



Wingecarribee Shire Council Community Research

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Prepared for:



Prepared by:



ABN 14 003 179 440
10/1 Bounty Close Tuggerah, NSW 2259
Postal address: PO Box 5059, Chittaway Bay NSW 2261
Telephone: (02) 4352 2388 Fax: (02) 4352 2117
www.micromex.com.au
research@micromex.com.au

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Background & Methodology

Wingecarribee Shire Council sought to examine community attitudes and perceptions towards current and future services and facilities provided by Council. Key objectives of the research included:

- To assess and establish the community's priorities and satisfaction in relation to Council activities, services and facilities
- To identify the community's overall level of satisfaction with Council's performance
- To identify the community's level of satisfaction with regards to contact they have had with Council staff
- To identify trends and benchmark results against the research conducted previously

To facilitate this, Micromex Research was contracted to develop a survey template that enabled Council to effectively analyse attitudes and trends within the community.

Questionnaire

Micromex Research, together with Wingecarribee Shire Council, developed the questionnaire.

A copy of the questionnaire is provided in Appendix B.

Data collection

The survey was conducted during the period 30th July to 2nd August 2012 from 4:30pm to 8:30pm, Monday to Friday.

Survey area

Wingecarribee Shire Council Local Government Area.

Sample selection and error

The sample consisted of a total of 400 residents. The selection of respondents was by means of a computer based random selection process using the electronic White Pages.

A sample size of 400 residents provides a maximum sampling error of plus or minus 4.9% at 95% confidence.

The sample was weighted by age to reflect the 2006 ABS census data.

Participants

Individuals in the household, 18 years or older, were selected using the 'last birthday' selection procedure.

If the person was not at home, call-backs were scheduled for a later time. Unanswered calls were retried to a maximum of three times throughout the period of the survey.

Interviewing

Interviewing was conducted in accordance with IQCA (Interviewer Quality Control Australia) Standards and the Market Research Society Code of Professional Conduct.

Prequalification

Participants in this survey were pre-qualified as having lived in the Wingecarribee Shire Council area for a minimum of six months.

Data analysis

The data within this report was analysed using SPSS. To identify the statistically significant differences between the groups of means, a 'One-Way Anova test' was used.

Ratings questions

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

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

Mean rating explanation

Mean rating:	1.99 or less	'Very low' level of importance/satisfaction
	2.00 – 2.49	'Low' level of importance/satisfaction
	2.50 – 2.99	'Moderately low' level 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.

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.

Key Findings

Overview (Overall Satisfaction)

Overall, the research has found a generally positive result for Wingecarribee Shire Council with 28 of the 39 services/facilities/criteria rated as being of 'moderate' to 'high' satisfaction.

At an overall level, residents expressed a 'moderate' level of satisfaction with the performance of Council, with 33% of the respondents giving a rating of 'satisfied'. There was a significant lessening of satisfaction with Council's performance compared to 2010, with respondents in 2012 tending towards being 'somewhat satisfied'.

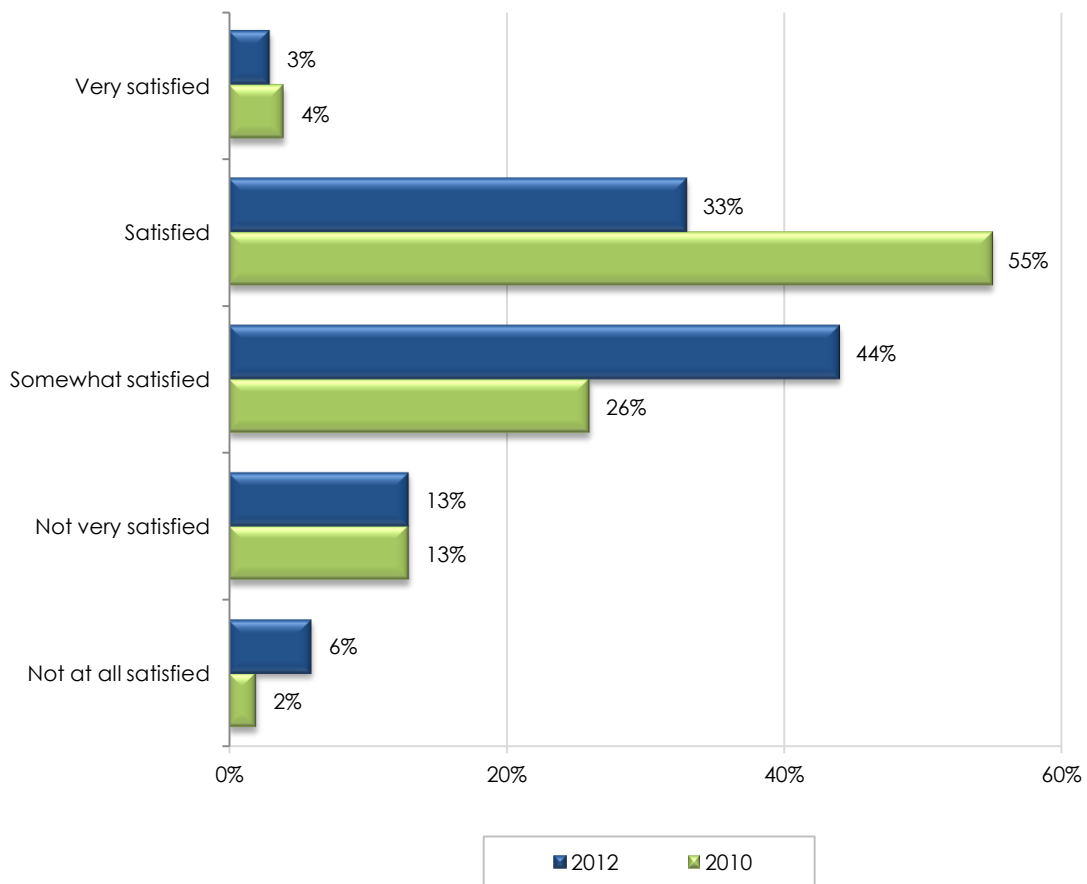
Residents aged 18-34 and 65+ were more satisfied with Council's performance than were those aged 35-64. Residents living in towns were significantly more satisfied with Council's performance than were residents from villages.

The dissonance between satisfaction with services/facilities and overall performance suggests that external factors are impacting on community perceptions

	18 - 34	35 - 49	50 - 64	65 +	Male	Female	Town	Village	2010	2012
Mean ratings	3.29	3.04	3.05	3.24	3.16	3.13	3.23	3.04	3.45	3.14

Mean ratings: 1 = not at all satisfied, 5 = very satisfied

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



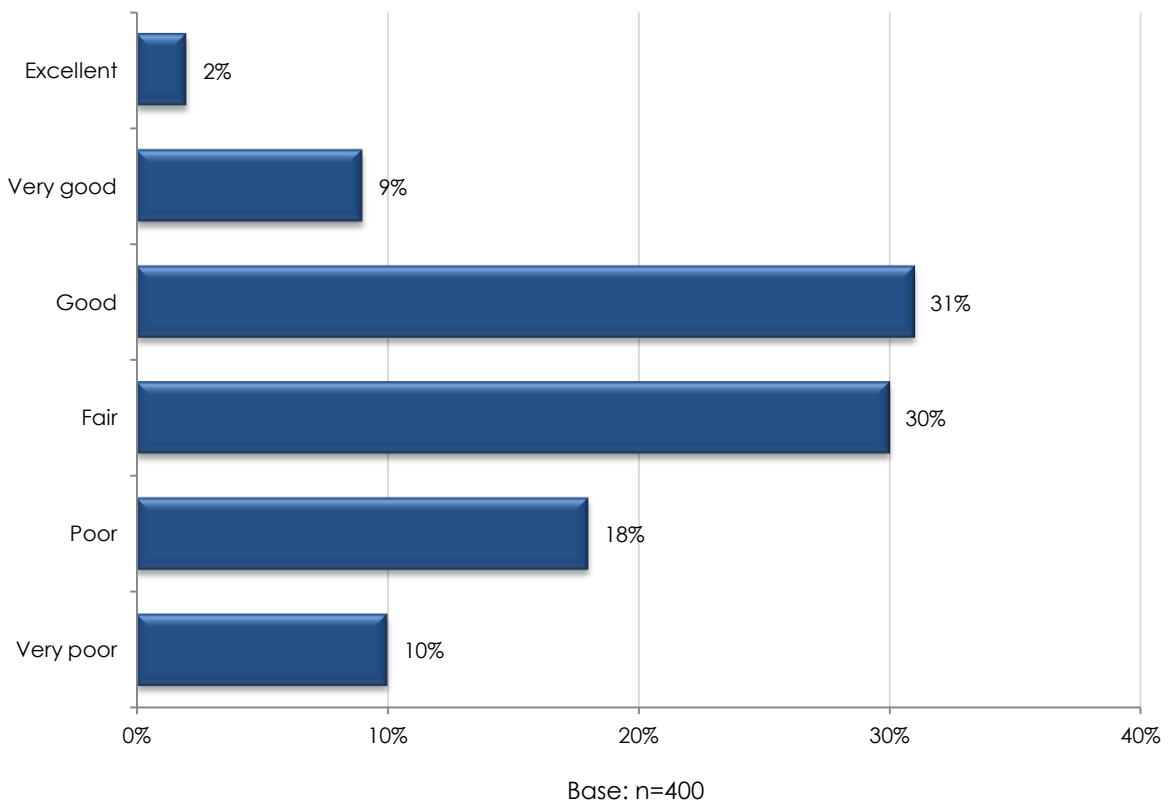
Base: Both years n=400

Key Findings

Rating Council's Image in the Community

42% of residents rated Council's image within the community as 'good' to 'excellent', with a further 30% rating it as 'fair'. 28% of residents gave Council's image a rating of 'poor' or 'very poor'.

This result is significantly lower than the Micromex LGA Benchmark (3.2 v 3.6).



Key Findings

Comparison to LGA Benchmarks

Wingecarribee Shire Council residents are more satisfied than the LGA Benchmark score for 2 of the 24 comparable measures, which included 'overall satisfaction with the way Council consults with the community', equal to 2 and below the Benchmark for the remaining 20 comparable measures, including 'overall satisfaction with Council', 'Council's image within the community' and 'opportunities to participate in Council decision making'.

Service/Facility	Wingecarribee Shire Council Satisfaction Scores	Satisfaction Benchmark
Above the Benchmark		
Cycle paths and walking tracks	3.5	3.2
Domestic garbage collection	4.2	4.1
Equal to the Benchmark		
Provision and operation of libraries	4.1	4.1
Support for community environmental initiatives	3.4	3.4
Below the Benchmark		
Support for people with a disability	3.3	3.4
Provision and maintenance of community halls/facilities	3.5	3.6
Restoration of natural bushland	3.4	3.5
Protecting Heritage values & buildings	3.4	3.5
Support for aged persons	3.5	3.6
Provision & maintenance of local parks and gardens	3.5	3.7
Revitalisation/beautification of town and village centres as well as the surrounding areas	3.1	3.3
Provision and maintenance of sporting facilities	3.5	3.7
Opportunities to participate in Council Decision making	2.7	3.0
Council provision of information to residents	3.1	3.4
Managing development and growth	2.8	3.1
Support for youth	2.7	3.1
The provision and quality of footpaths	2.7	3.0
Overall satisfaction with Council	3.1	3.5
Encouraging recycling	3.5	3.9
Providing adequate drainage	2.8	3.2
Availability of car parking in the town and village centres	2.6	3.0
Condition of local roads	2.1	2.7
Provision & maintenance of swimming pools	3.0	3.7
Overall satisfaction with the way contact was handled	3.6	4.0

Mean ratings: 1 = not at all satisfied, 5 = very satisfied

Key Satisfaction Trends

Comparisons with the research conducted in 2010 identify that satisfaction has increased for 1 of the 39 comparable measures, decreased for 4 of the measures and remained statistically similar for the remaining 34 measures.

Overall satisfaction with Council's performance has reduced significantly from the 2010 research.

Increased satisfaction from 2010

Town water quality

Decreased satisfaction from 2010

Condition of local roads

The Resource Recovery Centre

Providing adequate drainage

Support for tourism

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 on the data 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 performance gaps, 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 Shire Council and the expectation of the community for that service/facility.

In the table on the following page, we can see the 39 services and facilities that 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 up to 1.0 is acceptable when the initial importance rating is 4.0+, as it indicates that residents consider the attribute to be of 'high' to 'very high' importance and that the satisfaction they have with Wingecarribee Shire Council's performance on that same measure, is 'moderate' to 'moderately high'.

For example, 'healthy, natural urban streams and creeks but not rivers' was given an importance score of 4.15, which indicates that it is considered an area of 'high' importance by residents. At the same time it was given a satisfaction score of 3.14, which indicates that residents are 'moderately satisfied' with Wingecarribee Shire Council's performance and focus on that measure.

Key Findings

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

Performance Gap Ranking

Ranking 2010	Ranking 2012	Service/Facility	Importance Mean	Satisfaction Mean	Performance Gap
1	1	Condition of local roads	4.56	2.07	2.49
2	2	Availability of car parking in the town and village centres	4.32	2.57	1.75
6	3	The provision and quality of footpaths	4.23	2.65	1.58
7	4	Green waste collection	3.82	2.27	1.55
3	5	Support for youth	4.25	2.73	1.52
5	6	Managing development and growth	4.20	2.82	1.38
16	7	Providing adequate drainage	4.15	2.80	1.35
10	8	Support for local business and employment	4.40	3.07	1.33
N/A	9	Litter control and rubbish dumping	4.49	3.22	1.27
4	10	Availability of and access to public transport	3.85	2.64	1.21
8	11	Enforcement of development and building regulations	4.09	2.89	1.20
11	12	Opportunities to participate in Council decision making	3.89	2.71	1.18
14	13	Encouraging waste reduction initiatives	4.37	3.20	1.17
15	14	Council provision of information to residents	4.24	3.13	1.11
12	15	Local traffic management	4.23	3.18	1.05
9	16	Support for people with a disability	4.36	3.32	1.04
18	17	Healthy, natural urban streams and creeks but not rivers	4.15	3.14	1.01
20	18	Encouraging recycling	4.51	3.52	0.99
13	19	Community safety/crime prevention	4.46	3.50	0.96
19	20	The cleanliness and functionality of public toilets	4.09	3.21	0.88
17	21	Support for aged persons	4.29	3.47	0.82
26	22	Provision & maintenance of local parks and gardens	4.20	3.50	0.70
21		Provision & maintenance of swimming pools	3.68	2.98	0.70
23	24	Revitalisation/beautification of town and village centres as well as the surrounding areas	3.80	3.11	0.69
28	25	Restoration of natural bushland	4.03	3.36	0.67
29	26	Provision and maintenance of sporting facilities	4.07	3.46	0.61
24	27	Support for community environmental initiatives	3.94	3.38	0.56
35	28	The Resource Recovery Centre	4.06	3.51	0.55
22	29	Cycle paths and walking tracks	3.99	3.47	0.52
32	30	Provision and maintenance of community halls/facilities	3.95	3.48	0.47
33		Support for tourism	4.02	3.55	0.47
30	32	Protecting Heritage values & buildings	3.83	3.39	0.44
25	33	Support for the Aboriginal community	3.65	3.26	0.39
31	34	Provision and maintenance of playgrounds	3.97	3.60	0.37
27	35	Town water quality	4.51	4.15	0.36
34	36	Domestic garbage collection	4.40	4.19	0.21
36	37	Dog control	3.63	3.50	0.13
38	38	Festivals and events	3.62	3.56	0.06
37	39	Provision and operation of libraries	4.10	4.05	0.05

Mean ratings: 1 = not at all important/satisfied, 5 = very important/satisfied

Key Findings

When we examine the 8 largest performance gaps, we can identify that all the services or facilities have been rated as 'moderately high' to 'extremely high' in importance. Resident satisfaction for all of these areas is between 2.07 and 3.07, which indicates that resident satisfaction for these measures is 'low' to 'moderate'.

Ranking	Service/ Facility	Importance Mean	Satisfaction Mean	Performance Gap
1	Condition of local roads	4.56	2.07	2.49
2	Availability of car parking in the town and village centres	4.32	2.57	1.75
3	The provision and quality of footpaths	4.23	2.65	1.58
4	Green waste collection	3.82	2.27	1.55
5	Support for youth	4.25	2.73	1.52
6	Managing development and growth	4.20	2.82	1.38
7	Providing adequate drainage	4.15	2.80	1.35
8	Support for local business and employment	4.40	3.07	1.33

The key outcomes of this analysis would suggest that, while there are opportunities to improve satisfaction across a range of services/facilities, 'condition of local roads' is the area of least relative satisfaction.

Note: Performance gap is the first step in the process, we now need to identify comparative ratings across all 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.

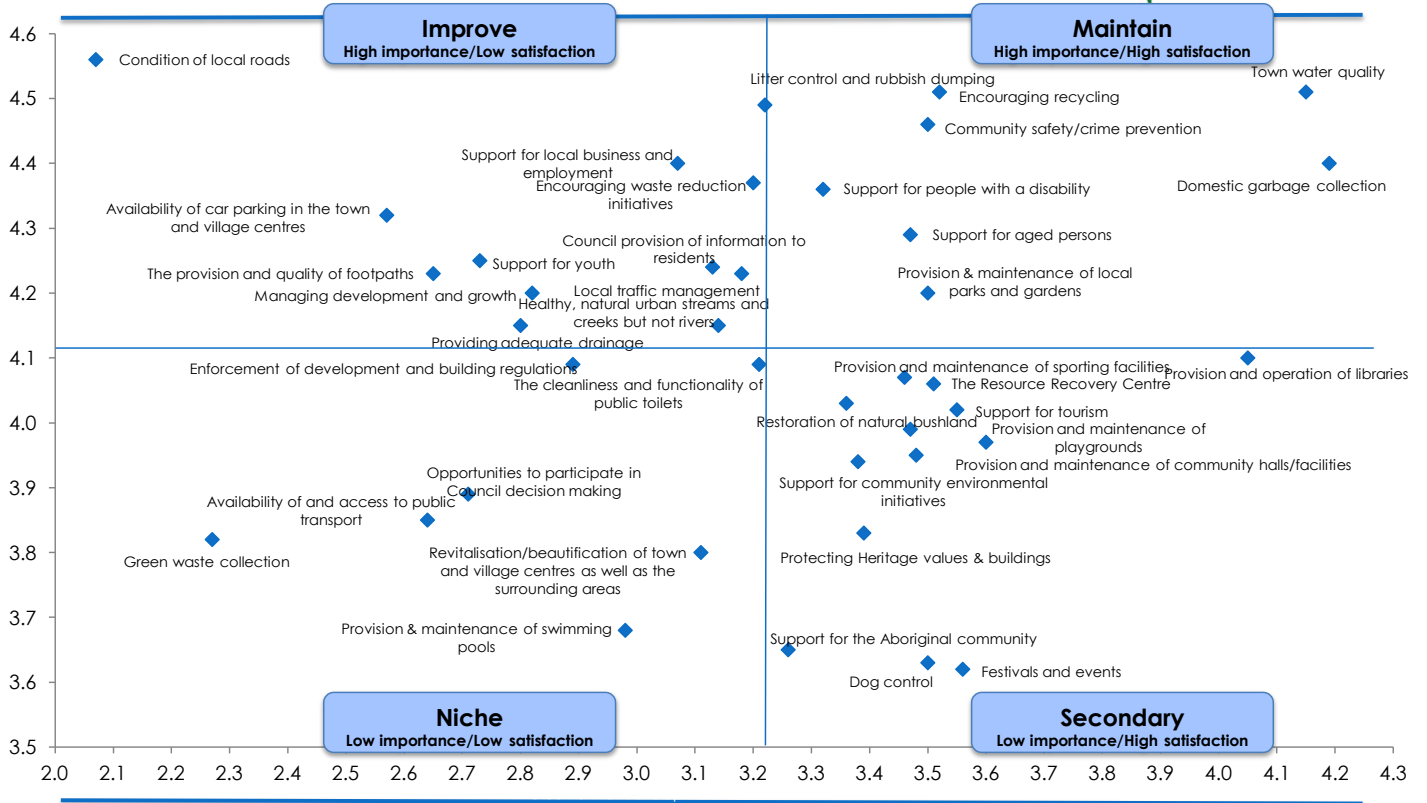
Step 2. Quadrant Analysis

Quadrant analysis is a useful tool for planning future directions. It combines the stated needs of the community and assesses Wingecarribee Shire 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 4.11 and the average rated satisfaction score was 3.22. Therefore, any facility or service that received a mean stated importance score of ≥ 4.11 would be plotted in the higher importance section and, conversely, any that scored < 4.11 would be plotted into the lower importance section. The same exercise is undertaken with the satisfaction ratings above, equal to or below 3.22. Each service or facility is then plotted in terms of satisfaction and importance, resulting in its placement in one of four quadrants.

Key Findings

Quadrant Analysis



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Explaining the 4 quadrants

Attributes in the top right quadrant, **MAINTAIN**, such as 'litter control and rubbish dumping', 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 'green waste services', are of a relatively lower priority (and the word 'relatively' should be stressed – they are still important). These areas tend to be important to a particular segment of the community.

Finally, attributes in the bottom right quadrant, **SECONDARY**, such as 'restoration of natural bushland', 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 'road maintenance', it will often be found in the **IMPROVE** quadrant. This is because, perceptually, the condition of local roads can always be better.

Furthermore, the outputs of stated importance and satisfaction analysis 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 Shire Council can actively drive overall community satisfaction, we conducted further analysis.

