



# 2022-23 Residents' Satisfaction Survey

## Table of contents

	Page
Background, objectives and methodology	3
Executive summary	4
Overall satisfaction with Waitaki District Council	8
Quality of life	11
Value for money	14
Understanding reputation	17
Drivers of Overall Satisfaction	22
Satisfaction with service provided	26
Sealed roading network	27
Unsealed roading network	29
Water supply connection	31
Chelmer Street (Oamaru) Resource Recovery Park	33
Waitaki District as a safe place to be	35
Libraries	37
Oamaru Opera House	41
Parks and reserves	44
Lakes Camping Grounds	46
Sports fields and facilities	48
Public toilets	50
Aquatic Centre	52
Cemeteries	54
Performance of the Mayor and Councillors	56
Performance Ahuriri Community Board members	58
Performance Waihemo Community Board members	60
Council’s consultation with the community	62
Civil Defence Emergency Management	64
Contact and with Council	65
Communication from Council	71
Sample Profile	75

## Background, objectives and methodology

### Introduction

The Waitaki District Council has an ongoing need to measure how satisfied residents are with resources, facilities and services provided by the Council, and to prioritise improvement opportunities that will be valued by the community. Key Research has developed a comprehensive mechanism for providing this service.

### Research Objectives

- To provide a robust measure of satisfaction with Council's performance in relation to services and Council assets
- To determine performance drivers and assist Council to identify the best opportunities to further improve satisfaction
- To measure how Council's reputation is evaluated by its residents
- To assess changes in satisfaction over time and measure progress against the Long-Term Plan

### Method

- The methodology involves a postal to online survey measuring the performance of the Waitaki District Council, together with a dashboard reporting of progress across four waves.
- The questionnaire was created in consultation with staff from the Waitaki District Council. It is structured to provide a comprehensive set of measures relating to core activities, services and infrastructure, as well as to provide a wider perspective of performance. A total sample size of n=447 was achieved with data collected over four periods; from 13 October 2022 to 18 November 2022, 12 January 2023 to 13 February 2023, 29 March to 26 April 2023 and 22 May to 28 June 2023.
- Post data collection the sample has been weighted so it is exactly representative of key population demographics based on the 2018 Census.
- At an aggregate level the survey has an expected 95% confidence interval (margin of error) of +/-4.47%.
- There are instances where the sum of the whole number score varies by one point relative to the aggregate score due to rounding.
- Due to rounding, percentages may add to just over or under (+/- 1%) totals.

### Significance testing

- The margin of error for a sample of 447 indicates that 95 chances out of a 100 will fall within 4.47% of a given result in any binomial distribution.
- Statistical significance testing helps quantify whether a result is likely due to chance or to some factor of interest. Where statistical significance is identified it indicates that an observed relationship is unlikely to be due to chance.
- Significant differences were tested across the following groups - age, gender, ward, ethnicity.
- Significant differences between wards, age groups and ethnicities were marked where relevant. Colour is used to mark statistical significance for the same reporting period between different demographics.



# Executive summary

## Key Findings

2022/23 has been a challenging year for New Zealanders on many levels, including several severe weather events which left several regions cut off and many people unable to return to their homes. This combined with financial pressures with the rising cost of living, inflation and uncertain political and economic situations.

This is reflected in the survey results this year with a significant decrease in satisfaction with roading (-10% year on year). The comments related to roading outline several important issues, including quality of roads, both sealed and unsealed, timely repair of potholes and damage, as well as continuing upgrades. It is interesting to note, that satisfaction with unsealed roads (24%) is higher than satisfaction with sealed roads (19%), which was not the case 12 months ago. Residents admit that a lot has been done to make rural roads better. However, there is still a lot that needs to be done to the main roads in towns (including maintenance and signage) to make them safer.

While over eight in ten residents report that their *Quality of life* is 'good' or 'excellent' (84%) and agree that *Waitaki District is a great place to live* (82%), just four in ten (42%) *Trust Council to do the right thing for the district and its communities*.

A large proportion of residents do not feel positive about the district's future, as well as have little understanding as to what services provided by the Council are available – 50% are *Confident that the Waitaki District is going in the right direction* and 50% are *Clear about what Council does, and the services and facilities it offers*.

While most of the key performance measures remain on par with 2022, there is a decline in perception of *Overall performance* and *Overall reputation*.

*Value for money* is tightly connected with *Quality of services and deliverables* for the residents. Comments point to dissatisfaction with services available in rural / farming areas. Residents also indicated that they would like to see money allocated more fairly across wards of the district, especially rural areas, as well as focus on *Quality of services and deliverables*. Some see *Rates not being fair and reasonable* because they do not have access to a lot of services and facilities.

Service delivery is perceived highly by residents and the driver analysis points to the cornerstone attribute of Image and Reputation as that which is having the greatest impact upon perceptions of performance of the Waitaki District Council.

In this context *Trust* is a priority for Council to focus on. Residents believe that council needs to show more transparency in decision making and make these decisions in the best interest of the district.

### Most improved attributes (% Satisfied 7 to 10)



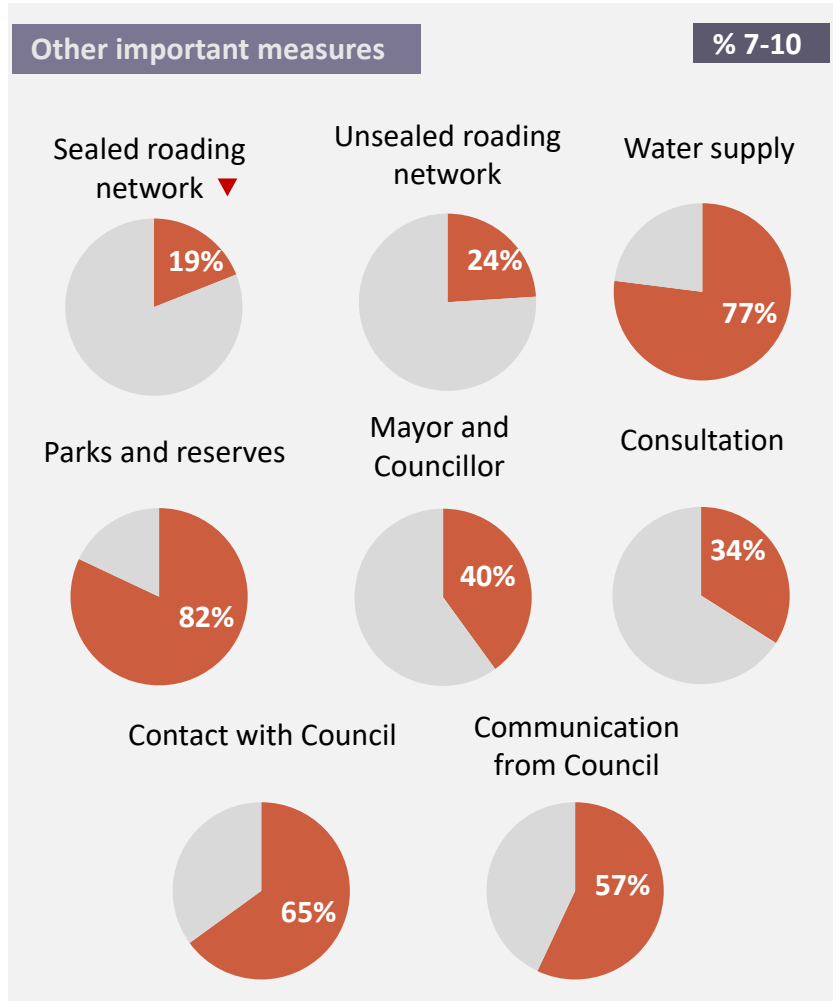
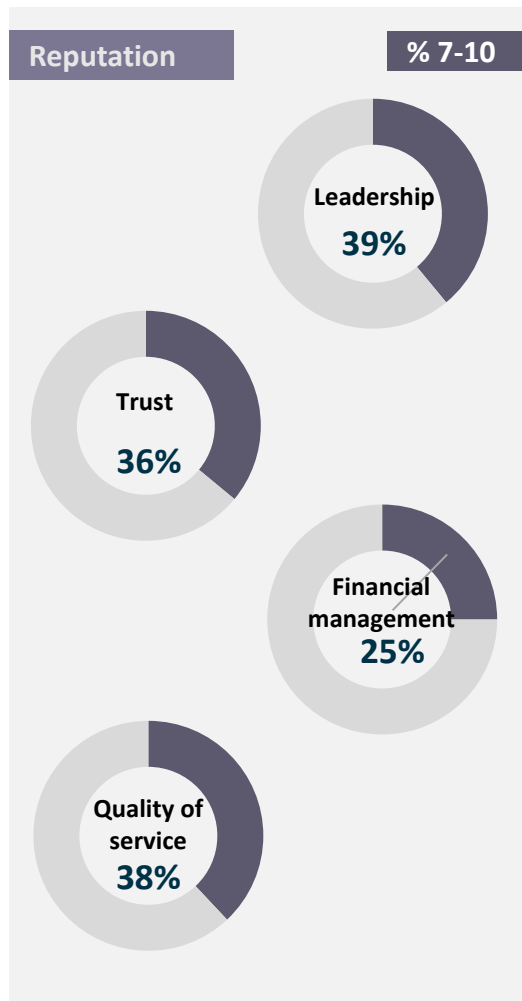
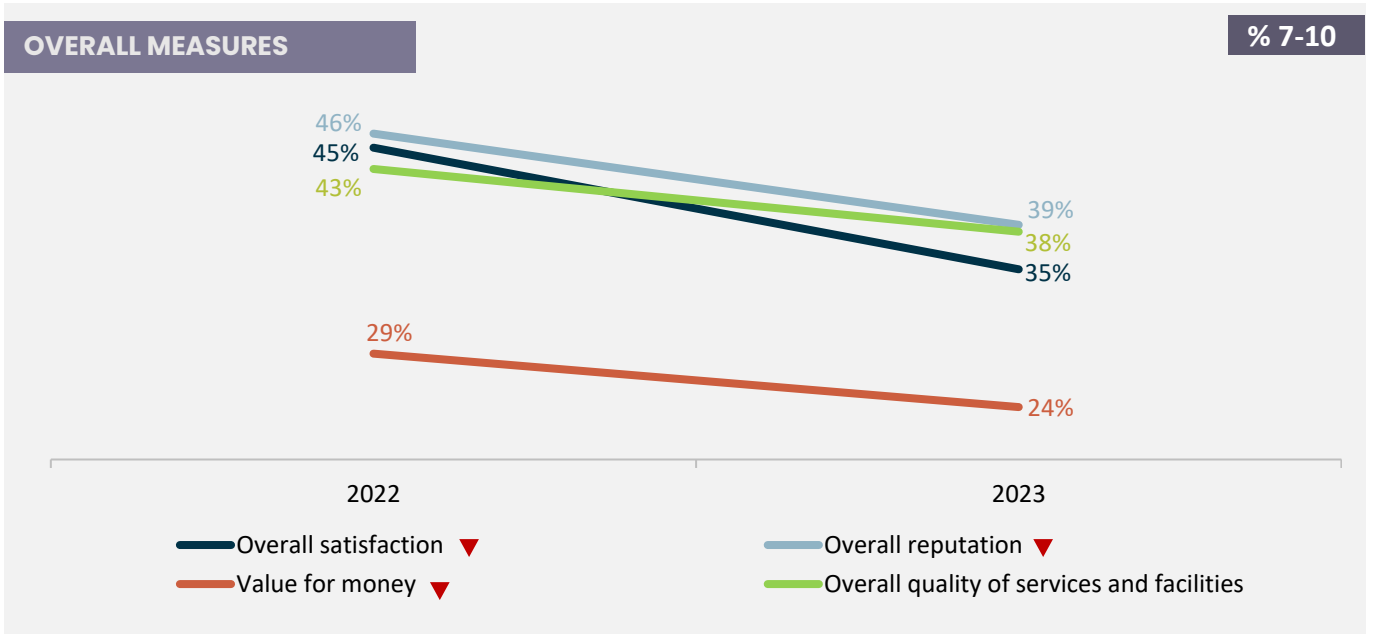
1. Satisfied with the performance of Waihemo Community Board members (+9%)
2. Importance of library to you and your family/whanau (+7%)
3. Satisfied with contact with Council (+6%)
4. Satisfied with parks and reserves (+5%)
5. Satisfied with the quality of the Council-owned Lakes camping grounds (+5%)

### Attributes with greatest declines (% Satisfied 7 to 10)



1. Satisfied with the performance of Ahuriri Community Board members (-20%)
2. Satisfied with sealed roading network (-10%)
3. Overall performance (-10%)
4. Overall reputation (-6%)
5. Overall financial management (-6%)

### Summary of Key Performance Indicators



**Year-on-year**  
▲ Significantly higher  
▼ Significantly lower

## Overall Measures-Satisfied/Very satisfied (% 7-10) – Including ‘Don’t know’ results

The table below lists the 2021/22 and 2022/23 results for all identified key performance measures in the survey.

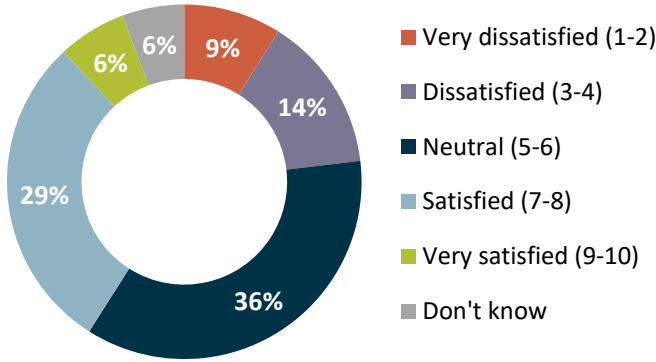
Q	Performance indicators	% point increase / decrease (2023-2023)	Percentage of respondents satisfied, or very satisfied	
			2023	2022
@21	Satisfied with the performance of Waihemo Community Board members	+9%	30%	21%
@9B	Importance of library to you and your family/whanau	+7%	84%	77%
@23B	Satisfied with contact with Council	+6%	65%	59%
@12A	Satisfied with parks and reserves	+5%	82%	77%
@13A	Satisfied with the quality of the Council-owned Lakes camping grounds	+5%	62%	57%
@18A	Satisfied with cemeteries	+5%	76%	71%
@17A	Satisfied with the Aquatic Centre	+3%	77%	74%
@16A	Satisfied with the public toilets	+2%	65%	63%
Q8	Satisfied with Waitaki District is generally a safe place	+2%	72%	70%
@10A	Satisfied with library services	+2%	85%	83%
@26B	Satisfied with the communication from Council	+1%	57%	56%
@6A	Satisfied with water supply	+1%	77%	76%
@15A	Satisfied with Waitaki's sports fields and facilities	-	70%	70%
VM1_3	Fees for other services being fair and reasonable	-	24%	24%
Q5	Satisfied with unsealed roading network	-1%	24%	25%
VM1_2	Rates being fair and reasonable	-2%	24%	26%
VM1_1	How rates are spent on services and facilities	-2%	26%	28%
@19	Satisfied with the performance of the Mayor and Councillors	-4%	40%	44%
@7A	Satisfied with Chelmer Street (Oamaru) resource recovery park	-4%	77%	81%
REP1_1	Overall leadership	-4%	39%	43%
REP4_1	Overall quality of the services	-5%	38%	43%
VM2_1	Overall value for money	-5%	24%	29%
QREP2_1	Overall faith and trust	-5%	36%	41%
@22	Satisfied with Council's consultation with the community	-5%	34%	39%
@11B	Satisfied with the Opera House	-6%	86%	92%
REP3_1	Overall financial management	-6%	25%	31%
REP5_1	Overall reputation	-7%	39%	46%
OVERALL_1	Overall performance	-10%	35%	45%
Q4	Satisfied with sealed roading network	-10%	19%	29%
@20	Satisfied with the performance of Ahuriri Community Board members	-20%	37%	57%



# Overall satisfaction with Waitaki District Council

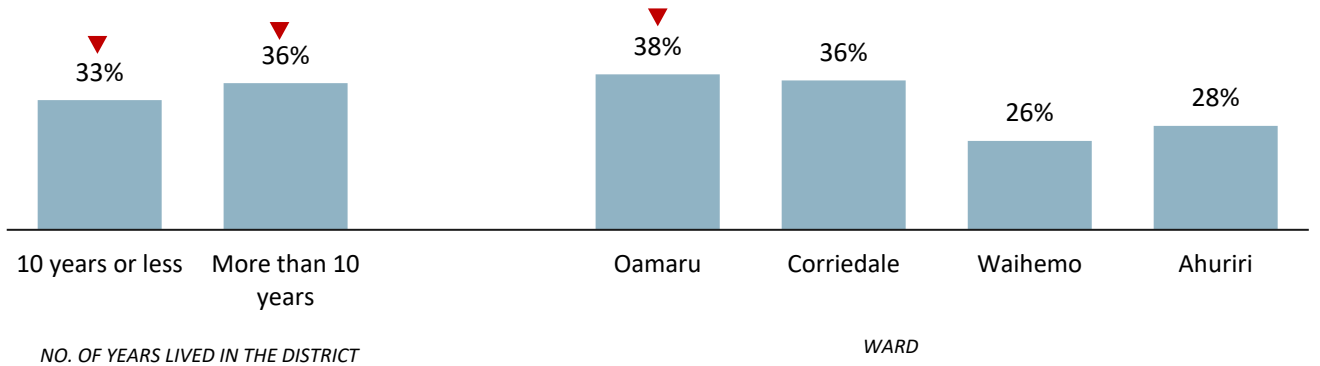
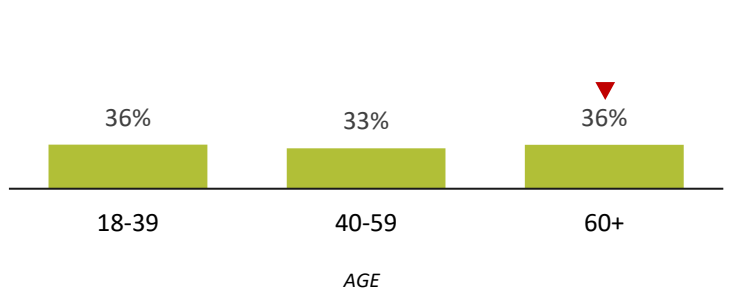
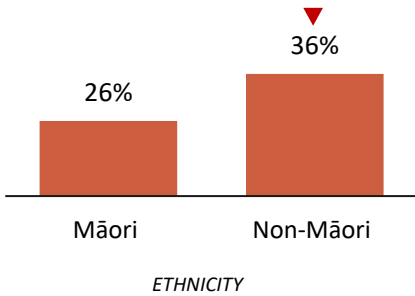
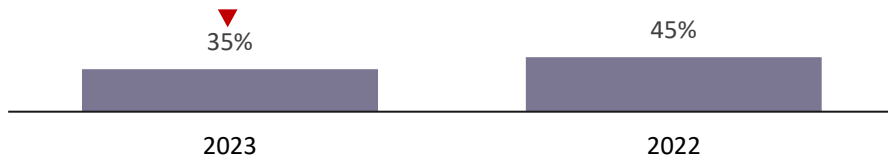


### Overall Performance



- *Satisfaction with Council's performance* has significantly declined year on year (from 45% in 2022 to 35% in 2023).
- Satisfaction remains low across all of the demographics with no significant difference.
- Based on the comments from respondents, the increased dissatisfaction with *Overall performance* is because of the residents' increased frustration with three areas – *Roading, Waste management* and *Rates (Value for money)*.

#### Satisfied % 7-10



NOTES:

1. Sample: 2023 n=447; 2022 n=513;
2. 18-39 n=112; 40-59 n=112; 60+ n=223;
3. Māori n=46; All Others n=401;
4. 10 years or less n=101; more than 10 years n=341
5. Oamaru n=269, Corriedale n=79, Waihemo n=59, Ahuriri n=40
6. OVERALL: Now considering everything we have covered with regard to the Waitaki District Council; all the services they provide, their reputation and value for money, how satisfied are you with the overall performance of the Council? n=436

**Year-on-year**  
▲ Significantly higher  
▼ Significantly lower

**Between demographics**  
▲ Significantly higher  
▼ Significantly lower

## General Comments



- I feel farm land owners get bugger all in return for their huge rates bills. When reflected against people within the town boundaries and the prices we pay it is very unfair.*
- The cost of subdividing land is too high and discourages people from subdividing their sections and building new houses.*
- Council needs to be more proactive in overall cleanliness and tidiness around the town.*
- Council has too many staff.*
- I would like a bit more transparency regarding the building department of consents and permits.*



- We have a beautiful district. Waitaki is absolutely stunning. You must take active and big steps to ensure that it stays that way.*
- To me they seem to appear to do an excellent job, always upgrading the parks, roads, footpaths and rubbish bins everywhere.*
- Council, I feel, do go that extra mile to ensure we get what is needed.*
- Mayor doing a good job. Most of councillors okay.*
- I am satisfied with Council contact because they are swift to address problems with the housing of their units.*

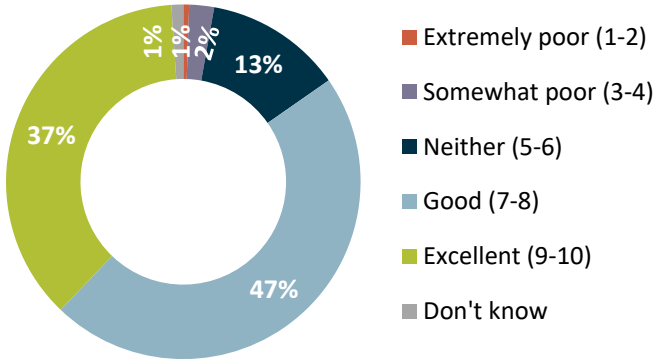
### NOTES:

- Sample: 2023 n=447
- GEN: Are there any other comments that you would like to make about the Waitaki District Council? n =215
- Results with less than 1% are not shown.



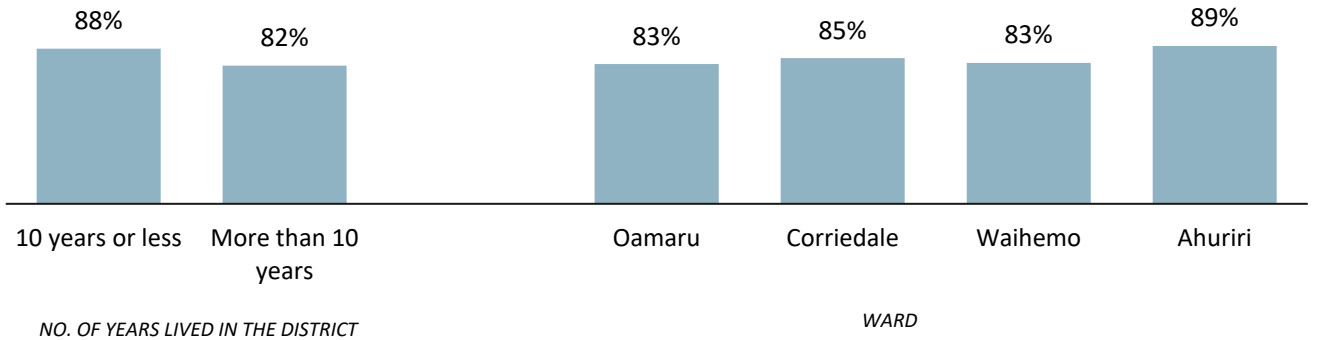
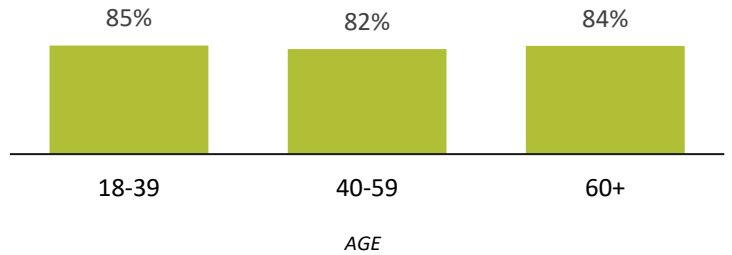
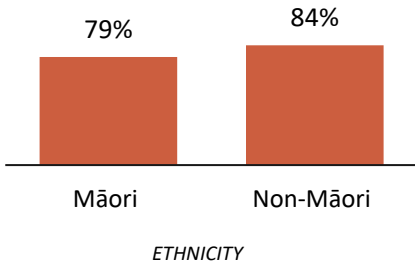
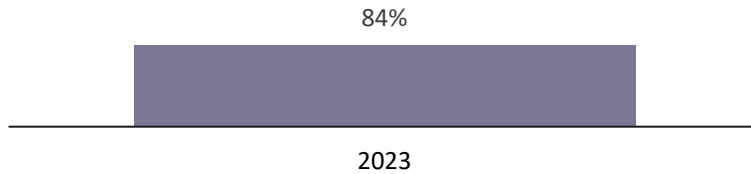
Quality of life

**Quality of life\***



- Over eight in ten respondents (84%) rated the *Quality of life* in the Waitaki District as either good or excellent.
- Only 1% of respondents rated the *Quality of life* in the Waitaki District as extremely poor.
- Residents of different age groups, from different wards and of different ethnic background have similarly high perceptions of the *Quality of life* in the district.

