

2023 Community Priorities Survey

RESULTS
November 2023



ACT
Government

YOUR SAY
PANEL

Background

The ACT Government engaged the YourSay Panel to undertake a survey on current community priorities and communication preferences for keeping informed.

The research will be used to inform Government planning and approaches to program and service delivery along with communication of related information to communities across the ACT.

Methodology notes:

- All YourSay Panel members were invited to take part in the survey, with an email reminder also distributed during the middle of fieldwork (12 September).
- An external panel provider was also used to target additional ACT residents aged 18-34, achieving n=230 completes (representing 10% out of the total n=2,210 sample).
- Results have been weighted by age, gender and region using 2021 ABS Census population data.
- Significance testing has been conducted between 2022 and 2023 results; significantly higher results in 2023 have been marked with an upwards arrow (↑), whereas significantly lower results in 2023 have been marked with a downwards arrow (↓).



How many?

2,210

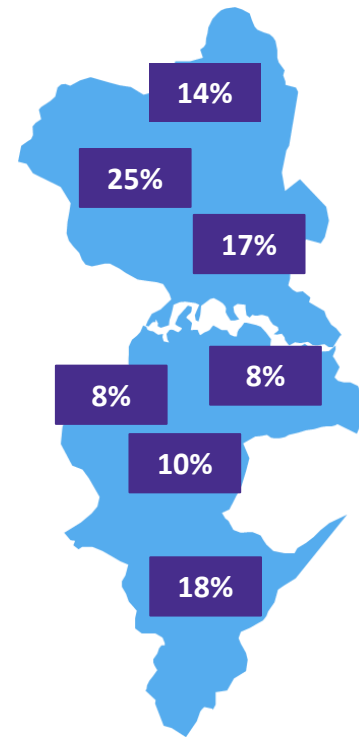
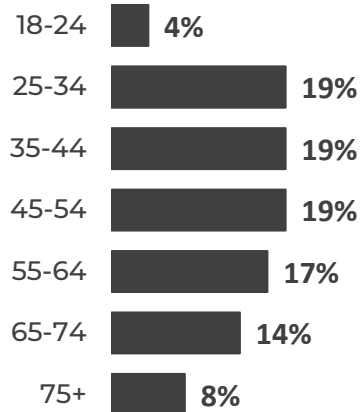
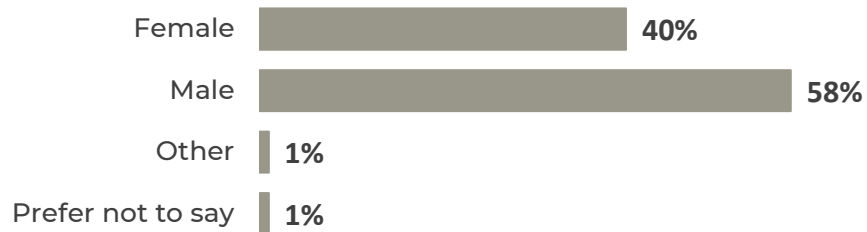
Who?

Canberrans 18+

When?

4 – 17 Sep 2023

Sample profile (n=2,210, unweighted)

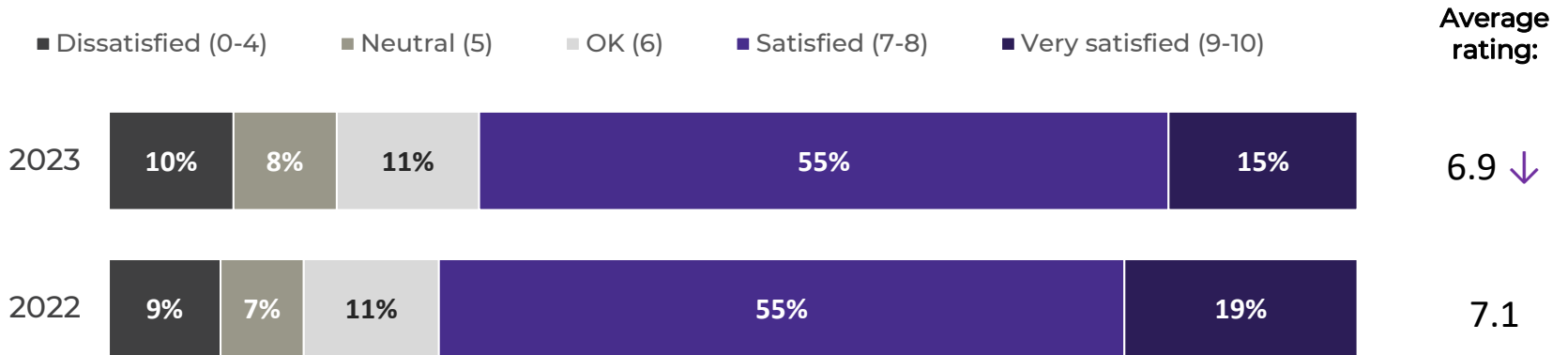


Life in Canberra

Life satisfaction

Q. All things considered, how satisfied are you with your life at the moment?

Please answer out of 10, where 0 means 'completely dissatisfied' and 10 means 'completely satisfied'.



Lower than average life satisfaction was reported among younger Canberrans (aged under 35), singles, and those unemployed and / or on low incomes

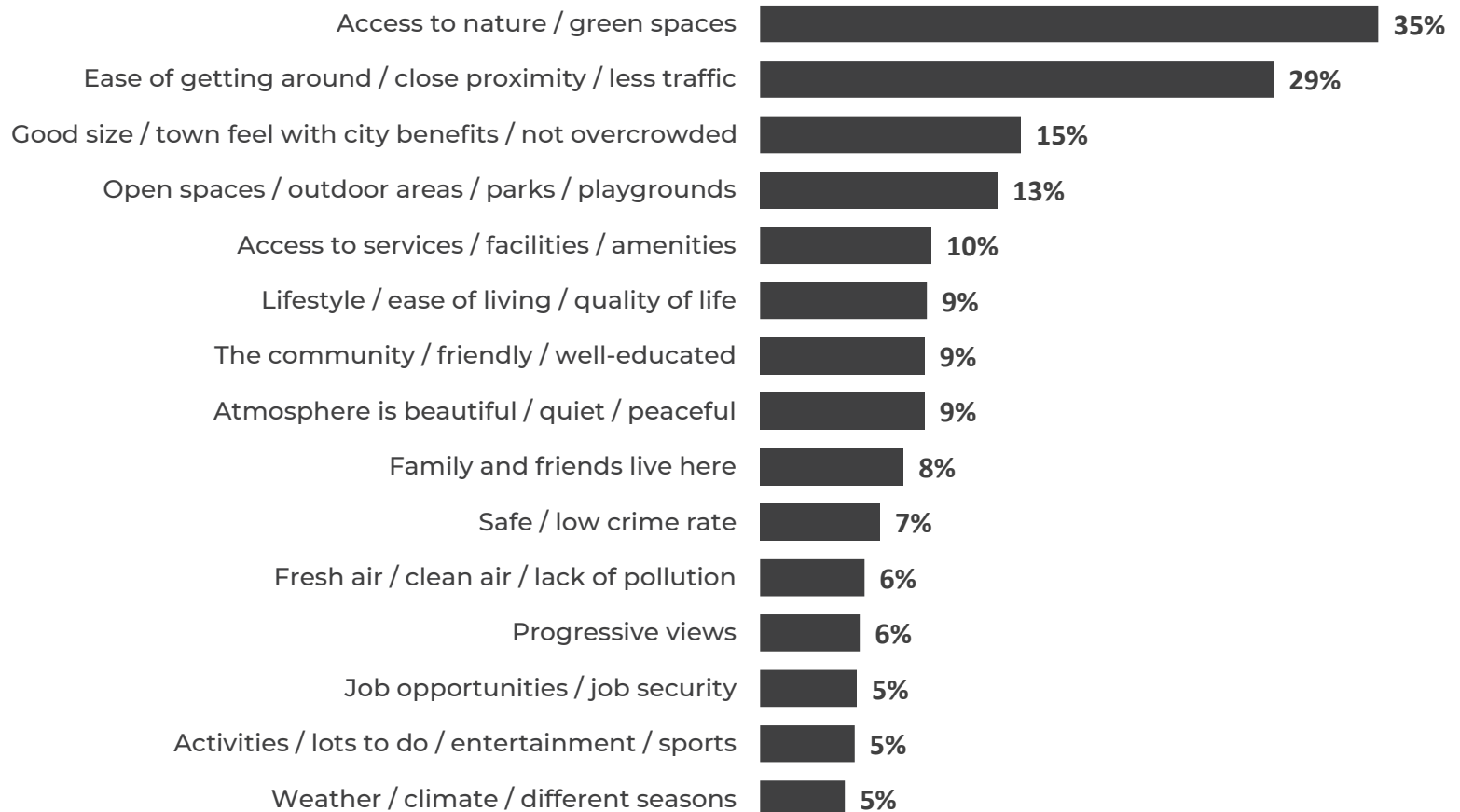


Higher than average life satisfaction was reported among older Canberrans (aged 55+), those on higher incomes and among those living in the Inner North

