondents, and respondents from multilingual households.

As discussed in the [Satisfaction by top issues for the City of Hobart](#) section of this report, respondents who nominated traffic management were marginally less satisfied with Council's overall performance than the average of all respondents (6.3), although they were measurably less satisfied than the average of respondents who did not nominate issues (7.1).

Given the substantial proportion of respondents (27%) who nominated traffic management related issues, it remains likely that the issue exerts a negative influence on community satisfaction with the performance of the Hobart City Council.

### **Building, housing, planning, and development**

The proportion of respondents who nominated planning and development related issues as a top three issue increased again this year and is now twice the proportion that was recorded back in 2021 (18% up from 9% in 2021).

The verbatim issues that were categorised as “building, housing, planning, and development” are included as an appendix to this report.

This is a significant increase and suggests significant levels of community concern around planning and development related issues emerging in recent years.

These issues were most commonly nominated by Mt. Nelson, adults and middle-aged adults (aged 35 to 59 years), male respondents, and respondents from English speaking households.

On average, the 91 respondents who nominated planning and development related issues rated satisfaction with Council's overall performance at 6.4 out of 10, or identical to the municipal average.

Metropolis Research suggests that this is a relatively positive result, as it does suggest that the issue is exerting at most, only a relatively mildly negative influence on community satisfaction with Council. This is somewhat unusual, as it is often the case that respondents who raise planning and development issues as a top three issue tend to report significantly lower satisfaction with their local council's overall performance.

### **Car parking (availability and enforcement):**

It is noted that the proportion of respondents who nominated car parking related issues as one of the top three issues to address continued to decline this year, halving from the 24% recorded in 2021 to 12% this year.

This is a significant decline, reflecting significantly reduced community concerns around parking related issues.

That said, it remains true that the 62 respondents who nominated car parking related issues were notably (6%) less satisfied with Council's overall performance than the municipal average at 6.0 compared to 6.4.

Car parking issues were more commonly nominated by respondents from Hobart precinct and South Hobart, young adults (aged 18 to 34 years), and respondents from multilingual households.

The 64 responses that were categorised as car parking were comprised mainly of concerns around the availability of parking (27 responses), parking n.f.d. (14 responses), availability of city / CBD parking (8 responses), parking accessibility (3 responses), regulations and enforcement (2 responses), and other (10 responses).

### **Council governance, performance, and accountability:**

There was a spike this year in the proportion of respondents who nominated issues around Council's governance, performance, and accountability, up from three percent in each of the previous two years to 10% this year. The verbatim responses that were categorised into this issue are included as an appendix to this report. The most common issues included the perception of an overly bureaucratic and slow decision making (6 responses), lack of leadership / management / vision (5 responses), conflict / infighting (4 responses), perceived lack of transparency (4 responses), and other issues (19 responses). Many of these responses were clearly related to community perception of the elected Council.

This is an unusually large proportion, which was double the 2019 Tasmanian state-wide average, and significantly larger than the one percent recorded across metropolitan Melbourne in 2023.

These issues were more commonly nominated by respondents from Sandy Bay and South Hobart, young adults (aged 18 to 34 years), male respondents, and respondents from multilingual households.

Of most note is the fact that the 52 respondents who nominated these issues were, on average, 16% less satisfied with Council's overall performance than the municipal average.

In other words, for the respondents who have concerns around the governance and accountability performance of Council, it exerts a significant negative influence on their overall satisfaction with Council.

This effect is commonly observed elsewhere, whereby for those who are raise these issues, the issues significantly impact on how satisfied they are with the performance of their council.

### **Unique / one-off issues:**

Metropolis Research notes that these City of Hobart issues results include a range of unique issues that are not typically observed elsewhere.

Over the last three years, these issues include the cable car issue (max. of 6% in 2021), the e-scooter trial issue (max. of 3% in 2022), the stadium issue (max. of 7% in 2023), and the university related issue (max. of 14% in 2022).

These unique issues reflect, at least in part, the capital city status of the City of Hobart and they pose a challenge to Council, as they can have unpredictable impacts on community satisfaction with Council's performance. It is also noted that these issues are not always within the control of Council, as they are often issues with significant state and sometimes even federal government input.

In 2023, Metropolis Research notes that the 27 respondents who nominated university related issues as a top three issue were, on average, 11% less satisfied with Council's overall performance than the average of all respondents (5.7 or "poor" compared to 6.4).

**Other issues of note:**

Metropolis Research also draws attention to the sustained level of concern around housing affordability / availability (8%), the increase in environment and sustainability issues (8% up from 3%), and the increase bushfire and emergency management issues (5% up from 1%).

**Top three issues for the City of Hobart at the moment**  
**Hobart City Council - 2023 Annual Community Satisfaction Survey**  
*(Number and percent of total respondents)*

Issue	2023		2022	2021	Tasmania 2019	2023 Metro.*
	Number	Percent				
Traffic management	137	27%	28%	22%	11%	13%
Building, planning, housing and development	91	18%	13%	9%	10%	3%
Car parking ( <i>availability and enforcement</i> )	62	12%	19%	24%	7%	6%
Road maintenance and repairs	53	11%	8%	8%	14%	10%
Council governance, performance, accountability	52	10%	3%	3%	5%	1%
Environment and sustainability	40	8%	3%	2%	2%	3%
Housing availability / affordability	39	8%	10%	3%	0%	0%
Cycling / walking tracks and paths	37	7%	4%	3%	2%	3%
Public transport	37	7%	7%	3%	3%	5%
Stadium issues	33	7%	4%	0%	n.a.	n.a.
Bushfire / emergency management	27	5%	1%	1%	1%	0%
University issues	27	5%	14%	0%	n.a.	n.a.
Parks, gardens and open spaces	21	4%	5%	3%	4%	9%
General infrastructure ( <i>inc. Internet, electricity, etc</i> )	17	3%	3%	0%	1%	1%
Council rates	15	3%	2%	3%	1%	5%
Responsive, proactive, engaged, accessible	14	3%	3%	0%	n.a.	n.a.
Garbage, rubbish and waste	12	2%	2%	1%	6%	6%
Health and medical	12	2%	5%	1%	2%	0%
Footpath maintenance and repairs	11	2%	3%	3%	5%	7%
Police presence and security	11	2%	2%	1%	1%	5%
Cleanliness and maintenance of area	10	2%	1%	2%	3%	5%
Communication and consultation	10	2%	1%	2%	2%	3%
Lighting	10	2%	2%	0%	1%	3%
Street trees	9	2%	1%	0%	1%	7%
Economic development	8	2%	1%	0%	0%	0%
Financial management	8	2%	2%	1%	1%	1%
Homeless / beggars	8	2%	1%	2%	0%	1%
E-scooter	7	1%	3%	0%	n.a.	n.a.
Cable car	6	1%	5%	6%	0%	n.a.
Disability services and facilities	6	1%	1%	1%	1%	1%
Recycling collection	6	1%	1%	1%	1%	2%
Sports and recreation facilities	6	1%	3%	0%	2%	2%
Support for businesses	6	1%	1%	0%	0%	0%
Community activities, arts and culture	4	1%	1%	1%	1%	0%
Community services	4	1%	0%	1%	1%	0%
Elderly persons activities and services	4	1%	0%	0%	1%	2%
Heritage	4	1%	0%	0%	1%	n.a.
Public toilets	4	1%	0%	1%	1%	2%
Street cleaning and maintenance	4	1%	0%	0%	0%	4%
All other issues ( <i>33 separately identified issues</i> )	61	12%	8%	3%	29%	26%
<b>Total responses</b>	<b>933</b>		<b>857</b>	<b>608</b>	<b>1,422</b>	<b>1,061</b>
<i>Respondents identifying at least one issue</i>	<i>410</i>		<i>418</i>	<i>312</i>	<i>772</i>	<i>558</i>
<i>(percent of total respondents)</i>	<i>(82%)</i>		<i>(81%)</i>	<i>(62%)</i>	<i>(64%)</i>	<i>(70%)</i>

(\*) 2023 metropolitan Melbourne average from Governing Melbourne

## Housing in the City of Hobart

Respondents were asked:

*“On a scale from 0 (lowest) to 10 (highest), how satisfied are you with the following aspects about housing in your municipality?”*

Respondents were again in 2023, asked to rate their satisfaction with both the availability of housing that meets the needs of the community and the affordability of housing.

Despite a notable increase in satisfaction with the availability of housing this year (reversing the decline recorded last year), satisfaction with both remains at “extremely poor” levels of satisfaction.

These results reflect continuing high levels of concern about both housing affordability and availability amongst the City of Hobart community.

**Satisfaction with aspects of housing in your municipality**  
**Hobart City Council - 2023 Annual Community Satisfaction Survey**  
*(Number, index score 0 - 10 and percent of respondents providing a response)*

Aspect	Survey	Number	Average satisfaction	Dissatisfied (0 - 4)	Neutral to somewhat satisfied	Very satisfied (8 - 10)
The availability of housing that meets the needs of the community	2021	403	<b>4.8</b>	46%	37%	18%
	2022	468	<b>4.4</b>	54%	34%	12%
	2023	418	<b>4.7</b>	46%	41%	12%
The affordability of housing	2021	393	<b>4.5</b>	52%	31%	17%
	2022	476	<b>4.0</b>	62%	31%	7%
	2023	418	<b>4.0</b>	58%	37%	6%

Metropolis Research notes that 39 of the 500 respondents (8%) nominated housing affordability related issues as one of the top three [issues to address](#) for the City of Hobart at the moment. These 39 respondents, on average, rated satisfaction with Council’s overall performance at 6.3 out of 10, or two percent lower than the average of all respondents.

This does suggest that housing affordability may well be exerting a mildly negative influence on community satisfaction with the performance of Council, as discussed in more detail in the [relationship between issues and overall performance](#) section of this report. Metropolis Research suggests, however, that this impact is not necessarily a direct relationship between community concerns housing availability and affordability and the performance of Council in addressing these issues.

The relationship is likely to be indirect, in that, some respondents have significant concerns around these issues, which may well result in them having a less positive outlook in general, including their satisfaction with local government.