Key Findings

The Shapley Value Regression

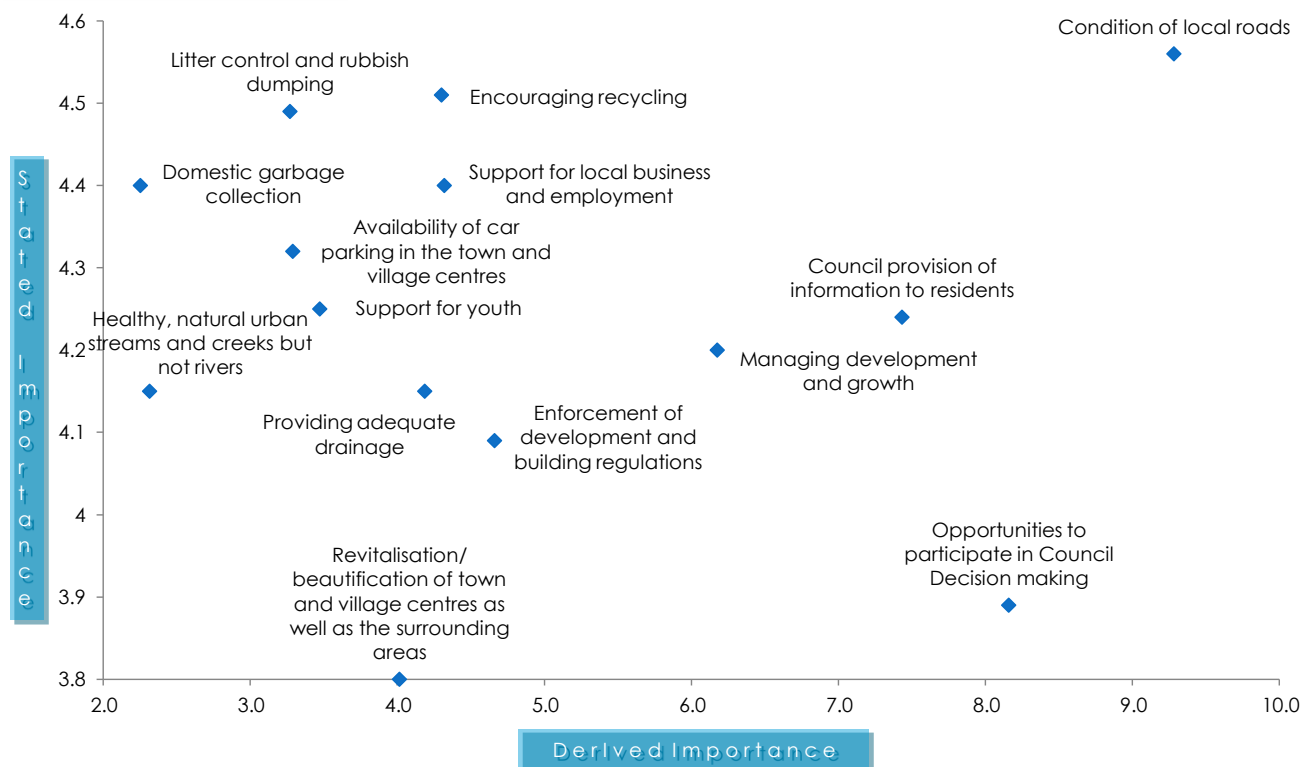
We recently finalised the development of a Council Satisfaction Model, to identify priorities that will drive overall satisfaction with Council.

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 they stated as being important does not necessarily positively impact on overall satisfaction with the Council. This regression analysis is a statistical tool for investigating relationships between dependent variables and explanatory variables.

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'.

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 2.0 and 10.0. 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.

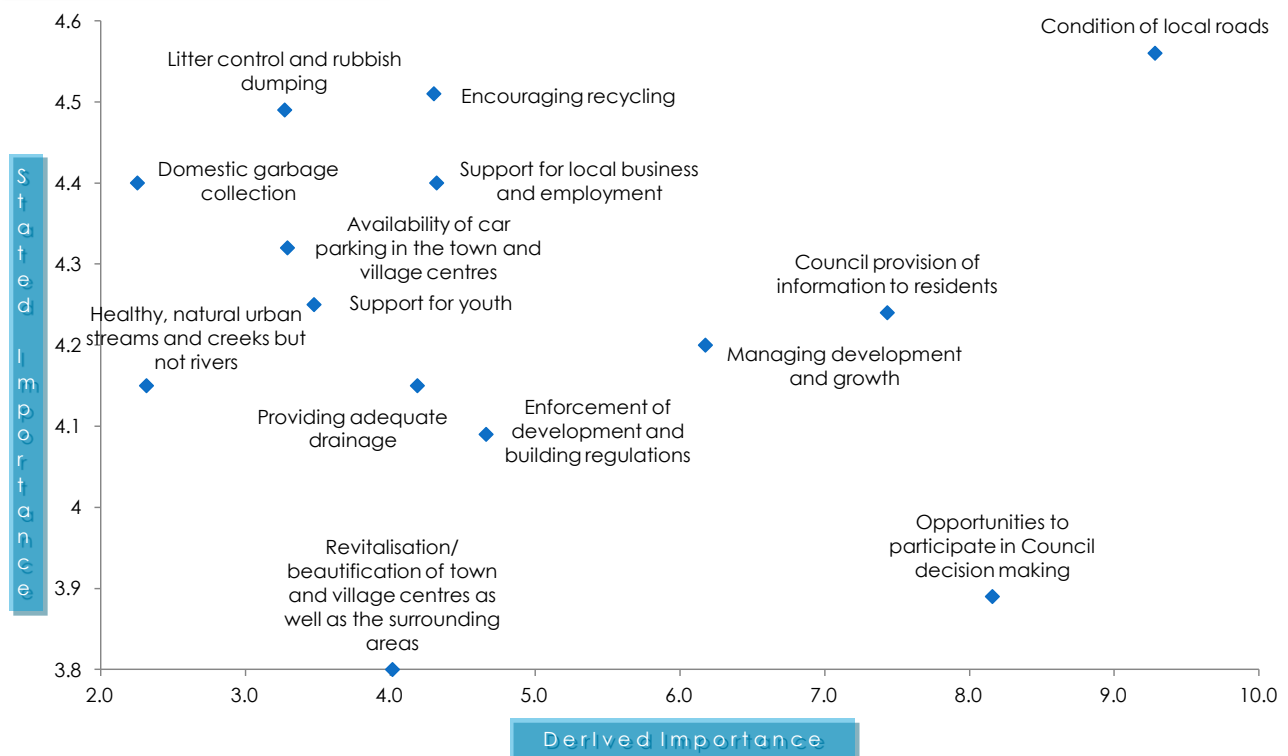
Key Findings

Key Drivers of Satisfaction with Wingecarribee Shire Council

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

These top 12 services/facilities account for over 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 Shire Council's performance. Therefore, whilst all 39 service/facility areas are important, only a minority of them are significant drivers of the community's overall satisfaction with Council.

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



These 12 services/facilities are the key community priorities and by addressing these, Wingecarribee Shire Council will improve overall community satisfaction. The score assigned to each area indicates the percentage of influence each attribute contributes to overall satisfaction with Council.

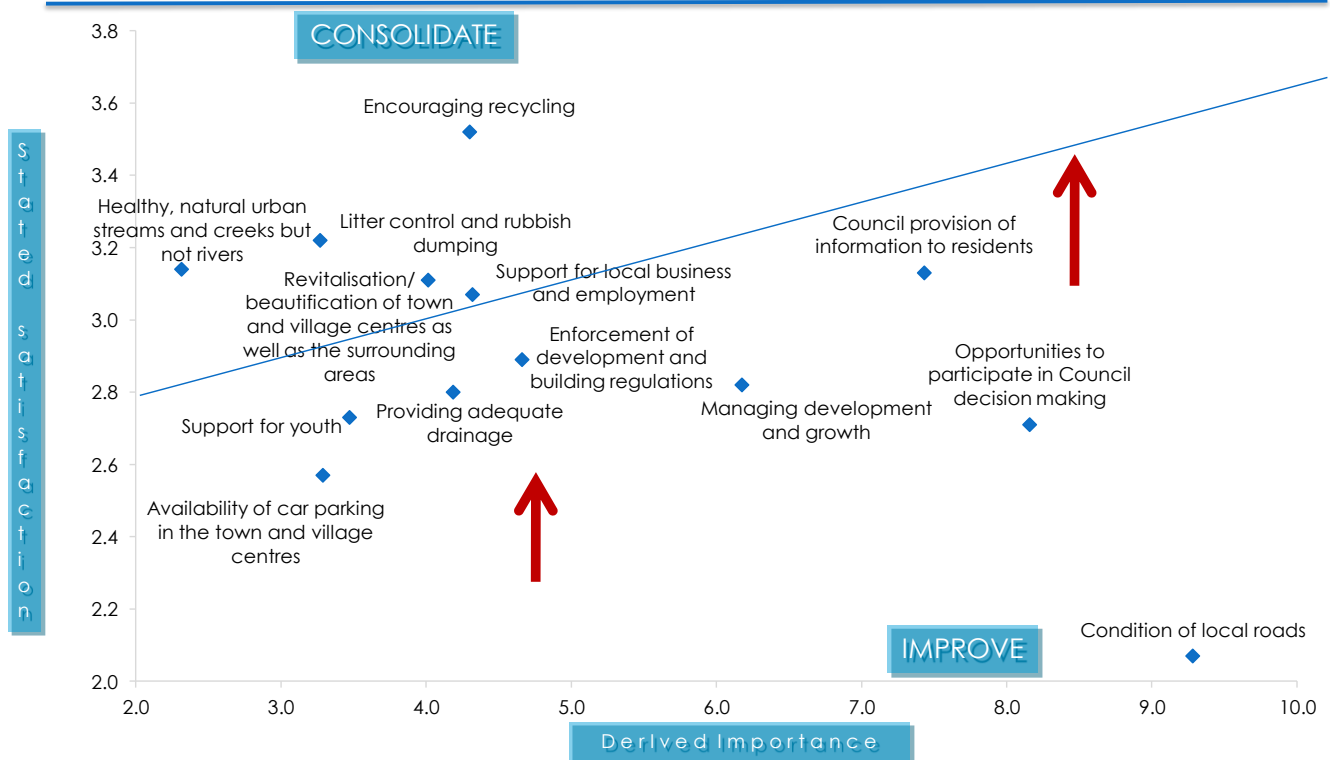
In the above chart, 'litter control and rubbish dumping' contributes 3.3% towards overall satisfaction, while 'condition of local roads' (9.3%) is a far stronger driver, contributing almost three times as much to overall satisfaction with Council.

Key Findings

Clarifying Priorities

If Wingecarribee Shire Council can address these core drivers, they will be able to improve resident satisfaction with their performance. In the chart below we can see that, for many of the core drivers, Council is already performing reasonably well. There are clear opportunities, however, to improve satisfaction with the services/facilities that fall below the diagonal line.

Mapping Stated Satisfaction and Derived Importance Identifies the Community Priority Areas



The key drivers of overall community satisfaction with Council are roads, Council's interaction with the community and the management of development and growth



The key outcomes of this analysis indicate that the 'condition of local roads', opportunities to participate in Council decision making', 'managing development and growth' and 'Council provision of information to residents' are priority areas from a resident perspective.

Summary of critical outcomes

The summary table below combines the outcomes of the regression analysis with the stated importance and satisfaction outcomes of the performance gap and quadrant analysis.

In developing future plans and strategies, Wingecarribee Shire Council should consider the implications raised by each form of analysis.

	Shapley's Analysis	Gap Analysis	Quadrant Analysis
Condition of local roads	9.28	2.49	Improve
Opportunities to participate in Council decision making	8.16	1.18	Niche
Council provision of information to residents	7.43	1.11	Improve
Managing development and growth	6.18	1.38	Improve
Enforcement of development and building regulations	4.66	1.20	Niche
Support for local business and employment	4.32	1.33	Improve
Encouraging recycling	4.30	0.99	Maintain
Providing adequate drainage	4.19	1.35	Improve
Revitalisation/beautification of town and village centres as well as the surrounding areas	4.01	0.69	Niche
Support for youth	3.47	1.52	Improve
Availability of car parking in the town and village centres	3.29	1.75	Improve
Litter control and rubbish dumping	3.27	1.27	Maintain

Conclusion

From proprietary research conducted by Micromex in the NSW LGA category earlier this year, we have observed that while Performance (43%) is a major driver of positivity, a council's Vision (32%) and Values (25%) are also critical contributors to image perceptions. Residents' satisfaction with the overall performance of Council is below our LGA benchmarks and has significantly declined on the rating received in 2010. Reasons for this decline appear to be beyond a simple decline in resident satisfaction with services/facilities. As in most cases, the community's satisfaction with services and facilities is in line with 2010 satisfaction. Therefore, from an outcome perspective, it is apparent that the community feels that Council has generally maintained its delivery levels in terms of services and facilities.

The best rated NSW councils have the capacity to engage and respond to their communities in a competent fashion. To improve community satisfaction, Wingecarribee Shire Council needs to demonstrate that it can engage and respond to the community. We are aware that over the last years there have been a number of local issues that have polarised the elected councillors and the community. It is extremely likely that these issues have negatively impacted on satisfaction with the performance of Wingecarribee Shire Council.

With the new 2012 Council in place, Wingecarribee Shire Council has the opportunity to address the drivers of disharmony and re-establish community satisfaction overall.

Recommendations and Next Steps

Recommendations

Based on the key findings from this research study, there are a number of areas that could be explored and/or actioned.

Whilst some of these may not currently be feasible, based on the outcomes of this research we recommend that Wingecarribee Shire Council consider the following:

1. Clarify and communicate Council's commitment to key infrastructure and planning, specifically in regard to development, drainage and maintaining local roads
2. Community involvement in decision making and information are the key drivers of resident satisfaction. Council needs to continue to focus on identifying methods of both informing and collaborating with the community, explore what can be achieved, and experiment with ways to optimise the traditional approaches to embrace innovation opportunities
3. Explore how Council could consolidate/improve satisfaction with 'encouraging recycling', and 'litter controls and rubbish dumping'
4. Understand community expectations around the revitalisation/beautification of town and village centres, as well as Council's role in supporting local businesses

It is important that Councillors understand that from a NSW category perspective, while their role is as an elected representative of the community, they are also brand ambassadors for the Council. Their behaviour, values and vision can have dramatic effects on the community's perceptions of Council's Image and performance

Next Steps

We would recommend that Council consider conducting a qualitative deep dive to clarify the community's understanding of, and attitudes toward, these core drivers of satisfaction. A series of resident workshops could further explore and inform the recommendations.



Section A

Detailed Findings

**Importance of, and Satisfaction with,
Council Services and Facilities**

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

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

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

We Explored Resident Response to 39 Service Areas



People

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

Places

- Provision & maintenance of local parks and gardens
- Condition of local roads
- Availability of car parking in the town and village centres
- The provision and quality of footpaths
- Local traffic management
- Provision and maintenance of sporting facilities
- Cycle paths and walking tracks
- Provision and maintenance of community halls/facilities
- Protecting Heritage values & buildings
- Provision and maintenance of playgrounds
- Dog control
- Availability of and access to public transport
- 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

Environment

- Litter control and rubbish dumping
- Encouraging recycling
- Town water quality
- Domestic garbage collection
- Managing development and growth
- Providing adequate drainage
- Encouraging waste reduction initiatives
- Healthy, natural urban streams and creeks but not rivers
- Restoration of natural bushland
- Support for community environmental initiatives
- The Resource Recovery Centre
- Green waste collection
- Enforcement of development and building regulations

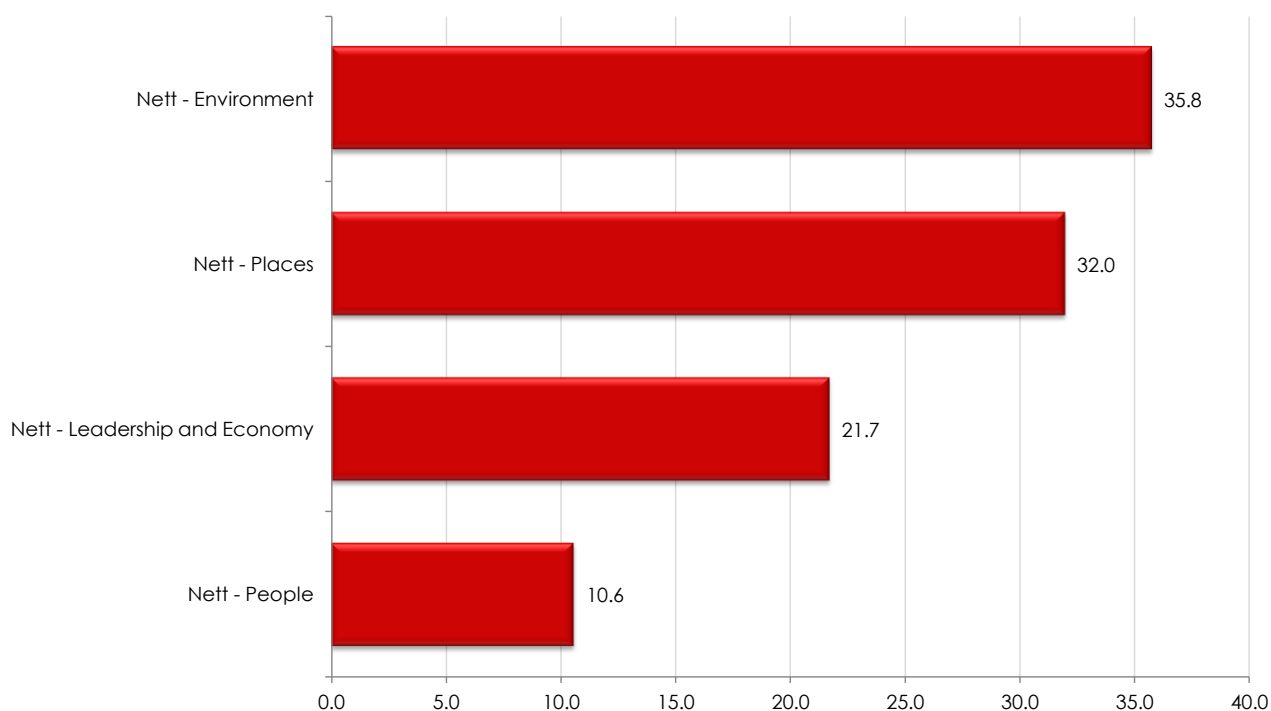
Leadership and Economy

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

Key Service Areas' Contribution to Overall Satisfaction

By combining the outcomes of the regression data, we can identify the derived importance of the different Nett Priority Areas.

Contribution To Overall Satisfaction With Council's Performance



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'Environment' (36%) is the key contributor toward overall satisfaction with Council performance.

The services and facilities grouped under this banner included:






- Managing development and growth
- Enforcement of development and building regulations
- Encouraging recycling
- Providing adequate drainage
- Litter control and rubbish dumping
- Domestic garbage collection
- Healthy, natural urban streams and creeks but not rivers
- Town water quality
- Encouraging waste reduction initiatives
- The Resource Recovery Centre
- Support for community environmental initiatives
- Restoration of natural bushland
- Green waste collection

This is not to indicate that the other priority areas are less important, but rather that some of the services and facilities grouped under the banner of 'Environment' are core drivers of resident 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

Correlations – definitions

We have run analysis across 4 areas of interest:

- Age
- Gender
- Region
- Comparisons to the research from 2010

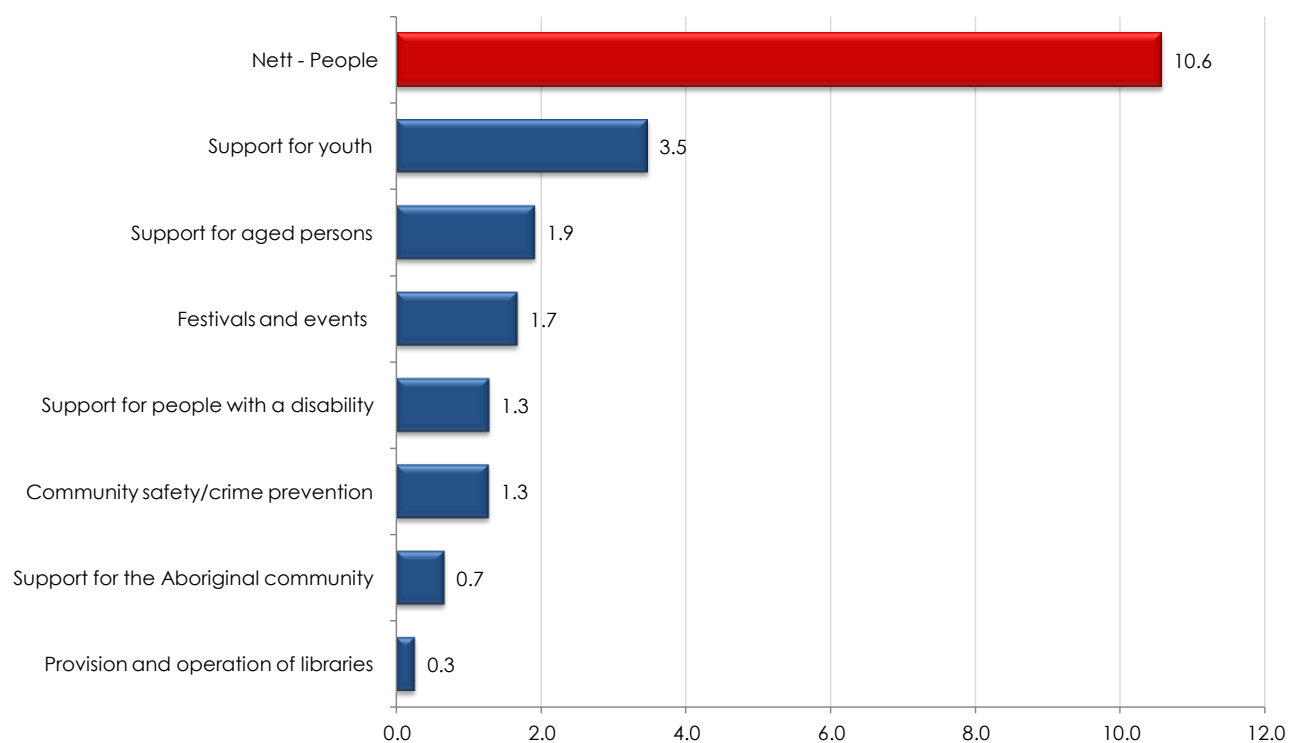
Services and facilities explored included:

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

Contribution to Overall Satisfaction with Council (Regression Data)

Council's performance in the areas below accounts for almost 11% of overall satisfaction, based on the regression analysis.

