



Community Priorities Research

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Questionnaire

Micromex Research, together with Wingecarribee Shire Council prepared the questionnaire in October 2010.

A copy of the questionnaire is provided in Appendix C.

Data collection period

The survey was conducted by telephone. The survey was conducted from 4:30pm to 8:30pm over the week commencing 15th October 2010.

Ratings questions

The Likert Scale of 1 to 5 was used in all rating questions, where 1 was the lowest importance or satisfaction and 5 the highest importance or satisfaction.

This scale allowed for a mid range position for those who had a divided or neutral opinion.

Within the report, the mean ratings for each of the criteria have been assigned a determined 'level of importance or satisfaction'. This determination is based on the following groupings:

Mean rating	1.99 or lower	'Very low' level of importance/satisfaction
	2.00 – 2.49	'Low' level of importance/satisfaction
	2.50 – 2.99	'Moderately low' levels of importance/satisfaction
	3.00 – 3.59	'Moderate' level of importance/satisfaction
	3.60 – 3.89	'Moderately high' level of importance/satisfaction
	3.90 – 4.19	'High' level of importance/satisfaction
	4.20 – 4.49	'Very high' level of importance/satisfaction
	4.50 +	'Extremely high' level of importance/satisfaction

Note: Only respondents who rated services/facilities a 4 or 5 in importance were asked to rate their satisfaction with that service/facility

Sampling error

A sample size of 400 residents provides a sampling error of +/- 4.9 at 95% confidence.

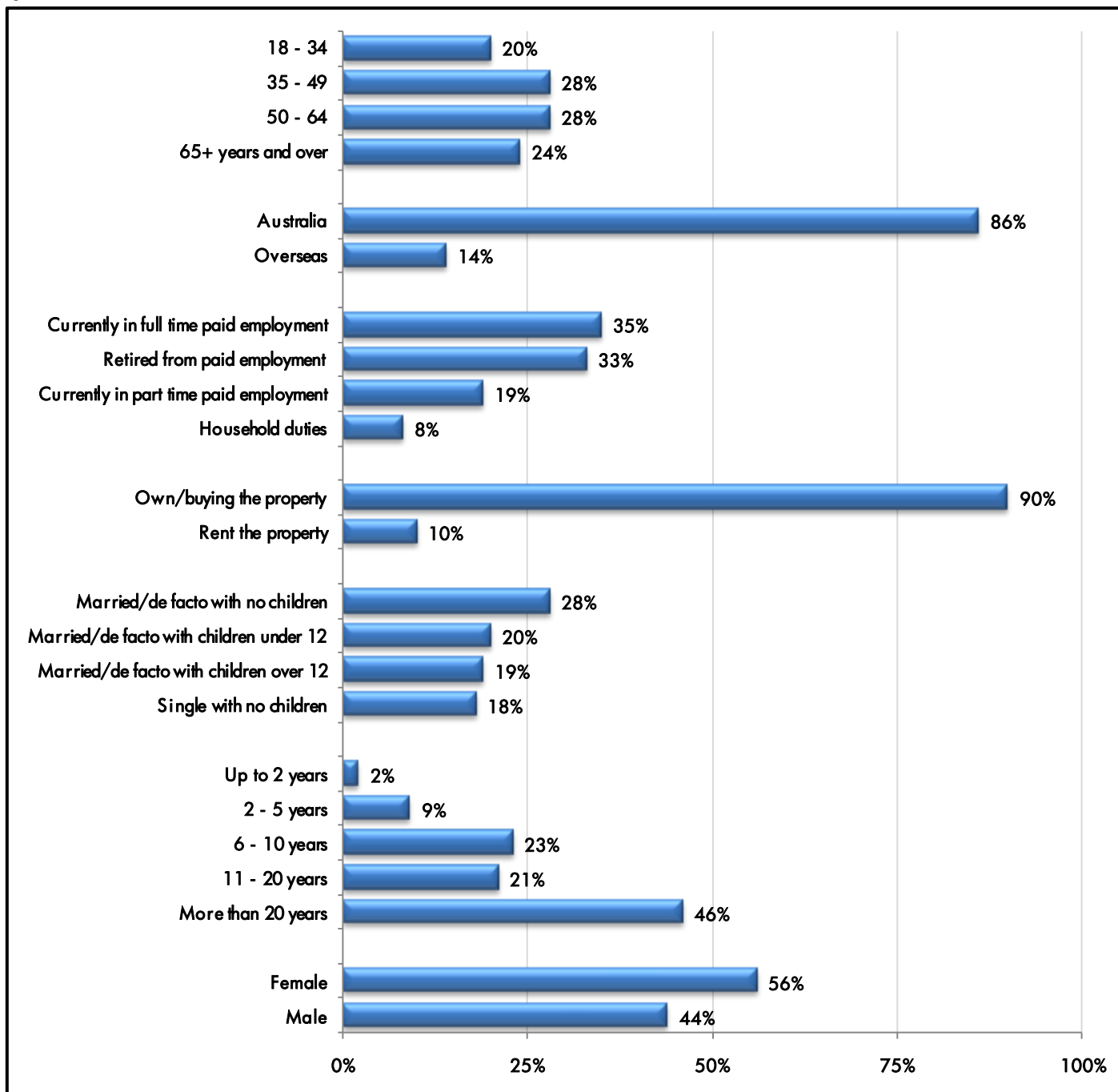
Errors: Data in this publication is subject to sampling variability because it is based on information relating to a sample of residents rather than the total number. This difference (sampling error) may occur due to imperfections in reporting and errors made in processing the data. This may occur in any enumeration, whether it is a full count or sample.

Efforts have been made to reduce the non-sampling error by careful design of the questionnaire and detailed checking of completed questionnaires.

Sample Profile

The final achieved sample of n=400 robustly covers off all key demographic sub-groups. This allowed us to undertake some of the analysis at a subgroup level.

Figure 1.1



- 86% of residents were born in Australia
- 35% of residents are involved in full time work, whilst 33% are retired from paid employment
- Almost half of the sample (46%) have lived in the Wingecarribee Shire for over 20 years
- 90% own or are in the process of buying the property they live in
- 51% of the respondents have children

Key Findings

The results are generally positive for Wingecarribee Council, with 29 of the 38 services/facilities/criteria rated as delivering 'moderate satisfaction' to 'very high satisfaction'.

At an overall level, residents are 'moderately' satisfied with the performance of Council. The actual overall satisfaction score is in line with the LGA normative score for this measure.

Identifying Priorities via Specialised Analysis (Explanation)

The specified research outcomes required us to measure both community importance and community satisfaction with a range of specific service delivery areas. In order to identify core priorities we undertook a 2 step analysis process on the stated importance and rated satisfaction data, after which, we conducted a third level of analysis. This level of analysis was a Shapley regression in order to identify which facilities and services are the actual drivers of overall satisfaction with Council.

By examining both approaches to analysis we have been able to:

1. Identify and understand the hierarchy of community priorities
2. Inform the deployment of Council resources in line with community aspirations

Step 1. Performance Gap Analysis (PGA)

PGA establishes the gap between importance and satisfaction. This is calculated by subtracting the mean satisfaction score from the mean importance score. In order to measure PGA, respondents are asked to rate the importance of, and their satisfaction with, each of a range of different services or facilities on a scale of 1 to 5, where 1 = low importance or satisfaction and 5 = high importance or satisfaction. These scores are aggregated at a total community level.

The higher the differential between importance and satisfaction, the greater the difference is between the provision of that service by Wingecarribee Council and the expectation of the community for that service/facility.

In the table on the following page, we can see the 38 services and facilities residents rated, by importance and then by satisfaction.

When analysing the performance gaps it is important to recognise that, for the most part, a gap of approximately 1.0 – 1.1 is acceptable, particularly when the initial importance rating is 4.2+, as it indicates that residents consider the attribute to be of 'high' to 'very high' importance' and that the satisfaction they have with Wingecarribee Council's performance on that same measure, is 'moderate' to 'moderately high'.

For example, 'local traffic management' was given an importance score of 4.33, which indicates that it is considered a highly important focus area by residents. At the same time it was given a satisfaction score of 3.15, which indicates that residents are moderately satisfied with Wingecarribee Council's performance and focus on that measure.

In the case of a performance gap, such as for the 'festival and events' (3.73 importance vs. 3.69 satisfaction) we can identify that the facility is only moderately important to the broader community, but that for residents who do feel that this facility is important, Wingecarribee Council is perceived to have performed to a moderately high level of satisfaction.

Key Findings (Cont'd)

When analysing performance gap data it is important to consider both stated satisfaction and the absolute size of the performance gap.

Performance Gap Ranking

Table 1.1.1

Ranking	Service / Facility	Importance Mean	Satisfaction Mean	Performance Gap
1	Condition of local roads	4.53	2.29	2.24
2	Availability of car parking in the town and village centres	4.45	2.44	2.01
3	Support for youth	4.43	2.66	1.77
4	Availability of and access to public transport	4.16	2.57	1.59
5	Managing development and growth	4.37	2.82	1.55
6	The provision and quality of footpaths	4.30	2.77	1.53
7	Green waste collection	3.91	2.48	1.43
8	Enforcement of development and building regulations	4.22	2.88	1.34
9	Support for people with a disability	4.45	3.18	1.27
10	Support for local business and employment	4.42	3.16	1.26
11	Opportunities to participate in Council decision making	4.08	2.83	1.25
12	Local traffic management	4.33	3.15	1.18
13	Community safety/crime prevention	4.56	3.40	1.16
14	Encouraging waste reduction initiatives	4.43	3.28	1.15
15	Council provision of information to residents	4.39	3.25	1.14
16	Providing adequate drainage	4.21	3.12	1.09
17	Support for aged persons	4.49	3.41	1.08
18	Healthy, natural urban streams and creeks but not rivers	4.26	3.25	1.01
19	The cleanliness and functionality of public toilets	4.12	3.16	0.96
20	Encouraging recycling	4.56	3.63	0.93
21	Provision & maintenance of swimming pools	3.95	3.08	0.87
22	Cycle paths and walking tracks	4.14	3.38	0.76
23	Revitalisation/beautification of town and village centres as well as the surrounding areas	3.95	3.21	0.74
24	Support for community environmental initiatives	4.07	3.35	0.72
25	Support for the aboriginal community	3.77	3.12	0.65
26	Provision & maintenance of local parks and gardens	4.28	3.64	0.64
27	Town water quality (taste, smell and colour)	4.50	3.89	0.61
28	Restoration of natural bushland	4.11	3.51	0.60
29	Provision and maintenance of sporting facilities	4.15	3.59	0.56
30	Protecting Heritage values & Buildings	3.96	3.43	0.53
31	Provision and maintenance of playgrounds	4.10	3.60	0.50
32	Provision and maintenance of community halls/facilities	3.99	3.57	0.42
33	Support for tourism	4.07	3.73	0.34
34	Domestic garbage collection	4.51	4.18	0.33
35	The Resource Recovery Centre (RCC/local tip)	4.22	3.90	0.32
36	Dog control	3.88	3.59	0.29
37	Provision and operation of libraries	4.28	4.14	0.14
38	Festivals and events	3.73	3.69	0.04

Mean ratings: 1 = not at all important and very dissatisfied
5 = very important and very satisfied

Key Findings (Cont'd)

When we examine the 11 largest performance gaps, we can identify that all the services or facilities have been rated as 'high' to 'extremely high' in importance. Resident satisfaction for 9 out of the 11 areas is less than 3.0, which indicates that Wingecarribee Council's perceived performance for these measures is considered to be less than 'moderately satisfactory'.

Table 1.1.2

Ranking	Service / Facility	Importance Mean	Satisfaction Mean	Performance Gap
1	Condition of local roads	4.53	2.29	2.24
2	Availability of car parking in the town and village centres	4.45	2.44	2.01
3	Support for youth	4.43	2.66	1.77
4	Availability of and access to public transport	4.16	2.57	1.59
5	Managing development and growth	4.37	2.82	1.55
6	The provision and quality of footpaths	4.30	2.77	1.53
7	Green waste collection	3.91	2.48	1.43
8	Enforcement of development and building regulations	4.22	2.88	1.34
9	Support for people with a disability	4.45	3.18	1.27
10	Support for local business and employment	4.42	3.16	1.26
11	Opportunities to participate in Council decision making	4.08	2.83	1.25

The key outcomes of this analysis would suggest that, while there are opportunities for improvement in all areas, 'condition of local roads', 'availability of car parking in the town and village centres' and 'support for youth' are the areas that require clear focus as they have the lowest levels of resident satisfaction.

Note: Performance gap is the first step in the process, we now need to identify comparative ratings across all the services and facilities to get an understanding of relative importance and satisfaction at an LGA level.

This is when we undertake step 2 of the analysis.

Key Findings (Cont'd)

Step 2. Quadrant Analysis

Quadrant analysis is a useful tool for planning future directions. It combines the stated needs of the community and assesses Wingecarribee Council's performance in relation to these needs.

This analysis is completed by plotting the variables on x and y axes, defined by stated importance and rated satisfaction. We aggregate the mean scores for stated importance and rated satisfaction to identify where the facility or service should be plotted. For these criteria, the average stated importance score was 4.22 and the average rated satisfaction score was 3.27. Therefore, any facility or service that received a mean stated importance score of ≥ 4.22 would be plotted in the higher importance section and, conversely, any that scored <4.22 would be plotted into the lower importance section. The same exercise is undertaken with the satisfaction ratings above or below 3.27. Each service or facility is then plotted in terms of satisfaction and importance, resulting in its placement in one of four quadrants.

Quadrant Analysis

Table 1.2

Importance	Improve Higher importance, lower satisfaction	Maintain Higher importance, higher satisfaction
	<ul style="list-style-type: none"> Condition of local roads Availability of car parking in the town and village centres Support for youth Managing development and growth The provision and quality of footpaths Enforcement of development and building regulations Support for people with a disability Support for local business and employment Local traffic management Council provision of information to residents Healthy, natural urban streams and creeks but not rivers 	<ul style="list-style-type: none"> Community safety/crime prevention Encouraging waste reduction initiatives Support for aged persons Encouraging recycling Provision & maintenance of local parks and gardens Town water quality (taste, smell and colour) Domestic garbage collection The Resource Recovery Centre (RCC/local tip) Provision and operation of libraries
Secondary Lower importance, higher satisfaction	Niche Lower importance, lower satisfaction	
<ul style="list-style-type: none"> Cycle paths and walking tracks Support for community environmental initiatives Restoration of natural bushland Provision and maintenance of sporting facilities Protecting Heritage values & Buildings Provision and maintenance of playgrounds Provision and maintenance of community halls/facilities Support for tourism Dog control Festivals and events 	<ul style="list-style-type: none"> Availability of and access to public transport Green waste collection Opportunities to participate in Council decision making Providing adequate drainage The cleanliness and functionality of public toilets Provision & maintenance of swimming pools Revitalisation/beautification of town and village centres as well as the surrounding areas Support for the aboriginal community 	
	Satisfaction →	

Explaining the 4 quadrants

Attributes in the top right quadrant, **MAINTAIN**, such as 'community safety/crime prevention', are Council's core strengths, and should be treated as such. Maintain, or even attempt to improve your position in these areas, as they are influential and address clear community needs.

Attributes in the top left quadrant, **IMPROVE**, such as 'condition of local roads', are areas where Council is perceived to be currently under-performing and are key concerns in the eyes of your residents. In the vast majority of cases you should aim to improve your performance in these areas to better meet the community's expectations.

Attributes in the bottom left quadrant, **NICHE**, such as 'availability of and access to public transport', are of a relatively low priority (and the word 'relatively' should be stressed – they can still be important). These areas tend to be important to a smaller segment of the community.

Finally, attributes in the bottom right quadrant, **SECONDARY**, such as 'cycle paths and walking tracks' are core strengths, but in relative terms they are less important than other areas and Council's servicing in these areas may already be exceeding expectation. Consideration could be given to rationalising focus in these areas as they are not community priorities for improvement.

Recommendations based only on stated importance and satisfaction have major limitations, as the actual questionnaire process essentially 'silos' facilities and services as if they are independent variables, when they are in fact all part of the broader community perception of Council performance.

Residents' priorities identified in stated importance/satisfaction analysis often tend to be in areas that are problematic. No matter how much focus a Council dedicates to the 'road maintenance' it will always be found in the **IMPROVE** quadrant. This is because, perceptually, the condition of local roads can always be better.

Further, the outputs of stated importance and satisfaction address the current dynamics of the community, they do not predict which focus areas are the most likely agents to change the community's perception of Council's overall performance.

Therefore, in order to identify how Wingecarribee Council can actively drive overall community satisfaction we conducted further analysis.

Key Findings (Cont'd)

The Shapley Value Regression

We recently finalised the development of a Council Satisfaction Model to identify priorities that will drive overall satisfaction with Council.

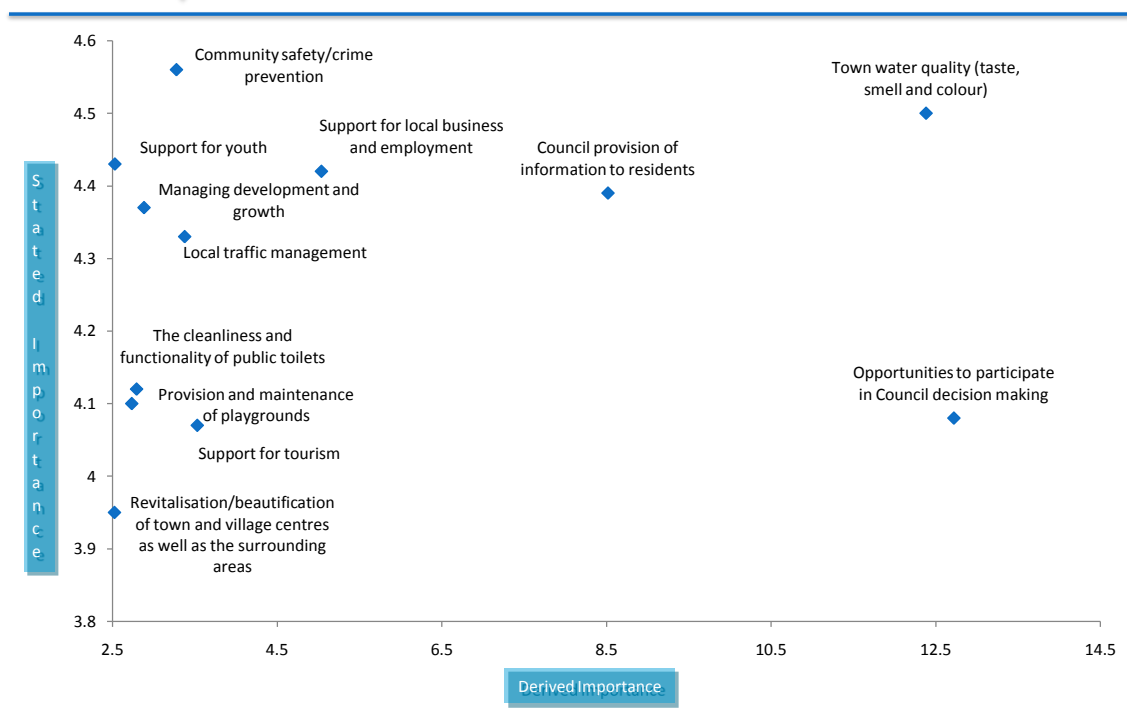
This model was developed by conducting specialised analysis from over 30,000 LGA interviews conducted since 2005. In essence, it proved that increasing resident satisfaction by actioning the priorities that they stated as important does not necessarily positively impact on overall satisfaction with Council.

What Does This Mean?

The learning is that if we only rely on the stated community priorities we will not be allocating the appropriate resources to the actual service attributes that will improve overall community satisfaction. Using regression analysis we can identify the attributes that essentially build overall satisfaction. We call the outcomes 'derived importance'.

Figure 1.2

Correlation Between Stated Importance And Derived Importance Is Low



If you only focus on stated importance you are not focusing on the key drivers of community satisfaction



In the chart above, on the vertical axis of 'stated importance', all the facilities/services fall in relatively close proximity to each other (i.e. between approximately 3.8 & 4.6). However, on the horizontal axis the attributes are spread between 2.5 and 12.7. The further an attribute is found to the right of the horizontal axis of 'derived importance', the more it contributes in driving overall satisfaction with Council.