## Perception of safety in public areas

Respondents were asked:

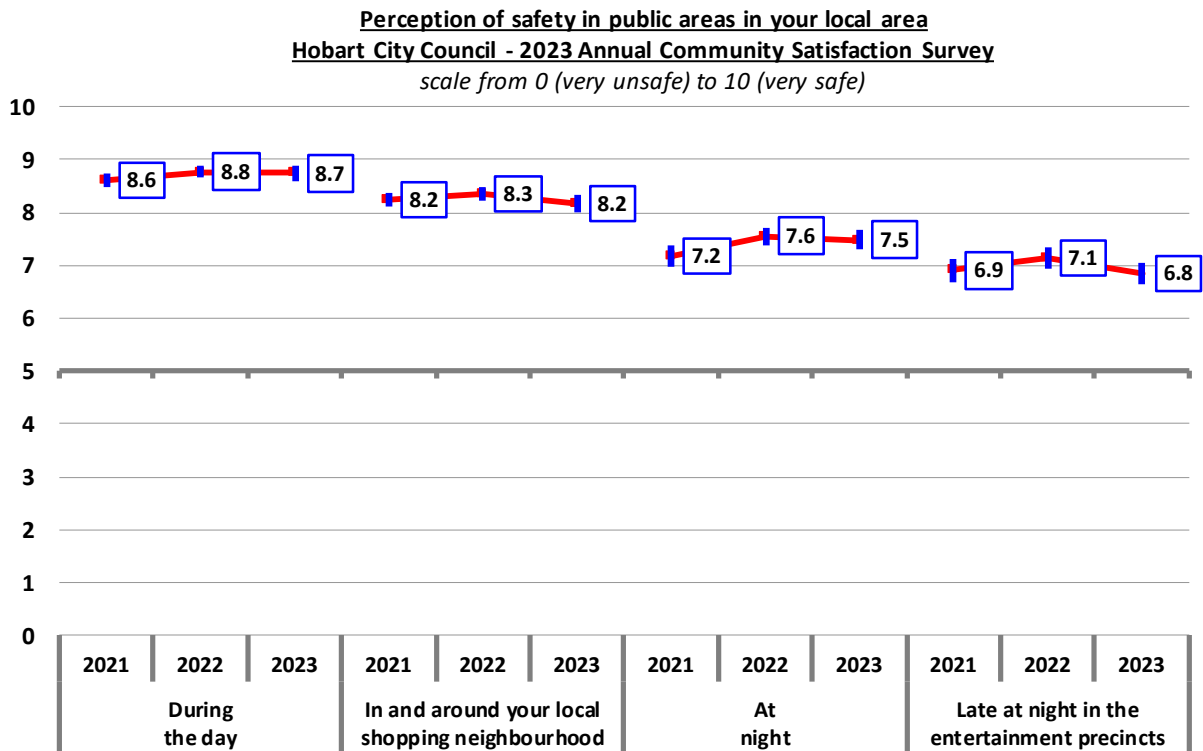
*“On a scale of 0 (lowest) to 10 (highest), how safe do you feel in the public areas in your local neighbourhood?”*

Respondents were again in 2023, asked to rate how safe they felt in the public areas in their local neighbourhood, during the day, at night, in and around their local shopping neighbourhood, and late at night in the entertainment precincts.

The perception of safety during the day, at night, and in and around shopping districts remained essentially stable this year, declining marginally by approximately one to two percent each.

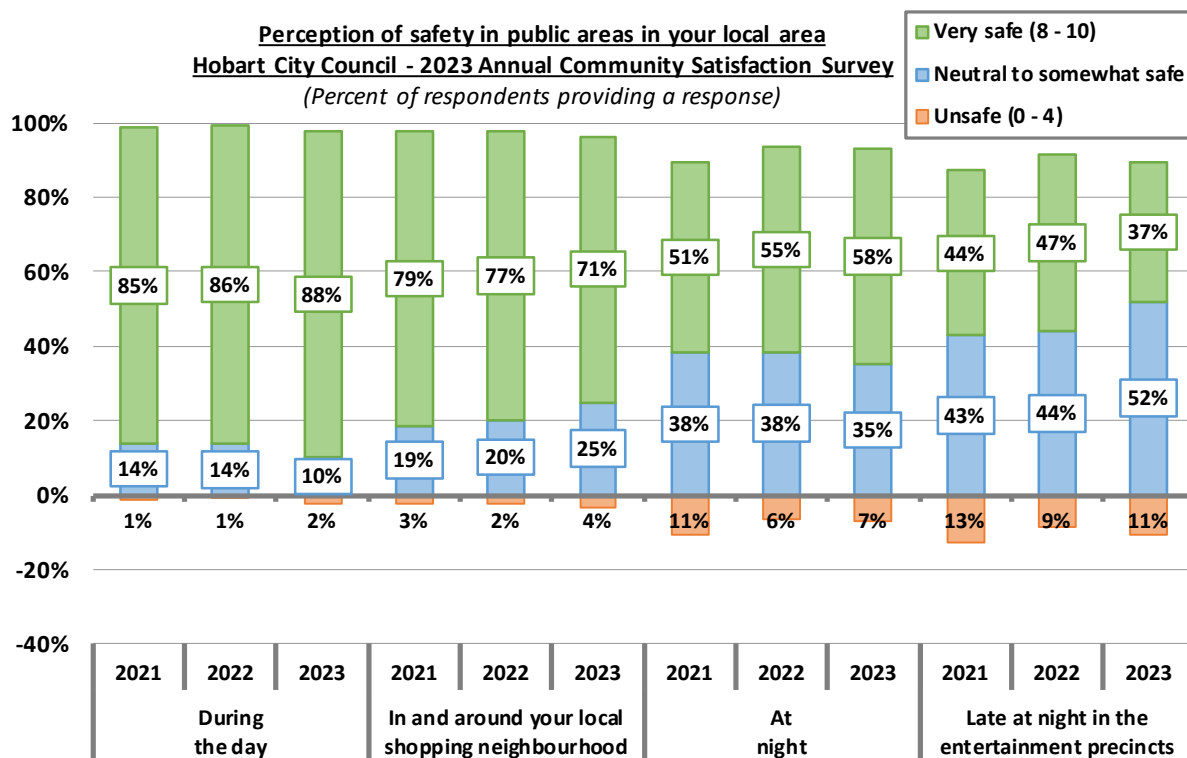
The perception of safety late at night in the entertainment precincts, however, declined somewhat, but not measurably, down four percent.

Overall, Metropolis Research notes that the perception of safety in the City of Hobart remains similar to the 2019 Tasmanian state-wide results (from the LGAT survey) and remains marginally higher than the 2023 metropolitan Melbourne perception of safety (from the *Governing Melbourne* survey).



The overwhelming majority of respondents felt “very safe” (i.e., rated safety at eight or more out of 10) during the day and in and around the local shopping neighbourhood, and more than half felt “very safe” at night.

It is noted that, consistent with previous years, 11% of respondents who provided a score, felt “unsafe” (i.e., rated safety at less than five) late at night in the entertainment precincts.



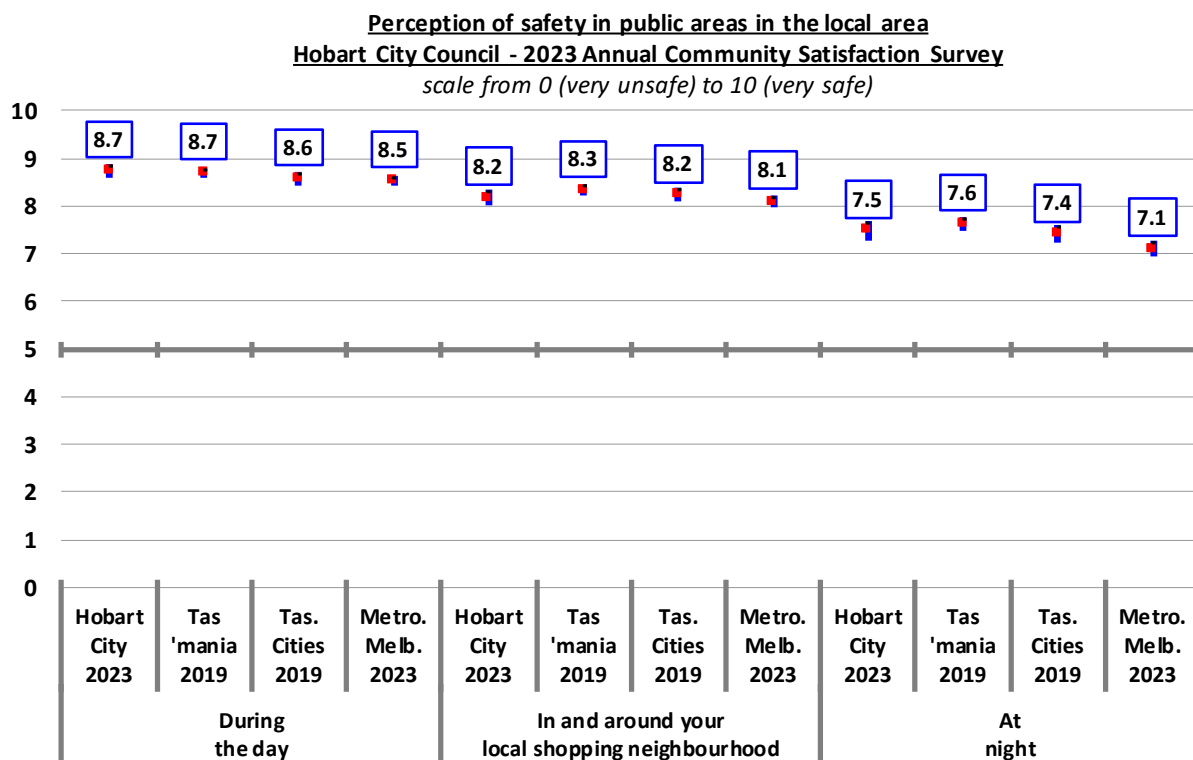
The following graph provides a comparison of the average perception of safety against the 2019 Tasmanian results (from the LGAT survey) and the metropolitan Melbourne results (from the *Governing Melbourne* survey).

Consistent with the results recorded in previous years, the perception of safety in the City of Hobart remains similar to the 2019 Tasmanian comparison results, and marginally above the metropolitan Melbourne average.

These results reinforce the view that, overall, the overwhelming majority of the City of Hobart community feel safe in their local area. This is also reflected in the fact that just 11 of the 500 respondents (two percent) nominated Police presence and security as one of top [issues to address](#) for the City of Hobart at the moment.

By way of comparison, in 2023, five percent of respondents across metropolitan Melbourne nominated safety, policing, and crime related issues as one of the top three issues. These results show that safety, policing, and crime related issues were not significant issues of concern for most in the City of Hobart community.





### ***Locations and reasons for feeling unsafe***

Respondents were asked:

*“If rated any of these less than 6, where do you feel unsafe and why?”*

### **Reasons for feeling unsafe.**

A total of 39 respondents provided a reason why they felt less safe (i.e., rated safety at less than six out of 10), which is down on the 100 last year and the 104 in 2021.

Consistent with the previous results, however, the key issues of concern in relation to the perception of safety remain concerns around crime and the level of policing in the area (9 responses), some concerns around safety at night and lighting (9 responses), concerns around drugs and alcohol (7 responses), and some concerns around various types of people and anti-social behaviour (7 and 4 responses respectively).