**Good %  
7-10**



NOTES:

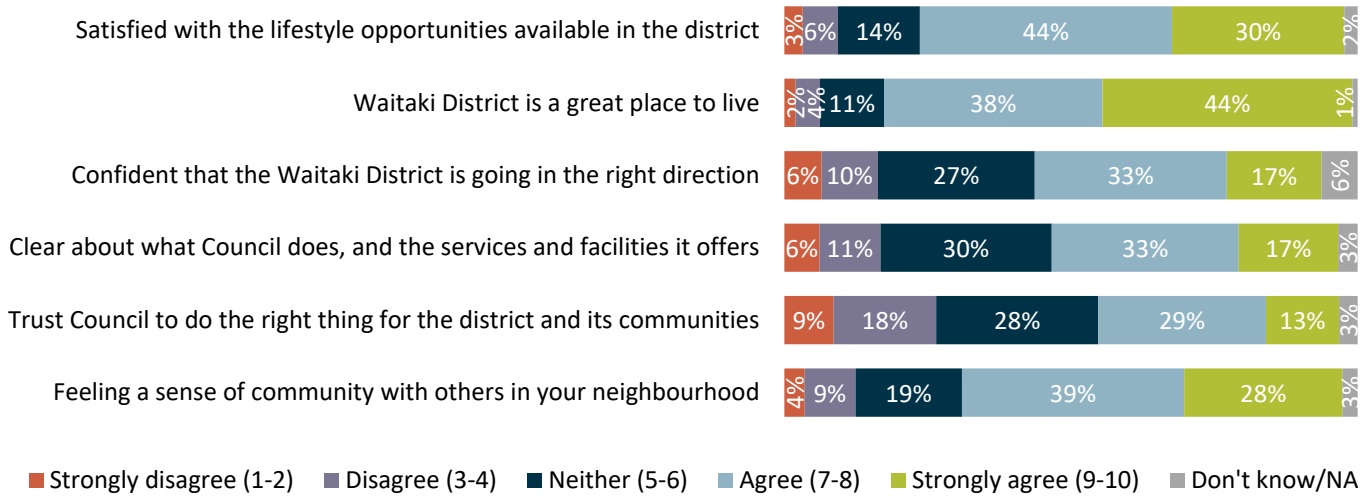
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5. Oamaru n=269, Corriedale n=79, Waihemo n=59, Ahuriri n=40
6. QOL2. On a scale of 1 to 10 where 1 is 'extremely poor' and 10 is 'excellent', how would you rate the overall quality of your life? n=428

\* New question. No historical data available.

**Year-on-year**  
▲ Significantly higher  
▼ Significantly lower

**Between demographics**  
▲ Significantly higher  
▼ Significantly lower

### Life in the district\*



Scores with % 7-10	2023	Oamaru	Corriedale	Waihemo	Ahuriri
Satisfied with the lifestyle opportunities available in the district	74%	71%	83%	69%	74%
Waitaki District is a great place to live	82%	82%	81%	84%	82%
Confident that the Waitaki District is going in the right direction	50%	54%	45%	45%	42%
Clear about what Council does, and the services and facilities it offers	50%	51%	52%	44%	48%
Trust Council to do the right thing for the district and its communities	42%	45%	42%	27%	41%
Feeling a sense of community with others in your neighbourhood	66%	66%	67%	61%	77%

Scores with % 7-10	Māori	Non-Māori	18-39	40-59	60+
Satisfied with the lifestyle opportunities available in the district	76%	74%	66%	78%	76%
Waitaki District is a great place to live	91%	81%	76%	84%	84%
Confident that the Waitaki District is going in the right direction	54%	50%	49%	47%	53%
Clear about what Council does, and the services and facilities it offers	38%	51%	42%	48%	57%
Trust Council to do the right thing for the district and its communities	36%	42%	45%	38%	44%
Feeling a sense of community with others in your neighbourhood	72%	66%	66%	64%	69%

- While over eight in ten residents agree that *Waitaki District is a great place to live* (82%), just four in ten (42%) *Trust Council to do the right thing for the district and its communities*.
- A large proportion of the residents do not feel positive about the district's future, as well as have little understanding as to what services provided by the Council are available – 50% are *Confident that the Waitaki District is going in the right direction* and 50% are *Clear about what Council does, and the services and facilities it offers*.

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3. Māori n=46; All Others n=401;
4. Oamaru n=269, Corriedale n=79, Waihemo n=59, Ahuriri n=40
5. QOL3. On a scale of 1 to 10 where 1 is 'strongly disagree' and 10 is 'strongly agree', how strongly do you agree or disagree with the following statement about the District? n=431

\* New question. No historical data available.

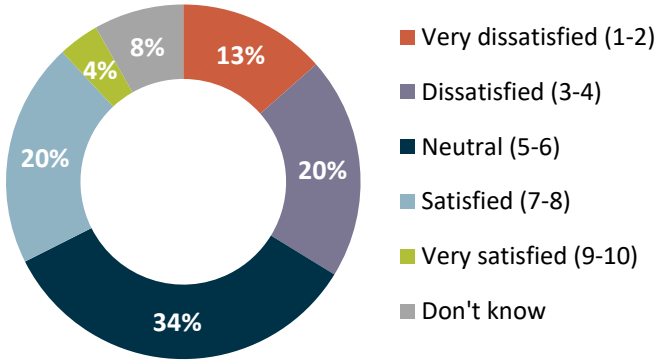
Year-on-year  
▲ Significantly higher  
▼ Significantly lower

Between demographics  
▲ Significantly higher  
▼ Significantly lower



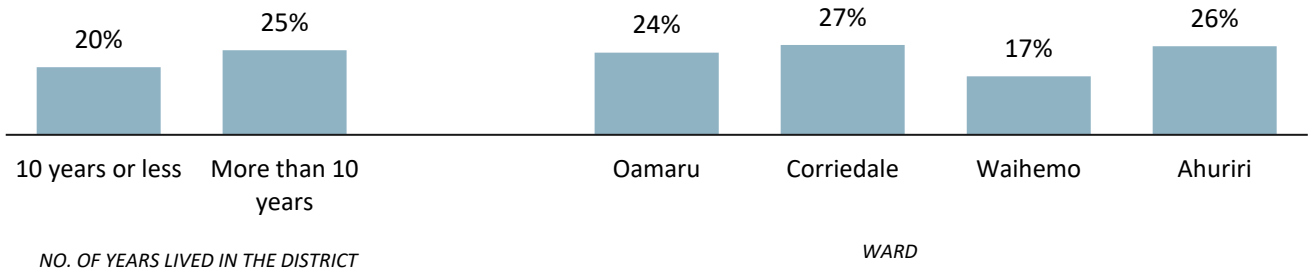
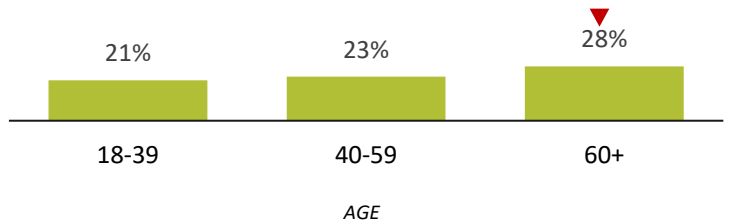
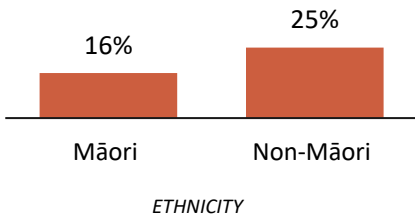
# Value for money

### Overall value for money



- Satisfaction with *Overall value for money* has slightly declined over the past 12 months. Satisfaction is relatively low with just over two in ten residents satisfied.
- Satisfaction is consistent across wards, ethnicity, age and number of years in the District.
- Comments in the general section of the survey saw respondents from rural areas, and farmers, feeling that there is not enough money spent on their ward of residence and not enough access to the services and facilities, even though their rates remain high.

#### Satisfied % 7-10



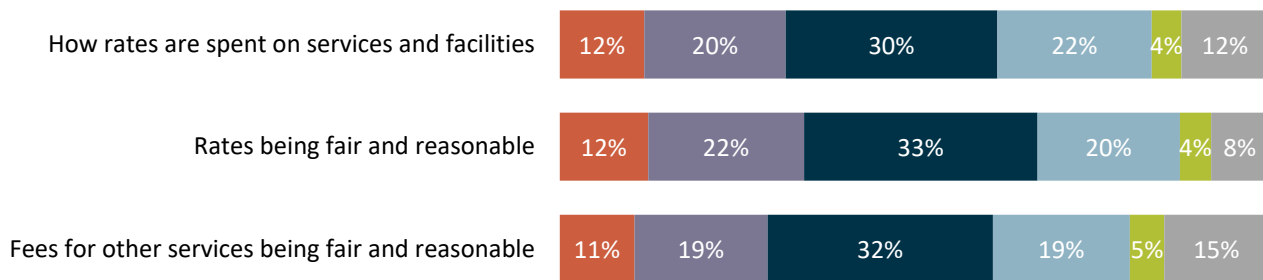
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4. 10 years or less n=101; more than 10 years n=341
5. Oamaru n=269, Corriedale n=79, Waihemo n=59, Ahuriri n=40
6. VM2. Considering all the services and facilities that the Council provides, overall, how satisfied are you that you receive good value for the money you spend in rates and other fees? n=439

**Year-on-year**  
▲ Significantly higher  
▼ Significantly lower

**Between demographics**  
▲ Significantly higher  
▼ Significantly lower

### Value for Money



■ Very dissatisfied (1-2) 
 ■ Dissatisfied (3-4) 
 ■ Neutral (5-6) 
 ■ Satisfied (7-8) 
 ■ Very Satisfied (9-10) 
 ■ Don't know/NA

Scores with % 7-10	2023	2022	Māori	Non-Māori
How rates are spent on services and facilities	26%	28%	20%	26%
Rates being fair and reasonable	24%	26%	22%	25%
Fees for other services being fair and reasonable	24%	24%	23%	24%

Scores with % 7-10	18-39	40-59	60+
How rates are spent on services and facilities	23%	24%	30%
Rates being fair and reasonable	18%	24%	29%
Fees for other services being fair and reasonable	25% ▲	23%	25%

Scores with % 7-10	Oamaru	Corriedale	Waihemo	Ahuriri
How rates are spent on services and facilities	27%	28%	22%	19%
Rates being fair and reasonable	22%	29%	22%	32%
Fees for other services being fair and reasonable	24%	27%	20%	24%

- Satisfaction with measures related to *Value for money* is consistent across wards. Older residents are more likely to be satisfied with the *Rates being fair and reasonable* than younger residents (those aged between 18 and 39).
- Perception of younger residents regarding the *Fees for other services being fair and reasonable* has significantly improved over the past 12 months.

NOTES:

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3. Māori n=46; All Others n=401;
4. Oamaru n=269, Corriedale n=79, Waihemo n=59, Ahuriri n=40
5. VM1. How would you rate your satisfaction with the Council for... n=436

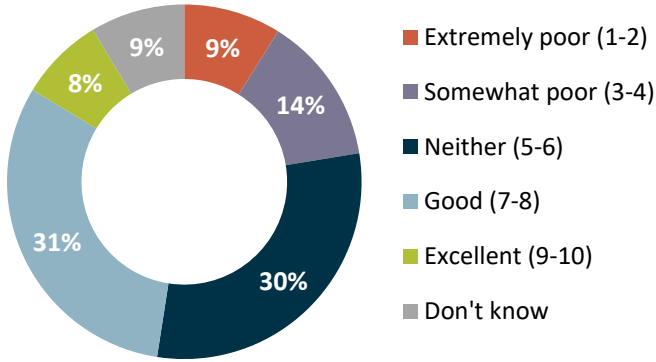
▲ Year-on-year Significantly higher  
▼ Year-on-year Significantly lower  
▲ Between demographics Significantly higher  
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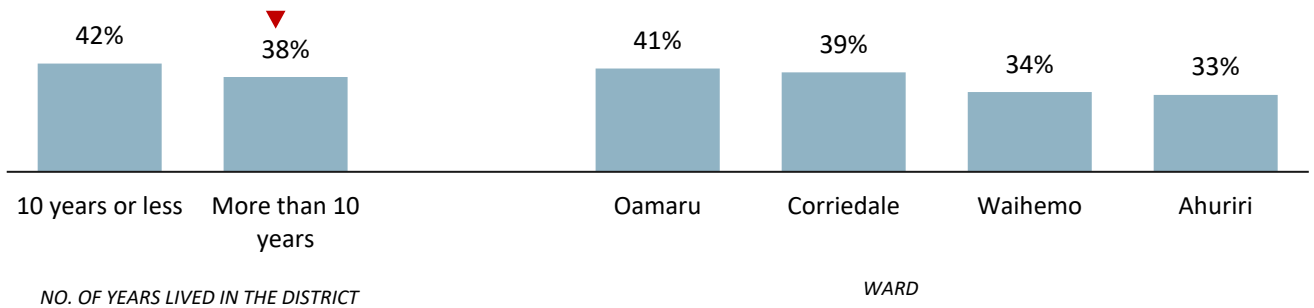
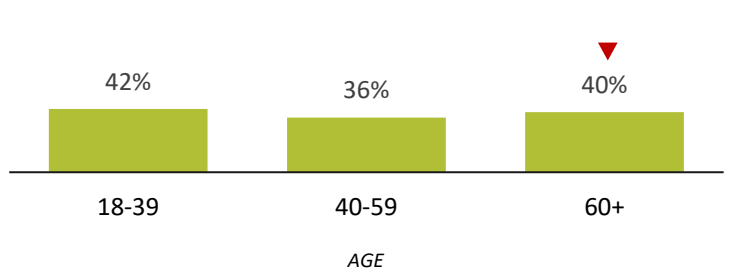
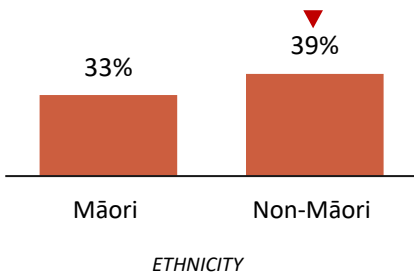
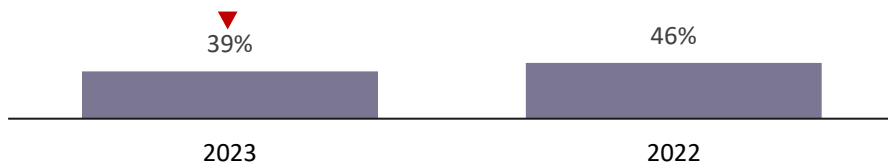
# Understanding Reputation

## Overall reputation



- Less than four in ten residents (39%) are satisfied with *Overall image and reputation*. This is a significant decline when compared with 46% recorded in 2022.
- Those residing in Oamaru and Corriedale have a slightly higher perception of the Council compared to residents of other wards.

### Good % 7-10



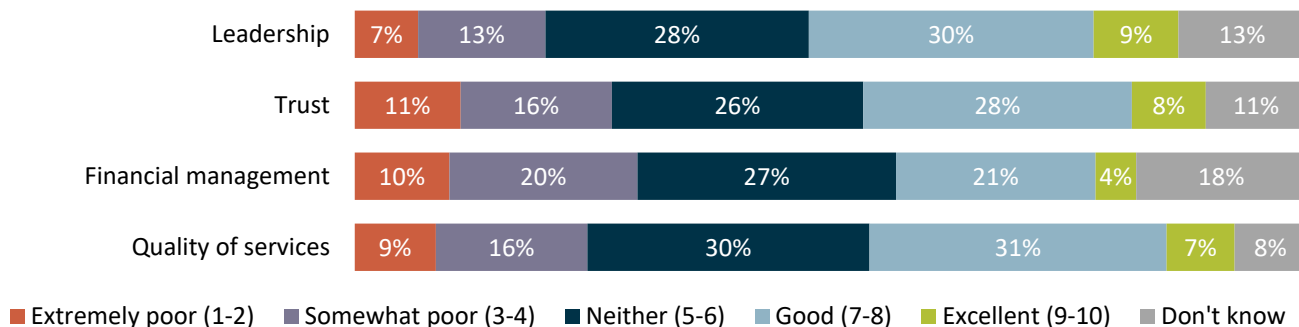
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5. Oamaru n=269, Corriedale n=79, Waihemo n=59, Ahuriri n=40
6. So, considering leadership, trust, financial management and quality of services provided, how would you rate the Council for its overall reputation? n=436

**Year-on-year**  
▲ Significantly higher  
▼ Significantly lower

**Between demographics**  
▲ Significantly higher  
▼ Significantly lower

## Image and reputation



Scores with % 7-10	2023	2022	Māori	Non-Māori
Leadership	39%	43%	29%	39%
Trust	36%	41%	36%	36%
Financial management	25%	31%	22%	25%
Quality of services	38%	43%	38%	38%

Scores with % 7-10	18-39	40-59	60+
Leadership	34%	42%	40% ▼
Trust	36%	38%	34% ▼
Financial management	22%	26%	27% ▼
Quality of services	40%	37%	39% ▼

Scores with % 7-10	Oamaru	Corriedale	Waihemo	Ahuriri
Leadership	38%	47%	36%	29%
Trust	35%	38%	38%	34%
Financial management	27%	27%	16%	21%
Quality of services	40%	41%	26%	33%

- All measures related to *Image and reputation* have slightly declined over the past 12 months.
- The significant shift in perception was only recorded for those aged over 60 years.

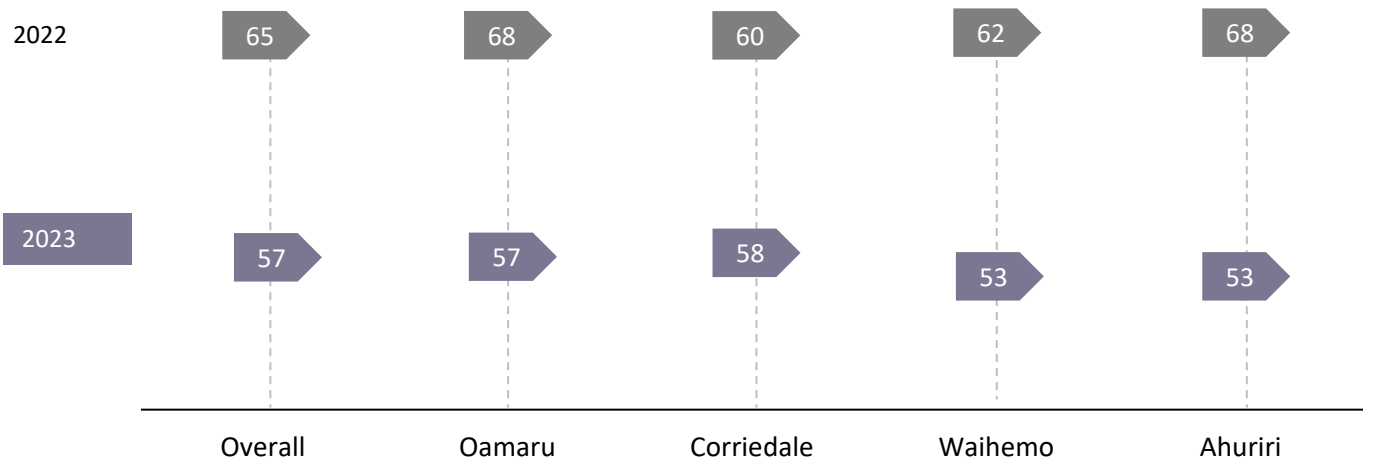
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5. REP1: How would you rate the Council for being committed to creating a great district, how it promotes economic development, being in touch with the community and setting clear direction; Overall, how would you rate the Council for its LEADERSHIP? n=437
6. REP2: Thinking about how open and transparent Council is, how council can be relied on to act honestly and fairly, and their ability to work in the best interests of the District, overall, how would you rate the Council in terms of the faith and trust you have in them to be open and transparent, act honestly and fairly, and work in the best interests of the district? n=439
7. REP3: Now thinking about the Council's financial management – how appropriately it invests in the district, how wisely it spends and avoids waste, and its transparency around spending, how would you rate the Council overall for its financial management? n=438
8. REP4: And thinking about all the services and infrastructure the Council provides, how would you rate them for the quality of the services they provide? n=436

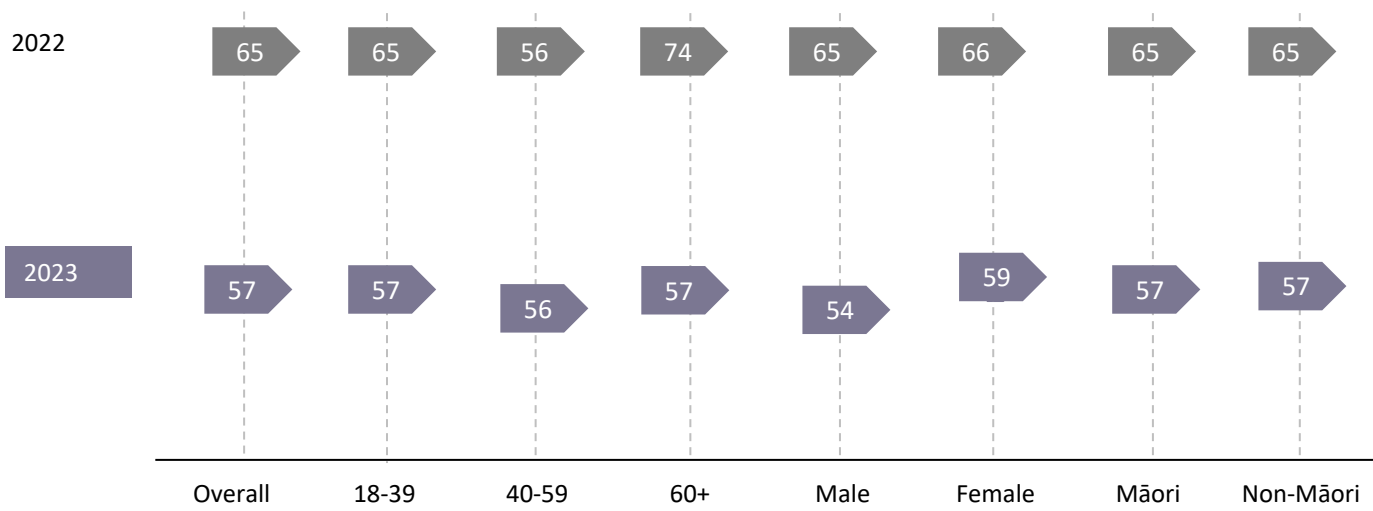
**Year-on-year**  
▲ Significantly higher  
▼ Significantly lower

**Between demographics**  
▲ Significantly higher  
▼ Significantly lower

### Reputation Benchmarks



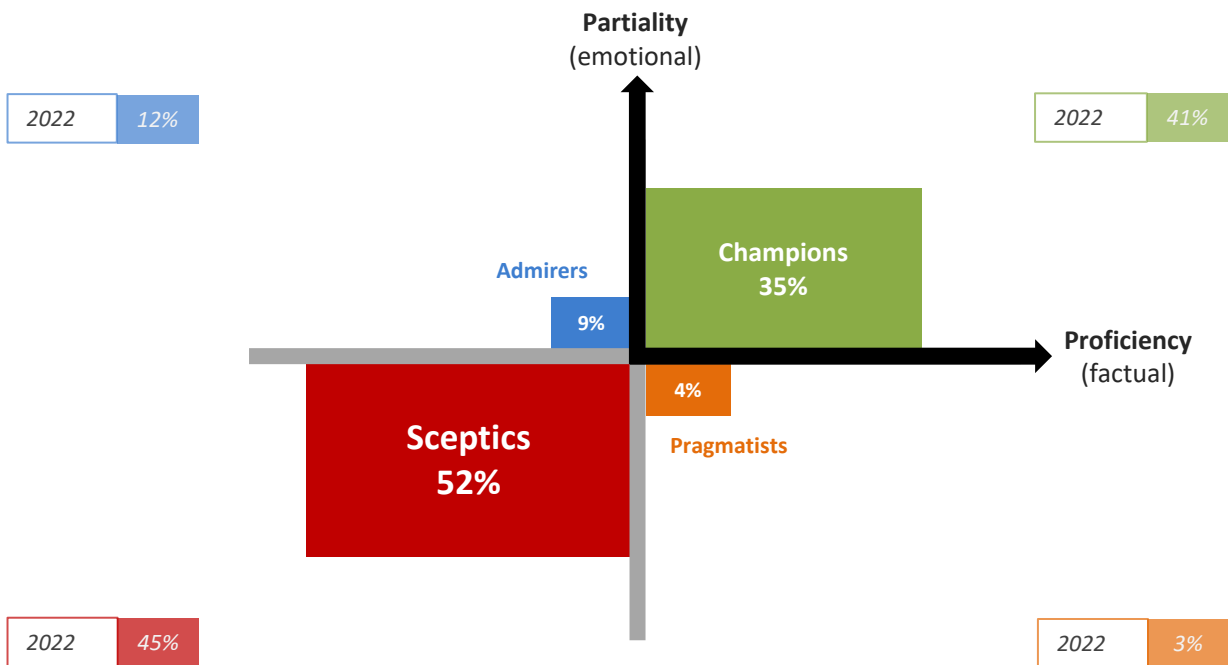
**Key:**  
 >80 Excellent reputation  
 60-79 Acceptable reputation  
 <60 Poor reputation  
 150 Maximum score



- The Waitaki District Council has a *poor overall reputation benchmark score* of +57, which is a significant decline from an *acceptable* benchmark of +65 in 2022.
- The benchmark is consistent across all demographics.

NOTES:  
 1. Sample: 2023 n=447; 2022 n=513;  
 2. The benchmark is calculated by rescaling the overall reputation measure to a new scale between -50 and +150 to improve granularity for the purpose of benchmarking

## Reputation Profile



- *Admirers* of the Council include residents that have a positive emotional connection to the Council, but believe performance could be better. 2023 sees a slight decrease in the proportion of residents in this category.
- Those from Corriedale Ward (15%) and Waihemo Ward (17%) are more likely than other demographics to belong to this group.

- *Champions* of the Council include residents that view the Council as competent and have a positive emotional connection to the Council.
- Those aged over 60 years (37%) are more likely than other demographics to belong to this group.