Key Findings (Cont'd)

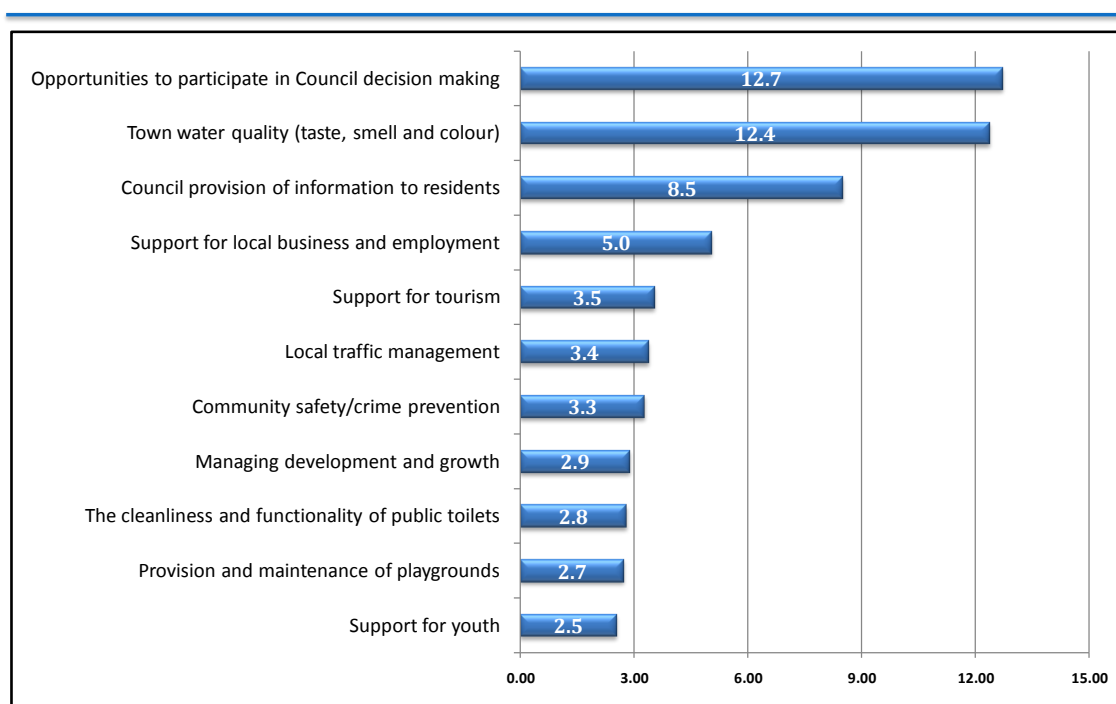
Key Drivers of Satisfaction with Wingecarribee Council

The results in the chart below provide Wingecarribee Council with a complete picture of both the extrinsic and intrinsic community priorities and motivations, and identifies what attributes are the key drivers of community satisfaction.

These top 11 services/facilities account for 60% of overall satisfaction with Council. This indicates that the remaining 27 attributes we obtained measures on have only a limited impact on the community's satisfaction with Wingecarribee Council's performance. Therefore, whilst all 38 service/facility areas are important, only a minority of them will measurably influence the community's overall satisfaction with Council.

Figure 1.3

These Top 11 Indicators Account For 60% Of Overall Satisfaction With Council



Wingecarribee Council needs to concentrate on engaging and consulting with residents, as well as ensuring town water quality

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research

These 11 services/facilities are the key community priorities and by addressing these Wingecarribee Council will improve community satisfaction. The score assigned to each area indicates the percentage of influence each attribute contributes to overall satisfaction with Council. In the above chart, 'community safety/crime prevention' contributes 3.3% towards overall satisfaction.

We can see in this chart that 'opportunities to participate in Council decision making', which was in the Niche quadrant in our analysis of stated importance and rated satisfaction – is actually the number 1 driver of community satisfaction with Wingecarribee Council.

This indicates that 12.7% of all overall community satisfaction is being driven by the way Council interacts and informs its residents. Wingecarribee Council needs to ensure that they are proactively focussed on catering to this need.

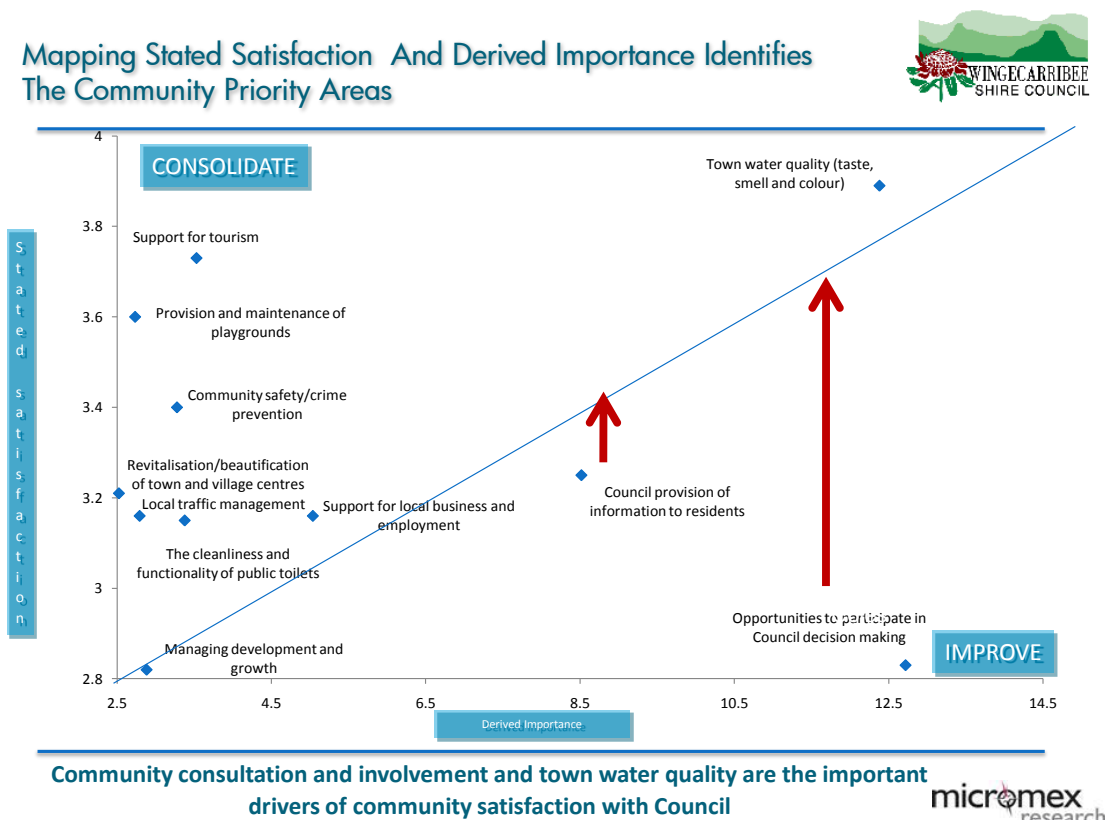
Key Findings (Cont'd)

If Wingecarribee Council can address the core drivers, they will be able to improve resident satisfaction with their performance.

Clarifying Priorities

In the chart below we can see that for many of the core drivers Council is already performing reasonably well. There are clear opportunities to improve satisfaction with the service facilities that fall below the diagonal line.

Figure 1.4



Recommendations

Based on the key findings from this research study it is clear from a resident perspective, that there are potentially a number of areas that require action or at least more salient communication or community consultation. Whilst some of these may not be currently feasible, based on the outcomes of this research we recommend Wingecarribee Council consider the following:

1. Revisit and reassess Council's current communication strategy
2. Identify methods and mediums that could better engage the community in Council decision making
3. Ensure that town water quality is always treated as a community priority
4. Communicate the Council's role in supporting local business and tourism

Next Steps

As a next step, Wingecarribee Council could consider conducting a qualitative deep dive to clarify the community's understanding and attitudes to the core drivers of satisfaction. A series of resident focus groups could be conducted further to explore and contextualise the above recommendations.



Section A

Detailed Findings

Importance of and Satisfaction
with Council services and
facilities

Overview Of Services/Facilities and Rating Scale

The Likert Scale of 1 to 5 was used in all rating questions, where 1 was the lowest importance or satisfaction and 5 the highest importance or satisfaction. This scale allowed for a mid range position for those who had a divided or neutral opinion.

Participants were asked to indicate which best described their opinion of the importance of the following services/facilities to them. Then respondents who rated services/facilities a 4 or 5 in importance were asked to rate their satisfaction with that service/facility.

Table 2.1

We Explored Resident Response To 38 Service Areas



People

- Support for youth
- Support for people with a disability
- Community safety/crime prevention
- Support for aged persons
- Support for the aboriginal community
- Provision and operation of libraries
- Festivals and events

Places

- Availability of and access to public transport
- Availability of car parking in the town and village centres
- Condition of local roads
- Cycle paths and walking tracks
- Dog control
- Local traffic management
- Protecting Heritage values & Buildings
- Provision & maintenance of local parks and gardens
- Provision & maintenance of swimming pools
- Provision and maintenance of community halls/facilities
- Provision and maintenance of playgrounds
- Provision and maintenance of sporting facilities
- Revitalisation/beautification of town and village centres as well as the surrounding areas
- The cleanliness and functionality of public toilets
- The provision and quality of footpaths

Environment

- Domestic garbage collection
- Encouraging recycling
- Encouraging waste reduction initiatives
- Enforcement of development and building regulations
- Green waste collection
- Healthy, natural urban streams and creeks but not rivers
- Managing development and growth
- Providing adequate drainage
- Restoration of natural bushland
- Support for community environmental initiatives
- The Resource Recovery Centre (RCC/local tip)
- Town water quality (taste, smell and colour)

Leadership

- Council provision of information to residents
- Opportunities to participate in Council decision making

Economy

- Support for local business and employment
- Support for tourism

Interpreting the Mean Scores

Within the report, the mean ratings for each of the criteria have been assigned a determined 'level of importance or satisfaction'. This determination is based on the following groupings:






Mean rating

1.99 or lower	'Very low' level of importance/satisfaction
2.00 – 2.49	'Low' level of importance/satisfaction
2.50 – 2.99	'Moderately low' levels of importance/satisfaction
3.00 – 3.59	'Moderate' level of importance/satisfaction
3.60 – 3.89	'Moderately high' level of importance/satisfaction
3.90 – 4.19	'High' level of importance/satisfaction
4.20 – 4.49	'Very high' level of importance/satisfaction
4.50 +	'Extreme' level of importance/satisfaction

Interpreting Performance Gap

Within the report, the mean ratings for each of the criteria have been assigned a determined 'level of importance or satisfaction'. To identify the performance gap we subtract the rated satisfaction mean score from the stated importance mean scores:

Performance gap

1.50 or higher	Extremely high gap between importance and satisfaction
	⇒ Requires Immediate Action – Code Violet
0.90 – 1.49	Moderately high – Very high gap between importance and satisfaction
	⇒ Requires Immediate Investigation – Code Red
0.20 – 0.89	Moderately low – Moderate gap between importance and satisfaction
	⇒ Monitor – Code Grey
0.00 – 0.19	Minimal gap between importance and satisfaction
	⇒ Monitor – Code Blue
Less than Zero	Negative performance gap between importance and satisfaction
	⇒ Revisit/Reconsider Resource Allocation – Code Green

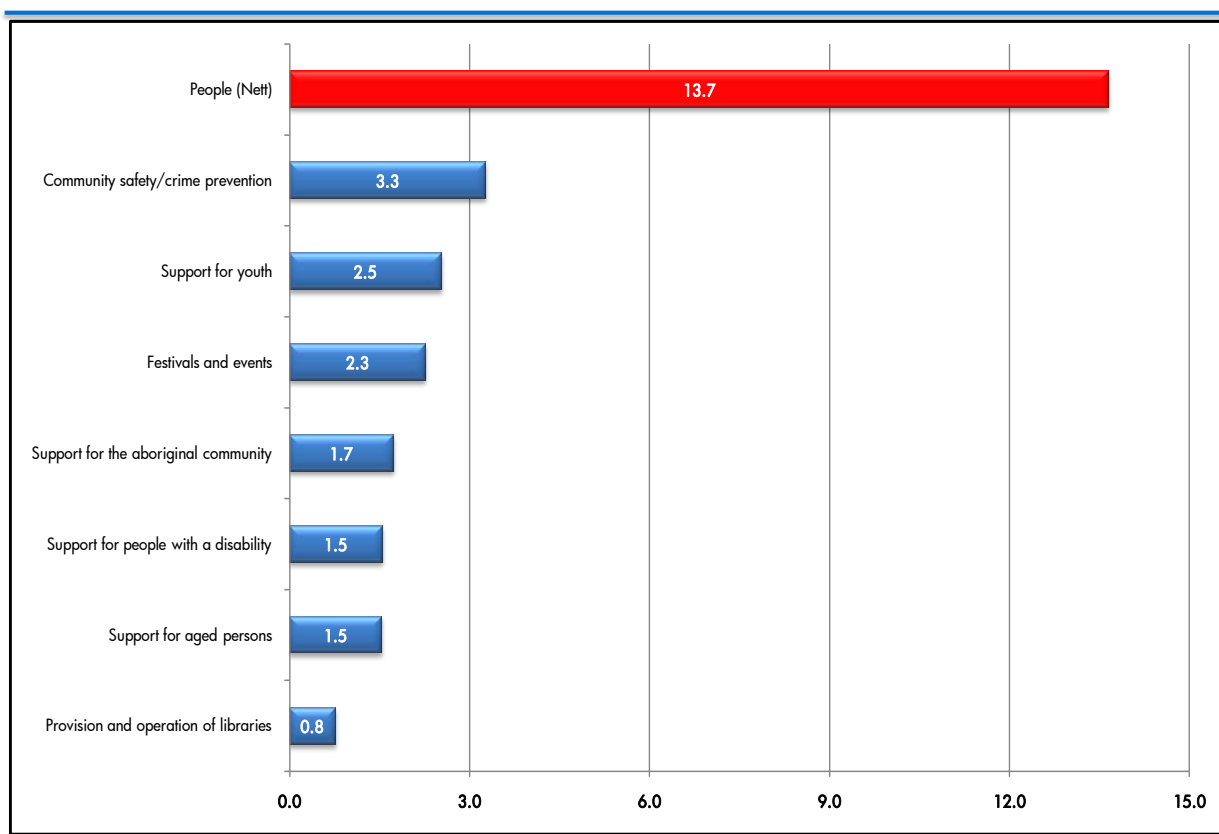
People – Services and facilities rated

- Support for youth
- Support for people with a disability
- Community safety/crime prevention
- Support for aged persons
- Support for the aboriginal community
- Provision and operation of libraries
- Festivals and events

Contribution to Overall Satisfaction with Council (Regression Data)

Based on the regression analysis, Council performance, in the areas charted below, accounts for 13.7% of overall satisfaction.

Figure 2.2.1



Overview of Rating Scores

Importance - overall

In terms of importance 5 of the 7 services/facilities were stated to be of 'very high' to 'extremely high' importance. These were:

- Support for youth
- Support for people with a disability
- Community safety/crime prevention
- Support for aged persons
- Provision and operation of libraries

The remaining 2 services/facilities 'festivals and events' and 'support for the aboriginal community' were considered to be of 'moderately high' importance.

Importance – by age

50-64y/o & over considered both 'festivals and events' and 'community safety/crime prevention' significantly less important than 18-34 y/o.

Respondents aged 18-34 years considered 'support for aged persons' significantly more important than 35-49 y/o.

Importance – by gender

Females attributed significantly higher levels of importance to 5 of the 7 services/facilities than did males. These were:

- Support for youth
- Support for people with a disability
- Support for aged persons
- Support for the aboriginal community
- Provision and operation of libraries

Importance – by town/village

Townpeople attributed significantly higher levels of importance to 'support for aged persons' than did villagers.

Satisfaction – overall

With the exception of 'support for youth', that was rated to be of 'moderately low' satisfaction, resident satisfaction with 6 of the 7 services/facilities was 'moderate' to 'high'. These were:

- Support for people with a disability
- Community safety/crime prevention
- Support for aged persons
- Support for the aboriginal community
- Provision and operation of libraries
- Festivals and events

Satisfaction – by age

Respondents in the 35-49 age group expressed a significantly lower level of satisfaction than those 18-34y/o with 'support for aged persons', 'support for people with a disability' and 'support for the aboriginal community'.

When compared to the 50-64 age group, respondents aged 35-49 also expressed a significantly lower level of satisfaction with 'community safety/crime prevention'.

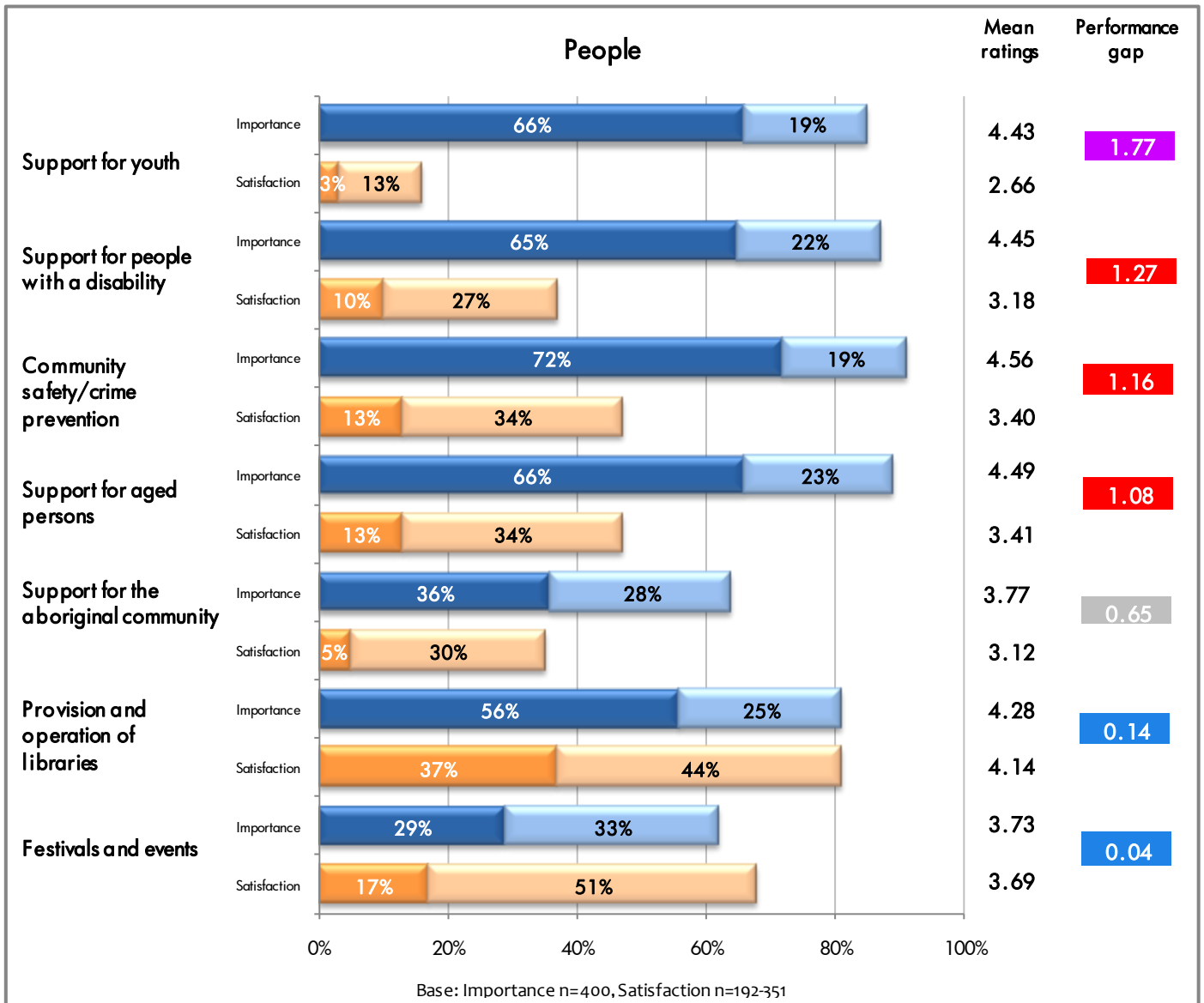
Satisfaction – by gender

There were no significant differences observed by gender.

