



Wollondilly Shire Council

Community Research

Prepared by: Micromex Research
Date: March 2024

Report Outline

<u>Research Objectives and Sample</u>	3
<u>Summary Findings</u>	6
Detailed Results	
<u>1. Living in Wollondilly</u>	11
<u>2. Summary of Council Services/Facilities</u>	16
<u>3. Contact with Council</u>	39
<u>4. Community Section Plan Review</u>	44
<u>Appendix 1: Additional Analyses</u>	57
<u>Appendix 2: Questionnaire</u>	75



Research Objectives

In February 2024, Wollondilly Shire Council commissioned Micromex Research to conduct a random telephone survey residents living in the Wollondilly Shire Council local government area (LGA).

Why?

- Understand and identify community priorities for the Wollondilly Shire Council LGA and their most valued aspects
- Identify the community's overall level of satisfaction with Council and Councillors performance
- Assess and establish the community's priorities and satisfaction in relation to Council activities, services, and facilities
- Gauge the community's satisfaction with communication and contact with Council
- Explore residents' attitude towards current Community Strategic Plan

How?

- Telephone survey (landline (n=54) and mobile (n=348)) to N=402 residents
- We use a 5 point scale (e.g. 1 = not at all satisfied, 5 = very satisfied)
- Greatest margin of error +/- 4.9%

When?

- Implementation 28th February– 6th March 2024

Methodology and Sample



Sample selection and error

A total of 402 resident interviews were completed. Respondents were selected by means of a computer based random selection process using Australian Marketing Lists, Sample Pages, List Brokers and Lead Lists.

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=401 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%.

Interviewing

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

Data analysis

The data within this report was analysed using Q Professional.

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

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

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

Ratings questions

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

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

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

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

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

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

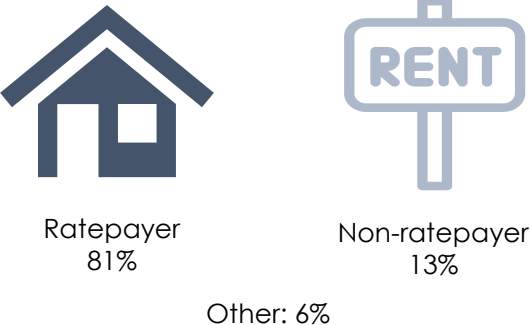
Micromex LGA Benchmark

Micromex has developed Community Satisfaction Benchmarks using normative data from 75 unique councils, more than 175 surveys and over 93,000 interviews since 2012.

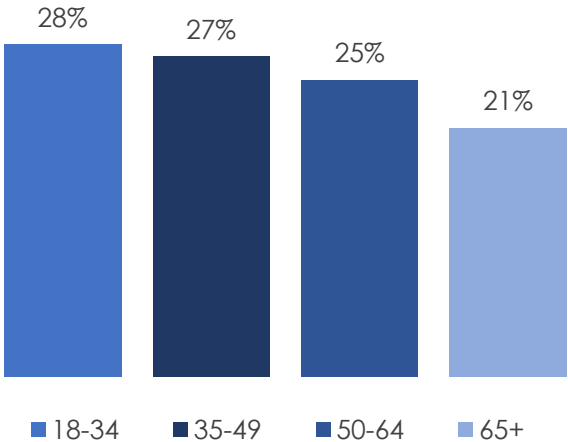
Gender



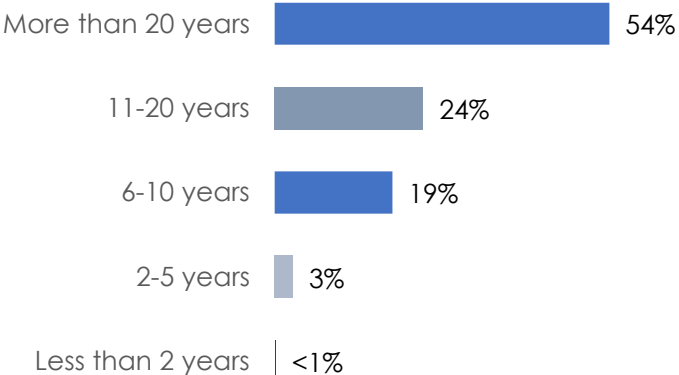
Ratepayer status



Age



Time lived in the Wollondilly Shire Area



The Wollondilly Comparative Benchmark was composed from the Council areas listed below:

- Blue Mountains City Council
- Cessnock City Council
- Hawkesbury City Council
- Lithgow City Council
- Tweed Shire Council
- Wingecarribee Shire Council

Base: N = 402
The sample was weighted by age and gender to reflect the 2021 ABS Census data for Wollondilly Council.

Summary Findings



Summary Findings



Overall satisfaction

Overall, 81% of residents are at least somewhat satisfied with the performance of Council over the last 12 months.



Satisfaction with Councillor performance

78% of residents stated they are at least somewhat satisfied with the performance of Councillors.



Satisfaction with Council contact

64% of residents (who had contacted in the last 12 months) are at least somewhat satisfied with the way their contact with Council was handled.



Quality of Life in the LGA

95% of residents rate their quality of life as 'good' to 'excellent' in the Wollondilly Shire LGA.



Where are we now?

Encouragingly, compared to 2023, results have shown obvious improvement in overall satisfaction (2024: 81%; 2023: 72%) and satisfaction with Councillors (2024: 78%; 2023: 73%). Residents' perceived quality of life also increased by 3%, reaching 95% this year compared to 92% in 2023.

However, consistent with last year, when asked about the priorities facing the Wollondilly Shire LGA, residents still identified roads, services/facilities (such as schools, hospitals, supermarkets), and infrastructure for population growth as the top 3 priorities.

Further, a regression model indicates that roads, development approval/building regulation, and the provision of information from Council are key drivers of overall satisfaction. Additionally, based on two expanded regression models, satisfaction with Councillors, efforts in communicating with residents, and customer service are also important contributors to overall satisfaction.

Looking forward, aside from improving the condition of roads, development and planning for population growth, Council need to continue to focus providing effective and responsive communications/interactions with the Wollondilly community.

Satisfaction Scorecard

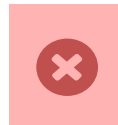
Looking at the satisfaction scorecard, the lowest scoring service areas centre on 'Place and Landscape' and 'Performance', especially for roads/footpaths, planning and development, and development approvals and financial management.



Good performance
(T3B sat score ≥80%)



Monitor
(T3B sat score 60%-79%)

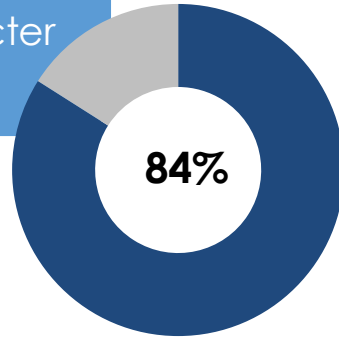


Needs improvement
(T3B sat score <60%)

People	Environment	Place and Landscape
Library services	Domestic waste management collection	Floodplain and stormwater management
Festival and events' programs	Access to local waste disposal facilities	Planning for future development and growth
Children's services	Management of public trees	Development approvals and building regulation
Supporting community groups	Protecting the natural environment and wildlife	Protecting heritage values and buildings
Companion animal management	Emergency planning and management	Maintaining Council roads
Parks and playgrounds	Litter control and illegal dumping	Footpaths
Ovals and sportsgrounds	Support for community environmental initiatives	Bike paths
Community buildings/halls/amenities	Maintaining natural waterways	Performance
Swimming pools	Economy	Opportunity to participate in Council decision-making
Community Safety and Crime Prevention	Supporting tourism	Decisions are made in the interests of the community
Support for arts and culture	Supporting local agriculture	Long-term planning for the Shire
	Supporting local jobs and businesses	Financial management
		Provision of Council information to the community

Community Strategic Plan

84% of residents were at least somewhat satisfied with current Shire character and identity.



Future Directions:

90%

At least 90% of respondents were at least somewhat supportive of current community vision for the Shire.

High priority ratings for our 5 CSP Themes*:

Theme	High Priority %
Environment	69%
Economy	69%
Place and Landscape	66%
People	65%
Performance	54%
Base	401-402

*Note: The High Priority (%) for each theme was the average High Priority (%) of all measures within each theme.

Further into Top Priority Areas

Road Maintenance

- When asked about the top priorities facing the Wollondilly LGA, over 60% of residents (62%) mentioned the condition/maintenance of roads and supporting infrastructure.
- However, 'maintaining Council roads' received the lowest Top 3 Box satisfaction of all measures (29%) and the largest performance gap (69%).
- Looking at our first regression model involving 34 services/facilities, maintaining roads is the most important driver.



Development & Planning

- First, more services/facilities, infrastructure and development management for population growth need to be prioritised in the eyes of residents.
- Further to this, 'development approvals and building regulation' and long-term planning are also key drivers based on the regression analysis.

Communication

- **Communication remains key:** 'Provision of Council information to the community' is the third largest driver of overall satisfaction in our first regression model.
- **Customer service:** Council's efforts to respond and inform residents are top drivers in our final regression model.
- **Consultation and involvement:** 'Decisions are made in the interests of the community' received a large performance gap (24%) but a high contribution to overall satisfaction.

Performance of Councillors

- Our final regression model identified satisfaction with Councillors as the highest driver of overall satisfaction.
- Notably, there is a sense that overall satisfaction and satisfaction with Councillors influence and promote each other (with a 9% and 5% increase respectively from last year). Therefore, addressing the key priorities may also improve satisfaction with Councillors, thereby further enhancing overall satisfaction.



Section One

Living in Wollondilly

This section looks at resident's outlook on life in Wollondilly. It also identifies resident's most valued aspects and the top priority issues for Council to focus on.

Section Summary:

Living in Wollondilly

95% of residents rated their overall quality of life as good to excellent, which has increased from 2023. Compared to our Micromex Wollondilly comparative benchmark, residents living in Wollondilly Council rated their quality of life significantly higher.



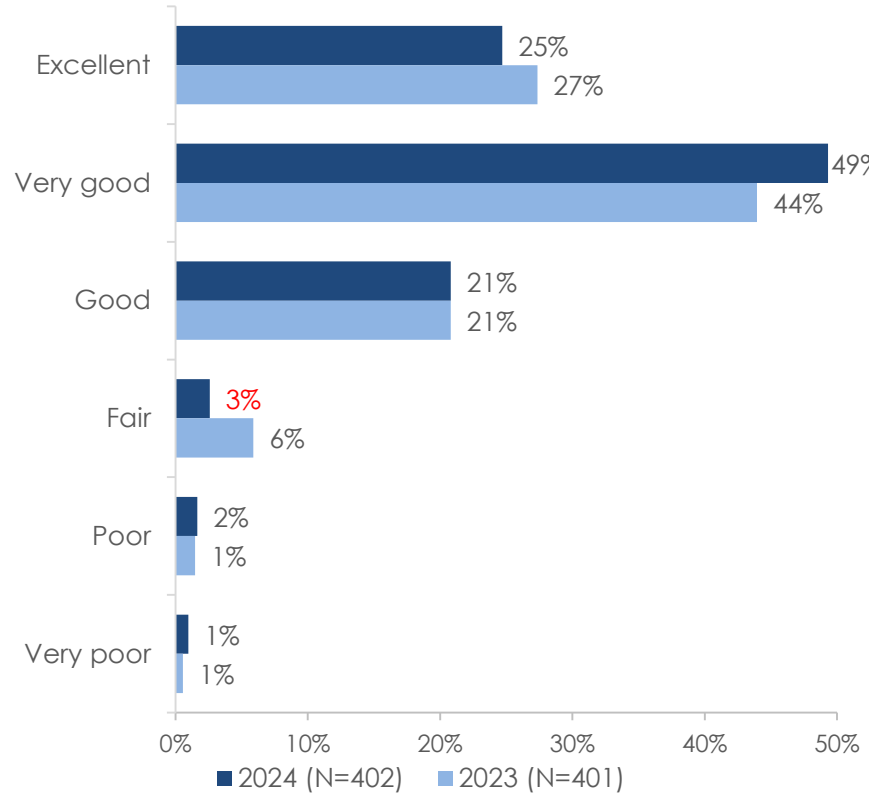
Consistent with 2023, rural lifestyle, peacefulness and the sense of community have remained the most valued aspects about living in the Wollondilly Shire LGA.

Also, the top 3 priorities for Wollondilly Shire Council remain addressing the condition/maintenance of roads and supporting infrastructure and creating more and improved services/facilities and infrastructure to cater for the growth.

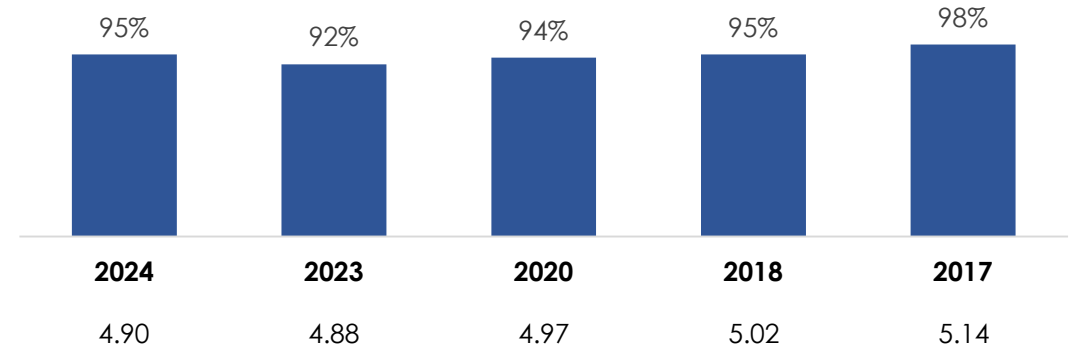


Quality of Life

95% of residents rated their quality of life as 'good' to 'excellent', which has increased from 2023. Meanwhile, compared to our Micromex Wollondilly comparative benchmark, residents living in Wollondilly Council rated their quality of life significantly higher.



Year on Year Trend
% rated 'good' to 'excellent'



	Overall 2024	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Top 3 Box %	95%	94%	96%	98%	93%	95%	93%	95%	95%
Mean rating	4.90	4.83	4.97	4.98	4.87	4.89	4.84	4.86	5.06
Base	402	199	203	112	107	100	83	325	77

	Wollondilly Council	Micromex Wollondilly Comparative Benchmark	Micromex LGA Benchmark
Top 3 Box %	95%	83%	92%
Mean rating	4.90	4.64	4.89
Base	402	2,326	41,763

Scale: 1 = very poor, 6 = excellent

A significantly higher/lower level of satisfaction (compared to 2023 data/comparative Benchmark)

Most Valued Aspects about Living in the Wollondilly Shire LGA

Rural lifestyle, peacefulness and the sense of community have remained the most valued aspects about living in the Wollondilly Shire LGA.

Noticeably, there are significantly more residents stating that they valued the peacefulness, non-overpopulated/overdeveloped area and the proximity to services and facilities compared to 2023.

Example Verbatims

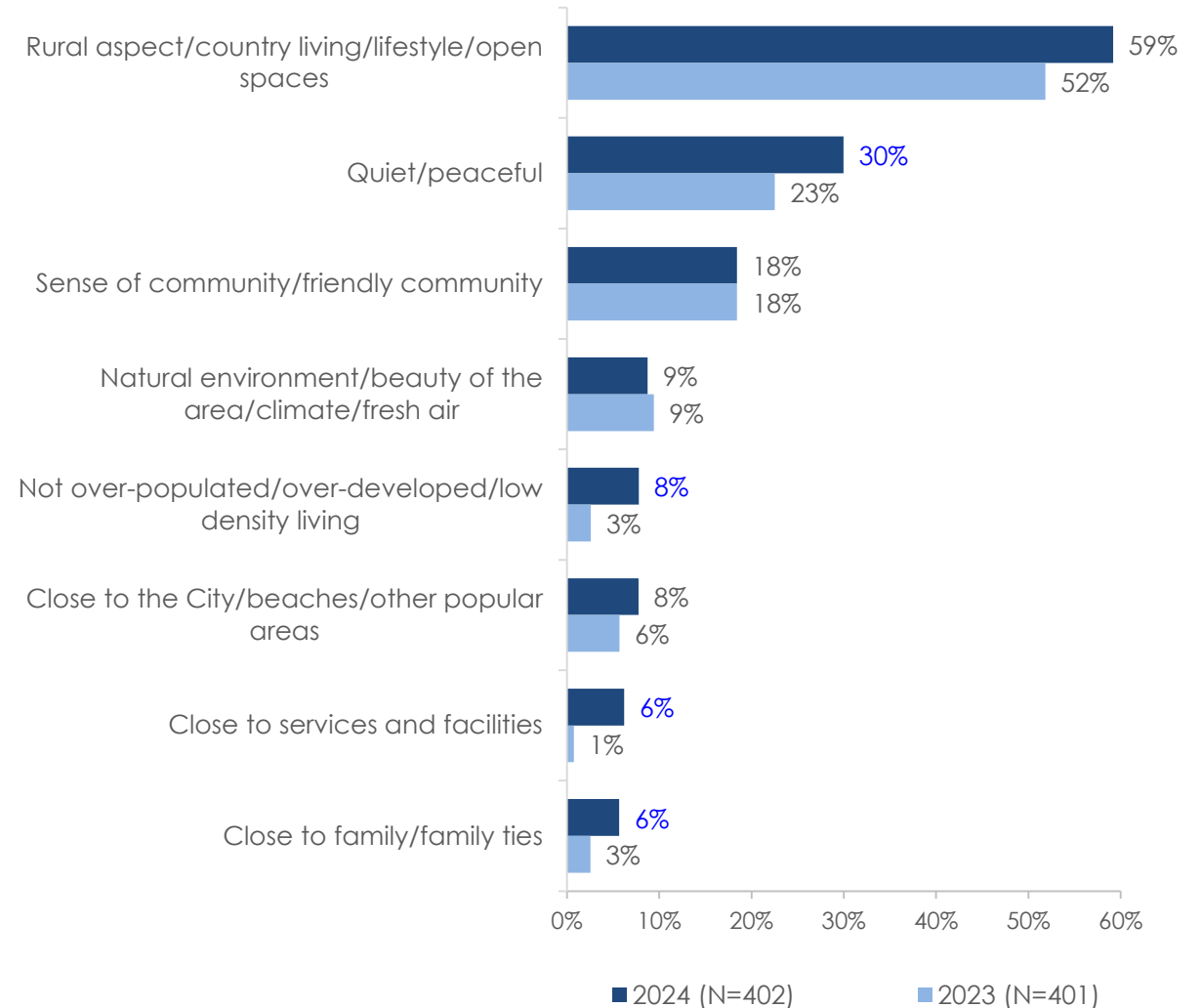
“Slower, less chaotic country lifestyle”

“The quietness of the semi-rural area”

“Everyone looks out for each other. Good community”

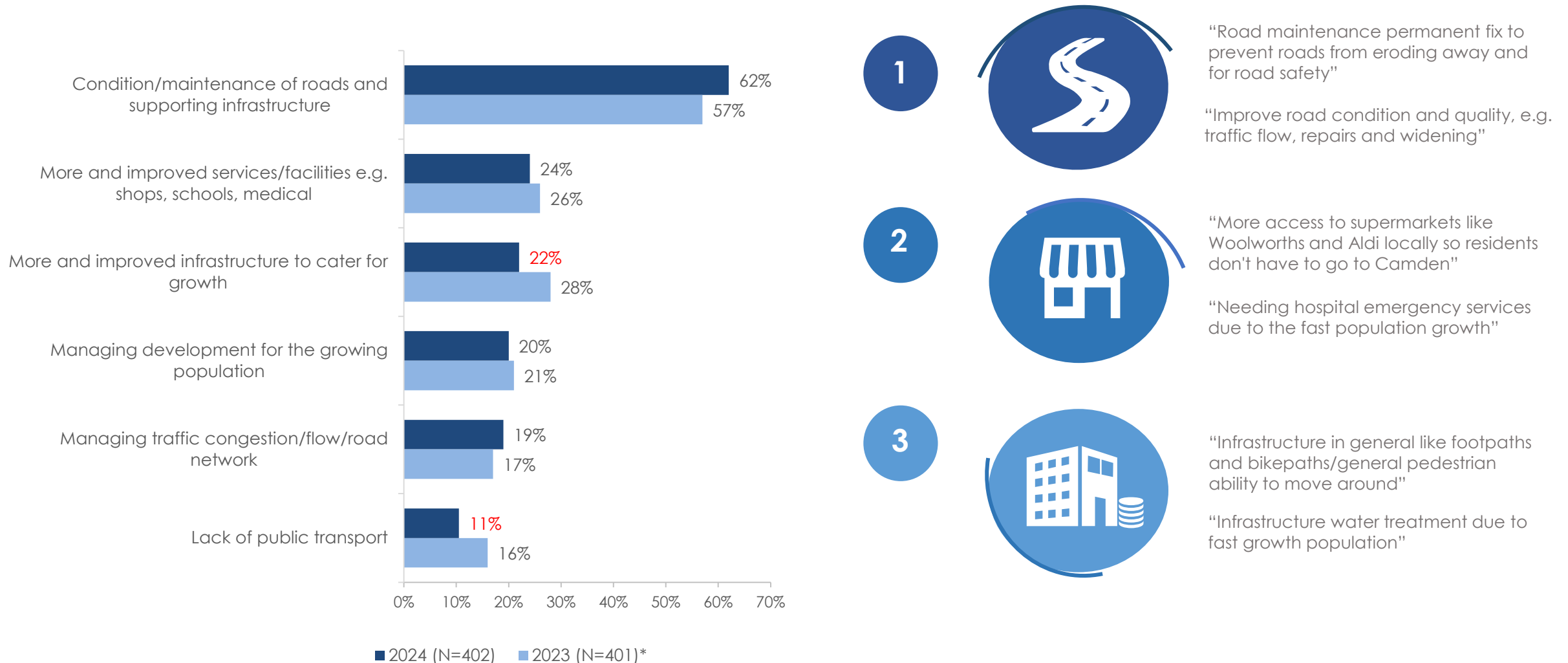
“Country life, but not too far away from townships and amenities”

“The rural environment, it’s not as hustle and bustle as the cities”



Top Priority Areas

Consistent with 2023, the top 3 priorities for Wollondilly Shire Council remain addressing the condition/maintenance of roads and supporting infrastructure, and creating more and improved services/facilities and infrastructure to cater for the growth.



■ 2024 (N=402) ■ 2023 (N=401)*

Base: N = 402

Q1b. Thinking of the next 4 years, what do you believe will be the highest priority issues within the Wollondilly Shire area?

*Note: Long-term (next 10-20 years) priorities were asked in 2023
Please see Appendix 1 for full list of responses

A significantly higher/lower level of satisfaction (compared to 2023) 15



Section Two

Summary of Council Services/Facilities

This section looks at Council and Councillor performance and summarizes the importance and satisfaction ratings for the 34 services and facilities.