**Reasons for feeling unsafe in public areas of the municipality**  
**Hobart City Council - 2023 Annual Community Satisfaction Survey**  
*(Number and percent of respondents rating less than six)*

Reason	2023		2022	2021
	Number	Percent		
Crime and policing	9	23%	21%	20%
Perception of safety at night and lighting	9	23%	13%	17%
Drugs and alcohol	7	18%	25%	28%
People	7	18%	17%	17%
Anti-social behaviour	4	10%	12%	0%
General perception of safety	2	5%	5%	17%
Other	1	3%	7%	0%
<b>Total comments</b>	<b>39</b>	<b>100%</b>	<b>100</b>	<b>104</b>

**Locations where respondents feel unsafe.**

Consistent with the results recorded in previous years, the location where respondents were most likely to feel unsafe in the City of Hobart were the CBD, the waterfront / wharf, and Salamanca and surrounding areas.

These results reflect the lower perception of safety late at night in the entertainment precincts, rather than other areas more broadly across the municipality. These results reinforce the view that outside these entertainment / inner city areas which tend to generate more safety related concerns, overall, the majority of the community feel very to extremely safe in the public areas of the City of Hobart.

**Location where you feel unsafe in public areas of the municipality**  
**Hobart City Council - 2023 Annual Community Satisfaction Survey**  
*(Number of responses)*

Location	Number
CBD	9
Hobart Waterfront / wharf	6
Salamanca and surrounding areas	4
Hobart City	3
Neighbourhood / my area	2
Bus stop	1
Entertainment precincts	1
Everywhere	1
Hobart CBD - near the mall	1
I don't really go out	1
Mainly Sandy Bay promenade	1
Within Council area	1
<b>Total</b>	<b>31</b>

## Sense of community

Respondents were asked:

*“On a scale of 0 (strongly disagree) to 10 (strongly agree), please rate your agreement with the following statements about your local community.”*

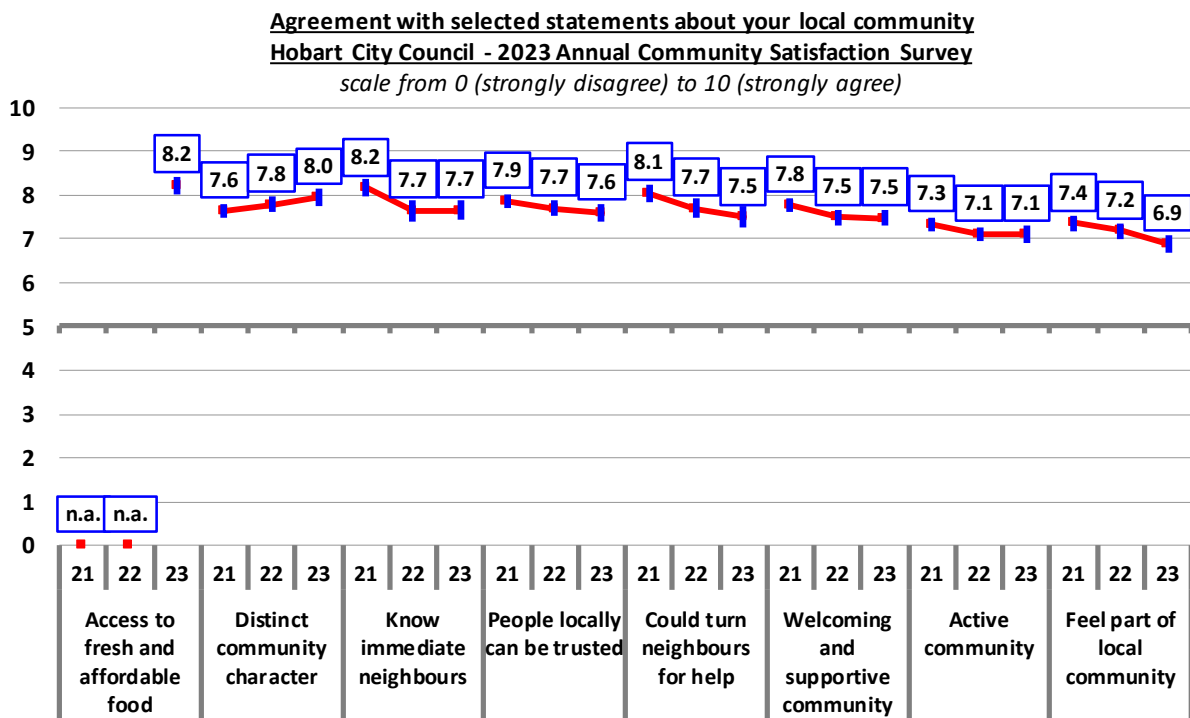
Respondents were again in 2023, asked to rate their agreement with eight statements about the local community and sense of community.

In 2023, this included a new statement about access to fresh and affordable food.

The average agreement with these statements remained relatively stable this year, with agreement with one statement increasing somewhat, agreement with three remaining the same, and agreement with three declining marginally to somewhat.

These results continue to suggest a relatively strong sense of local community, with the average agreement of eight out of 10 for the community has a distinct character highlighting this sense of community. Agreement with this statement has increased five percent since 2021.

The majority of respondents strongly agreed that it’s a distinct community, they know their neighbours, feel people locally can be trusted, they could turn to the neighbours for help, it’s a welcoming and supportive community, an active community, and they mostly feel part of the local community.

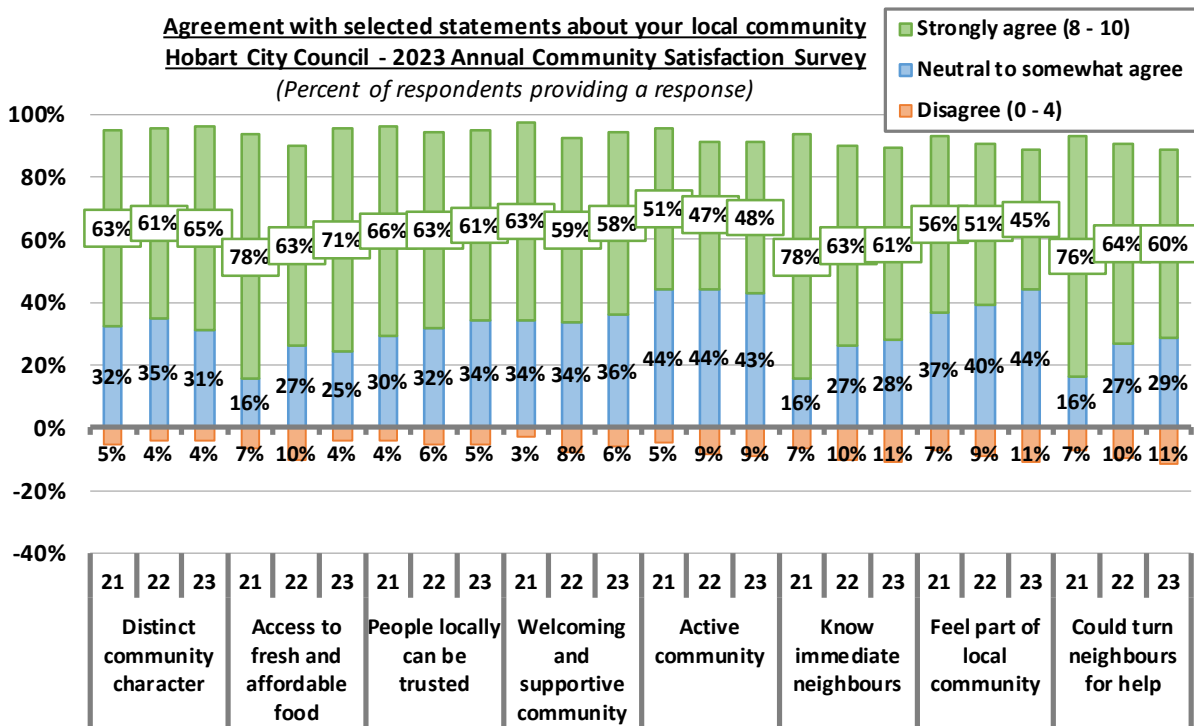


The following graph provides a breakdown of these results into the proportion of respondents providing a score who “strongly agreed” (i.e., rated agreement at eight or more), those who were “neutral to somewhat agreed” (i.e., rated agreement at between five and seven), and those who “disagreed” (i.e., rated agreement at less than five).

The most important finding from this graph is that the majority of respondents “strongly agreed” with six of the eight statements, with 48% strongly agreeing it is an active community and 45% strongly agreeing that they feel part of the local community.

Metropolis Research does draw attention, however, to the approximately 10% of respondents (who provided a score) who disagreed that it’s an active community (9% disagreed), that they know their immediate neighbours (11%), that they feel part of the local community (11%), and that they could turn to the neighbours for help (11%).

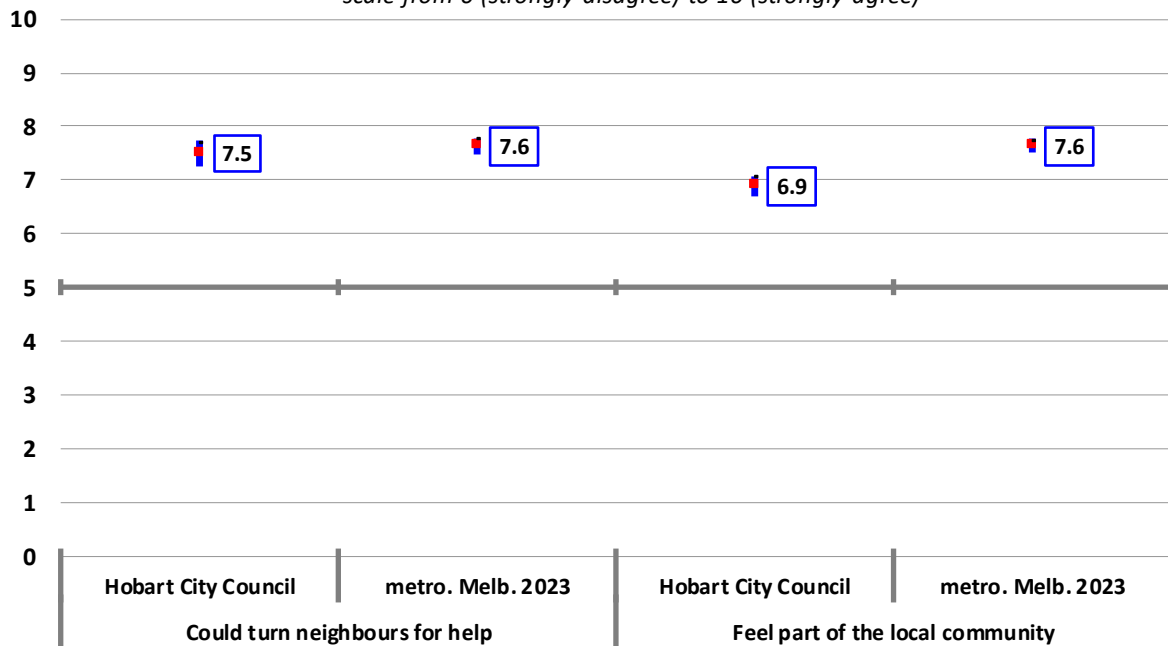
The approximately 10% of respondents who do not feel that strong sense of local community and that they part of that local community is the most critical finding from these results, as it highlights those in the community who feel disconnected.



