



Wingecarribee Shire Council

Community Research

Prepared by: Micromex Research

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Methodology & Sample

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
- Determine community priorities for the future of the LGA
- Identify the community's level of agreement with statements regarding the Wingecarribee Shire Council area
- Identify the community's awareness of, and satisfaction with, the current administrator

How?

- Telephone survey (landline N=270 and mobile N=132) to N=402 residents
- We use a 5 point scale (e.g. 1 = not at all satisfied, 5 = very satisfied)
- Greatest margin of error +/- 4.9%

When?

- Implementation 12th October – 1st November 2022

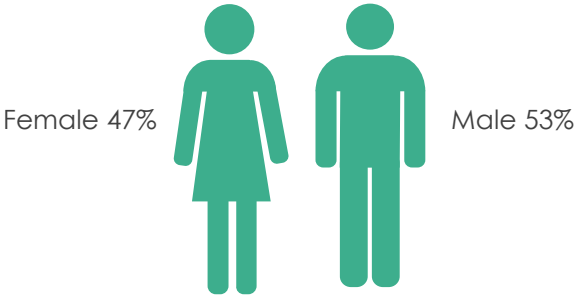
Note: Please see Appendix A for further detail



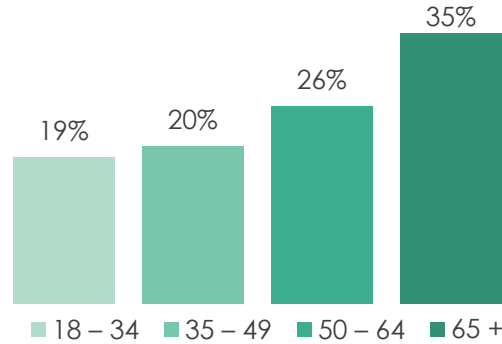
Sample Profile

The sample was weighted by age and gender to reflect the 2021 ABS community profile of Wingecarribee Shire Council.

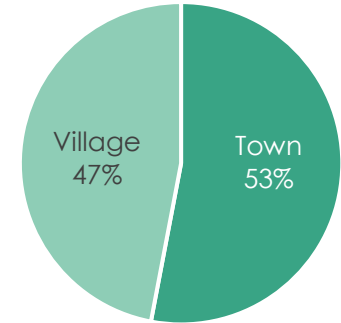
Gender



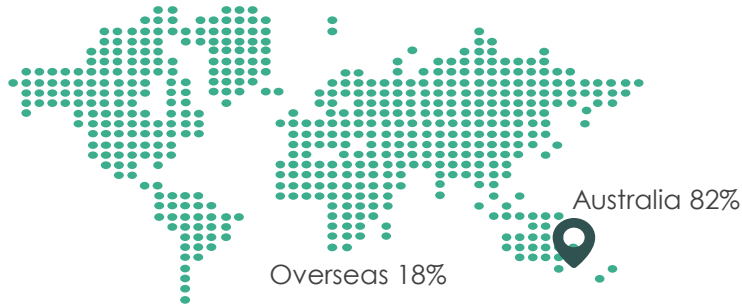
Age



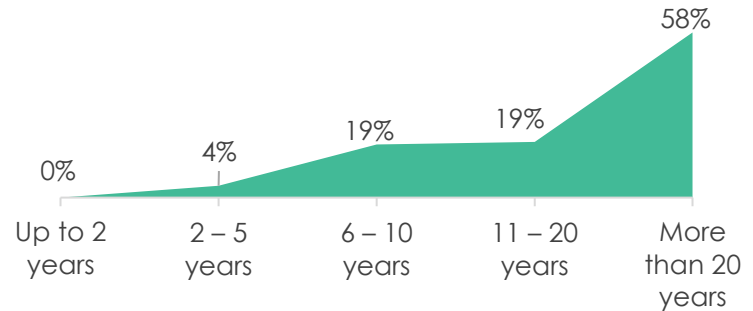
Location



Country of birth



Time lived in the area



Ratepayer status



Ratepayer 89%



Non-ratepayer 11%

N=402 Telephone Interviews with Wingecarribee Shire Council residents



Summary Results

Where are we now?

There has been some further softening across both the importance, satisfaction and key metrics of Council's performance at both a macro and discrete level.

The impacts of the NSW Government having placed Council under administration recently, as well as the broader stressors of Covid, natural disasters, the cost of living, and skill shortages could all potentially impact community perceptions. The outcomes of this research may not solely be a reflection on Council's delivery.

The results are a baseline of current community perceptions, the opportunity is to plan from here for the future.



Key Measures:



Overall satisfaction

Overall, 61% of residents are at least somewhat satisfied with the performance of Council over the last 12 months.



Satisfaction with Contact with Council

59% of residents are at least somewhat satisfied with the way their contact with Council was handled.



A part of my local community

57% of residents agree that they feel a part of their local community



Satisfaction with the Council Administrator

70% of residents are at least somewhat satisfied with the overall performance of the Council administrator



Summary of Results

Satisfaction with Council/Administrator



Council being placed under involuntary administration recently is no doubt continuing to impact resident satisfaction across key metrics. Comparisons with the 2021 community research have shown a downward trend in terms of overall satisfaction with the performance of Council, Council's image and satisfaction with Council contact.

Awareness of the current Council administrator is very high, with 94% of residents aware prior to contact. Satisfaction with the current administrator is achieving higher levels of satisfaction, with over two thirds of residents at least somewhat satisfied with the administrator's overall performance, representation and leadership/guidance.

Drivers of Satisfaction



Results of the regression show engagement measures to be the key drivers of overall satisfaction with Council. Council should look to strengthen the provision of information to residents and increase the involvement of residents in the decision-making process in order to positively transition satisfaction.

Beyond engagement, other key drivers include support for local business/employment and tourism. Interestingly, these measures have proved far stronger drivers of satisfaction in 2022, not surprising though, given external stressors.

Planning for the Future



Residents consider road maintenance/improvement to be the top priority area requiring Council's attention in the next four years. A likely product from recent weather events, Council may benefit from greater communication/engagement with residents surrounding efforts made in this capacity.

Additionally, all 5 CSP themes, leadership, people, places, environment and economy have all been rated with high levels of importance by residents, a reflection of the community's desire for improvement across all areas and planning for the future.

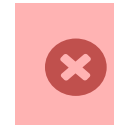
Satisfaction Scorecard



Good performance
(T3B sat score $\geq 80\%$)



Monitor
(T3B sat score 60%-79%)



Needs improvement
(T3B sat score $< 60\%$)

Shire Presentation

Revitalisation/beautification of town and village centres as well as the surrounding areas

Provision and maintenance of local parks and gardens

Cleanliness and functionality of public toilets

Condition of local roads

Provision and maintenance of swimming pools

Strategic Outcomes

Protecting heritage values and buildings

Support for local business and employment

Assets

Availability of car parking in the town and village centres

Cycle paths and walking tracks

Local traffic management

Availability of, and access to, public transport

Providing adequate drainage

Provision and quality of footpaths

Provision and maintenance of playgrounds

Provision and maintenance of sporting facilities

Provision and maintenance of community halls/facilities

Community Life

Community safety/crime prevention

Support for aged persons

Support for people with a disability

Support for youth

Support for the Aboriginal community

Support for arts and culture

Provision and operation of libraries

Support for child and family (i.e. services)

Communication and Engagement

Opportunities to participate in Council decision making

Council provision of information to residents

Water Services

Town drinking water quality

Reliability of town water

Overall sewerage system performance

Environment and Sustainability

Support for community environmental initiatives

Restoration of natural bushland
Healthy, natural urban streams and creeks but not rivers

Tourism and Events

Festivals and events

Support for tourism

Business Services

Green waste collection

The Resource Recovery Centre (RCC/local tip)

Domestic garbage collection

Encouraging recycling

Encouraging waste reduction initiatives

Planning Development and Regulatory Services

Dog control

Managing development and growth
Enforcement of development and building regulations

Litter control and rubbish dumping



Detailed Results

1. Living in the Wingecarribee LGA



Detailed Results

1. Living in the Wingecarribee LGA

2. Key Performance Indicators

3. Council's Communication

4. Summary of Council's Services/Facilities

5. Planning for the Future

6. Council Administrator – Rating of Key Criteria

7. Comparison to Micromex Regional Benchmark

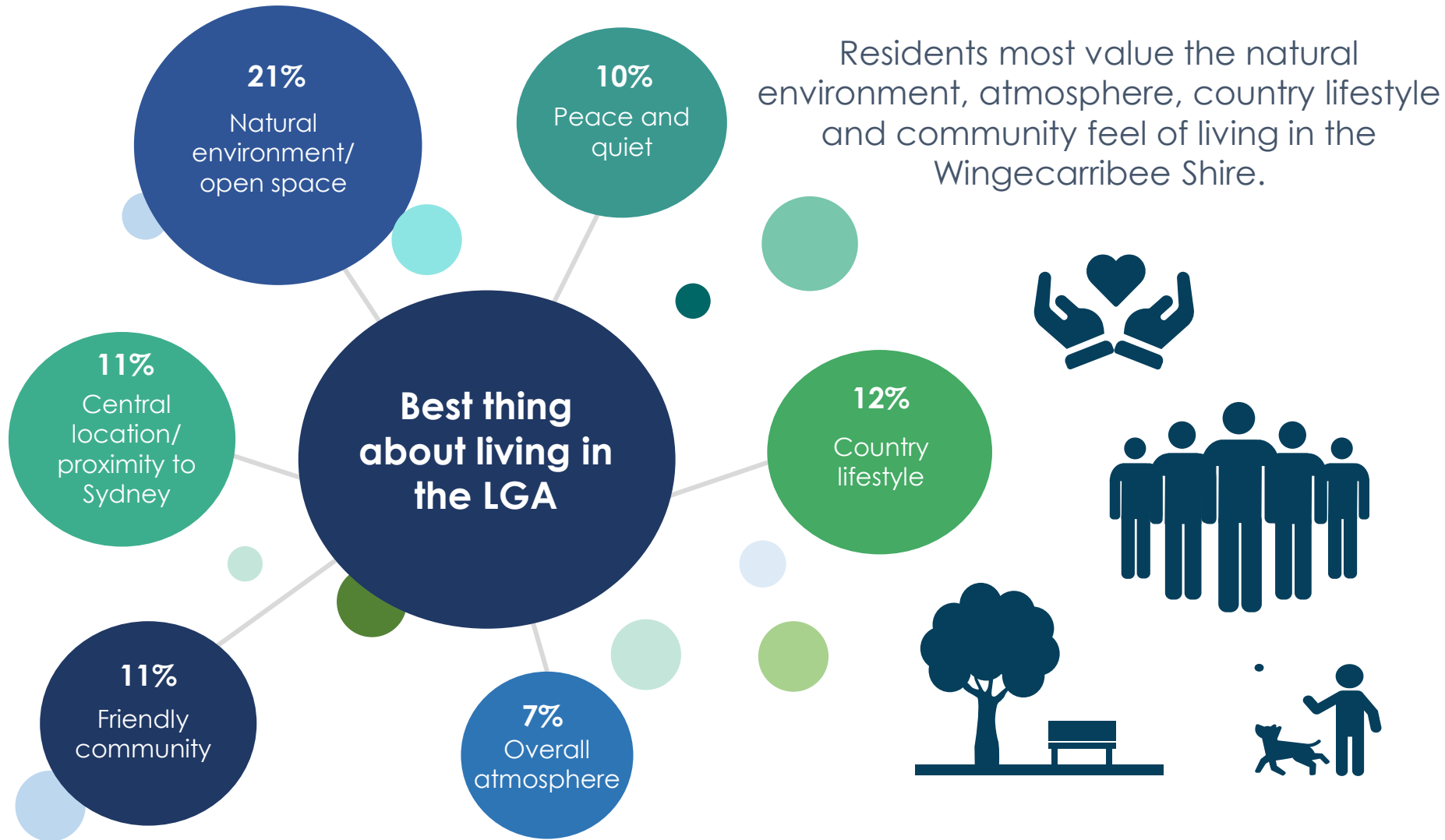
8. Service Areas – Detailed Analysis

This section explores residents' perceptions of living in the Wingecarribee LGA



Best Thing About Living in the Wingecarribee LGA

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

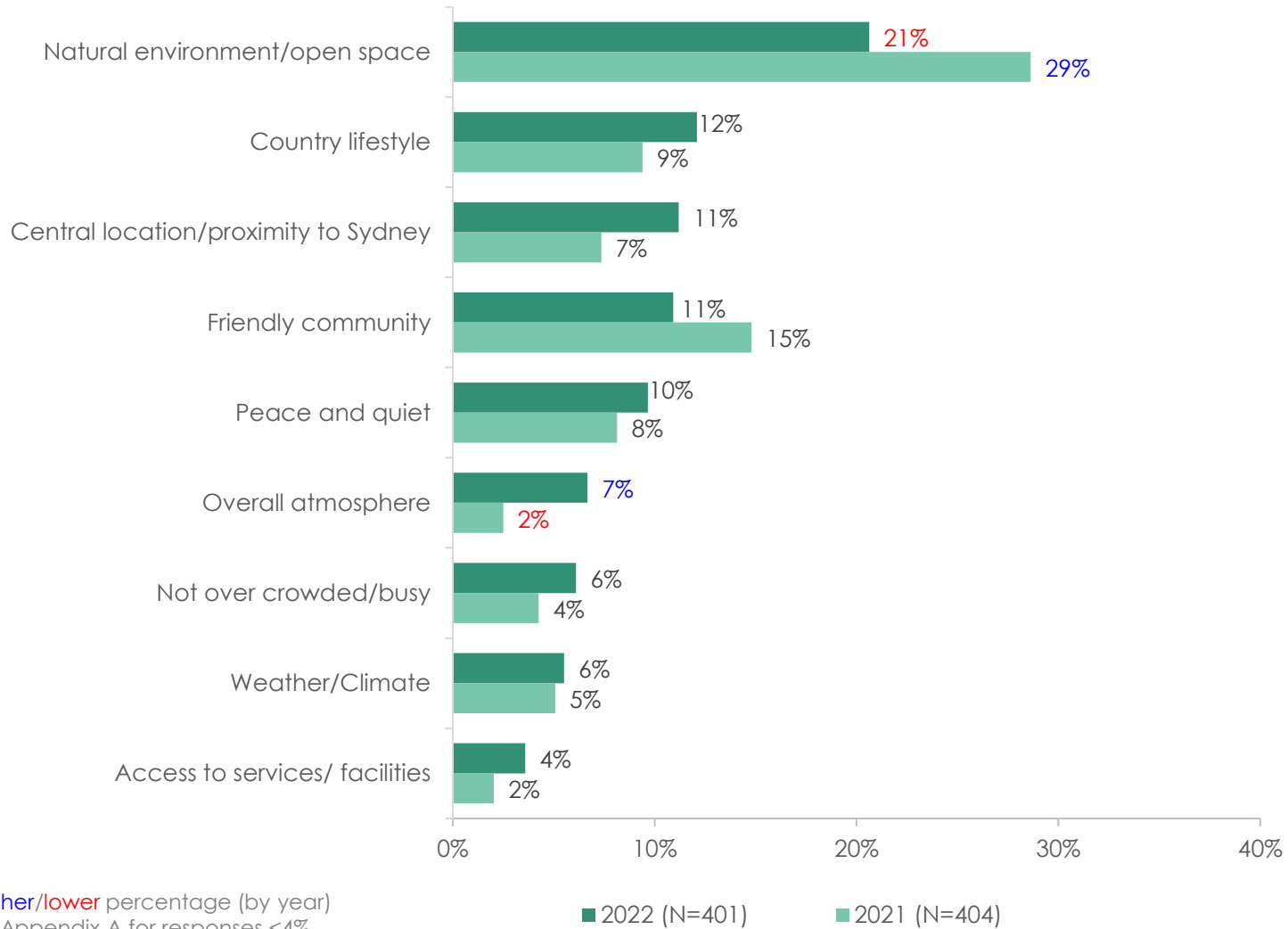


Base: N = 402

The following slide provides the full detailed list

Best Thing About Living in the Wingecarribee LGA

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



The natural environment/open space, country lifestyle and central location and community continue to be the best things about living in the Wingecarribee Shire.

Best Thing About Living in the Wingecarribee LGA

Sample of Top Code Verbatim Comments

Natural environment/
open space
21%

"It isn't as chaotic Greater Sydney and elsewhere. It reminds you there's life and that the environment is there"

"The environment and rural aspect"

"Nice location with beautiful environment"

"Connection to greenspace and the environment"

"The environment and nature; we are a green, leafy and clean area compared to a large city"

"The area is beautiful peaceful clean green I have lived here all my life close to everything"

"Natural environment creates a nice lifestyle"

Country lifestyle
12%

"The area is visually appealing, there is lots of space and no hustle and bustle like the City. Rural living is great"

"The countryside; is peaceful and lovely"

"The general area. It's fresh air nice country side nice people and very old fashioned manner of people"

Central location/proximity to
Sydney
11%

"Close to all the major City centres while living in a small community focused rural region"

"Has a country town feel but also has nearby access to Sydney"

"Balance between a country and a convenient lifestyle"

"Close to Sydney, Canberra and Wollongong areas, but you are out of the rat race"

Friendly community
11%

"Community is tight-knit, friendly, helpful"

"Community spirit, friendship and camaraderie and equitable climate of the LGA"

"Village community atmosphere"

"Community connections and the heritage of the place"

"The people! We belong to a lot of organisations, we have a lot of friends and have a good life"

2. Key Performance Indicators



Detailed Results

1. Living in the Wingecarribee LGA

2. Key Performance Indicators

3. Council's Communication

4. Summary of Council's Services/Facilities

5. Planning for the Future

6. Council Administrator – Rating of Key Criteria

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8. Service Areas – Detailed Analysis

This section explores residents' perceptions of Council's key performance indicators.