- *Sceptics* of the Council include residents that do not value or recognise the performance of the Council. They have doubts, or a lack of faith in the Council’s abilities.
- Residents from Ahuriri Ward (55%) are more likely than other demographics to belong to this group.

- *Pragmatists* of the Council include residents that are more fact based and less emotional in their connection to the Council, they typically rate *Performance* favourably but *Trust* and *Leadership* poorly.
- Those from who identify as Māori (9%) are more likely than other demographics to belong to this group.

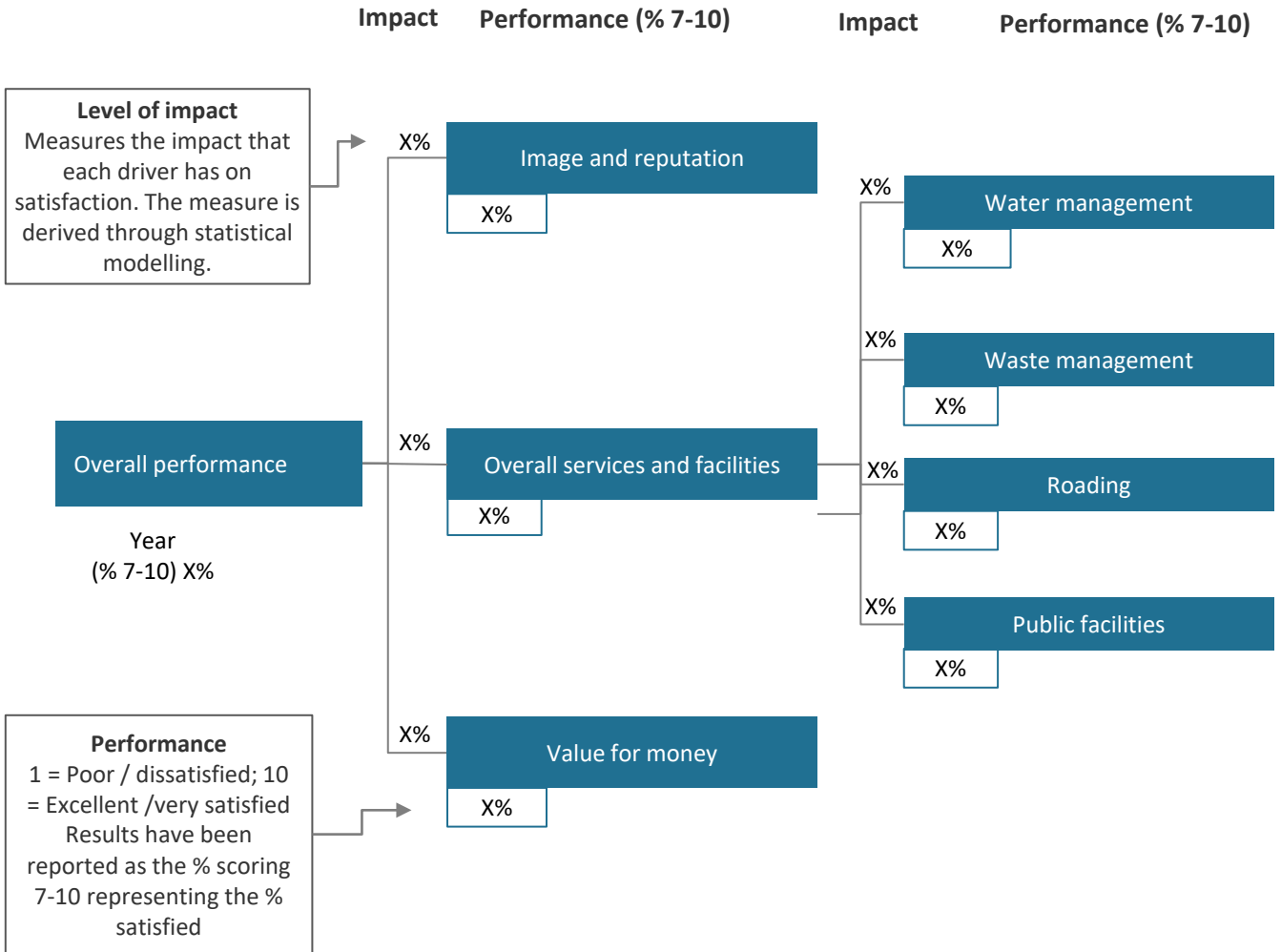
NOTES:

1. Sample: 2023 n=447; 2022 n=513;
2. 18-39 n=112; 40-59 n=112; 60+ n=223;
3. Māori n=46; All Others n=401;
4. 10 years or less n=101; more than 10 years n=341
5. Oamaru n=269, Corriedale n=79, Waihemo n=59, Ahuriri n=40
6. REP1: How would you rate the Council for being committed to creating a great district, how it promotes economic development, being in touch with the community and setting clear direction; Overall, how would you rate the Council for its LEADERSHIP? n=437
7. REP2: Thinking about how open and transparent Council is, how council can be relied on to act honestly and fairly, and their ability to work in the best interests of the District, overall, how would you rate the Council in terms of the faith and trust you have in them to be open and transparent, act honestly and fairly, and work in the best interests of the district? n=439
8. REP3: Now thinking about the Council’s financial management – how appropriately it invests in the district, how wisely it spends and avoids waste, and its transparency around spending, how would you rate the Council overall for its financial management? n=438
9. REP4: And thinking about all the services and infrastructure the Council provides, how would you rate them for the quality of the services they provide? n=436



## Drivers of overall Satisfaction

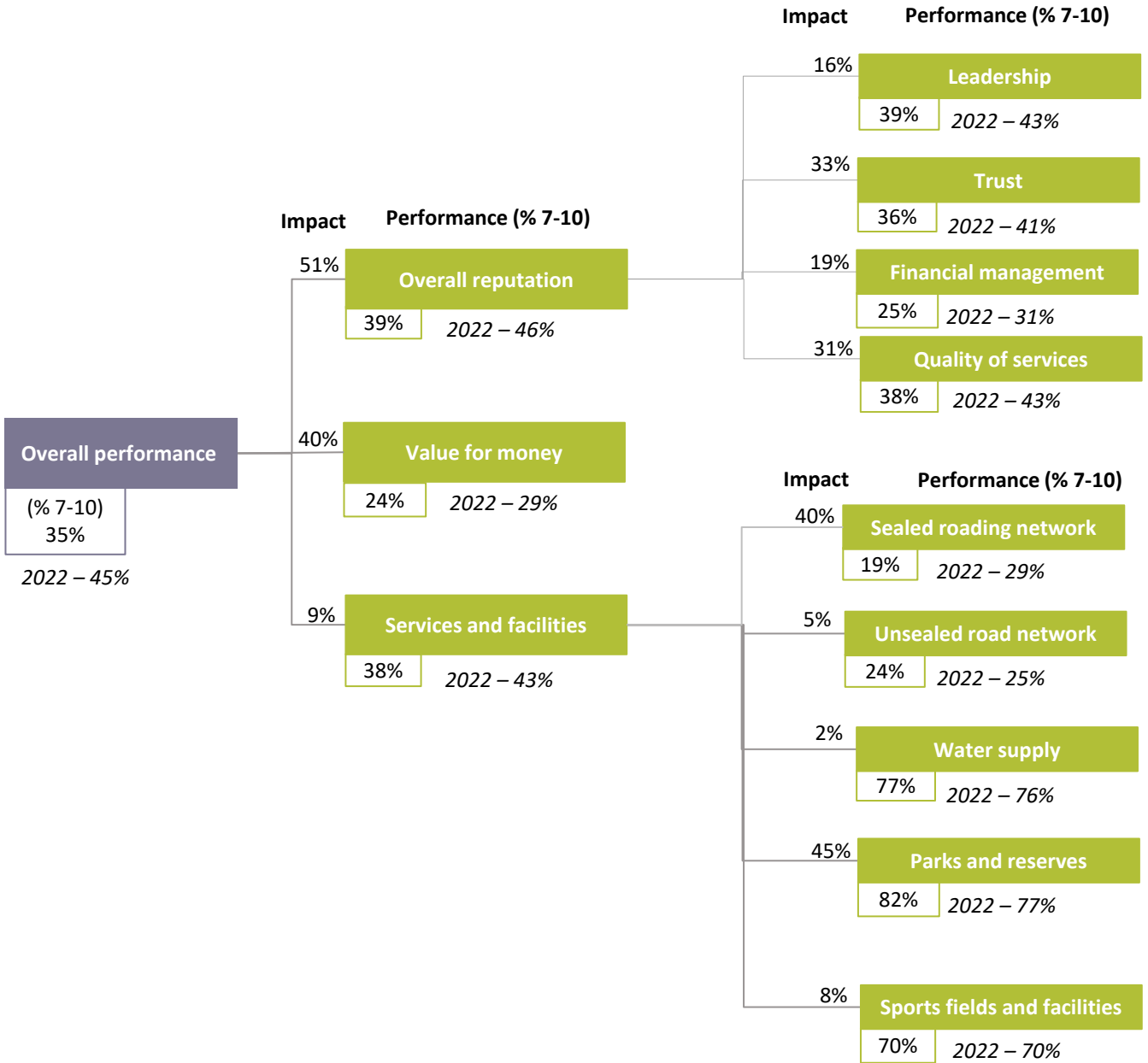
### Introduction to the CVM driver model



#### Overview of our driver model

- Residents are asked to rate their perceptions of Council’s performance on the various elements that impact overall satisfaction. These processes must align with the customer facing services and processes to ensure they are actionable
- We use multiple regression analysis to identify how much different areas of services provided by Council impact overall perception. Impact scores represent how strong the connection is.
- For example, if impact score for one of the KPI’s is 50%, it means that increasing residents’ perception in this area by 4% will increase perception of Overall performance by 2%, given all other factors remain unchanged.

### Drivers of Perceptions

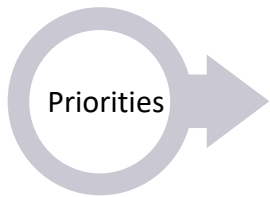
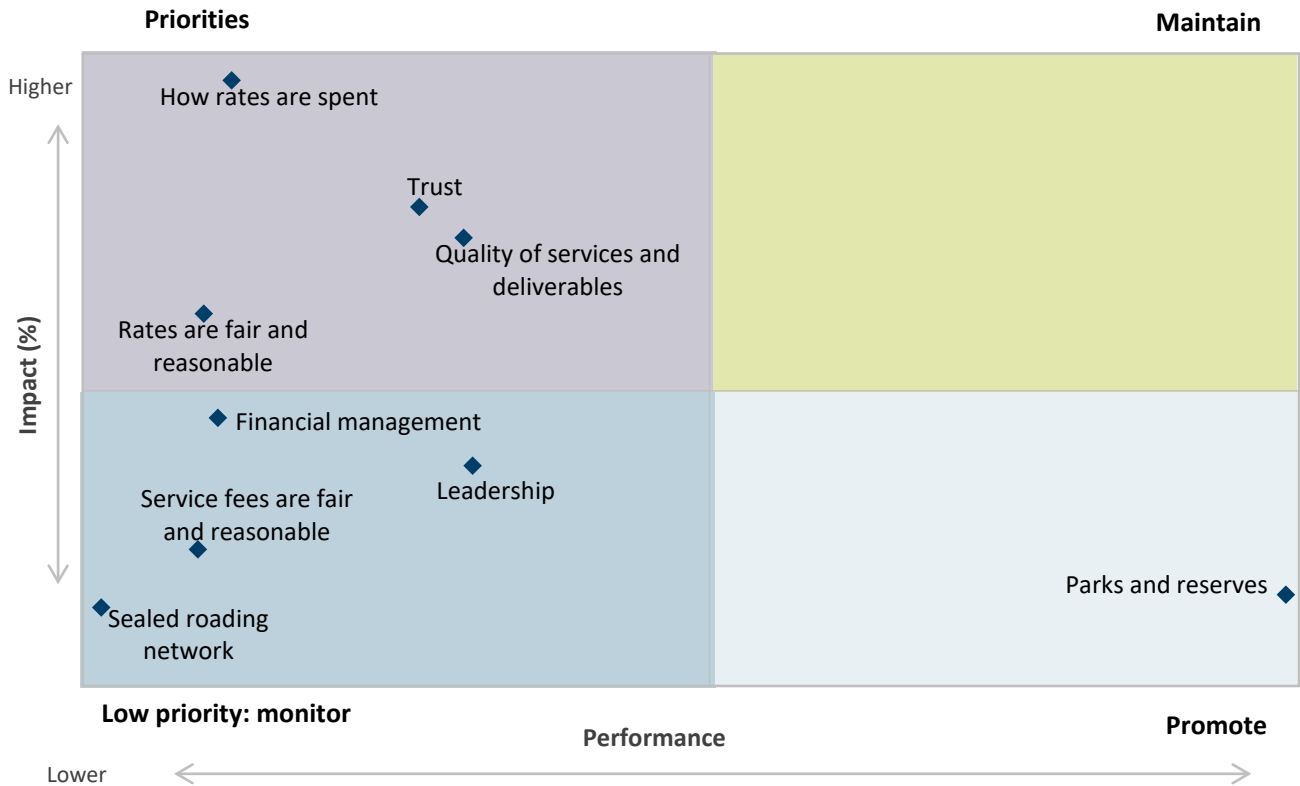


- *Overall reputation* is the strongest driver with overall satisfaction of Council's performance, followed by *Value for money*.
- *Services and facilities* has the least influence on perceptions.

NOTES:  
1. Sample: 2023 n=447  
2. NCI – No current impact



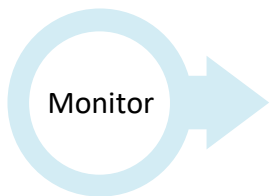
**Opportunities and priorities. Overall measures**



- *Value for money* is tightly connected with *Quality of services and deliverables* for residents. Comments point to dissatisfaction with services available in rural / farming areas. Residents also indicated that they would like to see money spent fairer across all geographic areas, especially rural, as well as a focus on *Quality of services and deliverables*. Some see *Rates not being fair and reasonable* because they do not have access to a lot of services and facilities.
- *Trust* is the is another priority for Council to focus on. Residents believe that council needs to show more transparency in decision making and make these decisions in the best interest of the district.



- The highest rated area is *Parks and reserves*. This area is performing highly, but has a low impact on overall satisfaction. Promoting this area would create a greater impact on the perception of Council amongst residents, and therefore increase overall satisfaction with *Councils performance*.

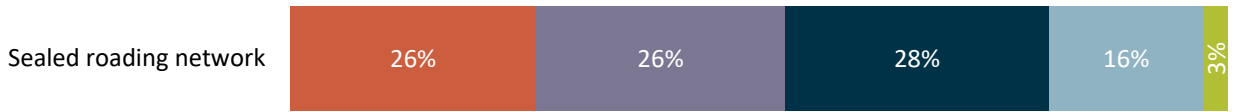


- There are four areas of performance that show the lowest satisfaction. However, at the moment they also have lower impact on *Overall performance*. Monitoring these and trying to make some improvements before these shift into the *Priorities* is important for the Council to manage future risks.



# Satisfaction with services provided

## Sealed roading network



■ Very dissatisfied (1-2) ■ Dissatisfied (3-4) ■ Neutral (5-6) ■ Satisfied (7-8) ■ Very satisfied (9-10) ■ Don't know

Scores with % 7-10	2023	2022	Māori	Non-Māori
Sealed roading network	19% ▼	29%	15%	19% ▼

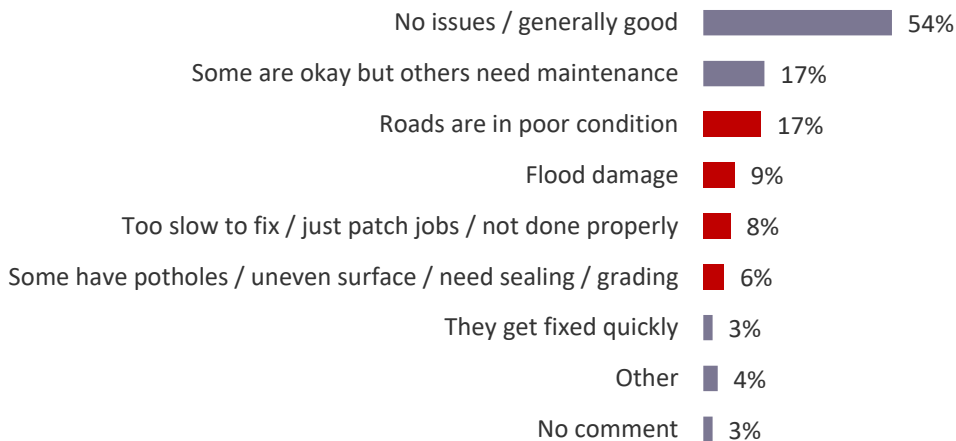
Scores with % 7-10	18-39	40-59	60+
Sealed roading network	12% ▼	19%	24% ▼

Scores with % 7-10	Oamaru	Corriedale	Waihemo	Ahuriri
Sealed roading network	19% ▼	19%	17%	22%

- Less than two in ten residents (19%) are satisfied with the *Sealed roading network* in the district. This is a 10% decline from the results recorded 12 months ago.
- Residents over 60 years are significantly more likely to be satisfied with the *Sealed roading network* than residents in the 18-39 age group.
- Even those satisfied with *Sealed roading* have mentioned poor condition, flood damage, slow fixing and potholes.

### Reasons for Satisfaction



#### NOTES:

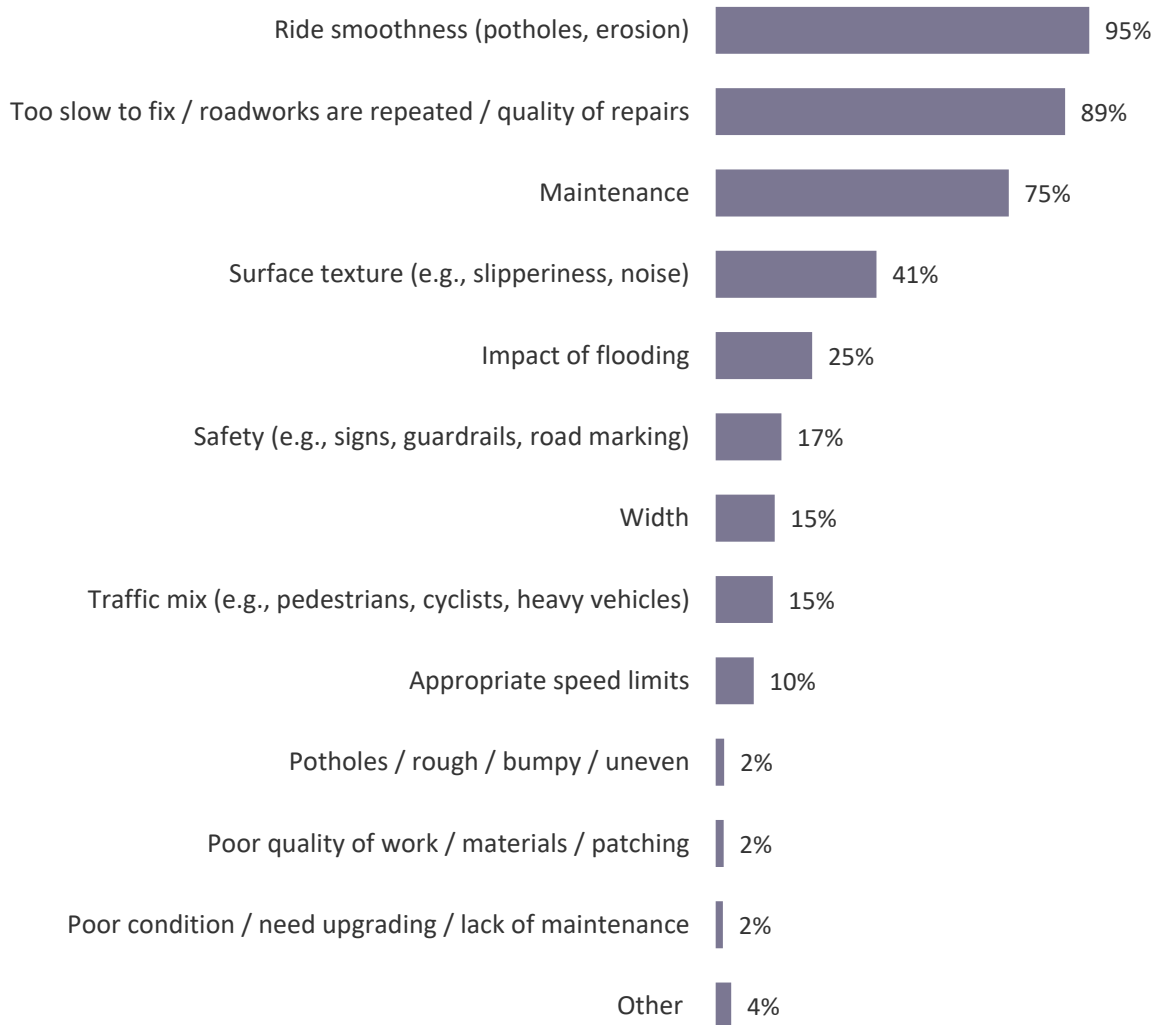
1. Sample: 2023 n=447; 2022 n=513;
2. 18-39 n=112; 40-59 n=112; 60+ n=223;
3. Māori n=46; All Others n=401;
4. Oamaru n=269, Corriedale n=79, Waihemo n=59, Ahuriri n=40
5. Q4: Using a scale of 1-10 where 1 is very dissatisfied and 10 is very satisfied, how satisfied are you with the sealed roading network in the Waitaki District? n=445
6. Q4a: Can you please tell us why you gave a rating of 8 - 10? n =35

▲ Significantly higher  
▼ Significantly lower

▲ Significantly higher  
▼ Significantly lower

## Sealed roading network (Dissatisfaction)

### Reasons for Dissatisfaction



- *Ride smoothness* is the top reason for dissatisfaction with *the Sealed roading network*, followed by *Too slow to fix/roadworks are repeated/quality of repairs*.
- Other reasons for dissatisfaction and suggestions include:
  - *Fewer cars and trucks, more bikes would be good*
  - *Spraying instead of mowing the sides*
  - *Lack of maintenance of footpaths (e.g. stone chips getting stuck in shoes)*

NOTES:

1. Sample: 2023 n=447;
2. Q4b: Can you please tell us why you gave a rating of 1 - 3? n=177

### Unsealed roading network



■ Very dissatisfied (1-2) ■ Dissatisfied (3-4) ■ Neutral (5-6) ■ Satisfied (7-8) ■ Very satisfied (9-10) ■ Don't know

Scores with % 7-10	2023	2022	Māori	Non-Māori
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Unsealed roading network	24%	25%	29%	23%
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Scores with % 7-10	18-39	40-59	60+
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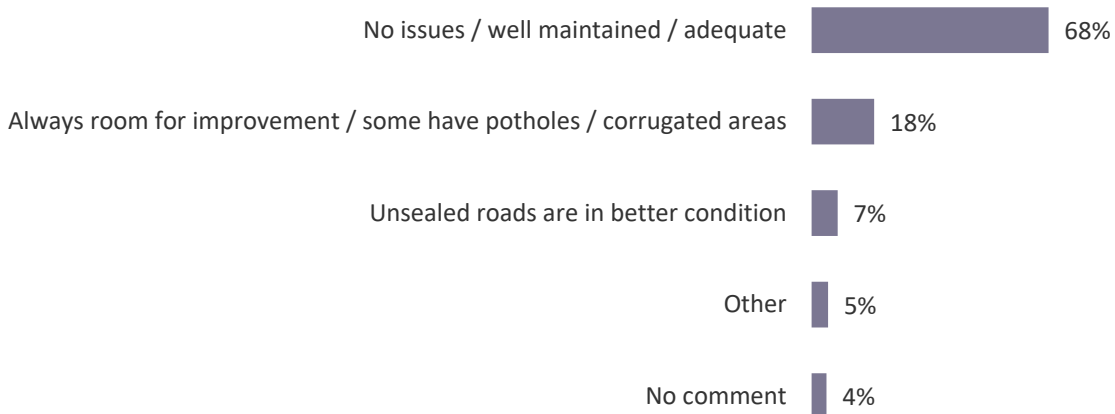
Unsealed roading network	23%	24%	23%
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Scores with % 7-10	Oamaru	Corriedale	Waihemo	Ahuriri
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Unsealed roading network	26%	21%	21%	19%
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- Satisfaction with *Unsealed roading* is higher than the satisfaction with *Sealed roading* in 2023, and remains on par with the previous year.
- Satisfaction is consistent across wards.