Valued parts of Canberra

Q. What do you value most about living in Canberra? (Open-ended question, n=1,958 individual responses)

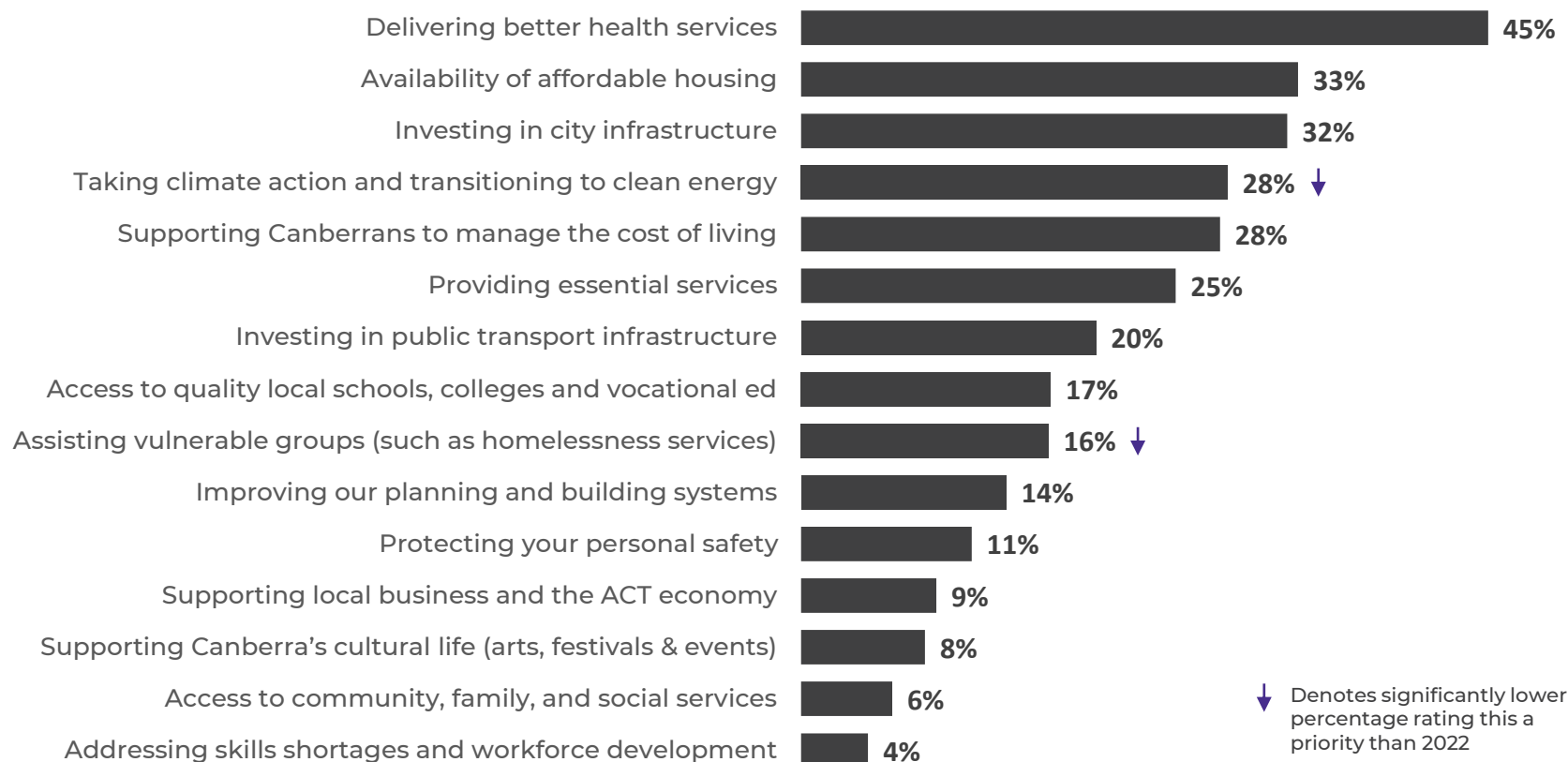
Top 15 mentions



Community priorities

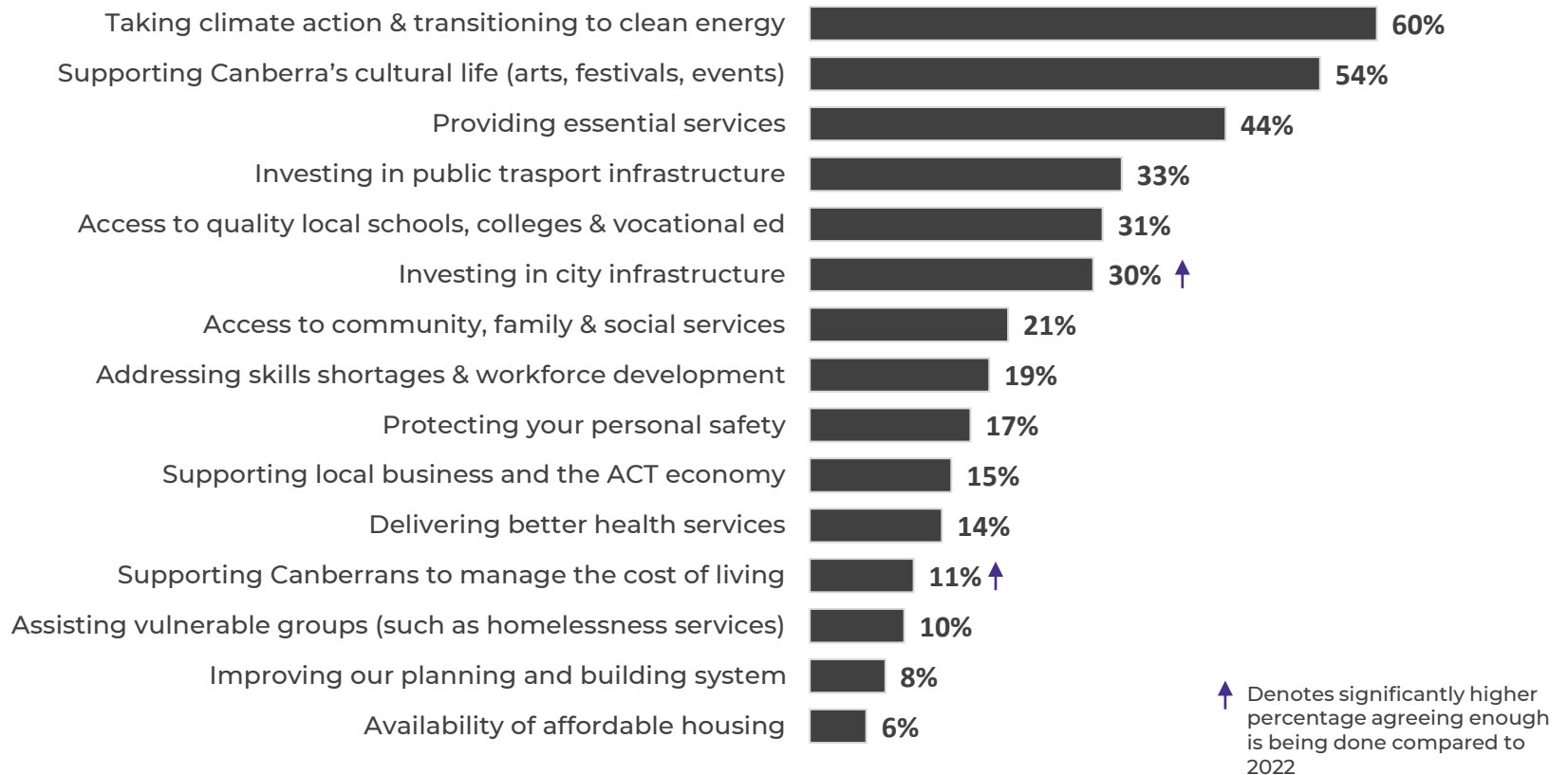
ACT Government priorities

Q. Of the following areas, which do you feel are most important for the ACT Government to focus on?
(Select up to three that you think are the most important)



Addressing the priorities

Q. How much do you agree or disagree that enough is currently being done to address these issues?
Total agreement % (Agree + Strongly agree). Base: those selecting each issue as a priority.

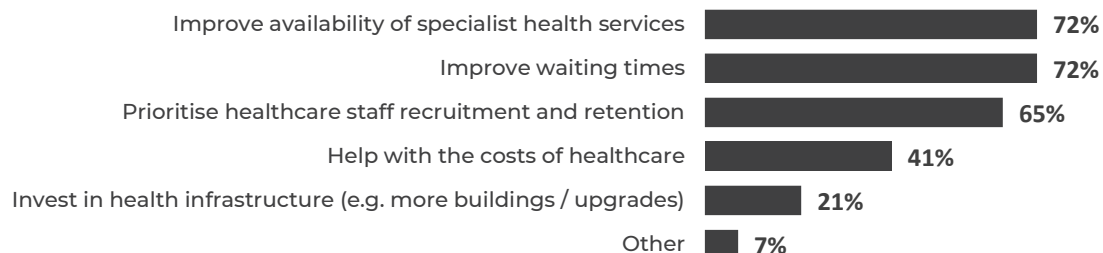


Specific actions in priority areas

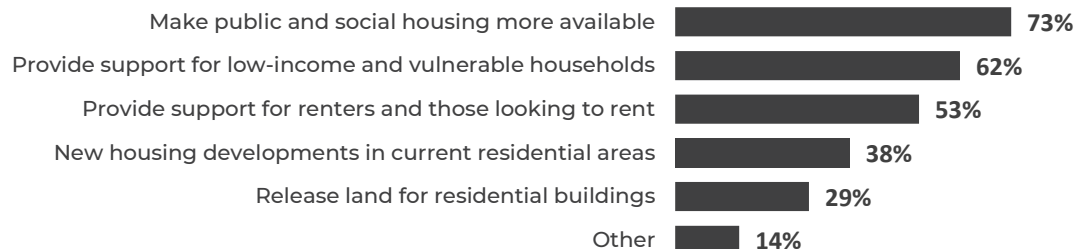
Q. Now thinking only about [selected priority], what actions would you like to see the ACT Government take in this area? (Select up to three).