When compared to the metropolitan Melbourne results as sourced from the 2023 Governing Melbourne survey, it is noted that agreement that respondents could turn to their neighbours for help was similar to the metropolitan Melbourne average.

Agreement that respondents feel part of the local community, however, was measurably and significantly lower in the City of Hobart than the metropolitan Melbourne average.

**Agreement with selected statements regarding the local community**  
**Hobart City Council - 2023 Annual Community Satisfaction Survey**  
*scale from 0 (strongly disagree) to 10 (strongly agree)*



There was some variation observed across the municipality by precinct, although this did tend to vary somewhat from statement to statement. In very general terms, it is noted that:

- **Somewhat more in agreement than average** – respondents from Lenah Valley, South Hobart, and West Hobart tended to be more in agreement than average with some of these statements.
- **Somewhat less in agreement than average** – respondents from Hobart precinct and Sandy Bay tended to be less in agreement than average with some of these statements.

There was a more substantive trend in terms of variation in agreement by respondent profile, as follows:

- **Somewhat more in agreement than average** – senior citizens (aged 75 years and over) tended to be more in agreement than average with most of these statements.
- **Somewhat less in agreement than average** – young adults (aged 18 to 34 years), male respondents, and most notably, respondents from multilingual households tended to be less in agreement than average with most of these statements.

## Personal wellbeing

Respondents were asked:

*“On a scale of 0 (very dissatisfied) to 10 (very satisfied), with five being neutral, how satisfied are you with the following aspects of your personal wellbeing.”*

This set of questions relating to respondents’ satisfaction with nine aspects of their personal wellbeing was included in the survey for the first time in 2023, to help inform the development of Council’s health and wellbeing planning.

These aspects related to relationships, safety, housing security, achievements in life, standard of living, mental health, physical health, future security, and community connections.

On average, respondents rated their satisfaction with these nine aspects as follows:

- **Excellent** – for personal relationships, safety, housing security, achievements in life, standard of living, and mental health.
- **Very Good** – for future security and physical health.
- **Good** – for community connections.

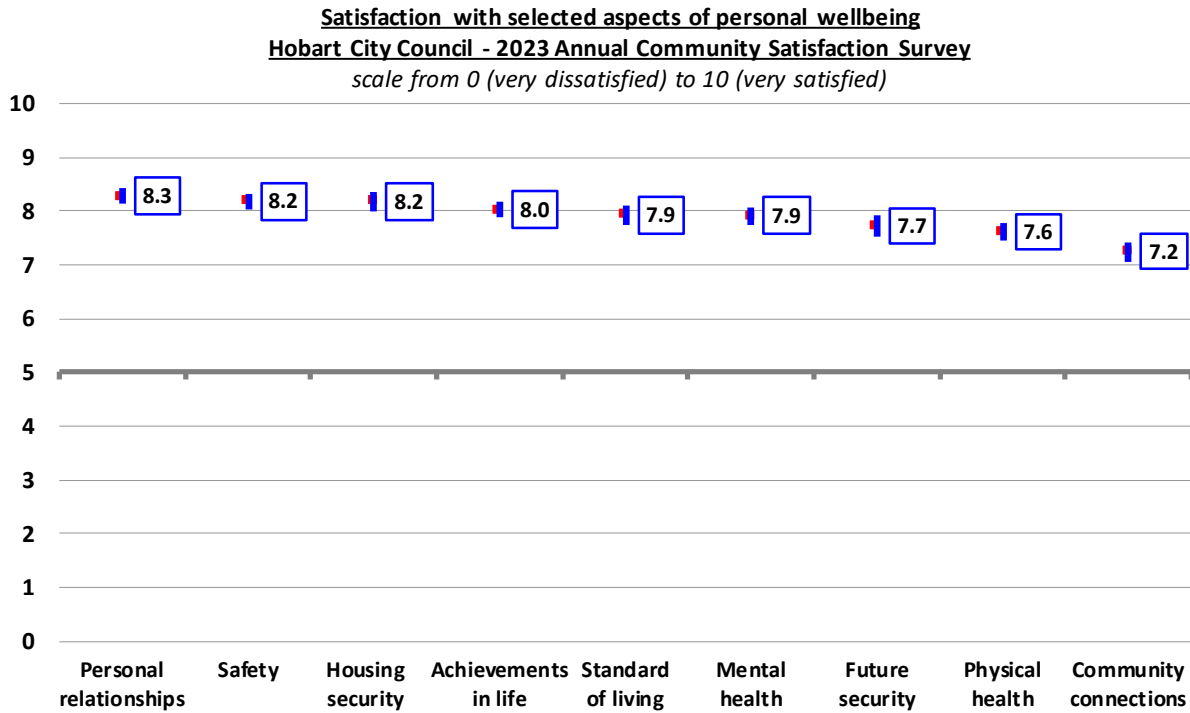
Clearly, these results reflect relatively high levels of satisfaction with personal wellbeing. Metropolis Research does note, however, that there can sometimes be some positive bias in how some respondents answer personal questions such as this.

This reflects the fact that some may feel a little awkward in telling some (even anonymously on the telephone) that they are not satisfied with personal issues like their mental health, their achievements in life, and their personal relationships.

This potential positive bias is a component of all research around really personal issues such as this and should be borne in mind when interpreting the results.

This does not, however, invalidate the key finding, that the majority of the City of Hobart community were somewhat to very satisfied with these aspects of their personal wellbeing.

Metropolis Research also notes that average satisfaction with mental health was measurably higher than satisfaction with physical health. This result has commonly been observed by Metropolis Research in research conducted elsewhere over many years.

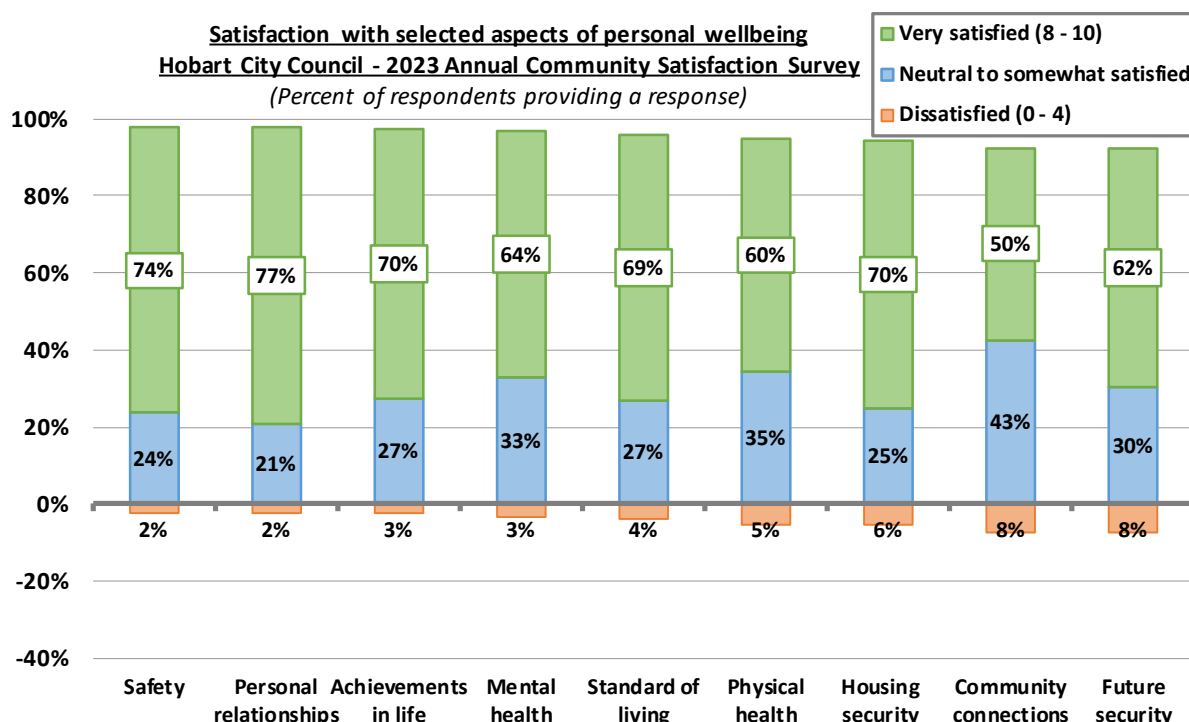


The following graph provides a breakdown of these results into the proportion of respondents (who provided a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction from five to seven), and those who were dissatisfied (i.e., rated satisfaction at less than five out of 10).

Of most interest is the fact that at least half of the respondents who provided a score were “very satisfied” with all nine of these aspects, with more than three-quarters “very satisfied” with their personal relationships.

It is noted, however, that eight percent of respondents were dissatisfied with community connections and their future security.

These raw percentage breakdown results highlight the fact that whilst the majority of the City of Hobart community were very satisfied with the range of aspects of personal wellbeing, there remains a small proportion in the community who face challenges in some of these areas.



## Improvement in local area to support health and wellbeing

Respondents were asked:

*“Keeping in mind that your health and wellbeing is a combination of physical, mental, emotional, and social factors. What three things could be improved or changed in your local area that would support or improve your health and well-being?”*

Respondents were asked, as an open-ended format question, what could be improved or changed in their local area that would support or improve their health and wellbeing.

A total of 208 of the 500 respondents (42%) provided 400 separate responses to the question, which have been broadly categorised, as outlined in the following table.

The verbatim comments underpinning these categorised results are available on request.

It is worth noting that a little less than half (42%) of respondents were able to provide a response to this question, with those who chose not to provide a response likely being a mix of respondents who felt that their health and wellbeing was fine, and those who may not feel there was anything that needed to be improved or changed in their local area to support or improve their health and wellbeing.

As is clearly evident in the following table, there were a wide range of areas for potential improvement that were raised by respondents, with the top five being community activities, arts, and culture (9%), public transport (7%), cycling / walking paths and tracks (7%), parks, gardens, and open spaces (7%), and health and medical services and facilities (5%).