This section also explores trends to past research and comparative norms and find out the key drivers of overall satisfaction.

Section Summary: Council Services/Facilities

81% of residents are at least somewhat satisfied (T3B%) with the performance of Council and 78% are at least somewhat satisfied with the performance of Councillors. Both indicators increased from 2023.

Regarding to Council's efforts to communicate with residents, 75% of residents were at least somewhat satisfied with the overall customer service, which is the highest among the four criteria, while 'Council's effort to respond to residents' received the lowest satisfaction score (59%).

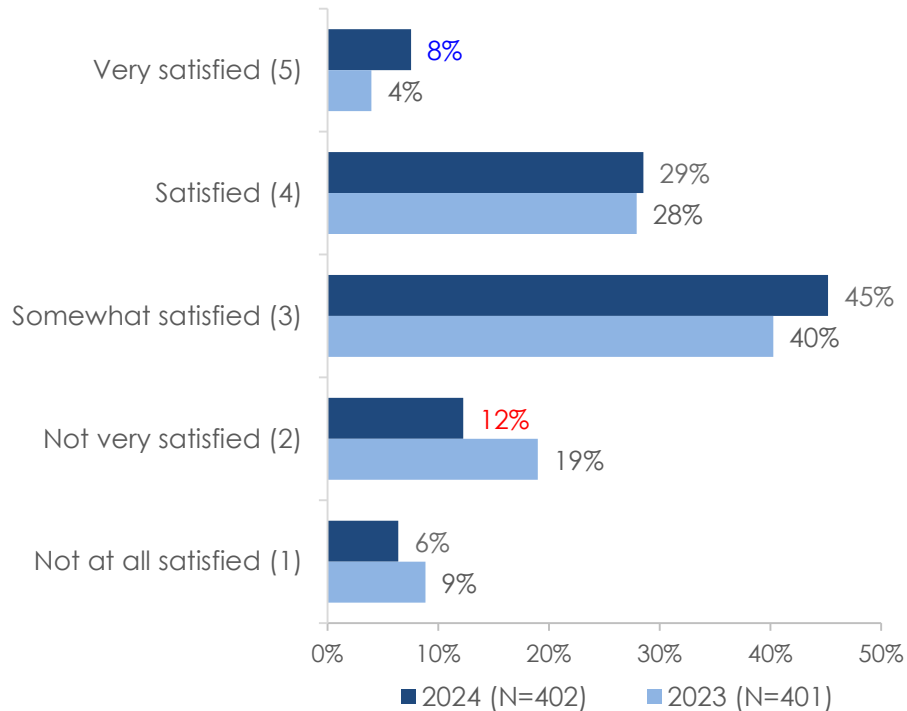
Roads and planning & development had large performance gaps, however, a regression analysis across just the 34 services/facilities shows that satisfaction with roads, development approvals and the provision of information are the largest driver of satisfaction. Further, when expanding the model to include satisfaction performance of Councillors, and four communications measures, we see that satisfaction with Councillors is by far the largest driver of overall satisfaction.



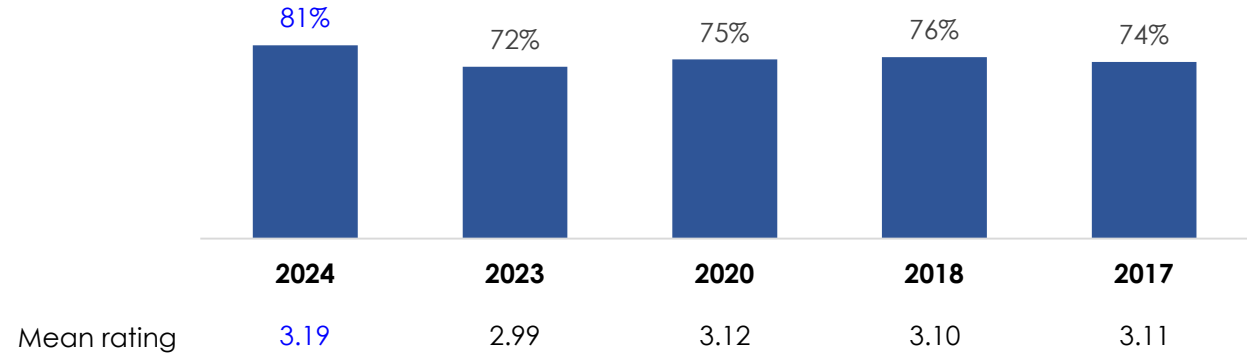
Overall Satisfaction

81% of residents were at least somewhat satisfied with the performance of Council, and encouragingly, this result is significantly higher than the result in last year (72%).

By demographics, younger residents (18-34 years old) and non-ratepayers were significantly more likely to be more satisfied.



Year on Year Trend
% rated at least somewhat satisfied



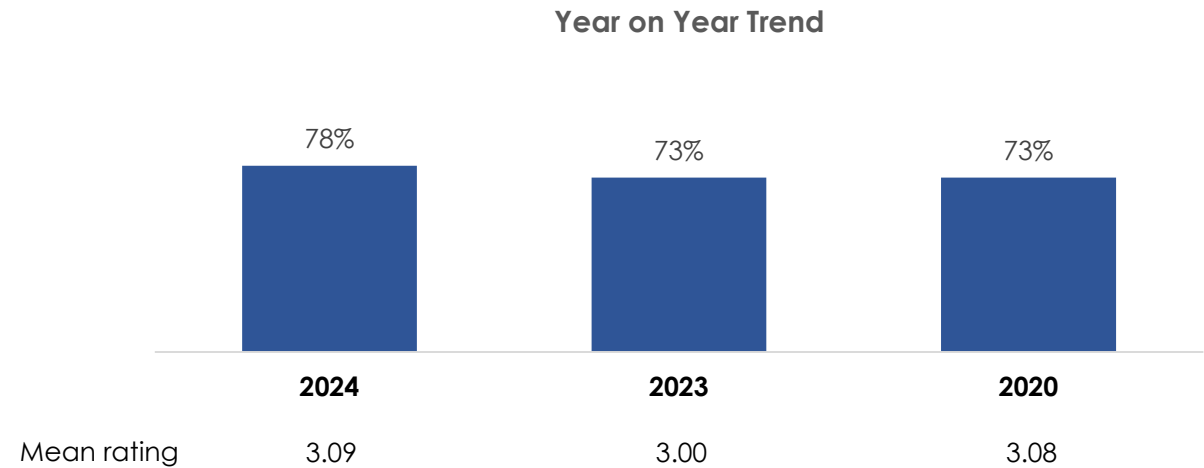
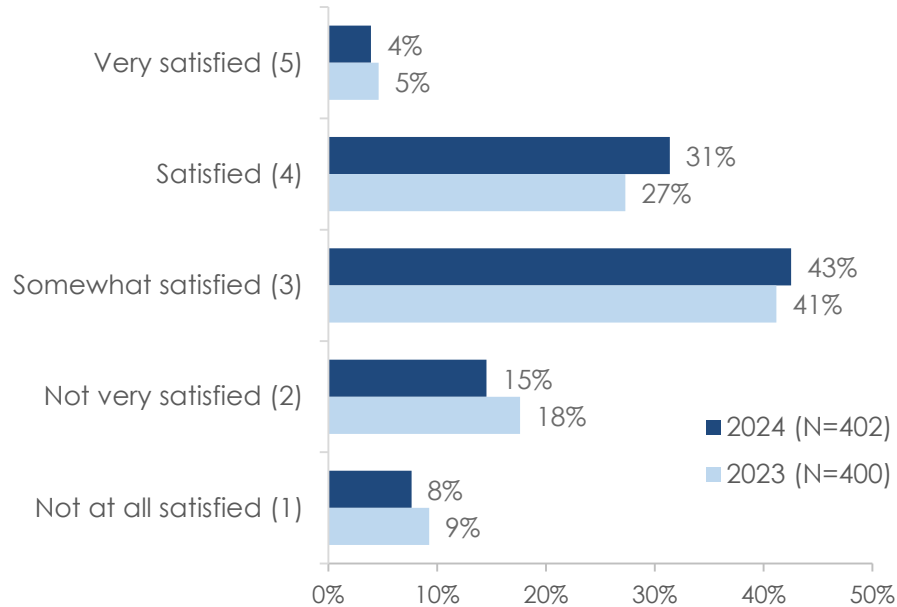
	Wollondilly Council	Micromex Wollondilly Comparative Benchmark	Micromex LGA Benchmark*
Top 3 Box %	81%	79%	86%
Mean rating	3.19	3.20	3.44
Base	402	6,776	106,896

	Overall 2024	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Top 3 Box %	81%	77%	85%	92%	81%	72%	78%	79%	92%
Mean rating	3.19	3.12	3.25	3.39	3.16	2.98	3.20	3.14	3.36
Base	402	199	203	112	107	100	83	325	77

*See Appendix 1 for list of Councils included in Micromex benchmark
Scale: 1 = not at all satisfied, 5 = very satisfied
A significantly higher/lower level of satisfaction (by year/group)

Satisfaction with Councillor Performance

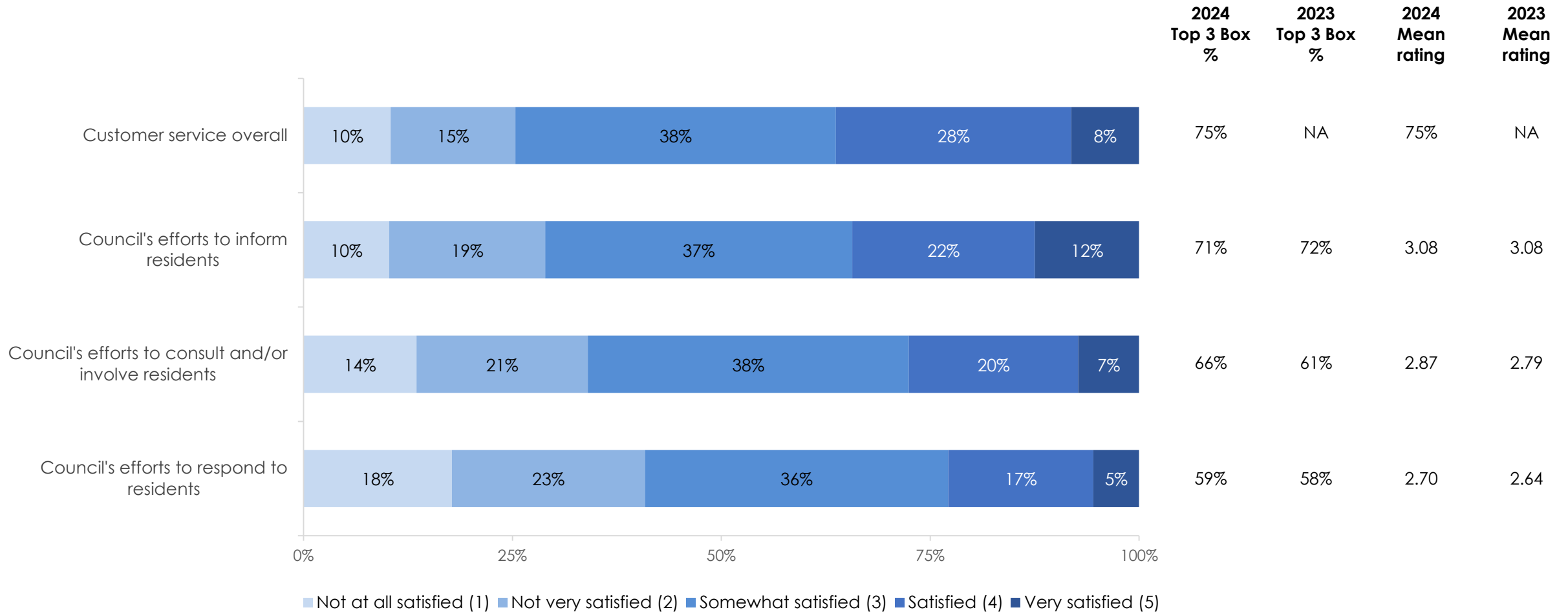
78% of residents were at least somewhat satisfied with the performance of Councillor over the last 12 months, which has increased from last year and 2020. Females appeared to be more satisfied than males.



	Overall 2024	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Top 3 Box %	78%	71%	85%	84%	80%	71%	74%	77%	82%
Mean rating	3.09	3.01	3.18	3.21	3.13	2.99	3.01	3.08	3.15
Base	402	199	203	112	107	100	83	325	77

Satisfaction with Communication Efforts

75% of residents were at least somewhat satisfied with the customer service provided by the Council, which is the highest among the four criteria. Levels of satisfaction remain stable across the other three criteria compared to 2023, with the lowest for 'Council's effort to respond to residents' (59%).



Base: N = 401-402

Q4. Can you please rate the following criteria regarding Council's efforts to communicate with residents?

Scale: 1 = not at all satisfied, 5 = very satisfied 20

Satisfaction with Communication Efforts – by Demographics

Council's customer service overall

	Overall 2024	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Top 3 Box %	75%	69%	81%	75%	76%	72%	76%	72%	84%
Mean rating	3.09	2.91	3.26	3.07	3.17	2.94	3.16	3.06	3.19
Base	402	199	203	112	107	100	83	325	77

Council's efforts to inform residents

	Overall 2024	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Top 3 Box %	71%	69%	73%	81%	72%	62%	68%	72%	69%
Mean rating	3.08	3.02	3.13	3.31	3.04	2.87	3.05	3.11	2.95
Base	402	199	203	112	107	100	83	325	77

Council's efforts to consult and/or involve residents

	Overall 2024	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Top 3 Box %	66%	62%	70%	79%	65%	54%	64%	65%	69%
Mean rating	2.87	2.78	2.96	3.17	2.86	2.57	2.85	2.85	2.97
Base	402	199	203	112	107	100	83	325	77

Council's efforts to respond to residents

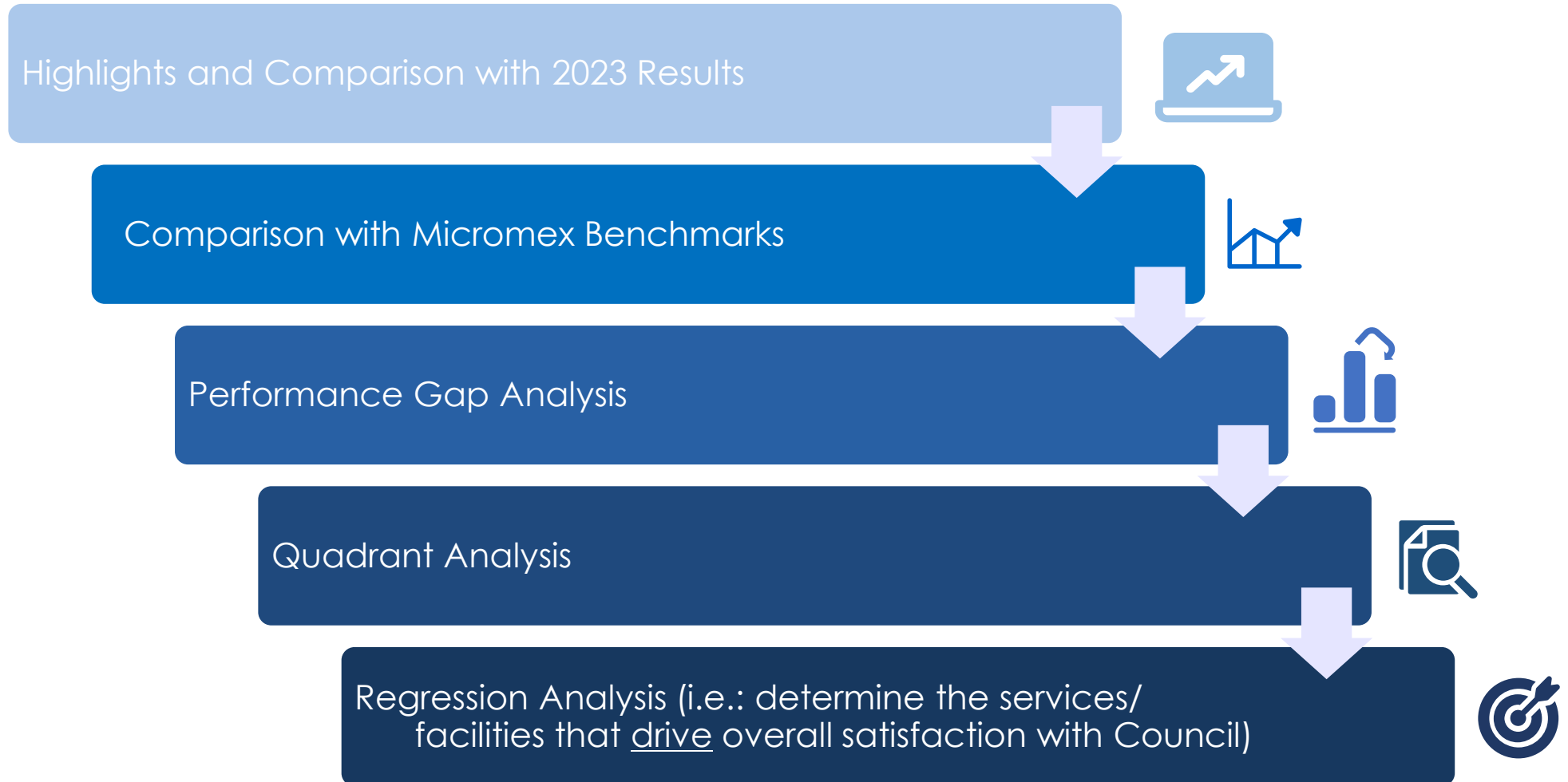
	Overall 2024	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Top 3 Box %	59%	53%	65%	63%	63%	53%	56%	59%	62%
Mean rating	2.70	2.59	2.80	2.73	2.75	2.56	2.75	2.72	2.61
Base	401	198	203	112	107	99	83	324	77

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

Council Services and Facilities

A major component of the 2023 Community Survey was to assess perceived Importance of, and Satisfaction with 34 Council-provided services and facilities – the equivalent of 68 separate questions!

We have utilised the following techniques to summarise and analyse these 68 questions:



Importance & Satisfaction – Highest/Lowest Rated Services/Facilities

A core element of this community survey was the rating of 34 facilities/services in terms of Importance and Satisfaction. The analysis below identifies the highest and lowest rated services/facilities in terms of importance and satisfaction.

Importance

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

Higher importance	T2 Box	Mean
Maintaining Council roads	98%	4.86
Supporting local jobs and businesses	96%	4.71
Long-term planning for the Shire	93%	4.69
Community safety and crime prevention	92%	4.66
Maintaining natural waterways	89%	4.58

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

Lower importance	T2 Box	Mean
Support for arts and culture	47%	3.39
Library services	48%	3.37
Bike paths	50%	3.45
Supporting tourism	51%	3.50
Festival and events' programs	55%	3.55

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

Satisfaction

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

Higher satisfaction	T3 Box	Mean
Library services	91%	4.07
Ovals and sportsgrounds	90%	3.67
Supporting community groups	89%	3.48
Support for arts and culture	87%	3.56
Domestic waste management collection ¹	86%	3.81
Children's services	86%	3.48

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

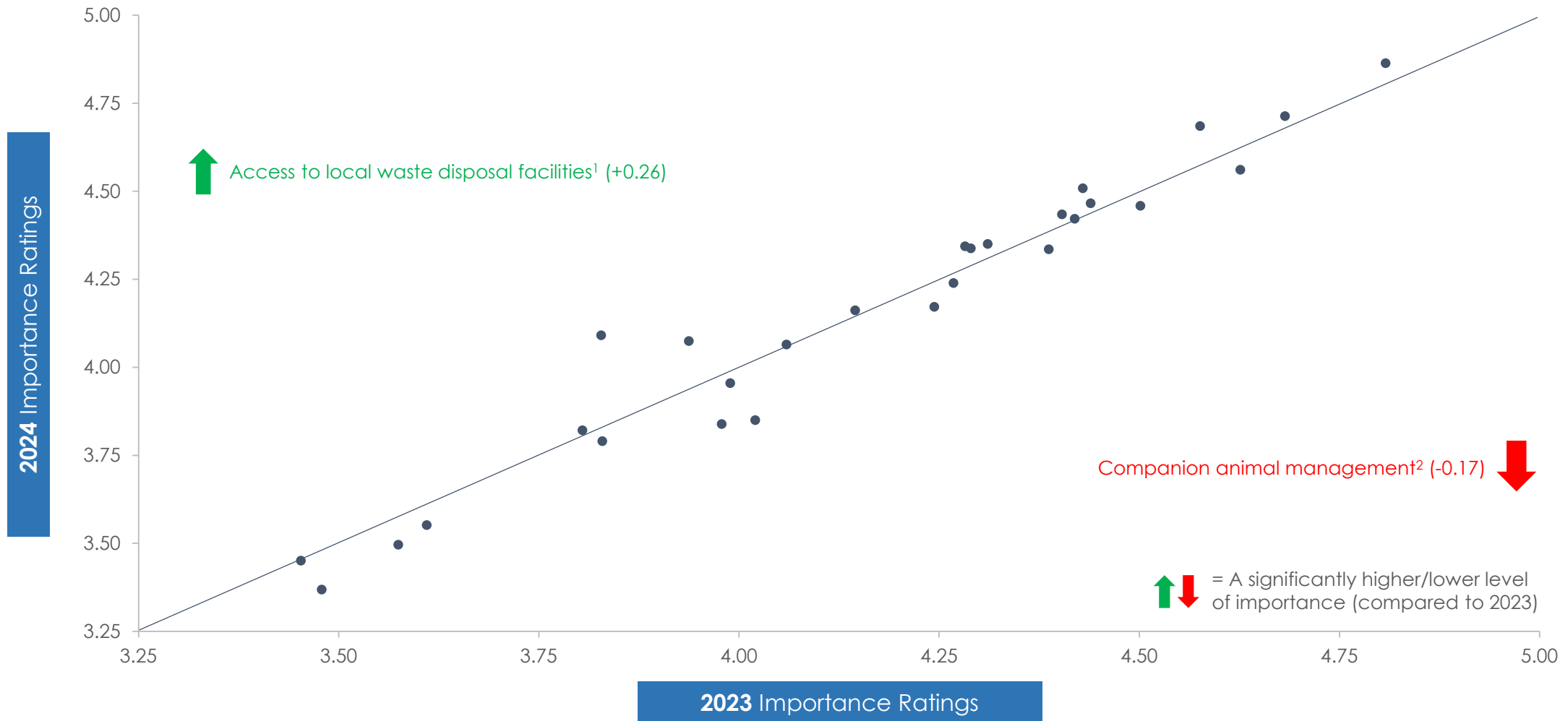
Lower satisfaction	T3 Box	Mean
Maintaining Council roads	29%	1.99
Planning for future development and growth ²	52%	2.56
Development approvals and building regulation	52%	2.57
Footpaths	54%	2.67
Financial management	59%	2.68
Long-term planning for the Shire	59%	2.72

T3B = somewhat satisfied/satisfied/very satisfied
Scale: 1 = not at all satisfied, 5 = very satisfied

Services and Facilities – Importance: Comparison by Year

The below chart compares the mean importance ratings for 2024 vs 2023.