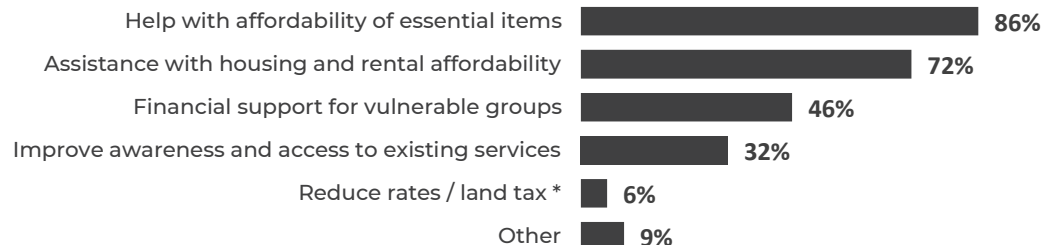
Delivering better health services (n=968)



Availability of affordable housing (n=626)



Supporting Canberrans to manage the cost of living (n=493)

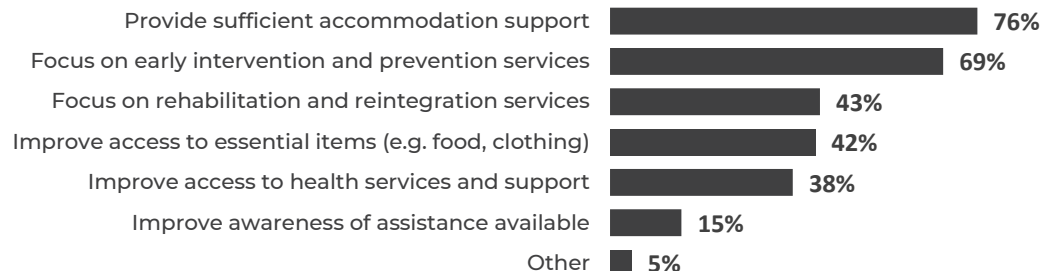


Specific actions in priority areas

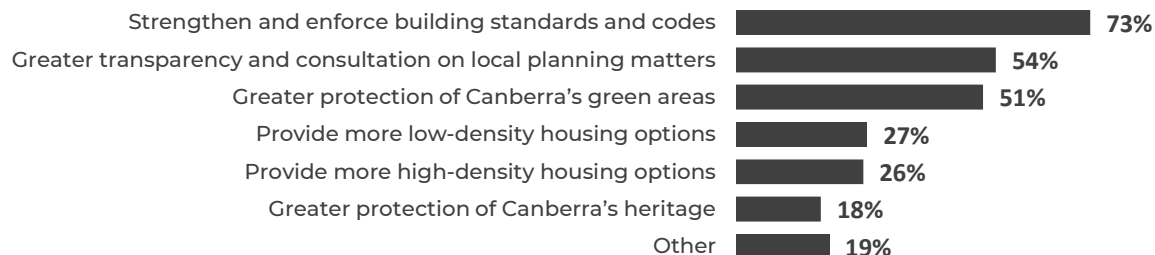
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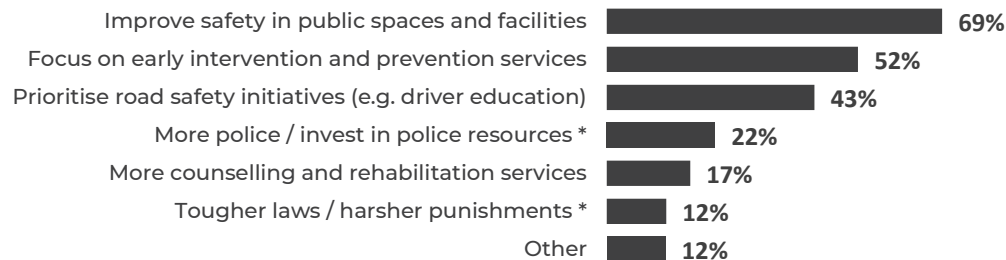
Assisting vulnerable groups (such as homelessness services)
(n=365)



Improving our planning and building systems
(n=296)



Protecting your personal safety
(n=242)

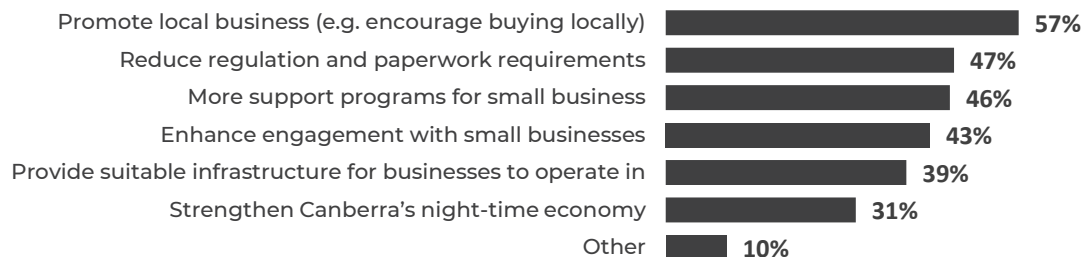


Specific actions in priority areas

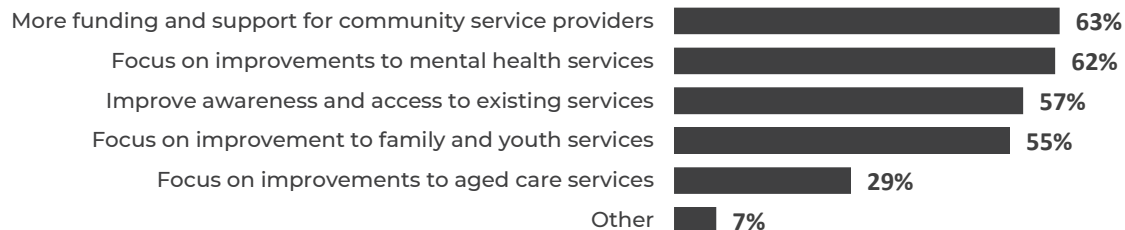
Q. Now thinking only about [selected priority], what actions would you like to see the ACT Government take in this area? (Select up to three).



Supporting local business and the ACT economy (n=172)



Access to community, family, and social services (n=127)



Addressing skills shortages and workforce development (n=84)

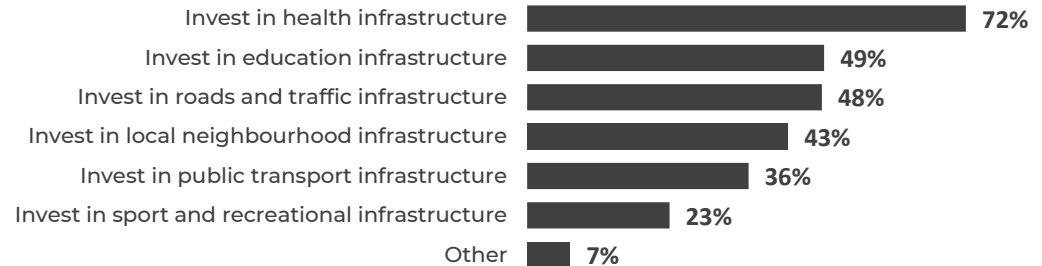


Specific actions in priority areas

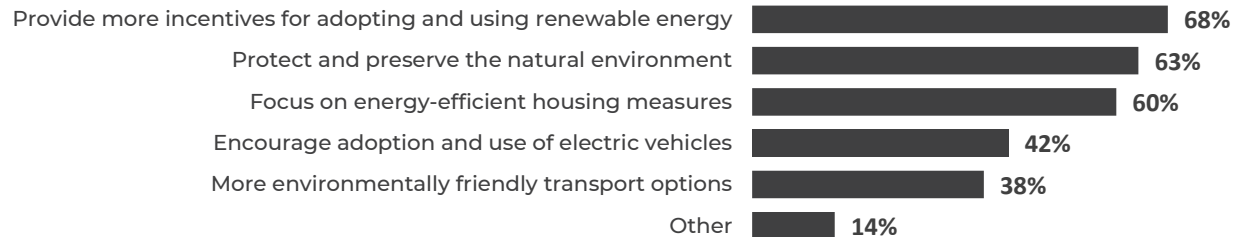
Q. Now thinking only about [selected priority], what actions would you like to see the ACT Government take in this area? (Select up to three).