### Reasons for Satisfaction



NOTES:

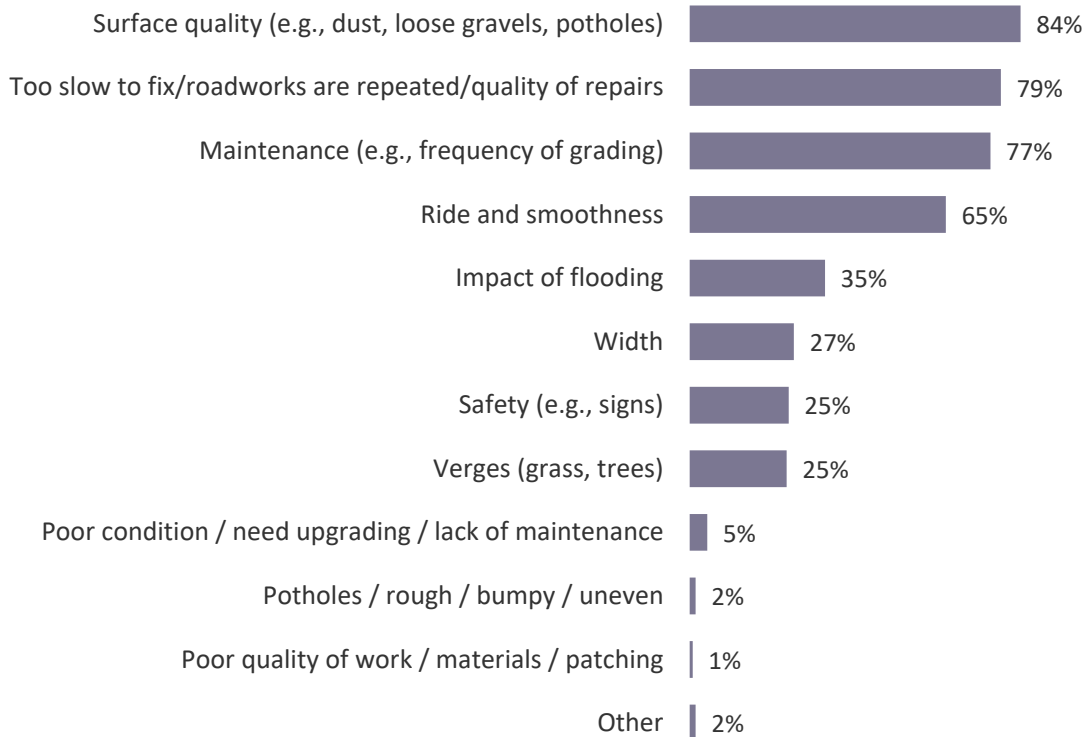
1. Sample: 2023 n=447; 2022 n=513;
2. 18-39 n=112; 40-59 n=112; 60+ n=223;
3. Māori n=46; All Others n=401;
4. Oamaru n=269, Corriedale n=79, Waihemo n=59, Ahuriri n=40
5. Q5. Using the same 1-10 scale, how satisfied are you with the unsealed roading network in the Waitaki District? n=444
6. Q5a. Can you please tell us why you gave a rating of 8 - 10? Please provide as much detail as possible n=39.

**Year-on-year**  
▲ Significantly higher  
▼ Significantly lower

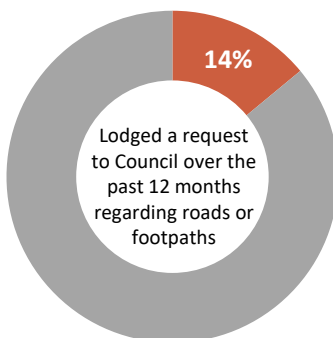
**Between demographics**  
▲ Significantly higher  
▼ Significantly lower

## Unsealed roading network (Dissatisfaction)

### Reasons for Dissatisfaction



- *Surface quality* is the main reason for dissatisfaction with *Unsealed roading*, followed by *Repairs taking too long* and *Maintenance*.
- 14% of respondents have contacted Council to *Lodge a request over the past 12 months regarding roads or footpaths*.



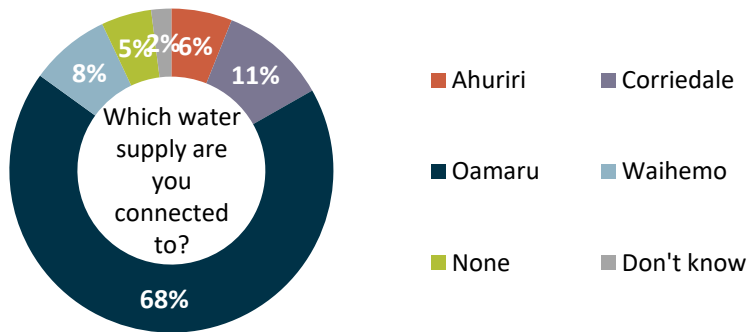
% Yes	Oamaru	Corriedale	Waihemo	Ahuriri
Lodged a request to Council over the past 12 months regarding roads or footpaths	12%	16%	20%	19%

NOTES:

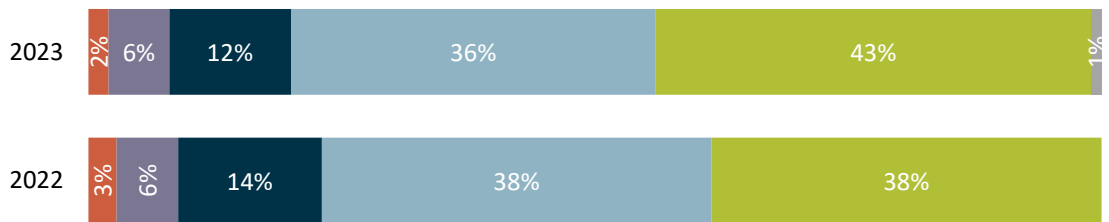
1. Sample: 2023 n=447;
2. 5b. Can you please tell us why you gave a rating of 1 - 3? Please select all that apply n=92
3. 5c. Have you lodged a customer request to Council over the past 12 months regarding roads or footpaths?

**Year-on-year**      **Between demographics**  
▲ Significantly higher      ▲ Significantly higher  
▼ Significantly lower      ▼ Significantly lower

### Water Supply

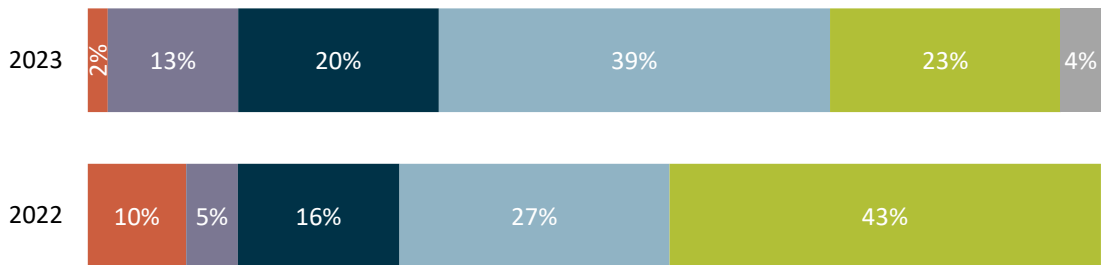


### Satisfaction with Oamaru water supply



■ Very dissatisfied (1-2) ■ Dissatisfied (3-4) ■ Neutral (5-6) ■ Satisfied (7-8) ■ Very satisfied (9-10) ■ Don't know

### Satisfaction with Waihemo water supply



■ Very dissatisfied (1-2) ■ Dissatisfied (3-4) ■ Neutral (5-6) ■ Satisfied (7-8) ■ Very satisfied (9-10) ■ Don't know

- Perceptions of the Oamaru and Waihemo *Water supply connection* remain at similar levels when compared with the results in 2022.

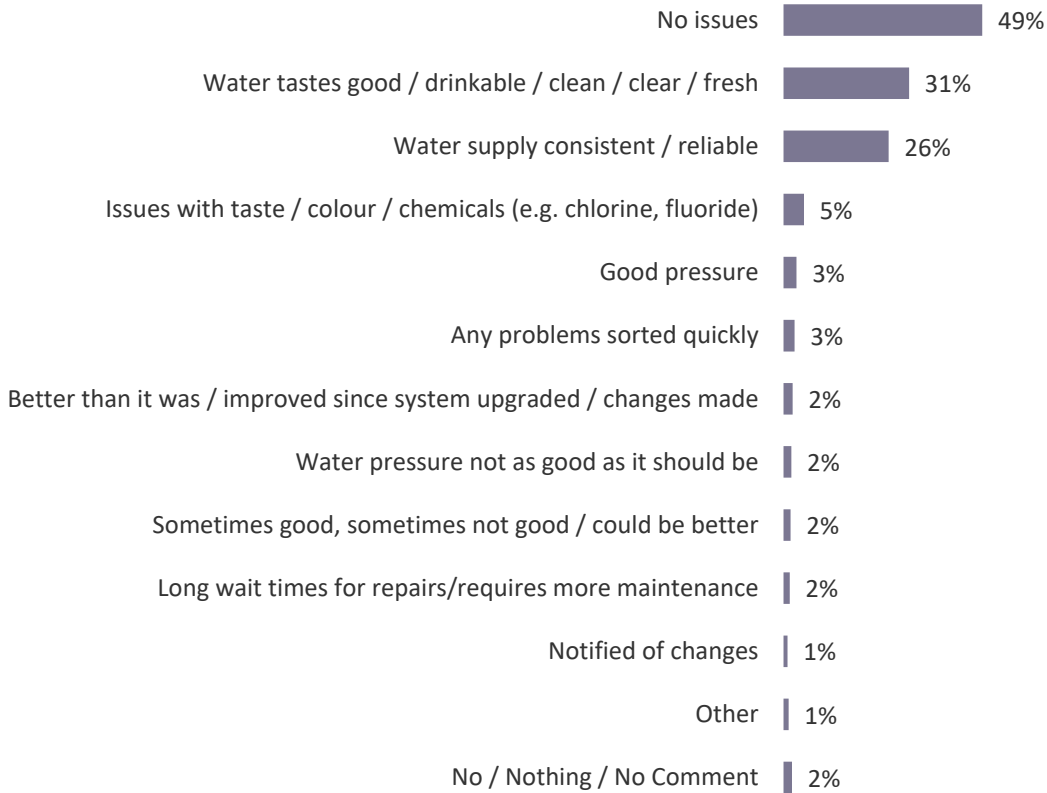
NOTES:

1. Sample: 2023 n=447; 2022 n=513;
2. Q6: Which water supply are you connected to? n=446
3. Oamaru n=302; Waihemo n=41.
4. Q6a: How satisfied are you with the water supply provided by the Waitaki District Council?

**Year-on-year**      **Between demographics**  
▲ Significantly higher      ▲ Significantly higher  
▼ Significantly lower      ▼ Significantly lower

## Reasons for satisfaction and dissatisfaction with water supply

### Reasons for satisfaction



### Reasons for dissatisfaction

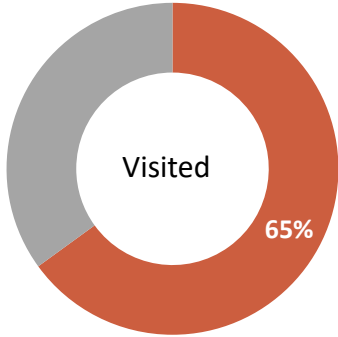
Reasons for dissatisfaction	Count
Poor quality of water / substandard	8
Low water pressure / can't always get supply / not notified when supply is turned off	6
Tastes bad	11
Dirty / discoloured water	4
Other	9

NOTES:

1. Sample: 2023 n=447; 2022 n=513;
2. Q6b. Can you please tell us why you gave a rating of 8 - 10? n=202
3. Can you please tell us why you gave a rating of 1 - 3? n=18



## Chelmer Street (Oamaru) Resource Recovery Park



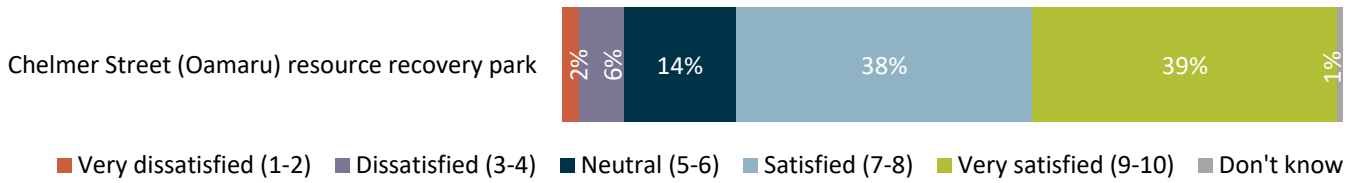
% Visited	2023	2022	Māori	Non-Māori
Chelmer Street (Oamaru) Resource recovery park	65%	64%	64%	65%

% Visited	18-39	40-59	60+
Chelmer Street (Oamaru) Resource recovery park	55%	67%	71%

% Visited	Oamaru	Corriedale	Waihemo	Ahuriri
Chelmer Street (Oamaru) Resource recovery park	77%	70%	21%	29%



Scores with % 7-10	2023	2022	Māori	Non-Māori
Chelmer Street (Oamaru) Resource recovery park	77%	81%	66%	78%

Scores with % 7-10	18-39	40-59	60+
Chelmer Street (Oamaru) Resource recovery park	67%	76%	84%

Scores with % 7-10	Oamaru	Corriedale	Waihemo	Ahuriri
Chelmer Street (Oamaru) Resource recovery park	76%	81%	75%	70%

- Visitor satisfaction with the *Chelmer Street Resource Recovery Park* remains consistent over the past 12 months (81% in 2022 vs. 77% in 2023).
- There is no significant difference in satisfaction in ethnicity or ward.

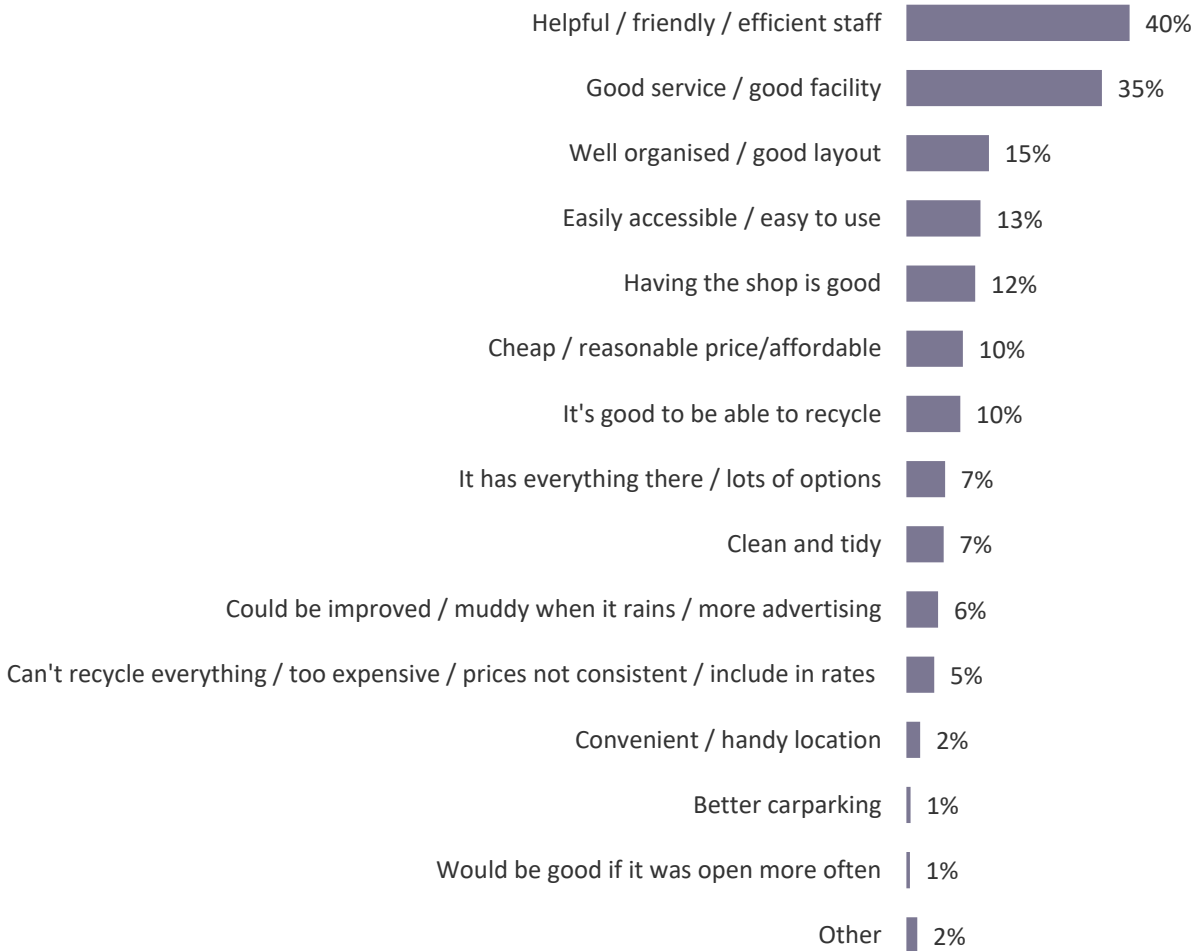
NOTES:

1. Sample: 2023 n=447; 2022 n=513;
2. 18-39 n=112; 40-59 n=112; 60+ n=223;
3. Māori n=46; All Others n=401;
4. Oamaru n=269, Corriedale n=79, Waihemo n=59, Ahuriri n=40
5. Q7: Have you used the Waitaki Resource Recovery Park on Chelmer Street in Oamaru in the past 12 months? n=446
6. Visitors: n=288
7. Q7a: How satisfied are you with the resource recovery park? n=287

**Year-on-year** ▲ Significantly higher ▼ Significantly lower   
**Between demographics** ▲ Significantly higher ▼ Significantly lower

## Chelmer Street (Oamaru) Resource Recovery Park

### Reasons for satisfaction

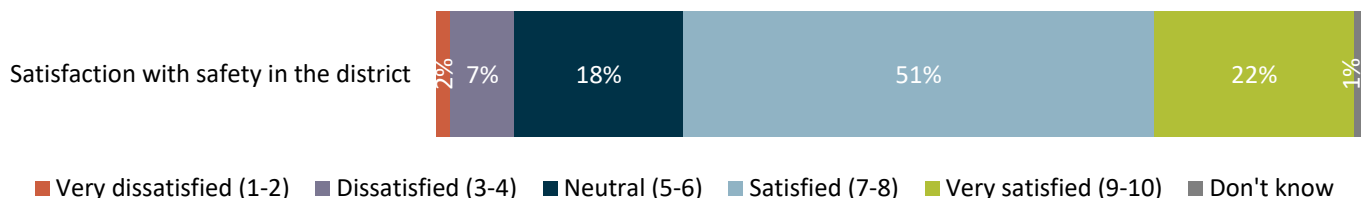


- Residents think that the *Oamaru Resource Recovery Park Provides good service (35%)* and has *Helpful, friendly, and efficient staff (40%)*.
- Reasons for dissatisfaction (n=19):
  - Because it's like a mud track and it isn't well set up for self unloading of bottles unless you go there weekly, it is set up for pensioners.*
  - The pricing of items in the shop are shocking for items got for nothing. Charging for recycling is disgusting.*
  - Prices vary so much, one day a woosack can be one price and the next week it is twice the price, no consistency, its seems to be up to whoever is on to set the price at the time, I believe there should be set prices for particular services.*
  - Waitaki Recovery Park is the dearest in Oamaru for greenwaste and rubbish, they're only in business because Waitaki District subsidies for 300,000 dollars, no other business is subsidised.*
  - Some staff were unhelpful, ridiculous cost to dump stuff.*

#### NOTES:

- Sample: 2023 n=447; 2022 n=513;
- Q7b: 7b. Can you please tell us why you gave a rating of 8 - 10? n=175
- Q7c: Can you please tell us why you gave a rating of 1 - 3? n=19

## Waitaki District as a safe place to be



Scores with % 7-10	2023	2022	Māori	Non-Māori
Satisfaction with safety in the district	72%	70%	70%	72%

Scores with % 7-10	18-39	40-59	60+
Satisfaction with safety in the district	71%	72%	73%

Scores with % 7-10	Oamaru	Corriedale	Waihemo	Ahuriri
Satisfaction with safety in the district	70%	77%	78%	66%

% Yes	2023	2022	Māori	Non-Māori
Satisfaction with Civil Defence Emergency Management	48%	47%	40%	48%

% Yes	18-39	40-59	60+
Satisfaction with Civil Defence Emergency Management	43%	52%	46%

% Yes	Oamaru	Corriedale	Waihemo	Ahuriri
Satisfaction with Civil Defence Emergency Management	52%	43%	31%	53%

- Satisfaction with *Safety* in the district is relatively high with over seven in ten residents satisfied (72%). Results are on par with 2022.
- There is no significant difference in perception of safety among different age groups or wards.
- However, satisfaction with *Civil Defence Emergency Management* is quite low, with less than half of respondents (48%) satisfied.

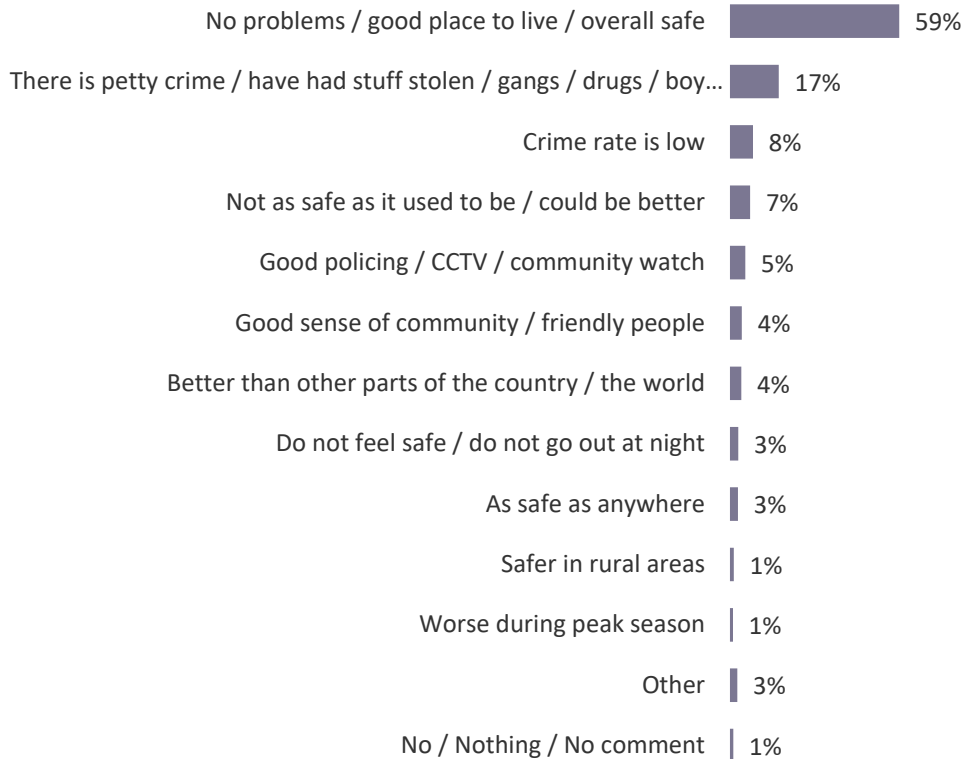
NOTES:

1. Sample: 2023 n=447; 2022 n=513;
2. 18-39 n=112; 40-59 n=112; 60+ n=223;
3. Māori n=46; All Others n=401;
4. Oamaru n=269, Corriedale n=79, Waihemo n=59, Ahuriri n=40
5. Q8: How satisfied are you that the Waitaki district is generally a safe place to be? n=445
6. Q8c. Are you satisfied with Civil Defence Emergency Management?

<b>Year-on-year</b>	<b>Between demographics</b>
▲ Significantly higher	▲ Significantly higher
▼ Significantly lower	▼ Significantly lower

## Reasons for satisfaction and dissatisfaction with safety

### Reasons for satisfaction



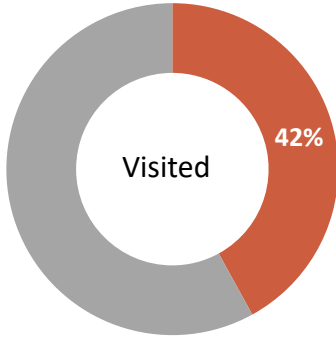
### Reasons for dissatisfaction

Reasons for dissatisfaction	Count
Crime taking place / damage to property	17
Not as safe as it used to be / not safe at night	19
Common trend / hear things that are of concern	17
Rough people	20
Not safe for children	9

NOTES:

1. Sample: 2023 n=447; 2022 n=513;
2. Q8a: Can you please tell us why you gave a rating of 8 - 10? n=215
3. Q8a: Can you please tell us why you gave a rating of 1 - 3? n=24

## Libraries



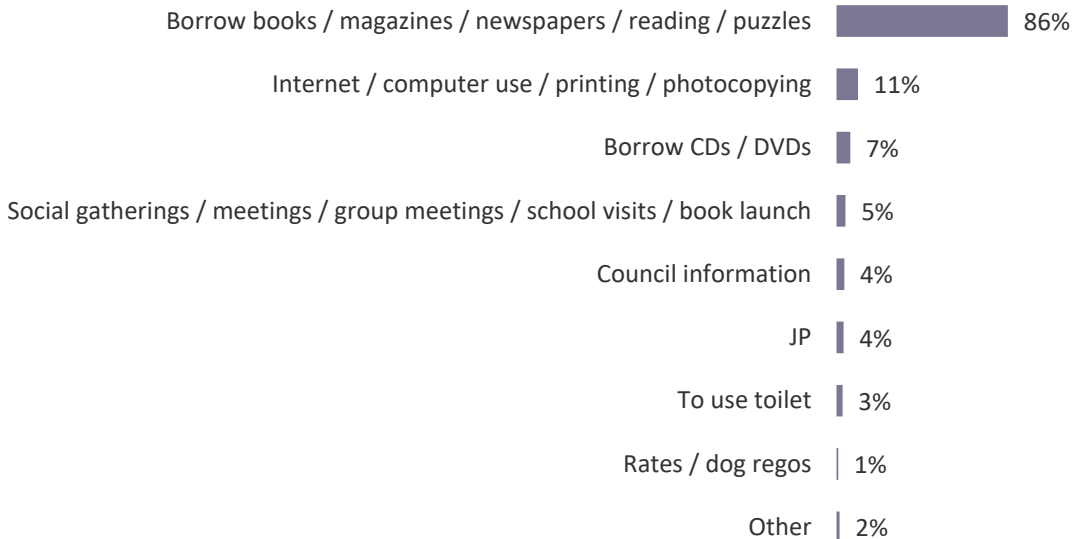
% Visited	2023	2022	Māori	Non-Māori
Libraries	42%	48%	46%	41%

% Visited	18-39	40-59	60+
Libraries	31%	37% ▼	54%

% Visited	Oamaru	Corriedale	Waihemo	Ahuriri
Libraries	42%	43%	43%	34%

- The usage of *Library* services has declined in the last 12 months, from 48% in 2022 to 42% in 2023.
- *Borrowing books, magazines, newspapers and other reading materials* is the main reason why residents visit a library (86%), followed by *Internet/computer use/printing/photocopying* (11%) then *Borrow CDs/DVDs* (7%).

