



Lake Macquarie City Council

Community Satisfaction Research

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Background and Methodology



Background and Methodology

Lake Macquarie City 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 methods of communication and engagement with Council
- Identifying top priority areas for Council to focus on

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 Lake Macquarie City Council, developed the questionnaire.

A copy of the questionnaire is provided in Appendix B.

Data collection

The survey was conducted during the period 21st February – 7th March from 4:30pm to 8:30pm Monday to Friday, and from 10am to 4pm Saturday.

Survey area

Lake Macquarie City Council Government Area.

Sample selection and error

A total of 1,001 resident interviews was completed. 902 of the 1,001 respondents were selected by means of a computer based random selection process using the electronic White Pages. The remaining 99 respondents were 'number harvested' via face-to-face intercept at a number of areas around the Lake Macquarie LGA., i.e. Morisset train station and Coles, Cardiff train station, Warners Bay Esplanade and Coles and Toronto Main St and Waterfront.

A sample size of 1,001 residents provides a maximum sampling error of plus or minus 3.1% at 95% confidence. This means that if the survey was replicated with a new universe of N=1,001 residents, 19 times out of 20 we would expect to see the same results, i.e. +/- 3.1%.

For the survey under discussion the greatest margin of error is 3.1%. This means, for example, that an answer such as 'yes' (50%) to a question could vary from 47% to 53%.

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, Lake Macquarie City 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%.

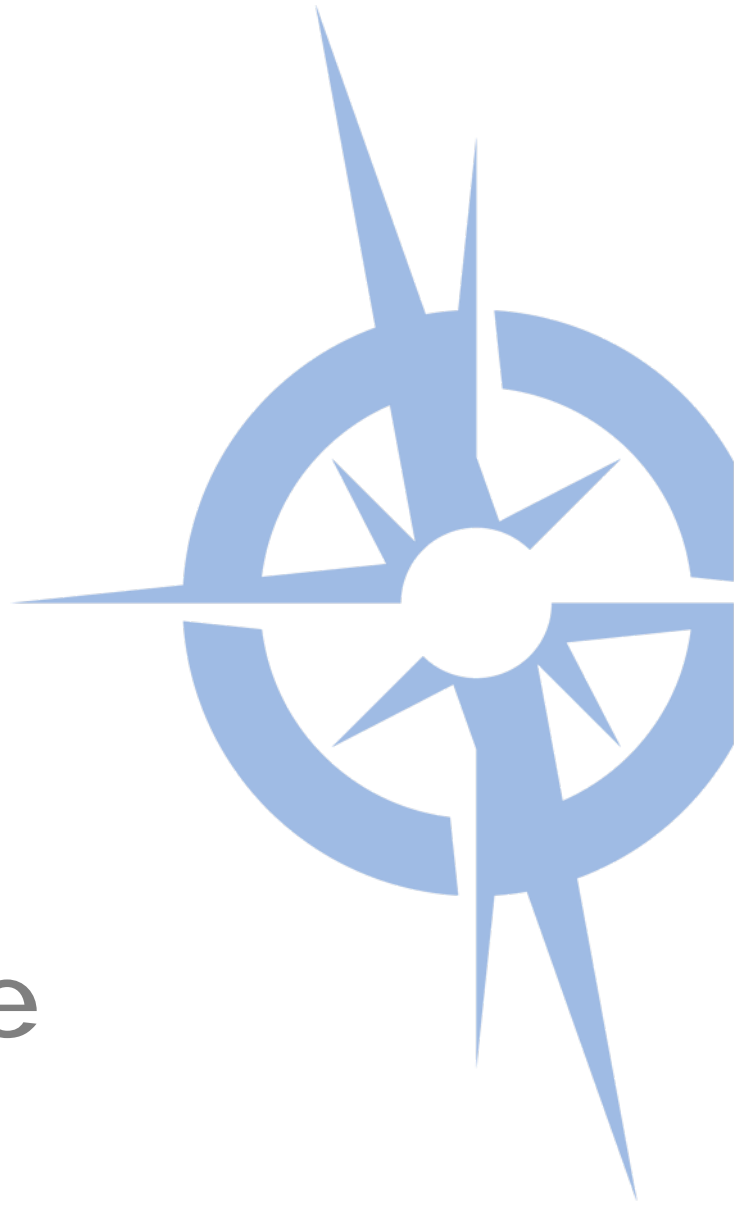
Micromex Benchmarks

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.





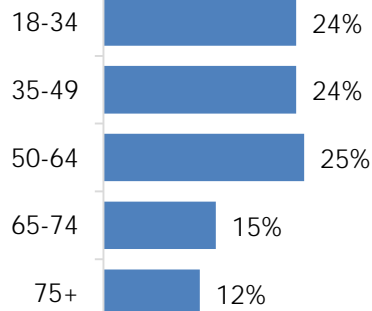
Sample Profile

Sample Profile

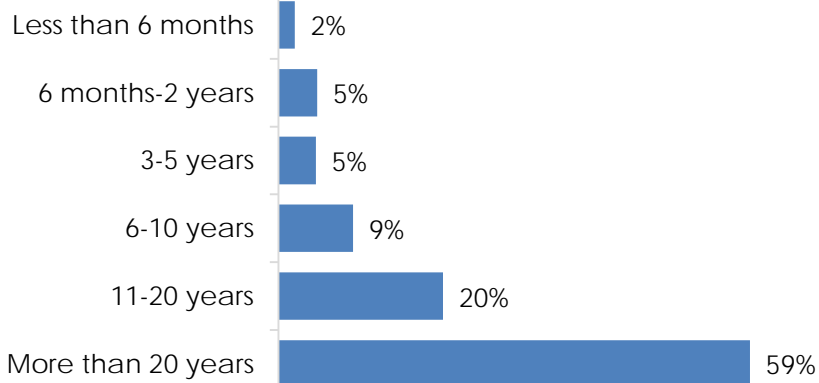
Gender



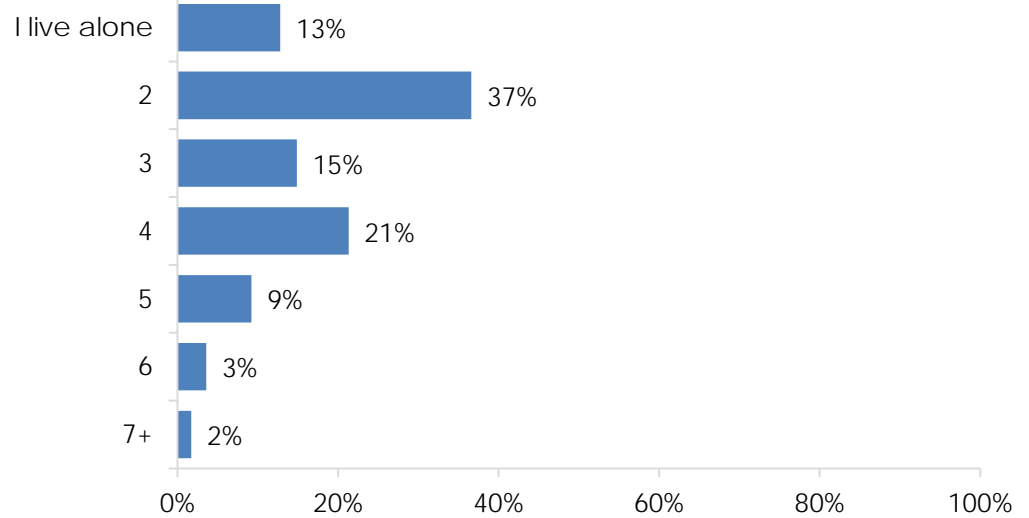
Age



Time lived in the area



Number of people in the household*

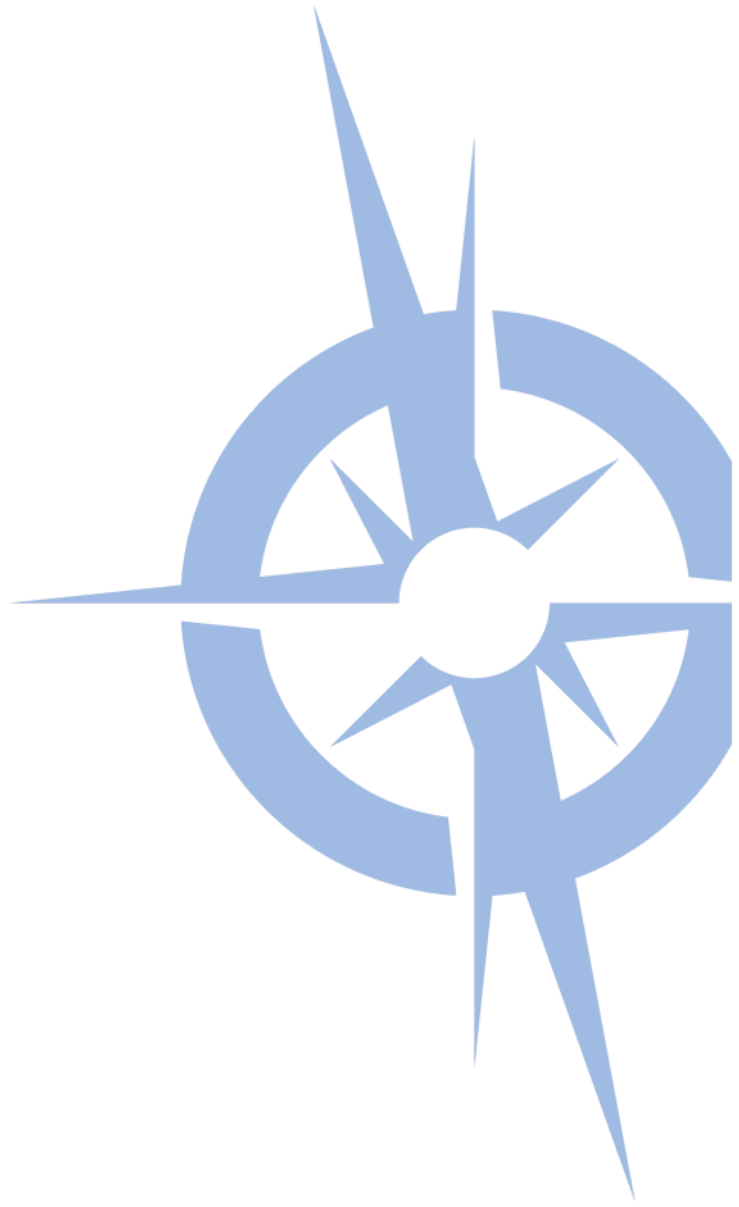


Base: N = 1,001

*5 respondents refused to answer this question

A sample size of 1,001 residents provides a maximum sampling error of plus or minus 3.1% at 95% confidence. The sample has been weighted by age and gender to reflect the 2016 ABS community profile of Lake Macquarie City Council.





Key Findings

Key Findings

Overview (Overall satisfaction)

Summary

91% of residents were at least 'somewhat satisfied' with the overall performance of Lake Macquarie City Council.

This is in line with the 2016 overall satisfaction score and well above the 2014 result.

This result is significantly higher than our NSW benchmarks.

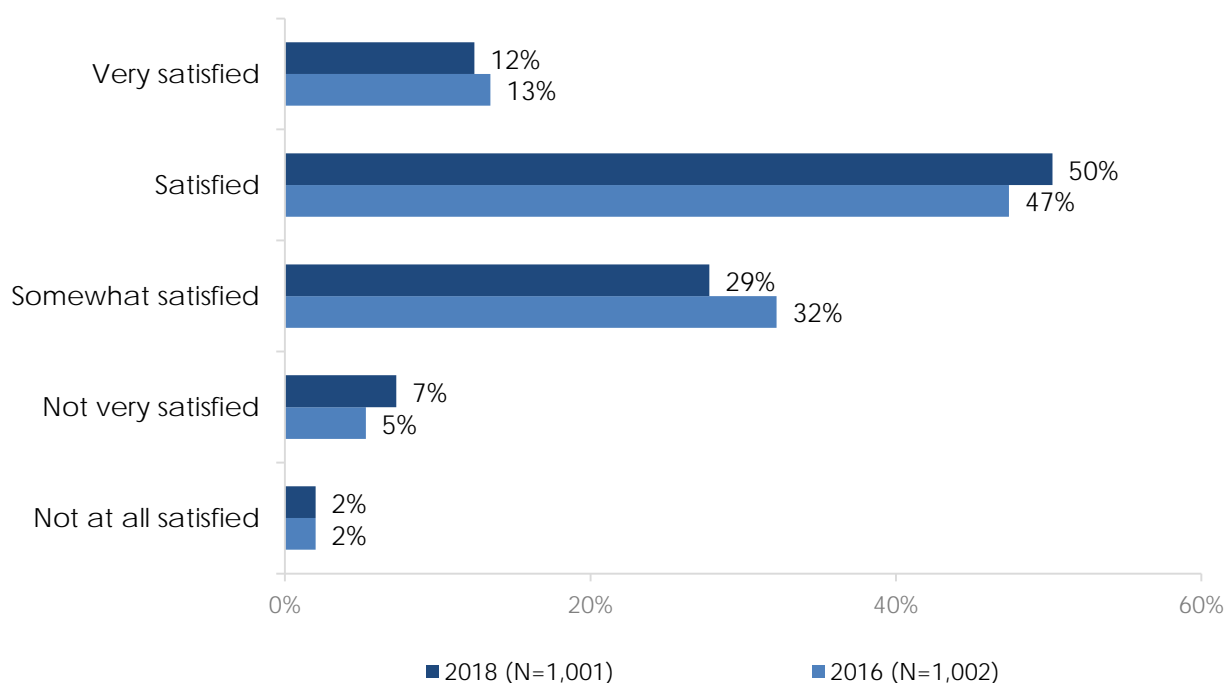
Q8. Overall, for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues, but across all responsibility areas?

	Overall 2018	Overall 2016	Overall 2014	Male	Female	18-34	35-49	50-64	65-74	75+
Mean ratings	3.63	3.66	3.37▼	3.54	3.72▲	3.54	3.59	3.66	3.73	3.74

NSW LGA BRAND SCORES	Metro	Regional	All of NSW	Lake Macquarie City Council 2018
Mean ratings	3.45	3.22	3.31	3.63▲

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

▲ ▼ = A significantly higher/lower level of satisfaction



Key Findings

Overview (Satisfaction with Council's Balance between Development and Conservation)

Summary

Overall, 77% of residents were at least 'somewhat satisfied' with Council's balance between planning for new houses, shops and industries, and maintaining bushland and low-density areas outside and inside town centres.

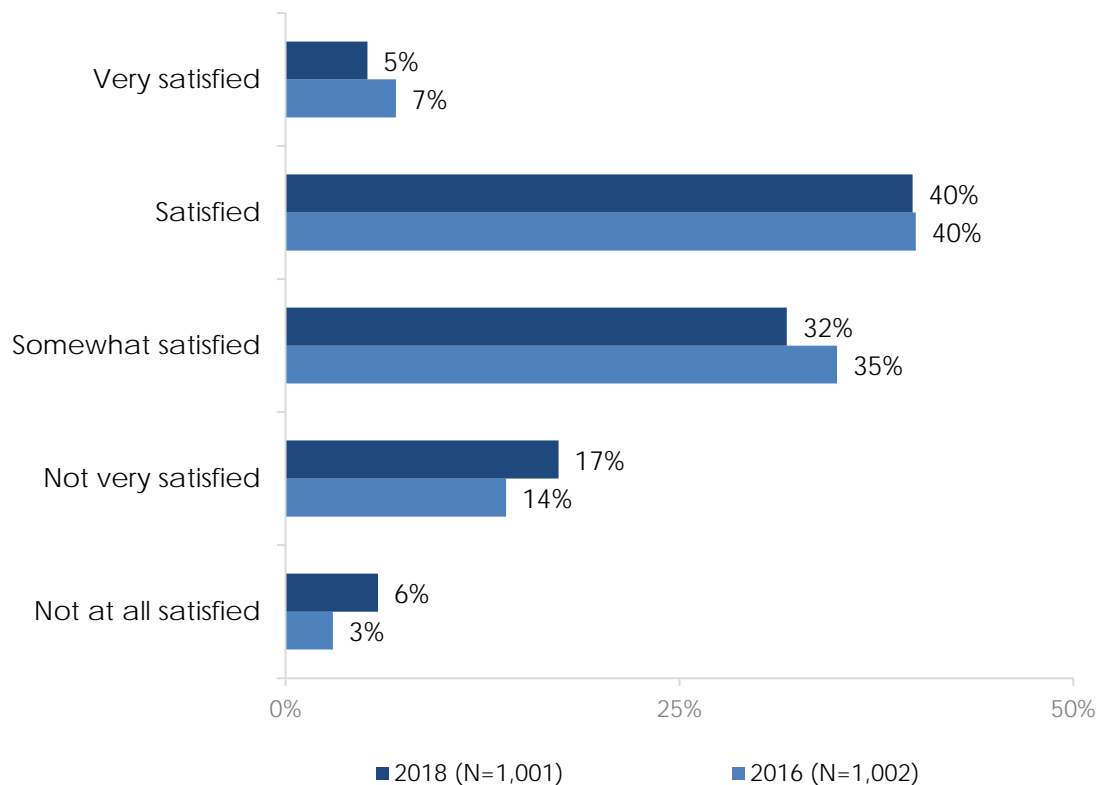
This represents a reversion back to 2014 levels.

Q9a. When considering residential and commercial development in the Lake Macquarie area, how satisfied or dissatisfied are you that Council is finding the right balance between planning for new houses, shops and industries, and maintaining bushland and the low-density areas outside and inside town centres?

	Overall 2018	Overall 2016	Overall 2014	Male	Female	18-34	35-49	50-64	65-74	75+
Mean ratings	3.21 ▼	3.35	3.21	3.22	3.21	3.26	3.12	3.20	3.30	3.20

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

▲ ▼ = A significantly higher/lower level of satisfaction



Key Findings

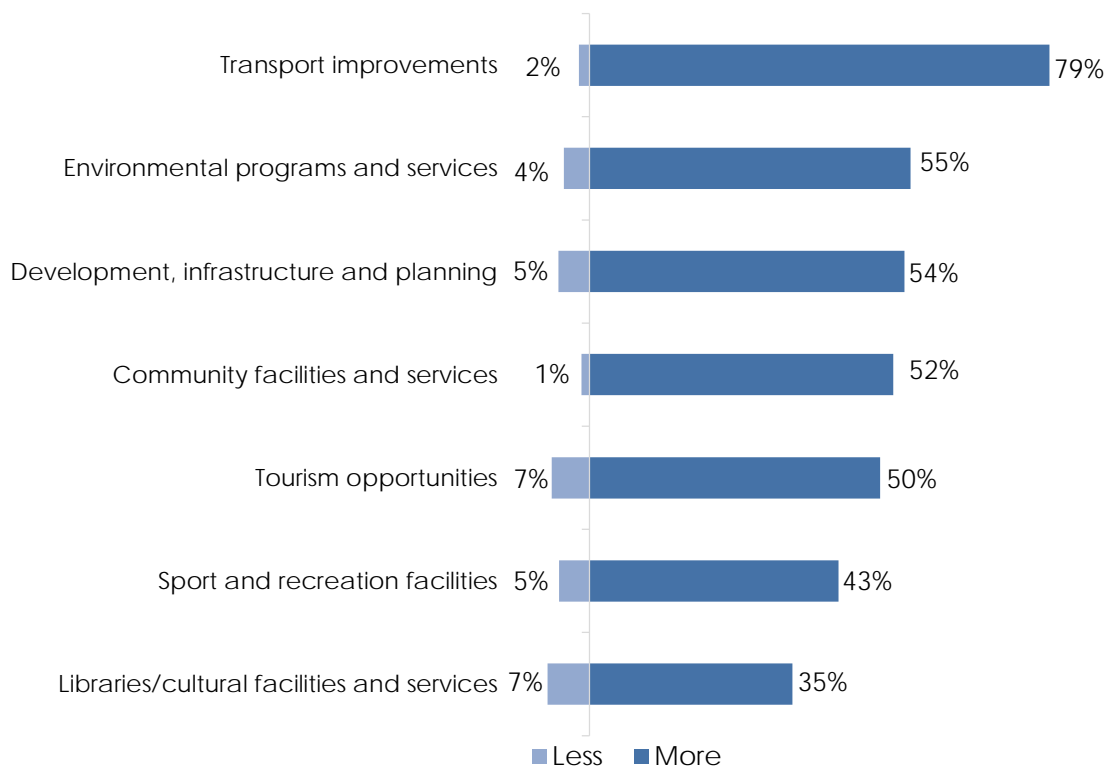
Overview (Council's Future Investment in Services and Facilities)

Summary

The overwhelming majority indicated that they feel there should be an increase in investment into providing the community with 'transport improvements'.

There is limited appetite in reducing investment across any of the business areas.

Q4. *Thinking about the following services and facilities, I'd like you to tell me, based on your experience, if you believe Council's level of future investment (i.e. resourcing/financial) in that area should be more, the same or less?*



Base: N = 1,001



Key Findings

Key Importance Trends

Compared to the 2016 results there was only one significant **increase** in residents' level of **importance** across the comparable 66 services and facilities provided by Council, this was:

	2018	2016
Managing commercial development	4.28	4.16

Over the same period there were significant **declines** in residents' levels of **importance** for 4 of the comparable 66 services and facilities provided by Council, these were:

	2018	2016
Maintaining drains	4.60	4.70
Lake and foreshore management	4.58	4.69
Planning for natural disasters (including bushfires, floods and storms)	4.43	4.54
Hunter Sports Centre at Glendale	3.81	4.08

Top 10 services/facilities – 2018 Importance

Service/facility	Mean rating
Maintaining road surfaces	4.81
Road and traffic safety	4.76
Public toilet cleaning	4.75
Kerbside garbage collection	4.74
Illegal dumping control	4.74
Council's Professional Beach Lifeguard patrol (7 days)	4.71
Community safety/Crime prevention	4.70
Kerbside recycling collection	4.70
Generating local employment opportunities	4.63
Kerbside bulk waste collection	4.63

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



Key Findings

Key Satisfaction Trends

Compared to 2016, there was an **increase** in residents' levels of **satisfaction** in 26 of the comparable services and facilities provided by Council, specifically:

	2018	2016
Council's Professional Beach Lifeguard patrol (7 days)	4.46	4.35
Lake Mac Libraries	4.38	4.27
Hunter Sports Centre at Glendale	4.33	4.21
Kerbside bulk waste collection	4.33	4.13
Lake and foreshore management	4.03	3.82
Coastline management (beaches)	4.02	3.87
Swimming pools	4.02	3.79
Overall appearance of City parks	3.96	3.84
Swimming pool programs and activities (for example, Learn to Swim)	3.91	3.77
Playgrounds	3.89	3.69
Picnic and barbecue areas	3.88	3.71
Council's four holiday parks (Swansea, Blacksmiths, Belmont, Wangi)	3.83	3.70
Public jetties and boat ramps	3.83	3.65
Skate parks	3.82	3.66
Garbage and recycling bins in public places	3.73	3.58
Bushland management	3.72	3.58
Management of public trees i.e. trimming/removal to avoid hazards	3.68	3.36
Family day care services provided by Council	3.63	3.38
Shared pathways	3.62	3.41
Services and facilities for Aboriginal people	3.48	3.35
Weed and pest control	3.48	3.27
Illegal dumping control	3.46	3.23
Youth services and facilities	3.42	3.26
Maintaining drains	3.35	3.20
Overall appearance of City roads	3.15	2.94
Maintaining road surfaces	3.01	2.79

Over the same period there was significant **decline** in residents' levels of **satisfaction** in only 1 of the comparable measures, this was:

	2018	2016
Public transport	2.64	3.12



Key Findings

Top 10 services/facilities – 2018 Satisfaction

Service/facility	Mean rating
Kerbside recycling collection	4.59
Kerbside green waste collection	4.56
Kerbside garbage collection	4.54
Council's Professional Beach Lifeguard patrol (7 days)	4.46
Lake Mac Libraries	4.38
Hunter Sports Centre at Glendale	4.33
Kerbside bulk waste collection	4.33
Lake Macquarie City Art Gallery at Booragul	4.23
Lake Macquarie Performing Arts Centre at Warners Bay	4.05
Lake and foreshore management	4.03

Bottom 10 services/facilities – 2018 Satisfaction

Service/facility	Mean rating
Public transport	2.64
Maintaining road surfaces	3.01
Footpaths	3.05
The development approvals process	3.05
Public toilet cleaning	3.07
Generating local employment opportunities	3.11
Council's response time to requests	3.14
Overall appearance of City roads	3.15
Managing residential development	3.21
Managing commercial development	3.31



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 Lake Macquarie City Council and the expectation of the community for that service/facility.

