



# Wingecarribee Shire Council

## Community Research

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# Background and Methodology

# Background and Methodology

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

- Assessing and establishing the community's priorities and satisfaction in relation to Council activities, services, and facilities
- Identifying the community's overall level of satisfaction with Council's performance
- Identifying the community's level of satisfaction with prompted statements surrounding response timeliness
- Identifying the community's level of satisfaction with communication and engagement with Council

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

## Questionnaire

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

A copy of the questionnaire is provided in Appendix B.

## Data collection

The survey was conducted during the period 20<sup>th</sup> July – 26<sup>th</sup> July 2017 from 3:30pm to 8:30pm Monday to Friday, and from 10am to 4pm Saturday.

## Survey area

Wingecarribee Shire Council Government Area.

## Sample selection and error

377 of the 402 respondents were selected by means of a computer based random selection process using the electronic White Pages. The remaining 25 respondents were 'number harvested' via face-to-face intercept at a number of areas around the Wingecarribee Shire Council LGA., i.e. Moss Vale Aquatic Centre, Moss Vale Train Station and Highland Marketplace.

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 2016 ABS census data.

## Interviewing

Interviewing was conducted in accordance with the AMSRS (Australian Market and Social Research Society) Code of Professional Behaviour.



# Background and Methodology

## 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. 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.

## Ratings questions

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

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

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

## Percentages

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

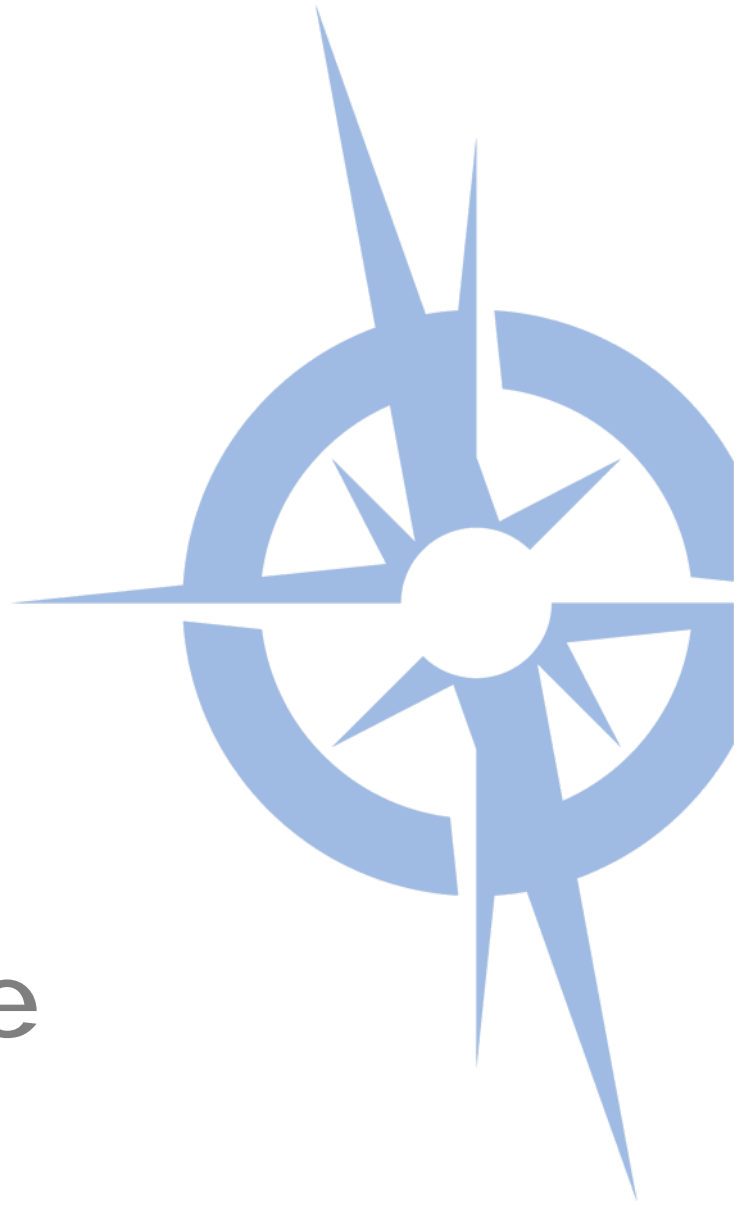
## Micromex Benchmarks

These benchmarks are based on 60 LGAs that we have conducted community research for, and were revised in 2016 to ensure the most recent comparable data. Since 2008, Micromex has worked for over 70 NSW councils and conducted 100+ community satisfaction surveys across NSW.

## NSW LGA Brand Scores Benchmark

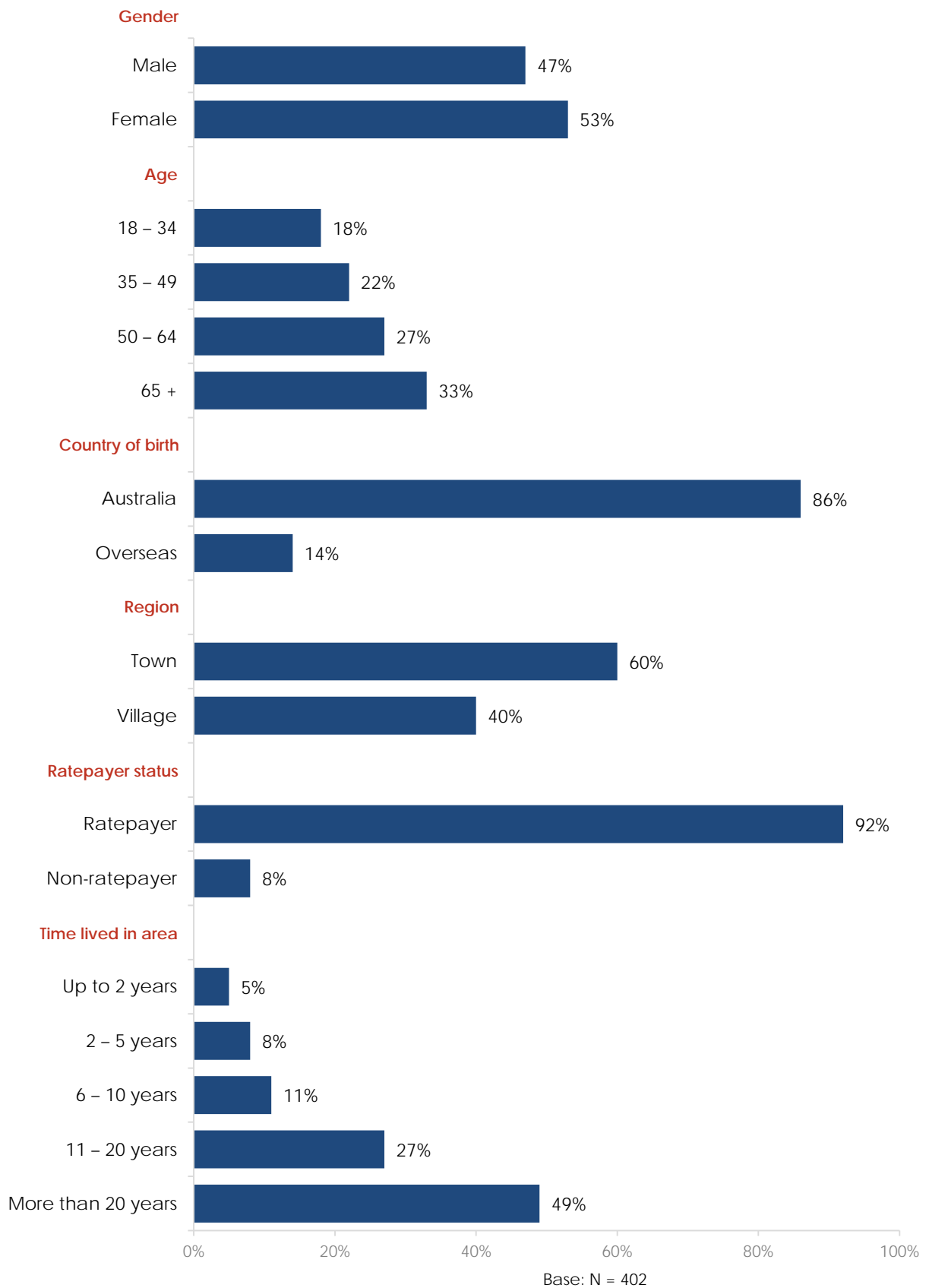
These benchmarks are based on a branding research study conducted by Micromex in 2012, in which residents from all 152 LGAs were interviewed in order to establish a normative score.





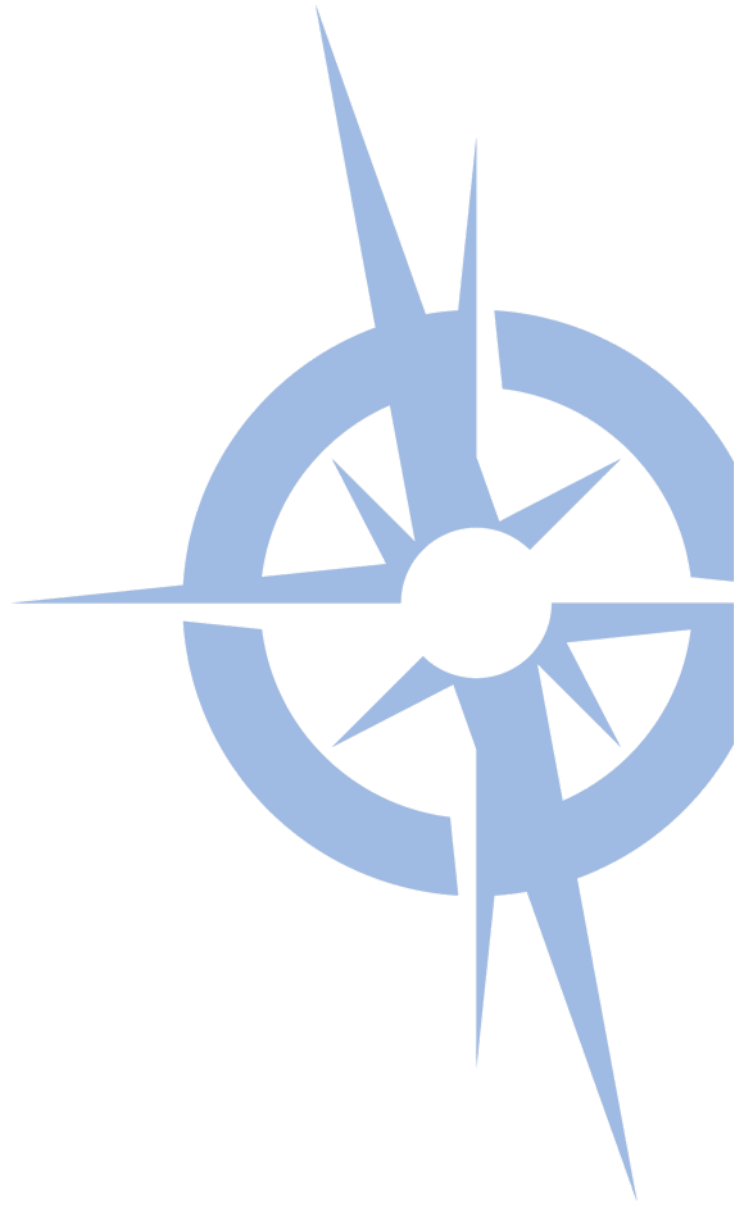
# Sample Profile

# Sample Profile



A sample size of 402 residents provides a maximum sampling error of plus or minus 4.9% at 95% confidence. The sample has been weighted by age and gender to reflect the 2016 ABS community profile of Wingecarribee Shire Council.





# Key Findings

# Key Findings

## Overview (Overall satisfaction)

### Summary

76% of residents are at least 'somewhat satisfied' with the overall performance of Council in the last 12 months. This result is in line with our regional benchmark and has remained consistent to the ratings achieved since 2012. It also remains below the 'All of NSW' benchmarks.

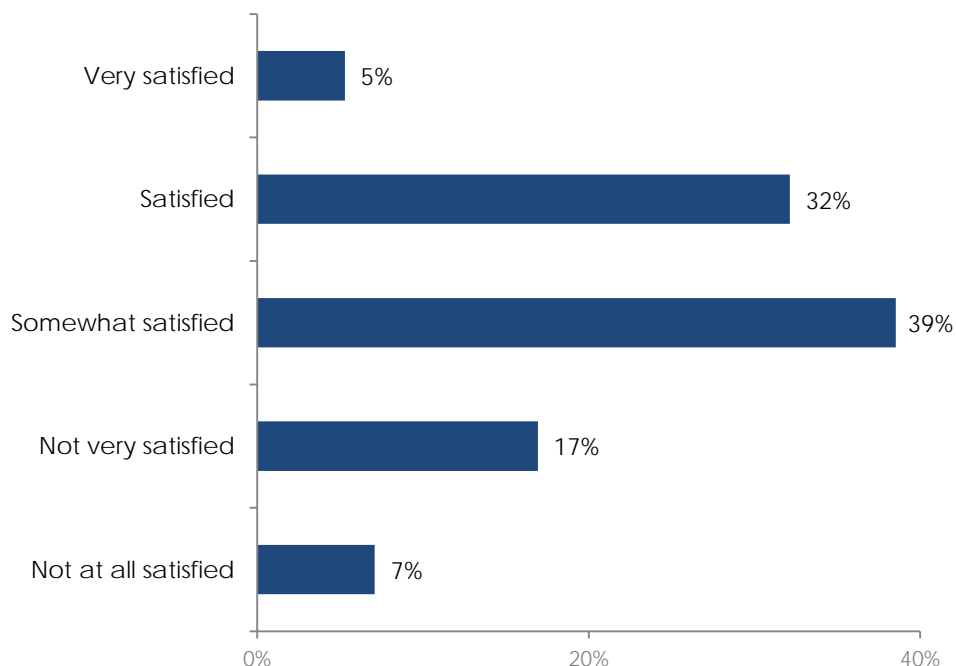
Q6a. Overall, for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues, but across all responsibility areas?

	Overall 2017	Male	Female	18-34	35-49	50-64	65+	Town	Village	Ratepayer	Non-ratepayer
Mean ratings	3.12	2.96	3.25	2.99	3.03	3.13	3.24	3.15	3.06	3.12	3.02

	Overall 2017	Overall 2015	Overall 2012	Overall 2010
Mean ratings	3.12	3.22	3.14	3.45▲

NSW LGA BRAND SCORES	Wingecarribee Shire Council 2017	Regional	All of NSW
Mean ratings	3.12▼	3.22	3.31▲

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



Base: N = 402



# Key Findings

## Overview (Council's image within the community)

### Summary

41% of residents rated Council's image within the community as 'good' to 'excellent', with results similar to those achieved in 2012. This rating is significantly lower in comparison to Micromex's LGA Brand Scores and highlights opportunities to strengthen Council's image and brand perceptions within the community.

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

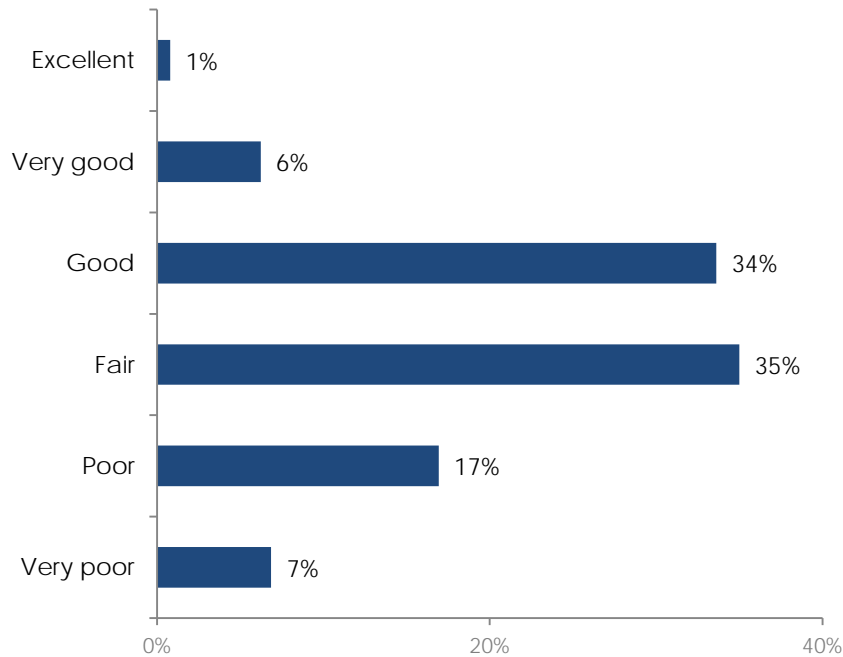
	Overall 2017	Male	Female	18-34	35-49	50-64	65+	Town	Village
Mean ratings	3.18	3.06	3.29	3.31	3.07	3.04	3.29	3.16	3.20

	Overall 2017	Overall 2015	Overall 2012
Mean ratings	3.18	3.24	3.16

NSW LGA BRAND SCORES - COUNCIL'S IMAGE	Wingecarribee Shire Council 2017	Regional	All of NSW
Mean ratings	3.18▼	3.38▲	3.55▲

Scale: 1 = very poor, 5 = excellent

▲▼ = significantly higher/lower (by group)



Base: N = 402



# Key Findings

## Key Importance Trends

There were no significant increases/decreases in importance compared to 2015.

## Key Satisfaction Trends

Over the same period there was a decline in residents' levels of **satisfaction** across 5 of the comparable 39 services and facilities provided by Council, these were:

	2017	2015
Encouraging recycling	3.56	4.01
Encouraging waste reduction initiatives	3.15	3.54
Provision and maintenance of swimming pools	3.14	3.70
Local traffic management	2.72	3.16
Availability of car parking in the town and village centres	2.47	2.80



# Key Findings

## Identifying Priorities via Specialised Analysis (Explanation)

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

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

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

### Step 1. Performance Gap Analysis (PGA)

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

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

In the table on the following page, we can see the 39 services and facilities that residents rated by importance and then by satisfaction.

When analysing the performance gaps, it is important to recognise that, for the most part, a gap of up to 1.0 is acceptable when the initial importance rating is 4.0+, as it indicates that residents consider the attribute to be of 'high' to 'extremely high' importance and that the satisfaction they have with Wingecarribee Shire Council's performance on that same measure is 'moderate' to 'moderately high'.

For example, 'community safety/crime prevention' was given an importance score of 4.58, which indicates that it is considered an area of 'extremely high' importance by residents. At the same time it was given a satisfaction score of 3.58, which indicates that residents have a 'moderate' level of satisfaction with Wingecarribee Shire Council's performance and focus on that measure.

In the case of a performance gap such as for 'green waste collection' (3.88 importance vs. 4.08 satisfaction), we can identify that the facility/service has 'moderately high' importance to the broader community, but for residents who feel that this facility is important, it is providing a 'high' level of satisfaction.



