





# Perceptions of Local Government Summary.

Queensland resident's satisfaction with their Local Council has remained relatively stable for the November 2019 wave of research (62% cf. 60% in April 2019). However, we have seen satisfaction shifting at a regional level, particularly for SEQ and Rural / Remote regions where we saw significant upswings in satisfaction. Rural / Remote residents in particular have seen a dramatic increase in satisfaction levels (52% cf. 38% in April 2019). This appears to be driven by what these residents are hearing in the media, with one quarter (25%) of Rural / Remote residents indicating that what they had seen or heard in the media about their Local Council of late had left them feeling more positive towards Local Council (cf. 10% in April 2019). Similarly, SEQ residents were also significantly more likely to indicate they felt more positive about their Local Council after hearing or seeing media reports (21% cf. 11% in April 2019).

At an overarching level, the key drivers of community satisfaction towards Local Councils is driven by: a focus on infrastructure and economic development of their regions; trust in Local Council to work hard and do the right thing for their communities; and, a perception that Local Council is transparent and getting on with the job.

Conversely, the strongest drivers of dissatisfaction are: a perception that Council is investing in their own interests through driving initiatives that financially benefit them and not the community; a general distrust of Local Council, mostly driven by corruption allegations; and, a lack of community consultation prior to approvals of initiatives or developments.

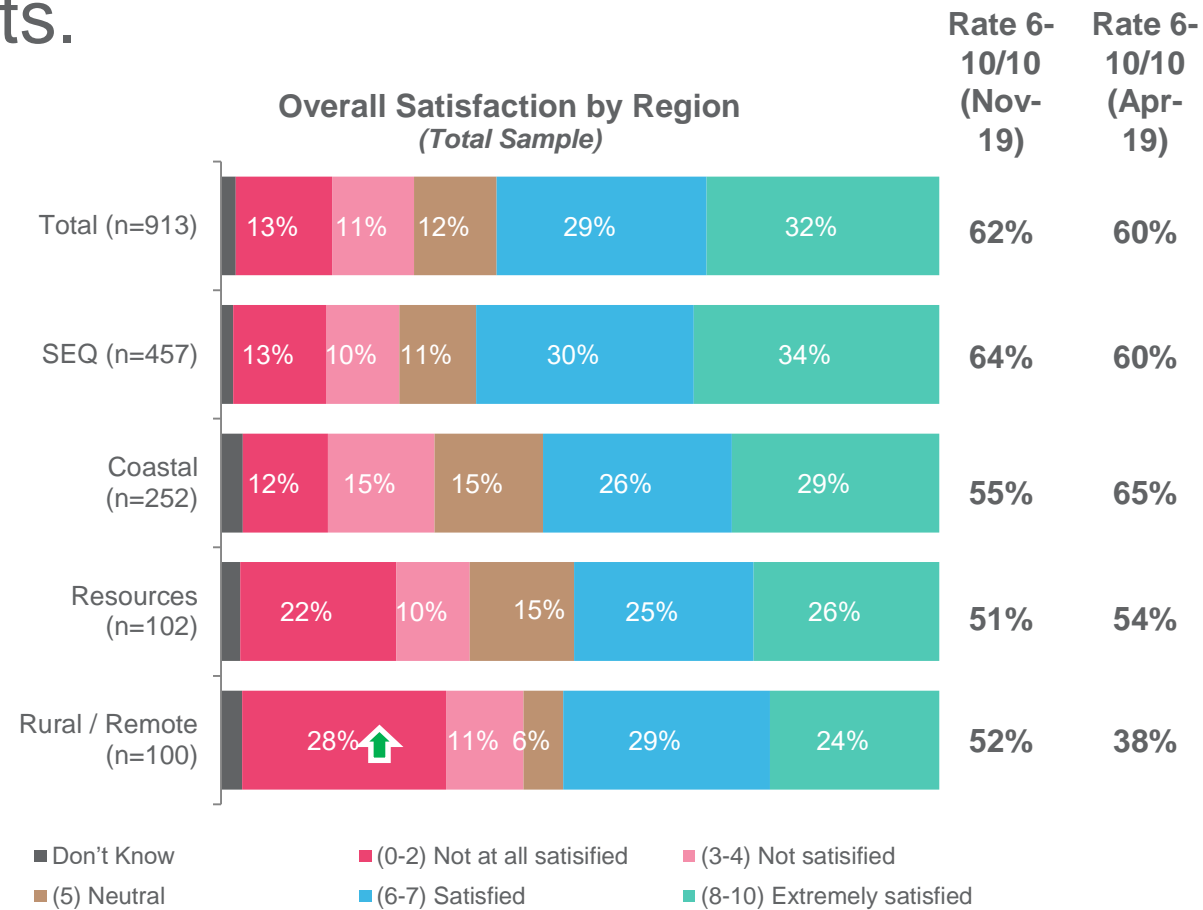
The proportion of Queenslanders who recall hearing about Queensland's Local Government / Councils in the media has remained stable with the previous results in April 2019 (41%). Overall, Council corruption allegations are what Queenslanders are most recalling in the media (19%). This is most pronounced amongst SEQ and Coastal regional residents (20% in each region).