Importance significantly increased for 1 of the 28 comparable services and facilities, there was also a significant decrease in importance for 1 of the 28 services and facilities.

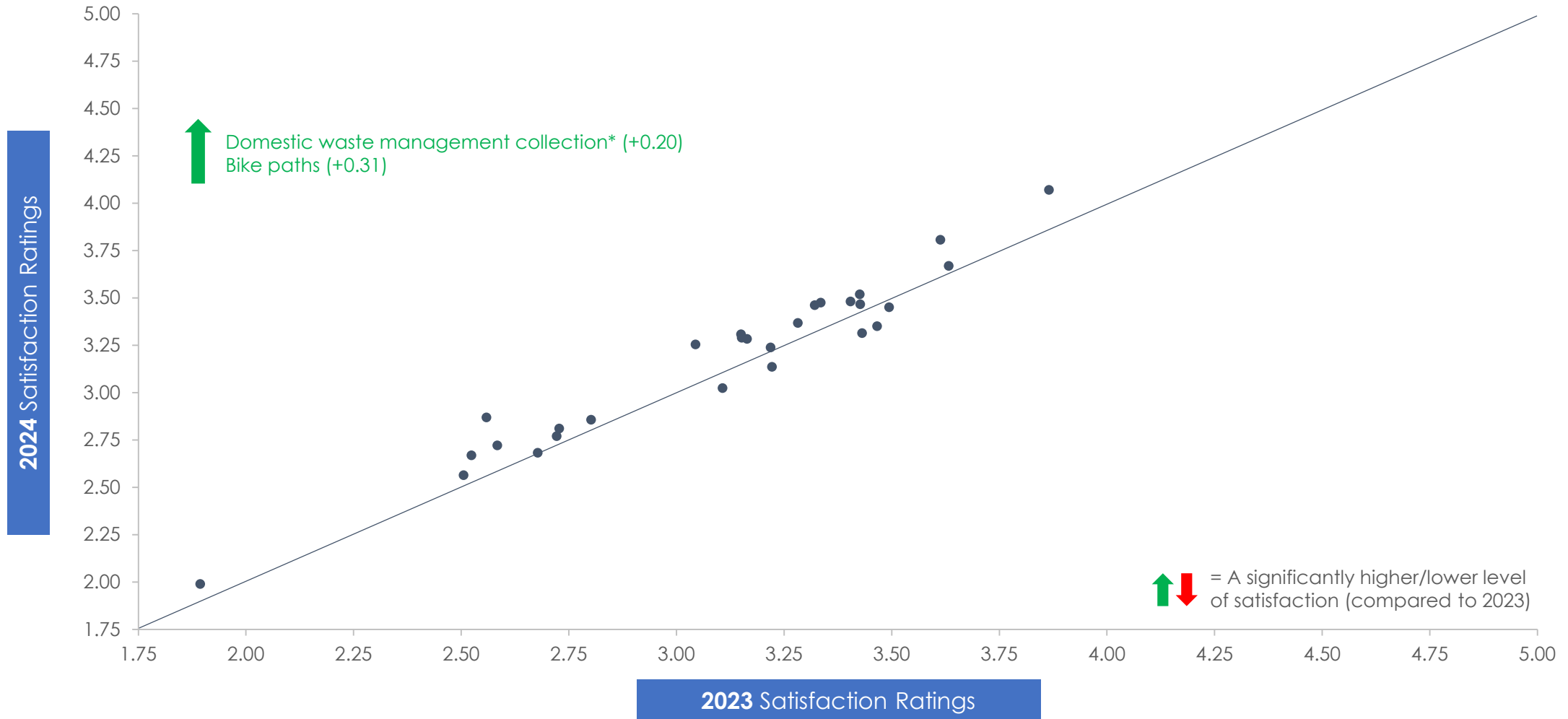


Note: 1. Landfill facilities in 2023
2. Animal management in 2023

Services and Facilities – Satisfaction: Comparison by Year

The below chart compares the mean satisfaction ratings for 2024 vs 2023.

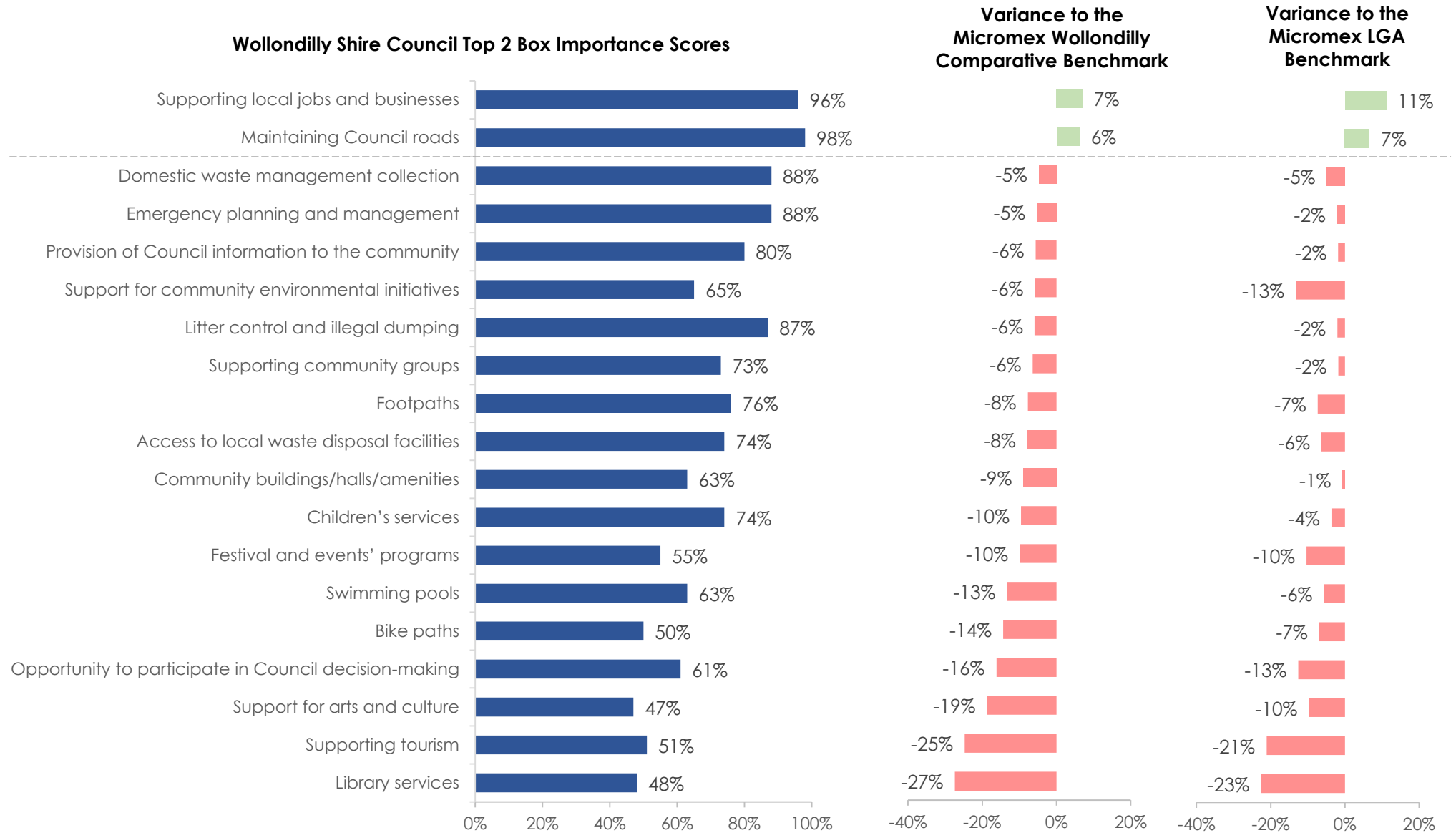
Satisfaction significantly increased for 2 of the 28 comparable services and facilities, there was no significant decrease in satisfaction for the 28 services and facilities.



*Note: Recycling and waste management in 2023

Summary Importance Comparison to the Benchmark

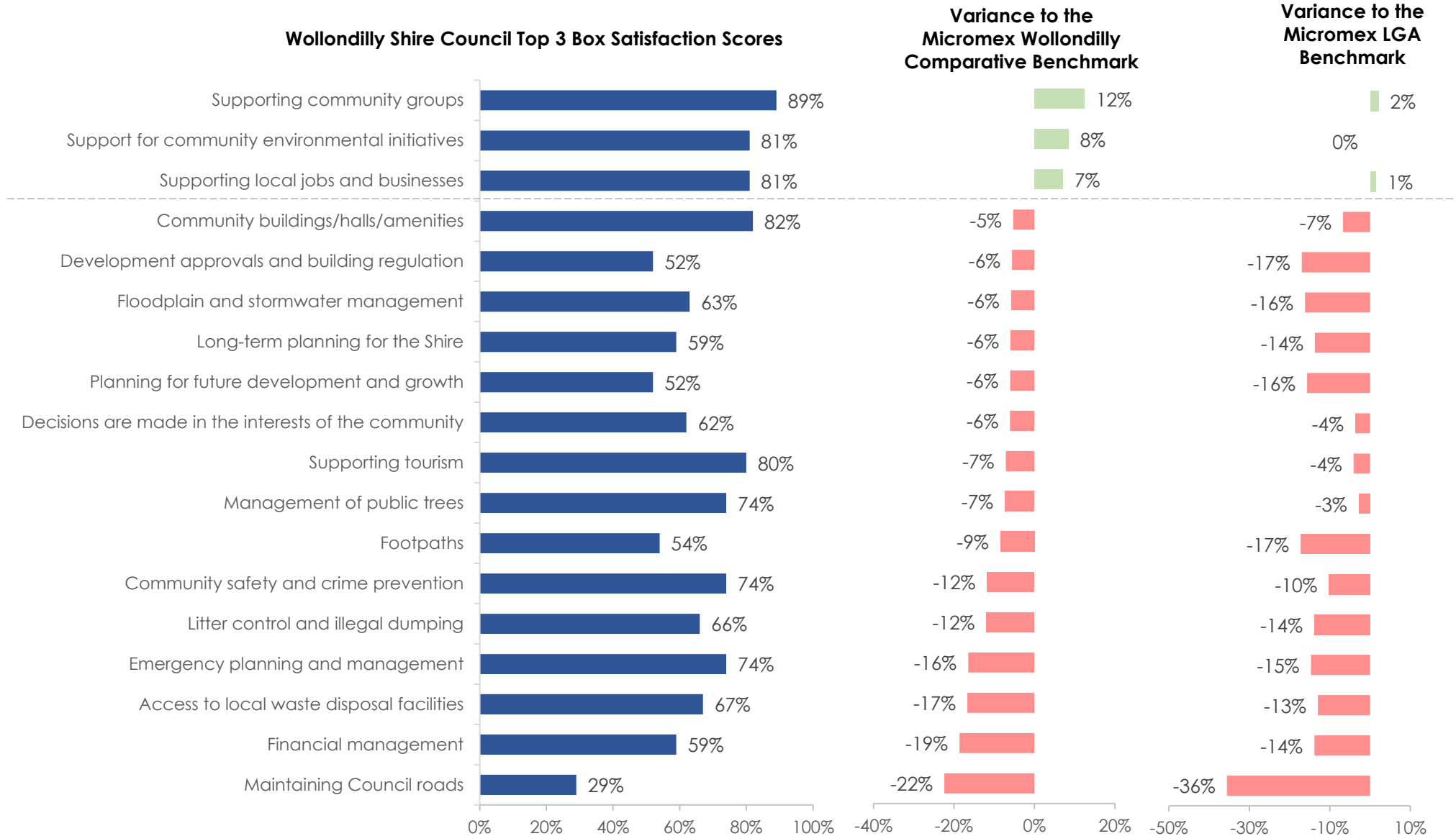
The chart to the right shows the variance between Wollondilly Shire Council top 2 box importance scores and the Micromex Wollondilly Comparative Benchmark/overall Benchmark. Services/facilities shown in the chart have larger positive and negative gaps.



Note: Only services/facilities with a variance of +/- 5% to the Benchmark have been shown above. Please see Appendix 1 for detailed list
Top 2 box = important/very important

Summary Satisfaction Comparison to the Benchmark

The chart to the right shows the variance between Wollondilly Shire Council top 3 satisfaction scores and the Micromex Wollondilly Comparative Benchmark/ overall Benchmark. Services/facilities shown in the chart have larger positive and negative gaps.



Note: Only services/facilities with a variance of +/- 5% to the Benchmark have been shown above. Please see Appendix 1 for detailed list
 Top 3 box = at least somewhat satisfied

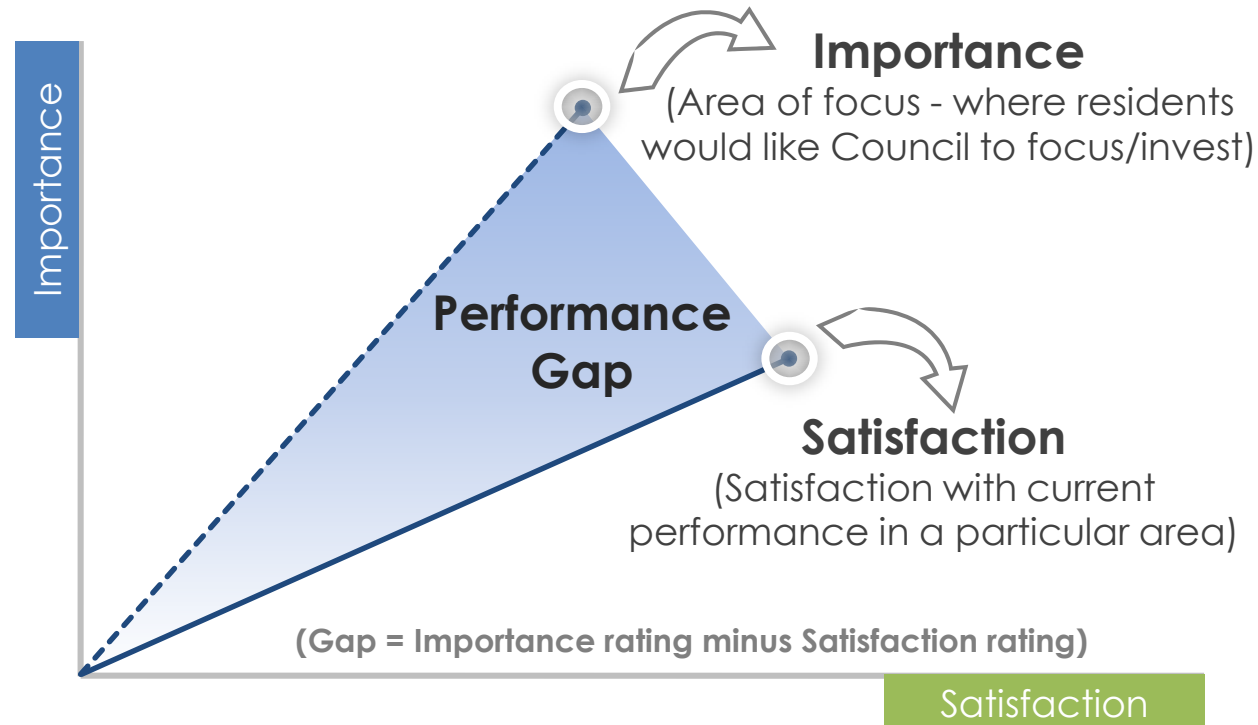
Performance Gap Analysis

PGA establishes the gap between importance and satisfaction. This is calculated by subtracting the top 3 satisfaction score from the top 2 importance score. In order to measure performance gaps, respondents are asked to rate the importance of, and their satisfaction with, each of a range of different services or facilities on a scale of 1 to 5, where 1 = low importance or satisfaction and 5 = high importance or satisfaction. These scores are aggregated at a total community level.

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

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

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



Performance Gap Analysis

When we examine the largest performance gaps, we can identify that all of the services or facilities have been rated as high in importance, whilst resident satisfaction for all of these areas is between 29% and 66%.

The largest performance gaps centre on roads and long-term planning for the Shire.

Service Area	Service/Facility	Importance T2 Box	Satisfaction T3 Box	Performance Gap (Importance – Satisfaction)
Place and Landscape	Maintaining Council roads	98%	29%	69%
Performance	Long-term planning for the Shire	93%	59%	34%
Place and Landscape	Planning for future development and growth	81%	52%	29%
Performance	Decisions are made in the interests of the community	86%	62%	24%
Performance	Financial management	83%	59%	24%
Place and Landscape	Development approvals and building regulation	75%	52%	23%
Place and Landscape	Footpaths	76%	54%	22%
Environment	Litter control and illegal dumping	87%	66%	21%
Place and Landscape	Floodplain and stormwater management	83%	63%	20%

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

Quadrant Analysis

Quadrant analysis is often helpful in planning future directions based on stated outcomes. It combines the stated importance of the community and assesses satisfaction with delivery in relation to these needs.

This analysis is completed by plotting the variables on x and y axes, defined by stated importance and rated satisfaction. We aggregate the top 2 box importance scores and top 3 satisfaction scores for stated importance and rated satisfaction to identify where the facility or service should be plotted.

On average, Wollondilly Shire Council residents rated services/facilities less important than our Benchmarks, and their satisfaction was also lower on average.

	Wollondilly Shire Council	Micromex Wollondilly Comparative Benchmark	Micromex Comparable LGA Benchmark
Average Importance	75%	81%	78%
Average Satisfaction	73%	77%	80%

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

Explaining the 4 quadrants (overleaf)

Attributes in the top right quadrant, **MAINTAIN**, such as 'domestic waste management 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 'maintaining Council 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 'bike paths', are of a relatively lower priority (and the word 'relatively' should be stressed – they are still important). These areas tend to be important to a particular segment of the community.

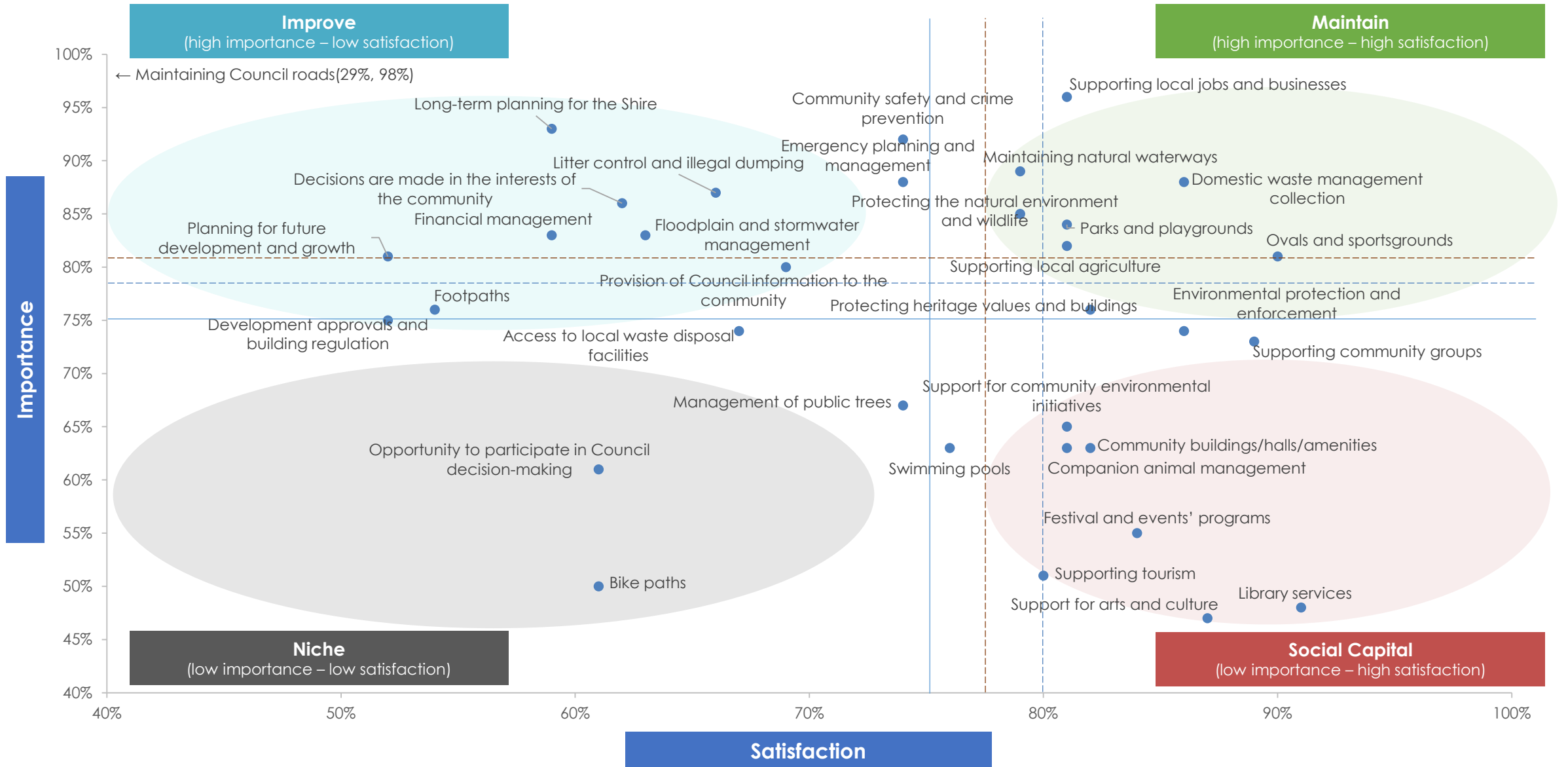
Finally, attributes in the bottom right quadrant, **SOCIAL CAPITAL**, such as 'library services', are core strengths, but in relative terms they are considered less overtly important than other directly obvious areas. However, the occupants of this quadrant tend to be the sort of services and facilities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

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

Quadrant Analysis – Importance VS Satisfaction

The chart below shows the satisfaction (T3B%) with service/facilities measures plotted against importance (T2B%).