In the table on the following page, we can see the 71 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 Lake Macquarie City Council's performance on that same measure is 'moderate' to 'moderately high'.

For example, 'supporting communities and businesses to be more environmentally sustainable' was given an importance score of 4.43, which indicates that it is considered an area of 'very high' importance by residents. At the same time it was given a satisfaction score of 3.44, which indicates that residents have a 'moderate' level of satisfaction with Lake Macquarie City Council's performance and focus on that measure.

In the case of a performance gap such as for 'Lake Macquarie City Art Gallery at Booragul' (3.66 importance vs. 4.23 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 'very 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

Priority ranking 2016	Priority ranking 2018	Service/Facility	Importance mean	Satisfaction mean	Performance gap
8	1	Public transport	4.48	2.64	1.84
1	2	Maintaining road surfaces	4.81	3.01	1.80
2	3	Public toilet cleaning	4.75	3.07	1.68
3	4	Generating local employment opportunities	4.63	3.11	1.52
4	5	Footpaths	4.47	3.05	1.42
4	6	Illegal dumping control	4.74	3.46	1.28
7		Overall appearance of City roads	4.43	3.15	1.28
10	8	Council's response time to requests	4.41	3.14	1.27
11	9	Managing residential development	4.47	3.21	1.26
6	10	Maintaining drains	4.60	3.35	1.25
13	11	The development approvals process	4.21	3.05	1.16
12	12	Services for seniors and people with a disability	4.58	3.45	1.13
9	13	Community safety/Crime prevention	4.70	3.58	1.12
21	14	Road and traffic safety	4.76	3.66	1.10
17	15	Supporting communities and businesses to be more environmentally sustainable	4.43	3.44	0.99
16	16	Litter control	4.60	3.62	0.98
17	17	Youth services and facilities	4.39	3.42	0.97
31	17▲	Managing commercial development	4.28	3.31	0.97
13	19	Kerb and guttering	4.31	3.36	0.95
19	20	Overall appearance of the City	4.61	3.67	0.94
22		Environmental awareness and education	4.50	3.56	0.94
31	22▲	Appearance of town centres	4.47	3.56	0.91
29	23	Services and facilities for children	4.54	3.64	0.90
24	24	Planning for natural disasters	4.43	3.54	0.89
26	25	Reducing waste generation	4.52	3.64	0.88
15	25▼	Weed and pest control	4.36	3.48	0.88
26	27	Reducing greenhouse gas emissions	4.33	3.47	0.86
22		Bushland management	4.58	3.72	0.86
26	29	Adapting to climate change	4.24	3.43	0.81
25	30	Garbage and recycling bins in public places	4.53	3.73	0.80
34	31	Public health inspection services	4.48	3.74	0.74
29	32	Visitor and tourism services	4.27	3.54	0.73
37	33	Provision of information on Council activities	4.21	3.50	0.71
40		Contact with Councillors	4.10	3.39	0.71
-	35	Customer service requests	4.25	3.57	0.68
35	36	Services and facilities for Aboriginal people	4.14	3.48	0.66
19	37▼	Management of public trees i.e. trimming/removal to avoid hazards	4.33	3.68	0.65

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

▲▼ = significantly positive/negative shift in ranking (2018 compared to 2016)

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

Priority ranking 2016	Priority ranking 2018	Service/Facility	Importance mean	Satisfaction mean	Performance gap
41	38	Cycleways	4.17	3.56	0.61
35	39	Shared pathways	4.22	3.62	0.60
47	40	Supporting cultural diversity	4.13	3.54	0.59
39	41	Animal control and compliance by Ranger Services	4.17	3.59	0.58
37	42	Coastline management (beaches)	4.58	4.02	0.56
44		Reducing water consumption	4.36	3.80	0.56
33	44▼	Lake and foreshore management	4.58	4.03	0.55
49	44	Ovals and sporting facilities	4.44	3.89	0.55
42		Protecting heritage values and buildings	4.22	3.67	0.55
45	47	Picnic and barbecue areas	4.40	3.88	0.52
43	48	Overall appearance of City parks	4.44	3.96	0.48
45	49	Playgrounds	4.36	3.89	0.47
54	50	Multi-purpose centres and community halls	4.11	3.67	0.44
-	51	Council's use of social media to inform and engage	3.94	3.58	0.36
48	52	Family day care services provided by Council	3.98	3.63	0.35
53	53	Public jetties and boat ramps	4.17	3.83	0.34
50	54	Swimming pools	4.35	4.02	0.33
50	55	Kerbside bulk waste collection	4.63	4.33	0.30
-	56	Community events and festivals	4.26	4.00	0.26
55	57	Council's Professional Beach Lifeguard patrol (7 days)	4.71	4.46	0.25
52	58	Swimming pool programs and activities (for example, Learn to Swim)	4.15	3.91	0.24
59	59	Kerbside garbage collection	4.74	4.54	0.20
-	60	Music and cultural events	3.99	3.81	0.18
56	61	Council's four holiday parks (Swansea, Blacksmiths, Belmont, Wangi)	4.00	3.83	0.17
58	62	Kerbside recycling collection	4.70	4.59	0.11
56	63	Cemeteries	4.01	3.91	0.10
60	64	Lake Mac Libraries	4.40	4.38	0.02
61	65	Parking enforcement by Ranger Services	3.43	3.50	-0.07
-	66	Urban and public art	3.51	3.65	-0.14
63	67	Skate parks	3.64	3.82	-0.18
66	68	Kerbside green waste collection	4.32	4.56	-0.24
67	69	Lake Macquarie Performing Arts Centre at Warners Bay	3.60	4.05	-0.45
64	70	Hunter Sports Centre at Glendale	3.81	4.33	-0.52
68	71	Lake Macquarie City Art Gallery at Booragul	3.66	4.23	-0.57

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

▲▼ = significantly positive/negative shift in ranking (2018 compared to 2016)



Key Findings

When we examine the largest performance gaps, we can identify that all of the services or facilities have been rated as 'very high' to 'extremely high' in importance. Resident satisfaction for all of these areas is between 2.64 and 3.46, which indicates that their satisfaction for these measures is 'moderately low' to 'moderate'.

Priority ranking 2018	Service/Facility	Importance mean	Satisfaction mean	Performance gap
1	Public transport	4.48	2.64	1.84
2	Maintaining road surfaces	4.81	3.01	1.80
3	Public toilet cleaning	4.75	3.07	1.68
4	Generating local employment opportunities	4.63	3.11	1.52
5	Footpaths	4.47	3.05	1.42
6	Illegal dumping control	4.74	3.46	1.28
	Overall appearance of City roads	4.43	3.15	1.28
8	Council's response time to requests	4.41	3.14	1.27
9	Managing residential development	4.47	3.21	1.26
10	Maintaining drains	4.60	3.35	1.25

The key outcomes of this analysis would suggest that, while there are opportunities to improve satisfaction across a range of services/facilities, 'public transport' 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

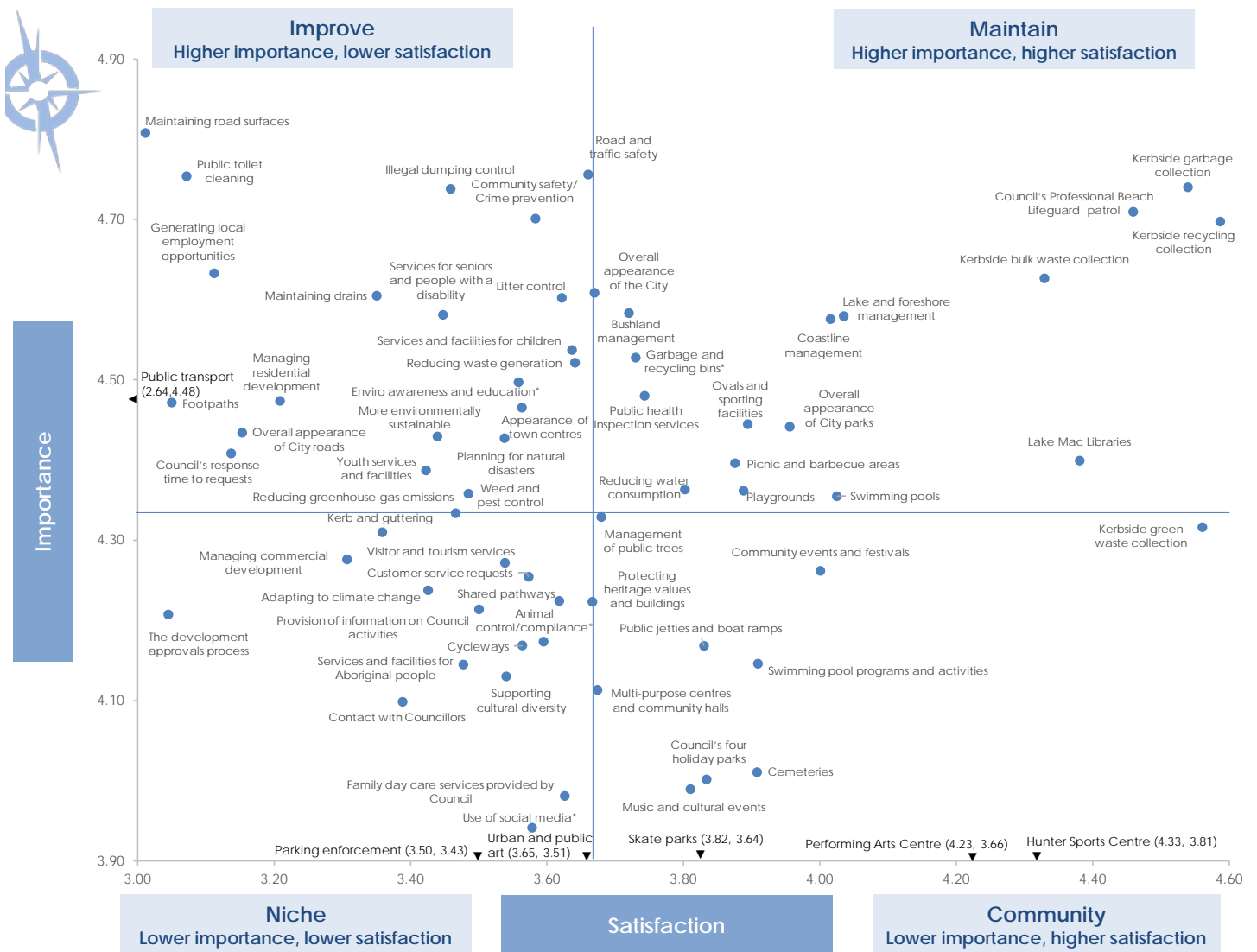
Quadrant Analysis

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 4.33 and the average rated satisfaction score was 3.67. Therefore, any facility or service that received a mean stated importance score of ≥ 4.33 would be plotted in the higher importance section and, conversely, any that scored < 4.33 would be plotted into the lower importance section. The same exercise is undertaken with the satisfaction ratings above, equal to or below 3.67. 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 'kerbside 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 'maintaining road surfaces' 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 'parking enforcement by Ranger Services', are of a relatively lower priority (and the word 'relatively' should be stressed – they are still important). These areas tend to be important to a particular segment of the community.

Finally, attributes in the bottom right quadrant, **COMMUNITY**, such as 'Lake Macquarie Performing Arts Centre at Warners Bay', 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 'maintaining road surfaces', 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 Lake Macquarie City 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'.



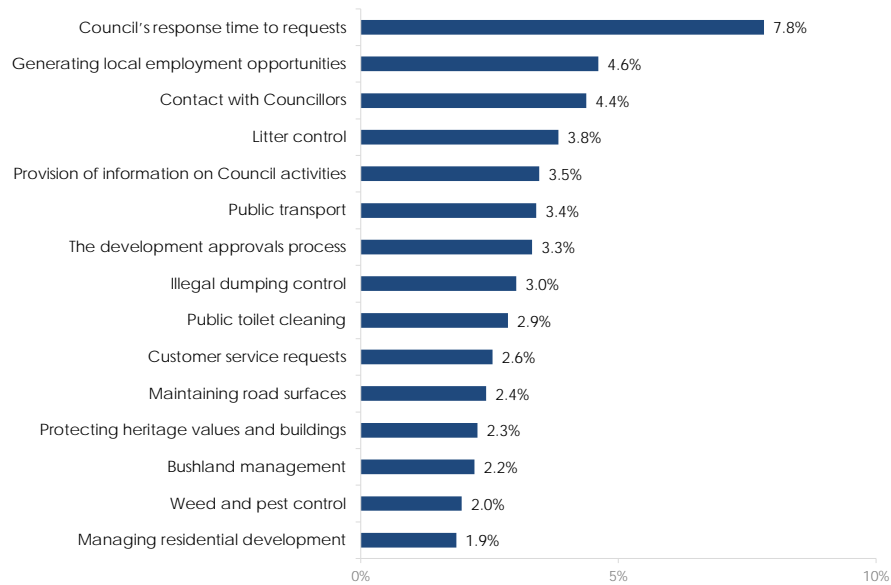
Key Findings

Key Drivers of Satisfaction with Lake Macquarie City Council

The results in the chart below provide Lake Macquarie City 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 15 services/facilities account for 50% of overall satisfaction with Council. Therefore, whilst all 71 service/facility areas are important, only a number of them are significant drivers of the community's overall satisfaction with Council.

These Top 15 Indicators Contribute to 50% of Overall Satisfaction with Council



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

These 15 services/facilities are the key community priorities and by addressing these, Lake Macquarie City 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, 'managing residential development' contributes 1.9% towards overall satisfaction, while 'Council's response time to requests' (7.8%) is a far stronger driver, contributing more than four times as much to overall satisfaction with Council.



Key Findings

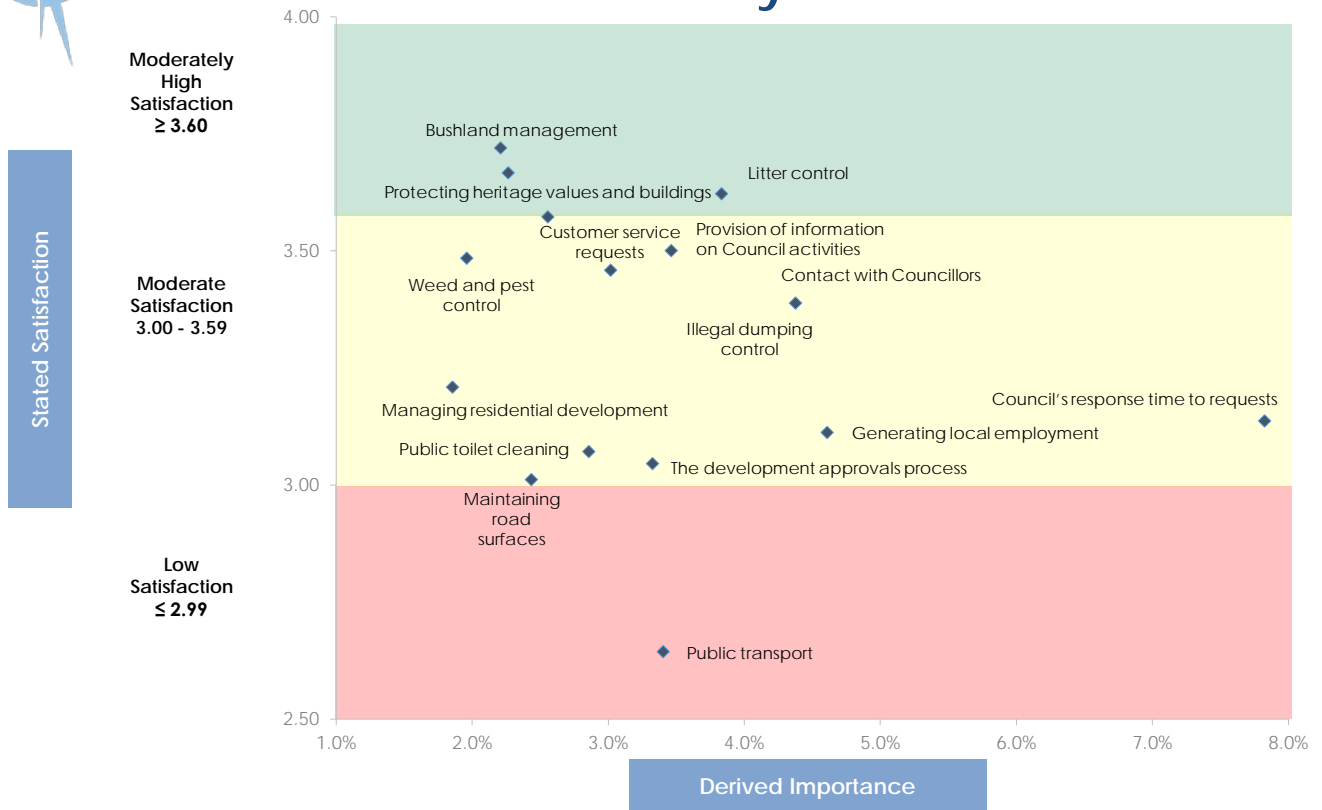
Clarifying Priorities

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. 'bushland management', 'protecting heritage values and buildings' and 'litter control'. 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 Lake Macquarie City 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 'maintaining road surfaces', 'the development approvals process', 'public toilet cleaning', 'generating local employment opportunities', 'Council's response time to requests', 'managing residential development', 'contact with Councillors', 'illegal dumping control', 'weed and pest control', 'provision of information on Council activities' and 'customer service requests' could possibly be targeted for optimisation.

Furthermore, 'public transport' is an issue Council should be looking to understand resident expectations of and/or more actively inform/engage residents of Council's position and advocacy across this area.



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.

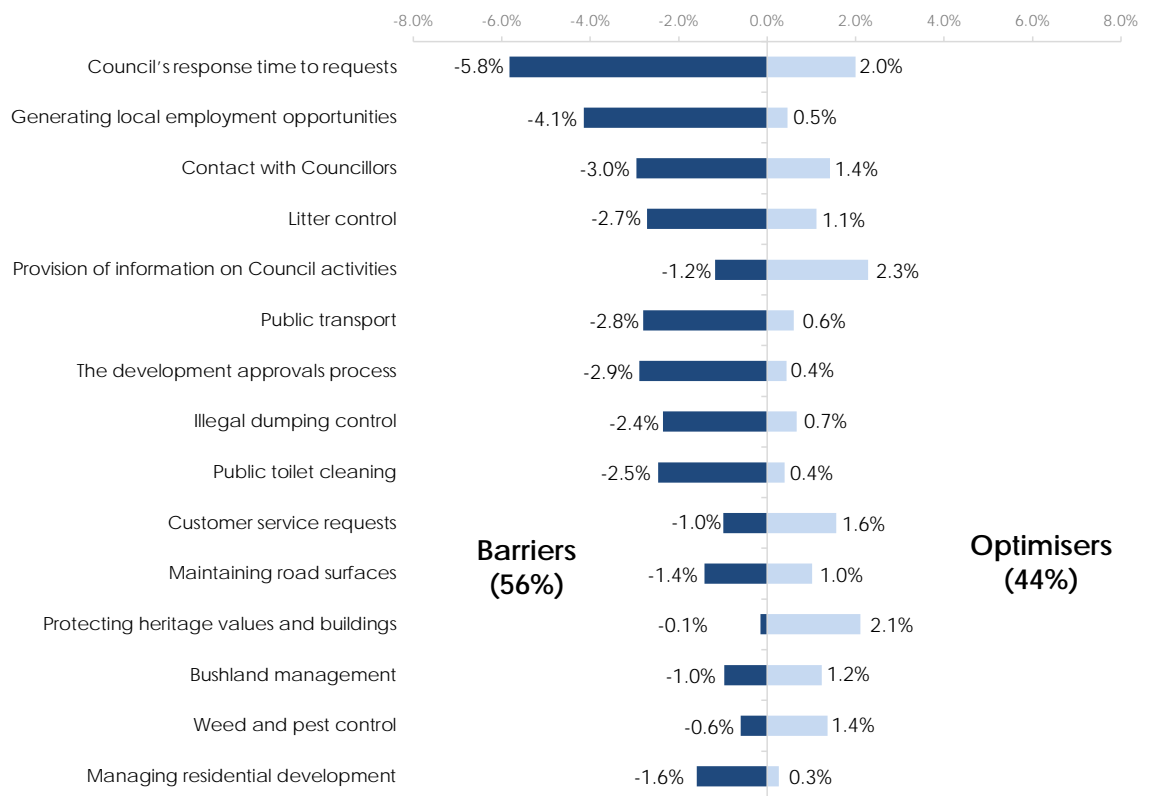
The scores on the negative indicate the contribution the driver makes to impeding transition towards satisfaction. If we can address these areas we will see a lift in our future overall satisfaction results, as we will positively transition residents who are currently 'not at all satisfied' towards being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

Stated Satisfaction



**Barriers
(56%)**

**Optimisers
(44%)**

Different levers address the different levels of satisfaction across the community

Derived Importance





Summary and Recommendations

Summary and Recommendations

Summary

91% of residents are at least 'somewhat satisfied' with the overall performance of Council. This is significantly above our NSW LGA satisfaction benchmarks and in line with the 2016 result.

Over the past two years there has been a significant increase in community satisfaction with 26 of comparable services and facilities. With now all but one of the business areas (Public transport) providing at least a moderate level of satisfaction.

While we have seen significant improvements in a number of road and transport related areas we have recorded a significant decline in satisfaction with 'public transport'. Moreover, as a priority, the community indicated they wanted greater resources allocated to providing transportation solutions.

In terms of investment and resourcing generally, there is no appetite for service reduction. The community want a continuation or increase in investment across all local services and facilities.

The size, scale and planning of new development is of concern to residents. Transparent and continuous communication about how development will be managed, particularly with regard to supporting infrastructure, will aid in addressing key concerns.