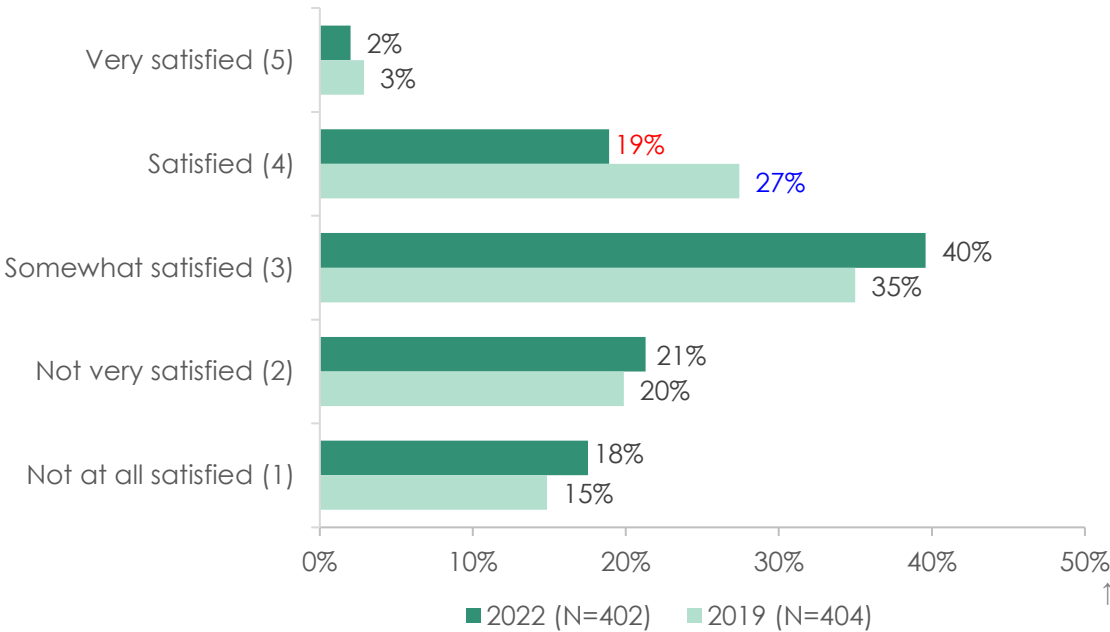


Overall Satisfaction

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 2022	Overall 2021	Overall 2019	Overall 2017	Overall 2015	Overall 2012	Overall 2010
Mean rating	2.68	2.84	3.10	3.12	3.22	3.14	3.45
Base	402	404	401	402	407	400	400

	Male	Female	18-34	35-49	50-64	65+	Town	Village
Mean rating	2.65	2.70	2.71	2.38	2.60	2.90	2.81	2.53
Base	191	211	76	82	103	141	213	189



	Wingecarribee Shire Council	Micromex LGA Benchmark - Regional
Mean rating	2.68↓	3.33
T3 Box	61%↓	83%
Base	402	47,365

A significantly higher/lower level of satisfaction (by group/year)
 ↑↓ = A significantly higher/lower rating (compared to the Benchmark)
 Scale: 1 = not at all satisfied, 5 = very satisfied

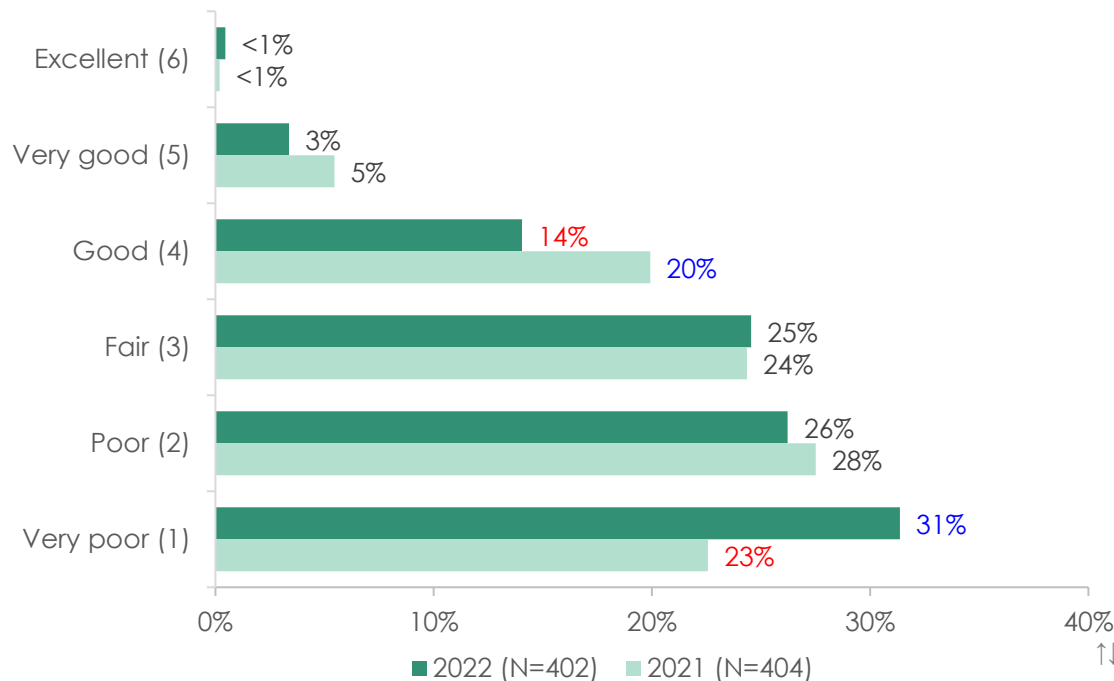
The Council being placed under involuntary administration recently is no doubt continuing to impact resident satisfaction. Overall, 61% of residents are at least somewhat satisfied with the performance of Council, with those aged over 65 and those from town areas more satisfied.

Council's Image

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

	Overall 2022	Overall 2021	Overall 2019	Overall 2017	Overall 2015	Overall 2012
Mean rating	2.33	2.59	3.02	3.18	3.24	3.16
Base	402	404	401	402	407	400

	Male	Female	18-34	35-49	50-64	65+	Town	Village	Contacted Council L12M	Had not contacted Council L12M
Mean rating	2.31	2.35	2.54	2.01	2.10	2.57	2.45	2.20	2.16	2.51
Base	191	211	76	82	103	141	213	189	213	189



	Wingecarribee Shire Council	Micromex LGA Benchmark
Mean rating	2.33↓	3.66
T3 Box	18%↓	61%
Base	402	7,332

A significantly higher/lower level of satisfaction (by group/year)
 ↑↓ = A significantly higher/lower rating (compared to the Benchmark)
 Scale: 1 = very poor, 6 = excellent

Again, Council's involuntary administration is continuing to impact community perception of Council's image. 18% of residents rate Council's image as good to excellent and 25% as fair. Residents aged over 65 were more positive regarding Council's image in the community.

3. Council's Communication



Detailed Results

1. Living in the Wingecarribee LGA

2. Key Performance Indicators

3. Council's Communication

4. Summary of Council's Services/Facilities

5. Planning for the Future

6. Council Administrator – Rating of Key Criteria

7. Comparison to Micromex Regional Benchmark

8. Service Areas – Detailed Analysis

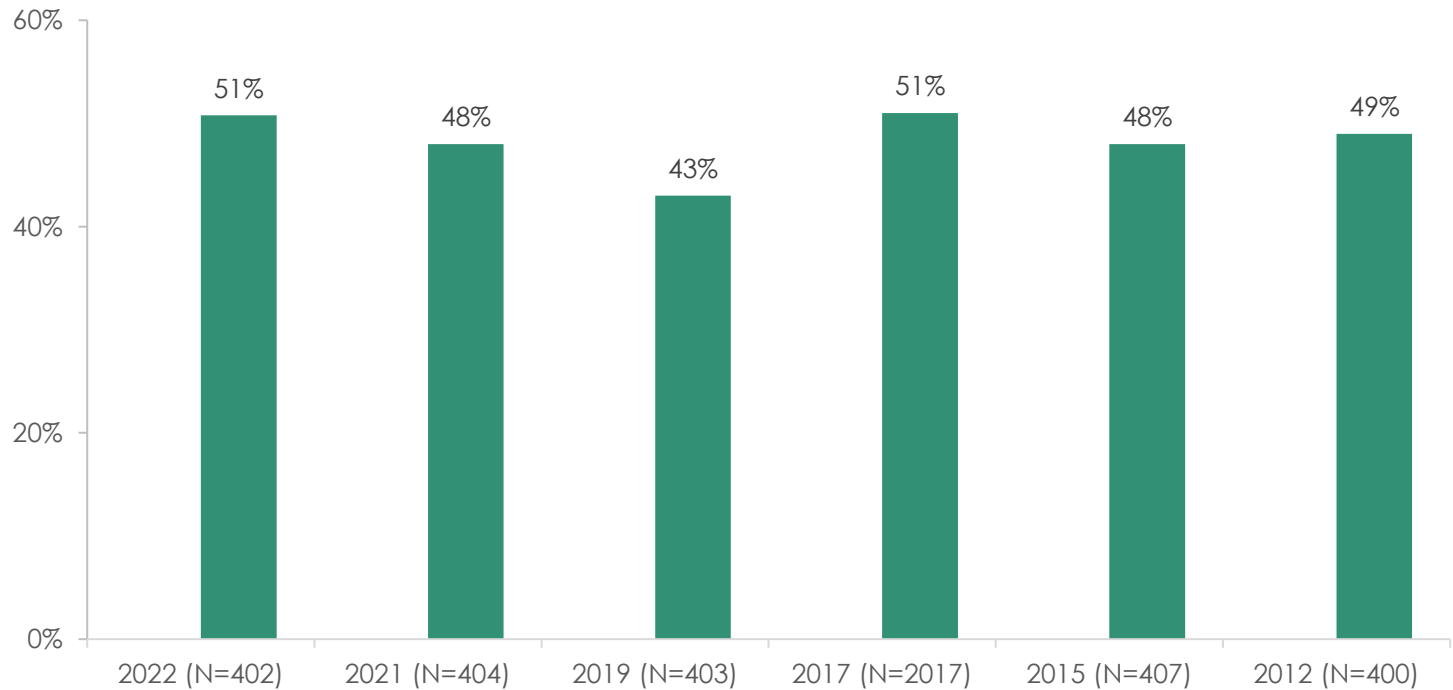
This section explores residents' satisfaction with Council's Communication.



Contact with Council

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

	Overall 2022	Male	Female	18-34	35-49	50-64	65+	Town	Village
Yes %	51%	53%	49%	43%	63%	58%	43%	49%	53%
Base	402	191	211	76	82	103	141	213	189



A significantly higher/lower percentage (by group)

Rates of contact with Council have remained steady in 2022, with 51% of residents having made contact in the last 12 months.

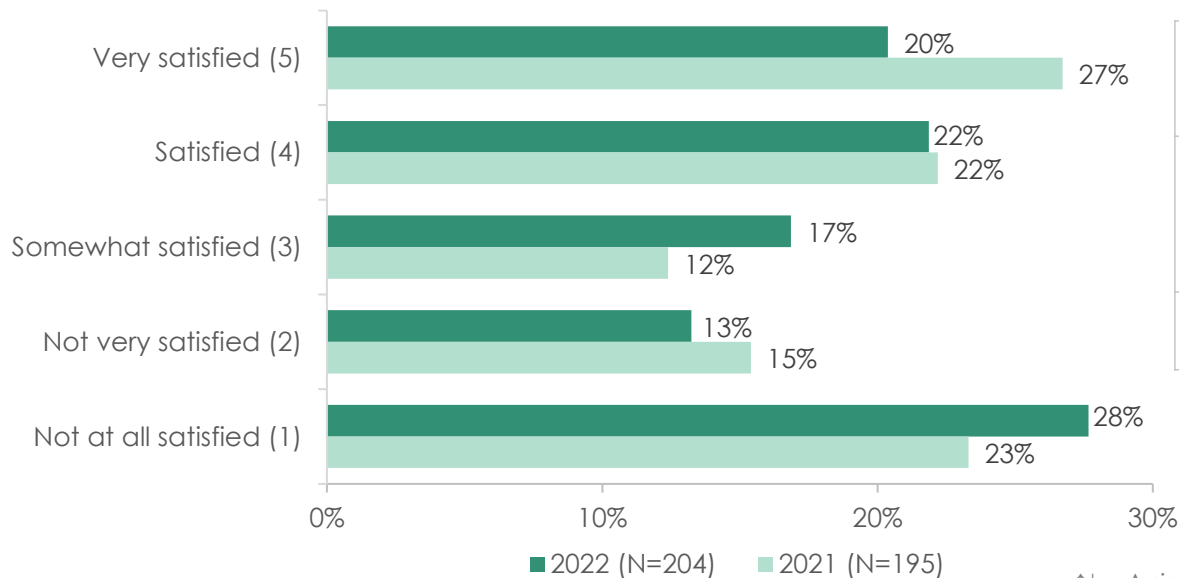
Residents aged 35-49 were more likely to have contacted Council.

Satisfaction with Council Contact

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

	Overall 2022	Overall 2021	Overall 2019	Overall 2017	Overall 2015	Overall 2012
Mean rating	2.94	3.14	3.43	3.68	3.43	3.51
Base	204	195	172	204	407	400

	Male	Female	18–34	35–49	50–64	65+	Town	Village
Mean rating	2.81	3.07	2.50	3.11	3.00	2.97	3.18	2.69
Base	101	103	33	52	60	60	105	100



	Wingecarribee Shire Council	Micromex LGA Benchmark
Mean rating	2.94↓	3.77
T3 Box	59%↓	80%
Base	204	23,641

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

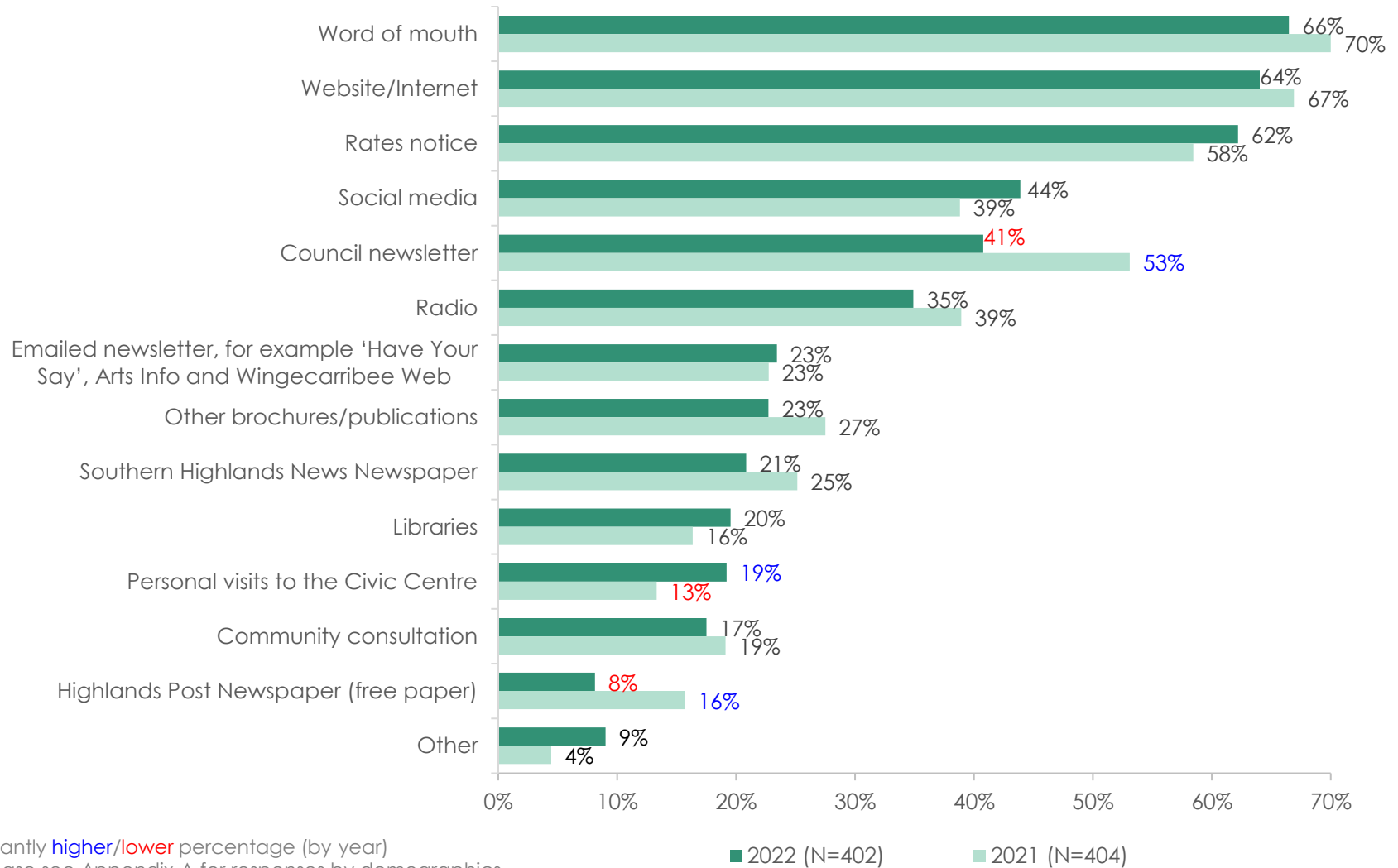
↑↓ = A significantly higher/lower rating (compared to the Benchmark)
Scale: 1 = not at all satisfied, 5 = very satisfied

For those who had contacted Council, 59% were at least somewhat satisfied with the way their contact was handled.

Residents residing in towns were significantly more satisfied than those from villages who had contacted Council

Means of Sourcing Information about Council

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



Word of mouth, website/internet, as well as the rates notice, continue to be the top means of sourcing information about Council. Residents in 2022 were significantly less likely to cite the Council newsletter as a source of information, while personal visits to the Civic Centre increased this year. Younger residents were more likely to rely on online resources (see slide 77).

4. Summary of Council Services/Facilities



Detailed Results

1. Living in the Wingecarribee LGA
2. Key Performance Indicators
3. Council's Communication
- 4. Summary of Council's Services/Facilities**
5. Planning for the Future
6. Council Administrator – Rating of Key Criteria
7. Comparison to Micromex Regional Benchmark
8. Service Areas – Detailed Analysis

This section explores residents' perceptions of Council's delivery on Service/Delivery areas.



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:

Shire Presentation

Revitalisation/beautification of town and village centres as well as the surrounding areas
 Provision and maintenance of local parks and gardens
 Cleanliness and functionality of public toilets
 Condition of local roads
 Provision and maintenance of swimming pools

Strategic Outcomes

Protecting heritage values and buildings
 Support for local business and employment

Assets

Availability of car parking in the town and village centres
 Cycle paths and walking tracks
 Local traffic management
 Availability of, and access to, public transport
 Providing adequate drainage
 Provision and quality of footpaths
 Provision and maintenance of playgrounds
 Provision and maintenance of sporting facilities
 Provision and maintenance of community halls/facilities

Community Life

Community safety/crime prevention
 Support for aged persons
 Support for people with a disability
 Support for youth
 Support for the Aboriginal community
 Support for arts and culture
 Provision and operation of libraries
 Support for child and family (i.e. services)

Communication and Engagement

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

Water Services

Town drinking water quality
 Reliability of town water
 Overall sewerage system performance

Environment and Sustainability

Support for community environmental initiatives
 Restoration of natural bushland
 Healthy, natural urban streams and creeks but not rivers

Tourism and Events

Festivals and events
 Support for tourism

Business Services

Green waste collection
 The Resource Recovery Centre (RCC/local tip)
 Domestic garbage collection
 Encouraging recycling
 Encouraging waste reduction initiatives

Planning Development and Regulatory Services

Dog control
 Managing development and growth
 Enforcement of development and building regulations
 Litter control and rubbish dumping

An Explanation

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.

Council Services and Facilities

A major component of the 2022 Community Survey was to assess perceived Importance of, and Satisfaction with 43 Council-provided services and facilities – the equivalent of 86 separate questions!

We have utilised the following techniques to summarise and analyse these 86 questions:

4.1. Highlights and Comparison with 2021 Results



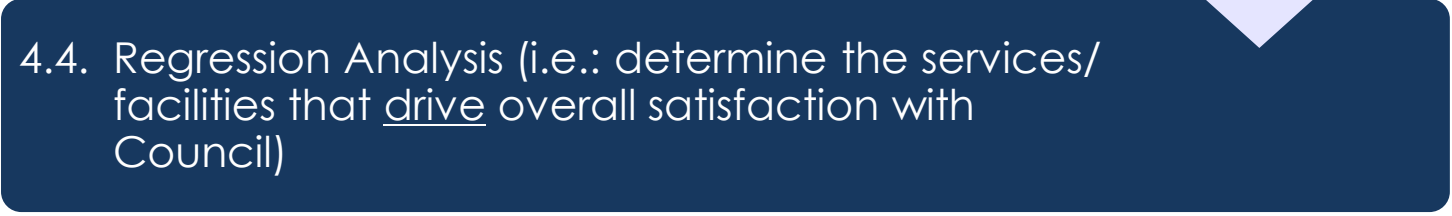
4.2. Performance Gap Analysis



4.3. Quadrant Analysis



4.4. Regression Analysis (i.e.: determine the services/ facilities that drive overall satisfaction with Council)



4.1 Services and Facilities – Importance

– Comparison by Year

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 above chart compares the mean importance ratings for 2022 vs 2021.

