



Council values your opinion...

**Please read the attached letter and pamphlet about Clarence Valley Council's consideration of a Special Rates Variation application for an 8% increase each year for three years (inclusive of an assumed rate-peg of 2.5%) carefully before completing the survey below and using the reply-paid facility to return it to us.**

**Q1. Before receiving this information were you aware Council was considering applying for a Special Rate Variation?**

- Yes
- No

**Q2. How would you rate your level of understanding of Council's proposal for a Special Rate Variation?**

- Low
- Medium
- High

**Q3. How important is it for Council to be financially sustainable and viable?**

- Not Important
- Important
- Very Important

**Q4. How satisfied are you with the quality of infrastructure, services and facilities provided by Council in the local area?**

- Not Satisfied
- Satisfied
- Very Satisfied

**Q5. Do you support the Special Rate Variation as proposed?**

- Yes
- No

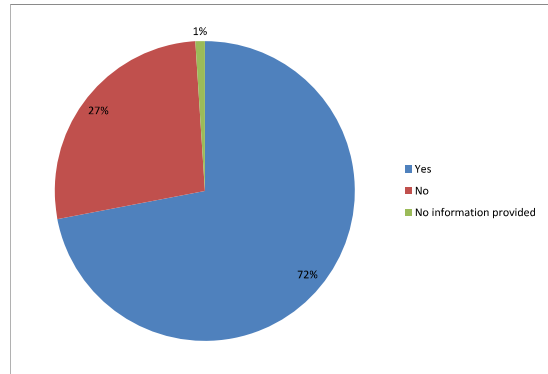
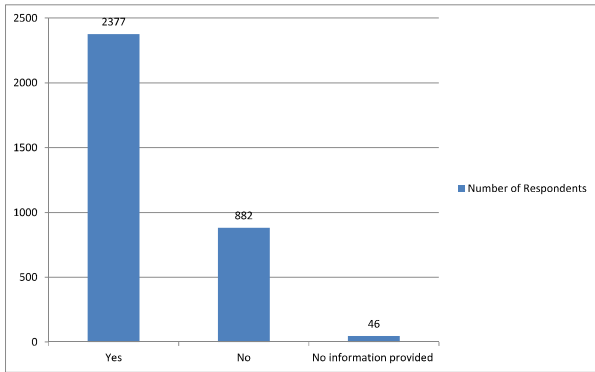
Attachment 19 - Survey Results

Attachment A

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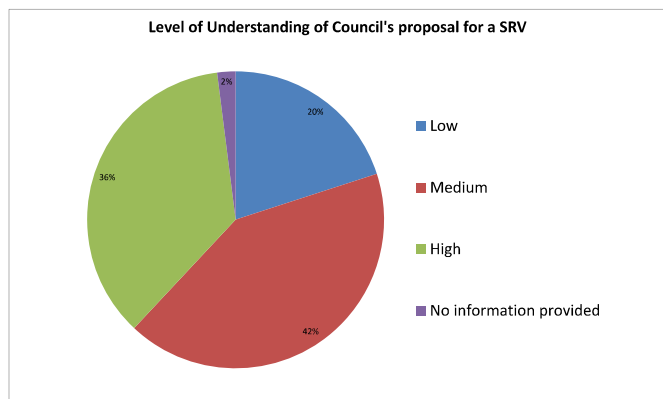
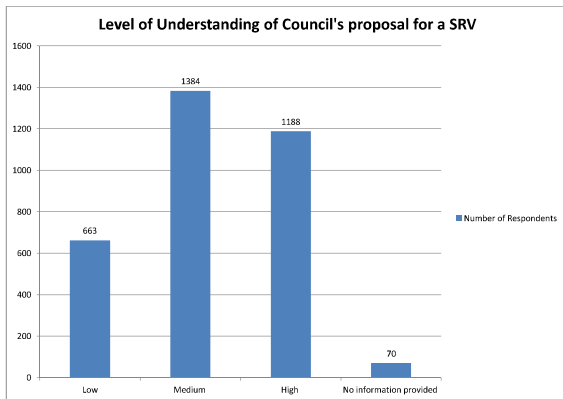
**Question 1 - Before receiving this information were you aware Council was considering applying for a Special Rates Variation?**

Answer	Number of Respondents	% of Respondents
Yes	2377	72%
No	882	27%
No information provided	46	1%
Total	3305	100%



**Question 2 - How would you rate your level of understanding of Council's proposal for a Special Rates Variation?**

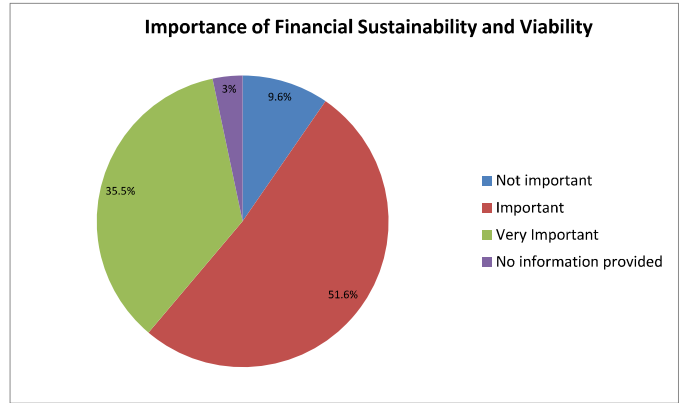
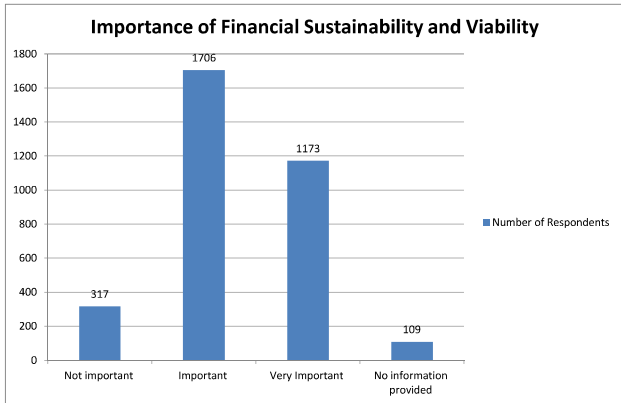
Level of Understanding	Number of Respondents	% of Respondents
Low	663	20
Medium	1384	42
High	1188	36
No information provided	70	2
<b>Total</b>	<b>3305</b>	<b>100</b>