# Key Findings

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

## Performance Gap Ranking

Ranking 2015	Ranking 2017	Service/ Facility	Importance Mean	Satisfaction Mean	Performance Gap
1	1	Condition of local roads	4.66	2.18	2.48
2	2	Availability of car parking in the town and village centres	4.48	2.47	2.01
6	3	Managing development and growth	4.45	2.75	1.70
13	4▼	Local traffic management	4.40	2.72	1.68
3		Provision and quality of footpaths	4.33	2.65	1.68
4	6	Providing adequate drainage	4.40	2.81	1.59
10		Litter control and rubbish dumping	4.60	3.15	1.45
9	7	Enforcement of development and building regulations	4.29	2.84	1.45
15	9	Encouraging waste reduction initiatives	4.53	3.15	1.38
7	10	Opportunities to participate in Council decision making	4.06	2.72	1.34
5		Availability of, and access to, public transport	4.03	2.70	1.33
8	11	Support for youth	4.34	3.01	1.33
11	13	Support for local business and employment	4.50	3.18	1.32
11	14	Council provision of information to residents	4.34	3.13	1.21
27	15▼	Encouraging recycling	4.62	3.56	1.06
18	16	Community safety/crime prevention	4.58	3.58	1.00
14	17	Support for people with a disability	4.44	3.46	0.98
16	18	Healthy, natural urban streams and creeks but not rivers	4.31	3.35	0.96
32	19▼	Provision and maintenance of swimming pools	3.95	3.14	0.81
19	20	Cleanliness and functionality of public toilets	4.20	3.43	0.77
25	21	Restoration of natural bushland	4.11	3.36	0.75
22	22	Support for aged persons	4.36	3.63	0.73
26	23	Support for the Aboriginal community	4.00	3.30	0.70
17		Provision and maintenance of local parks and gardens	4.30	3.61	0.69
21	24	Support for community environmental initiatives	4.03	3.34	0.69
20		Cycle paths and walking tracks	4.00	3.32	0.68
24	26	Revitalisation/beautification of town and village centres as well as the surrounding areas	3.86	3.18	0.68
27	28	Provision and maintenance of sporting facilities	4.18	3.57	0.61
27	29	Provision and maintenance of playgrounds	4.10	3.52	0.58
30	30	Town water quality	4.61	4.07	0.54
33	31	Domestic garbage collection	4.62	4.09	0.53
34	32	Provision and maintenance of community halls/facilities	4.01	3.53	0.48
22	33▲	Protecting heritage values and buildings	3.88	3.43	0.45
31	34	Support for tourism	4.06	3.64	0.42
35	35	The Resource Recovery Centre	4.29	4.01	0.28
38	36	Festivals and events	3.79	3.56	0.23
37	37	Provision and operation of libraries	4.08	4.01	0.07
36	38	Dog control	3.58	3.66	-0.08
39	39	Green waste collection	3.88	4.08	-0.20

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

▲▼ = significantly positive/negative shift in ranking (2017 compared to 2015)



# Key Findings

When we examine the largest performance gaps, we can identify that all of the services or facilities have been rated as 'high' to 'extremely high' in importance. Resident satisfaction for all of these areas is between 2.18 and 3.15, which indicates that their satisfaction for these measures is 'low' to 'moderate'.

Ranking	Service/ Facility	Importance Mean	Satisfaction Mean	Performance Gap
1	Condition of local roads	4.66	2.18	2.48
2	Availability of car parking in the town and village centres	4.48	2.47	2.01
3	Managing development and growth	4.45	2.75	1.70
4	Local traffic management	4.40	2.72	1.68
	Provision and quality of footpaths	4.33	2.65	1.68
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	Enforcement of development and building regulations	4.29	2.84	1.45
9	Encouraging waste reduction initiatives	4.53	3.15	1.38
10	Opportunities to participate in Council decision making	4.06	2.72	1.34

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

**Note:** Performance gap is the first step in the process, we now need to identify comparative ratings across all services and facilities to get an understanding of relative importance and satisfaction at an LGA level. This is when we undertake step 2 of the analysis.



# Key Findings

## Quadrant Analysis

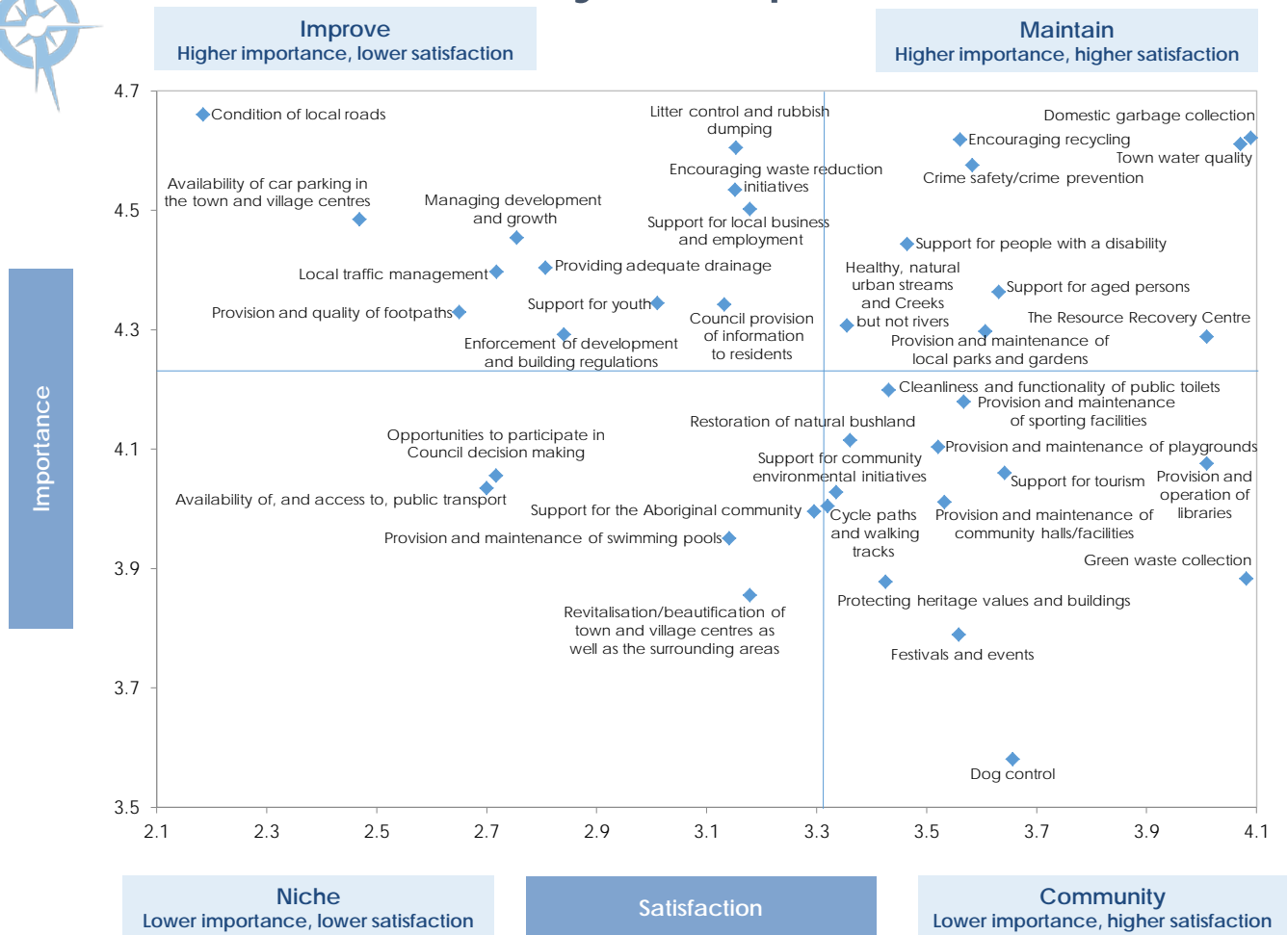
### Step 2. Quadrant Analysis

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 mean scores for stated importance and rated satisfaction to identify where the facility or service should be plotted. For these criteria, the average stated importance score was 4.24 and the average rated satisfaction score was 3.31. Therefore, any facility or service that received a mean stated importance score of  $\geq 4.24$  would be plotted in the higher importance section and, conversely, any that scored  $< 4.24$  would be plotted into the lower importance section. The same exercise is undertaken with the satisfaction ratings above, equal to or below 3.31. Each service or facility is then plotted in terms of satisfaction and importance, resulting in its placement in one of four quadrants.



## Quadrant Analysis – Importance v Satisfaction





# Key Findings

## Explaining the 4 quadrants

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

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

Attributes in the bottom left quadrant, **NICHE**, such as 'revitalisation/beautification of town and village centres as well as the surrounding areas', are of a relatively lower priority (and the word 'relatively' should be stressed – they are still important). These areas tend to be important to a particular segment of the community.

Finally, attributes in the bottom right quadrant, **COMMUNITY**, such as 'dog control', are core strengths, but in relative terms they are deemed 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.

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

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

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

## The Shapley Value Regression

This model was developed by conducting specialised analysis from over 30,000 LGA interviews conducted since 2005. In essence, it proved that increasing resident satisfaction by actioning the priorities they stated as being important does not necessarily positively impact on overall satisfaction with the council. This regression analysis is a statistical tool for investigating relationships between dependent variables and explanatory variables.

In 2014, we revised the Shapley Regression Analysis to identify the directional contribution of key services and facilities with regard to optimisers/barriers with Council's overall performance.

## What Does This Mean?

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



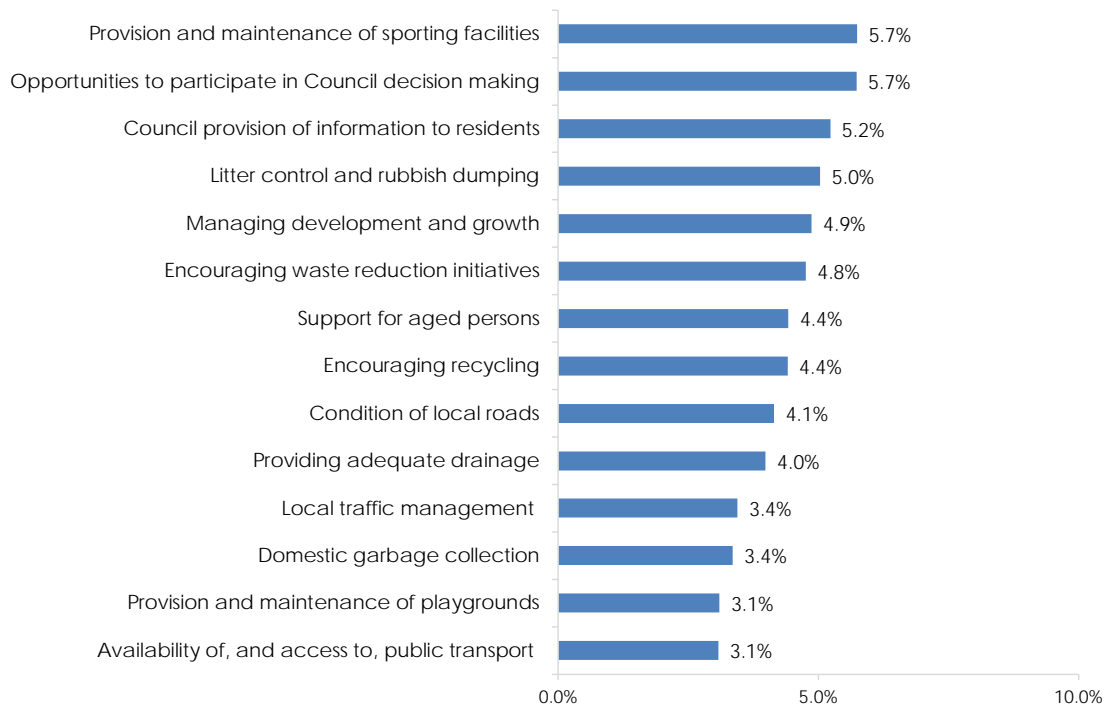
# Key Findings

## Key Drivers of Satisfaction with Wingecarribee Shire Council

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

These top 14 services/facilities account for over 60% of overall satisfaction with Council. This indicates that the remaining 25 attributes we obtained measures on have only a limited impact on the community's satisfaction with Wingecarribee Shire Council's performance. Therefore, whilst all 39 service/facility areas are important, only a number of them are significant drivers of the community's overall satisfaction with Council.

## These Top 14 Indicators Contribute to Over 60% of Overall Satisfaction with Council



The contributors to satisfaction are not to be misinterpreted as an indication of current dissatisfaction

These 14 services/facilities are the key community priorities and by addressing these, Wingecarribee Shire Council will improve overall community satisfaction. The score assigned to each area indicates the percentage of influence each attribute contributes to overall satisfaction with Council.

In the above chart, 'availability of, and access to, public transport' contributes 3.1% towards overall satisfaction, while 'provision and maintenance of sporting facilities' (5.7%) is a far stronger driver, contributing almost twice as much to overall satisfaction with Council.

# Key Findings

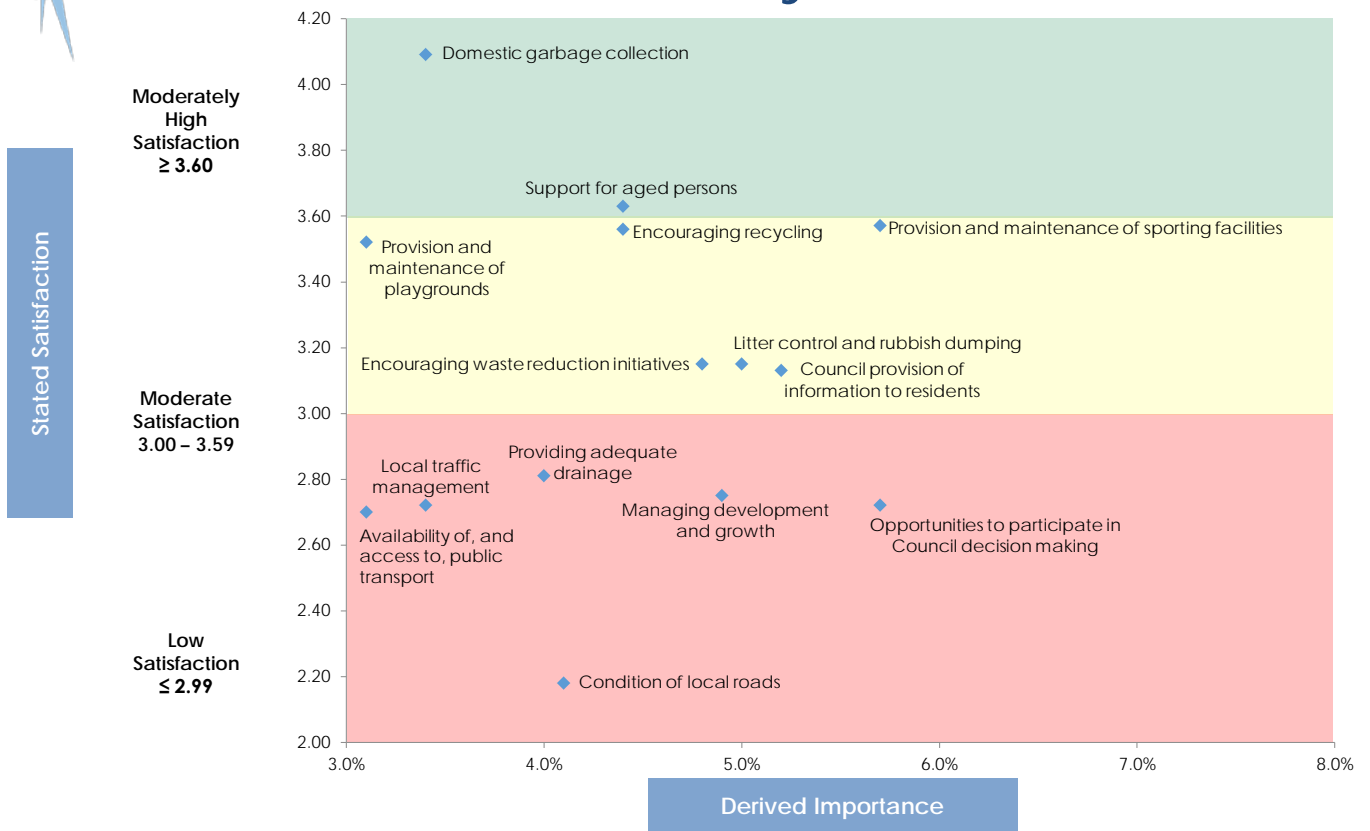
## Clarifying Priorities

By mapping satisfaction against derived importance we can see that, for some of the core drivers, Council is already providing 'moderately high' or greater levels of satisfaction, i.e. 'domestic garbage collection' and 'support for aged persons'. Council should look to maintain/consolidate their delivery in these areas.

It is also apparent that there is room to elevate satisfaction within the variables that fall in the 'lower' and 'moderate satisfaction' regions of the chart. If Wingecarribee Shire Council can address these core drivers, they will be able to improve resident satisfaction with their performance.



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



This analysis indicates that areas such as 'encouraging recycling', 'provision and maintenance of sporting facilities', 'provision and maintenance of playgrounds', 'litter control and rubbish dumping', 'encouraging waste reduction initiatives' and 'Council provision of information to residents' could possibly be targeted for optimisation.

Furthermore, areas such as 'local traffic management', 'managing development and growth', 'providing adequate drainage', 'availability of, and access to, public transport', 'opportunities to participate in Council decision making' and 'condition of local roads' are issues Council should be looking to understand resident expectations and/or more actively inform/engage residents of Council's position and advocacy across these areas.

# Key Findings

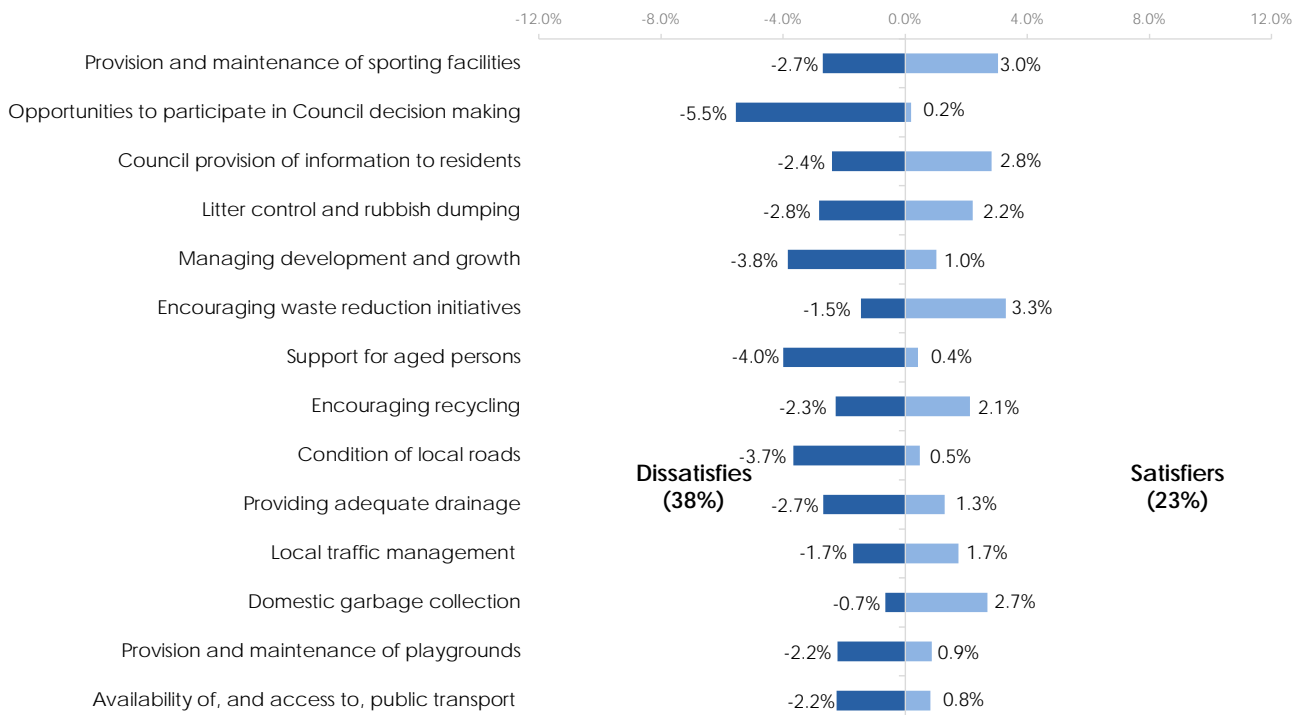
## Advanced Shapley Outcomes

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.