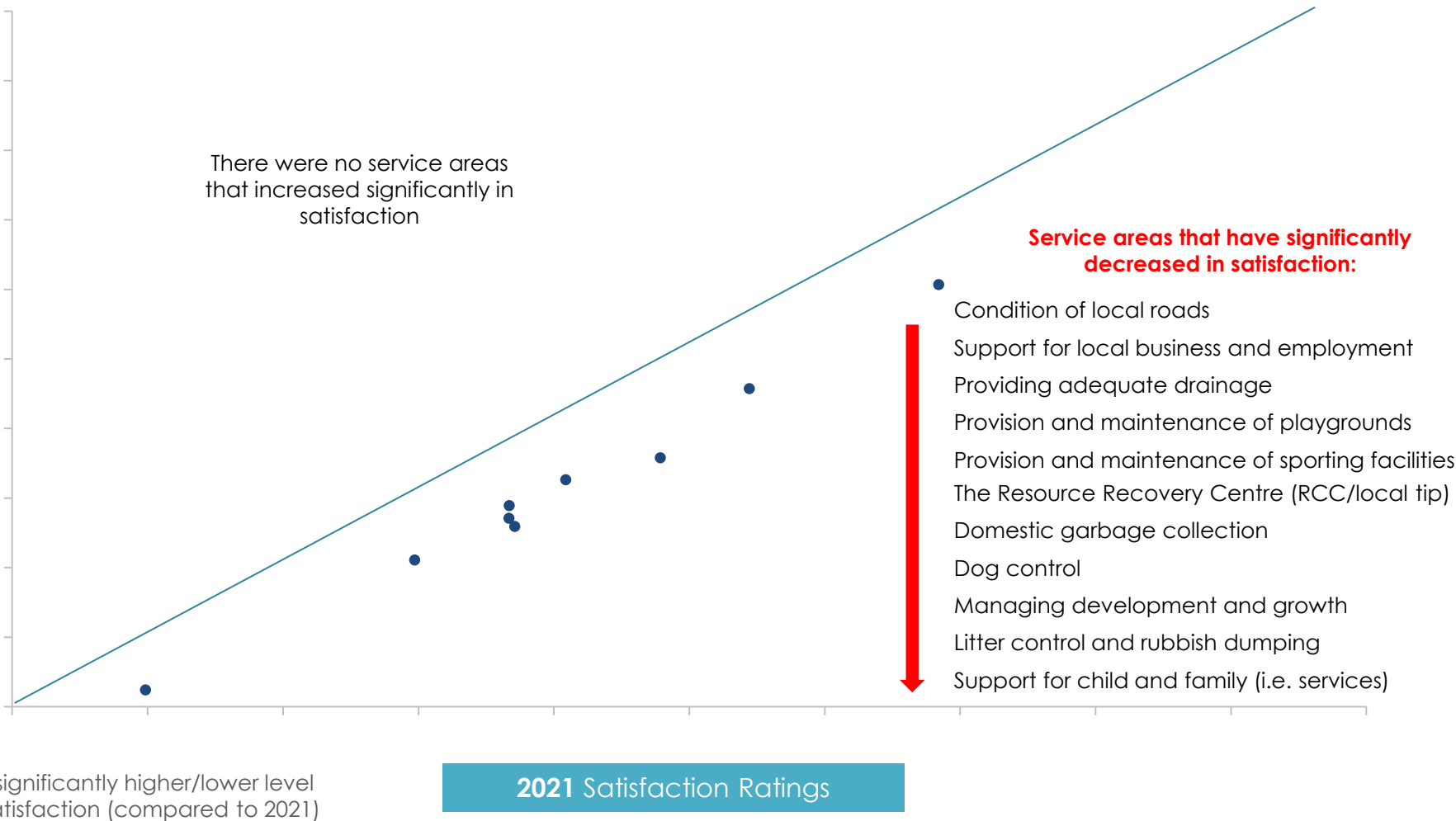
Importance significantly increased for 1 of the 43 comparable services and facilities, there were also significant decreases in importance for 8 of the 43 services and facilities.

4.1 Services and Facilities – Satisfaction

– Comparison by Year

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.

2022 Satisfaction Ratings



The above chart compares the mean satisfaction ratings in 2022 vs 2021.

Whilst there were no service/facility areas that increased in satisfaction, 11 measures experienced a decrease in resident satisfaction compared to the previous research.

4.1. Importance & Satisfaction – Highest/Lowest Rated Services/Facilities

Importance

The following services/facilities received the highest T2 box importance ratings:

Higher importance	T2 Box	Mean
Domestic garbage collection	93%	4.67
Reliability of town water	93%	4.70
Town drinking water quality	91%	4.64
Condition of local roads	91%	4.67
Encouraging recycling	90%	4.62

The following services/facilities received the lowest T2 box importance ratings:

Lower importance	T2 Box	Mean
Provision and maintenance of swimming pools	57%	3.50
Provision and maintenance of sporting facilities	62%	3.79
Provision and maintenance of community halls/facilities	63%	3.84
Revitalisation/beautification of town and village centres as well as the surrounding areas	63%	3.85
Support for arts and culture	65%	3.86

T2B = important/very important
Scale: 1 = not at all important, 5 = very important

Satisfaction

The following services/facilities received the highest T3 box satisfaction ratings:

Higher satisfaction	T3 Box	Mean
Provision and operation of libraries	95%	4.14
Reliability of town water	92%	4.18
Overall sewerage system performance (chokes, overflows, odour)	88%	3.96
Green waste collection	88%	4.02
Domestic garbage collection	88%	4.02

The following services/facilities received the lowest T3 box satisfaction ratings:

Lower satisfaction	T3 Box	Mean
Condition of local roads	15%	1.53
Opportunities to participate in Council decision making	42%	2.31
Managing development and growth	49%	2.44
Enforcement of development and building regulations	54%	2.55
Availability of car parking in the town and village centres	54%	2.55

T3B = somewhat satisfied/satisfied/very satisfied
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.

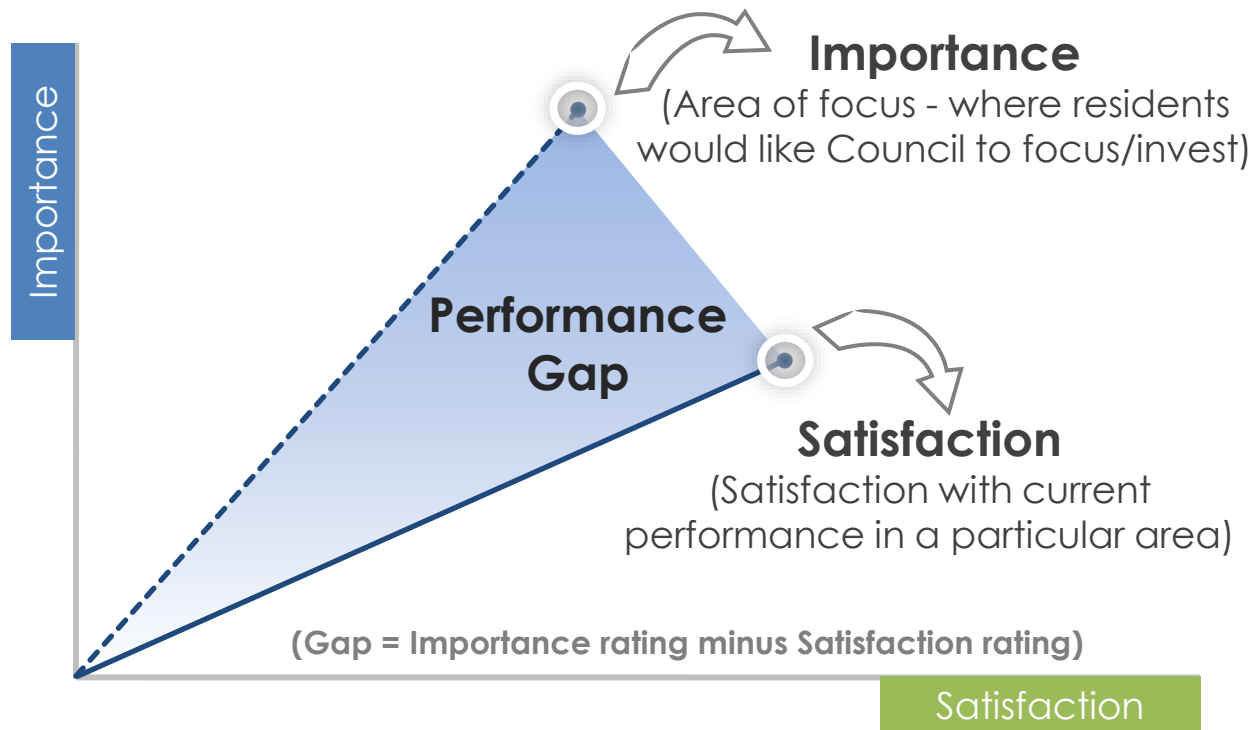
4.2. Performance Gap Analysis

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 Wingecarribee 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.



4.2. 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 only between 15% and 58%.

Service areas achieving the largest performance gaps include assets, communication and engagement and planning development and regulatory services.

Service Area	Service/Facility	Importance T2 Box	Satisfaction T3 Box	Performance Gap (Importance – Satisfaction)
Shire Presentation	Condition of local roads	91%	15%	76%
Planning Development and Regulatory Services	Managing development and growth	87%	49%	38%
Assets	Providing adequate drainage	89%	53%	36%
Communication and Engagement	Opportunities to participate in Council decision making	73%	42%	31%
Communication and Engagement	Council provision of information to residents	88%	58%	30%
Planning Development and Regulatory Services	Enforcement of development and building regulations	83%	54%	29%
Assets	Availability of car parking in the town and village centres	82%	54%	28%
Assets	Provision and quality of footpaths	84%	58%	26%

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.

4.3. 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 equal to our Benchmark for importance, and their satisfaction was, on average, marginally lower.

	Wingecarribee Shire Council	Micromex Comparable Regional Benchmark
Average Importance	79%	79%
Average Satisfaction	73%	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 'providing adequate drainage' 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 (i.e. bus shelters, footpaths, bus routes)', 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, **SOCIAL CAPITAL**, 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.

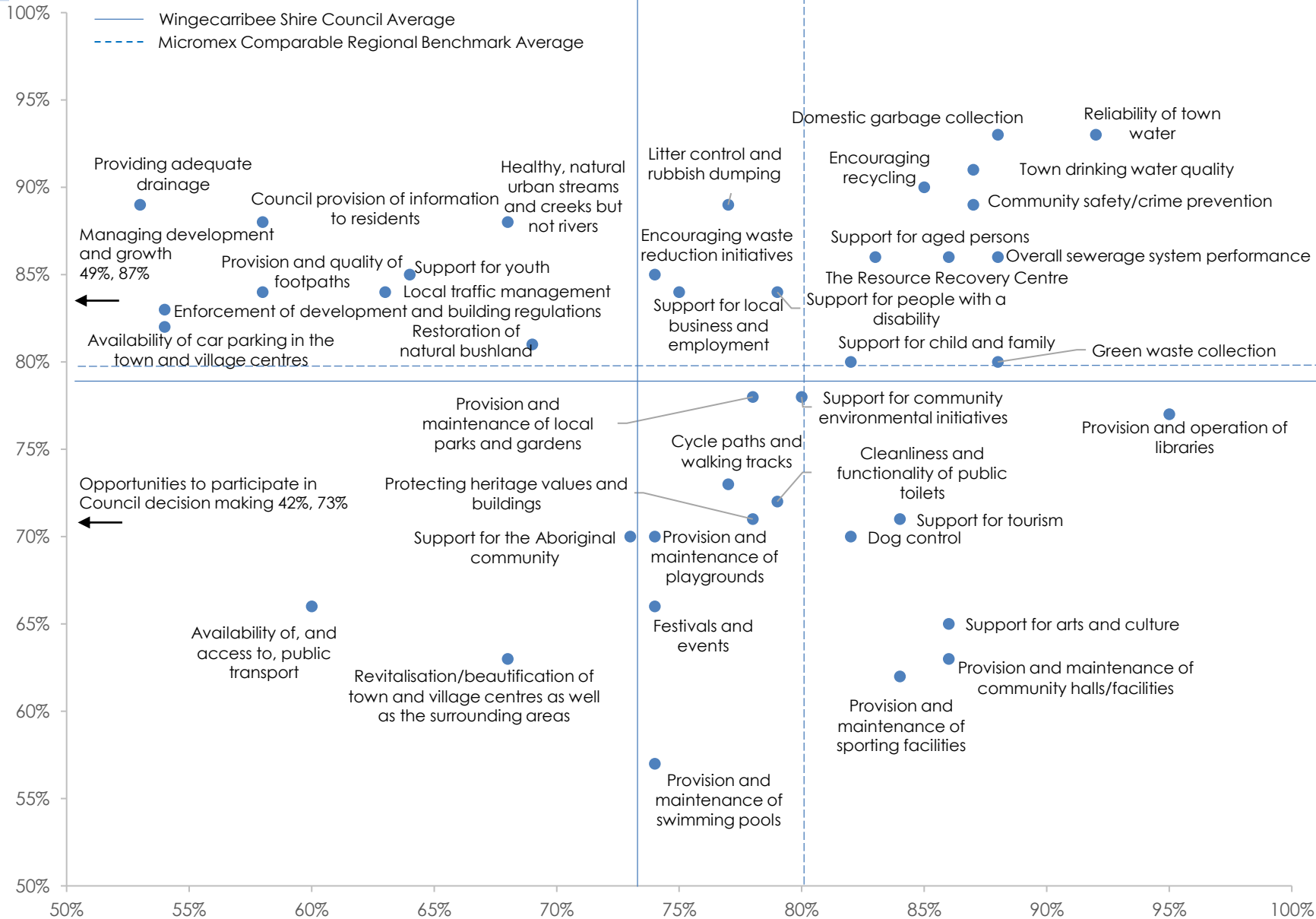
Recommendations based only on stated importance and satisfaction have major limitations, as the actual questionnaire process essentially 'silos' facilities and services as if they are independent variables, when they are in fact all part of the broader community perception of council performance.



Improve
Higher importance, lower satisfaction

Maintain
Higher importance, higher satisfaction

Importance



Niche
Lower importance, lower satisfaction

Satisfaction

Social Capital
Lower importance, higher satisfaction

4.4. 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 the '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 here 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 a 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.

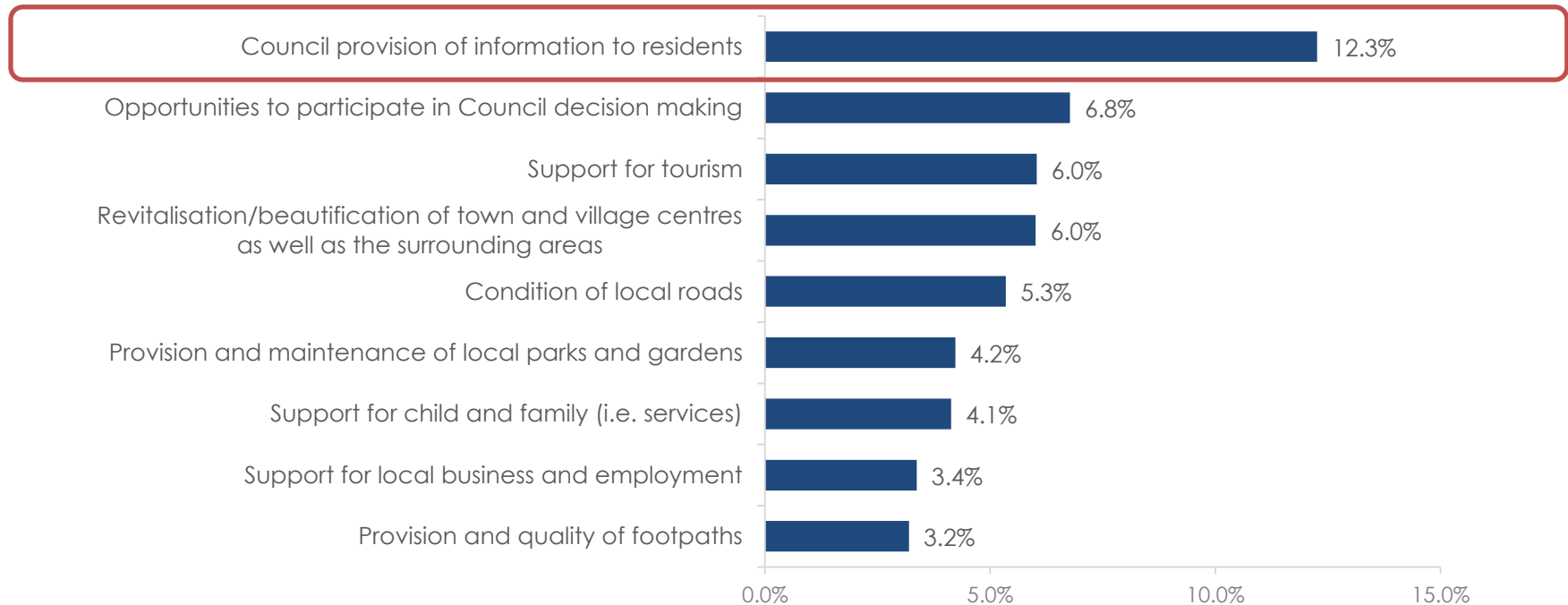
What Does This Mean?

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'.



4.4. 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.

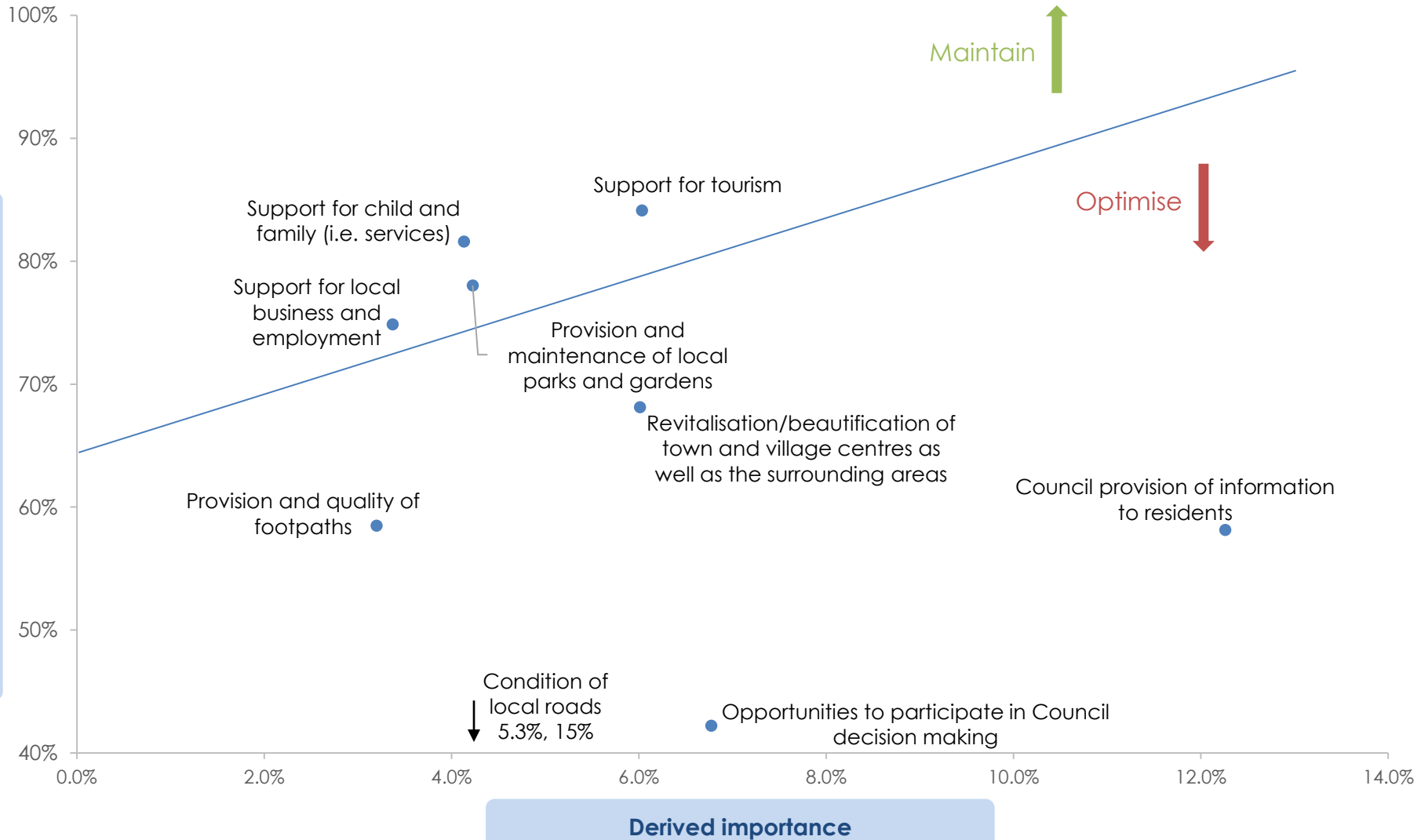
These top 9 services/facilities (so 21% of the 43 services/facilities) account for over 51% of the variation in overall satisfaction. Therefore, whilst all 43 services/facilities are important, only a number of them are potentially significant drivers of satisfaction (at this stage, the other 34 services/facilities have less impact on satisfaction – although if resident satisfaction with them was to suddenly change they may have more immediate impact on satisfaction).

