



# Wingecarribee Shire Council

Community Research

Prepared by: Micromex Research

Date: February 2021



# Table of Contents

<u>Key Findings</u>	5
<u>Detailed Results</u>	13
<u>1. Overall Satisfaction with Council and the Local Area</u>	14
<u>2. Summary of Council Services &amp; Facilities</u>	21
<u>3. Comparison to Micromex Benchmarks</u>	33
<u>4. Living in Wingecarribee</u>	36
<u>5. Council's Communication</u>	39
<u>6. 2031 Measures</u>	44
<u>7. Contact with Council</u>	47
<u>8. Council Projects</u>	53
<u>9. Importance of, and Satisfaction with, Council Services and Facilities</u>	56
<u>Appendix A: Additional Analyses</u>	85
<u>Appendix B: Further Demographics and Background &amp; Methodology</u>	104
<u>Appendix C: Questionnaire</u>	109



# Background & Methodology

## Why?

- Understand and identify community priorities for the Wingecarribee Shire Council LGA
- Identify the community's overall level of satisfaction with Council's performance
- Explore and understand resident experiences contacting Council
- Identify the community's level of agreement with statements regarding the Wingecarribee Shire Council area

## How?

- Telephone survey (landline and mobile) to N=404 residents
- 84 acquired through number harvesting
- We use a 5 point scale (e.g. 1 = not at all satisfied, 5 = very satisfied)
- Greatest margin of error +/- 4.9%

## When?

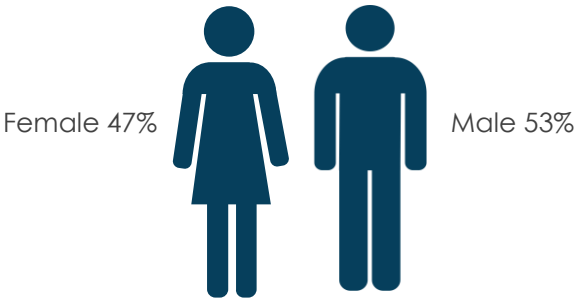
- Implementation 1<sup>st</sup> – 4<sup>th</sup> February 2021



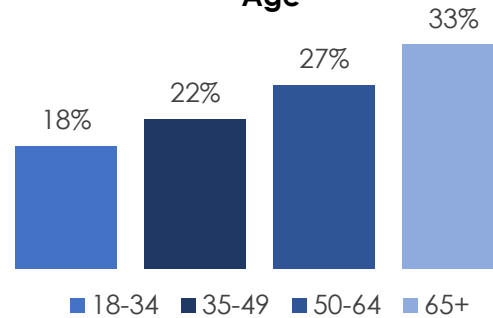
# Sample Profile

The sample was weighted by age and gender to reflect the 2016 ABS community profile of Wingecarribee Shire Council.

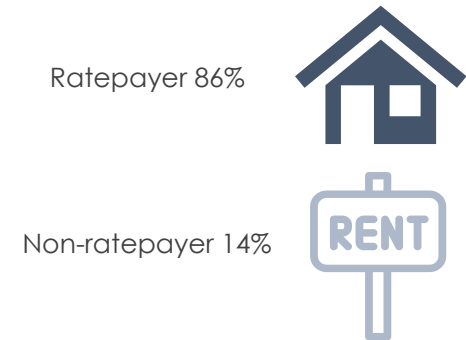
## Gender



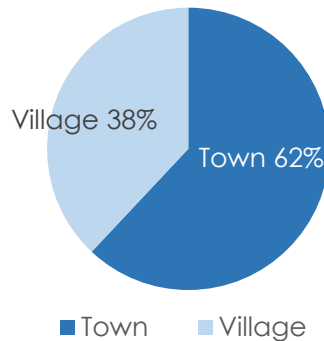
## Age



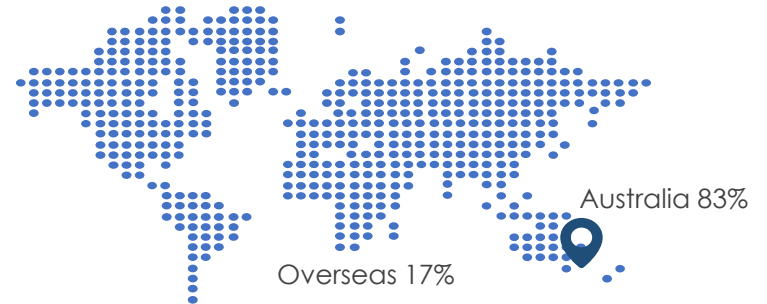
## Ratepayer status



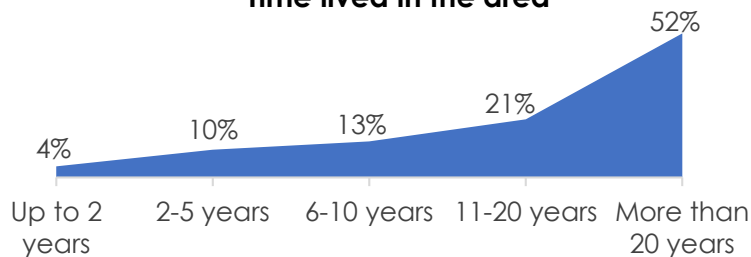
## Location



## Country of birth



## Time lived in the area



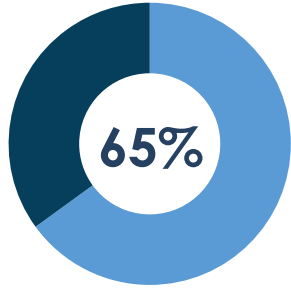
N=404 Telephone Interviews with Wingecarribee Shire Council residents

# Key Findings

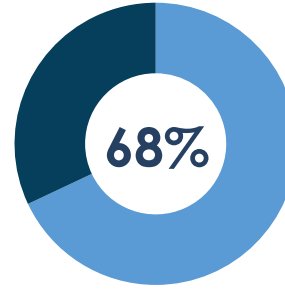


# Key Findings - Summary

## Overall Satisfaction



of Wingecarribee Shire Council residents are at least somewhat satisfied with the **performance of Council** in the last 12 months



## Council's Communication

of Wingecarribee Shire Council residents are at least somewhat satisfied with Council's **level of communication** with the community

## Council's Image



**25%** of residents rate Council's image within the community as good to excellent

## Performance of Councillors



**55%** of residents are at least somewhat satisfied with the overall performance of Councillors

## Drivers of Overall Satisfaction



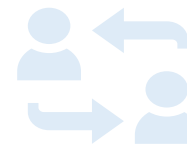
Performance of Councillors



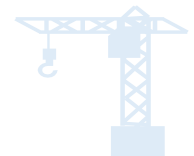
Council's level of communication



Council provision of information to residents



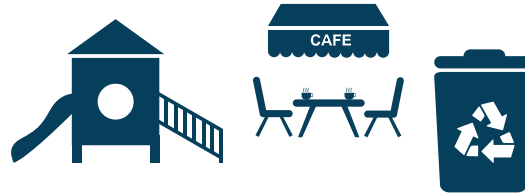
Opportunities to participate in Council decision making



Enforcement of development and building regulations

# Key Findings - Summary

## Preferences Around Facilities



**57%** of residents would prefer to have lots of small facilities across the Council area, rather than having fewer, larger facilities

## Best Thing about Living in the Area



Natural environment/open space



Friendly community



Country lifestyle



Peace and quiet

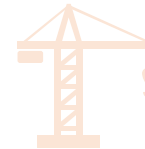
## Top Priorities for Council to Focus on



Improving/maintaining roads



Controlling development/less houses



Infrastructure development



Traffic management

# CSP Outcomes

## PEOPLE

### In 2031...

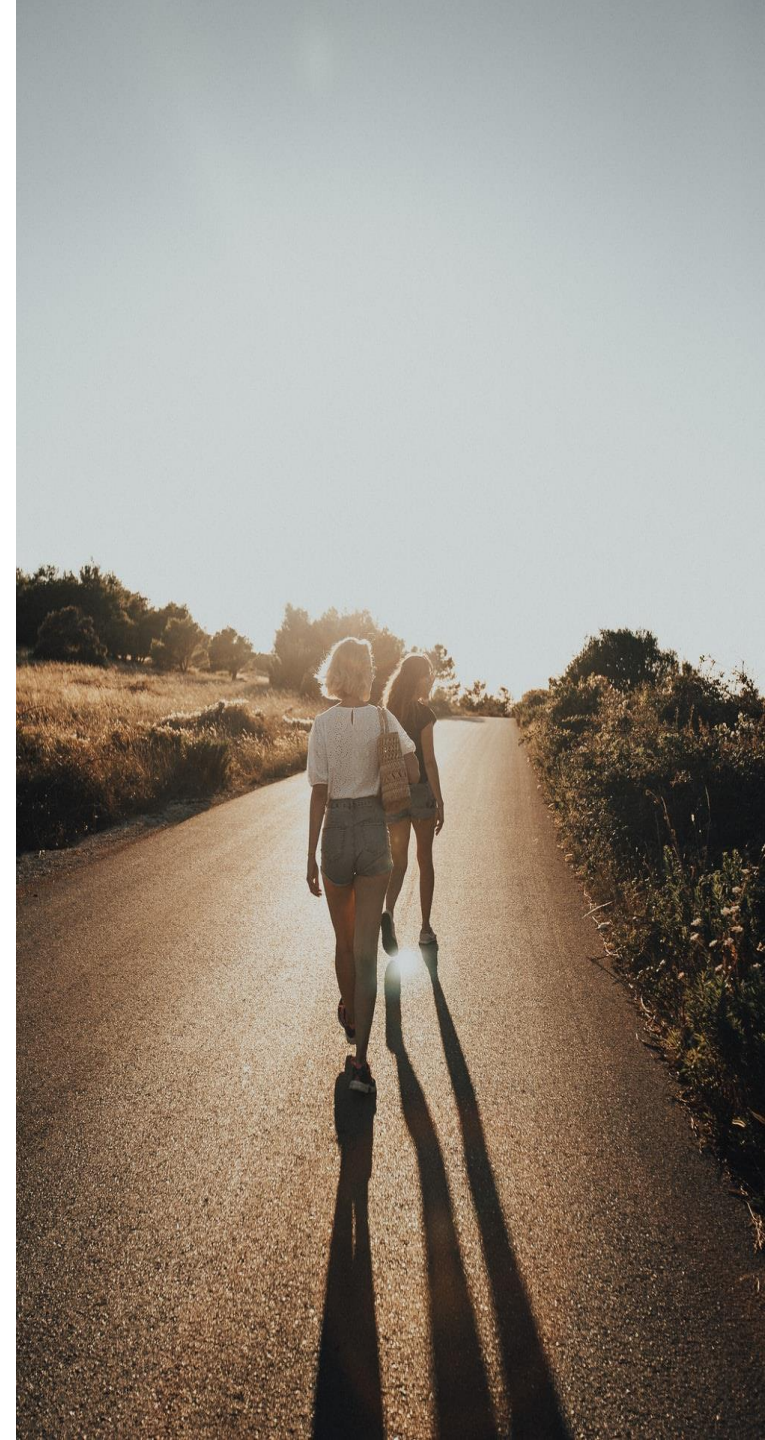
Our Shire has a strong sense of community, where diversity is embraced and new people and ideas are welcomed. We actively encourage participation in community life where residents feel connected and their contributions are valued.

The wellbeing of community is enhanced through local service provision, opportunities for active and passive recreation and a vibrant network of community organisations catering for all stages of life. We work together to build on opportunities to support those vulnerable in our community.

We attract and nurture a diverse, creative and vibrant community. We participate in informal and formal life-long learning to enhance our quality of life.

Our people are able to live, work and enhance their knowledge locally.

	Importance T2B%	Satisfaction T3B%
Support for people with a disability	90% (0%)	82% (-1%)
Community safety/crime prevention	89% (+1%)	92% (+1%)
Support for aged persons	88% (0%)	88% (+2%)
Support for youth	87% (+3%)	69% (+3%)
Support for child and family (i.e. services)	85% (-2%)	83% (+3%)
Support for the Aboriginal community	76% (+3%)	77% (+5%)
Festivals and events	63% (0%)	77% (-1%)
Support for arts and culture	60% (-3%)	88% (+1%)



Note: Value in brackets represents percentage change from 2019





# CSP Outcomes

## PLACES

### In 2031...

We have a strong 'sense of place' where people feel connected to and belong within the network of unique towns and villages.

We value our heritage and preserve what makes our built and natural environment unique. Development is tightly controlled to ensure the integrity of what makes our Shire special is not compromised, while providing a diversity of housing choice for current and future generations.

Our town and village design is sensitive to the local environment and provides safe spaces for people to live, work, learn and play.

We actively encourage the broader provision and use and of public transport linkages both within and out of the Shire. Our public transport network is supported by safe, accessible and interconnected shared pathways that encourage people to be active.

	Importance T2B%	Satisfaction T3B%
Condition of local roads	94% (+5%)	31% (-10%)
Local traffic management	87% (+6%)	56% (-3%)
Provision and maintenance of local parks and gardens	85% (+3%)	80% (-3%)
Provision and quality of footpaths	85% (+1%)	55% (+3%)
Availability of car parking in the town and village centres	85% (0%)	51% (+5%)
Provision and maintenance of playgrounds	83% (+5%)	84% (-5%)
Cycle paths and walking tracks	82% (+7%)	72% (0%)
Provision and maintenance of sporting facilities	80% (+5%)	87% (-1%)
Cleanliness and functionality of public toilets	80% (+6%)	83% (+2%)
Provision and maintenance of swimming pools	73% (+3%)	70% (-18%)
Availability of, and access to, public transport	73% (-3%)	61% (+5%)
Provision and operation of libraries	70% (-6%)	91% (-5%)
Provision and maintenance of community halls/facilities	70% (-5%)	87% (0%)
Protecting heritage values and buildings	70% (+2%)	77% (-3%)
Revitalisation/beautification of town and village centres as well as the surrounding areas	67% (+2%)	68% (-1%)
Dog control	60% (+1%)	86% (0%)

Note: Value in brackets represents percentage change from 2019

# CSP Outcomes

## ENVIRONMENT

### In 2031...

Our unique natural environment is valued, protected and enriched. The health of local waterways and air quality is enhanced and there is a greater reliance on renewable energy and waste is minimised. We are leaders in sustainable living and our rural landscapes are productive and preserved.

Our wildlife corridors are actively managed and the Shire's natural assets are protected through programs which engage and encourage community partnerships and participation in initiatives which preserve our native flora and fauna.

	Importance T2B%	Satisfaction T3B%
Domestic garbage collection	94% (+6%)	92% (+2%)
Reliability of town water	92% (+1%)	95% (+3%)
Town drinking water quality	92% (-2%)	90% (+4%)
Litter control and rubbish dumping	92% (-3%)	81% (+4%)
Encouraging recycling	90% (-1%)	82% (+2%)
Overall sewerage system performance	89% (+1%)	92% (-2%)
Encouraging waste reduction initiatives	87% (0%)	75% (+5%)
Managing development and growth	86% (0%)	52% (-6%)
Providing adequate drainage	85% (+3%)	62% (-6%)
Green waste collection	84% (+10%)	87% (-3%)
The Resource Recovery Centre	84% (0%)	85% (0%)
Healthy, natural urban streams and creeks but not rivers	80% (-1%)	75% (+1%)
Enforcement of development and building regulations	79% (-4%)	50% (-11%)
Restoration of natural bushland	78% (+1%)	73% (-7%)
Support for community environmental initiatives	76% (-3%)	74% (-6%)

Note: Value in brackets represents percentage change from 2019





# CSP Outcomes

## LEADERSHIP

### In 2031...

The Wingecarribee Shire is vibrant with strong ethical civic and community leadership, underpinned by meaningful communication, engagement and community participation in decision making.

Decisions are made in a respectful and inclusive manner to advance agreed community priorities and our leaders are held accountable for their decisions.

Our leadership is responsive to the changing environment at a local and global level.

We embrace the ideas of the full spectrum of our community and actively seek out ways to include a diversity of views and input into decision making.

	Satisfaction T3B%
Overall satisfaction with Council	65% (-12%)
Council's level of communication	68% (-11%)
Council's image within the community	25% (-15%)

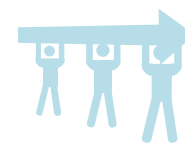
	Importance T2B%	Satisfaction T3B%
Support for local business and employment	90% (0%)	79% (+6%)
Council provision of information to residents	86% (0%)	58% (-6%)
Opportunities to participate in Council decision making	75% (-2%)	50% (0%)
Support for tourism	73% (+1%)	89% (-2%)

# Next Steps

Governance and community engagement remain the key opportunity areas for Wingecarribee Shire Council.

As such next steps could be to:

1. Increase council's communication and engagement capacity (formal and informal)
2. Explore community expectations in relation to the level, type and preferred method of communication/engagement by issue/topic area
3. Use the development of the 2022 CSP to openly explore issues/expectations around road, development, population growth, and the direction of long term planning for the Shire



# Detailed Results



# Overall Satisfaction with Council and the Local Area



## Detailed Results

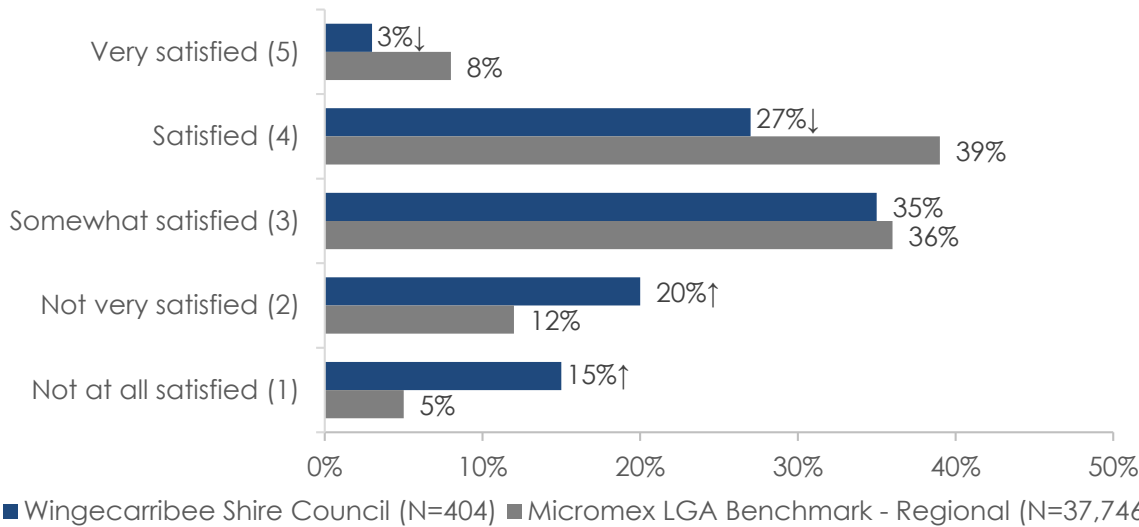
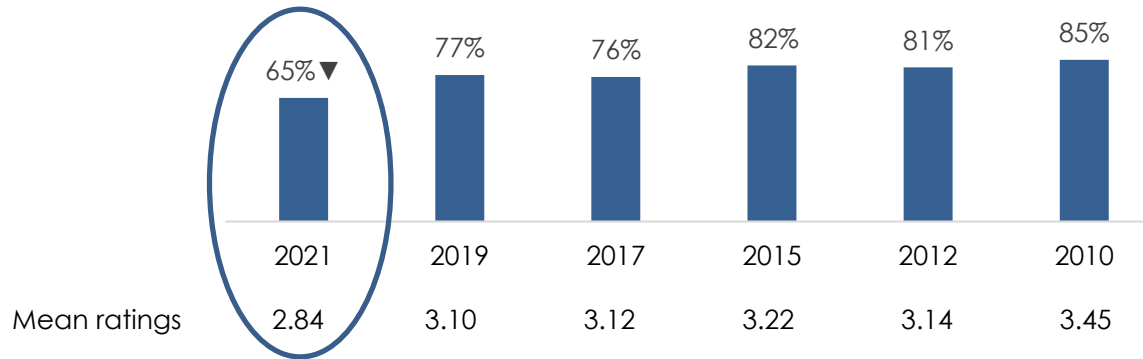
- 1. Overall Satisfaction with Council and the Local Area**
2. Summary of Council Services & Facilities
3. Comparison to Micromex Benchmarks
4. Living in Wingecarribee
5. Council's Communication
6. 2031 Measures
7. Contact with Council
6. Council Projects
7. Importance of, and Satisfaction with, Council Services & Facilities



# Overview – Overall Satisfaction

Q7a. 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?

T3B Satisfaction Scores



	Wingecarribee Shire Council	Micromex LGA Benchmark - Regional
Mean rating	2.84 ↓	3.35
T3 Box	65% ↓	83%
Base	404	37,746

Scale: 1 = not at all satisfied, 5 = very satisfied

↑ ↓ = A significantly higher/lower level of satisfaction (compared to the Benchmark)

▲ ▼ = A significantly higher/lower level of satisfaction (by year)

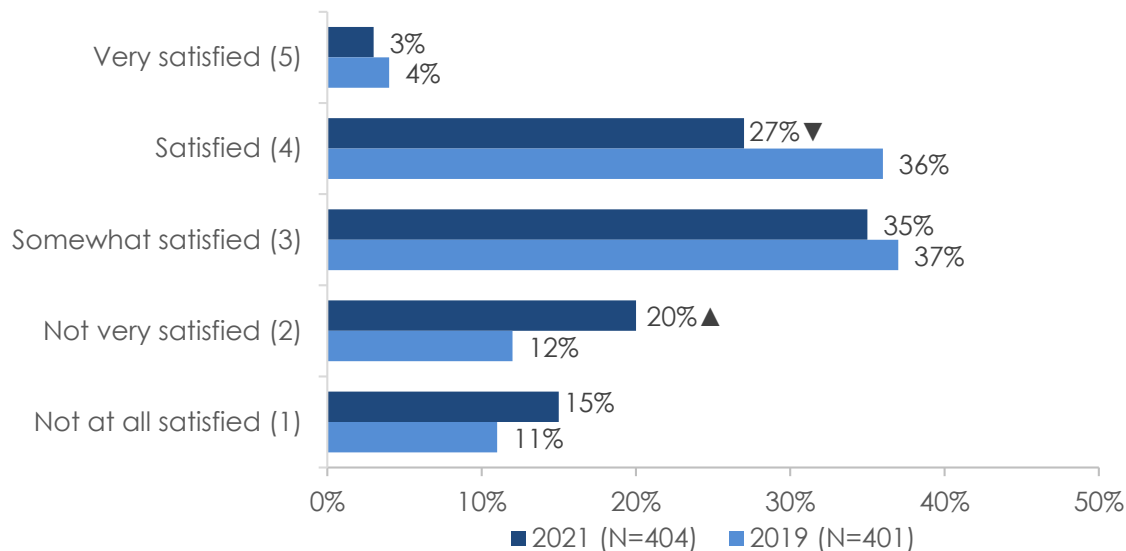
**Overall satisfaction with Council's performance has decreased since 2019, and results are lower than the regional benchmark.**

# Overall Satisfaction

Q7a. 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?

	Overall 2021	Overall 2019	Overall 2017	Overall 2015	Overall 2012	Overall 2010
Mean rating	2.84▼	3.10	3.12	3.22	3.14	3.45
Base	404	401	402	407	400	400

	Gender		Age				Area		Time lived in the area	
	Male	Female	18–34	35–49	50–64	65+	Town	Village	Up to 20 years	More than 20 years
Mean rating	2.79	2.88	3.08	2.74	2.73	2.85	2.77	2.94	2.92	2.76
Base	191	213	74	89	107	134	251	153	193	210



▲ ▼ = A significantly higher/lower level of satisfaction (by group/year)

Scale: 1 = not at all satisfied, 5 = very satisfied

**65% of residents are at least somewhat satisfied with Council's performance over the last 12 months, a decrease from 2019.**

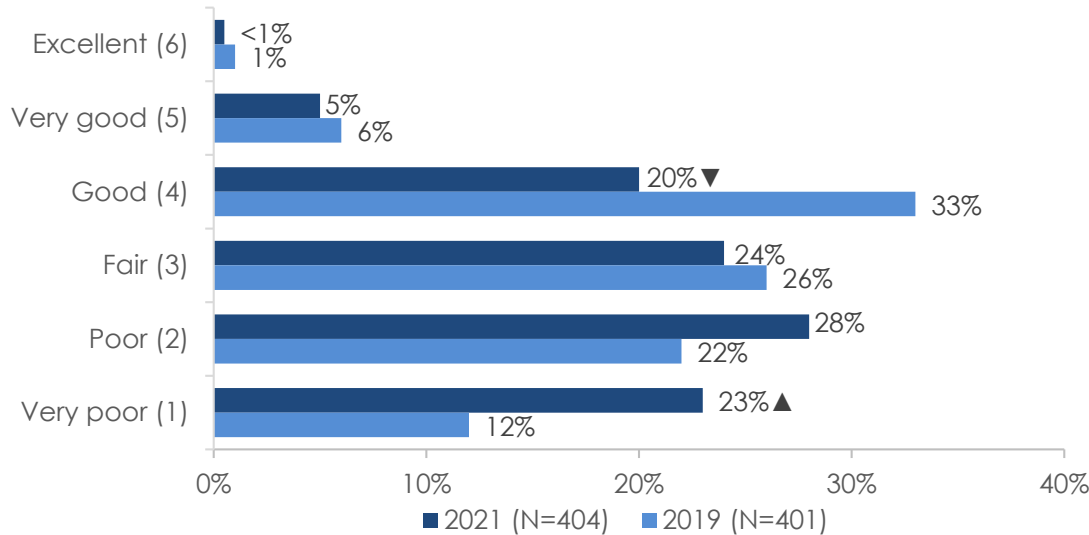


# Council's Image

Q7b. Overall, how would you rate Council's image within the community?