People –
Almost 11% of Overall Satisfaction with Council



Overview of Rating Scores

Importance – overall

Very high	Community safety/crime prevention Support for people with a disability Support for aged persons
High	Support for youth
Moderately high	Provision and operation of libraries Support for the Aboriginal community Festivals and events

Importance – by age

Residents aged 65+ deemed the importance of 'provision and operation of libraries' to be higher than did those aged 18-34.

Importance – by gender

With the exception of 'support for people with a disability', females rated all of these criteria higher in importance than did males.

Importance – by region

Residents living in town rated the importance of 'festivals and events' and 'support for the Aboriginal community' higher than did those living in villages.

Importance – compared to 2010

The importance of 'support for aged persons', 'support for youth' and 'provision and operation of libraries' is lower compared to the research from 2010.

Overview of Rating Scores

Satisfaction – overall

High	Provision and operation of libraries
Moderate	Festivals and events
	Community safety/crime prevention
	Support for aged persons
	Support for people with a disability
	Support for the Aboriginal community
Moderately low	Support for youth

Satisfaction – by age

Residents aged 18-34 were more satisfied with 'support for people with a disability' than were their older counterparts.

Residents aged 18-34 and 65+ were more satisfied with 'support for youth' than were those aged 35-49.

Residents aged 65+ were more satisfied with the 'provision and operation of libraries' than were those aged 50-64.

Satisfaction – by gender

There were no significant differences between the genders.

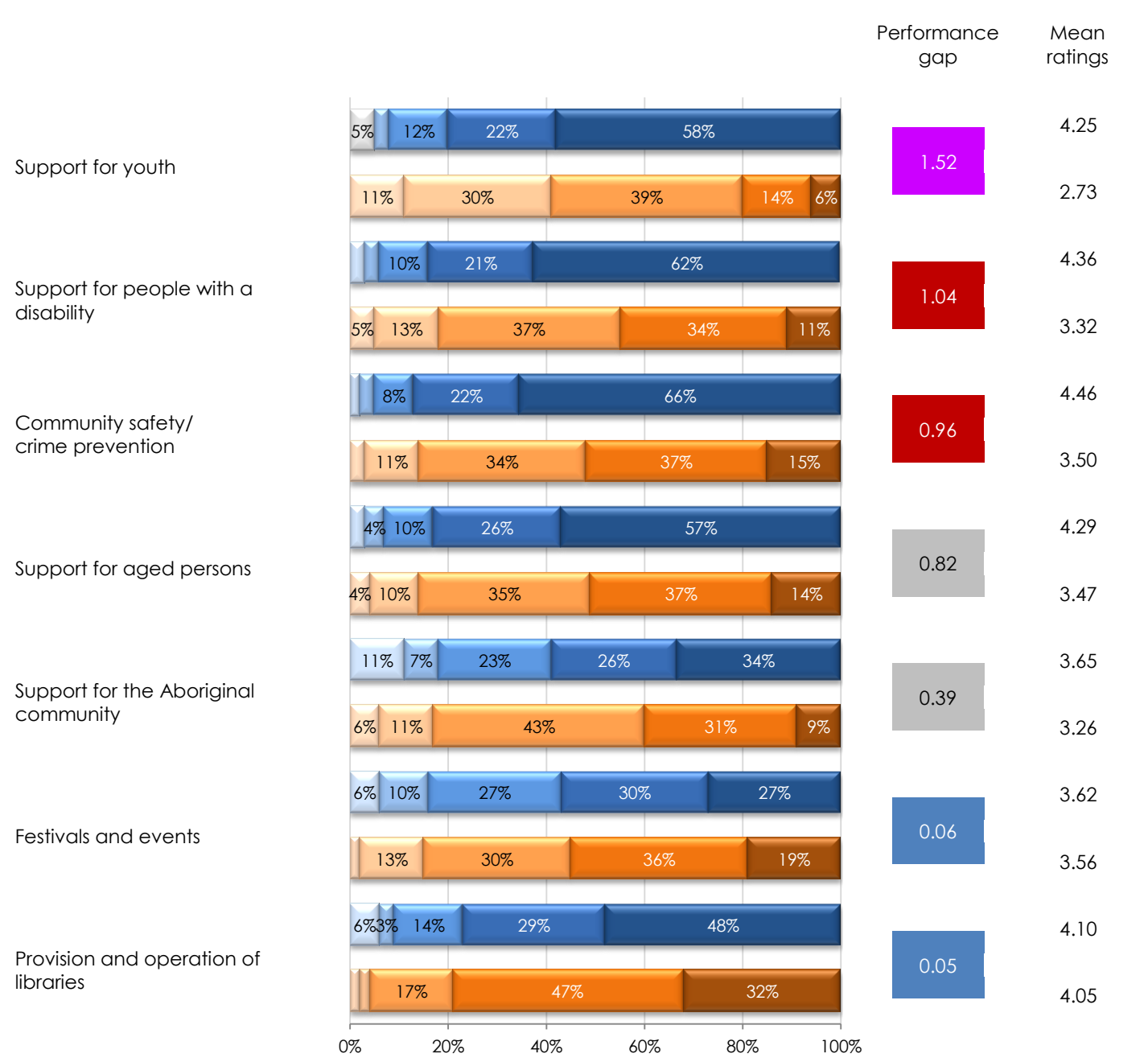
Importance – by region

Town residents were more satisfied with 'support for the Aboriginal community' than were those living in villages.

Satisfaction – compared to 2010

There were no significant differences compared to 2010.

Importance of, and Satisfaction with, Council Services People

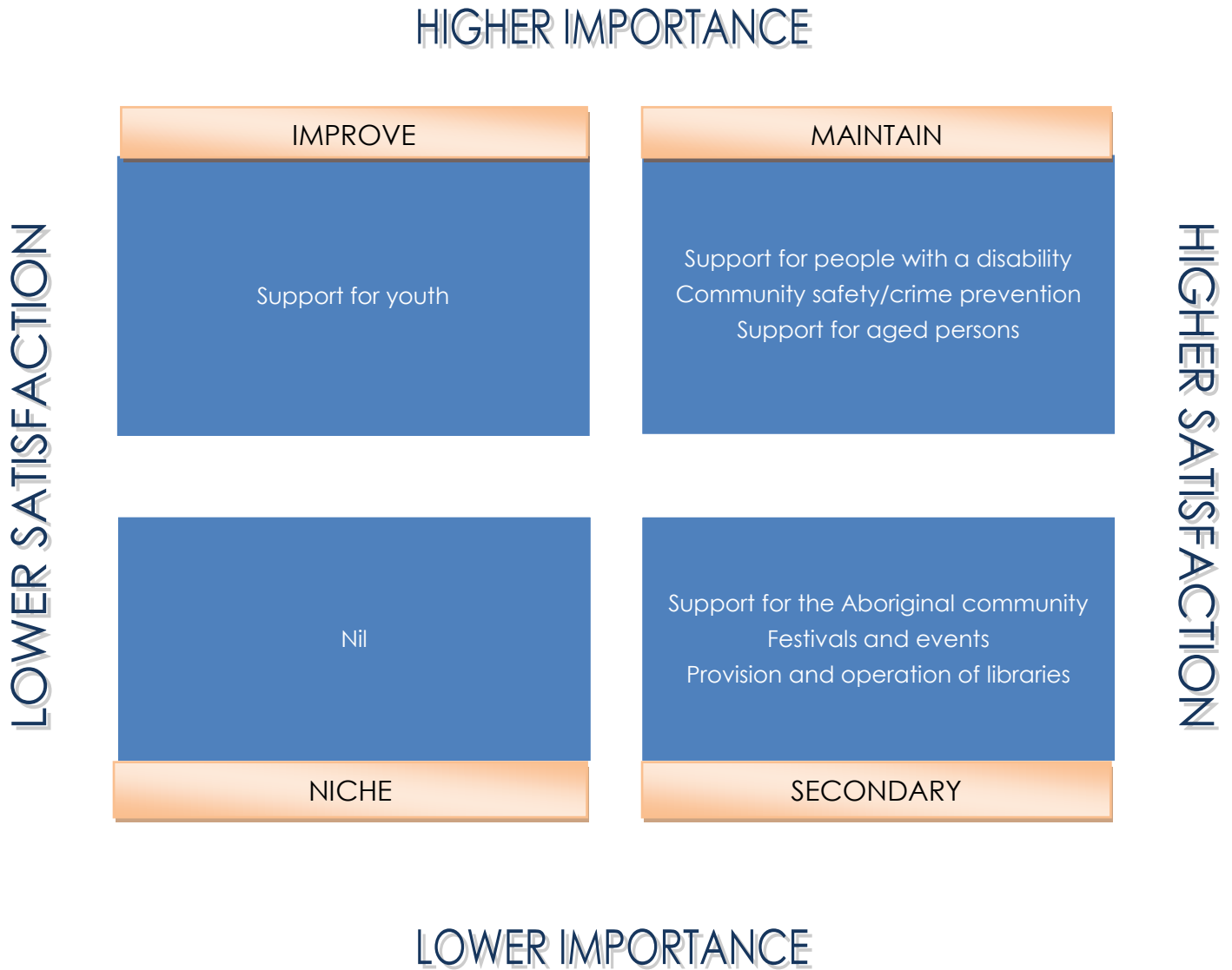


Base: Importance n=400, Satisfaction n=188-336

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



Quadrant Analysis



Recommendations

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

- Support for youth

Wingecarribee Shire Council also needs to maintain resident satisfaction with:

- Support for people with a disability
- Community safety/crime prevention
- Support for aged persons

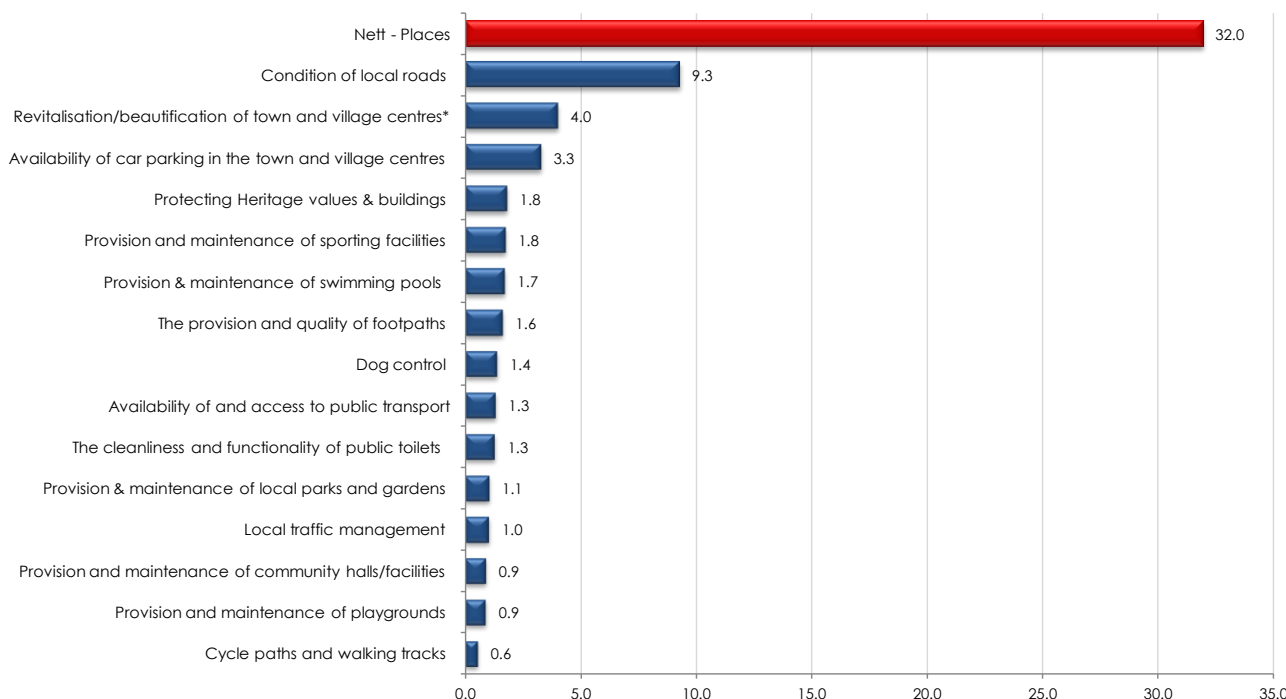
Services and facilities explored included:

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

Contribution to Overall Satisfaction with Council (Regression Data)

Council's performance in the areas below accounts for 32% of overall satisfaction, based on the regression analysis.

Places –
32% of Overall Satisfaction with Council



Overview of Rating Scores

Importance – overall

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

Importance – by age

Residents aged 35-49 deemed the importance of 'provision & maintenance of swimming pools' to be higher than did those aged 50-64.

Residents aged 65+ deemed the importance of 'provision and maintenance of community halls/facilities' to be higher than did those aged 35-49.

Importance – by gender

Females deemed the importance of 7 of the 15 criteria to be higher than did males, including:

- Provision & maintenance of local parks and gardens
- Dog control
- Availability of car parking in the town and village centres
- Cycle paths and walking tracks
- The provision and quality of footpaths
- The provision and maintenance of playgrounds
- Provision and maintenance of community halls/facilities

Importance – by region

Residents living in town rated the importance of 'provision & maintenance of local parks and gardens', 'availability of car parking in the town and village centres', 'cycle paths and walking tracks' and 'local traffic management' higher than did those living in villages.

Importance – compared to 2010

The importance of 'revitalisation/beautification of town and village centres as well as the surrounding areas', 'dog control', 'availability of car parking in the town and village centres', 'availability of and access to public transport' and the 'provision and maintenance of swimming pools' was lower than in 2010.

Overview of Rating Scores

Satisfaction – overall

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

Satisfaction – by age

Residents aged 18-34 and 65+ were more satisfied with the 'provision & maintenance of local parks and gardens', 'cycle paths and walking tracks', 'provision & maintenance of swimming pools' and 'provision and maintenance of sporting facilities' than were those aged 35-49.

Residents aged 18-34 were more satisfied with the 'condition of local roads' than were those aged 35-49 and 50-64, and more satisfied with 'the provision and quality of footpaths' than were their older counterparts.

Satisfaction – by gender

Males were more satisfied with 'the provision and quality of footpaths' than were females.

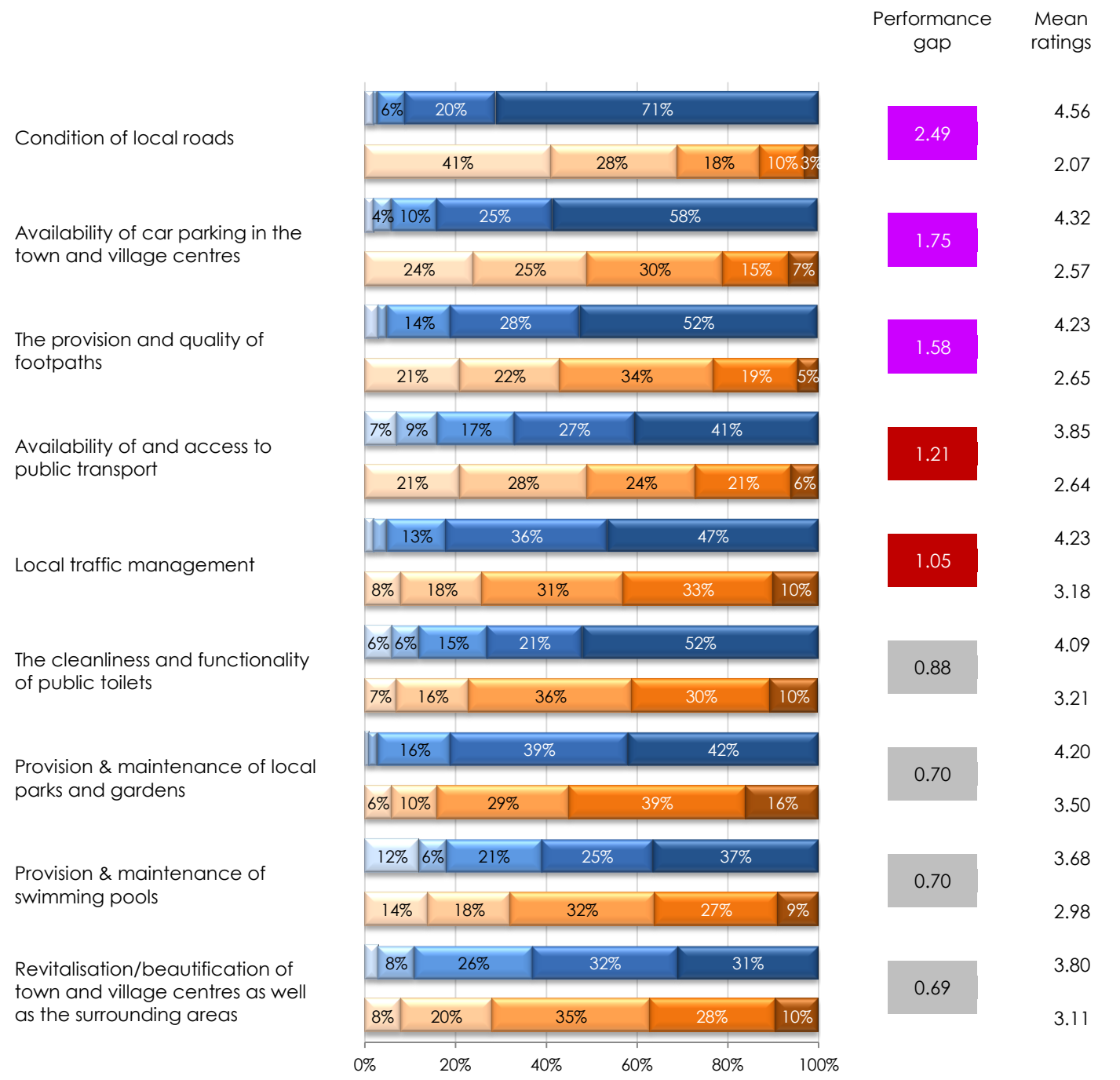
Satisfaction – by region

Residents in town were less satisfied with the 'availability of car parking in the town and village centres', but more satisfied with the 'availability of and access to public transport'.

Satisfaction – compared to 2010

Residents were less satisfied with the 'condition of local roads' than they were in 2010.

Importance of, and Satisfaction with, Council Services Places

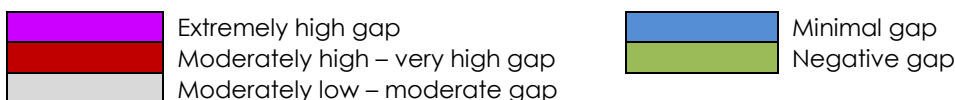


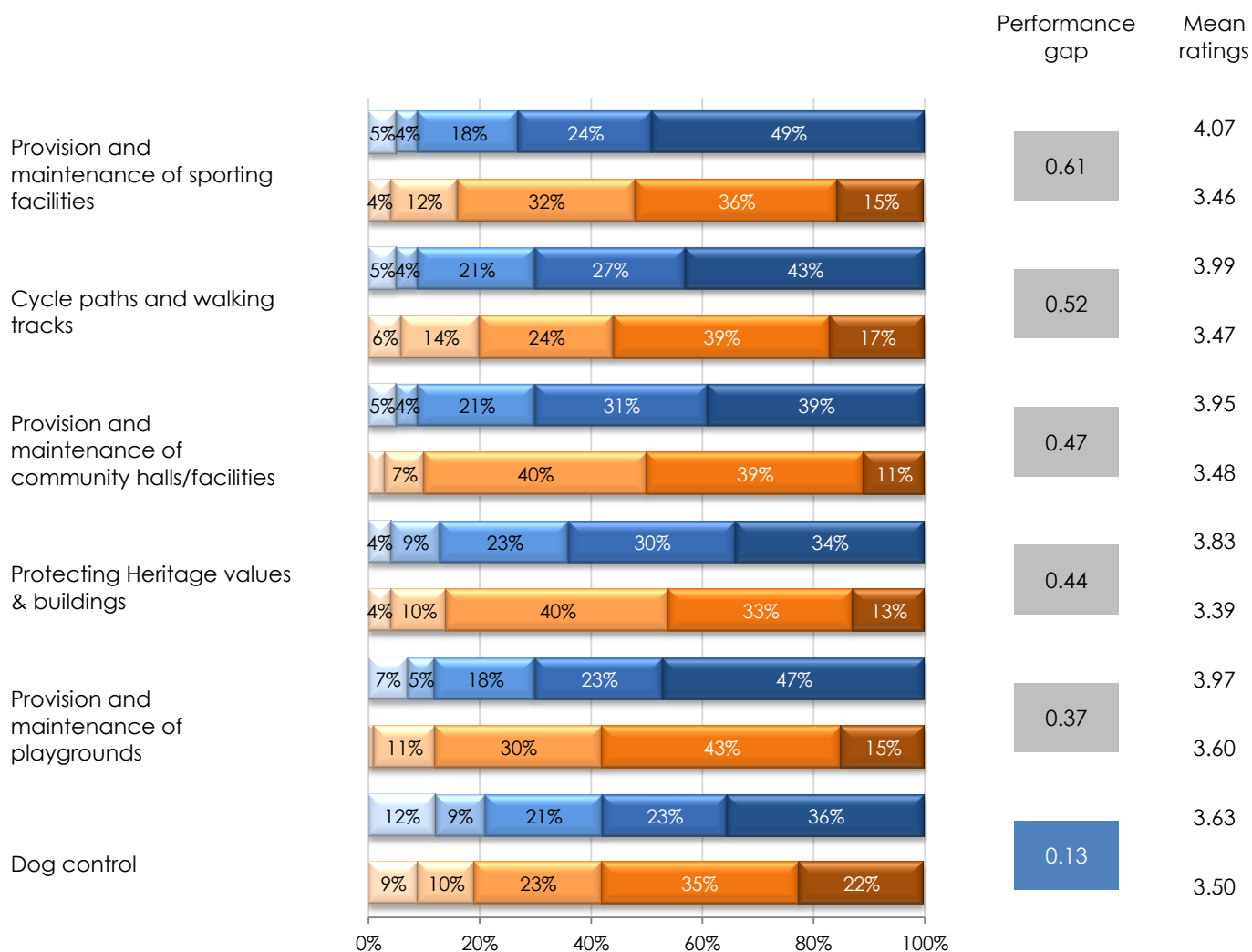
Base: Importance n=400, Satisfaction n=239-363