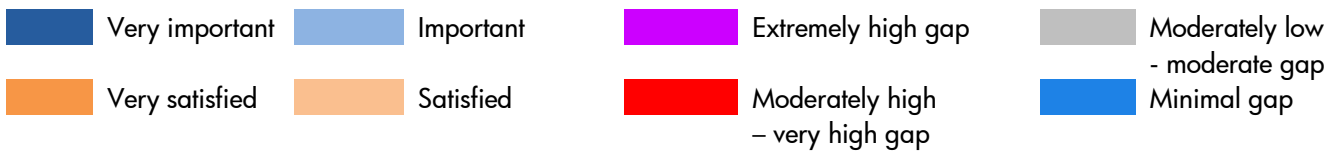
Satisfaction – by town/village

Relative to townspeople, villagers had significantly higher levels of satisfaction with 'festivals and events' and 'support for youth'. Conversely townspeople had significantly higher levels of satisfaction with 'support for aged persons' and 'provision and operation of libraries'.

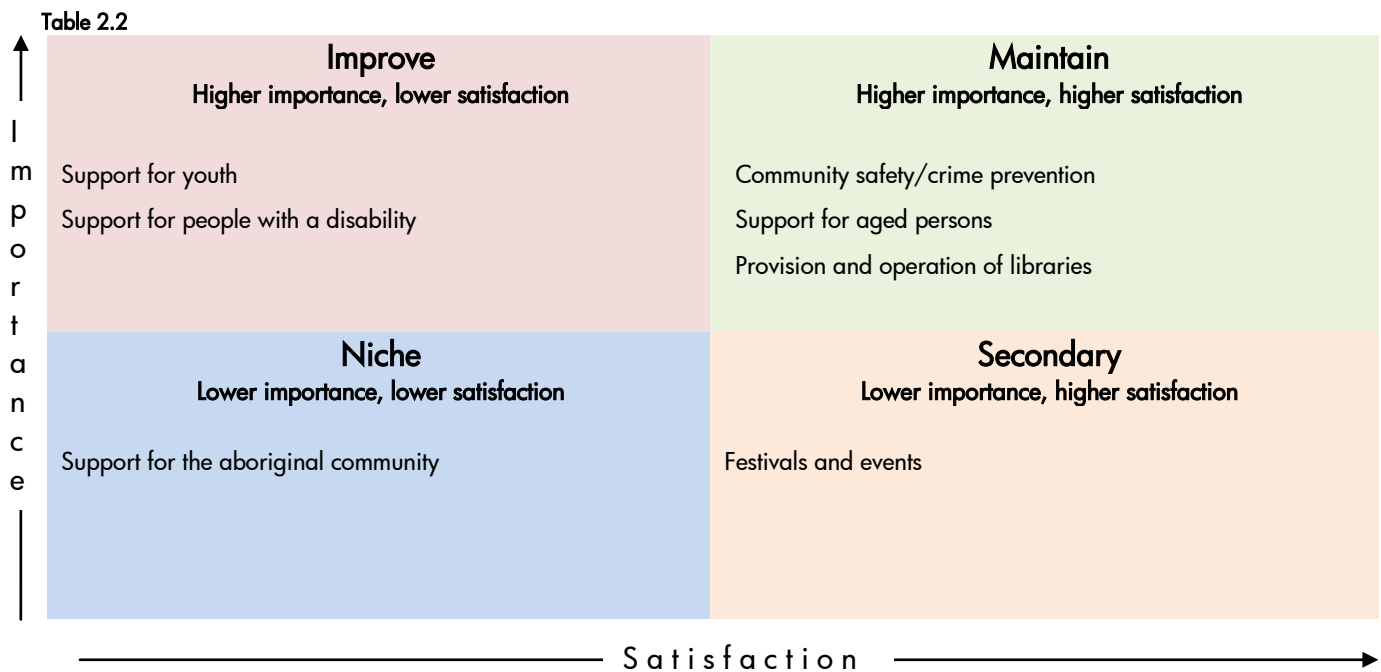
Figure 2.2.2



Mean ratings: 1 = not at all important and very dissatisfied
5 = very important and very satisfied



Quadrant Analysis



Recommendations

Based on the stated outcomes analysis, Wingecarribee Shire Council needs to improve:

- Support for youth
- Support for people with a disability

Additionally, Wingecarribee Shire Council needs to foster and maintain resident satisfaction with:

- Community safety/crime prevention
- Support for aged persons
- Provision and operation of libraries

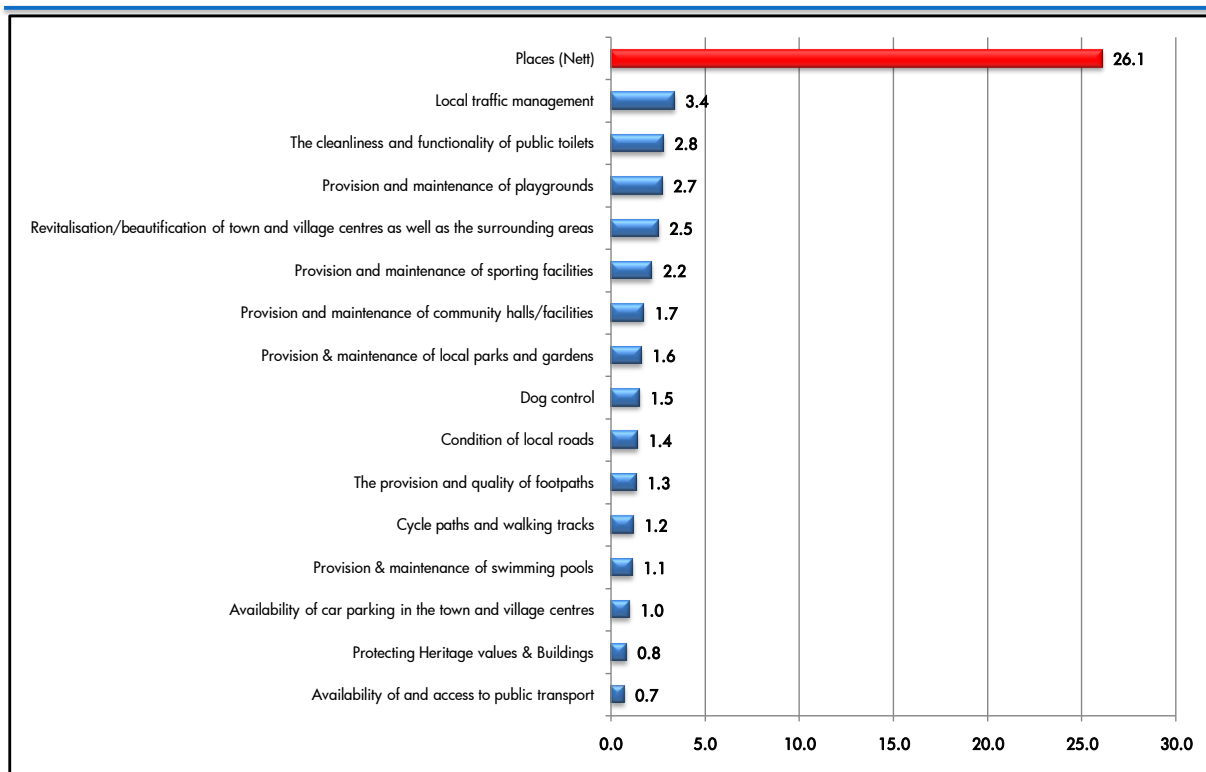
Places – Services and facilities rated

- Availability of and access to public transport
- Availability of car parking in the town and village centres
- Condition of local roads
- Cycle paths and walking tracks
- Dog control
- Local traffic management
- Protecting Heritage values & Buildings
- Provision & maintenance of local parks and gardens
- Provision & maintenance of swimming pools
- Provision and maintenance of community halls/facilities
- Provision and maintenance of playgrounds
- Provision and maintenance of sporting facilities
- Revitalisation/beautification of town and village centres as well as the surrounding areas
- The cleanliness and functionality of public toilets
- The provision and quality of footpaths

Contribution to Overall Satisfaction with Council (Regression Data)

Based on the regression analysis, Council performance, in the areas charted below, accounts for over 26% of overall satisfaction.

Figure 2.3.1



Overview of Rating Scores

Importance - overall

In terms of importance 5 of the 15 services/facilities were stated to be of 'very high' to 'extremely high' importance. These were:

- Condition of local roads
- Local traffic management
- Provision & maintenance of local parks and gardens
- The provision and quality of footpaths
- Availability of car parking in the town and village centres

The remaining 10 services/facilities were considered to be of 'high' importance.

Importance – by age

50-64y/o considered 'revitalisation/beautification of town and village centres as well as the surrounding areas' significantly less important than residents aged 65 years and over. 50-64y/o also considered the 'condition of local roads' significantly less important than 18-34 y/o.

Respondents aged 18-34 years rated 4 services/facilities significantly more important than 35-49 y/o. These were:

- Availability of car parking in the town and village centres
- Condition of local roads
- Local traffic management
- The provision and quality of footpaths

Respondents aged 18-34 years also considered the 'provision and maintenance of playgrounds' and the 'provision and maintenance of sporting facilities' significantly more important than residents aged 65 years and over.

35-49 y/o considered the 'provision and maintenance of swimming pools' significantly more important than residents aged 65 years and over.

Importance – by gender

Females attributed significantly higher levels of importance to 9 of the 15 services/facilities than did males. These were:

- Availability of and access to public transport
- Cycle paths and walking tracks
- Dog control
- Protecting Heritage values & Buildings
- Provision & maintenance of local parks and gardens
- Provision and maintenance of community halls/facilities
- Provision and maintenance of playgrounds
- Provision and maintenance of sporting facilities
- The provision and quality of footpaths

Importance – by town/village

Townpeople attributed significantly higher levels of importance to the 'provision & maintenance of local parks and gardens', 'local traffic management' and 'the provision and quality of footpaths' than did villagers.

Satisfaction – overall

Resident satisfaction with 2 of the 15 services/facilities was 'moderately high'. These were:

- Provision & maintenance of local parks and gardens
- Provision and maintenance of playgrounds

Resident satisfaction with 4 of the 15 services/facilities was 'moderately low' to 'low'. These were:

- Availability of and access to public transport
- Availability of car parking in the town and village centres
- Condition of local roads
- The provision and quality of footpaths

Satisfaction with the remaining 9 services/facilities was 'moderate'.

Satisfaction – by age

Those in the age group 35-49 y/o and 65 years & over expressed lower levels of satisfaction than residents aged 18-34 y/o for 'the provision and quality of footpaths' and 'provision and maintenance of community halls/facilities'.

18-34 y/o were significantly more satisfied with 'protecting Heritage values & Buildings' than were residents 50 years and over.

35-49 years considered 'provision and maintenance of sporting facilities' significantly less satisfying than 18-24 y/o.

Satisfaction – by gender

Males attributed significantly higher levels of satisfaction to 2 services/facilities than did females. These were:

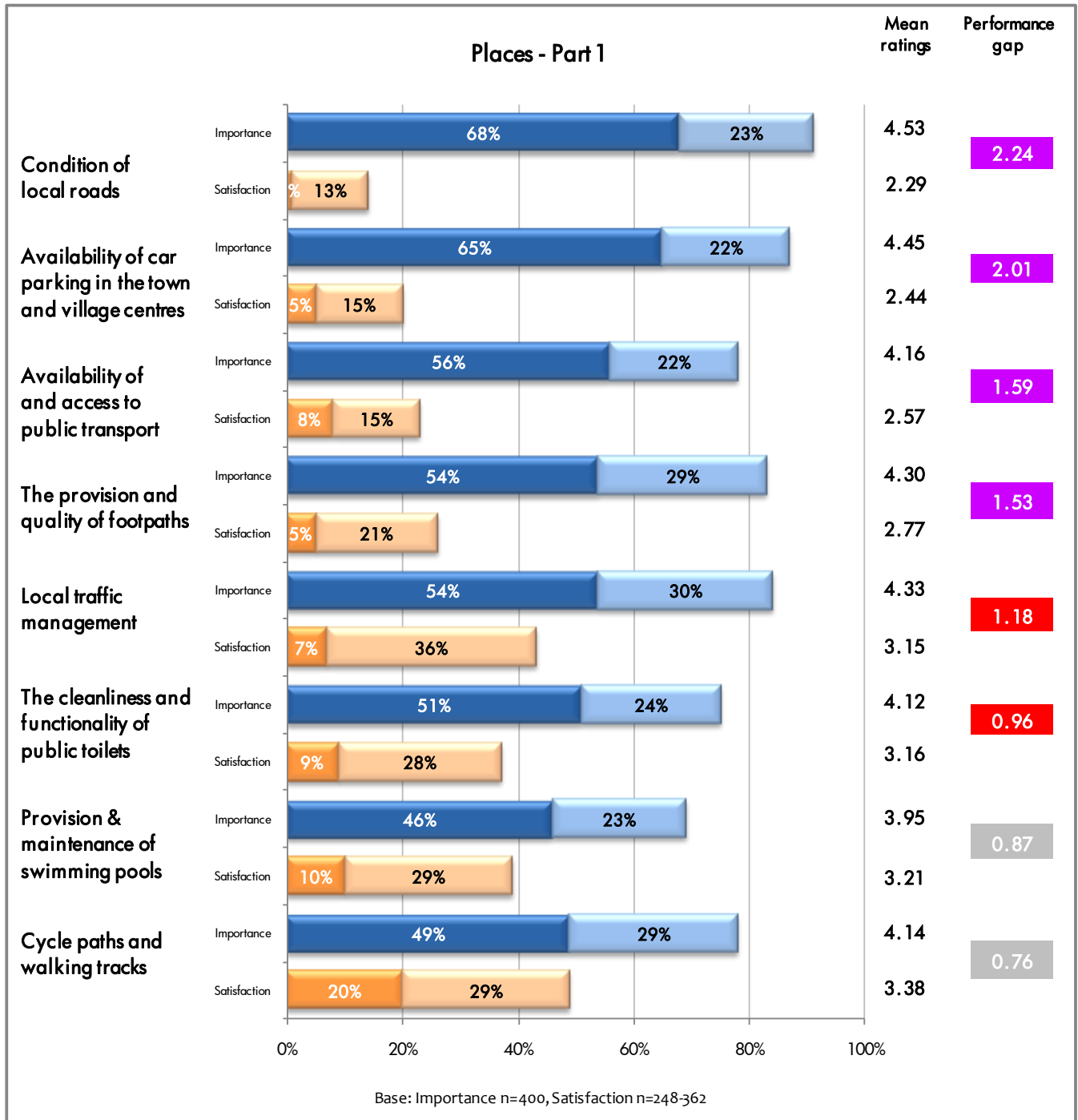
- Protecting Heritage values & Buildings
- The cleanliness and functionality of public toilets

Females were significantly more positive about 'cycle paths and walking tracks' than males.

Satisfaction – by town/village

Compared to townspeople, villagers had a significantly higher level of satisfaction with 'protecting Heritage values and Buildings'. Perhaps not surprisingly, townspeople indicated significantly higher levels of satisfaction with the 'availability and access to public transport'.

Figure 2.3.2



Mean ratings: 1 = not at all important and very dissatisfied
5 = very important and very satisfied

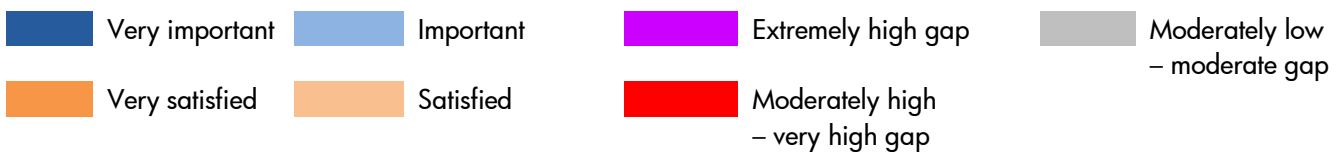
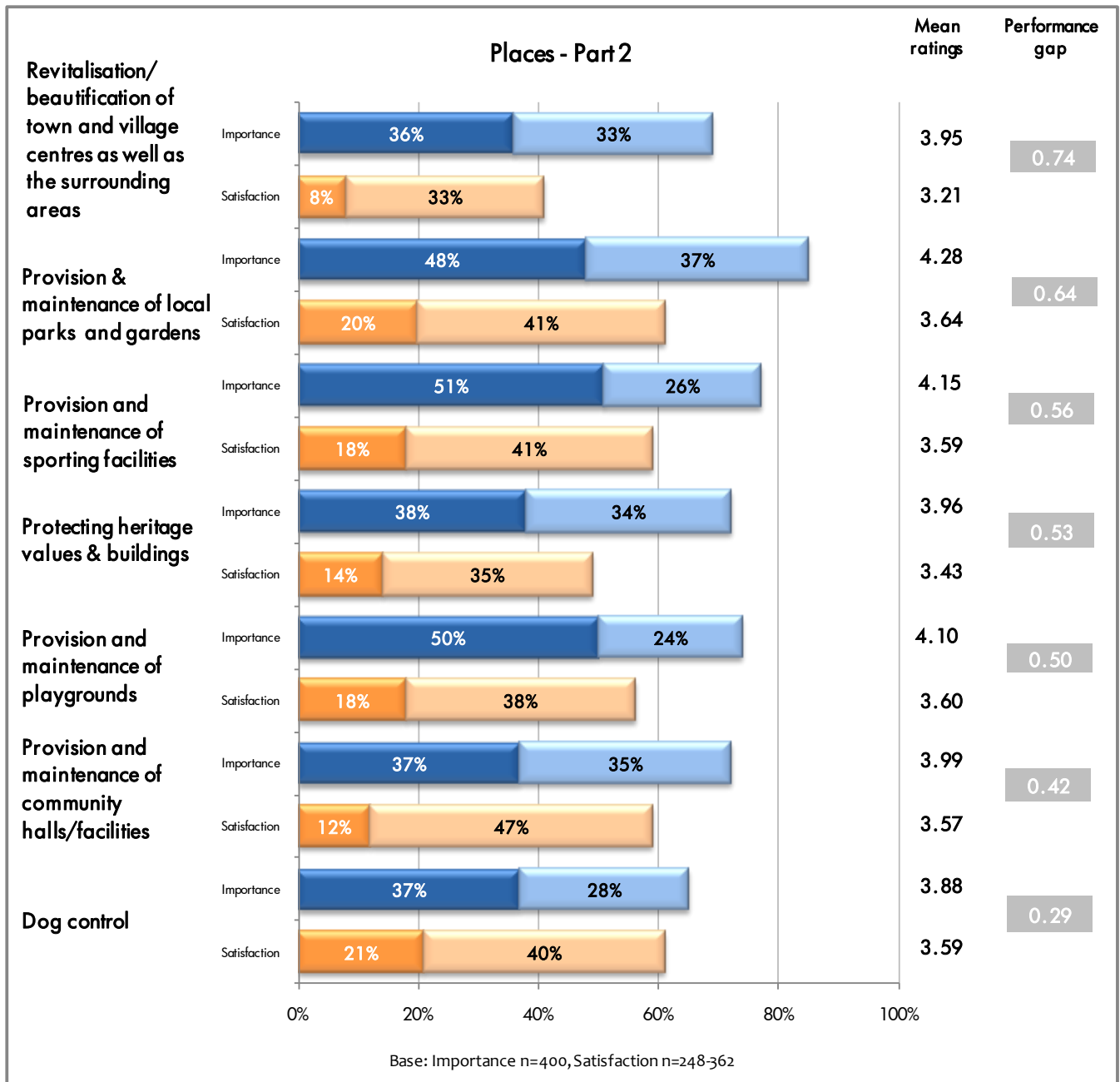
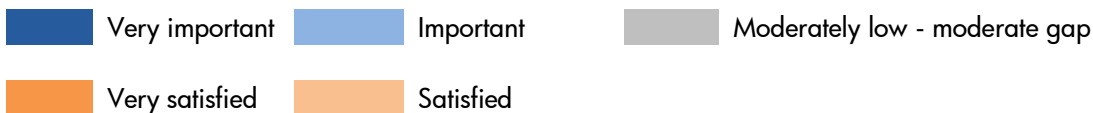