## Purpose for visiting the library

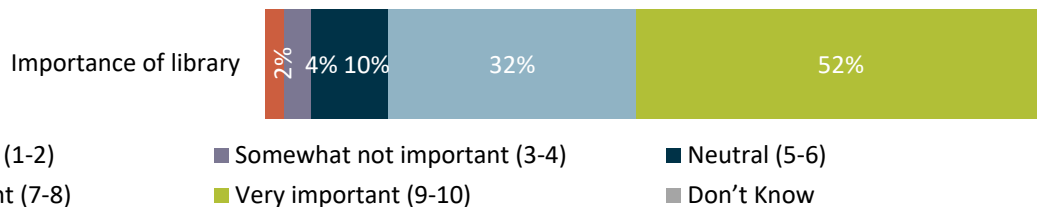


### NOTES:

1. Sample: 2023 n=447; 2022 n=513;
2. 18-39 n=112; 40-59 n=112; 60+ n=223;
3. Māori n=46; All Others n=401;
4. Oamaru n=269, Corriedale n=79, Waihemo n=59, Ahuriri n=40
5. Q9: Have you visited any of the libraries in the Waitaki District in the past 12 months? n=447
6. Visited: n=199
7. Q9a: What was the purpose of your purpose of your visit to the library? n=198

**Year-on-year**      **Between demographics**  
▲ Significantly higher      ▲ Significantly higher  
▼ Significantly lower      ▼ Significantly lower

### Importance of libraries



Scores with % 7-10	2023	2022	Māori	Non-Māori
Importance to whanau	84%	77%	89%	84%

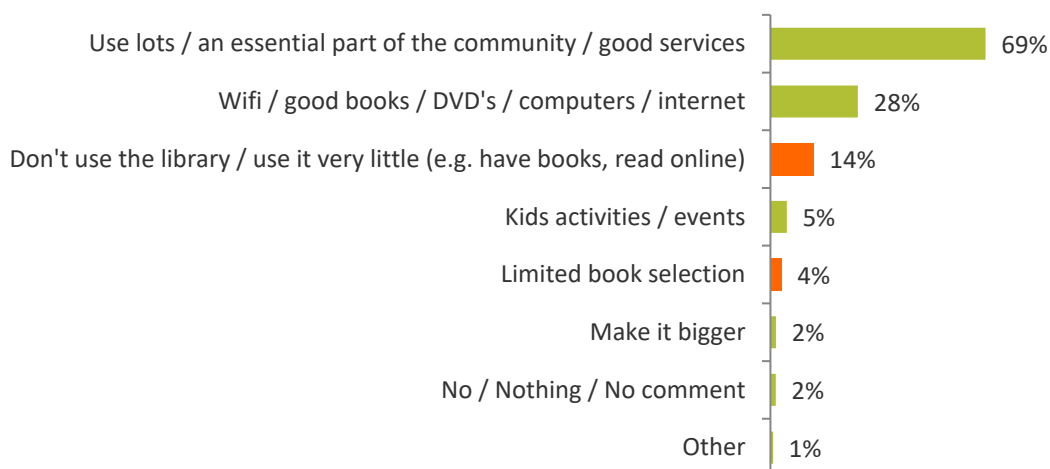
Scores with % 7-10	18-39	40-59	60+
Importance to whanau	70%	87%	89%

Scores with % 7-10	Oamaru	Corriedale	Waihemo	Ahuriri
Importance to whanau	85%	83%	72%	100%

- When it comes to how important the libraries are for the residents, 84% overall consider them to be ‘somewhat important’ or ‘very important’ which is a slight increase compared to 77% in 2022.
- Those who feel that libraries are of a great *Importance to whanau*, mention that they are essential to the community (69%), as well as they allow usage of the internet, computers and research.

### Reasons behind the scores

Note: green – important, red – not important



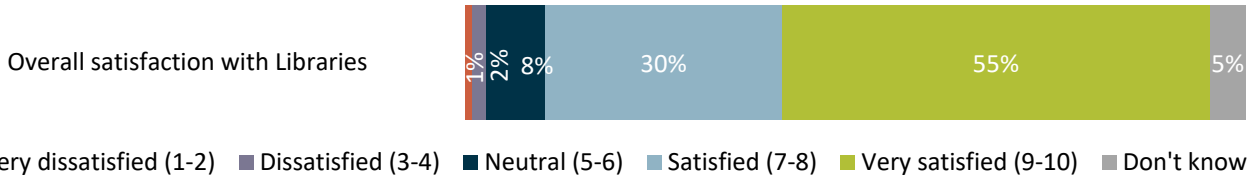
NOTES:

1. Sample: 2023 n=447; 2022 n=513;
2. 18-39 n=112; 40-59 n=112; 60+ n=223;
3. Māori n=46; All Others n=401;
4. Oamaru n=269, Corriedale n=79, Waihemo n=59, Ahuriri n=40
5. Visited: n=199
6. 9b: Using a scale of 1 to 10 where 1 is ‘Not at all important’ and 10 is ‘Very important’, how important is the library to you and your family/whanau? n=197
7. 9c: Can you please tell us why you gave that score/rating? n=196

**Year-on-year**  
▲ Significantly higher  
▼ Significantly lower

**Between demographics**  
▲ Significantly higher  
▼ Significantly lower

### Satisfaction with libraries



Scores with % 7-10	2023	2022	Māori	Non-Māori
Satisfaction with libraries	85%	83%	94%	84%

Scores with % 7-10	18-39	40-59	60+
Satisfaction with libraries	75%	93% ▲	84%

Scores with % 7-10	Oamaru	Corriedale	Waihemo	Ahuriri
Satisfaction with libraries	87%	80%	75%	100%

- Satisfaction with *Libraries* remains high with 85% of users satisfied.
- Satisfaction amongst younger residents aged 18-34 is the lowest among all age groups.
- Residents in 40-59 age group are now significantly more satisfied with the *District's libraries* than they were 12 months ago, and are the most satisfied of the age groups.

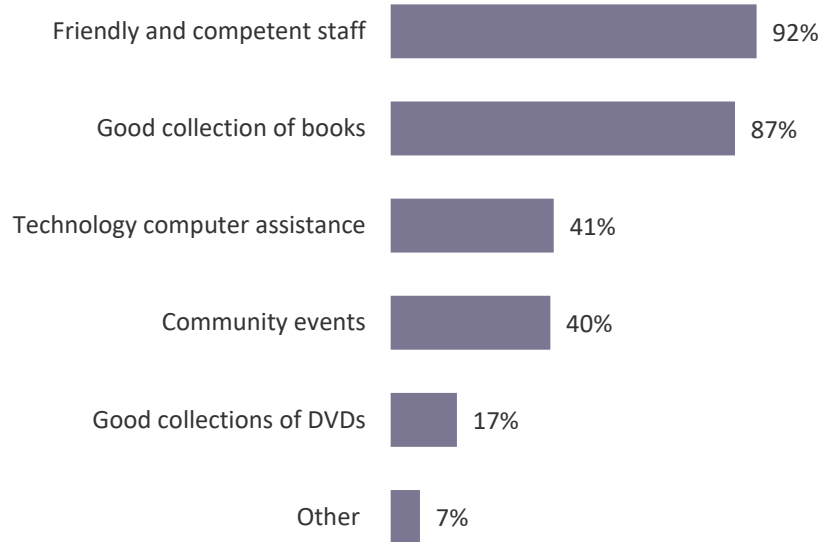
NOTES:

1. Sample: 2023 n=447; 2022 n=513;
2. 18-39 n=112; 40-59 n=112; 60+ n=223;
3. Māori n=46; All Others n=401;
4. Oamaru n=269, Corriedale n=79, Waihemo n=59, Ahuriri n=40
5. Visited: n=199
6. Q10: How satisfied are you with the library services in the Waitaki district? n=199

▲ **Year-on-year** Significantly higher  
▼ **Year-on-year** Significantly lower  
▲ **Between demographics** Significantly higher  
▼ **Between demographics** Significantly lower

## Reasons for satisfaction and dissatisfaction with libraries

### Reasons for satisfaction



### Reasons for dissatisfaction

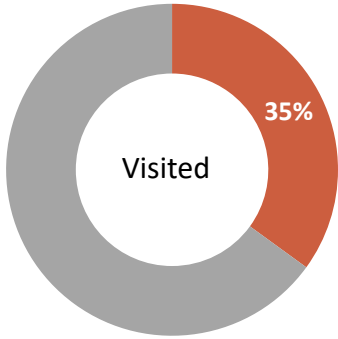
Reasons for dissatisfaction	Count
Collections need updating / better selection	1
Facilities could be better / improved	1
Noise	1
Opening hours	1
Other	1

NOTES:

1. Sample: 2023 n=447; 2022 n=513;
2. Q10b: Can you please tell us why you gave a rating of 8 - 10? n=151
3. Q10c: Can you please tell us why you gave a rating of 1 - 3? n=2



## Oamaru Opera House



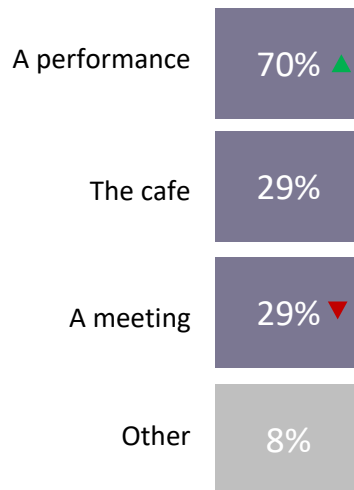
% Visited	2023	2022	Māori	Non-Māori
Oamaru Opera House	35%	31%	32%	35%

% Visited	18-39	40-59	60+
Oamaru Opera House	23%	47%	32%

% Visited	Oamaru	Corriedale	Waihemo	Ahuriri
Oamaru Opera House	35%	48%	14%	21%

- In 2023, the percentage of residents who have visited the *Oamaru Opera House* has increased 4% to 35% from 31% in 2022.
- The proportion of residents who visit to *Watch a performance* has increased significantly year-on-year, while the proportion who visit for *A meeting* has decreased significantly.

### Reason for visiting the Oamaru Opera House

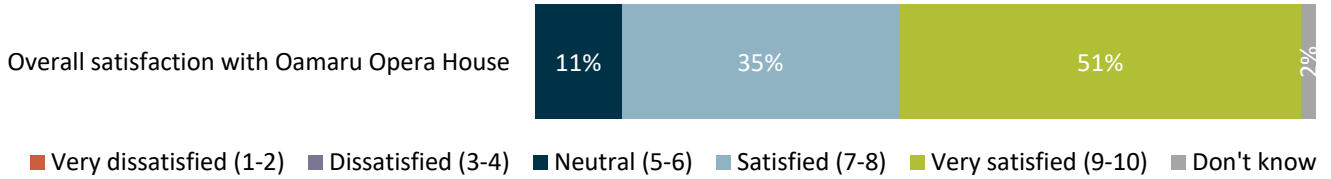


NOTES:

1. Sample: 2023 n=447; 2022 n=513;
2. 18-39 n=112; 40-59 n=112; 60+ n=223;
3. Māori n=46; All Others n=401;
4. Oamaru n=269, Corriedale n=79, Waihemo n=59, Ahuriri n=40
5. Q11: Have you visited the Oamaru Opera House in the last 12 months? n=447
6. Visited: n=147
7. Q11a: What was the reason for visiting the Oamaru Opera House? n=146

**Year-on-year**      **Between demographics**  
▲ Significantly higher      ▲ Significantly higher  
▼ Significantly lower      ▼ Significantly lower

## Satisfaction with Oamaru Opera House



Scores with % 7-10	2023	2022	Māori	Non-Māori
Satisfaction with Oamaru Opera House	86%	92%	80%	87%

Scores with % 7-10	18-39	40-59	60+
Satisfaction with Oamaru Opera House	73%	90%	88%

Scores with % 7-10	Oamaru	Corriedale	Waihemo	Ahuriri
Satisfaction with Oamaru Opera House	86%	90%	89%	62%

- Satisfaction with the *Oamaru Opera House* continues to be at a very high level (86%) with a slight decline from 92% in 2022.
- Visitors from the Corriedale ward are more likely to be satisfied with the facility than those from the Ahuriri ward.

NOTES:

1. Sample: 2023 n=447; 2022 n=513;
2. 18-39 n=112; 40-59 n=112; 60+ n=223;
3. Māori n=46; All Others n=401;
4. Oamaru n=269, Corriedale n=79, Waihemo n=59, Ahuriri n=40
5. Visited: n=147
6. Q11b: How satisfied are you with the Oamaru Opera House? n=146

▲ **Year-on-year** Significantly higher  
▼ Significantly lower  
▲ **Between demographics** Significantly higher  
▼ Significantly lower

## Reasons for satisfaction and dissatisfaction with Oamaru Opera House

### Reasons for satisfaction



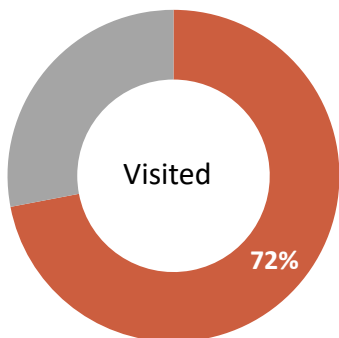
### Reasons for dissatisfaction

Reasons for dissatisfaction	Count
Staff service	0
Quality of facilities	1
Lack of awareness of the Opera House as a common facility	0
Price of performances	0
Other	0

NOTES:

1. Sample: 2023 n=447; 2022 n=513;
2. Q11c: Can you please tell us why you gave a rating of 8 - 10? n=94
3. Q11d: Can you please tell us why you gave a rating of 1 - 3? n=1

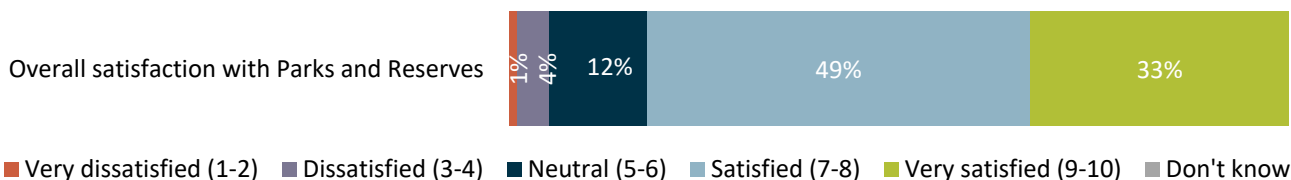
### Parks and reserves



% Visited	2023	2022	Māori	Non-Māori
Parks and reserves	72%	71%	74%	72%

% Visited	18-39	40-59	60+
Parks and reserves	78%	74%	66%

% Visited	Oamaru	Corriedale	Waihemo	Ahuriri
Parks and reserves	76%	77%	46%	64%



Scores with % 7-10	2023	2022	Māori	Non-Māori
Satisfaction with parks and reserves	82%	77%	81%	82%

Scores with % 7-10	18-39	40-59	60+
Satisfaction with parks and reserves	79%	82%	86%

Scores with % 7-10	Oamaru	Corriedale	Waihemo	Ahuriri
Satisfaction with parks and reserves	82%	90% ▲	76%	67%

- The proportion of residents who have visited *Parks and reserves* remains consistent. Residents aged over 60 years and Oamaru and Corriedale wards residents are more likely to have visited a park or reserve in the district than other residents.
- There is a significant increase in visitor satisfaction for *Parks and reserves* (70% in 2022 to 90% in 2023) among residents from the Corriedale ward.

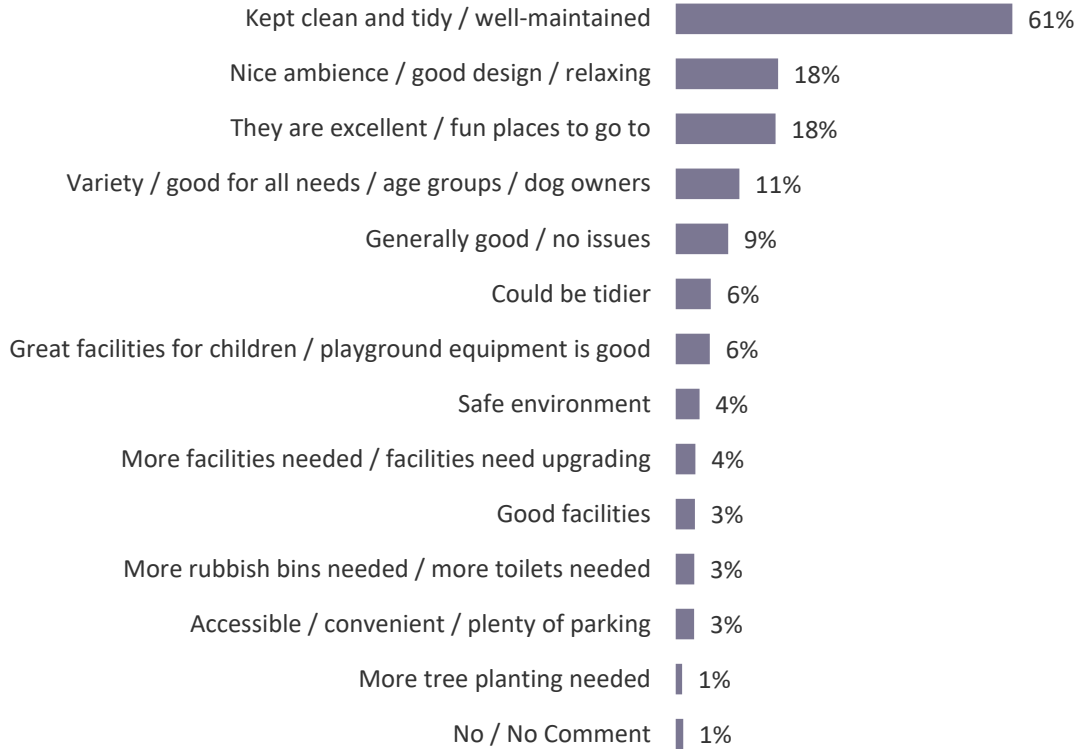
1. Sample: 2023 n=447; 2022 n=513;  
 2. 18-39 n=112; 40-59 n=112; 60+ n=223;  
 3. Māori n=46; All Others n=401;  
 4. Oamaru n=269, Corriedale n=79, Waihemo n=59, Ahuriri n=40  
 5. Q12: Have you used any of the parks or reserves in the Waitaki district in the past 12 months? n=445  
 6. Visited: n=314  
 7. Q12a: How satisfied are you with parks and reserves in the Waitaki District? n=315

**Year-on-year**  
 ▲ Significantly higher  
 ▼ Significantly lower

**Between demographics**  
 ▲ Significantly higher  
 ▼ Significantly lower

## Reasons for satisfaction and dissatisfaction with parks and reserves

### Reasons for satisfaction



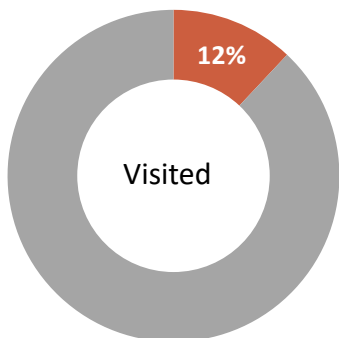
### Reasons for dissatisfaction

Reasons for dissatisfaction	Count
Poor upkeep / untidy / improvements needed	8
Too many parks and reserves	-
Not enough parks and reserves	5
Other	3

NOTES:

1. Sample: 2023 n=447; 2022 n=513;
2. Q12b: Can you please tell us why you gave a rating of 8 - 10? n=189
3. Q12c: Can you please tell us why you gave a rating of 1 - 3? n=10

## Lakes Camping Grounds



% Visited	2023	2022	Māori	Non-Māori
Lakes Camping Grounds	12%	14%	9%	12%

% Visited	18-39	40-59	60+
Lakes Camping Grounds	13% ▲	19%	5%

% Visited	Oamaru	Corriedale	Waihemo	Ahuriri
Lakes Camping Grounds	12%	16%	1% ▼	9%



■ Very dissatisfied (1-2) 
 ■ Dissatisfied (3-4) 
 ■ Neutral (5-6) 
 ■ Satisfied (7-8) 
 ■ Very satisfied (9-10) 
 ■ Don't know

Scores with % 7-10	2023	2022	Māori*	Non-Māori
Satisfaction with Lakes Camping Grounds	62%	57%	69%	62%

Scores with % 7-10	18-39*	40-59*	60+*
Satisfaction with Lakes Camping Grounds	65%	60%	65%

Scores with % 7-10	Oamaru*	Corriedale*	Waihemo*	Ahuriri*
Satisfaction with Lakes Camping Grounds	65%	60%	-	49%

- Council-owned *Lakes Camping Grounds* have been visited by slightly fewer people in 2023 than in 2022.
- Out of all those who have visited and used the Council-owned *Lakes Camping Grounds*, over six in ten (62%) are satisfied with these facilities.

NOTES:

1. Sample: 2023 n=447; 2022 n=513;
2. 18-39 n=112; 40-59 n=112; 60+ n=223;
3. Māori n=46; All Others n=401;
4. Oamaru n=269, Corriedale n=79, Waihemo n=59, Ahuriri n=40
5. Q13. Have you used the Council-owned Lakes camping grounds over the past 12 months? n=445
6. Visited: n=44
7. Q13a. How satisfied are you with the quality of the Council-owned Lakes camping grounds? n=46

\* Caution: Small sample. Results should be treated as indicative only.

▲ **Year-on-year** Significantly higher  
▼ **Year-on-year** Significantly lower  
▲ **Between demographics** Significantly higher  
▼ **Between demographics** Significantly lower

## Reasons for satisfaction and dissatisfaction with lakes camping grounds

- *Rubbish disposal and toilets are there, but overnight rates for casual visitors are too expensive, especially if self contained and not using any facilities.*
- *We camp at Loch Laird camping area and appreciate the recently improved drinking water. The South access off the sealed road is crumbling and should be repaired.*
- *Lovely spaces, especially the Wetland areas. Great family orientated camping areas with lots of activities able to be accomplished.*
- *We love camping so use the sites often. It is quite expensive though to use these sites for a season. We pay boat ramp fees also on top of this.*
- *Good spot, rubbish collection and a clean toilet.*
- *Generally, well kept toilets (could be better but many people use them so understandable). Friendly areas and also generally tidy. Also safe for kids and great holiday places / fishing / hiking for families.*
- *The amenities are good.*
- *Stunning locations.*
- *Great new native planting going on.*
- *Go boating there, looks tidy and good to have toilets that work.*
- *Thanks for the drinking water at the campgrounds. It would be good if more trees are cleared lakeside to create more boating spots. It would also be good if there was a way to stop people taking up a spot for a whole season and only having one or two visits. It ruins it for everyone else.*
- *When I'm there I'm usually relaxing and nothings a problem.*

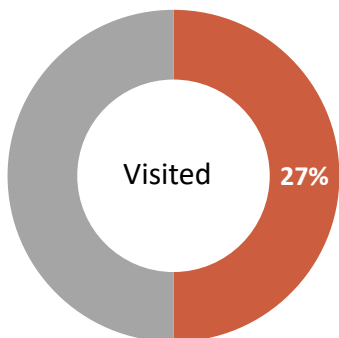
### Reasons for dissatisfaction

Reasons for dissatisfaction	Count
Management of the facility	1
Fees	1
Cleanliness / condition of facility	2
Other	1

NOTES:

1. Sample: 2023 n=447; 2022 n=513;
2. Q13b: Can you please tell us why you gave a rating of 8 - 10? n=16
3. Q13c: Can you please tell us why you gave a rating of 1 - 3? n=2

## Sports fields and facilities

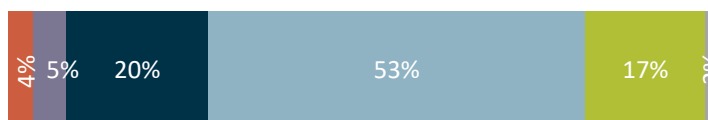


% Visited	2023	2022	Māori	Non-Māori
Sports fields and facilities	27%	27%	29%	27%

% Visited	18-39	40-59	60+
Sports fields and facilities	39%	35%	12%

% Visited	Oamaru	Corriedale	Waihemo	Ahuriri
Sports fields and facilities	27%	33%	10% ▼	32% ▲

Overall satisfaction with Sports fields and facilities



■ Very dissatisfied (1-2) ■ Dissatisfied (3-4) ■ Neutral (5-6) ■ Satisfied (7-8) ■ Very satisfied (9-10) ■ Don't know

Scores with % 7-10	2023	2022	Māori	Non-Māori
Satisfaction with sports fields and facilities	70%	70%	54%	71%

Scores with % 7-10	18-39	40-59	60+
Satisfaction with sports fields and facilities	64%	74%	75%

Scores with % 7-10	Oamaru	Corriedale	Waihemo	Ahuriri
Satisfaction with sports fields and facilities	71%	70%	70%	64%

- 27% of residents have visited or used *Sports fields and facilities* in 2023.
- There are more users from the younger age groups (18-59) than from the older age group.
- Seven in ten users (70%) are satisfied with the district's *Sports fields and facilities*.