	Overall 2021	Overall 2019	Overall 2017	Overall 2015	Overall 2012
Mean rating	2.59▼	3.02	3.18	3.24	3.16
Base	404	401	402	407	400

	Gender		Age				Area	
	Male	Female	18–34	35–49	50–64	65+	Town	Village
Mean rating	2.57	2.60	2.79	2.58	2.46	2.58	2.50	2.72
Base	191	213	74	89	107	134	251	153



	Wingecarribee Shire Council	Micromex LGA Benchmark
Mean rating	2.59↓	3.66
T3 Box	25%↓	61%
Base	404	7,332

▲▼ = A significantly higher/lower rating (by year)

↑↓ = A significantly higher/lower rating (compared to the Benchmark)

Scale: 1 = not at all satisfied, 5 = very satisfied

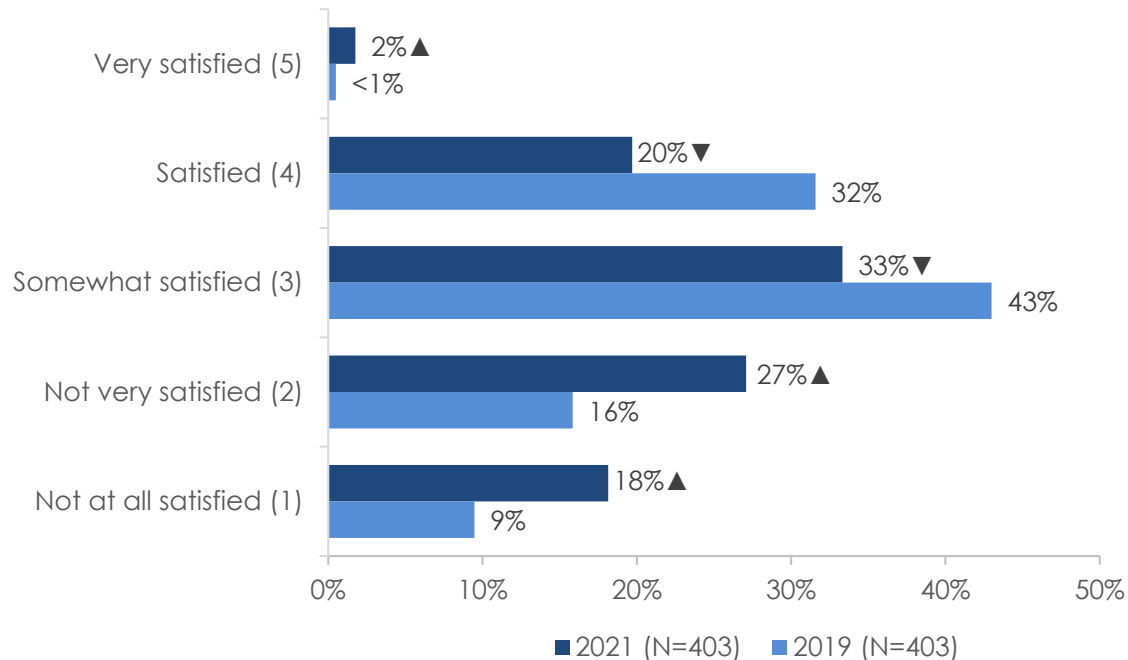
**Rating of Council's overall image has continued to follow a downward trend since 2015, with 25% of residents rating Council's image as good to excellent. Results are below the LGA regional benchmark score.**

# Performance of Elected Councillors

Q8a. Thinking specifically about the Councillors elected in September 2016, how satisfied are you with their performance on the following?

Representing a broad range of community matters fairly

	Overall 2021	Overall 2019	Overall 2017	Gender		Age				Area	
				Male	Female	18-34	35-49	50-64	65+	Town	Village
Mean rating	2.60 ▼	2.97	3.06	2.56	2.63	2.87	2.59	2.52	2.51	2.53	2.71
Base	403	403	396	191	212	74	89	106	134	250	153



▲ ▼ = A significantly higher/lower rating (by year)

Scale: 1 = not at all satisfied, 5 = very satisfied

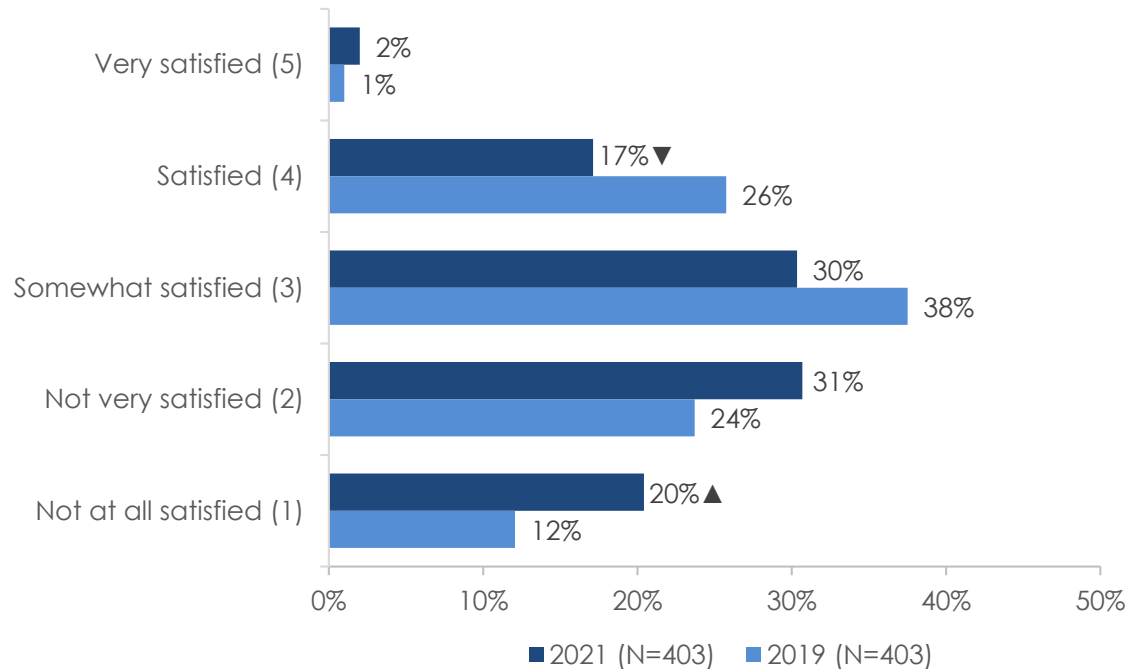
**55% of residents are at least somewhat satisfied with the Councillors' performance in representing a broad range of community matters fairly. Satisfaction with elected Councillors has followed a downward trend since 2017.**

# Performance of Elected Councillors

Q8a. Thinking specifically about the Councillors elected in September 2016, how satisfied are you with their performance on the following?

## Effective Leadership and Guidance of the Community

	Overall 2021	Overall 2019	Overall 2017	Gender		Age				Area	
				Male	Female	18-34	35-49	50-64	65+	Town	Village
Mean rating	2.48▼	2.80	2.93	2.49	2.48	2.76▲	2.44	2.44	2.40	2.42	2.58
Base	403	403	399	191	212	74	89	106	134	250	153



▲▼ = A significantly higher/lower rating (by group/year)

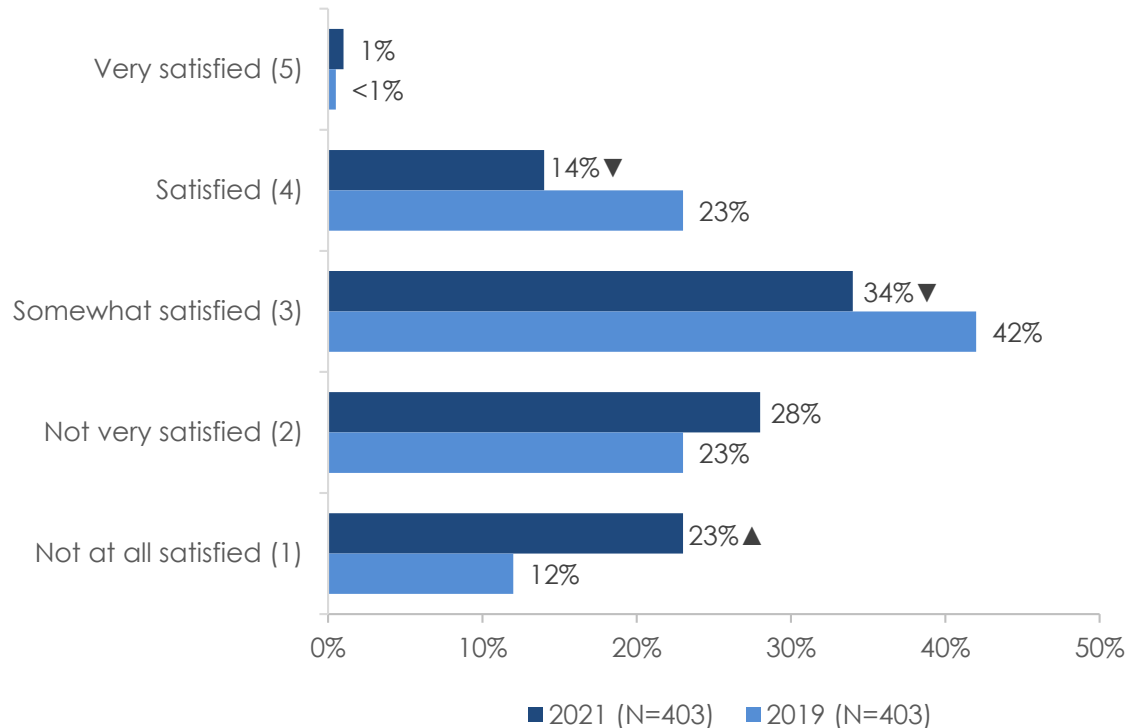
Scale: 1 = not at all satisfied, 5 = very satisfied

**49% of residents are at least somewhat satisfied with Councillors' performance regarding effective leadership and guidance of the community, a decrease from 2017.**

# Performance of Elected Councillors - Overall

Q8b. Thinking overall about the Councillors elected in September 2016, how satisfied are you with their overall performance?

	Overall 2021	Overall 2019	Overall 2017	Gender		Age				Area	
				Male	Female	18-34	35-49	50-64	65+	Town	Village
Mean rating	2.41 ▼	2.77	2.90	2.38	2.44	2.81 ▲	2.37	2.38	2.24 ▼	2.37	2.48
Base	403	403	399	191	212	74	89	106	134	250	153



▲ ▼ = A significantly higher/lower rating (by year/group)

Scale: 1 = not at all satisfied, 5 = very satisfied

**49% of residents are at least somewhat satisfied with the overall performance of elected Councillors. Those aged 18-34 are significantly more satisfied with Councillors overall.**



## Detailed Results

1. Overall Satisfaction with Council and the Local Area
- 2. Summary of Council Services & Facilities**
3. Comparison to Micromex Benchmarks
4. Living in Wingecarribee
5. Council's Communication
6. 2031 Measures
7. Contact with Council
6. Council Projects
7. Importance of, and Satisfaction with, Council Services & Facilities



# Importance & Satisfaction – Key Trends

## Key Importance Trends

Compared to 2019 research, there were significant **increases** in residents' levels of **importance** for 4 of the 43 comparable services/facilities provided by Council, being:

	2021	2019
Domestic garbage collection	4.71	4.55
Green waste collection	4.38	4.06
Provision and maintenance of local parks and gardens	4.35	4.21
Cleanliness and functionality of public toilets	4.32	4.15

There no significant **declines** in residents level of **importance** across the 43 services/facilities.

## Key Satisfaction Trends

Over the same period there has been a significant **increase** in resident **satisfaction** for 2 of the 43 comparable services/facilities provided by Council, specifically:

	2021	2019
Town drinking water quality	4.07	3.79
Encouraging recycling	3.56	3.35

There was also a significant **decline** in resident **satisfaction** for the following:

	2021	2019
Condition of local roads	1.98	2.27
Providing adequate drainage	2.75	2.99
Provision and maintenance of swimming pools	3.11	3.61

Scale: 1 = not at all important, 5 = very important

Scale: 1 = not at all satisfied, 5 = very satisfied

**A core element of this community survey was the rating of 43 facilities/services in terms of Importance and Satisfaction. The above analysis identifies the key importance and satisfaction trends when compared to the 2019 research.**

# Importance & Satisfaction – Highest/Lowest Rated Services/Facilities

## Importance

The following services/facilities received the highest importance mean ratings:

High importance	Mean	T2 Box
Condition of local roads	4.72	94%
Reliability of town water	4.72	92%
Town drinking water quality	4.72	92%
Domestic garbage collection	4.71	94%
Litter control and rubbish dumping	4.62	92%

The following services/facilities received the lowest importance mean ratings:

Low importance	Mean	T2 Box
Dog control	3.72	60%
Support for arts and culture	3.75	60%
Festivals and events	3.78	63%
Revitalisation/beautification of town and village centres	3.89	67%
Protecting heritage values and buildings	3.96	70%
Provision and maintenance of community halls/facilities	3.96	70%

## Satisfaction

The following services/facilities received the highest satisfaction mean ratings:

High satisfaction	Mean	T3 Box
Reliability of town water	4.26	95%
Domestic garbage collection	4.21	92%
Overall sewerage system performance	4.14	92%
Town drinking water quality	4.07	90%
Provision and operation of libraries	4.00	91%

The following services/facilities received the lowest satisfaction mean ratings:

Low satisfaction	Mean	T3 Box
Condition of local roads	1.98	31%
Opportunities to participate in Council decision making	2.44	50%
Enforcement of development and building regulations	2.57	50%
Availability of car parking in the town and village centres	2.59	51%
Managing development and growth	2.65	52%

Scale: 1 = not at all important, 5 = very important

Scale: 1 = not at all satisfied, 5 = very satisfied

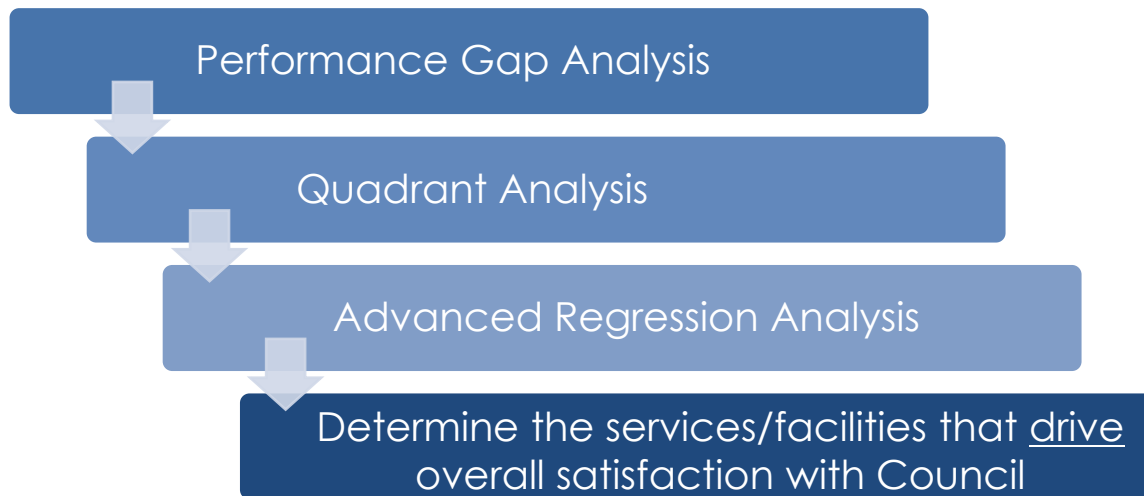
**The above analysis identifies the highest and lowest rated services/facilities in terms of importance and satisfaction.**

# Identifying Priorities via Specialised Analysis

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 Advanced Regression Analysis on the data in order to identify which facilities and services are the actual drivers of overall satisfaction with Council.

By examining these approaches to analysis, we have been able to:

- Identify and understand the hierarchy of community priorities
- 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 top 3 satisfaction score from the top 2 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 Wingecaribee Shire Council and the expectation of the community for that service/facility.

In the table on the following page, we can see the services and facilities with the largest performance gaps.

When analysing the performance gaps, it is expected that there will be some gaps in terms of resident satisfaction. Those services/facilities that have achieved a performance gap of greater than 20% may be indicative of areas requiring future optimisation.



# Performance Gap Analysis

When we examine the largest performance gaps, we can identify that all of the services or facilities have been rated as high in importance, whilst resident satisfaction for all of these areas is between 31% and 69%.

Service area	Service/Facility	Importance T2 Box	Satisfaction T3 Box	Performance Gap (Importance – Satisfaction)
Places	Condition of local roads	94%	31%	63%
Places	Managing development and growth	86%	52%	34%
Environment	Availability of car parking in the town and village centres	85%	51%	34%
Places	Local traffic management	87%	56%	31%
Places	Provision and quality of footpaths	85%	55%	30%
Environment	Enforcement of development and building regulations	79%	50%	29%
Leadership and Economy	Council provision of information to residents	86%	58%	28%
Leadership and Economy	Opportunities to participate in Council decision making	75%	50%	25%
Environment	Providing adequate drainage	85%	62%	23%
People	Support for youth	87%	69%	18%

**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.

# Quadrant Analysis

## Step 2. Quadrant Analysis

Quadrant analysis is often helpful in planning future directions based on stated outcomes. It combines the stated importance of the community and assesses satisfaction with delivery 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 top 2 box importance scores and top 3 satisfaction scores for stated importance and rated satisfaction to identify where the facility or service should be plotted.

On average, Wingecarribee Shire Council residents rated services/facilities on par with our Benchmark in terms of importance, and their satisfaction was, on average, lower.

	Wingecarribee Shire Council	Micromex Comparable Regional Benchmark
Average Importance	81%	80%
Average Satisfaction	75%	80%

Note: Micromex comparable benchmark only refers to like for like measures

### Explaining the 4 quadrants (overleaf)

Attributes in the top right quadrant, **MAINTAIN**, such as 'domestic garbage collection', 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 key concerns in the eyes of your residents. In the vast majority of cases you should aim to improve your performance in these areas to better meet the community's expectations.

Attributes in the bottom left quadrant, **NICHE**, such as 'availability of, and access to public transport', are of a relatively 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.

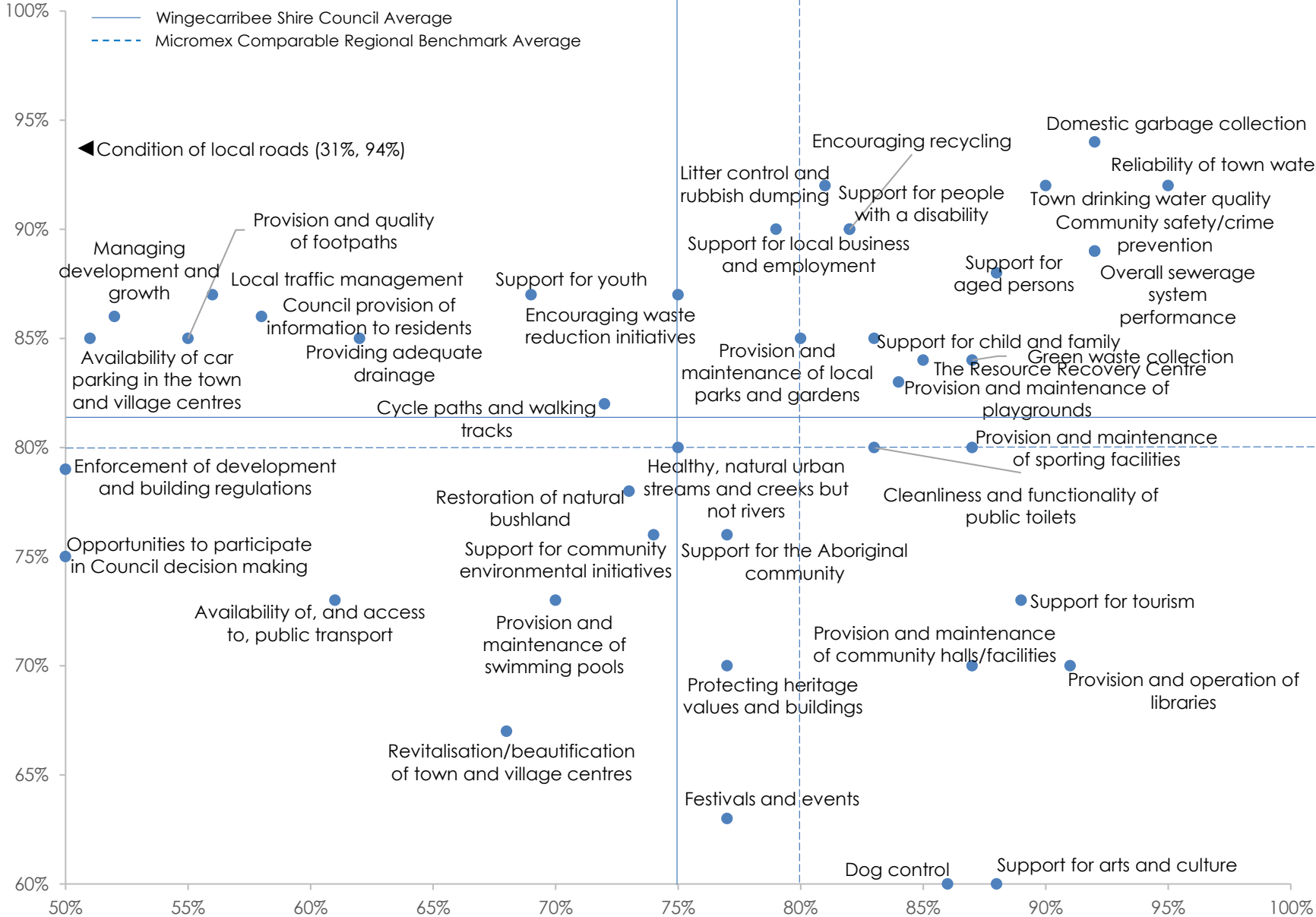
Finally, attributes in the bottom right quadrant, **COMMUNITY**, such as 'support for arts and culture', are core strengths, but in relative terms they are considered less overtly important than other directly obvious areas. However, the occupants of this quadrant tend to be the sort of services and facilities that deliver to community liveability, i.e. make it a good place to live.

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.



**Improve**  
Higher importance, lower satisfaction

**Maintain**  
Higher importance, higher satisfaction



Importance

**Niche**  
Lower importance, lower satisfaction

**Satisfaction**

**Community**  
Lower importance, higher satisfaction

# Advanced Regression Analysis

## Step 3. Advanced Regression Analysis

The outcomes identified in stated importance/satisfaction analysis often tend to be obvious and challenging. No matter how much focus a council dedicates to 'condition of local roads', 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

### Explanation of Analysis

Regression analysis is a statistical tool for investigating relationships between dependent variables and explanatory variables. Using an advanced regression, a category model was developed. The outcomes demonstrated that increasing resident satisfaction by actioning the priorities they stated as being important would not necessarily positively impact on overall satisfaction.