- Wollondilly Shire Council Average
- - - Micromex Wollondilly Comparative Benchmark Average
- - - Micromex LGA Benchmark Average



Advanced Regression Analysis

The outcomes identified in stated importance/satisfaction analysis often tend to be obvious and challenging. No matter how much focus a council dedicates to 'maintaining Council 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 Wollondilly Shire Council can actively drive overall community satisfaction, we conducted further analysis

Explanation of Analysis

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

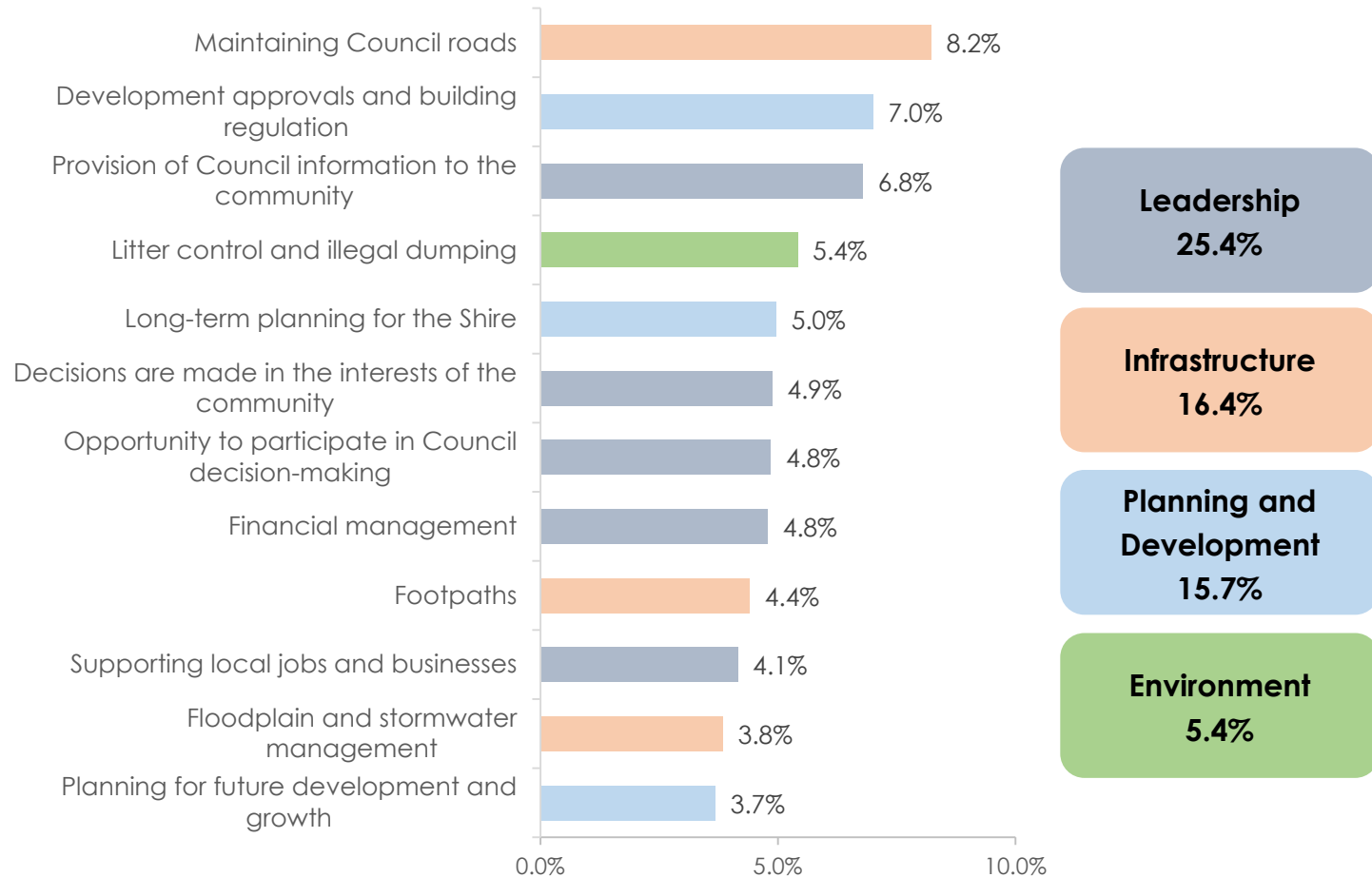
What Does This Mean?

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



Key Drivers of Overall Satisfaction with Council

The score assigned to each area is not a measure of satisfaction/dissatisfaction – rather, it indicates the percentage of influence each measure contributes to overall satisfaction with Council. All services/facilities are important – but if Council can increase satisfaction in these key driver areas, they will likely see an improvement in overall community satisfaction.



These top 12 services/facilities (so 35% of the 34 services/facilities) account for over 60% of the variation in overall satisfaction.

Investigating the measures separately, 'maintaining Council roads' is the most vital driver of overall satisfaction, followed by development approvals and building regulation, and provision of Council information to the community.

However, after summarizing them into 4 thematic groups, leadership is the most important driver category. Further, infrastructure and planning & development are also important drivers.

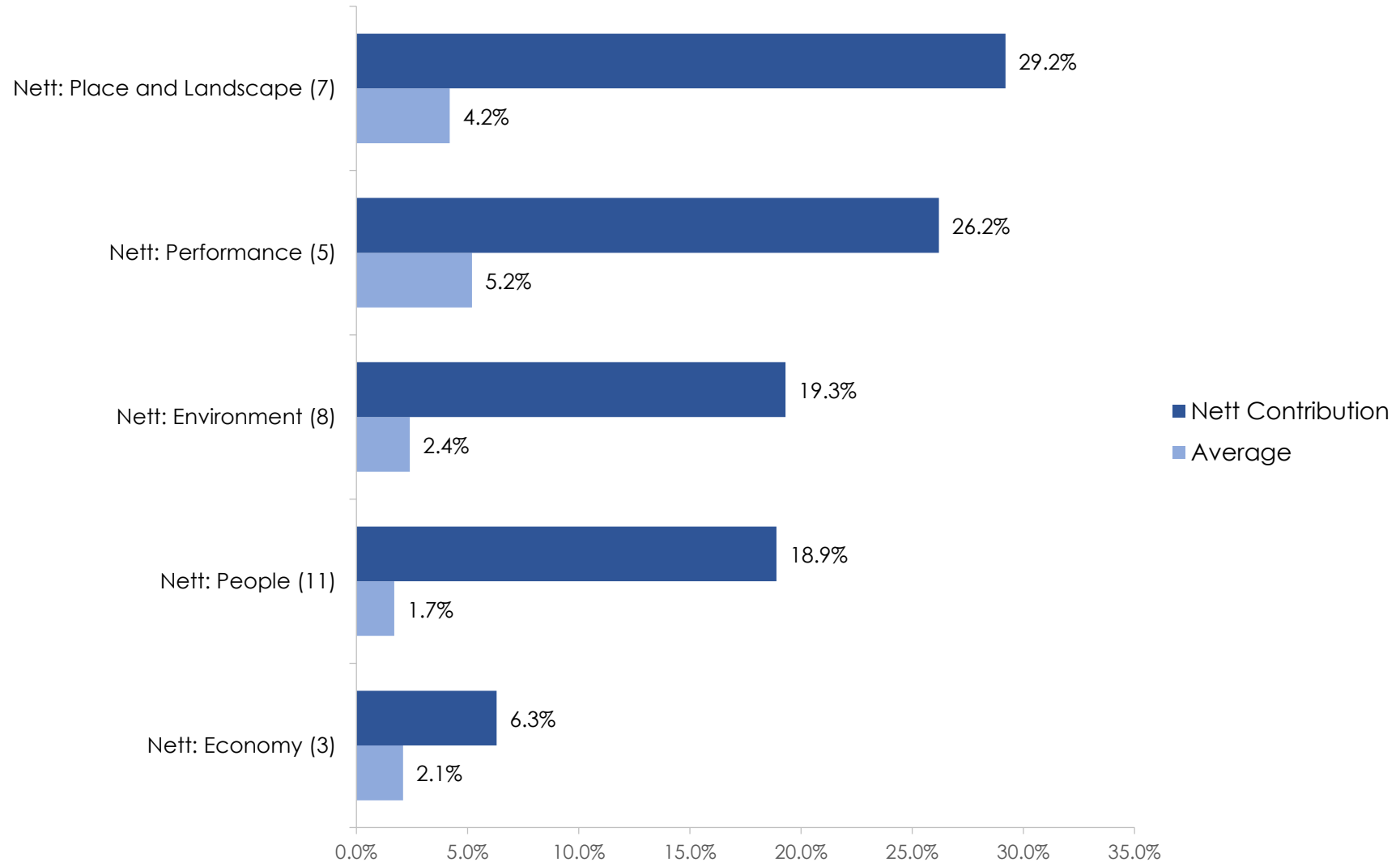
Barriers R² value = 0.47
 Optimisers R² value = 0.29

Dependent Variable: Q3a. 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?

Contribution to Overall Satisfaction with Council's Performance

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

By Nett value, 'Place and Landscape' (44.9%) is the key contributor toward overall satisfaction with Council's performance, while in terms of average, 'Performance' (5.2%) is the largest driver.



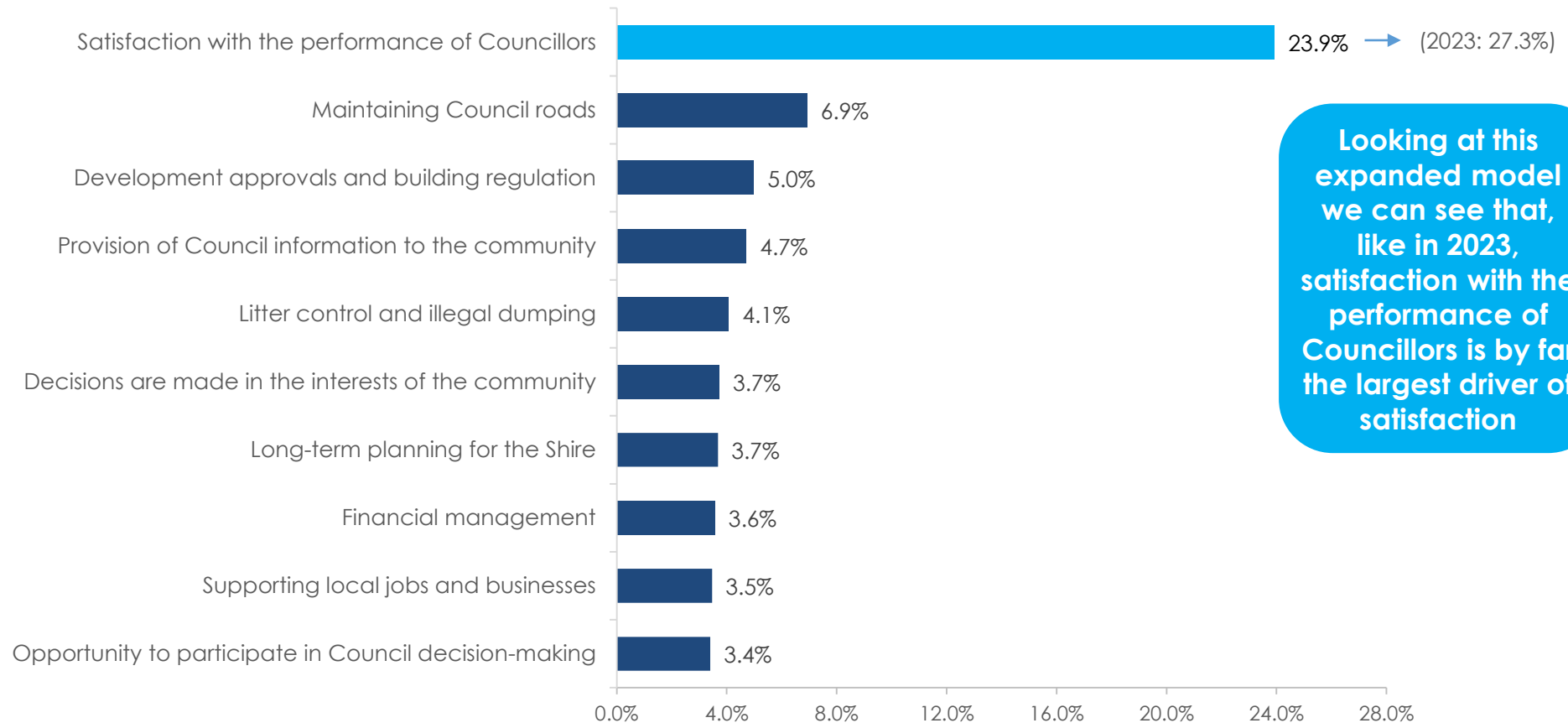
Note: Numbers in brackets represent the number of services/facilities within each service area

Key Drivers of Overall Satisfaction with Council – Expanded Model

The below chart is a re-run of the key drivers contributing to overall satisfaction, but expanding to include “Q3b. Overall, for the last 12 months, how satisfied are you with the performance of Councillors?” as a potential driver.

Satisfaction with the performance of Councillors has remained the strongest driver (2024: 23.9%, 2023: 27.3%).

Drivers of Overall Satisfaction: Performance of Councillors added



Looking at this expanded model we can see that, like in 2023, satisfaction with the performance of Councillors is by far the largest driver of satisfaction

Barriers R² value = 0.51
Optimisers R² value = 0.40

Dependent Variable: Q3a. 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?

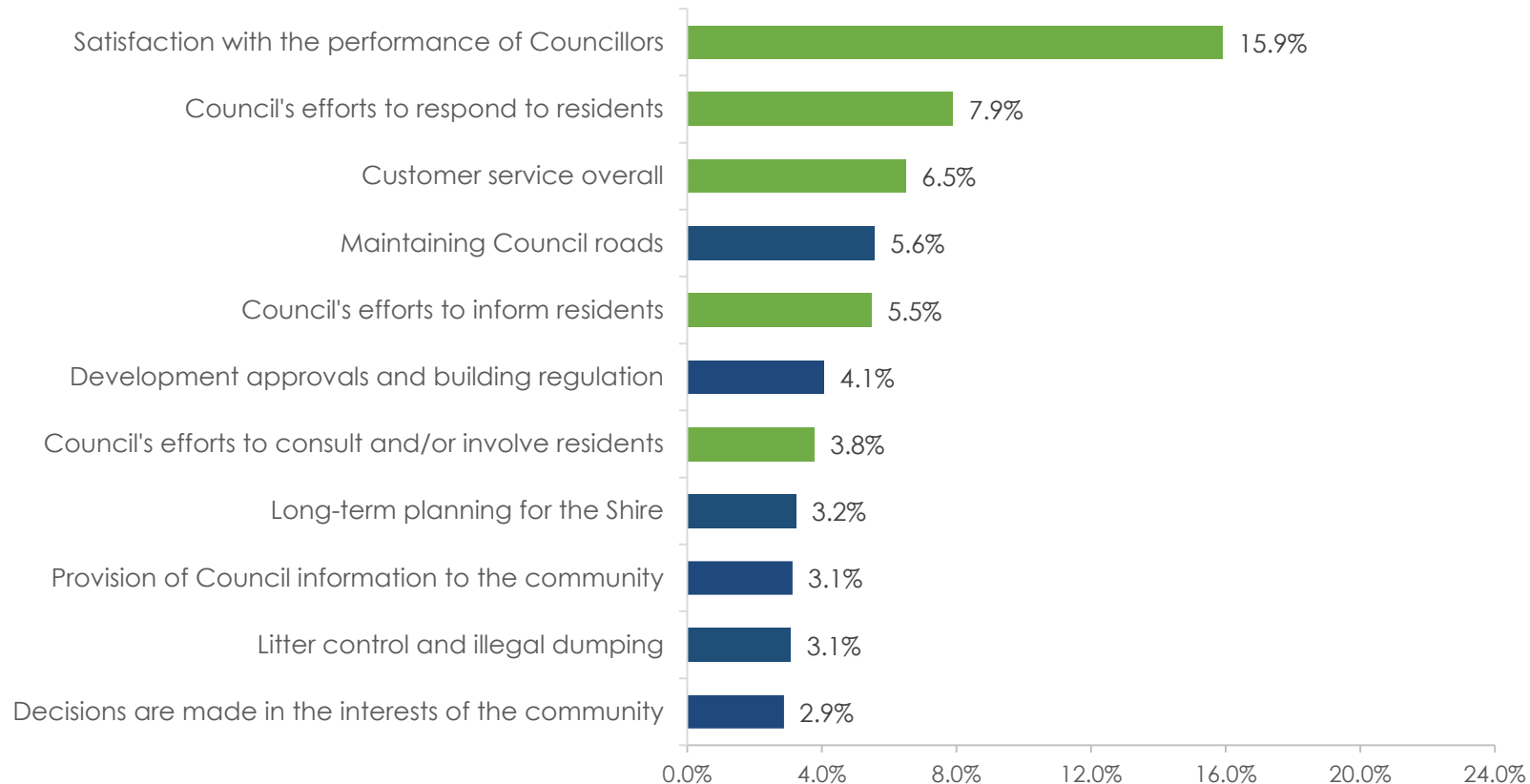
Note: Please see Appendix 1 for complete list

Key Drivers of Overall Satisfaction with Council – Final Model

The below chart is a further expanded model of the key drivers contributing to overall satisfaction, now with the inclusion of satisfaction with Councillor performance and of the three additional measures from Q4:

- Council's efforts to inform residents
- Council's efforts to involve residents
- Council's efforts to respond to residents
- Customer service overall

Drivers of Overall Satisfaction (Re-run)



Looking at this final model, the performance of Councillors and Council's efforts to communicate with residents contributes to nearly 40% of overall satisfaction with Council

Barriers R² value = 0.55

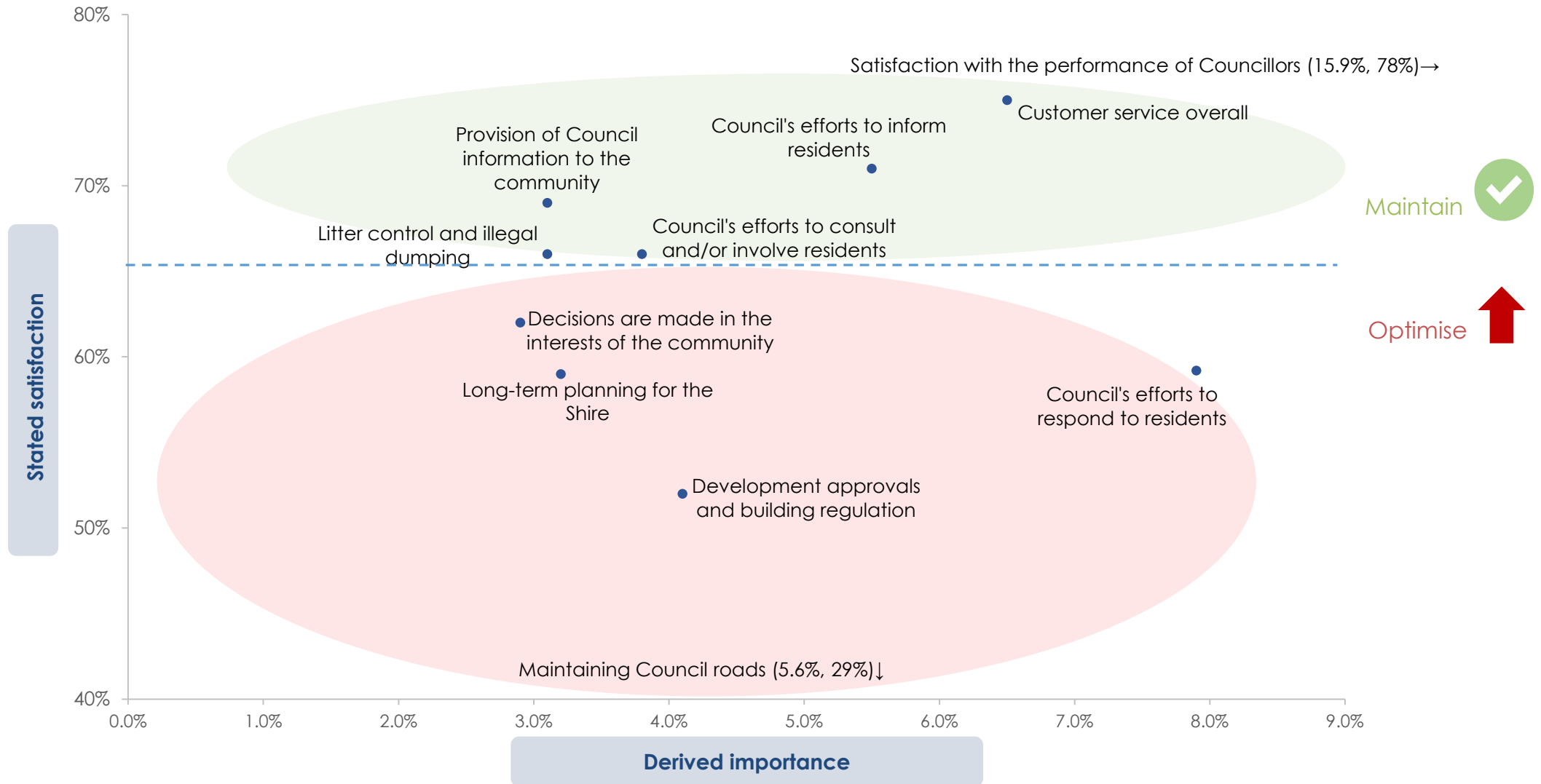
Optimisers R² value = 0.43

Dependent Variable: Q3a. 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?