**Improvement or changes in local area that would support or improve health and well-being**

**Hobart City Council - 2023 Annual Community Satisfaction Survey**

(Number and percent of total respondents)

Aspect	2023	
	Number	Percent
Community activities, arts and culture	46	9%
Public transport	37	7%
Cycling / walking paths and tracks	37	7%
Parks, gardens and open spaces	33	7%
Health and medical services and facilities	25	5%
Footpath maintenance / accessibility	17	3%
Traffic management	14	3%
Sports and recreation facilities and services	14	3%
Parking facilities	12	2%
Planning, development and housing	11	2%
Street trees	11	2%
Bushfire / emergency management	8	2%
Housing availability / affordability	8	2%
Communication, information and engagement	7	1%
Environment / climate change	7	1%
Roads maintenance and repairs	7	1%
Rates, fees and charges	6	1%
Cost of living	6	1%
Community services	5	1%
Governance, performance, accountability	5	1%
Shops, restaurants, bars and entertainment venues	5	1%
Community gardens	5	1%
Disability services and facilities	4	1%
Cleanliness / maintenance of area	4	1%
Employment creation	4	1%
General infrastructure	4	1%
Inclusiveness, diversity	4	1%
Public housing	4	1%
Drains maintenance and repairs	3	1%
Children activities, services and facilities	3	1%
Lighting	3	1%
Support for businesses	3	1%
Elderly persons services and facilities	2	0%
Safety, security and policing	2	0%
Noise control	2	0%
Community support	2	0%
Look after the community	2	0%
E-scooter	2	0%
Stick to core / basic services	2	0%
All other aspects (30 separately identified)	24	5%
<b>Total responses</b>	<b>400</b>	
<i>Respondents identifying at least one aspect</i>	<i>208</i>	<i>(42%)</i>

There was some variation in the improvements nominated by respondents observed across the five precincts comprising the City of Hobart, as follows:

- **Lenah Valley** – respondents were somewhat more likely than average to nominate community activities, arts and culture, and parks, gardens, and open spaces.
- **Mt. Nelson** – respondents were somewhat more likely than average to nominate cycling / walking paths and tracks, community activities, arts and culture, parks, gardens, and open spaces, and public transport.
- **New Town** – respondents were somewhat more likely than average to nominate street trees, environment and climate change, and community gardens.
- **South Hobart** – respondents were somewhat more likely than average to nominate parks, gardens, and open spaces.
- **West Hobart** – respondents were somewhat more likely than average to nominate community activities, arts and culture, public transport, and health and medical services and facilities.

**Improvement or changes in local area that would support or improve health and well-being by precinct**

**Hobart City Council - 2023 Annual Community Satisfaction Survey**

*(Number and percent of total respondents)*

<b>Hobart</b>		<b>Lenah Valley</b>	
Health and medical services and facilities	8%	Community activities, arts and culture	13%
Public transport	6%	Parks, gardens and open spaces	12%
Inclusiveness, diversity	5%	Health and medical services and facilities	7%
Cycling / walking paths and tracks	5%	Cycling / walking paths and tracks	7%
Parks, gardens and open spaces	4%	Communication, information, engagement	5%
Community activities, arts and culture	4%	Public transport	5%
Cost of living	4%	Planning, development and housing	4%
Planning, development and housing	3%	Parking facilities	1%
Environment / climate change	3%	Environment / climate change	1%
Sports and recreation facilities / services	3%	Footpath maintenance / accessibility	1%
All other aspects	13%	All other aspects	12%
<i>Respondents identifying an aspect</i>	<i>24</i>	<i>Respondents identifying an aspect</i>	<i>30</i>
	<i>(31%)</i>		<i>(40%)</i>

**Improvement or changes in local area that would support or improve health and well-being by precinct**

**Hobart City Council - 2023 Annual Community Satisfaction Survey**

(Number and percent of total respondents)

<b>Mt Nelson</b>	
Cycling / walking paths and tracks	23%
Community activities, arts and culture	20%
Parks, gardens and open spaces	14%
Public transport	11%
Sports and recreation facilities / services	9%
Governance, performance, accountability	7%
Public housing	7%
Support for businesses	7%
Parking facilities	5%
Footpath maintenance / accessibility	5%
All other aspects	30%
Respondents identifying an aspect	29 (66%)

<b>New Town</b>	
Street trees	8%
Public transport	6%
Environment / climate change	6%
Community gardens	6%
Footpath maintenance / accessibility	4%
Community activities, arts and culture	4%
Roads maintenance and repairs	4%
Noise control	4%
	2%
Parking facilities	2%
All other aspects	24%
Respondents identifying an aspect	22 (44%)

<b>Sandy Bay</b>	
Public transport	8%
Community activities, arts and culture	8%
Cycling / walking paths and tracks	5%
Health and medical services and facilities	5%
Parking facilities	4%
Footpath maintenance / accessibility	4%
Traffic management	4%
Sports and recreation facilities / services	3%
Planning, development and housing	2%
Children activities, services and facilities	2%
All other aspects	23%
Respondents identifying an aspect	47 (36%)

<b>South Hobart</b>	
Parks, gardens and open spaces	11%
Cycling / walking paths and tracks	8%
Housing availability / affordability	8%
Bushfire / emergency management	6%
Footpath maintenance / accessibility	5%
Traffic management	5%
Community activities, arts and culture	5%
Cleanliness / maintenance of area	5%
Public transport	3%
Health and medical services and facilities	3%
All other aspects	21%
Respondents identifying an aspect	25 (41%)

<b>West Hobart</b>	
Community activities, arts and culture	16%
Public transport	11%
Health and medical services and facilities	11%
Parks, gardens and open spaces	9%
Cycling / walking paths and tracks	9%
Rates, fees and charges	7%
Footpath maintenance / accessibility	5%
General infrastructure	5%
Planning, development and housing	4%
Street trees	4%
All other aspects	25%
Respondents identifying an aspect	30 (52%)

<b>Hobart City Council</b>	
Community activities, arts and culture	9%
Public transport	7%
Cycling / walking paths and tracks	7%
Parks, gardens and open spaces	7%
Health and medical services and facilities	5%
Footpath maintenance / accessibility	3%
Traffic management	3%
Sports and recreation facilities / services	3%
Parking facilities	2%
Planning, development and housing	2%
All other aspects	31%
Respondents identifying an aspect	208 (42%)

## Relationships

Respondents were asked:

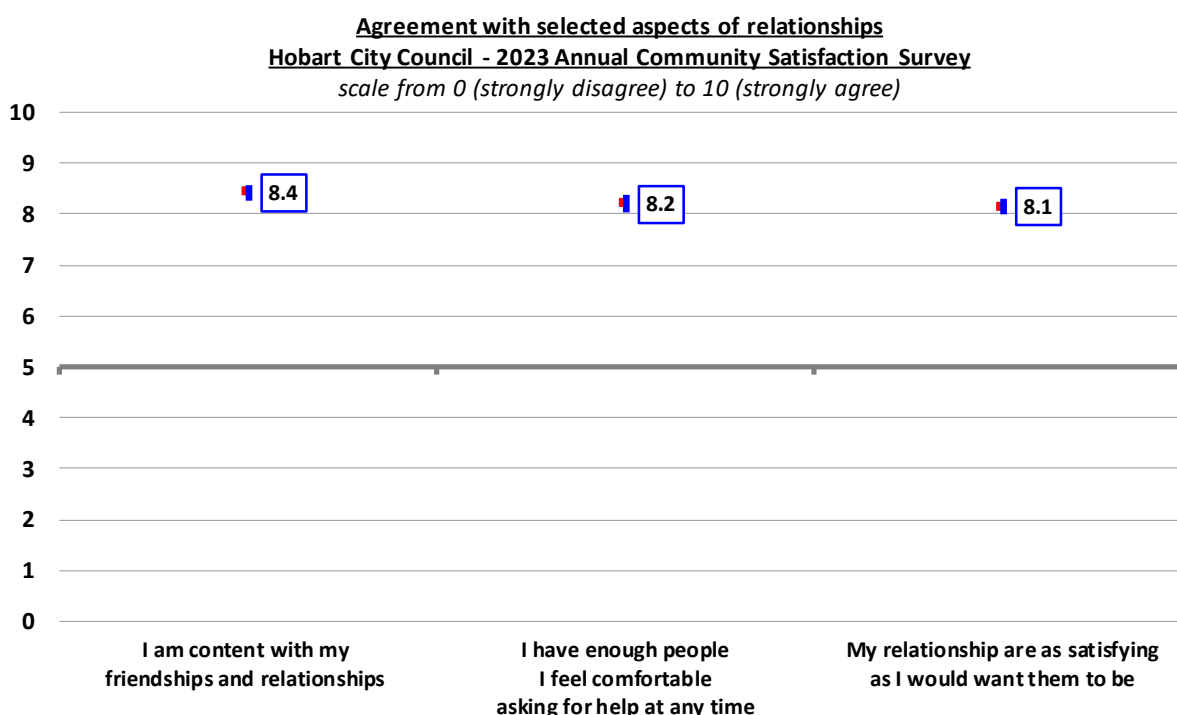
*“On a scale of 0 (strongly disagree) to 10 (strongly agree), please rate your agreement with the following statements.”*

Respondents were asked to rate their agreement with three statements about their personal relationships, as outlined in the following graph.

On average, respondents rated their agreement that they are content they are with their friendships and relationships (8.4), that they have enough people they feel comfortable asking for help at any time (8.2), and that their relationships are as satisfying as they would want them to be (8.1) all at very strong levels of agreement of more than eight out of 10.

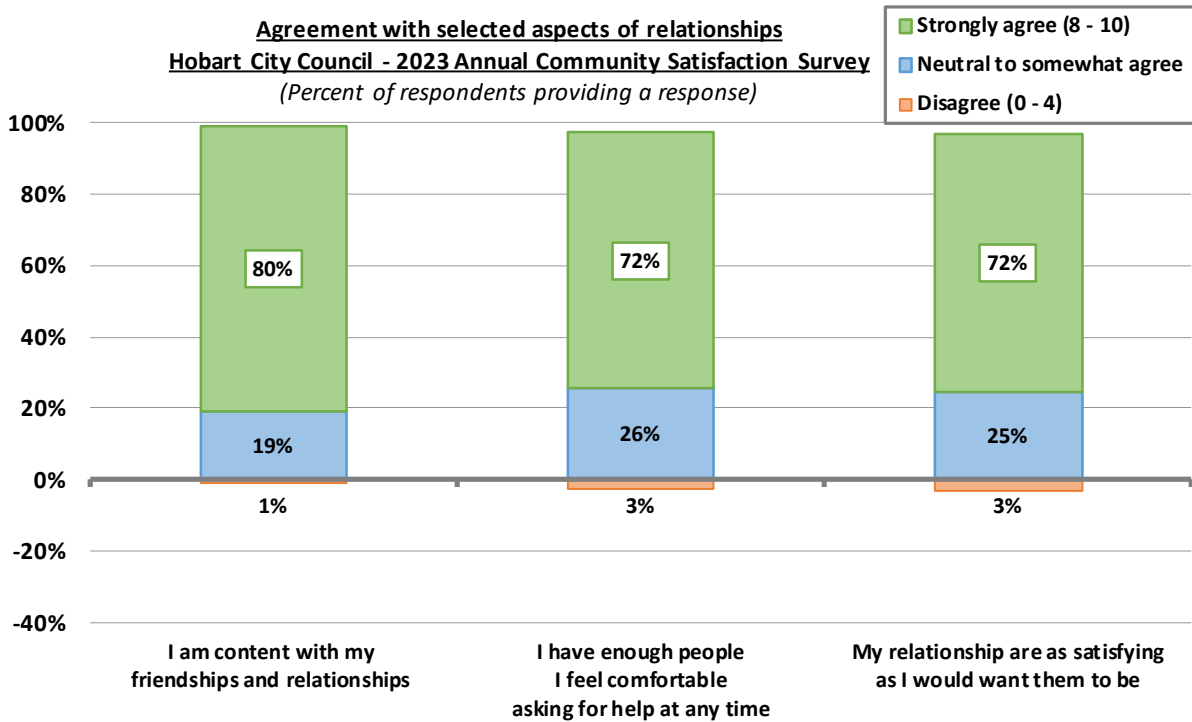
Metropolis Research notes that, unlike many of the other questions included in this survey, there can sometimes be a degree of positive bias in respondents answering questions such as these. This positive bias can sometimes result from some respondents feeling somewhat uncomfortable with telling another person (even on the telephone) that they are not content with number, nature, and contentment with their personal relationships.