Figure 2.3.3

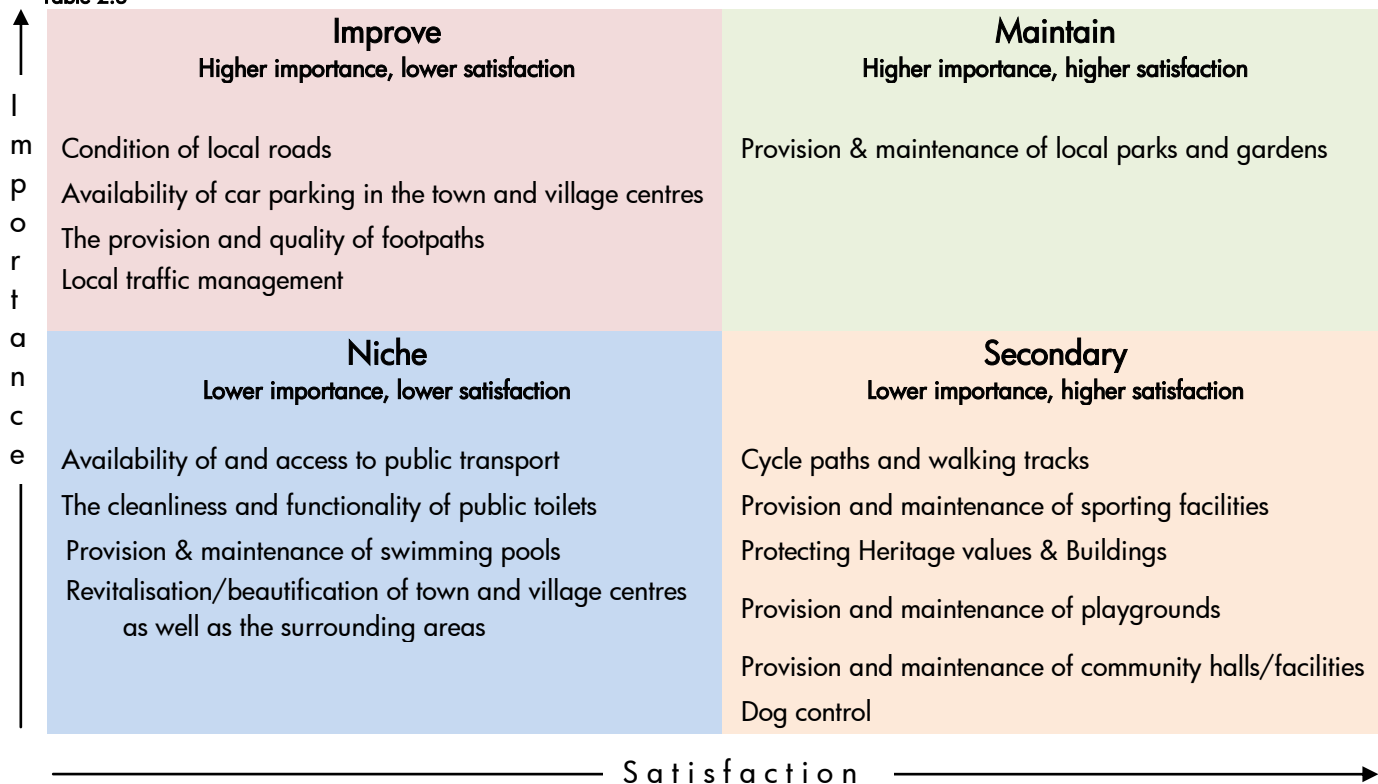


Mean ratings: 1 = not at all important and very dissatisfied
5 = very important and very satisfied



Quadrant Analysis

Table 2.3



Recommendations

Based on the stated outcomes analysis, Wingecarribee Shire Council needs to improve:

- Condition of local roads
- Availability of car parking in the town and village centres
- Local traffic management
- The provision and quality of footpaths

Additionally, Wingecarribee Shire Council needs to foster and maintain resident satisfaction with:

- Provision & maintenance of local parks and gardens

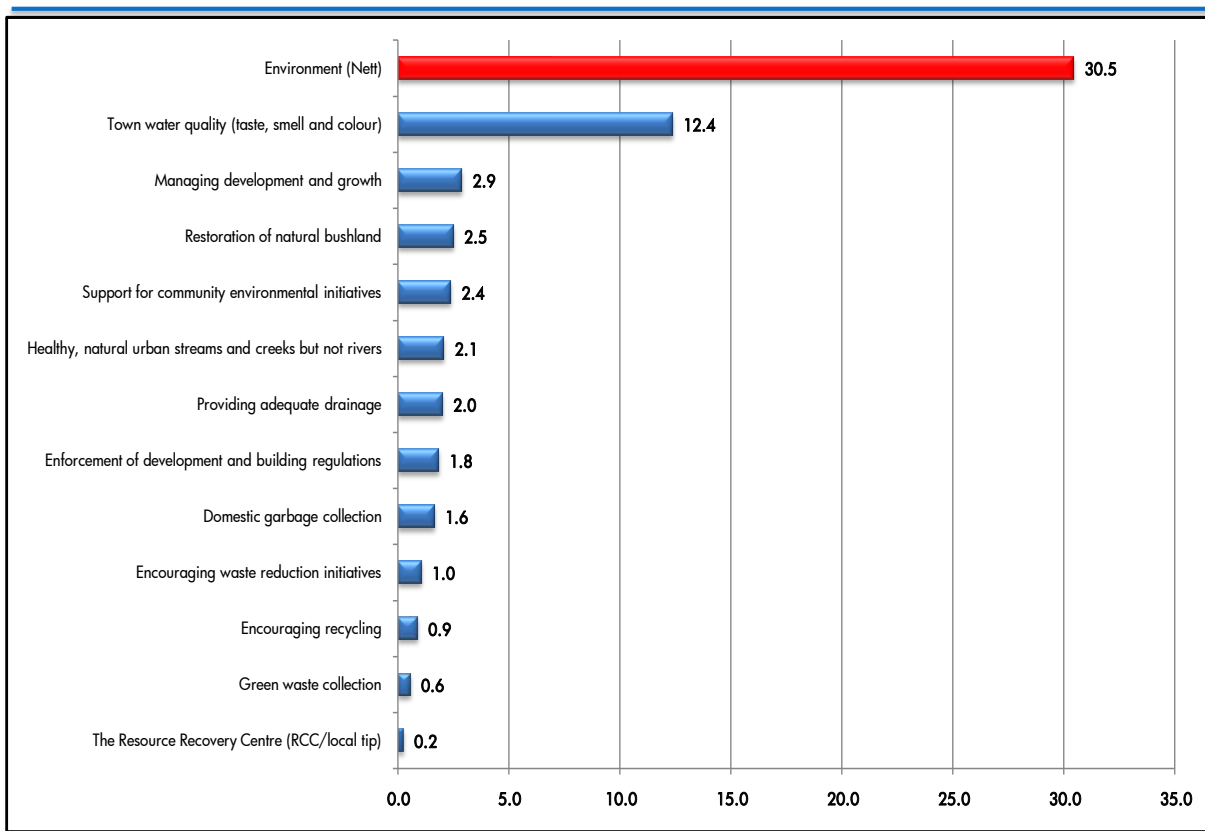
Environment – Services and facilities rated

- Domestic garbage collection
- Encouraging recycling
- Encouraging waste reduction initiatives
- Enforcement of development and building regulations
- Green waste collection
- Healthy, natural urban streams and creeks but not rivers
- Managing development and growth
- Providing adequate drainage
- Restoration of natural bushland
- Support for community environmental initiatives
- The Resource Recovery Centre (RCC/local tip)
- Town water quality (taste, smell and colour)

Contribution to Overall Satisfaction with Council (Regression Data)

Based on the regression analysis, Council performance, in the areas charted below, accounts for 30.5% of overall satisfaction.

Figure 2.4.1



Overview of Rating Scores

Importance - overall

In terms of importance, 9 of the 12 services/facilities were rated to be of 'very high' to 'extremely high' importance. These were:

- Domestic garbage collection
- Encouraging recycling
- Encouraging waste reduction initiatives
- Enforcement of development and building regulations
- Healthy, natural urban streams and creeks but not rivers
- Managing development and growth
- Providing adequate drainage
- The Resource Recovery Centre (RCC/local tip)
- Town water quality (taste, smell and colour)

The remaining 3 services/facilities were considered to be of 'high' importance.

Importance – by age

Residents aged 65+ considered 'the Resource Recovery Centre' and 'managing development and growth' significantly less important than residents aged 18-34 y/o.

Respondents aged 18-34 years rated 3 services/facilities significantly more important than 35-49 y/o. These were:

- Domestic garbage collection
- Encouraging recycling
- Enforcement of development and building regulations

Importance – by gender

Females attributed significantly higher levels of importance to 7 of the 12 services/facilities than did males. These were:

- Domestic garbage collection
- Encouraging recycling
- Encouraging waste reduction initiatives
- Enforcement of development and building regulations
- Green waste collection
- Restoration of natural bushland
- Support for community environmental initiatives

Importance – by town/village

Villagers attributed significantly lower levels of importance to 4 out of the 12 services/facilities than did townspeople. These were:

- Domestic garbage collection
- Green waste collection
- Providing adequate drainage
- Town water quality (taste, smell and colour)

Satisfaction – overall

Resident satisfaction with 4 of the 12 services/facilities was 'moderately high' to 'very high'. These were:

- Domestic garbage collection
- Encouraging recycling
- The Resource Recovery Centre (RCC/local tip)
- Town water quality (taste, smell and colour)

Resident satisfaction with 3 of the 12 services/facilities was 'moderately low' to 'low'. These were:

- Managing development and growth
- Enforcement of development and building regulations
- Green waste collection

Satisfaction with the remaining 5 services/facilities was 'moderate'.

Satisfaction – by age

Those in the age group 65 years & over expressed higher levels of satisfaction than residents aged 18-34 y/o for 'domestic garbage collections.'

18-34 y/o were significantly more satisfied with 'support for community environmental initiatives' than were 35-49 y/o.

35-64 years considered 'restoration of natural bushland' significantly less satisfying than 18-24 y/o.

Satisfaction – by gender

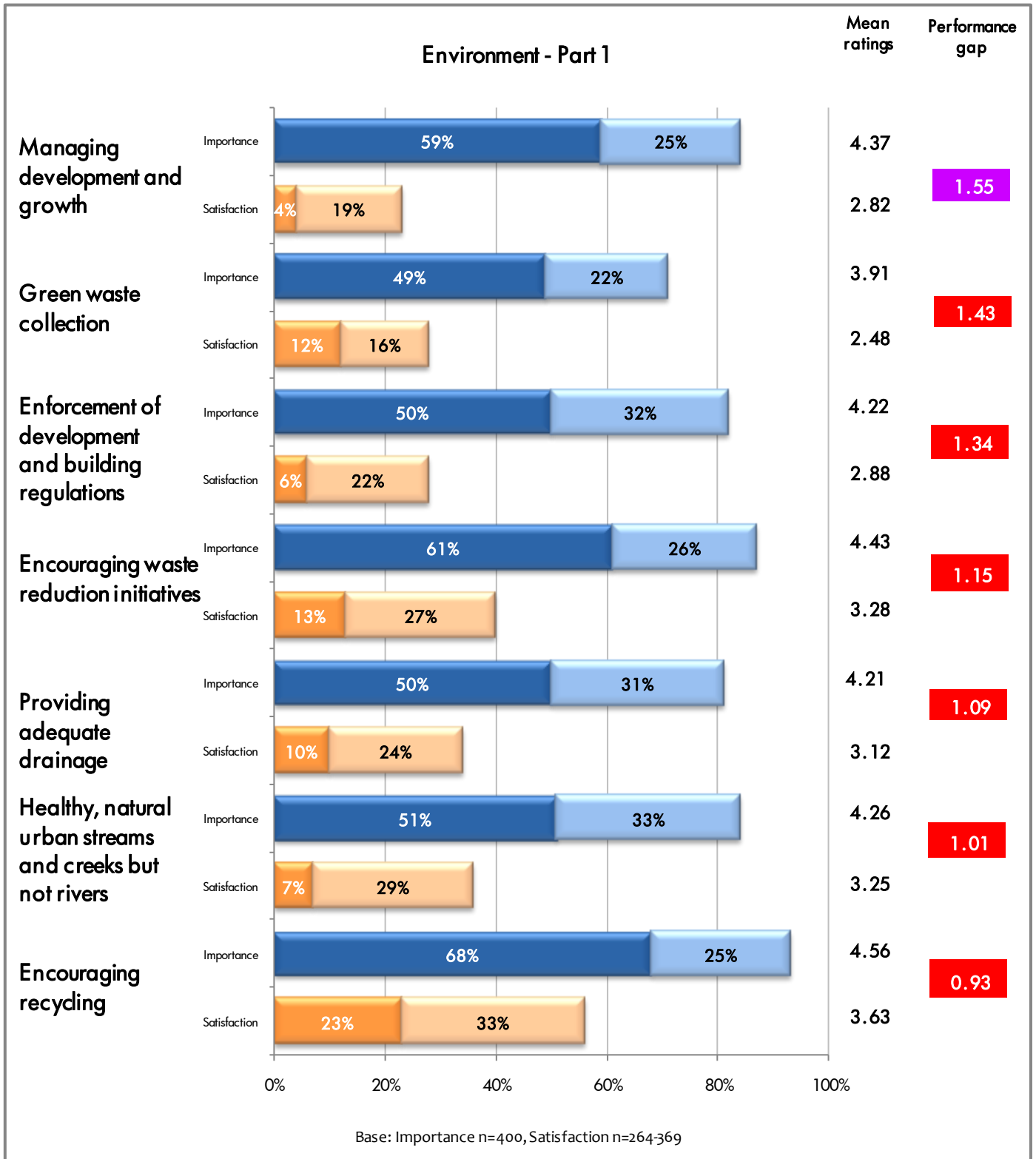
There were no significant differences observed by gender.

Satisfaction – by town/village

Compared to townspeople, villagers expressed significantly higher levels of satisfaction with 'managing development and growth' and 'enforcement of development and building regulations'.

Townspeople had significantly higher levels of satisfaction with 'the Resource Recovery Centre' and 'providing adequate drainage'.

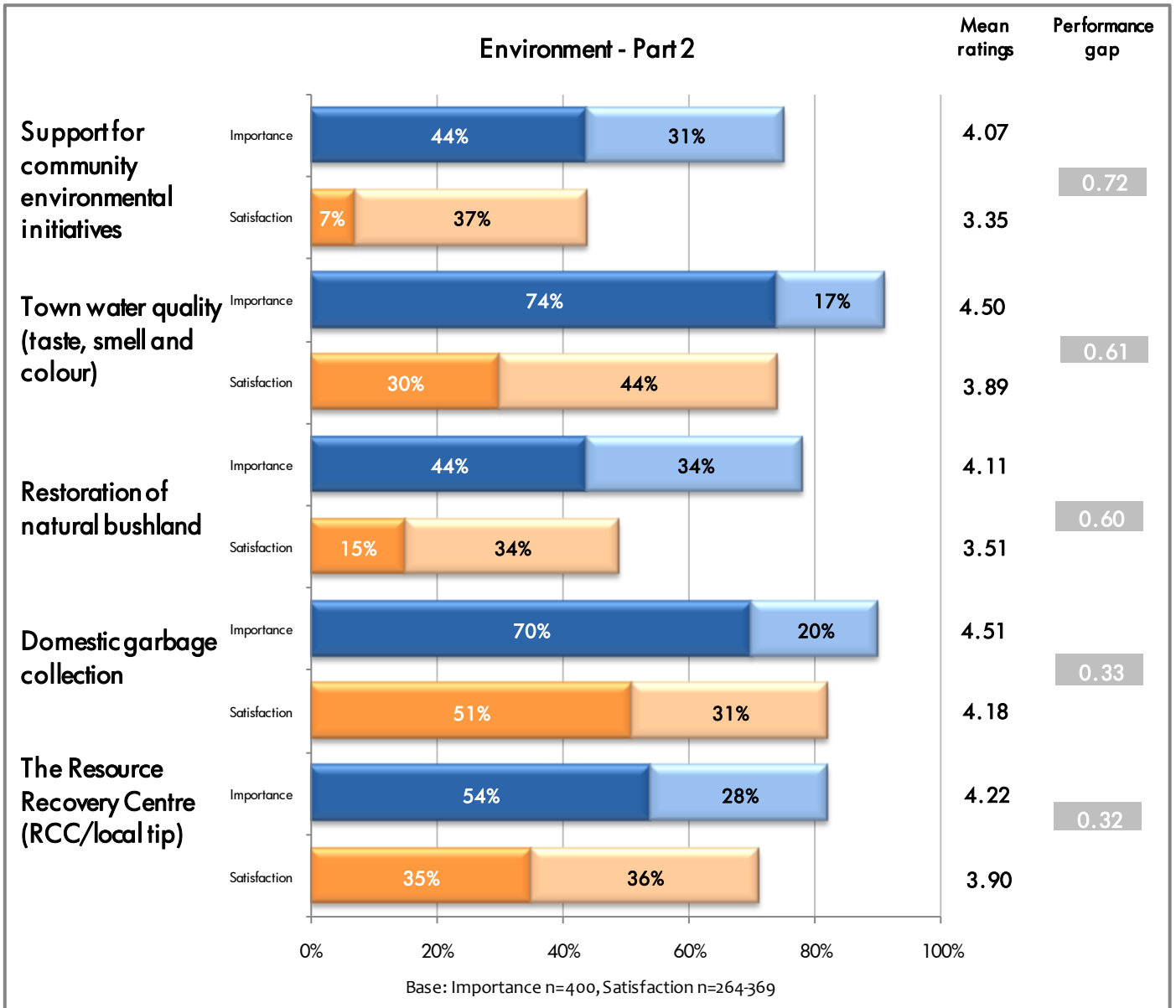
Figure 2.4.2



Mean ratings: 1 = not at all important and very dissatisfied
5 = very important and very satisfied

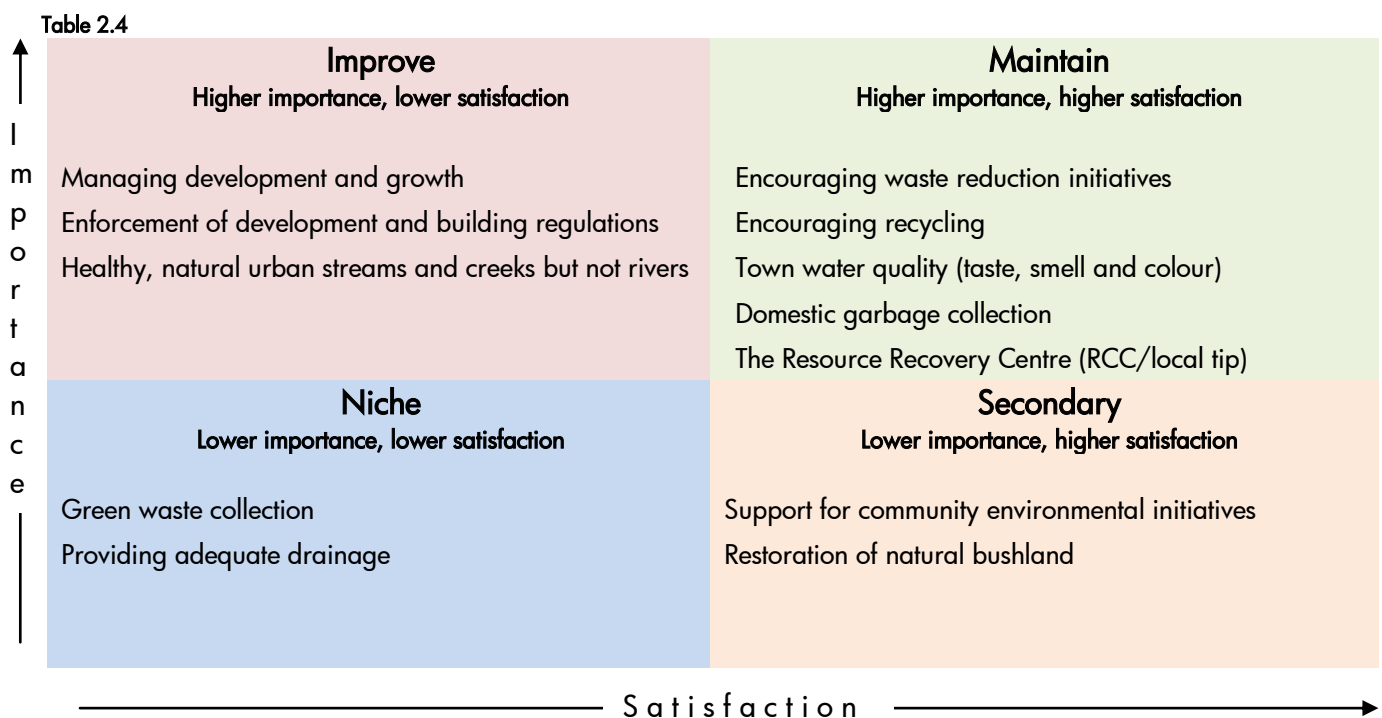
Very important
 Important
 Extremely high gap
 Very satisfied
 Satisfied
 Moderately high – very high gap