R² value = Barrier: 41.4982
Optimiser: 32.3512

Note: Please see Appendix A for complete list

The score assigned to each area indicates the percentage of influence each attribute contributes to overall satisfaction with Council. If Council can increase satisfaction in these areas it will improve overall community satisfaction.

4.4. Mapping Stated Satisfaction and Derived Importance Identifies the Community Priority Areas



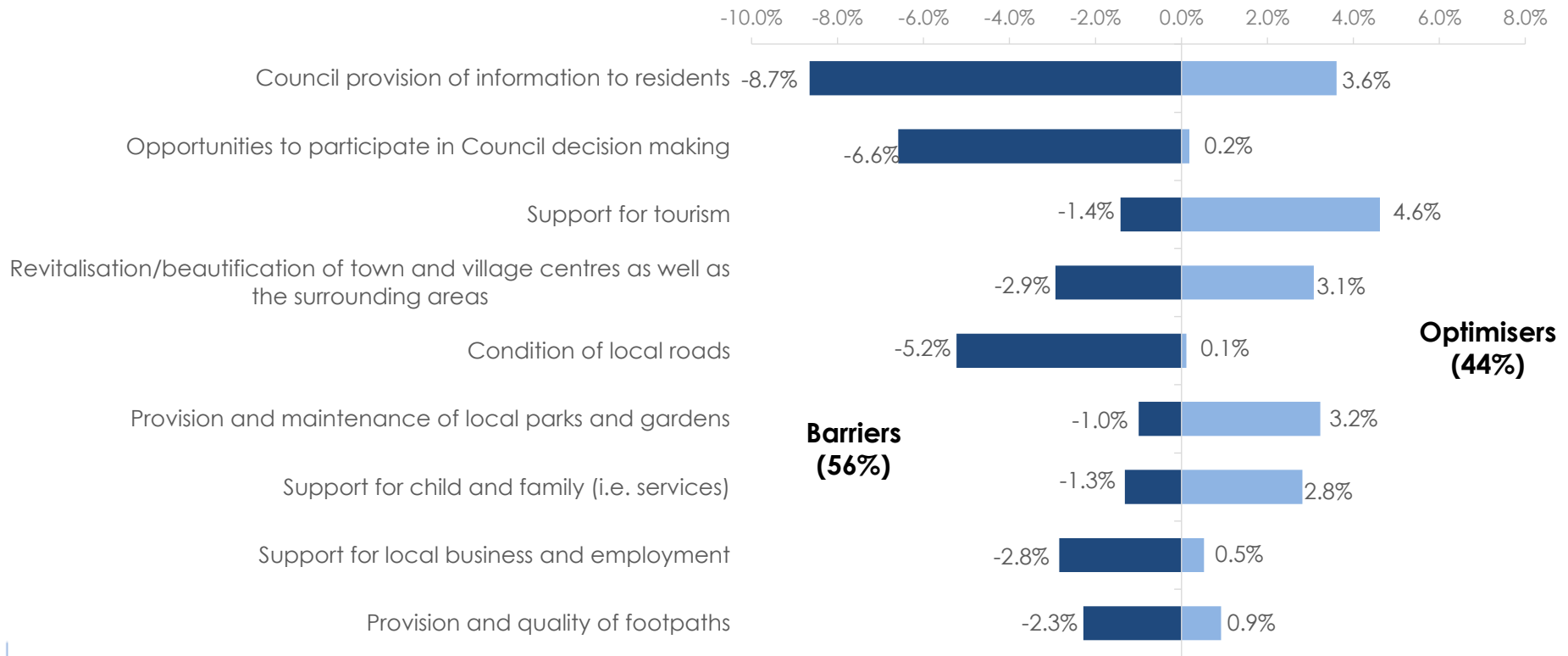
The above chart looks at the relationship between stated satisfaction (top 3 box) and derived importance (Regression result) to identify the level of contribution of each measure. Any services/facilities below the blue line (shown above) could potentially be benchmarked to target in future research to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

4.4. 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.

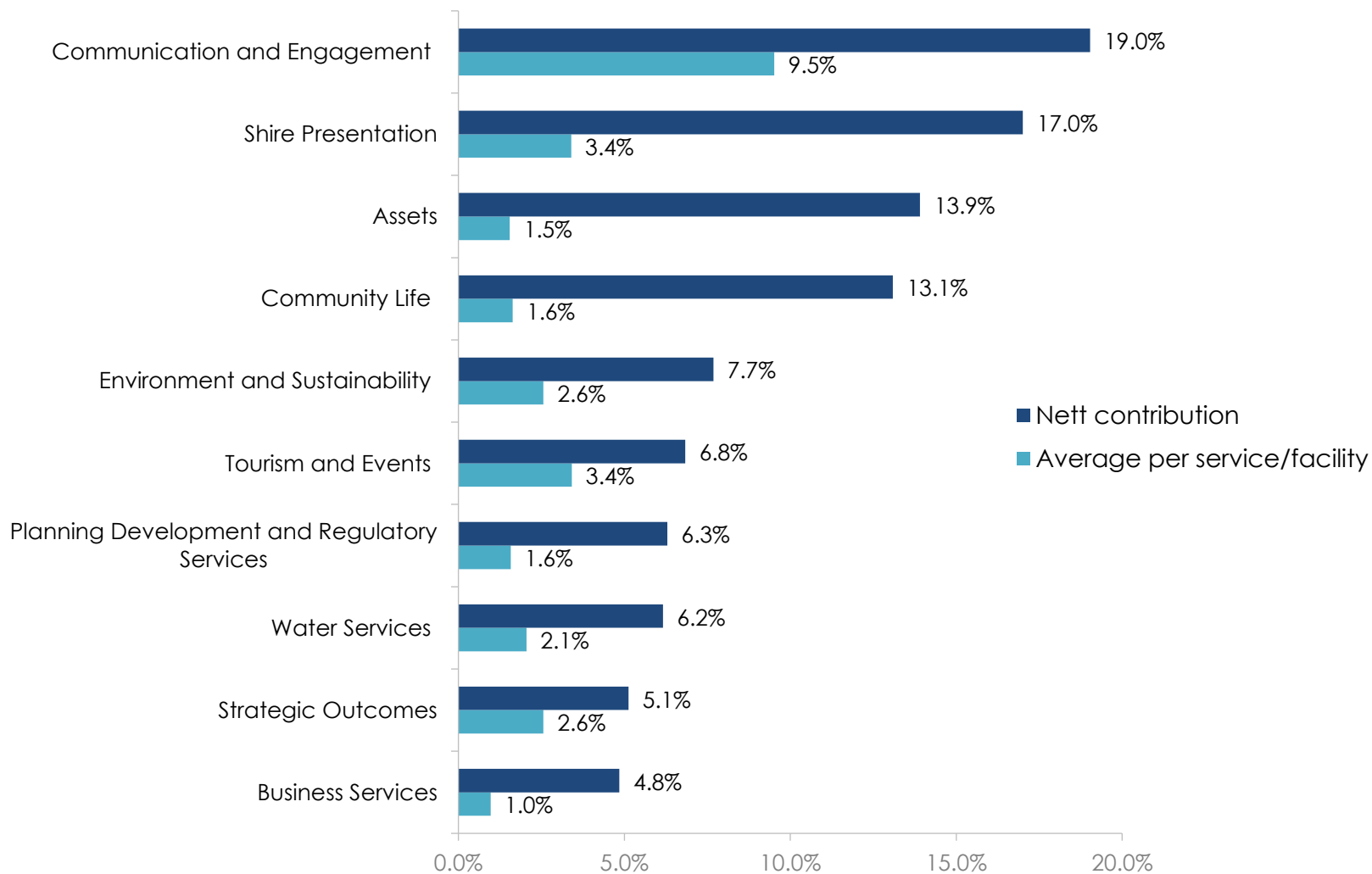


Different levers address the different levels of satisfaction across the community



4.4. 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. 'Communication and engagement' (9.5% average contribution) is the key contributor toward overall satisfaction with Council's performance.



5. Planning for the Future



Detailed Results

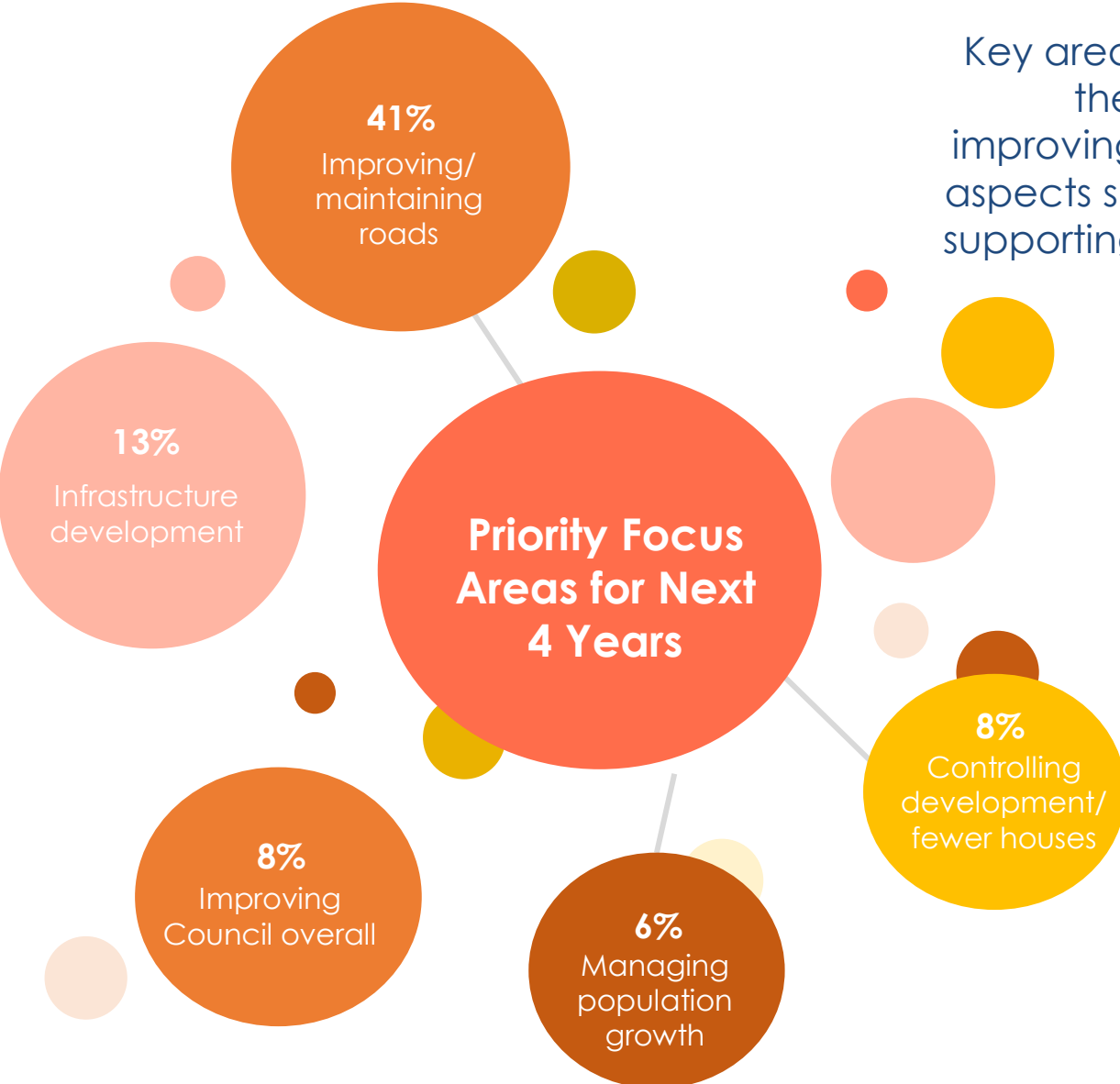
1. Living in the Wingecarribee LGA
2. Key Performance Indicators
3. Council's Communication
4. Summary of Council's Services/Facilities
- 5. Planning for the Future**
6. Council Administrator – Rating of Key Criteria
7. Comparison to Micromex Regional Benchmark
8. Service Areas – Detailed Analysis

This section explores residents' priorities when planning for the future.



Top Priorities for Council to Focus on in the Next Four Years

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



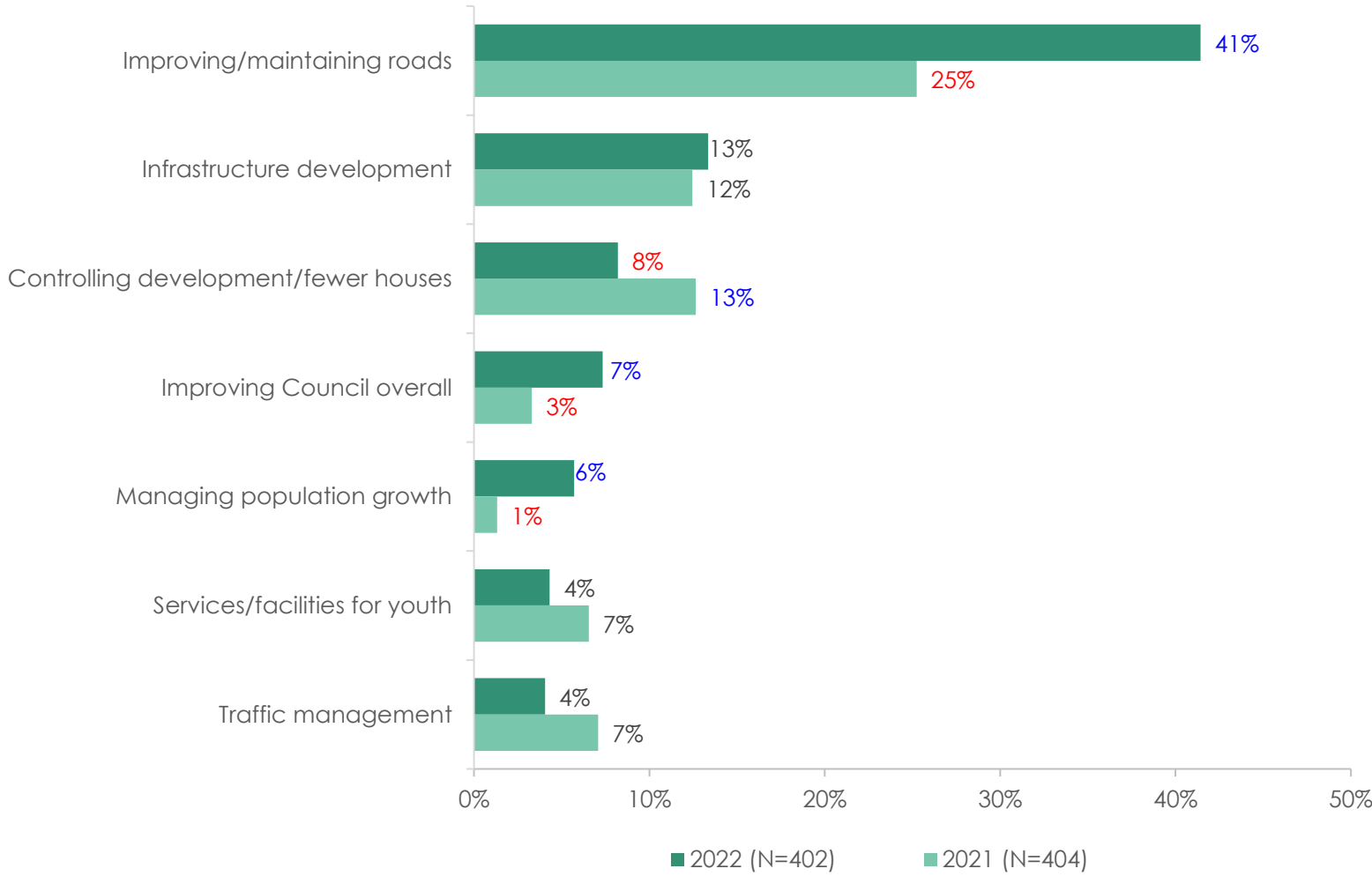
Key areas for Council to prioritise over the next 4 years centre on improving/maintaining roads as well as aspects surrounding population growth, supporting infrastructure and managing development.



Base: N = 402
The following slide provides the full detailed list

Top Priorities for Council to Focus on in the Next Four Years

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



A significantly higher/lower percentage (by group)
 Note: Please see Appendix A for responses <4%

Improving/maintaining roads has increased significantly as a priority for residents in 2022 – Not a surprising result, given the weather events impacting local roads this year.

Top Priorities for Council to Focus on in the Next Four Years

Example of Top Code Verbatim Comments

Improving/Maintaining roads 41%

"Maintenance of sealed and unsealed roads"

"Roads are in a very bad condition. Council that needs to look into this in the future"

"Repair and resurface roads, especially Old/New Berrima to Moss Vale"

"Better road infrastructure and connectivity, e.g. more bypasses so residents don't have to go through town; roads that support increased development and trucks; better road building and grading"

"Better road infrastructure e.g. better quality workmanship, longer-lasting road maintenance"

"Fix the roads. They are in very poor condition and council needs to put a lot more concentration into fixing them"

Infrastructure development 13%

"Keeping infrastructure and services up with population growth e.g. parking, local hospital service availability"

"Provide the infrastructure to match the growing housing developments in the area"

"Provision of infrastructure to keep up with development"

"Infrastructure management e.g. roads, drainage have been neglected too long, unsuited to the amount of population coming into the area"

"Council needs to ensure sustainable development is achieved by ensuring there is enough infrastructure to support additional developments"

"Infrastructure; parking and roads need to be managed better given the growth of the area and increased traffic"

Controlling development/fewer houses 8%

"Careful planning around growth and development that maintain the natural aspects of the area"

"Town planning to support the increased development and growth in a sustainable way to maintain quality of life"

"Better road infrastructure and connectivity, e.g. more bypasses so residents don't have to go through town; roads that support increased development and trucks; better road building and grading"

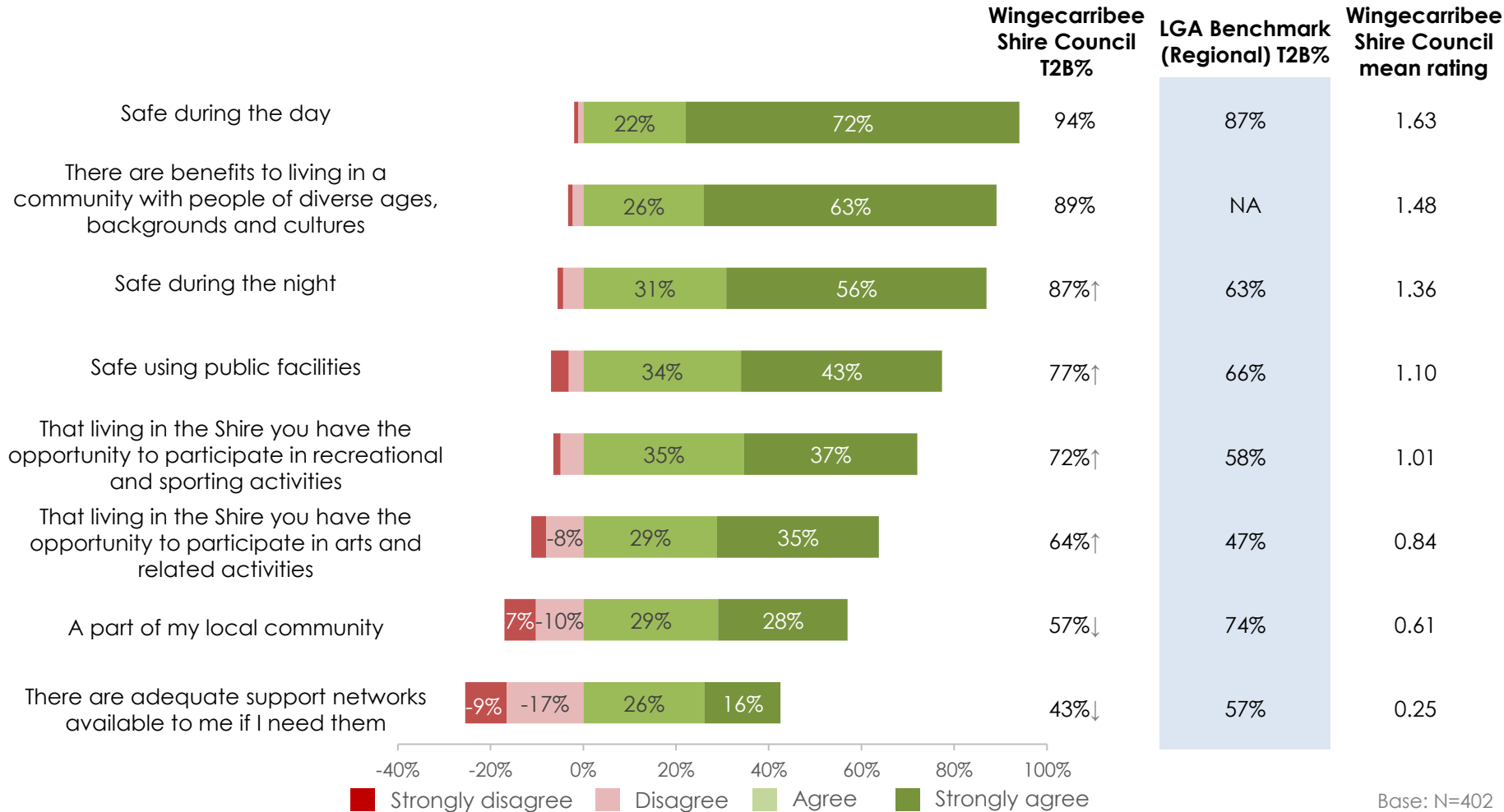
"Better residential and commercial development planning, e.g. infrastructure doesn't support development being put in"

"Need to do better with planning there is no real structure for the future"

"Managing development and urbanisation so infrastructure and services keep up"

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

Scale: -2 = strongly disagree, 2 = strongly agree
Please see Appendix A for results by demographics
Note: Data <5% not shown in chart

All safety measures continue to score above the Micromex Regional Benchmark in 2022.

