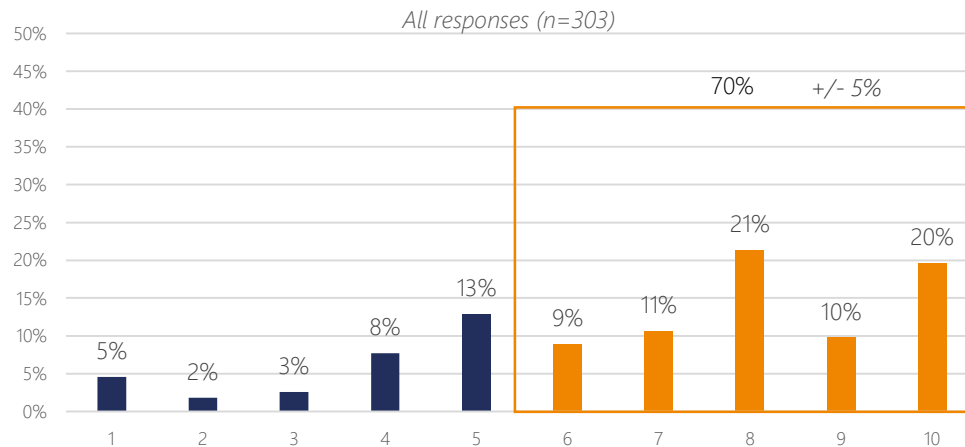




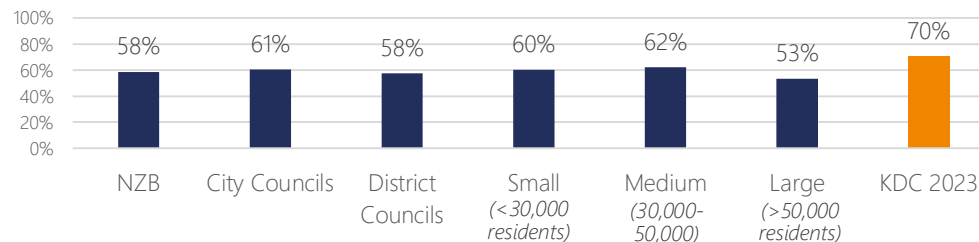
OVERALL SATISFACTION

- In 2023, 70% of respondents were satisfied with overall services received from the Kawerau District Council.
- Satisfaction differed significantly by age, with younger respondents being the least satisfied (50%), compared to respondents aged 65+ (95%).
- Furthermore, Māori respondents tended to display lower satisfaction compared to New Zealand / European or other ethnicities combined.
- The current result was notably above the NZ benchmark average (58%).

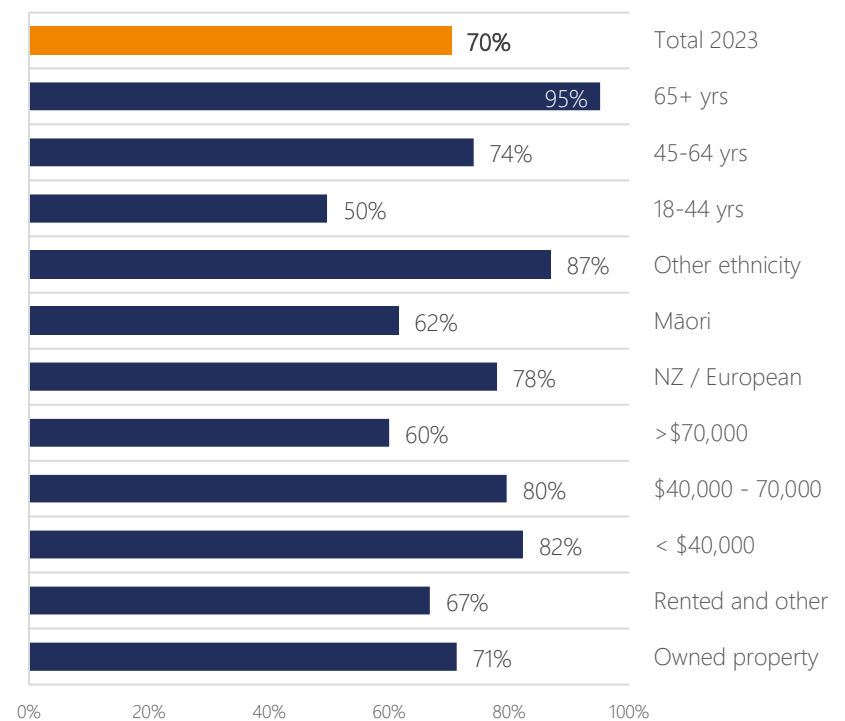
Overall satisfaction with services received from the Council





























Overall satisfaction New Zealand benchmark



Overall satisfaction by key demographic groups



Overall satisfaction with services received from the Kawerau District Council. Scale: 1-very dissatisfied and 10-very satisfied.

 Kawerau cemetery KDC 2023: 91% NZB 2023: 79%	 District library KDC 2023: 90% NZB 2023: 87%	 Rubbish collection KDC 2023: 90% NZB 2023: 73%	 i-Site KDC 2023: 88% NZB 2023: n/a	 Safety KDC 2023: 84% NZB 2023: 58%	 Community attractiveness KDC 2023: 84% NZB 2023: n/a
 Public halls KDC 2023: 83% NZB 2023: n/a	 Parks and reserves KDC 2023: 82% NZB 2023: 82%	 Wastewater KDC 2023: 82% NZB 2023: 74%	 Recycling KDC 2023: 81% NZB 2023: n/a	 Public toilets KDC 2023: 79% NZB 2023: 67%	 Refuse transfer station KDC 2023: 78% NZB 2023: 66%
 Kawerau Museum KDC 2023: 77% NZB 2023: n/a	 Council staff KDC 2023: 75% NZB 2023: 54%	 Community spirit KDC 2023: 75% NZB 2023: n/a	 Good quality of life KDC 2023: 72% NZB 2023: n/a	 Swimming pool KDC 2023: 72% NZB 2023: 69%	 Stormwater KDC 2023: 70% NZB 2023: 56%
 Mayor and Councillors KDC 2023: 69% NZB 2023: 53%	 Decision making KDC 2023: 64% NZB 2023: 51%	 Rates value KDC 2023: 62% NZB 2023: 39%	 Footpaths KDC 2023: 60% NZB 2023: 60%	 Roads KDC 2023: 57% NZB 2023: 43%	 Reputation KDC 2023: 57% NZB 2023: 51%
 Emergency kit KDC 2023: 50% NZB 2023: n/a	 Water service ¹ KDC 2023: 40% NZB 2023: 73%	 Dog control KDC 2023: 34% NZB 2023: 63%	 Place to live (Better+Same) KDC 2023: 67% NZB 2023: n/a	 Overall performance KDC 2023: 70% NZB 2023: 58%	

-  - Good performance (70% and above)
-  - Services with positive performance (below 70% but equal to or above 50%)
-  - Services for improvement
-  - Overall performance indicators

¹ An average score between water delivery and water quality