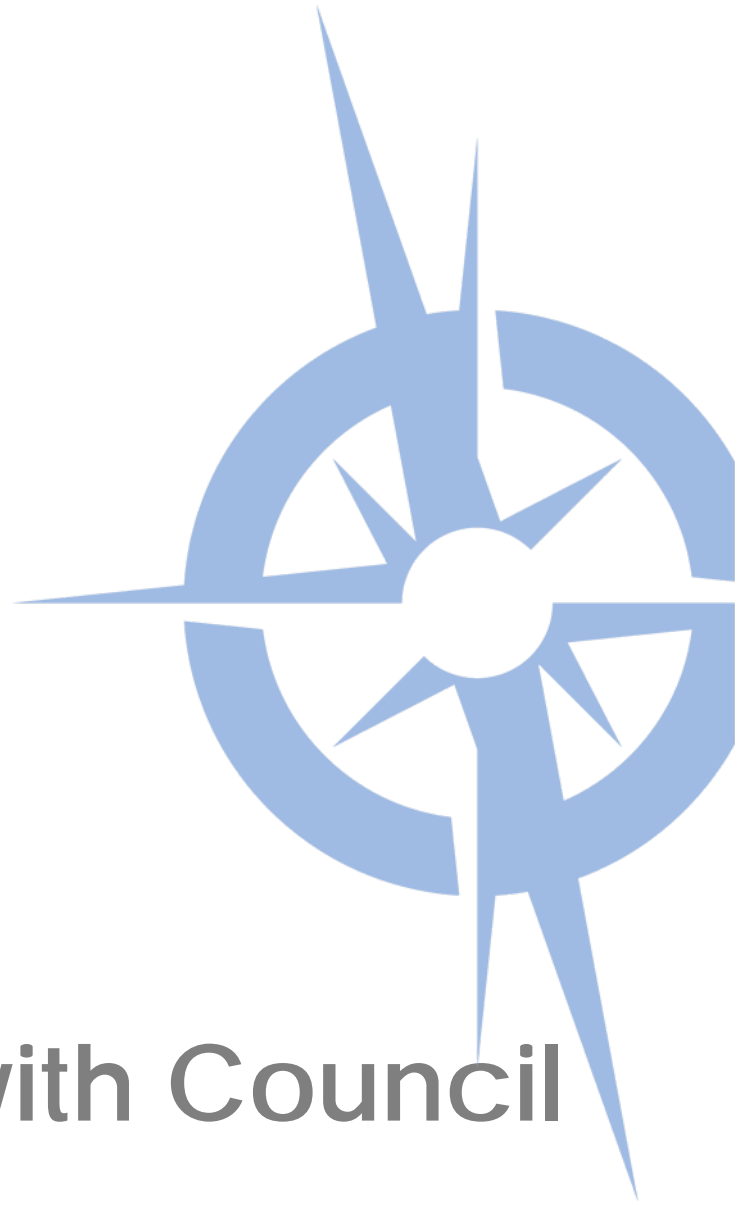
Recommendations

It is all about the way that Council and Councillors interact, engage and communicate with its residents.

Based on the outcomes, Council should consider the following:

1. Celebrate their achievements with regard to the local environment, city maintenance and the preservation of local heritage
2. Continue to proactively communicate and engage with the community on key issue areas such as transportation and development
3. Further investigate community expectations regarding service levels and asset management





Section A – Satisfaction with Council

Overall Satisfaction with Council

Summary

91% of residents are at least 'somewhat satisfied' with the overall performance of Lake Macquarie City Council.

This is in line with the 2016 overall satisfaction score and well above the 2014 result.

This result is significantly higher than our NSW benchmarks.

Females were significantly more likely to state they were satisfied, and satisfaction trended upwards with increasing age.

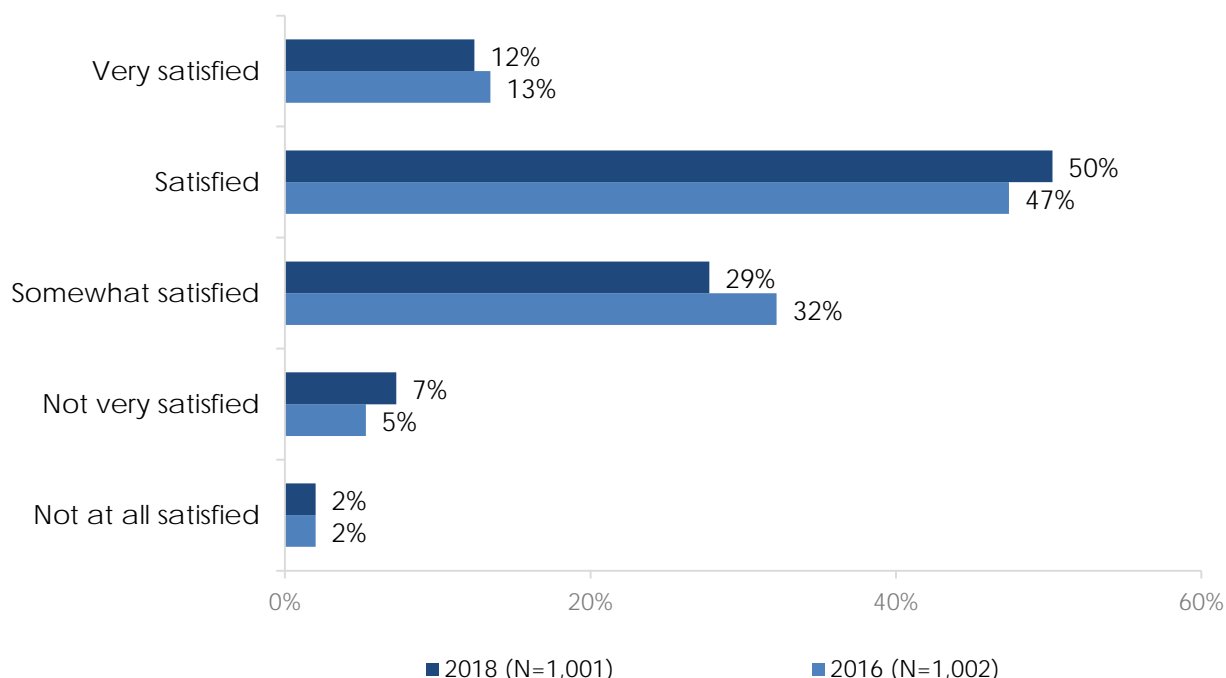
Q8. Overall, for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues, but across all responsibility areas?

	Overall 2018	Overall 2016	Overall 2014	Male	Female	18-34	35-49	50-64	65-74	75+
Mean ratings	3.63	3.66	3.37▼	3.54	3.72▲	3.54	3.59	3.66	3.73	3.74

NSW LGA BRAND SCORES	Metro	Regional	All of NSW	Lake Macquarie City Council 2018
Mean ratings	3.45	3.22	3.31	3.63▲

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

▲▼ = A significantly higher/lower level of satisfaction



Satisfaction with Council's Balance between Development and Conservation

Summary

Overall, 77% of residents were at least 'somewhat satisfied' with Council's balance between planning for new houses, shops and industries, and maintaining bushland and low-density areas outside and inside town centres.

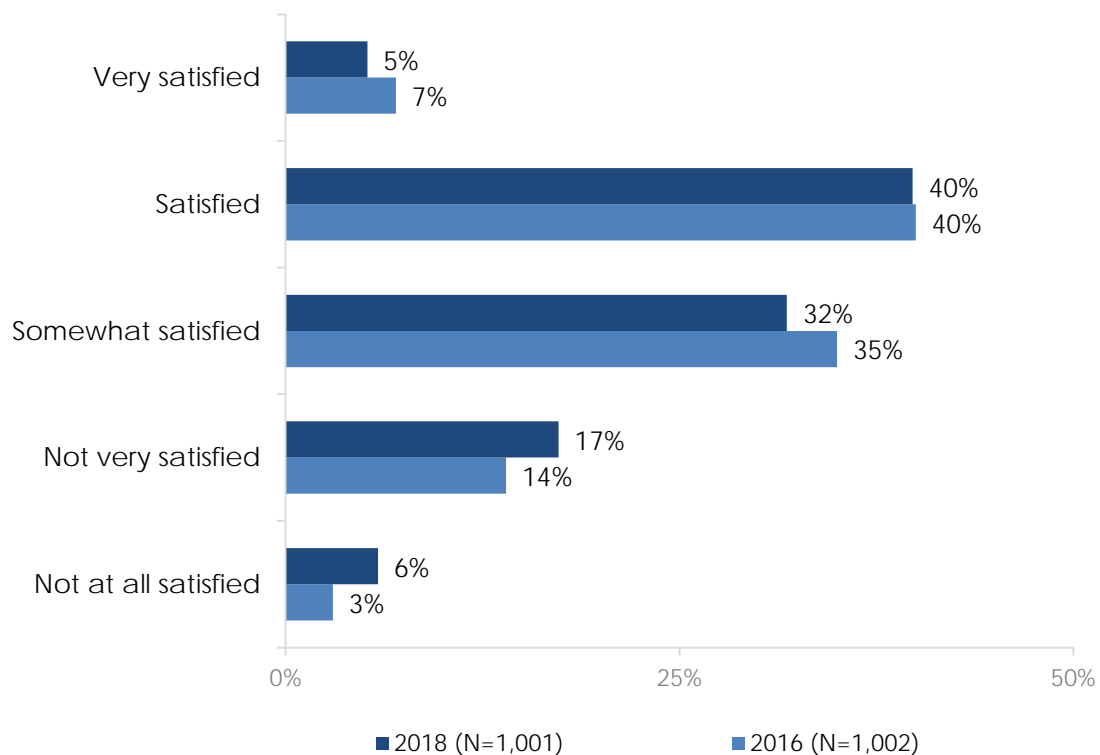
This represents a reversion back to 2014 levels.

Q9a. *When considering residential and commercial development in the Lake Macquarie area, how satisfied or dissatisfied are you that Council is finding the right balance between planning for new houses, shops and industries, and maintaining bushland and the low-density areas outside and inside town centres?*

	Overall 2018	Overall 2016	Overall 2014	Male	Female	18-34	35-49	50-64	65-74	75+
Mean ratings	3.21 ▼	3.35	3.21	3.22	3.21	3.26	3.12	3.20	3.30	3.20

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

▲ ▼ = A significantly higher/lower level of satisfaction



Reason for Satisfaction with Council's Balance between Development and Conservation

Summary

Residents that are currently satisfied state they believe Council is doing a good job with development overall (17%), and that there is a good balance of different housing/residential density options (11%).

The leading reason given by residents that are 'not at all/not very satisfied' is that they are concerned the area is becoming overdeveloped, with too many high-density buildings being constructed (12%).

Q9a. *When considering residential and commercial development in the Lake Macquarie area, how satisfied or dissatisfied are you that Council is finding the right balance between planning for new houses, shops and industries, and maintaining bushland and the low-density areas outside and inside town centres?*

Q9b. *Why do you say that?*

Satisfied/very satisfied (45%)	Percentage
Council are doing a good job with development overall	17%
There is a good balance between different housing/residential density types available	11%
Highrise's are needed in the area	9%
Open spaces/bushland is being retained	7%

Somewhat satisfied (32%)	Percentage
Highrise's are needed in the area/some over development is occurring	11%
More protection of open spaces and bushland is needed	5%
The is not enough information about the development occurring	4%
Congestion is increasing from increased development/road infrastructure needs to be addressed	4%

Not very/not at all satisfied (23%)	Percentage
The area is becoming overdeveloped/too many high-rise developments	12%
More protection of open spaces and bushland is needed	8%
Congestion is increasing from increased development/road infrastructure needs to be addressed	4%

See Appendix A for values <4%





Section B – Contact with Council

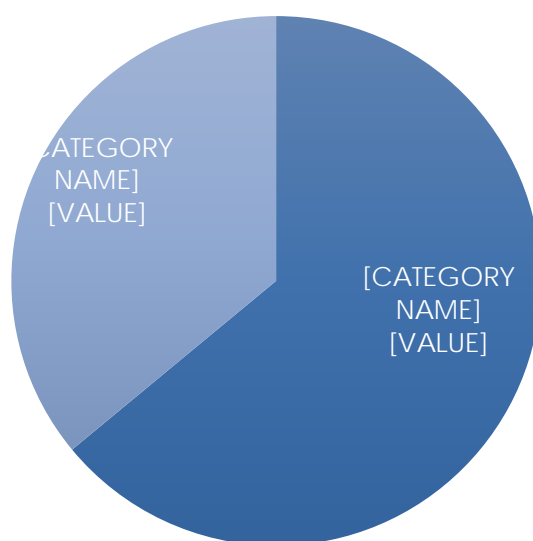
Council Website Visitation

Summary

64% of respondents had visited the Lake Macquarie City Council website. Visitation of the website has continued to trend positively since 2014.

Residents aged 35-49 were significantly more likely to have visited the website, whilst those aged 75+ were significantly less likely.

Q3a. Have you visited the Lake Macquarie City Council website (www.lakemac.com.au)?



	2018 N = 1,001	2016 N = 1,002	2014 N = 1,017
Yes	64%	60%	54%
No	36%	40%	46%

	Male	Female	18-34	35-49	50-64	65-74	75+
Yes	63%	65%	63%	78%▲	69%	61%	30%▼
No	37%	35%	37%	22%	31%	39%	70%

Base: N = 1,001

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



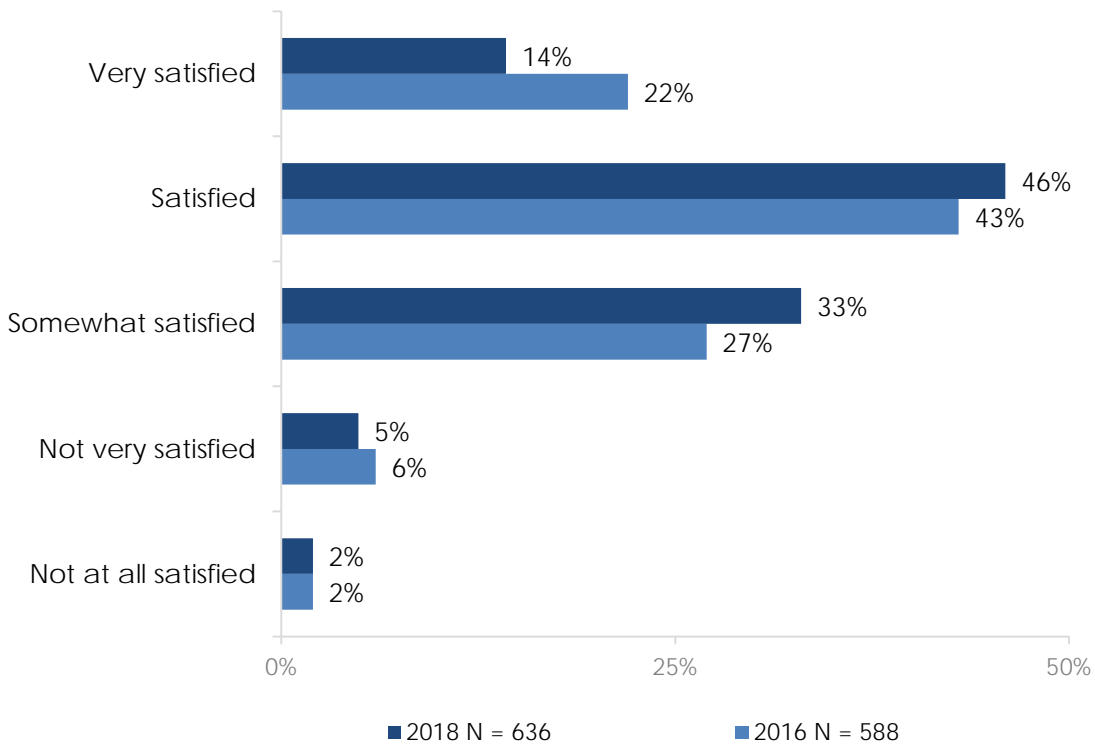
Functionality of Council's Website

Q3b. How satisfied are you with the functionality of the Lake Macquarie City Council website, including the online self-service options?

Of those who had visited the website, the majority of residents (93%) were at least 'somewhat satisfied' with its functionality.

	2018 N = 636	2016 N = 588
Mean ratings	3.66	3.77

	Male	Female	18-34	35-49	50-64	65-74	75+
Mean ratings	3.64	3.67	3.49	3.69	3.73	3.76	3.66



Base: N = 636

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

*Note: Comparisons with the 2016 results should be viewed from an interest point only as respondents in 2016 were asked to rate their level of overall satisfaction, not specifically their satisfaction with the functionality.

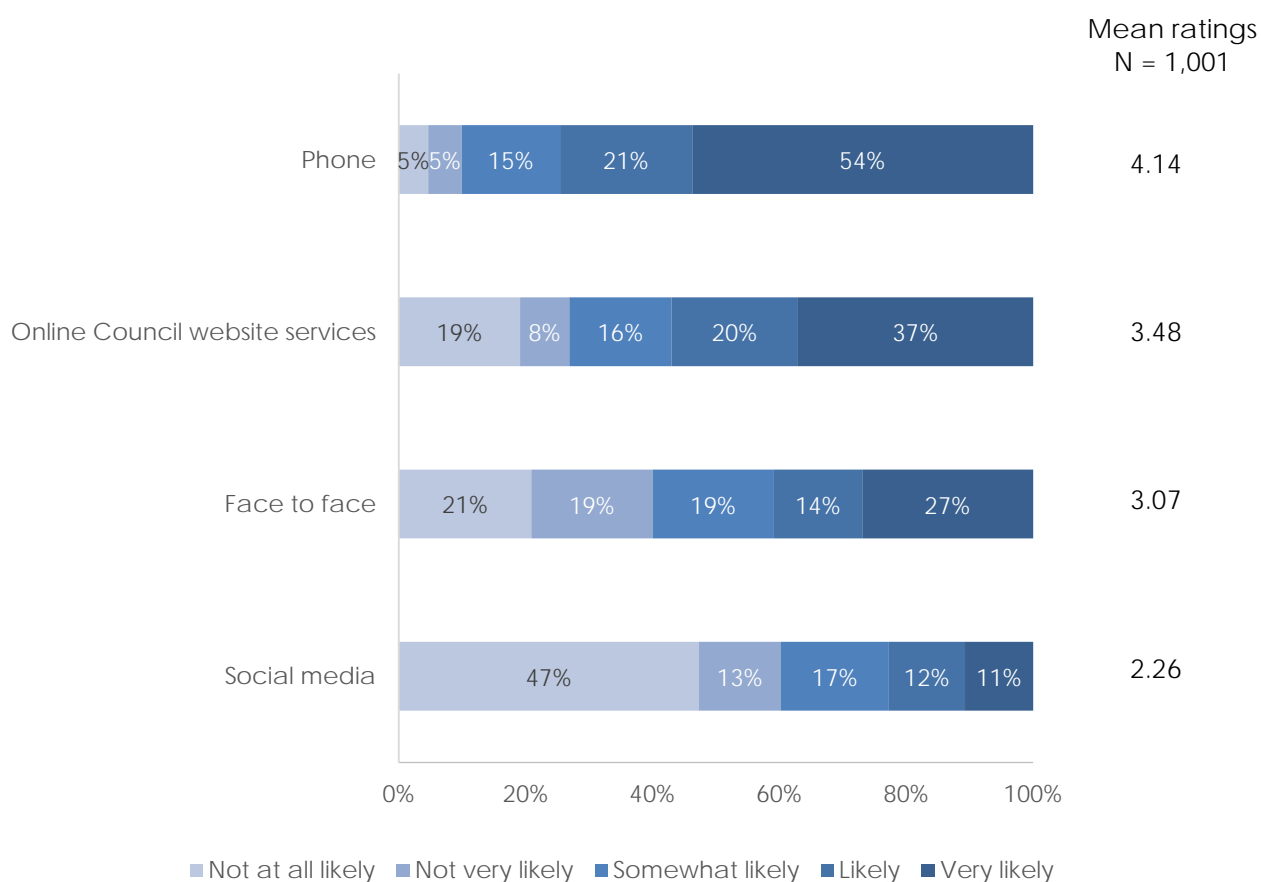
Contact with Council

Summary

Residents indicated that their most likely method of contacting Council is the phone, with 90% of residents indicating they were at least 'somewhat likely' to utilise this method.

Whilst residents are willing to use online methods, with 73% stating they are at least 'somewhat likely' to use 'online Council website services', only 40% indicated they are at least 'somewhat likely' to contact Council via 'social media'.

Q3c. In the future if you were needing to contact Council, how likely would you be to use one of the following methods?



	Male	Female	18-34	35-49	50-64	65-74	75+
Online Council website services	3.45	3.51	3.93▲	3.95▲	3.43	3.05▼	2.25▼
Phone	4.12	4.15	4.01	3.86▼	4.37▲	4.19	4.40▲
Face to face	3.18	2.97	2.52▼	2.76▼	3.20	3.66	3.81▲
Social media	2.16	2.35	2.90▲	2.50▲	1.89▼	1.94▼	1.67▼

Base: N = 1,001

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

▲▼ = A significantly higher/lower likelihood





Section C – Prioritising Public Funds

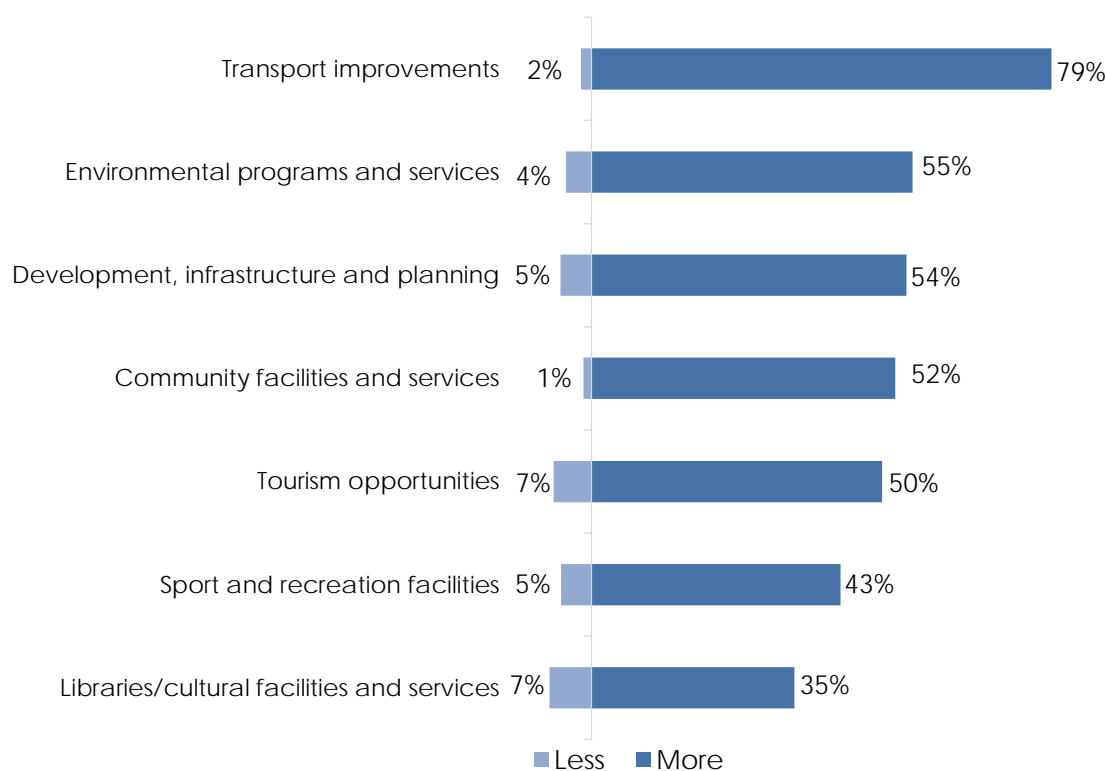
Council's Future Investment in Services and Facilities

Summary

The overwhelming majority indicated that they feel there should be an increase in investment into providing the community with 'transport improvements'.

There is limited appetite in reducing investment across any of the business areas.

Q4. Thinking about the following services and facilities, I'd like you to tell me, based on your experience, if you believe Council's level of future investment (i.e. resourcing/financial) in that area should be more, the same or less?