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



Performance gap



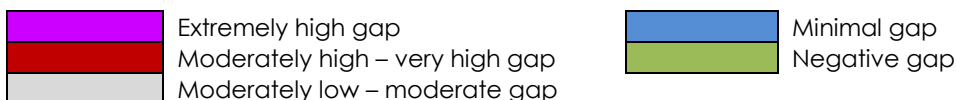


Base: Importance n=400, Satisfaction n=230-287

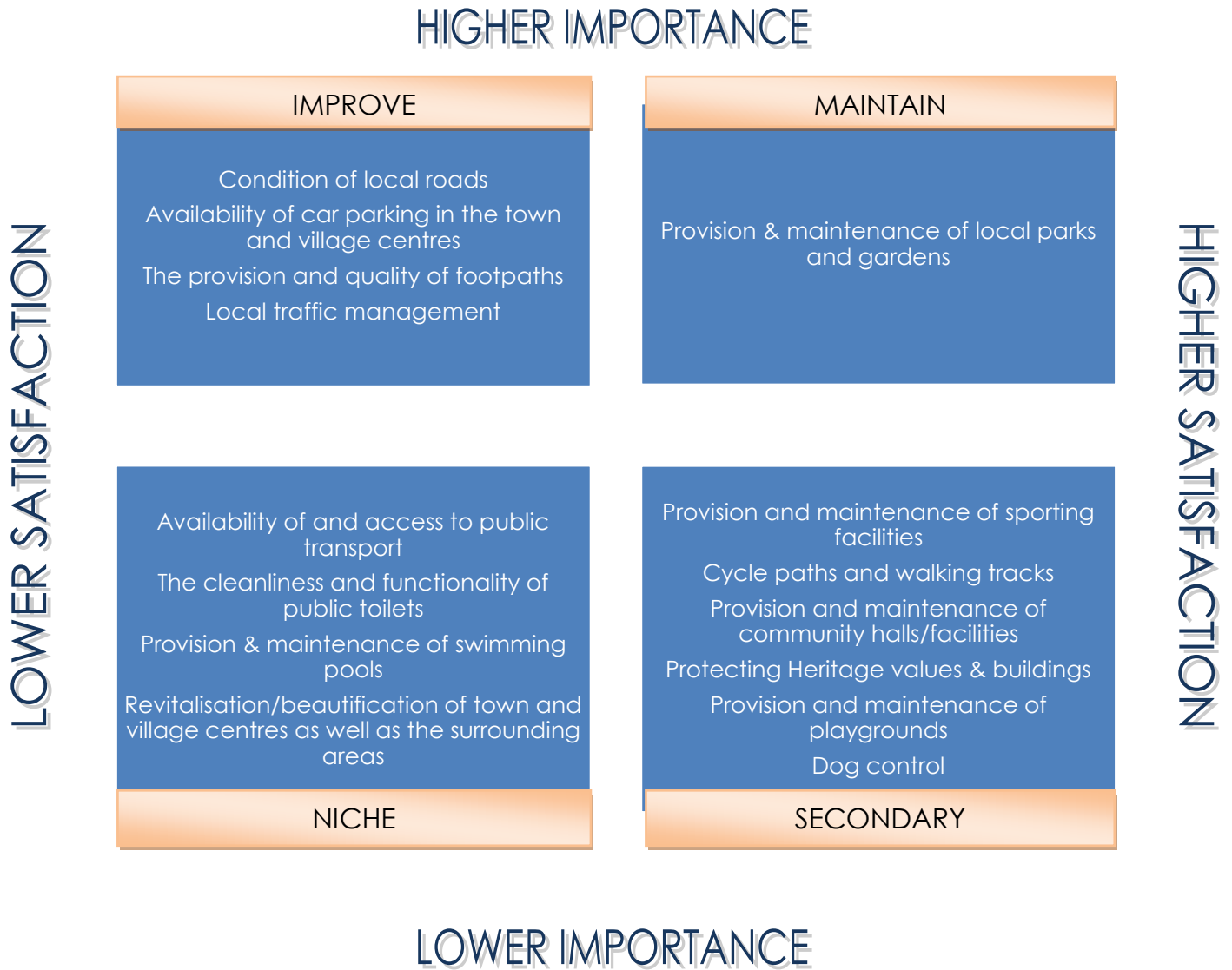
Mean ratings: 1 = not at all important/satisfied
5 = very important/satisfied



Performance gap



Quadrant Analysis



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
- The provision and quality of footpaths
- Local traffic management

Wingecarribee Shire Council also needs to maintain resident satisfaction with:

- Provision & maintenance of local parks and gardens

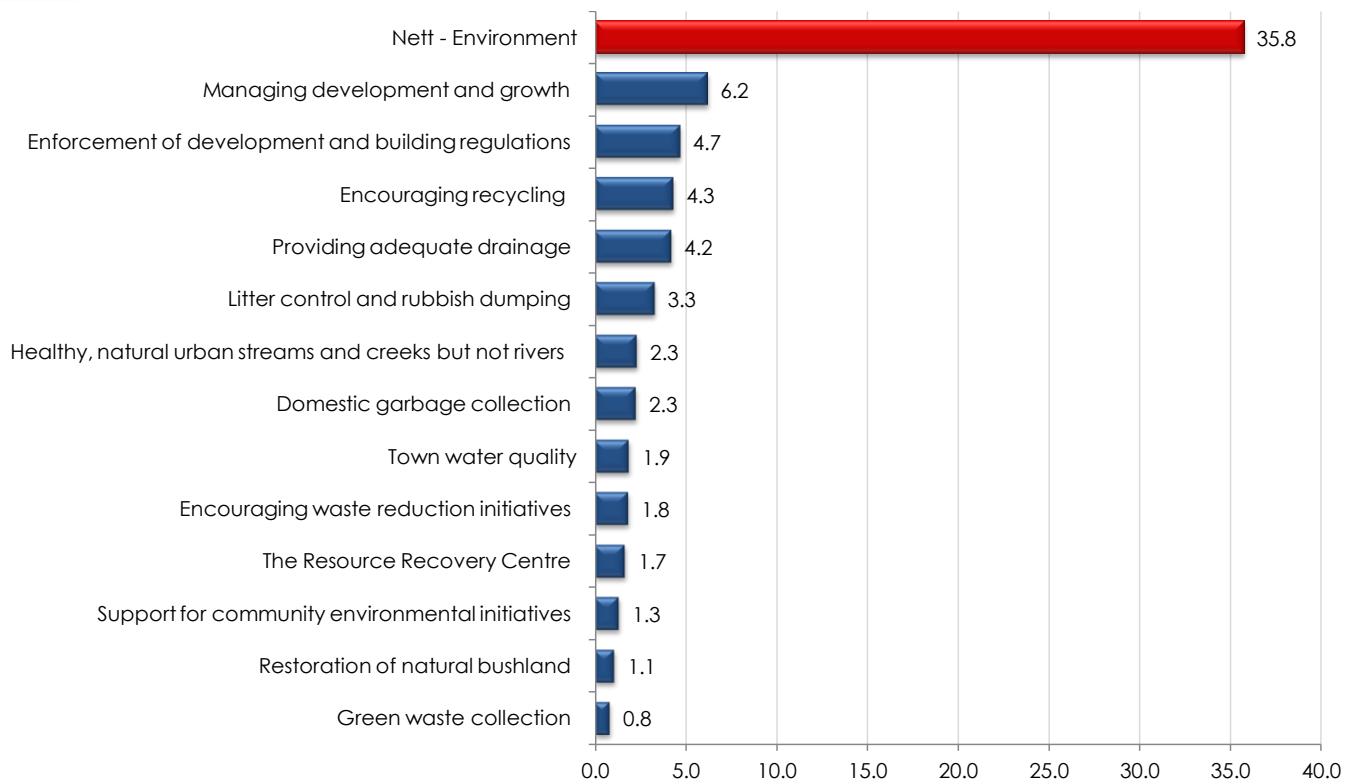
Services and facilities explored included:

- Green waste collection
- The Resource Recovery Centre
- Domestic garbage collection
- Providing adequate drainage
- Support for community environmental initiatives
- Restoration of natural bushland
- Healthy, natural urban streams and creeks but not rivers
- Encouraging recycling
- Encouraging waste reduction initiatives
- Managing development and growth
- Enforcement of development and building regulations
- Town water quality
- Litter control and rubbish dumping

Contribution to Overall Satisfaction with Council (Regression Data)

Council's performance in the areas below accounts for almost 36% of overall satisfaction, based on the regression analysis.

Environment –
Almost 36% of Overall Satisfaction with Council



Overview of Rating Scores

Importance – overall

Extremely high	Town water quality
	Encouraging recycling
Very high	Litter control and rubbish dumping
	Domestic garbage collection
	Encouraging waste reduction initiatives
	Managing development and growth
High	Healthy, natural urban streams and creeks but not rivers
	Providing adequate drainage
	Enforcement of development and building regulations
	The Resource Recovery Centre
	Restoration of natural bushland
	Support for community environmental initiatives
Moderately high	Green waste collection

Importance – by age

Residents aged 65+ considered the importance of 'providing adequate drainage' to be higher than did those aged 18-34.

Importance – by gender

Females deemed the importance of the 'green waste collection', 'providing adequate drainage', 'support for community environmental initiatives' and 'restoration of natural bushland' to be higher than did males.

Importance – by region

Town residents gave higher importance ratings to 'domestic garbage collection', 'providing adequate drainage' and 'town water quality' than did those living in villages.

Importance – compared to 2010

The importance of 'the Resource Recovery Centre' and 'managing development and growth' was lower than in 2010.

Overview of Rating Scores

Satisfaction – overall

High	Domestic garbage collection Town water quality
Moderate	Encouraging recycling The Resource Recovery Centre Support for community environmental initiatives Restoration of natural bushland Litter control and rubbish dumping Encouraging waste reduction initiatives
Moderately low	Healthy, natural urban streams and creeks but not rivers Enforcement of development and building regulations Managing development and growth
Low	Providing adequate drainage Green waste collection

Satisfaction – by age

Residents aged 18-34 were more satisfied with 'support for community environmental initiatives' and 'town water quality' than were those aged 50-64.

Residents aged 18-34 & 65+ were more satisfied with 'managing development and growth' than were those aged 35-49.

Satisfaction – by gender

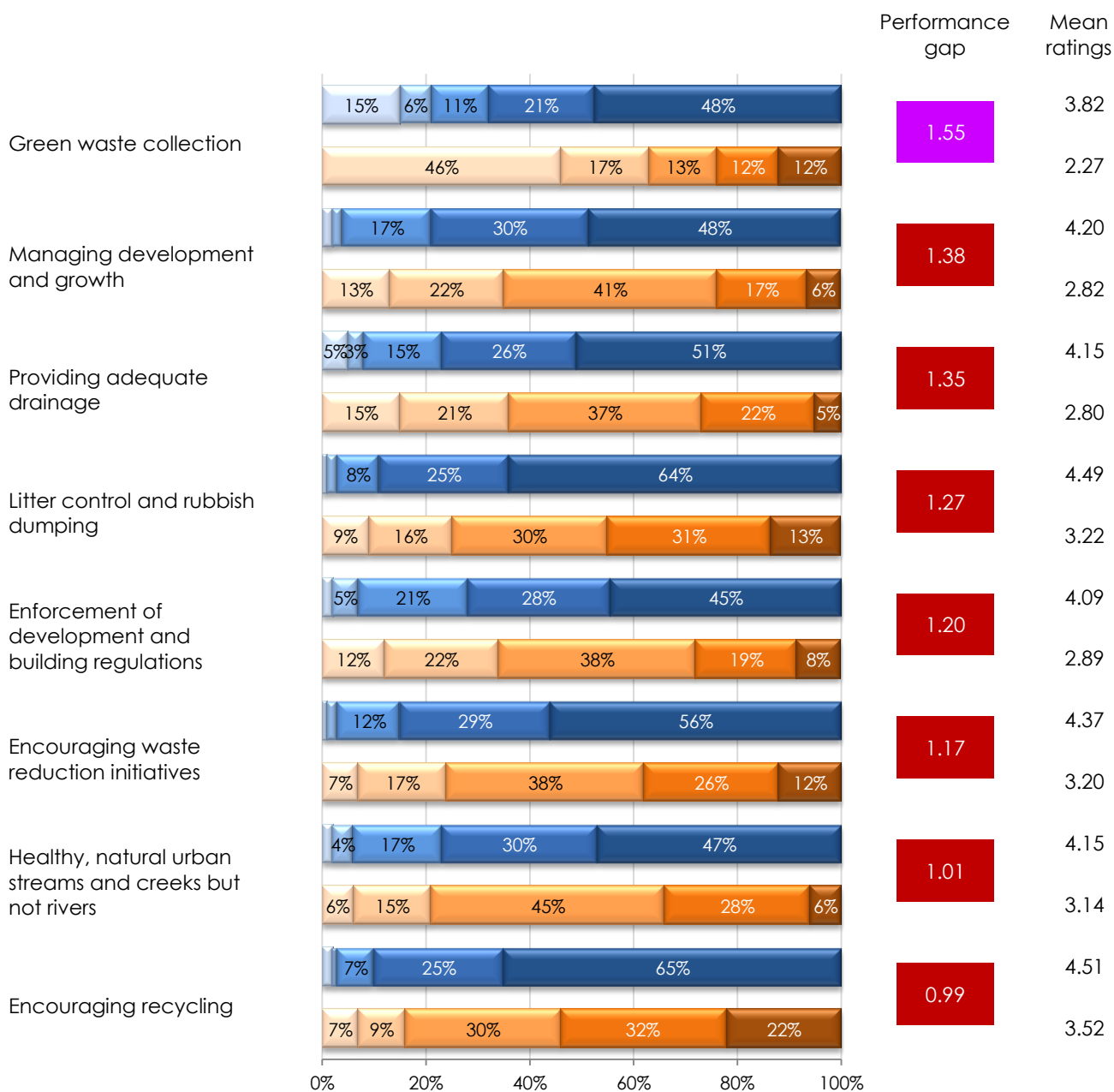
Females were more satisfied with 'the Resource Recovery Centre' than were males, whilst males indicated higher levels of satisfaction with 'enforcement of development and building regulations' than did females.

Satisfaction – by region

Residents living in town were more satisfied with 'providing adequate drainage' than were those living in villages.

Satisfaction – compared to 2010

Compared to 2010, residents were less satisfied with 'the Resource Recovery Centre' and 'providing adequate drainage', but more satisfied with 'town water quality'.

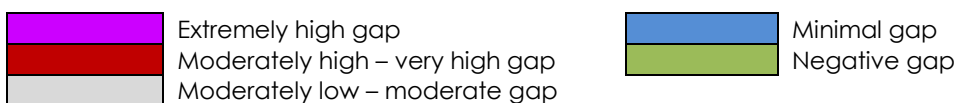


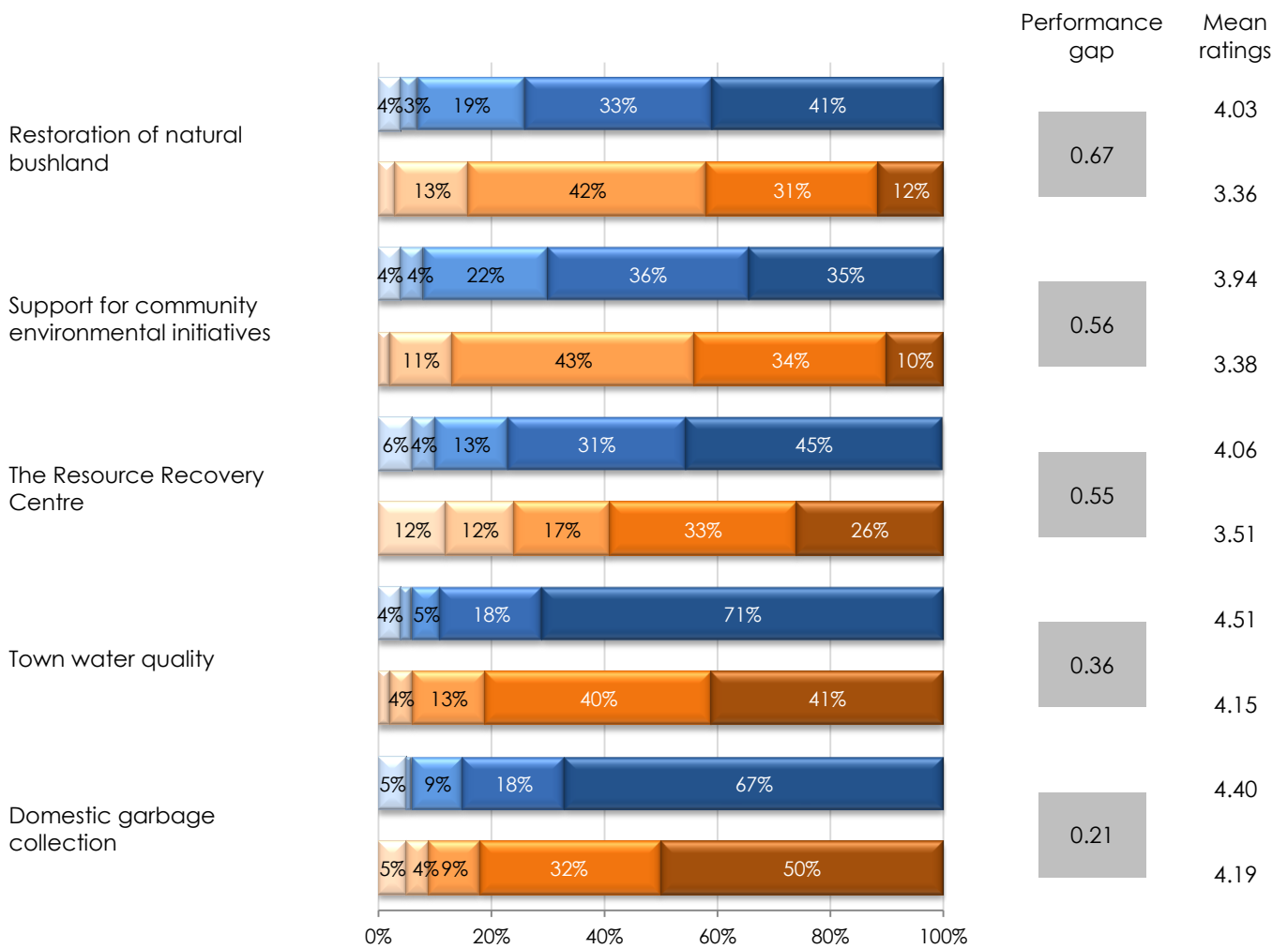
Base: Importance n=400, Satisfaction n=272-360

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



Performance gap



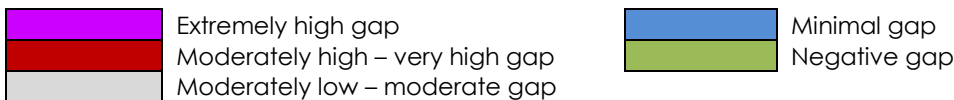


Base: Importance n=400, Satisfaction n=274-354

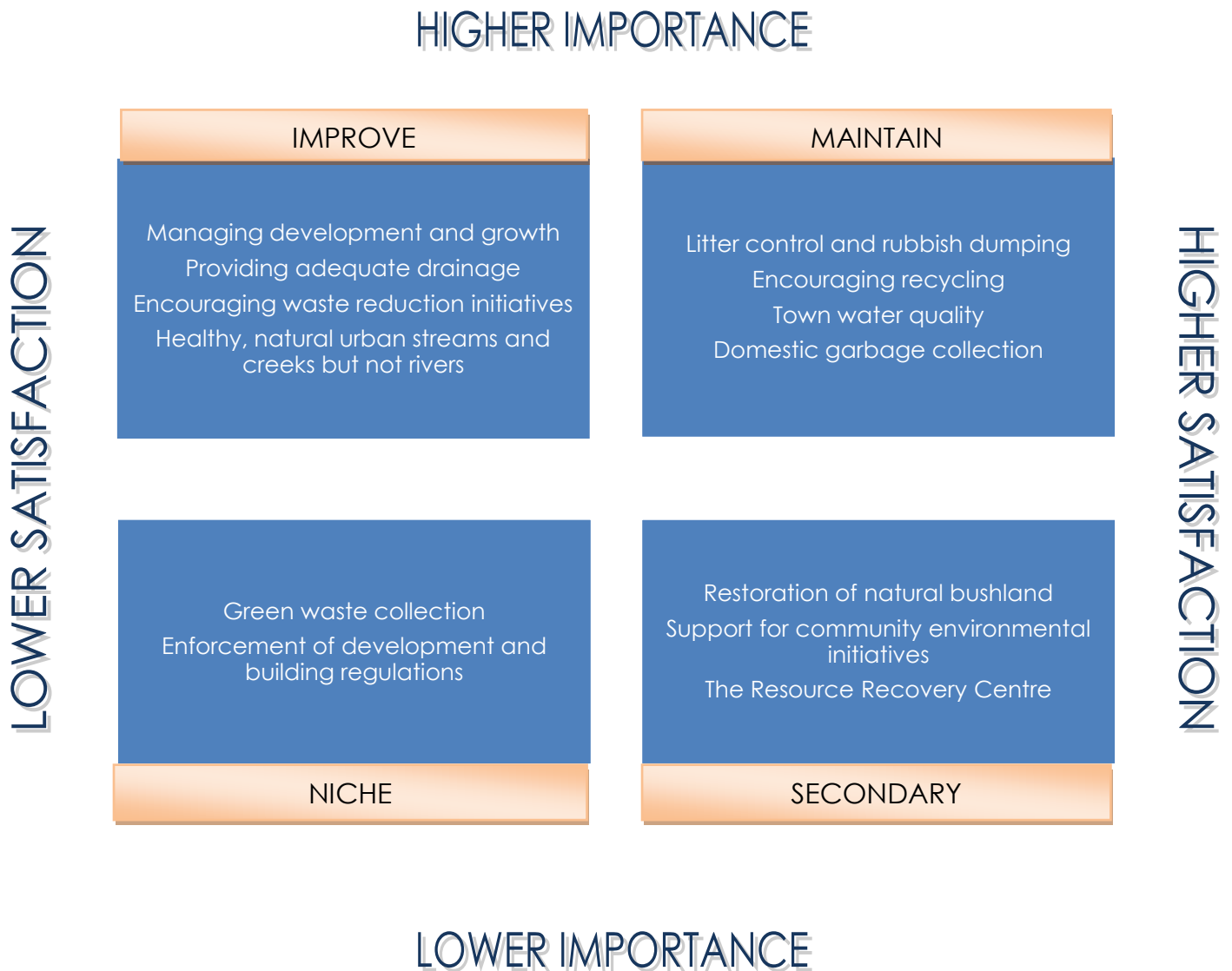
Mean ratings: 1 = not at all important/satisfied
5 = very important/satisfied