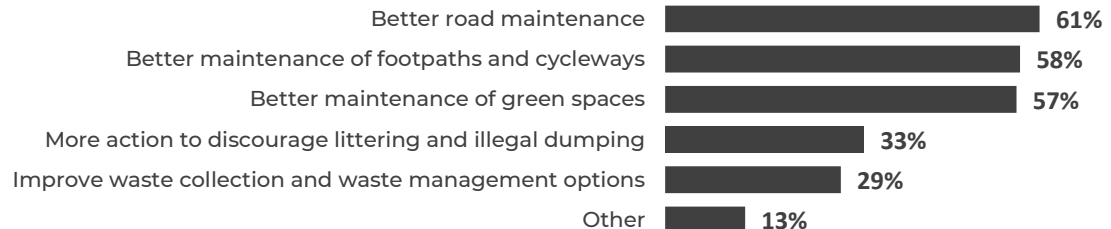
Investing in city infrastructure such as schools, hospitals, roads etc.
(n=652)



Climate action and transitioning to green energy
(n=594)



Providing essential services such as garbage collection, maintaining parks and road safety
(n=527)

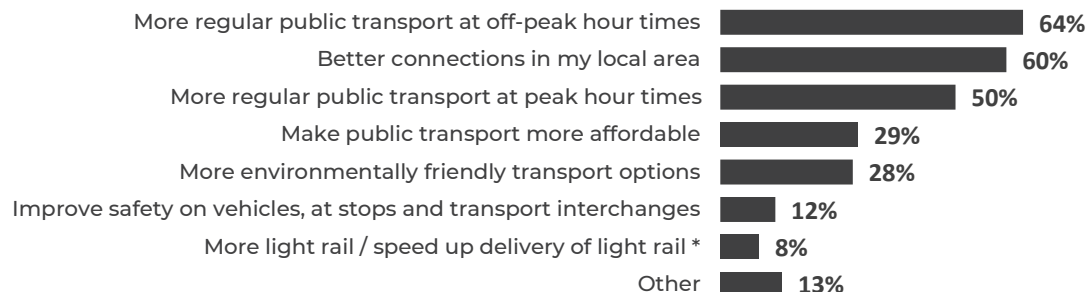


Specific actions in priority areas

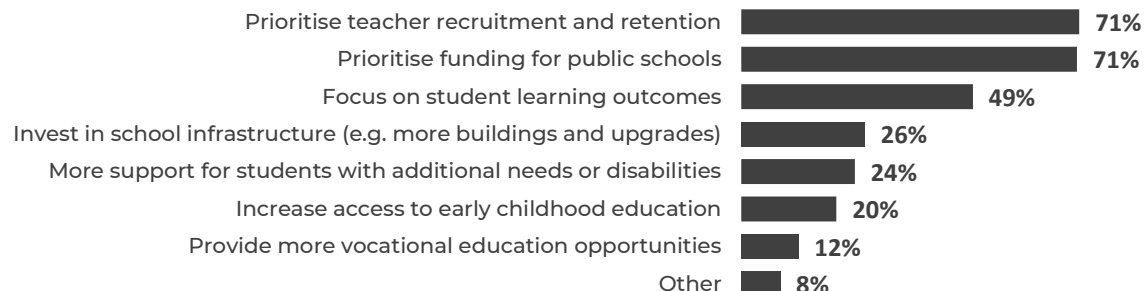
Q. Now thinking only about [selected priority], what actions would you like to see the ACT Government take in this area? (Select up to three).



Investing in public transport infrastructure (n=373)



Access to quality local schools, colleges and vocational education (n=338)



Supporting Canberra's cultural life through the arts, festivals and events (n=171)



ACT Government services and information

ACT Government services

Q. Considering everything, to what extent would you agree with the following statements:

■ Strongly agree
 ■ Agree
 ■ Neither agree nor disagree
 ■ Disagree
 ■ Strongly disagree
 ▨ Can't say

I am satisfied about the quality of services I have used



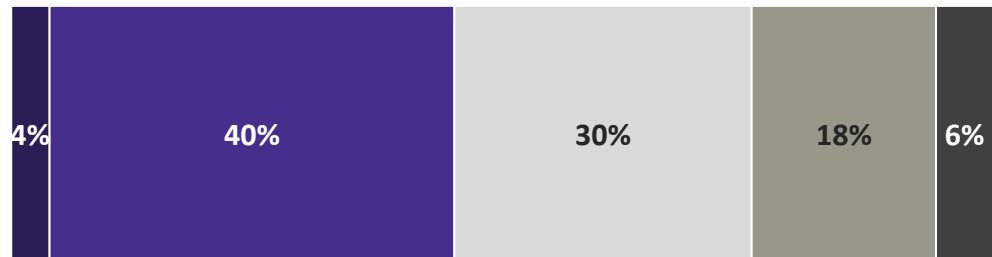
Total agree

55%
(2022=51%)

Total disagree

19%
(2022=23%)

The range of services offered by the ACT Government meets my needs



44%
(2022=42%)

24%
(2022=26%)

ACT Government information

Q. Considering everything, to what extent would you agree with the following statements:

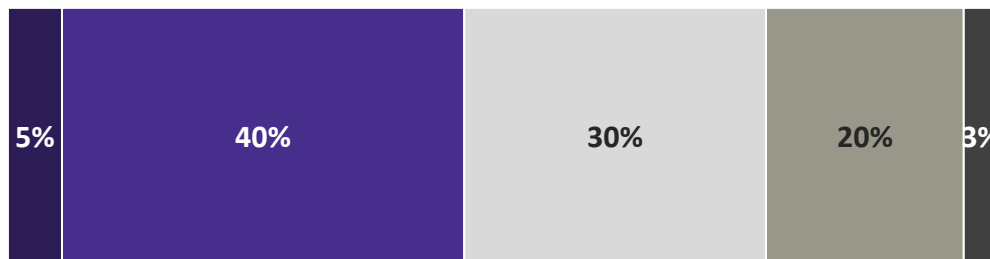
■ Strongly agree
 ■ Agree
 ■ Neither agree nor disagree
 ■ Disagree
 ■ Strongly disagree
 / Can't say

I am well informed about the range of ACT Government services offered across the ACT



Total agree	Total disagree
52% ↓	18% ↑
(2022=57%)	(2022=13%)

I am well informed about the range of ACT Government services available in my suburb



45%	23%
(2022=46%)	(2022=24%)

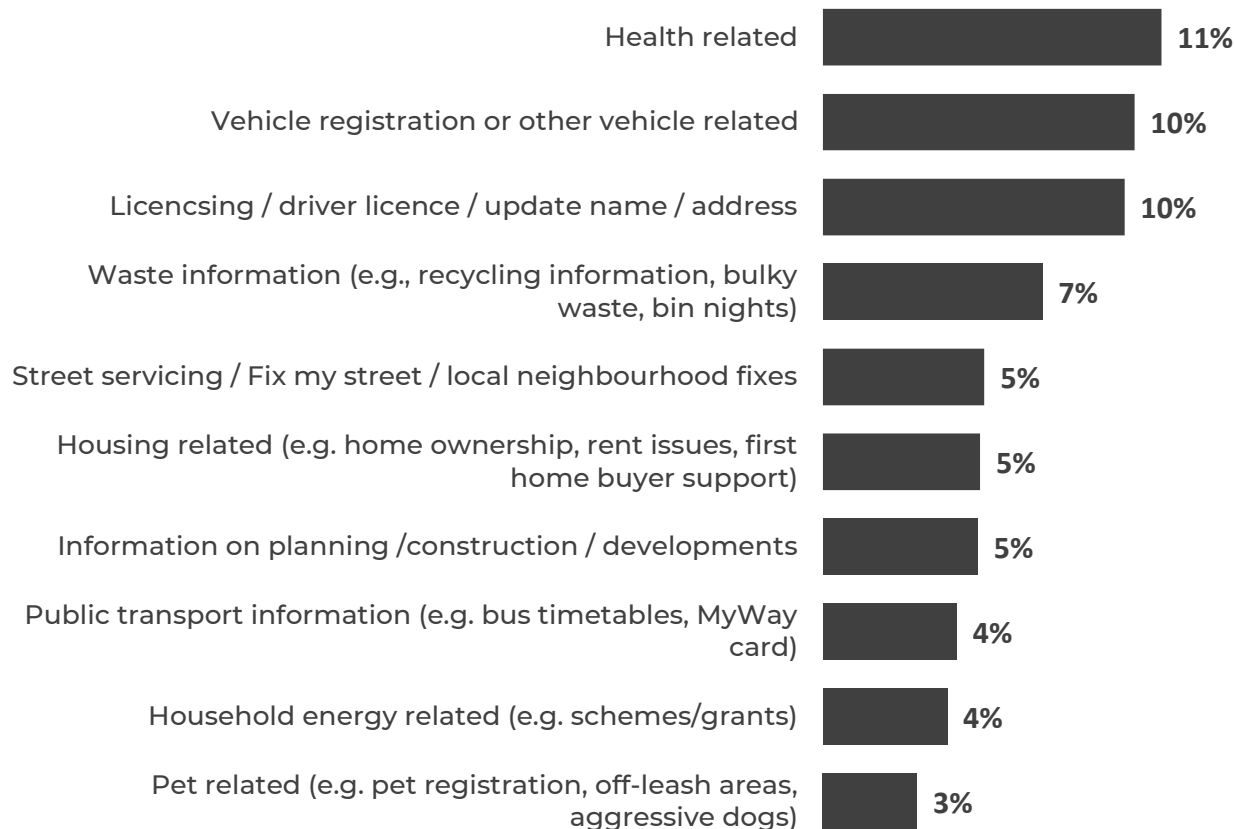
↑ ↓ Denotes significant change compared to 2022

Base sizes: 2022 (n=2,023), 2023 (n=2,210)