Base: N = 1,001

	Overall	Male	Female	18-34	35-49	50-64	65-74	75+
Environmental programs and services	0.51	0.50	0.51	0.64▲	0.49	0.50	0.40▼	0.43▼
Community facilities and services	0.51	0.45▼	0.56▲	0.46	0.49	0.56	0.51	0.52
Sport and recreation facilities	0.38	0.38	0.37	0.28	0.45	0.42	0.35	0.38
Transport improvements	0.77	0.76	0.78	0.79	0.75	0.79	0.71▼	0.82
Development, infrastructure and planning	0.49	0.54▲	0.44▼	0.50	0.45	0.55	0.46	0.44
Tourism opportunities	0.43	0.40	0.47	0.30▼	0.42	0.50	0.53▲	0.48
Libraries/cultural facilities and services	0.28	0.19▼	0.35▲	0.23	0.23	0.30	0.30	0.39▲

Scale: -1 = less, 1 = more

▲▼ = A significantly higher/lower level of investment



Council's Future Investment in Services and Facilities

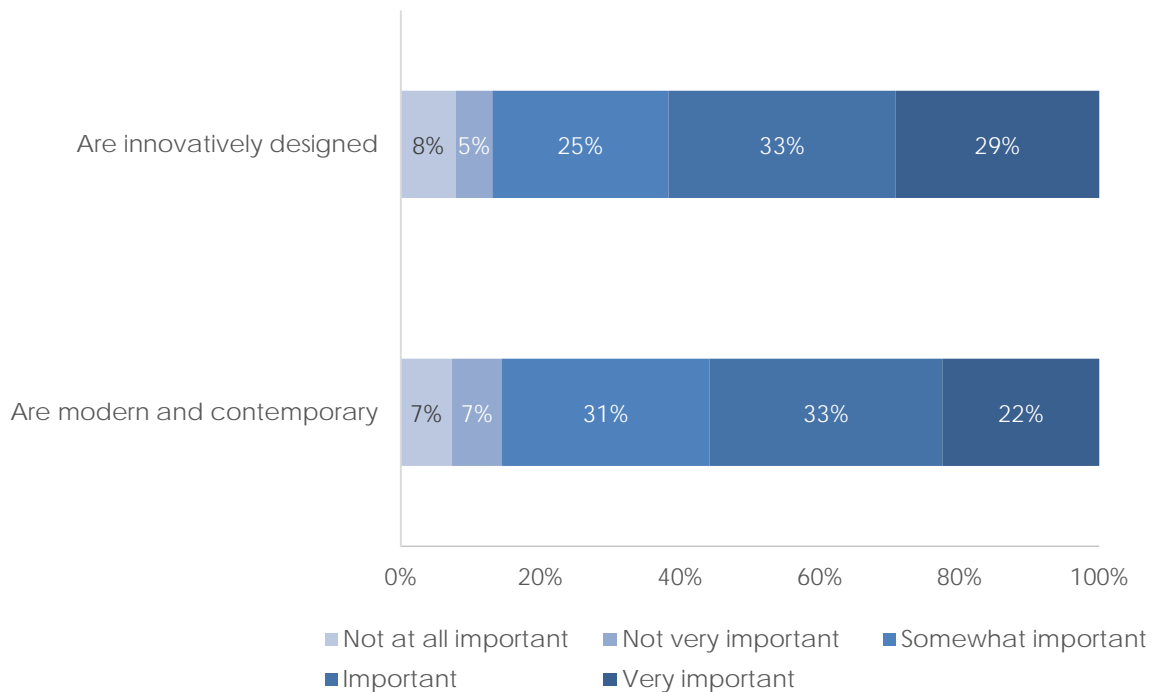
Summary

87% of residents believe that it is at least 'somewhat important' future Council facilities 'are innovatively designed' and 56% believe it is at least 'somewhat important' they are 'modern and contemporary'.

Whilst remaining moderately high, comparisons with the 2016 results have shown a significant decline in the level of importance residents attribute to both criterion.

Q5. How important is it to you that future Council facilities:

	2018 N = 1,001	2016 N = 1,000
Are innovatively designed	3.70▼	4.05
Are modern and contemporary	3.56▼	3.77



	Male	Female	18-34	35-49	50-64	65-74	75+
Are innovatively designed	3.73	3.67	3.57	3.68	3.78	3.75	3.78
Are modern and contemporary	3.59	3.54	3.57	3.45	3.52	3.68	3.74▲

Base: N = 1,001

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

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



Satisfaction with Recently Constructed Community Facilities

Summary

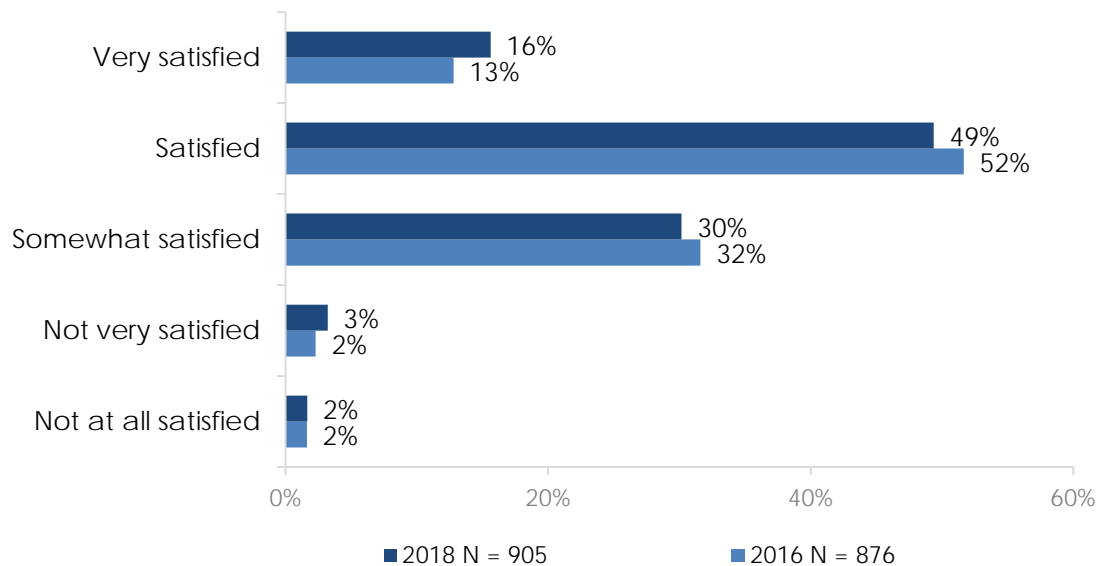
The majority of residents (95%) were at least 'somewhat satisfied' with the quality of recently constructed community facilities in the Lake Macquarie City Council LGA, a result on par with 2016.

Parks and playgrounds (29%) are the leading facility type thought of when residents are asked about new community facilities.

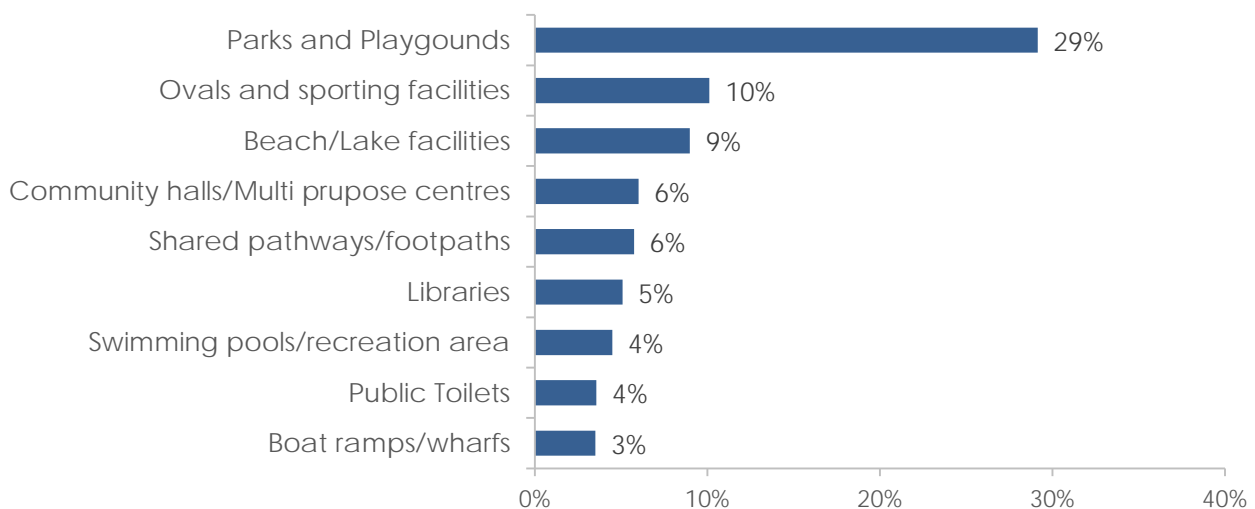
Q6. How satisfied are you with the quality of recently constructed community facilities?

	2018 N = 905	2016 N = 876	Male	Female	18-34	35-49	50-64	65-74	75+
Mean rating	3.74	3.72	3.77	3.72	3.77	3.83	3.66	3.71	3.71

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

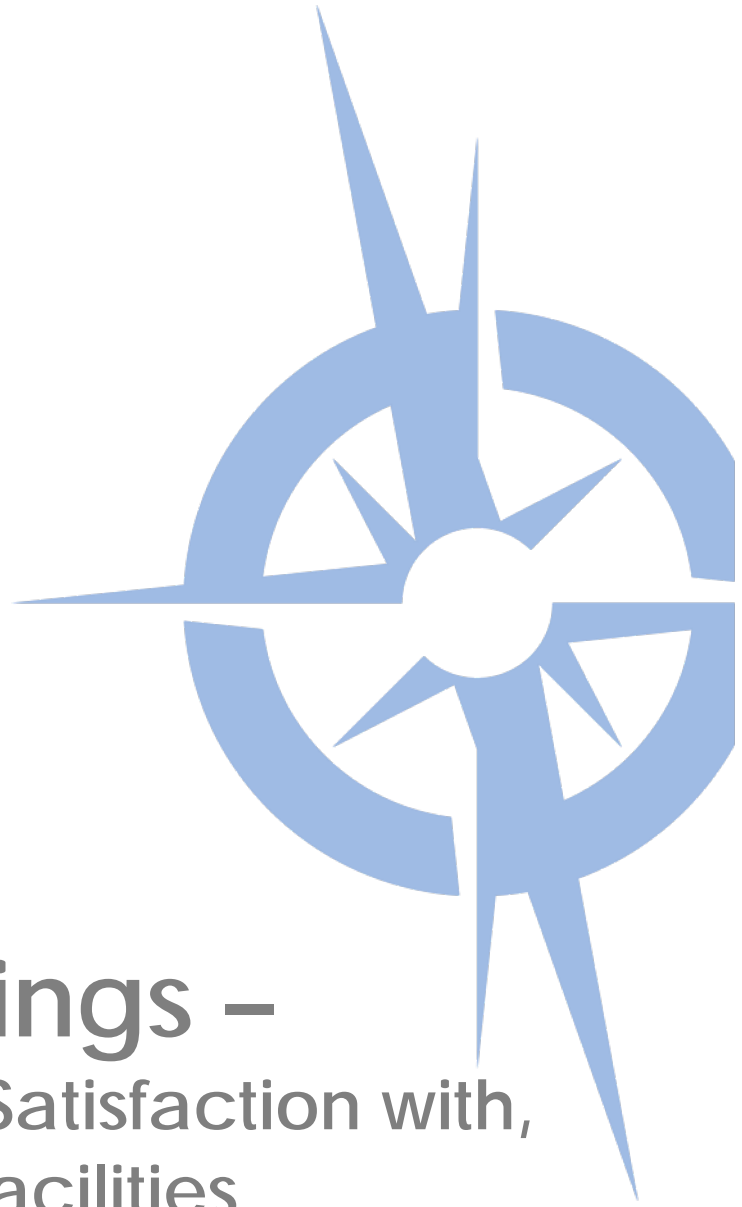


Q7. When thinking about new community facilities, which facilities come to mind?



Base: N=1,001



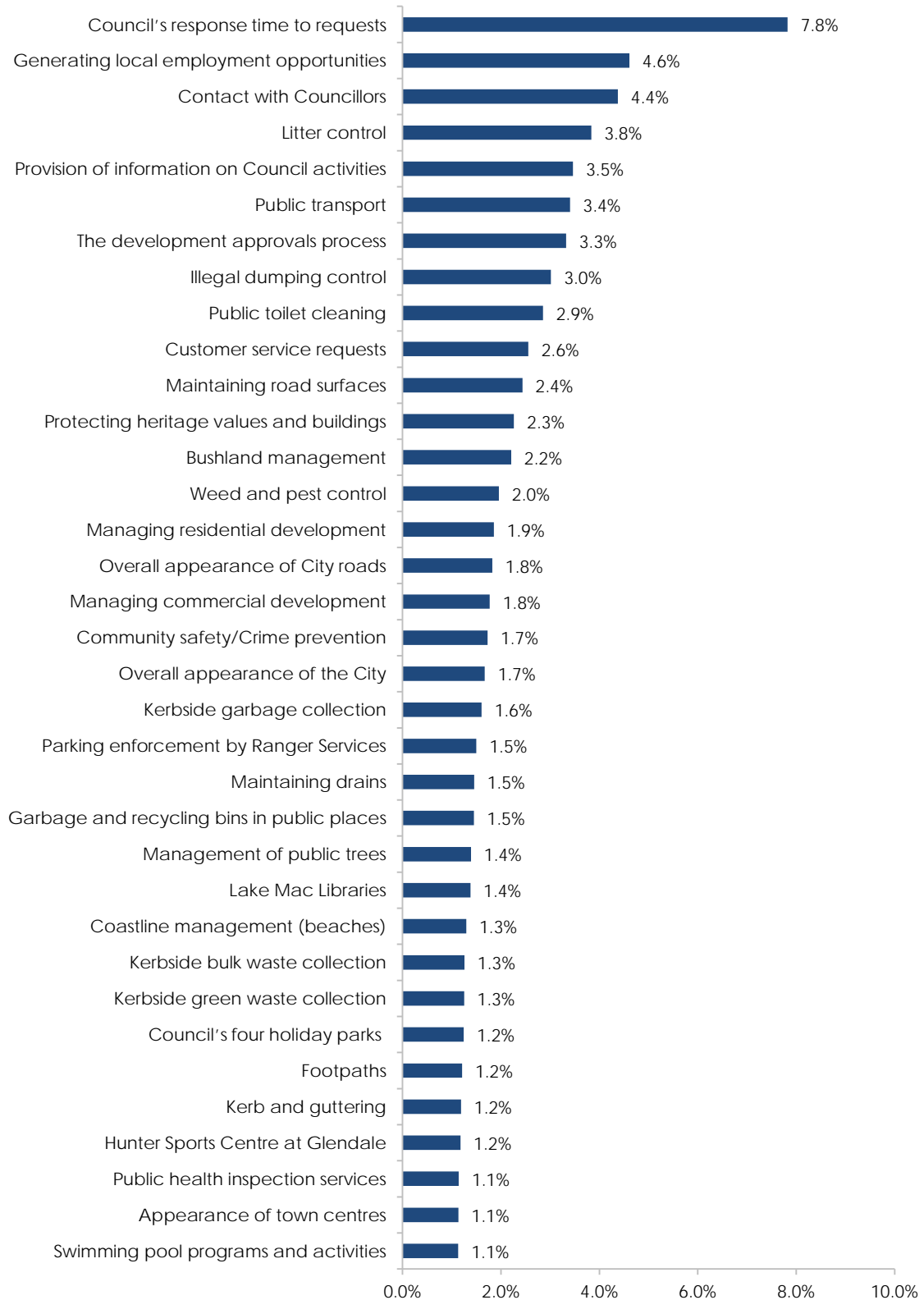


Detailed Findings – Importance of, and Satisfaction with, Council Services & Facilities

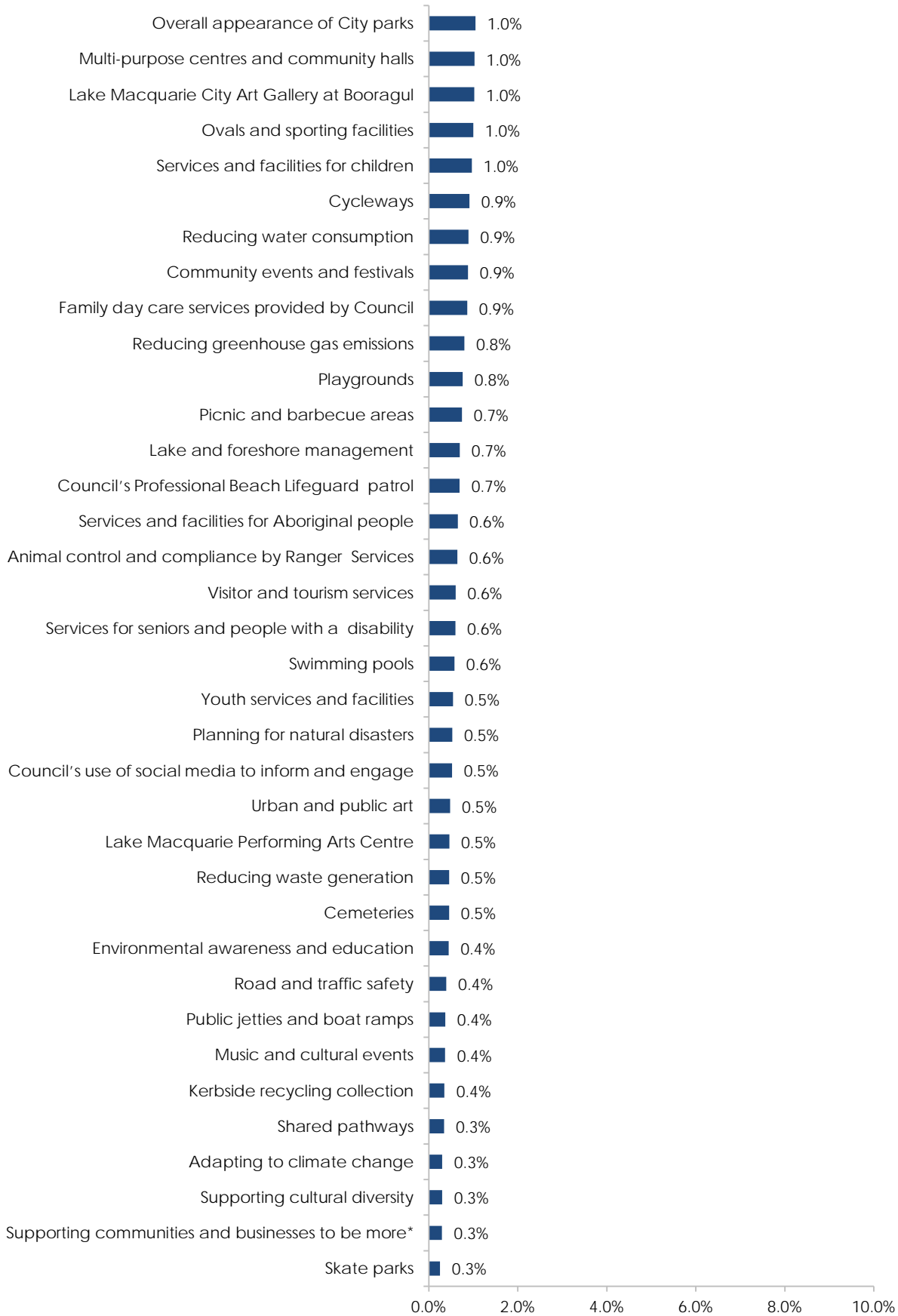
Influence on Overall Satisfaction

A core element of this community survey was the rating of 71 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 71 facilities/services on overall satisfaction with Council's performance, based on the Shapley Regression:



Influence on Overall Satisfaction



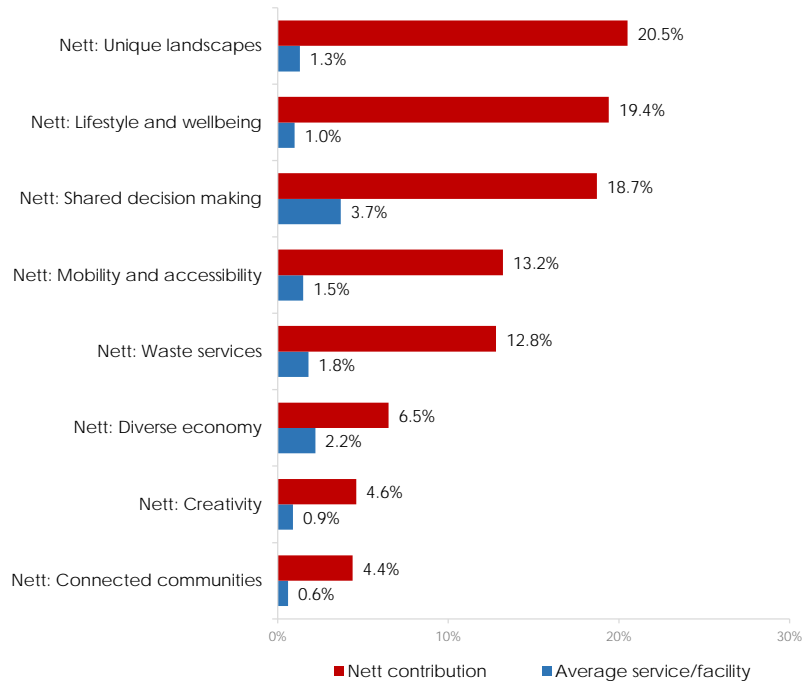
*Supporting communities and businesses to be more environmentally sustainable



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



'Unique landscapes' (20.5%) is the key contributor toward overall satisfaction with Council's performance, however, each of the services/facilities grouped under this area averages 1.3%, whereas the services/facilities in the area of 'Shared decision making' average 3.7%.