Figure 2.4.3



Very important
 Important
 Very satisfied
 Satisfied
 Moderately low – moderate gap

Quadrant Analysis



Recommendations

Based on the stated outcomes analysis, Wingecarribee Shire Council needs to improve:

- Managing development and growth
- Enforcement of development and building regulations
- Healthy, natural urban streams and creeks but not rivers

Additionally, Wingecarribee Shire Council needs to foster and maintain resident satisfaction with:

- Domestic garbage collection
- Encouraging recycling
- Encouraging waste reduction initiatives
- The Resource Recovery Centre (RCC/local tip)
- Town water quality (taste, smell and colour)

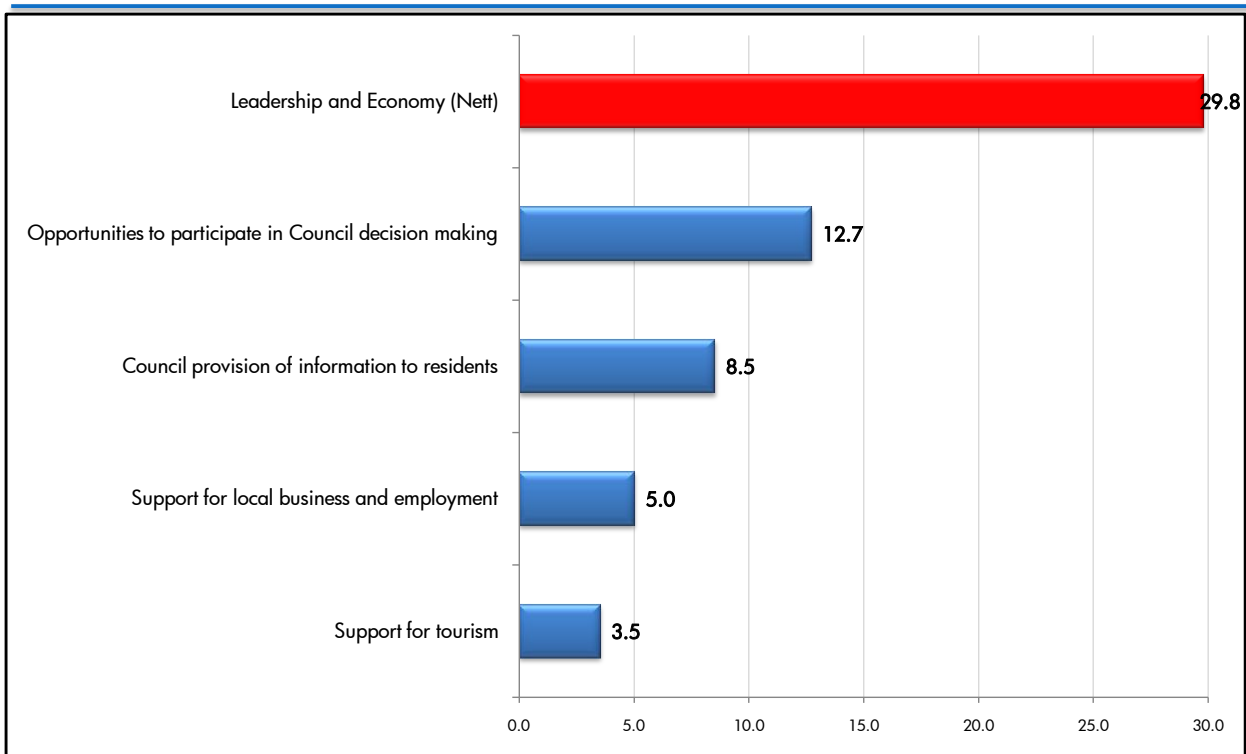
Leadership and Economy – Services and facilities rated

- Council provision of information to residents
- Opportunities to participate in Council decision making
- Support for local business and employment
- Support for tourism

Contribution to Overall Satisfaction with Council (Regression Data)

Based on the regression analysis, Council performance, in the areas charted below, accounts for 29.8% of overall satisfaction.

Figure 2.5.1



Overview of Rating Scores

Importance - overall

In terms of importance, 2 of the 4 services/facilities were rated to be of 'very high' importance. These were:

- Council provision of information to residents
- Support for local business and employment

The remaining 2 services/facilities were considered to be of 'high' importance.

Importance – by age

Respondents aged 18-34 rated 'support for local business and employment' as being of 'extremely high' importance, which was significantly higher than the score expressed by residents aged 50 years and over

Importance – by gender

Females attributed significantly higher levels of importance to 'support for local business and employment' than did males.

Importance – by town/village

No significant differences were observed.

Satisfaction – overall

Resident satisfaction with 'support for tourism' was 'moderately high'.

Resident satisfaction with 'opportunities to participate in Council decision making' was 'moderately low'.

Satisfaction with the remaining 2 services/facilities was 'moderate'.

Satisfaction – by age

No significant differences were observed.

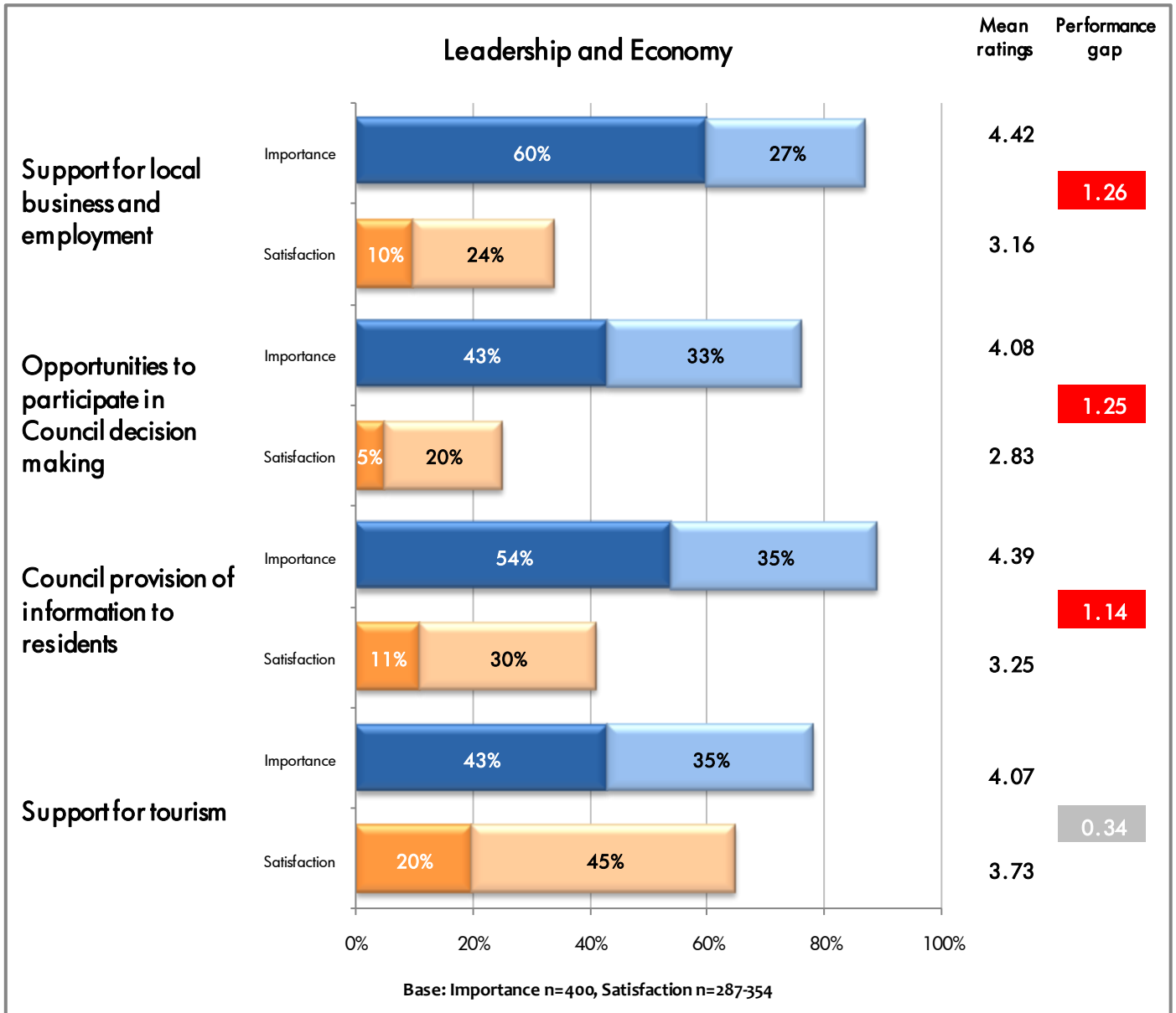
Satisfaction – by gender

No significant differences were observed.

Satisfaction – by town/village

No significant differences were observed.

Figure 2.5.2

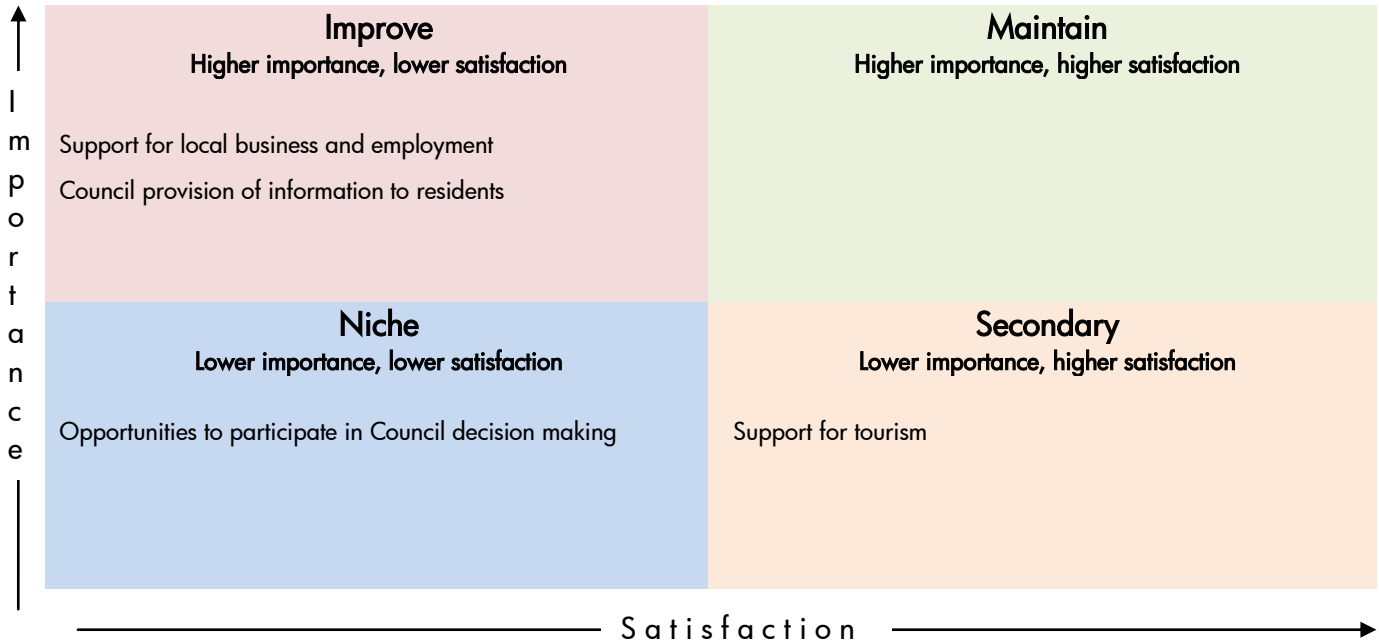


Mean ratings: 1 = not at all important and very dissatisfied
5 = very important and very satisfied

Very important
 Important
 Moderately high – very high gap
 Very satisfied
 Satisfied
 Moderately low – moderate gap

Quadrant Analysis

Table 2.5



Recommendations

Based on the stated outcomes analysis, Wingecarribee Shire Council needs to improve:

- Council provision of information to residents
- Support for local business and employment

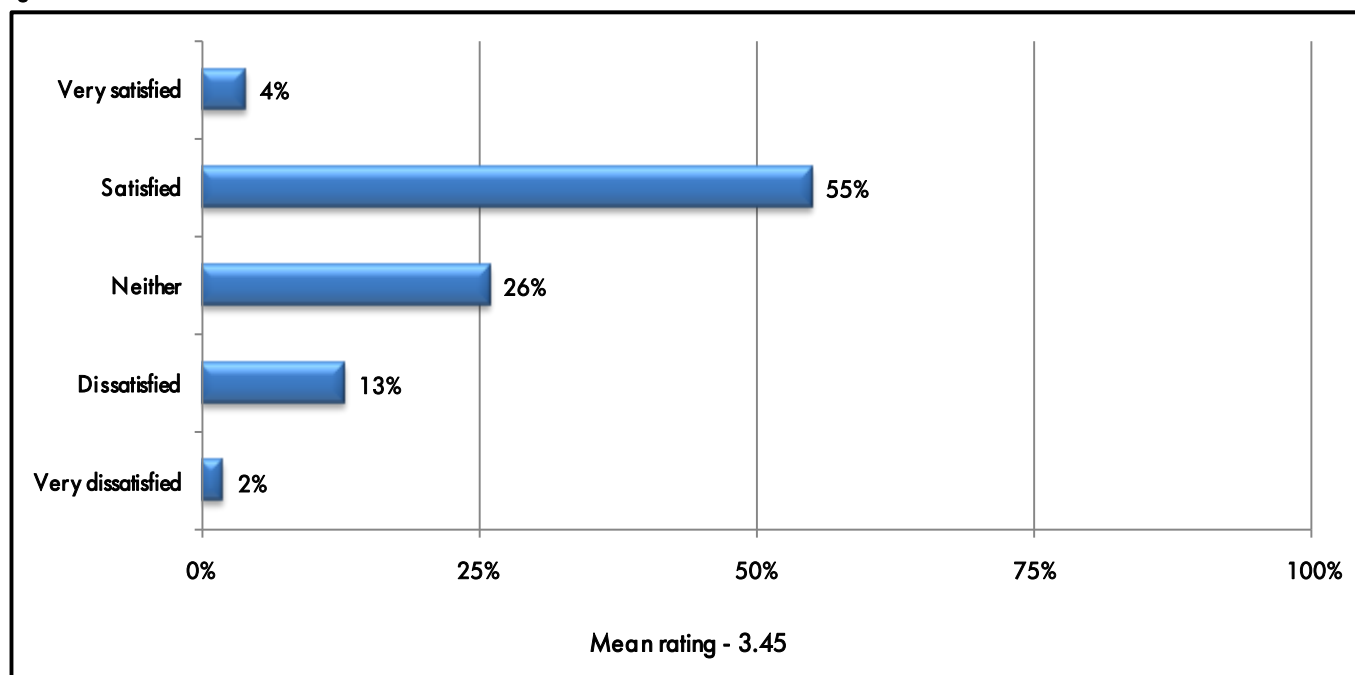
Overall Satisfaction with the Performance of Council

59% of residents indicated that they were either 'satisfied' (55%) or 'very satisfied' (4%) with the overall performance of Council.

15% of residents indicated that they were 'dissatisfied' or 'very dissatisfied' with the overall performance of Council.

Q6a. Overall, for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues, but across all responsibility areas?

Figure 2.6.1



Base: n=400

Mean ratings: 1 = very dissatisfied, 5 = very satisfied

Q6b. Why do you say that?

Satisfied	
• Council is doing a good job	150
• Council has good communication with residents	30
• Services and facilities in the area are good	20
• Some services and facilities need improvement	18
• Other	42
Dissatisfied	
• Lack of road/street maintenance	15
• Financial issues	9
• Lack of services for the youth	9
• Poor services and facilities	9
• Development	7
• Poor communication	7
• Poor management of the environment	5
• Other	22

Comparison with LGA Stated Satisfaction Benchmarks

Comparisons with a Micromex Research developed Local Government Benchmark are able to be made with 15 specific key criteria that are common to all LGAs.

Sample

The sample includes up to 30 LGAs representing over 30,000 resident interviews.

Comment

Comparisons indicate that Wingecarribee Council performed above average for 5 of the criteria, below for 6 of the criteria and was equal to the remaining 4 criteria.

Table 2.6

	Service/Facility	Wingecarribee Shire Council Satisfaction Scores	LGA Average Satisfaction
Above the Benchmark			
	Garbage services	4.2	4.1
	Satisfaction with the way contact with Council was handled	4.1	3.9
	Playgrounds	3.6	3.4
	Cycleways & walking paths	3.4	3.1
	Public toilets	3.2	2.9
Equal to the Benchmark			
	Libraries	4.1	4.1
	Recycling	3.7	3.7
	Ovals and sporting facilities	3.6	3.6
	Overall satisfaction	3.5	3.5
Below the Benchmark			
	Protection of heritage buildings and items	3.4	3.6
	Satisfaction with community consultation/communication	3.5	3.8
	Support for people with a disability	3.2	3.3
	Youth services and facilities	2.7	3.0
	Condition of local roads	2.3	2.8
	Support for aged persons	3.4	3.5

Mean ratings: 1 = very dissatisfied, 5 = very satisfied

Key Takeout

Overall, compared to other LGAs Wingecarribee Shire Council has performed adequately.

The opportunity for Council is to strengthen satisfaction with the measure that it is currently most obviously underperforming, the 'condition of local roads'.

How Wingecarribee Council will Improve Satisfaction with Its Performance

Overview

Using regression analysis, we have identified the variables that have the greatest influence on driving positive overall satisfaction with Council.

Figure 2.7.1



Summary

While all 38 of the service/facilities are important to residents, only the first 7 have a greater than 3% influence on how residents rate the performance of Council overall. 'Opportunity to participate in Council decision making' and 'town water quality' are the core drivers, which when combined account for just over 25% of overall satisfaction with Council. By comparison, the influence of 'the Resource Recovery Centre' on overall satisfaction with Council is only 0.2%.

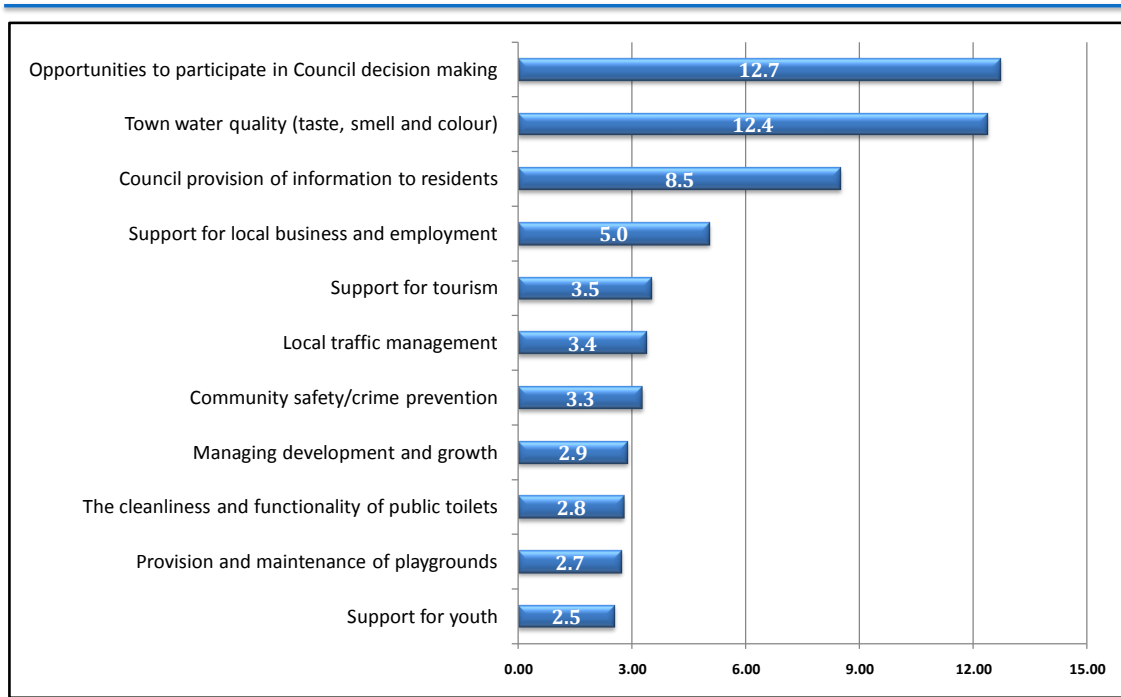
How Wingecarribee Council will Improve Satisfaction with Its Performance

Recommendations

If Wingecarribee Council can address the core drivers, they will be able to improve resident satisfaction with their performance. Based on the regression analysis, Council performance in the areas listed below account for 60% of overall satisfaction.