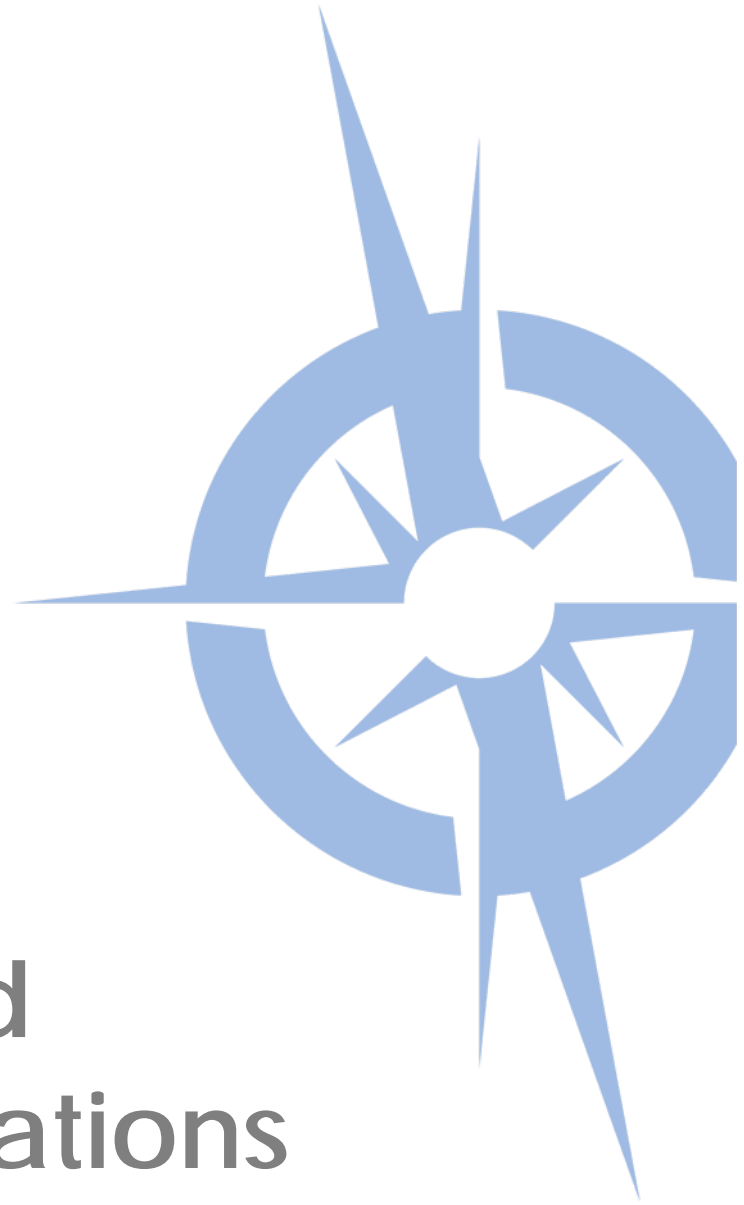
The scores on the negative indicate the contribution the driver makes to impeding transition towards satisfaction. If we can address these areas we will see a lift in our future overall satisfaction results, as we will positively transition residents who are currently 'not at all satisfied' towards being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

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

## Key Contributors to Barriers/Optimisers



Different levers address the different levels of satisfaction across the community



# Summary and Recommendations

# Summary and Recommendations

## Summary

76% of residents are at least somewhat satisfied with the overall performance of Council this is consistent to the 2015 results.

- Since 2015 there has been a decline in community satisfaction across 5 out of 39 areas. Specifically with regard to parking , traffic management, the pools and waste and recycling initiatives
- Currently 29 out of the 39 services and facilities are providing at least a moderate level of satisfaction. Local roads, parking, traffic management, development and footpaths have the greatest performance gaps
- The regression analysis identified the key drivers of satisfaction as being 'provision and maintenance of sporting facilities', 'opportunities to participate in Council decision making' and 'Council provision of information'

## Recommendations

Based on the findings from this research, Wingecarribee Shire Council should look to the following:

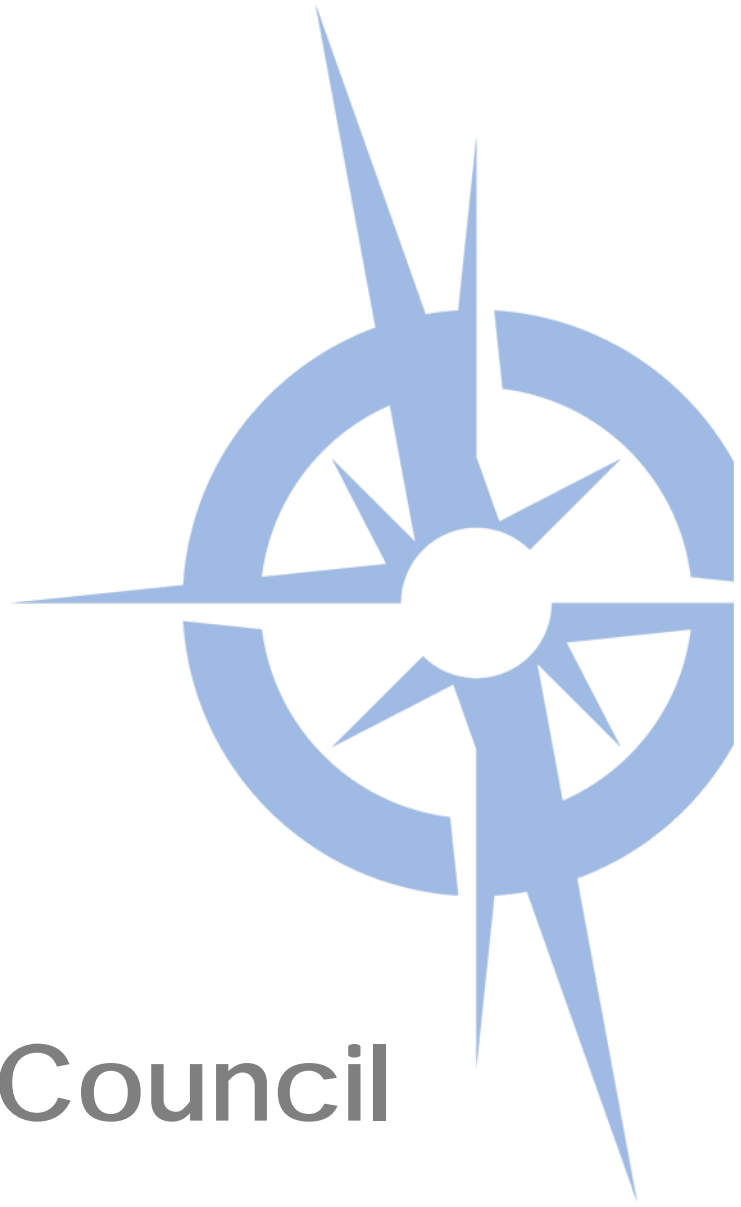
### *Strategically*

1. Community engagement (involve/inform) across the consultation spectrum is a core drivers of community satisfaction with Council's performance  
→ ***Continue to support community engagement and communication principles***

### *Tactically*

2. Understand the opportunities to further improve community satisfaction with the provision and maintenance of sporting facilities
3. Contextualise and address issues surrounding development and growth in terms of population, density and current/future congestion
4. Communicate how the allocation and distribution of funds from the Special Rate Variation will address local roads and transport issues
5. Explore the community's needs and expectations regarding drainage and waste reduction and recycling initiatives





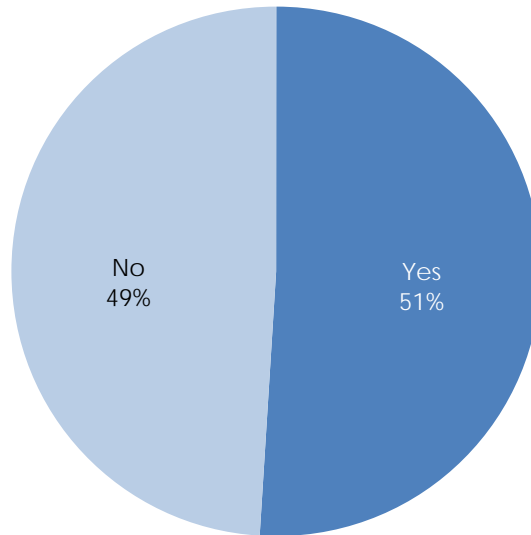
# Section A – Contact with Council

# Contact with Council

## Summary

51% of residents stated they have had contact with Council in the last 12 months, this result has remained consistent from 2010

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



	2017	2015	2012	2010
Yes	51%	48%	49%	41%
No	49%	52%	51%	59%
Base	402	407	400	400

Please see Appendix A for results by demographics





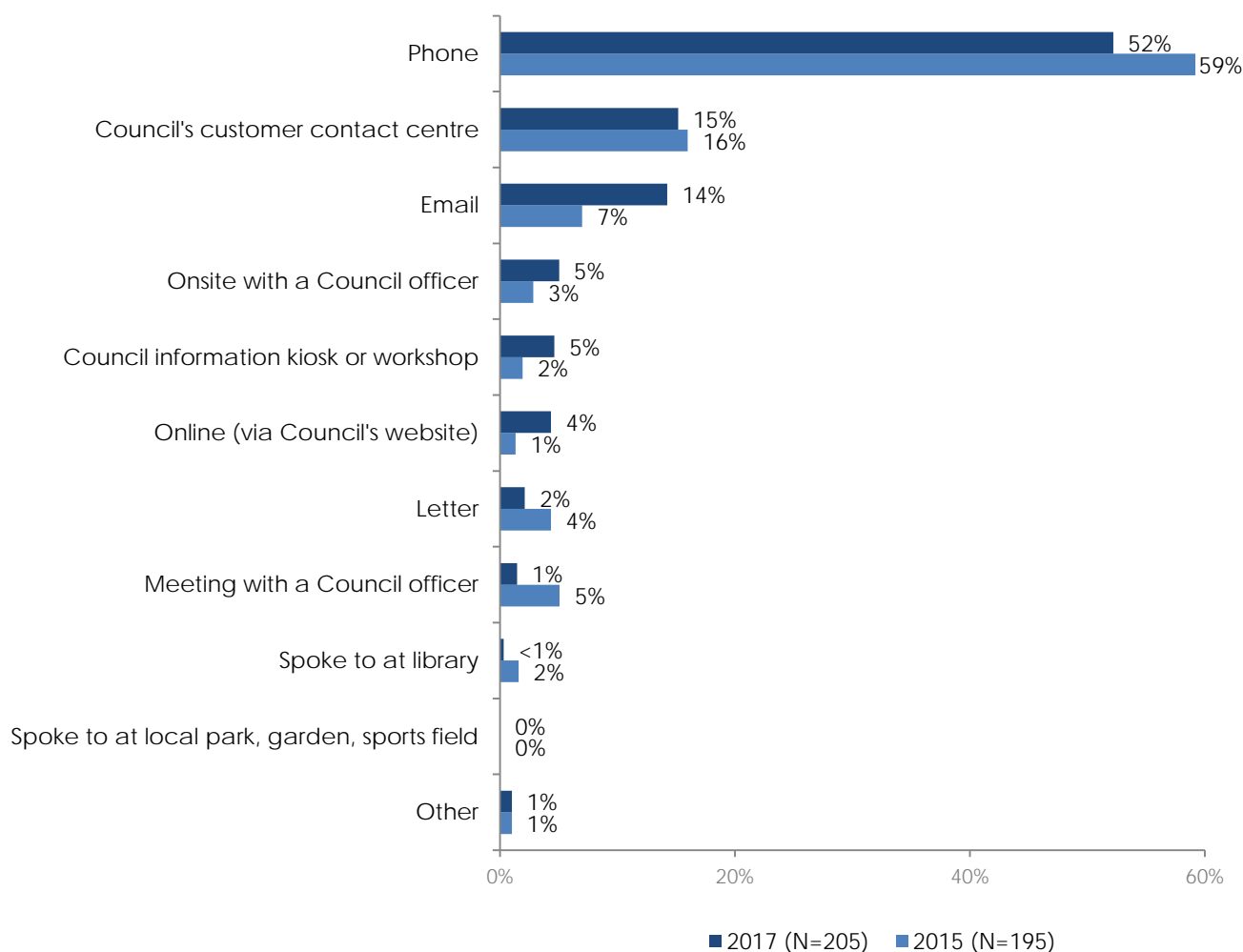
# Contact with Council

## Summary

52% of residents that have made contact with Council, contacted via 'phone'.

Males and those located in a town area were significantly more likely to contact 'onsite with a Council officer'. Residents aged 50-64 were significantly more likely to make contact via a 'letter', and those aged 65+ were significantly more likely to attend a 'meeting with a Council officer'.

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



Other specified	Count
I'm a volunteer and liaise with staff at least once a week	1

Please see Appendix A for results by demographics

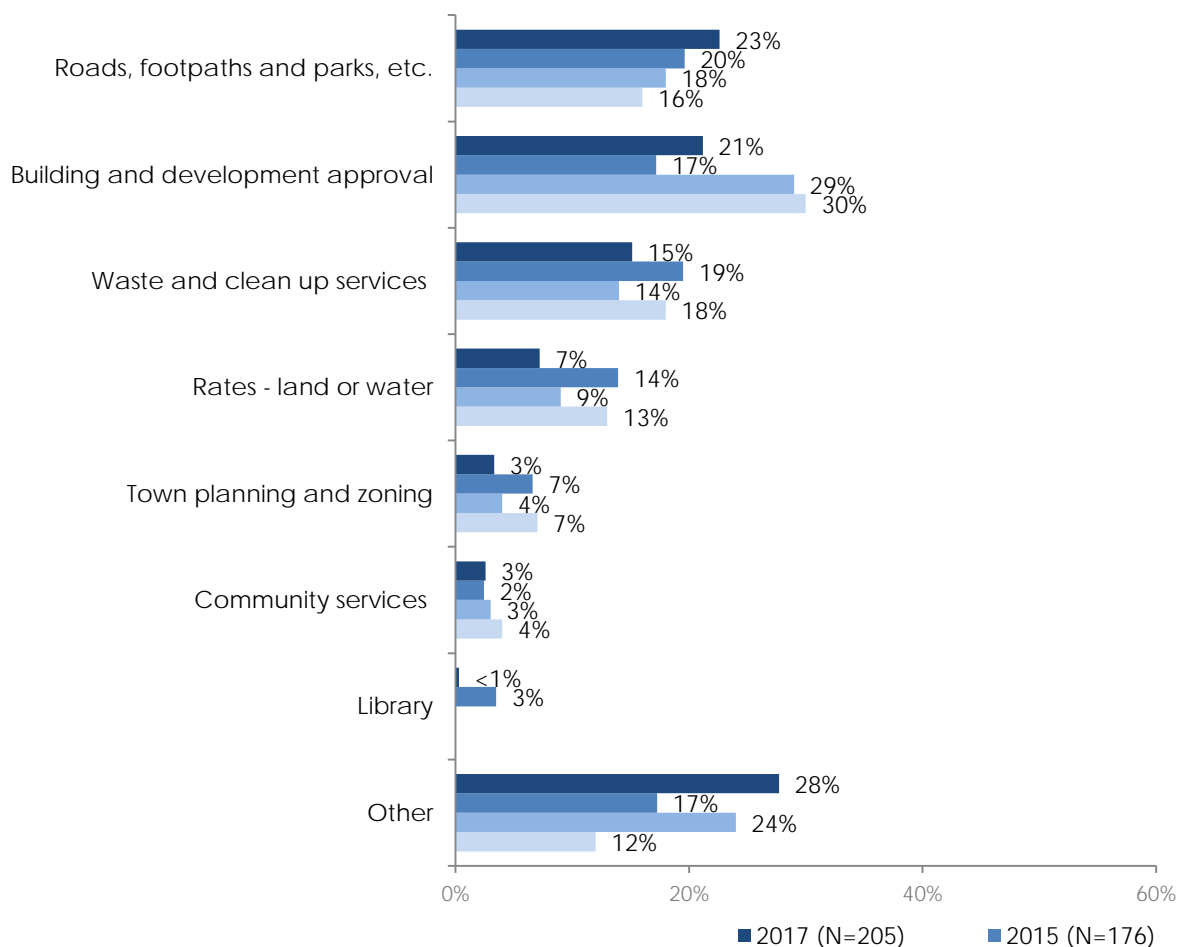


# Contact with Council

## Summary

Of those that had made contact with Council, the nature of their enquiry was most frequently in relation to 'roads, footpaths and parks, etc.' (23%), followed by 'building and development approval' (21%). Enquiries in relation to 'roads, footpaths and parks, etc.' has trended upwards since 2010.

Q2b. What was the nature of your enquiry?



Other specified	Count
Tree removal/maintenance	8
Animal control	4
Complaint	4
Public space maintenance	4
Water and sewerage enquiries	4
Animal Information/registration	3

Please see Appendix A for counts fewer than 3



# Contact with Council

## Summary

76% of residents that had had contact with Council were at least 'somewhat satisfied' with the way their contact was handled, this result is the highest received since 2010. However, compared to the Micromex LGA Benchmark, this result is significantly lower and highlights opportunities for improvements in customer service.

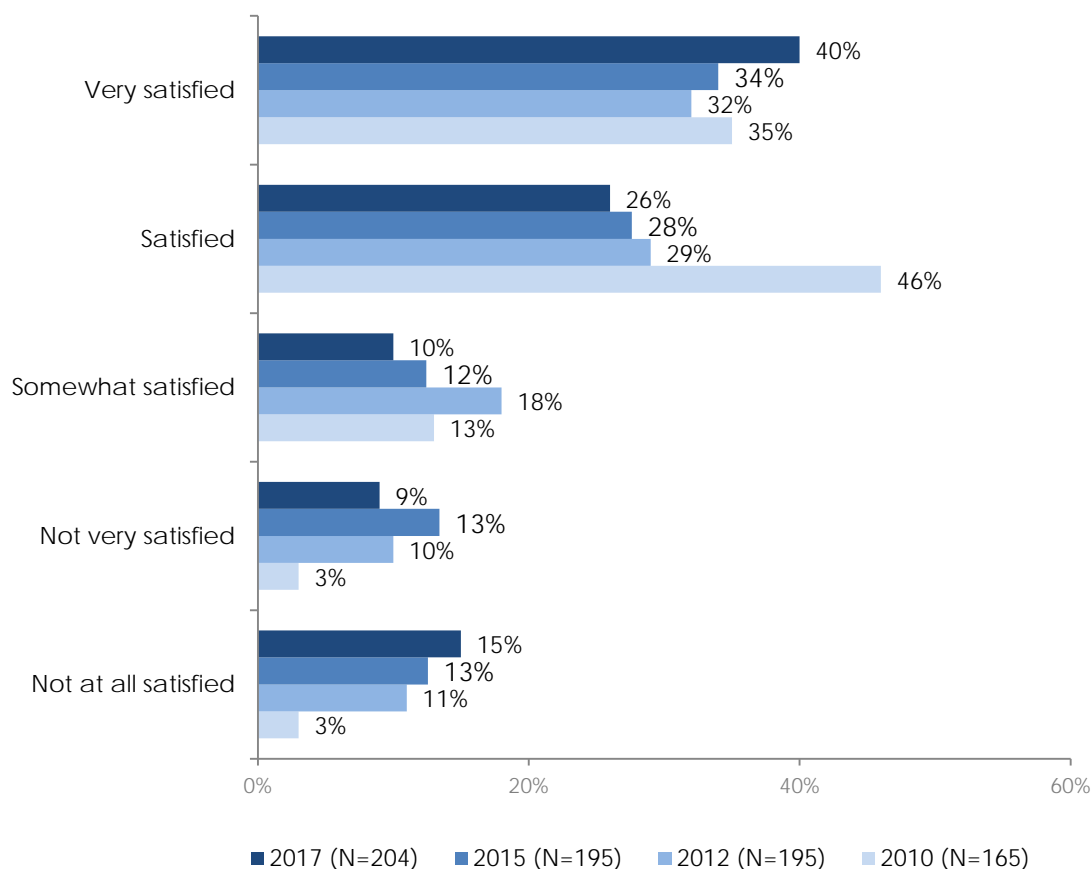
Q2c. How satisfied were you with the way your contact was handled?

	Overall 2017	Male	Female	18-34	35-49	50-64	65+	Town	Village
Mean ratings	3.68	3.60	3.77	4.44	3.42	3.57	3.67	3.74	3.59

	Overall 2017	Overall 2015	Overall 2012	Overall 2010	Micromex LGA Benchmark
Mean ratings	3.68▼	3.57	3.61	4.07	3.93▲

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

▲▼ = significantly higher/lower (by group)



# Contact with Council

## Summary

Of those residents who were not very or not at all satisfied with the way their contact was handled, the most common response for how it could have been improved revolved around 'better communication/follow up'.

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

Q2d. *(If not very satisfied or not at all satisfied), how could the way this contact was handled have been improved?*

Suggested Improvements	Count
Better communication/follow up	17
Provide more information/answer questions/be more helpful	8
Address the issue/fix the problem	7
Be more understanding/concerned regarding issue	7
Better customer service/more courteous	4
More knowledgeable staff	3
More ownership/responsibility of enquiries/actions	3
Be more efficient	2
Could not get past reception/switchboard	2
Having an administrator	1
Council should follow rules and procedures	1
More staff working at the counters	1
Staff member to attend the scene	1



# Means of Sourcing Information about Council

## Summary

Word of mouth (70%) remains the most used method of sourcing information about Council, whilst information received from 'Highlands Post Newspaper' has significantly decreased from 2015 and the 'Council newsletter' has experienced a downward trend from 2012.