Service Areas

Each of the 71 facilities/services were grouped into service areas as detailed below

Waste services

- Kerbside recycling collection
- Kerbside green waste collection
- Kerbside bulk waste collection
- Garbage and recycling bins in public places
- Kerbside garbage collection
- Illegal dumping control
- Litter control

Unique landscapes

- Supporting communities and businesses to be more environmentally sustainable
- Adapting to climate change
- Environmental awareness and education
- Reducing waste generation
- Lake and foreshore management
- Reducing greenhouse gas emissions
- Reducing water consumption
- Appearance of town centres
- Coastline management (beaches)
- Management of public trees i.e. trimming/removal to avoid hazards
- Overall appearance of the City
- Managing commercial development
- Managing residential development
- Weed and pest control
- Bushland management
- The development approvals process

Connected communities

- Supporting cultural diversity
- Planning for natural disasters (including bushfires, floods and storms)
- Youth services and facilities
- Services for seniors and people with a disability
- Services and facilities for Aboriginal people
- Family day care services provided by Council
- Services and facilities for children

Lifestyle and wellbeing

- Skate parks
- Public jetties and boat ramps
- Cemeteries
- Swimming pools
- Animal control and compliance by Ranger Services
- Council's Professional Beach Lifeguard patrol (7 days)
- Picnic and barbecue areas
- Playgrounds
- Community events and festivals
- Ovals and sporting facilities
- Multi-purpose centres and community halls
- Overall appearance of City parks
- Swimming pool programs and activities (for example, Learn to Swim)
- Public health inspection services
- Hunter Sports Centre at Glendale
- Lake Mac Libraries
- Parking enforcement by Ranger Services
- Community safety/Crime prevention
- Public toilet cleaning

Mobility and accessibility

- Shared pathways
- Road and traffic safety
- Cycleways
- Kerb and guttering
- Footpaths
- Maintaining drains
- Overall appearance of City roads
- Maintaining road surfaces
- Public transport



Service Areas

Creativity

Music and cultural events
Lake Macquarie Performing Arts Centre at Warners Bay
Urban and public art
Lake Macquarie City Art Gallery at Booragul
Protecting heritage values and buildings

Shared decision making

Council's use of social media to inform and engage
Customer service requests
Provision of information on Council activities
Contact with Councillors
Council's response time to requests

Diverse economy

Visitor and tourism services
Council's four holiday parks (Swansea, Blacksmiths, Belmont, Wangi)
Generating local employment opportunities

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

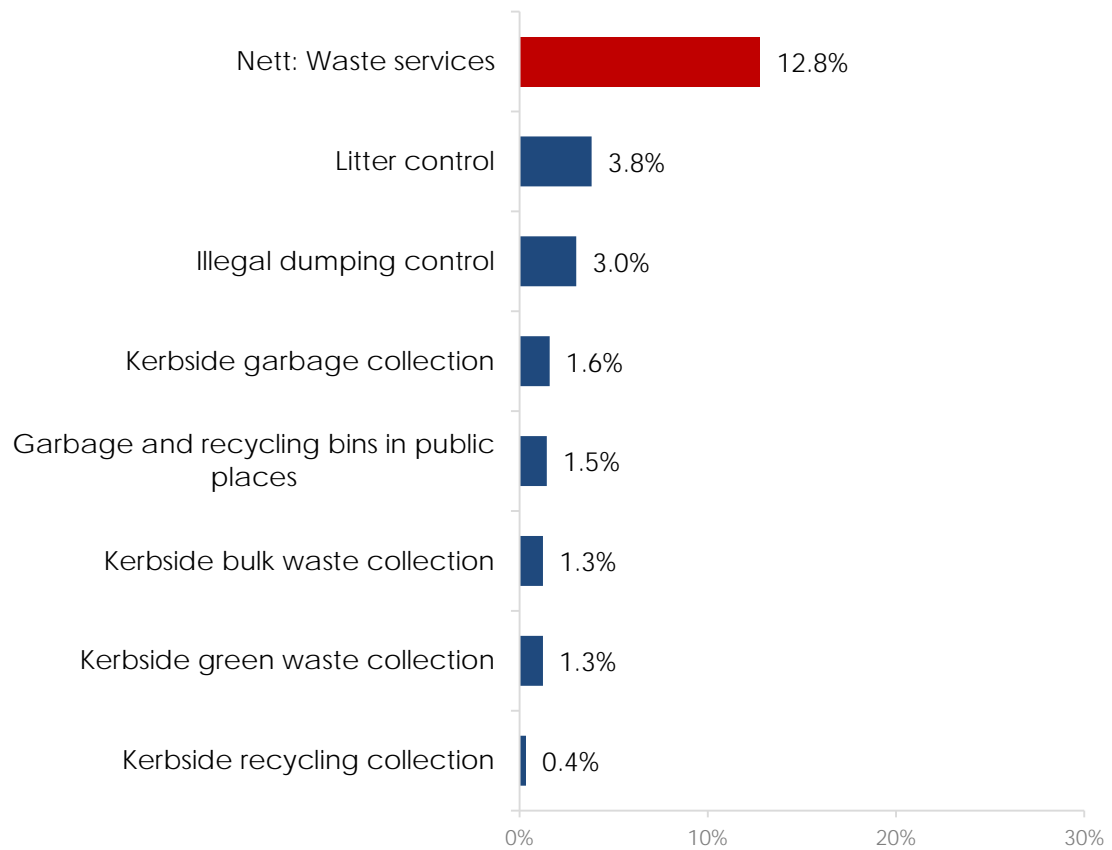
Any resident who had rated the importance of a particular criterion a 4 or 5 was then asked how satisfied they were with the performance of Council for that service or facility. There was an option for residents to answer 'don't know' to satisfaction, as they may not have personally used a particular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



Service Area 1: Waste Services

Shapley Regression

Contributes to Over 12% of Overall Satisfaction with Council



Service Area 1: Waste Services

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

Importance – overall

Extremely high	Kerbside garbage collection Illegal dumping control Kerbside recycling collection Kerbside bulk waste collection Litter control Garbage and recycling bins in public places
Very high	Kerbside green waste collection

Importance – by gender

Females rated five of the seven services and facilities as significantly more important, including;

- Kerbside recycling collection
- Kerbside green waste collection
- Garbage and recycling bins in public places
- Litter control
- Kerbside bulk waste collection

Importance – by age

Residents aged 35-64 rated 'kerbside garbage collection' as significantly more important, whilst those aged 18-34 rated it significantly less important.

Those aged 18-34 rated the 'kerbside green waste collection' significantly less important, whilst those aged 50+ rated the service significantly more important.

Residents aged 65+ rated 'garbage and recycling bins in public places' as significantly less important. Those aged 65-74, additionally, rated 'litter control' as significantly less important.

The 'kerbside bulk waste collection' service was deemed significantly less important by those aged 18-34 and significantly more important by residents aged 50-74.

Importance – by year

There were no significant differences by year.



Service Area 1: Waste Services

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65-74	75+
Kerbside garbage collection	4.74	4.69	4.78	4.54	4.83	4.85	4.78	4.69
Kerbside recycling collection	4.70	4.63	4.76	4.69	4.73	4.72	4.70	4.61
Kerbside green waste collection	4.32	4.20	4.42	3.83	4.29	4.54	4.56	4.59
Garbage and recycling bins in public places	4.53	4.43	4.62	4.53	4.60	4.61	4.39	4.38
Litter control	4.60	4.53	4.67	4.64	4.61	4.65	4.50	4.52
Illegal dumping control	4.74	4.76	4.72	4.74	4.78	4.76	4.69	4.68
Kerbside bulk waste collection	4.63	4.56	4.68	4.45	4.64	4.74	4.72	4.60

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
Kerbside garbage collection	1%	<1%	4%	16%	80%	1,001
Kerbside recycling collection	1%	<1%	4%	17%	77%	1,001
Kerbside green waste collection	2%	3%	15%	19%	60%	1,001
Garbage and recycling bins in public places	1%	2%	9%	20%	69%	1,001
Litter control	1%	2%	5%	20%	71%	1,001
Illegal dumping control	1%	1%	4%	11%	83%	1,001
Kerbside bulk waste collection	1%	1%	7%	19%	73%	1,001
Kerbside garbage collection	1%	<1%	4%	16%	80%	1,001



Service Area 1: Waste Services

Overview of Satisfaction Rating Scores by Key Demographics

Residents were asked to rate their satisfaction with each criteria.

Satisfaction – overall

Extremely high	Kerbside recycling collection Kerbside green waste collection Kerbside garbage collection
Very high	Kerbside bulk waste collection
Moderately high	Garbage and recycling bins in public places Litter control
Moderate	Illegal dumping control

Satisfaction – by gender

Female residents were significantly more satisfied with the 'kerbside bulk waste collection'

Satisfaction – by age

Residents aged 65-74 were significantly more satisfied with 'kerbside garbage collection', 'kerbside recycling collection', 'kerbside green waste collection', 'illegal dumping control' and 'kerbside bulk waste collection'.

Those aged 75+ were significantly more satisfied with 'kerbside garbage collection', 'garbage and recycling bins in public places', 'illegal dumping control' and 'kerbside bulk waste collection', whilst residents aged 35-49 were significantly less satisfied with 'garbage and recycling bins in public places' and 'illegal dumping control'.

Residents aged 50-64 were significantly less satisfied with 'litter control', and 18-34 were less satisfied with the 'kerbside bulk waste collection'.

Satisfaction – by year

Residents in 2018 were significantly more satisfied with the following services/facilities:

- Kerbside bulk waste collection
- Garbage and recycling bins in public places
- Illegal dumping control



Service Area 1: Waste Services

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65-74	75+
Kerbside garbage collection	4.54	4.52	4.55	4.46	4.44	4.56	4.69	4.66
Kerbside recycling collection	4.59	4.54	4.63	4.59	4.49	4.60	4.68	4.64
Kerbside green waste collection	4.56	4.54	4.57	4.44	4.55	4.56	4.67	4.61
Garbage and recycling bins in public places	3.73	3.72	3.74	3.65	3.49	3.74	3.85	4.26
Litter control	3.62	3.56	3.68	3.68	3.57	3.49	3.74	3.78
Illegal dumping control	3.46	3.38	3.53	3.43	3.23	3.35	3.67	3.95
Kerbside bulk waste collection	4.33	4.22	4.43	4.09	4.24	4.38	4.57	4.55

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

Significantly higher/lower level of satisfaction (by group)

Detailed Overall Response for Satisfaction

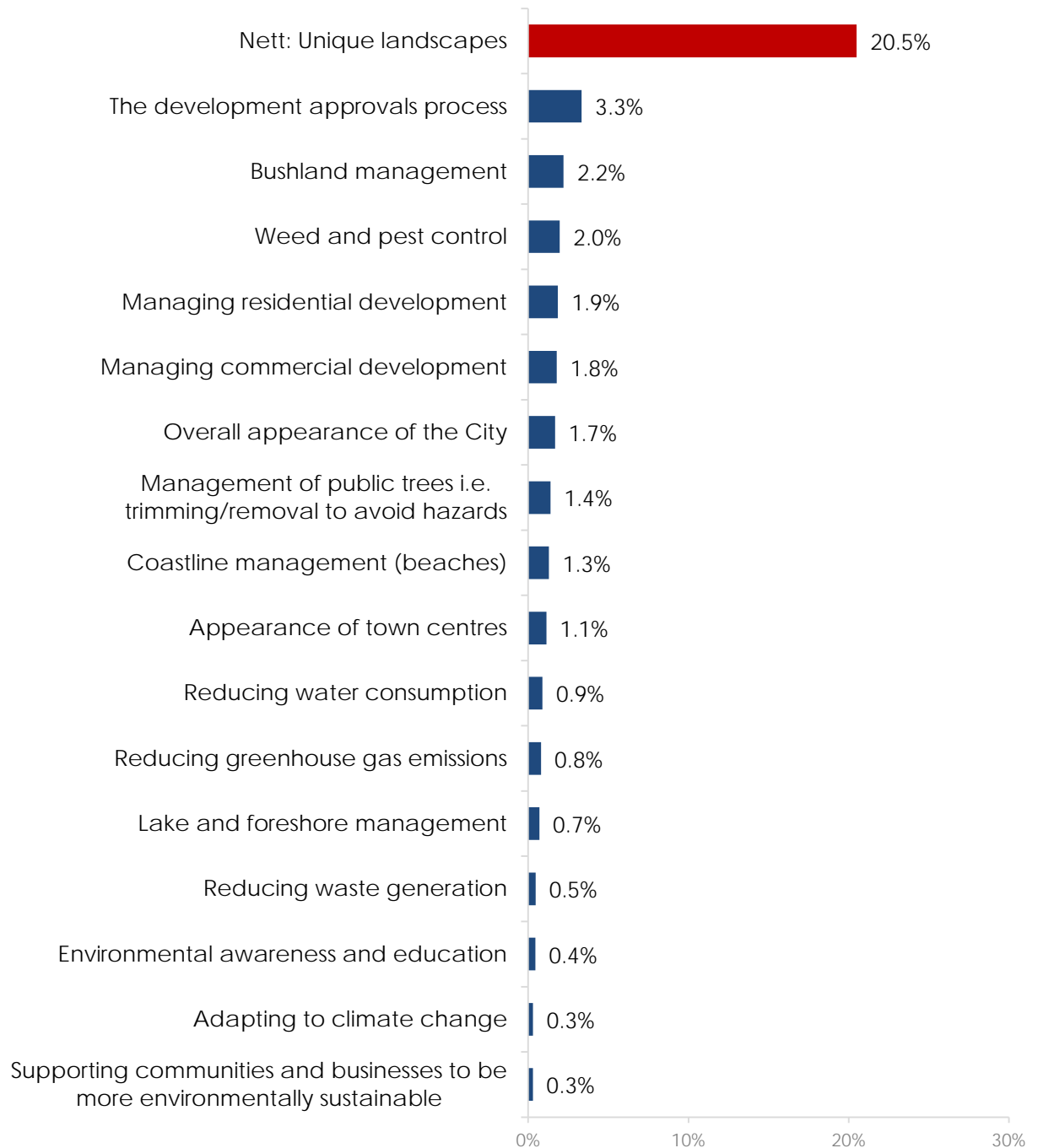
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Kerbside garbage collection	1%	2%	7%	21%	69%	945
Kerbside recycling collection	1%	1%	7%	22%	69%	942
Kerbside green waste collection	1%	1%	7%	22%	69%	786
Garbage and recycling bins in public places	3%	8%	31%	28%	30%	884
Litter control	3%	10%	31%	33%	23%	911
Illegal dumping control	8%	14%	28%	26%	24%	925
Kerbside bulk waste collection	1%	4%	12%	26%	57%	916



Service Area 2: Unique landscapes

Shapley Regression

Contributes to Over 20% of Overall Satisfaction with Council



Service Area 2: Unique landscapes

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

Importance – overall

Extremely high	Overall appearance of the City Bushland management Lake and foreshore management Coastline management (beaches) Reducing waste generation Environmental awareness and education
Very high	Managing residential development Appearance of town centres Supporting communities and businesses to be more environmentally sustainable Reducing water consumption Weed and pest control Reducing greenhouse gas emissions Management of public trees i.e. trimming/removal to avoid hazards Managing commercial development Adapting to climate change The development approvals process

Importance – by gender

Female residents rated the importance of 10 of the 16 services/facilities significantly higher, including:

- Coastline management (beaches)
- Management of public trees i.e. trimming/removal to avoid hazards
- Reducing greenhouse gas emissions
- Reducing water consumption
- Reducing waste generation
- Adapting to climate change
- Supporting communities and businesses to be more environmentally sustainable
- Environmental awareness and education
- Overall appearance of the City
- Appearance of town centres

Importance – by age

Residents aged 18-34 deemed the importance of 'coastline management (beaches)' and 'environmental awareness and education' significantly higher. Those aged 18-34 additionally rated 'managing residential development', 'managing commercial development' and 'the development approvals process' significantly less important, whilst those 50-64 rated these services significantly more important.

Residents aged 35-54 rated the importance of 'management of public trees', 'weed and pest control', 'reducing greenhouse gas emissions', 'adapting to climate change', 'supporting communities and businesses to be more environmentally sustainable' and 'environmental awareness and education' significantly less important.

Residents aged 65+ rated the 'appearance of town centres', 'managing commercial development' and 'the development approvals process' significantly higher in importance. Those aged 65-74 additionally rated 'lake and foreshore management' and the 'management of public trees' significantly higher in importance.





Service Area 2: Unique landscapes

Overview of Importance Rating Scores by Key Demographics

Importance – by age (Cont'd)

Residents aged 75+ deemed the importance of 'reducing greenhouse gas emissions', 'reducing water consumption', 'reducing waste generation', 'supporting communities and businesses to be more environmentally sustainable' and 'managing residential development' significantly more important.

Importance – by year

Residents rated 'managing commercial development' significantly more important in 2018 and 'lake and foreshore management' significantly less important.

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65-74	75+
Lake and foreshore management	4.58	4.54	4.62	4.46	4.52	4.66	4.68	4.65
Coastline management (beaches)	4.58	4.47	4.67	4.71	4.44	4.62	4.55	4.51
Bushland management	4.58	4.53	4.63	4.56	4.54	4.62	4.58	4.63
Management of public trees i.e. trimming/removal to avoid hazards	4.33	4.24	4.41	4.38	4.10	4.34	4.50	4.45
Weed and pest control	4.36	4.34	4.37	4.37	4.22	4.42	4.35	4.47
Reducing greenhouse gas emissions	4.33	4.15	4.50	4.42	4.15	4.33	4.32	4.54
Reducing water consumption	4.36	4.17	4.54	4.16	4.31	4.42	4.45	4.67
Reducing waste generation	4.52	4.39	4.64	4.49	4.45	4.55	4.55	4.63
Adapting to climate change	4.24	4.05	4.41	4.41	4.06	4.23	4.16	4.34
Supporting communities and businesses to be more environmentally sustainable	4.43	4.30	4.55	4.56	4.23	4.43	4.40	4.57
Environmental awareness and education	4.50	4.39	4.60	4.71	4.32	4.45	4.48	4.54
Overall appearance of the City	4.61	4.49	4.71	4.57	4.50	4.67	4.68	4.70
Appearance of town centres	4.47	4.34	4.58	4.36	4.36	4.52	4.56	4.65
Managing residential development	4.47	4.45	4.49	4.24	4.47	4.59	4.56	4.60
Managing commercial development	4.28	4.32	4.24	4.04	4.18	4.38	4.45	4.51
The development approvals process	4.21	4.22	4.19	3.85	4.18	4.35	4.43	4.41

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

Significantly higher/lower level of importance (by group)



Service Area 2: Unique landscapes

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Lake and foreshore management	2%	2%	6%	19%	72%	1,001
Coastline management (beaches)	1%	1%	8%	17%	72%	1,001
Bushland management	<1%	1%	9%	20%	70%	1,001
Management of public trees i.e. trimming/removal to avoid hazards	1%	3%	15%	26%	56%	1,001
Weed and pest control	1%	2%	14%	28%	56%	1,001
Reducing greenhouse gas emissions	4%	2%	12%	18%	63%	1,001
Reducing water consumption	2%	2%	13%	22%	60%	1,001
Reducing waste generation	1%	2%	8%	20%	69%	1,001
Adapting to climate change	5%	3%	14%	19%	59%	1,001
Supporting communities and businesses to be more environmentally sustainable	2%	2%	10%	24%	62%	1,001
Environmental awareness and education	2%	2%	8%	19%	68%	1,001
Overall appearance of the City	1%	0%	6%	23%	70%	1,001
Appearance of town centres	1%	1%	9%	29%	60%	1,001
Managing residential development	2%	1%	10%	23%	64%	1,001
Managing commercial development	2%	2%	16%	30%	51%	1,001
The development approvals process	3%	5%	16%	21%	55%	1,001



Service Area 2: Unique landscapes

Overview of Satisfaction Rating Scores by Key Demographics

Residents were asked to rate their satisfaction with each criteria.

Satisfaction – overall

High	Lake and foreshore management Coastline management (beaches)
Moderately high	Reducing water consumption Bushland management Management of public trees i.e. trimming/removal to avoid hazards Overall appearance of the City Reducing waste generation
Moderate	Appearance of town centres Environmental awareness of education Weed and pest control Reducing greenhouse gas emissions Supporting communities and businesses to be more environmentally sustainable Adapting to climate change Managing commercial development Managing residential development The development approvals process

Satisfaction – by gender

Female residents were significantly more satisfied with 'reducing water consumption' and 'the development approvals process'.

Satisfaction – by age

Residents aged 18-34 were significantly more satisfied with 'lake and foreshore management' and 'managing residential development'.

Those aged 35-49 were significantly less satisfied with the 'appearance of town centres'.

Residents aged 50-64 were significantly more satisfied with 'reducing water consumption', the 'overall appearance of the City' and 'managing residential development'.

Whilst residents 65-74 were significantly less satisfied with the 'management of public trees', those aged 75+ were significantly more satisfied with 'coastline management (beaches)', 'bushland management', 'reducing greenhouse gas emissions', 'reducing water consumption', 'reducing waste generation', 'adapting to climate change', 'supporting communities and businesses to be more environmentally sustainable', 'environmental awareness and education', 'overall appearance of the City', 'appearance of town centres', 'managing residential development' and 'the development approvals process'.

Satisfaction – by year

Residents in 2018 were significantly more satisfied with the following services/facilities:

- Lake and foreshore management
- Coastline management (beaches)
- Bushland management
- Management of public trees i.e. trimming/removal to avoid hazards
- Weed and pest control

Service Area 2: Unique landscapes

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65-74	75+
Lake and foreshore management	4.03	4.06	4.01	4.24	3.91	3.97	3.93	4.14
Coastline management (beaches)	4.02	3.98	4.05	4.07	3.98	3.97	3.96	4.15
Bushland management	3.72	3.69	3.75	3.84	3.62	3.61	3.67	3.98
Management of public trees i.e. trimming/removal to avoid hazards	3.68	3.71	3.65	3.87	3.67	3.61	3.50	3.68
Weed and pest control	3.48	3.44	3.53	3.61	3.46	3.39	3.35	3.64
Reducing greenhouse gas emissions	3.47	3.39	3.53	3.37	3.43	3.41	3.55	3.74
Reducing water consumption	3.80	3.71	3.88	3.74	3.83	3.66	3.85	4.09
Reducing waste generation	3.64	3.61	3.67	3.46	3.60	3.64	3.73	3.96
Adapting to climate change	3.43	3.39	3.45	3.31	3.50	3.36	3.41	3.68
Supporting communities and businesses to be more environmentally sustainable	3.44	3.37	3.50	3.30	3.45	3.38	3.56	3.72
Environmental awareness and education	3.56	3.59	3.53	3.44	3.45	3.59	3.62	3.90
Overall appearance of the City	3.67	3.64	3.70	3.71	3.56	3.56	3.74	3.96
Appearance of town centres	3.56	3.54	3.58	3.67	3.37	3.49	3.64	3.79
Managing residential development	3.21	3.20	3.21	3.45	3.13	3.04	3.11	3.38
Managing commercial development	3.31	3.23	3.38	3.42	3.22	3.21	3.30	3.45
The development approvals process	3.05	2.93	3.16	3.11	2.95	2.93	3.09	3.31

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

Significantly higher/lower level of satisfaction (by group)



Service Area 2: Unique landscapes

Detailed Overall Response for Satisfaction

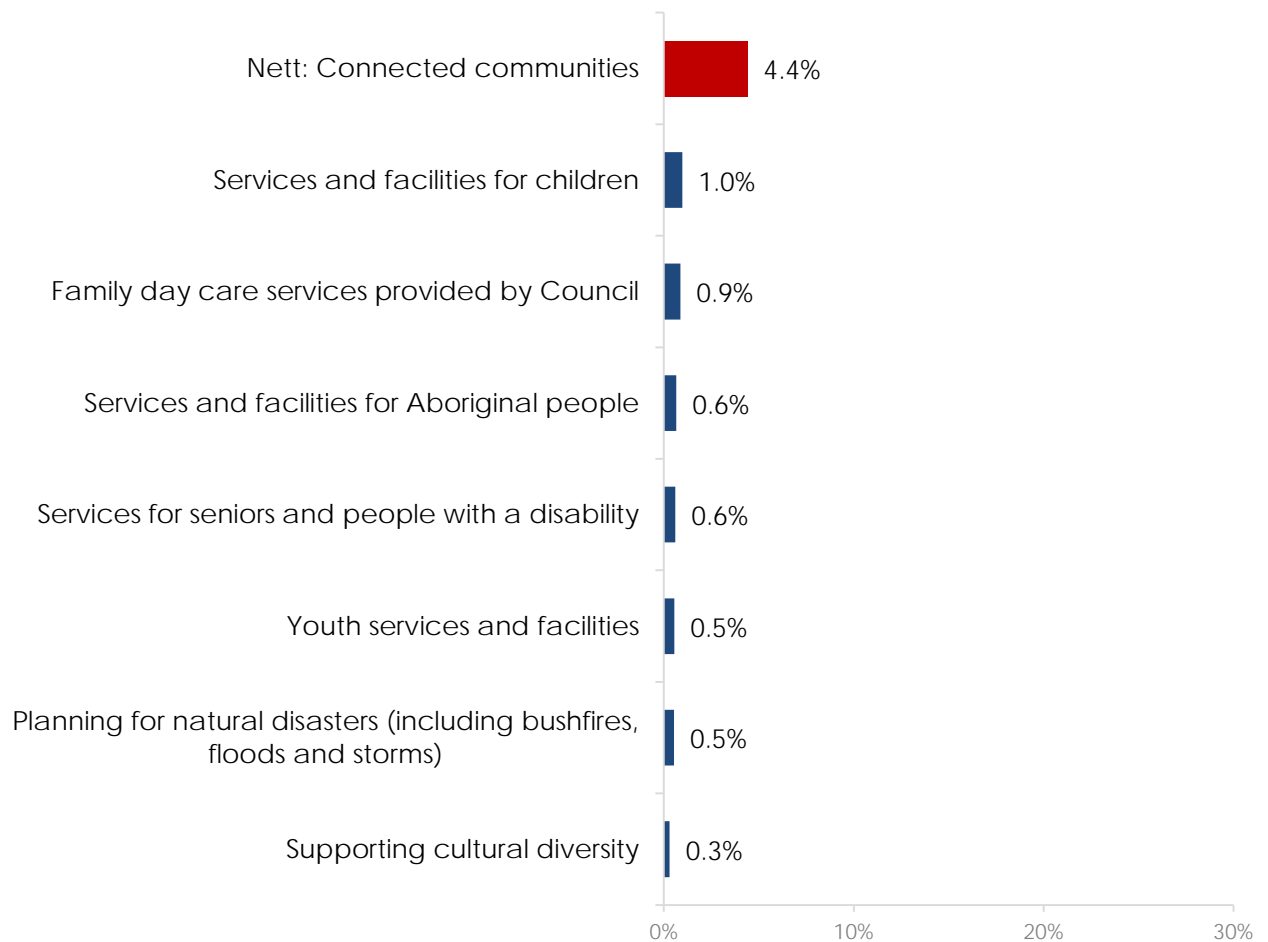
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Lake and foreshore management	3%	4%	15%	44%	34%	902
Coastline management (beaches)	3%	3%	19%	43%	33%	879
Bushland management	4%	8%	25%	39%	24%	898
Management of public trees i.e. trimming/removal to avoid hazards	5%	9%	25%	36%	25%	818
Weed and pest control	6%	11%	28%	36%	18%	832
Reducing greenhouse gas emissions	3%	10%	39%	33%	15%	789
Reducing water consumption	1%	5%	29%	40%	24%	812
Reducing waste generation	1%	11%	29%	40%	19%	869
Adapting to climate change	4%	12%	34%	36%	14%	772
Supporting communities and businesses to be more environmentally sustainable	2%	11%	40%	33%	13%	847
Environmental awareness and education	2%	9%	36%	36%	17%	865
Overall appearance of the City	3%	8%	28%	43%	18%	927
Appearance of town centres	3%	9%	33%	38%	17%	887
Managing residential development	8%	15%	36%	30%	11%	872
Managing commercial development	6%	13%	38%	31%	12%	807
The development approvals process	12%	17%	37%	23%	12%	743



Service Area 3: Connected Communities

Shapley Regression

Contributes to Over 4% of Overall Satisfaction with Council



Service Area 3: Connected Communities

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

Importance – overall

Extremely high	Services for seniors and people with a disability Services and facilities for children
Very high	Planning for natural disasters (including bushfires, floods and storms) Youth services and facilities
High	Services and facilities for Aboriginal people Supporting cultural diversity Family day care services provided by Council

Importance – by gender

Female residents rated 'supporting cultural diversity' and 'planning for natural disasters (including bushfires, floods and storms)' significantly more important.