Figure 2.7.2

These Top 11 Indicators Account For 60% Of Overall Satisfaction With Council



Wingecarribee Council needs to concentrate on engaging and consulting with residents, as well as ensuring town water quality



Based on the key findings from this research study it is clear from a resident perspective, that there are potentially a number of areas that require action or at least more salient communication or community consultation. Whilst some of these may not be currently feasible, based on the outcomes of this research we recommend Wingecarribee Council consider the following:

1. Revisit and reassess Council's current communication strategy
2. Identify methods and mediums that could better engage the community in Council decision making
3. Ensure that town water quality is always treated as a community priority
4. Communicate the Council's role in supporting local business and tourism

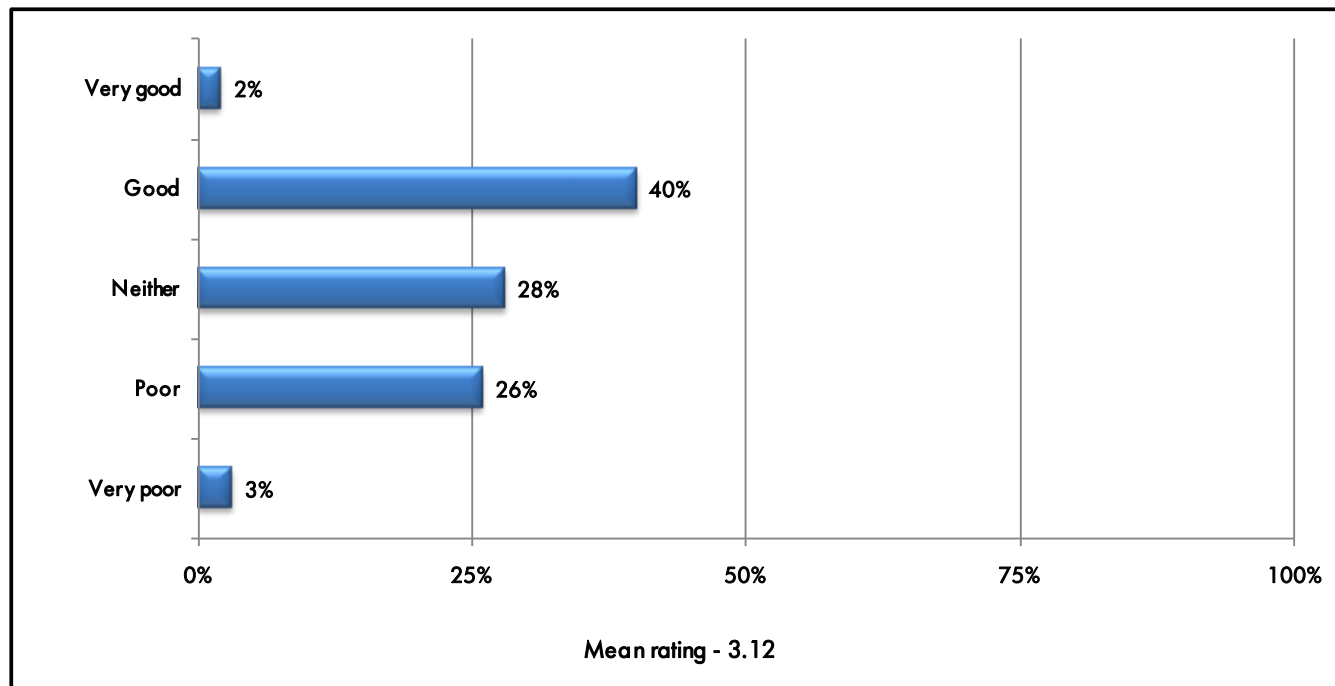
Council's Image Within the Community

- 42% of residents rated the Council's image within the community as either 'good' or 'very good'
- 29% of residents indicated that they believe Council has a 'poor' to 'very poor' community image

⇒ *Council needs to identify how it can strengthen its image*

Q6c. Overall, how would you rate Council's image within the community?

Figure 2.7.3



Mean ratings: 1 = very poor, 5 = very good



Section B

Contact with Council

Contact with Council in the last 12 months

41% of residents had made contact with Council in the 12 months leading up to the survey.

An issue related to 'development' was the primary reason for contacting Council (30%).

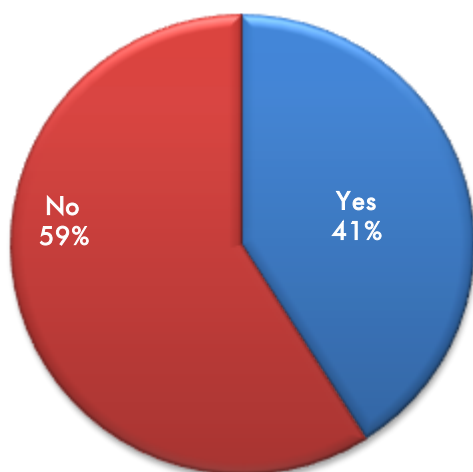
The predominant method of contact was via telephone (63%).

81% of residents who contacted were satisfied with the outcome

- Only 6% of residents were dissatisfied with the way the contact was handled

Figure 3.1.1

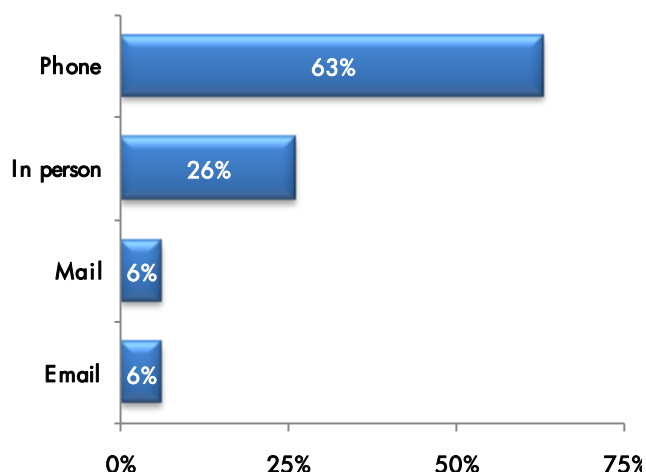
Q2. Have you contacted Council in the last 12 months?



Base: n=400

Figure 3.1.2

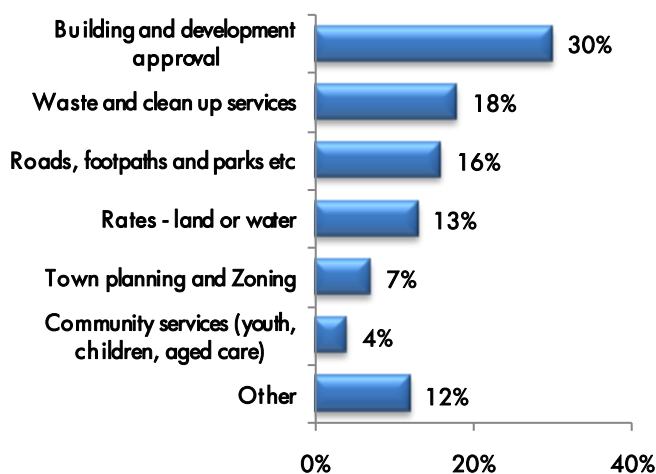
Q3a. Thinking of the last time when you made contact with the Council staff, was it by:



Base: n=165

Figure 3.1.3

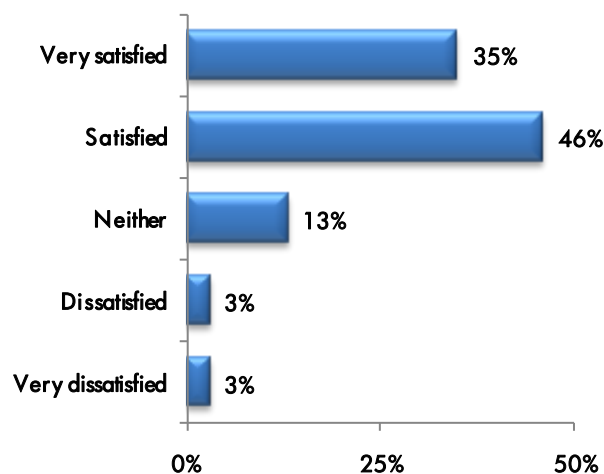
Q3b. What was the nature of your enquiry?



Base: n=165

Figure 3.1.4

Q3c. How satisfied were you with the way your contact was handled?



Base: n=165

Mean ratings: 1 = very dissatisfied, 5 = very satisfied

Contact with Council in the last 12 months

Q3d. (If dissatisfied or very dissatisfied), how could the way this contact was handled have been improved?

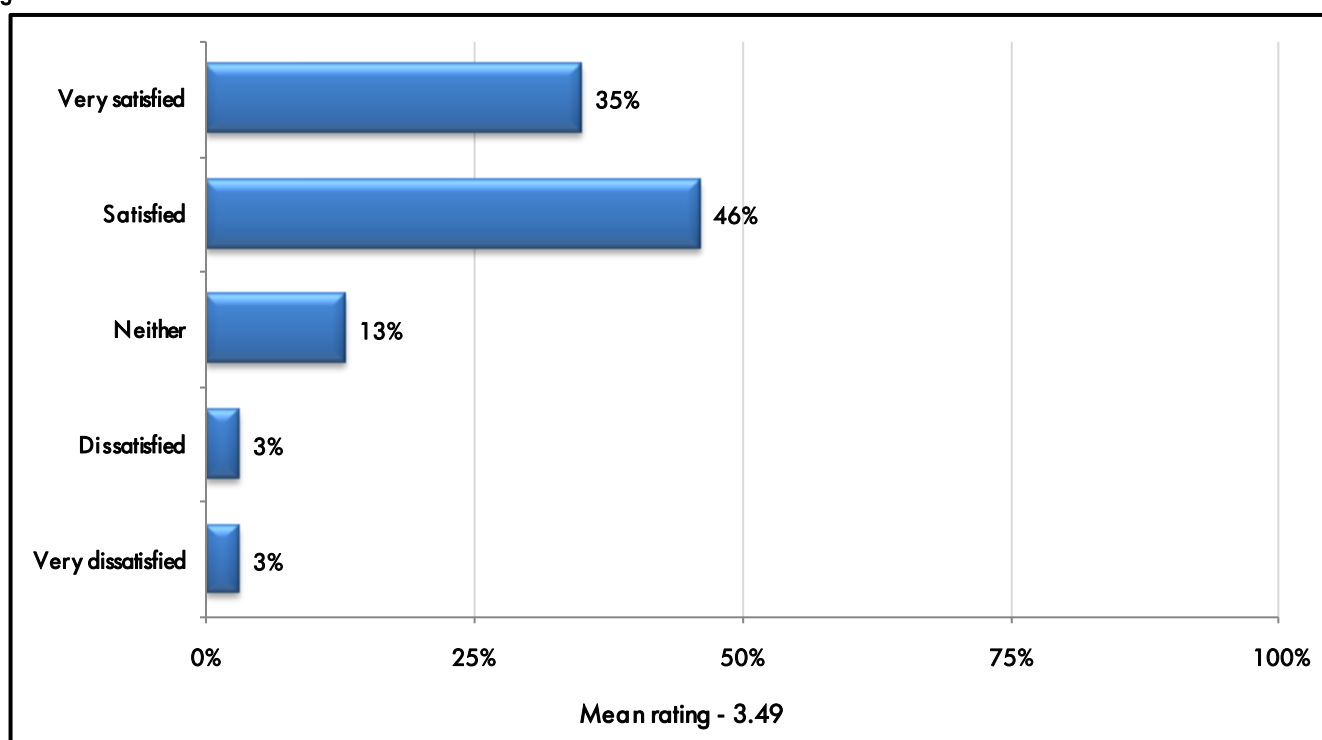
• Staff should be more polite and understanding	4
• Council should reply to emails/phone calls	3
• Staff should be more knowledgeable and be able to provide the correct information	2
• Should be more open to hear residents' concerns	1

Satisfaction with Council's communication

81% of residents expressed satisfaction with the information they get from Council about its services and activities. Only 6% of residents expressed dissatisfaction with the current levels of information/consultation.

Q4a. How satisfied are you with the level of communication Council currently has with the community?

Figure 3.2.1



Base: n=400

Q4b. (If dissatisfied or very dissatisfied), how do you think Council could improve its communication?

• Make information more available to residents by sending frequent newsletters or emails, notices in public places and/or advertising in the local newspaper or radio	28
• More community meetings and forums	13
• Better training of Council staff in customer service	5
• Increased transparency	3
• Better communication within Council	2
• Improved online presence	2
• Improved responses to resident communications	2



Section C

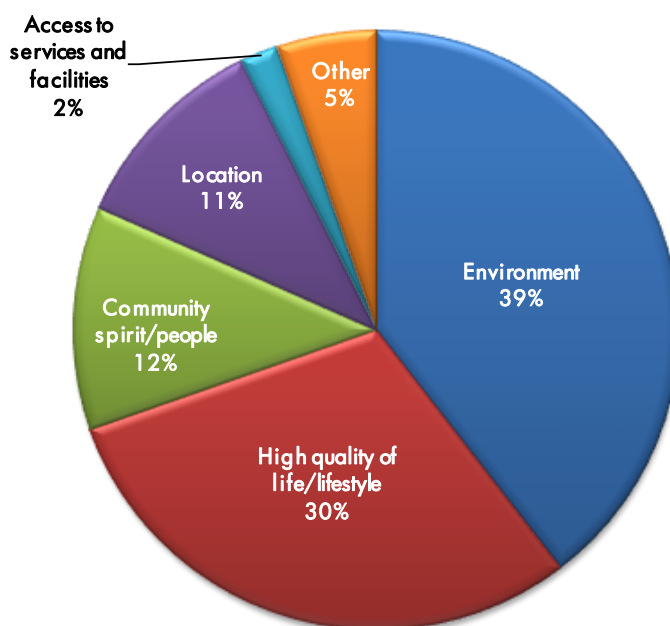
Priorities for the Local Area

Best Thing About Living in the Wingecarribee Area

The natural environment and quality of life are the best things about living in the Wingecarribee LGA.

Q6d. Thinking generally about living in the Wingecarribee area, what do you feel is the best thing about living here?

Figure 4.1



Base: n=396

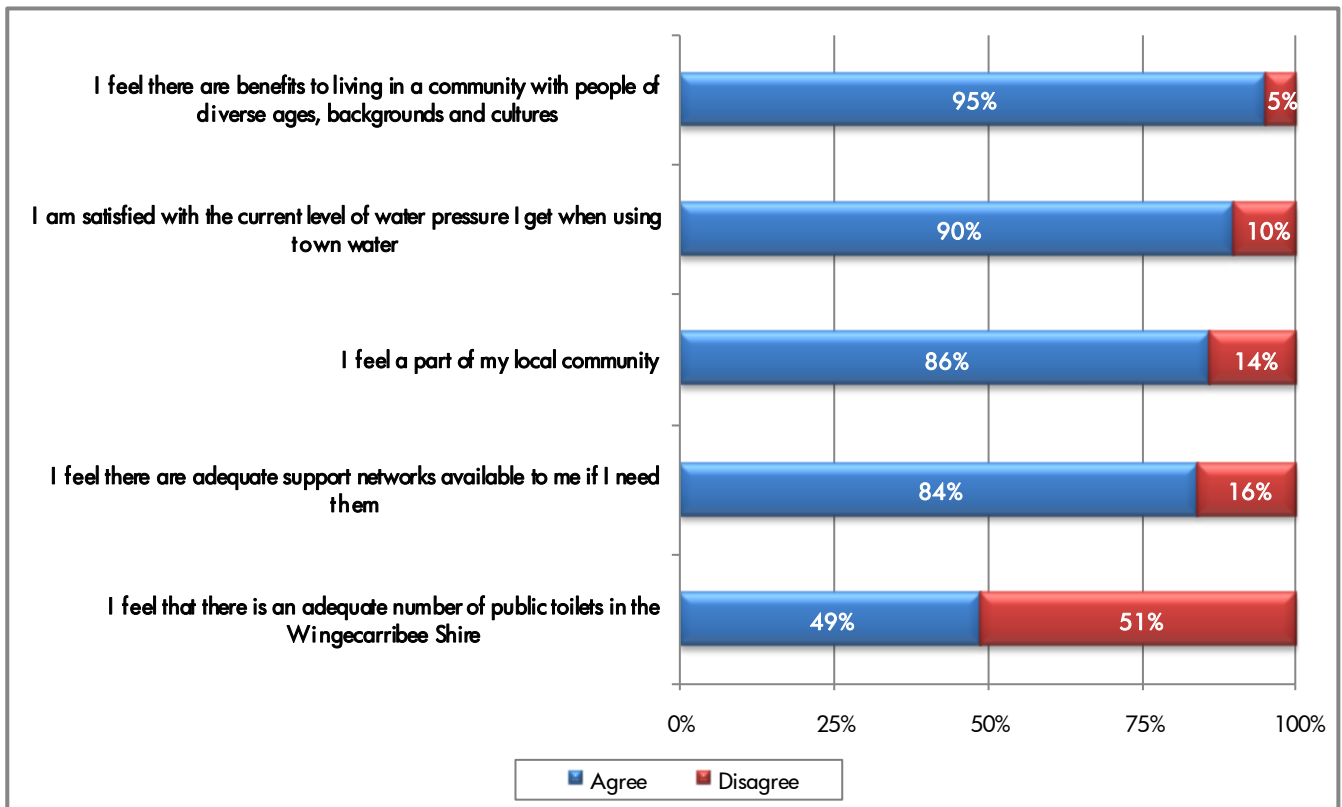
Environment	39%
Climate	10%
Fresh air	8%
Natural environment	7%
Open spaces	6%
Other	9%
High quality of life/lifestyle	30%
Rural environment/lifestyle	18%
Peace and quiet	7%
Other	5%
Community spirit/people	12%
Great community environment/spirit	6%
Other	5%
Location	11%
Proximity to other locations, e.g. Sydney, Canberra, the countryside and the coast	4%
Great location	3%
Other	2%
Access to services and facilities	2%
Facilities/amenities	1%
Other	1%
Other	5%

Agreement with Specific Statements

- 95% of residents indicate they 'feel there are benefits to living in a community with people of diverse ages, backgrounds and cultures'
- 90% of residents indicated that they are satisfied 'with the current level of water pressure when using town water'
- 86% of residents agreed that they feel a part of the local community
- 84% indicated that they feel there are adequate support networks available to them if required
- 49% of residents feel that there is an adequate number of public toilets in the shire

Q7. Do you agree or disagree with the following statements?

Figure 4.2



Base: n=342-399

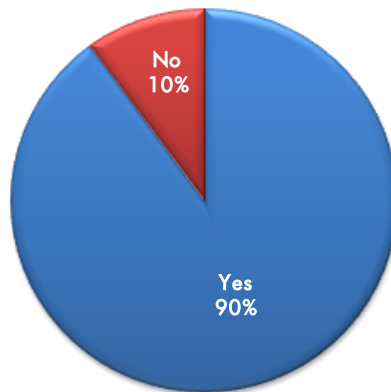
Activities Within the Shire

While living in the Wingecarribee Shire Council:

- 90% of residents agree that they have the opportunity to participate in arts and related activities
- 93% of residents indicated they believe they have the opportunity to participate in recreational and sporting activities
- In the last 12 months, 56% of residents have participated in a volunteer activities

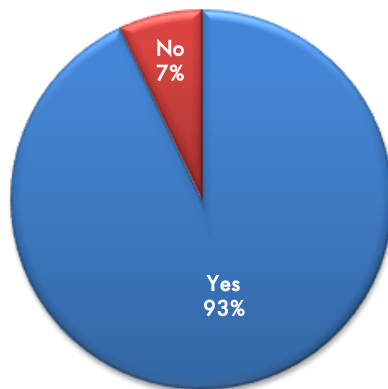
Q8a. Do you believe that living in the Shire you have the opportunity to participate in arts and related activities?

Figure 4.3.1



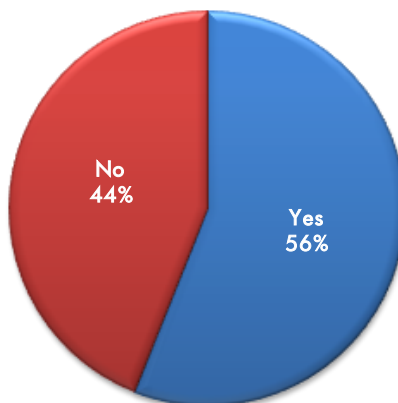
Q8b. Do you believe that living in the Shire you have the opportunity to participate in recreational and sporting activities?