Note: Please see Appendix 1 for complete list

Mapping Stated Satisfaction and Derived Importance Identifies the Community Priority Areas

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



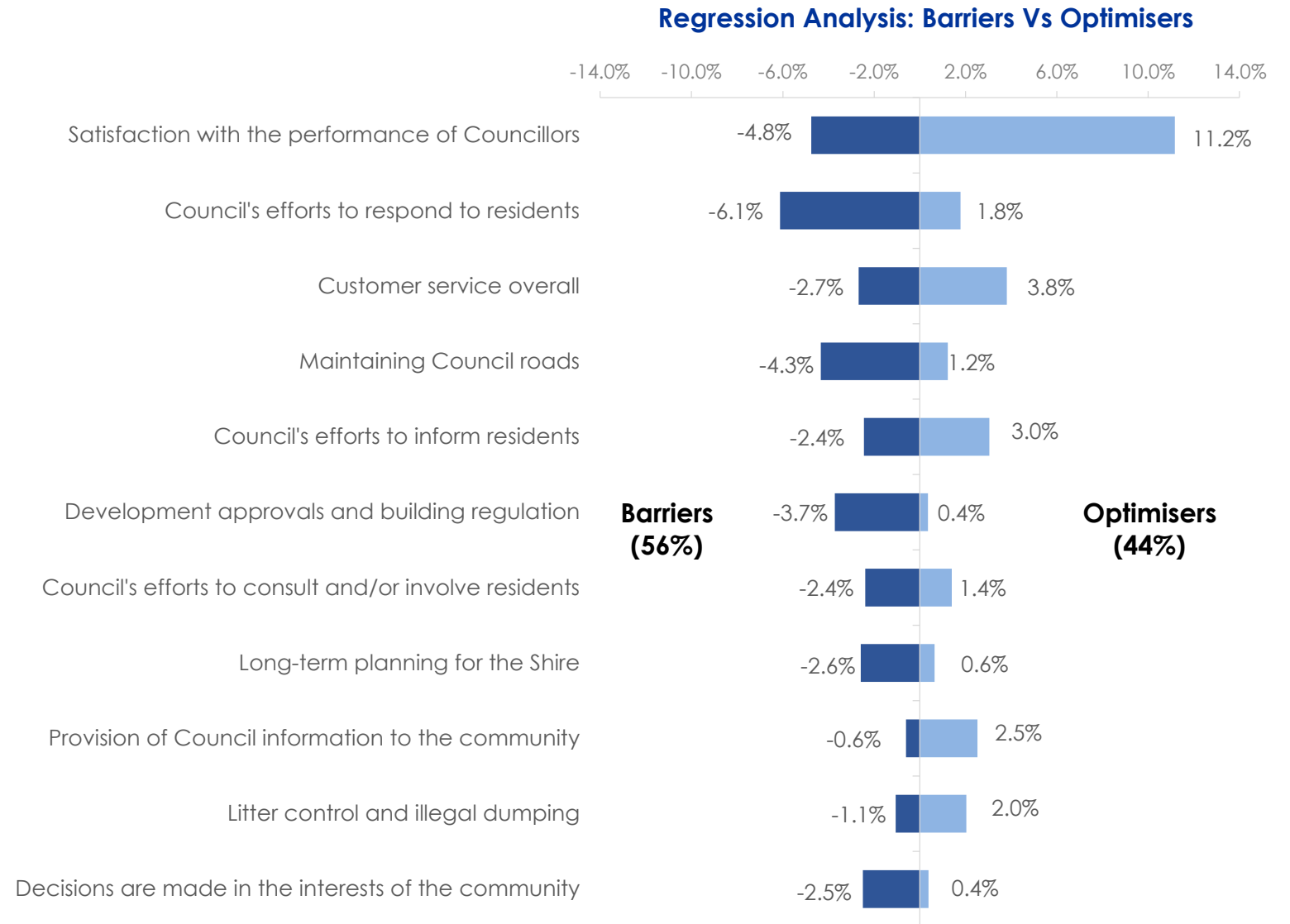
Key Contributors to Barriers/Optimisers

Different levers address the different levels of satisfaction across the community

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

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

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





Contact With Council

This section explores residents most recent contact with Council, with focus on the method, nature and satisfaction with the experience.

Section Three

Section Summary: Contact With Council

61% of residents contacted Council in the last 12 months, which is higher compared to last year (54%).

Of the respondents who contacted Council in the last 12 months, 64% were at least somewhat satisfied with the way their contact was handled. This result remains in line with last year (63%).

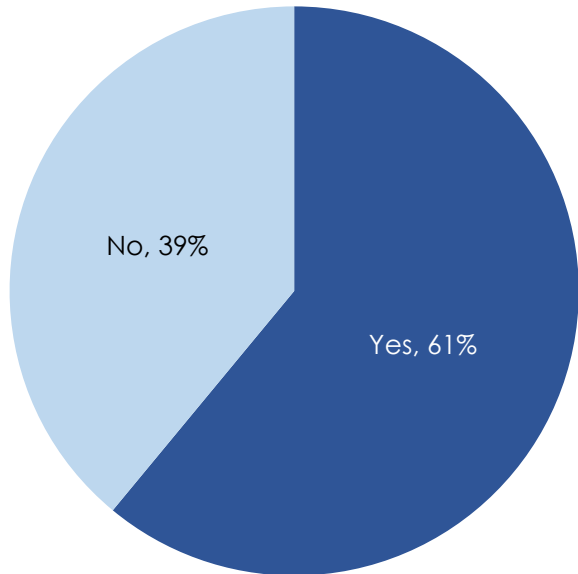
Consistent with last year, roads/footpaths/drains, planning and development, and waste management and recycling remain the most common reasons for contacting Council. Noticeably, there are significantly more residents contacting Council regards waste management and recycling compared to last year.



Contact in the Last 12 Months

61% of respondents had contacted Council in the last 12 months, which has increased from last year. By demographics, those at the age of 50-64 and ratepayers were significantly more likely to have contacted Council in the last 12 months.

Have you had any contact with Wollondilly Council in the last 12 months?

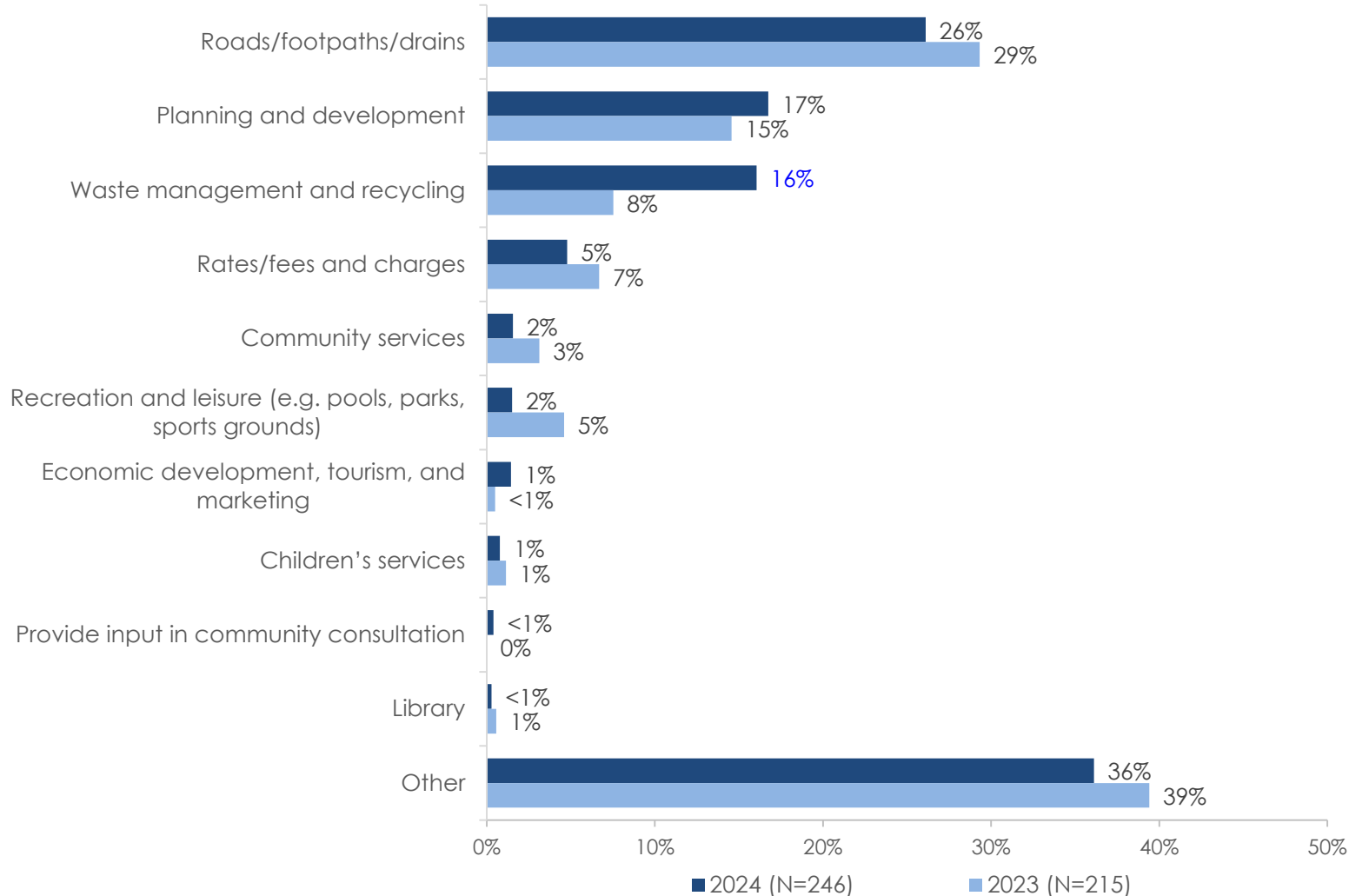


	Overall 2024	Overall 2023	Overall 2020	Overall 2018	Overall 2017
'Yes' %	61%	54%	52%	57%	52%
Base	402	401	403	403	404

	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
'Yes' %	60%	62%	50%	67%	76%	52%	66%	41%
Base	199	203	112	107	100	83	325	77

Nature of Enquiry

Roads/footpaths/drains, planning and development, and waste management and recycling remain the most common reasons for contacting Council. Noticeably, there are significantly more residents contacting Council regards waste management and recycling compared to 2023.



Other specified	Count
Animal management	19
Pet registration	19
Tree management	13
Fire permit	8
Flood/strom/bushfire/drought management	7
Maintenance of facilities and amenities	7
Making a complaint	6
Road management/parking	3
Acquiring a grant/approval or certification	2
Report an incident	2
Development approval	2
Maintaining streetscapes	2
Personal matters	1
Other	4
Don't know/can't remember	1
Prefer not to say	1

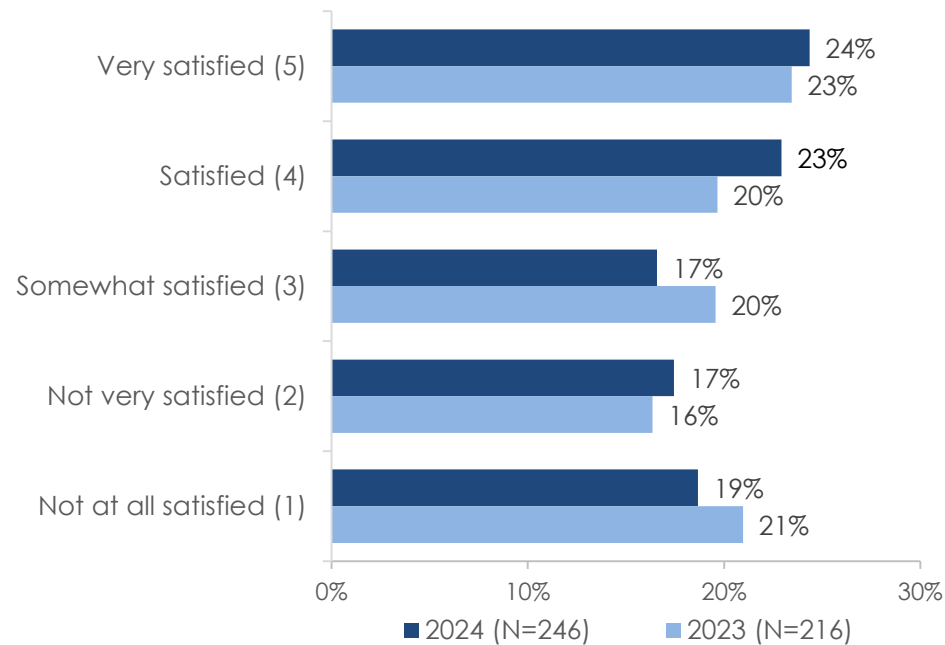
Note: Please see results by demographics in Appendix 1

A significantly higher/lower percentage (by year) 42

Satisfaction with Contact

64% of respondents who had contacted Council were somewhat satisfied with the way their contact was handled, which is on par with last year, however, it is still significantly lower compared to 2020. Males and those contacting regarding to roads/footpaths/drains were significantly less likely to be satisfied with their contact.

	Overall 2024	Overall 2023	Overall 2020	Overall 2018	Overall 2017	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Top 3 Box %	64%	63%	73%	69%	75%	50%	77%	61%	65%	61%	70%	62%	75%
Mean ratings	3.17	3.08	3.53	3.35	3.52	2.75	3.56	3.15	3.27	2.94	3.42	3.11	3.59
Base	246	216	210	229	212	119	127	56	72	75	43	214	32



Nature of Enquiry* (Q6b)	Roads/footpaths/drains	Planning and development	Waste management and recycling	Rates/fees and charges
Top 3 Box %	47%	60%	77%	87%
Mean ratings	2.61	2.93	3.56	3.93
Base	64	41	39	12

*Note: Only the responses with more than 10 samples were shown in the table

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

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



Community Strategic Plan

This section explores resident's attitude towards the current Community Strategic Plan, including overall vision and 5 main themes

Section Four

Section Summary: Community Strategic Plan

84% of respondents were at least somewhat satisfied with current Shire character and identity and 90% of respondents were at least somewhat supportive of current community vision for the Shire.

Looking at the importance of statements, 'Our community is a safe place to be' received the highest priority ranking (80%) while 'We are a collaborative community - Everyone is working towards a shared vision' was ranked the lowest (50%).

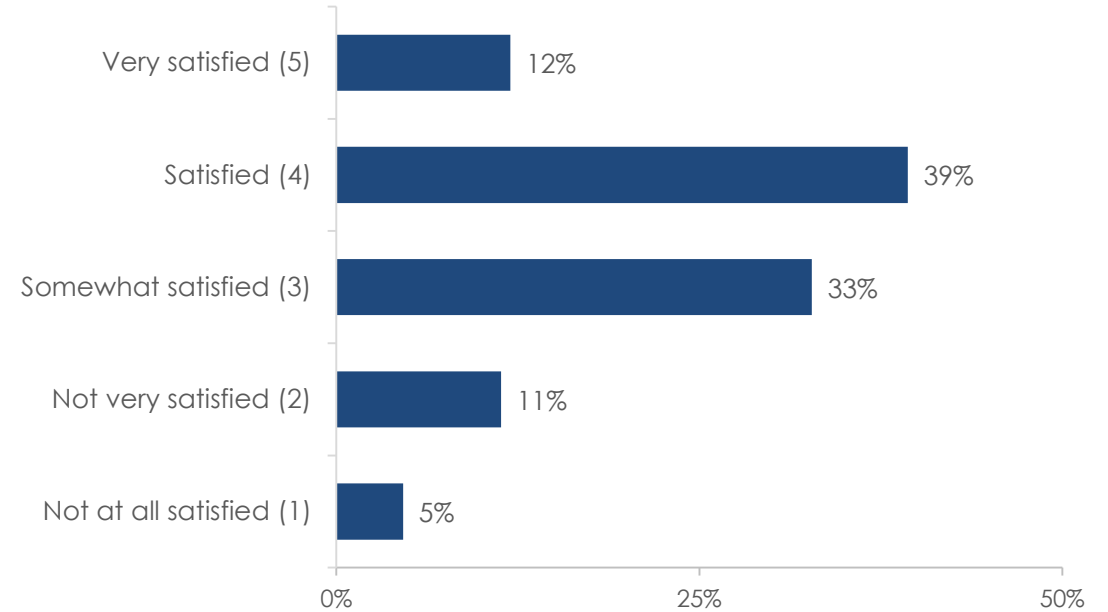
On a broader scale, when considering the average priority score across five themes, 'Environment' received the highest ranking at 69%, while 'Performance' obtained the lowest priority score at 54%.



Satisfaction with Current Shire Character and Identity

Nearly 4 out of 5 (84%) of respondents were at least somewhat satisfied with current Shire character and identity.

By demographics, although not statistically significant, females were more satisfied than males, and non-ratepayers were more likely to be satisfied compared to ratepayers.

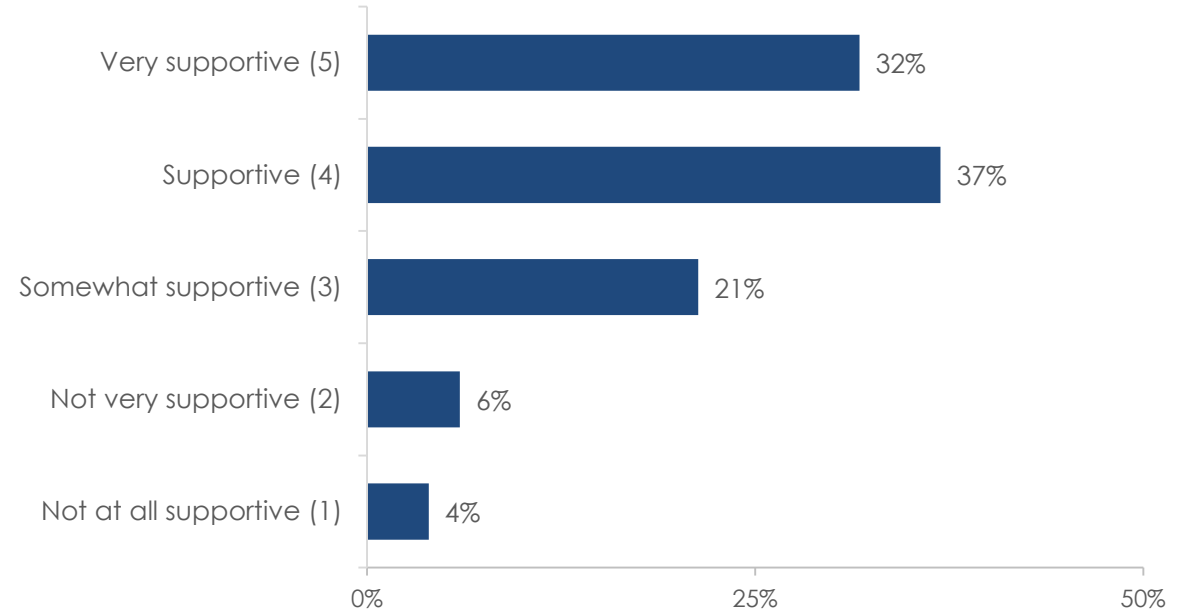


	Overall 2024	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Top 3 Box %	84%	80%	88%	86%	85%	83%	81%	82%	91%
Mean rating	3.43	3.34	3.52	3.48	3.48	3.35	3.38	3.39	3.60
Base	401	198	203	112	107	99	83	324	77

Support Level for the Community Vision

90% of respondents were at least somewhat supportive of current community vision for the Shire.

Demographically, there is no significant difference across the three break groups shown in the table below, however, there is some sense that non-ratepayers were more likely to be supportive than ratepayers.



Community vision was read to respondents by interviewers before answering Q7a:

"The current vision is for the Shire and community is, 'Making Wollondilly Even Better Together'"

	Overall 2024	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Top 3 Box %	90%	89%	91%	96%	88%	87%	88%	89%	94%
Mean rating	3.86	3.84	3.89	4.04	3.77	3.78	3.85	3.83	4.02
Base	402	199	203	112	107	100	83	325	77

Reasons for Support Level for the Community Vision

Based on an open-ended question asking the reasons for support level of the community vision, 26% of residents stated that the vision is good for the community/promotes togetherness, and 23% mentioned it is generally good for the LGA/aligns with the needs of the area (Shire). Meanwhile, the reasons for residents not being supportive centred on the unsupportiveness of Council's actions (e.g., financial management, priorities), lack of control over development, the vision's lack of meaning.

Supportive/very supportive (69%)	Total %
Good for the community/promotes togetherness	26%
Good for the area/this is what the area (Shire) needs	23%
Supportive of the statements/meaning of the statements	5%
Council is doing a good job	4%
Don't know/not sure	4%

Somewhat supportive (21%)	Total %
Unsupportive of Council's actions e.g., financial management, priorities	5%
Not aware of the vision/need more information	4%
Don't believe Council will follow through/need action	3%
Vision doesn't have any meaning/more specific	3%
More community consultation	2%
Ensure all areas benefit	1%
More investment into the future/planning	1%
Don't know/not sure	1%

Not at all supportive/not very supportive (10%)	Total %
Unsupportive of Council's actions (e.g., financial management, priorities)	5%
Should focus on managing overdevelopment	2%
Vision doesn't have any meaning/more specific	2%
Don't believe Council will follow through/need action	1%
Not aware of the vision/need more information	1%
Need more investment into the future planning	1%
Need more infrastructure for growth	1%

Q7a. How supportive are you of this vision for the Shire?

Q7b. Why are you {Q7a}?

Reasons for Support Level for the Community Vision

Example verbatims

Good for the community/promotes togetherness

"Supportive because it promotes community togetherness"

"Getting the community together to make the area stronger"

"More people support community togetherness is a great thing"

"It is a good initiative to get everyone working together to create a better community/environment"

"Vision is promoting community togetherness"

Good for the area

"It's working towards better future for the area"

"Council is trying to make Wollondilly a better place"

"Good place to live: Council is doing well to keep it as it is"

"The support of council to ensure people have what they need"

"It's a positive statement to make things better and it is a nice area to live"

Unsupportive of Council's actions (e.g., financial management, priorities)

"Council should be concentrating on roads and rubbish"

"Council put a lot of effort into new suburbs but neglected older suburbs"

Vision doesn't have any meaning/more specific

"The stated vision does not mean anything.... too introspective"

"More like a logo/slogan rather than a stated vision"

Should focus on managing overdevelopment

"Not sure of the vision with regards to development, land is being subdivided into too small blocks"

"Wollondilly is changing from a rural area to a suburban/city area with the overdevelopment"

Don't believe Council will follow through/need action

"It is important, but it needs to be done"

"Spending money to come up with a plan but what matters is to make it happen"

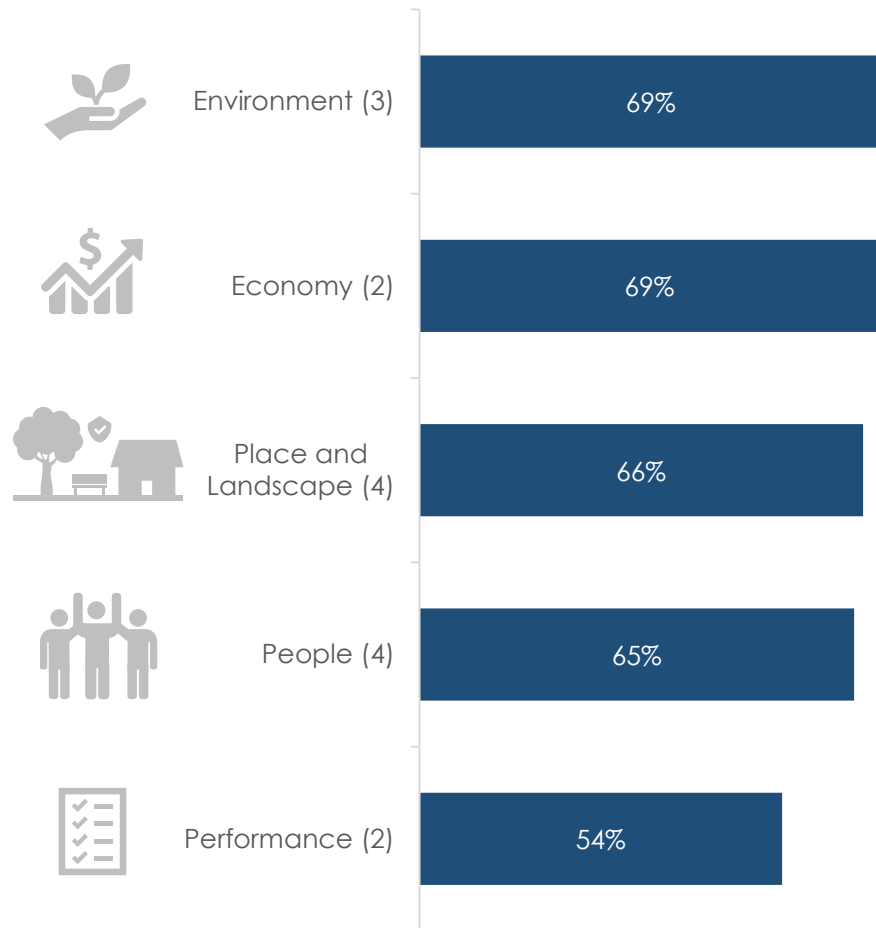
Q5a. How supportive are you of this community vision?