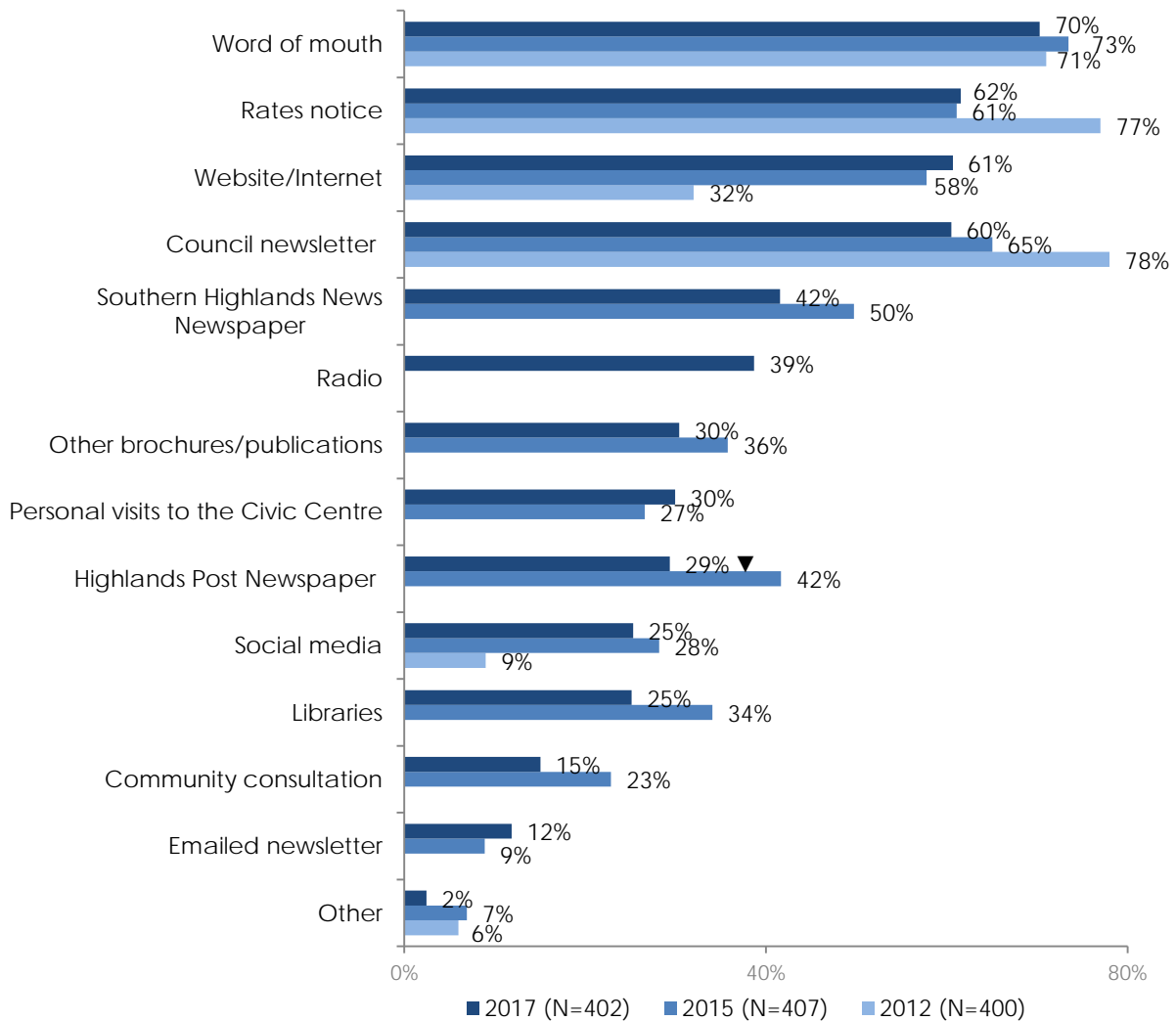
Males are significantly more likely to source information through 'personal visits to the Civic Centre' and significantly less likely to through 'libraries'.

Residents aged 18-34 are significantly more likely to gain information through 'social media' and significantly less likely through 'community consultation'.

Residents aged 65+ are significantly more likely to source information through 'Highlands Post Newspaper', 'Council newsletter' and 'emailed newsletter' and significantly less likely through 'website/internet' and 'social media'.

Residents located in town were significantly more likely to gain information from 'Southern Highlands News Newspaper' and 'Highlands Post Newspaper'.

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



▲ ▼ = significantly higher/lower (by year)  
Please see Appendix A for results by demographics

# Satisfaction with Communication from Council

## Summary

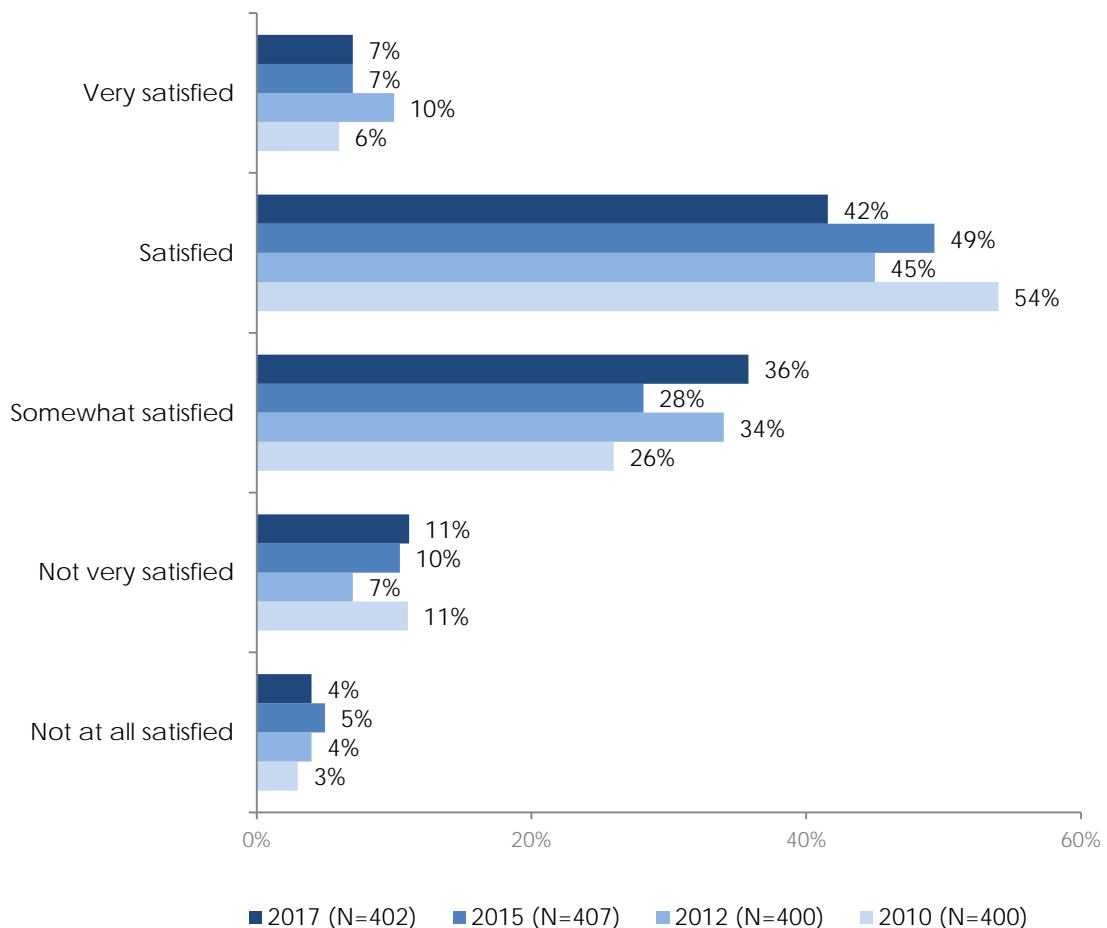
85% of residents were at least 'somewhat satisfied' with the level of communication Council currently has with the community. Satisfaction levels are the lowest they have been since 2010.

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

	Overall 2017	Male	Female	18-34	35-49	50-64	65+	Town	Village
Mean ratings	3.36	3.25	3.46	3.25	3.47	3.29	3.42	3.41	3.29

	Overall 2017	Overall 2015	Overall 2012	Overall 2010	Micromex LGA Benchmark
Mean ratings	3.36	3.43	3.51	3.49	3.50

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



# Satisfaction with Communication from Council

## Summary

The most common suggested improvement for communication amongst residents who were not very or not at all satisfied with the level of communication Council currently has with the community was 'more community consultation and engagement/representation in field'.

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

Q4b. (If not very satisfied or not at all satisfied), how do you think Council could improve its communication?

Suggested Improvements	Count
More community consultation and engagement/representation in field	21
More information/transparency/notification of what is happening in the community	13
Increase frequency/amount of information through various platforms of communication e.g. radio, newsletters, letters and Council website	12
Communicating more in general	4
Return calls/follow up on enquiries	4
Improve internal operations to effectively communicate with the community	3
Increase community awareness of what is available e.g. emailed newsletter	2
More staff to answer telephone enquiries	2
Personalised correspondence	2
Publish more reports from meetings	2
Take more action rather than just discussing issues	2
Be less greedy with resources used	1
Improve customer service	1
Staff needs to make themselves more readily available	1
Staff should be more educated on current issues/what's going on	1
Don't know/nothing	6





# Section B – Overall Satisfaction with Council and the Local Area



# Overall Satisfaction with the Performance of Council

## Summary

76% of residents are at least 'somewhat satisfied' with the overall performance of Council in the last 12 months. This result is in line with our regional benchmark and has remained consistent to the ratings achieved since 2012. It also remains below the 'All of NSW' benchmarks.

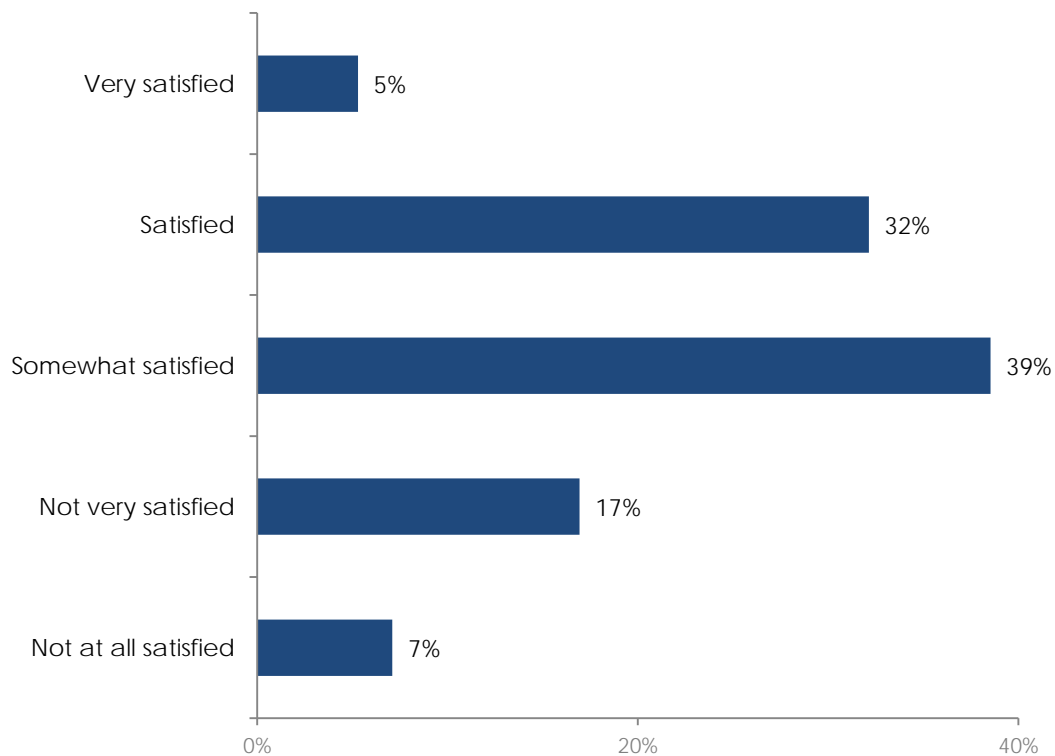
Q6a. Overall, for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues, but across all responsibility areas?

	Overall 2017	Male	Female	18-34	35-49	50-64	65+	Town	Village	Ratepayer	Non-ratepayer
Mean ratings	3.12	2.96	3.25	2.99	3.03	3.13	3.24	3.15	3.06	3.12	3.02

	Overall 2017	Overall 2015	Overall 2012	Overall 2010
Mean ratings	3.12	3.22	3.14	3.45

NSW LGA BRAND SCORES	Wingecarribee Shire Council 2017	Regional	All of NSW
Mean ratings	3.12▼	3.22	3.31▲

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



Base: N = 402



# Overall Satisfaction with the Performance of Council

## Summary

Of residents who are satisfied with the performance of Council, 59% stated they 'believe Council is doing a good job/have had no issues'

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

Q6b. Why do you say that?

Satisfied/very satisfied – 37%	% N = 169
I believe Council is doing a good job/I have had no issues	59%
Good maintenance of local infrastructure/public areas/parks and gardens	12%
Seeing changes/improvements in the area	7%
Council staff are friendly, happy and helpful	6%
Quality services and facilities provided	5%
Waste services/Recycle Centre is good and they are improving it all the time	5%
Easy to access information/good information provided	4%
Good resource management/adequate utilisation of funding	4%
Happy with community involvement and input	4%
Internal operations/services could improve	4%
Roads could be improved	4%
Somewhat satisfied – 39%	% N = 141
More could be done/could do better/be more proactive	14%
Poor quality of road maintenance and infrastructure	14%
Infighting within Council/conflict of interest/customer service and knowledge could be improved	13%
Poor decision making and planning /priority management/financial management	13%
Council is doing the best they can/problem is fixed quickly	11%
Local infrastructure and public areas needs more maintenance and upgrading	11%
Development process too slow/too much development	10%
Slow processes/inaction	10%
Do not listen/focus on issues not relevant to the community	8%
Poor/lack of information and communication	7%
Need more services and facilities	6%
Too many fees/rates too high	6%
Do not agree with decisions/Council does not meet my expectations	5%
Insufficient rubbish control/waste management	4%
Not very/not at all satisfied – 24%	% N = 92
Council are not delivering/inaction/issues not being addressed	18%
Poor decision making/priority management	17%
Too much development with inadequate infrastructure/poor development approval decisions	16%
Do not listen/limited community consultation/not community focused	15%
Quality of road maintenance and infrastructure	15%
Not performing efficiently/not progressive	12%
Infighting within Council/no accountability	10%
Local infrastructure and public areas needs more maintenance and upgrading	10%
Conflict of interest - political influence/developers	9%
Lack of support for local businesses/employment	9%
No value for money for the rates paid/poor financial management	9%
Poor/lack of communication	7%
Closure/lack of quality services and facilities	5%
Insufficient rubbish control	5%
Lack of traffic management/public transport	5%
Unhelpful/poor customer service/difficult to deal with	5%
Too many fees	4%

Please see Appendix A for results fewer than 4%



# Council's Image within the Community

## Summary

41% of residents rated Council's image within the community as 'good' to 'excellent', with results similar to those achieved in 2012. This rating is significantly lower in comparison to Micromex's LGA Brand Scores and highlights opportunities to strengthen Council's image and brand perceptions within the community.

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

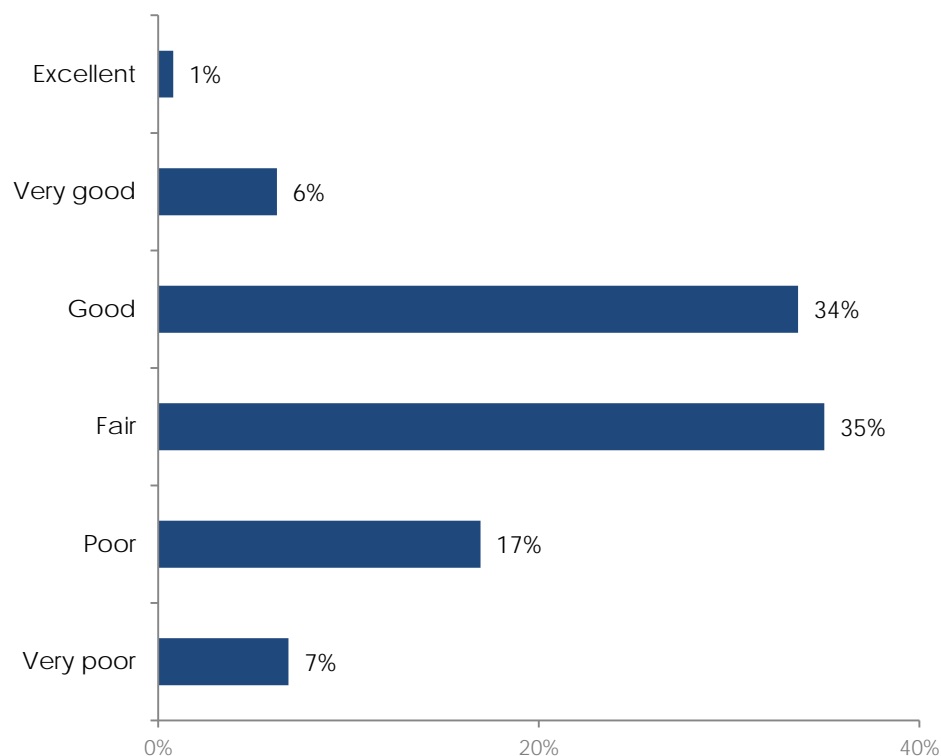
	Overall 2017	Male	Female	18-34	35-49	50-64	65+	Town	Village
Mean ratings	3.18	3.06	3.29	3.31	3.07	3.04	3.29	3.16	3.20

	Overall 2017	Overall 2015	Overall 2012
Mean ratings	3.18	3.24	3.16

NSW LGA BRAND SCORES – COUNCIL'S IMAGE	Wingecarribee Shire Council 2017	Regional	All of NSW
Mean ratings	3.18▼	3.38▲	3.55▲

Scale: 1 = very poor, 5 = excellent

▲▼ = significantly higher/lower (by group)



Base: N = 402



# Performance of Councillors

## Summary

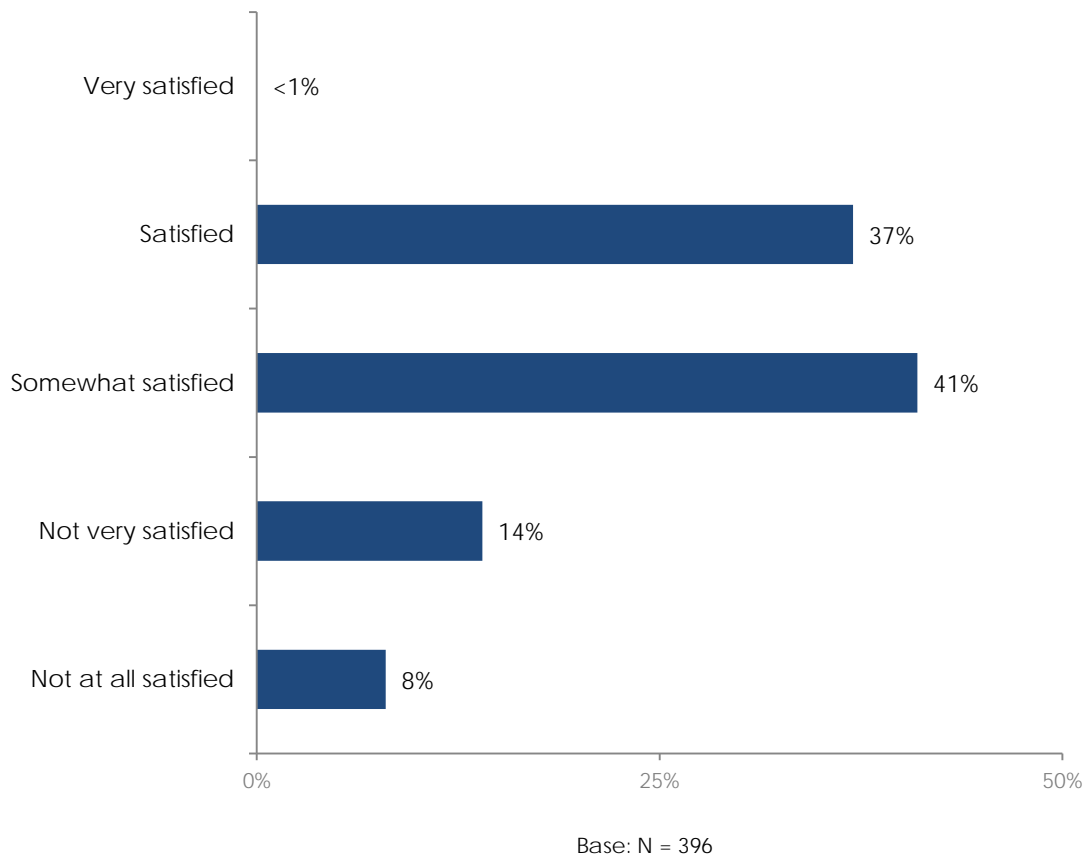
78% of residents are at least 'somewhat satisfied' with the councillors performance with representing a broad range of community matters fairly.