Attachment 19 - Survey Results

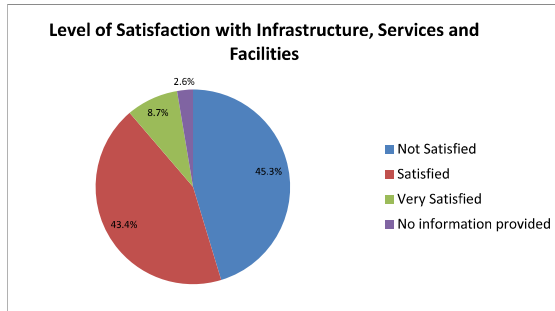
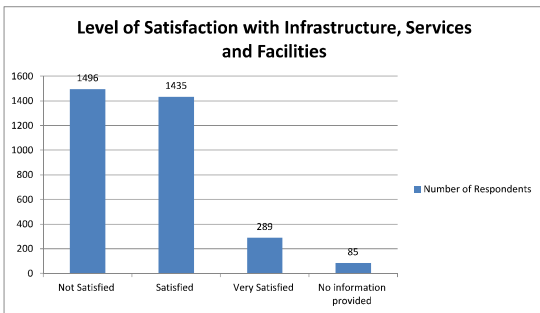
**Question 3 - How important is it for Council to be financially sustainable and viable?**

Level of Importance	Number of Respondents	% of Respondents
Not important	317	9.6
Important	1706	51.6
Very Important	1173	35.5
No information provided	109	3.3
<b>Total</b>	<b>3305</b>	<b>100</b>



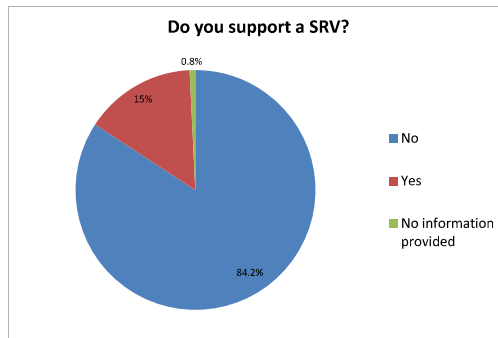
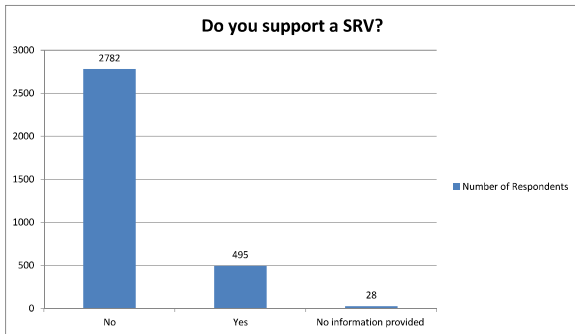
**Question 4 - How satisfied are you with the quality of infrastructure, services and facilities provided by Council in the local area?**

Level of Satisfaction	Number of Respondents	% of Respondents
Not Satisfied	1496	45.3
Satisfied	1435	43.4
Very Satisfied	289	8.7
No information provided	85	2.6
<b>Total</b>	<b>3305</b>	<b>100</b>



**Question 5 - Do you support the Special Rates Variation as proposed?**

Answer	Number of Respondents	% of Respondents
No	2782	84.2
Yes	495	15
No information provided	28	0.8
Total	3305	100%



## Attachment B

Before coming to this web page were you aware Council was considering applying for a Special Rates Variation?	How would you rate your level of understanding of Council's proposal for a Special Rates Variation?	How important is it for Council to be financially sustainable and viable?	How satisfied are you with the quality of infrastructure, services and facilities provided by Council in the local area?	Do you support the Special Rates Variation as proposed?
Yes	Medium	Very important	Satisfied?	Yes
Yes	Low	Very important	Not satisfied?	Yes
Yes	High	Important	Satisfied?	No
Yes	Medium	Very important	Not satisfied?	No
Yes	Low	Very important	Not satisfied?	No
Yes	Low	Important	Satisfied?	No
Yes	Low	Very important	Not satisfied?	Yes
Yes	Low	Very important	Not satisfied?	No
No	Low	Important	Satisfied?	No
Yes	Low	Very important	Satisfied?	No
Yes	Low	Very important	Satisfied?	No
Yes	Low	Very important	Satisfied?	Yes
Yes	High	Important	Satisfied?	No
No	Low	Important	Not satisfied?	No
Yes	High	Very important	Satisfied?	No
Yes	High	Important	Satisfied?	No
Yes	Medium	Important	Satisfied?	No
Yes	High	Very important	Satisfied?	No
Yes	High	Very important	Satisfied?	No
No	Low	Important	Satisfied?	No
Yes	High	Very important	Not satisfied?	No
Yes	High	Very important	Not satisfied?	No

<b>86% Yes, 14% No</b>	<b>36% High, 13% Med, 50% Low</b>	<b>63% V imp, 36% imp, 0% not</b>	<b>0% V sat, 63% sat, 36% not</b>	<b>18% Yes, 82% no</b>
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