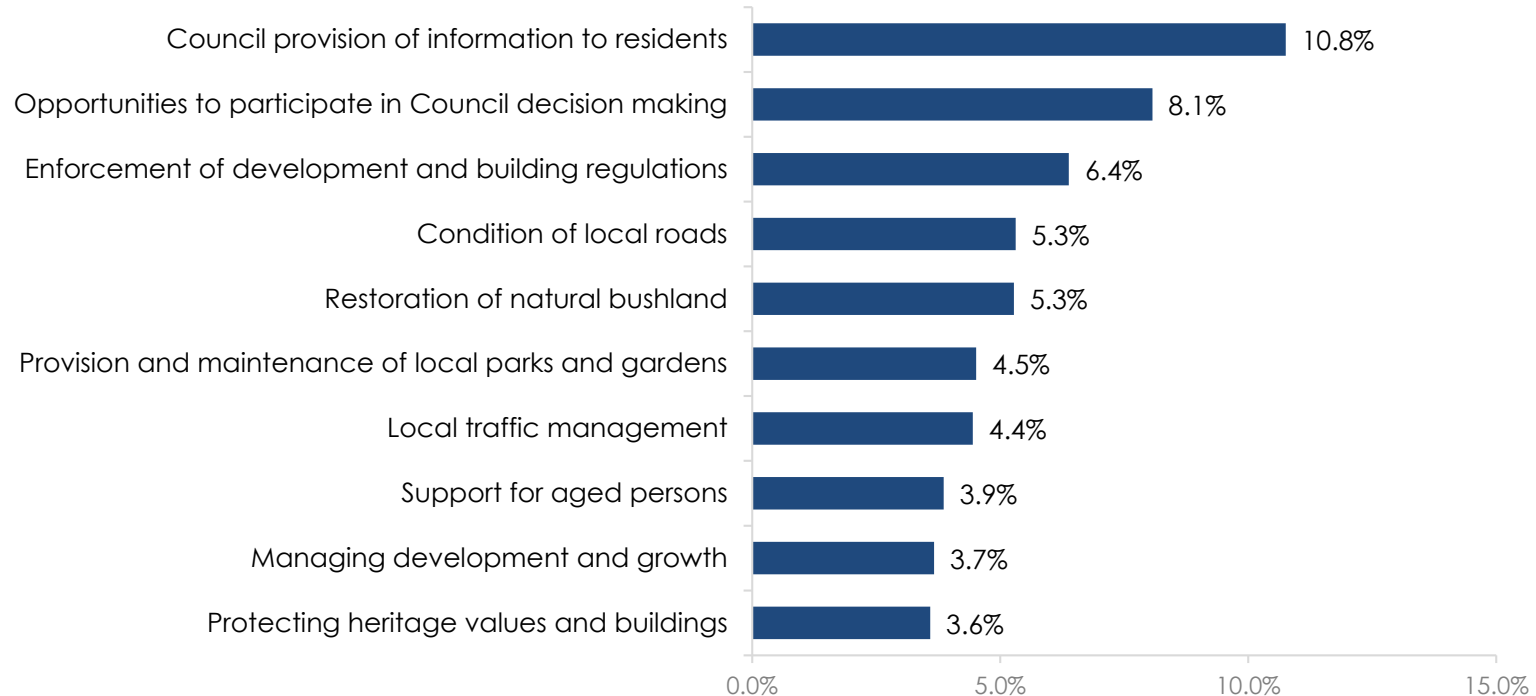
### What Does This Mean?

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'.



# Key Drivers of Overall Satisfaction with Council

*Dependent variable: Q7a. 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?*



The results in the chart above identify which services/facilities contribute most to overall satisfaction. If Council can improve satisfaction scores across these services/facilities, they are likely to improve their overall satisfaction score.

These top 10 services/facilities (so 23% of the 43 services/facilities) account for over 55% of the variation in overall satisfaction. Therefore, whilst all 43 services/facilities are important, only a number of them are potentially significant drivers of satisfaction (at this stage, the other 33 services/facilities have less impact on satisfaction – although if resident satisfaction with them was to suddenly change they may have more immediate impact on satisfaction).

Note: Please see Appendix A for complete list of drivers

R2 value: 41.43

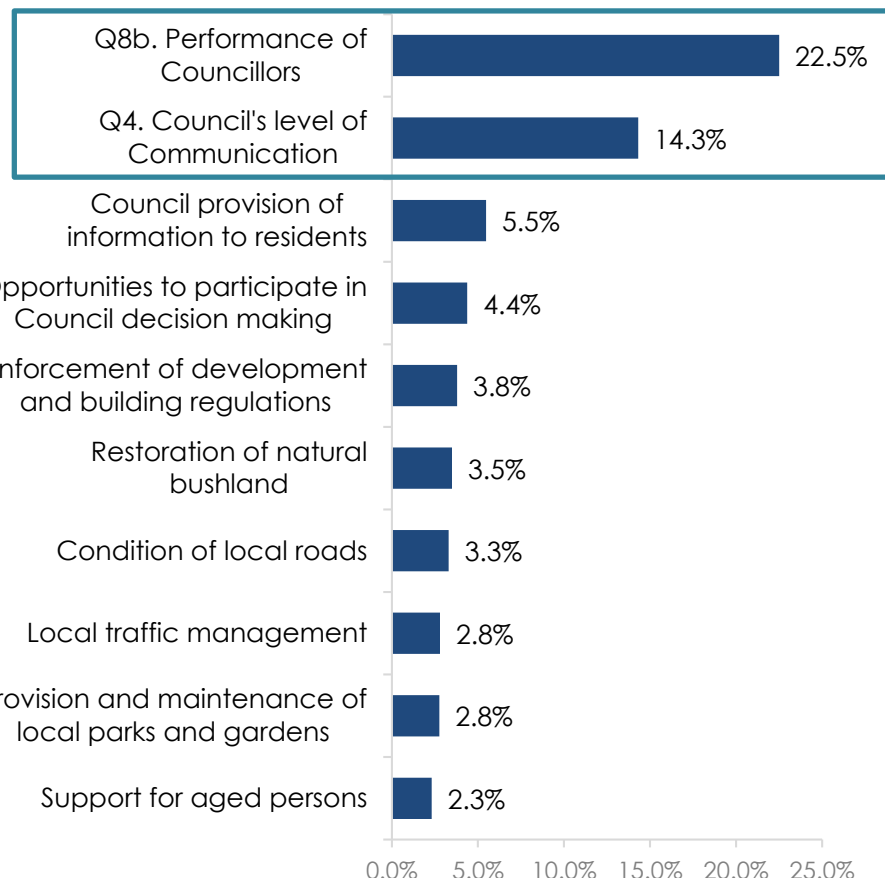
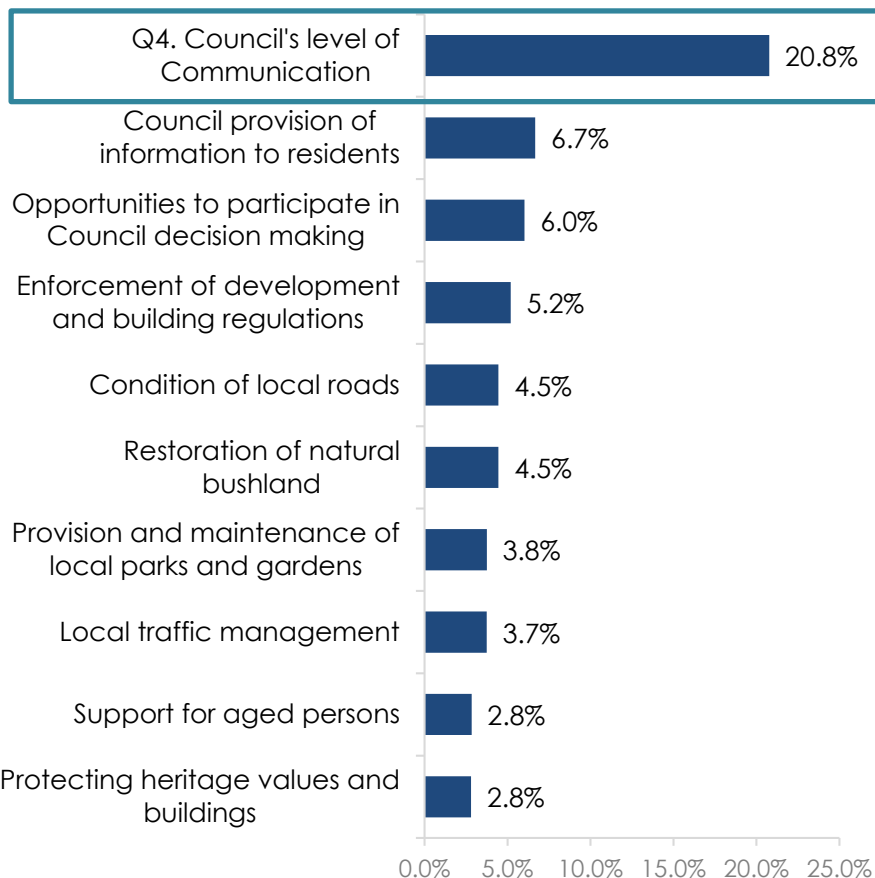
**These 10 services/facilities are the key community priorities and by addressing these, Wingecarribee Shire Council will improve overall community satisfaction. The score assigned to each area indicates the percentage of influence each attribute contributes to overall satisfaction with Council.**

**In the above chart, 'protecting heritage values and buildings' contributes 3.6% towards overall satisfaction, while 'Council provision of information to residents' (10.8%) is a far stronger driver, contributing more than twice as much to overall satisfaction with Council.**

# Key Drivers of Overall Satisfaction with Council

*Dependent variable: Q7a. 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?*

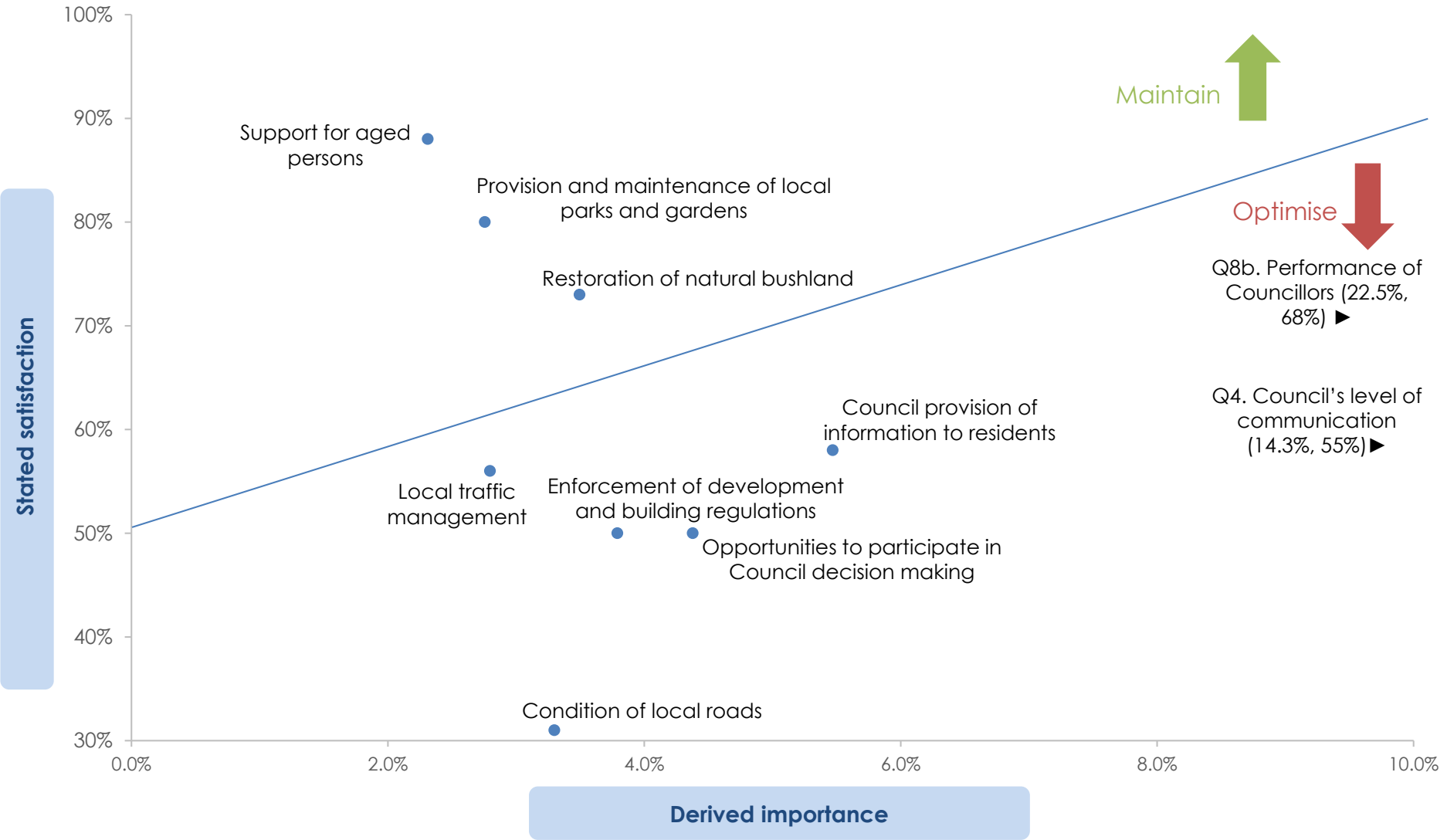
**The charts below are a re-run of the key drivers contributing to overall satisfaction, but with the inclusion of Q4 'How satisfied are you with the level of communication Council currently has with the community?' and Q8b. Thinking overall about the Councillors elected in September 2016, how satisfied are you with their overall performance?'**



Note: Please see Appendix A for complete list of drivers

**This analysis enables us to further understand the drivers of overall satisfaction and highlights the importance of community engagement and consultation, as well as the impact of the performance of Councillors on overall satisfaction.**

# Mapping Stated Satisfaction and Derived Importance Identifies the Community Priority Areas



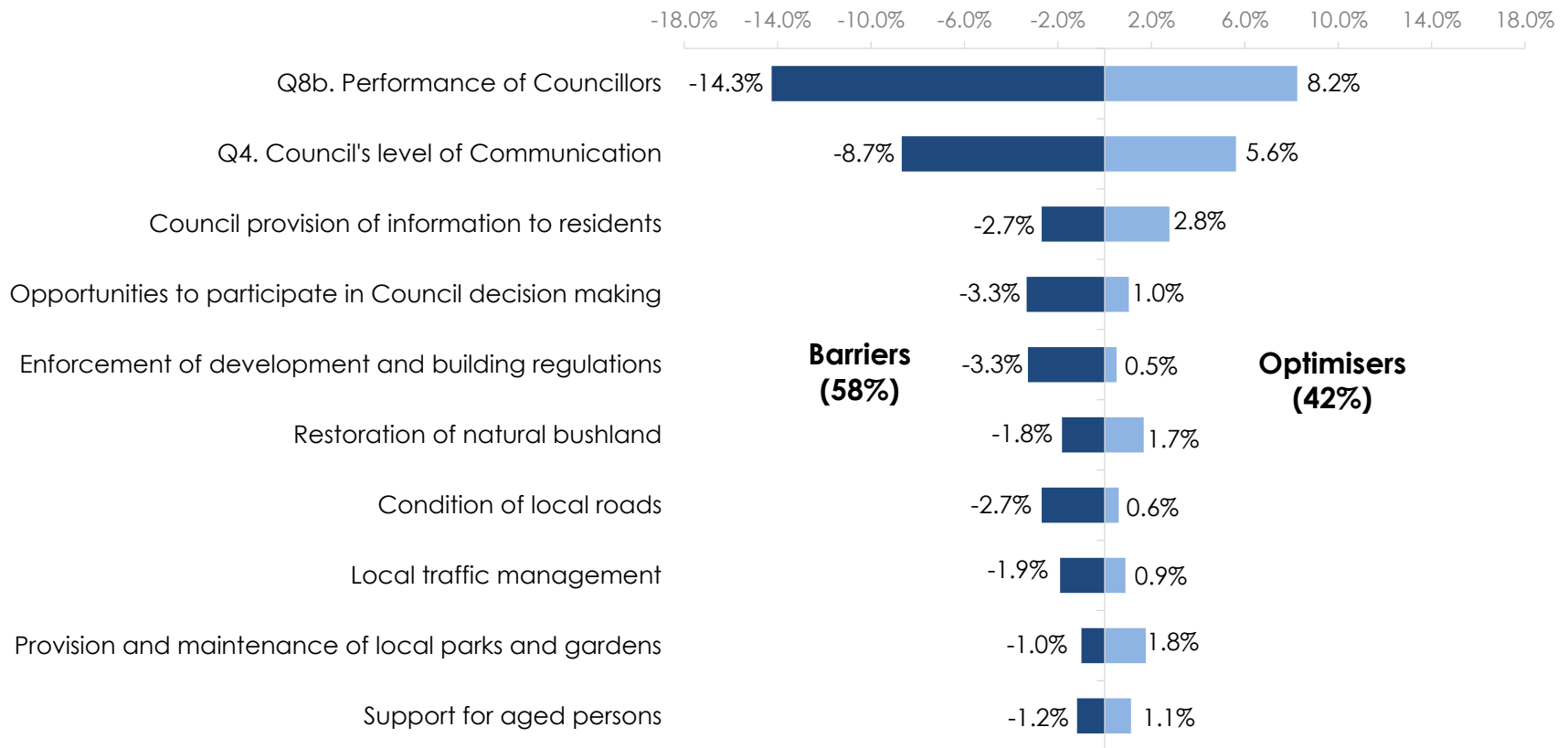
The above chart looks at the relationship between stated satisfaction (top 3 box) and derived importance (Regression result) to identify the level of contribution of each measure. Any services/facilities below the blue line (shown above) could potentially be benchmarked to target in future research to elevate satisfaction levels in these areas.

# Key Contributors to Barriers/Optimisers

The chart below illustrates the positive/negative contribution the key drivers provide towards overall satisfaction. Some drivers can contribute both negatively and positively depending on the overall opinion of the residents.

The scores on the negative indicate the contribution the driver makes to impeding transition towards satisfaction. If Council can address these areas, they should see a lift in future overall satisfaction results, as they positively transition residents who are currently not at all satisfied to being satisfied with Council performance.

The scores on the positive indicate the contribution the driver makes towards optimising satisfaction. If Council can improve scores in these areas, they will see a lift in future overall satisfaction results, as they will positively transition residents who are currently already 'somewhat satisfied', towards being more satisfied with Council's overall performance.



Different levers address the different levels of satisfaction across the community





# Comparison to Micromex Benchmarks



## Detailed Results

1. Overall Satisfaction with Council and the Local Area
2. Summary of Council Services & Facilities
- 3. Comparison to Micromex Benchmarks**
4. Living in Wingecarribee
5. Council's Communication
6. 2031 Measures
7. Contact with Council
6. Council Projects
7. Importance of, and Satisfaction with, Council Services & Facilities



# Importance Compared to the Micromex LGA Benchmark

The table below shows the variance between Wingecarribee Shire Council top 2 box importance scores and the Micromex LGA Benchmark. For 30 of the comparable services/facilities, residents' top 2 box scores are higher than, or equal to the Benchmark score. For those that are lower than Benchmark norms, 2 services, 'dog control' and 'revitalisation/beautification of town and village centres as well as the surrounding areas', experienced a variance of  $\geq 10\%$ .

Service/Facility	Wingecarribee Shire Council T2 box importance score	Micromex LGA Benchmark – Regional T2 box importance score	Variance
Support for youth	87%▲	75%	12%
Support for people with a disability	90%	81%	9%
Green waste collection	84%	75%	9%
Overall sewerage system performance	89%	81%	8%
Enforcement of development and building regulations	79%	72%	7%
The Resource Recovery Centre	84%	78%	6%
Cycle paths and walking tracks	82%	76%	6%
Support for the Aboriginal community	76%	70%	6%
Healthy, natural urban streams and creeks but not rivers	80%	87%	-7%
Restoration of natural bushland	78%	85%	-7%
Festivals and events	63%	71%	-8%
Dog control	60%▼	70%	-10%
Revitalisation/beautification of town and village centres as well as the surrounding areas	67%▼	81%	-14%

**Note:** Benchmark differences are based on assumed variants of +/- 10%, with variants beyond +/- 10% more likely to be significant  
▲/▼ = positive/negative difference equal to/greater than 10% from Benchmark. Please see Appendix A for full list of services/facilities

# Satisfaction Compared to the Micromex LGA Benchmark

The table below shows the variance between Wingecarribee Shire Council's top 3 box satisfaction scores and the Micromex LGA Regional Benchmark. For 12 of the comparable services/facilities, residents' top 3 box scores are higher than, or equal to the Benchmark score. For those that are lower than Benchmark norms, 14 services, experienced a variance of  $\geq 10\%$ .

Service/Facility	Wingecarribee Shire Council T3 box satisfaction score	Micromex LGA Benchmark – Regional T3 box satisfaction score	Variance
Cleanliness and functionality of public toilets	83%▲	70%	13%
Community safety/crime prevention	92%▲	82%	10%
Reliability of town water	95%	87%	8%
The Resource Recovery Centre	85%	78%	7%
Support for tourism	89%	84%	5%
Dog control	86%	81%	5%
Healthy, natural urban streams and creeks but not rivers	75%	82%	-7%
Protecting heritage values and buildings	77%	85%	-8%
Local traffic management	56%▼	66%	-10%
Festivals and events	77%▼	88%	-11%
Support for community environmental initiatives	74%▼	86%	-12%
Provision and quality of footpaths	55%▼	67%	-12%
Restoration of natural bushland	73%▼	86%	-13%
Revitalisation/beautification of town and village centres as well as the surrounding areas	68%▼	82%	-14%
Provision and maintenance of swimming pools	70%▼	85%	-15%
Providing adequate drainage	62%▼	78%	-16%
Managing development and growth	52%▼	68%	-16%
Opportunities to participate in Council decision making	50%▼	66%	-16%
Council provision of information to residents	58%▼	76%	-18%
Enforcement of development and building regulations	50%▼	69%	-19%
Availability of car parking in the town and village centres	51%▼	71%	-20%
Condition of local roads	31%▼	58%	-27%

**Note:** Benchmark differences are based on assumed variants of +/- 10%, with variants beyond +/- 10% more likely to be significant  
▲/▼ = positive/negative difference equal to/greater than 10% from Benchmark Please see Appendix A for full list of services/facilities



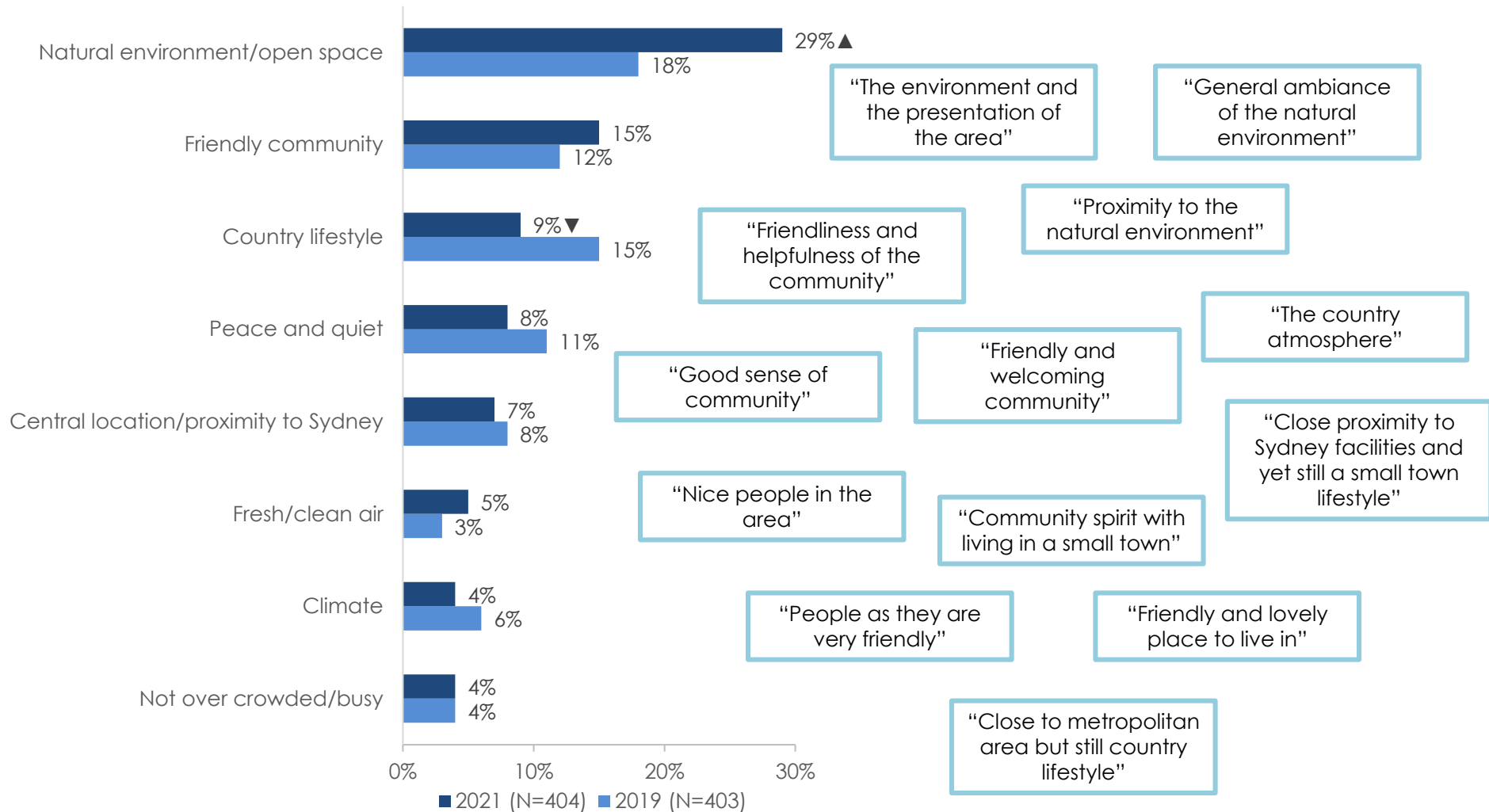
## Detailed Results

1. Overall Satisfaction with Council and the Local Area
2. Summary of Council Services & Facilities
3. Comparison to Micromex Benchmarks
- 4. Living in Wingecarribee**
5. Council's Communication
6. 2031 Measures
7. Contact with Council
6. Council Projects
7. Importance of, and Satisfaction with, Council Services & Facilities



# Best Thing About Living in the Wingecarribee Area

Q6a. Thinking generally about living in the Wingecarribee area, what do you feel is the best thing about living here?