Q7a. Thinking specifically about the councillors elected in September 2016, how satisfied are you with their performance on the following?

### Representing a broad range of community matters fairly

	Overall 2017	Male	Female	18-34	35-49	50-64	65+	Town	Village
Mean ratings	3.06	3.03	3.09	3.31	2.95	2.99	3.04	3.09	3.01

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



Note: 6 respondents could not answer this question



# Performance of Councillors

## Summary

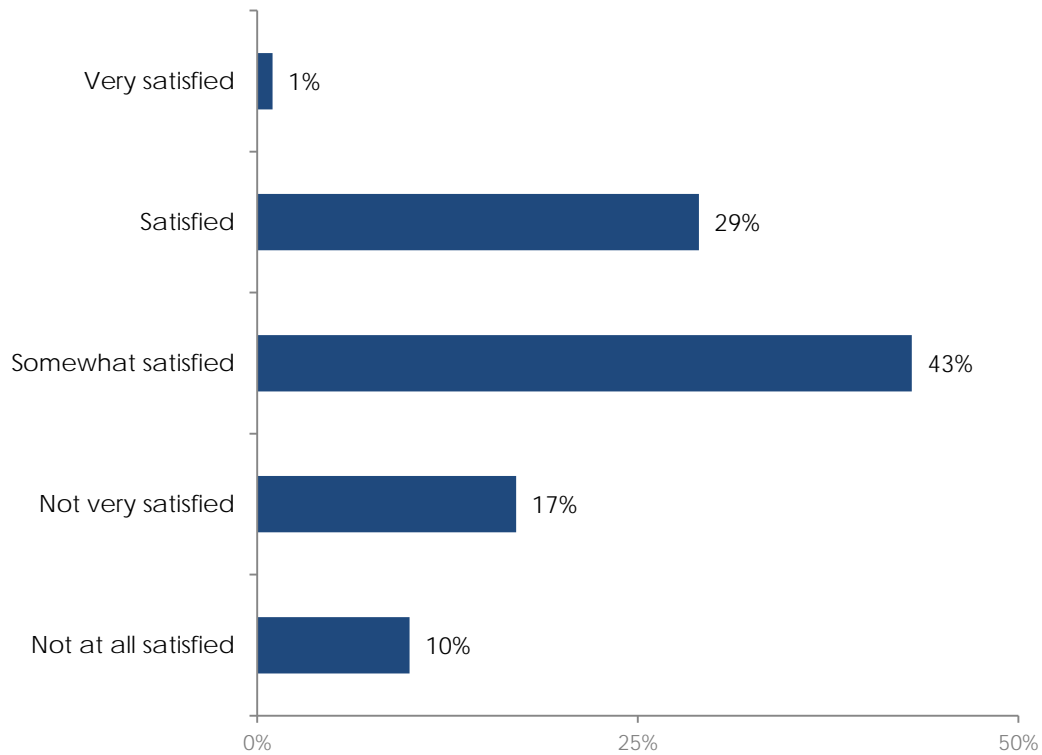
73% of residents indicated they are at least 'somewhat satisfied' with the councillors performance with effective leadership and guidance of the community.

Q7a. Thinking specifically about the councillors elected in September 2016, how satisfied are you with their performance on the following?

### Effective leadership and guidance of the community

	Overall 2017	Male	Female	18-34	35-49	50-64	65+	Town	Village
Mean ratings	2.93	2.80	3.05	2.98	2.84	2.94	2.96	2.96	2.88

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



Base: N = 399

Note: 3 respondents could not answer this question



# Performance of Councillors

## Summary

72% of residents are at least 'somewhat satisfied' with the overall performance of councillors elected in September 2016. This overall rating is significantly lower than the Micromex LGA Benchmark

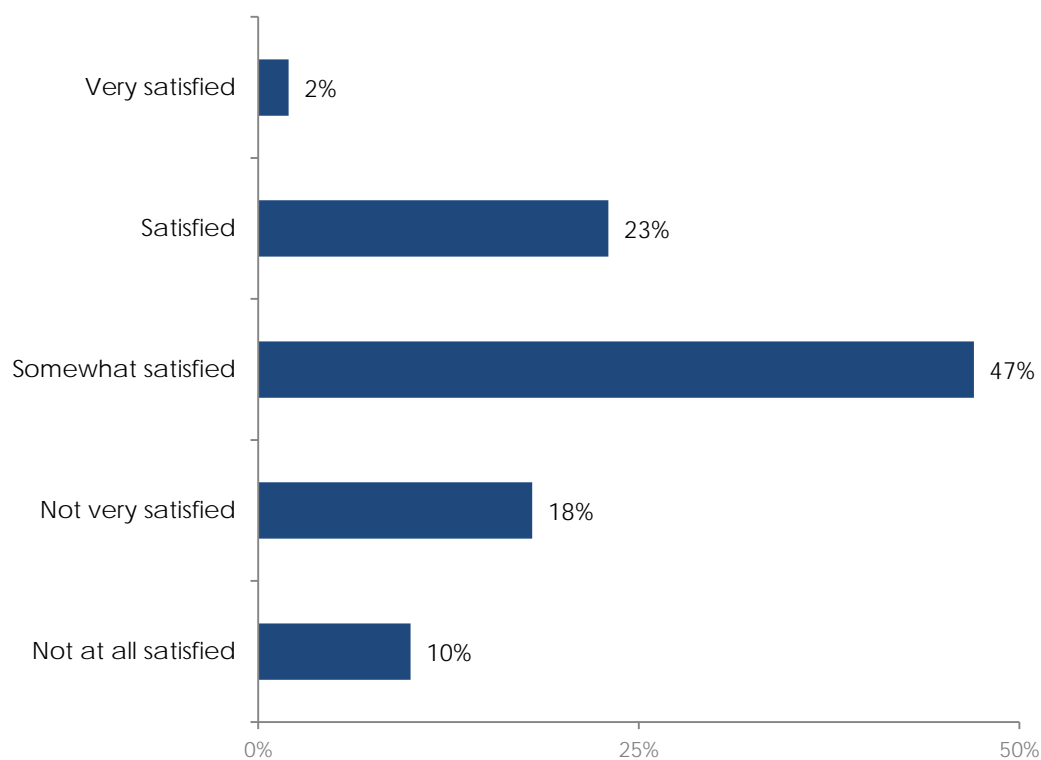
Q7b. *Thinking overall about the councillors elected in September 2016, how satisfied are you with their overall performance?*

	Overall 2017	Male	Female	18-34	35-49	50-64	65+	Town	Village
Mean ratings	2.90	2.74	3.04	3.05	2.88	2.79	2.92	2.96	2.81

	Overall 2017	Micromex LGA Benchmark
Mean ratings	2.90▼	3.24

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

▲▼ = significantly higher/lower (by group)



Base: N = 399

Note: 3 respondents could not answer this question



# Performance of Councillors

## Summary

Nearly half (43%) of residents who were satisfied/very satisfied with the councillors overall performance, stated the reason for their rating revolved around 'seeing improvements/things are being done/they do a good job'.

Q7b. *Thinking overall about the councillors elected in September 2016, how satisfied are you with their overall performance?*

Q7c. *Why do you say that?*

Satisfied/very satisfied – 25%	% N = 109
Seeing improvements/things are being done/they do a good job	43%
No issues or complaints	21%
They are doing the best they can/always room for improvement	9%
Haven't heard any negative feedback	6%
They act on their word/listen to the community	6%
Improved internal dynamics	4%
Somewhat satisfied – 47%	% N = 165
No aware of what has been done/who they are	15%
Lack of progress/action/direction/motivation	13%
Too much infighting/unprofessional behaviour	13%
Self-interest/conflict of interest	10%
Lack of concern/engagement/communication with the community	8%
There is good and bad/can't please everyone	7%
There is room for improvement	7%
Poor decision making/financial management	6%
No issues	4%
Not very/not at all satisfied – 28%	% N = 125
Inaction/lack of progress/do not listen to the community	32%
Infighting/unprofessional behaviour	27%
Self-interest/conflict of interest	22%
Poor decision making/lack of forward planning	10%
Don't know who they are/what they're doing/never see them	7%
Poor/lack of communication	6%
Poor financial management	5%
Disagree with actions	4%
Less experienced/need more knowledge of local issues	4%

Please see Appendix A for results fewer than 4%





# Section C – Response Timeliness



# Response Timeliness

## Summary

Residents satisfaction level for Councils timeliness of response to 'water supply' is high and has continued on an upwards trend since 2012, with 94% being at least 'somewhat satisfied'.

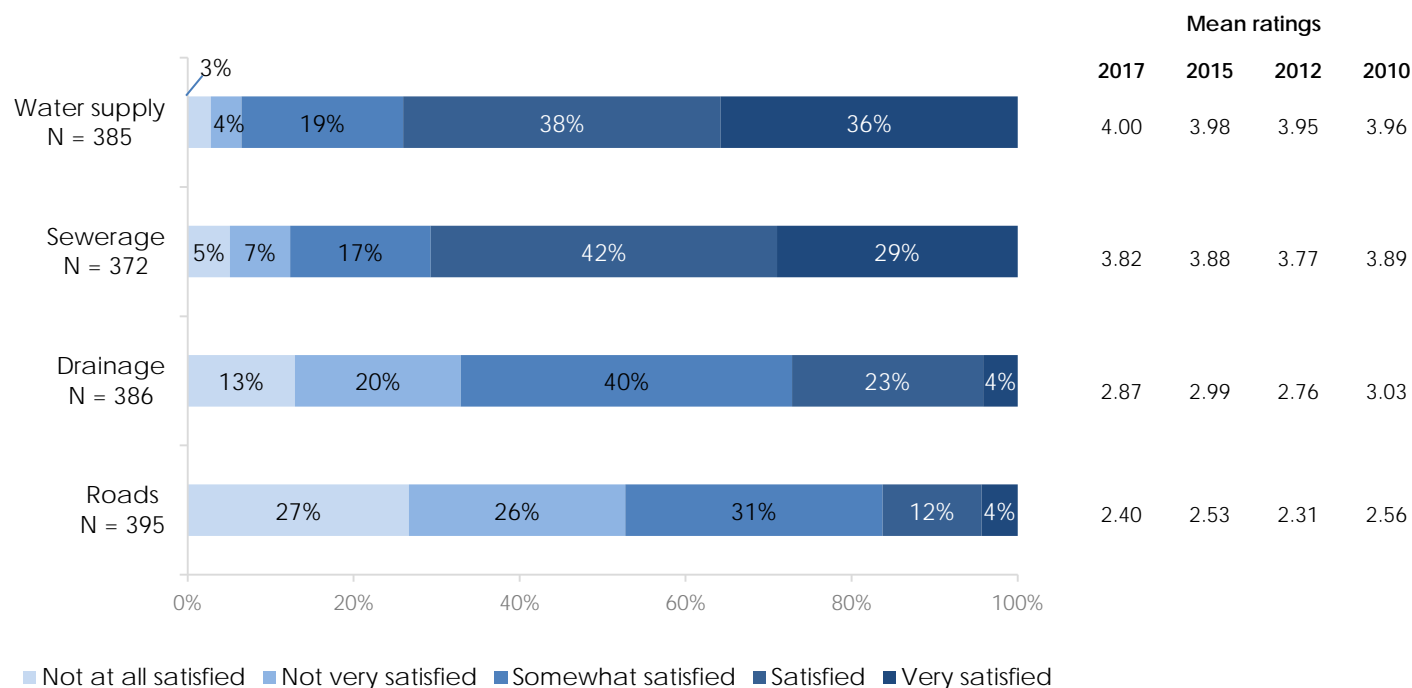
Residents located in town are significantly more satisfied with the timeliness of Council's response to 'sewerage'.

Q9. How satisfied are you with the timeliness of Council's response to:

	Overall 2017	Male	Female	18-34	35-49	50-64	65+	Town	Village
Water supply	4.00	4.05	3.96	4.25	3.97	3.87	3.99	4.14	3.79
Sewerage	3.82	3.80	3.84	3.60	3.90	3.71	3.99	4.04▲	3.46
Drainage	2.87	2.81	2.92	3.02	2.78	2.79	2.90	2.96	2.73
Roads	2.40	2.25	2.54	2.23	2.38	2.39	2.53	2.42	2.38

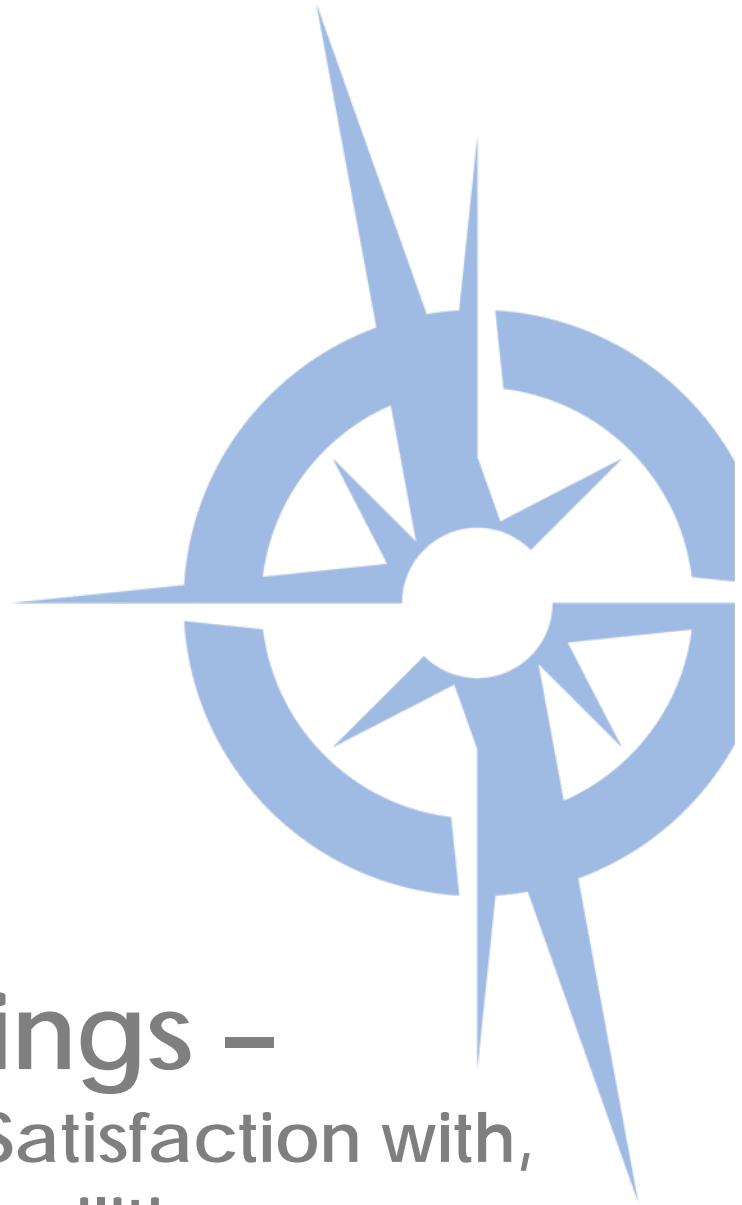
Scale: 1 = not at all satisfied, 5 = very satisfied

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



Base: 2017 N = 372-395, 2015 N = 365-398, 2012 N = 353-391, 2010 N = 332-380



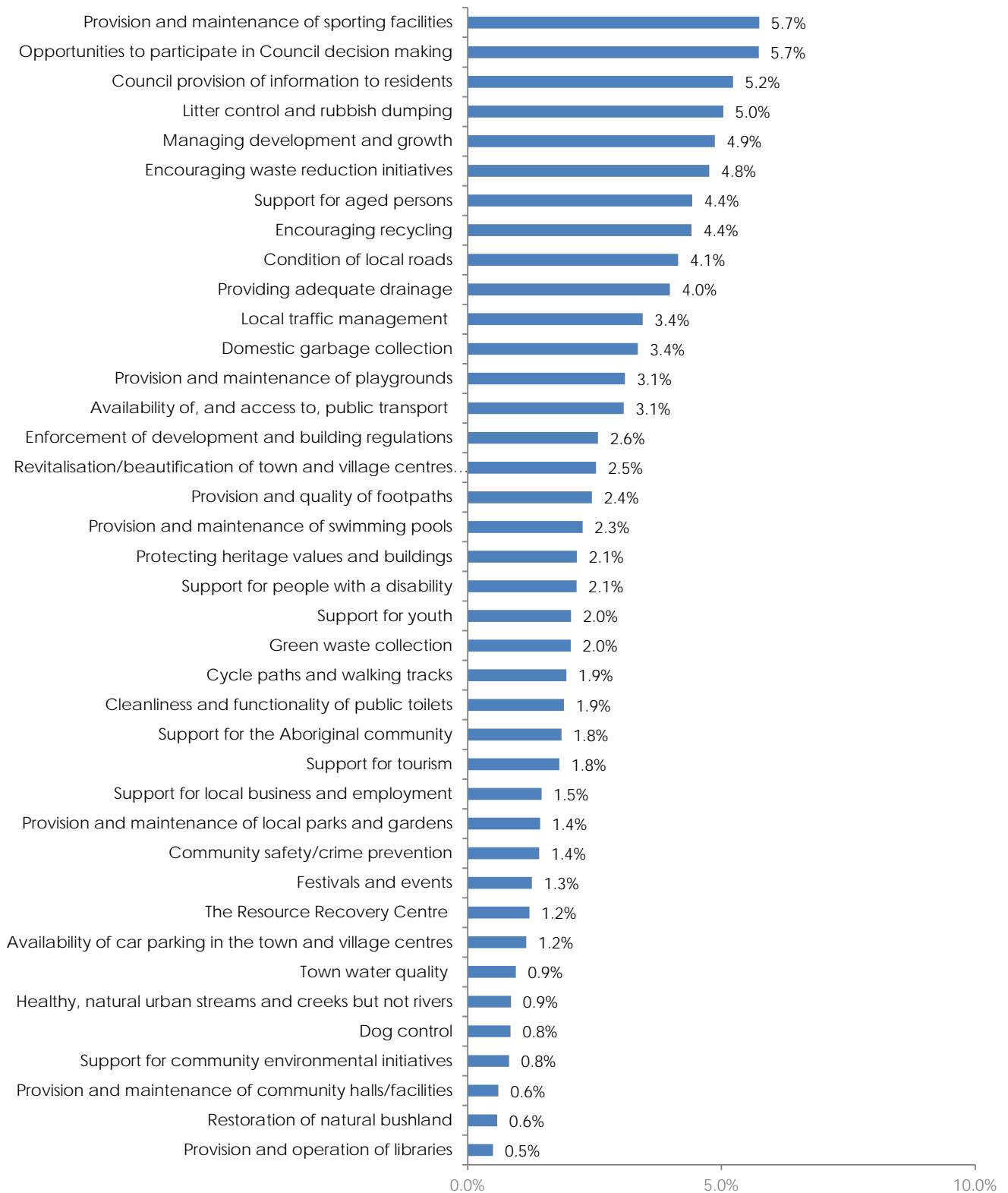


# Detailed Findings – Importance of, and Satisfaction with, Council Services & Facilities

# Influence on Overall Satisfaction

A core element of this community survey was the rating of 39 facilities/services in terms of Importance and Satisfaction. This section reports the Shapley Regression analysis undertaken on these measures – and the detailed responses to the measures themselves.