Q5b. Why do you say that?

Overview of the Importance of Themes and Statements

Ranking of the importance of themes

(sorted by average 'High' Priority % of statements within each theme)



Ranking of the importance of statements

(sorted by 'High' Priority %)

	Our community is a safe place to be	80%
	Our beautiful natural environment is valued, protected and enjoyed	79%
	That our community is prepared and resilient in the face of natural disasters and emergencies	78%
	We have access to quality education and lifelong learning opportunities	77%
	Our townships and villages are attractive, welcoming and healthy places to live	76%
	We have access to services to support health and well-being	73%
	Our transport systems are safe, accessible, affordable and sustainable	66%
	We grow in a responsible way that respects and enhances what makes Wollondilly unique	63%
	We have access to adequate, safe and affordable housing	60%
	We have a prosperous, diverse and resilient economy with work opportunities for everyone	60%
	Our Council provides excellence in customer service, financial management and organisational performance	59%
	We are a diverse and inclusive community	55%
	That we have an engaged and active community	51%
	There is shared responsibility for climate action and sustainability	51%
	We are a collaborative community - Everyone is working towards a shared vision	50%

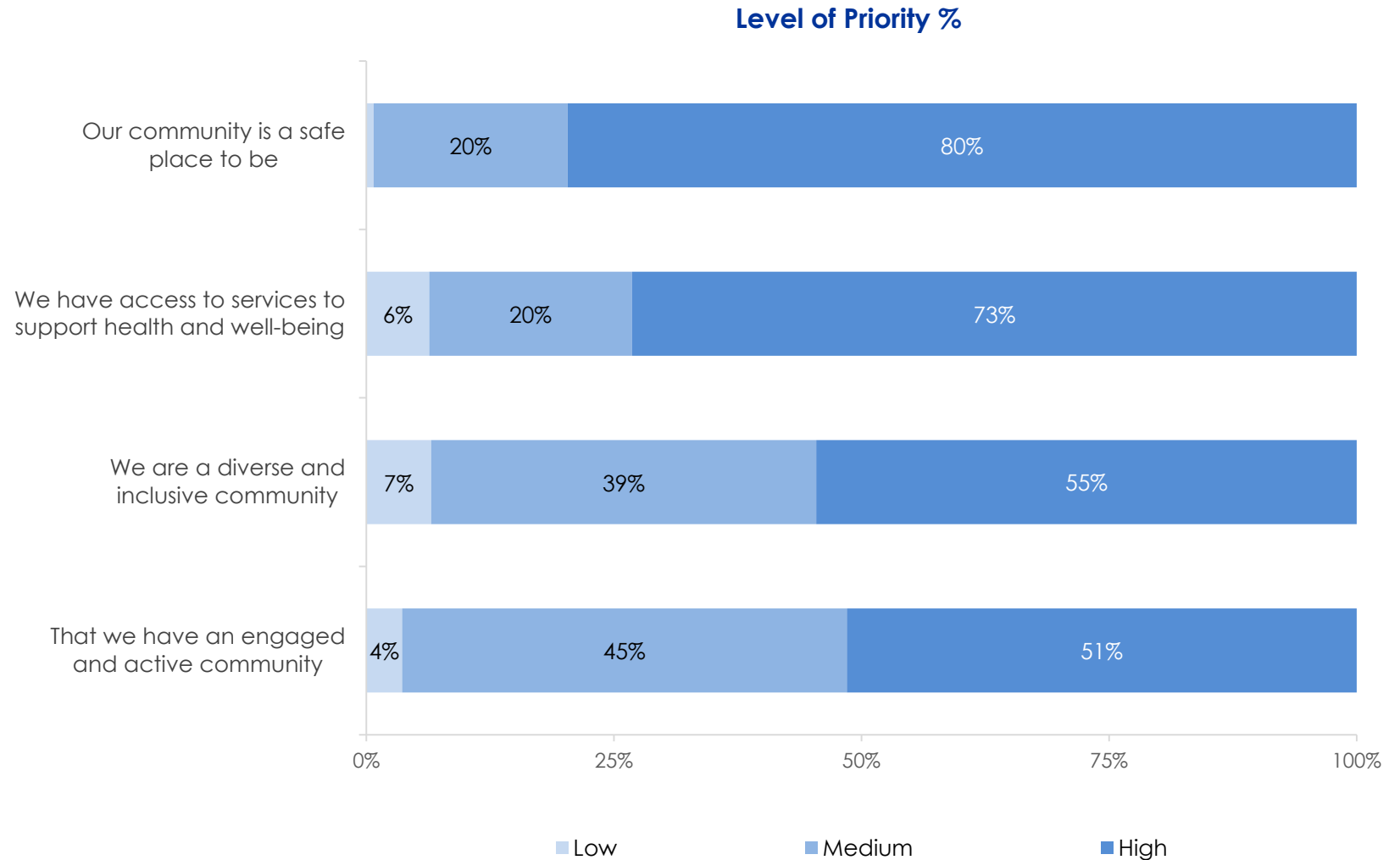
Importance of 'People'

80% of residents stated that 'our community is a safe place to be' is a high priority for the community plan, which is the highest among the 4 criteria. However, 'we have an engaged and active community' received the lowest high priority value (51%).



'People' theme was read to respondents by interviewers before answering Q8a:

"People: A safe, inclusive and resilient community, with access to services that support good health and wellbeing."



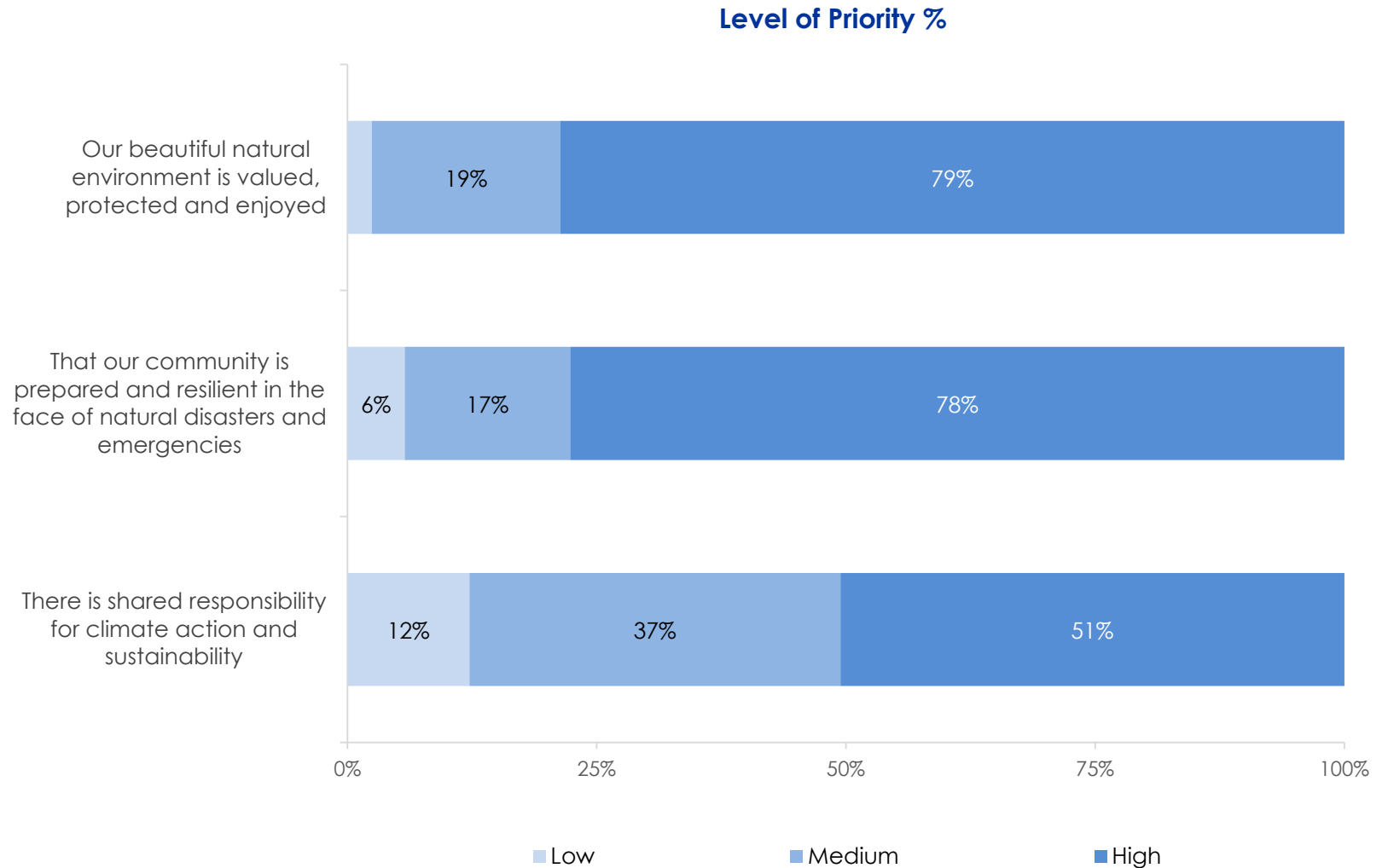
Importance of 'Environment'

Over 75% of residents stated that keeping a beautiful environment and being prepared in the face of natural disasters are high priorities, while only 51% stated that climate action and sustainability is a high priority.



'Environment' theme was read to respondents by interviewers before answering Q8b:

"Environment: Our pristine and beautiful natural environment is protected, responsibly managed and enhanced as we grow and play our part for the future ."



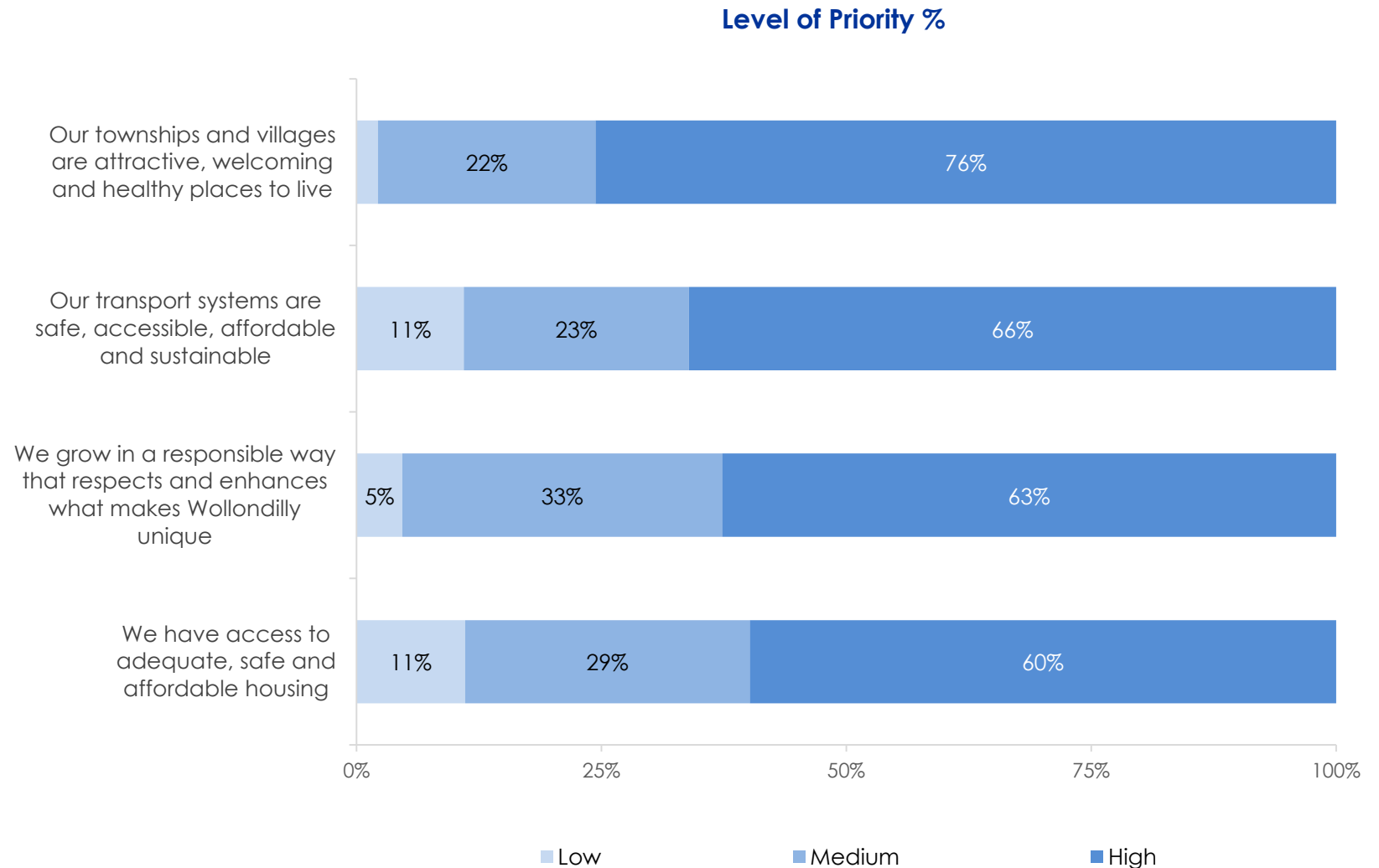
Importance of 'Place and Landscape'

76% of residents prioritised 'Our townships and villages are attractive, welcoming and healthy places to live', and 60% prioritised 'We have access to adequate, safe and affordable housing'.



'Place and Landscape' theme was read to respondents by interviewers before answering Q8c:

"Place and Landscape: Wollondilly's unique towns and villages sitting within our beautiful natural landscape. We are shaping growth to ensure change respects what we have and where we want to be. Our communities have the functional infrastructure and safe roads they need."



Importance of 'Economy'

77% of residents were inclined to say that 'We have a prosperous, diverse and resilient economy with work opportunities for everyone' is a high priority, while 60% stated that 'We have access to quality education and lifelong learning opportunities' is a priority.

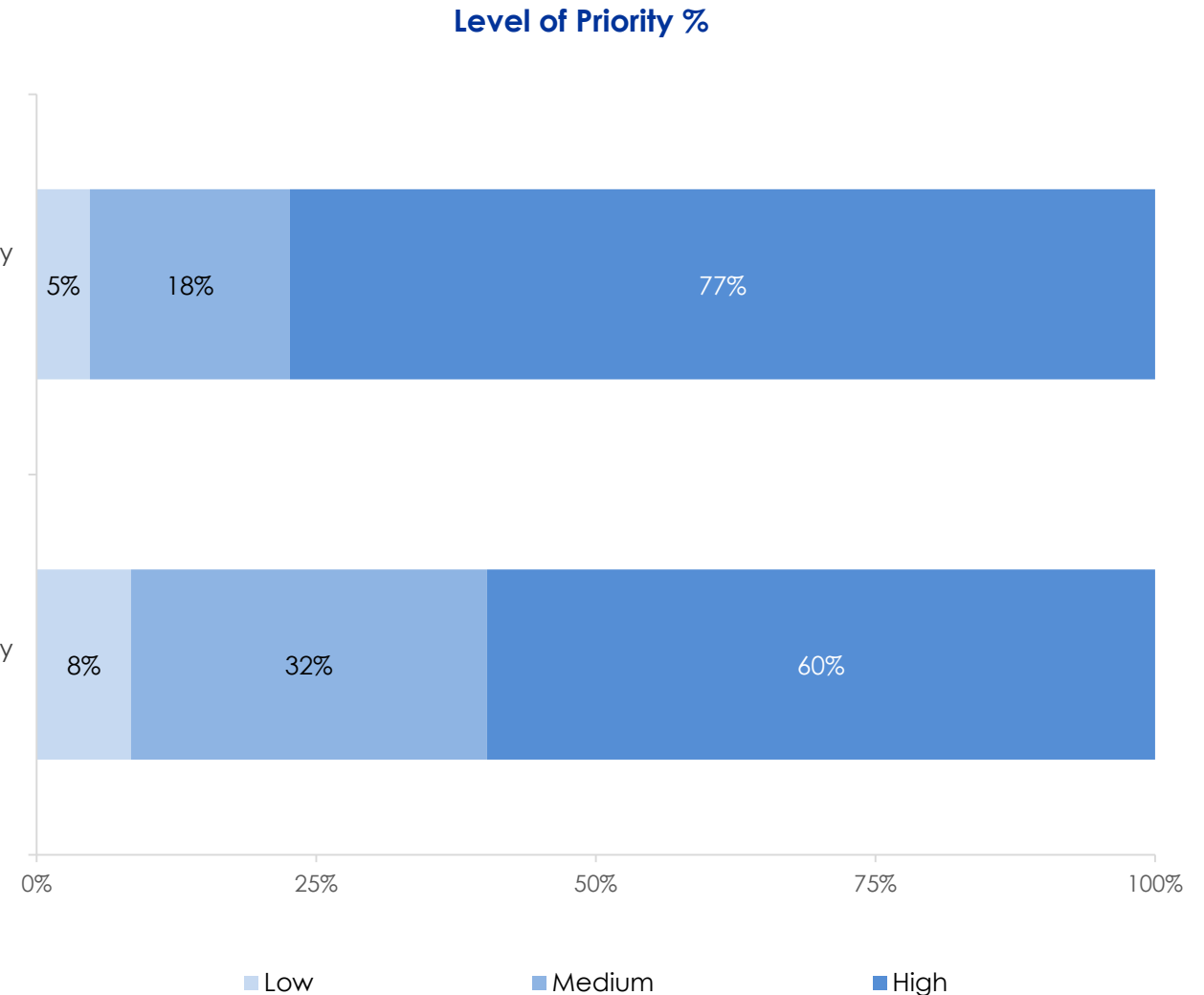
'Economy' theme was read to respondents by interviewers before answering Q8d:

"Economy: We are an emerging and dynamic Shire with a thriving and diverse economy. We seek to attract new viable business to support the region while also supporting our towns, villages and rural lifestyle."



We have access to quality education and lifelong learning opportunities

We have a prosperous, diverse and resilient economy with work opportunities for everyone



Importance of 'Performance'

59% of residents stated that 'Our Council provides excellence in customer service, financial management and organisational performance' is a high priority, while 50% stated 'We are a collaborative community - Everyone is working towards a shared vision' is a high priority.

'Performance' theme was read to respondents by interviewers before answering Q8e:

"Performance: Our community recognises we are striving to be a leading local government. We listen and respond to community needs, delivering excellent customer experiences."

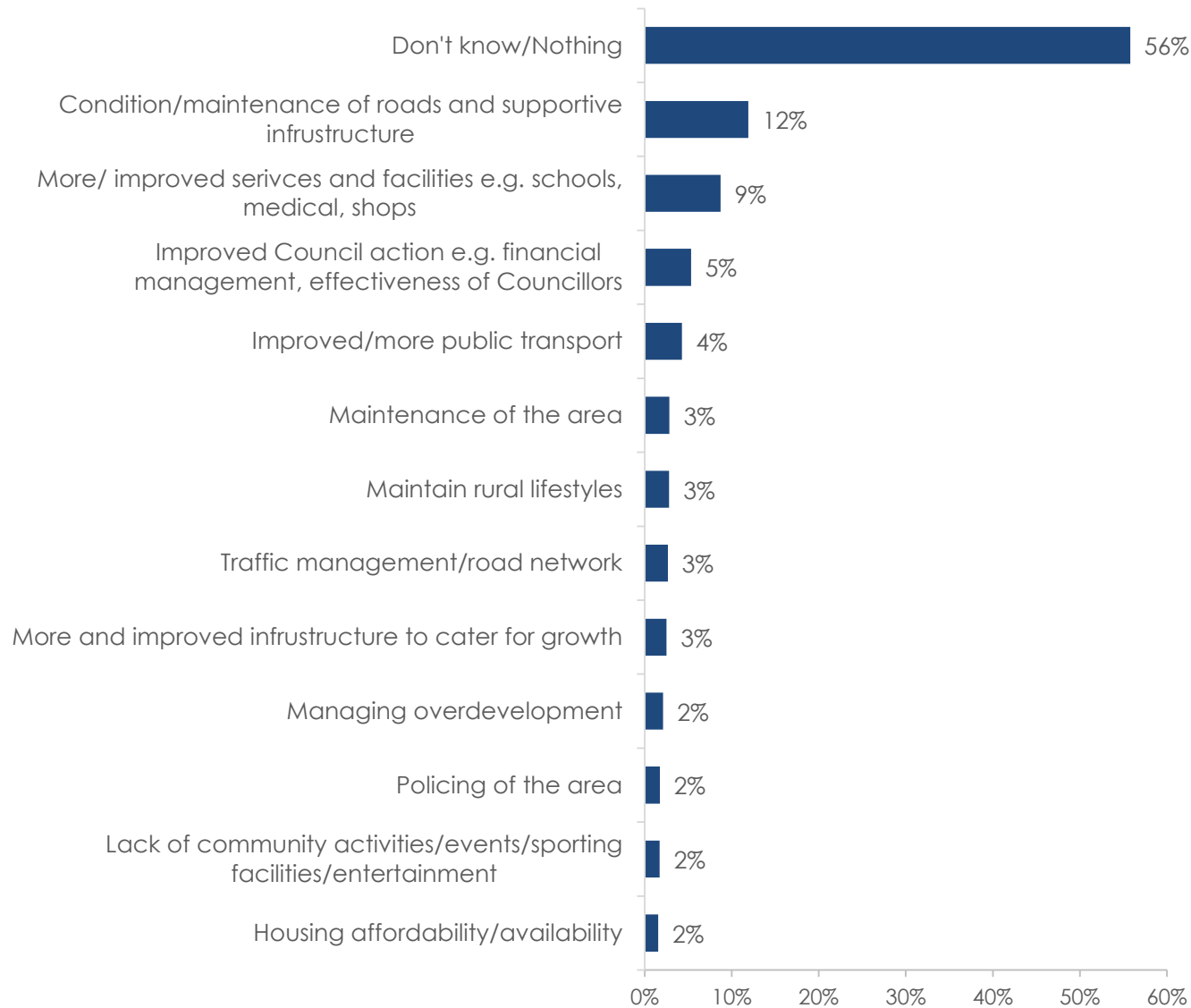


Our Council provides excellence in customer service, financial management and organisational performance

We are a collaborative community - Everyone is working towards a shared vision



Other Areas of Consideration for the Community Plan



When asked other potential priorities, 56% of residents stated 'don't know/nothing'.