Type of information sought from ACT Government

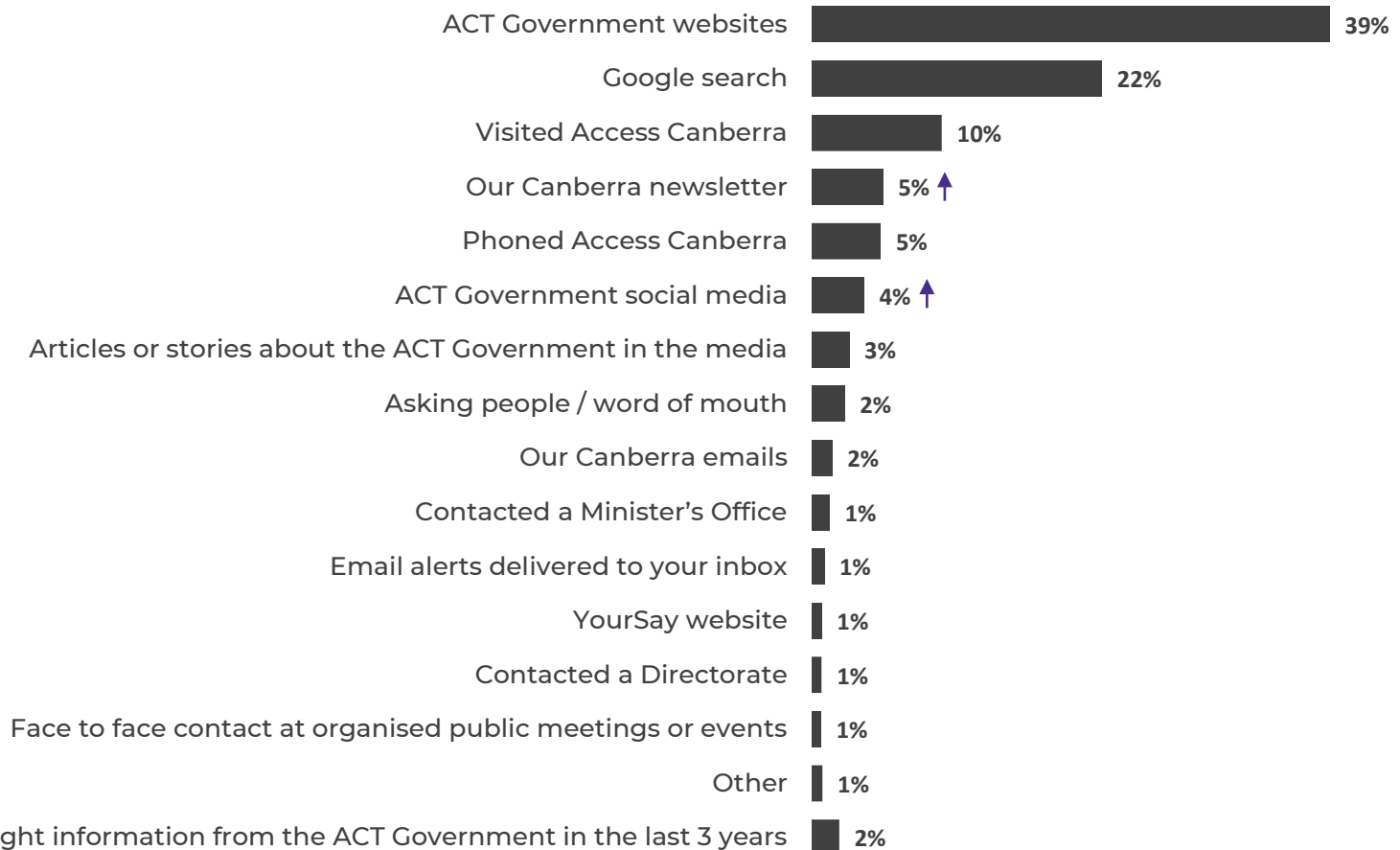
Q. Thinking about the last time you sought or needed information from the ACT Government, what information were you looking for? (Open-ended question, n=1,790 individual responses)

Top 10 mentions



Main channel used for seeking information from ACT Government

Q. Thinking about the last time you sought or needed information from the ACT Government, what was the **MAIN** channel or source you used to find the information? (Single response)

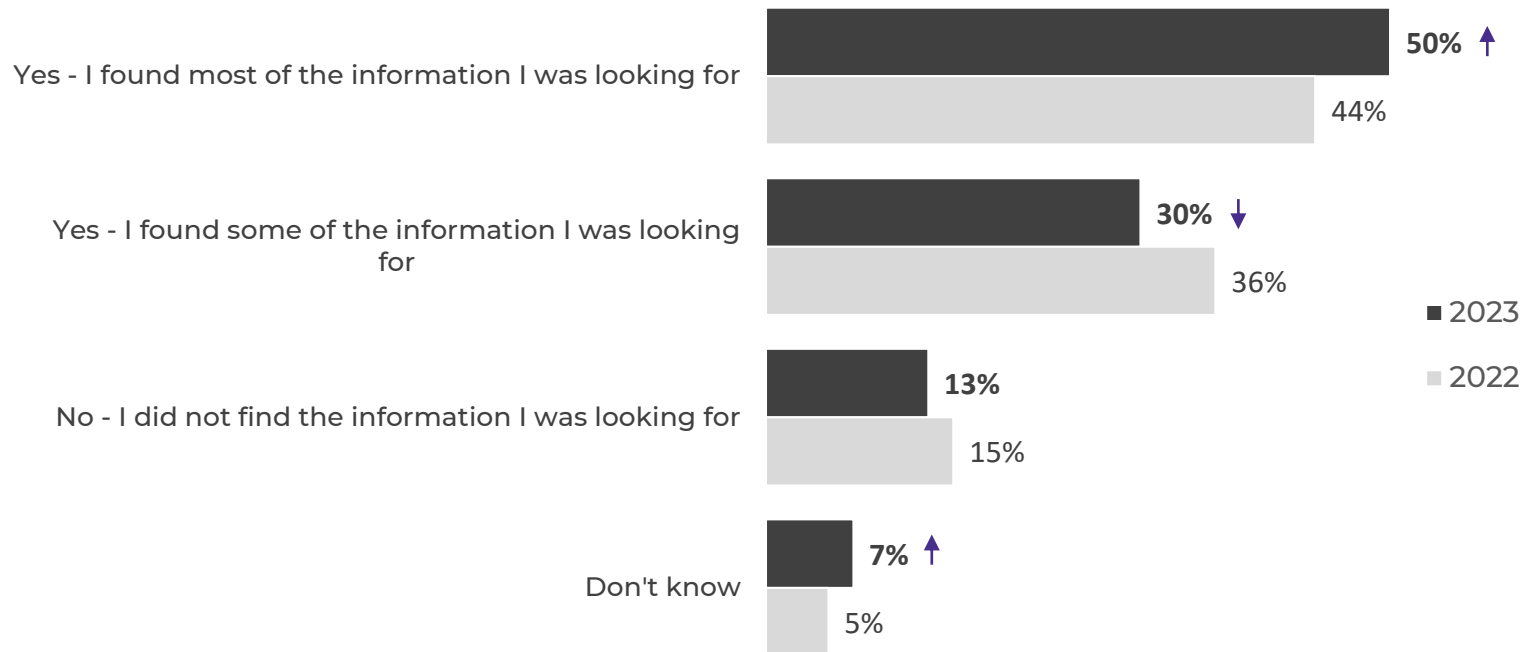


↑ Denotes significant change compared to 2022

Finding information

Q. Were you able to find what you were looking for?

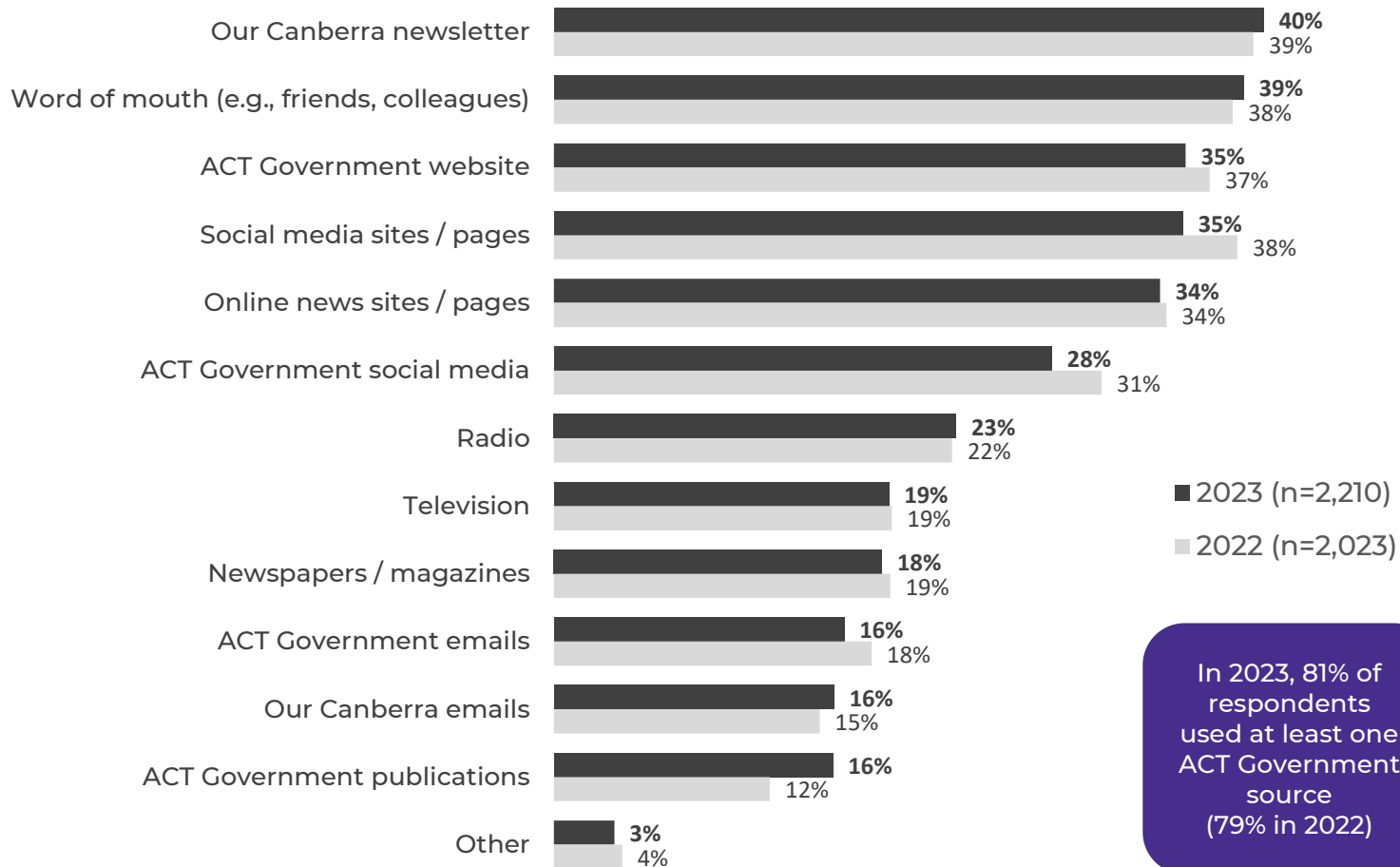
Base: All those who have sought information from the ACT Government