### NOTES:

1. Sample: 2023 n=447; 2022 n=513;
2. 18-39 n=112; 40-59 n=112; 60+ n=223;
3. Māori n=46; All Others n=401;
4. Oamaru n=269, Corriedale n=79, Waihemo n=59, Ahuriri n=40
5. Q14. Have you used any Waitaki District sports fields or facility in the past 12 months? n=447
6. Visited: n=109
7. Q15a. How satisfied are you with Waitaki's sports fields and facilities? n=109

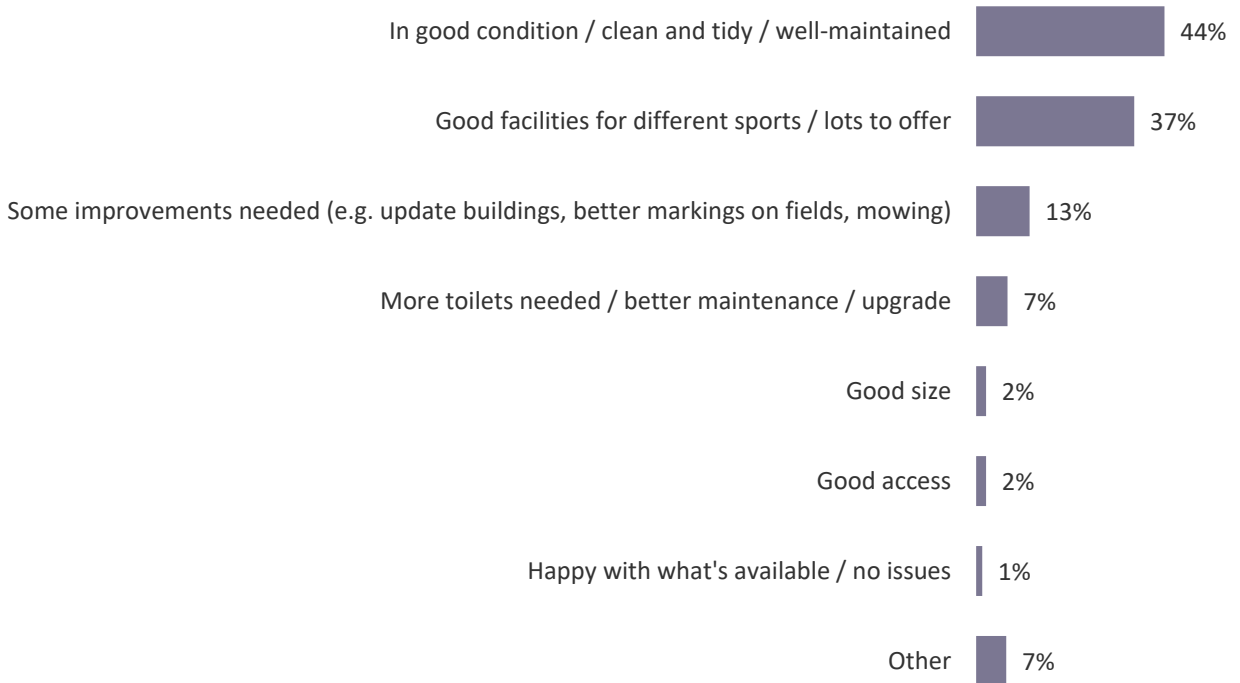
**Year-on-year**  
▲ Significantly higher  
▼ Significantly lower

**Between demographics**  
▲ Significantly higher  
▼ Significantly lower



## Reasons for satisfaction and dissatisfaction with sports fields and facilities

### Reasons for satisfaction



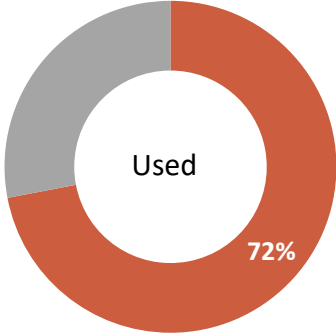
### Reasons for dissatisfaction

Reasons for dissatisfaction	Count
Poor condition / need upgrading / lack of maintenance	3
Lack of awareness of sportsfields	1
Cost	0
Other	3

NOTES:

1. Sample: 2023 n=447; 2022 n=513;
2. Q15b: Can you please tell us why you gave a rating of 8 - 10? n=43
3. Q15c: Can you please tell us why you gave a rating of 1 - 3? n=5

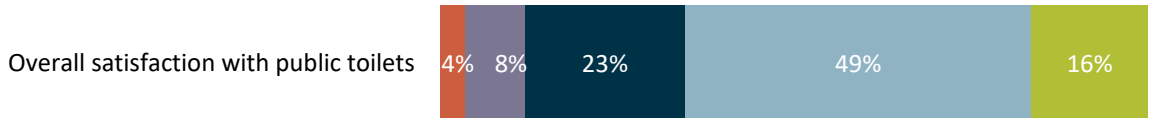
## Public toilets



% Visited	2023	2022	Māori	Non-Māori
Public toilets	72%	73%	78%	72%

% Visited	18-39	40-59	60+
Public toilets	73%	70%	74%

% Visited	Oamaru	Corriedale	Waihemo	Ahuriri
Public toilets	70%	78%	61%	90%



■ Very dissatisfied (1-2) 
 ■ Dissatisfied (3-4) 
 ■ Neutral (5-6) 
 ■ Satisfied (7-8) 
 ■ Very satisfied (9-10) 
 ■ Don't know

Scores with % 7-10	2023	2022	Māori	Non-Māori
Satisfaction with public toilets	65%	63%	56%	66%

Scores with % 7-10	18-39	40-59	60+
Satisfaction with public toilets	54%	62%	76%

Scores with % 7-10	Oamaru	Corriedale	Waihemo	Ahuriri
Satisfaction with public toilets	62%	68%	69%	77%

- Over seven in ten residents (72%) have used a *Public toilet* in the last 12 months, which is on par with 73% in 2022.
- Satisfaction with *Public toilets* are at similar levels compared with 2022 and is consistent across the different wards.

NOTES:

1. Sample: 2023 n=447; 2022 n=513;
2. 18-39 n=112; 40-59 n=112; 60+ n=223;
3. Māori n=46; All Others n=401;
4. Oamaru n=269, Corriedale n=79, Waihemo n=59, Ahuriri n=40
5. Q16. Have you used a public toilet in the past 12 months? n=447
6. Visited: n=326
7. Q16a. How satisfied are you with the public toilets?

▲ Year-on-year Significantly higher  
▼ Year-on-year Significantly lower  
■ Between demographics Significantly higher  
■ Between demographics Significantly lower

## Reasons for satisfaction and dissatisfaction with public toilets

### Reasons for dissatisfaction

Reasons for dissatisfaction	Count
Lack or poor access (i.e. wheel chair or push chair access)	5
Cleanliness/ dirtiness (including smell)	20
Condition (i.e. needs upgrading/improving)	18
Other	9

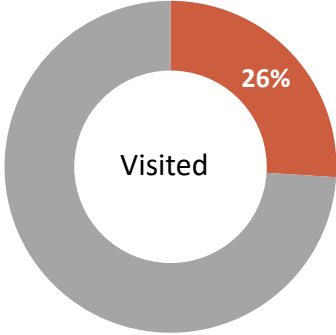


- *It was locked.*
- *Our toilets are sometimes very gross and unsanitary.*
- *Eden Street toilets are horrible, need cubicle walls and doors replaced. Otematata toilets has advertised signs for hydro Café, which seems odd for a town with many businesses.*
- *There is a shortage of toilets, too many have been closed.*
- *Shortage, too many being closed.*
- *Not cleaned properly.*
- *The Awamoa park ones are disgusting.*
- *Even the relatively new one at North end, and a cleaner had just been in... very poor standard of cleaning.*
- *No hand sanitizer supplied by the council.*

NOTES:

1. Sample: 2023 n=447; 2022 n=513;
2. Q16b: Can you please tell us why you gave a rating of 1 - 3? n=25

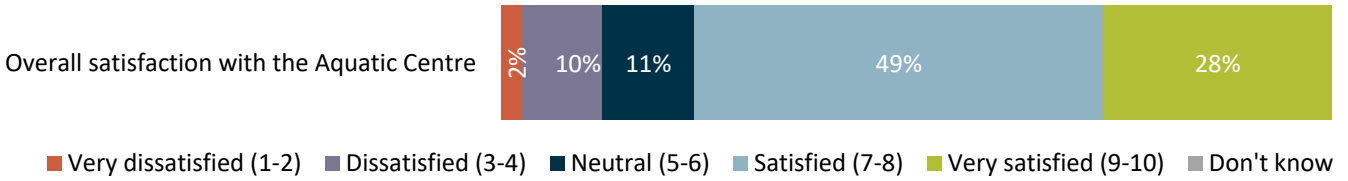
## Aquatic Centre



% Visited	2023	2022	Māori	Non-Māori
Aquatic Centre	26%	25%	26%	26%

% Visited	18-39	40-59	60+
Aquatic Centre	32%	34%	15%

% Visited	Oamaru	Corriedale	Waihemo	Ahuriri
Aquatic Centre	30%	31%	7%	15%



Scores with % 7-10	2023	2022	Māori	Non-Māori
Satisfaction with Aquatic Centre	77%	74%	77%	77%

Scores with % 7-10	18-39	40-59	60+
Satisfaction with Aquatic Centre	76%	75%	81%

Scores with % 7-10	Oamaru	Corriedale	Waihemo	Ahuriri
Satisfaction with Aquatic Centre	75%	80%	85%	78%

- Fewer than three in ten residents (26%) have used or visited the Aquatic Centre in the past year. Younger residents are more likely to have visited the centre than older residents.
- User perceptions of the Aquatic Centre has slightly increased when compared to 12 months prior.

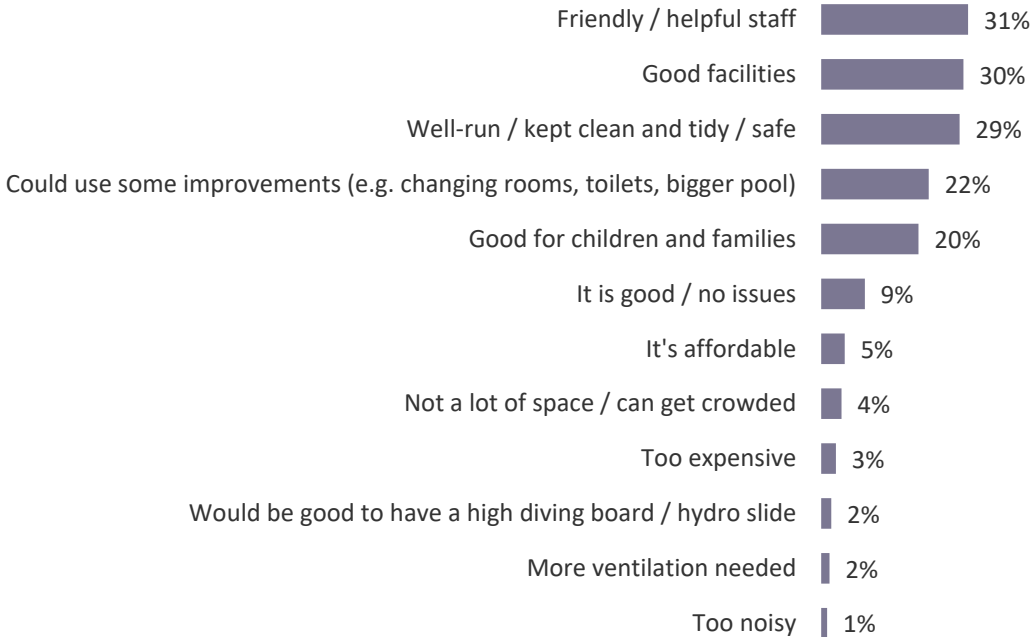
NOTES:

1. Sample: 2023 n=447; 2022 n=513;
2. 18-39 n=112; 40-59 n=112; 60+ n=223;
3. Māori n=46; All Others n=401;
4. Oamaru n=269, Corriedale n=79, Waihemo n=59, Ahuriri n=40
5. Q17. Have you used or visited the Aquatic Centre in the past 12 months? n=447
6. Visited: n=107
7. Q17a. How satisfied are you with the Aquatic Centre n=107

**Year-on-year**      **Between demographics**  
▲ Significantly higher      ▲ Significantly higher  
▼ Significantly lower      ▼ Significantly lower

## Reasons for satisfaction and dissatisfaction with Aquatic centre

### Reasons for satisfaction



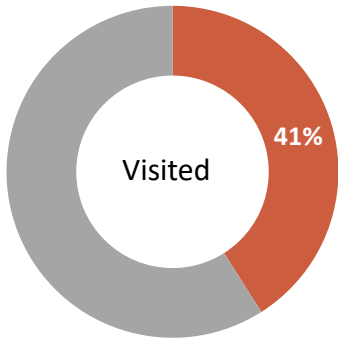
### Reasons for dissatisfaction

Reasons for dissatisfaction	Count
Functionality or range of activities	1
Timetable or opening hours	3
Entry costs	4
Access (for instance wheelchair or pushchair access)	0
Staff service	2
Other	6

NOTES:

1. Sample: 2023 n=447; 2022 n=513;
2. Q17b: Can you please tell us why you gave a rating of 8 - 10? n=58
3. Q17c: Can you please tell us why you gave a rating of 1 – 3? n=8

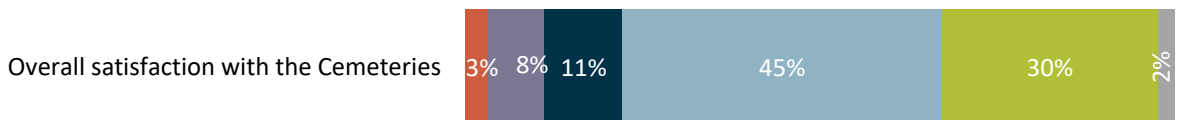
## Cemeteries



% Visited	2023	2022	Māori	Non-Māori
Cemeteries	41%	37%	45%	41%

% Visited	18-39	40-59	60+
Cemeteries	35%	35%	50%

% Visited	Oamaru	Corriedale	Waihemo	Ahuriri
Cemeteries	45%	36%	28%	43%



■ Very dissatisfied (1-2) 
 ■ Dissatisfied (3-4) 
 ■ Neutral (5-6) 
 ■ Satisfied (7-8) 
 ■ Very satisfied (9-10) 
 ■ Don't know

Scores with % 7-10	2023	2022	Māori	Non-Māori
Satisfaction with cemeteries	76%	71%	78%	75%

Scores with % 7-10	18-39	40-59	60+
Satisfaction with cemeteries	67%	77%	79%

Scores with % 7-10	Oamaru	Corriedale	Waihemo	Ahuriri
Satisfaction with cemeteries	72%	85%	82%	75%

- A similar proportion of residents have visited a Cemetery in the last year when compared with 2022, with older residents being more likely to have visited this facility than younger residents.
- Perceptions of the district's Cemeteries remained high over the last 12 months, with close to eight in ten users (76%) satisfied.

NOTES:

1. Sample: 2023 n=447; 2022 n=513;
2. 18-39 n=112; 40-59 n=112; 60+ n=223;
3. Māori n=46; All Others n=401;
4. Oamaru n=269, Corriedale n=79, Waihemo n=59, Ahuriri n=40
5. Q18. Have you visited a cemetery in the Waitaki District in the past 12 months? n=446
6. Visited: n=192
7. Q18a. How satisfied are you with cemeteries in the Waitaki District? n=190

▲ Year-on-year Significantly higher  
▼ Year-on-year Significantly lower  
▲ Between demographics Significantly higher  
▼ Between demographics Significantly lower

## Reasons for satisfaction and dissatisfaction with cemeteries

### Reasons for dissatisfaction

Reasons for dissatisfaction	Count
Poor condition / need upgrading / lack of maintenance	12
Lack of rubbish removal facilities	3
Cost	1
Other	10

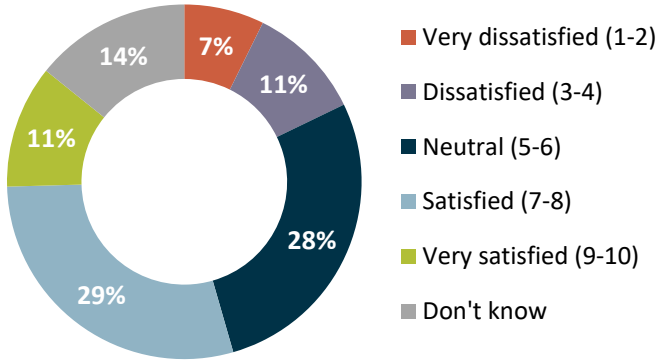


- *Removal of rubbish is not what I would expect.*
- *Since the parks and rec contract was awarded to the current contractor, the conditions and upkeep of the cemetery has been relatively poor in comparison to the previous contractor.*
- *Need weeding and mowing more often.*
- *Too much weed killer being used, showing disrespect for the graves.*
- *We couldn't find the graves of members passed, we managed to find them with the help of the directory online. A map onsite at the cemetery would be awesome and easier, especially for the older generation or people that aren't from the district. Once we found the co-ordinates for the graves, we couldn't read the numbers etched in the concrete at the end of the rows or on the plots due to lichen, moss or they were just finely etched and hard to read. This was mainly on the eastern side of the current site. But a directory and map would be so much easier! Every time we've gone up the grounds were in good condition and well looked after though.*
- *The shrubbery around the headstone was covering the headstone we were looking for, and in the old cemetery lots of the headstones are unreadable.*
- *Racial thoughts and attitudes by WDC on not allowing my ashes to be placed on the higher part of our local cemetery.*
- *Too much grass left lying, which makes the place look untidy. Not the best of cemeteries.*
- *The cemetery needs a person who takes pride in the appearance by keeping it well maintained, like the way the late George Christian kept it.*
- *Soldiers headstones are wearing out and hard to read.*

NOTES:

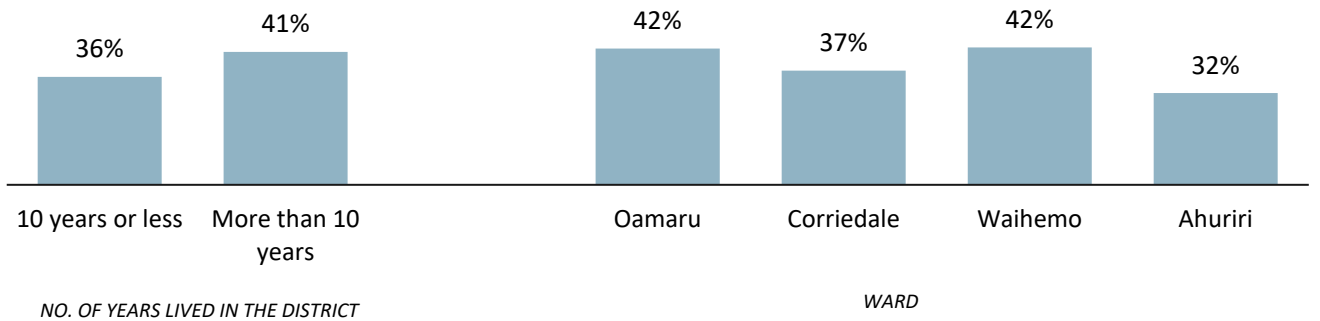
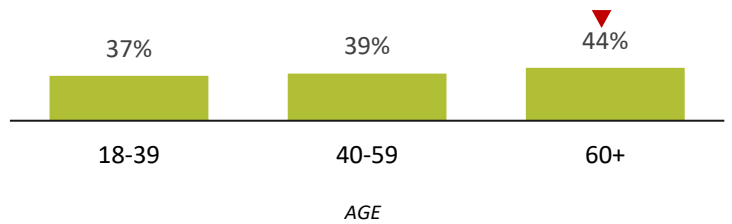
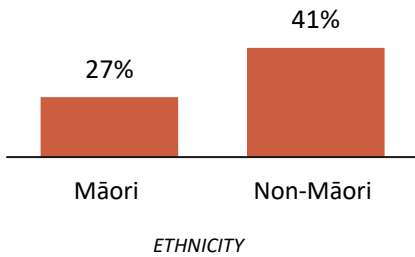
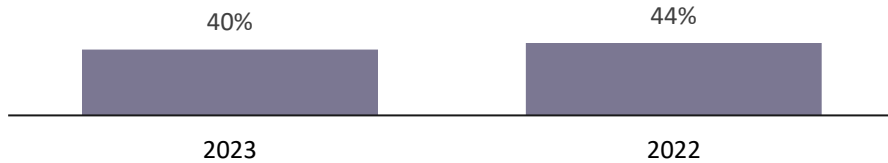
1. Sample: 2023 n=447; 2022 n=513;
2. Q18b: Can you please tell us why you gave a rating of 1 - 3? n=17

## Performance of the Mayor and Councillors



- Overall satisfaction with *the Performance of the Mayor and Councillors* has slightly declined to 40% satisfied.
- Those who identify as Māori and those who have lived in the district for less than 10 years are less likely to be satisfied with the performance of the leadership team.

### Satisfied % 7-10



NOTES:

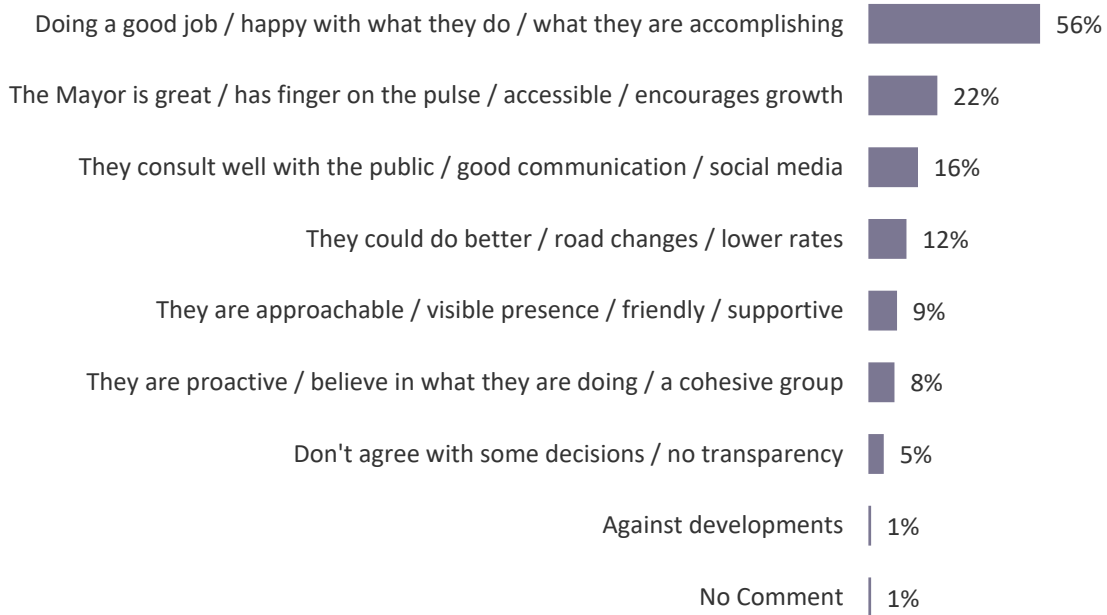
1. Sample: 2023 n=447; 2022 n=513;
2. 18-39 n=112; 40-59 n=112; 60+ n=223;
3. Māori n=46; All Others n=401;
4. 10 years or less n=101; more than 10 years n=341
5. Oamaru n=269, Corriedale n=79, Waihemo n=59, Ahuriri n=40
6. Q19.How satisfied are you with the performance of the Mayor and Councillors over the last 12-month period? n=445

**Year-on-year**      **Between demographics**  
▲ Significantly higher      ▲ Significantly higher  
▼ Significantly lower      ▼ Significantly lower



## Reasons for satisfaction and dissatisfaction with Performance of the Mayor and Councillors

### Reasons for satisfaction



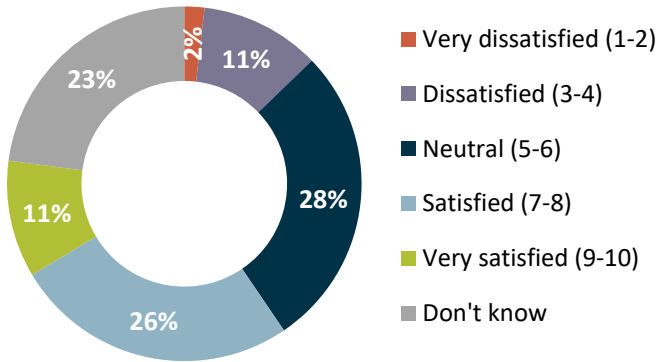
### Reasons for dissatisfaction



NOTES:

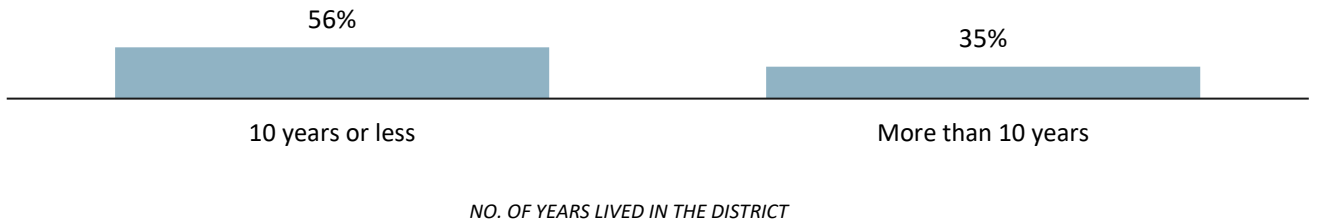
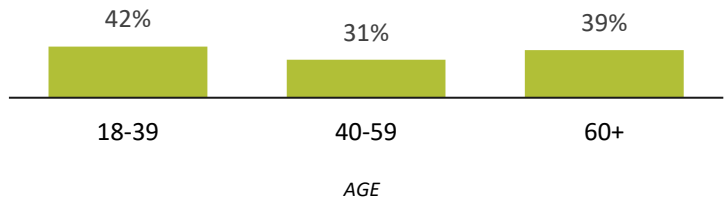
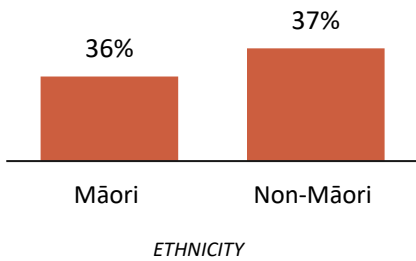
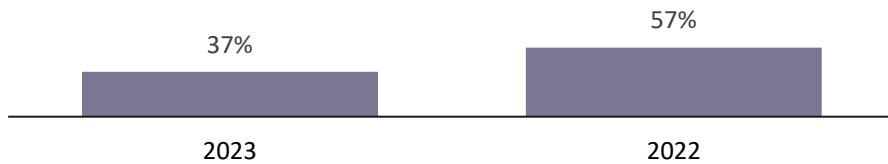
1. Sample: 2023 n=447; 2022 n=513;
2. Q19a: Can you please tell us why you gave a rating of 8 - 10? n=102
3. Q19b: Can you please tell us why you gave a rating of 1 - 3? n=56

### Performance Ahuriri Community Board members



• Satisfaction with the *Ahuriri Community Board* members has decreased from 57% in 2022 to 37% in 2023.