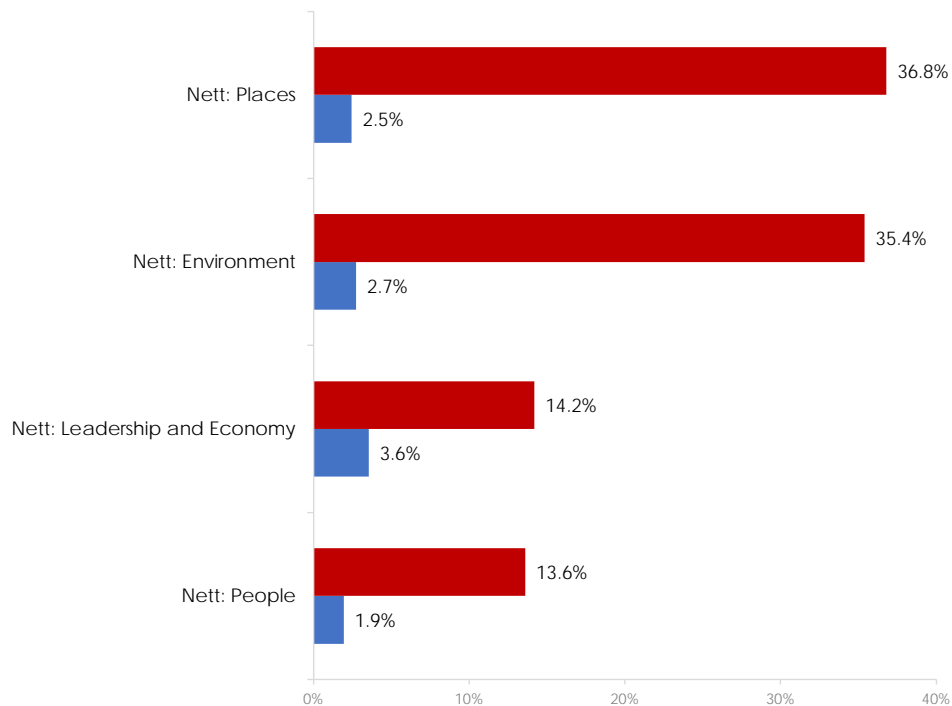
The chart below summarises the influence of the 39 facilities/services on overall satisfaction with Council's performance, based on the Shapley Regression:



# Key Service Areas' Contribution to Overall Satisfaction

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

## Contribution to Overall Satisfaction with Council's Performance



'Places' (36.8%) is the key contributor toward overall satisfaction with Council's performance, however, each of the services/facilities grouped under this area averages 2.5%, whereas the services/facilities in the area of 'Leadership and Economy' average 3.6%.



# Service Areas

Each of the 39 facilities/services were grouped into service areas as detailed below

## We Explored Resident Response to 39 Service Areas

### People

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

### Places

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

### Environment

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

### Leadership and Economy

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



## An Explanation

The following pages detail the Shapley findings for each service area, and summarise the stated importance and satisfaction ratings by key demographics.

### *Importance*

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

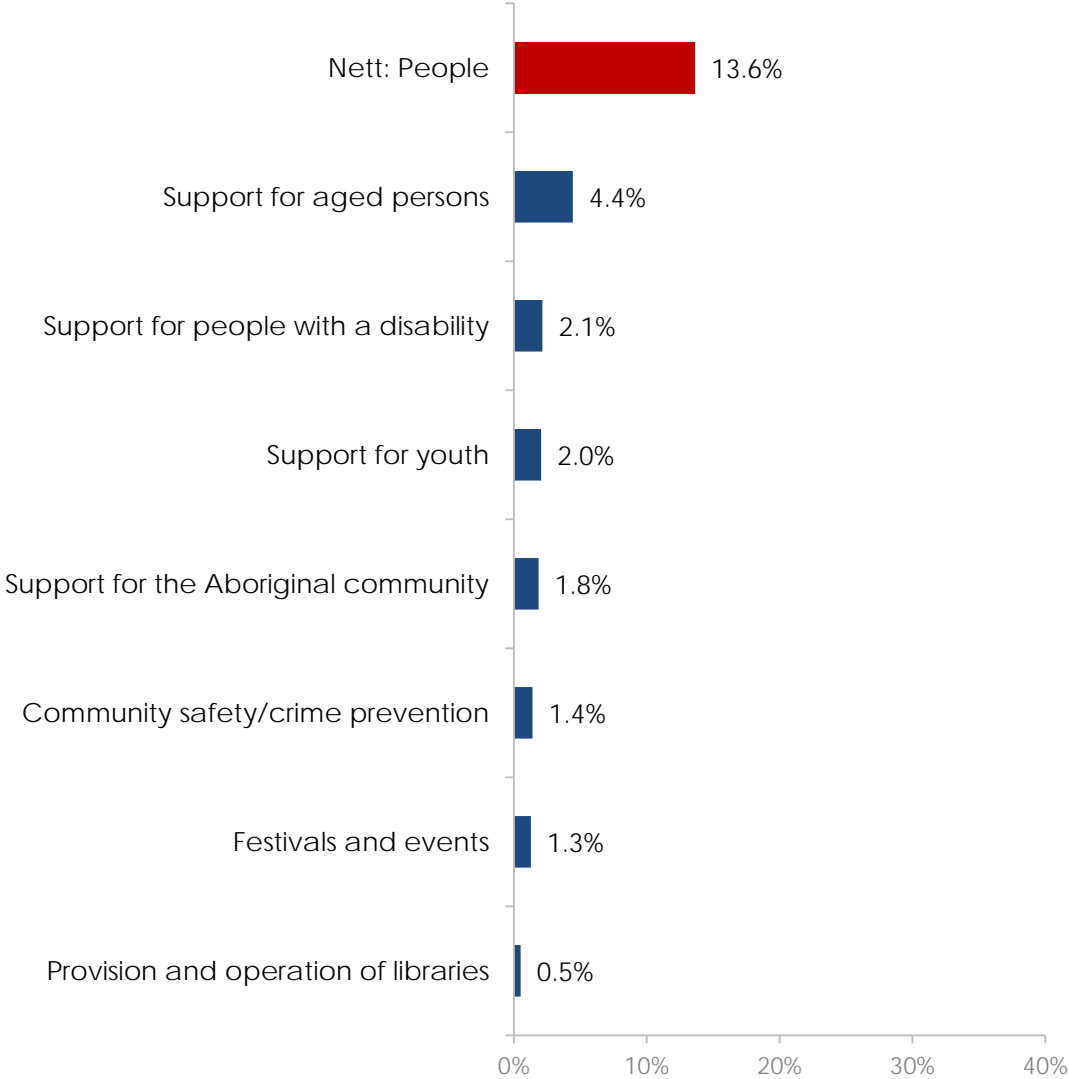
### *Satisfaction*

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

# Service Area 1: People

## Shapley Regression

Contributes to Over 13% of Overall Satisfaction with Council



# Service Area 1: People

## Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

### Importance – overall

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

### Importance – by gender

Females rated the following services as significantly higher in importance:

- Community safety/crime prevention
- Support for youth
- Provision and operation of libraries
- Festivals and events

### Importance – by age

Residents aged 50-64 gave a significantly higher level of importance for 'support for people with a disability'. Residents aged 65+ rated 'support for aged persons' significantly more important, whilst those aged 35-49 rated it significantly less.

### Importance – by area

Town residents rated 'community safety/crime prevention' as significantly more important.

### Importance – by year

There were no significant differences by year.



# Service Area 1: People

## Importance Mean Scores by Key Demographics

	Overall 2017	Male	Female	18-34	35-49	50-64	65+	Town	Village
Festivals and events	3.79	3.56	3.99	4.06	3.58	3.95	3.65	3.87	3.66
Community safety/crime prevention	4.58	4.41	4.73	4.72	4.44	4.61	4.56	4.68	4.41
Support for aged persons	4.36	4.32	4.40	4.14	4.00	4.54	4.59	4.47	4.20
Support for people with a disability	4.44	4.42	4.46	4.40	4.16	4.65	4.49	4.55	4.28
Support for youth	4.34	4.17	4.50	4.41	4.23	4.49	4.27	4.41	4.25
Support for the Aboriginal community	4.00	3.79	4.18	4.20	3.73	4.17	3.92	4.10	3.84
Provision and operation of libraries	4.08	3.76	4.35	3.88	4.01	4.07	4.23	4.16	3.95

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

Significantly higher/lower level of importance (by group)

## Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Festivals and events	7%	7%	23%	29%	35%	402
Community safety/crime prevention	1%	1%	7%	20%	71%	402
Support for aged persons	3%	3%	10%	22%	62%	402
Support for people with a disability	4%	1%	8%	20%	67%	402
Support for youth	2%	3%	13%	24%	59%	402
Support for the Aboriginal community	7%	5%	19%	19%	50%	402
Provision and operation of libraries	4%	5%	20%	24%	48%	402





# Service Area 1: People

## Overview of Satisfaction Rating Scores by Key Demographics

Residents were asked to rate their satisfaction with each criteria.

### Satisfaction – overall

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

### Satisfaction – by gender

There were no significant differences by gender.

### Satisfaction – by age

There were no significant differences by age.

### Satisfaction – by area

There were no significant differences by area.

### Satisfaction – by year

There were no significant differences by year.



# Service Area 1: People

## Satisfaction Mean Scores by Key Demographics

	Overall 2017	Male	Female	18-34	35-49	50-64	65+	Town	Village
Festivals and events	3.56	3.34	3.72	3.34	3.74	3.33	3.79	3.40	3.83
Community safety/crime prevention	3.58	3.36	3.78	3.29	3.95	3.39	3.69	3.56	3.63
Support for aged persons	3.63	3.50	3.75	3.95	3.58	3.42	3.67	3.61	3.67
Support for people with a disability	3.46	3.35	3.58	3.45	3.58	3.35	3.51	3.42	3.54
Support for youth	3.01	2.93	3.08	3.16	3.08	2.68	3.16	2.98	3.06
Support for the Aboriginal community	3.30	3.37	3.24	3.61	3.20	3.07	3.35	3.35	3.20
Provision and operation of libraries	4.01	3.80	4.15	4.30	3.85	3.67	4.23	4.09	3.87

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

Significantly higher/lower level of satisfaction (by group)

## Detailed Overall Response for Satisfaction

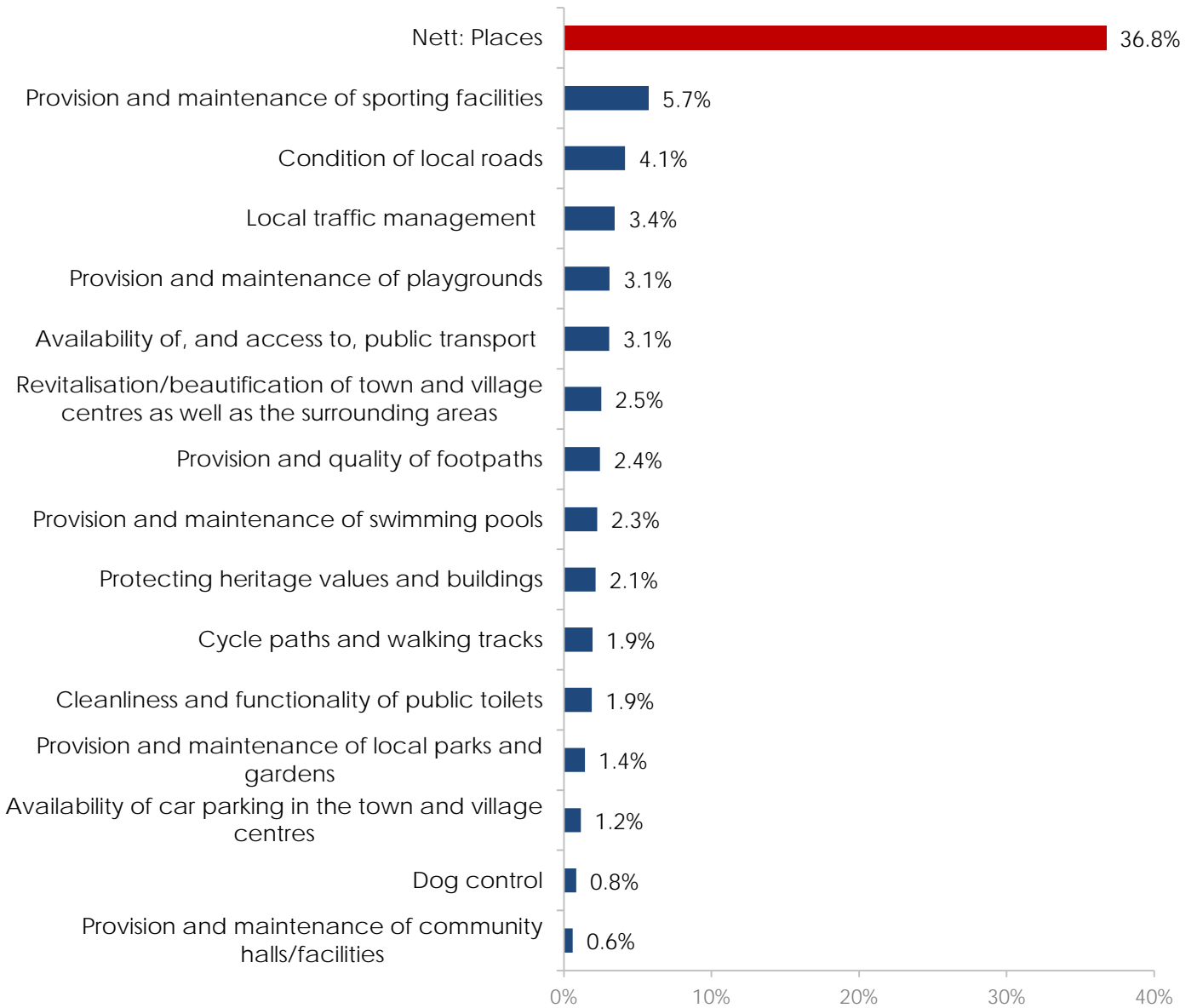
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Festivals and events	6%	9%	27%	40%	18%	265
Community safety/crime prevention	4%	9%	30%	37%	19%	361
Support for aged persons	6%	7%	28%	36%	23%	320
Support for people with a disability	3%	9%	42%	29%	16%	326
Support for youth	9%	20%	40%	22%	9%	318
Support for the Aboriginal community	3%	14%	45%	26%	12%	259
Provision and operation of libraries	1%	4%	20%	41%	33%	292



# Service Area 2: Places

## Shapley Regression

Contributes to Almost 37% of Overall Satisfaction with Council



# Service Area 2: Places

## Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

### Importance - overall

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

### Importance - by gender

Females gave a significantly higher level of importance for 'cleanliness and functionality of public toilets', 'cycle paths and walking tracks', 'protecting heritage values and buildings', and 'dog control'.

### Importance - by age

Residents aged 35 - 49 rated 'cleanliness and functionality of public toilets' as significantly less important. Those aged 65+ gave a significantly lower level of importance for 'provision and maintenance of sporting facilities'.

### Importance - by area

There were no significant difference by area.

### Importance - by year

There were no significant differences by year.



# Service Area 2: Places

## Importance Mean Scores by Key Demographics

	Overall 2017	Male	Female	18-34	35-49	50-64	65+	Town	Village
Revitalisation/beautification of town and village centres as well as the surrounding areas	3.86	3.74	3.96	3.78	3.89	3.86	3.87	3.88	3.82
Protecting heritage values and buildings	3.88	3.58	4.15	3.62	3.97	3.98	3.88	3.80	3.99
Provision and maintenance of local parks and gardens	4.30	4.15	4.43	4.45	4.25	4.22	4.30	4.36	4.21
Dog control	3.58	3.27	3.86	3.51	3.25	3.77	3.68	3.69	3.42
Cleanliness and functionality of public toilets	4.20	3.98	4.39	4.55	3.71	4.29	4.26	4.25	4.12
Availability of car parking in the town and village centres	4.48	4.38	4.58	4.51	4.30	4.52	4.57	4.55	4.38
Cycle paths and walking tracks	4.00	3.74	4.24	3.78	4.13	4.06	4.00	4.06	3.92
Local traffic management	4.40	4.34	4.45	4.33	4.20	4.49	4.49	4.47	4.29
Availability of, and access to, public transport	4.03	3.81	4.24	4.12	3.70	4.16	4.11	4.04	4.02
Condition of local roads	4.66	4.52	4.78	4.61	4.60	4.71	4.69	4.58	4.78
Provision and quality of footpaths	4.33	4.11	4.53	4.17	4.27	4.32	4.46	4.38	4.25
Provision and maintenance of swimming pools	3.95	3.70	4.18	3.76	4.13	3.99	3.91	4.12	3.70
Provision and maintenance of playgrounds	4.10	3.93	4.26	4.29	4.19	4.16	3.90	4.16	4.01
Provision and maintenance of sporting facilities	4.18	4.17	4.18	4.51	4.17	4.31	3.90	4.21	4.13
Provision and maintenance of community halls/facilities	4.01	3.99	4.03	3.51	4.02	4.13	4.19	3.93	4.14

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

Significantly higher/lower level of importance (by group)



# Service Area 2: Places

## Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Revitalisation/beautification of town and village centres as well as the surrounding areas	2%	6%	25%	38%	29%	402
Protecting heritage values and buildings	5%	4%	23%	33%	35%	402
Provision and maintenance of local parks and gardens	1%	2%	12%	38%	47%	402
Dog control	10%	13%	24%	17%	37%	402
Cleanliness and functionality of public toilets	5%	4%	14%	22%	55%	402
Availability of car parking in the town and village centres	2%	4%	6%	19%	69%	402
Cycle paths and walking tracks	5%	8%	17%	22%	48%	402
Local traffic management	1%	2%	12%	24%	60%	402
Availability of, and access to, public transport	5%	12%	10%	19%	53%	402
Condition of local roads	0%	2%	6%	13%	78%	402
Provision and quality of footpaths	2%	6%	11%	21%	61%	402
Provision and maintenance of swimming pools	8%	6%	15%	25%	46%	402
Provision and maintenance of playgrounds	5%	6%	13%	27%	49%	402
Provision and maintenance of sporting facilities	4%	4%	12%	31%	49%	402
Provision and maintenance of community halls/facilities	3%	4%	24%	28%	41%	402

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



# Service Area 2: Places

## Overview of Satisfaction Rating Scores by Key Demographics

Residents were asked to rate their satisfaction with each criteria.

### Satisfaction – overall

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

### Satisfaction – by gender

Females were significantly more satisfied with 'local traffic management'.

### Satisfaction – by age

Residents aged 18-34 were significantly more satisfied with 'protecting heritage values and buildings'. Those aged 65+ expressed a significantly higher level of satisfaction for 'condition of local roads'.

### Satisfaction – by area

There were no significant differences by area.

### Satisfaction – by year

Residents were significantly less satisfied with 'provision and maintenance of swimming pools', 'local traffic management' and 'availability of car parking in the town and village centres' in 2017.