Performance gap



Quadrant Analysis



Recommendations

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

- Managing development and growth
- Providing adequate drainage
- Encouraging waste reduction initiatives
- Healthy, natural urban streams and creeks but not rivers

Wingecarribee Shire Council also needs to maintain resident satisfaction with:

- Litter control and rubbish dumping
- Encouraging recycling
- Town water quality
- Domestic garbage collection

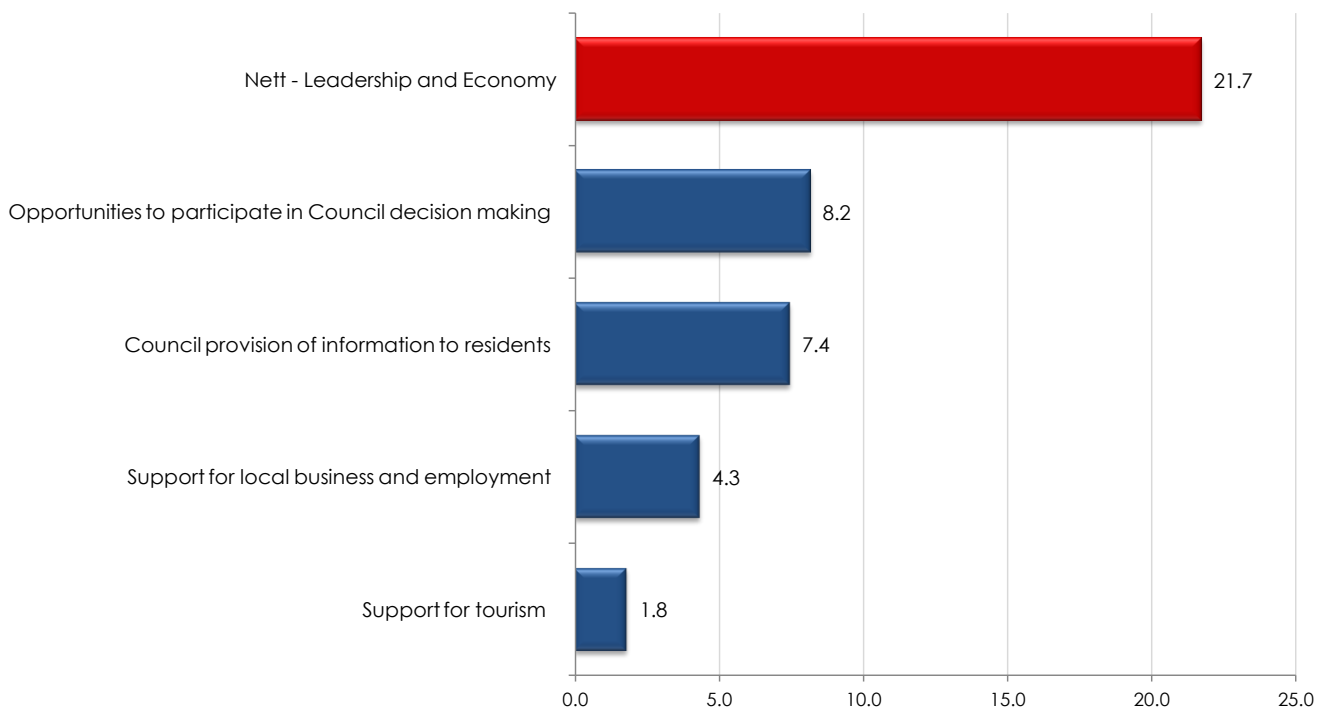
Services and facilities explored included:

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

Contribution to Overall Satisfaction with Council (Regression Data)

Council's performance in the areas below accounts for almost 22% of overall satisfaction, based on the regression analysis.

Leadership and Economy –
Almost 22% of Overall Satisfaction with Council



Overview of Rating Scores

Importance – overall

Very high	Support for local business and employment Council provision of information to residents
High	Support for tourism
Moderately high	Opportunities to participate in Council decision making

Importance – by age

There were no significant differences between the age groups.

Importance – by gender

Females rated 'Council provision of information to residents' higher in importance than did males.

Importance – by region

Town dwellers rated the importance of 'support for local business and employment' and 'support for tourism' higher than did those living in villages.

Importance – compared to 2010

Compared to 2010, the importance of 'opportunities to participate in Council decision making' and 'Council provision of information to residents' was considered to be lower.

Satisfaction – overall

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

Satisfaction – by age

Residents aged 65+ were more satisfied with the 'opportunities to participate in Council decision making' than were those aged 50-64.

Satisfaction – by gender

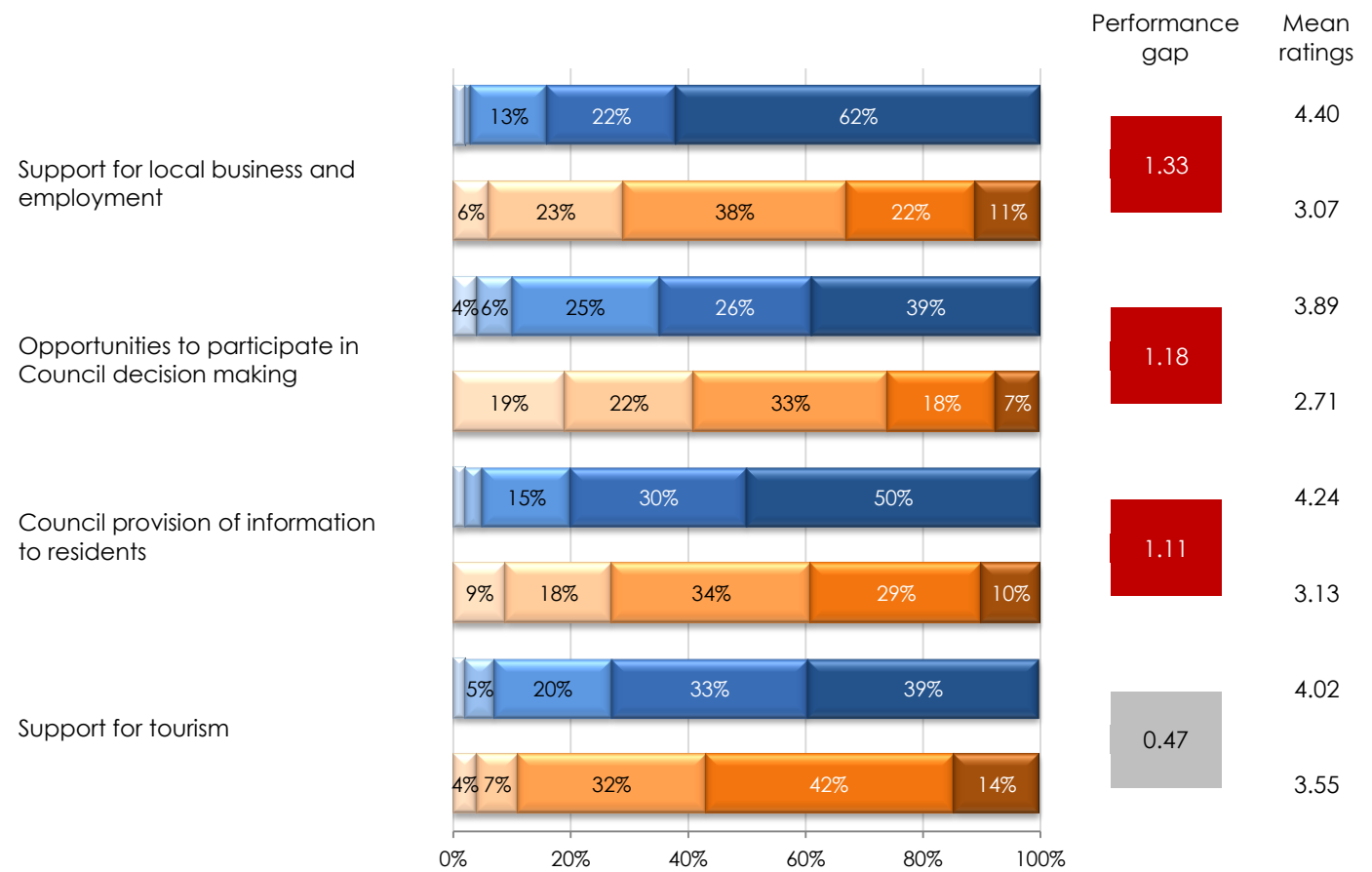
Females were more satisfied with 'Council provision of information to residents' than were females.

Satisfaction – by region

Residents living in town were more satisfied with 'support for tourism' but less satisfied with 'support for local business and employment' than were those living in villages.

Satisfaction – compared to 2010

Compared to 2010, satisfaction had decreased for 'support for tourism'.

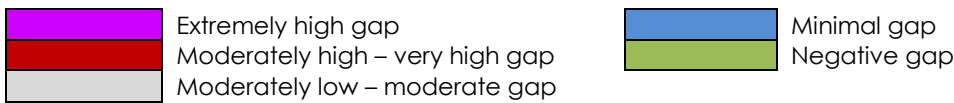


Base: Importance n=400, Satisfaction n=253-318

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



Performance gap



Quadrant Analysis

HIGHER IMPORTANCE



LOWER IMPORTANCE

Recommendations

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

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

Overall Satisfaction with the Performance of Council

Summary

Overall, the research has found a generally positive result for Wingecarribee Shire Council with 28 of the 39 services/facilities/criteria rated as being of 'moderate' to 'high' satisfaction.

At an overall level, residents expressed a 'moderate' level of satisfaction with the performance of Council, with 33% of the respondents giving a rating of 'satisfied'. There was a significant lessening of satisfaction with Council's performance compared to 2010, with respondents in 2012 tending towards being 'somewhat satisfied'.

Residents aged 18-34 and 65+ were more satisfied with Council's performance than were those aged 35-64.

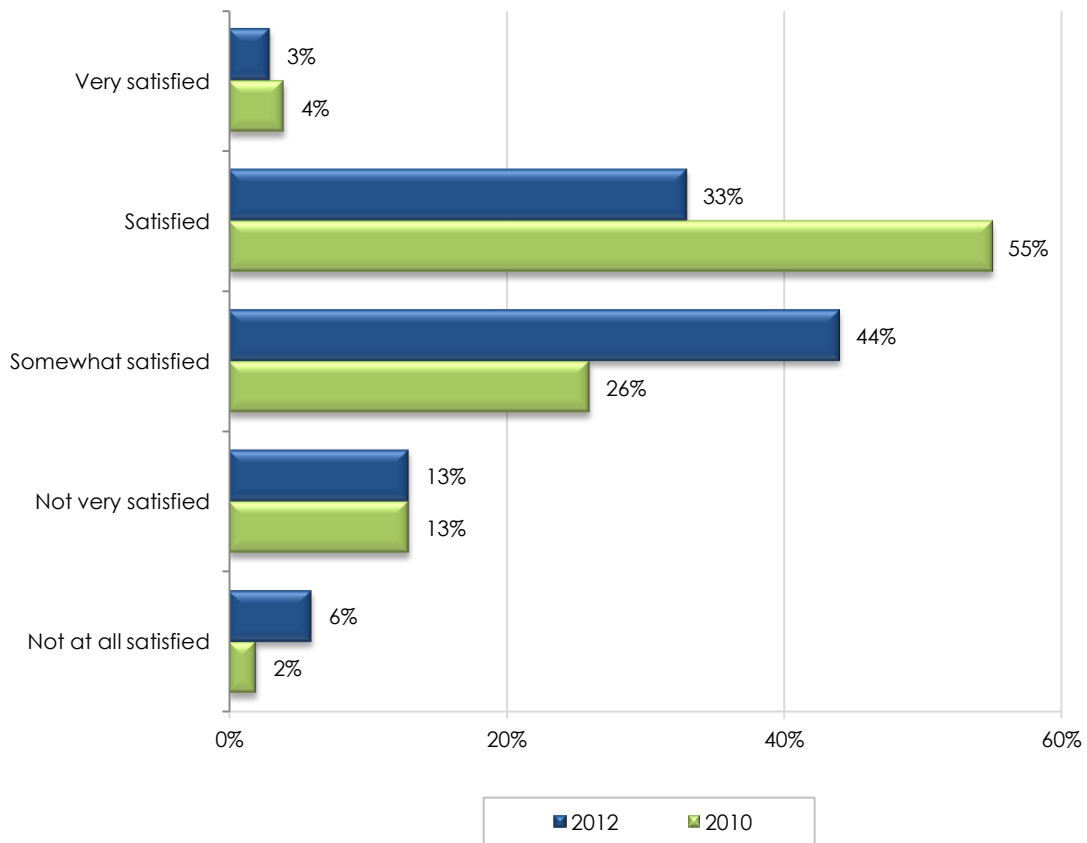
Residents living in towns were significantly more satisfied with Council's performance than were residents from villages.

Q. 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?

	18 - 34	35 - 49	50 - 64	65 +	Male	Female	Town	Village	2010	2012
Mean ratings	3.29	3.04	3.05	3.24	3.16	3.13	3.23	3.04	3.45	3.14

Mean ratings: 1 = not at all satisfied, 5 = very satisfied

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



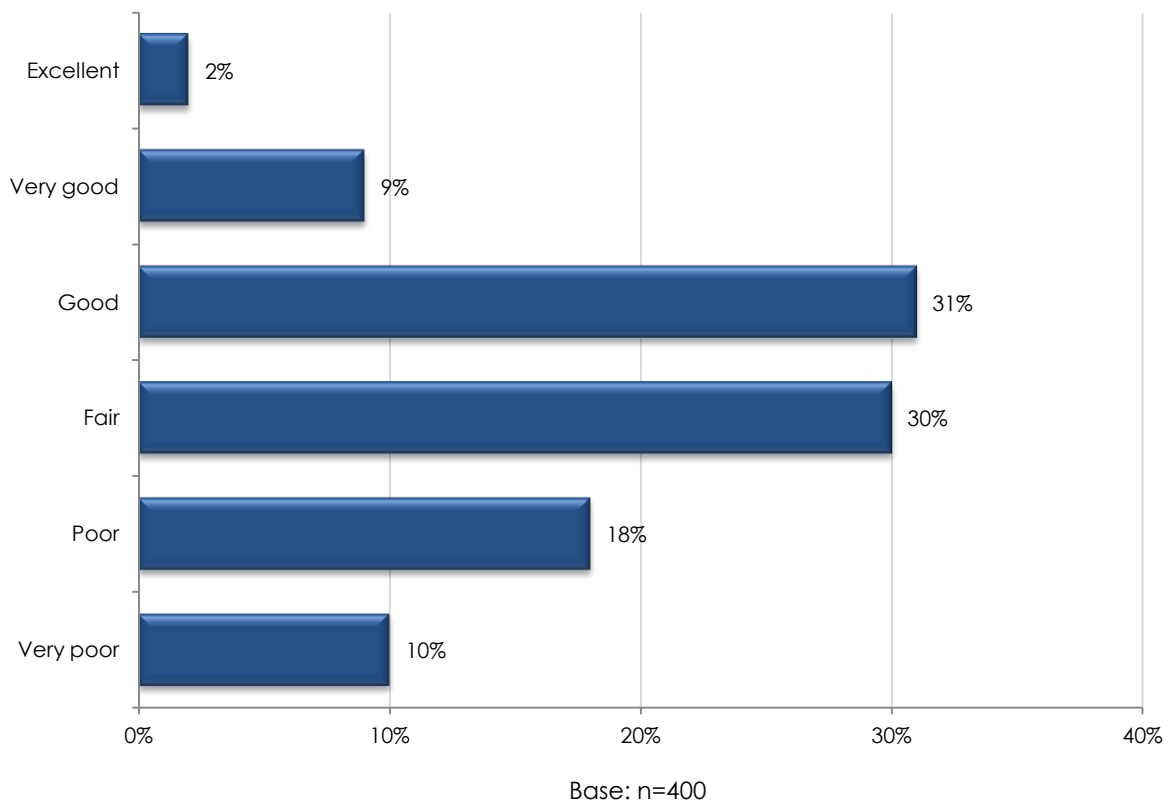
Base: Both years n=400

Council's Image within the Community

Summary

42% of residents rated Council's image within the community as 'good' to 'excellent', with a further 30% rating it as 'fair'. 28% of residents gave Council's image a rating of 'poor' or 'very poor'.

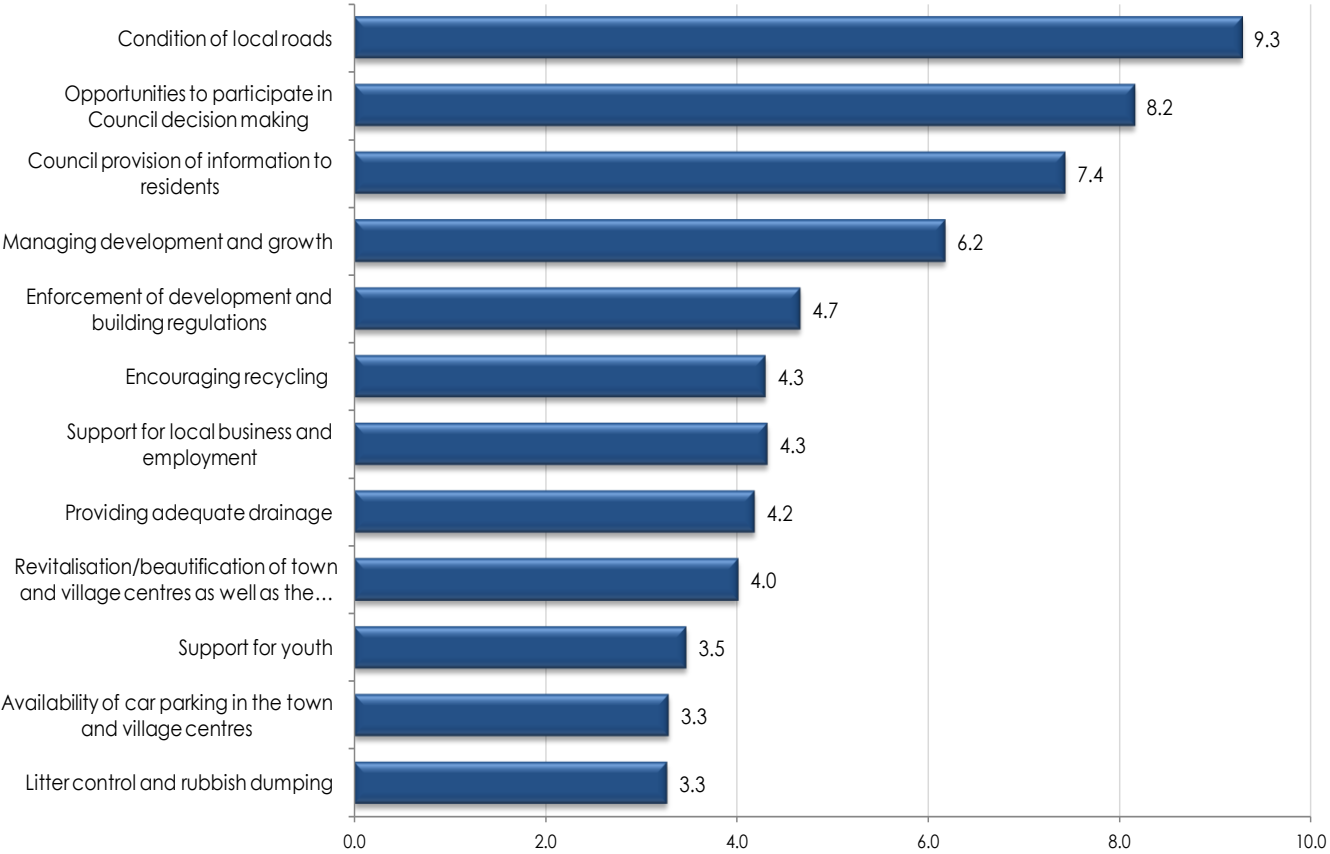
This result is significantly lower than the Micromex LGA Benchmark.



How Council can Improve Satisfaction with its Performance

These 12 services/facilities are the key community priorities and by addressing these, Wingecarribee Shire Council will improve community satisfaction. The score assigned to each area indicates the percentage of influence each attribute contributes to overall satisfaction with Council. For example, in the chart below 'condition of local roads' contributes 9.3% towards overall satisfaction.

These Top 12 Indicators Account for over 60% of Overall Satisfaction with Council



Base: n=400

Based on the regression analysis, Council performance in the areas listed above accounts for over 60% of overall satisfaction.

Outcome

If Wingecarribee Shire Council can address these core drivers, they will be able to improve residents' overall satisfaction with their performance.