Importance – by age

Those aged 18-34 rated the importance of 'youth services and facilities', 'services and facilities for children' and 'supporting cultural diversity' significantly more important. Whilst residents aged 18-34 rated 'planning for natural disasters (including bushfires, floods and storms)' significantly less important, those aged 50+ deemed it significantly more important.

Residents aged 35-49 rated 'youth services and facilities', 'family day care services provided by Council', 'services for seniors and people with a disability', 'services and facilities for Aboriginal people' and 'supporting cultural diversity' significantly less important.

Residents aged 65-74 rated 'services for seniors and people with a disability' as significantly more important and 'supporting cultural diversity' significantly less important.

Those aged 75+ rated 'family day care services provided by Council', 'services for seniors and people with a disability' and 'services and facilities for Aboriginal people' significantly more important.

Importance – by year

'Planning for natural disasters (including bushfires, floods and storms)' was significantly less important to residents in 2018.



Service Area 3: Connected Communities

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65-74	75+
Youth services and facilities	4.39	4.36	4.41	4.56	4.21	4.35	4.37	4.50
Services and facilities for children	4.54	4.50	4.57	4.71	4.44	4.47	4.47	4.61
Family day care services provided by Council	3.98	3.87	4.08	4.07	3.56	4.07	4.09	4.33
Services for seniors and people with a disability	4.58	4.55	4.61	4.54	4.44	4.61	4.68	4.78
Services and facilities for Aboriginal people	4.14	4.08	4.20	4.31	3.85	4.13	4.20	4.38
Supporting cultural diversity	4.13	4.00	4.25	4.46	3.90	4.09	3.93	4.24
Planning for natural disasters (including bushfires, floods and storms)	4.43	4.28	4.56	4.20	4.28	4.59	4.57	4.67

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
Youth services and facilities	1%	4%	11%	22%	62%	1,001
Services and facilities for children	2%	2%	7%	18%	71%	1,001
Family day care services provided by Council	9%	6%	16%	18%	52%	1,001
Services for seniors and people with a disability	1%	2%	7%	18%	72%	1,001
Services and facilities for Aboriginal people	5%	3%	16%	23%	53%	1,001
Supporting cultural diversity	4%	5%	15%	26%	50%	1,001
Planning for natural disasters (including bushfires, floods and storms)	2%	3%	11%	19%	65%	1,001



Service Area 3: Connected Communities

Overview of Satisfaction Rating Scores by Key Demographics

Residents were asked to rate their satisfaction with each criteria.

Satisfaction – overall

Moderately high	Services and facilities for children Family day care services provided by Council Supporting cultural diversity
Moderate	Planning for natural disasters (including bushfires, floods and storms) Services and facilities for Aboriginal people Services for seniors and people with a disability Youth services and facilities

Satisfaction – by gender

There were no significant differences by gender.

Satisfaction – by age

Residents aged 75+ were significantly more satisfied with 'youth services and facilities', whilst those aged 35-64 were significantly less satisfied.

Residents aged 50-64 were significantly less satisfied with 'family day care services provided by Council', 'services for seniors and people with a disability' and 'planning for natural disasters'. Those aged 75+ were significantly more satisfied with Council's provision of these same services/facilities.

Residents aged 75+ were significantly more satisfied with 'services and facilities for children' as well as 'supporting cultural diversity'.

Satisfaction – by year

Residents in 2018 were significantly more satisfied with the following:

- Family day care services provided by Council
- Services and facilities for Aboriginal people
- Youth services and facilities



Service Area 3: Connected Communities

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65-74	75+
Youth services and facilities	3.42	3.46	3.39	3.56	3.23	3.25	3.49	3.76
Services and facilities for children	3.64	3.66	3.62	3.71	3.54	3.53	3.67	3.86
Family day care services provided by Council	3.63	3.53	3.71	3.66	3.58	3.45	3.73	3.86
Services for seniors and people with a disability	3.45	3.47	3.43	3.50	3.36	3.28	3.50	3.79
Services and facilities for Aboriginal people	3.48	3.44	3.51	3.58	3.41	3.40	3.41	3.62
Supporting cultural diversity	3.54	3.54	3.54	3.48	3.48	3.56	3.54	3.76
Planning for natural disasters (including bushfires, floods and storms)	3.54	3.51	3.56	3.55	3.44	3.40	3.65	3.85

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

Significantly higher/lower level of satisfaction (by group)

Detailed Overall Response for Satisfaction

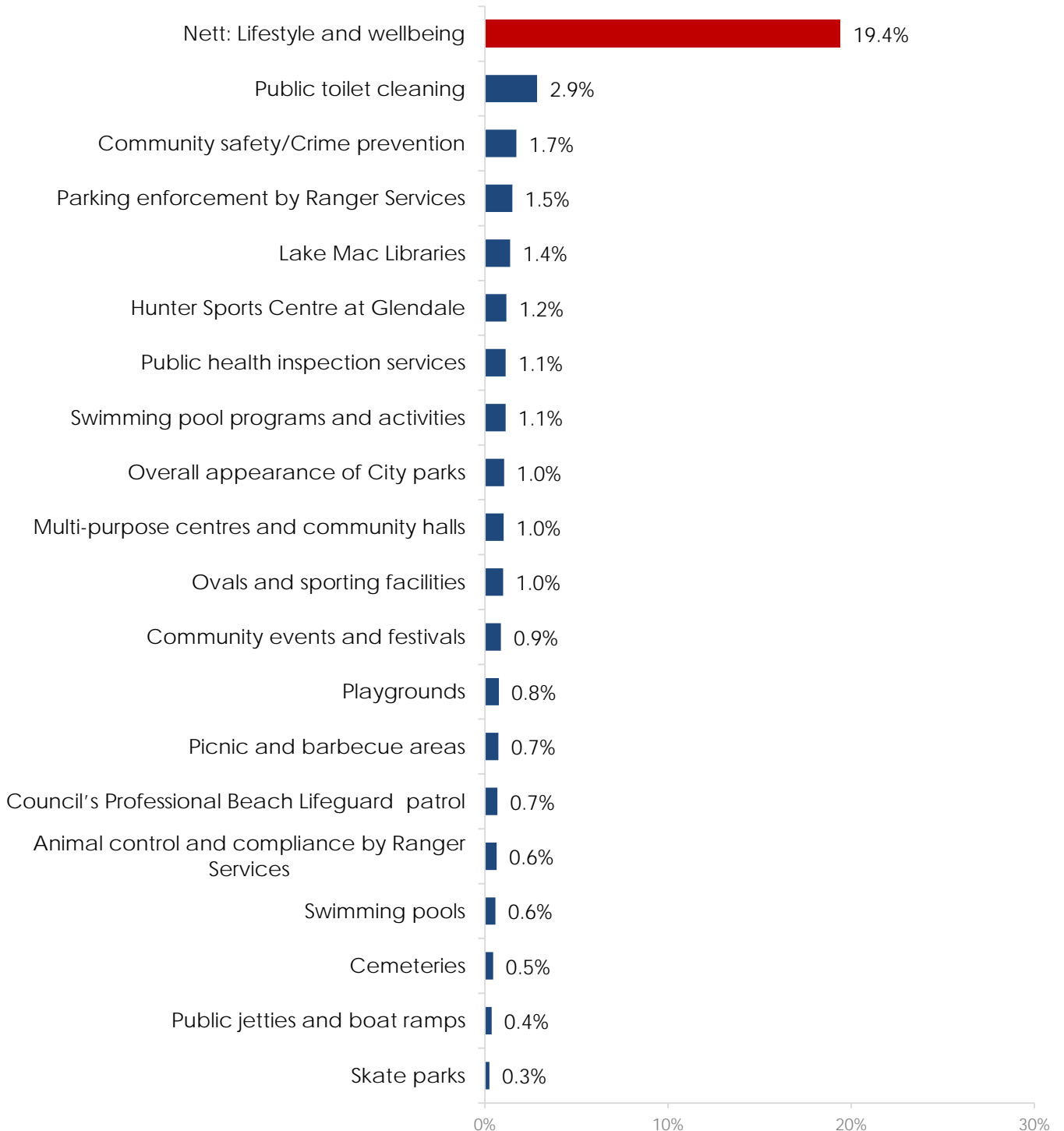
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Youth services and facilities	3%	13%	35%	34%	14%	816
Services and facilities for children	2%	8%	33%	37%	20%	869
Family day care services provided by Council	2%	10%	32%	36%	20%	663
Services for seniors and people with a disability	4%	11%	37%	31%	16%	885
Services and facilities for Aboriginal people	4%	10%	34%	37%	14%	730
Supporting cultural diversity	3%	9%	34%	39%	15%	750
Planning for natural disasters (including bushfires, floods and storms)	4%	12%	31%	34%	20%	821



Service Area 4: Lifestyle and Wellbeing

Shapley Regression

Contributes to Over 19% of Overall Satisfaction with Council



Service Area 4: Lifestyle and Wellbeing

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

Importance – overall

Extremely high	Public toilet cleaning Council's Professional Beach Lifeguard patrol (7 days) Community safety/crime prevention
Very high	Public health inspection service Ovals and sporting facilities Overall appearance of City parks Lake Mac Libraries Picnic and barbecue areas Playgrounds Swimming pools Community events and festivals
High	Animal control and compliance by Ranger Services Public jetties and boat ramps Swimming pool programs and activities (for example, Learn to Swim) Multi-purpose centres and community halls Cemeteries
Moderately high	Hunter Sports Centre at Glendale Skate parks
Moderate	Parking enforcement by Ranger Services

Importance – by gender

Female residents rated the following services/facilities with significantly higher levels of importance:

- Parking enforcement by Ranger Services
- Multi-purpose centres and community halls
- Public health inspection services
- Community safety/Crime prevention
- Swimming pools
- Swimming pool programs and activities (for example, Learn to Swim)
- Playgrounds
- Picnic and barbecue areas
- Public toilet cleaning
- Lake Mac Libraries
- Overall appearance of City parks
- Community events and festivals

Importance – by age

Residents aged 18-34 rated 'animal control and compliance by Ranger Services', 'parking enforcement by Ranger Services', 'multi-purpose centres and community halls', 'Lake Mac Libraries' and the 'overall appearance of City parks' significantly more important.



Service Area 4: Lifestyle and Wellbeing

Overview of Importance Rating Scores by Key Demographics

Importance – by age (Cont'd)

'Parking enforcement by Ranger Services', 'cemeteries', 'public health inspection services' and 'Hunter Sports Centre at Glendale' were all rated significantly lower by residents aged 35-49.

Residents aged 50+ rated 'parking enforcement by Ranger Services', 'multi-purpose centres and community halls' and the 'overall appearance of City parks' significantly higher in importance.

Those residents aged 65+ additionally rated the importance of the following services/facilities significantly higher.

- Animal control and compliance by Ranger Services
- Cemeteries
- Swimming pools
- Skate parks
- Public jetties and boat ramps
- Picnic and barbecue areas
- Lake Mac Libraries
- Hunter Sports Centre at Glendale

Residents aged 75+ additionally rated the importance of 'public health inspection services', 'community safety/Crime prevention', 'ovals and sporting facilities' and 'swimming pool programs and activities' significantly higher in importance.

Importance – by year

Residents rated the importance of the 'Hunter Sports Centre at Glendale' significantly lower in 2018.



Service Area 4: Lifestyle and Wellbeing

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65-74	75+
Animal control and compliance by Ranger Services	4.17	4.09	4.25	3.92	4.06	4.24	4.38	4.52
Parking enforcement by Ranger Services	3.43	3.23	3.62	2.93	3.14	3.65	3.79	4.15
Cemeteries	4.01	3.95	4.06	3.81	3.82	4.06	4.23	4.44
Multi-purpose centres and community halls	4.11	3.99	4.22	3.78	3.97	4.25	4.34	4.50
Public health inspection services	4.48	4.38	4.57	4.52	4.29	4.48	4.52	4.72
Community safety/crime prevention	4.70	4.62	4.77	4.68	4.66	4.70	4.71	4.80
Ovals and sporting facilities	4.44	4.42	4.47	4.33	4.42	4.49	4.49	4.56
Swimming pools	4.35	4.26	4.44	4.18	4.37	4.36	4.48	4.54
Swimming pool programs and activities (for example, Learn to Swim)	4.15	4.01	4.27	4.05	4.08	4.12	4.27	4.37
Playgrounds	4.36	4.28	4.44	4.29	4.37	4.35	4.40	4.47
Skate parks	3.64	3.57	3.70	3.46	3.61	3.56	3.83	3.94
Council's Professional Beach Lifeguard patrol (7 days)	4.71	4.67	4.74	4.78	4.61	4.72	4.70	4.76
Public jetties and boat ramps	4.17	4.11	4.22	4.01	4.10	4.19	4.33	4.38
Picnic and barbecue areas	4.40	4.27	4.51	4.28	4.30	4.48	4.50	4.51
Public toilet cleaning	4.75	4.70	4.80	4.78	4.69	4.80	4.73	4.76
Lake Mac Libraries	4.40	4.25	4.54	4.22	4.28	4.40	4.58	4.78
Hunter Sports Centre at Glendale	3.81	3.82	3.80	3.64	3.53	3.86	4.10	4.26
Overall appearance of City parks	4.44	4.33	4.54	4.25	4.36	4.54	4.58	4.63
Community events and festivals	4.26	4.17	4.34	4.34	4.30	4.17	4.20	4.30

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

Significantly higher/lower level of importance (by group)



Service Area 4: Lifestyle and Wellbeing

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Animal control and compliance by Ranger Services	3%	3%	18%	26%	50%	1,001
Parking enforcement by Ranger Services	11%	10%	30%	21%	28%	1,001
Cemeteries	5%	5%	20%	25%	46%	1,001
Multi-purpose centres and community halls	2%	5%	19%	31%	44%	1,001
Public health inspection services	1%	2%	9%	23%	65%	1,001
Community safety/crime prevention	1%	1%	5%	13%	80%	1,001
Ovals and sporting facilities	1%	2%	12%	22%	63%	1,001
Swimming pools	2%	3%	13%	23%	59%	1,001
Swimming pool programs and activities (for example, Learn to Swim)	3%	4%	19%	22%	52%	1,001
Playgrounds	2%	2%	12%	24%	60%	1,001
Skate parks	8%	10%	26%	23%	33%	1,001
Council's Professional Beach Lifeguard patrol (7 days)	1%	2%	4%	11%	82%	1,001
Public jetties and boat ramps	3%	4%	17%	27%	49%	1,001
Picnic and barbecue areas	1%	1%	13%	30%	56%	1,001
Public toilet cleaning	<1%	<1%	4%	13%	82%	1,001
Lake Mac Libraries	2%	2%	12%	21%	63%	1,001
Hunter Sports Centre at Glendale	9%	7%	19%	21%	43%	1,001
Overall appearance of City parks	1%	1%	10%	28%	60%	1,001
Community events and festivals	1%	2%	15%	32%	50%	1,001



Service Area 4: Lifestyle and Wellbeing

Overview of Satisfaction Rating Scores by Key Demographics

Residents were asked to rate their satisfaction with each criteria.

Satisfaction – overall

Very high	Council's Professional Beach Lifeguard patrol (7 days) Lake Mac Libraries Hunter Sports Centre at Glendale
High	Swimming pools Community events and festivals Overall appearance of City parks Swimming pool programs and activities (for example, Learn to Swim) Cemeteries
Moderately high	Ovals and sporting facilities Playgrounds Picnic and barbecue areas Public jetties and boat ramps Skate parks Public health inspection services Multi-purpose centres and community halls
Moderate	Animal control and compliance by Ranger Services Community safety/Crime prevention Parking enforcement by Ranger Services Public toilet cleaning

Satisfaction – by gender

Female residents were significantly more satisfied with 'parking enforcement by Ranger Services', 'multi-purpose centres and community halls', 'public health inspection services' and 'Lake Mac Libraries'.

Satisfaction – by age

Those aged 18-34 were significantly more satisfied with 'public jetties and boat ramps', whilst residents aged 35-49 were significantly less satisfied.

Residents aged 18-49 were significantly less satisfied with 'public toilet cleaning', whilst those aged 50+ were significantly more satisfied.

Residents aged 35-49 were significantly less satisfied with 'ovals and sporting facilities' and 'skate parks'.

Those aged 50-64 were significantly less satisfied with 'multi-purpose centres and community halls', 'community safety/crime prevention', 'swimming pools', 'swimming pool programs and activities' and 'playgrounds'.

Residents aged 65+ were significantly more satisfied with the following Council services/facilities:

- Multi-purpose centres and community halls
- Skate parks
- Picnic and barbecue areas
- Lake Mac Libraries
- Overall appearance of City parks



Service Area 4: Lifestyle and Wellbeing

Overview of Satisfaction Rating Scores by Key Demographics

Satisfaction – by age (Cont'd)

Those aged 75+ were also significantly more satisfied with 'animal control and compliance by Ranger Services', 'public health inspection services', 'community safety/crime prevention', 'ovals and sporting facilities', 'Council's Professional Beach Lifeguard patrol', public jetties and boat ramps, and the 'Hunter Sports Centre at Glendale'.

Satisfaction – by year

Residents in 2018 were significantly more satisfied with 10 of the 19 prompted services and facilities:

- Swimming pools
- Swimming pool programs and activities (for example, Learn to Swim)
- Playgrounds
- Skate parks
- Council's Professional Beach Lifeguard patrol (7 days)
- Public jetties and boat ramps
- Picnic and barbecue areas
- Lake Mac Libraries
- Hunter Sports Centre at Glendale
- Overall appearance of City parks



Service Area 4: Lifestyle and Wellbeing

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65-74	75+
Animal control and compliance by Ranger Services	3.59	3.60	3.59	3.66	3.46	3.52	3.60	3.87
Parking enforcement by Ranger Services	3.50	3.37	3.60	3.48	3.44	3.45	3.59	3.59
Cemeteries	3.91	3.88	3.93	3.98	3.90	3.79	3.93	4.00
Multi-purpose centres and community halls	3.67	3.56	3.77	3.49	3.72	3.54	3.83	3.96
Public health inspection services	3.74	3.65	3.82	3.78	3.65	3.66	3.76	3.99
Community safety/crime prevention	3.58	3.58	3.58	3.71	3.44	3.43	3.56	3.96
Ovals and sporting facilities	3.89	3.86	3.93	3.98	3.67	3.84	3.98	4.18
Swimming pools	4.02	4.01	4.04	4.15	4.08	3.87	3.95	4.08
Swimming pool programs and activities (for example, Learn to Swim)	3.91	3.90	3.92	3.97	3.89	3.77	3.96	4.04
Playgrounds	3.89	3.94	3.84	3.95	3.85	3.75	3.98	4.01
Skate parks	3.82	3.85	3.78	3.92	3.61	3.73	3.97	4.00
Council's Professional Beach Lifeguard patrol (7 days)	4.46	4.40	4.51	4.37	4.54	4.42	4.47	4.57
Public jetties and boat ramps	3.83	3.86	3.80	4.03	3.67	3.72	3.82	3.98
Picnic and barbecue areas	3.88	3.83	3.91	3.75	3.77	3.88	4.06	4.09
Public toilet cleaning	3.07	3.14	3.01	2.76	2.83	3.25	3.30	3.55
Lake Mac Libraries	4.38	4.29	4.45	4.23	4.35	4.38	4.49	4.57
Hunter Sports Centre at Glendale	4.33	4.27	4.40	4.30	4.30	4.28	4.38	4.48
Overall appearance of City parks	3.96	3.98	3.94	3.95	3.90	3.88	4.08	4.09
Community events and festivals	4.00	3.96	4.04	4.08	3.93	3.90	4.09	4.08

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

Significantly higher/lower level of satisfaction (by group)



Service Area 4: Lifestyle and Wellbeing

Detailed Overall Response for Satisfaction

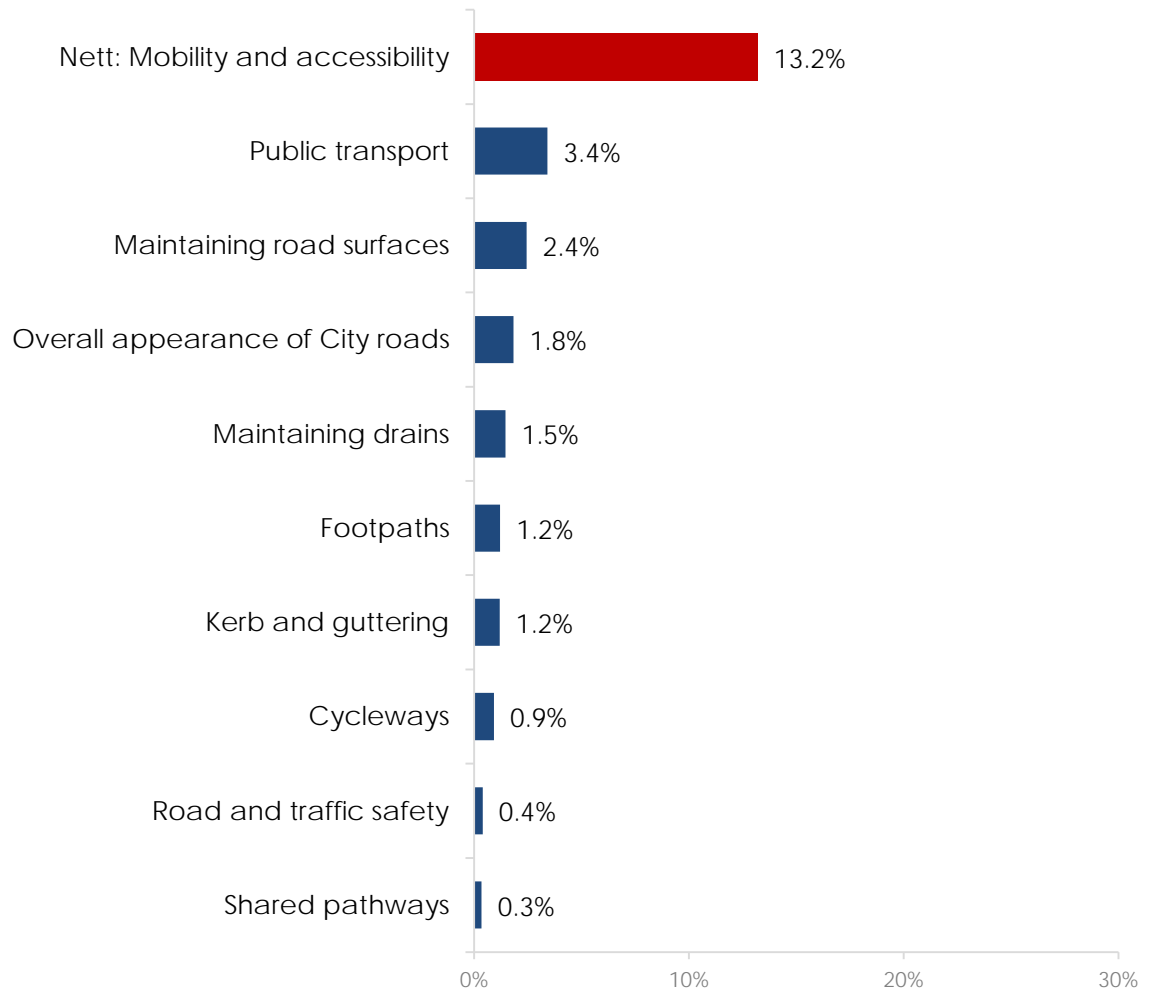
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Animal control and compliance by Ranger Services	4%	11%	27%	37%	21%	754
Parking enforcement by Ranger Services	7%	11%	29%	32%	21%	479
Cemeteries	2%	4%	24%	41%	29%	684
Multi-purpose centres and community halls	3%	7%	30%	39%	21%	740
Public health inspection services	1%	6%	29%	42%	20%	857
Community safety/crime prevention	4%	11%	29%	38%	19%	929
Ovals and sporting facilities	2%	6%	23%	38%	31%	850
Swimming pools	2%	5%	18%	39%	36%	816
Swimming pool programs and activities (for example, Learn to Swim)	2%	5%	24%	39%	30%	717
Playgrounds	2%	7%	23%	37%	31%	834
Skate parks	3%	8%	22%	41%	27%	556
Council's Professional Beach Lifeguard patrol (7 days)	0%	2%	10%	29%	59%	920
Public jetties and boat ramps	2%	5%	24%	44%	24%	757
Picnic and barbecue areas	2%	6%	25%	38%	30%	860
Public toilet cleaning	11%	19%	34%	23%	13%	940
Lake Mac Libraries	<1%	2%	12%	33%	53%	833
Hunter Sports Centre at Glendale	<1%	1%	12%	37%	49%	622
Overall appearance of City parks	1%	4%	20%	47%	27%	880
Community events and festivals	1%	3%	23%	43%	30%	809



Service Area 5: Mobility and Accessibility

Shapley Regression

Contributes to Over 13% of Overall Satisfaction with Council



Service Area 5: Mobility and Accessibility

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

Importance – overall

Extremely high	Maintaining road surfaces Road and traffic safety Maintaining drains
Very high	Public transport Footpaths Overall appearance of City roads Kerb and guttering Shared pathways
High	Cycleways

Importance – by gender

Female residents rated 'footpaths', 'cycleways' and 'shared pathways' significantly higher in importance.