Residents also rate the opportunity to participate in recreational, sporting and arts activities higher than the Benchmark. Inclusive measures are rated lower by residents in Wingecarribee Shire, with residents less likely to agree that they feel a part of the local community and that there are adequate support networks in place.

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?

	2022 T2B% N=402	2021 T2B% N=403-404
Safe during the day	94%	94%
There are benefits to living in a community with people of diverse ages, backgrounds and cultures	89%	87%
Safe during the night	87%	87%
Safe using public facilities	77%	76%
That living in the shire you have the opportunity to participate in recreational and sporting activities	72%	79%
That living in the Shire you have the opportunity to participate in arts and related activities	64%	64%
A part of my local community	57%	64%
There are adequate support networks available to me if I need them	43%	47%

A significantly higher/lower percentage (by group)

Agreement with 2031 Measures has remained relatively steady in 2022, with the opportunity to participate in recreational and sporting activities being the only measure having significantly declined.

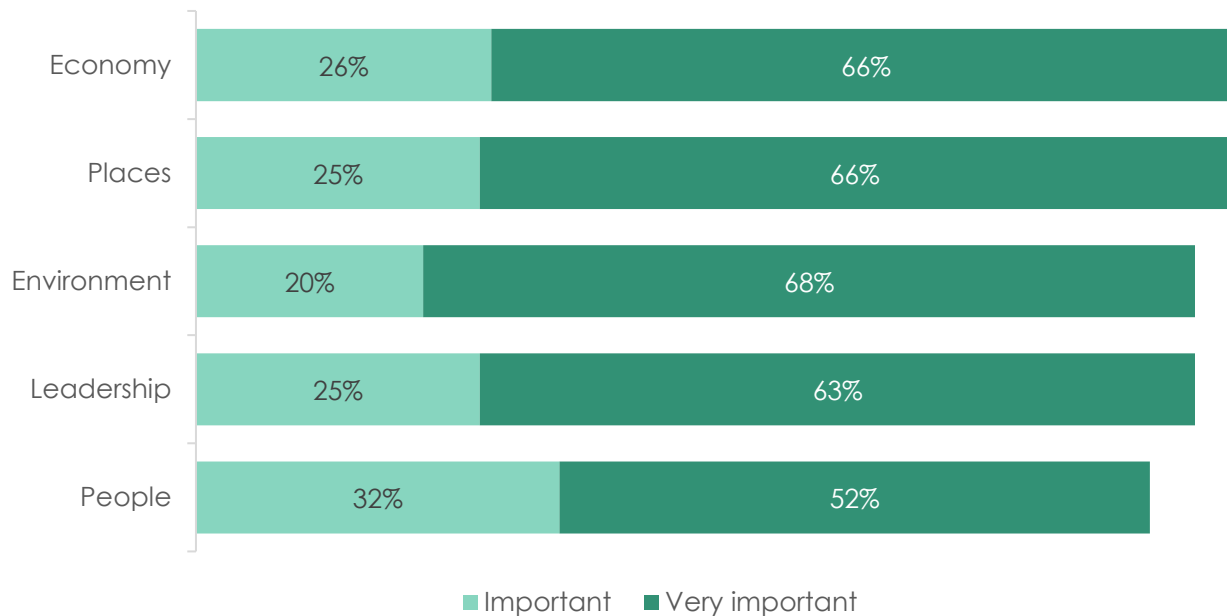
Community Strategic Plan

Council is currently updating the Wingecarribee Community Strategic Plan. The Plan includes a vision for the Shire and strategies to achieve Council's goals. As part of the update, Council is revisiting the 5 themes that guide the Plan.

1. Leadership
2. People
3. Places
4. Environment
5. Economy

Residents were asked to rate how important each of the themes are for the long-term future of the region. Following is a snapshot of the results – Very important/Important Scores. Detailed analysis can be found in the following slides.

Community Strategic Plan – 5 Themes



Base: N=402

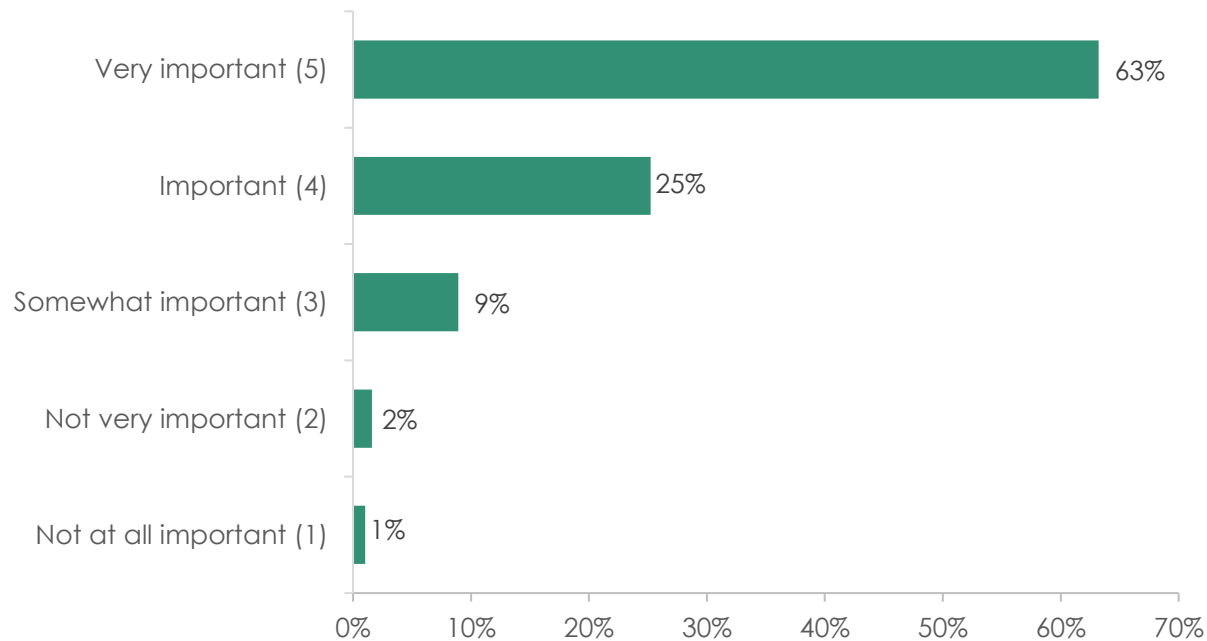
This chart shows very important/important scores across the 5 themes that inform the Community Strategic Plan.

It is apparent that all themes are very important to the community, with Places and Economy the highest rated pillars.

Community Strategic Plan – Leadership

Q10a. Thinking about the theme of "Leadership" which covers how the Council engages with the community, plans for the future, involves the community in decision making and manages resources. How important do you think this theme is for the long-term future of the region?

	Overall 2022	Male	Female	18–34	35–49	50–64	65+	Town	Village
Mean rating	4.48	4.36	4.58	4.29	4.48	4.53	4.55	4.51	4.45
Top 2 Box %	88%	84%	93%	75%	91%	91%	92%	89%	87%
Base	402	191	211	76	82	103	141	213	189



Base: N=402

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

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

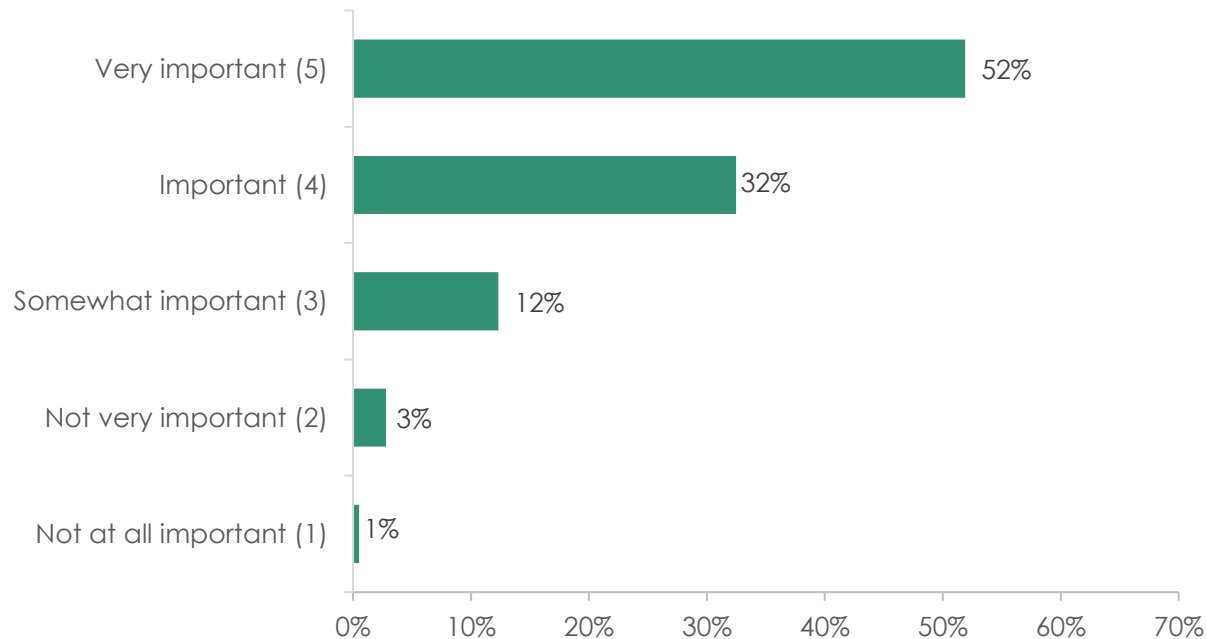
88% of residents believe Leadership to be a very important/important theme for the long term planning of the region.

Female residents were more likely to find this theme of higher importance.

Community Strategic Plan – People

Q10b. Thinking about the theme of “People” which promotes community health and wellbeing, access to education, culture and the arts, and having inclusive, connected and diverse communities. How important do you think this theme is for the long-term future of the region?

	Overall 2022	Male	Female	18–34	35–49	50–64	65+	Town	Village
Mean rating	4.32	4.18	4.45	4.29	4.30	4.28	4.39	4.41	4.23
Top 2 Box %	84%	81%	87%	86%	80%	86%	85%	88%	80%
Base	402	191	211	76	82	103	141	213	189



Base: N=402

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

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

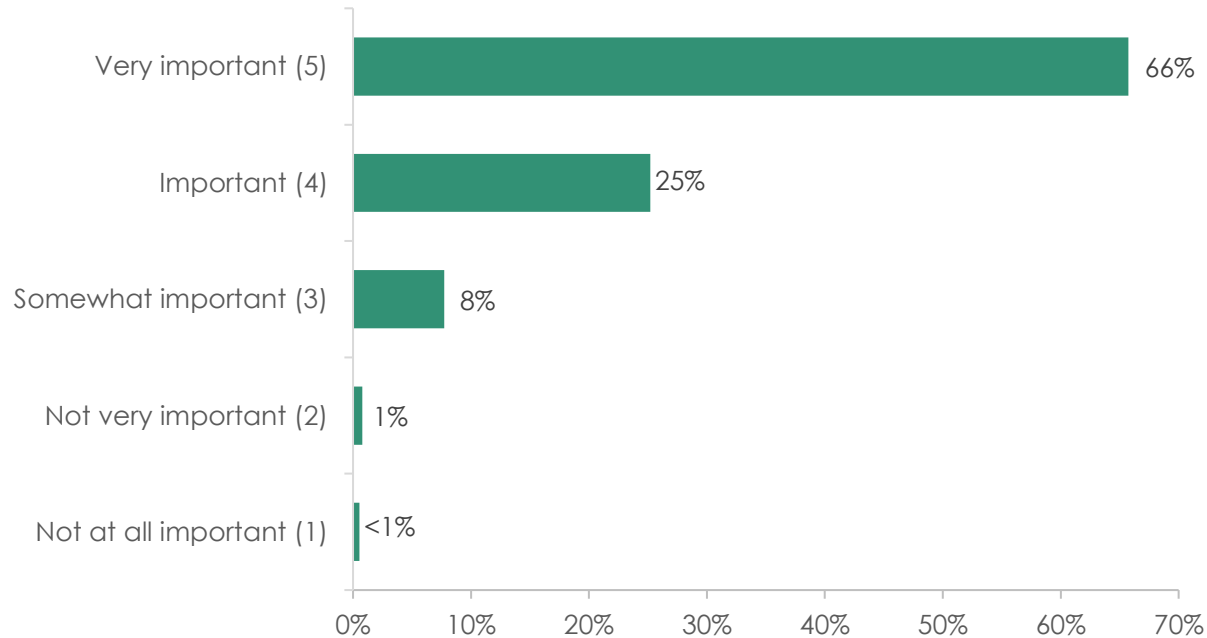
84% of residents rated the theme of People (promotion of health and wellbeing), as important/very important.

Female residents and those living in town areas were significantly more likely to rate this pillar important.

Community Strategic Plan – Places

Q10c. Thinking about the theme of "Places" which covers access to housing, improved transport networks, vibrant local villages and town centres, provision of community facilities, and maintaining our unique local heritage. How important do you think this theme is for the long-term future of the region?

	Overall 2022	Male	Female	18–34	35–49	50–64	65+	Town	Village
Mean rating	4.55	4.47	4.62	4.61	4.57	4.53	4.52	4.54	4.55
Top 2 Box %	91%	89%	93%	93%	94%	87%	91%	90%	92%
Base	402	191	211	76	82	103	141	213	189



Base: N=402

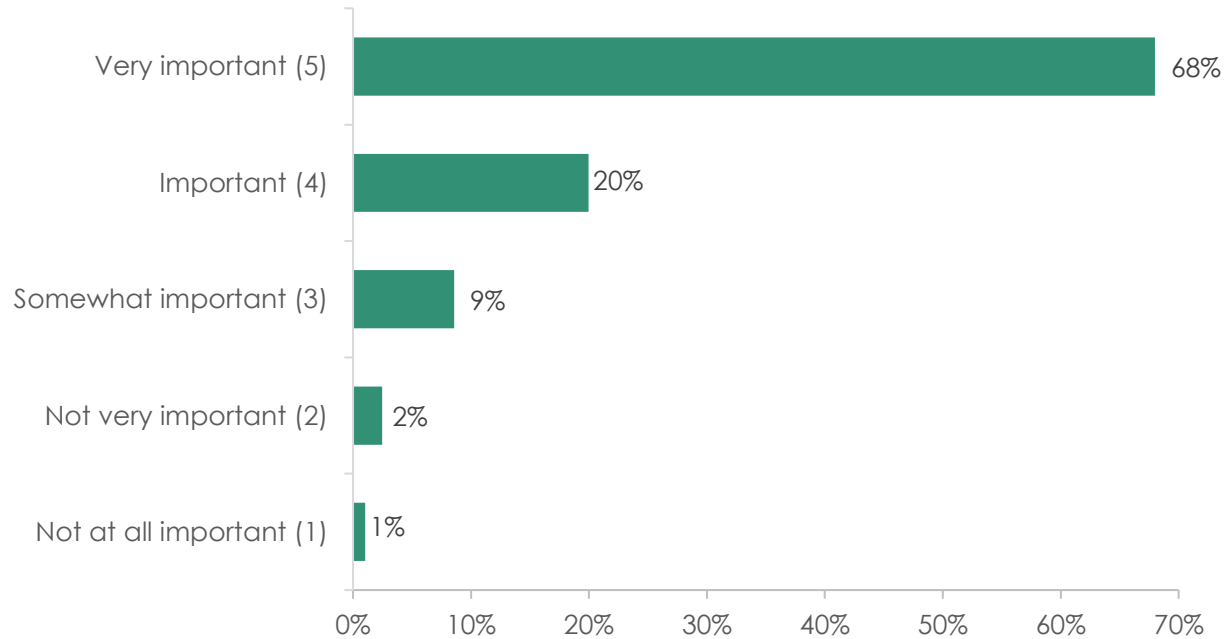
Scale: 1 = not at all important, 5 = very important

91% of residents rated the theme, Places (encompassing access to housing, improvements to road networks and community facilities) as important or very important.

Community Strategic Plan – Environment

Q10d. Thinking about the theme of "Environment" which includes protecting and enhancing our natural environment, living more sustainably, addressing climate change and managing and reducing waste. How important do you think this theme is for the long-term future of the region?

	Overall 2022	Male	Female	18–34	35–49	50–64	65+	Town	Village
Mean rating	4.51	4.42	4.60	4.46	4.46	4.61	4.50	4.53	4.50
Top 2 Box %	88%	84%	91%	89%	82%	91%	88%	89%	87%
Base	402	191	211	76	82	103	141	213	189



Base: N=402

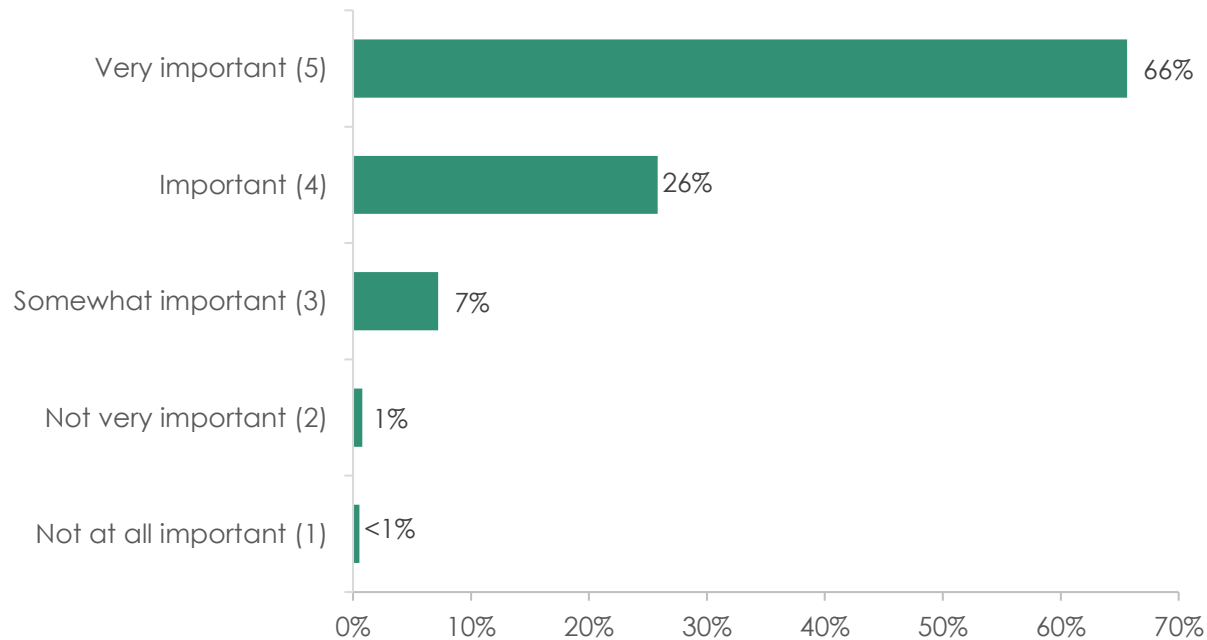
Scale: 1 = not at all important, 5 = very important

88% of residents rated the theme of Environment as important or very important for the long term planning of the region.