Figure 4.3.2



Q8c. In the last 12 months have you participated in any volunteer activities?

Figure 4.3.3



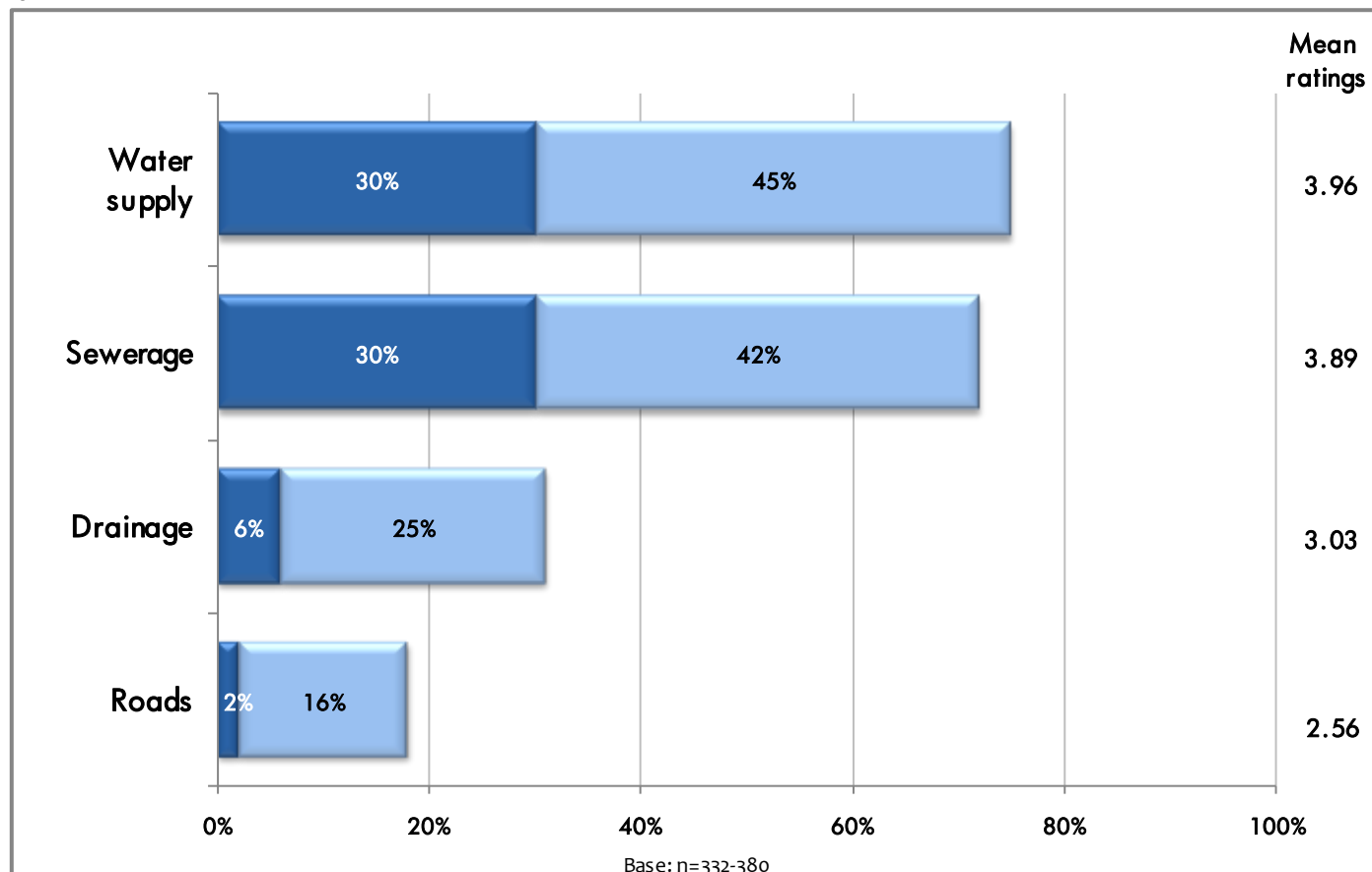
Response Timeliness

Resident satisfaction with Council's response timeliness to the 4 key issues ranged widely:

- 75% of residents were satisfied with response to 'water supply'
- 72% of residents were satisfied with response to 'sewerage'
- 31% of residents were satisfied with response to 'drainage'
- Only 18% of residents were satisfied with response to 'roads'

Q9. On a scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the timeliness of Council response to:

Figure 4.4



Very satisfied Satisfied

Mean ratings: 1 = very dissatisfied, 5 = very satisfied



Appendix A

Demographics

Demographics

Q10a. Please stop me when I read out your age group.

Table 5.1.1

	Count	Column %
18 - 34	79	20%
35 - 49	114	28%
50 - 64	110	28%
65+ years and over	97	24%
Total	400	100%

Q10b. Were you born in Australia or overseas?

Table 5.1.2

	Count	Column %
Australia	344	86%
Overseas	56	14%
Total	400	100%

Q11. Which of the following best describes your current employment status?

Table 5.1.3

	Count	Column %
Currently in full time paid employment	140	35%
Retired from paid employment	130	33%
Currently in part time paid employment (at least 10 hours a week)	76	19%
Household duties	30	8%
Studying at school, TAFE or university	12	3%
Currently looking for paid employment	8	2%
Carer	1	0%
Total	396	100%

Q12. Which of the following best describes the house where you are currently living?

Table 5.1.4

	Count	Column %
I/We own/are currently buying this property	359	90%
I/We currently rent this property	41	10%
Total	400	100%

Q13. Which of the following best describes your status?

Table 5.1.5

	Count	Column %
Married/de facto with no children	107	28%
Married/de facto with children under 12	78	20%
Married/de facto with children over 12	71	19%
Single with no children	70	18%
Married/defacto with children both under and over 12	32	8%
Single parent with children over 12	12	3%
Living at home with parents	11	3%
Single parent with children both under and over 12	2	1%
Single parent with children under 12	2	1%
Total	385	100%

Q14a. How long have you lived in the local area?

Table 5.1.6

	Count	Column %
Up to 2 years	7	2%
2 - 5 years	35	9%
6 - 10 years	90	23%
11 - 20 years	83	21%
More than 20 years	184	46%
Total	400	100%

Q14b. In which suburb do you live?

Table 5.1.7

	Count	Column %
Bowral	94	23%
Moss Vale	72	18%
Mittagong	67	17%
Bundanoon	31	8%
Hill Top	30	7%
Robertson	19	5%
Berrima	16	4%
Colo Vale	14	4%
Yerrinbool	12	3%
Exeter	11	3%
Penrose	7	2%
Canyonleigh	4	1%
Wingello	4	1%
Joadja	3	1%
Burrawang	3	1%
High Range	3	1%
Balmoral	2	1%
Avoca	2	0%
Sutton Forest	2	0%
Wildes Meadow	1	0%
New Berrima	1	0%
Kangaloon	1	0%
Total	400	100%

Q15. Gender.

Table 5.1.8

	Count	Column %
Male	176	44%
Female	224	56%
Total	400	100%



Appendix B

Data and Correlation Tables

Table 6.1.1

Service/Facility - Importance	18 - 34	35 - 49	50 - 64	65+	Male	Female	Town	Village	Overall
Festivals and events	3.97	3.69	3.53	3.80	3.65	3.80	3.75	3.70	3.73
Community safety/crime prevention	4.82	4.53	4.40	4.58	4.47	4.63	4.59	4.53	4.56
Support for aged persons	4.67	4.30	4.47	4.59	4.36	4.59	4.57	4.39	4.49
Support for people with a disability	4.64	4.34	4.35	4.52	4.31	4.55	4.47	4.41	4.45
Support for youth	4.61	4.50	4.28	4.36	4.30	4.53	4.46	4.39	4.43
Support for the aboriginal community	3.82	3.58	3.84	3.88	3.49	4.00	3.82	3.71	3.77
Provision and operation of libraries	4.06	4.22	4.41	4.36	4.07	4.44	4.35	4.18	4.28

Table 6.1.2

Service/Facility - Satisfaction	18 - 34	35 - 49	50 - 64	65+	Male	Female	Town	Village	Overall
Festivals and events	3.65	3.59	3.75	3.80	3.67	3.71	3.56	3.87	3.69
Community safety/crime prevention	3.48	3.18	3.55	3.43	3.35	3.45	3.40	3.41	3.40
Support for aged persons	3.63	3.10	3.43	3.50	3.38	3.44	3.52	3.26	3.41
Support for people with a disability	3.58	2.99	3.07	3.16	3.28	3.11	3.19	3.16	3.18
Support for youth	2.75	2.62	2.62	2.66	2.58	2.71	2.56	2.78	2.66
Support for the aboriginal community	3.59	2.98	2.88	3.12	3.12	3.12	3.10	3.14	3.12
Provision and operation of libraries	4.36	4.06	4.05	4.18	4.12	4.16	4.25	3.98	4.14

 = A significantly higher level of importance/satisfaction (by group)

 = A significantly lower level of importance/satisfaction (by group)

Mean ratings: 1 = not at all important and very dissatisfied

5 = very important and very satisfied

Table 6.1.3

	Not at all important		Not very important		Neither		Important		Very important		Total	
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
Festivals and events	18	5%	36	9%	98	25%	130	33%	117	29%	400	100%
Community safety/crime prevention	9	2%	7	2%	20	5%	77	19%	287	72%	400	100%
Support for aged persons	5	1%	14	3%	25	6%	91	23%	265	66%	400	100%
Support for people with a disability	9	2%	10	3%	33	8%	87	22%	260	65%	400	100%
Support for youth	7	2%	16	4%	36	9%	78	19%	262	66%	400	100%
Support for the aboriginal community	29	7%	32	8%	83	21%	112	28%	144	36%	400	100%
Provision and operation of libraries	11	3%	16	4%	48	12%	100	25%	224	56%	400	100%

Table 6.1.4

	Very dissatisfied		Dissatisfied		Neither		Satisfied		Very satisfied		Total	
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
Festivals and events	11	5%	15	6%	53	22%	124	51%	41	17%	244	100%
Community safety/crime prevention	12	3%	42	12%	133	38%	120	34%	44	13%	351	100%
Support for aged persons	11	3%	38	12%	123	38%	110	34%	41	13%	324	100%
Support for people with a disability	17	6%	49	17%	117	41%	77	27%	29	10%	289	100%
Support for youth	35	11%	98	31%	127	41%	41	13%	10	3%	310	100%
Support for the aboriginal community	16	8%	22	11%	87	45%	58	30%	10	5%	192	100%
Provision and operation of libraries	3	1%	9	3%	46	15%	138	44%	116	37%	312	100%

Table 6.2.1



Service/Facility - Importance	18 - 34	35 - 49	50 - 64	65+	Male	Female	Town	Village	Overall
Revitalisation/beautification of town and village centres as well as the surrounding areas	4.00	3.91	3.76	4.19	3.86	4.03	4.01	3.87	3.95
Protecting Heritage values & Buildings	3.88	3.87	3.98	4.12	3.83	4.07	4.00	3.92	3.96
Provision & maintenance of local parks and gardens	4.33	4.32	4.12	4.36	4.13	4.40	4.38	4.15	4.28
Dog control	3.94	3.82	3.85	3.95	3.75	3.99	3.94	3.80	3.88
The cleanliness and functionality of public toilets	4.06	4.32	4.10	3.95	4.00	4.22	4.11	4.13	4.12
Availability of car parking in the town and village centres	4.73	4.24	4.40	4.53	4.42	4.48	4.51	4.38	4.45
Cycle paths and walking tracks	4.30	4.17	4.08	4.04	3.98	4.27	4.20	4.06	4.14
Local traffic management	4.52	4.15	4.39	4.32	4.27	4.37	4.42	4.20	4.33
Availability of and access to public transport	4.36	4.06	4.13	4.16	4.01	4.28	4.11	4.24	4.16
Condition of local roads	4.82	4.42	4.47	4.50	4.50	4.55	4.53	4.53	4.53
The provision and quality of footpaths	4.61	4.17	4.26	4.25	4.15	4.41	4.39	4.18	4.30
Provision & maintenance of swimming pools	4.03	4.18	3.89	3.67	3.83	4.04	3.98	3.90	3.95
Provision and maintenance of playgrounds	4.39	4.18	4.03	3.83	3.92	4.24	4.16	4.02	4.10
Provision and maintenance of sporting facilities	4.36	4.28	4.08	3.89	4.02	4.25	4.17	4.12	4.15
Provision and maintenance of community halls/facilities	4.09	3.85	4.06	3.98	3.79	4.15	3.99	3.99	3.99

= A significantly higher level of importance/satisfaction (by group)
 = A significantly lower level of importance/satisfaction (by group)

Mean ratings: 1 = not at all important and very dissatisfied
5 = very important and very satisfied

Table 6.2.2

Service/Facility - Satisfaction	18 - 34	35 - 49	50 - 64	65+	Male	Female	Town	Village	Overall
Revitalisation/beautification of town and village centres as well as the surrounding areas	3.55	3.12	3.11	3.14	3.17	3.23	3.16	3.27	3.21
Protecting Heritage values & Buildings	3.83	3.35	3.31	3.35	3.57	3.33	3.33	3.59	3.43
Provision & maintenance of local parks and gardens	3.55	3.59	3.60	3.80	3.66	3.62	3.69	3.55	3.64
Dog control	3.55	3.62	3.65	3.51	3.57	3.60	3.57	3.62	3.59
The cleanliness and functionality of public toilets	3.06	2.95	3.37	3.30	3.32	3.03	3.13	3.20	3.16
Availability of car parking in the town and village centres	2.40	2.48	2.40	2.45	2.43	2.44	2.39	2.50	2.44
Cycle paths and walking tracks	3.63	3.20	3.25	3.53	3.12	3.56	3.42	3.32	3.38
Local traffic management	3.37	3.10	3.05	3.15	3.02	3.25	3.13	3.19	3.15
Availability of and access to public transport	2.68	2.32	2.59	2.72	2.59	2.55	2.73	2.36	2.57
Condition of local roads	2.28	2.21	2.42	2.26	2.27	2.31	2.27	2.33	2.29
The provision and quality of footpaths	3.27	2.53	2.83	2.50	2.77	2.76	2.70	2.87	2.77
Provision & maintenance of swimming pools	3.35	2.96	2.91	3.25	3.20	3.00	3.00	3.19	3.08
Provision and maintenance of playgrounds	3.75	3.49	3.54	3.69	3.67	3.55	3.61	3.59	3.60
Provision and maintenance of sporting facilities	3.81	3.32	3.60	3.76	3.63	3.56	3.63	3.53	3.59
Provision and maintenance of community halls/facilities	3.91	3.47	3.46	3.54	3.59	3.56	3.54	3.61	3.57

 = A significantly higher level of importance/satisfaction (by group)
 = A significantly lower level of importance/satisfaction (by group)

Mean ratings: 1 = not at all important and very dissatisfied
 5 = very important and very satisfied

Table 6.2.3

	Not at all important		Not very important		Neither		Important		Very important		Total	
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
Revitalisation/beautification of town and village centres as well as the surrounding areas	7	2%	23	6%	95	24%	131	33%	143	36%	400	100%
Protecting Heritage values & Buildings	15	4%	27	7%	69	17%	137	34%	152	38%	400	100%
Provision & maintenance of local parks and gardens	4	1%	12	3%	44	11%	148	37%	191	48%	400	100%
Dog control	22	5%	15	4%	101	25%	113	28%	149	37%	400	100%
The cleanliness and functionality of public toilets	18	5%	21	5%	60	15%	95	24%	205	51%	400	100%
Availability of car parking in the town and village centres	10	2%	7	2%	36	9%	90	22%	258	65%	400	100%
Cycle paths and walking tracks	20	5%	10	2%	59	15%	116	29%	195	49%	400	100%
Local traffic management	11	3%	3	1%	48	12%	121	30%	217	54%	400	100%
Availability of and access to public transport	28	7%	16	4%	44	11%	87	22%	225	56%	400	100%
Condition of local roads	8	2%	7	2%	22	5%	91	23%	272	68%	400	100%
The provision and quality of footpaths	11	3%	6	2%	50	12%	118	29%	215	54%	400	100%
Provision & maintenance of swimming pools	32	8%	18	5%	74	18%	91	23%	185	46%	400	100%
Provision and maintenance of playgrounds	20	5%	15	4%	70	18%	96	24%	199	50%	400	100%
Provision and maintenance of sporting facilities	18	4%	16	4%	60	15%	103	26%	203	51%	400	100%
Provision and maintenance of community halls/facilities	15	4%	11	3%	86	21%	138	35%	149	37%	400	100%

Table 6.2.4

	Very dissatisfied		Dissatisfied		Neither		Satisfied		Very satisfied		Total	
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
Revitalisation/beautification of town and village centres as well as the surrounding areas	15	6%	44	16%	104	38%	89	33%	21	8%	273	100%
Protecting Heritage values & Buildings	14	5%	25	9%	97	36%	95	35%	38	14%	268	100%
Provision & maintenance of local parks and gardens	14	4%	28	8%	91	27%	140	41%	66	20%	340	100%
Dog control	18	7%	21	8%	57	23%	99	40%	52	21%	248	100%
The cleanliness and functionality of public toilets	20	8%	36	14%	106	41%	72	28%	23	9%	257	100%
Availability of car parking in the town and village centres	84	24%	116	33%	77	22%	51	15%	18	5%	346	100%
Cycle paths and walking tracks	22	7%	48	16%	89	29%	88	29%	60	20%	307	100%
Local traffic management	33	10%	55	16%	103	31%	121	36%	25	7%	337	100%
Availability of and access to public transport	71	24%	73	25%	85	29%	43	15%	22	8%	293	100%
Condition of local roads	89	25%	130	36%	94	26%	46	13%	3	1%	362	100%
The provision and quality of footpaths	60	18%	62	19%	122	37%	69	21%	18	5%	331	100%
Provision & maintenance of swimming pools	34	13%	38	14%	91	34%	76	29%	26	10%	265	100%
Provision and maintenance of playgrounds	8	3%	20	7%	96	34%	106	38%	49	18%	279	100%
Provision and maintenance of sporting facilities	16	5%	22	8%	80	28%	121	41%	53	18%	292	100%
Provision and maintenance of community halls/facilities	6	2%	23	8%	86	31%	128	47%	32	12%	274	100%

Table 6.3.1

Service/Facility - Importance	18 - 34	35 - 49	50 - 64	65+	Male	Female	Town	Village	Overall
Green waste collection	4.09	3.89	3.83	3.86	3.56	4.19	4.11	3.64	3.91
The Resource Recovery Centre (RCC/local tip)	4.48	4.19	4.22	4.05	4.13	4.29	4.27	4.16	4.22
Domestic garbage collection	4.76	4.35	4.47	4.55	4.38	4.61	4.68	4.29	4.51
Providing adequate drainage	4.45	4.09	4.21	4.14	4.12	4.28	4.31	4.06	4.21
Support for community environmental initiatives	4.18	4.03	4.06	4.04	3.93	4.18	4.15	3.97	4.07
Restoration of natural bushland	4.27	3.93	4.10	4.19	3.89	4.28	4.17	4.02	4.11
Healthy, natural urban streams and creeks but not rivers	4.24	4.17	4.31	4.32	4.16	4.34	4.31	4.19	4.26
Encouraging recycling	4.73	4.43	4.58	4.56	4.43	4.67	4.62	4.49	4.56
Encouraging waste reduction initiatives	4.55	4.29	4.53	4.39	4.32	4.52	4.46	4.40	4.43
Managing development and growth	4.55	4.28	4.51	4.17	4.28	4.44	4.36	4.38	4.37
Enforcement of development and building regulations	4.48	3.98	4.25	4.26	4.06	4.35	4.26	4.17	4.22
Town water quality (taste, smell and colour)	4.70	4.37	4.47	4.53	4.44	4.55	4.76	4.15	4.50