Communication preferences

Preferred channels

Q. Which of the following channels do you use most to keep informed about important issues which affect the area in which you live? (Select up to 5)

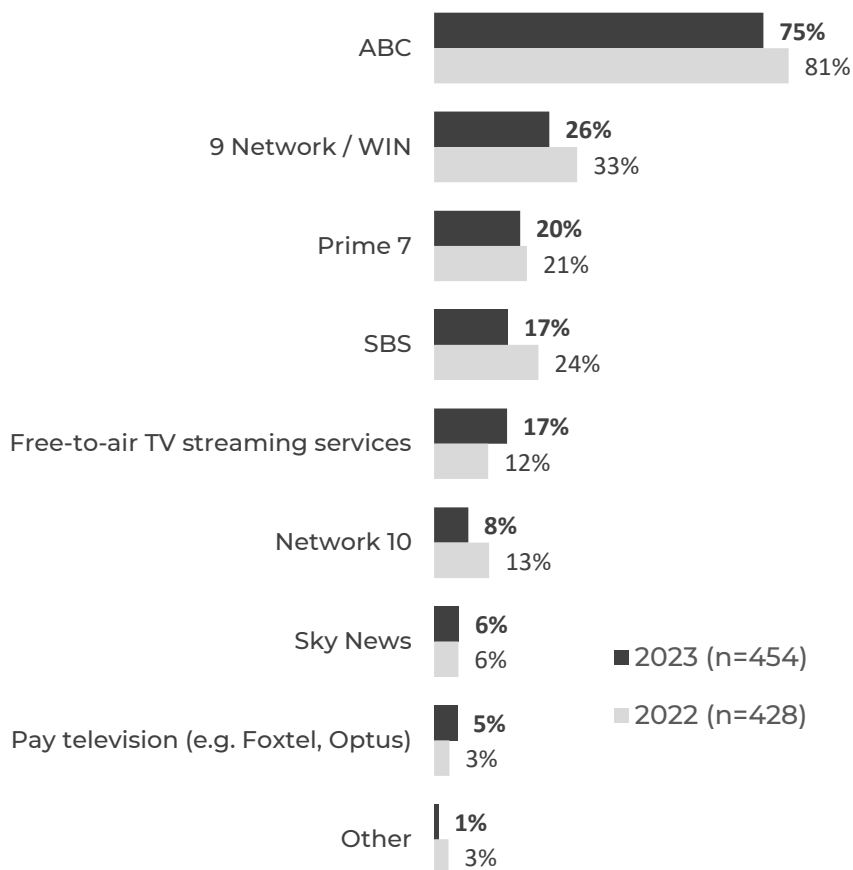


In 2023, 81% of respondents used at least one ACT Government source (79% in 2022)

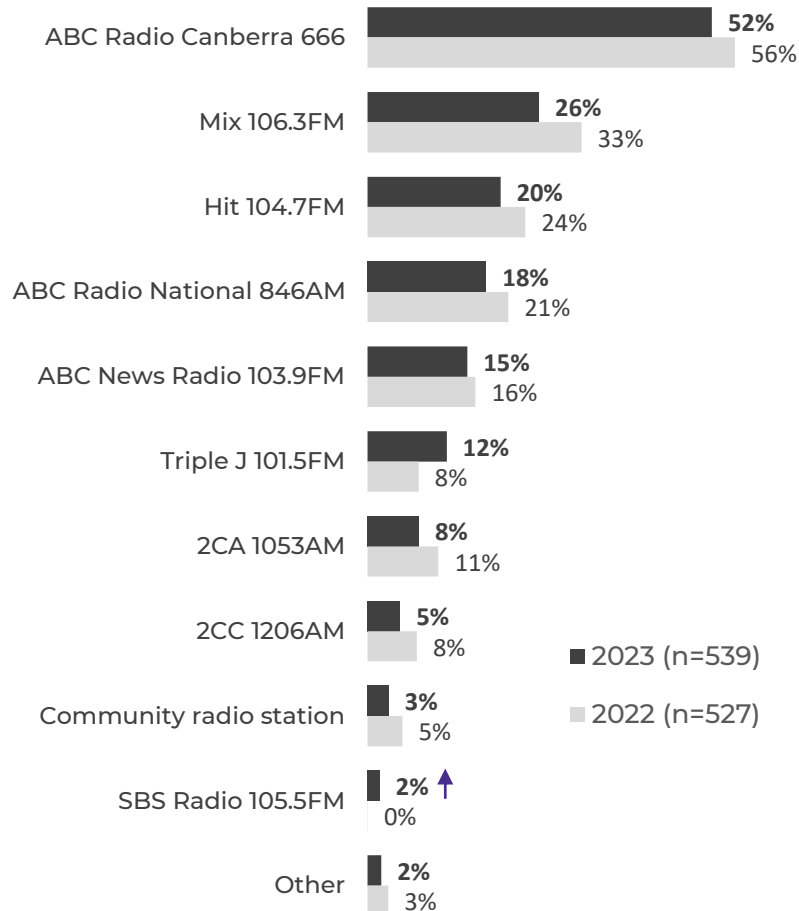
Specific channels used



Q. What **television station** do you watch the most to keep informed on local issues? (Select up to 3).
(Base: those who use TV for local issue information)



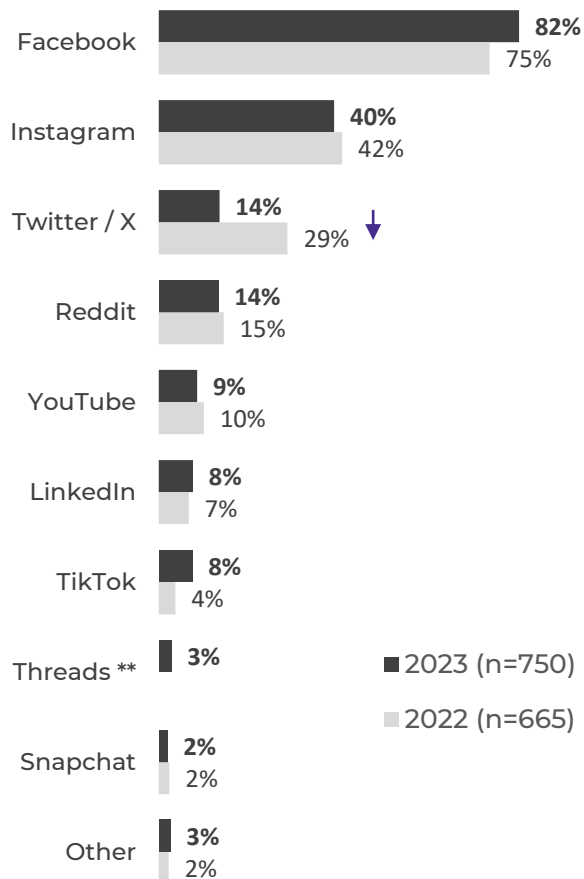
Q. What **radio station** do you listen to the most to keep informed on local issues? (Select up to 3).
(Base: those who use radio for local issue information)