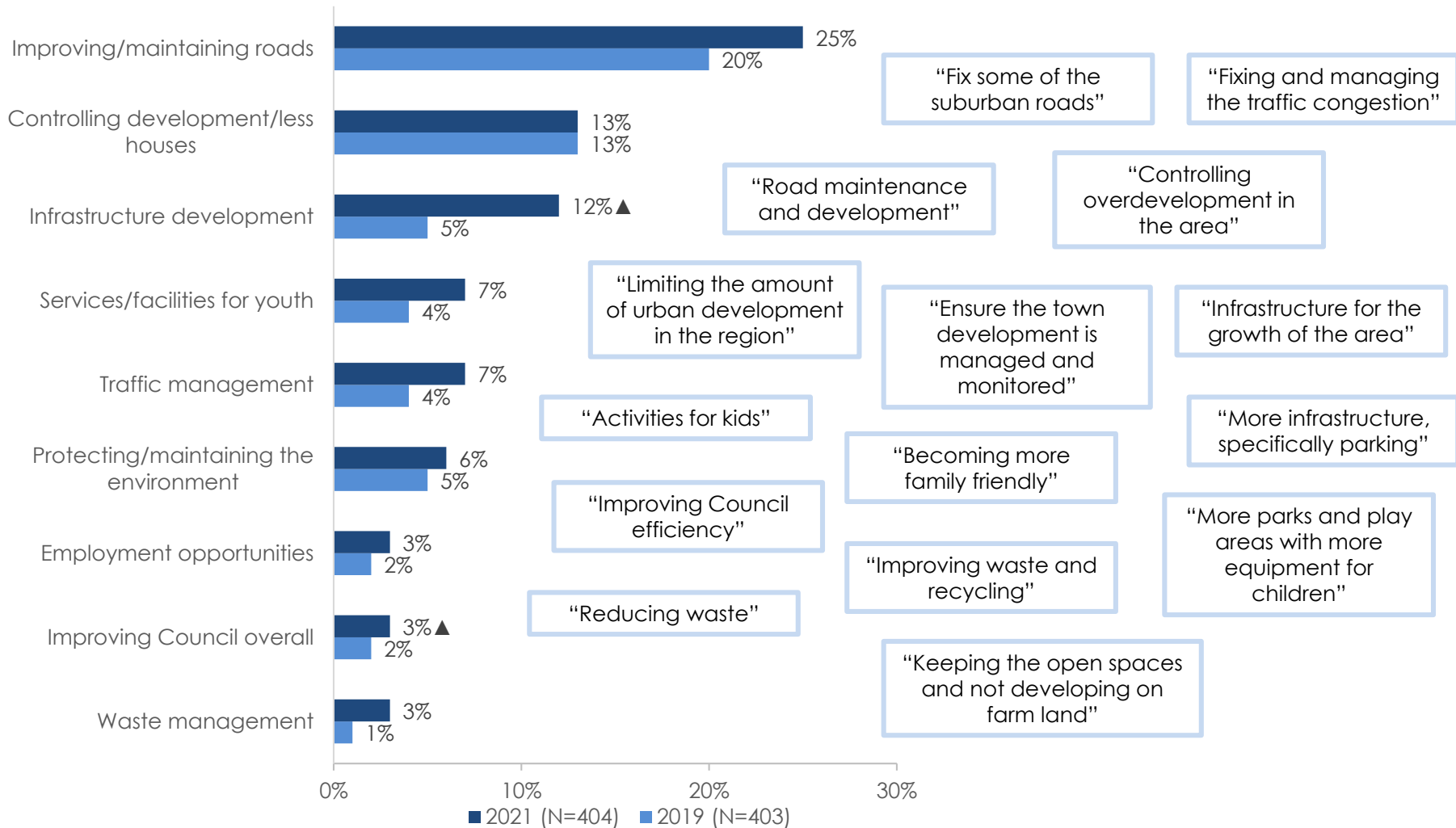


Please see Appendix A for full list of results

**29% of residents believe the 'natural environment/open space' is the best thing about living in the Wingecarribee area. 'Friendly community' was also a common response (15%).**

# Top Priorities for Council to Focus On

Q6b. Thinking about the next four years, what do you think is the top priority for Council to focus on?



Please see Appendix A for full list of results

**Improving/maintaining roads continues to be top of mind for residents in relation to future priorities. Controlling development/less houses (13%), and infrastructure development (12%) were also common responses.**



## Detailed Results

1. Overall Satisfaction with Council and the Local Area
2. Summary of Council Services & Facilities
3. Comparison to Micromex Benchmarks
4. Living in Wingecarribee
- 5. Council's Communication**
6. 2031 Measures
7. Contact with Council
6. Council Projects
7. Importance of, and Satisfaction with, Council Services & Facilities

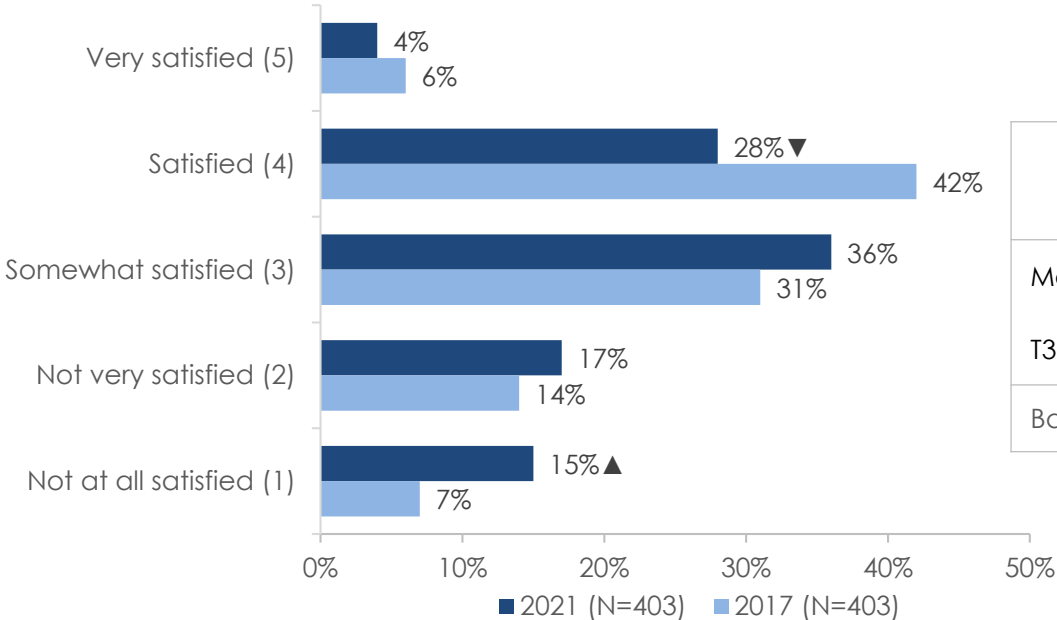


# Satisfaction with Council's Communication

Q4. How satisfied are you with the level of communication Council currently has with the community?

	Overall 2021	Overall 2019	Overall 2017	Overall 2015	Overall 2012
Mean rating	2.91 ▼	3.25	3.36	3.43	3.51
Base	403	403	402	407	400

	Gender		Age				Area	
	Male	Female	18-34	35-49	50-64	65+	Town	Village
Mean rating	2.93	2.89	3.20 ▲	2.93	2.83	2.79	2.90	2.93
Base	190	213	74	89	107	133	250	153



	Wingecarribee Shire Council	Micromex LGA Regional Benchmark
Mean rating	2.91 ↓	3.32
T3 Box	68% ↓	80%
Base	403	14,365

↑↓ = A significantly higher/lower level of satisfaction (compared to the Benchmark)

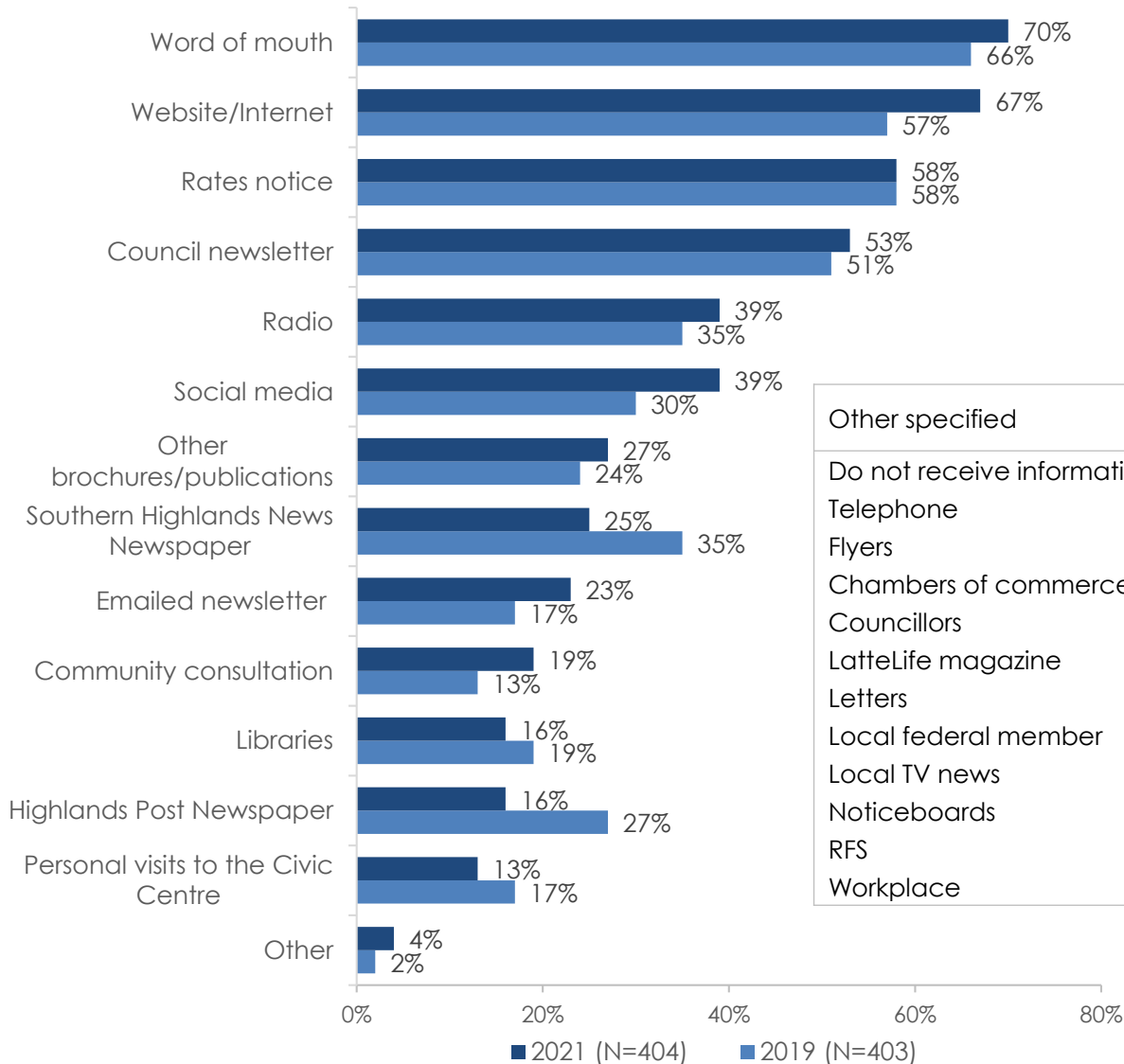
Scale: 1 = not at all satisfied, 5 = very satisfied  
 ▲ ▼ = A significantly higher/lower level of satisfaction (by group/year)

**Overall, 68% are residents are at least somewhat satisfied with Council's current level of communication with the community. Results have continued to decline since 2012, and are below our benchmark scores.**



# Means of Sourcing Information About Council

Q3. Where do you get your information about Council and its services, facilities and activities?



Other specified	Count
Do not receive information from Council	6
Telephone	2
Flyers	2
Chambers of commerce	1
Councillors	1
LatteLife magazine	1
Letters	1
Local federal member	1
Local TV news	1
Noticeboards	1
RFS	1
Workplace	1

Word of mouth (70%) and rates notices (67%) continue to be the most common ways for residents to be informed of Council's services, facilities and activities. Older residents (aged 65+) are significantly more likely to rely on Council newsletters, and less likely to rely on website/internet and social media.

Please see Appendix A for results by demographics

# Means of Sourcing Information About Council

Q3. Where do you get your information about Council and its services, facilities and activities?

	Overall	Gender		Age				Area	
		Male	Female	18 – 34	35 – 49	50 – 64	65+	Town	Village
Word of mouth	70%	70%	71%	79%	65%	75%	65%	68%	75%
Website/Internet	67%	66%	67%	69%	79%▲	80%▲	47%▼	67%	66%
Rates notice	58%	57%	59%	37%▼	63%	68%▲	60%	53%	67%▲
Council newsletter	53%	50%	56%	27%▼	40%▼	63%▲	68%▲	54%	51%
Radio	39%	41%	37%	42%	39%	36%	39%	35%	45%
Social media	39%	33%	44%	65%▲	49%▲	37%	19%▼	36%	43%
Other brochures/publications	27%	28%	27%	26%	26%	27%	30%	22%	36%▲
Southern Highlands News Newspaper	25%	23%	27%	21%	15%▼	34%▲	27%	25%	26%
Emailed newsletter	23%	23%	23%	14%	17%	27%	28%	28%	14%▼
Community consultation	19%	22%	16%	9%	13%	26%▲	22%	17%	23%
Libraries	16%	14%	19%	14%	17%	14%	20%	13%	21%▲
Highlands Post Newspaper (free paper)	16%	15%	16%	18%	11%	16%	17%	16%	15%
Personal visits to the Civic Centre	13%	11%	15%	7%	15%	14%	16%	10%	18%▲
Other	4%	5%	4%	2%	4%	2%	8%▲	5%	3%
Base	404	191	213	74	89	107	134	251	153

▲ ▼ = A significantly higher/lower percentage (by group)

**Noticeable and expected age skews.**

# Means of Sourcing Information About Council

Q3. Where do you get your information about Council and its services, facilities and activities?

	Overall	Satisfaction with Council's level of Communication (Q4)		
		Not at all/not very satisfied	Somewhat satisfied	Satisfied/very satisfied
Word of mouth	70%	64%	74%	73%
Website/Internet	67%	59%▼	67%	74%▲
Rates notice	58%	53%	55%	67%▲
Council newsletter	53%	47%	54%	58%
Radio	39%	30%▼	38%	49%▲
Social media	39%	31%▼	41%	44%
Other brochures/publications	27%	18%▼	26%	39%▲
Southern Highlands News Newspaper	25%	20%	26%	29%
Emailed newsletter	23%	19%	23%	26%
Community consultation	19%	21%	16%	21%
Libraries	16%	10%▼	17%	22%▲
Highlands Post Newspaper (free paper)	16%	11%	18%	18%
Personal visits to the Civic Centre	13%	11%	10%	19%▲
Mean number of information mentions		3.9	4.7	5.4
Base	404	127	145	131

▲ ▼ = A significantly higher/lower percentage (by level of satisfaction with communication)

**Satisfied residents have 5.4 channels of information compared to 3.9 for those with low levels of satisfaction.**

# 2031 Measures



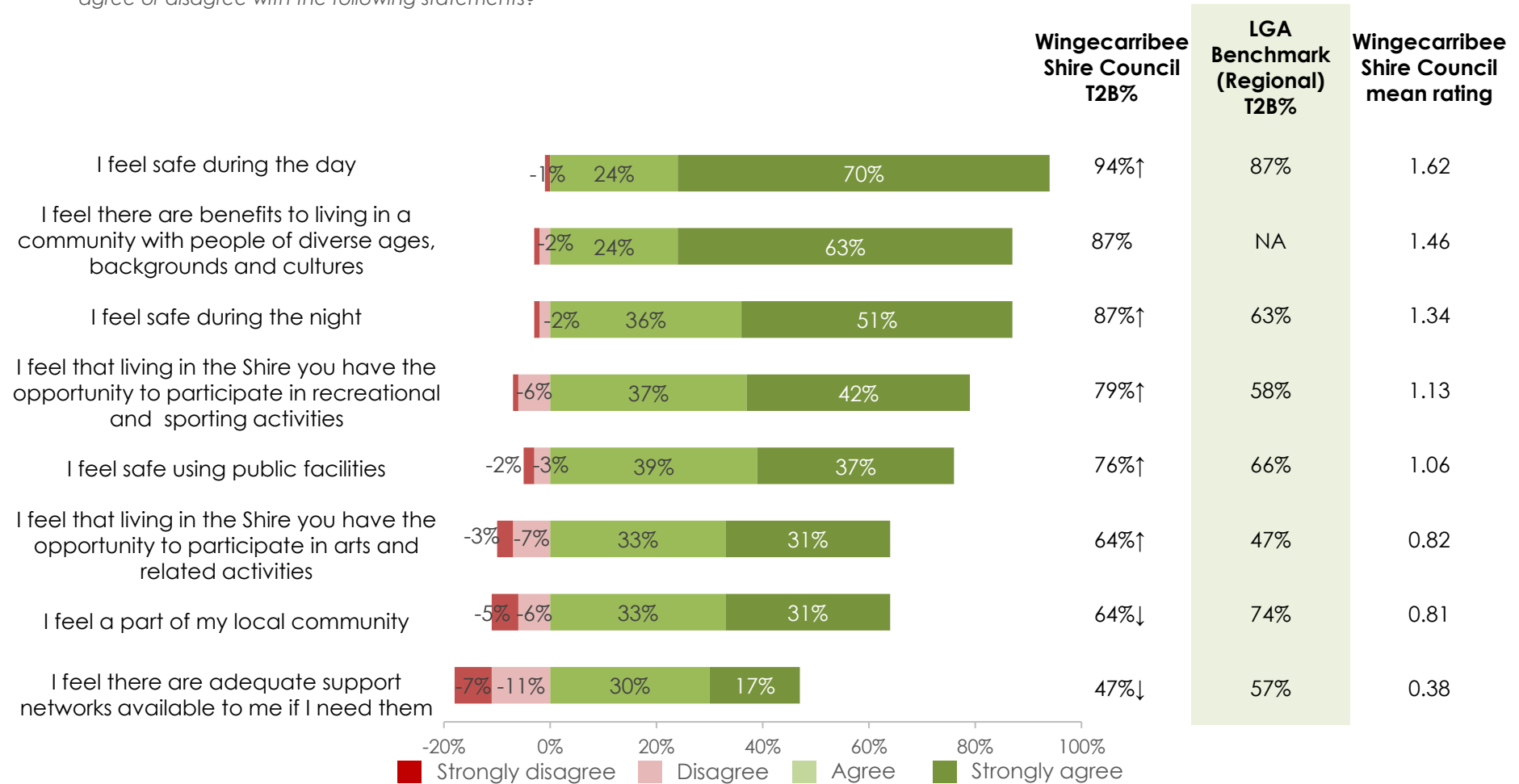
## Detailed Results

1. Overall Satisfaction with Council and the Local Area
2. Summary of Council Services & Facilities
3. Comparison to Micromex Benchmarks
4. Living in Wingecarribee
5. Council's Communication
- 6. 2031 Measures**
7. Contact with Council
6. Council Projects
7. Importance of, and Satisfaction with, Council Services & Facilities



# 2031 Measures – Agreement Statements

Q9. On a scale of 1 to 5, where 1 is strongly disagree and 5 is strongly agree, how strongly do you agree or disagree with the following statements?



↑↓ = A significantly higher/lower percentage (compared to the benchmark)

**Note:** Benchmark differences are based on assumed variants of +/- 10%, with variants beyond +/- 10% more likely to be significant

Base: N=403-404

Scale: -2 = strongly disagree, 2 = strongly agree

Please see Appendix A for results by demographics

**The most agreed upon statement is 'I feel safe during the day' with 94% of residents in agreement, whilst the least agreed upon statement is 'I feel there are adequate support networks available to me if I need them', with just under half of residents stating they agree/strongly agree.**

# 2031 Measures – Comparison to Previous Research

Q9. On a scale of 1 to 5, where 1 is strongly disagree and 5 is strongly agree, how strongly do you agree or disagree with the following statements?

	2021 T2B%	2019 T2B%
I feel safe during the day	94%	93%
I feel there are benefits to living in a community with people of diverse ages, backgrounds and cultures	87%	87%
I feel safe during the night	87%▲	77%
I feel that living in the Shire you have the opportunity to participate in recreational and sporting activities	79%	72%
I feel safe using public facilities	76%	75%
I feel a part of my local community	64%	57%
I feel that living in the Shire you have the opportunity to participate in arts and related activities	64%	69%
I feel there are adequate support networks available to me if I need them	47%	52%

Base: 403-404

▲ ▼ = A significantly higher/lower percentage (by year)

**Level of agreement has increased for 5 of the comparable statements since 2019, significantly so for 'I feel safe during the night'.**



## Detailed Results

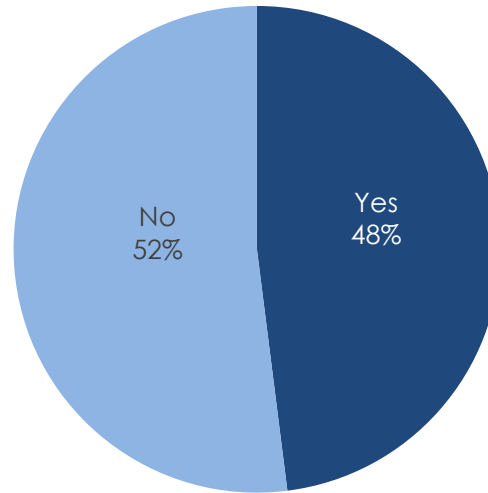
1. Overall Satisfaction with Council and the Local Area
2. Summary of Council Services & Facilities
3. Comparison to Micromex Benchmarks
4. Living in Wingecarribee
5. Council's Communication
6. 2031 Measures
- 7. Contact with Council**
6. Council Projects
7. Importance of, and Satisfaction with, Council Services & Facilities

# Contact with Council

Q1. Have you contacted Council in the last 12 months?

	Overall 2021	Overall 2019	Overall 2017	Overall 2015	Overall 2012
Yes %	48%	43%	51%	48%	49%
Base	404	403	402	407	400

	Gender		Age				Area	
	Male	Female	18–34	35–49	50–64	65+	Town	Village
Yes %	49%	48%	30%▼	55%	52%	51%	47%	50%
Base	191	213	74	89	107	134	251	153



Base: N=404

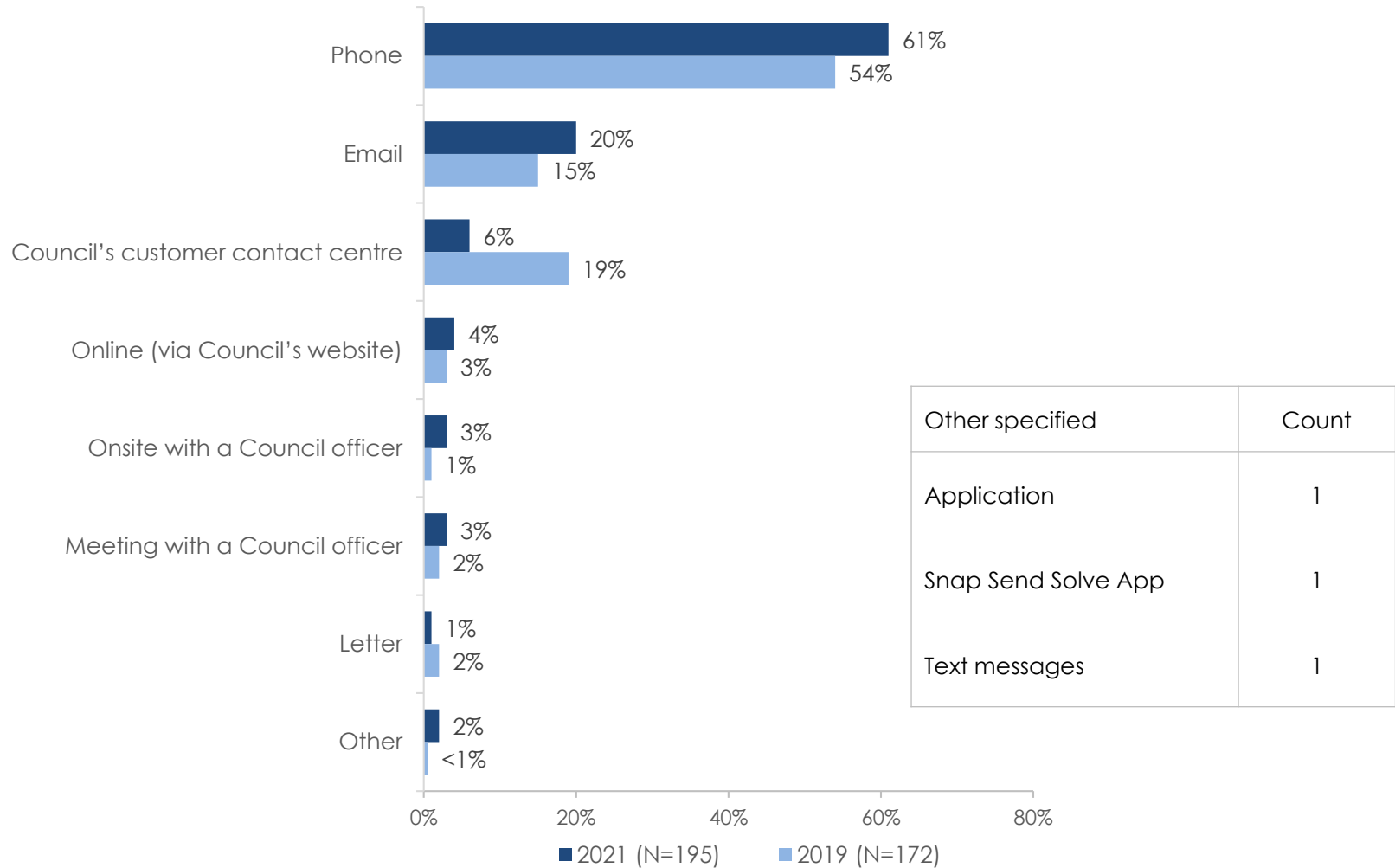
▲▼ = A significantly higher/lower percentage (by group)

**Overall, 48% of residents have contacted Council in the last 12 months, an increase from 2019. Those aged 18-34 are significantly less likely to have made contact.**



# Method of Contact

Q2a. (If yes on Q1) Thinking of the last time you made contact with Council staff, how did you make contact?