This should be borne in mind when interpreting these results.



The following table provides a breakdown of these results into the proportion of respondents “strongly agreed” (i.e., rated agreement at eight or more), those who were “neutral to somewhat agreed” (i.e., rated agreement at between five and seven), and those who “disagreed” (i.e., rated agreement at less than five).

Consistent with the very high average agreement scores, approximately three-quarters to four-fifths of respondents “strongly agreed” with each of these three statements, whilst three percent or less disagreed.



## Climate change

Respondents were asked:

*“On a scale of 0 (no harms) to 10 (significant harm), how much, if at all, do you think that climate change is currently harming you and / or your families health?”*

Respondents were asked to rate how much (if at all), they think that climate change is currently harming them and / or their family’s health.

**Harm to health caused by climate change**  
**Hobart City Council - 2023 Annual Community Satisfaction Survey**  
 (Number, index score 0 - 10 and percent of respondents providing a response)

Aspect	Number	Average	Low harm (0 - 4)	Neutral to somewhat harm	High harm (8 - 10)
Harm to health caused by climate change	398	5.7	29%	44%	27%

The average rating of harm was 5.7 out of 10. Metropolis Research suggests that this is a relatively high average level of harm, suggesting quite strong community concern across the City of Hobart community about the impact of climate change on health.

Consistent with this average level of harm, views were broadly spread, with 27% of respondents rating the harm as high (eight or more) and 29% rating the harm as low (zero to four).

Metropolis Research does note that with a relatively broad question such as this, asking respondents to rate the harm to health from such a large-scale and complex issue such as climate change can be difficult for respondents to answer, and may reflect broader community concerns around climate change rather than just specifically the impact on health.

Sometimes, with questions such as this, a relatively large proportion of respondents may choose not to provide a response (which was not the case with this question), or some of the respondents can provide a middle response (i.e., five out of 10) if they are unsure. It is difficult to be sure, but it may well be the case that some respondents took that approach with this question.

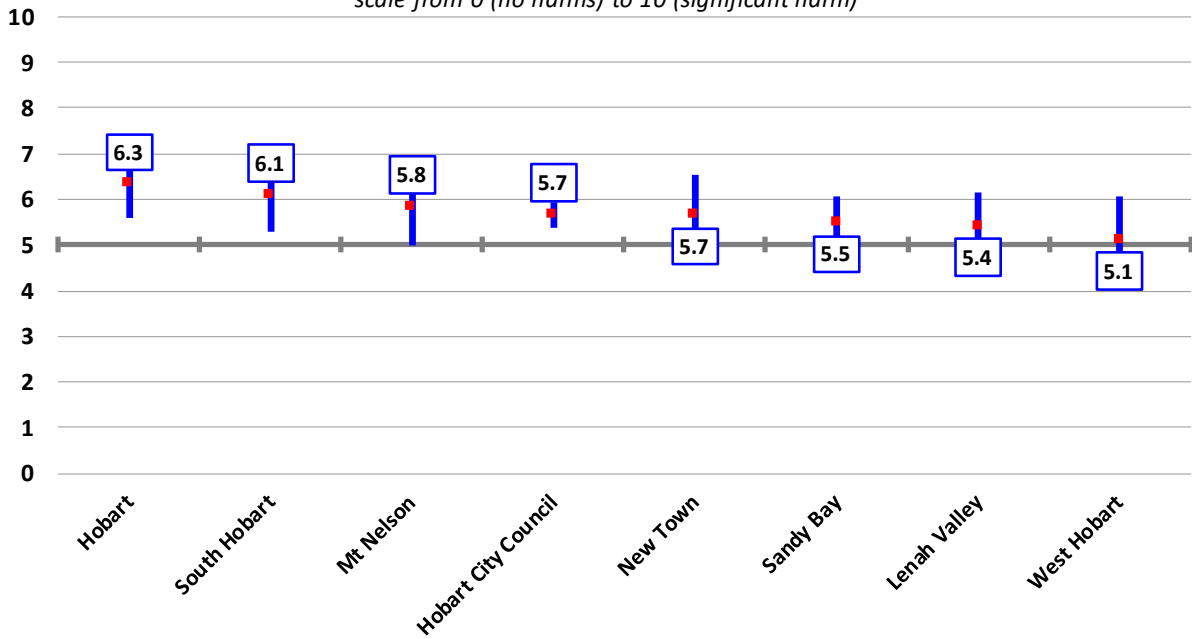
Taking that into account, the most significant finding from this question is the fact that approximately one-quarter of respondents rated the harm to health from climate change as “low” (i.e., less than five out of 10) and a similar proportion rated it as “high” (i.e., rated eight to 10).

This is important, as it does highlight the fact that a large proportion of the City of Hobart community has a strong view about the harm caused by climate change.

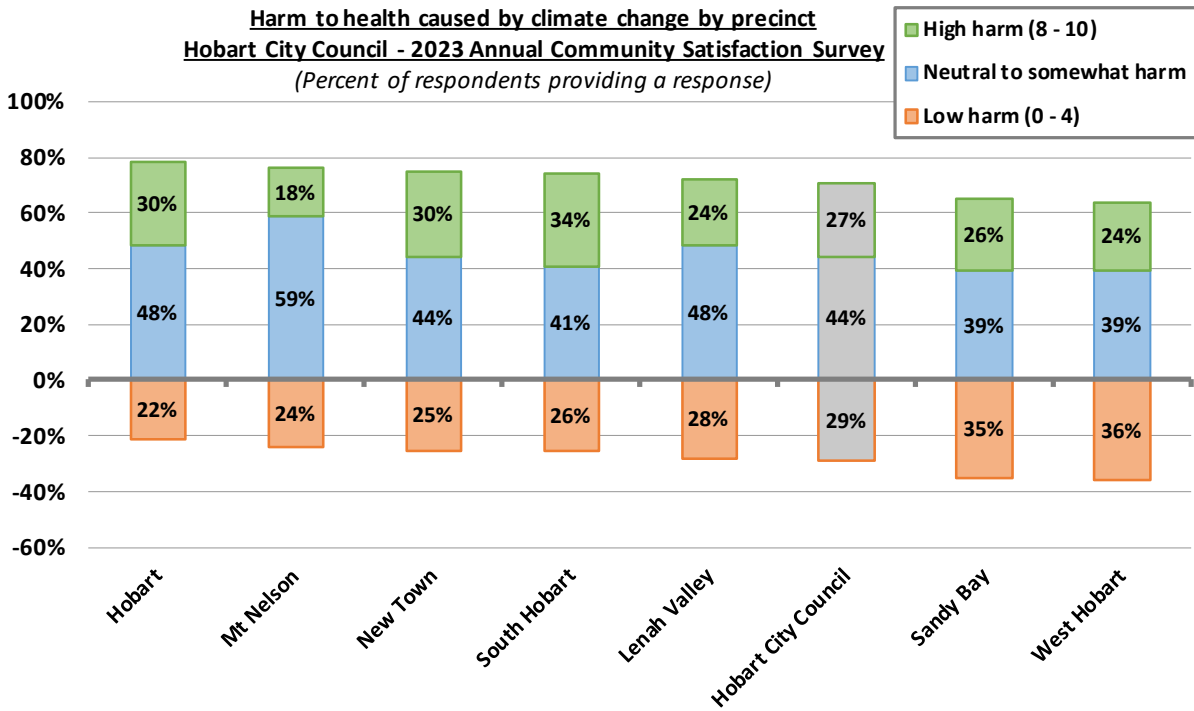
Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from Hobart precinct and South Hobart rated the harm of climate change to health notably, but not measurably higher than the municipal average, and at “moderate” rather than “mild” levels of harm.

By contrast, respondents from West Hobart rated the impact of climate change on health notably, but not measurably lower than the municipal average, although still at a “mild” level.

**Harm to health caused by climate change by precinct**  
**Hobart City Council - 2023 Annual Community Satisfaction Survey**  
*scale from 0 (no harms) to 10 (significant harm)*



**Harm to health caused by climate change by precinct**  
**Hobart City Council - 2023 Annual Community Satisfaction Survey**  
*(Percent of respondents providing a response)*



## Community involvement

Respondents were asked:

*“Are you actively involved in your local community in any of the following ways?”*

Respondents were asked, for the first time in 2023, whether they were involved in their local community in a variety of ways.

Almost one-third (31%) of respondents reported that they were an active member of a club or community group, with 22% regularly and 11% sometimes volunteering.

Nine percent of respondents reported that they currently sit on a community group board or committee.

Metropolis Research notes that these results are broadly consistent with those observed in several municipalities across metropolitan Melbourne in recent years, although it was observed that the extent of volunteering and active participation in community groups declined through the pandemic across metropolitan Melbourne.

Without access to historical results for this question, it is more difficult to make a statement about whether community participation and volunteering in the City of Hobart was affected by the pandemic in the way that it impacted quite strongly in Victoria due to the very different pandemic experience in Tasmania compared to Victoria.

More broadly, Metropolis Research suggests that these results are consistent with our pre-pandemic experience.

**Involvement in the local community**  
**Hobart City Council - 2023 Annual Community Satisfaction Survey**  
*(Number and percent of total respondents)*

<i>Response</i>	<i>2023</i>	
	<i>Number</i>	<i>Percent</i>
I am an active member of a club or community group	157	31%
I regularly volunteer (approx monthly or more often)	108	22%
I sometimes volunteer (less often than monthly)	57	11%
I currently sit on a community group board / committee	47	9%
<b>Total responses</b>	<b>369</b>	
<i>Respondents identifying at least one response</i>	<i>214 (43%)</i>	



## Respondent profile

The following section provides details as to the profile of respondents to the 2023 survey.

The sample of 500 respondents was pre-weighted by precinct population to ensure that each of the precincts comprising the City of Hobart contributed proportionally to the results.

### Age structure.

The sample of 500 respondents was post-weighted by age and gender to reflect the 2021 *Census* profile. Consistent with results typically obtained by random sample telephone methodologies, the pre-weighted sample underrepresented young adults and adults, and over overrepresented middle-aged adults, older adults and senior citizens.