Community Strategic Plan – Economy

Q10e. Thinking about the theme of “Economy” which includes supporting local business and industry (including agriculture), creating local jobs, encouraging innovative technologies and sustainable tourism, and providing opportunities for training and skills development. How important do you think this theme is for the long-term future of the region?

	Overall 2022	Male	Female	18–34	35–49	50–64	65+	Town	Village
Mean rating	4.55	4.55	4.56	4.54	4.54	4.62	4.52	4.57	4.53
Top 2 Box %	91%	94%	89%	93%	91%	96%	88%	91%	92%
Base	402	191	211	76	82	103	141	213	189



Base: N=402

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

The importance of the Economy pillar is very high, with 91% of residents rating this measure important or very important.

6. Council Administrator – Rating of Key Criteria



Detailed Results

1. Living in the Wingecarribee LGA
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5. Planning for the Future
- 6. Council Administrator – Rating of Key Criteria**
7. Comparison to Micromex Regional Benchmark
8. Service Areas – Detailed Analysis

This section explores residents' awareness of, and satisfaction with the current Administrator.

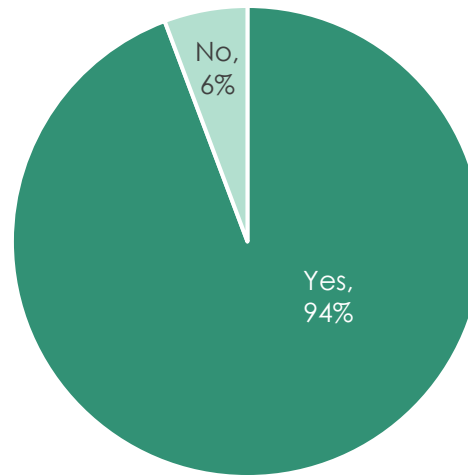


Awareness of the Council Administrator

In March 2021 NSW Government placed the Wingecarribee Shire Council under administration. An Administrator acts as the Council, effectively replacing the role previously performed by the Mayor and Councillors. This situation will remain in place until the September 2024 Council Elections.

Q8a. Prior to this call were you aware that Council was under administration?

	Overall	Male	Female	18-34	35-49	50-64	65+	Town	Village
Yes %	94%	98%	91%	86%	92%	99%	97%	93%	96%
Base	402	191	211	76	82	103	141	213	189



Base: N=402

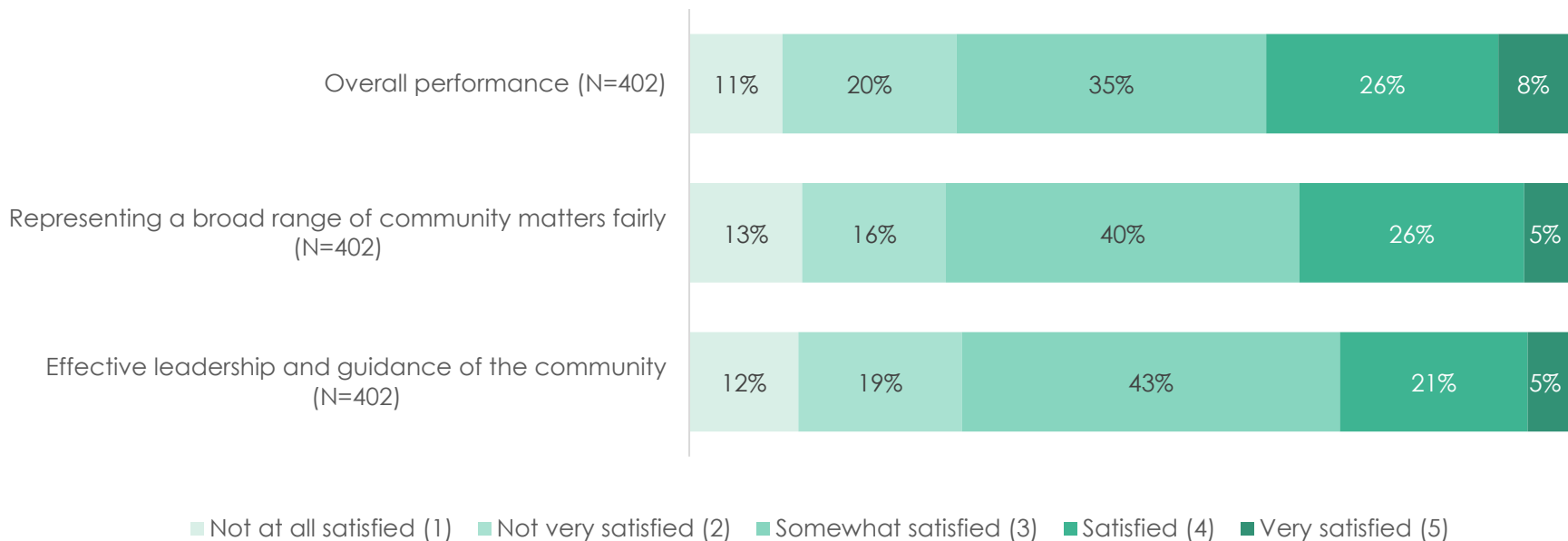
A significantly higher/lower level (by group)

Awareness of the Administrator was very high overall, with lower awareness recorded amongst female residents and those aged 18-34.

Satisfaction with the Council Administrator

Q8b/c/d. Thinking specifically about the current administrator, how satisfied are you with their performance on the following?

	Mean rating	Top 3 Box %
Overall performance	3.01	70%
Representing a broad range of community matters fairly	2.94	71%
Effective leadership and guidance of the community	2.87	69%



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

Note: Please see Appendix A for results by demographics

Residents rated the overall performance, representation and leadership of the current Administrator with moderate levels of satisfaction. Just over 2/3 of residents are at least somewhat satisfied with these measures. Analysis by demographics (shown in Appendix A) show those aged 65+ to be significantly more satisfied with the Administrator across prompted measurables.

7. Comparison to Micromex Regional Benchmark



Detailed Results

1. Living in the Wingecarribee LGA
2. Key Performance Indicators
3. Council's Communication
4. Summary of Council's Services/Facilities
5. Planning for the Future
6. Council Administrator – Rating of Key Criteria
- 7. Comparison to Micromex Regional Benchmark**
8. Service Areas – Detailed Analysis

This section benchmarks Wingecarribee Shire Council's delivery on key criteria against Micromex Regional normative data.





**Overall
Satisfaction**



**Importance
Measures**

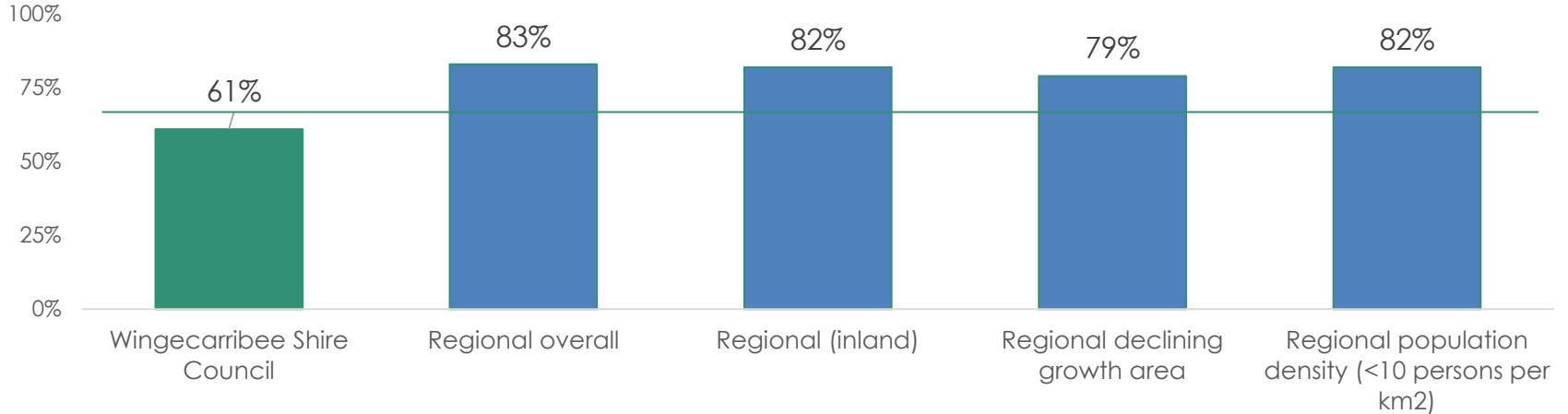


**Satisfaction
Ratings**

Micromex Benchmark – Regional

Overall Satisfaction – Compared to Micromex Benchmark

T3B (at least somewhat satisfied)



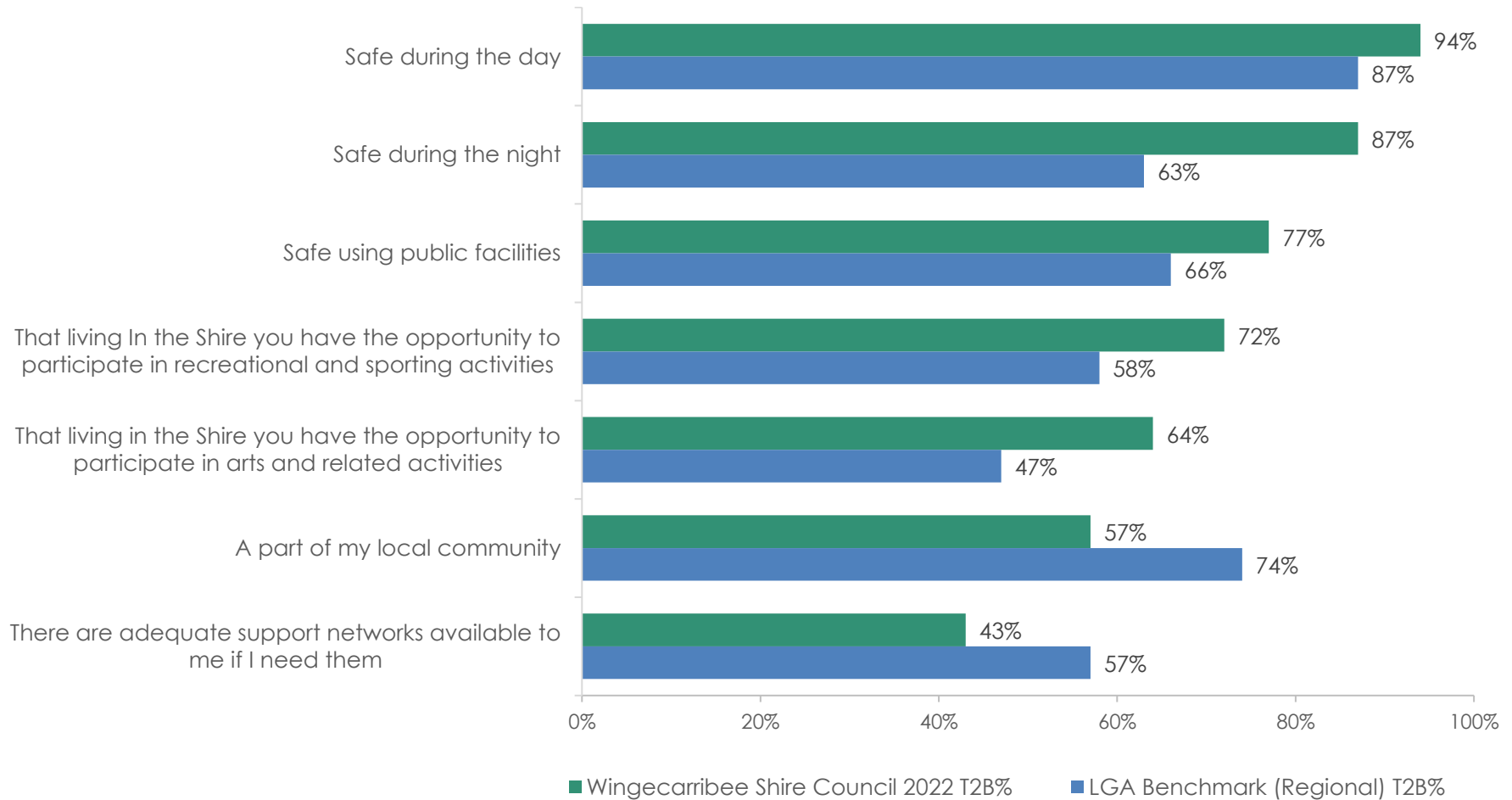
T3B %	Gender		Age			
	Male	Female	18-34	35-49	50-64	65+
Wingecarribee Shire Council	59%	63%	68%	52%	55%	68%
Regional (overall) Benchmark	85%	88%	90%	86%	84%	86%

Note: No significant testing has been conducted, data is for point of interest only

Wingecarribee Shire Council's overall satisfaction results are lower than our normative data from other Regional Councils.

Agreement Statements – Comparison to Micromex Benchmark

Q4c. How strongly do you agree or disagree with the following statements?



Note: No significant testing has been conducted, data is for point of interest only

Wingecarribee Shire Council out-performs the Regional Benchmark across all safety measures and participation in arts, recreational and sporting activities.

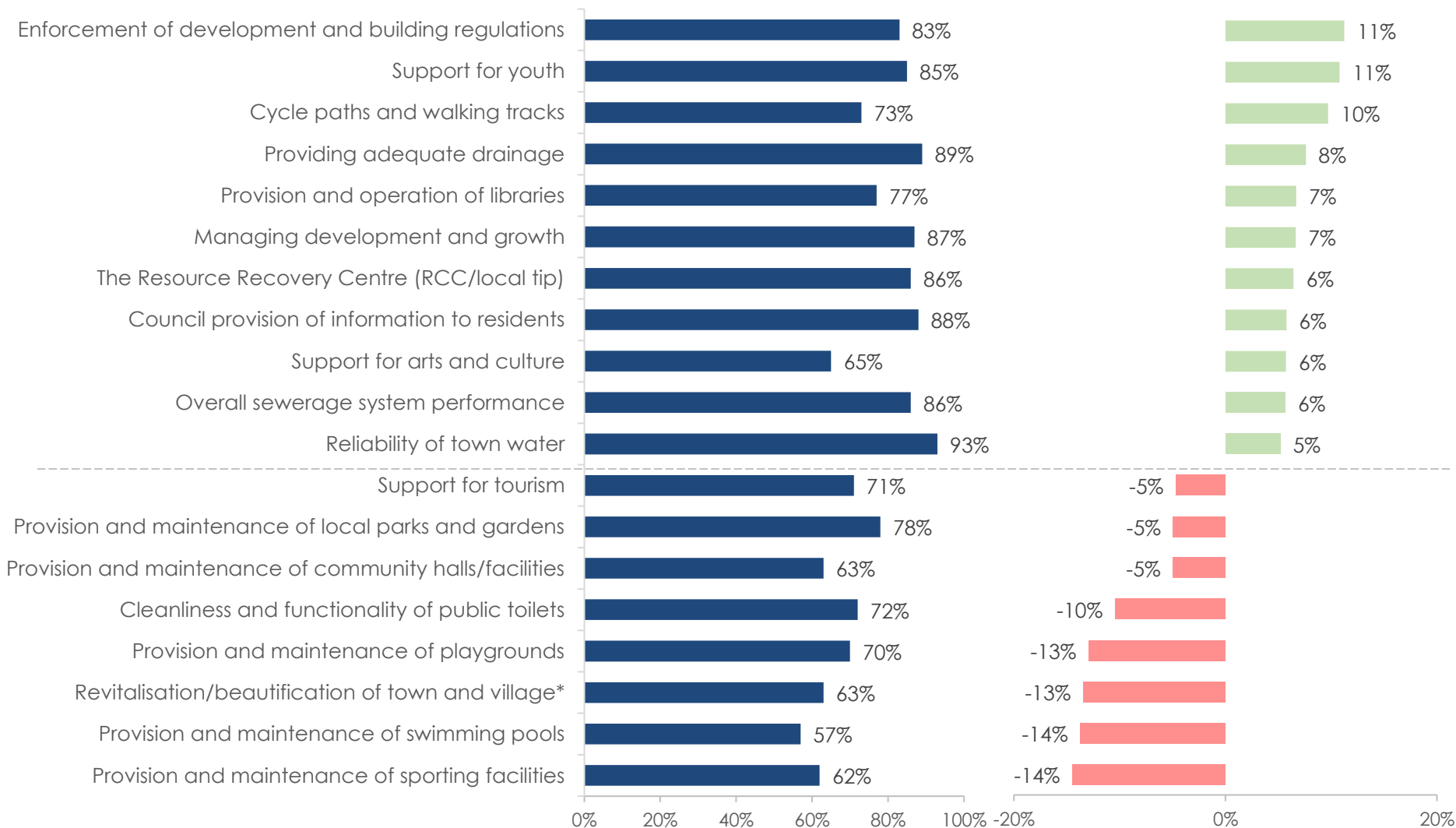
Council falls below the Benchmark norms for inclusivity and support measures.

Importance Compared to the Micromex Benchmark

The chart below shows the variance between Wingecarribee Shire Council top 2 box importance scores and the Micromex Regional Benchmark. Services/facilities shown in the below chart highlight larger positive and negative gaps.

Wingecarribee Shire Council Top 2 Box Importance Scores

Variance to the Regional Benchmark



Note: Only services/facilities with a variance of +/- 5% to the Benchmark have been shown above. Please see Appendix A for detailed list

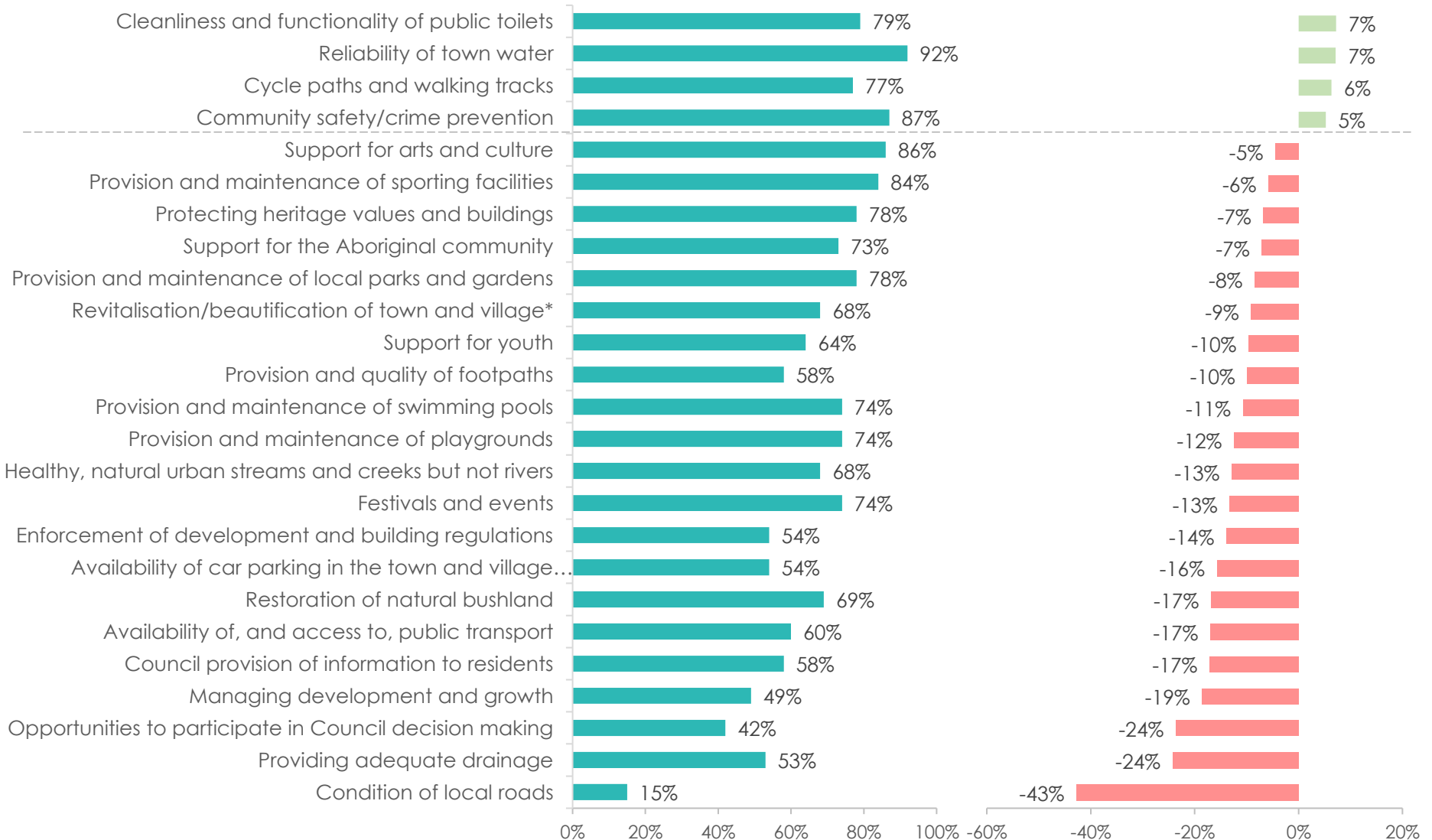
*centres as well as the surrounding areas

Satisfaction Compared to the Micromex Benchmark

The chart below shows the variance between Wingecarribee Shire Council top 3 box satisfaction scores and the Micromex Benchmark. Services/facilities shown in the below chart highlight larger positive and negative gaps.