# Service Area 2: Places

## Satisfaction Mean Scores by Key Demographics

	Overall 2017	Male	Female	18-34	35-49	50-64	65+	Town	Village
Revitalisation/beautification of town and village centres as well as the surrounding areas	3.18	3.03	3.32	3.56	2.93	3.13	3.16	3.09	3.32
Protecting heritage values and buildings	3.43	3.41	3.44	4.06	3.48	3.22	3.22	3.38	3.49
Provision and maintenance of local parks and gardens	3.61	3.58	3.63	3.82	3.61	3.40	3.64	3.64	3.55
Dog control	3.66	3.61	3.68	4.10	3.55	3.54	3.57	3.68	3.62
Cleanliness and functionality of public toilets	3.43	3.40	3.46	3.32	3.44	3.32	3.59	3.31	3.61
Availability of car parking in the town and village centres	2.47	2.33	2.58	2.43	2.58	2.28	2.57	2.42	2.55
Cycle paths and walking tracks	3.32	3.16	3.44	3.32	3.05	3.36	3.49	3.33	3.29
Local traffic management	2.72	2.41	2.98	2.46	2.62	2.59	3.01	2.63	2.85
Availability of, and access to, public transport	2.70	2.63	2.75	2.30	2.91	2.62	2.88	2.84	2.47
Condition of local roads	2.18	1.95	2.37	2.10	2.06	1.94	2.51	2.20	2.16
Provision and quality of footpaths	2.65	2.49	2.77	3.25	2.54	2.37	2.64	2.75	2.48
Provision and maintenance of swimming pools	3.14	2.92	3.31	3.10	2.94	3.05	3.39	3.06	3.29
Provision and maintenance of playgrounds	3.52	3.58	3.48	3.47	3.49	3.36	3.73	3.47	3.60
Provision and maintenance of sporting facilities	3.57	3.38	3.74	3.41	3.55	3.46	3.81	3.56	3.58
Provision and maintenance of community halls/facilities	3.53	3.43	3.62	3.55	3.50	3.36	3.68	3.50	3.57

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

Significantly higher/lower level of satisfaction (by group)





## Service Area 2: Places

### Detailed Overall Response for Satisfaction

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Revitalisation/beautification of town and village centres as well as the surrounding areas	8%	17%	38%	25%	13%	276
Protecting heritage values and buildings	4%	13%	33%	39%	12%	281
Provision and maintenance of local parks and gardens	4%	9%	26%	44%	17%	345
Dog control	7%	8%	23%	36%	26%	226
Cleanliness and functionality of public toilets	3%	18%	28%	34%	17%	292
Availability of car parking in the town and village centres	30%	18%	31%	17%	4%	356
Cycle paths and walking tracks	9%	15%	27%	32%	17%	287
Local traffic management	18%	22%	33%	22%	4%	340
Availability of, and access to, public transport	20%	28%	24%	20%	9%	287
Condition of local roads	36%	25%	27%	12%	1%	370
Provision and quality of footpaths	25%	18%	31%	19%	7%	331
Provision and maintenance of swimming pools	13%	17%	28%	27%	15%	290
Provision and maintenance of playgrounds	4%	10%	26%	47%	12%	306
Provision and maintenance of sporting facilities	4%	7%	34%	37%	17%	320
Provision and maintenance of community halls/facilities	2%	11%	35%	35%	16%	281

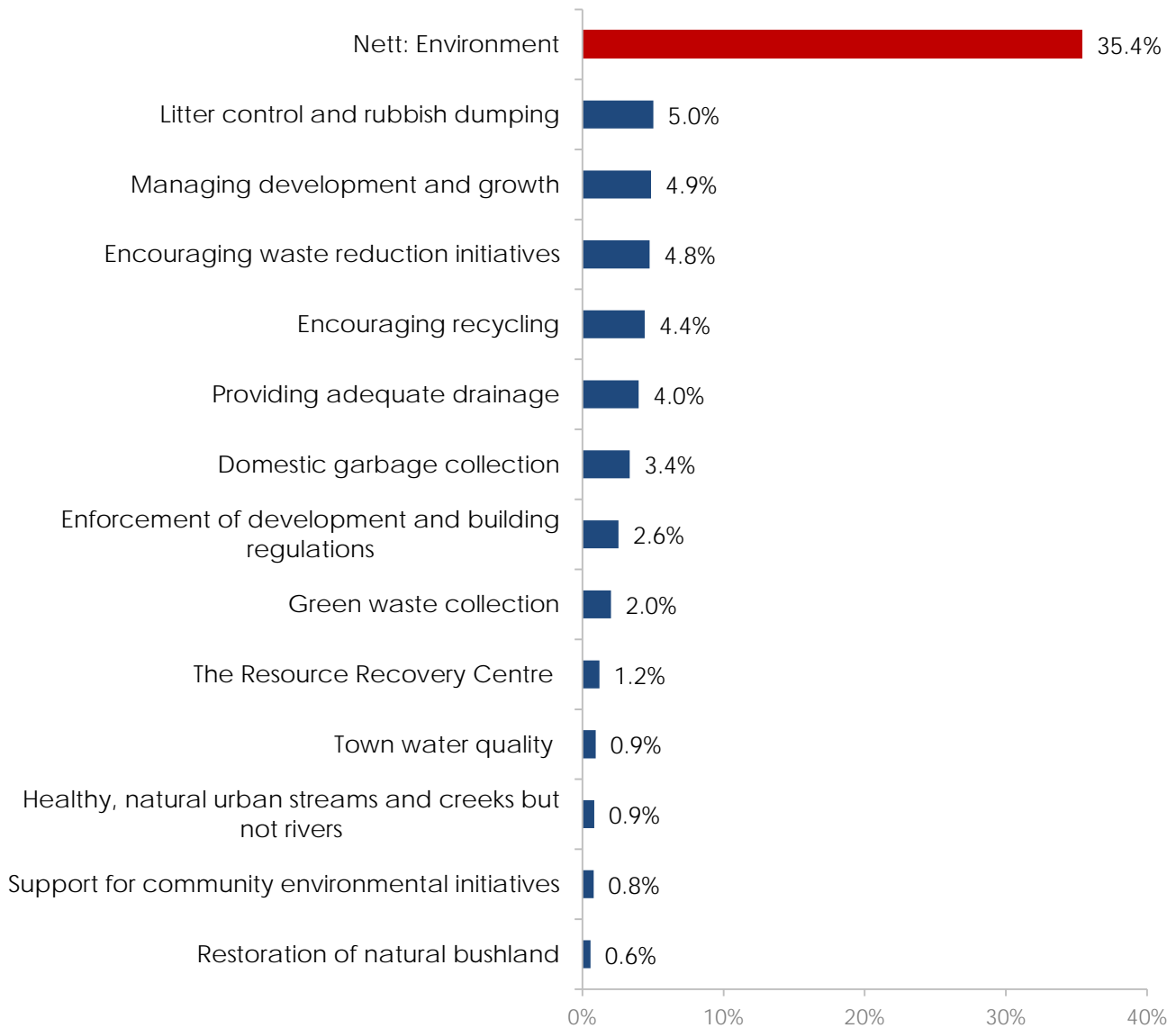
Scale: 1 = not at all satisfied, 5 = very satisfied



# Service Area 3: Environment

## Shapley Regression

Contributes to Over 35% of Overall Satisfaction with Council



# Service Area 3: Environment

## Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

### Importance – overall

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

### Importance – by gender

Females rated 'domestic garbage collection' and 'green waste collection' as significantly more important.

### Importance – by age

There were no significant differences by age.

### Importance – by area

There were no significant differences by area.

### Importance – by year

There were no significant differences by year.



# Service Area 3: Environment

## Importance Mean Scores by Key Demographics

	Overall 2017	Male	Female	18-34	35-49	50-64	65+	Town	Village
Green waste collection	3.88	3.53	4.20	3.51	3.77	3.93	4.12	4.10	3.55
The Resource Recovery Centre	4.29	4.14	4.42	4.12	4.21	4.52	4.24	4.32	4.24
Domestic garbage collection	4.62	4.45	4.77	4.66	4.69	4.54	4.62	4.74	4.44
Providing adequate drainage	4.40	4.31	4.49	4.10	4.47	4.44	4.50	4.46	4.32
Support for community environmental initiatives	4.03	3.86	4.18	3.92	3.91	4.19	4.04	4.03	4.03
Restoration of natural bushland	4.11	3.90	4.31	4.21	3.80	4.24	4.18	4.15	4.06
Healthy, natural urban streams and creeks but not rivers	4.31	4.18	4.42	4.00	4.20	4.52	4.37	4.28	4.35
Encouraging recycling	4.62	4.53	4.70	4.73	4.53	4.59	4.64	4.67	4.53
Encouraging waste reduction initiatives	4.53	4.47	4.59	4.61	4.46	4.57	4.52	4.56	4.49
Managing development and growth	4.45	4.51	4.40	4.30	4.48	4.57	4.43	4.47	4.43
Enforcement of development and building regulations	4.29	4.33	4.26	3.81	4.30	4.51	4.38	4.30	4.28
Town water quality	4.61	4.53	4.69	4.51	4.57	4.64	4.67	4.69	4.49
Litter control and rubbish dumping	4.60	4.46	4.73	4.43	4.56	4.71	4.65	4.66	4.53

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

Significantly higher/lower level of importance (by group)



# Service Area 3: Environment

## Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Green waste collection	12%	7%	12%	17%	52%	402
The Resource Recovery Centre	3%	2%	15%	24%	56%	402
Domestic garbage collection	3%	1%	2%	17%	76%	402
Providing adequate drainage	3%	1%	12%	19%	65%	402
Support for community environmental initiatives	3%	4%	21%	31%	41%	402
Restoration of natural bushland	2%	6%	20%	24%	48%	402
Healthy, natural urban streams and creeks but not rivers	1%	2%	18%	22%	57%	402
Encouraging recycling	1%	1%	4%	22%	72%	402
Encouraging waste reduction initiatives	1%	2%	7%	21%	68%	402
Managing development and growth	1%	1%	14%	21%	64%	402
Enforcement of development and building regulations	3%	2%	17%	21%	58%	402
Town water quality	3%	4%	1%	12%	80%	402
Litter control and rubbish dumping	0%	2%	5%	22%	70%	402

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



# Service Area 3: Environment

## Overview of Satisfaction Rating Scores by Key Demographics

Residents were asked to rate their satisfaction with each criteria.

### Satisfaction – overall

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

### Satisfaction – by gender

There were no significant differences by gender.

### Satisfaction – by age

Residents aged 65+ were significantly more satisfied with 'domestic garbage collection' and 'encouraging waste reduction initiatives'.

### Satisfaction – by area

There were no significant differences by area.

### Satisfaction – by year

Residents expressed significantly lower levels of satisfaction for 'encouraging recycling' and 'encouraging waste reduction initiatives' in 2017.



# Service Area 3: Environment

## Satisfaction Mean Scores by Key Demographics

	Overall 2017	Male	Female	18-34	35-49	50-64	65+	Town	Village
Green waste collection	4.08	4.24	3.97	4.29	4.15	3.65	4.28	4.12	3.99
The Resource Recovery Centre	4.01	4.00	4.02	4.37	3.81	3.85	4.10	3.93	4.14
Domestic garbage collection	4.09	4.04	4.13	3.86	4.03	3.86	4.44	4.14	4.01
Providing adequate drainage	2.81	2.70	2.89	2.97	2.87	2.51	2.92	2.92	2.63
Support for community environmental initiatives	3.34	3.18	3.47	3.44	3.37	3.18	3.39	3.23	3.49
Restoration of natural bushland	3.36	3.16	3.52	3.40	3.46	3.25	3.37	3.42	3.27
Healthy, natural urban streams and creeks but not rivers	3.35	3.28	3.42	3.84	3.45	3.20	3.22	3.38	3.32
Encouraging recycling	3.56	3.49	3.62	3.22	3.60	3.45	3.82	3.48	3.69
Encouraging waste reduction initiatives	3.15	3.00	3.30	2.82	3.15	2.97	3.49	3.10	3.24
Managing development and growth	2.75	2.56	2.94	2.80	2.66	2.59	2.93	2.69	2.86
Enforcement of development and building regulations	2.84	2.81	2.87	3.14	2.82	2.76	2.80	2.83	2.86
Town water quality	4.07	4.13	4.02	4.09	3.95	4.00	4.20	4.17	3.91
Litter control and rubbish dumping	3.15	2.99	3.30	2.83	3.23	3.05	3.36	3.17	3.13

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

Significantly higher/lower level of satisfaction (by group)



# Service Area 3: Environment

## Detailed Overall Response for Satisfaction

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Green waste collection	5%	6%	11%	29%	48%	273
The Resource Recovery Centre	3%	10%	14%	29%	44%	322
Domestic garbage collection	5%	6%	13%	28%	48%	376
Providing adequate drainage	16%	24%	30%	24%	7%	337
Support for community environmental initiatives	2%	14%	40%	33%	10%	291
Restoration of natural bushland	6%	11%	36%	36%	12%	289
Healthy, natural urban streams and creeks but not rivers	4%	13%	37%	36%	10%	312
Encouraging recycling	5%	11%	28%	34%	21%	375
Encouraging waste reduction initiatives	8%	13%	45%	24%	10%	358
Managing development and growth	16%	21%	39%	20%	4%	338
Enforcement of development and building regulations	13%	28%	30%	19%	9%	314
Town water quality	1%	6%	15%	39%	38%	367
Litter control and rubbish dumping	10%	16%	36%	24%	14%	374

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

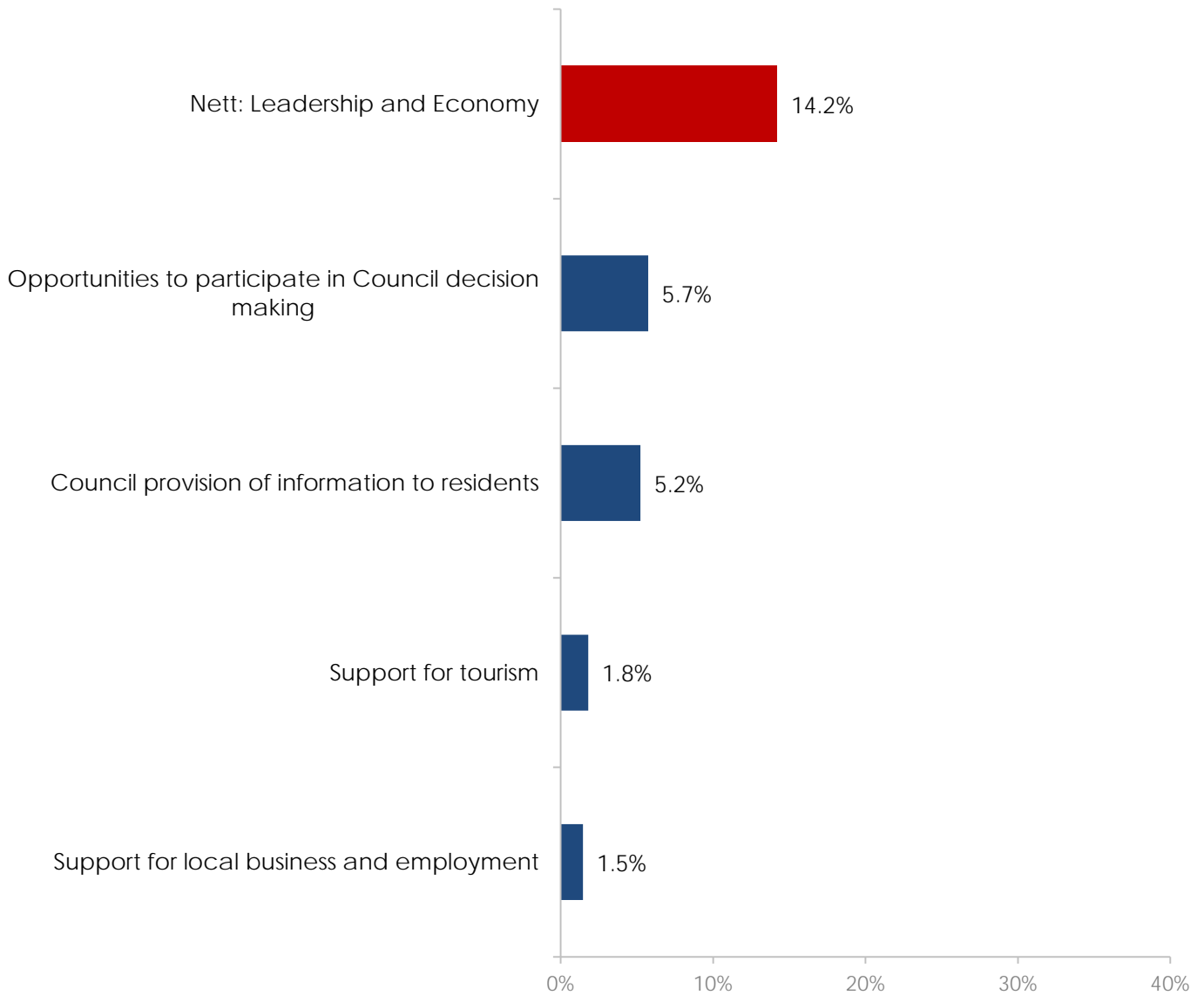




# Service Area 4: Leadership and Economy

Shapley Regression

Contributes to Over 14% of Overall Satisfaction with Council



# Service Area 4: Leadership and Economy

## Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

### Importance – overall

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

### Importance – by gender

There were no significant differences by gender.

### Importance – by age

There were no significant differences by age.

### Importance – by area

There were no significant differences by area.

### Importance – by year

There were no significant differences by year.



# Service Area 4: Leadership and Economy

## Importance Mean Scores by Key Demographics

	Overall 2017	Male	Female	18-34	35-49	50-64	65+	Town	Village
Support for local business and employment	4.50	4.40	4.59	4.49	4.57	4.59	4.39	4.50	4.51
Support for tourism	4.06	3.94	4.16	3.78	3.91	4.28	4.14	4.09	4.02
Opportunities to participate in Council decision making	4.06	4.02	4.08	3.86	3.86	4.29	4.11	4.09	4.01
Council provision of information to residents	4.34	4.21	4.46	4.04	4.30	4.43	4.47	4.39	4.27

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

## Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Support for local business and employment	1%	1%	9%	22%	66%	402
Support for tourism	3%	6%	19%	26%	46%	402
Opportunities to participate in Council decision making	4%	6%	18%	25%	47%	402
Council provision of information to residents	1%	3%	14%	24%	58%	402



# Service Area 4: Leadership and Economy

## Overview of Satisfaction Rating Scores by Key Demographics

Residents were asked to rate their satisfaction with each criteria.

### Satisfaction – overall

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

### Satisfaction – by gender

There were no significant differences by gender.

### Satisfaction – by age

There were no significant differences by age.

### Satisfaction – by area

There were no significant differences by area.

### Satisfaction – by year

There were no significant differences by year.



# Service Area 4: Leadership and Economy

## Satisfaction Mean Scores by Key Demographics

	Overall 2017	Male	Female	18-34	35-49	50-64	65+	Town	Village
Support for local business and employment	3.18	2.96	3.36	3.12	3.18	2.95	3.41	3.12	3.26
Support for tourism	3.64	3.57	3.70	3.58	3.72	3.51	3.74	3.58	3.75
Opportunities to participate in Council decision making	2.72	2.66	2.77	3.31	2.65	2.49	2.68	2.79	2.61
Council provision of information to residents	3.13	3.12	3.14	3.40	2.89	3.06	3.22	3.23	2.97

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

## Detailed Overall Response for Satisfaction

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Support for local business and employment	5%	20%	39%	22%	14%	345
Support for tourism	3%	9%	27%	43%	18%	297
Opportunities to participate in Council decision making	17%	25%	32%	21%	5%	286
Council provision of information to residents	7%	20%	35%	28%	10%	332



# Comparison to Previous Research

Service/ Facility	Importance		Satisfaction	
	2017	2015	2017	2015
Revitalisation/beautification of town and village centres as well as the surrounding areas	3.86	3.81	3.18	3.23
Protecting heritage values and buildings	3.88	3.99	3.43	3.37
Provision and maintenance of local parks and gardens	4.30	4.31	3.61	3.50
Green waste collection	3.88	3.87	4.08	4.30
The Resource Recovery Centre	4.29	4.18	4.01	3.96
Dog control	3.58	3.80	3.66	3.63
Domestic garbage collection	4.62	4.49	4.09	4.19
Cleanliness and functionality of public toilets	4.20	4.14	3.43	3.41
Festivals and events	3.79	3.73	3.56	3.76
Community safety/crime prevention	4.58	4.46	3.58	3.72
Support for aged persons	4.36	4.34	3.63	3.72
Support for people with a disability	4.44	4.43	3.46	3.50
Support for youth	4.34	4.30	3.01	3.07
Support for the Aboriginal community	4.00	3.92	3.30	3.36
Support for local business and employment	4.50	4.42	3.18	3.26
Availability of car parking in the town and village centres	4.48	4.33	2.47▼	2.80
Cycle paths and walking tracks	4.00	4.09	3.32	3.37
Local traffic management	4.40	4.30	2.72▼	3.16
Availability of, and access to, public transport	4.03	4.08	2.70	2.79
Support for tourism	4.06	4.11	3.64	3.71
Condition of local roads	4.66	4.58	2.18	2.30
Providing adequate drainage	4.40	4.33	2.81	2.88
Provision and quality of footpaths	4.33	4.32	2.65	2.82
Provision and maintenance of swimming pools	3.95	4.03	3.14▼	3.70
Provision and operation of libraries	4.08	4.20	4.01	4.11
Provision and maintenance of playgrounds	4.10	4.13	3.52	3.61
Provision and maintenance of sporting facilities	4.18	4.17	3.57	3.65
Provision and maintenance of community halls/facilities	4.01	3.93	3.53	3.65
Support for community environmental initiatives	4.03	4.08	3.34	3.43
Restoration of natural bushland	4.11	4.10	3.36	3.53
Healthy, natural urban streams and creeks but not rivers	4.31	4.21	3.35	3.37
Encouraging recycling	4.62	4.53	3.56▼	4.01
Encouraging waste reduction initiatives	4.53	4.44	3.15▼	3.54
Managing development and growth	4.45	4.27	2.75	3.00
Enforcement of development and building regulations	4.29	4.17	2.84	2.98
Opportunities to participate in Council decision making	4.06	4.07	2.72	2.82
Council provision of information to residents	4.34	4.36	3.13	3.20
Town water quality	4.61	4.62	4.07	4.17
Litter control and rubbish dumping	4.60	4.58	3.15	3.40

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



# Comparison to LGA Benchmarks

1 of the 26 comparable measures was rated above benchmark threshold of 0.15, this was 'cleanliness and functionality of public toilets'.