12% mentioned that the condition and maintenance of roads and supportive infrastructure needs to be improved, 9% stated that more/improved services and facilities need to be provided within the Wollondilly LGA.

Example Verbatim Comments:

"Roads is the priority: the roads need to be fixed; the potholes need to be filled"

"Need more public high schools to save travelling long distances"

"Council financial management e.g., less wastage"

"Council needs to make public transport accessible in all parts of the Shire"

"Noxious weeds need to be dealt with"

"Better road networks for getting around the area"



Appendix 1:

Additional Analyses

Appendix 1

Most Valued Aspects Living in the Wollondilly Area

Valued aspects	2024	2023
Rural aspect/country living/lifestyle/open spaces	59%	52%
Quiet/peaceful	30%	23%
Sense of community/friendly community	18%	18%
Natural environment/beauty of the area/climate/fresh air	9%	9%
Not over-populated/over-developed/low density living	8%	3%
Close to the City/beaches/other popular areas	8%	6%
Close to services and facilities	6%	1%
Close to family/family ties	6%	3%
Quality services and facilities/resources	4%	3%
Great place to live/feels like home	3%	1%
Safe area	2%	<1%
Well-presented/clean area	2%	1%
Quality housing/ affordability	1%	1%
Affordable area	1%	<1%
Road management and infrastructure	1%	2%
Access to public transport	<1%	<1%
Away from the City/Sydney suburbs	<1%	0%
Heritage/history of the area	<1%	1%
Nothing/don't know	3%	3%
Base	402	401

Top Priorities for the Next 4 Years

Priorities	2024	2023
Condition/maintenance of roads and supporting infrastructure	62%	57%
More and improved services/facilities e.g. shops, schools, medical	24%	26%
More and improved infrastructure to cater for growth	22%	28%
Managing development for the growing population	20%	21%
Managing traffic congestion/flow/road network	19%	17%
Lack of public transport	11%	16%
Managing/access to basic services such as town water, sewerage, waste, electricity	7%	2%
Improve Council actions e.g. financial management, effectiveness of Councillors, looking after residents	5%	8%
Price of rates/cost of living	5%	4%
Kerb/guttering/footpaths/street lighting	4%	5%
More housing development and planning/subdivision planning	4%	2%
Keeping the area as it is	3%	5%
General upkeep/maintenance of the area	3%	1%
Maintaining/preserving the natural/rural aspect/wildlife and environmental protection	3%	6%
Increased greenspaces/parks	3%	1%
Flood/bush fire management	2%	1%
Improved emergency services/policing/management	2%	2%
Lack of community activities/events/sporting facilities/entertainment	2%	4%
Road/pedestrian safety	2%	NA
Internet/mobile coverage	2%	1%
Stop land subdivision	1%	2%
Impact of the new airport	1%	3%
More parking	1%	NA
Impact of mines	1%	1%
Managing housing affordability	1%	3%
More local employment opportunities	1%	2%
Supporting local business	<1%	1%
Promoting the area/tourism	<1%	<1%
Noise pollution	<1%	NA
Other	2%	NA
Don't know/nothing	1%	2%
Base	402	401

*Note: Long-term (next 10-20 years) priorities were asked in 2023
A significantly higher/lower level of satisfaction (compared to 2023)

Comparison to Previous Research

Service/Facility	Importance		Satisfaction		Service/Facility	Importance		Satisfaction	
	2024	2023	2024	2023		2024	2023	2024	2023
Library services	3.37	3.48	4.07	3.86	Support for community environmental initiatives	3.91	NA	3.26	NA
Festival and events' programs	3.55	3.61	3.52	3.43	Maintaining natural waterways	4.58	NA	3.34	NA
Children's services	4.07	3.94	3.48	3.33	Floodplain and stormwater management	4.43	4.40	2.86	2.80
Supporting community groups	4.06	4.06	3.48	3.40	Planning for future development and growth ⁴	4.34	4.29	2.56	2.50
Companion animal management ¹	3.85	4.02	3.46	3.32	Development approvals and building regulation	4.15	NA	2.57	NA
Parks and playgrounds	4.35	4.31	3.45	3.49	Protecting heritage values and buildings	4.16	4.14	3.47	3.43
Ovals and sportsgrounds	4.24	4.27	3.67	3.63	Maintaining Council roads	4.86	4.81	1.99	1.89
Community buildings/halls/amenities	3.84	3.98	3.37	3.28	Footpaths	4.17	4.24	2.67	2.52
Swimming pools	3.82	3.80	3.31	3.43	Bike paths	3.45	3.45	2.87	2.56
Community safety and crime prevention	4.66	NA	3.21	NA	Supporting tourism	3.50	3.57	3.35	3.47
Support for arts and culture	3.39	NA	3.56	NA	Supporting local agriculture	4.34	4.28	3.29	3.15
Domestic waste management collection ²	4.51	4.43	3.81	3.61	Supporting local jobs and businesses	4.71	4.68	3.31	3.15
Access to local waste disposal facilities ³	4.09	3.83	3.14	3.22	Opportunity to participate in Council decision-making	3.79	3.83	2.81	2.73
Management of public trees	3.96	3.99	3.25	3.04	Decisions are made in the interests of the community	4.47	4.44	2.77	2.72
Protecting the natural environment and wildlife	4.46	4.50	3.28	3.16	Long-term planning for the Shire	4.69	4.58	2.72	2.58
Emergency planning and management	4.56	4.63	3.24	3.22	Financial management	4.42	4.42	2.68	2.68
Litter control and illegal dumping	4.49	NA	2.98	NA	Provision of Council information to the community	4.34	4.39	3.02	3.11

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

1. Companion animal management was animal management in 2023
2. Domestic waste management collection was Recycling and waste management in 2023
3. Access to local waste disposal facilities was landfill facilities in 2023
4. Planning for future development and growth was Planning and development in 2023

Importance Compared to the Micromex Benchmark

Service/Facility	Wollondilly Shire Council T2 box importance score	Comparative Wollondilly Benchmark T2 box importance score	Variance	Micromex LGA Benchmark T2 box importance score	Variance
Supporting local jobs and businesses	96%	89%	7%	85%	11%▲
Maintaining Council roads	98%	92%	6%	91%	7%
Long-term planning for the Shire	93%	90%	3%	88%	5%
Maintaining natural waterways	89%	87%	2%	87%	2%
Protecting the natural environment and wildlife	85%	83%	2%	83%	2%
Decisions are made in the interests of the community	86%	84%	2%	83%	3%
Community safety and crime prevention	92%	90%	2%	90%	2%
Ovals and sportsgrounds	81%	80%	1%	76%	5%
Protecting heritage values and buildings	76%	77%	-1%	73%	3%
Development approvals and building regulation	75%	76%	-1%	72%	3%
Companion animal management	63%	65%	-2%	68%	-5%
Floodplain and stormwater management	83%	85%	-2%	81%	2%
Parks and playgrounds	84%	86%	-2%	84%	0%
Financial management	83%	86%	-3%	85%	-2%
Management of public trees	67%	70%	-3%	76%	-9%
Planning for future development and growth	81%	85%	-4%	81%	0%
Domestic waste management collection	88%	93%	-5%	93%	-5%

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

Note: T2 = important/very important 61

Importance Compared to the Micromex Benchmark

Service/Facility	Wollondilly Shire Council T2 box importance score	Comparative Wollondilly Benchmark T2 box importance score	Variance	Micromex LGA Benchmark T2 box importance score	Variance
Emergency planning and management	88%	93%	-5%	90%	-2%
Provision of Council information to the community	80%	86%	-6%	82%	-2%
Support for community environmental initiatives	65%	71%	-6%	78%	-13% ▼
Litter control and illegal dumping	87%	93%	-6%	89%	-2%
Supporting community groups	73%	79%	-6%	75%	-2%
Footpaths	76%	84%	-8%	83%	-7%
Access to local waste disposal facilities	74%	82%	-8%	80%	-6%
Community buildings/halls/amenities	63%	72%	-9%	64%	-1%
Children's services	74%	84%	-10% ▼	78%	-4%
Festival and events' programs	55%	65%	-10% ▼	65%	-10% ▼
Swimming pools	63%	76%	-13% ▼	69%	-6%
Bike paths	50%	64%	-14% ▼	57%	-7%
Opportunity to participate in Council decision-making	61%	77%	-16% ▼	74%	-13% ▼
Support for arts and culture	47%	66%	-19% ▼	57%	-10% ▼
Supporting tourism	51%	76%	-25% ▼	72%	-21% ▼
Library services	48%	75%	-27% ▼	71%	-23% ▼

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

Satisfaction Compared to the Micromex Benchmark

Service/Facility	Wollondilly Shire Council T3 box satisfaction score	Comparative Wollondilly Benchmark T3 box satisfaction score	Variance	Micromex LGA Benchmark T3 box satisfaction score	Variance
Supporting community groups	89%	77%	12%▲	87%	2%
Support for community environmental initiatives	81%	73%	8%	81%	0%
Supporting local jobs and businesses	81%	74%	7%	80%	1%
Children's services	86%	83%	3%	86%	0%
Festival and events' programs	84%	82%	2%	88%	-4%
Ovals and sportsgrounds	90%	89%	1%	90%	0%
Opportunity to participate in Council decision-making	61%	61%	0%	68%	-7%
Maintaining natural waterways	79%	79%	0%	82%	-3%
Protecting heritage values and buildings	82%	82%	0%	84%	-2%
Library services	91%	92%	-1%	94%	-3%
Domestic waste management collection	86%	87%	-1%	91%	-5%
Bike paths	61%	62%	-1%	72%	-11%▼
Parks and playgrounds	81%	83%	-2%	88%	-7%
Protecting the natural environment and wildlife	79%	81%	-2%	86%	-7%
Provision of Council information to the community	69%	72%	-3%	77%	-8%
Support for arts and culture	87%	90%	-3%	88%	-1%
Companion animal management	81%	84%	-3%	84%	-3%

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

Note: T3 = at least somewhat satisfied 63

Satisfaction Compared to the Micromex Benchmark

Service/Facility	Wollondilly Shire Council T3 box satisfaction score	Comparative Wollondilly Benchmark T3 box satisfaction score	Variance	Micromex LGA Benchmark T3 box satisfaction score	Variance
Swimming pools	76%	80%	-4%	85%	-9%
Community buildings/halls/amenities	82%	87%	-5%	89%	-7%
Development approvals and building regulation	52%	58%	-6%	69%	-17% ▼
Floodplain and stormwater management	63%	69%	-6%	79%	-16% ▼
Long-term planning for the Shire	59%	65%	-6%	73%	-14% ▼
Planning for future development and growth	52%	58%	-6%	68%	-16% ▼
Decisions are made in the interests of the community	62%	68%	-6%	66%	-4%
Supporting tourism	80%	87%	-7%	84%	-4%
Management of public trees	74%	81%	-7%	77%	-3%
Footpaths	54%	63%	-9%	71%	-17% ▼
Community safety and crime prevention	74%	86%	-12% ▼	84%	-10% ▼
Litter control and illegal dumping	66%	78%	-12% ▼	80%	-14% ▼
Emergency planning and management	74%	90%	-16% ▼	89%	-15% ▼
Access to local waste disposal facilities	67%	84%	-17% ▼	80%	-13% ▼
Financial management	59%	78%	-19% ▼	73%	-14% ▼
Maintaining Council roads	29%	51%	-22% ▼	65%	-36% ▼

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

Note: T3 = at least somewhat satisfied 64

Performance Gap Analysis

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

Performance Gap Ranking

Service/Facility	Importance T2 Box	Satisfaction T3 Box	Performance Gap (Importance – Satisfaction)
Maintaining Council roads	98%	29%	69%
Long-term planning for the Shire	93%	59%	34%
Planning for future development and growth	81%	52%	29%
Decisions are made in the interests of the community	86%	62%	24%
Financial management	83%	59%	24%
Development approvals and building regulation	75%	52%	23%
Footpaths	76%	54%	22%
Litter control and illegal dumping	87%	66%	21%
Floodplain and stormwater management	83%	63%	20%
Community safety and crime prevention	92%	74%	18%
Supporting local jobs and businesses	96%	81%	15%
Emergency planning and management	88%	74%	14%
Provision of Council information to the community	80%	69%	11%
Maintaining natural waterways	89%	79%	10%
Access to local waste disposal facilities	74%	67%	7%
Protecting the natural environment and wildlife	85%	79%	6%
Parks and playgrounds	84%	81%	3%

Note: T2 = important/very important
T3 = at least somewhat satisfied

Performance Gap Analysis

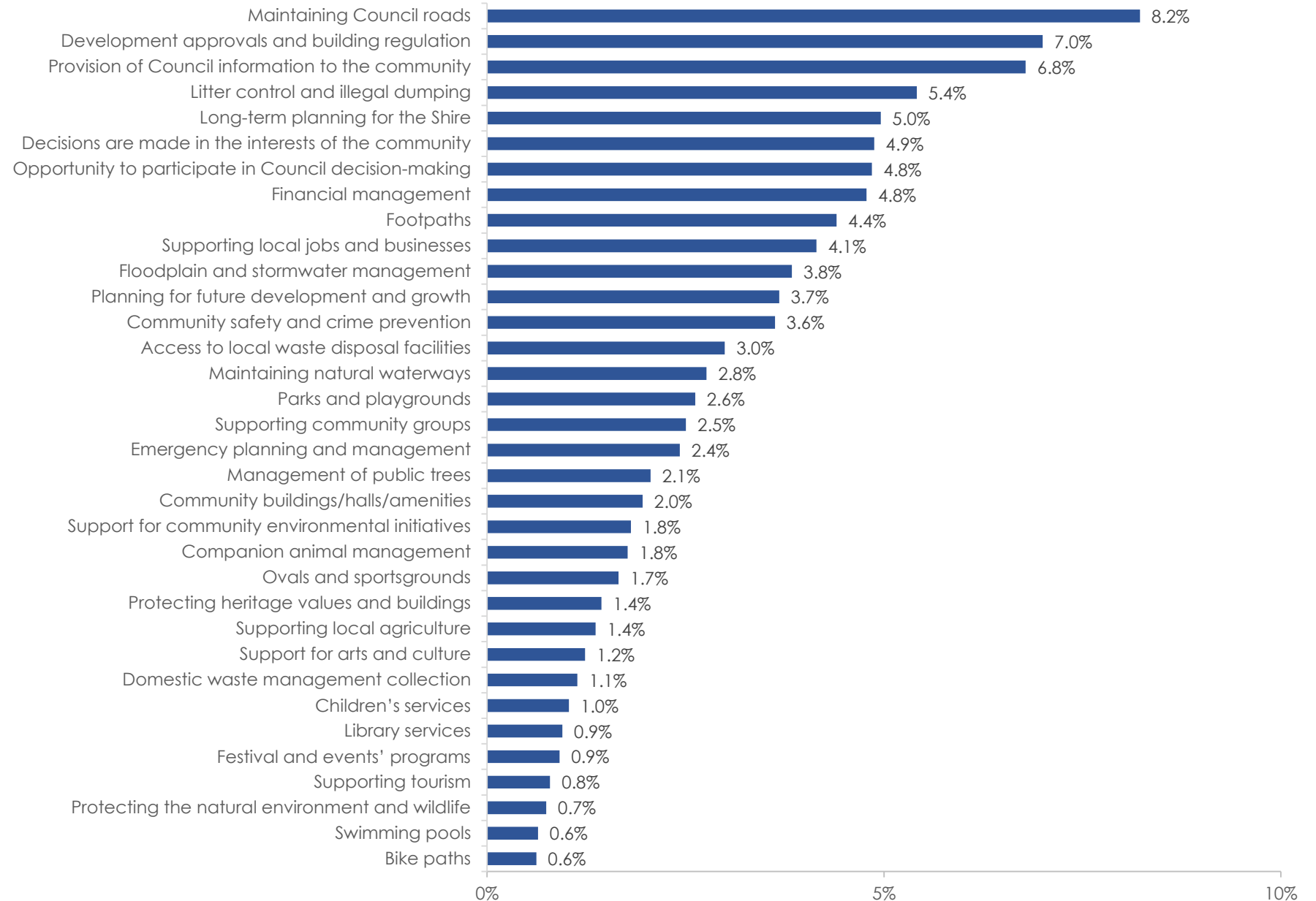
Performance Gap Ranking Continue...

Service/Facility	Importance T2 Box	Satisfaction T3 Box	Performance Gap (Importance – Satisfaction)
Domestic waste management collection	88%	86%	2%
Supporting local agriculture	82%	81%	1%
Opportunity to participate in Council decision-making	61%	61%	0%
Protecting heritage values and buildings	76%	82%	-6%
Management of public trees	67%	74%	-7%
Ovals and sportsgrounds	81%	90%	-9%
Bike paths	50%	61%	-11%
Children's services	74%	86%	-12%
Swimming pools	63%	76%	-13%
Supporting community groups	73%	89%	-16%
Support for community environmental initiatives	65%	81%	-16%
Companion animal management	63%	81%	-18%
Community buildings/halls/amenities	63%	82%	-19%
Festival and events' programs	55%	84%	-29%
Supporting tourism	51%	80%	-29%
Support for arts and culture	47%	87%	-40%
Library services	48%	91%	-43%

Note: T2 = important/very important
T3 = at least somewhat satisfied

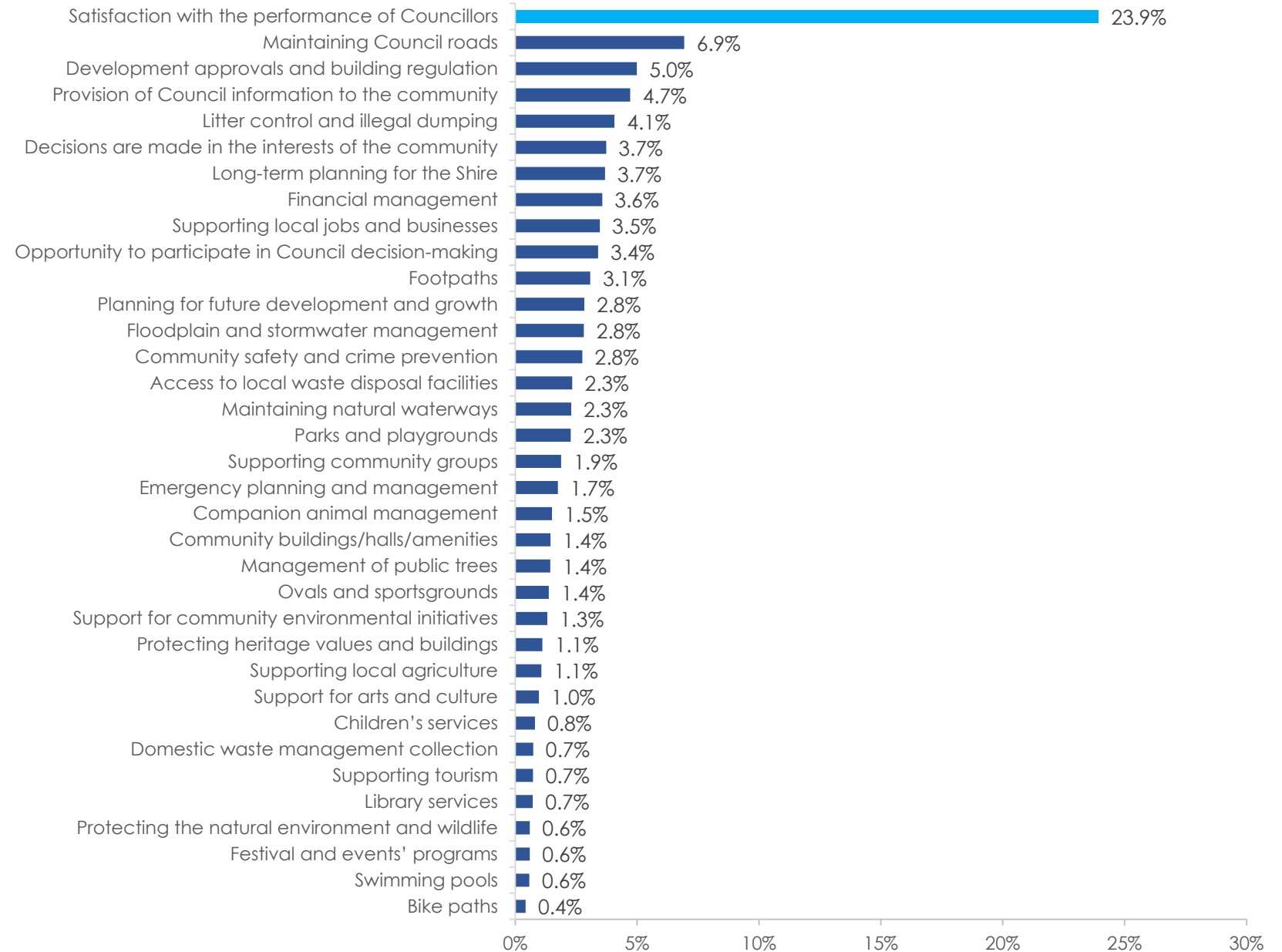
Regression Analysis – Influence on Overall Satisfaction

The chart to the right summarises the influence of the 34 facilities/services on overall satisfaction with Council's performance, based on the Advanced Regression analysis.