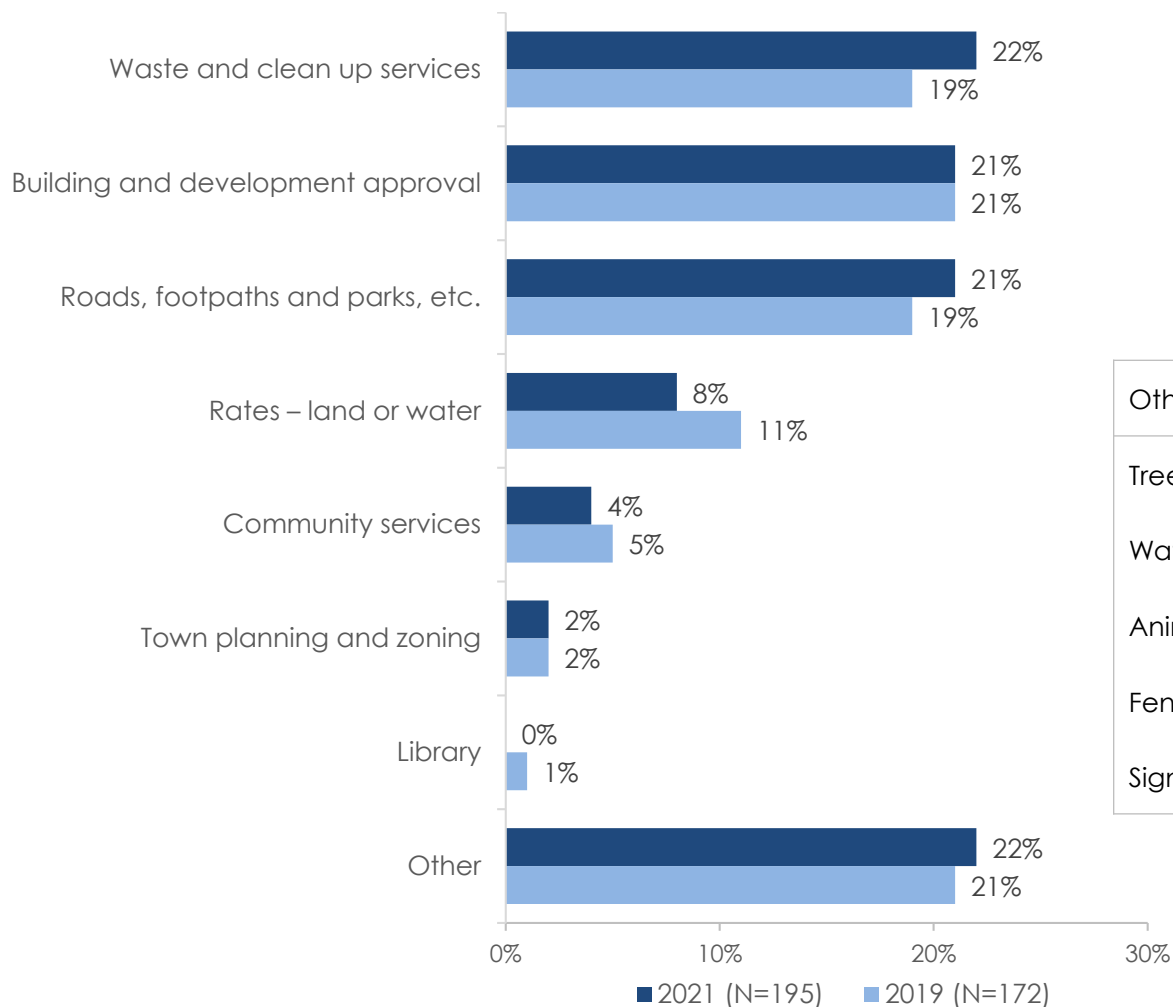
Please see Appendix A for results by demographics

▲ ▼ = A significantly higher/lower percentage (by year)

**Consistent with previous research, phone is the most common method to contact Council.**

# Nature of Enquiry

Q2b. (If yes on Q1) What was the nature of your enquiry?



Other specified	Count
Tree/bushland management	13
Water leakage/drainage issues	7
Animal issues/complaints	5
Fencing problems	2
Signage	2

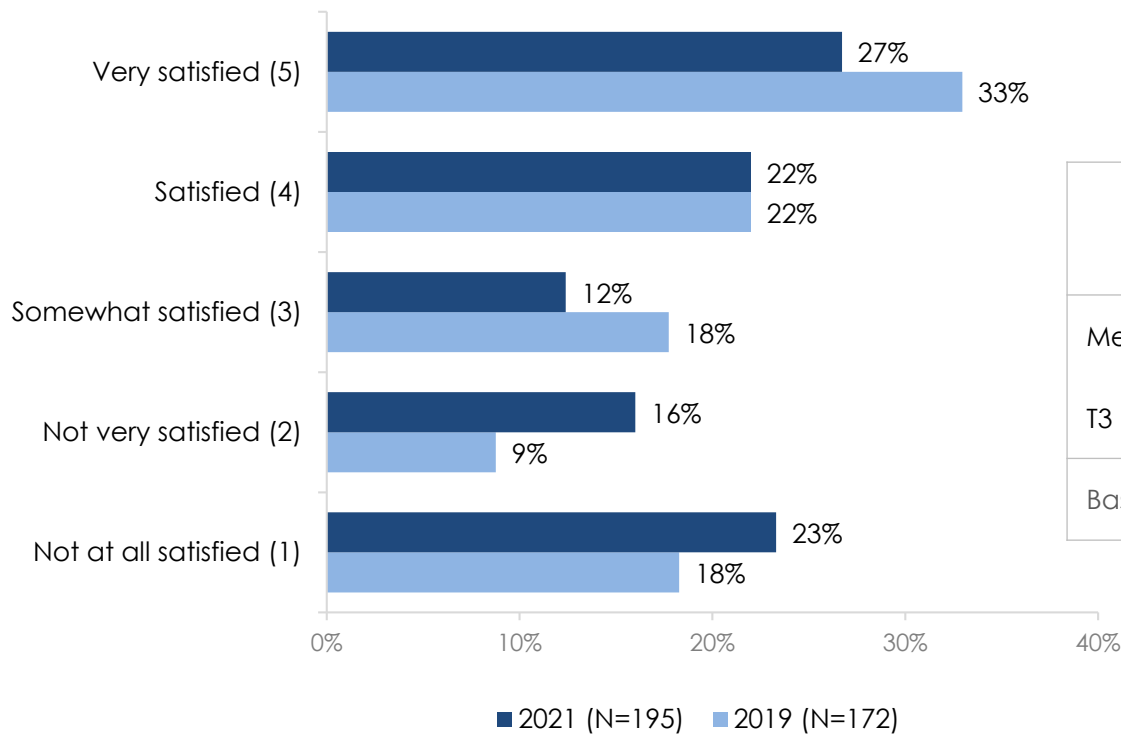
Please see Appendix A for results by demographics and other specified results fewer than 2

**The most common reason for contacting Council was in relation to waste and clean up services (22%).**

# Satisfaction with Contact

Q2c. (If yes on Q1) How satisfied were you with the way your contact was handled?

	Overall 2021	Overall 2019	Overall 2017	Overall 2015	Overall 2012
Mean rating	3.14	3.43	3.68	3.43	3.51
Base	195	172	204	407	400



	Wingecarribee Shire Council	Micromex LGA Benchmark
Mean rating	3.14↓	3.90
T3 Box	61%↓	84%
Base	195	10,385

\*Caution, small base sizes

↑↓ = A significantly higher/lower percentage (compared to the benchmark)

**For those that had contacted Council, 61% were at least somewhat satisfied with the way their contact was handled, and results are below the LGA benchmark.**

# Satisfaction with Contact

Q2c. (If yes on Q1) How satisfied were you with the way your contact was handled?

	Overall 2021	Overall 2019	Overall 2017	Overall 2015	Overall 2012
Mean rating	3.14	3.43	3.68	3.43	3.51
Base	195	172	204	407	400

	Gender		Age				Area	
	Male	Female	18–34	35–49	50–64	65+	Town	Village
Mean rating	3.03	3.23	3.47	3.02	2.93	3.28	3.13	3.15
Base	93	102	22	49	56	68	118	77

	Q2a. Method of contact		
	Phone	Email	Council's customer contact centre
Mean ratings	3.41 ▲	2.62 ▼	3.11
Base	119	38	12*

\*Caution, small base sizes

▲ ▼ = A significantly higher/lower percentage (by method of contact)

**Those who made contact via phone were significantly more satisfied with the way their contact was handled.**

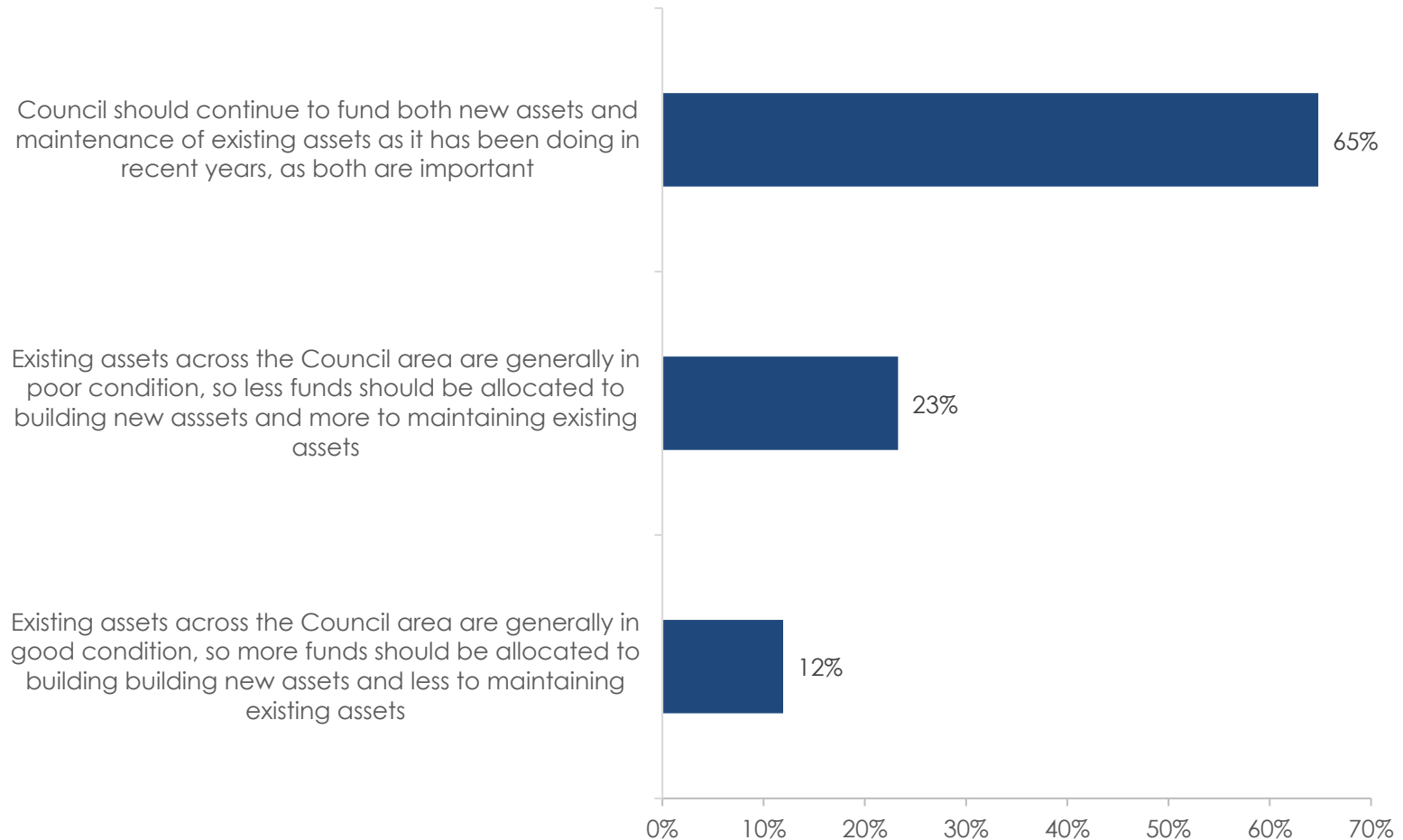


## Detailed Results

1. Overall Satisfaction with Council and the Local Area
2. Summary of Council Services & Facilities
3. Comparison to Micromex Benchmarks
4. Living in Wingecarribee
5. Council's Communication
6. 2031 Measures
7. Contact with Council
- 6. Council Projects**
7. Importance of, and Satisfaction with, Council Services & Facilities

# Balance of Maintaining Vs Building Assets

Q10. Thinking about the next five to ten years, which one of the following statements best describes how you think Council should balance the needs of maintaining existing assets versus building new assets?



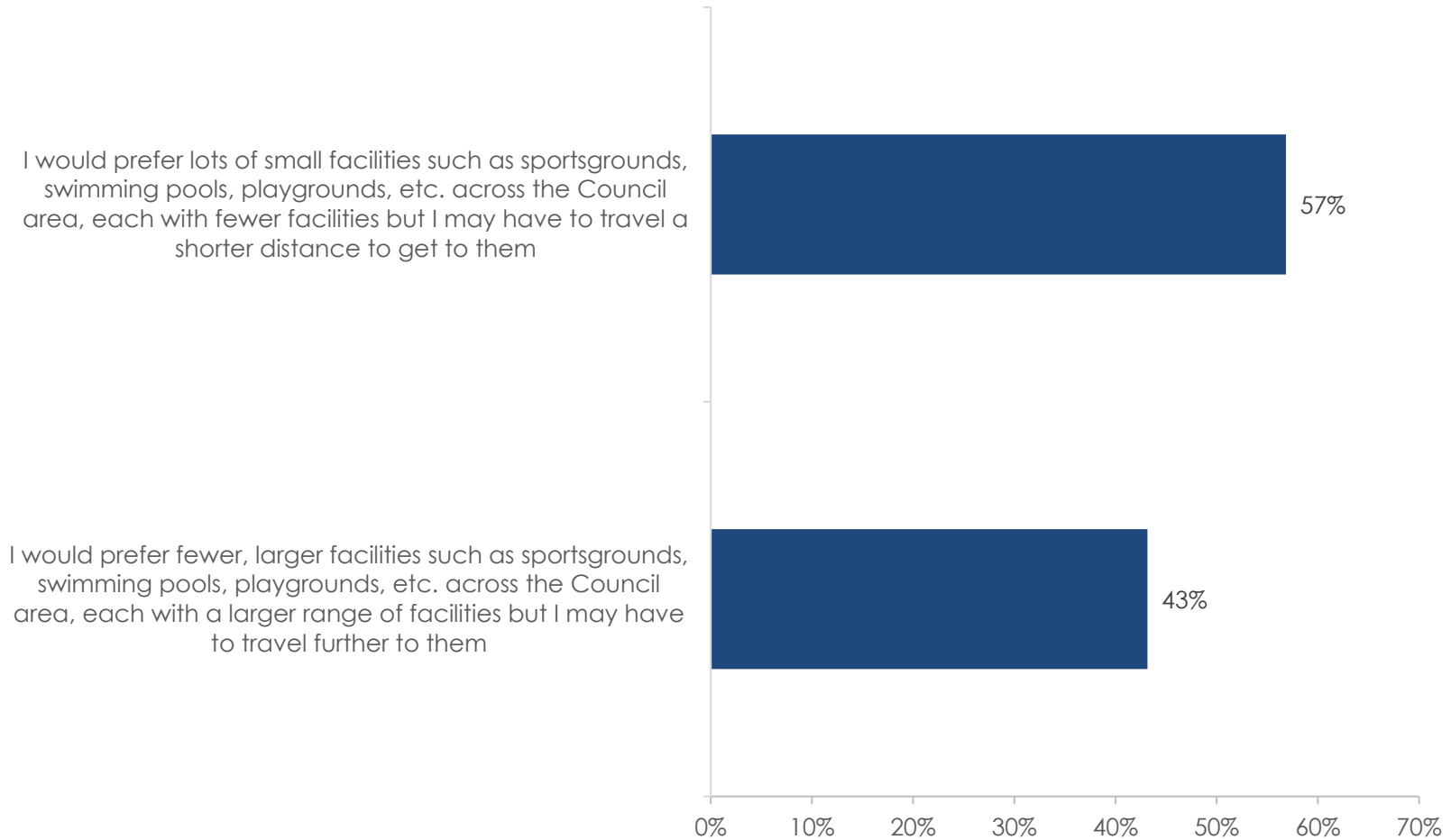
Base: N=404

Please see Appendix A for results by demographics

**65% of residents believe Council should continue to fund both new assets and maintain the existing assets, as both are important.**

# Preferences Around Facilities

Q11. And which one of the following statements best describes your preferences around facilities such as sportsgrounds, swimming pools, playgrounds, etc?



Base: N=400

Note: 4 respondents did not answer this question

Please see Appendix A for results by demographics

**57% of residents would prefer to have lots of small facilities across the Council area, each with fewer facilities, where they would have to travel a shorter distance to get to them, rather than having fewer, larger facilities that are further away.**

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



## Detailed Results

1. Overall Satisfaction with Council and the Local Area
2. Summary of Council Services & Facilities
3. Comparison to Micromex Benchmarks
4. Living in Wingecarribee
5. Council's Communication
6. 2031 Measures
7. Contact with Council
6. Council Projects
- 7. Importance of, and Satisfaction with, Council Services & Facilities**





# Service Areas

A core element of this community survey was the rating of 43 facilities/services in terms of Importance and Satisfaction. Each of the 43 facilities/services were grouped into service areas as detailed below:

People	Environment		Places	
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 Support for child and family (i.e. services) Support for arts and culture	Green waste collection	Encouraging waste reduction initiatives	Revitalisation/ beautification of town and village centres as well as the surrounding areas	Availability of, and access to, public transport (i.e. bus shelters, footpaths, bus routes)
<b>Leadership and Economy</b>	The Resource Recovery Centre (RCC/local tip)	Managing development and growth	Protecting heritage values and buildings Provision and maintenance of local parks and gardens	Condition of local roads Provision and quality of footpaths
Support for local business and employment Support for tourism Opportunities to participate in Council decision making Council provision of information to residents	Domestic garbage collection	Enforcement of development and building regulations	Dog control	Provision and maintenance of swimming pools
	Providing adequate drainage	Town drinking water quality (taste, smell and colour)	Cleanliness and functionality of public toilets	Provision and operation of libraries
	Support for community environmental initiatives	Litter control and rubbish dumping	Availability of car parking in the town and village centres	Provision and maintenance of playgrounds
	Restoration of natural bushland	Reliability of town water	Cycle paths and walking tracks	Provision and maintenance of sporting facilities
	Healthy, natural urban streams and creeks but not rivers	Overall sewerage system performance (chokes, overflows, odour)	Local traffic management (i.e. roundabouts, line marking, signage, traffic lights)	Provision and maintenance of community halls/facilities
	Encouraging recycling			

## An Explanation

The following pages detail the Regression findings for each service area, rank services/facilities within each service area and identify the stated importance and satisfaction ratings by key demographics.

### Importance

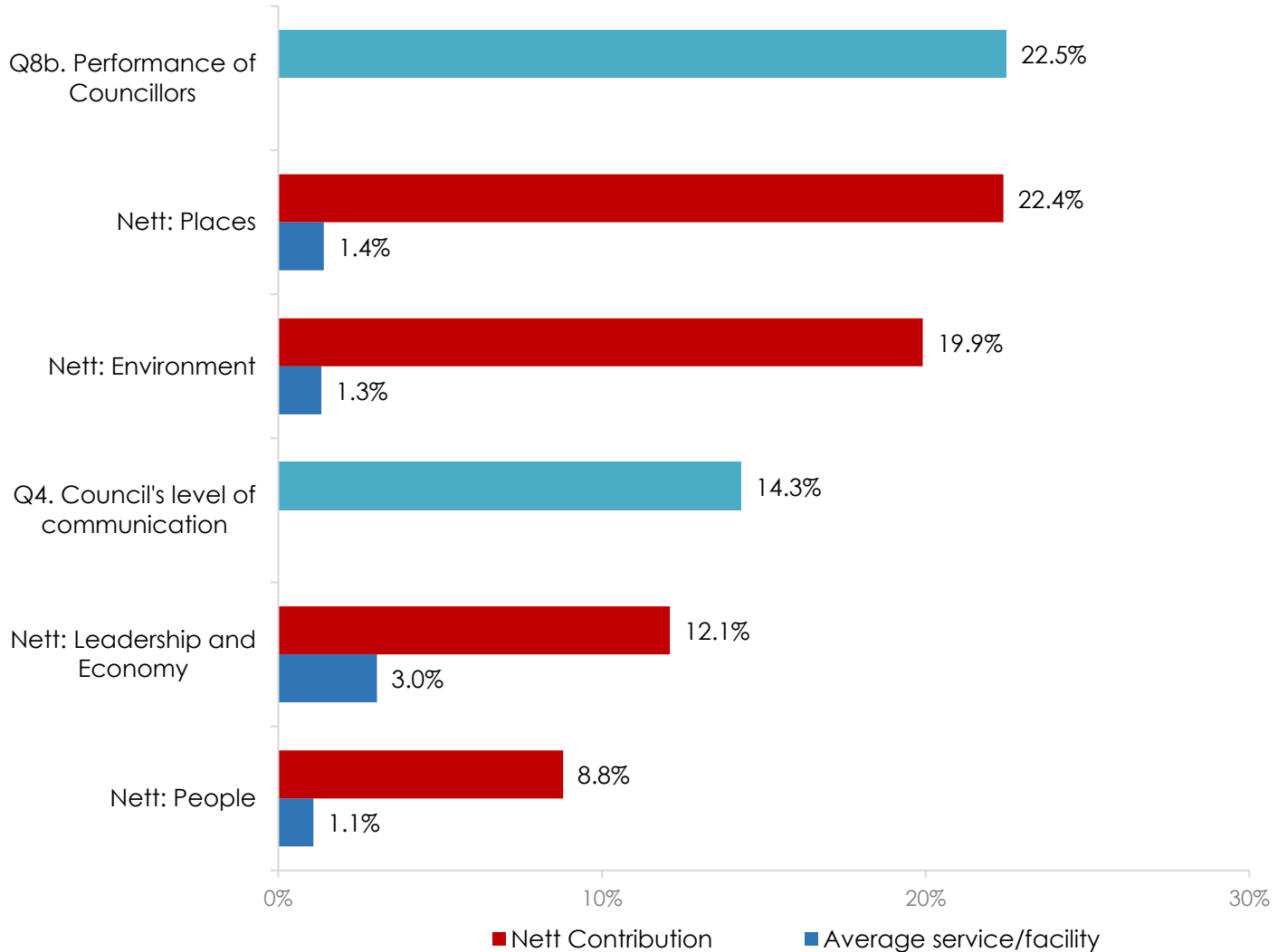
For the stated importance ratings, residents were asked to rate how important each of the criteria was to them, on a scale of 1 to 5.

### Satisfaction

Any resident who had rated the importance of a particular criterion a 4 or 5 was then asked how satisfied they were with the performance of Council for that service or facility. There was an option for residents to answer 'don't know' to satisfaction, as they may not have personally used a particular service or facility.

# Contribution to Overall Satisfaction with Council's Performance

By combining the outcomes of the regression data, we can identify the derived importance of the different Nett Priority Areas. Performance of Councillors (23%) is the key contributor toward overall satisfaction with Council's performance.