**Age structure**  
**Hobart City Council - 2023 Annual Community Satisfaction Survey**  
(Number and percent of respondents providing a response)

Age group	2023 (unweighted)		2023 (weighted)	2022	2021
	Number	Percent			
Young adults (18 - 34 years)	45	9%	28%	28%	28%
Adults (35 - 44 years)	40	8%	13%	13%	13%
Middle-aged adults (45 - 59 years)	135	27%	20%	20%	20%
Older adults (60 - 74 years)	179	36%	16%	16%	16%
Senior citizens (75 years and over)	100	20%	24%	24%	24%
Not stated	1		1	0	0
<b>Total</b>	<b>500</b>	<b>100%</b>	<b>500</b>	<b>516</b>	<b>502</b>

### Gender.

The sample was weighted by age and gender to reflect the 2021 *Census* results.

**Gender**  
**Hobart City Council - 2023 Annual Community Satisfaction Survey**  
(Number and percent of respondents providing a response)

Gender	2023 (unweighted)		2023 (weighted)	2022	2021
	Number	Percent			
Male	238	48%	48%	48%	48%
Female	260	52%	52%	51%	52%
Non-binary	0	0%	0%	1%	0%
Prefer another term	0	0%	0%	0%	0%
Prefer not to say	2		2	1	0
<b>Total</b>	<b>500</b>	<b>100%</b>	<b>500</b>	<b>516</b>	<b>502</b>

### ***Permanent or long-term disability or medical condition / illness.***

This question relating to household members identifying with long-term disability or medical condition was included in the survey program in this format for the first time this year.

A total of 22% of respondent households reported that at least one household member identified with disability of some type, with the most common form of disability being physical disability / limited mobility.

Metropolis Research notes that this question format, which includes both disability and long-term medical conditions will tend to capture a larger proportion of the community than the more traditional approach of limiting the question to disability.

**Household members identify as having a permanent or long-term disability or medical condition / illness**

**Hobart City Council - 2023 Annual Community Satisfaction Survey**

*(Number and percent of total respondents)*

<i>Response</i>	<i>2023</i>	
	<i>Number</i>	<i>Percent</i>
Physical disability / limited mobility	45	9%
Long-term illness	29	6%
Mental health / psychological condition	13	3%
Hearing impairment	12	2%
Learning or intellectual disability	8	2%
Vision impairment	4	1%
Acquired brain injury (ABI)	2	0%
Other	1	0%
<b>Total responses</b>	<b>114</b>	
<i>Respondents identifying at least one response</i>	<i>112</i>	<i>(22%)</i>

### ***Language spoken at home.***

Consistent with the results recorded in previous surveys, approximately four-fifths of respondents were from households that spoke a language other than English at home. This result was somewhat higher than the 2021 *Census* proportion of individual residents who spoke a language other than English at home (95%).

The survey deliberately asked respondents whether members of their household spoke a language other than English at home to ensure that multilingual households were identified. This reflects the fact that multilingual households face specific challenges even though the individual who completed the survey may not speak another language at home.

**Language spoken at home**  
**Hobart City Council - 2023 Annual Community Satisfaction Survey**  
 (Number and percent of respondents providing a response)

Language	2023		2022	2021
	Number	Percent		
English	403	81%	80%	82%
Macedonian	12	2%	0%	0%
Hindi	11	2%	2%	2%
Chinese, n.f.d	8	2%	2%	0%
French	8	2%	1%	2%
Spanish	5	1%	0%	0%
Dutch	4	1%	0%	0%
Italian	4	1%	1%	1%
Korean	4	1%	0%	0%
Gujarati	3	1%	0%	0%
Japanese	3	1%	0%	0%
Nepali	3	1%	1%	0%
Punjabi	3	1%	0%	0%
Urdu	3	1%	1%	1%
Arabic	2	0%	1%	0%
Bengali	2	0%	0%	1%
German	2	0%	1%	1%
Sinhalese	2	0%	1%	0%
Thai	2	0%	0%	0%
Afrikaans	1	0%	0%	0%
Cantonese	1	0%	0%	1%
Croatian	1	0%	0%	0%
Greek	1	0%	0%	0%
Hungarian	1	0%	0%	0%
Polish	1	0%	0%	1%
Serbian	1	0%	0%	0%
Swedish	1	0%	0%	0%
Tagalog (Filipino)	1	0%	0%	0%
Tongan	1	0%	0%	0%
Multiple	0	0%	0%	0%
All other languages	5	1%	9%	9%
Not stated	1		9	0
<b>Total</b>	<b>500</b>	<b>100%</b>	<b>516</b>	<b>502</b>

**Housing situation.**

Consistent with the results recorded in previous years, a little more than half of the respondents were from households who owned their home outright, approximately one-quarter (24% up from 18%) were mortgagor households, and 17% (down from 25%) were from rental households (both private 16% and public 1%).

**Housing situation**

**Hobart City Council - 2023 Annual Community Satisfaction Survey**

(Number and percent of respondents providing a response)

Situation	2023		2022	2021
	Number	Percent		
Own this home	284	59%	57%	60%
Mortgage ( <i>paying-off this home</i> )	117	24%	18%	20%
Private rental	77	16%	23%	19%
Renting public housing	4	1%	2%	1%
Not stated	18		11	17
<b>Total</b>	<b>500</b>	<b>100%</b>	<b>516</b>	<b>502</b>

**Household structure**

Consistent with the results recorded in previous years, the survey sample included a good cross section of household structure. A little more than one-third were couple households without children, a little more than one-quarter were two-parent families, one-sixth were sole person households, 12% were group households, and four percent were one-parent families.

**Household structure**

**Hobart City Council - 2023 Annual Community Satisfaction Survey**

(Number and percent of respondents providing a response)

Structure	2023		2022	2021
	Number	Percent		
<b>Two parent family total</b>	<b>138</b>	<b>29%</b>	<b>26%</b>	<b>25%</b>
<i>youngest child 0 - 4 years</i>	35	7%	6%	4%
<i>youngest child 5 - 12 years</i>	39	8%	7%	8%
<i>youngest child 13 - 18 years</i>	24	5%	4%	4%
<i>adult children only</i>	40	8%	9%	8%
<b>One parent family total</b>	<b>21</b>	<b>4%</b>	<b>4%</b>	<b>8%</b>
<i>youngest child 0 - 4 years</i>	0	0%	1%	2%
<i>youngest child 5 - 12 years</i>	3	1%	1%	1%
<i>youngest child 13 - 18 years</i>	5	1%	1%	1%
<i>adult children only</i>	13	3%	1%	4%
Couple only household	173	36%	38%	38%
Sole person household	87	18%	18%	16%
Group household	57	12%	13%	11%
Other / extended family households	7	1%	1%	1%
Not stated	17		17	13
<b>Total</b>	<b>500</b>	<b>100%</b>	<b>516</b>	<b>502</b>

## Period of residence

Consistent with the results recorded in previous years, less than five percent of respondents were new or newer residents of the City of Hobart (less than five years in the municipality), 17% were medium term residents, and four-fifths were long-term residents (10 years or more in the municipality).

**Period of residence in the City of Hobart**  
**Hobart City Council - 2023 Annual Community Satisfaction Survey**  
*(Number and percent of respondents providing a response)*

Period	2023		2022	2021
	Number	Percent		
Less than 1 year	8	2%	0%	0%
1 to less than 5 years	9	2%	4%	11%
5 to less than 10 years	82	17%	17%	10%
10 years or more	387	80%	79%	79%
Not stated	14		20	5
<b>Total</b>	<b>500</b>	<b>100%</b>	<b>516</b>	<b>502</b>

The 17 respondents who reported that they had lived in the City of Hobart for less than five years were most likely to have moved to the municipality from interstate (40%) or from overseas (22%), with just three respondents moving from Kingborough and two respondents moving from Huon Valley.

This is an interesting result, as it highlights the small but notable influx of new residents from mainland Australia.

**Previous municipality of residence**  
**Hobart City Council - 2023 Annual Community Satisfaction Survey**  
*(Number and percent of respondents in City of Hobart less than five yrs)*

Council	2023	
	Number	Percent
Interstate	5	40%
Kingborough	3	25%
International	3	22%
Huon Valley	2	12%
Not stated	4	
<b>Total</b>	<b>17</b>	<b>100%</b>

## Own a business.

Consistent with the results recorded in previous years, 18% (down from 22%) of respondents reported that they own or operate a business in the City of Hobart. Metropolis Research suggests that this is a relatively large proportion when compared to results observed elsewhere.

**Own a business operating in the City of Hobart**  
**Hobart City Council - 2023 Annual Community Satisfaction Survey**  
 (Number and percent of respondents providing a response)

Business	2023		2022	2021
	Number	Percent		
Yes	88	18%	22%	15%
No	389	82%	78%	85%
Not stated	23		13	17
<b>Total</b>	<b>500</b>	<b>100%</b>	<b>516</b>	<b>502</b>

## General comments

Respondents were asked:

*“Do you have any further comments you would like to make?”*

There was a total of 113 general comments received this year, similar to the 122 received last year.

These general comments have been broadly categorised, as outlined in the following table.

Consistent with the results recorded in previous years, the issues most commonly raised in the general comments included some comments on the survey (e.g., length, the questions, etc), comments on planning, housing, and development, comments on Council’s governance and management performance, comments on a range of specific Council services and facilities, some comments on rates, fees, and charges.

It is noted that there were six generally positive statements about Council in the general comments this year, compared to three generally negative statements.

**General comments**

**Hobart City Council - 2023 Annual Community Satisfaction Survey**

(Number of responses)

Response	2023		2022
	Number	Percent	
Survey	13	12%	6%
Planning, development and housing	12	11%	8%
Council governance and management	9	8%	10%
Council services and facilities	9	8%	8%
Rates	8	7%	2%
Bikes / walking paths	6	5%	2%
General positive	6	5%	9%
Parking	6	5%	5%
Roads and traffic management	5	4%	6%
Communication, information and engagement	4	4%	2%
Parks, garden, open spaces and trees	4	4%	1%
Tourism	4	4%	0%
General negative	3	3%	5%
Stadium	3	3%	3%
Footpaths	2	2%	2%
Safety, security and policing	2	2%	2%
Sports and recreation	2	2%	3%
Waste management	2	2%	2%
Cable car	1	1%	4%
Public transport	1	1%	2%
University	1	1%	5%
Other	10	9%	4%
<b>Total comments</b>	<b>113</b>	<b>100%</b>	<b>122</b>

**Appendix Two – Survey form**

**1**

**Have you contacted the City of Hobart in the last 12 months?**

Yes **1** No (go to Q.5) **2**

**2**

**When you last contacted the City, was it?**

*(Please circle one only)*

Visit in person	<b>1</b>	Email / website / social media	<b>4</b>
Telephone	<b>2</b>	Contacted an elected member	<b>5</b>
Mail	<b>3</b>	Other	<b>9</b>

**3**

**What did you contact the City about?**

--

**4**

**On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with the following aspects of service when you last contacted the City.**