Importance – by age

Residents aged 50-64 and 75+ rated 'maintaining drains' significantly higher in importance, whilst those aged 18-34 rated the importance of this service significantly lower.

Those aged 18-49 rated 'kerb and guttering' significantly lower in importance, where those aged 50+ rated the importance of this service significantly higher.

Residents aged 50-64 rated the importance of 'maintaining road surfaces' significantly higher, as did those aged 75+ for the importance of the 'overall appearance of City roads', 'footpaths' and 'road and traffic safety'.

Importance – by year

Residents rated the importance of 'maintaining drains' significantly lower in 2018.



Service Area 5: Mobility and Accessibility

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65-74	75+
Maintaining road surfaces	4.81	4.80	4.82	4.78	4.76	4.88	4.80	4.82
Overall appearance of City roads	4.43	4.36	4.50	4.34	4.32	4.50	4.49	4.66
Maintaining drains	4.60	4.58	4.63	4.39	4.53	4.77	4.69	4.73
Kerb and guttering	4.31	4.29	4.33	4.08	4.14	4.45	4.46	4.62
Footpaths	4.47	4.39	4.54	4.35	4.42	4.50	4.57	4.61
Cycleways	4.17	4.07	4.26	3.97	4.33	4.15	4.16	4.29
Shared pathways	4.22	4.13	4.31	4.08	4.30	4.24	4.23	4.34
Public transport	4.48	4.48	4.48	4.52	4.48	4.45	4.40	4.55
Road and traffic safety	4.76	4.70	4.80	4.72	4.68	4.81	4.75	4.85

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
Maintaining road surfaces	<1%	<1%	3%	12%	85%	1,001
Overall appearance of City roads	1%	2%	10%	27%	60%	1,001
Maintaining drains	1%	1%	6%	20%	72%	1,001
Kerb and guttering	3%	2%	13%	27%	56%	1,001
Footpaths	1%	2%	11%	21%	65%	1,001
Cycleways	5%	4%	13%	25%	53%	1,001
Shared pathways	4%	3%	13%	27%	53%	1,001
Public transport	3%	3%	9%	13%	72%	1,001
Road and traffic safety	1%	1%	4%	13%	83%	1,001



Service Area 5: Mobility and Accessibility

Overview of Satisfaction Rating Scores by Key Demographics

Residents were asked to rate their satisfaction with each criteria.

Satisfaction – overall

Moderately high	Road and traffic safety Shared pathways
Moderate	Cycleways Kerb and guttering Maintaining drains Overall appearance of City roads Footpaths Maintaining road surfaces
Moderately low	Public transport

Satisfaction – by gender

There were no significant differences by gender.

Satisfaction – by age

Residents aged 35-64 were significantly less satisfied with 'maintaining road surfaces', whereas those aged 75+ were significantly more satisfied with Council's delivery in this service area. Residents aged 75+ were also significantly more satisfied with the 'overall appearance of City roads' and 'road and traffic safety', whilst those aged 50-64 rated their satisfaction significantly lower for these services.

Those aged 18-34 were significantly more satisfied with Council 'maintaining drains'

Satisfaction – by year

Residents were rated their satisfaction with 4 of the 9 services/facilities significantly higher in 2018. These included:

- Maintaining road surfaces
- Overall appearance of City roads
- Maintaining drains
- Shared pathways

Residents also rated their satisfaction with 'public transport' significantly lower in 2018.



Service Area 5: Mobility and Accessibility

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65-74	75+
Maintaining road surfaces	3.01	3.00	3.03	3.16	2.81	2.87	3.06	3.37
Overall appearance of City roads	3.15	3.17	3.14	3.25	3.07	2.94	3.20	3.51
Maintaining drains	3.35	3.35	3.35	3.77	3.30	3.14	3.13	3.40
Kerb and guttering	3.36	3.35	3.37	3.52	3.32	3.27	3.28	3.43
Footpaths	3.05	3.07	3.03	3.31	2.95	3.02	2.92	2.97
Cycleways	3.56	3.53	3.60	3.37	3.63	3.55	3.65	3.73
Shared pathways	3.62	3.63	3.61	3.69	3.59	3.53	3.59	3.76
Public transport	2.64	2.59	2.69	2.62	2.54	2.69	2.62	2.83
Road and traffic safety	3.66	3.62	3.70	3.68	3.61	3.55	3.70	3.92

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

Significantly higher/lower level of satisfaction (by group)

Detailed Overall Response for Satisfaction

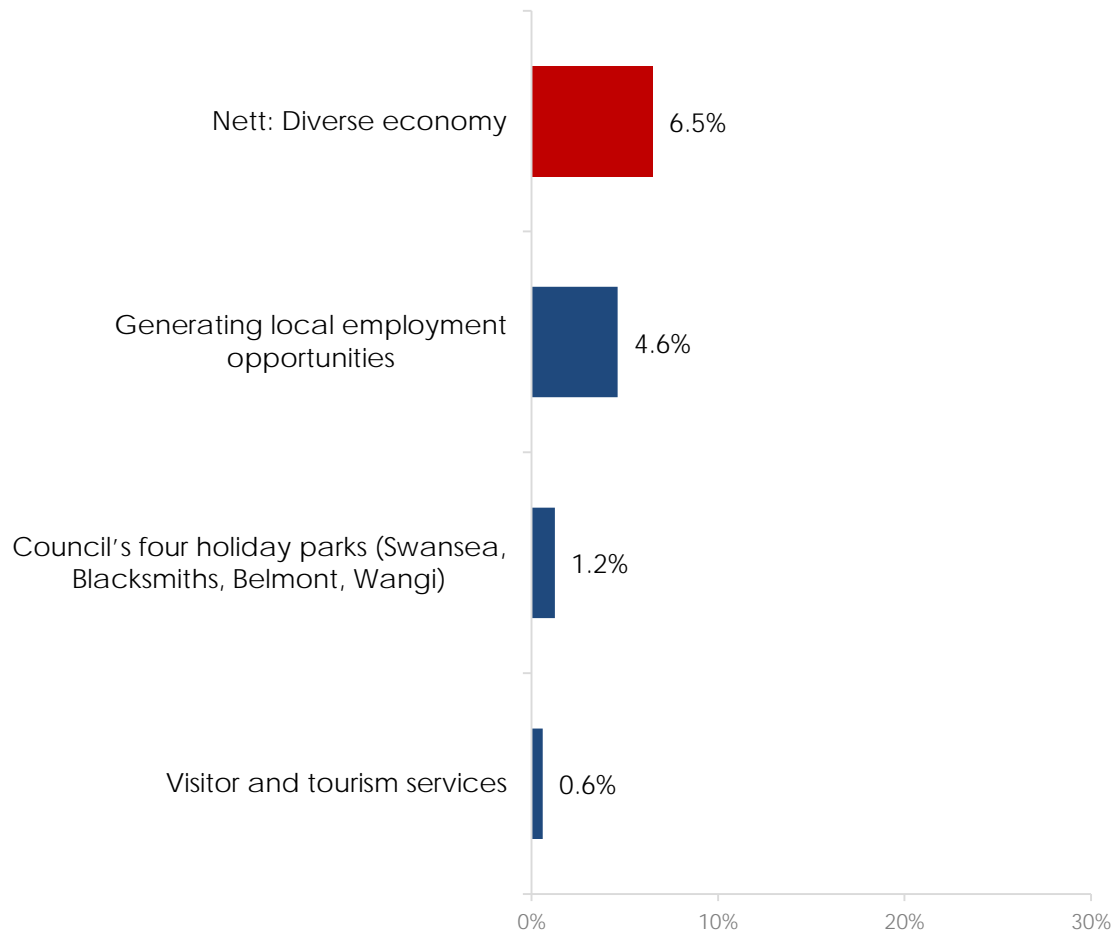
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Maintaining road surfaces	9%	21%	40%	21%	10%	968
Overall appearance of City roads	7%	18%	38%	28%	9%	871
Maintaining drains	8%	13%	31%	33%	15%	916
Kerb and guttering	8%	13%	30%	31%	17%	827
Footpaths	12%	19%	32%	25%	11%	867
Cycleways	4%	13%	27%	32%	23%	775
Shared pathways	5%	9%	28%	36%	22%	797
Public transport	21%	26%	30%	14%	10%	839
Road and traffic safety	3%	7%	29%	42%	18%	949



Service Area 6: Diverse Economy

Shapley Regression

Contributes to Over 6% of Overall Satisfaction with Council



Service Area 6: Diverse Economy

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

Importance – overall

Extremely high	Generating local employment opportunities
Very high	Visitor and tourism services
High	Council's four holiday parks (Swansea, Blacksmiths, Belmont, Wangi)

Importance – by gender

Female residents rated the importance of 'Council's four holiday parks (Swansea, Blacksmiths, Belmont, Wangi)' significantly higher.

Importance – by age

Residents aged 18-34 rated the importance of 'generating local employment opportunities' significantly higher, whilst those aged 65-74 rated the importance significantly lower.

'Visitor and tourism services' was rated significantly higher in importance by those aged 50+, whilst those aged 18-34 rated this service with significantly lower importance.

Residents aged 65+ rated 'Council's four holiday parks (Swansea, Blacksmiths, Belmont, Wangi)' significantly higher in importance. Those aged 18-34 conversely attributed a significantly lower level of importance to this service/facility.

Importance – by year

There were no significant differences by year.



Service Area 6: Diverse Economy

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65-74	75+
Generating local employment opportunities	4.63	4.61	4.65	4.75	4.57	4.62	4.49	4.70
Visitor and tourism services	4.27	4.23	4.31	3.96	4.23	4.40	4.41	4.54
Council's four holiday parks (Swansea, Blacksmiths, Belmont, Wangi)	4.00	3.90	4.09	3.75	3.88	4.10	4.15	4.37

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
Generating local employment opportunities	1%	1%	9%	13%	77%	1,001
Visitor and tourism services	2%	3%	13%	28%	54%	1,001
Council's four holiday parks (Swansea, Blacksmiths, Belmont, Wangi)	4%	7%	19%	28%	43%	1,001



Service Area 6: Diverse Economy

Overview of Satisfaction Rating Scores by Key Demographics

Residents were asked to rate their satisfaction with each criteria.

Satisfaction – overall

Moderately high Council's four holiday parks (Swansea, Blacksmiths, Belmont, Wangi)

Moderate Visitor and tourism services
Generating local employment opportunities

Satisfaction – by gender

Female residents were significantly more satisfied with 'Council's four holiday parks (Swansea, Blacksmiths, Belmont, Wangi)'.

Satisfaction – by age

Residents aged 65+ were significantly more satisfied with 'generating local employment opportunities'. Those aged 75+ were also significantly more satisfied with 'visitor and tourism services'.

Satisfaction – by year

Residents in 2018 were significantly more satisfied with Council's four holiday parks (Swansea, Blacksmiths, Belmont, Wangi)'.



Service Area 6: Diverse Economy

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65-74	75+
Generating local employment opportunities	3.11	3.04	3.18	2.99	3.03	3.02	3.29	3.53
Visitor and tourism services	3.54	3.47	3.60	3.47	3.46	3.55	3.54	3.76
Council's four holiday parks (Swansea, Blacksmiths, Belmont, Wangi)	3.83	3.73	3.92	3.79	3.92	3.76	3.77	3.98

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

Significantly higher/lower level of satisfaction (by group)

Detailed Overall Response for Satisfaction

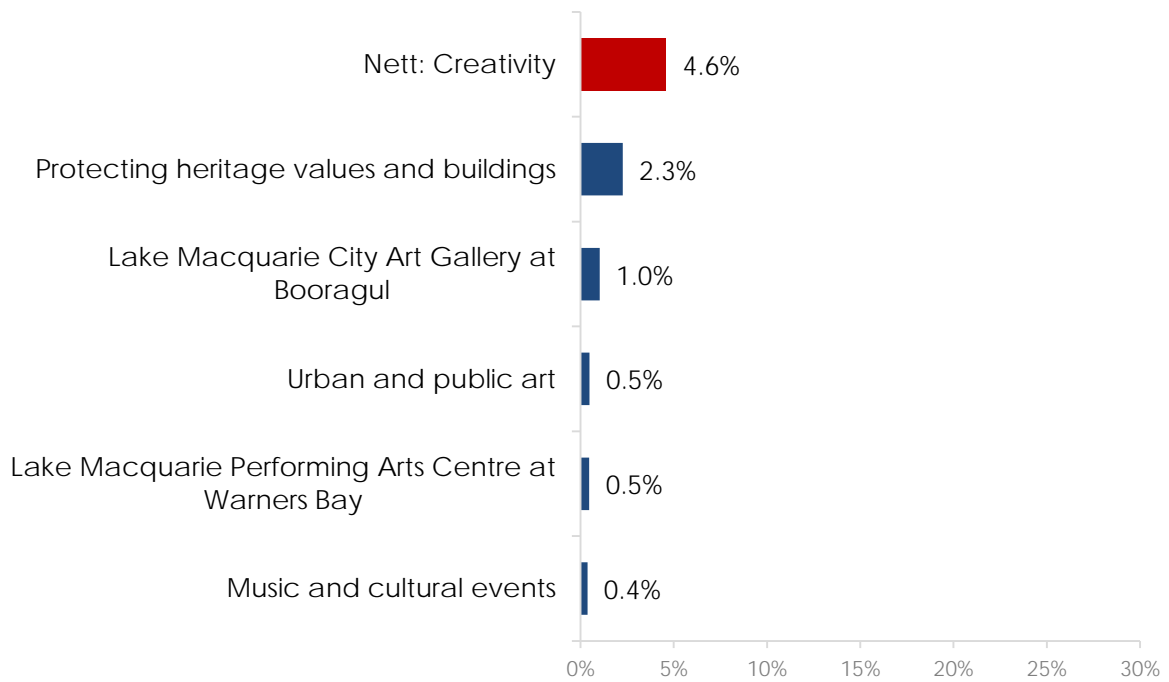
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Generating local employment opportunities	8%	17%	40%	25%	10%	879
Visitor and tourism services	3%	10%	32%	38%	16%	806
Council's four holiday parks (Swansea, Blacksmiths, Belmont, Wangi)	2%	6%	27%	39%	27%	692



Service Area 7: Creativity

Shapley Regression

Contributes to nearly 5% of Overall Satisfaction with Council



Service Area 7: Creativity

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

Importance – overall

Very high	Protecting heritage values and buildings
High	Music and cultural events
Moderately high	Lake Macquarie City Art Gallery at Booragul Lake Macquarie Performing Arts Centre at Warners Bay
Moderate	Urban and public art

Importance – by gender

Female residents attributed a significantly higher level of importance to 'Lake Macquarie City Art Gallery at Booragul' and 'protecting heritage values and buildings'.

Importance – by age

Residents aged 65+ rated the 'Lake Macquarie City Art Gallery at Booragul' and 'Lake Macquarie Performing Arts Centre at Warners Bay' significantly higher in importance. Those aged 18-34 rated these same facilities significantly lower in importance.

Those aged 50-64 and 75+ rated 'protecting heritage values and buildings' significantly higher in importance. Residents aged 35-49 attributed a significantly lower level of importance to this service area.

Residents aged 65+ rated 'urban and public art' significantly higher in importance, whilst those aged 75+ also rated the importance of 'music and cultural events' significantly higher.

Importance – by year

There were no significant differences by year.



Service Area 7: Creativity

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65-74	75+
Lake Macquarie City Art Gallery at Booragul	3.66	3.56	3.75	3.28	3.51	3.77	3.94	4.16
Lake Macquarie Performing Arts Centre at Warners Bay	3.60	3.56	3.64	3.26	3.49	3.60	3.91	4.12
Protecting heritage values and buildings	4.22	4.10	4.33	4.16	3.99	4.35	4.28	4.46
Urban and public art	3.51	3.43	3.60	3.38	3.36	3.49	3.72	3.90
Music and cultural events	3.99	3.91	4.06	4.01	3.96	3.89	4.00	4.20

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
Lake Macquarie City Art Gallery at Booragul	6%	9%	29%	24%	32%	1001
Lake Macquarie Performing Arts Centre at Warners Bay	7%	9%	31%	22%	31%	1001
Protecting heritage values and buildings	3%	3%	17%	24%	54%	1001
Urban and public art	8%	9%	33%	25%	26%	1001
Music and cultural events	3%	4%	23%	31%	39%	1001



Service Area 7: Creativity

Overview of Satisfaction Rating Scores by Key Demographics

Residents were asked to rate their satisfaction with each criteria.

Satisfaction – overall

Very high	Lake Macquarie City Art Gallery at Booragul
High	Lake Macquarie Performing Arts Centre at Warners Bay
Moderately high	Music and cultural events Protecting heritage values and buildings Urban and public art

Satisfaction – by gender

Female residents were significantly more satisfied with the 'Lake Macquarie City Art Gallery at Booragul'.

Satisfaction – by age

Residents aged 65-74 were significantly more satisfied with the 'Lake Macquarie City Art Gallery at Booragul' and the 'Lake Macquarie Performing Arts Centre at Warners Bay'. Those aged 65-74 were also significantly more satisfied with 'urban and public art', as were those aged 75+. 'Music and cultural events' were also rated with significantly higher levels of satisfaction from those aged 75+.

Satisfaction – by year

There were no significant differences by year.

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65-74	75+
Lake Macquarie City Art Gallery at Booragul	4.23	4.11	4.34	4.14	4.17	4.20	4.38	4.31
Lake Macquarie Performing Arts Centre at Warners Bay	4.05	4.00	4.10	4.08	3.89	4.03	4.20	4.15
Protecting heritage values and buildings	3.67	3.65	3.68	3.78	3.70	3.55	3.60	3.72
Urban and public art	3.65	3.58	3.71	3.49	3.48	3.66	3.82	3.92
Music and cultural events	3.81	3.80	3.82	3.82	3.68	3.78	3.90	3.99

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

Significantly higher/lower level of satisfaction (by group)

Detailed Overall Response for Satisfaction

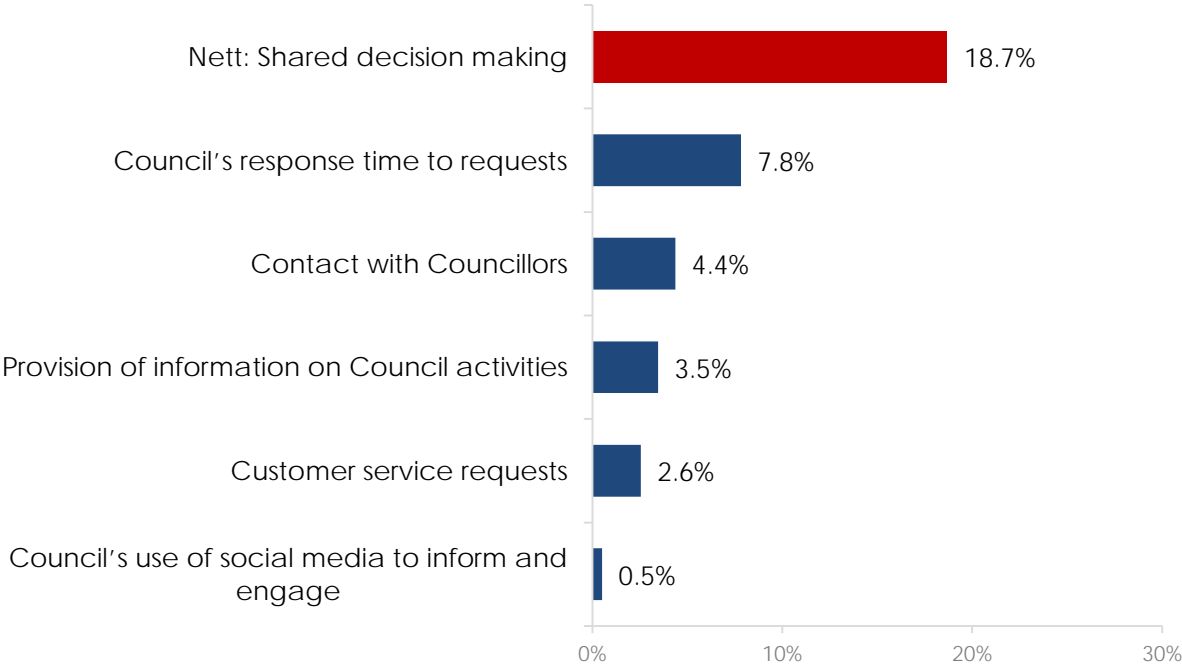
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Lake Macquarie City Art Gallery at Booragul	1%	3%	12%	43%	42%	540
Lake Macquarie Performing Arts Centre at Warners Bay	<0%	4%	18%	45%	33%	522
Protecting heritage values and buildings	2%	8%	29%	41%	19%	766
Urban and public art	3%	6%	33%	40%	18%	503
Music and cultural events	1%	5%	31%	40%	23%	695



Service Area 8: Shared Decision Making

Shapley Regression

Contributes to over 18% of Overall Satisfaction with Council



Service Area 8: Shared Decision Making

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

Importance – overall

Very high
Council's response time to requests
Customer service requests
Provision of information on Council activities

High
Contact with Councillors
Council's use of social media to inform and engage

Importance – by gender

Female residents deem 'Council's use of social media to inform and engage' significantly more important.