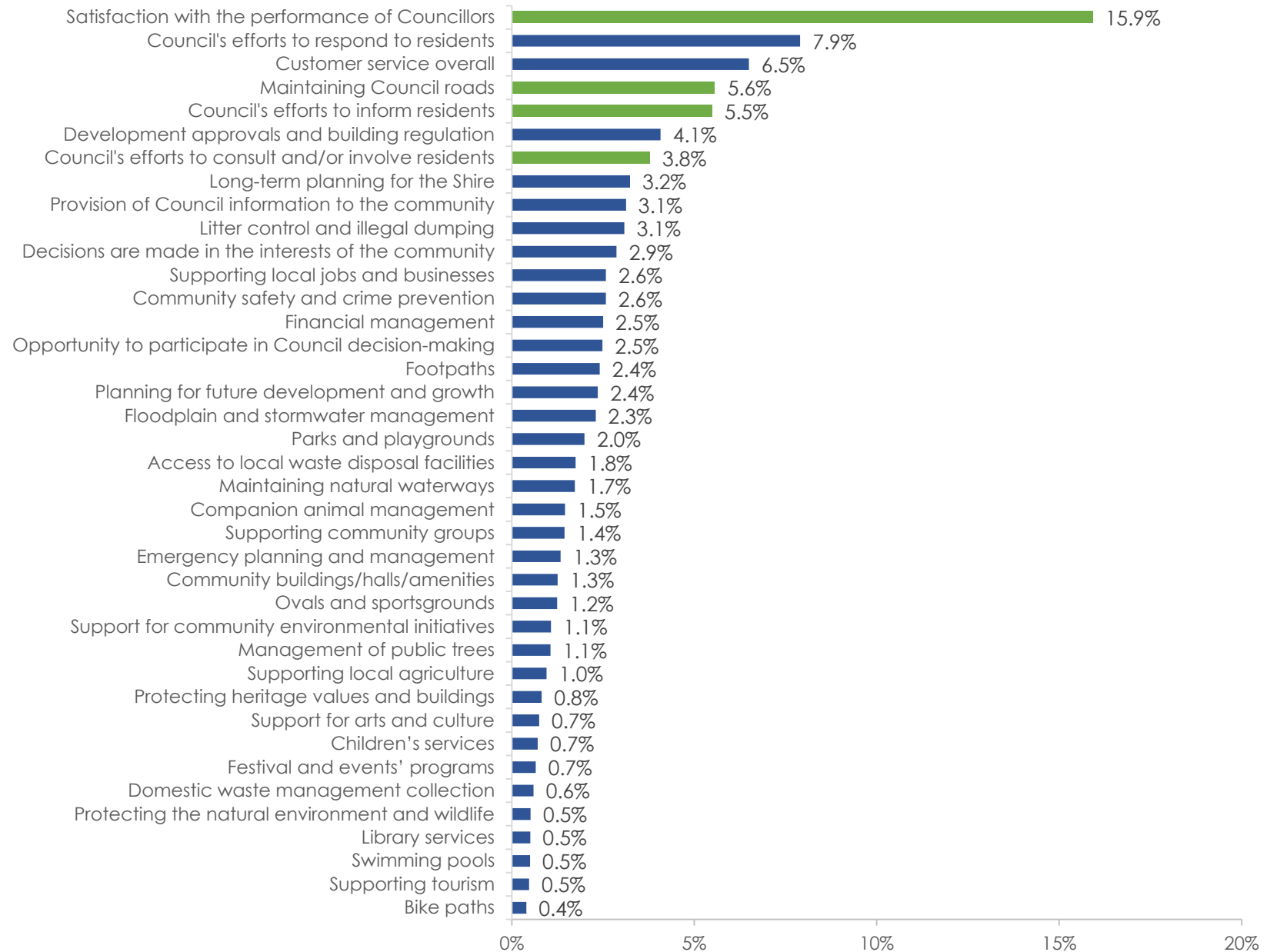
Regression Analysis – Influence on Overall Satisfaction (Expanded Model)

The chart to the right summarises the influence of the 34 facilities/ services and satisfaction with the inclusion of the performance of Councillors on overall satisfaction with Council's performance, based on the Advanced Regression analysis.



Regression Analysis – Influence on Overall Satisfaction (Final Model)

The chart to the right summarises the influence of the 34 facilities/services, with the inclusion of the satisfaction with the performance of Councillors, and communication efforts measures on overall satisfaction with Council's performance, based on the Advanced Regression analysis.



Nature of Enquiry

	Overall	Male	Female	18 – 34	35 – 49	50 – 64	65+	Ratepayer	Non-ratepayer
Roads/footpaths/drains	26%	30%	23%	27%	17%	29%	37%	28%	16%
Planning and development	17%	23%	11%	12%	18%	20%	16%	19%	3%
Waste management and recycling	16%	16%	17%	12%	21%	17%	13%	16%	19%
Rates/fees and charges	5%	3%	6%	12%	4%	3%	0%	4%	7%
Recreation and leisure (e.g. pools, parks, sports grounds)	2%	3%	1%	0%	3%	2%	0%	2%	0%
Community services	2%	1%	2%	0%	1%	1%	5%	1%	6%
Provide input in community consultation	1%	1%	2%	4%	1%	1%	0%	1%	7%
Economic development, tourism, and marketing	1%	2%	0%	0%	1%	0%	3%	1%	0%
Events	0%	0%	1%	0%	0%	0%	2%	0%	3%
Children's services	0%	1%	0%	0%	1%	0%	0%	0%	2%
Other	36%	27%	45%	42%	39%	31%	32%	33%	57%
Base	246	119	127	56	72	75	43	214	32

Reasons for Support Level for the Community Vision

Total %	Overall	Very supportive/ supportive	Somewhat supportive	Not at all supportive/ Not very supportive
Good for the community/promotes togetherness	26%	26%	<1%	0%
Good for the area/this is what the area needs	24%	23%	1%	0%
Unsupportive of Council's actions e.g financial management, priorities	11%	1%	5%	5%
Not aware of the vision/need more information	6%	1%	4%	1%
Don't believe Council will follow through/need action	6%	2%	3%	1%
Supportive of the statement/meaning of the statements	6%	5%	<1%	0%
Vision doesn't have any meaning/more specific	5%	1%	3%	2%
Council are doing a good job	5%	4%	<1%	0%
Need more community consultation	4%	2%	2%	0%
Should keep the rural feel	4%	3%	1%	<1%
Should focus on managing overdevelopment	3%	<1%	1%	2%
There are more to be done	2%	1%	1%	<1%
Need more investment into the future/planning	2%	<1%	1%	1%
Ensure all areas benefit	2%	<1%	1%	0%
Should focus on managing overpopulation	1%	<1%	1%	<1%
Need more infrastructure for growth	1%	<1%	1%	1%
Need more services/facilities in the area	1%	1%	<1%	<1%
Safe/nice area to live	<1%	<1%	0%	0%
Good maintenance of the area	<1%	<1%	0%	0%
Other	2%	<1%	1%	<1%
Don't know/not sure	5%	4%	1%	<1%
Base	402	402	402	402

Q7a. How supportive are you of this vision for the Shire?

Q7b. Why are you {Q7a}?

A significantly higher/lower percentage (by group)

Importance of Statements in 5 Themes

Theme	Statement (High %)	Overall	Male	Female	18 – 34	35 – 49	50 – 64	65+	Ratepayer	Non-ratepayer
People	That we have an engaged and active community	51%	51%	52%	46%	52%	53%	56%	51%	55%
	We are a diverse and inclusive community	55%	49%	60%	58%	53%	53%	55%	52%	63%
	Our community is a safe place to be	80%	77%	83%	79%	84%	81%	73%	79%	83%
	We have access to services to support health and well-being	73%	76%	71%	67%	74%	74%	78%	76%	63%
Environment	That our community is prepared and resilient in the face of natural disasters and emergencies	78%	76%	79%	81%	81%	78%	68%	75%	87%
	Our beautiful natural environment is valued, protected and enjoyed	79%	77%	80%	71%	85%	80%	79%	80%	73%
	There is shared responsibility for climate action and sustainability	51%	45%	56%	46%	50%	55%	51%	48%	60%
Place and Landscape	Our transport systems are safe, accessible, affordable and sustainable	66%	68%	64%	54%	71%	71%	70%	66%	66%
	Our townships and villages are attractive, welcoming and healthy places to live	76%	80%	71%	64%	82%	78%	82%	77%	69%
	We grow in a responsible way that respects and enhances what makes Wollondilly unique	63%	65%	61%	60%	59%	64%	69%	62%	67%
	We have access to adequate, safe and affordable housing	60%	66%	54%	62%	56%	65%	57%	57%	70%
Economy	We have a prosperous, diverse and resilient economy with work opportunities for everyone	60%	64%	55%	50%	66%	65%	58%	61%	57%
	We have access to quality education and lifelong learning opportunities	77%	76%	79%	73%	82%	73%	83%	78%	75%
Performance	We are a collaborative community - Everyone is working towards a shared vision	50%	48%	52%	46%	54%	50%	51%	48%	57%
	Our Council provides excellence in customer service, financial management and organisational performance	59%	61%	57%	48%	60%	64%	65%	60%	52%
Base (the lowest across criteria)		401	197	203	112	107	99	83	324	77

Other Areas of Consideration for the Community Plan

Other priorities	N=402	Other priorities	N=402
Don't know/Nothing	56%	Provision of kerbs/guttering/footpaths/street lighting	1%
Condition/maintenance of roads and supportive infrastructure	12%	Fire/flood management	1%
More/improved services and facilities e.g., schools, medical, shops	9%	Stop land subdivision	1%
Improved Council action e.g. financial management, effectiveness of Councillors, looking after residents	5%	Inclusive community	1%
Improved/more public transport	4%	Price of rates/cost of living	1%
Maintenance of the area	3%	Improved internet/reception	1%
Maintain rural lifestyles	3%	Managing overpopulation	1%
Traffic management/road network	3%	Noise/air pollution	1%
More and improved infrastructure to cater for growth	3%	Supporting local business/farming	1%
Managing overdevelopment	2%	Local employment opportunities	1%
Policing of the area	2%	Promote tourism	1%
Lack of community activities/events/sporting facilities/entertainment	2%	Increased greenspaces/parks	<1%
Housing affordability/availability	2%	Improved accessibility	<1%
Managing development/growth	1%	More housing development and planning/subdivision planning	<1%
Improved emergency services/management	1%	Other	2%
Preservation of natural environment/wildlife	1%		

Council's Used to Create the Micromex LGA Benchmark

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

Albury City Council	Coffs Harbour City Council	Lismore City Council	Richmond Valley Council
Ballina Shire Council	Cumberland City Council	Lithgow City Council	Singleton Shire Council
Bathurst Regional Council	Devonport City Council	Liverpool City Council	Sutherland Shire Council
Bayside Council	Dungog Shire Council	Liverpool Plains Shire Council	Tamworth Regional Council
Blacktown City Council	Eurobodalla Shire Council	Maitland City Council	Tenterfield Shire Council
Bland Shire Council	Fairfield City Council	MidCoast Council	The Hills Shire Council
Blue Mountains City Council	Forbes Shire Council	Mid-Western Regional Council	Tweed Shire Council
Burwood Council	Georges River Council	Moree Plains Shire Council	Upper Hunter Shire Council
Byron Shire Council	Glen Innes Severn Shire Council	Murray River Council	Wagga Wagga City Council
Cabonne Shire Council	Hawkesbury City Council	Murrumbidgee Council	Walgett Shire Council
Campbelltown City Council	Hawkesbury City Council	Muswellbrook Shire Council	Waverley Council
Canterbury-Bankstown Council	Hunter's Hill Council	Narrabri Shire Council	Weddin Shire Council
Central Coast Council	Inner West Council	Narrandera Shire Council	Willoughby City Council
Cessnock City Council	Kempsey Shire Council	North Sydney	Wingecarribee Shire Council
City of Canada Bay Council	Ku-ring-gai Council	Northern Beaches Council	Wollondilly Shire Council
City of Newcastle	Lachlan Shire Council	Parkes Shire Council	Woollahra Municipal Council
City of Parramatta Council	Lake Macquarie City Council	Penrith City Council	Yass Valley Council
City of Playford	Lane Cove Council	Port Macquarie-Hastings Council	
City of Ryde	Leeton Shire Council	Randwick City Council	



Appendix 2:

Questionnaire

Appendix 2

Wollondilly Shire Council
Community Survey
February 2024

Good morning/afternoon/evening, my name is _____ and I'm calling on behalf of Wollondilly Shire Council from a company called Micromex. We are conducting a survey on a range of local issues – the survey will take about 15 minutes, would now be a good time to share your opinions?

QA1. Are you or an immediate family member an elected Councillor, or employed by Wollondilly Shire Council? (SR)

Position	Answers	Notes
1	Yes	
2	No	

QA2. Which town or village do you live in? (if respondent says other, please ask which town or village you are nearest to?) (SR)

Position	Answers	Notes
1	Appin	
2	Bargo	
3	Belimbla Park	
4	Brownlow Hill	
5	Blue Mountains National Park	
6	Burratorang Valley	
7	Buxton	
8	Cataract	
9	Camden Park	
10	Cawdor	
11	Couridjah	
12	Darkes Forest	
13	Douglas Park	
14	Glenmore	
15	Lakesland	
16	Maldon	
17	Menangle	
18	Mount Hunter	
19	Mowbray Park	
20	Nattai	
21	Oakdale	
22	Orangeville	
23	Pheasants Nest	
24	Picton	
25	Razorback	
26	Silverdale	
27	Tahmoor	
28	The Oaks	
29	Theresa Park	
30	Thirlmere	
31	Wallacia	
32	Warragamba	
33	Werombi	

QA2. Which town or village do you live in? (if respondent says other, please ask which town or village you are nearest to?) CONT. (SR)

Position	Answers	Notes
34	Wilton	
35	Yanderra	
36	Yerranderie	
37	Other	Terminate

Section A – Priority Issues

Q1a. What do you value most about living in the Wollondilly Shire area? (TEXT)

Position	Answers	Notes
1		5 lines

Q1b. Thinking of the next 4 years, what do you believe will be the highest priority issues within the Wollondilly Shire area? (TEXT)

Position	Answers	Notes
1		5 lines

Q1c. Overall, how would you rate the quality of life you have living in the Wollondilly Shire? Prompt (SR)

Position	Answers	Notes
1	Excellent	
2	Very good	
3	Good	
4	Fair	
5	Poor	
6	Very poor	

Section B – Importance of, and satisfaction with Council services

Q2. In this section I will read out different Council services or facilities. For each one could you please rate your opinion of the importance of the service/facility to you, and your level of satisfaction with Council's performance/delivery of that service. The scale is from 1 to 5, where 1 is low importance and 5 is high importance and where 1 is low satisfaction and 5 is high satisfaction. *Prompt RANDOMISE*
Note: Only ask satisfaction if 4 or 5 for importance

People

Position	Answers	Importance					Satisfaction				
		Low 1	2	3	High 4	5	Low 1	2	3	High 4	NA 5
1	Library services										
2	Festival and events' programs										
3	Children's services										
4	Supporting community groups										
5	Companion animal management										
6	Parks and playgrounds										
7	Ovals and sportsgrounds										
8	Community buildings/halls/amenities										
9	Swimming pools										
10	Community Safety and Crime Prevention										
11	Support for arts and culture										

Environment

Position	Answers	Importance					Satisfaction				
		Low 1	2	3	High 4	5	Low 1	2	3	High 4	NA 5
1	Domestic waste management collection										
2	Access to local waste disposal facilities										
3	Management of public trees										
4	Protecting the natural environment and wildlife										
5	Emergency planning and management										
6	Litter control and illegal dumping										
7	Support for community environmental initiatives										
8	Maintaining natural waterways										

Place and Landscape

Position	Answers	Importance					Satisfaction				
		Low 1	2	3	High 4	5	Low 1	2	3	High 4	NA 5
1	Floodplain and stormwater management										
2	Planning for future development and growth										
3	Development approvals and building regulation										
4	Protecting heritage values and buildings										
5	Maintaining Council roads										
6	Footpaths										
7	Bike paths										

Economy

Position	Answers	Importance					Satisfaction				
		Low 1	2	3	High 4	5	Low 1	2	3	High 4	NA 5
1	Supporting tourism										
2	Supporting local agriculture										
3	Supporting local jobs and businesses										

Performance

Position	Answers	Importance					Satisfaction				
		Low 1	2	3	High 4	5	Low 1	2	3	High 4	NA 5
1	Opportunity to participate in Council decision-making										
2	Decisions are made in the interests of the community										
3	Long-term planning for the Shire										
4	Financial management										
5	Provision of Council information to the community										

Q3a. 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 (SR)*

Position	Answers	Notes
5	Very satisfied	
4	Satisfied	
3	Somewhat satisfied	
2	Not very satisfied	
1	Not at all satisfied	

Q3b. Overall, for the last 12 months, how satisfied are you with the performance of Councillors? Prompt (SR)

Position	Answers	Notes
5	Very satisfied	
4	Satisfied	
3	Somewhat satisfied	
2	Not very satisfied	
1	Not at all satisfied	

Q4. Can you please rate the following criteria regarding Council's efforts to communicate with residents? Please rate on a scale of 1 to 5, where 1 is not at all satisfied, and 5 is very satisfied. Prompt (SCALE)

Position	Answers	Notes
5	5 - Very satisfied	
4	4	
3	3	
2	2	
1	1 - Not at all satisfied	

Position	Answers	Notes
1	Council's efforts to inform residents	
2	Council's efforts to consult and/or involve residents	
3	Council's efforts to respond to residents	
4	Council's customer service overall	

Q5a. Have you contacted Council in the last 12 months? (SR)

Position	Answers	Notes
1	Yes	
2	No	Go to Section C

Q5b. What was the nature of your enquiry? (MR) Prompt if required

Position	Answers	Notes
1	Economic development, tourism and marketing	
2	Community services	
3	Events	
4	Library	
5	Planning and development	
6	Rates/fees and charges	
7	Recreation and leisure (e.g. pools, parks, sports grounds)	
8	Roads/footpaths/drains	
9	Waste management and recycling	
10	Children's services	
11	Provide input in community consultation	
12	Other (please specify)	

Q5bi. Other (please specify) (TEXT)

Position	Answers	Notes
1		5 Lines

Q5c. Overall, how satisfied were you with the way your contact was handled? Prompt (SR)

Position	Answers	Notes
5	Very satisfied	
4	Satisfied	
3	Somewhat satisfied	
2	Not very satisfied	
1	Not at all satisfied	

SECTION C – Community Section Plan Review

Council is reviewing the current Community Strategic Plan – Wollondilly 2033. The Plan includes a vision for the Shire, aspiration statements and desired outcomes.

6a. Thinking of your experience with living here how satisfied are you with the current Shire character and identity: (SR)

Position	Answers	Notes
5	Very satisfied	
4	Satisfied	
3	Somewhat satisfied	
2	Not very satisfied	
1	Not at all satisfied	

The current vision is for the Shire and community is, "Making Wollondilly Even Better Together".

Q7a. How supportive are you of this vision for the Shire? Prompt (SR)

Value	Answers	Notes
5	Very supportive	
4	Supportive	
3	Somewhat supportive	
2	Not very supportive	
1	Not at all supportive	

Q7b. Why are you (Q7a)? (TEXT)

Position	Answers	Notes
1		5 Lines

The Community Strategic Plan is divided into 5 key themes. I am now going to ask a series of questions to get your ideas about community priorities for the future.

Rotate/Random

Q8a. Thinking about the first theme and aspiration statement "People: A safe, inclusive and resilient community, with access to services that support good health and wellbeing," Would you say the following are a low, medium, or high priority consideration for our community plan? Prompt (SCALE)

Position	Answers	Notes
1	High	
2	Medium	
3	Low	

Position	Answers	Notes
1	That we have an engaged and active community	
2	We are a diverse and inclusive community	
3	Our community is a safe place to be	
4	We have access to services to support health and wellbeing	

Q8b. Thinking about the second key pillar and aspiration statement "Environment: Our pristine and beautiful natural environment is protected, responsibly managed and enhanced as we grow and play our part for the future" Would you say the following are a low, medium, or high priority consideration for our community plan? Prompt (SCALE)

Position	Answers	Notes
1	High	
2	Medium	
3	Low	

Position	Answers	Notes
1	That our community is prepared and resilient in the face of natural disasters and emergencies	
2	Our beautiful natural environment is valued, protected and enjoyed	
3	There is shared responsibility for climate action and sustainability	

Q8c. Thinking about the third key pillar and aspiration statement "Place and Landscape: Wollondilly's unique towns and villages sitting within our beautiful natural landscape. We are shaping growth to ensure change respects what we have and where we want to be. Our communities have the functional infrastructure and safe roads they need.", Would you say the following are a low, medium, or high priority consideration for our community plan? (SCALE)

Position	Answers	Notes
1	High	
2	Medium	
3	Low	

Position	Answers	Notes
1	Our transport systems are safe, accessible, affordable and sustainable	
2	Our townships and villages are attractive, welcoming and healthy places to live	
3	We grow in a responsible way that respects and enhances what makes Wollondilly unique	
4	We have access to adequate, safe and affordable housing	

Q8d. Thinking about the fourth key pillar and aspiration statement "Economy: We are an emerging and dynamic Shire with a thriving and diverse economy. We seek to attract new viable business to support the region while also supporting our towns, villages and rural lifestyle" Would you say the following are a low, medium, or high priority consideration for our community plan? (SCALE)

Position	Answers	Notes
1	High	
2	Medium	
3	Low	

Position	Answers	Notes
1	We have a prosperous, diverse and resilient economy with work opportunities for everyone	
2	We have access to quality education and lifelong learning opportunities	

Q8e. Thinking about the fifth key pillar and aspiration statement "Performance: Our community recognises we are striving to be a leading local government. We listen and respond to community needs, delivering excellent customer experiences." Would you say the following are a low, medium, or high priority consideration for our community plan? (SCALE)

Position	Answers	Notes
1	High	
2	Medium	
3	Low	

Position	Answers	Notes
1	We are a collaborative community - Everyone is working towards a shared vision	
2	Our Council provides excellence in customer service, financial management and organisational performance	

Q8f. Thinking about the above themes mentioned are there any new priorities that you think need to be addressed? (TEXT)

Position	Answers	Notes
1		5 lines

Section D – Demographic and Profiling Questions

Q9a. Please stop me when I read out your age group: Prompt (SR)

Position	Answers	Notes
1	18 – 34	
2	35 – 49	
3	50 – 64	
4	65 years and over	

Q9b. Which of the following best describes the dwelling where you are currently living? Prompt (SR)

Position	Answers	Notes
1	I/We own/are currently buying this property	
2	I/We currently rent this property	
3	Other (please specify)	

Q9c. How long have you lived in the Wollondilly Shire area? Prompt (SR)

Position	Answers	Notes
1	Less than 2 years	
2	2 – 5 years	
3	6 – 10 years	
4	11 – 20 years	
5	More than 20 years	

Q9d. Gender (determine by voice): (SR)

Position	Answers	Notes
1	Male	
2	Female	

As a participant in this research, you may be invited to participate in further community consultation, such as focus groups, about specific issues.

At this stage we are developing a register of interest for future consultations.

Q10a. Would you be interested in registering your interest in being contacted by Wollondilly Shire Council to participate in future consultations? (SR)

Position	Answers	Notes
1	Yes	
2	No	Go to end

Q10b. May I please confirm your contact details? (SR)

Position	Answers	Notes
1	First name	1 Line
2	Last name	1 Line
3	Phone number	1 Line
4	Email address	1 Line

Thank you for your time and assistance. This market research is carried out in compliance with the Privacy Act, and the information you provided will be used only for research purposes. Just to remind you, I am calling from Micromex Research (1800 639 599) on behalf of Wollondilly Shire Council.



micromex
research

Telephone: (02) 4352 2388
Web: www.micromex.com.au
Email: stu@micromex.com.au