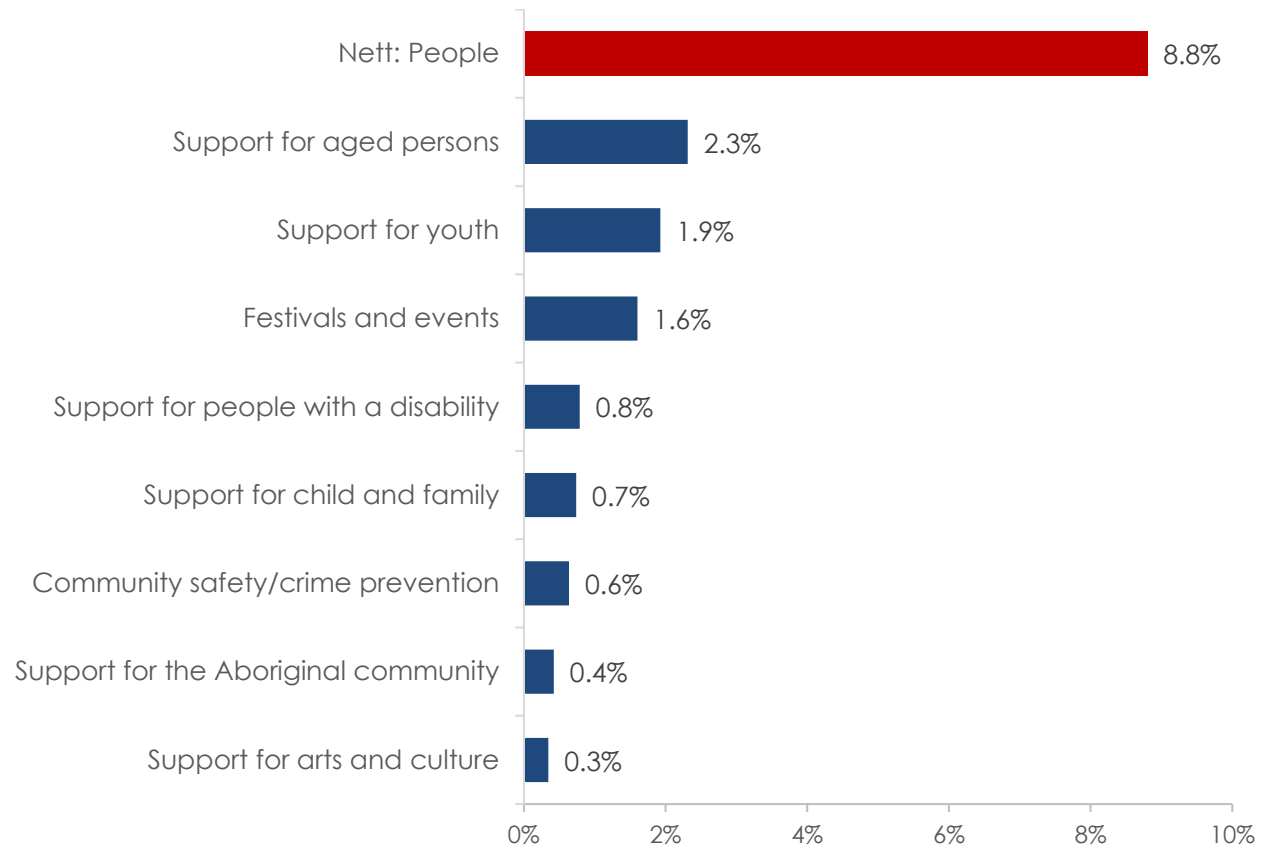


Note: Blue bars represent 2 additional questions that were not included in the services/facilities section of the survey.

# Service Area 1: People

## Regression Analyses

Contributes to Over 8% of Overall Satisfaction with Council



# Service Area 1: People

## Hierarchy of Services/Facilities

Service/Facility (Ranked high – low on importance)	Importance T2B	Satisfaction T3B
Support for people with a disability	90%	82%
Community safety/crime prevention	89%	92%
Support for aged persons	88%	88%
Support for youth	87%	69%
Support for child and family (i.e. services)	85%	83%
Support for the Aboriginal community	76%	77%
Festivals and events	63%	77%
Support for arts and culture	60%	88%

Within the 'People' service area, in terms of importance, 'support for people with a disability' is considered to be the most important, whilst 'support for arts and culture' is the facility of least relative importance.

# Service Area 1: People

## Importance Mean Scores by Key Demographics

	Overall 2021	Gender		Age				Area	
		Male	Female	18–34	35–49	50–64	65+	Town	Village
Festivals and events	3.78	3.65	3.89	3.75	3.94	3.86	3.62	3.87	3.63
Community safety/crime prevention	4.57	4.54	4.60	4.67	4.71	4.61	4.40	4.55	4.61
Support for aged persons	4.48	4.38	4.57	4.30	4.53	4.49	4.53	4.48	4.47
Support for people with a disability	4.57	4.50	4.63	4.56	4.68	4.67	4.42	4.63	4.47
Support for youth	4.48	4.35	4.59	4.49	4.59	4.56	4.33	4.52	4.40
Support for the Aboriginal community	4.19	3.98	4.36	4.23	4.23	4.31	4.03	4.21	4.15
Support for child and family (i.e. services)	4.47	4.40	4.54	4.63	4.62	4.45	4.32	4.50	4.44
Support for arts and culture	3.75	3.47	3.99	3.58	3.63	3.83	3.85	3.81	3.64

Scale: 1 = not at all important, 5 = very important  
Significantly higher/lower level of importance (by group)



# Service Area 1: People

## Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Festivals and events	6%	8%	23%	28%	35%	404
Community safety/crime prevention	2%	2%	7%	15%	74%	404
Support for aged persons	1%	3%	8%	22%	66%	404
Support for people with a disability	2%	1%	7%	18%	72%	404
Support for youth	2%	2%	9%	22%	65%	404
Support for the Aboriginal community	4%	4%	16%	21%	55%	404
Support for child and family (i.e. services)	2%	1%	11%	18%	68%	404
Support for arts and culture	5%	8%	27%	27%	33%	404



# Service Area 1: People

## Satisfaction Mean Scores by Key Demographics

	Overall 2021	Gender		Age				Area	
		Male	Female	18–34	35–49	50–64	65+	Town	Village
Festivals and events	3.30	3.23	3.36	2.95	3.20	3.18	3.70	3.21	3.47
Community safety/crime prevention	3.82	3.76	3.89	4.01	3.69	3.71	3.92	3.85	3.79
Support for aged persons	3.56	3.51	3.60	3.84	3.43	3.41	3.59	3.57	3.54
Support for people with a disability	3.43	3.46	3.40	3.84	3.22	3.33	3.39	3.40	3.48
Support for youth	2.98	2.91	3.03	3.04	2.73	2.93	3.20	2.91	3.08
Support for the Aboriginal community	3.21	3.14	3.26	3.38	3.13	3.08	3.27	3.28	3.10
Support for child and family (i.e. services)	3.42	3.35	3.47	3.45	3.23	3.43	3.55	3.42	3.42
Support for arts and culture	3.63	3.53	3.69	3.38	3.83	3.58	3.65	3.55	3.77

Scale: 1 = not at all satisfied, 5 = very satisfied  
Significantly higher/lower level of satisfaction (by group)



# Service Area 1: People

## Detailed Overall Response for Satisfaction

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Festivals and events	7%	16%	34%	27%	16%	249
Community safety/crime prevention	3%	6%	25%	39%	27%	349
Support for aged persons	4%	8%	34%	36%	18%	319
Support for people with a disability	6%	11%	32%	34%	17%	310
Support for youth	9%	22%	39%	23%	7%	313
Support for the Aboriginal community	8%	15%	37%	28%	12%	255
Support for child and family (i.e. services)	5%	12%	33%	37%	13%	304
Support for arts and culture	3%	9%	30%	40%	18%	233

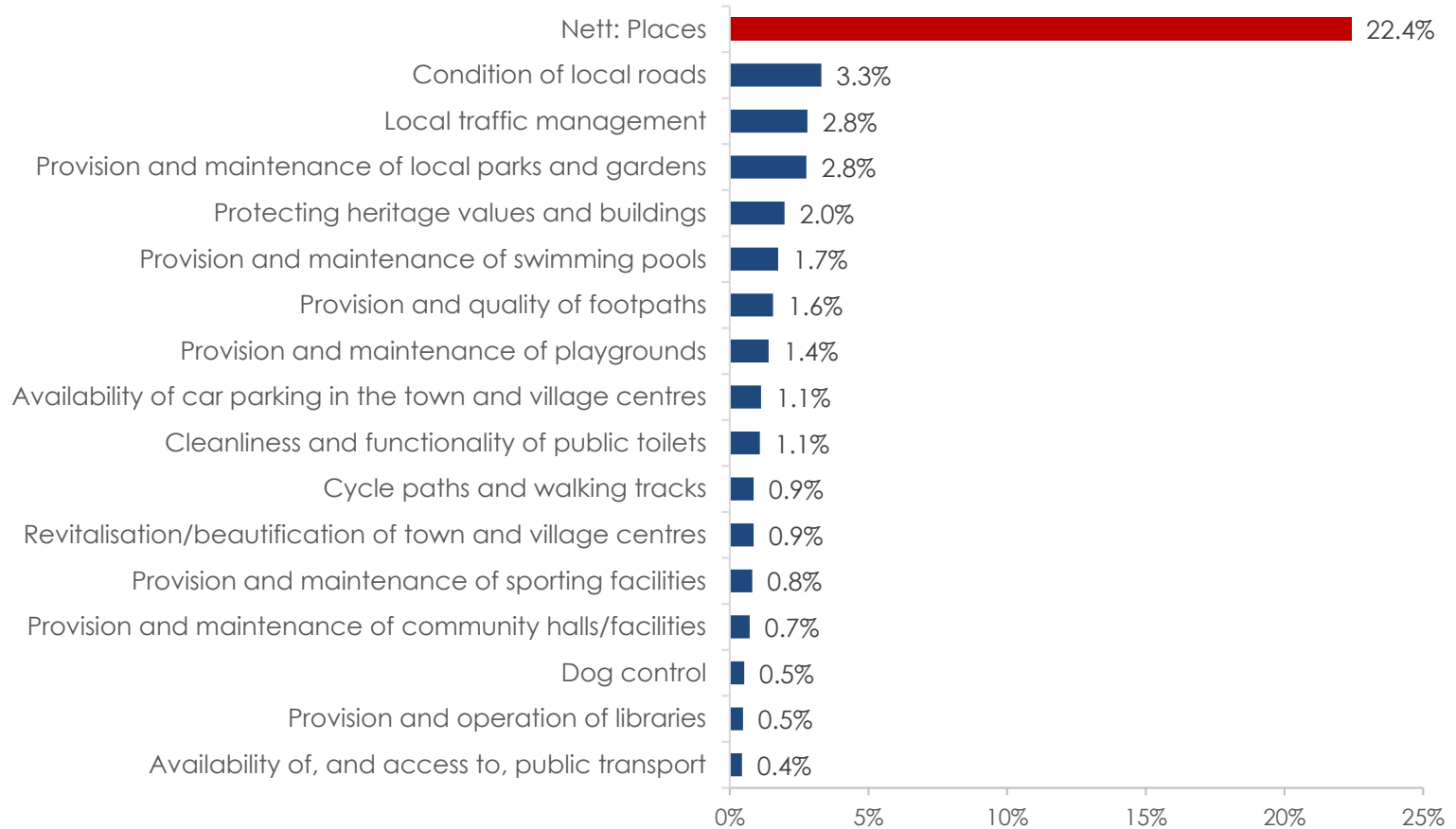




# Service Area 2: Places

## Regression Analysis

### Contributes to Over 20% of Overall Satisfaction with Council



# Service Area 2: Places

## Hierarchy of Services/Facilities

Service/Facility (Ranked high – low on importance)	Importance T2B	Satisfaction T3B
Condition of local roads	94%	31%
Local traffic management	87%	56%
Provision and maintenance of local parks and gardens	85%	80%
Provision and quality of footpaths	85%	55%
Availability of car parking in the town and village centres	85%	51%
Provision and maintenance of playgrounds	83%	84%
Cycle paths and walking tracks	82%	72%
Provision and maintenance of sporting facilities	80%	87%
Cleanliness and functionality of public toilets	80%	83%
Provision and maintenance of swimming pools	73%	70%
Availability of, and access to, public transport	73%	61%
Provision and operation of libraries	70%	91%
Provision and maintenance of community halls/facilities	70%	87%
Protecting heritage values and buildings	70%	77%
Revitalisation/beautification of town and village centres as well as the surrounding areas	67%	68%
Dog control	60%	86%

**Within the ‘Places’ service area, in terms of importance, ‘condition of local roads’ is considered to be the most important, whilst ‘dog control’ is the facility of least relative importance. Residents are most satisfied with the ‘provision and operation of libraries within the ‘Places’ service area.**

# Service Area 2: Places

## Importance Mean Scores by Key Demographics

	Overall 2021	Gender		Age				Area	
		Male	Female	18–34	35–49	50–64	65+	Town	Village
Revitalisation/beautification of town and village centres as well as the surrounding areas	3.89	3.62	4.12	3.69	3.80	4.14	3.84	3.93	3.82
Protecting heritage values and buildings	3.96	3.77	4.12	3.83	3.90	4.08	3.97	3.96	3.95
Provision and maintenance of local parks and gardens	4.35	4.17	4.50	4.34	4.40	4.43	4.24	4.40	4.26
Dog control	3.72	3.38	4.02	3.44	3.86	3.72	3.77	3.68	3.78
Cleanliness and functionality of public toilets	4.32	4.16	4.45	4.41	4.44	4.39	4.12	4.27	4.40
Availability of car parking in the town and village centres	4.41	4.20	4.59	4.35	4.36	4.45	4.44	4.45	4.35
Cycle paths and walking tracks	4.28	4.12	4.42	4.30	4.28	4.43	4.14	4.32	4.20
Local traffic management	4.44	4.32	4.54	4.32	4.51	4.49	4.42	4.49	4.36
Availability of, and access to, public transport	4.06	3.93	4.19	3.81	4.18	4.13	4.07	4.08	4.04
Condition of local roads	4.72	4.65	4.78	4.84	4.67	4.73	4.68	4.71	4.73
Provision and quality of footpaths	4.37	4.17	4.55	4.20	4.43	4.44	4.37	4.37	4.38
Provision and maintenance of swimming pools	4.03	3.82	4.22	3.91	4.26	3.88	4.07	4.09	3.94
Provision and operation of libraries	4.07	3.78	4.32	3.68	4.11	4.04	4.28	4.09	4.04
Provision and maintenance of playgrounds	4.24	4.01	4.44	4.02	4.45	4.15	4.28	4.24	4.24
Provision and maintenance of sporting facilities	4.24	4.20	4.28	4.28	4.43	4.14	4.16	4.25	4.22
Provision and maintenance of community halls/facilities	3.96	3.77	4.13	3.67	3.98	3.97	4.10	3.90	4.06

Scale: 1 = not at all important, 5 = very important  
Significantly higher/lower level of importance (by group)

# Service Area 2: Places

## Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Revitalisation/beautification of town and village centres as well as the surrounding areas	3%	7%	23%	32%	35%	404
Protecting heritage values and buildings	4%	8%	19%	28%	41%	404
Provision and maintenance of local parks and gardens	2%	1%	12%	31%	54%	404
Dog control	8%	10%	22%	23%	37%	404
Cleanliness and functionality of public toilets	4%	4%	11%	17%	64%	404
Availability of car parking in the town and village centres	3%	2%	10%	21%	64%	404
Cycle paths and walking tracks	2%	3%	13%	29%	53%	404
Local traffic management	1%	2%	10%	26%	61%	404
Availability of, and access to, public transport	6%	5%	16%	23%	50%	404
Condition of local roads	0%	2%	4%	13%	81%	404
Provision and quality of footpaths	1%	2%	12%	28%	57%	404
Provision and maintenance of swimming pools	4%	6%	17%	29%	44%	404
Provision and operation of libraries	3%	6%	20%	22%	49%	404
Provision and maintenance of playgrounds	3%	4%	10%	31%	52%	404
Provision and maintenance of sporting facilities	3%	3%	14%	27%	53%	404
Provision and maintenance of community halls/facilities	4%	2%	24%	34%	36%	404



# Service Area 2: Places

## Satisfaction Mean Scores by Key Demographics

	Overall 2021	Gender		Age				Area	
		Male	Female	18–34	35–49	50–64	65+	Town	Village
Revitalisation/beautification of town and village centres as well as the surrounding areas	2.95	2.89	2.98	3.10	2.79	3.02	2.89	3.03	2.81
Protecting heritage values and buildings	3.23	3.25	3.21	3.93	3.34	3.11	2.88	3.23	3.23
Provision and maintenance of local parks and gardens	3.39	3.38	3.40	3.41	3.29	3.13	3.67	3.37	3.43
Dog control	3.70	3.63	3.73	3.84	3.60	3.74	3.65	3.74	3.63
Cleanliness and functionality of public toilets	3.46	3.47	3.46	3.45	3.35	3.41	3.61	3.41	3.54
Availability of car parking in the town and village centres	2.59	2.63	2.56	2.66	2.68	2.53	2.54	2.47	2.79
Cycle paths and walking tracks	3.20	3.15	3.24	3.21	3.02	3.02	3.50	3.32	3.00
Local traffic management	2.70	2.55	2.82	2.89	2.45	2.69	2.78	2.61	2.83
Availability of, and access to, public transport	2.90	2.85	2.94	2.99	2.61	2.76	3.17	3.04	2.65
Condition of local roads	1.98	1.83	2.12	2.08	1.98	1.88	2.00	1.98	1.98
Provision and quality of footpaths	2.67	2.67	2.67	2.93	2.56	2.60	2.67	2.68	2.65
Provision and maintenance of swimming pools	3.11	3.10	3.11	3.12	2.89	2.81	3.51	3.03	3.23
Provision and operation of libraries	4.00	3.89	4.07	3.82	4.02	3.86	4.15	4.00	3.99
Provision and maintenance of playgrounds	3.43	3.36	3.48	3.27	3.23	3.37	3.72	3.37	3.51
Provision and maintenance of sporting facilities	3.52	3.38	3.65	3.36	3.51	3.41	3.74	3.42	3.67
Provision and maintenance of community halls/facilities	3.50	3.32	3.63	3.27	3.54	3.50	3.59	3.48	3.53

Scale: 1 = not at all satisfied, 5 = very satisfied  
Significantly higher/lower level of satisfaction (by group)

# Service Area 2: Places

## Detailed Overall Response for Satisfaction

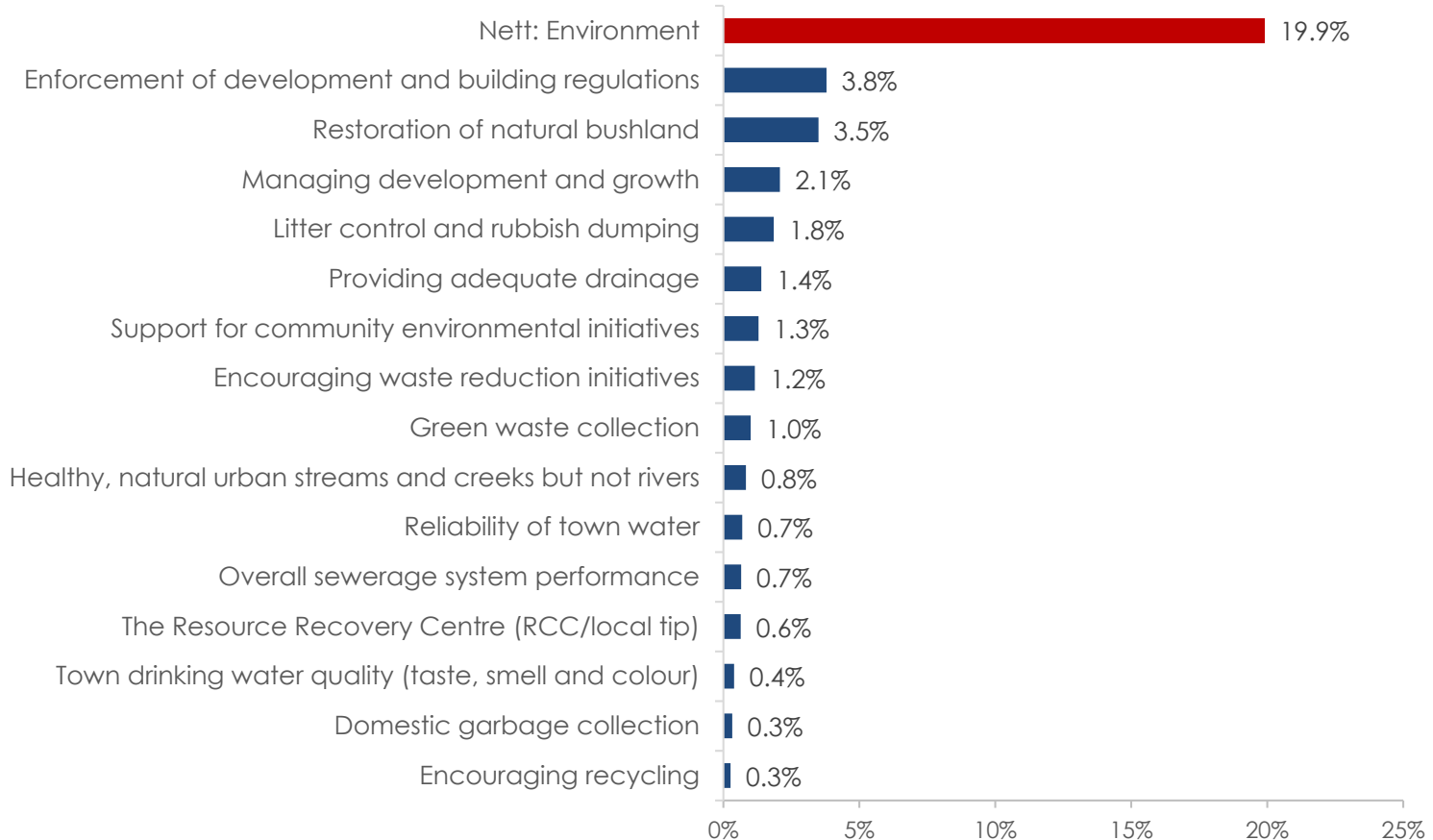
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Revitalisation/beautification of town and village centres as well as the surrounding areas	11%	22%	36%	25%	6%	270
Protecting heritage values and buildings	10%	13%	35%	28%	14%	270
Provision and maintenance of local parks and gardens	9%	11%	27%	37%	16%	344
Dog control	6%	8%	24%	35%	27%	229
Cleanliness and functionality of public toilets	6%	11%	31%	35%	17%	296
Availability of car parking in the town and village centres	21%	28%	28%	16%	7%	342
Cycle paths and walking tracks	14%	14%	26%	31%	15%	328
Local traffic management	22%	21%	29%	19%	9%	350
Availability of, and access to, public transport	16%	24%	28%	20%	12%	289
Condition of local roads	44%	25%	21%	8%	2%	379
Provision and quality of footpaths	19%	26%	31%	18%	6%	338
Provision and maintenance of swimming pools	17%	12%	28%	28%	15%	276
Provision and operation of libraries	3%	6%	14%	43%	34%	272
Provision and maintenance of playgrounds	8%	9%	32%	36%	15%	319
Provision and maintenance of sporting facilities	5%	8%	32%	40%	15%	306
Provision and maintenance of community halls/facilities	6%	6%	33%	41%	14%	267



# Service Area 3: Environment

## Regression Analysis

Contributes to Almost 20% of Overall Satisfaction with Council



# Service Area 3: Environment

## Hierarchy of Services/Facilities

Service/Facility (Ranked high – low on importance)	Importance T2B	Satisfaction T3B
Domestic garbage collection	94%	92%
Reliability of town water	92%	95%
Town drinking water quality	92%	90%
Litter control and rubbish dumping	92%	81%
Encouraging recycling	90%	82%
Overall sewerage system performance	89%	92%
Encouraging waste reduction initiatives	87%	75%
Managing development and growth	86%	52%
Providing adequate drainage	85%	62%
Green waste collection	84%	87%
The Resource Recovery Centre	84%	85%
Healthy, natural urban streams and creeks but not rivers	80%	75%
Enforcement of development and building regulations	79%	50%
Restoration of natural bushland	78%	73%
Support for community environmental initiatives	76%	74%

**Within the ‘Environment’ service area, in terms of importance, ‘domestic garbage collection’ is considered to be the most important, whilst ‘support for community environmental initiatives’ is the facility of least relative importance. Residents are most satisfied with ‘reliability of town water’ within this service area.**



# Service Area 3: Environment

## Importance Mean Scores by Key Demographics

	Overall 2021	Gender		Age				Area	
		Male	Female	18–34	35–49	50–64	65+	Town	Village
Green waste collection	4.38	4.24	4.51	4.23	4.41	4.38	4.44	4.38	4.38
The Resource Recovery Centre	4.37	4.19	4.53	4.25	4.41	4.42	4.37	4.41	4.31
Domestic garbage collection	4.71	4.66	4.75	4.65	4.69	4.87	4.62	4.76	4.62
Providing adequate drainage	4.44	4.34	4.54	4.41	4.45	4.39	4.49	4.48	4.38
Support for community environmental initiatives	4.15	3.95	4.33	4.12	4.21	4.12	4.15	4.15	4.14
Restoration of natural bushland	4.25	4.05	4.44	4.37	4.20	4.28	4.21	4.30	4.17
Healthy, natural urban streams and creeks but not rivers	4.32	4.24	4.40	4.04	4.31	4.47	4.37	4.37	4.25
Encouraging recycling	4.58	4.42	4.73	4.31	4.55	4.75	4.61	4.62	4.51
Encouraging waste reduction initiatives	4.50	4.30	4.67	4.29	4.47	4.64	4.50	4.54	4.43
Managing development and growth	4.43	4.32	4.53	4.20	4.36	4.57	4.49	4.43	4.42
Enforcement of development and building regulations	4.30	4.13	4.45	3.82	4.25	4.43	4.49	4.35	4.21
Town drinking water quality	4.72	4.61	4.81	4.55	4.75	4.84	4.70	4.81	4.57
Litter control and rubbish dumping	4.62	4.49	4.73	4.53	4.55	4.68	4.66	4.61	4.63
Reliability of town water	4.72	4.63	4.80	4.62	4.72	4.70	4.78	4.78	4.61
Overall sewerage system performance	4.61	4.59	4.63	4.53	4.65	4.57	4.66	4.72	4.43