#### Satisfied % 7-10



NOTES:

- Sample: 2023 n=447; 2022 n=513;
- 18-39 n=112; 40-59 n=112; 60+ n=223;
- Māori n=46; All Others n=401;
- 10 years or less n=101; more than 10 years n=341
- Oamaru n=269, Corriedale n=79, Waihemo n=59, Ahuriri n=40
- Q20. How satisfied are you with the performance of Ahuriri Community Board members? n=40

**Year-on-year**  
▲ Significantly higher  
▼ Significantly lower

**Between demographics**  
▲ Significantly higher  
▼ Significantly lower

## Reasons for satisfaction and dissatisfaction with Performance of Ahuriri Community Board members

### Reasons for satisfaction



- *Not that I have much to do with the rep, but things seem to be going in the right direction.*
- *They seem to do a good job, but I'm personally not too involved about what they are doing.*
- *They promote the area quite well.*
- *They seem alright.*
- *They are keeping promises.*
- *He is giving the job 100 percent of his effort.*
- *Just happy that the people who are doing it.*
- *Get stuff happening.*
- *I think they do okay.*
- *I'm happy about whatever they are doing.*

### Reasons for dissatisfaction

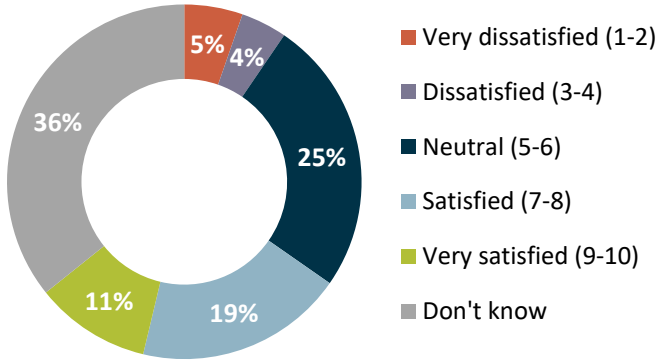


- *Our Councillors are only interested in feathering their own nests.*

#### NOTES:

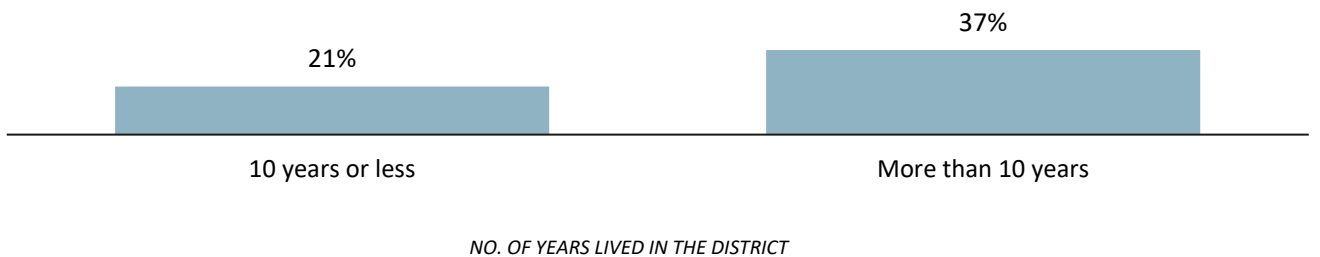
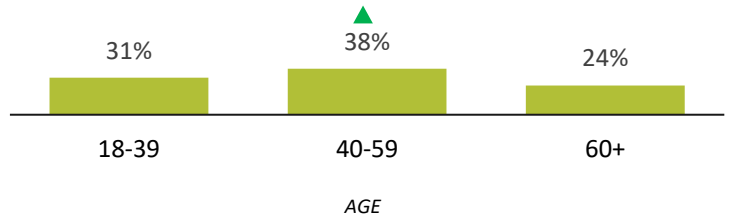
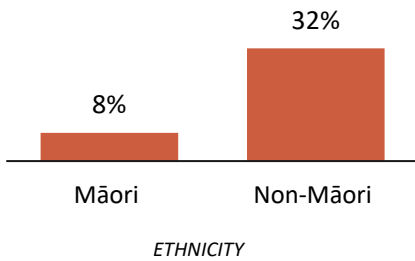
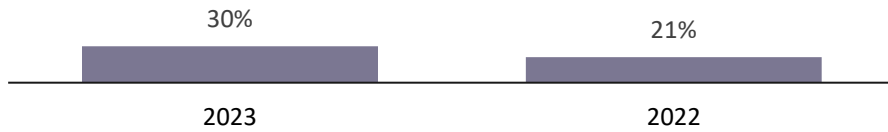
1. Sample: 2023 n=447; 2022 n=513;
2. Q20a: Can you please tell us why you gave a rating of 8 - 10? n=10
3. Q20b: Can you please tell us why you gave a rating of 1 - 3? n=1

### Performance Waihemo Community Board members



• Satisfaction with the *Waihemo Community Board* members has slightly increased over the past 12 months

#### Satisfied % 7-10



NOTES:

1. Sample: 2023 n=447; 2022 n=513;
2. 18-39 n=112; 40-59 n=112; 60+ n=223;
3. Māori n=46; All Others n=401;
4. 10 years or less n=101; more than 10 years n=341
5. Oamaru n=269, Corriedale n=79, Waihemo n=59, Ahuriri n=40
6. Q21.How satisfied are you with the performance of Waihemo Community Board members? n=59

**Year-on-year**      **Between demographics**  
▲ Significantly higher      ▲ Significantly higher  
▼ Significantly lower      ▼ Significantly lower

## Reasons for satisfaction and dissatisfaction with Performance of Waihemo Community Board members

### Reasons for satisfaction



- *Mostly satisfied.*
- *Our members are very active and passionate in doing what they believe is wanted and needed to help the Waihemo community.*
- *They do the job well enough.*
- *They do a good job.*
- *Heather McGregor does amazing things for the Palmerston area. Keep her on.*
- *They are accommodating and helpful.*
- *They try to promote the area but not listened to.*
- *Would like the community board to have a louder voice for the Waihemo district. It can feel like we are on the edge and forgotten.*
- *Think they are doing the best they can with the resources at hand - the biggest issue we have in Palmerston is vandalism which needs to be nipped in the bud by our police before these it escalates, and the individuals need to be made accountable for their actions. Cameras need to be placed through out the town centre as well.*
- *Good to see some new members on the board.*

### Reasons for dissatisfaction

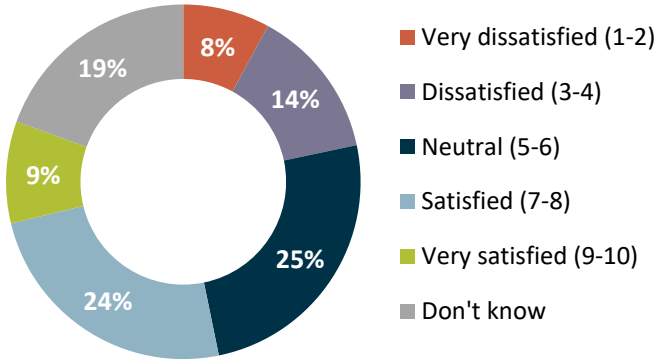


- *Who are these people? What do they provide us?*
- *Bad decisions, never see them.*
- *Never see or hear from our councilor.*

#### NOTES:

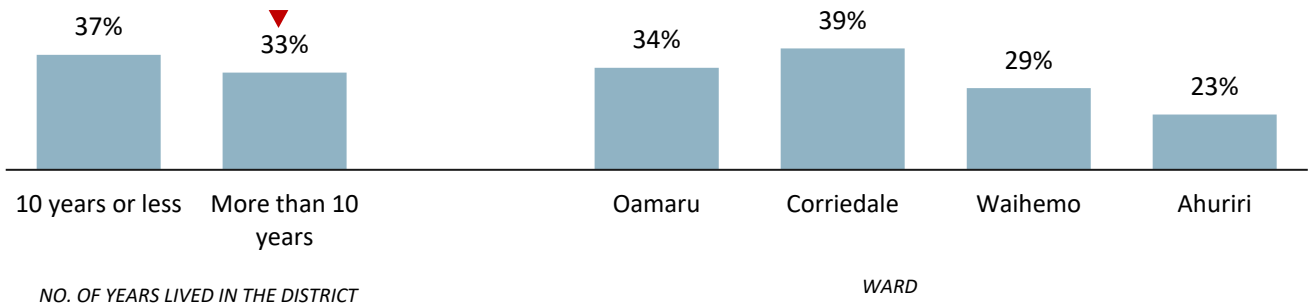
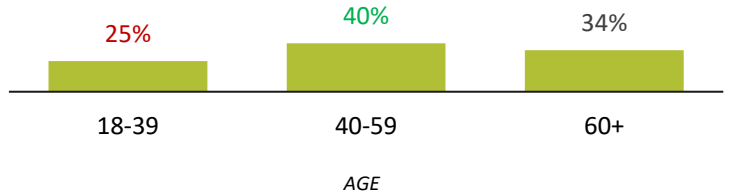
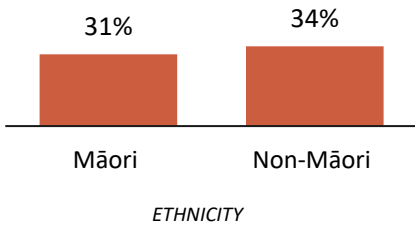
1. Sample: 2023 n=447; 2022 n=513;
2. Q21a: Can you please tell us why you gave a rating of 8 - 10? n=11
3. Q21b: Can you please tell us why you gave a rating of 1 - 3? n=3

### Consultation with the community



- In 2023, 34% of residents were satisfied with Council's community consultation.
- Ahuriri ward residents are less likely to be satisfied than other residents.

#### Satisfied % 7-10



NOTES:

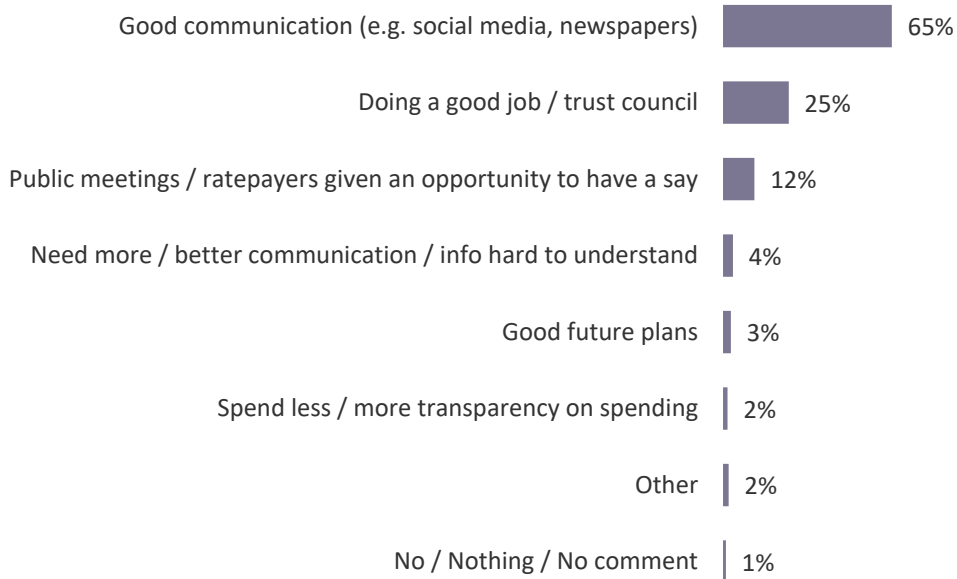
1. Sample: 2023 n=447; 2022 n=513;
2. 18-39 n=112; 40-59 n=112; 60+ n=223;
3. Māori n=46; All Others n=401;
4. 10 years or less n=101; more than 10 years n=341
5. Oamaru n=269, Corriedale n=79, Waihemo n=59, Ahuriri n=40
6. Q22. How satisfied are you with Council's consultation with the community? n=436

**Year-on-year**  
▲ Significantly higher  
▼ Significantly lower

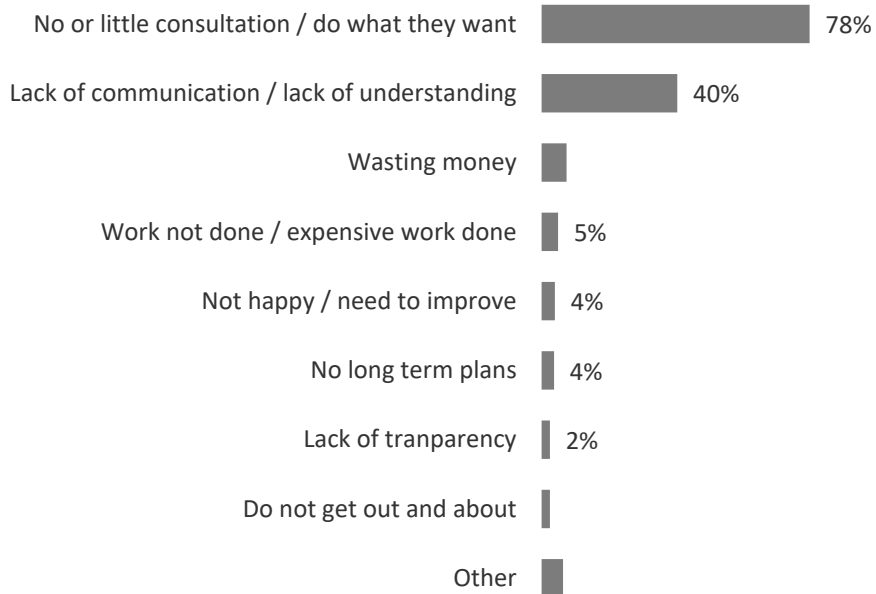
**Between demographics**  
▲ Significantly higher  
▼ Significantly lower

## Reasons for satisfaction and dissatisfaction with Consultation with the community

### Reasons for satisfaction



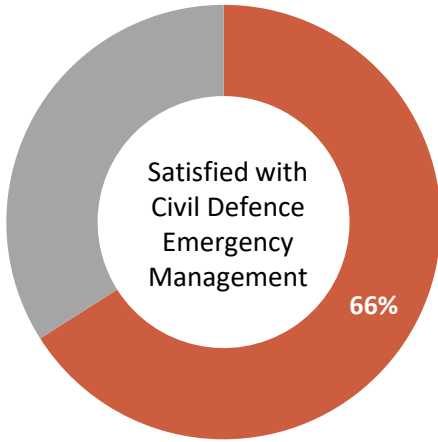
### Reasons for dissatisfaction



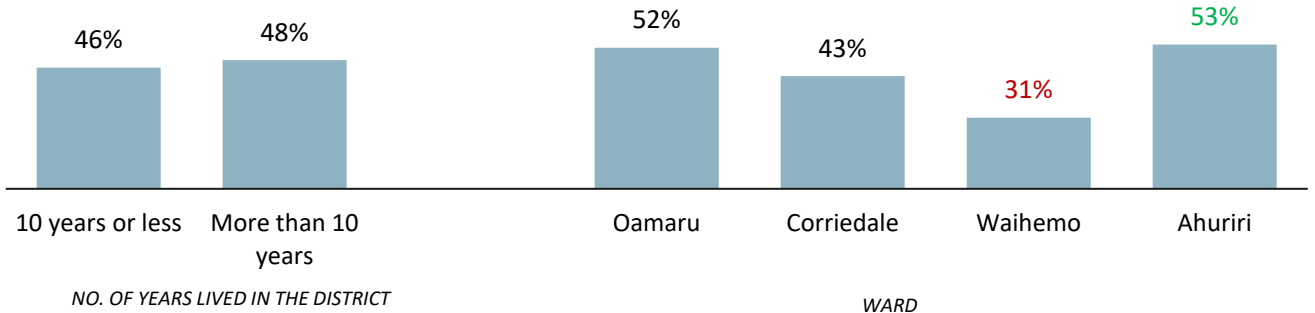
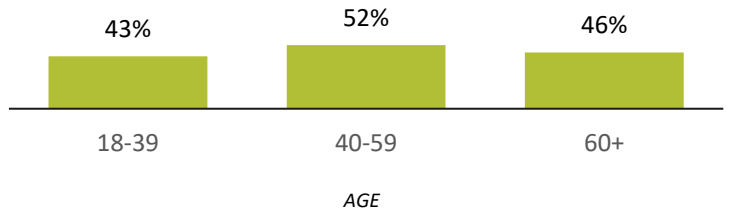
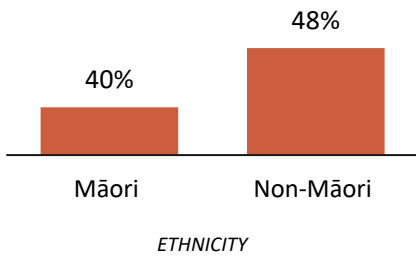
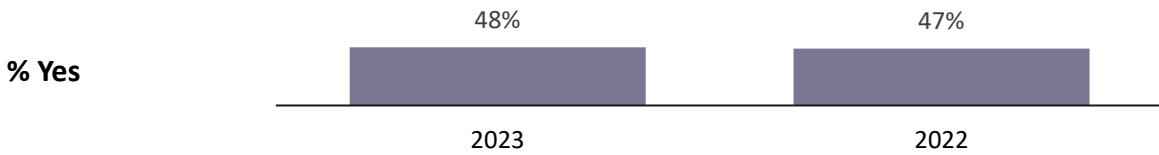
NOTES:

1. Sample: 2023 n=447; 2022 n=513;
2. Q22a: Can you please tell us why you gave a rating of 8 - 10? n=77
3. Q22b: Can you please tell us why you gave a rating of 1 - 3? n=56

### Civil Defence Emergency Management



- Perceptions of Council's *Civil Defence Emergency Management* remains on par with 2022.



NOTES:

- Sample: 2023 n=447; 2022 n=513;
- 18-39 n=112; 40-59 n=112; 60+ n=223;
- Māori n=46; All Others n=401;
- 10 years or less n=101; more than 10 years n=341
- Oamaru n=269, Corriedale n=79, Waihemo n=59, Ahuriri n=40
- 8c. Are you satisfied with Civil Defence Emergency Management? n=441

**Year-on-year**  
▲ Significantly higher  
▼ Significantly lower

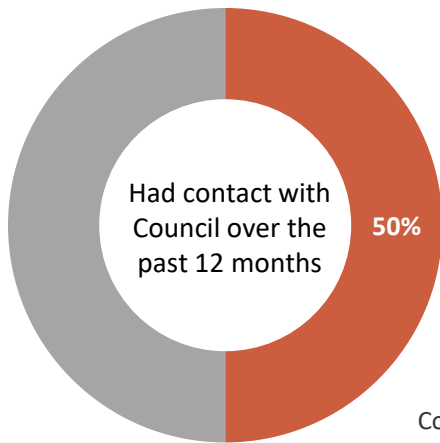
**Between demographics**  
▲ Significantly higher  
▼ Significantly lower



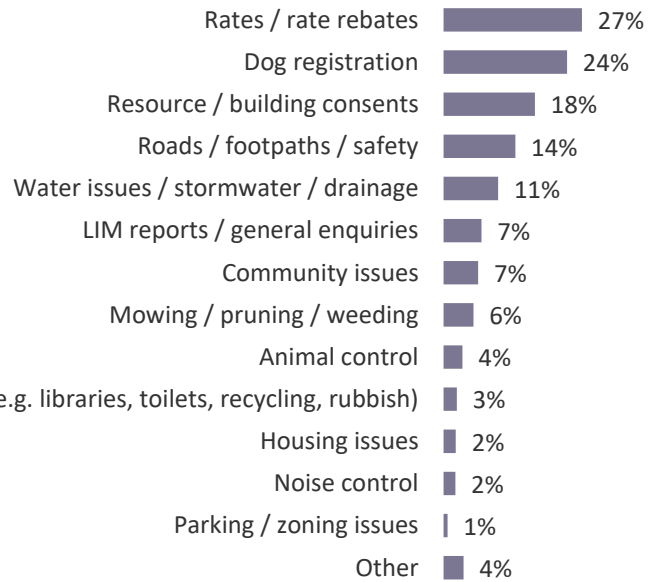


## Contact and with Council

## Contact with Council Over the past 12 months



### Reasons for contact



%	2023	2022	Māori	Non-Māori
Had contact with Council	50%	51%	50%	50%

%	18-39	40-59	60+
Had contact with Council	34%	61%	50%

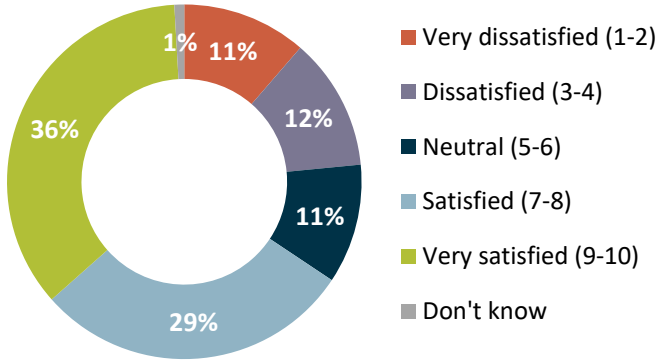
%	Oamaru	Corriedale	Waihemo	Ahuriri
Had contact with Council	46%	56%	57%	47%

- Half of the residents (50%) have had *Contact with the Council in the past 12 months*. Over 20% of enquires (27% and 24% respectively) were in relation to *Rates, rate rebates* and *Dog registration*.

NOTES:

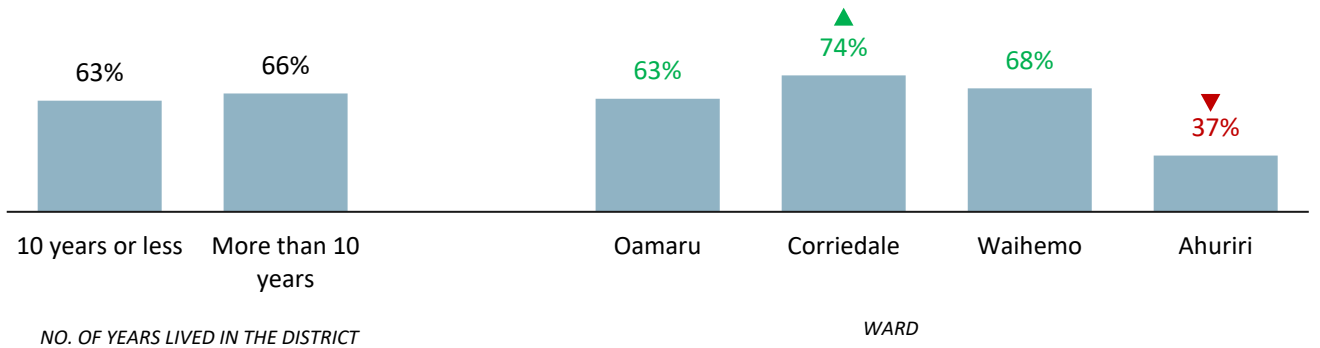
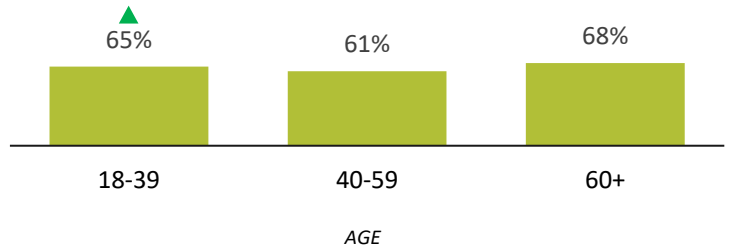
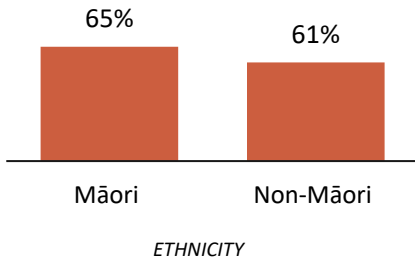
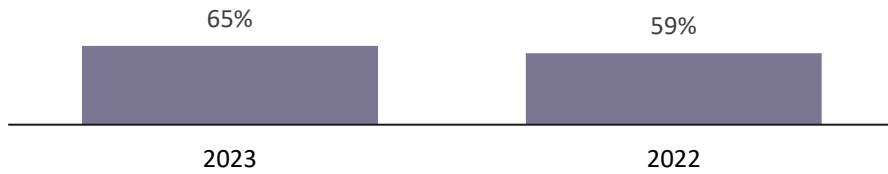
1. Sample: 2023 n=447; 2022 n=513;
2. 18-39 n=112; 40-59 n=112; 60+ n=223;
3. Māori n=46; All Others n=401;
4. 10 years or less n=101; more than 10 years n=341
5. Oamaru n=269, Corriedale n=79, Waihemo n=59, Ahuriri n=40
6. Q23. Have you had any contact with Council over the past 12 months? n=443
7. Had contact with Council: n=218
8. Q23a. If yes, what was the reason for this contact?