14 of the measures were rated lower than the benchmark threshold of -0.15, these were 'revitalisation/beautification of town and village centres as well as the surrounding areas', 'support for youth', 'provision and maintenance of sporting facilities', 'restoration of natural bushland', 'Council provision of information to residents', 'provision and maintenance of playgrounds', 'opportunities to participate in Council decision making', 'managing development and growth', 'encouraging recycling', 'provision and quality of footpaths', 'providing adequate drainage', 'availability of car parking in the town and village centres', 'provision and maintenance of swimming pools' and 'condition of local roads'.

Service/Facility	Wingecarribee Shire Council Satisfaction Scores	Benchmark Variances
Cleanliness and functionality of public toilets	3.43	0.31▲
Cycle paths and walking tracks	3.32	0.11
Community safety/crime prevention	3.58	0.10
Support for aged persons	3.63	0.09
Support for people with a disability	3.46	0.08
Support for local business and employment	3.18	0.01
Domestic garbage collection	4.09	0.00
Festivals and events	3.56	-0.02
Protecting heritage values and buildings	3.43	-0.07
Provision and maintenance of local parks and gardens	3.61	-0.12
Provision and operation of libraries	4.01	-0.13
Provision and maintenance of community halls/facilities	3.53	-0.13
Revitalisation/beautification of town and village centres as well as the surrounding areas	3.18	-0.16▼
Support for youth	3.01	-0.16▼
Provision and maintenance of sporting facilities	3.57	-0.16▼
Restoration of natural bushland	3.36	-0.20▼
Council provision of information to residents	3.13	-0.20▼
Provision and maintenance of playgrounds	3.52	-0.21▼
Opportunities to participate in Council decision making	2.72	-0.26▼
Managing development and growth	2.75	-0.32▼
Encouraging recycling	3.56	-0.34▼
Provision and quality of footpaths	2.65	-0.39▼
Providing adequate drainage	2.81	-0.50▼
Availability of car parking in the town and village centres	2.47	-0.53▼
Provision and maintenance of swimming pools	3.14	-0.55▼
Condition of local roads	2.18	-0.62▼

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

▲/▼ = positive/negative difference greater than 0.15 from LGA Benchmark

**Note:** Benchmark differences are based on assumed variants of +/- 0.15, with variants beyond +/- 0.15 more likely to be significant





# Demographics



# Demographics

Q10. Please stop me when I read out your age group.

	%
18-34	18%
35-49	22%
50-64	27%
65+	33%

Base: N = 402

Q11. Were you born in Australia or overseas?

	%
Australia	86%
Overseas	14%

Base: N = 402

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

	%
I/We own/are currently buying this property	92%
I/We currently rent this property	8%

Base: N = 402

Q13. How long have you lived in the local area?

	%
Up to 2 years	5%
2 – 5 years	8%
6 – 10 years	11%
11 – 20 years	27%
More than 20 years	49%

Base: N = 402



# Demographics

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

Town	%
Moss Vale	22%
Bowral	22%
Mittagong	16%
Villages	%
Hill Top	6%
Robertson	6%
Bundanoon	5%
Exeter	5%
Burradoo	3%
Colo Vale	2%
Berrima	1%
Braemar	1%
Canyonleigh	1%
Fitzroy Falls	1%
Glenquarry	1%
Joadja	1%
Kangaloon	1%
Penrose	1%

Villages	%
Sutton Forest	1%
Welby	1%
Willow Vale	1%
Wingello	1%
Yerrinbool	1%
Avoca	<1%
Aylmerton	<1%
Balmoral	<1%
Burrawang	<1%
High Range	<1%
New Berrima	<1%
Wildes Meadow	<1%
Medway	0%
Renwick	0%
Other	1%

Other specified	Count
Bowral East	1
Meryla	1
Woodlands	1

Base: N = 402

**Errors:** Data in this publication is subject to sampling variability because it is based on information relating to a sample of residents rather than the total number (sampling error).

In addition, non-sampling error may occur due to imperfections in reporting and errors made in processing the data. This may occur in any enumeration, whether it is a full count or sample.

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

As the raw data has been weighted to reflect the real community profile of Wingecarribee Shire Council, the outcomes reported here reflect an 'effective sample size'; that is, the weighted data provides outcomes with the same level of confidence as unweighted data of a different sample size. In some cases this effective sample size may be smaller than the true number of surveys conducted.





# Appendix A

# Contact with Council

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

	Overall 2017	Male	Female	18-34	35-49	50-64	65+	Town	Village
Yes	51%	57%	45%	37%	57%	59%	48%	50%	53%
No	49%	43%	55%	63%	43%	41%	52%	50%	47%
Base	402	190	212	74	88	107	133	243	159



# Contact with Council

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

	Overall 2017	Male	Female	18-34	35-49	50-64	65+	Town	Village
Phone	52%	50%	55%	39%	65%	56%	44%	51%	54%
Council's customer contact centre	15%	15%	15%	0%	12%	16%	23%	12%	20%
Email	14%	14%	15%	50%	5%	8%	13%	19%	8%
Onsite with a Council officer	5%	9%	1%	0%	10%	4%	4%	8%	1%
Council information kiosk or workshop	5%	5%	4%	0%	8%	4%	5%	4%	5%
Online (via Council's website)	4%	3%	6%	11%	0%	4%	5%	2%	7%
Letter	2%	3%	1%	0%	0%	6%	1%	2%	2%
Meeting with a Council officer	1%	2%	1%	0%	0%	0%	5%	1%	2%
Spoke to at library	<1%	0%	1%	0%	0%	0%	1%	1%	0%
Spoke to at local park, garden, sports field	0%	0%	0%	0%	0%	0%	0%	0%	0%
Other	1%	0%	1%	0%	0%	2%	0%	0%	1%

Significantly higher/lower percentage (by group)

Base: N = 205

# Contact with Council

Q2b. What was the nature of your enquiry?

Other specified	Count
Career opportunities	2
Cemetery enquiry	2
Change of address	2
Events, arts and culture	2
Payment/enquiry of bills	2
Vegetation growth	2
Building site inspection	1
Fire restrictions	1
Flooding from housing development	1
Looking for information for new residents	1
Occupation Certificate	1
Pipes enquiry	1
Property damage	1
Property information	1
Service order	1
Signage	1
Volunteering	1

# Means of Sourcing Information about Council

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

	Overall 2017	Male	Female	18-34	35-49	50-64	65+	Town	Village
Word of mouth	70%	68%	72%	72%	67%	72%	70%	71%	70%
Rates notice	62%	64%	60%	37%	63%	67%	70%	64%	58%
Website/Internet	61%	63%	59%	82%	80%	58%	39%	60%	61%
Council newsletter	60%	58%	62%	33%	56%	65%	76%	67%	50%
Southern Highlands News Newspaper	42%	37%	46%	39%	36%	36%	51%	50%	28%
Radio	39%	38%	39%	41%	40%	41%	35%	38%	40%
Other brochures/publications	30%	28%	33%	37%	28%	32%	27%	31%	30%
Personal visits to the Civic Centre	30%	39%	21%	34%	20%	31%	33%	33%	25%
Highlands Post Newspaper	29%	28%	31%	14%	26%	25%	44%	38%	16%
Social media	25%	23%	28%	55%	28%	19%	12%	25%	26%
Libraries	25%	16%	34%	35%	21%	19%	28%	30%	18%
Community consultation	15%	17%	14%	0%	19%	19%	18%	15%	15%
Emailed newsletter	12%	12%	12%	0%	7%	14%	20%	11%	14%
Other	2%	2%	3%	0%	1%	0%	6%	3%	2%

Significantly higher/lower percentage (by group)

Base: N = 402

# Overall Satisfaction with the Performance of Council

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

Q6b. Why do you say that?

Satisfied/very satisfied – 37%	% N = 169
Responsive and flexible with requests	3%
Council takes environmental and social issues seriously	2%
Keeping control on development	2%
Council goes to a lot of effort to encourage tourism into the area	1%
Councillors are available if you want to talk to them	1%
Disappointed with way they conducted the enquires about rates increases	1%
Do not agree with some decisions	1%
Don't have much interaction with Council	1%
Need more services/activities for youth	1%
Maintenance of parks could be improved	1%
More women should be in Council	1%
Need more environmental initiatives	1%
Need more footpaths/cycleways	1%
No difficulties when contacting Council	1%
Only way to get something done is if you know someone	1%
Seeing changes/improvements to the area	1%
Some actions of the Rangers have been disappointing	1%
Some areas receive more attention than others	1%
Supportive of local businesses	1%
Things could be done a bit quicker	1%
Don't know/nothing	1%
Somewhat satisfied – 39%	% N = 141
Good in some areas and not others	3%
Good services and facilities provided/good customer service	3%
Lack of cycle ways/footpaths	3%
Lack of support for local businesses/employment	2%
Drainage needs to be improved	1%
Need more promotion of tourism, events, culture and arts	1%
Villages are overlooked/neglected	1%
Animal control	1%
Community input is not taken seriously	1%
Council doesn't have a positive feel about them	1%
Council involves itself in a lot of social issues that it shouldn't	1%
Excessive regulations	1%
Lack of traffic management/public transport	1%
Living in the rural area it can be difficult to speak to the correct person	1%
More public parking is needed around shopping centres	1%
Not enough infrastructure to support development	1%
Town is not wheel chair accessible	1%
Don't know/nothing	4%
Not very/not at all satisfied – 24%	% N = 92
Poor focus on environmental issues and drainage	3%
Rules and regulations are not the same across the board	3%
Inadequate animal control	2%
Lack of safety initiatives	2%
Lack of transparency	2%
Tourism not promoted	2%
Council don't promote any events or activities for residents	1%
Council staff seem to be uninformed	1%
Insufficient parking available	1%
No provision for wheelchair access on many roads and pedestrian crossings	1%



# Performance of Councillors

Q7b. Thinking overall about the councillors elected in September 2016, how satisfied are you with their overall performance?

Q7c. Why do you say that?

Satisfied/very satisfied – 25%	% N = 109
Good services provided	3%
Councillors are aware of community needs and follow up on enquiries	2%
Council has a voice with the new Councillors to everyone in the community	1%
Council is fighting for change and improving	1%
Councillors are very interested in our Aboriginal activities	1%
Councillors have a good relationship with the community	1%
Happy with environmental issues	1%
Have promoted the area more	1%
No problems with crime prevention	1%
Receive lots of information in the mail about what to do when you have an issue relating to Council	1%
The community seems to be quite prosperous and happy	1%
Don't know/nothing	7%
Somewhat satisfied – 47%	% N = 165
Don't do much for the community	3%
Hearing negative things about Councillors	3%
Poor development decisions	3%
They are doing their best	3%
Unhappy with elected Councillors	3%
Do not agree with actions	2%
Fees are too high	2%
Promises have not been kept	2%
Some Councillors do their job, some don't	2%
Councillors are very helpful in dealing with resident's concerns	1%
Conditions of animal shelters	1%
Council could be more attentive to the needs of some groups	1%
Councillors are doing a fair job with what I know	1%
Environment and waterways are looked after	1%
I am just not that pleased with the quality of their overall performance	1%
Improving from a very bad image of the previous Council	1%
Inefficient systems/operations	1%
Inexperienced	1%
Lack of signage for wildlife	1%
Mayor interferes with staffing matters	1%
Our Council is more known as a club rather than a council itself	1%
Outsourcing of services decreases their responsibility	1%
Pleased that they have rejected the Hume Coal application	1%
Sometimes they do not sound very convincing on the radio	1%
The rates increase does not provide for the community	1%
They knocked back a couple of local DAs such as K Mart and Woolworths shopping centres, and these are important to me as a young family	1%
Time management of development projects	1%
Don't know/nothing	7%

# Performance of Councillors

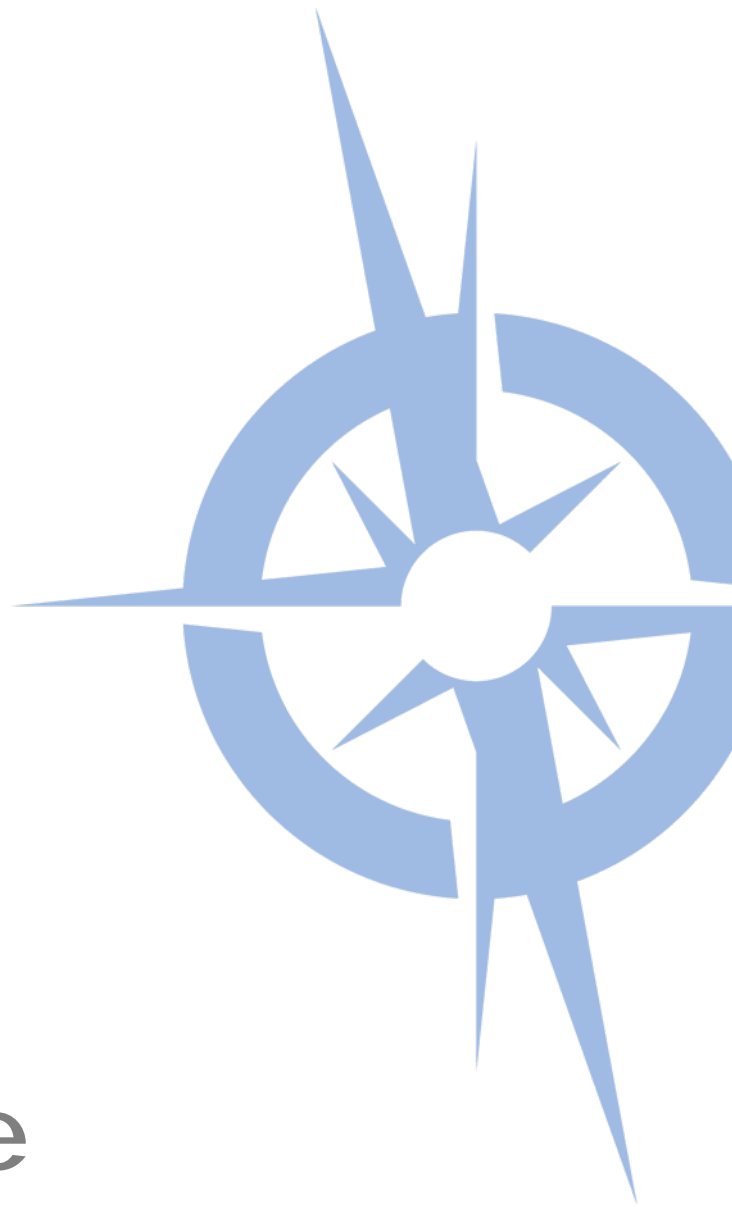
Q7b. Thinking overall about the councillors elected in September 2016, how satisfied are you with their overall performance?

Q7c. Why do you say that?

Not very/not at all satisfied – 28%	% N = 125
More information on what is happening/discussed	3%
Representation on Council is poor	3%
Lack of community consultation and engagement	2%
Not enough done for the elderly community	2%
Not much confidence in Councillors	2%
Rates/fees are too high	2%
They are anti-development	2%
Councillors don't promote the arts	1%
Councillors have forgotten why the tourists come here	1%
Decent local facilities	1%
Existing rules and regulations tie Councillors hands	1%
My perception is that the Councillors are quite difficult	1%
Not as accountable to the public	1%
Not enough infrastructure to handle proposed developments	1%
Their anti-coalmine attitude is not a good thing for the area	1%
Very happy with Mayor	1%
Don't know/nothing	1%



# Appendix B – Questionnaire



**Wingecarribee Shire Council  
Community Survey  
July 2017**

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 (If yes, terminate survey)
- No

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

**Towns - 60%**

- Mittagong
- Bowral
- Moss Vale

**Villages - 40%**

- Avoca
- Aylmerton
- Balmoral
- Berrima
- Braemar
- Bundanoon
- Burradoo
- Burrawang
- Canyonleigh
- Colo Vale
- Exeter
- Fitzroy Falls
- Glenquarry
- High Range
- Hill Top
- Joadja
- Kangaloon
- Medway
- New Berrima
- Penrose
- Renwick
- Robertson
- Sutton Forest
- Welby
- Wildes Meadow
- Willow Vale
- Wingello
- Yerrinbool
- Other (specify).....

**Section A – Contact with Council**

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

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

- Yes
- No (If no, go to Q3)

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

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

**Q2b. What was the nature of your enquiry? Prompt**

- Waste and clean up services
- Community services (youth, children, aged care)
- Roads, footpaths and parks, etc.
- Rates – land or water
- Building and development approval
- Town planning and zoning
- Library
- Other (please specify).....

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

- Very satisfied (Go to Q3)
- Satisfied (Go to Q3)
- Somewhat satisfied (Go to Q3)
- Not very satisfied
- Not at all satisfied

**Q2d. (If not very satisfied or not at all satisfied), how could the way this contact was handled have been improved?**

.....



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

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

- Very satisfied (Go to Q5)
- Satisfied (Go to Q5)
- Somewhat satisfied (Go to Q5)
- Not very satisfied
- Not at all satisfied

**Q4b. (If not very satisfied or not at all satisfied), how do you think Council could improve its communication?**

.....



## Section B – Importance of, and satisfaction with, Council services

Still thinking specifically about Wingecarribee Shire Council...

Q5. In this section I will read out different Council services or facilities. For each of these could you please indicate that which best describes your opinion of the importance of the 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.

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

	Importance					Satisfaction					N/A
	Low		3	High		Low		High			
	1	2		4	5	1	2	3	4	5	
Revitalisation/beautification of town and village centres as well as the surrounding areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Protecting heritage values and buildings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provision and maintenance of local parks and gardens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Green waste collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Resource Recovery Centre (RCC/local tip)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dog control	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Domestic garbage collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness and functionality of public toilets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Festivals and events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community safety/crime prevention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support for aged persons	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support for people with a disability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support for youth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support for the Aboriginal community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support for local business and employment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of car parking in the town and village centres	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cycle paths and walking tracks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local traffic management (i.e. roundabouts, line marking, signage, traffic lights)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of, and access to, public transport (i.e. bus shelters, footpaths, bus routes)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support for tourism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of local roads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing adequate drainage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provision and quality of footpaths	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provision and maintenance of swimming pools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provision and operation of libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provision and maintenance of playgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provision and maintenance of sporting facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provision and maintenance of community halls/facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Importance					Satisfaction					N/A
	Low					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"/>
Encouraging recycling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Encouraging waste reduction initiatives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing development and growth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enforcement of development and building regulations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opportunities to participate in Council decision making	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Council provision of information to residents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Town water quality (taste, smell and colour)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Litter control and rubbish dumping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Section C – Overall satisfaction with Council and the local area**

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

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

**Q6b. Why do you say that?**

.....

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

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





**Q7a. Thinking specifically about the councillors elected in September 2016, how satisfied are you with their performance on the following?**

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

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

***Effective leadership and guidance of the community Prompt***

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

**Q7b. Thinking overall about the councillors elected in September 2016, how satisfied are you with their overall performance? Prompt**

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

**Q7c. Why do you say that?**

.....

**Q8 Intentionally blank**

**Section D2 – Response Timeliness**

**Q9. On a scale of 1 to 5 where 1 is not at all satisfied and 5 is very satisfied, how satisfied are you with the timeliness of Council’s response to: Prompt**

	Not at all satisfied			Very satisfied		
	1	2	3	4	5	D/K
Roads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drainage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Water supply	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sewerage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Section E – Demographic and Profiling questions**

**Q10. Please stop me when I read out your age group. Prompt**

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

**Q11. Were you born in Australia or overseas?**

- Australia
- Overseas

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

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

**Q13. How long have you lived in the local area? Prompt**

- Up to 2 years
- 2 – 5 years
- 6 – 10 years
- 11 – 20 years
- More than 20 years

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

**Q14a. Would you be interested in being recontacted in the future by Council?**

- Yes
- No (If no go to end)

**Q14b. (If yes), what are your contact details?**

Name .....

Telephone .....

Email .....