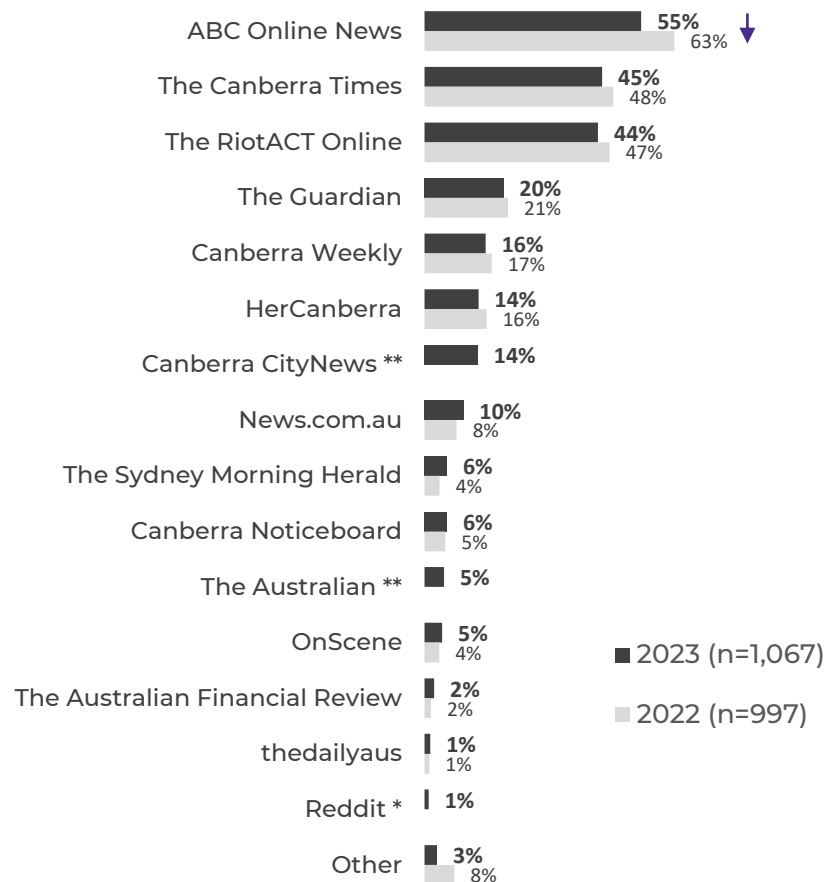
Specific channels used



Q. What **social media platform** do you use the most to keep informed on local issues? (Select up to 3). (Base: those who use social media for local issue information)

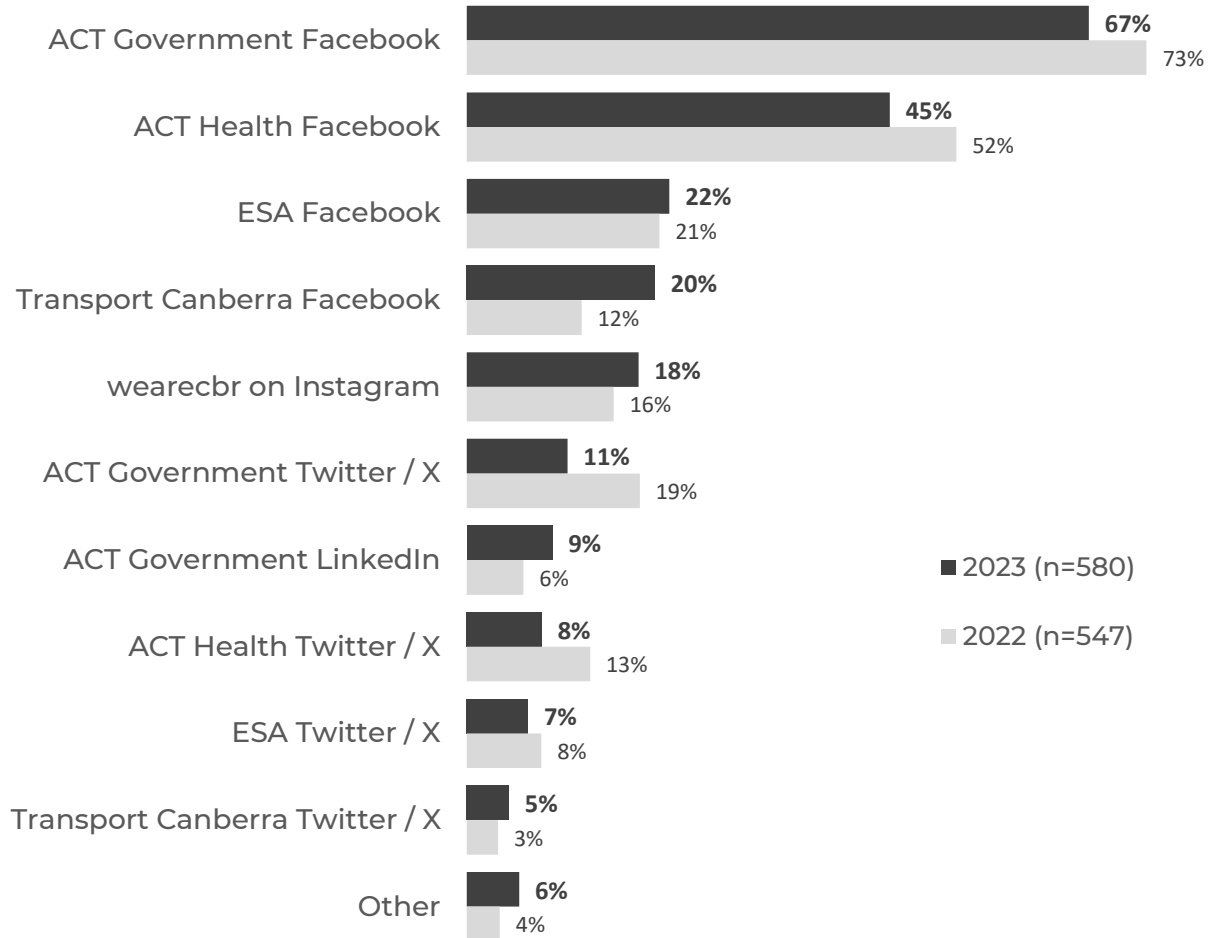


Q. What **print / online news source** do you read / view the most to keep informed on local issues? (Select up to 3). (Base: those who use print/online news sources for local issue information)



Specific channels used

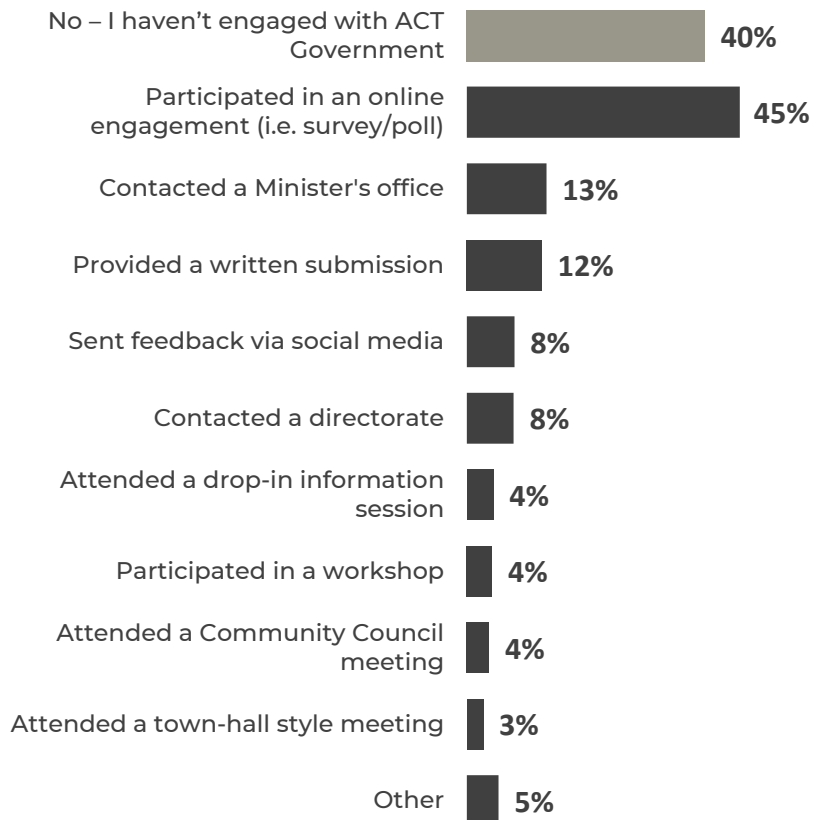
Q. Which of the following ACT Government social media channels do you read / view the **MOST** to keep informed about important issues which affect the area in which you live? (Select up to 3).
 (Base: those who use ACT Government social media channels for local issue information)



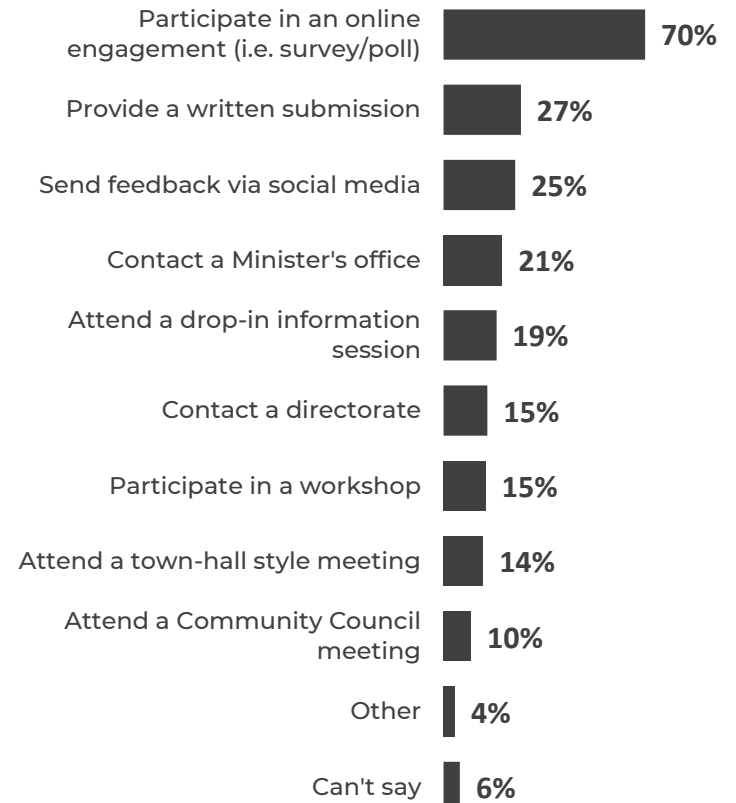
Community engagement

Engagement with ACT Government – channels used and preferred

Q. In the past 12 months, have you actively sought to engage with the ACT Government on an issue you felt strongly about in any of the following ways?
(Multiple response) (Base: All respondents n=2,210)