# Overall community satisfaction with Local Councils has remained stable – however we did see some regional shifts.

Satisfaction levels have increased amongst those living in SEQ (increased to 64% cf. 60% in Apr-19) and Rural / Remote regions (increased to 52% cf. 38% Apr 2019).

Whereas satisfaction levels have decreased for residents living in the Coastal (55% cf. 65% in Apr 2019) and Resources regions (51% cf. 54% in Apr-19).





# When reflecting on the various levels of government, Queenslanders skew their positivity towards Local Councils.

Positively, Queenslanders are most likely to perceive their Local Council as *having strong local community connections* (67%); *working hard for the community* (57%); *approachable* (52%); *having a close connection with the people* (52%); and *gets on with the job* (49%). Furthermore, Queenslanders believe Local Councils substantially display these values more so than State and Federal Government.

In terms of having a positive impact on their community directly, just under half of Queenslanders believe Local Council *makes life better* (44%); while just under one quarter hold the same perception for State (23%) and Federal Government (24%).

Local Council fares better than other layers of government when it comes to a reflection on how taxpayers money is spent - just under half of Queenslanders feel that Local Council *wastes money* (46%), where as almost two thirds hold this perception about State (65%) and Federal Government (65%).

Positively, some of the lowest held perceptions Queenslanders have towards Local Council are that they are *untrustworthy* (29%); and *charge unfair taxes* (29%). These negative perceptions are much higher for State and Federal Government.

Over one quarter (27%) of Queenslanders perceive that Local Council *doesn't let party politics get in the way of good service*; while just 9% of Queenslanders hold this perception for State Government and 8% for Federal Government.

**Government Perceptions**  
(Total Sample)

	Local	State	Federal	None of these
Has strong local community connections	67%	11%	6%	28%
Works hard for the community	57%	20%	14%	35%
Is approachable	52%	15%	12%	39%
Has a close connection with the people	52%	12%	10%	42%
Gets on with the job	49%	23%	23%	38%
Wastes money	46%	65%	65%	15%
Is responsive	45%	17%	15%	46%
Makes my life better	44%	23%	24%	44%
Is well respected by those in the community	42%	15%	13%	48%
Is fair	40%	21%	21%	48%
Has the right priorities	39%	19%	22%	43%
Is run like a business	37%	28%	34%	44%
Has my interests at heart	36%	17%	14%	53%
Provides value for money	33%	16%	15%	57%
Is corrupt	30%	38%	41%	40%
Is transparent in its decision making	30%	15%	14%	61%
Is untrustworthy	29%	46%	45%	32%
Charges unfair taxes	29%	47%	53%	27%
Doesn't let party politics get in the way of good service	27%	9%	8%	64%
Is powerless to act	25%	17%	12%	60%

C6. There are 3 layers of government in Australia, the federal government, the state government and Local Government. For each of the following statements can you tell me whether you believe it most applies to federal, state or Local Government, none of them or all of them  
Base: Total Sample Nov-19 (n=913), Apr-19 (n=510)