Wingecarribee Top 3 Box Satisfaction Scores

Variance to the Regional Benchmark



Note: Only services/facilities with a variance of +/- 5% to the Benchmark have been shown above. Please see Appendix A for detailed list

*centres as well as the surrounding areas

8. Service Areas – Detailed Analysis



Detailed Results

1. Living in the Wingecarribee LGA
2. Key Performance Indicators
3. Council's Communication
4. Summary of Council's Services/Facilities
5. Planning for the Future
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7. Comparison to Micromex Regional Benchmark
- 8. Service Areas – Detailed Analysis**

This section provides a detailed analysis of Council's delivery across services/facilities.



Service Area 1: Shire Presentation

Detailed Overall Response

	Not at all important	Not very important	Somewhat important	Important	Very important	T2B	Mean rating	Base
Revitalisation/beautification of town and village centres as well as the surrounding areas	4%	9%	24%	24%	39%	63%	3.85	402
Provision and maintenance of local parks and gardens	3%	3%	17%	33%	45%	78%	4.15	402
Cleanliness and functionality of public toilets	8%	5%	15%	20%	52%	72%	4.03	402
Condition of local roads	6%	1%	2%	4%	88%	91%	4.67	402
Provision and maintenance of swimming pools	13%	10%	20%	26%	30%	57%	3.50	402

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



Service Area 1: Shire Presentation

Detailed Overall Response

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	T3B	Mean rating	Base
Revitalisation/beautification of town and village centres as well as the surrounding areas	10%	22%	30%	29%	9%	68%	3.06	251
Provision and maintenance of local parks and gardens	12%	10%	29%	33%	16%	78%	3.31	313
Cleanliness and functionality of public toilets	6%	16%	31%	37%	10%	79%	3.31	262
Condition of local roads	66%	20%	11%	3%	0%	15%	1.53	365
Provision and maintenance of swimming pools	12%	14%	24%	38%	12%	74%	3.24	211

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



Service Area 2: Strategic Outcomes

Detailed Overall Response

	Not at all important	Not very important	Somewhat important	Important	Very important	T2B	Mean rating	Base
Protecting heritage values and buildings	4%	7%	19%	22%	48%	71%	4.05	402
Support for local business and employment	4%	1%	11%	26%	58%	84%	4.33	402

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	T3B	Mean rating	Base
Protecting heritage values and buildings	11%	11%	35%	35%	8%	78%	3.19	270
Support for local business and employment	12%	13%	42%	25%	7%	75%	3.03	308

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



Service Area 3: Assets

Detailed Overall Response

	Not at all important	Not very important	Somewhat important	Important	Very important	T2B	Mean rating	Base
Availability of car parking in the town and village centres	3%	4%	10%	22%	60%	82%	4.32	402
Cycle paths and walking tracks	8%	4%	15%	26%	47%	73%	4.00	402
Local traffic management	2%	5%	10%	24%	60%	84%	4.35	402
Availability of, and access to, public transport	9%	7%	19%	18%	48%	66%	3.89	402
Providing adequate drainage	3%	2%	6%	14%	75%	89%	4.57	402
Provision and quality of footpaths	3%	3%	10%	26%	58%	84%	4.31	402
Provision and maintenance of playgrounds	8%	5%	17%	21%	49%	70%	3.98	402
Provision and maintenance of sporting facilities	8%	6%	24%	24%	38%	62%	3.79	402
Provision and maintenance of community halls/facilities	4%	6%	27%	28%	35%	63%	3.84	402

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



Service Area 3: Assets

Detailed Overall Response

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	T3B	Mean rating	Base
Availability of car parking in the town and village centres	26%	21%	31%	17%	5%	54%	2.55	331
Cycle paths and walking tracks	8%	15%	31%	36%	10%	77%	3.26	289
Local traffic management (i.e., roundabouts, line marking, signage, traffic lights)	17%	20%	28%	29%	6%	63%	2.86	337
Availability of, and access to, public transport (i.e., bus shelters, footpaths, bus routes)	19%	22%	29%	22%	8%	60%	2.79	251
Providing adequate drainage	22%	25%	31%	19%	3%	53%	2.56	357
Provision and quality of footpaths	18%	24%	31%	23%	5%	58%	2.73	333
Provision and maintenance of playgrounds	9%	17%	35%	30%	10%	74%	3.15	269
Provision and maintenance of sporting facilities	6%	10%	40%	33%	10%	84%	3.32	241
Provision and maintenance of community halls/facilities	6%	8%	39%	34%	13%	86%	3.39	243

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



Service Area 4: Business Services

Detailed Overall Response

	Not at all important	Not very important	Somewhat important	Important	Very important	T2B	Mean rating	Base
Green waste collection	7%	2%	11%	15%	65%	80%	4.29	402
The Resource Recovery Centre (RCC/local tip)	4%	2%	8%	22%	65%	86%	4.42	402
Domestic garbage collection	4%	1%	2%	12%	82%	93%	4.67	402
Encouraging recycling	2%	1%	7%	13%	77%	90%	4.62	402
Encouraging waste reduction initiatives	2%	2%	11%	16%	69%	85%	4.48	402

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	T3B	Mean rating	Base
Green waste collection	5%	7%	12%	32%	43%	88%	4.02	316
The Resource Recovery Centre (RCC/local tip)	8%	9%	21%	35%	27%	83%	3.64	345
Domestic garbage collection	7%	6%	12%	30%	45%	88%	4.02	373
Encouraging recycling	7%	8%	29%	29%	27%	85%	3.61	354
Encouraging waste reduction initiatives	10%	16%	39%	25%	10%	74%	3.09	336

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

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



Service Area 5: Planning Development and Regulatory Services

Detailed Overall Response

	Not at all important	Not very important	Somewhat important	Important	Very important	T2B	Mean rating	Base
Dog control	7%	6%	17%	20%	50%	70%	3.99	402
Managing development and growth	3%	2%	8%	15%	72%	87%	4.51	402
Enforcement of development and building regulations	4%	4%	10%	22%	60%	83%	4.32	402
Litter control and rubbish dumping	2%	1%	8%	20%	70%	89%	4.55	402

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	T3B	Mean rating	Base
Dog control	9%	9%	30%	38%	14%	82%	3.39	270
Managing development and growth	25%	26%	34%	10%	5%	49%	2.44	343
Enforcement of development and building regulations	25%	21%	34%	13%	6%	54%	2.55	318
Litter control and rubbish dumping	9%	14%	34%	30%	13%	77%	3.22	355

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

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



Service Area 6: Community Life

Detailed Overall Response

	Not at all important	Not very important	Somewhat important	Important	Very important	T2B	Mean rating	Base
Community safety/crime prevention	2%	1%	8%	15%	74%	89%	4.58	402
Support for aged persons	5%	1%	8%	15%	70%	86%	4.45	402
Support for people with a disability	4%	3%	8%	14%	70%	84%	4.42	402
Support for youth	4%	2%	8%	17%	69%	85%	4.43	402
Support for the Aboriginal community	8%	5%	17%	15%	55%	70%	4.03	402
Support for arts and culture	7%	7%	21%	24%	42%	65%	3.86	402
Provision and operation of libraries	4%	4%	15%	23%	55%	77%	4.20	402
Support for child and family (i.e. services)	6%	3%	11%	15%	65%	80%	4.31	402

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



Service Area 6: Community Life

Detailed Overall Response

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	T3B	Mean rating	Base
Community safety/crime prevention	5%	8%	26%	39%	22%	87%	3.66	344
Support for aged persons	5%	9%	33%	37%	16%	86%	3.50	325
Support for people with a disability	8%	14%	35%	30%	14%	79%	3.29	305
Support for youth	9%	27%	39%	21%	3%	64%	2.81	307
Support for the Aboriginal community	13%	14%	37%	30%	7%	73%	3.03	234
Support for arts and culture	4%	10%	23%	49%	15%	86%	3.60	255
Provision and operation of libraries	1%	4%	16%	40%	40%	95%	4.14	302
Support for child and family (i.e. services)	5%	13%	47%	27%	7%	82%	3.18	280

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



Service Area 7: Environment and Sustainability

Detailed Overall Response

	Not at all important	Not very important	Somewhat important	Important	Very important	T2B	Mean rating	Base
Support for community environmental initiatives	4%	4%	14%	23%	56%	78%	4.23	402
Restoration of natural bushland	4%	4%	12%	20%	61%	81%	4.32	402
Healthy, natural urban streams and creeks but not rivers	3%	1%	8%	25%	63%	88%	4.43	402

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	T3B	Mean rating	Base
Support for community environmental initiatives	7%	12%	43%	31%	7%	80%	3.17	299
Restoration of natural bushland	11%	20%	33%	26%	10%	69%	3.05	307
Healthy, natural urban streams and creeks but not rivers	11%	21%	35%	25%	8%	68%	2.98	338

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

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



Service Area 8: Tourism and Events

Detailed Overall Response

	Not at all important	Not very important	Somewhat important	Important	Very important	T2B	Mean rating	Base
Festivals and events	6%	6%	22%	28%	38%	66%	3.87	402
Support for tourism	6%	5%	18%	23%	47%	71%	4.00	402

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	T3B	Mean rating	Base
Festivals and events	10%	16%	31%	34%	9%	74%	3.16	262
Support for tourism	3%	13%	24%	39%	21%	84%	3.62	277

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

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



Service Area 9: Communication and Engagement

Detailed Overall Response

	Not at all important	Not very important	Somewhat important	Important	Very important	T2B	Mean rating	Base
Opportunities to participate in Council decision making	4%	6%	17%	22%	51%	73%	4.10	402
Council provision of information to residents	2%	2%	8%	20%	68%	88%	4.50	402

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	T3B	Mean rating	Base
Opportunities to participate in Council decision making	29%	29%	28%	12%	3%	42%	2.31	283
Council provision of information to residents	19%	23%	35%	17%	7%	58%	2.69	354

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

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



Service Area 10: Water Services

Detailed Overall Response

	Not at all important	Not very important	Somewhat important	Important	Very important	T2B	Mean rating	Base
Town drinking water quality (taste, smell and colour)	5%	1%	3%	8%	83%	91%	4.64	402
Reliability of town water	5%	1%	1%	6%	87%	93%	4.70	402
Overall sewerage system performance (chokes, overflows, odour)	8%	1%	5%	7%	79%	86%	4.47	402

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	T3B	Mean rating	Base
Town drinking water quality (taste, smell and colour)	8%	5%	15%	33%	39%	87%	3.91	361
Reliability of town water	4%	3%	12%	31%	49%	92%	4.18	365
Overall sewerage system performance (chokes, overflows, odour)	7%	4%	14%	33%	41%	88%	3.96	333

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

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



Comparison to Previous Research

Service/Facility	Importance			Satisfaction		
	2022	2021	2019	2022	2021	2019
Revitalisation/beautification of town and village centres as well as the surrounding areas	3.85	3.89	3.89	3.06	2.95	3.02
Provision and maintenance of local parks and gardens	4.15	4.35	4.21	3.31	3.39	3.46
Cleanliness and functionality of public toilets	4.03	4.32	4.15	3.31	3.46	3.39
Condition of local roads	4.67	4.72	4.61	1.53	1.98	2.27
Provision and maintenance of swimming pools	3.50	4.03	3.95	3.24	3.11	3.61
Protecting heritage values and buildings	4.05	3.96	3.92	3.19	3.23	3.33
Support for local business and employment	4.33	4.53	4.54	3.03	3.24	3.10
Availability of car parking in the town and village centres	4.32	4.41	4.42	2.55	2.59	2.44
Cycle paths and walking tracks	4.00	4.28	4.14	3.26	3.20	3.11
Local traffic management (i.e. roundabouts, line marking, signage, traffic lights)	4.35	4.44	4.32	2.86	2.70	2.79
Availability of, and access to, public transport (i.e. bus shelters, footpaths, bus routes)	3.89	4.06	4.18	2.79	2.90	2.70
Providing adequate drainage	4.57	4.44	4.35	2.56	2.75	2.99
Provision and quality of footpaths	4.31	4.37	4.32	2.73	2.67	2.64
Provision and maintenance of playgrounds	3.98	4.24	4.23	3.15	3.43	3.52
Provision and maintenance of sporting facilities	3.79	4.24	4.13	3.32	3.52	3.52
Provision and maintenance of community halls/facilities	3.84	3.96	4.09	3.39	3.50	3.57
Green waste collection	4.29	4.38	4.06	4.02	3.98	4.10
The Resource Recovery Centre (RCC/local tip)	4.42	4.37	4.34	3.64	3.86	3.85
Domestic garbage collection	4.67	4.71	4.55	4.02	4.21	4.16
Encouraging recycling	4.62	4.58	4.57	3.61	3.56	3.35
Encouraging waste reduction initiatives	4.48	4.50	4.49	3.09	3.18	3.03
Dog control	3.99	3.72	3.64	3.39	3.70	3.69

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

Comparison to Previous Research

Service/Facility	Importance			Satisfaction		
	2022	2021	2019	2022	2021	2019
Managing development and growth	4.51	4.43	4.39	2.44	2.65	2.64
Enforcement of development and building regulations	4.32	4.30	4.35	2.55	2.57	2.75
Litter control and rubbish dumping	4.55	4.62	4.66	3.22	3.42	3.28
Community safety/crime prevention	4.58	4.57	4.53	3.66	3.82	3.69
Support for aged persons	4.45	4.48	4.51	3.50	3.56	3.53
Support for people with a disability	4.42	4.57	4.54	3.29	3.43	3.33
Support for youth	4.43	4.48	4.43	2.81	2.98	2.86
Support for the Aboriginal community	4.03	4.19	4.09	3.03	3.21	3.07
Support for arts and culture	3.86	3.75	3.75	3.60	3.63	3.49
Provision and operation of libraries	4.20	4.07	4.11	4.14	4.00	4.02
Support for child and family (i.e. services)	4.31	4.47	4.50	3.18	3.42	3.35
Support for community environmental initiatives	4.23	4.15	4.27	3.17	3.20	3.27
Restoration of natural bushland	4.32	4.25	4.21	3.05	3.14	3.30
Healthy, natural urban streams and creeks but not rivers	4.43	4.32	4.33	2.98	3.14	3.11
Festivals and events	3.87	3.78	3.82	3.16	3.30	3.33
Support for tourism	4.00	4.05	4.02	3.62	3.65	3.71
Opportunities to participate in Council decision making	4.10	4.10	4.17	2.31	2.44	2.54
Council provision of information to residents	4.50	4.40	4.45	2.69	2.78	2.93
Town drinking water quality (taste, smell and colour)	4.64	4.72	4.73	3.91	4.07	3.79
Reliability of town water	4.70	4.72	4.68	4.18	4.26	4.19
Overall sewerage system performance (chokes, overflows, odour)	4.47	4.61	4.54	3.96	4.14	4.13

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

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



Appendix A: Additional Analyses

Residential Town/Village

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

	Base: N=402
Moss Vale	20%
Bowral	20%
Mittagong	12%
Hill Top	6%
Bundanoon	6%
Robertson	4%
Willow Vale	4%
Burradoo	3%
Colo Vale	3%
Exeter	3%
Yerrinbool	3%
Balmoral	2%
Sutton Forest	2%
Aylmerton	1%
Berrima	1%
Braemar	1%
Burrawang	1%
Canyonleigh	1%
Fitzroy Falls	1%
Glenquarry	1%
High Range	1%
Kangaloon	1%
New Berrima	1%
Welby	1%
Avoca	<1%
Joadja	<1%
Medway	<1%
Penrose	<1%
Renwick	<1%
Wildes Meadow	<1%
Wingello	<1%
Other	1%

Best Thing About Living in the Wingecarribee LGA

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

	2022 (N=401)	2021 (N=404)
Natural environment/open space	21%	29%
Country lifestyle	12%	9%
Central location/proximity to Sydney	11%	7%
Friendly community	11%	15%
Peace and quiet	10%	8%
Overall atmosphere	7%	2%
Not over crowded/busy	6%	4%
Weather/Climate	6%	5%
Access to services/ facilities	4%	2%
Away from the city	2%	2%
Fresh/clean air	2%	5%
Good place for families	2%	<1%
Safety	2%	1%
Area is growing	1%	<1%
Cleanliness	1%	1%
Close to family	1%	<1%
Employment opportunities	1%	0%
Everything	1%	1%
Good place to live	1%	0%
History of the area	1%	<1%
Good schooling	<1%	<1%
Healthcare systems	<1%	<1%
It's home	<1%	1%
Outdoor activities	<1%	0%
Quality of life	<1%	<1%
Transport	<1%	1%
Walking tracks	<1%	1%
Other	<1%	1%
Nothing/DK	1%	1%

A significantly higher/lower percentage (by year)

Means of Sourcing Information about Council

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

	Overall 2022	Male	Female	18–34	35–49	50–64	65+	Town	Village
Word of mouth	66%	65%	67%	75%	66%	61%	67%	68%	65%
Website/Internet	64%	65%	63%	82%	72%	65%	49%	64%	64%
Rates notice	62%	63%	62%	50%	64%	62%	68%	68%	55%
Council newsletter	41%	40%	42%	11%	38%	47%	54%	49%	32%
Social media	44%	35%	52%	82%	54%	36%	23%	42%	46%
Radio	35%	37%	33%	25%	36%	34%	40%	31%	39%
Other brochures/publications	23%	24%	22%	14%	25%	27%	23%	24%	22%
Emailed newsletter	23%	24%	23%	14%	26%	28%	23%	25%	21%
Southern Highlands News Newspaper	21%	16%	25%	25%	10%	14%	30%	24%	17%
Community consultation	17%	18%	17%	7%	15%	25%	19%	17%	18%
Libraries	20%	17%	22%	18%	16%	14%	26%	24%	14%
Personal visits to the Civic Centre	19%	20%	18%	14%	14%	20%	25%	19%	19%
Highlands Post Newspaper (free paper)	8%	7%	9%	14%	6%	1%	11%	12%	4%
Other	9%	8%	10%	7%	3%	7%	15%	11%	7%
Base	402	191	211	76	82	103	141	213	189

A significantly higher/lower percentage (by group)



Satisfaction with the Council Administrator

Q8b. Thinking specifically about the current administrator, how satisfied are you with their performance on the following?

Mean ratings

	Overall	Male	Female	18–34	35–49	50–64	65+	Town	Village
Overall performance	3.01	3.04	2.99	3.00	2.95	2.91	3.13	3.06	2.96
Representing a broad range of community matters fairly	2.94	2.97	2.91	2.79	2.83	2.81	3.17	2.96	2.91
Effective leadership and guidance of the community	2.87	2.94	2.82	2.82	2.79	2.72	3.06	2.90	2.84
Base	402	191	211	76	82	103	141	213	189

Top 3 Box %

	Overall	Male	Female	18–34	35–49	50–64	65+	Town	Village
Overall performance	70%	70%	69%	68%	67%	66%	74%	73%	66%
Representing a broad range of community matters fairly	71%	72%	70%	71%	70%	62%	77%	72%	69%
Effective leadership and guidance of the community	69%	71%	67%	71%	67%	61%	75%	71%	67%
Base	402	191	211	76	82	103	141	213	189

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

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



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?