1. Courtesy, professionalism, and attitude of staff	0	1	2	3	4	5	6	7	8	9	10	99
2. Provision of information on the Council and its services	0	1	2	3	4	5	6	7	8	9	10	99
3. The speed and efficiency of service	0	1	2	3	4	5	6	7	8	9	10	99
4. Access to the relevant office / area	0	1	2	3	4	5	6	7	8	9	10	99
5. Being kept informed on the progress of your enquiry	0	1	2	3	4	5	6	7	8	9	10	99
6. Staff understanding of your query / needs	0	1	2	3	4	5	6	7	8	9	10	99
7. Access to City services through digital or online channels	0	1	2	3	4	5	6	7	8	9	10	99
8. Overall satisfaction with the customer service experience	0	1	2	3	4	5	6	7	8	9	10	99

**5**

**On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community of each of the following services and facilities provided by the City, and then your personal satisfaction with each.**

1. Provision and maintenance of local roads	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
2. The safety of local roads	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
3 The management of local traffic	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
4.The maintenance and cleaning of public areas (including streets, footpaths, parks, etc.)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99



5. Litter collection in public areas	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
6. Drains / stormwater maintenance and repairs	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
7. Provision and availability of adequate / affordable parking	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
8. The provision and maintenance of street lighting	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
9. The provision and maintenance of street trees	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
10. Weekly garbage collection service	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
11. Fortnightly recycling collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
12. Fortnightly food and garden waste collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
13. Provision and maintenance of parks, gardens and playgrounds	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
14. The provision and maintenance of safe footpaths / pedestrian areas	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
15. The provision, maintenance and accessibility of public toilets	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
16. Environmental management (including air quality, waterways, noise, animal and weed management)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
17. Development services (including planning, building, and plumbing permit applications)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
18. The provision of health and wellbeing programs and activities	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
19. Creative practices and public art	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
20. Local economic development services	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

5

21. Information provided by the City (including printed publications, flyers, website, social media, City News)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
22. Emergency and disaster management and recovery (including COVID-19)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
23. Protection and management of bushland areas	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

6

**On a scale of 0 (lowest) to 10 (highest), please rate the importance of the following services to the community, followed by your personal level of satisfaction with only those services you or a family member has used in the past 12 months?**

*(Survey note: Ask importance, then use, then satisfaction only if service has been used in last 12 months)*

1. Outdoor recreation facilities (including skate parks, walking and bike tracks and trails)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
2. Outdoor sporting facilities (including sports fields, change rooms, and car parking)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
3. Doone Kennedy Hobart Aquatic Centre	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
4. Community events, festivals, and markets	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
5. On-road cycle paths and shared pathways	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
6. The Waste Management Centre the 'Tip' (McRobies Gully)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
7. Planning and building permit processes	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
8. Statutory consultation and involvement in the development and application process	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
9. The online engagement tool "Your Say Hobart"	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

**7**

**On a scale of 0 (lowest) to 10 (highest), please rate your personal level of satisfaction with the following aspects of Council's performance.**

1. Council's community consultation and engagement	0	1	2	3	4	5	6	7	8	9	10	99
2. Council's representation, lobbying and advocacy on behalf of the community to other levels of government	0	1	2	3	4	5	6	7	8	9	10	99
3. The responsiveness of Council to local community needs	0	1	2	3	4	5	6	7	8	9	10	99
4. Council making decisions in the interests of the community	0	1	2	3	4	5	6	7	8	9	10	99
5. Council's performance maintaining the trust and confidence of the local community	0	1	2	3	4	5	6	7	8	9	10	99

**8**

6. And finally, the performance of the City across all areas of responsibility	0	1	2	3	4	5	6	7	8	9	10	99
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**If overall performance rated less than five, why do you say that?**


**9**

**Can you please list what you consider to be the top three issues for the City of Hobart at the moment?**

<b>Issue One:</b>	
<b>Issue Two:</b>	
<b>Issue Three:</b>	

**10**

**On a scale of 0 (strongly disagree) to 10 (strongly agree), please rate your agreement with the following statements about your local community.**

1. My neighbourhood has a distinct character, it's a special place	0	1	2	3	4	5	6	7	8	9	10	99
2. It's an active community, people do things and get involved in local issues	0	1	2	3	4	5	6	7	8	9	10	99
3. I feel part of the local community	0	1	2	3	4	5	6	7	8	9	10	99
4. I know my immediate neighbours by name	0	1	2	3	4	5	6	7	8	9	10	99
5. In times of needs, I could turn to the neighbours for help	0	1	2	3	4	5	6	7	8	9	10	99
6. Most people in my local community can be trusted	0	1	2	3	4	5	6	7	8	9	10	99
7. The local community is welcoming and supportive of all people	0	1	2	3	4	5	6	7	8	9	10	99
8. I have access to fresh and affordable food to meet my household's needs	0	1	2	3	4	5	6	7	8	9	10	99

**On a scale of 0 (strongly disagree) to 10 (strongly agree), please rate your agreement with the following statements about the City of Hobart.**

1. Infrastructure in the City of Hobart is equitable, inclusive and accessible	0	1	2	3	4	5	6	7	8	9	10	99
2. The City of Hobart is inclusive and recognises diversity	0	1	2	3	4	5	6	7	8	9	10	99
3. The City encourages and enables people to work, shop and spend time locally	0	1	2	3	4	5	6	7	8	9	10	99
4. The City of Hobart is trustworthy and reliable	0	1	2	3	4	5	6	7	8	9	10	99
5. The City of Hobart provides important services that meet the needs of the whole community	0	1	2	3	4	5	6	7	8	9	10	99
6. The City of Hobart has a clear vision of how Hobart will develop in the future	0	1	2	3	4	5	6	7	8	9	10	99
7. The City of Hobart is forward thinking and innovative	0	1	2	3	4	5	6	7	8	9	10	99
8. The City is a responsible financial manager and offers value for rates	0	1	2	3	4	5	6	7	8	9	10	99
9. Residents' views are taken into consideration when making decisions that affect them	0	1	2	3	4	5	6	7	8	9	10	99
10. The City of Hobart protects local heritage	0	1	2	3	4	5	6	7	8	9	10	99
11. Planning decisions respect the character of the city including that of local neighbourhoods	0	1	2	3	4	5	6	7	8	9	10	99

**On a scale of zero (lowest) to ten (highest), how safe do you feel in public areas in your local neighbourhood?**

1. During the day	0	1	2	3	4	5	6	7	8	9	10	99
2. At night	0	1	2	3	4	5	6	7	8	9	10	99
3. In and around your local shopping neighbourhood	0	1	2	3	4	5	6	7	8	9	10	99
4. Late at night in the entertainment precincts (e.g., Hobart waterfront, Hobart CBD, Salamanca, and North Hobart areas)	0	1	2	3	4	5	6	7	8	9	10	99

**If you rated any of these less than 6, where do you feel unsafe and why?**

Where:	Why:
Where:	Why:

**13**

**On a scale of 0 (lowest) to 10 (highest), how satisfied are you with the following aspects about housing in your municipality?**

1. The availability of housing that meets the needs of the community	0	1	2	3	4	5	6	7	8	9	10	99
2. The affordability of housing	0	1	2	3	4	5	6	7	8	9	10	99

**14**

**On a scale of 0 (very dissatisfied) to 10 (very satisfied), with five being neutral, how satisfied are you with the following aspects of your personal wellbeing?**

1. Standard of living	0	1	2	3	4	5	6	7	8	9	10	99
2. Physical health	0	1	2	3	4	5	6	7	8	9	10	99
3. Mental health	0	1	2	3	4	5	6	7	8	9	10	99
4. Achievements in life	0	1	2	3	4	5	6	7	8	9	10	99
5. Community connections	0	1	2	3	4	5	6	7	8	9	10	99
6. Personal relationships	0	1	2	3	4	5	6	7	8	9	10	99
7. Safety	0	1	2	3	4	5	6	7	8	9	10	99
8. Housing security	0	1	2	3	4	5	6	7	8	9	10	99
9. Future security	0	1	2	3	4	5	6	7	8	9	10	99

**15**

**On a scale of 0 (no harms) to 10 (significant harm), how much, if at all, do you think that climate change is currently harming you and / or your families health?**

1. Harm to health caused by climate change	0	1	2	3	4	5	6	7	8	9	10	99
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**16**

**Are you actively involved in your local community in any of the following ways?**

*(please select as many as appropriate)*

- I am an active member of a club or community group **1**
- I regularly volunteer (approx. monthly or more often) **2**
- I sometimes volunteer (less often than monthly) **3**
- I currently sit on a community group board / committee **4**

**17**

**On a scale of 0 (strongly disagree) to 10 (strongly agree), please rate your agreement with the following statements.**

1. I am content with my friendships and relationships	0	1	2	3	4	5	6	7	8	9	10	99
2. I have enough people I feel comfortable asking for help at any time	0	1	2	3	4	5	6	7	8	9	10	99
3. My relationship are as satisfying as I would want them to be	0	1	2	3	4	5	6	7	8	9	10	99

**18**

Keeping in mind that your health and wellbeing is a combination of physical, mental, emotional, and social factors. What three things could be improved or changed in your local area that would support or improve your health and well-being?

<b>One:</b>	
<b>Two:</b>	
<b>Three:</b>	

**19**

Please indicate which of the following best describes you.

18 - 24 Years	1	45 - 59 Years	4
25 - 34 Years	2	60 - 74 Years	5
35 - 44 Years	3	75 Years or Over	6

**20**

With which gender do you identify?

Male	1	Prefer another term:	3
Female	2	_____	
Non-binary	3	Prefer not to say	4

**21**

What are all the languages spoken in this household?

English only	1	Other (specify): _____	2
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**22**

Do any members of this household identify as having a permanent or long-term disability or medical condition / illness?

*(please select as many as appropriate)*

Vision impairment	1	Mental health / psychological condition	5
Hearing impairment	2	Physical disability / limited mobility	6
Learning or intellectual disability	3	Long-term illness (specify): _____	7
Acquired brain injury (ABI)	4	Other (specify): _____	9

**23**

Which of the following best describes the current housing situation of this household?

Own this home	1	Private rental (e.g Real Estate Agent)	3
Mortgage (paying-off this home)	2	Renting public housing	4

**24**

What is the structure of this household?

Two parent family (youngest 0 - 4 yrs.)	1	One parent family (youngest 13-18)	7
Two parent family (youngest 5 – 12 yrs.)	2	One parent family (adult child only)	8
Two parent family (youngest 13 - 18 yrs.)	3	Group household	9
Two parent family (adult child only)	4	Sole person household	10
One parent family (youngest 0 - 4 yrs.)	5	Couple only family	11
One parent family (youngest 5 – 12 yrs.)	6	Other (specify): _____	12

**25**

**How long have you lived in the City of Hobart?**

Less than 1 year	<b>1</b>	5 to less than 10 years	<b>3</b>
1 to less than 5 years	<b>2</b>	10 years or more	<b>4</b>

**If less than 5 years, where did you live previously?** \_\_\_\_\_

**26**

**Do you or members of this household own a business operating in the City of Hobart?**

Yes	<b>1</b>	No	<b>2</b>
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**27**

**Do you have any further comments you would like to make?**

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**THANK YOU FOR YOUR TIME**