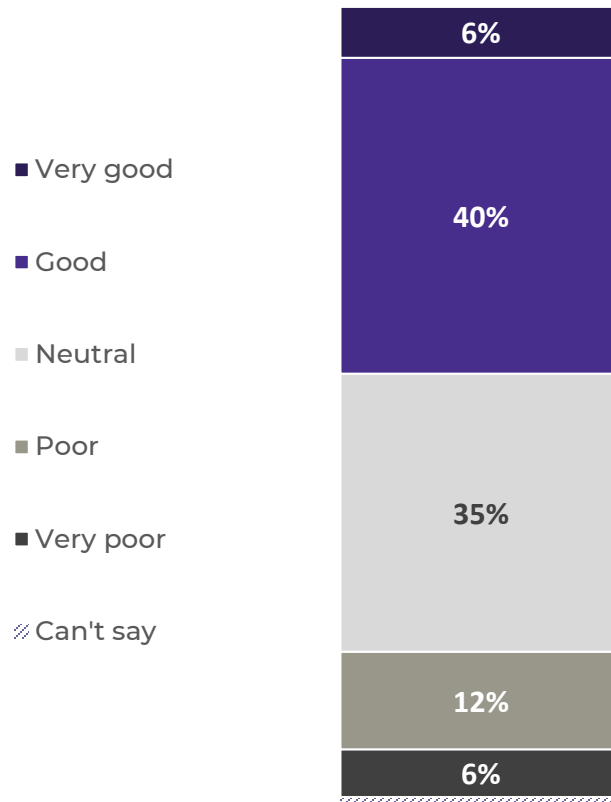
Q. And how would you **prefer** to engage or provide feedback to the ACT Government on issues that matter to you?*(Multiple response) (Base: All respondents n=2,210)



* Note: This question was only asked of YourSay Panel members which may inflate participation in online engagement as a preferred method

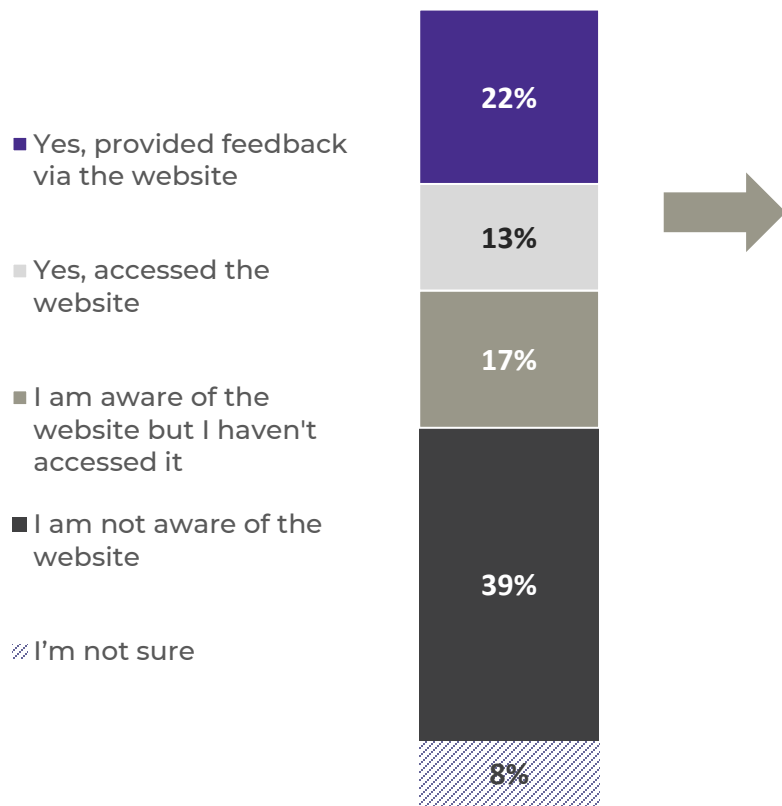
Engagement with ACT Government – rating the experience

Q. How would you rate your overall experience of engaging with the ACT Government?
(Base: Have engaged with the ACT Government in the past 12 months, n=1,385)

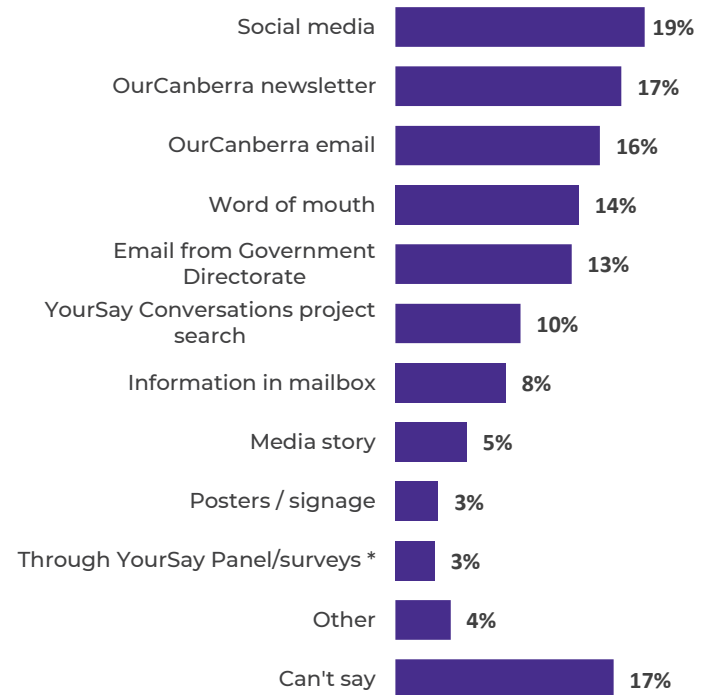


Awareness of YourSay Community Conversations

Q. Have you ever provided feedback or accessed the ACT Government's YourSay Community Conversations website?
(Base: All respondents, n=2,210)



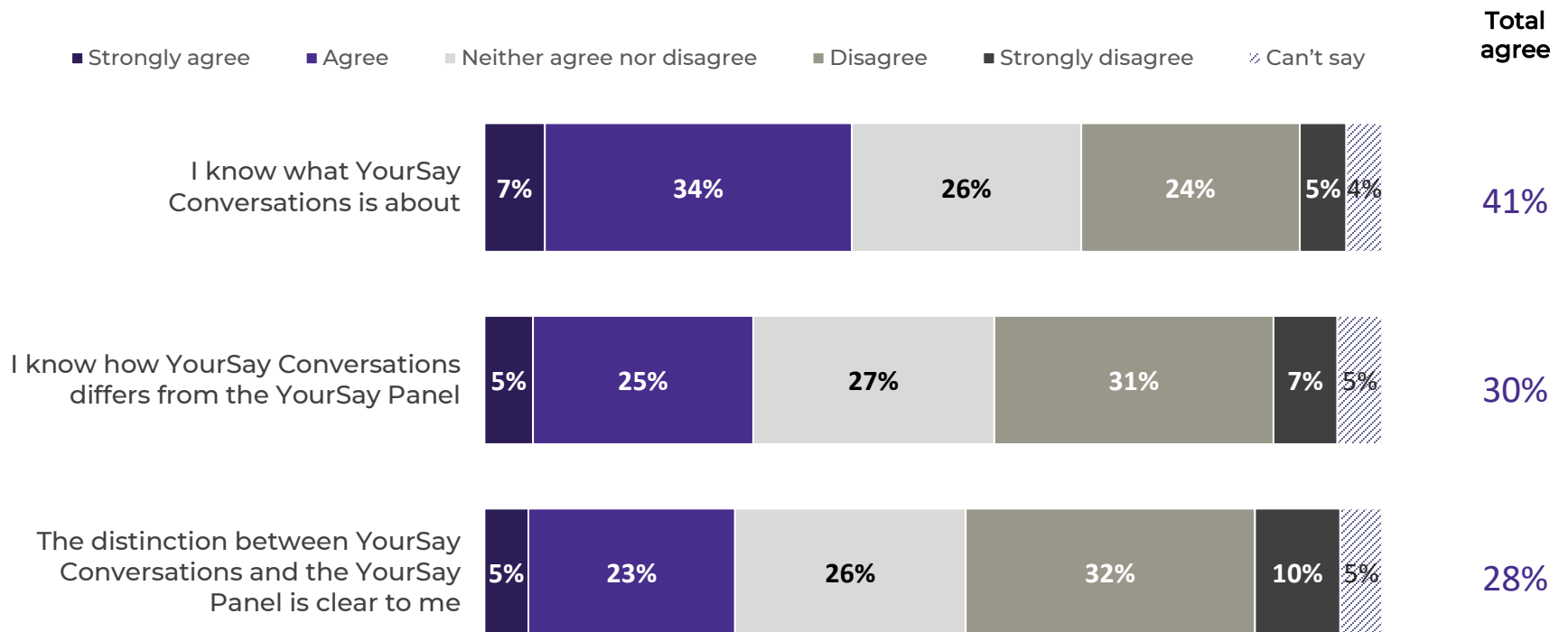
Q. How did you find out about the ACT Government's YourSay Community Conversations website? (n=1,154)



Attitudes towards YourSay Community Conversations

Q. To what extent do you agree or disagree with the following statements:

(Base: Those who were aware of Community Conversations or have used it previously, n=1,154)





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