Table 6.3.2

Service/Facility - Satisfaction	18 - 34	35 - 49	50 - 64	65+	Male	Female	Town	Village	Overall
Green waste collection	2.82	2.16	2.62	2.41	2.60	2.40	2.56	2.34	2.48
The Resource Recovery Centre (RCC/local tip)	4.00	3.79	3.94	3.89	3.88	3.91	4.03	3.71	3.90
Domestic garbage collection	3.94	4.02	4.30	4.44	4.13	4.23	4.27	4.05	4.18
Providing adequate drainage	3.28	2.94	3.16	3.13	3.18	3.06	3.22	2.96	3.12
Support for community environmental initiatives	3.67	3.15	3.33	3.32	3.44	3.28	3.31	3.41	3.35
Restoration of natural bushland	3.85	3.39	3.38	3.52	3.51	3.52	3.50	3.53	3.51
Healthy, natural urban streams and creeks but not rivers	3.36	3.27	3.14	3.25	3.31	3.19	3.24	3.26	3.25
Encouraging recycling	3.66	3.45	3.68	3.76	3.62	3.65	3.70	3.53	3.63
Encouraging waste reduction initiatives	3.43	3.11	3.29	3.33	3.36	3.23	3.36	3.19	3.28
Managing development and growth	3.04	2.79	2.74	2.76	2.83	2.81	2.65	3.04	2.82
Enforcement of development and building regulations	3.14	2.76	2.79	2.86	2.82	2.92	2.78	3.02	2.88
Town water quality (taste, smell and colour)	3.87	3.71	4.07	3.93	3.93	3.87	3.95	3.80	3.89

 = A significantly higher level of importance/satisfaction (by group)
 = A significantly lower level of importance/satisfaction (by group)

Mean ratings: 1 = not at all important and very dissatisfied
5 = very important and very satisfied

Table 6.3.3

	Not at all important		Not very important		Neither		Important		Very important		Total	
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
Green waste collection	47	12%	24	6%	43	11%	90	22%	196	49%	400	100%
The Resource Recovery Centre (RCC/local tip)	21	5%	8	2%	45	11%	111	28%	214	54%	400	100%
Domestic garbage collection	15	4%	5	1%	21	5%	78	20%	280	70%	400	100%
Providing adequate drainage	17	4%	9	2%	50	12%	124	31%	200	50%	400	100%
Support for community environmental initiatives	19	5%	12	3%	67	17%	124	31%	177	44%	400	100%
Restoration of natural bushland	16	4%	16	4%	54	14%	135	34%	178	44%	400	100%
Healthy, natural urban streams and creeks but not rivers	13	3%	8	2%	45	11%	132	33%	203	51%	400	100%
Encouraging recycling	5	1%	5	1%	19	5%	99	25%	271	68%	400	100%
Encouraging waste reduction initiatives	3	1%	14	4%	33	8%	105	26%	244	61%	400	100%
Managing development and growth	11	3%	5	1%	47	12%	99	25%	237	59%	400	100%
Enforcement of development and building regulations	11	3%	13	3%	50	12%	126	32%	199	50%	400	100%
Town water quality (taste, smell and colour)	27	7%	0	0%	11	3%	66	17%	294	74%	400	100%

Table 6.3.4

	Very dissatisfied		Dissatisfied		Neither		Satisfied		Very satisfied		Total	
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
Green waste collection	96	36%	52	20%	42	16%	41	16%	33	12%	264	100%
The Resource Recovery Centre (RCC/local tip)	11	4%	29	9%	51	16%	114	36%	110	35%	314	100%
Domestic garbage collection	17	5%	18	5%	29	8%	109	31%	181	51%	354	100%
Providing adequate drainage	23	7%	57	18%	132	41%	77	24%	31	10%	320	100%
Support for community environmental initiatives	12	4%	26	9%	122	43%	106	37%	21	7%	286	100%
Restoration of natural bushland	8	3%	22	7%	122	41%	102	34%	44	15%	298	100%
Healthy, natural urban streams and creeks but not rivers	10	3%	35	11%	152	50%	89	29%	22	7%	308	100%
Encouraging recycling	14	4%	33	9%	113	31%	122	33%	86	23%	369	100%
Encouraging waste reduction initiatives	17	5%	52	15%	133	39%	92	27%	45	13%	340	100%
Managing development and growth	37	11%	77	23%	143	43%	64	19%	13	4%	334	100%
Enforcement of development and building regulations	39	13%	62	20%	122	40%	67	22%	18	6%	309	100%
Town water quality (taste, smell and colour)	20	6%	14	4%	58	16%	156	44%	107	30%	355	100%

Table 6.4.1

Service/Facility - Importance	18 - 34	35 - 49	50 - 64	65+	Male	Female	Town	Village	Overall
Support for local business and employment	4.70	4.42	4.37	4.26	4.32	4.50	4.40	4.45	4.42
Support for tourism	4.09	3.96	4.08	4.18	3.98	4.14	4.14	3.97	4.07
Opportunities to participate in Council decision making	4.09	4.04	4.09	4.11	3.97	4.17	4.12	4.02	4.08
Council provision of information to residents	4.48	4.33	4.43	4.34	4.32	4.45	4.42	4.35	4.39

Table 6.4.2

Service/Facility - Satisfaction	18 - 34	35 - 49	50 - 64	65+	Male	Female	Town	Village	Overall
Support for local business and employment	3.23	3.01	3.11	3.33	3.12	3.18	3.13	3.19	3.16
Support for tourism	4.00	3.66	3.67	3.67	3.73	3.74	3.72	3.76	3.73
Opportunities to participate in Council decision making	3.04	2.63	2.71	3.00	2.79	2.86	2.79	2.88	2.83
Council provision of information to residents	3.23	3.11	3.27	3.40	3.16	3.32	3.22	3.30	3.25

= A significantly higher level of importance/satisfaction (by group)
 = A significantly lower level of importance/satisfaction (by group)

Mean ratings: 1 = not at all important and very dissatisfied
 5 = very important and very satisfied

Table 6.4.3

	Not at all important		Not very important		Neither		Important		Very important		Total	
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
Support for local business and employment	3	1%	11	3%	39	10%	107	27%	239	60%	400	100%
Support for tourism	19	5%	15	4%	55	14%	139	35%	172	43%	400	100%
Opportunities to participate in Council decision making	16	4%	12	3%	70	18%	130	33%	172	43%	400	100%
Council provision of information to residents	4	1%	7	2%	34	8%	140	35%	215	54%	400	100%

Table 6.4.4

	Very dissatisfied		Dissatisfied		Neither		Satisfied		Very satisfied		Total	
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
Support for local business and employment	24	8%	40	12%	151	47%	76	24%	31	10%	323	100%
Support for tourism	8	3%	19	6%	78	26%	136	45%	60	20%	301	100%
Opportunities to participate in Council decision making	39	14%	57	20%	119	42%	56	20%	15	5%	287	100%
Council provision of information to residents	21	6%	51	14%	139	39%	105	30%	38	11%	354	100%

Overall Satisfaction with Council's Performance

Q6a. Overall, for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues, but across all responsibility areas?

Table 6.5.1

	18 - 34	35 - 49	50 - 64	65+	Male	Female	Town	Village	Overall
Satisfaction mean ratings	3.45	3.34	3.49	3.52	3.48	3.42	3.47	3.41	3.45

Mean ratings: 1 = very dissatisfied, 5 = very satisfied

Table 6.5.2

	Count	Column %
Very satisfied	14	4%
Satisfied	220	55%
Neither	106	26%
Dissatisfied	51	13%
Very dissatisfied	9	2%
Total	400	100%

Perception of Council's image within the community

Q6c. Overall, how would you rate Council's image within the community?

Table 6.6.1

	18 - 34	35 - 49	50 - 64	65+	Male	Female	Town	Village	Overall
Mean ratings	3.30	2.94	3.11	3.21	3.14	3.11	3.14	3.11	3.12

 = A significantly higher level of satisfaction (by group)

 = A significantly lower level of satisfaction (by group)

Mean ratings: 1 = very poor, 5 = very good

Table 6.6.2

	Count	Column %
Very good	9	2%
Good	162	40%
Neither	113	28%
Poor	103	26%
Very poor	13	3%
Total	400	100%

Contact with Council

Q2. Have you contacted Council in the last 12 months?

Table 6.7.1

	Count	Column %
Yes	165	41%
No	235	59%
Total	400	100%

Q3a. Thinking of the last time you made contact with Council staff was it by:

Table 6.7.2

	Count	Column %
Phone	103	63%
In person	42	26%
Mail	10	6%
Email	10	6%
Total	165	100%

Q3b. What was the nature of your enquiry?

Table 6.7.3

	Count	Column %
Building and development approval	49	30%
Waste and clean up services	30	18%
Roads, footpaths and parks etc	26	16%
Rates - land or water	21	13%
Town planning and Zoning	12	7%
Community services (youth, children, aged care)	7	4%
Other	20	12%
Total	165	100%

Contact with Council

Q3c. How satisfied were you with the way your contact was handled?

Table 6.7.4

	18 - 34	35 - 49	50 - 64	65+	Male	Female	Town	Village	Overall
Satisfaction mean ratings	4.08	4.06	4.07	4.07	4.08	4.06	4.13	4.01	4.07

Mean ratings: 1 = very dissatisfied, 5 = very satisfied

Table 6.7.5

	Count	Column %
Very satisfied	58	35%
Satisfied	75	46%
Neither	22	13%
Dissatisfied	5	3%
Very dissatisfied	5	3%
Total	165	100%

Satisfaction with Council's Communication

Q4a. How satisfied are you with the level of communication Council currently has with the community?

Table 6.8.1

	18 - 34	35 - 49	50 - 64	65+	Male	Female	Town	Village	Overall
Satisfaction mean ratings	3.33	3.36	3.61	3.64	3.46	3.51	3.47	3.51	3.49

Mean ratings: 1 = very dissatisfied, 5 = very satisfied

Table 6.8.2

	Count	Column %
Very satisfied	24	6%
Satisfied	215	54%
Neither	105	26%
Dissatisfied	45	11%
Very dissatisfied	11	3%
Total	400	100%

Agreement with Specific Statements

Q7a-e. Do you agree or disagree with the following statements?

Table 6.9.1

	Agree		Disagree		Total	
	Count	Row %	Count	Row %	Count	Row %
I feel a part of my local community	345	86%	54	14%	399	100%
I feel there are adequate support networks available to me if I need them	321	84%	59	16%	381	100%
I feel there are benefits to living in a community with people of diverse ages, backgrounds and cultures	374	95%	19	5%	393	100%
I feel that there is an adequate number of public toilets in the Wingecarribee Shire	166	49%	176	51%	342	100%
I am satisfied with the current level of water pressure I get when using town water	324	90%	38	10%	361	100%

Nb: Some respondents did not answer

Community Activities

Q8a. Do you believe that living in the Shire you have the opportunity to participate in arts and related activities?

Table 6.10.1

	Town		Village		Overall	
	Count	Column %	Count	Column %	Count	Column %
Yes	210	91%	151	89%	361	90%
No	20	9%	19	11%	38	10%
Total	230	100%	169	100%	400	100%

Table 6.10.2

	18 - 34		35 - 49		50 - 64		65+ years and over		Male		Female	
	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Yes	67	85%	101	89%	101	92%	92	95%	155	88%	206	92%
No	12	15%	12	11%	9	8%	5	5%	21	12%	18	8%
Total	79	100%	114	100%	110	100%	97	100%	176	100%	224	100%

Q8b. Do you believe that living in the Shire you have the opportunity to participate in recreational and sporting activities?

Table 6.10.3

	Town		Village		Overall	
	Count	Column %	Count	Column %	Count	Column %
Yes	211	92%	159	94%	370	93%
No	19	8%	11	6%	30	7%
Total	230	100%	169	100%	400	100%

Table 6.10.4

	18 - 34		35 - 49		50 - 64		65+ years and over		Male		Female	
	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Yes	72	91%	106	93%	102	92%	90	93%	163	93%	206	92%
No	7	9%	8	7%	8	8%	7	7%	13	7%	17	8%
Total	79	100%	114	100%	110	100%	97	100%	176	100%	224	100%

Community Activities

Q8c. In the last 12 months have you participated in any volunteer activities?

Table 6.10.5

	Town		Village		Overall	
	Count	Column %	Count	Column %	Count	Column %
Yes	128	56%	96	57%	224	56%
No	102	44%	73	43%	176	44%
Total	230	100%	169	100%	400	100%

Table 6.10.6

	18 - 34		35 - 49		50 - 64		65+ years and over		Male		Female	
	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Yes	34	42%	71	62%	62	56%	58	59%	98	56%	126	56%
No	46	58%	43	38%	48	44%	39	41%	78	44%	98	44%
Total	79	100%	114	100%	110	100%	97	100%	176	100%	224	100%

Response Timeliness

Q9. On a scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the timeliness of Council response to:

Table 6.11.1

Satisfaction	18 - 34	35 - 49	50 - 64	65+	Male	Female	Town	Village	Overall
Roads	2.59	2.49	2.57	2.63	2.53	2.59	2.61	2.50	2.56
Drainage	3.09	2.98	2.96	3.12	3.08	2.99	3.18	2.83	3.03
Water supply	3.88	3.82	4.12	4.01	3.93	3.98	4.01	3.87	3.96
Sewerage	3.84	3.80	3.87	4.05	3.86	3.91	4.03	3.63	3.89

 = A significantly higher level of satisfaction (by group)

 = A significantly lower level of satisfaction (by group)

Mean ratings: 1 = very dissatisfied, 5 = very satisfied

Table 6.11.2

	Very dissatisfied		Dissatisfied		Neither		Satisfied		Very satisfied		Total	
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
Roads	71	19%	102	27%	138	36%	62	16%	8	2%	380	100%
Drainage	38	11%	43	12%	166	47%	87	25%	21	6%	355	100%
Water supply	12	3%	9	3%	70	19%	163	45%	109	30%	363	100%
Sewerage	13	4%	15	4%	68	20%	138	42%	99	30%	332	100%

Nb: Some respondents did not answer



Appendix C

Questionnaire

WINGECARRIBEE SHIRE COUNCIL - COMMUNITY SURVEY TEMPLATE 2010

Good morning/afternoon/evening, my name is _____ from Micromex Research and we are conducting a survey on behalf of Wingecarribee Council on a range of local issues. The survey will take about 10 minutes, would you be able to assist us please?

QA1. Before we start I would like to check whether you or an immediate family member works for Wingecarribee Shire Council?

Yes No (If yes, terminate survey)

QA2. Which town or village do you live in/near?

Towns - 60%

Mittagong

Bowral

Moss Vale

Villages - 40%

Avoca

Balmoral

Berrima

Bundanoon

Burrawang

Canyonleigh

Colo Vale

Exeter

High Range

Hill Top

Joadja

Kangaloon

New Berrima

Penrose

Robertson

Sutton Forest

Wildes Meadow

Wingello

Yerrinboo

Section A – Contact with Council

I'd like you now to please think specifically about your experiences with Council

Q2. Have you contacted Council in the last 12 months?

Yes No (If no, go to 4a)

Q3a. Thinking of the last time you made contact with Council staff was it by:

Phone Mail Email In person

Q3b. What was the nature of your enquiry? *Prompt*

Waste and clean up services

Community services (youth, children, aged care)

Roads, footpaths and parks etc

Rates – land or water

Building and development approval

Town planning and Zoning

Other (please specify)

.....

Q3c. How satisfied were you with the way your contact was handled? *Prompt*

Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q3d. (If dissatisfied or very dissatisfied), how could the way this contact was handled have been improved?

.....

Q4a. How satisfied are you with the level of communication Council currently has with the community? *Prompt*

Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q4b. (If dissatisfied or very dissatisfied), how do you think Council could improve its communication?

.....

Section B – Importance of and satisfaction with Council services

Still thinking specifically about Wingecarribee Shire Council,

Q5. In this section I will read out different Council services or facilities. For each of these could you please indicate that which best describes your opinion of the importance of the following services/facilities to you, and in the second part, your level of satisfaction with the performance of that service/facility

The scale is from 1 to 5, where 1 = low importance and 5 = high importance and where 1 = low satisfaction and 5 = high satisfaction.

Note: All attributes rated on importance, with attributes rated a 4 or 5 in importance they are then rated on Satisfaction.

	Importance					Satisfaction					N/A	
	Low		High			Low		High				
	1	2	3	4	5	1	2	3	4	5		
1. Revitalisation / beautification of town and village centres as well as the surrounding areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Protecting Heritage values & Buildings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Provision & maintenance of local parks and gardens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Green waste collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. The Resource Recovery Centre (RCC/local tip)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Dog control	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Domestic garbage collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. The cleanliness and functionality of public toilets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Festivals and events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Community safety/crime prevention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Support for aged persons	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Support for people with a disability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Support for youth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Support for the aboriginal community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Support for local business and employment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. Availability of car parking in the town and village centres	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. Cycle paths and walking tracks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. Local traffic management (i.e. roundabouts, line marking, signage, traffic lights)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. Availability of and access to public transport (i.e. bus shelters, footpaths, bus routes)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. Support for tourism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Importance					Satisfaction					N/A	
	Low		High			Low		High				
	1	2	3	4	5	1	2	3	4	5		
21. Condition of local roads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. Providing adequate drainage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. The provision and quality of footpaths	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. Provision & maintenance of swimming pools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. Provision and operation of libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. Provision and maintenance of playgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27. Provision and maintenance of sporting facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28. Provision and maintenance of community halls/facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29. Support for community environmental initiatives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30. Restoration of natural bushland	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31. Healthy, natural urban streams and creeks but not rivers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
32. Encouraging recycling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
33. Encouraging waste reduction initiatives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
34. Managing development and growth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
35. Enforcement of development and building regulations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
36. Opportunities to participate in Council decision making	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
37. Council provision of information to residents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
38. Town water quality (taste, smell and colour)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section C – Overall satisfaction with Council and the local area

Q6a. Overall, for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues, but across all responsibility areas? *Prompt*

- | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Very satisfied | Satisfied | Neither | Dissatisfied | Very dissatisfied |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q6b. Why do you say that?

.....

Q6c. Overall, how would you rate Council’s image within the community? *Prompt*

- | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Very good | Good | Neither | Poor | Very poor |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q6d. Thinking generally about living in the Wingecarribee area, what do you feel is the best thing about living here?

.....

Section D1 – Priority Areas

Do you agree or disagree with the following statements?

Q7a. I feel a part of my local community

- Agree Disagree Don’t know

Q7b. I feel there are adequate support networks available to me if I need them

- Agree Disagree Don’t know

Q7c. I feel there are benefits to living in a community with people of diverse ages, backgrounds and cultures

- Agree Disagree Don’t know

Q7d. I feel that there is an adequate number of public toilets in the Wingecarribee Shire

- Agree Disagree Don’t know

Q7e. I am satisfied with the current level of water pressure I get when using town water

- Agree Disagree Don’t know/on tank water

Please answer yes or not for the following questions.

Q8a. Do you believe that living in the Shire you have the opportunity to participate in arts and related activities?

Yes No

Q8b. Do you believe that living in the Shire you have the opportunity to participate in recreational and sporting activities?

Yes No

Q8c. In the last 12 months have you participated in any volunteer activities?

Yes No

Section D2 – Response Timeliness

Q9. On a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the timeliness of Council response to:

	Very dissatisfied			Very satisfied	
	1	2	3	4	5
Roads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drainage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Water supply	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sewerage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section E – Demographic & Profiling questions

Q10a. Please stop me when I read out your age group.

18 – 34
35 – 49
50 – 64
65+ years and over

Q10b. Were you born In Australia or overseas?

Australia
Overseas

Q11. Which of the following best describes your current employment status? *Prompt*

Currently in full time paid employment
Currently in part time paid employment (at least 10 hours a week)
Studying at school, TAFE or university
Retired from paid employment
Currently looking for paid employment
Household duties
Other (please specify)

Refused/Can't Say

Q12. Which of the following best describes the house where you are currently living?

I/We own/are currently buying this property
I/We currently rent this property

Q13. Which of the following best describes your status?

- Living at home with parents
- Single with no children
- Married/de facto with no children
- Married/de facto with children under 12
- Married/de facto with children over 12
- Married/defacto with children both under and over 12
- Single parent with children under 12
- Single parent with children over 12
- Single parent with children both under and over 12

Q14. How long have you lived in the local area? *Prompt*

- | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Up to 2 years | 2 – 5 years | 6 – 10 years | 11 – 20 years | More than 20 years |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

In the future after we analyse the results from this research we may be conducting resident focus groups to further investigate residents' opinions.

Q15a. Would you be interested in participating in these focus groups?

- Yes No (If no go to end)

Q15b. (If yes), what are your contact details?

Name Telephone

Email

Q15c. Would you prefer an afternoon or evening?

- Afternoon
- Evening

Thank you. We will be randomly selecting participants to ensure we get a good cross-section of the community. And will get in touch with you if we do conduct the next stage of research.

Thank you very much for your time, enjoy the rest of your evening.

Q16. Gender (determine by voice):

- Male Female

THANK YOU FOR YOUR ASSISTANCE