Section B

Contact with Council

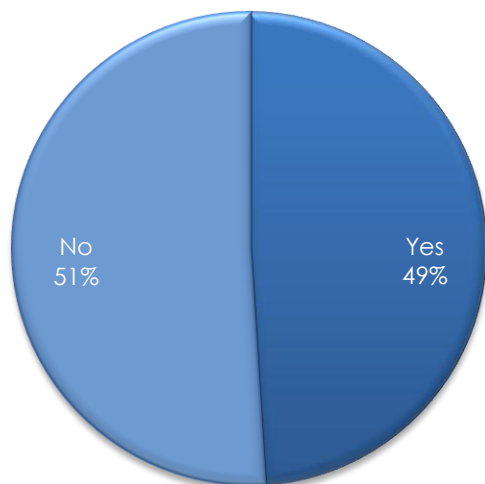
Contact with Council

Summary

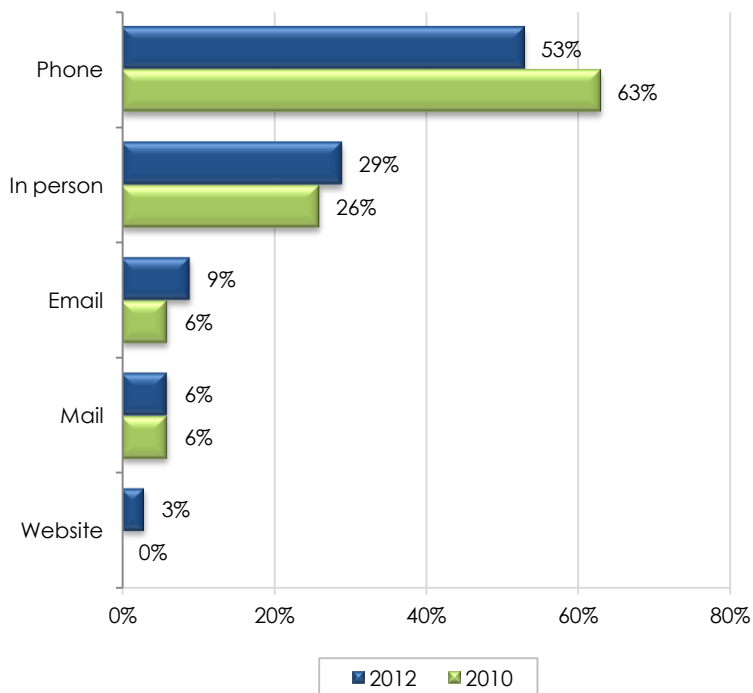
49% of residents had contacted Council in the last 12 months, which is significantly higher than in 2010 (41%).

The predominant method of contact was by 'phone' (53%), followed by 'in person' (29%).

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





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



Base: 2012 n=195, 2010 n=165

	2010		2012	
	Count	Column %	Count	Column %
Yes	165	41%	195	49%
No	235	59%	205	51%
Total	400	100%	400	100%

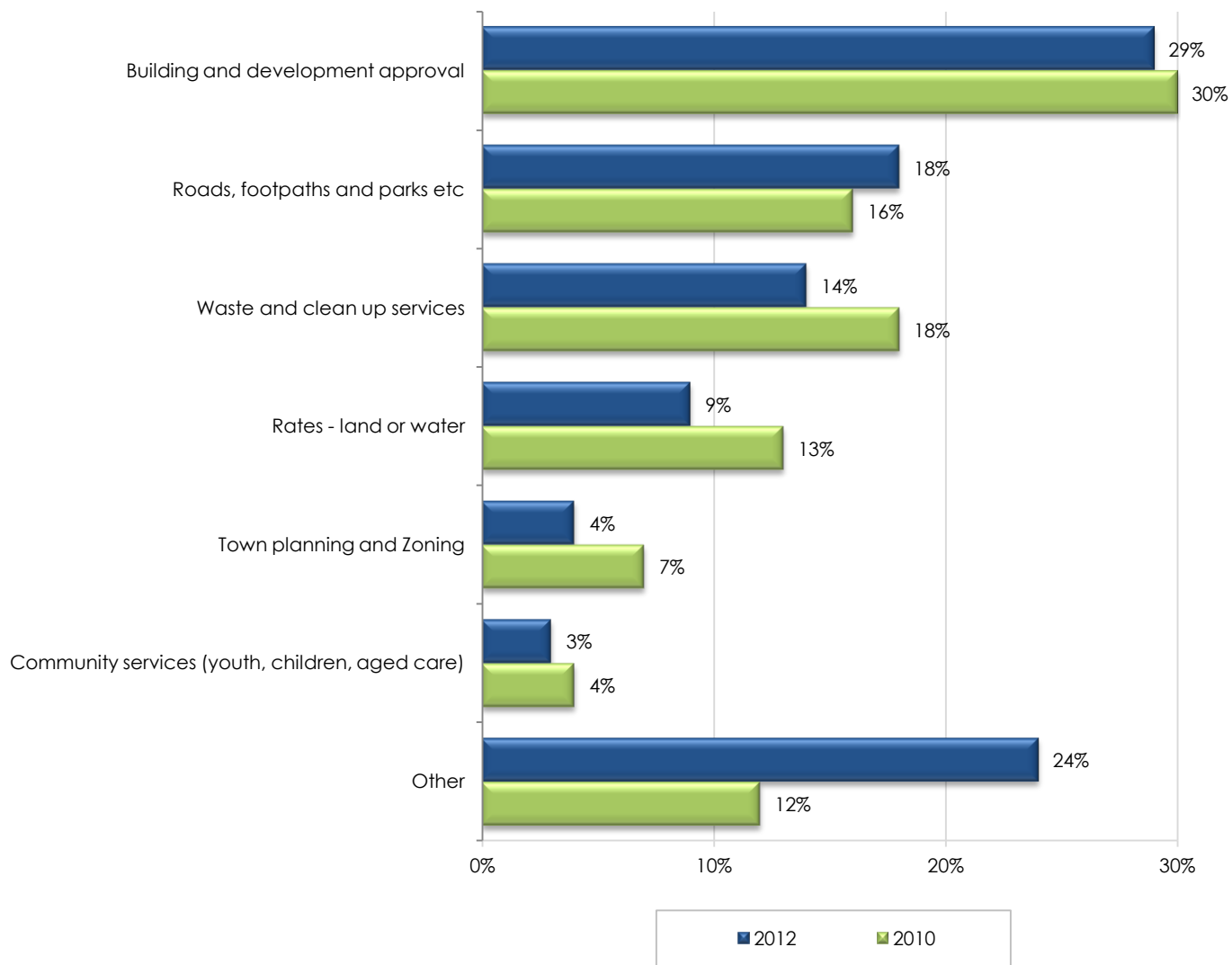
 = A significantly higher level of satisfaction (by group)
 = A significantly lower level of satisfaction (by group)

Contact with Council

Summary

Residents contacted Council about a variety of issues, the predominant being 'building and development approval' (29%), 'roads, footpaths and parks, etc.' (18%) and 'waste and clean up services' (14%).

Q3b. What was the nature of your enquiry?



Base: 2012 n=195, 2010 n=165

Contact with Council

Summary

Residents indicated a 'moderately high' level of satisfaction with their contact, with 61% rating it as 'satisfied' to 'very satisfied'. This is significantly lower than in 2010.

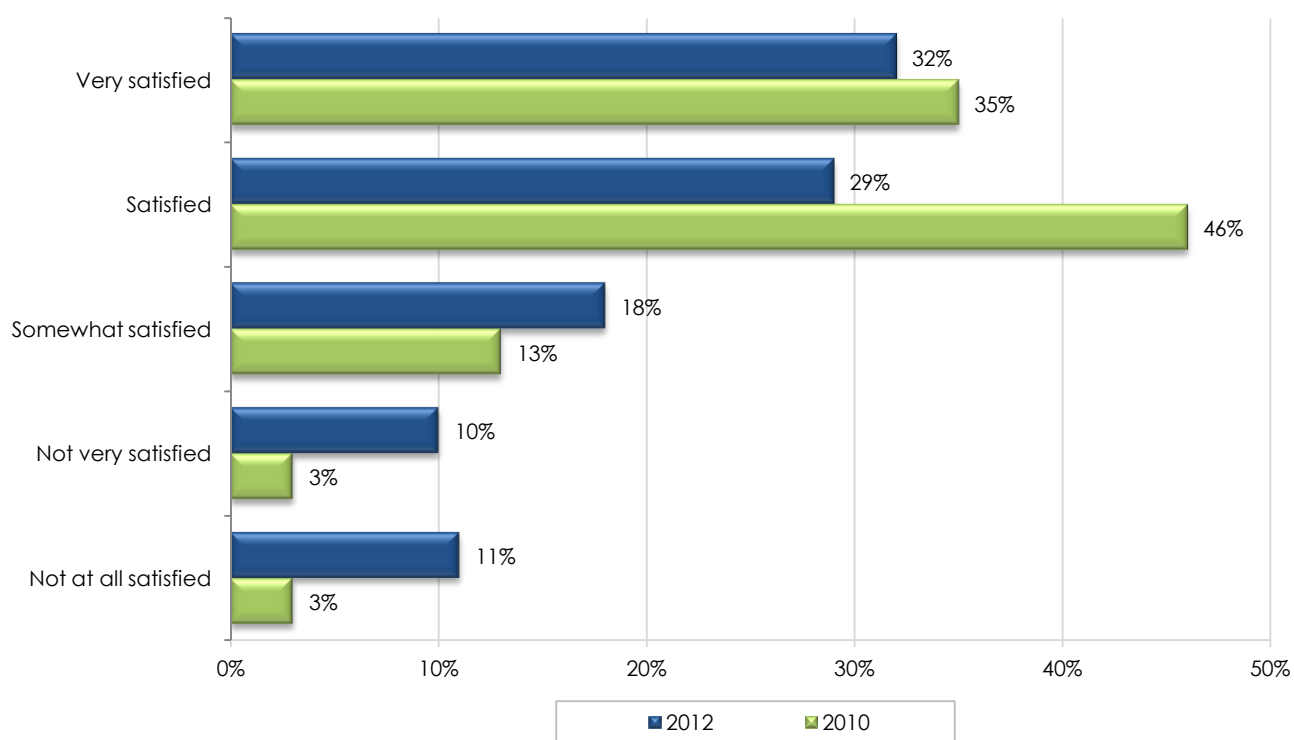
Those aged 65+ expressed higher levels of satisfaction with their contact, as did those living in 'town'.

	18 - 34	35 - 49	50 - 64	65 +	Male	Female	Town	Village	2010	2012
Mean ratings	3.17	3.47	3.51	4.12	3.61	3.62	3.81	3.41	4.07	3.61

Mean ratings: 1 = not at all satisfied, 5 = very satisfied

- = A significantly higher level (by group)
- = A significantly lower level (by group)

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



Base: 2012 n=195, 2010 n=165

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

	N=44
Improved responsiveness to requests/concerns	17
Improved customer service skills	9
Better informed/knowledgeable staff	7
Redirect contact to the correct staff member	4
Follow up initial enquiries/requests	3
Truthful and honest staff	2
Make public records available to customers	1
Reduce instances of technical faults	1

Means of sourcing information from Council

Summary

Residents predominantly receive their information about Council from a 'Council newsletter', 'rates notice', by 'word-of-mouth' and from the 'local newspaper'.

Residents aged 35+ were more likely to receive their information from a 'Council newsletter' than were those aged 18-34.

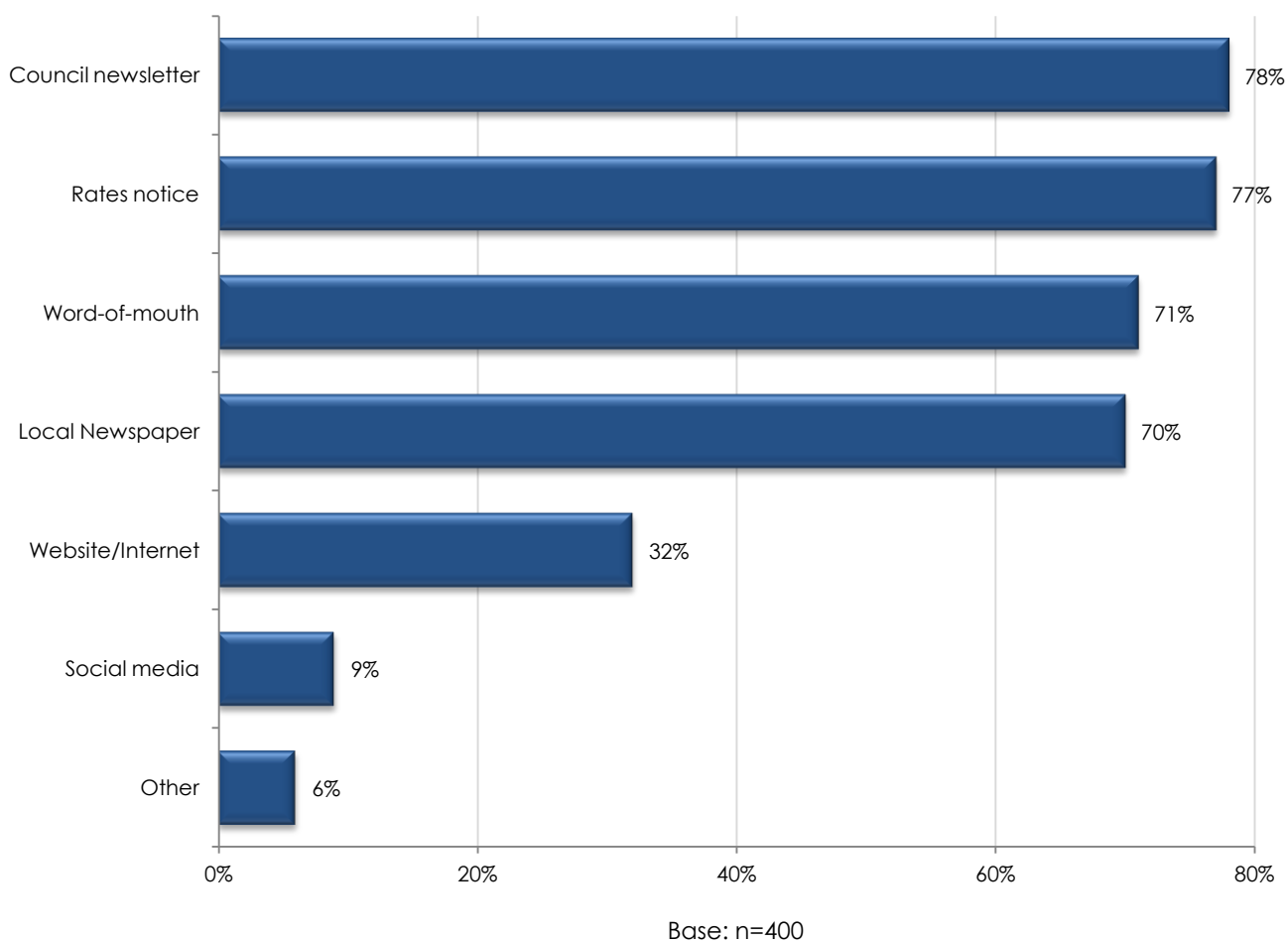
Residents aged 50+ were more likely to receive their information from a 'rates notice' than were those aged 18-34.

Residents aged 35-49 were more likely to receive their information from the 'website/Internet' than were those aged 50+.

Females were more likely than were males to receive their information from a 'Council newsletter' or by 'word-of-mouth'.

Village residents relied more on their 'rates notice' to provide information about Council than did those living in towns.

Q. Through which of the following means do you receive information about Council:



Satisfaction with Council's communication

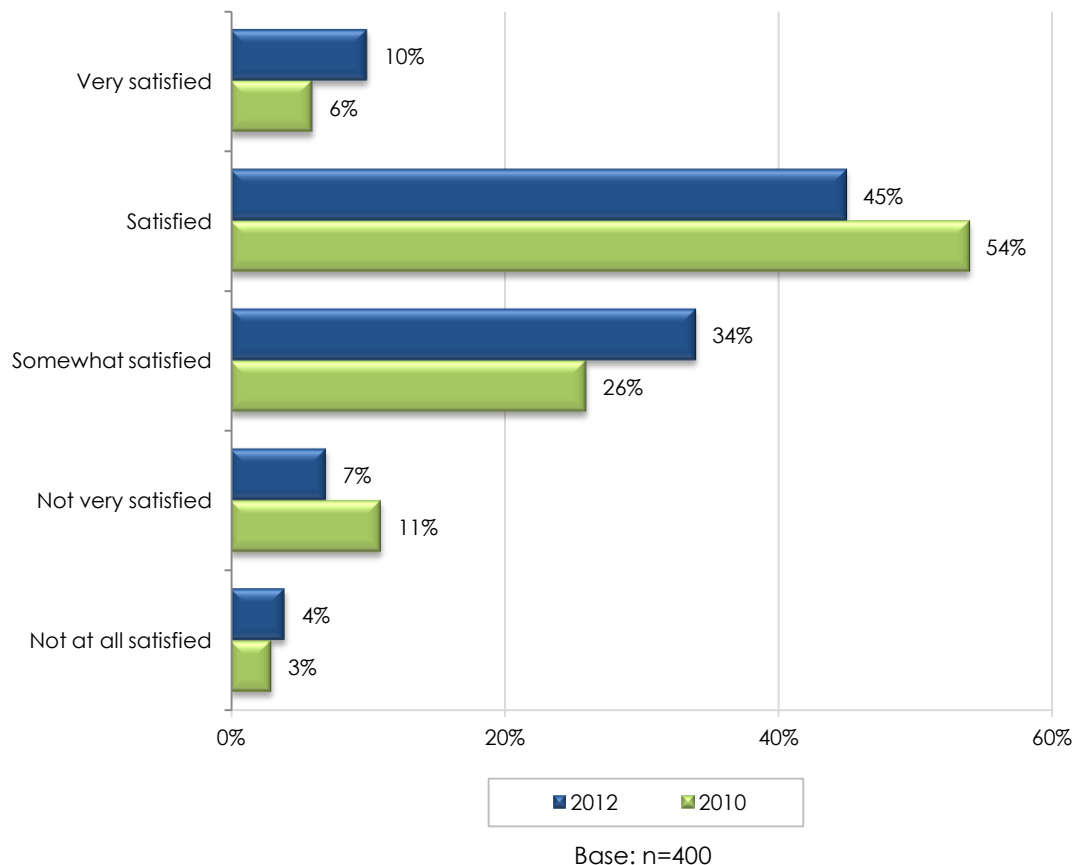
Summary

Overall, residents are 'moderately' satisfied with the level of communication Council currently has with the community, with only 11% expressing some degree of dissatisfaction.

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

	18 - 34	35 - 49	50 - 64	65 +	Male	Female	Town	Village	2010	2012
Mean ratings	3.60	3.57	3.43	3.49	3.43	3.58	3.54	3.47	3.49	3.51

Mean ratings: 1 = not at all satisfied, 5 = very satisfied



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

	N=41
Provide more frequent newsletters/flyers	34%
Increased consultation/communication with the community	22%
Provide updates on Council's actions through local media	17%
Direct mailouts supplied with rate notices	10%
Improved quality of communication	10%
Council transparency	7%
Improved responsiveness to requests/concerns	7%
Community meetings	5%
Conduct surveys with the community	5%
Communicate through social media	2%
Extend operating hours	2%
Improve the website functionality	2%



Section C

The Local Area



Section D

2031 Measures

Agreement with Specific Statements

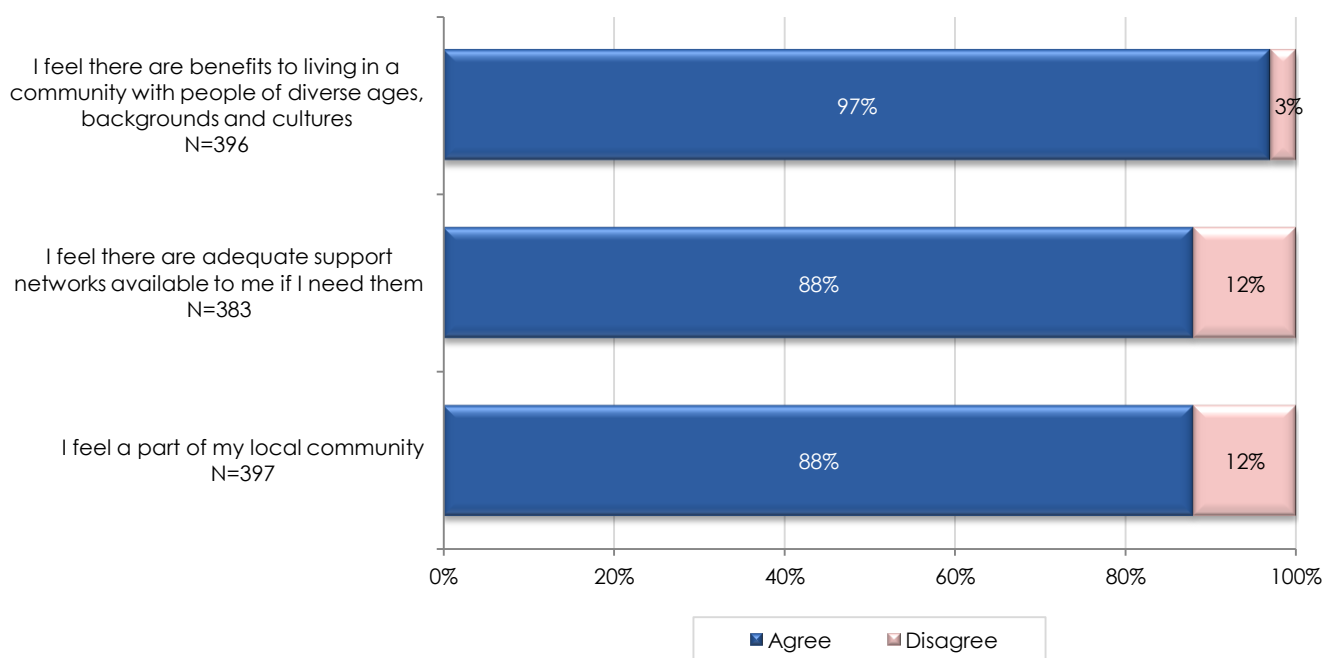
Summary

Residents overwhelmingly agreed with the statement 'I feel there are benefits to living in a community with people of diverse ages, backgrounds and cultures' (97%).

There were also very high levels of agreement with the statements 'I feel there are adequate support networks available to me if I need them' and 'I feel a part of my local community'.

There were no significant differences from 2010.