Scale: 1 = not at all important, 5 = very important  
Significantly higher/lower level of importance (by group)



# Service Area 3: Environment

## Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Green waste collection	3%	3%	10%	21%	63%	404
The Resource Recovery Centre	3%	2%	11%	24%	60%	404
Domestic garbage collection	1%	1%	3%	14%	81%	404
Providing adequate drainage	1%	2%	12%	23%	62%	404
Support for community environmental initiatives	3%	4%	17%	28%	48%	404
Restoration of natural bushland	3%	3%	16%	22%	56%	404
Healthy, natural urban streams and creeks but not rivers	2%	2%	16%	22%	58%	404
Encouraging recycling	1%	1%	9%	17%	72%	404
Encouraging waste reduction initiatives	2%	2%	9%	19%	68%	404
Managing development and growth	2%	2%	10%	22%	64%	404
Enforcement of development and building regulations	2%	4%	15%	20%	59%	404
Town drinking water quality	2%	1%	5%	7%	85%	404
Litter control and rubbish dumping	1%	2%	5%	18%	74%	404
Reliability of town water	2%	2%	4%	7%	85%	404
Overall sewerage system performance	3%	1%	7%	9%	80%	404



# Service Area 3: Environment

## Satisfaction Mean Scores by Key Demographics

	Overall 2021	Gender		Age				Area	
		Male	Female	18–34	35–49	50–64	65+	Town	Village
Green waste collection	3.98	4.05	3.92	3.73	3.71	3.98	4.30	4.02	3.91
The Resource Recovery Centre	3.86	3.77	3.93	3.68	3.59	3.94	4.08	3.89	3.80
Domestic garbage collection	4.21	4.29	4.14	4.08	3.94	4.17	4.51	4.20	4.23
Providing adequate drainage	2.75	2.66	2.82	2.75	2.48	2.80	2.88	2.81	2.63
Support for community environmental initiatives	3.20	2.97	3.37	3.04	3.24	3.24	3.23	3.16	3.25
Restoration of natural bushland	3.14	3.02	3.22	3.27	3.31	3.07	2.98	3.16	3.10
Healthy, natural urban streams and creeks but not rivers	3.14	2.99	3.26	3.36	3.21	3.10	3.01	3.10	3.21
Encouraging recycling	3.56	3.62	3.51	3.20	3.36	3.61	3.83	3.51	3.64
Encouraging waste reduction initiatives	3.18	3.13	3.21	2.94	2.95	3.17	3.47	3.12	3.26
Managing development and growth	2.65	2.61	2.68	3.26	2.60	2.51	2.48	2.65	2.64
Enforcement of development and building regulations	2.57	2.53	2.59	2.95	2.59	2.51	2.46	2.52	2.64
Town drinking water quality	4.07	4.10	4.03	4.13	3.73	4.00	4.31	4.07	4.06
Litter control and rubbish dumping	3.42	3.44	3.40	3.69	3.12	3.46	3.42	3.51	3.26
Reliability of town water	4.26	4.21	4.30	4.20	4.12	4.29	4.36	4.30	4.19
Overall sewerage system performance	4.14	4.07	4.20	4.02	3.99	4.17	4.30	4.18	4.06

Scale: 1 = not at all satisfied, 5 = very satisfied  
Significantly higher/lower level of satisfaction (by group)

# Service Area 3: Environment

## Detailed Overall Response for Satisfaction

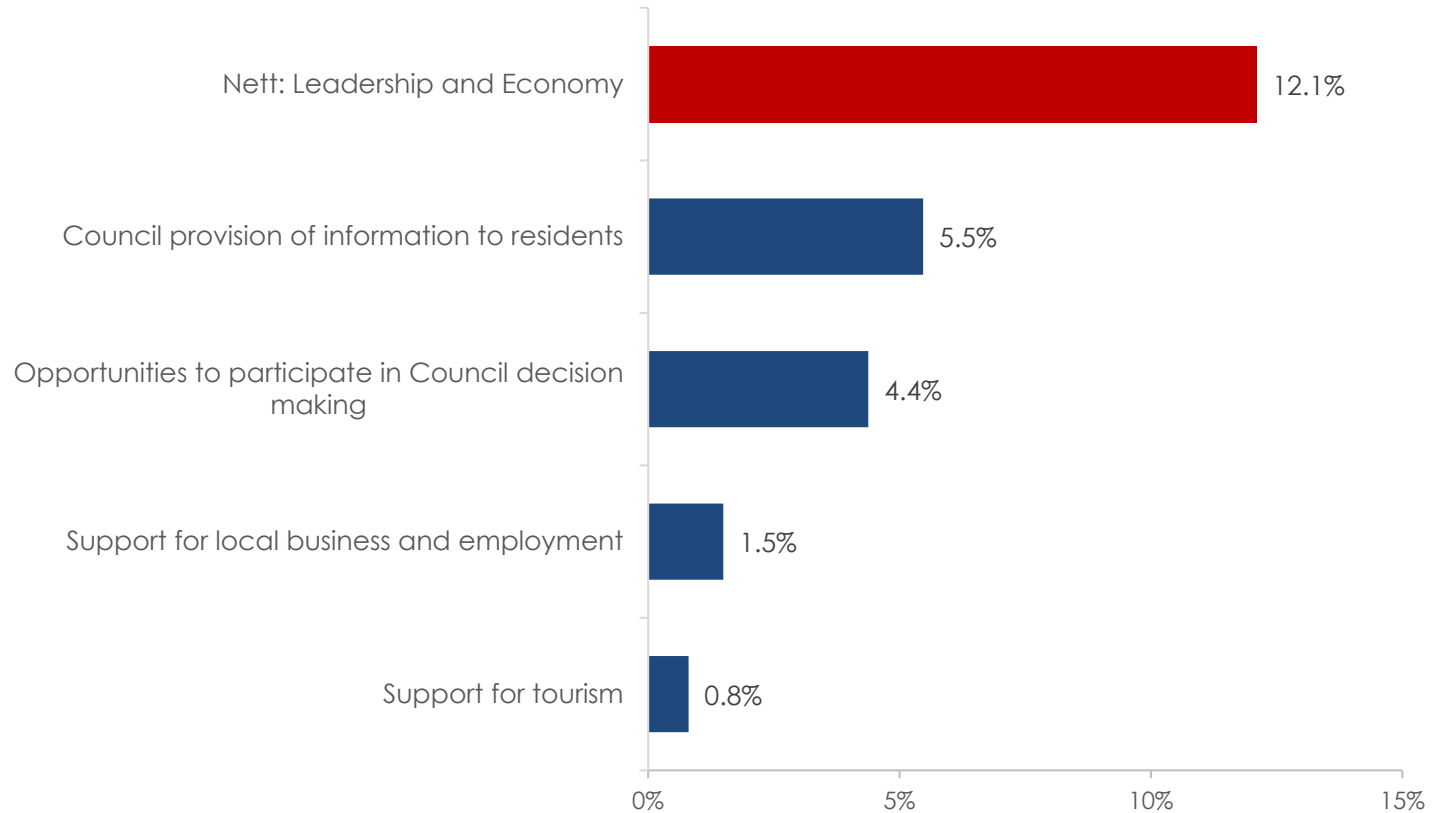
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Green waste collection	6%	7%	15%	28%	44%	332
The Resource Recovery Centre	7%	8%	15%	32%	38%	335
Domestic garbage collection	4%	4%	12%	28%	52%	375
Providing adequate drainage	20%	18%	35%	21%	6%	342
Support for community environmental initiatives	5%	21%	34%	29%	11%	291
Restoration of natural bushland	9%	18%	32%	31%	10%	302
Healthy, natural urban streams and creeks but not rivers	8%	17%	38%	26%	11%	313
Encouraging recycling	6%	12%	25%	33%	24%	361
Encouraging waste reduction initiatives	9%	16%	37%	25%	13%	342
Managing development and growth	19%	29%	28%	18%	6%	341
Enforcement of development and building regulations	23%	27%	27%	16%	7%	304
Town drinking water quality	4%	6%	14%	32%	44%	372
Litter control and rubbish dumping	8%	11%	31%	32%	18%	368
Reliability of town water	2%	3%	13%	31%	51%	371
Overall sewerage system performance	3%	5%	12%	34%	46%	350



# Service Area 4: Leadership and Economy

## Regression Analysis

Contributes to Over 12% of Overall Satisfaction with Council



# Service Area 4: Leadership and Economy

## Hierarchy of Services/Facilities

Service/Facility (Ranked high – low on importance)	Importance T2B	Satisfaction T3B
Support for local business and employment	90%	79%
Council provision of information to residents	86%	58%
Opportunities to participate in Council decision making	75%	50%
Support for tourism	73%	89%

**Within the 'Leadership and Economy' service area, in terms of importance, 'support for local business and employment' is considered to be the most important, whilst 'support for tourism' is the facility of least relative importance.**

# Service Area 4: Leadership and Economy

## Importance Mean Scores by Key Demographics

	Overall 2021	Gender		Age				Area	
		Male	Female	18–34	35–49	50–64	65+	Town	Village
Support for local business and employment	4.53	4.42	4.62	4.60	4.65	4.60	4.34	4.52	4.53
Support for tourism	4.05	3.89	4.20	3.73	4.06	4.24	4.08	4.07	4.03
Opportunities to participate in Council decision making	4.10	3.96	4.23	3.92	4.17	4.20	4.08	4.12	4.07
Council provision of information to residents	4.40	4.23	4.56	4.10	4.43	4.53	4.44	4.41	4.39

Scale: 1 = not at all important, 5 = very important  
 Significantly higher/lower level of importance (by group)



# Service Area 4: Leadership and Economy

## Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Support for local business and employment	1%	3%	6%	22%	68%	404
Support for tourism	3%	4%	20%	31%	42%	404
Opportunities to participate in Council decision making	5%	4%	16%	26%	49%	404
Council provision of information to residents	2%	2%	10%	26%	60%	404





# Service Area 4: Leadership and Economy

## Satisfaction Mean Scores by Key Demographics

	Overall 2021	Gender		Age				Area	
		Male	Female	18–34	35–49	50–64	65+	Town	Village
Support for local business and employment	3.24	3.17	3.30	3.33	3.24	2.95	3.47	3.14	3.41
Support for tourism	3.65	3.60	3.69	3.69	3.63	3.63	3.67	3.61	3.73
Opportunities to participate in Council decision making	2.44	2.33	2.53	2.49	2.36	2.60	2.32	2.30	2.66
Council provision of information to residents	2.78	2.70	2.85	2.69	2.68	2.85	2.84	2.74	2.86

Scale: 1 = not at all satisfied, 5 = very satisfied  
 Significantly higher/lower level of satisfaction (by group)



# Service Area 4: Leadership and Economy

## Detailed Overall Response for Satisfaction

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Support for local business and employment	6%	15%	41%	25%	13%	340
Support for tourism	3%	8%	29%	40%	20%	290
Opportunities to participate in Council decision making	28%	22%	32%	13%	5%	289
Council provision of information to residents	18%	24%	26%	26%	6%	347



# Comparison to Previous Research

Service/Facility	Importance		Satisfaction	
	2021	2019	2021	2019
Revitalisation/beautification of town and village centres as well as the surrounding areas	3.89	3.89	2.95	3.02
Protecting heritage values and buildings	3.96	3.92	3.23	3.33
Provision and maintenance of local parks and gardens	4.35▲	4.21	3.39	3.46
Green waste collection	4.38▲	4.06	3.98	4.10
The Resource Recovery Centre	4.37	4.34	3.86	3.85
Dog control	3.72	3.64	3.70	3.69
Domestic garbage collection	4.71▲	4.55	4.21	4.16
Cleanliness and functionality of public toilets	4.32▲	4.15	3.46	3.39
Festivals and events	3.78	3.82	3.30	3.33
Community safety/crime prevention	4.57	4.53	3.82	3.69
Support for aged persons	4.48	4.51	3.56	3.53
Support for people with a disability	4.57	4.54	3.43	3.33
Support for youth	4.48	4.43	2.98	2.86
Support for the Aboriginal community	4.19	4.09	3.21	3.07
Support for child and family (i.e. services)	4.47	4.50	3.42	3.35
Support for arts and culture	3.75	3.75	3.63	3.49
Support for local business and employment	4.53	4.54	3.24	3.10
Availability of car parking in the town and village centres	4.41	4.42	2.59	2.44
Cycle paths and walking tracks	4.28	4.14	3.20	3.11
Local traffic management	4.44	4.32	2.70	2.79
Availability of, and access to, public transport	4.06	4.18	2.90	2.70
Support for tourism	4.05	4.02	3.65	3.71

Scale: 1 = not at all important/not at all satisfied, 5 = very important/very satisfied  
▲▼ = A significantly higher level of importance/satisfaction (by year)

# Comparison to Previous Research – Continued

Service/Facility	Importance		Satisfaction	
	2021	2019	2021	2019
Condition of local roads	4.72	4.61	1.98▼	2.27
Providing adequate drainage	4.44	4.35	2.75▼	2.99
Provision and quality of footpaths	4.37	4.32	2.67	2.64
Provision and maintenance of swimming pools	4.03	3.95	3.11▼	3.61
Provision and operation of libraries	4.07	4.11	4.00	4.02
Provision and maintenance of playgrounds	4.24	4.23	3.43	3.52
Provision and maintenance of sporting facilities	4.24	4.13	3.52	3.52
Provision and maintenance of community halls/facilities	3.96	4.09	3.50	3.57
Support for community environmental initiatives	4.15	4.27	3.20	3.27
Restoration of natural bushland	4.25	4.21	3.14	3.30
Healthy, natural urban streams and creeks but not rivers	4.32	4.33	3.14	3.11
Encouraging recycling	4.58	4.57	3.56▲	3.35
Encouraging waste reduction initiatives	4.50	4.49	3.18	3.03
Managing development and growth	4.43	4.39	2.65	2.64
Enforcement of development and building regulations	4.30	4.35	2.57	2.75
Opportunities to participate in Council decision making	4.10	4.17	2.44	2.54
Council provision of information to residents	4.40	4.45	2.78	2.93
Town drinking water quality	4.72	4.73	4.07▲	3.79
Litter control and rubbish dumping	4.62	4.66	3.42	3.28
Reliability of town water	4.72	4.68	4.26	4.19
Overall sewerage system performance	4.61	4.54	4.14	4.13

Scale: 1 = not at all important/not at all satisfied, 5 = very important/very satisfied  
▲ ▼ = A significantly higher level of importance/satisfaction (by year)



# Appendix A: Additional Analyses



# Importance & Satisfaction

The following table shows the hierarchy of the 43 services/facilities ranked by the top 2 box importance ratings, as well as residents' corresponding top 3 box satisfaction ratings. The services/facilities ranked most important by residents are 'domestic garbage collection' and 'condition of local roads' both with a top 2 box importance score of 94%. For the most part, the majority of services/facilities provided by Wingecarribee Shire Council are considered highly important, with only 4 measures falling below a 70% T2B rating.

Service/Facility (Ranked by importance)	Importance T2B	Satisfaction T3B
Domestic garbage collection	94%	92%
Condition of local roads	94%	31%
Reliability of town water	92%	95%
Town drinking water quality	92%	90%
Litter control and rubbish dumping	92%	81%
Encouraging recycling	90%	82%
Support for people with a disability	90%	82%
Support for local business and employment	90%	79%
Community safety/crime prevention	89%	92%
Overall sewerage system performance	89%	92%
Support for aged persons	88%	88%
Encouraging waste reduction initiatives	87%	75%
Support for youth	87%	69%
Local traffic management	87%	56%
Managing development and growth	86%	52%
Council provision of information to residents	86%	58%
Support for child and family	85%	83%
Provision and maintenance of local parks and gardens	85%	80%
Providing adequate drainage	85%	62%
Provision and quality of footpaths	85%	55%
Availability of car parking in the town and village centres	85%	51%
Green waste collection	84%	87%

# Importance & Satisfaction

Continued...

Service/Facility (Ranked by importance)	Importance T2B	Satisfaction T3B
The Resource Recovery Centre	84%	85%
Provision and maintenance of playgrounds	83%	84%
Cycle paths and walking tracks	82%	72%
Provision and maintenance of sporting facilities	80%	87%
Cleanliness and functionality of public toilets	80%	83%
Healthy, natural urban streams and creeks but not rivers	80%	75%
Enforcement of development and building regulations	79%	50%
Restoration of natural bushland	78%	73%
Support for the Aboriginal community	76%	77%
Support for community environmental initiatives	76%	74%
Opportunities to participate in Council decision making	75%	50%
Support for tourism	73%	89%
Provision and maintenance of swimming pools	73%	70%
Availability of, and access to, public transport	73%	61%
Provision and operation of libraries	70%	91%
Provision and maintenance of community halls/facilities	70%	87%
Protecting heritage values and buildings	70%	77%
Revitalisation/beautification of town and village centres as well as the surrounding areas	67%	68%
Festivals and events	63%	77%
Support for arts and culture	60%	88%
Dog control	60%	86%

# Performance Gap Analysis

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

## Performance Gap Ranking

Service/Facility	Importance T2 Box	Satisfaction T3 Box	Performance Gap (Importance – Satisfaction)
Condition of local roads	94%	31%	63%
Managing development and growth	86%	52%	34%
Availability of car parking in the town and village centres	85%	51%	34%
Local traffic management	87%	56%	31%
Provision and quality of footpaths	85%	55%	30%
Enforcement of development and building regulations	79%	50%	29%
Council provision of information to residents	86%	58%	28%
Opportunities to participate in Council decision making	75%	50%	25%
Providing adequate drainage	85%	62%	23%
Support for youth	87%	69%	18%
Encouraging waste reduction initiatives	87%	75%	12%
Availability of, and access to, public transport	73%	61%	12%
Litter control and rubbish dumping	92%	81%	11%
Support for local business and employment	90%	79%	11%
Cycle paths and walking tracks	82%	72%	10%
Encouraging recycling	90%	82%	8%
Support for people with a disability	90%	82%	8%
Provision and maintenance of local parks and gardens	85%	80%	5%
Healthy, natural urban streams and creeks but not rivers	80%	75%	5%
Restoration of natural bushland	78%	73%	5%
Provision and maintenance of swimming pools	73%	70%	3%
Domestic garbage collection	94%	92%	2%



# Performance Gap Analysis

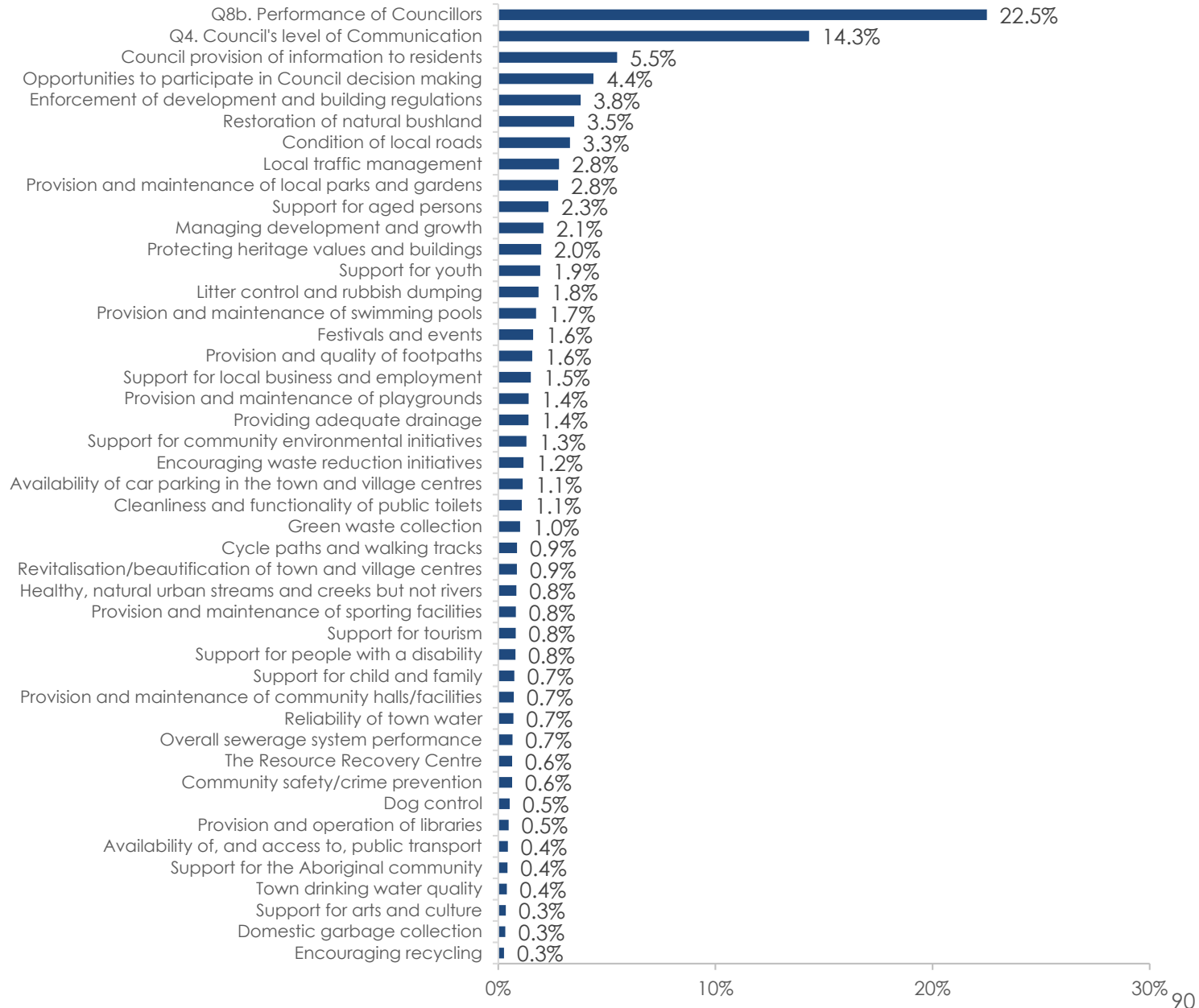
When analysing performance gap data, it is important to consider both stated satisfaction and the absolute size of the performance gap.

## Performance Gap Ranking Continued...

Service/Facility	Importance T2 Box	Satisfaction T3 Box	Performance Gap (Importance – Satisfaction)
Town drinking water quality	92%	90%	2%
Support for child and family	85%	83%	2%
Support for community environmental initiatives	76%	74%	2%
Support for aged persons	88%	88%	0%
The Resource Recovery Centre	84%	85%	-1%
Provision and maintenance of playgrounds	83%	84%	-1%
Support for the Aboriginal community	76%	77%	-1%
Revitalisation/beautification of town and village centres as well as the surrounding areas	67%	68%	-1%
Reliability of town water	92%	95%	-3%
Overall sewerage system performance	89%	92%	-3%
Community safety/crime prevention	89%	92%	-3%
Green waste collection	84%	87%	-3%
Cleanliness and functionality of public toilets	80%	83%	-3%
Provision and maintenance of sporting facilities	80%	87%	-7%
Protecting heritage values and buildings	70%	77%	-7%
Festivals and events	63%	77%	-14%
Support for tourism	73%	89%	-16%
Provision and maintenance of community halls/facilities	70%	87%	-17%
Provision and operation of libraries	70%	91%	-21%
Dog control	60%	86%	-26%
Support for arts and culture	60%	88%	-28%

# Influence on Overall Satisfaction

The chart below summarises the influence of the 43 facilities/services on overall satisfaction with Council's performance, based on the Regression analysis:



# Importance Compared to the Micromex Regional LGA Benchmark

Service/Facility	Wingecarribee Shire Council T2 box importance score	Micromex LGA Benchmark – Regional T2 box importance score	Variance
Support for youth	87%▲	75%	12%
Support for people with a disability	90%	81%	9%
Green waste collection	84%	75%	9%
Overall sewerage system performance	89%	81%	8%
Enforcement of development and building regulations	79%	72%	7%
The Resource Recovery Centre	84%	78%	6%
Cycle paths and walking tracks	82%	76%	6%
Support for the Aboriginal community	76%	70%	6%
Support for aged persons	88%	83%	5%
Managing development and growth	86%	81%	5%
Reliability of town water	92%	88%	4%
Town drinking water quality	92%	88%	4%
Support for child and family	85%	81%	4%
Provision and maintenance of sporting facilities	80%	76%	4%
Council provision of information to residents	86%	83%	3%
Providing adequate drainage	85%	82%	3%
Provision and quality of footpaths	85%	82%	3%
Provision and maintenance of swimming pools	73%	70%	3%
Litter control and rubbish dumping	92%	90%	2%
Availability of car parking in the town and village centres	85%	83%	2%
Availability of, and access to, public transport	73%	71%	2%

**Note:** Benchmark differences are based on assumed variants of +/- 10%, with variants beyond +/- 10% more likely to be significant  
▲/▼ = positive/negative difference equal to/greater than 10% from Benchmark.