	2022 (N=402)	2021 (N=404)
Improving/maintaining roads	41%	25%
Infrastructure development	13%	12%
Controlling development/fewer houses	8%	13%
Improving Council overall	7%	3%
Managing population growth	6%	1%
Services/facilities for youth	4%	7%
Traffic management	4%	7%
Protecting/maintaining the environment	3%	6%
Communicate/listen to the community	2%	2%
Economic management	2%	2%
Improving/maintaining footpaths	2%	2%
Increasing number of schools	2%	<1%
More car parking	2%	2%
More facilities	2%	<1%
Affordable housing	1%	<1%
Keeping area the same	1%	0%
More residential development	1%	1%
Preserving the history	1%	<1%
Provision of facilities for the disabled	1%	<1%
Support for local business	1%	2%
Support for the elderly	1%	1%
Update/beautify area	1%	0%
Waste management	1%	3%
Better planning	<1%	0%
Climate change	<1%	1%
Employment opportunities	<1%	3%
Healthcare	<1%	0%
Improve amenities	<1%	0%
Looking after the community	<1%	2%
Making decisions on major issues quickly	<1%	1%
Moss Vale bypass	<1%	0%
Preventing fire hazards	<1%	<1%
Public transport	<1%	1%
Nothing/don't know	2%	1%

A significantly higher/lower percentage (by year)

Community Strategic Plan

Q10a-e. How important do you think this theme is for the long-term future of the region?

Q11. Is there anything you think we may have missed?

	2022 (N=404)
Improve infrastructure/Meet needs of growing population	7%
Road maintenance/improvement	5%
Engagement/communication with the community	4%
Management of Council/Staff	4%
Affordability of housing/Availability of affordable housing	3%
Arts/Culture/Recreation	3%
Development in the local area	3%
Ensure the balance of new development with heritage/character of the area	2%
Services/facilities for youth	2%
Support tourism/business	2%
Traffic management/congestion/road safety	2%
Transparency of Council	2%
Waste services	2%
Affordability of rates	1%
Disability support	1%
Education	1%
Ensure villages are provided with adequate services/facilities/resources	1%
Financial management of Council	1%
Improve DA process	1%
Protection of Aboriginal heritage and local sites	1%
Support regarding emergency management/preparedness	1%
Tree management	1%
Health services	<1%
Support for aged	<1%
Other	3%
Don't know/Unsure/Nothing is missing	66%

Performance Gap Analysis – Complete Analysis

Service/Facility	Importance T2 Box	Satisfaction T3 Box	Performance Gap (Importance – Satisfaction)
Condition of local roads	91%	15%	76%
Managing development and growth	87%	49%	38%
Providing adequate drainage	89%	53%	36%
Opportunities to participate in Council decision making	73%	42%	31%
Council provision of information to residents	88%	58%	30%
Enforcement of development and building regulations	83%	54%	29%
Availability of car parking in the town and village centres	82%	54%	28%
Provision and quality of footpaths	84%	58%	26%
Local traffic management (i.e. roundabouts, line marking, signage, traffic lights)	84%	63%	21%
Support for youth	85%	64%	21%
Healthy, natural urban streams and creeks but not rivers	88%	68%	20%
Restoration of natural bushland	81%	69%	12%
Litter control and rubbish dumping	89%	77%	12%
Encouraging waste reduction initiatives	85%	74%	11%
Support for local business and employment	84%	75%	9%
Availability of, and access to, public transport (i.e. bus shelters, footpaths, bus routes)	66%	60%	6%
Domestic garbage collection	93%	88%	5%
Encouraging recycling	90%	85%	5%
Support for people with a disability	84%	79%	5%
Town drinking water quality (taste, smell and colour)	91%	87%	4%
The Resource Recovery Centre (RCC/local tip)	86%	83%	3%
Community safety/crime prevention	89%	87%	2%

Performance Gap Analysis – Complete Analysis

Service/Facility	Importance T2 Box	Satisfaction T3 Box	Performance Gap (Importance – Satisfaction)
Reliability of town water	93%	92%	1%
Provision and maintenance of local parks and gardens	78%	78%	0%
Support for aged persons	86%	86%	0%
Support for child and family (i.e. services)	80%	82%	-2%
Support for community environmental initiatives	78%	80%	-2%
Overall sewerage system performance (chokes, overflows, odour)	86%	88%	-2%
Support for the Aboriginal community	70%	73%	-3%
Cycle paths and walking tracks	73%	77%	-4%
Provision and maintenance of playgrounds	70%	74%	-4%
Revitalisation/beautification of town and village centres as well as the surrounding areas	63%	68%	-5%
Cleanliness and functionality of public toilets	72%	79%	-7%
Protecting heritage values and buildings	71%	78%	-7%
Green waste collection	80%	88%	-8%
Festivals and events	66%	74%	-8%
Dog control	70%	82%	-12%
Support for tourism	71%	84%	-13%
Provision and maintenance of swimming pools	57%	74%	-17%
Provision and operation of libraries	77%	95%	-18%
Support for arts and culture	65%	86%	-21%
Provision and maintenance of sporting facilities	62%	84%	-22%
Provision and maintenance of community halls/facilities	63%	86%	-23%

Importance Compared to the Micromex Benchmark

Service/Facility	Wingecarribee Shire Council T2 box importance score	Micromex LGA Benchmark – Regional T2 box importance score	Variance
Enforcement of development and building regulations	83%	72%▼	11%
Support for youth	85%	74%▼	11%
Cycle paths and walking tracks	73%	63%▼	10%
Providing adequate drainage	89%	81%	8%
Provision and operation of libraries	77%	70%	7%
Managing development and growth	87%	80%	7%
The Resource Recovery Centre (RCC/local tip)	86%	80%	6%
Council provision of information to residents	88%	82%	6%
Support for arts and culture	65%	59%	6%
Overall sewerage system performance (chokes, overflows, odour)	86%	80%	6%
Reliability of town water	93%	88%	5%
Support for aged persons	86%	82%	4%
Green waste collection	80%	76%	4%
Support for people with a disability	84%	81%	3%
Town drinking water quality (taste, smell and colour)	91%	88%	3%
Provision and quality of footpaths	84%	81%	3%
Domestic garbage collection	93%	91%	2%
Healthy, natural urban streams and creeks but not rivers	88%	86%	2%
Support for the Aboriginal community	70%	70%	0%
Litter control and rubbish dumping	89%	89%	0%
Availability of car parking in the town and village centres	82%	82%	0%
Encouraging recycling	90%	91%	-1%

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 Benchmark

Service/Facility	Wingecarribee Shire Council T2 box importance score	Micromex LGA Benchmark – Regional T2 box importance score	Variance
Opportunities to participate in Council decision making	73%	74%	-1%
Dog control	70%	71%	-1%
Support for child and family (i.e. services)	80%	81%	-1%
Community safety/crime prevention	89%	90%	-1%
Protecting heritage values and buildings	71%	73%	-2%
Condition of local roads	91%	93%	-2%
Local traffic management (i.e. roundabouts, line marking, signage, traffic lights)	84%	86%	-2%
Availability of, and access to, public transport (i.e. bus shelters, footpaths, bus routes)	66%	68%	-2%
Support for community environmental initiatives	78%	81%	-3%
Restoration of natural bushland	81%	84%	-3%
Support for local business and employment	84%	88%	-4%
Festivals and events	66%	70%	-4%
Support for tourism	71%	76%	-5%
Provision and maintenance of local parks and gardens	78%	83%	-5%
Provision and maintenance of community halls/facilities	63%	68%	-5%
Cleanliness and functionality of public toilets	72%	82%▼	-10%
Provision and maintenance of playgrounds	70%	83%▼	-13%
Revitalisation/beautification of town and village centres as well as the surrounding areas	63%	76%▼	-13%
Provision and maintenance of swimming pools	57%	71%▼	-14%
Provision and maintenance of sporting facilities	62%	76%▼	-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 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	79%	72%	7%
Reliability of town water	92%	85%	7%
Cycle paths and walking tracks	77%	71%	6%
Community safety/crime prevention	87%	82%	5%
The Resource Recovery Centre (RCC/local tip)	83%	79%	4%
Town drinking water quality (taste, smell and colour)	87%	85%	2%
Dog control	82%	81%	1%
Support for aged persons	86%	85%	1%
Provision and operation of libraries	95%	94%	1%
Support for local business and employment	75%	74%	1%
Encouraging recycling	85%	85%	0%
Domestic garbage collection	88%	88%	0%
Green waste collection	88%	88%	0%
Support for tourism	84%	84%	0%
Support for people with a disability	79%	80%	-1%
Support for community environmental initiatives	80%	81%	-1%
Provision and maintenance of community halls/facilities	86%	88%	-2%
Overall sewerage system performance (chokes, overflows, odour)	88%	90%	-2%
Support for child and family (i.e. services)	82%	85%	-3%
Local traffic management (i.e. roundabouts, line marking, signage, traffic lights)	63%	67%	-4%
Litter control and rubbish dumping	77%	81%	-4%
Support for arts and culture	86%	91%	-5%

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.

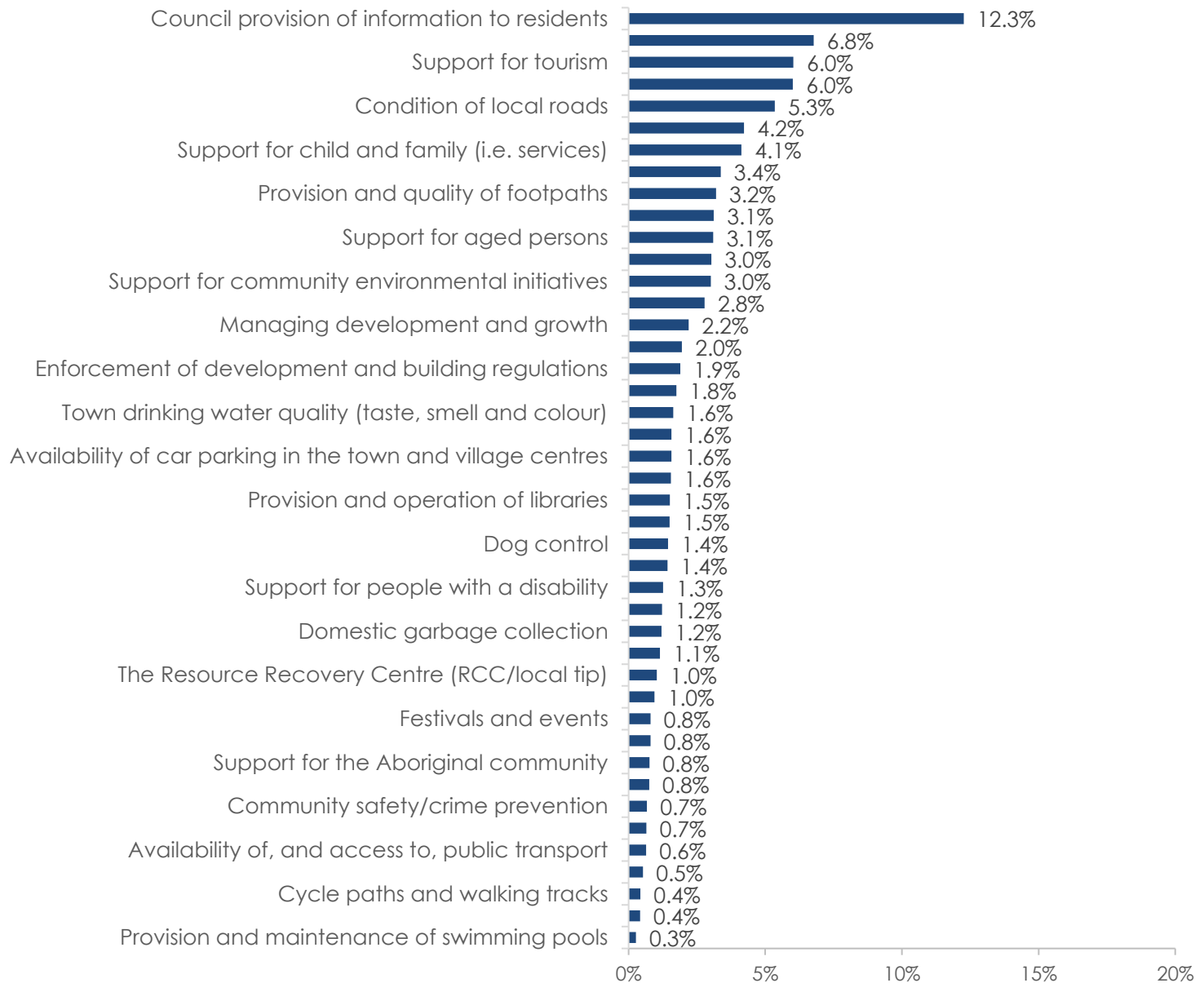
Satisfaction Compared to the Micromex Benchmark

Service/Facility	Wingecarribee Shire Council T3 box satisfaction score	Micromex LGA Benchmark – Regional T3 box satisfaction score	Variance
Provision and maintenance of sporting facilities	84%	90%	-6%
Protecting heritage values and buildings	78%	85%	-7%
Support for the Aboriginal community	73%	80%	-7%
Provision and maintenance of local parks and gardens	78%	86%	-8%
Revitalisation/beautification of town and village centres as well as the surrounding areas	68%	77%	-9%
Support for youth	64%	74%▼	-10%
Provision and quality of footpaths	58%	68%▼	-10%
Provision and maintenance of swimming pools	74%	85%▼	-11%
Provision and maintenance of playgrounds	74%	86%▼	-12%
Healthy, natural urban streams and creeks but not rivers	68%	81%▼	-13%
Festivals and events	74%	87%▼	-13%
Enforcement of development and building regulations	54%	68%▼	-14%
Availability of car parking in the town and village centres	54%	70%▼	-16%
Restoration of natural bushland	69%	86%▼	-17%
Availability of, and access to, public transport (i.e. bus shelters, footpaths, bus routes)	60%	77%▼	-17%
Council provision of information to residents	58%	75%▼	-17%
Managing development and growth	49%	68%▼	-19%
Opportunities to participate in Council decision making	42%	66%▼	-24%
Providing adequate drainage	53%	77%▼	-24%
Condition of local roads	15%	58%▼	-43%

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.

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 Advanced Regression analysis:





Appendix B:
Background & Methodology –
Additional Detail

Background & Methodology

Sample selection and error

A total of 402 resident interviews were completed. Respondents were selected by means of a computer based random selection process using Australian marketing lists, Sample Pages, Electronic White Pages and List Brokers.

A sample size of 402 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=402 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 2021 ABS Census data for Wingecarribee Shire Council.

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, nor having an immediate family member working for, 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 residential location.

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 75 unique councils, more than 175 surveys and over 93,000 interviews since 2012.



Councils Used to Create the Micromex Regional Benchmark

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

AlburyCity Council	Great Lakes Council	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	Lake Macquarie City Council	Singleton Shire Council
Byron Shire Council	Leeton Shire Council	Tamworth Regional Council
Cabonne Shire Council	Lismore City Council	Tenterfield Shire Council
Central Coast Council	Lithgow City Council	Tweed Shire Council
Cessnock City Council	Liverpool Plains Shire Council	Upper Hunter Shire Council
Coffs Harbour City Council	Maitland City Council	Wagga Wagga City Council
Devonport City Council	MidCoast Council	Walgett Shire Council
Dungog Shire Council	Mid-Western Regional Council	Weddin Shire Council
Eurobodalla Shire Council	Moree Plains Shire Council	Wingecarribee Shire Council
Forbes Shire Council	Murray River Council	Wollondilly Shire Council
Glen Innes Severn Shire Council	Murrumbidgee Shire Council	Yass Valley Council
Gosford (Central Coast Council)	Narrabri Shire Council	





Appendix C: Questionnaire

Section A – Contact with Council

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

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 |

- Other (specify).....

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

- Yes
 No (Go to Q3)

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 a satisfaction.

Shire Presentation

	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"/>	
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"/>	
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"/>	
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"/>	
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"/>	

Strategic Outcomes

	Importance					Satisfaction					N/A	
	Low				High	Low				High		
	1	2	3	4	5	1	2	3	4	5		
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"/>	
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"/>	

Assets

	Importance					Satisfaction					N/A	
	Low				High	Low				High		
	1	2	3	4	5	1	2	3	4	5		
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"/>	
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"/>	
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"/>	

Business Services

	Importance					Satisfaction					N/A	
	Low				High	Low				High		
	1	2	3	4	5	1	2	3	4	5		
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"/>	
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"/>	
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"/>	

Planning Development and Regulatory Services

	Importance					Satisfaction					N/A	
	Low				High	Low				High		
	1	2	3	4	5	1	2	3	4	5		
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"/>	
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"/>	
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"/>	

Community Life

	Importance					Satisfaction					N/A	
	Low				High	Low				High		
	1	2	3	4	5	1	2	3	4	5		
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 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"/>	
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"/>	
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"/>	

Environment and Sustainability

	Importance					Satisfaction					N/A	
	Low				High	Low				High		
	1	2	3	4	5	1	2	3	4	5		
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"/>	

Tourism and Events

	Importance					Satisfaction					N/A	
	Low				High	Low				High		
	1	2	3	4	5	1	2	3	4	5		
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"/>	
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"/>	

Communication and Engagement

	Importance					Satisfaction					N/A	
	Low		High			Low		High				
	1	2	3	4	5	1	2	3	4	5		
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"/>	

Water Services

	Importance					Satisfaction					N/A	
	Low		High			Low		High				
	1	2	3	4	5	1	2	3	4	5		
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"/>	
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

In March 2021 NSW Government placed the Wingecarribee Shire Council under administration.

An Administrator acts as the Council, effectively replacing the role previously performed by the Mayor and Councillors

This situation will remain in place until the September 2024 Council Elections.

Q8a. Prior to this call where you aware that council was under administration?

- Yes
- No

Q8b. Thinking specifically about the current administrator, 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

Q8c. Thinking overall about the current administrator, how satisfied are you with their overall performance? Prompt

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

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"/>

Community Strategic Plan

Council is currently updating the Wingecarribee Community Strategic Plan. The Plan includes a vision for the Shire and strategies to achieve our goals.

As part of the update, Council is revisiting the 5 themes that are guiding the Plan.

ROTATE ALL 5 THEMES

Q10a. Thinking about the theme of “Leadership” which covers how the Council engages with the community, plans for the future, involves the community in decision making and manages resources...

How important do you think this theme is for the long-term future of the region? *Prompt*

- Very important
- Important
- Somewhat important
- Not very important
- Not at all important

Q10b. Thinking about the theme of “People” which promotes community health and wellbeing, access to education, culture and the arts, and having inclusive, connected and diverse communities...

How important do you think this theme is for the long-term future of the region? *Prompt*

- Very important
- Important
- Somewhat important
- Not very important
- Not at all important

Q10c. Thinking about the theme of “Places” which covers access to housing, improved transport networks, vibrant local villages and town centres, provision of community facilities, and maintaining our unique local heritage...

How important do you think this theme is for the long-term future of the region? *Prompt*

- Very important
- Important
- Somewhat important
- Not very important
- Not at all important

Q10d. Thinking about the theme of “Environment” which includes protecting and enhancing our natural environment, living more sustainably, addressing climate change and managing and reducing waste...

How important do you think this theme is for the long-term future of the region? *Prompt*

- Very important
- Important
- Somewhat important
- Not very important
- Not at all important

Q10e. Thinking about the theme of “Economy” which includes supporting local business and industry (including agriculture), creating local jobs, encouraging innovative technologies and sustainable tourism, and providing opportunities for training and skills development...

How important do you think this theme is for the long-term future of the region? *Prompt*

- Very important
- Important
- Somewhat important
- Not very important
- Not at all important

Q11. Is there anything you think we may have missed?

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micromex
research

Telephone: (02) 4352 2388

Web: www.micromex.com.au

Email: stu@micromex.com.au