Q. Do you agree or disagree with the following statements:



Participation in Local Activities

Summary

90% of residents agreed with that they have the opportunity to participate in arts and related activities in the Shire, which is similar to 2010.

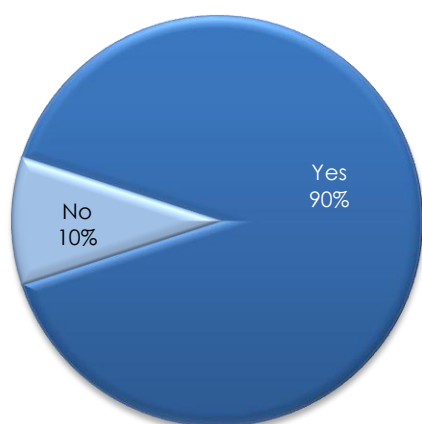
Females were significantly more likely to believe this than were males.

97% of residents believed that they have the opportunity to participate in recreational and sporting activities, which is an increase from 2010.

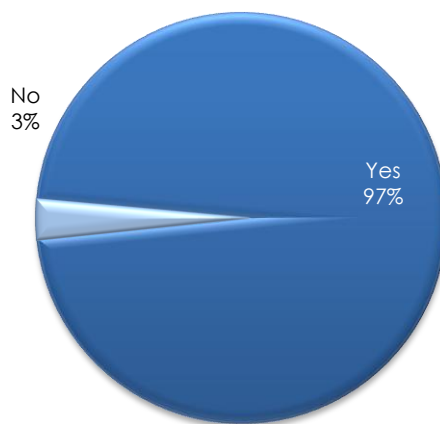
53% of residents had participated in volunteer activities in the past 12 months, which is similar to 2010.

Residents aged 18-34 were significantly less likely than their older counterparts to have volunteered, as were those who lived in towns.

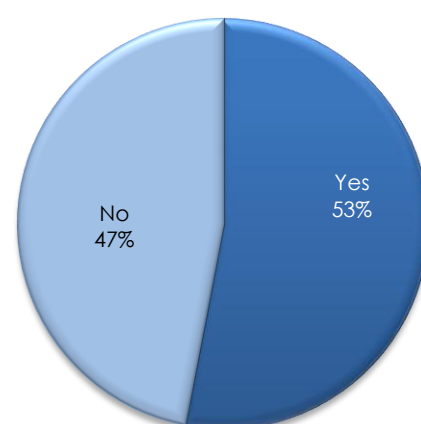
Q. *Do you believe that living in the Shire you have the opportunity to participate in arts and related activities?*



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



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





Section E

Response Timeliness

Response Timeliness

Summary

In regards to the timeliness of Council's response, residents expressed a 'high' level of satisfaction with 'water supply', a 'moderately high' level of satisfaction with 'sewerage', a 'moderately low' level of satisfaction with 'drainage' and a 'low' level with 'roads'.

There was a significant decline in satisfaction with the timeliness of Council's response to 'drainage' and 'roads' compared to 2010.



Residents aged 18-34 were more satisfied with the timeliness of Council's response to the 'water supply' than were those aged 35-64, whilst residents living in villages were significantly less satisfied than were those in town.

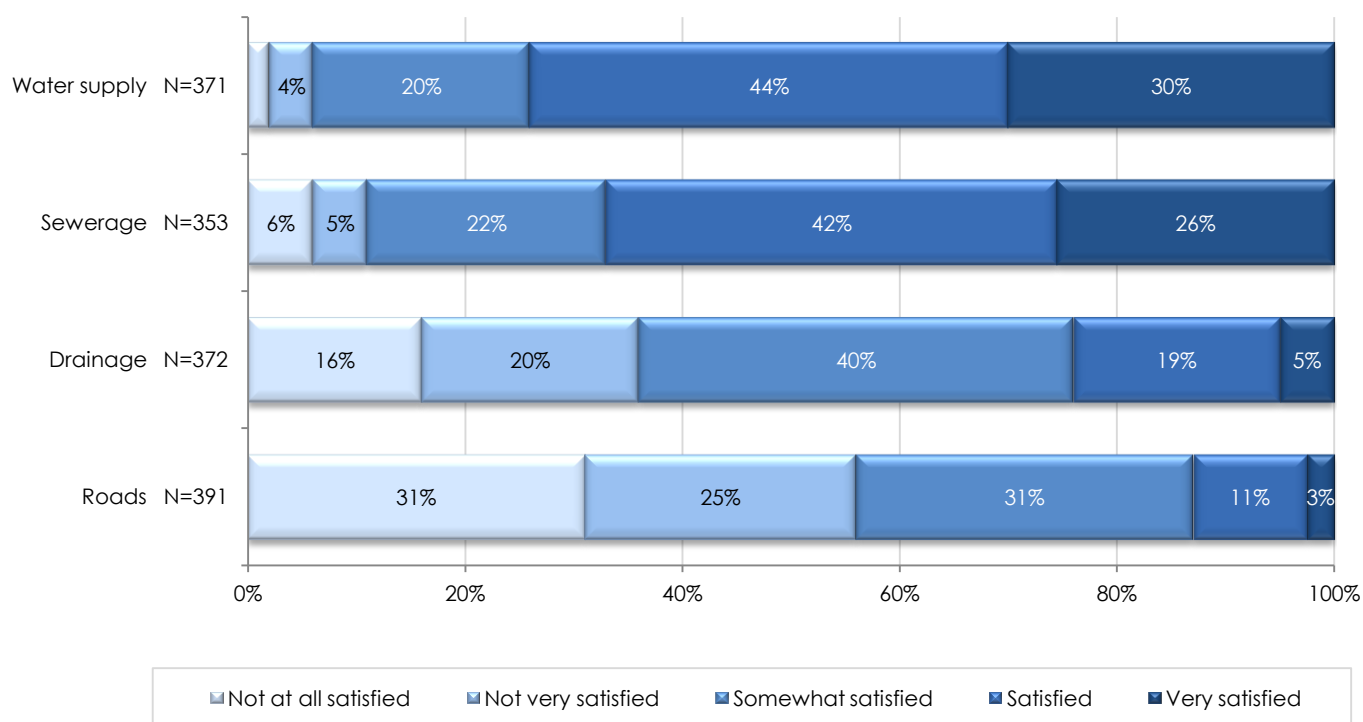
Residents aged 18-34 and 65+ were more satisfied with the timeliness of Council's response to 'sewerage' than were those aged 35-64.

Q. How satisfied are you with the timeliness of Council response to:

	18 - 34	35 - 49	50 - 64	65 +	Male	Female	Town	Village	2010	2012
Water supply	4.16	3.77	3.83	4.07	3.90	3.99	4.13	3.72	3.96	3.95
Sewerage	4.00	3.58	3.58	3.97	3.67	3.86	4.03	3.43	3.89	3.77
Drainage	2.88	2.65	2.77	2.76	2.76	2.75	2.99	2.49	3.03	2.76
Roads	2.38	2.16	2.31	2.41	2.32	2.30	2.42	2.19	2.56	2.31

Mean ratings: 1 = not at all satisfied, 5 = very satisfied

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





Section F Demographics

Demographics

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

	Count	Column %
18 - 34	73	18%
35 - 49	101	25%
50 - 64	112	28%
65 years and over	114	28%
Total	400	100%

Q. Were you born In Australia or overseas?

	Count	Column %
Australia	325	81%
Overseas	75	19%
Total	400	100%

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

	Count	Column %
I/We own/are currently buying this property	355	89%
I/We currently rent this property	45	11%
Total	400	100%

Demographics

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

	Count	Column %
Up to 2 years	17	4%
2 - 5 years	49	12%
6 - 10 years	83	21%
11 - 20 years	95	24%
More than 20 years	156	39%
Total	400	100%

Q. Gender.

	Count	Column %
Male	190	47%
Female	210	53%
Total	400	100%



Appendix A

Data and Correlation Tables


Importance	18 - 34	35 - 49	50 - 64	65 +	Male	Female
Festivals and events	3.80	3.65	3.54	3.57	3.44	3.79
Community safety/crime prevention	4.56	4.49	4.39	4.42	4.35	4.55
Support for aged persons	4.11	4.16	4.31	4.49	4.15	4.41
Support for people with a disability	4.56	4.34	4.29	4.31	4.27	4.43
Support for youth	4.36	4.37	4.23	4.10	4.11	4.39
Support for the Aboriginal community	3.98	3.71	3.51	3.52	3.41	3.87
Provision and operation of libraries	3.76	4.01	4.11	4.38	3.89	4.29


Importance	Town	Village	2010	2012
Festivals and events	3.74	3.49	3.73	3.62
Community safety/crime prevention	4.52	4.38	4.56	4.46
Support for aged persons	4.36	4.20	4.49	4.29
Support for people with a disability	4.44	4.26	4.45	4.36
Support for youth	4.31	4.19	4.43	4.25
Support for the Aboriginal community	3.77	3.51	3.77	3.65
Provision and operation of libraries	4.15	4.04	4.28	4.10

Satisfaction	18 - 34	35 - 49	50 - 64	65 +	Male	Female
Festivals and events	3.55	3.39	3.53	3.73	3.58	3.54
Community safety/crime prevention	3.73	3.39	3.36	3.59	3.43	3.56
Support for aged persons	3.70	3.32	3.39	3.54	3.45	3.49
Support for people with a disability	3.78	3.16	3.22	3.21	3.32	3.31
Support for youth	3.03	2.49	2.59	2.91	2.72	2.73
Support for the Aboriginal community	3.38	3.17	3.13	3.41	3.37	3.18
Provision and operation of libraries	4.07	4.07	3.87	4.20	4.06	4.04

Satisfaction	Town	Village	2010	2012
Festivals and events	3.55	3.57	3.69	3.56
Community safety/crime prevention	3.55	3.44	3.40	3.50
Support for aged persons	3.52	3.41	3.41	3.47
Support for people with a disability	3.33	3.29	3.18	3.32
Support for youth	2.76	2.68	2.66	2.73
Support for the Aboriginal community	3.45	3.01	3.12	3.26
Provision and operation of libraries	4.10	3.99	4.14	4.05

Mean ratings: 1 = not at all important/satisfied, 5 = very important/satisfied

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

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

	Not at all important		Not very important		Somewhat important		Important		Very important		Total	
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
Festivals and events	25	6%	39	10%	106	27%	120	30%	109	27%	400	100%
Community safety/crime prevention	8	2%	12	3%	31	8%	87	22%	262	66%	400	100%
Support for aged persons	14	3%	16	4%	38	10%	106	26%	226	57%	400	100%
Support for people with a disability	14	3%	13	3%	40	10%	85	21%	249	62%	400	100%
Support for youth	21	5%	11	3%	47	12%	87	22%	234	58%	400	100%
Support for the aboriginal community	43	11%	28	7%	91	23%	103	26%	135	34%	400	100%
Provision and operation of libraries	23	6%	13	3%	58	14%	117	29%	190	48%	400	100%

	Not at all satisfied		Not very satisfied		Somewhat satisfied		Satisfied		Very satisfied		Total	
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
Festivals and events	5	2%	29	13%	69	30%	82	36%	42	19%	228	100%
Community safety/crime prevention	11	3%	36	11%	114	34%	125	37%	50	15%	336	100%
Support for aged persons	11	4%	32	10%	108	35%	113	37%	42	14%	306	100%
Support for people with a disability	16	5%	39	13%	111	37%	102	34%	32	11%	300	100%
Support for youth	33	11%	91	30%	116	39%	42	14%	17	6%	299	100%
Support for the aboriginal community	11	6%	21	11%	81	43%	58	31%	17	9%	188	100%
Provision and operation of libraries	5	2%	7	2%	53	17%	143	47%	96	32%	303	100%

Importance	18 - 34	35 - 49	50 - 64	65 +	Male	Female
Revitalisation/beautification of town and village centres as well as the surrounding areas	3.84	3.94	3.62	3.81	3.73	3.86
Protecting Heritage values & buildings	3.87	3.93	3.68	3.86	3.74	3.91
Provision & maintenance of local parks and gardens	4.22	4.18	4.10	4.29	4.04	4.34
Dog control	3.73	3.53	3.59	3.71	3.46	3.78
The cleanliness and functionality of public toilets	4.16	4.19	4.02	4.03	3.99	4.18
Availability of car parking in the town and village centres	4.38	4.27	4.21	4.44	4.12	4.50
Cycle paths and walking tracks	4.18	3.95	3.86	4.03	3.80	4.17
Local traffic management	4.27	4.24	4.16	4.25	4.18	4.27
Availability of and access to public transport	3.80	3.81	3.82	3.95	3.80	3.90
Condition of local roads	4.62	4.54	4.59	4.52	4.49	4.63
The provision and quality of footpaths	4.02	4.30	4.15	4.37	4.10	4.34
Provision & maintenance of swimming pools	3.78	4.00	3.44	3.58	3.63	3.73
Provision and maintenance of playgrounds	4.04	4.12	3.87	3.89	3.84	4.09
Provision and maintenance of sporting facilities	4.31	4.23	3.89	3.97	4.11	4.05
Provision and maintenance of community halls/facilities	3.78	3.73	4.04	4.17	3.81	4.08

Importance	Town	Village	2010	2012
Revitalisation/beautification of town and village centres as well as the surrounding areas	3.78	3.81	3.95	3.80
Protecting Heritage values & buildings	3.83	3.83	3.96	3.83
Provision & maintenance of local parks and gardens	4.30	4.08	4.28	4.20
Dog control	3.72	3.53	3.88	3.63
The cleanliness and functionality of public toilets	4.07	4.12	4.12	4.09
Availability of car parking in the town and village centres	4.47	4.15	4.45	4.32
Cycle paths and walking tracks	4.17	3.79	4.14	3.99
Local traffic management	4.32	4.11	4.33	4.23
Availability of and access to public transport	3.86	3.84	4.16	3.85
Condition of local roads	4.60	4.52	4.53	4.56
The provision and quality of footpaths	4.30	4.15	4.30	4.23
Provision & maintenance of swimming pools	3.76	3.60	3.95	3.68
Provision and maintenance of playgrounds	3.98	3.96	4.10	3.97
Provision and maintenance of sporting facilities	4.10	4.04	4.15	4.07
Provision and maintenance of community halls/facilities	3.91	4.00	3.99	3.95

Mean ratings: 1 = not at all important, 5 = very important

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



Importance of, and Satisfaction with, Council Services

Places

Satisfaction	18 - 34	35 - 49	50 - 64	65 +	Male	Female
Revitalisation/beautification of town and village centres as well as the surrounding areas	3.34	2.96	3.09	3.13	3.14	3.09
Protecting Heritage values & buildings	3.67	3.41	3.22	3.35	3.38	3.39
Provision & maintenance of local parks and gardens	3.63	3.15	3.45	3.76	3.53	3.47
Dog control	3.36	3.30	3.57	3.70	3.42	3.55
The cleanliness and functionality of public toilets	3.06	3.05	3.20	3.49	3.30	3.14
Availability of car parking in the town and village centres	2.61	2.45	2.58	2.64	2.53	2.60
Cycle paths and walking tracks	3.79	3.09	3.39	3.64	3.52	3.44
Local traffic management	3.32	3.01	3.14	3.27	3.14	3.21
Availability of and access to public transport	2.97	2.39	2.41	2.84	2.68	2.60
Condition of local roads	2.48	1.80	1.97	2.15	2.06	2.09
The provision and quality of footpaths	3.24	2.52	2.60	2.47	2.81	2.52
Provision & maintenance of swimming pools	3.57	2.56	2.78	3.18	3.09	2.89
Provision and maintenance of playgrounds	3.75	3.55	3.58	3.56	3.56	3.63
Provision and maintenance of sporting facilities	3.79	3.06	3.45	3.62	3.40	3.51
Provision and maintenance of community halls/facilities	3.63	3.34	3.34	3.60	3.48	3.48

Satisfaction	Town	Village	2010	2012
Revitalisation/beautification of town and village centres as well as the surrounding areas	3.05	3.19	3.21	3.11
Protecting Heritage values & buildings	3.35	3.43	3.43	3.39
Provision & maintenance of local parks and gardens	3.54	3.45	3.64	3.50
Dog control	3.47	3.53	3.59	3.50
The cleanliness and functionality of public toilets	3.27	3.15	3.16	3.21
Availability of car parking in the town and village centres	2.45	2.71	2.44	2.57
Cycle paths and walking tracks	3.57	3.35	3.38	3.47
Local traffic management	3.21	3.13	3.15	3.18
Availability of and access to public transport	2.87	2.38	2.57	2.64
Condition of local roads	2.15	1.98	2.29	2.07
The provision and quality of footpaths	2.70	2.59	2.77	2.65
Provision & maintenance of swimming pools	2.88	3.11	3.08	2.98
Provision and maintenance of playgrounds	3.61	3.59	3.60	3.60
Provision and maintenance of sporting facilities	3.44	3.48	3.59	3.46
Provision and maintenance of community halls/facilities	3.53	3.42	3.57	3.48

Mean ratings: 1 = not at all satisfied, 5 = very satisfied

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



	Not at all important		Not very important		Somewhat important		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	11	3%	34	8%	103	26%	129	32%	122	31%	400	100%
Protecting Heritage values & Buildings	15	4%	34	9%	93	23%	120	30%	138	34%	400	100%
Provision & maintenance of local parks and gardens	2	1%	9	2%	64	16%	156	39%	169	42%	400	100%
Dog control	47	12%	34	9%	82	21%	93	23%	144	36%	400	100%
The cleanliness and functionality of public toilets	23	6%	22	6%	60	15%	85	21%	209	52%	400	100%
Availability of car parking in the town and village centres	10	2%	17	4%	41	10%	100	25%	232	58%	400	100%
Cycle paths and walking tracks	19	5%	17	4%	85	21%	107	27%	172	43%	400	100%
Local traffic management	7	2%	12	3%	51	13%	143	36%	187	47%	400	100%
Availability of and access to public transport	28	7%	35	9%	68	17%	106	27%	163	41%	400	100%
Condition of local roads	8	2%	5	1%	24	6%	81	20%	283	71%	400	100%
The provision and quality of footpaths	14	3%	10	2%	57	14%	110	28%	209	52%	400	100%
Provision & maintenance of swimming pools	47	12%	26	6%	83	21%	98	25%	147	37%	400	100%
Provision and maintenance of playgrounds	28	7%	21	5%	72	18%	91	23%	188	47%	400	100%
Provision and maintenance of sporting facilities	22	5%	15	4%	70	18%	96	24%	196	49%	400	100%
Provision and maintenance of community halls/facilities	19	5%	16	4%	84	21%	125	31%	155	39%	400	100%

	Not at all satisfied		Not very satisfied		Somewhat satisfied		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	20	8%	49	20%	86	35%	71	28%	24	10%	250	100%
Protecting Heritage values & Buildings	11	4%	27	10%	101	40%	84	33%	32	13%	255	100%
Provision & maintenance of local parks and gardens	18	6%	32	10%	95	29%	127	39%	52	16%	323	100%
Dog control	22	9%	24	10%	54	23%	81	35%	50	22%	230	100%
The cleanliness and functionality of public toilets	19	7%	44	16%	99	36%	83	30%	28	10%	272	100%
Availability of car parking in the town and village centres	79	24%	82	25%	99	30%	51	15%	23	7%	332	100%
Cycle paths and walking tracks	17	6%	38	14%	66	24%	107	39%	49	17%	278	100%
Local traffic management	27	8%	60	18%	102	31%	107	33%	32	10%	329	100%
Availability of and access to public transport	54	21%	74	28%	63	24%	55	21%	16	6%	262	100%
Condition of local roads	148	41%	101	28%	65	18%	37	10%	12	3%	363	100%
The provision and quality of footpaths	66	21%	70	22%	109	34%	59	19%	15	5%	319	100%
Provision & maintenance of swimming pools	34	14%	43	18%	76	32%	65	27%	21	9%	239	100%
Provision and maintenance of playgrounds	4	1%	29	11%	80	30%	116	43%	41	15%	270	100%
Provision and maintenance of sporting facilities	13	4%	34	12%	93	32%	103	36%	44	15%	287	100%
Provision and maintenance of community halls/facilities	9	3%	19	7%	109	40%	107	39%	30	11%	275	100%

Importance	18 - 34	35 - 49	50 - 64	65 +	Male	Female
Green waste collection	3.82	3.80	3.80	3.86	3.65	3.97
The Resource Recovery Centre	4.07	4.12	4.07	3.99	3.99	4.12
Domestic garbage collection	4.27	4.48	4.36	4.46	4.30	4.49
Providing adequate drainage	3.87	4.16	4.14	4.32	4.03	4.25
Support for community environmental initiatives	4.07	3.70	4.00	4.01	3.79	4.08
Restoration of natural bushland	3.87	3.96	4.09	4.13	3.88	4.17
Healthy, natural urban streams and creeks but not rivers	3.96	4.00	4.28	4.28	4.15	4.15
Encouraging recycling	4.58	4.45	4.49	4.56	4.44	4.58
Encouraging waste reduction initiatives	4.42	4.23	4.36	4.47	4.30	4.43
Managing development and growth	4.04	4.16	4.37	4.19	4.14	4.27
Enforcement of development and building regulations	3.91	4.02	4.09	4.27	4.01	4.16
Town water quality	4.58	4.48	4.47	4.53	4.51	4.51
Litter control and rubbish dumping	4.62	4.39	4.47	4.53	4.47	4.51

Importance	Town	Village	2010	2012
Green waste collection	3.91	3.72	3.91	3.82
The Resource Recovery Centre	4.09	4.02	4.22	4.06
Domestic garbage collection	4.57	4.21	4.51	4.40
Providing adequate drainage	4.26	4.01	4.21	4.15
Support for community environmental initiatives	4.01	3.86	4.07	3.94
Restoration of natural bushland	4.06	3.99	4.11	4.03
Healthy, natural urban streams and creeks but not rivers	4.18	4.12	4.26	4.15
Encouraging recycling	4.58	4.44	4.56	4.51
Encouraging waste reduction initiatives	4.43	4.30	4.43	4.37
Managing development and growth	4.23	4.17	4.37	4.20
Enforcement of development and building regulations	4.15	4.02	4.22	4.09
Town water quality	4.71	4.29	4.50	4.51
Litter control and rubbish dumping	4.54	4.44	N/A	4.49