# Importance Compared to the Micromex Regional LGA Benchmark

Continued...

Service/Facility	Wingecarribee Shire Council T2 box importance score	Micromex LGA Benchmark – Regional T2 box importance score	Variance
Provision and maintenance of community halls/facilities	70%	68%	2%
Condition of local roads	94%	93%	1%
Domestic garbage collection	94%	93%	1%
Support for local business and employment	90%	89%	1%
Local traffic management	87%	86%	1%
Provision and maintenance of local parks and gardens	85%	84%	1%
Support for arts and culture	60%	59%	1%
Encouraging recycling	90%	90%	0%
Opportunities to participate in Council decision making	75%	75%	0%
Community safety/crime prevention	89%	90%	-1%
Provision and maintenance of playgrounds	83%	84%	-1%
Provision and operation of libraries	70%	71%	-1%
Cleanliness and functionality of public toilets	80%	83%	-3%
Support for community environmental initiatives	76%	79%	-3%
Protecting heritage values and buildings	70%	73%	-3%
Support for tourism	73%	77%	-4%
Healthy, natural urban streams and creeks but not rivers	80%	87%	-7%
Restoration of natural bushland	78%	85%	-7%
Festivals and events	63%	71%	-8%
Dog control	60%▼	70%	-10%
Revitalisation/beautification of town and village centres as well as the surrounding areas	67%▼	81%	-14%

**Note:** Benchmark differences are based on assumed variants of +/- 10%, with variants beyond +/- 10% more likely to be significant  
▲/▼ = positive/negative difference equal to/greater than 10% from Benchmark.

# Satisfaction Compared to the Micromex LGA Regional Benchmark

Service/Facility	Wingecarribee Shire Council T3 box satisfaction score	Micromex LGA Benchmark – Regional T3 box satisfaction score	Variance
Cleanliness and functionality of public toilets	83%▲	70%	13%
Community safety/crime prevention	92%▲	82%	10%
Reliability of town water	95%	87%	8%
The Resource Recovery Centre	85%	78%	7%
Support for tourism	89%	84%	5%
Dog control	86%	81%	5%
Domestic garbage collection	92%	88%	4%
Support for local business and employment	79%	75%	4%
Town drinking water quality	90%	87%	3%
Support for aged persons	88%	85%	3%
Support for people with a disability	82%	80%	2%
Overall sewerage system performance	92%	91%	1%
Green waste collection	87%	88%	-1%
Litter control and rubbish dumping	81%	82%	-1%
Provision and maintenance of community halls/facilities	87%	89%	-2%
Provision and maintenance of sporting facilities	87%	89%	-2%
Provision and maintenance of playgrounds	84%	86%	-2%
Availability of, and access to, public transport	61%	63%	-2%
Provision and operation of libraries	91%	94%	-3%
Support for arts and culture	88%	91%	-3%
Encouraging recycling	82%	85%	-3%

**Note:** Benchmark differences are based on assumed variants of +/- 10%, with variants beyond +/- 10% more likely to be significant  
▲/▼ = positive/negative difference equal to/greater than 10% from Benchmark.

# Satisfaction Compared to the Micromex LGA Regional Benchmark

Continued...

Service/Facility	Wingecarribee Shire Council T3 box satisfaction score	Micromex LGA Benchmark – Regional T3 box satisfaction score	Variance
Support for the Aboriginal community	77%	80%	-3%
Support for child and family	83%	87%	-4%
Cycle paths and walking tracks	72%	77%	-5%
Provision and maintenance of local parks and gardens	80%	86%	-6%
Support for youth	69%	75%	-6%
Healthy, natural urban streams and creeks but not rivers	75%	82%	-7%
Protecting heritage values and buildings	77%	85%	-8%
Local traffic management	56%▼	66%	-10%
Festivals and events	77%▼	88%	-11%
Provision and quality of footpaths	55%▼	67%	-12%
Support for community environmental initiatives	74%▼	86%	-12%
Restoration of natural bushland	73%▼	86%	-13%
Revitalisation/beautification of town and village centres as well as the surrounding areas	68%▼	82%	-14%
Provision and maintenance of swimming pools	70%▼	85%	-15%
Providing adequate drainage	62%▼	78%	-16%
Managing development and growth	52%▼	68%	-16%
Opportunities to participate in Council decision making	50%▼	66%	-16%
Council provision of information to residents	58%▼	76%	-18%
Enforcement of development and building regulations	50%▼	69%	-19%
Availability of car parking in the town and village centres	51%▼	71%	-20%
Condition of local roads	31%▼	58%	-27%

**Note:** Benchmark differences are based on assumed variants of +/- 10%, with variants beyond +/- 10% more likely to be significant  
▲/▼ = positive/negative difference equal to/greater than 10% from Benchmark.

# Best Thing About Living in the Wingecarribee Area

Q6a. Thinking generally about living in the Wingecarribee area, what do you feel is the best thing about living here?

	N=404		N=404
Natural environment/open space	29%	Less traffic	1%
Friendly community	15%	Safety	1%
Country lifestyle	9%	Transport	1%
Peace and quiet	8%	Walking Tracks	1%
Central location/proximity to Sydney	7%	Weather	1%
Fresh/clean air	5%	Area is Growing	<1%
Climate	4%	Close to family	<1%
Not over crowded/busy	4%	Cool	<1%
Access to facilities	2%	Good Place for Families	<1%
Away from the city	2%	Good Schooling	<1%
Overall atmosphere	2%	Healthcare systems	<1%
Cleanliness	1%	History of the area	<1%
Council runs the area well	1%	Parking	<1%
Everything	1%	Quality of life	<1%
It's home	1%	Nothing/Don't know	1%



# Top Priorities for Council to Focus On

Q6b. Thinking about the next four years, what do you think is the top priority for Council to focus on?

	N=404		N=404
Improving/maintaining roads	25%	Climate change	1%
Controlling development/less houses	13%	Making decisions on major issues quickly	1%
Infrastructure development	12%	Support for the elderly	1%
Services/facilities for youth	7%	Reducing rates	1%
Traffic management	7%	Affordable Housing	<1%
Protecting/maintaining the environment	6%	Animal shelter	<1%
Employment opportunities	3%	Improve libraries	<1%
Improving council overall	3%	Increasing number of schools	<1%
Waste management	3%	More facilities	<1%
Communicate/listen to the community	2%	Preserving the history	<1%
Economic management	2%	Preventing fire hazards	<1%
Improving/maintaining footpaths	2%	Preventing illegal dumping	<1%
Looking after the community	2%	Provision of facilities for the disabled	<1%
More car parking	2%	Reducing noise pollution	<1%
Support for local business	2%	Tourism (accommodation for tourists)	<1%
Population growth	1%	Update/beautify area	<1%
Public transport	1%	Nothing/don't know	1%
More residential development	1%		





# Means of Sourcing Information About Council

Q3. Where do you get your information about Council and its services, facilities and activities?

	Overall	Gender		Age				Area	
		Male	Female	18 – 34	35 – 49	50 – 64	65+	Town	Village
Word of mouth	70%	70%	71%	79%	65%	75%	65%	68%	75%
Website/Internet	67%	66%	67%	69%	79%▲	80%▲	47%▼	67%	66%
Rates notice	58%	57%	59%	37%▼	63%	68%▲	60%	53%	67%▲
Council newsletter	53%	50%	56%	27%▼	40%▼	63%▲	68%▲	54%	51%
Radio	39%	41%	37%	42%	39%	36%	39%	35%	45%
Social media	39%	33%	44%	65%▲	49%▲	37%	19%▼	36%	43%
Other brochures/publications	27%	28%	27%	26%	26%	27%	30%	22%	36%▲
Southern Highlands News Newspaper	25%	23%	27%	21%	15%▼	34%▲	27%	25%	26%
Emailed newsletter	23%	23%	23%	14%	17%	27%	28%	28%	14%▼
Community consultation	19%	22%	16%	9%	13%	26%▲	22%	17%	23%
Libraries	16%	14%	19%	14%	17%	14%	20%	13%	21%▲
Highlands Post Newspaper (free paper)	16%	15%	16%	18%	11%	16%	17%	16%	15%
Personal visits to the Civic Centre	13%	11%	15%	7%	15%	14%	16%	10%	18%▲
Other	4%	5%	4%	2%	4%	2%	8%▲	5%	3%
Base	404	191	213	74	89	107	134	251	153

▲ ▼ = A significantly higher/lower percentage (by group)



# Method of Contact

Q2a. (If yes on Q1) Thinking of the last time you made contact with Council staff, how did you make contact?

	Overall	Gender		Age				Area	
		Male	Female	18 – 34	35 – 49	50 – 64	65+	Town	Village
Phone	61%	58%	64%	62%	64%	60%	60%	61%	62%
Email	20%	23%	16%	15%	22%	20%	19%	19%	21%
Council's customer contact centre	6%	4%	8%	0%	8%	7%	6%	6%	5%
Online (via Council's website)	4%	6%	2%	8%	0%	4%	5%	5%	2%
Onsite with a Council officer	3%	4%	2%	0%	2%	2%	6%	4%	2%
Meeting with a Council officer	3%	2%	4%	7%	2%	2%	3%	3%	4%
Letter	1%	0%	3%	7%▲	0%	2%	0%	0%	4%
Other	2%	2%	1%	0%	2%	2%	1%	2%	0%
Base	195	93	102	22	49	56	68	118	77



# Nature of Enquiry

Q2b. (If yes on Q1) What was the nature of your enquiry?

	Overall	Gender		Age				Area	
		Male	Female	18 – 34	35 – 49	50 – 64	65+	Town	Village
Waste and clean up services	22%	17%	27%	45%▲	20%	13%	23%	22%	23%
Roads, footpaths and parks, etc.	21%	27%	17%	24%	12%	25%	25%	24%	18%
Building and development approval	21%	25%	17%	24%	22%	22%	18%	23%	17%
Rates – land or water	8%	9%	7%	0%	15%▲	9%	5%	6%	11%
Community services	4%	2%	5%	0%	3%	7%	2%	3%	4%
Town planning and zoning	2%	3%	2%	0%	5%	2%	1%	3%	2%
Other	22%	17%	25%	7%	22%	22%	25%	19%	25%
Base	195	93	102	22	49	56	68	118	77

▲▼ = A significantly higher/lower percentage (by group)



# Nature of Enquiry

Q2b. (If yes on Q1) What was the nature of your enquiry?

Other specified	Count	Other specified	Count
Accounts related issue	1	General information	1
Billing details	1	Hazards	1
Cleanliness of streets	1	Insurance claims	1
Climate emergency	1	Renovations to the memorial hall	1
Complaint about damage to house	1	Seniors books	1
COVID meeting	1	Tree removal	1
Employment	1	Don't know/can't remember	1
Environmental query	1		



# 2031 Measures – Agreement Statements

Q9. On a scale of 1 to 5, where 1 is strongly disagree and 5 is strongly agree, how strongly do you agree or disagree with the following statements?

## T2B (Agree/strongly agree)

	Overall 2021	Gender		Age				Area	
		Male	Female	18–34	35–49	50–64	65+	Town	Village
I feel safe during the day	94%	92%	96%	88%▼	93%	97%	97%	94%	94%
I feel safe during the night	87%	86%	88%	86%	84%	87%	89%	87%	88%
I feel there are benefits to living in a community with people of diverse ages, backgrounds and cultures	87%	83%	90%	90%	81%	91%	85%	85%	89%
I feel that living in the Shire you have the opportunity to participate in recreational and sporting activities	79%	78%	80%	67%▼	83%	83%	80%	77%	83%
I feel safe using public facilities	76%	79%	74%	74%	73%	76%	80%	75%	78%
I feel a part of my local community	64%	61%	67%	51%▼	57%	72%	70%	64%	64%
I feel that living in the Shire you have the opportunity to participate in arts and related activities	64%	63%	64%	37%▼	62%	65%	79%▲	66%	61%
I feel there are adequate support networks available to me if I need them	47%	44%	49%	30%▼	39%	53%	56%▲	48%	44%

▲▼ = A significantly higher/lower percentage (by group)



# Balance of Maintaining Vs Building Assets

Q10. Thinking about the next five to ten years, which one of the following statements best describes how you think Council should balance the needs of maintaining existing assets versus building new assets?

	Overall 2021	Gender		Age				Area	
		Male	Female	18-34	35-49	50-64	65+	Town	Village
Council should continue to fund both new assets and maintenance of existing assets as it has been doing in recent years, as both are important	65%	59%▼	70%	58%	65%	73%▲	62%	67%	61%
Existing assets across the Council area are generally in poor condition, so less funds should be allocated to building new assets and more to maintaining existing assets	23%	26%	20%	21%	21%	19%	30%▲	25%	21%
Existing assets across the Council area are generally in good condition, so more funds should be allocated to building new assets and less to maintaining existing assets	12%	14%	10%	21%▲	14%	8%	8%	8%	18%▲
Base	404	191	213	74	89	107	134	251	153

▲▼ = A significantly higher/lower percentage (by group)





# Preferences Around Facilities

Q11. And which one of the following statements best describes your preferences around facilities such as sportsgrounds, swimming pools, playgrounds, etc?

	Overall 2021	Gender		Age				Area	
		Male	Female	18-34	35-49	50-64	65+	Town	Village
I would prefer lots of small facilities such as sportsgrounds, swimming pools, playgrounds, etc. across the Council area, each with fewer facilities but I may have to travel a shorter distance to get to them	57%	52%	61%	32%▼	52%	63%	69%▲	54%	62%
I would prefer fewer, larger facilities such as sportsgrounds, swimming pools, playgrounds, etc. across the Council area, each with a larger range of facilities but I may have to travel further to them	43%	48%	39%	68%▲	48%	37%	31%▼	46%	38%
Base	400	190	212	74	88	107	132	249	153

▲▼ = A significantly higher/lower percentage (by group)





# Appendix B: Further Demographics & Background & Methodology



# Background & Methodology

## Sample selection and error

320 of the 404 respondents were chosen by means of a computer based random selection process using the electronic White Pages and SamplePages. The remaining 84 respondents were 'number harvested' via face-to-face intercept at several locations around the Wingecarribee LGA, i.e. Mittagong station, Harris Farm Markets/Woolworths Bowral, Coles/IGA Moss vale, Bowral primary school markets/Bowral Coles and Woolworths Mittagong West.

A sample size of 404 residents provides a maximum sampling error of plus or minus 4.9% at 95% confidence. This means that if the survey was replicated with a new universe of N=404 residents, 19 times out of 20 we would expect to see the same results, i.e. +/- 4.9%.

For the survey under discussion the greatest margin of error is 4.9%. This means, for example, that an answer such as 'yes' (50%) to a question could vary from 45% to 55%.

The sample was weighted by age and gender to reflect the 2016 ABS Census data for Wingecarribee Shire Council area.

## Interviewing

Interviewing was conducted in accordance with The Research Society Code of Professional Behaviour.

## Prequalification

Participants in this survey were pre-qualified as being over the age of 18, and not working for/representing, nor having an immediate family member working for/representing, Wingecarribee Shire Council.

## Data analysis

The data within this report was analysed using Q Professional.

Within the report, ▲▼ and blue and red font colours are used to identify statistically significant differences between groups, i.e., gender, age, and area.

Significance difference testing is a statistical test performed to evaluate the difference between two measurements. To identify the statistically significant differences between the groups of means, 'One-Way Anova tests' and 'Independent Samples T-tests' were used. 'Z Tests' were also used to determine statistically significant differences between column percentages.



# Background & Methodology

## Ratings questions

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

This scale allowed us to identify different levels of importance and satisfaction across respondents.

**Top 2 (T2) Box:** refers to the aggregate percentage (%) score of the top two scores for importance. (i.e. important & very important)

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

**Top 3 (T3) Box:** refers to the aggregate percentage (%) score of the top three scores for satisfaction or support. (i.e. somewhat satisfied, satisfied & very satisfied)

We refer to T3 Box Satisfaction in order to express moderate to high levels of satisfaction in a non-discretionary category. We only report T2 Box Importance in order to provide differentiation and allow us to demonstrate the hierarchy of community priorities.

## Percentages

All percentages are calculated to the nearest whole number and therefore the total may not exactly equal 100%.

## Micromex LGA Benchmark

Micromex has developed Community Satisfaction Benchmarks using normative data from over 60 unique councils, more than 130 surveys and over 75,000 interviews since 2012.



# Councils Used to Create the Micromex Regional Benchmark

**The Regional Benchmark was composed from the Council areas listed below:**

AlburyCity Council	City of Lake Macquarie	Narrandera Shire Council
Ballina Shire Council	Hawkesbury City Council	Parkes Shire Council
Bathurst Regional Council	Kempsey Shire Council	Port Macquarie-Hastings Council
Bland Shire Council	Lachlan Shire Council	Richmond Valley Council
Blue Mountains City Council	Leeton Shire Council	Singleton Shire Council
Byron Shire Council	Lismore City Council	Tamworth Regional Council
Central Coast Council	Lithgow City Council	Tenterfield Shire Council
Cessnock City Council	Maitland City Council	Tweed Shire Council
Coffs Harbour City Council	MidCoast Council	Upper Hunter Shire Council
Eurobodalla Shire Council	Mid-Western Regional Council	Wagga Wagga City Council
Forbes Shire Council	Moree Plains Shire Council	Wingecarribee Shire Council
Glen Innes Severn Shire Council	Murray River Council	Wollondilly Shire Council
Gosford (Central Coast Council)	Murrumbidgee Shire Council	Yass Valley Council
Great Lakes Council	Narrabri Shire Council	



# Demographics

Suburb	N=404	Suburb	N=404	Suburb	N=404
Bowral	26%	Balmoral	1%	Avoca	<1%
Moss Vale	24%	Berrima	1%	Aylmerton	<1%
Mittagong	11%	Burrawang	1%	Balaclava	<1%
Hill Top	5%	Canyonleigh	1%	Fitzroy Falls	<1%
Bundanoon	4%	Medway	1%	High Range	<1%
Burradoo	4%	Renwick	1%	Kangaloon	<1%
Robertson	4%	Sutton Forest	1%	Mandemar	<1%
Exeter	3%	Welby	1%	New Berrima	<1%
Braemar	2%	Wildes Meadow	1%	Penrose	<1%
Colo Vale	2%	Willow Vale	1%	Woodlands	<1%
Yerrinbool	2%	Wingello	1%		





# Appendix C: Questionnaire



**Wingecarribee Shire Council  
Community Survey  
February 2021**

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 (Terminate survey)  
 No

**QA2. Please stop me when I read out your age group. Prompt**

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

**QA3. Gender by voice.**

- Male  
 Female

**QA4. Which town or village do you live in/near?**

**Towns - 60%**

- Mittagong  
 Bowral  
 Moss Vale

**Villages - 40%**

- |  |                                     |
|--|-------------------------------------|
| <input type="radio"/> Avoca                | <input type="radio"/> Hill Top      |
| <input type="radio"/> Aylmerton            | <input type="radio"/> Joadja        |
| <input type="radio"/> Balmoral             | <input type="radio"/> Kangaloon     |
| <input type="radio"/> Berrima              | <input type="radio"/> Medway        |
| <input type="radio"/> Braemar              | <input type="radio"/> New Berrima   |
| <input type="radio"/> Bundanoon            | <input type="radio"/> Penrose       |
| <input type="radio"/> Burradoo             | <input type="radio"/> Renwick       |
| <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"/> Welby         |
| <input type="radio"/> Exeter               | <input type="radio"/> Wildes Meadow |
| <input type="radio"/> Fitzroy Falls        | <input type="radio"/> Willow Vale   |
| <input type="radio"/> Glenquarry           | <input type="radio"/> Wingello      |
| <input type="radio"/> High Range           | <input type="radio"/> Yerrinbool    |
| <input type="radio"/> Other (specify)..... |                                     |

**Section A – Contact with Council**

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

**Q1. Have you contacted Council in the last 12 months?**

- Yes  
 No (Go to Q3)

**Q2a. Thinking of the last time you made contact with Council staff, how did you make contact? Prompt**

- Phone  
 Online (via Council's website)  
 Email  
 Letter  
 Council's customer contact centre  
 Meeting with a Council officer  
 Onsite with a Council officer  
 Council information kiosk or workshop  
 Spoke to at local park, garden, sports field  
 Spoke to at library  
 Other (please specify).....

**Q2b. 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).....

**Q2c. How satisfied were you with the way your contact was handled? Prompt**

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

**Q3. Where do you get your information about Council and its services, facilities and activities? Please answer yes or no as I read each one. Prompt**

- Southern Highlands News Newspaper  
 Highlands Post Newspaper (free paper)  
 Council newsletter (Wingecarribee Today – distributed quarterly via post to all residents)  
 Emailed newsletter, for example 'Have Your Say', Arts Info and Wingecarribee Web  
 Community consultation  
 Rates notice  
 Website/Internet  
 Social media  
 Radio  
 Personal visits to the Civic Centre  
 Libraries  
 Word of mouth  
 Other brochures/publications  
 Other (please specify).....

**Q4. 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

**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 service/facility 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 is low importance and 5 is high importance and where 1 is low satisfaction and 5 is high satisfaction. Prompt**

**Note: All attributes rated on importance, 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"/>
Protecting heritage values and 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"/>
Provision and 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"/>
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"/>
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"/>
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"/>
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"/>
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"/>
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"/>
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"/>
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"/>
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"/>
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"/>
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"/>
Support for child and family (i.e. services)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<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 arts and culture	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<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"/>
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"/>
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"/>
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"/>
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"/>
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"/>
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"/>
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"/>
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"/>

	Importance					Satisfaction					N/A
	Low		High			Low		High			
	1	2	3	4	5	1	2	3	4	5	
Provision and 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 drinking 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"/>
Reliability of town water	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall sewerage system performance (chokes, overflows, odour)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<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. Thinking generally about living in the Wingecarribee area, what do you feel is the best thing about living here?**

.....

**Q6b. Thinking about the next four years, what do you think is the top priority for Council to focus on?**

.....

**Q7a. 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

**Q7b. Overall, how would you rate Council's image within the community? Prompt**

- Excellent
- Very good
- Good
- Fair
- Poor
- Very poor

**Q8a. Thinking specifically about the councillors elected in September 2016, how satisfied are you with their performance on the following?**

*Representing a broad range of community matters fairly. Prompt*

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

*Effective leadership and guidance of the community. Prompt*

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

**Q8b. Thinking overall about the councillors elected in September 2016, how satisfied are you with their overall performance? Prompt**

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

**Section D – 2031 Measures**

**Q9. On a scale of 1 to 5, where 1 is strongly disagree and 5 is strongly agree, how strongly do you agree or disagree with the following statements? Prompt**

	Strongly disagree			Strongly agree	
	1	2	3	4	5
I feel a part of my local community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel there are adequate support networks available to me if I need them	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel safe during the day	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel safe during the night	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel safe using public facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel there are benefits to living in a community with people of diverse ages, backgrounds and cultures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel that living in the Shire you have the opportunity to participate in arts and related activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel that living in the Shire you have the opportunity to participate in recreational and sporting activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Section E – Council Projects**

**Q10. Thinking about the next five to ten years, which one of the following statements best describes how you think Council should balance the needs of maintaining existing assets versus building new assets? FLIP**

- Existing assets across the Council area are generally in good condition, so more funds should be allocated to building new assets and less to maintaining existing assets
- Council should continue to fund both new assets and maintenance of existing assets as it has been doing in recent years, as both are important
- Existing assets across the Council area are generally in poor condition, so less funds should be allocated to building new assets and more to maintaining existing assets

**Q11. And which one of the following statements best describes your preferences around facilities such as sportsgrounds, swimming pools, playgrounds, etc? FLIP**

- I would prefer lots of small facilities such as sportsgrounds, swimming pools, playgrounds, etc. across the Council area, each with fewer facilities but I may have to travel a shorter distance to get to them
- I would prefer fewer, larger facilities such as sportsgrounds, swimming pools, playgrounds, etc. across the Council area, each with a larger range of facilities but I may have to travel further to them

**Section F – Demographic and Profiling questions**

**Q12. Were you born in Australia or overseas?**

- Australia
- Overseas

**Q13. Which of the following best describes the house where you are currently living? Prompt**

- 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



In the future after we analyse the results from this research we may be conducting further consultations with residents.

Q15a. Would you be interested in being recontacted in the future by Council?

- Yes
- No (Go to end)

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

Name.....  
Telephone.....  
Email.....

Thank you for your time and assistance. This market research is carried out in compliance with the Privacy Act, and the information you provided will be used only for research purposes. The research has been conducted by Micromex Research (1800 639 599) on behalf of Wingecarribee Shire Council.

Contact - Danielle Lidgard 48680888

The information contained herein is believed to be reliable and accurate, however, no guarantee is given as to its accuracy and reliability, and no responsibility or liability for any information, opinions or commentary contained herein, or for any consequences of its use, will be accepted by Micromex Research, or by any person involved in the preparation of this report.



micromex  
research

Telephone: (02) 4352 2388  
Web: [www.micromex.com.au](http://www.micromex.com.au)  
Email: [stu@micromex.com.au](mailto:stu@micromex.com.au)