### Satisfaction with the contact



- Two thirds of those who had *Contact with Council over the past 12 months* (65%) were satisfied with that contact.
- Satisfaction is consistent across different age groups and ethnicities.
- Those from the Ahuriri ward are less likely to be satisfied with contact than residents from other wards.

#### Satisfied % 7-10



NOTES:

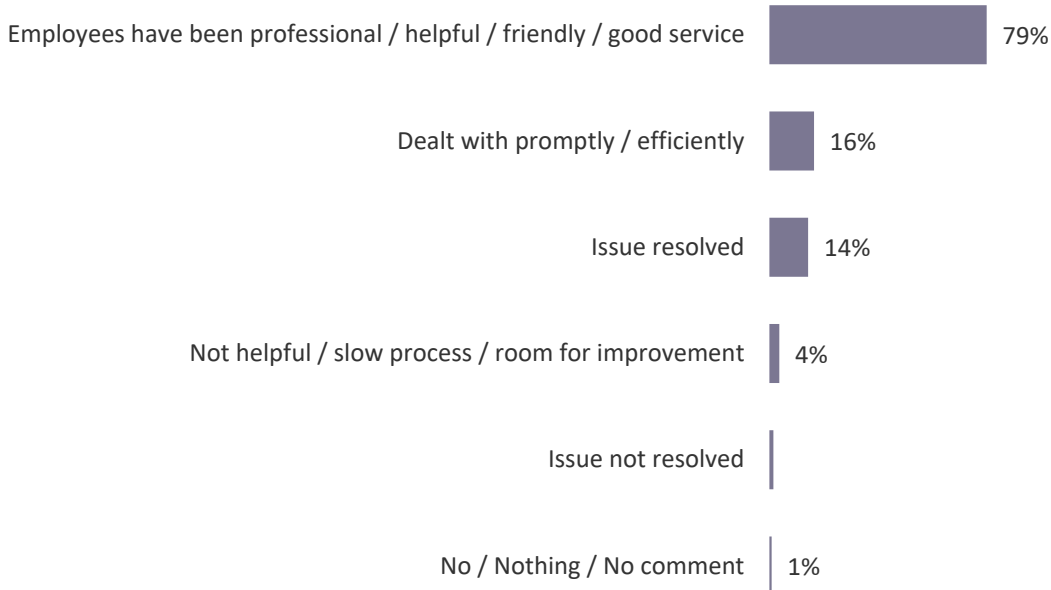
1. Sample: 2023 n=447; 2022 n=513;
2. 18-39 n=112; 40-59 n=112; 60+ n=223;
3. Māori n=46; All Others n=401;
4. 10 years or less n=101; more than 10 years n=341
5. Oamaru n=269, Corriedale n=79, Waihemo n=59, Ahuriri n=40
6. 23b. How satisfied were you with this contact? n=217

**Year-on-year**  
▲ Significantly higher  
▼ Significantly lower

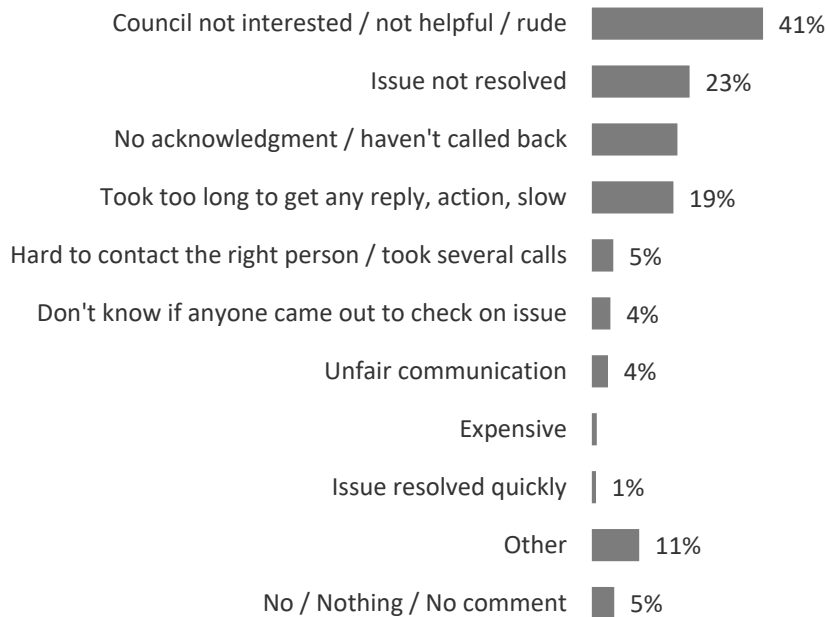
**Between demographics**  
▲ Significantly higher  
▼ Significantly lower

## Reasons for satisfaction and dissatisfaction with contact

### Reasons for satisfaction



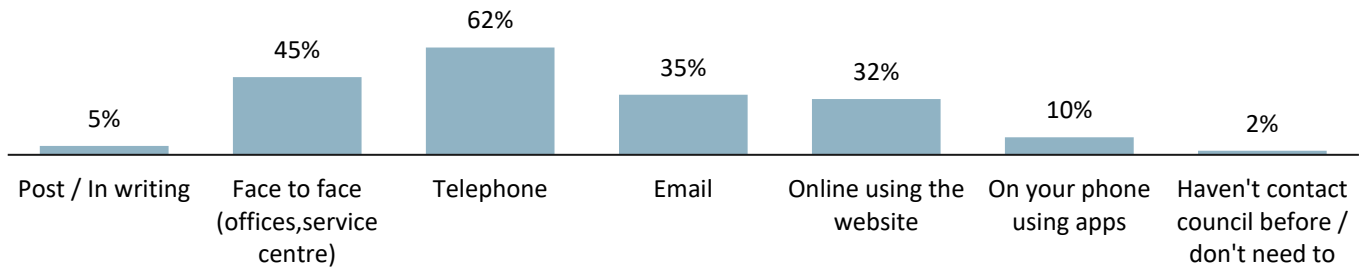
### Reasons for dissatisfaction



NOTES:

1. Sample: 2023 n=447; 2022 n=513;
2. Q23c: Can you please tell us why you gave a rating of 8 - 10? n=108
3. Q23d: Can you please tell us why you gave a rating of 1 - 3? n=44

### Current way that residents engage with the Council



%	2023	2022
Post / In writing	5%	7%
Face to face – visiting the offices / service centre	45%	50%
Telephone	62%	60%
Email	35%	35%
Online using the website	32%	27%
On your phone using apps	10%	7%
Haven't contact council before / don't need to	2%	4%

%	Māori	Non-Māori	18-39	40-59	60+
Post / In writing	7%	5%	6%	5%	5%
Face to face – visiting the offices / service centre	50%	45%	36%	40%	55%
Telephone	60%	62%	54% ▲	70%	60%
Email	35%	35%	34%	41%	29%
Online using the website	27%	32%	42%	33%	24%
On your phone using apps	7%	10%	11%	14%	6%
Haven't contact council before / don't need to	4%	2%	3% ▼	3%	1%

%	Oamaru	Corriedale	Waihemo	Ahuriri
Post / In writing	5%	3%	16%	-
Face to face – visiting the offices / service centre	50%	40% ▼	37%	29%
Telephone	60%	66%	67%	59%
Email	34%	34%	33%	42%
Online using the website	34%	30%	30%	26%
On your phone using apps	10%	12% ▲	5%	14%
Haven't contact council before / don't need to	2%	2%	2%	8%

- *Telephone* is the most common way of engaging with Council (62%), followed by *Face-to-face at the Council offices and service centres* (45%).

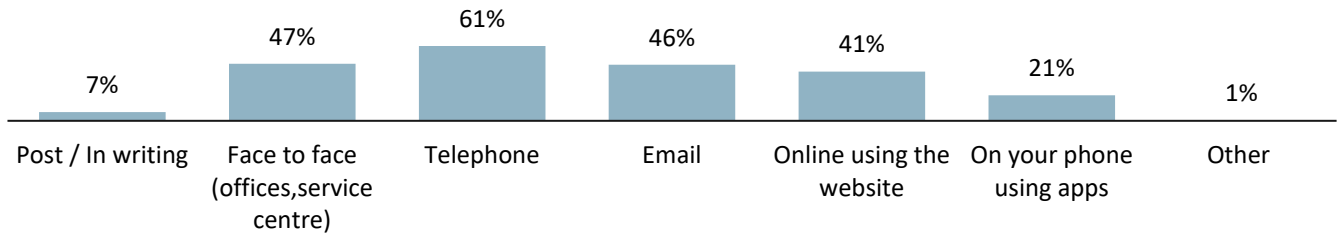
NOTES:

1. Sample: 2023 n=447; 2022 n=513;
2. 18-39 n=112; 40-59 n=112; 60+ n=223;
3. Māori n=46; All Others n=401;
4. 10 years or less n=101; more than 10 years n=341
5. Oamaru n=269, Corriedale n=79, Waihemo n=59, Ahuriri n=40
6. Q24. How do you currently engage with the Council when you need a service? Please select all that apply. n=441

**Year-on-year**  
▲ Significantly higher  
▼ Significantly lower

**Between demographics**  
▲ Significantly higher  
▼ Significantly lower

## Preferred way residents would like to engage with the Council\*



%	2023	2022
Post / In writing	7%	10%
Face to face – visiting the offices / service centre	47%	52%
Telephone	61%	59%
Email	46%	49%
Online using the website	41%	35%
On your phone using apps	21%	18%
Other	1%	2%

%	Māori	Non-Māori	18-39	40-59	60+
Post / In writing	16%	7%	8%	5%	9%
Face to face – visiting the offices / service centre	45%	47%	31%	42% ▼	62%
Telephone	51%	62%	57% ▲	68%	59%
Email	39%	47%	42% ▼	54%	42%
Online using the website	37%	41%	55%	43%	28% ▲
On your phone using apps	28%	21%	37%	20%	10% ▲
Other	2%	1%	-	-	2%

%	Oamaru	Corriedale	Waihemo	Ahuriri
Post / In writing	8%	5%	10%	3%
Face to face – visiting the offices / service centre	51%	44% ▼	44%	32%
Telephone	56%	73% ▲	63%	70%
Email	43%	43%	56%	68%
Online using the website	41%	37%	38%	50% ▲
On your phone using apps	21%	20%	18%	27%
Other	1%	-	-	2%

- The preferred way of future communication for residents includes *Telephone* (61%), *Face-to-face* (47%) and *Email* (46%).

### NOTES:

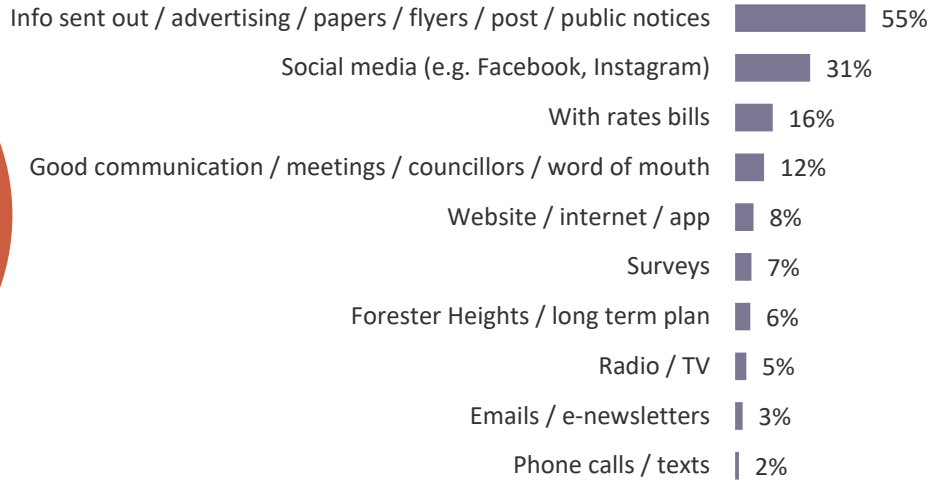
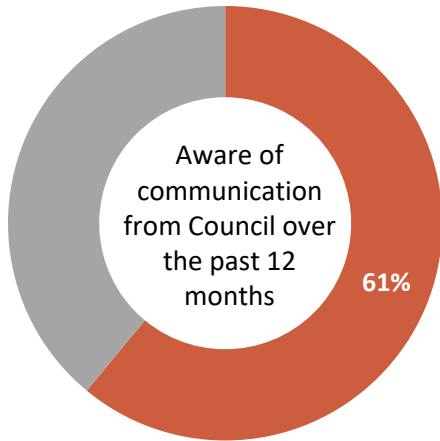
- Sample: 2023 n=447; 2022 n=513;
- 18-39 n=112; 40-59 n=112; 60+ n=223;
- Māori n=46; All Others n=401;
- 10 years or less n=101; more than 10 years n=341
- Oamaru n=269, Corriedale n=79, Waihemo n=59, Ahuriri n=40
- Q25. In the future, how would you prefer to engage with the Council? Please select all that apply. n=441

▲ **Year-on-year** Significantly higher  
▼ **Year-on-year** Significantly lower  
▲ **Between demographics** Significantly higher  
▼ **Between demographics** Significantly lower



## Communication from Council

### Awareness of communication from Council over the past 12 months\*



%	2023	2022	Māori	Non-Māori
Aware of communication from Council over the past 12 months	61%	60%	64%	60%

%	18-39	40-59	60+
Aware of communication from Council over the past 12 months	41%	68%	68%

%	Oamaru	Corriedale	Waihemo	Ahuriri
Aware of communication from Council over the past 12 months	58%	69%	57%	62%

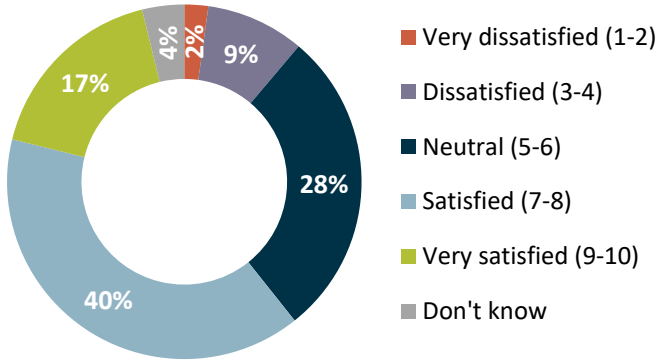
- Six in ten residents (61%) are *Aware of communication from the Council over the past 12 months*.
- 55% are aware of the mail outs that included *Papers and flyers*, while a further 31% have been following news on *Social media*.

NOTES:

1. Sample: 2023 n=447; 2022 n=513;
2. 18-39 n=112; 40-59 n=112; 60+ n=223;
3. Māori n=46; All Others n=401;
4. 10 years or less n=101; more than 10 years n=341
5. Oamaru n=269, Corriedale n=79, Waihemo n=59, Ahuriri n=40
6. Q26. Are you aware of any communication from Council over the past 12 months? n=442
7. Were aware of communication from Council: n=271
8. 26a. What communication are you aware of from Council? Please list all that you are aware of. n=267

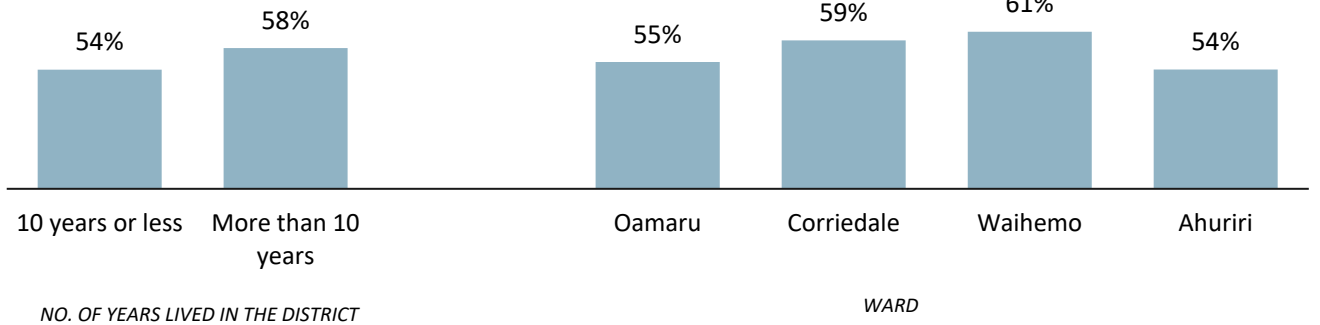
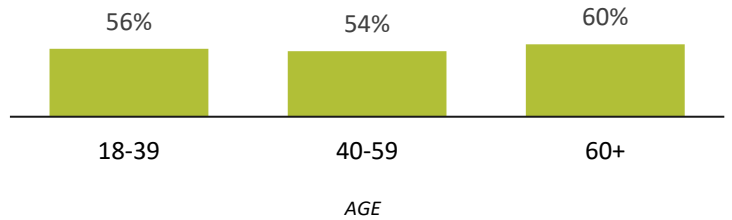
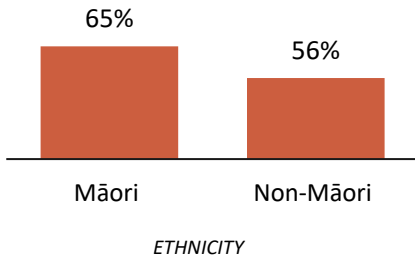
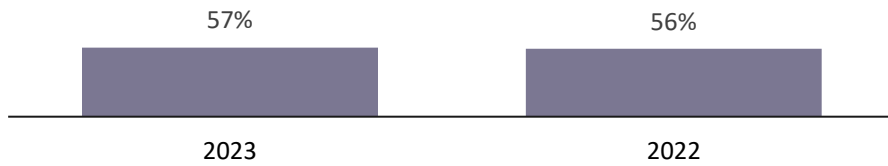


### Satisfaction with the communication\*



- Satisfaction with *Communication* is relatively low, with less than six in ten residents (57%) satisfied.
- Satisfaction with *Communication* is consistent across all demographics.

#### Satisfied % 7-10



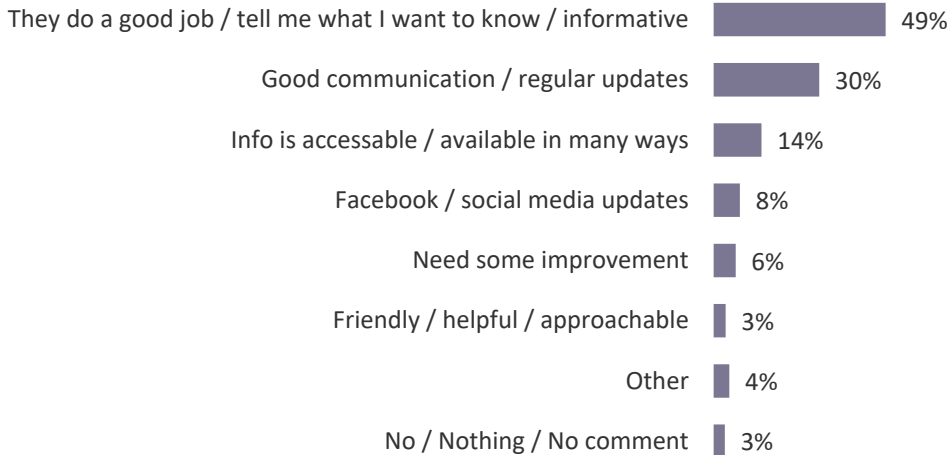
NOTES:

1. Sample: 2023 n=447; 2022 n=513;
2. 18-39 n=112; 40-59 n=112; 60+ n=223;
3. Māori n=46; All Others n=401;
4. 10 years or less n=101; more than 10 years n=341
5. Oamaru n=269, Corriedale n=79, Waihemo n=59, Ahuriri n=40
6. 26b. How satisfied were you with communication from Council? n=271

**Year-on-year**      **Between demographics**  
▲ Significantly higher      ▲ Significantly higher  
▼ Significantly lower      ▼ Significantly lower

## Reasons for satisfaction and dissatisfaction with communication

### Reasons for satisfaction



### Reasons for dissatisfaction



- *Nothing got done.*
- *As for our driveway, that has not been rectified.*
- *'Good news stories' and expensive caravans which supposedly can't get up the valley to make appointment times just don't cut it when what people need is information. Council communications should not be about PR but about getting council information to the people who need it. Small communities have great community centres and halls where council staff can arrange meetings, there is a small charge but that is a way of feeding ratepayer funds back into the communities where it is used. A better spend than \$20,000 on a caravan (plus running costs) that spends most of its time in storage.*
- *They never get back to you.*
- *Very one-sided.*
- *I didn't receive direct communication of the issues with the water supply, only found out when I happened to be on the website.*
- *A lot of pointless posts on Facebook.*
- *Poor communication, lack of communication*
- *Could be more proactive on social media.*
- *Unhappy with communications, so many people to pay so increase the rates for building work. Built a house in 1987 with only one inspection and it is still standing.*
- *The main problems at Council is culture and communication. We can only hope that your \$5m transformation project makes massive change.*
- *Too condescending and ignore comments anyway.*

#### NOTES:

1. Sample: 2023 n=447; 2022 n=513;
2. Q26c: Can you please tell us why you gave a rating of 8 - 10? n=93
3. Q26d: Can you please tell us why you gave a rating of 1 - 3? n=13



## Sample profile

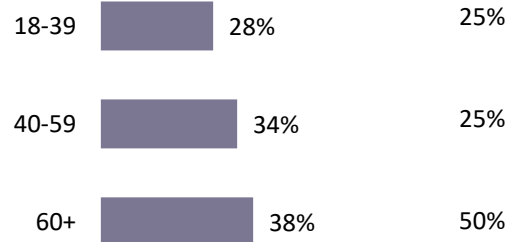
## Sample profile

### Gender



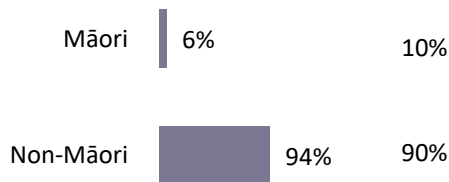
### Age (weighted)

### Unweighted



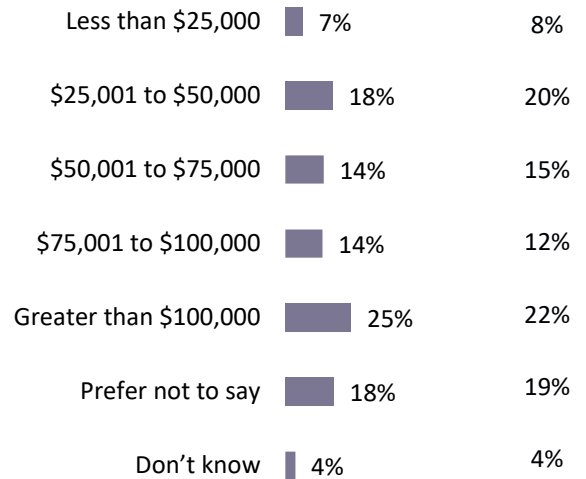
### Ethnicity (weighted)

### Unweighted



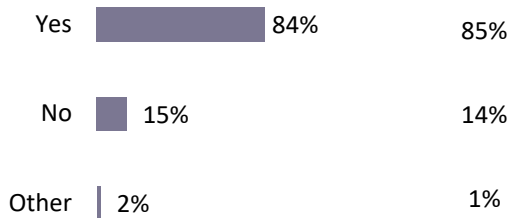
### Annual household income (weighted)

### Unweighted



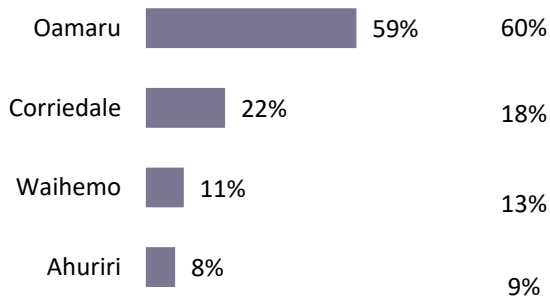
### Ratepayer (weighted)

### Unweighted



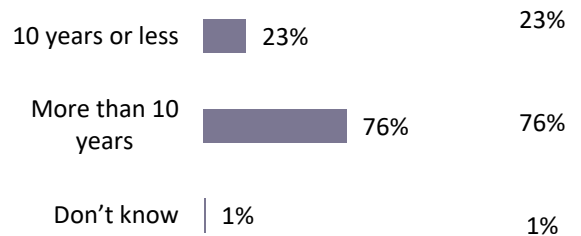
### Ward (weighted)

### Unweighted



### lived in the Waitaki District (weighted)

### Unweighted



NOTES:

1. Total sample: n=447

## Demographics (counts)

Male	206
Female	241

Māori	46
Non-Māori	401

Oamaru	269
Corriedale	79
Waihemo	59
Ahuriri	40

18 to 39 years	112
40 to 59 years	112
60 years or over	223

10 years or less	101
More than 10 years	341

Pay rates	364
Don't pay rates	59
Other	6

Less than \$25,000	34
\$25,001 to \$50,000	86
\$50,001 to \$75,000	64
\$75,001 to \$100,000	53
Greater than \$100,000	93
Prefer not to say	81
Don't know	15

NOTES:

- Total sample: n=447

## Head Office

**Telephone:** + 64 7 575 6900

**Address:** Level 1, 247 Cameron Road  
PO Box 13297  
Tauranga 3141

**Website:** [www.keyresearch.co.nz](http://www.keyresearch.co.nz)

## Key Staff

**Project lead:** Elena Mead

**Telephone:** +64 7 929 7076

**Email:** [elena@keyresearch.co.nz](mailto:elena@keyresearch.co.nz)

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