Mean ratings: 1 = not at all important, 5 = very important

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

Satisfaction	18 - 34	35 - 49	50 - 64	65 +	Male	Female
Green waste collection	2.58	2.19	2.35	2.06	2.28	2.27
The Resource Recovery Centre	3.82	3.36	3.42	3.55	3.33	3.66
Domestic garbage collection	3.97	4.08	4.21	4.39	4.18	4.19
Providing adequate drainage	3.03	2.67	2.77	2.82	2.83	2.77
Support for community environmental initiatives	3.67	3.35	3.19	3.40	3.42	3.35
Restoration of natural bushland	3.53	3.38	3.23	3.38	3.41	3.32
Healthy, natural urban streams and creeks but not rivers	3.35	3.10	3.03	3.16	3.13	3.16
Encouraging recycling	3.76	3.34	3.44	3.61	3.53	3.52
Encouraging waste reduction initiatives	3.41	3.01	3.09	3.32	3.26	3.14
Managing development and growth	3.15	2.48	2.72	3.03	2.78	2.84
Enforcement of development and building regulations	3.00	2.76	2.80	3.01	3.05	2.75
Town water quality	4.43	4.19	3.99	4.09	4.15	4.14
Litter control and rubbish dumping	3.36	3.23	3.14	3.19	3.12	3.30

Satisfaction	Town	Village	2010	2012
Green waste collection	2.16	2.40	2.48	2.27
The Resource Recovery Centre	3.45	3.57	3.90	3.51
Domestic garbage collection	4.25	4.10	4.18	4.19
Providing adequate drainage	3.01	2.55	3.12	2.80
Support for community environmental initiatives	3.37	3.39	3.35	3.38
Restoration of natural bushland	3.41	3.31	3.51	3.36
Healthy, natural urban streams and creeks but not rivers	3.18	3.10	3.25	3.14
Encouraging recycling	3.57	3.47	3.63	3.52
Encouraging waste reduction initiatives	3.19	3.21	3.28	3.20
Managing development and growth	2.84	2.79	2.82	2.82
Enforcement of development and building regulations	2.92	2.85	2.88	2.89
Town water quality	4.23	4.04	3.89	4.15
Litter control and rubbish dumping	3.21	3.23	N/A	3.22

Mean ratings: 1 = not at all satisfied, 5 = very satisfied

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

	Not at all important		Not very important		Somewhat important		Important		Very important		Total	
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
Green waste collection	58	15%	23	6%	44	11%	83	21%	192	48%	400	100%
The Resource Recovery Centre	24	6%	17	4%	53	13%	126	31%	181	45%	400	100%
Domestic garbage collection	20	5%	6	1%	34	9%	73	18%	267	67%	400	100%
Providing adequate drainage	19	5%	13	3%	61	15%	104	26%	203	51%	400	100%
Support for community environmental initiatives	15	4%	15	4%	87	22%	145	36%	138	35%	400	100%
Restoration of natural bushland	16	4%	13	3%	77	19%	132	33%	162	41%	400	100%
Healthy, natural urban streams and creeks but not rivers	7	2%	17	4%	69	17%	119	30%	187	47%	400	100%
Encouraging recycling	7	2%	3	1%	29	7%	99	25%	261	65%	400	100%
Encouraging waste reduction initiatives	6	1%	7	2%	46	12%	118	29%	224	56%	400	100%
Managing development and growth	9	2%	9	2%	66	17%	122	30%	194	48%	400	100%
Enforcement of development and building regulations	7	2%	19	5%	84	21%	111	28%	179	45%	400	100%
Town water quality	16	4%	7	2%	20	5%	74	18%	284	71%	400	100%
Litter control and rubbish dumping	5	1%	7	2%	31	8%	99	25%	258	64%	400	100%

	Not at all satisfied		Not very satisfied		Somewhat satisfied		Satisfied		Very satisfied		Total	
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
Green waste collection	125	46%	46	17%	35	13%	34	12%	32	12%	272	100%
The Resource Recovery Centre	35	12%	36	12%	53	17%	102	33%	79	26%	305	100%
Domestic garbage collection	16	5%	14	4%	30	9%	108	32%	171	50%	339	100%
Providing adequate drainage	46	15%	64	21%	112	37%	67	22%	14	5%	303	100%
Support for community environmental initiatives	7	2%	30	11%	118	43%	92	34%	28	10%	274	100%
Restoration of natural bushland	8	3%	37	13%	118	42%	87	31%	34	12%	283	100%
Healthy, natural urban streams and creeks but not rivers	18	6%	43	15%	131	45%	83	28%	19	6%	293	100%
Encouraging recycling	25	7%	34	9%	109	30%	114	32%	79	22%	360	100%
Encouraging waste reduction initiatives	22	7%	57	17%	129	38%	86	26%	41	12%	335	100%
Managing development and growth	41	13%	69	22%	128	41%	54	17%	20	6%	312	100%
Enforcement of development and building regulations	35	12%	61	22%	105	38%	53	19%	23	8%	277	100%
Town water quality	7	2%	13	4%	47	13%	141	40%	145	41%	354	100%
Litter control and rubbish dumping	33	9%	58	16%	108	30%	111	31%	45	13%	354	100%


Importance	18 - 34	35 - 49	50 - 64	65 +	Male	Female
Support for local business and employment	4.62	4.52	4.26	4.29	4.35	4.45
Support for tourism	3.91	3.93	3.99	4.20	3.96	4.08
Opportunities to participate in Council decision making	3.87	3.72	3.95	3.99	3.81	3.96
Council provision of information to residents	4.16	4.06	4.32	4.36	4.13	4.33


Importance	Town	Village	2010	2012
Support for local business and employment	4.49	4.30	4.42	4.40
Support for tourism	4.12	3.91	4.07	4.02
Opportunities to participate in Council decision making	3.87	3.91	4.08	3.89
Council provision of information to residents	4.30	4.17	4.39	4.24

Satisfaction	18 - 34	35 - 49	50 - 64	65 +	Male	Female
Support for local business and employment	3.29	2.89	2.91	3.25	3.00	3.13
Support for tourism	3.68	3.42	3.47	3.65	3.51	3.58
Opportunities to participate in Council decision making	2.86	2.63	2.41	2.96	2.75	2.68
Council provision of information to residents	3.11	3.05	3.09	3.24	3.02	3.22

Satisfaction	Town	Village	2010	2012
Support for local business and employment	2.98	3.17	3.16	3.07
Support for tourism	3.62	3.47	3.73	3.55
Opportunities to participate in Council decision making	2.73	2.69	2.83	2.71
Council provision of information to residents	3.14	3.12	3.25	3.13

Mean ratings: 1 = not at all important/satisfied, 5 = very important/satisfied

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

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

	Not at all important		Not very important		Somewhat important		Important		Very important		Total	
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
Support for local business and employment	9	2%	4	1%	51	13%	89	22%	247	62%	400	100%
Support for tourism	8	2%	22	5%	81	20%	133	33%	156	39%	400	100%
Opportunities to participate in Council Decision making	17	4%	24	6%	99	25%	106	26%	154	39%	400	100%
Council provision of information to residents	8	2%	11	3%	59	15%	121	30%	201	50%	400	100%

	Not at all satisfied		Not very satisfied		Somewhat satisfied		Satisfied		Very satisfied		Total	
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
Support for local business and employment	21	6%	73	23%	121	38%	69	22%	34	11%	318	100%
Support for tourism	11	4%	21	7%	92	32%	121	42%	40	14%	284	100%
Opportunities to participate in Council Decision making	49	19%	57	22%	84	33%	45	18%	18	7%	253	100%
Council provision of information to residents	29	9%	57	18%	108	34%	91	29%	33	10%	318	100%


Overall Satisfaction with the Performance of Council

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

	18 - 34	35 - 49	50 - 64	65 +	Male	Female	Town	Village	2010	2012
Mean ratings	3.29	3.04	3.05	3.24	3.16	3.13	3.23	3.04	3.45	3.14

Mean ratings: 1 = not at all satisfied, 5 = very satisfied

 = A significantly higher level of satisfaction (by group)

 = A significantly lower level of satisfaction (by group)

	2010		2012	
	Count	Column %	Count	Column %
Very satisfied	14	4%	14	3%
Satisfied	220	55%	131	33%
Somewhat satisfied	106	26%	177	44%
Not very satisfied	51	13%	54	13%
Not at all satisfied	9	2%	24	6%
Total	400	100%	400	100%

Council's Image within the Community

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

	2010		2012	
	Count	Column %	Count	Column %
Excellent	0	0%	7	2%
Very good	9	2%	37	9%
Good	162	40%	123	31%
Fair	113	28%	121	30%
Poor	103	26%	74	18%
Very poor	13	3%	39	10%
Total	400	100%	400	100%



Contact with Council

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

	18 - 34		35 - 49		50 - 64		65 +	
	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Yes	29	40%	60	59%	52	47%	54	47%
No	44	60%	41	41%	60	53%	60	53%
Total	73	100%	101	100%	112	100%	114	100%

	Male		Female		Town		Village	
	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Yes	88	46%	107	51%	99	46%	97	52%
No	102	54%	103	49%	114	54%	91	48%
Total	190	100%	210	100%	212	100%	188	100%

	2010		2012	
	Count	Column %	Count	Column %
Yes	165	41%	195	49%
No	235	59%	205	51%
Total	400	100%	400	100%

 = A significantly higher level (by group)
 = A significantly lower level (by group)

Contact with Council

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

	18 - 34		35 - 49		50 - 64		65 +	
	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Phone	19	67%	37	61%	27	48%	23	42%
In person	5	17%	16	27%	15	27%	21	39%
Email	3	11%	4	6%	8	15%	2	5%
Mail	2	6%	1	2%	3	6%	6	11%
Website	0	0%	2	4%	2	3%	2	3%
Total	29	100%	60	100%	56	100%	54	100%

	Male		Female		Town		Village	
	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Phone	41	46%	65	59%	58	58%	48	48%
In person	31	35%	26	24%	25	25%	32	33%
Email	9	10%	9	8%	7	7%	10	11%
Mail	7	7%	5	5%	7	7%	5	5%
Website	2	2%	4	4%	2	2%	4	4%
Total	89	100%	110	100%	100	100%	98	100%

	2010		2012	
	Count	Column %	Count	Column %
Phone	103	63%	106	53%
In person	42	26%	57	29%
Email	10	6%	18	9%
Mail	10	6%	12	6%
Website	0	0%	6	3%
Total	165	100%	199	100%

Contact with Council

Q. What was the nature of your enquiry?


	2010		2012	
	Count	Column %	Count	Column %
Building and development approval	49	30%	57	29%
Roads, footpaths and parks etc	26	16%	36	18%
Waste and clean up services	30	18%	27	14%
Rates - land or water	21	13%	17	9%
Town planning and Zoning	12	7%	8	4%
Community services (youth, children, aged care)	7	4%	6	3%
Other	20	12%	47	24%
Total	165	100%	199	100%

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

	18 - 34	35 - 49	50 - 64	65 +	Male	Female	Town	Village	2010	2012
Mean ratings	3.17	3.47	3.51	4.12	3.61	3.62	3.81	3.41	4.07	3.61

Mean ratings: 1 = not at all satisfied, 5 = very satisfied

 = A significantly higher level of satisfaction (by group)

 = A significantly lower level of satisfaction (by group)

	2010		2012	
	Count	Column %	Count	Column %
Very satisfied	58	35%	62	32%
Satisfied	75	46%	58	29%
Somewhat satisfied	22	13%	36	18%
Not very satisfied	5	3%	20	10%
Not at all satisfied	5	3%	21	11%
Total	165	100%	196	100%


Communication with Council


Q. Through which of the following means do you receive information about Council?

	18 - 34		35 - 49		50 - 64		65 +	
	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Council newsletter	36	49%	78	77%	101	90%	99	87%
Rates notice	44	60%	79	78%	92	82%	94	83%
Local Newspaper	49	67%	66	65%	79	71%	86	76%
Word-of-mouth	49	67%	67	66%	80	71%	82	72%
Website/Internet	24	33%	52	52%	30	27%	20	17%
Social media	11	16%	6	6%	12	11%	8	7%
Other	8	11%	5	5%	9	8%	8	7%
Total	73	100%	101	100%	112	100%	114	100%

	Male		Female		Town		Village	
	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Council newsletter	141	74%	173	82%	167	79%	147	78%
Rates notice	139	73%	170	81%	154	72%	155	83%
Local Newspaper	140	74%	139	66%	151	71%	129	69%
Word-of-mouth	122	64%	156	74%	149	70%	129	69%
Website/Internet	63	33%	64	30%	62	29%	65	35%
Social media	14	7%	23	11%	25	12%	12	7%
Other	18	10%	12	6%	22	10%	8	4%
Total	190	100%	210	100%	212	100%	188	100%

	Count	Column %
Council newsletter	314	78%
Rates notice	309	77%
Local Newspaper	280	70%
Word-of-mouth	278	69%
Website/Internet	127	32%
Social media	37	9%
Other	30	8%
Total	400	100%

 = A significantly higher level (by group)

 = A significantly lower level (by group)

Agreement with Specific Statements

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

		18 - 34		35 - 49		50 - 64		65 +	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
I feel a part of my local community	Agree	61	84%	91	90%	100	91%	98	86%
	Disagree	11	16%	10	10%	9	9%	16	14%
	Total	73	100%	101	100%	109	100%	114	100%
I feel there are adequate support networks available to me if I need them	Agree	63	89%	80	83%	95	89%	99	92%
	Disagree	8	11%	17	18%	12	11%	9	8%
	Total	71	100%	98	100%	106	100%	108	100%
I feel there are benefits to living in a community with people of diverse ages, backgrounds and cultures	Agree	70	96%	95	96%	108	97%	110	98%
	Disagree	3	4%	4	4%	3	3%	2	2%
	Total	73	100%	99	100%	112	100%	113	100%

		Male		Female		Town		Village	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
I feel a part of my local community	Agree	159	86%	191	91%	182	87%	168	91%
	Disagree	27	14%	19	9%	28	13%	18	9%
	Total	186	100%	210	100%	211	100%	186	100%
I feel there are adequate support networks available to me if I need them	Agree	156	85%	181	90%	183	90%	154	86%
	Disagree	27	15%	19	10%	21	10%	25	14%
	Total	182	100%	201	100%	204	100%	179	100%
I feel there are benefits to living in a community with people of diverse ages, backgrounds and cultures	Agree	181	96%	202	98%	205	97%	178	96%
	Disagree	8	4%	5	2%	6	3%	7	4%
	Total	189	100%	207	100%	211	100%	185	100%

		2010		2012	
		Count	Column %	Count	Column %
I feel a part of my local community	Agree	345	86%	351	88%
	Disagree	54	14%	46	12%
	Total	399	100%	397	100%
I feel there are adequate support networks available to me if I need them	Agree	321	84%	337	88%
	Disagree	59	16%	46	12%
	Total	381	100%	383	100%
I feel there are benefits to living in a community with people of diverse ages, backgrounds and cultures	Agree	374	95%	383	97%
	Disagree	19	5%	13	3%
	Total	393	100%	396	100%



Participating in the Community

- Q. Do you believe that living in the Shire you have the opportunity to participate in arts and related activities?
 Q. Do you believe that living in the Shire you have the opportunity to participate in recreational and sporting activities?
 Q. In the last 12 months have you participated in any volunteer activities?

		18 - 34		35 - 49		50 - 64		65 +	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Opportunity to participate in arts and related activities	Yes	61	84%	89	88%	105	93%	105	93%
	No	11	16%	12	12%	8	7%	8	7%
	Total	73	100%	101	100%	112	100%	114	100%
Opportunity to participate in recreational and sporting activities	Yes	70	96%	100	99%	107	95%	112	99%
	No	3	4%	1	1%	5	5%	2	1%
	Total	73	100%	101	100%	112	100%	114	100%
Participation in volunteer activities	Yes	21	29%	54	53%	67	59%	69	61%
	No	52	71%	48	47%	46	41%	44	39%
	Total	73	100%	101	100%	112	100%	114	100%

		Male		Female		Town		Village	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Opportunity to participate in arts and related activities	Yes	162	85%	199	95%	194	92%	166	89%
	No	28	15%	11	5%	18	8%	21	11%
	Total	190	100%	210	100%	212	100%	188	100%
Opportunity to participate in recreational and sporting activities	Yes	184	97%	205	97%	209	98%	180	96%
	No	6	3%	5	3%	4	2%	7	4%
	Total	190	100%	210	100%	212	100%	188	100%
Participation in volunteer activities	Yes	103	54%	108	51%	98	46%	113	60%
	No	87	46%	103	49%	114	54%	75	40%
	Total	190	100%	210	100%	212	100%	188	100%

		2010		2012	
		Count	Column %	Count	Column %
Opportunity to participate in arts and related activities	Yes	361	90%	361	90%
	No	38	10%	39	10%
	Total	400	100%	400	100%
Opportunity to participate in recreational and sporting activities	Yes	370	93%	389	97%
	No	30	7%	11	3%
	Total	400	100%	400	100%
Participation in volunteer activities	Yes	224	56%	211	53%
	No	176	44%	189	47%
	Total	400	100%	400	100%



 = A significantly higher level (by group)
 = A significantly lower level (by group)

Response Timeliness

Q. On a scale of 1 to 5, where 1 is not at all satisfied and 5 is very satisfied, how satisfied are you with the timeliness of Council response to:

	18 - 34	35 - 49	50 - 64	65 +	Male	Female	Town	Village	2010	2012
Roads	2.38	2.16	2.31	2.41	2.32	2.30	2.42	2.19	2.56	2.31
Drainage	2.88	2.65	2.77	2.76	2.76	2.75	2.99	2.49	3.03	2.76
Water supply	4.16	3.77	3.83	4.07	3.90	3.99	4.13	3.72	3.96	3.95
Sewerage	4.00	3.58	3.58	3.97	3.67	3.86	4.03	3.43	3.89	3.77

Mean ratings: 1 = not at all satisfied, 5 = very satisfied

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

	Not at all satisfied		Not very satisfied		Somewhat satisfied		Satisfied		Very satisfied		Total	
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
Roads	120	31%	96	25%	120	31%	42	11%	12	3%	391	100%
Drainage	59	16%	76	20%	149	40%	70	19%	17	5%	372	100%
Water supply	9	2%	14	4%	75	20%	162	44%	111	30%	371	100%
Sewerage	21	6%	16	5%	78	22%	147	42%	91	26%	353	100%



Appendix B

Good morning/afternoon/evening, my name is _____ from Micromex Research and we are conducting a survey on behalf of Wingecarribee Shire Council on a range of local issues. The survey will take about 15 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 or represents Wingecarribee Shire Council? (I.e. staff or councillor)

- Yes No (If yes, terminate survey)

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

Towns - 60%

- Mittagong
 Bowral
 Moss Vale

Villages - 40%

- | | |
|-----------------------------------|-------------------------------------|
| <input type="radio"/> Avoca | <input type="radio"/> Joadja |
| <input type="radio"/> Balmoral | <input type="radio"/> Kangaloon |
| <input type="radio"/> Berrima | <input type="radio"/> New Berrima |
| <input type="radio"/> Bundanoon | <input type="radio"/> Penrose |
| <input type="radio"/> Burrawang | <input type="radio"/> Robertson |
| <input type="radio"/> Canyonleigh | <input type="radio"/> Sutton Forest |
| <input type="radio"/> Colo Vale | <input type="radio"/> Wildes Meadow |
| <input type="radio"/> Exeter | <input type="radio"/> Wingello |
| <input type="radio"/> High Range | <input type="radio"/> Yerrinbool |
| <input type="radio"/> Hill Top | <input type="radio"/> Glenquarry |
| <input type="radio"/> Aylmerton | <input type="radio"/> Fitzroy Falls |
| <input type="radio"/> Renwick | <input type="radio"/> Medway |
| <input type="radio"/> Burradoo | <input type="radio"/> Welby |
| <input type="radio"/> Braemar | <input type="radio"/> Willow Vale |

Section A – Contact with Council

I'd like you now to please think specifically about your experiences with Wingecarribee Shire 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 was it by:

- Website 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
 Library
 Other (please specify)

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

- Very satisfied Satisfied Somewhat satisfied Not very satisfied Not at all satisfied
-

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

.....

Q4a. Through which of the following means do you receive information about Council? Prompt

- Local Newspaper
- Council newsletter
- Rates notice
- Website/Internet
- Social media
- Word-of-mouth
- Other (please specify)

Q4b. How satisfied are you with the level of communication Council currently has with the community? Prompt

- Very satisfied Satisfied Somewhat satisfied Not very satisfied Not at all satisfied
-

Q4c. (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		
• 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"/>
• 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"/>
• 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"/>
• 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"/>
• 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"/>
• 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"/>
• 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"/>
• 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"/>
• 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"/>
• 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"/>
• 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"/>
• 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"/>
• 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"/>
• 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"/>
• 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"/>
• 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"/>
• 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"/>
• 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"/>
• 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"/>
• 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"/>
• 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"/>
• 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"/>
• 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"/>

	Importance					Satisfaction					N/A
	Low		High			Low		High			
	1	2	3	4	5	1	2	3	4	5	
• 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"/>
• 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"/>
• 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"/>
• 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"/>
• 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"/>
• 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"/>
• 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"/>
• 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"/>
• 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"/>
• 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"/>
• 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"/>
• 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"/>
• 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"/>
• 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"/>
• 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"/>
• Litter control and rubbish dumping	<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 Somewhat satisfied Not very satisfied Not at all satisfied

Q6b. Why do you say that?

.....

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

Excellent Very good Good Fair Poor Very poor

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

.....

Q6e. Thinking about the next four years, what do you think is the top priority for Council to focus on?

.....

Section D1 – 2031 Measures

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

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:

	Dissatisfied			Very satisfied		
	1	2	3	4	5	D/K
Roads	<input type="radio"/>	<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"/>	<input type="radio"/>
Water supply	<input type="radio"/>	<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"/>	<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

Q11. Were you born In Australia or overseas?

- Australia
- Overseas

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

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