

Community Feedback

Community feedback has been collated into the Federation Council Engagement & Awareness Evidence Catalogue. The catalogue has been divided into the following documents:

- Attachment 14. SRV Project - Evidence Catalogue Introduction
- Attachment 15. SRV Project - Evidence Catalogue – Chapter One
- Attachment 16. SRV Project - Evidence Catalogue – Chapter Two
- Attachment 17. SRV Project - Evidence Catalogue –Chapter Three
- Attachment 18. SRV Project - Evidence Catalogue –Chapter Four

Information relating specifically to Community Feedback is included in:

Attachment 16. SRV Project - Evidence Catalogue – Chapter Two

Includes:

Communication Material	Key information
Revised Delivery Program, Operational Plan, and Long Term Financial Plan On Exhibition – Digital Key Performance Statistic Report	<ul style="list-style-type: none"> • Key engagement statistics

Attachment 17. SRV Project - Evidence Catalogue –Chapter Three

Includes:

Communication Material	Key information
Report on Pre-Consultation engagement with Stakeholder Groups	<ul style="list-style-type: none"> • This report was developed to report on stakeholder engagement in May 2024 and provide feedback and detailed analysis on the SRV proposal and community feedback.
Federation Council Community Engagement Report	<ul style="list-style-type: none"> • This report was developed by the University of Newcastle and provides detailed analysis of the SRV engagement, led by Professor Joseph Drew of the University of Newcastle.
SRV Engagement Statistics – July 2024 Engagement	<ul style="list-style-type: none"> • This report was produced to capture engagement statistics of the July 2024 engagement.
Special Rate Variation Community Meeting Survey Submissions	<ul style="list-style-type: none"> • Hard copy surveys were handed to community meeting attendees
Special Rate Variation Survey Submissions	<ul style="list-style-type: none"> • Council received 171 pre-meeting surveys. • All survey responses were analyzed in the Federation Council Community Engagement Report produced by the University of Newcastle
Special Rate Variation Community Meeting Survey Submissions	<ul style="list-style-type: none"> • Council received 74 post-meeting surveys. • All survey responses were analyzed in the Federation Council Community Engagement Report produced by the University of Newcastle.

To measure communication effectiveness and awareness, in September 2024, Council engaged a research company to conduct 201 resident telephone surveys.

The purpose of this survey was to:

- Understand and identify community priorities for the Federation Local Government Area (LGA) and desired levels of investment for future resources.
- Identify the community's overall level of satisfaction with Council performance and their satisfaction with Council services/facilities.
- Explore resident satisfaction with Council's communication and methods of community engagement.
- Measure awareness regarding Council's consideration of applying for a large increase to rates from IPART.

Refer to Attachment 30 Community Satisfaction Survey page 36 and 37

Following documents also include information on community feedback:

- **Attachment 19. 6.6.24 report on pre-engagement with stakeholder groups**
- **Attachment 20. Community-Engagement-Report-24-40443**