Importance – by age

Residents over 50 years of age attributed significantly higher levels of importance to 'contact with Councillors' and 'customer service requests'. Those aged 18-34 rated these same services with significantly lower levels of importance.

Residents aged 65+ rated the importance of the 'provision of information on Council activities' significantly higher. Residents aged 18-34 rated the 'provision of information on Council activities' significantly lower.

Importance – by year

There were no significant differences by year.

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65-74	75+
Contact with Councillors	4.10	4.05	4.14	3.75	3.97	4.23	4.37	4.46
Council's response time to requests	4.41	4.38	4.43	4.32	4.31	4.47	4.48	4.54
Provision of information on Council activities	4.21	4.16	4.27	3.97	4.17	4.29	4.40	4.40
Customer service requests	4.25	4.19	4.32	3.89	4.14	4.46	4.47	4.52
Council's use of social media to inform and engage	3.94	3.84	4.04	3.92	3.96	3.90	3.97	4.01

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
Contact with Councillors	4%	5%	18%	24%	49%	1,001
Council's response time to requests	2%	2%	9%	24%	62%	1,001
Provision of information on Council activities	2%	3%	16%	31%	48%	1,001
Customer service requests	2%	3%	16%	25%	54%	1,001

Council's use of social media to inform and engage	7%	4%	20%	26%	43%	1,001
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Service Area 8: Shared Decision Making

Overview of Satisfaction Rating Scores by Key Demographics

Residents were asked to rate their satisfaction with each criteria.

Satisfaction – overall

Moderate

- Council's use of social media to inform and engage
- Customer service requests
- Provision of information on Council activities
- Contact with Councillors
- Council's response time to requests

Satisfaction – by gender

Female residents were significantly more satisfied with the following services/facilities:

- Contact with Councillors
- Council's response time to requests
- Council's use of social media to inform and engage

Satisfaction – by age

Residents aged 65+ were significantly more satisfied with 'Council's response time to requests' and the 'provision of information on Council activities'. Those aged 18-34 were significantly less satisfied with Council's delivery on these services.

Whilst those aged 50-64 were significantly less satisfied with 'contact with Councillors', those aged 65-74 and 75+ were significantly more satisfied with this delivery area.

Residents aged 65-74 were additionally significantly more satisfied with 'customer service requests' and 'Council's use of social media to inform and engage'. Residents aged 50-64 were significantly less satisfied with Council's management of 'customer service requests'.

Satisfaction – by year

There were no significant differences by year.



Service Area 8: Shared Decision Making

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65-74	75+
Contact with Councillors	3.39	3.26	3.50	3.33	3.39	3.16	3.58	3.71
Council's response time to requests	3.14	3.01	3.26	2.85	3.20	3.02	3.40	3.51
Provision of information on Council activities	3.50	3.42	3.57	3.21	3.53	3.45	3.78	3.71
Customer service requests	3.57	3.49	3.65	3.58	3.64	3.37	3.73	3.69
Council's use of social media to inform and engage	3.58	3.45	3.69	3.39	3.57	3.50	3.87	3.75

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
Contact with Councillors	8%	13%	32%	26%	21%	721
Council's response time to requests	11%	16%	32%	28%	12%	835
Provision of information on Council activities	5%	11%	30%	38%	16%	787
Customer service requests	5%	9%	30%	38%	19%	771
Council's use of social media to inform and engage	4%	10%	31%	35%	20%	675



Comparison to Previous Research

Service/ Facility	Importance		Satisfaction	
	2018	2016	2018	2016
Kerbside garbage collection	4.74	4.74	4.54	4.59
Kerbside recycling collection	4.70	4.68	4.59	4.52
Kerbside green waste collection	4.32	4.32	4.56	4.54
Garbage and recycling bins in public places	4.53	4.53	3.73▲	3.58
Litter control	4.60	4.63	3.62	3.55
Illegal dumping control	4.74	4.75	3.46▲	3.23
Kerbside bulk waste collection	4.63	4.64	4.33▲	4.13
Lake and foreshore management	4.58▼	4.69	4.03▲	3.82
Coastline management (beaches)	4.58	4.60	4.02▲	3.87
Bushland management	4.58	4.60	3.72▲	3.58
Management of public trees i.e. trimming/removal to avoid hazards	4.33	4.41	3.68▲	3.36
Weed and pest control	4.36	4.38	3.48▲	3.27
Reducing greenhouse gas emissions	4.33	4.36	3.47	3.42
Reducing water consumption	4.36	4.37	3.80	3.72
Reducing waste generation	4.52	4.55	3.64	3.61
Adapting to climate change	4.24	4.29	3.43	3.36
Supporting communities and businesses to be more environmentally sustainable	4.43	4.45	3.44	3.37
Environmental awareness and education	4.50	4.54	3.56	3.52
Overall appearance of the City	4.61	4.64	3.67	3.58
Appearance of town centres	4.47	4.41	3.56	3.51
Managing residential development	4.47	4.42	3.21	3.23
Managing commercial development	4.28▲	4.16	3.31	3.27
The development approvals process	4.21	4.12	3.05	2.98
Youth services and facilities	4.39	4.34	3.42▲	3.26
Services and facilities for children	4.54	4.46	3.64	3.54
Family day care services provided by Council	3.98	3.97	3.63▲	3.38
Services for seniors and people with a disability	4.58	4.61	3.45	3.44
Services and facilities for Aboriginal people	4.14	4.16	3.48▲	3.35
Supporting cultural diversity	4.13	4.13	3.54	3.53
Planning for natural disasters (including bushfires, floods and storms)	4.43▼	4.54	3.54	3.54
Animal control and compliance by Ranger Services	4.17	4.25	3.59	3.53
Parking enforcement by Ranger Services	3.43	3.50	3.50	3.42
Cemeteries	4.01	4.08	3.91	3.79
Multi-purpose centres and community halls	4.11	4.10	3.67	3.67
Public health inspection services	4.48	4.48	3.74	3.64
Community safety/Crime prevention	4.70	4.74	3.58	3.48
Ovals and sporting facilities	4.44	4.41	3.89	3.84
Swimming pools	4.35	4.29	4.02▲	3.79
Swimming pool programs and activities (for example, Learn to Swim)	4.15	4.24	3.91▲	3.77
Playgrounds	4.36	4.33	3.89▲	3.69
Skate parks	3.64	3.62	3.82▲	3.66
Council's Professional Beach Lifeguard patrol (7 days)	4.71	4.72	4.46▲	4.35
Public jetties and boat ramps	4.17	4.12	3.83▲	3.65
Picnic and barbecue areas	4.40	4.35	3.88▲	3.71

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



Comparison to Previous Research

Service/ Facility	Importance		Satisfaction	
	2018	2016	2018	2016
Lake Mac Libraries	4.40	4.38	4.38▲	4.27
Hunter Sports Centre at Glendale	3.81▼	4.08	4.33▲	4.21
Overall appearance of City parks	4.44	4.50	3.96▲	3.84
Community events and festivals	4.26		4.00	
Maintaining road surfaces	4.81	4.83	3.01▲	2.79
Overall appearance of City roads	4.43	4.43	3.15▲	2.94
Maintaining drains	4.60▼	4.70	3.35▲	3.20
Kerb and guttering	4.31	4.39	3.36	3.25
Footpaths	4.47	4.49	3.05	2.96
Cycleways	4.17	4.16	3.56	3.47
Shared pathways	4.22	4.22	3.62▲	3.41
Public transport	4.48	4.40	2.64▼	3.12
Road and traffic safety	4.76	4.74	3.66	3.70
Generating local employment opportunities	4.63	4.70	3.11	2.99
Visitor and tourism services	4.27	4.34	3.54	3.42
Council's four holiday parks (Swansea, Blacksmiths, Belmont, Wangi)	4.00	3.99	3.83▲	3.70
Lake Macquarie City Art Gallery at Booragul	3.66	3.65	4.23	4.21
Lake Macquarie Performing Arts Centre at Warners Bay	3.60	3.63	4.05	4.04
Protecting heritage values and buildings	4.22	4.23	3.67	3.56
Contact with Councillors	4.10	4.06	3.39	3.35
Council's response time to requests	4.41	4.36	3.14	3.12
Provision of information on Council activities	4.21	4.20	3.50	3.47
Lake Mac Libraries	4.40	4.38	4.38▲	4.27
Hunter Sports Centre at Glendale	3.81▼	4.08	4.33▲	4.21
Overall appearance of City parks	4.44	4.50	3.96▲	3.84

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



Comparison to LGA Benchmarks

16 of the 37 comparable measures were rated above benchmark threshold of 0.15, these were 'kerbside recycling collection', 'kerbside garbage collection', 'Hunter Sports Centre at Glendale', 'Lake Macquarie City Art Gallery at Booragul', 'management of public trees', 'coastline management (beaches)',

'cycleways', 'Lake Macquarie Performing Arts Centre at Warners Bay', 'bushland management', 'swimming pools', 'community events and festivals', 'Lake Mac Libraries', 'road and traffic safety', 'youth services and facilities', 'managing commercial development' and 'protecting heritage values and buildings'.

1 of the measures was rated lower than the benchmark threshold of -0.15, which included 'public transport'.

Service/Facility	Lake Macquarie City Council Satisfaction Scores	Benchmark Variances
Kerbside recycling collection	4.59	0.70▲
Kerbside garbage collection	4.54	0.52▲
Hunter Sports Centre at Glendale	4.33	0.51▲
Lake Macquarie City Art Gallery at Booragul	4.23	0.49▲
Management of public trees i.e. trimming/removal to avoid hazards	3.68	0.41▲
Coastline management (beaches)	4.02	0.40▲
Cycleways	3.56	0.33▲
Lake Macquarie Performing Arts Centre at Warners Bay	4.05	0.31▲
Bushland management	3.72	0.28▲
Swimming pools	4.02	0.25▲
Community events and festivals	4.00	0.25▲
Lake Mac Libraries	4.38	0.24▲
Road and traffic safety	3.66	0.22▲
Youth services and facilities	3.42	0.20▲
Managing commercial development	3.31	0.18▲
Protecting heritage values and buildings	3.67	0.16▲
Provision of information on Council activities	3.50	0.15
Appearance of town centres	3.56	0.14
Litter control	3.62	0.13
Playgrounds	3.89	0.12
Supporting cultural diversity	3.54	0.12
Animal control and compliance by Ranger Services	3.59	0.12
Maintaining road surfaces	3.01	0.11

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





Comparison to LGA Benchmarks

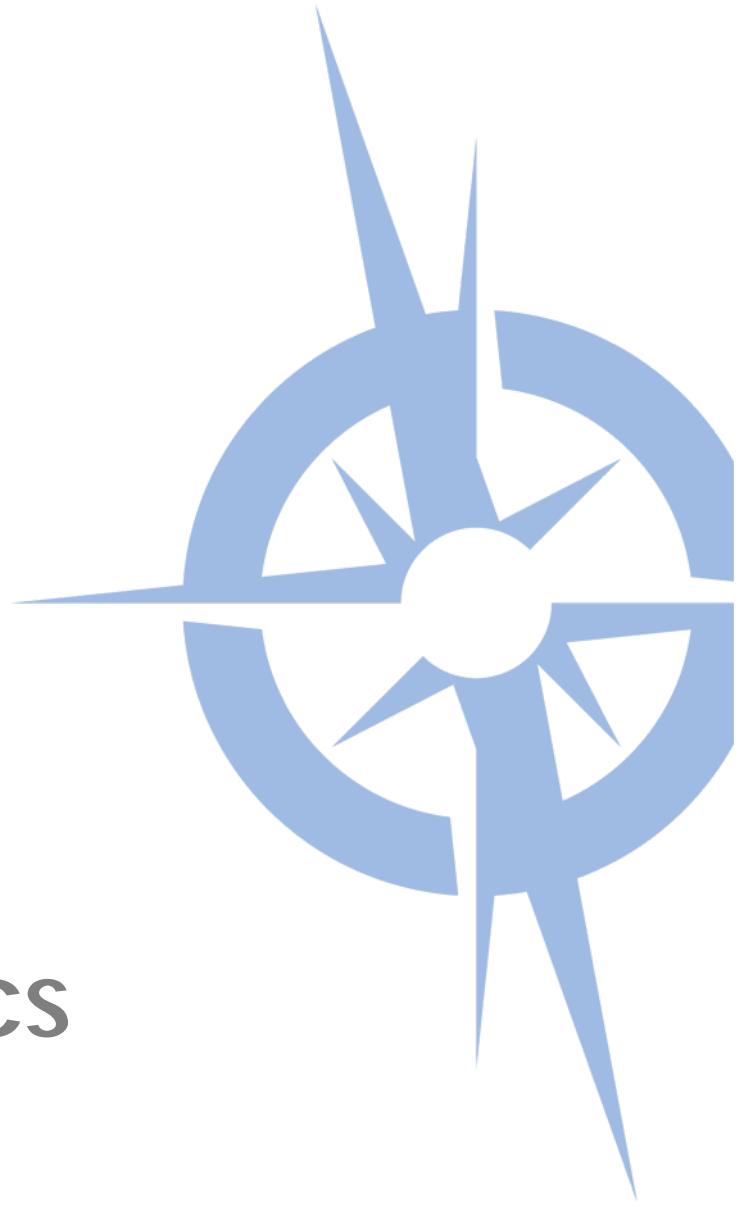
Service/Facility	Lake Macquarie City Council Satisfaction Scores	Benchmark Variances
Community safety/crime prevention	3.58	0.10
Managing residential development	3.21	0.08
Supporting communities and businesses to be more environmentally sustainable	3.44	0.08
Ovals and sporting facilities	3.89	0.07
Services and facilities for Aboriginal people	3.48	0.05
Visitor and tourism services	3.54	0.04
Services and facilities for children	3.64	0.03
Multi-purpose centres and community halls	3.67	0.01
Maintaining drains	3.35	-0.02
Footpaths	3.05	-0.03
Public toilet cleaning	3.07	-0.04
Generating local employment opportunities	3.11	-0.07
Urban and public art	3.65	-0.09
Public transport	2.64	-0.68 ▼

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

Q1. How long have you lived in the Lake Macquarie area?

	%
Less than 6 months	2%
6 months - 2 years	5%
3 - 5 years	5%
6 - 10 years	9%
11 - 20 years	21%
More than 20 years	59%

Base: N = 1,001

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

	%
18 - 34	24%
35 - 49	24%
50 - 64	25%
65 - 74	15%
75+	12%

Base: N = 1,001



Demographics

Q11. In which suburb do you live?

	%
Cooranbong	5%
Charlestown	5%
Warners Bay	5%
Eleebana	4%
Toronto	4%
Valentine	4%
Cardiff	3%
Belmont North	3%
Edgeworth	3%
Glendale	3%
Swansea	3%
Caves Beach	2%
Belmont	2%
Speers Point	2%
Cameron Park	2%
Cardiff South	2%
Bonnells Bay	2%
Morriset	2%
Windale	2%
Gateshead	2%
Redhead	2%
Wyee	1%
Tingira Heights	1%
Macquarie Hills	1%
Blacksmiths	1%
Jewells	1%
Wangi Wangi	1%
Dora Creek	1%
Whitebridge	1%
Teralba	1%
Marks Point	1%
Woodrising	1%
Rathmines	1%
Kotara South	1%
New Lambton Heights	1%
Floraville	1%
Fennell Bay	1%
Coal Point	1%
Dudley	1%

	%
Bolton Point	1%
Blackalls Park	1%
Kilaben Bay	1%
Garden Suburb	1%
Nords Wharf	1%
Mirrabooka	1%
Barnsley	1%
Carey Bay	1%
Kahibah	1%
Holmesville	1%
Marmong Point	1%
Mandalong	1%
Cardiff Heights	1%
West Wallsend	1%
Boolaroo	1%
Hillsborough	<1%
Mount Hutton	<1%
Arcadia Vale	<1%
Belmont South	<1%
Argenton	<1%
Sunshine	<1%
Fishing Point	<1%
Wyee Point	<1%
Rankin Park	<1%
Fassifern	<1%
Awaba	<1%
Yarrawonga Park	<1%
Pelican	<1%
Balcolyn	<1%
Booragul	<1%
Balmoral	<1%
Croudace Bay	<1%
Lakelands	<1%
Buttaba	<1%
Swansea Heads	<1%
Adamstown Heights	<1%
Highfields	<1%
Wangi Point	<1%
Killingworth	<1%

	%
Brightwaters	<1%
Martinsville	<1%
Morriset Park	<1%
Eraring	<1%
Toronto West	<1%
Windermere Park	<1%
Other	<1%

Base: N = 1,001



Demographics

Q12. How many people (include all adults and children) reside in your household

	%
1	13%
2	37%
3	15%
4	21%
5	9%
6	3%
7+	2%

Base: N = 996

Q13. Gender:

	%
Male	48%
Female	52%

Base: N = 1,001

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 Lake Macquarie City 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

Reason for Satisfaction with Council's Balance between Development and Conservation

Q9a. When considering residential and commercial development in the Lake Macquarie area, how satisfied or dissatisfied are you that Council is finding the right balance between planning for new houses, shops and industries, and maintaining bushland and the low-density areas outside and inside town centres?

Q9b. Why do you say that?

Satisfied/very satisfied (45%)	Percentage
Footpaths/walkways are keeping up with new developments	2%
Facilities/infrastructure are sufficient	1%
An increasing population requires more housing	1%
New developments are being maintained	1%
New developments look good/are high quality	1%

Somewhat satisfied (32%)	Percentage
More facilities/infrastructure is needed to match development	3%
More/better footpaths are needed	3%
More balance is needed in development types	2%
New developments are poorly designed/require more maintenance	1%
New developments will boost the local economy/create jobs	1%
Would prefer no new buildings	1%
Council is doing a good job	1%
Population increase requires more housing	1%
There have not been many new developments in the area	1%

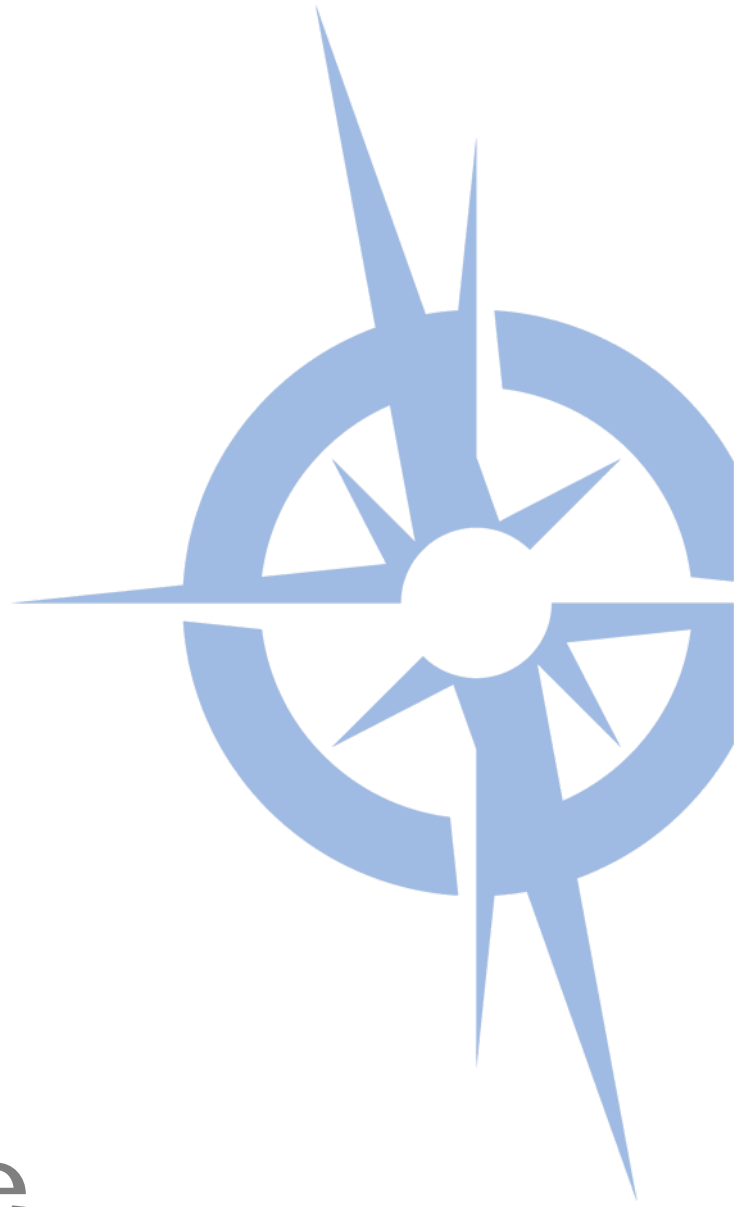


Reason for Satisfaction with Council's Balance between Development and Conservation

- Q9a. *When considering residential and commercial development in the Lake Macquarie area, how satisfied or dissatisfied are you that Council is finding the right balance between planning for new houses, shops and industries, and maintaining bushland and the low-density areas outside and inside town centres?*
- Q9b. *Why do you say that?*

Not very/not at all satisfied (23%)	Percentage
More facilities/infrastructure is needed to match development	2%
No communication from Council about developments taking place	1%
New developments are poorly designed/require more maintenance	1%
May address housing affordability	1%
Construction is causing problems for the local area	1%
Better optimisation of space is needed	1%
Too many planning issues are occurring	1%





Appendix B – Questionnaire

**Lake Macquarie Council
Community Survey
February 2018**

Good afternoon/evening I am conducting a survey on behalf of Lake Macquarie City Council, which is undertaking a survey on a range of local issues.

Q. Before we start I would like to check, do you or an immediate family member work for Lake Macquarie City Council?

- Yes (terminate)
 No

Q1. How long have you lived in the Lake Macquarie area? *Prompt*

- Less than 6 months
 6 months – 2 years
 3 – 5 years
 6 – 10 years
 11 – 20 years
 More than 20 years

Part A – Council Services

Q2. In this section I will read out different Council services or facilities. For each of these could you please indicate that which best describes your opinion of the importance of the following services/facilities to you, and in the second part, your level of satisfaction with the performance of that service? 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.

Unique landscape

Q2_1. Waste services

	Importance					Satisfaction					D/K it existed	
	Low		High			Low		High				
	1	2	3	4	5	1	2	3	4	5		
Kerbside garbage collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kerbside recycling collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kerbside green waste collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Garbage and recycling bins in public places	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Illegal dumping control	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kerbside bulk waste collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q2_2. Unique landscapes

	Importance					Satisfaction					D/K it existed
	Low		High			Low		High			
	1	2	3	4	5	1	2	3	4	5	
Lake and foreshore management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coastline management (beaches)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bushland management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Management of public trees (i.e. trimming/removal to avoid hazards)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Weed and pest 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"/>
Reducing greenhouse gas emissions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reducing water consumption	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reducing waste generation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adapting to climate change	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supporting communities and businesses to be more environmentally sustainable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Environmental awareness and education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall appearance of the City	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appearance of town 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"/>
Managing residential development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<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 commercial development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<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 development approvals process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q2_3. Connected communities

	Importance					Satisfaction					D/K it existed
	Low		High			Low		High			
	1	2	3	4	5	1	2	3	4	5	
Youth services and 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"/>
Services and facilities for children	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Family day care services provided by Council	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services for seniors and 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"/>
Services and facilities for Aboriginal people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supporting cultural diversity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Planning for natural disasters (including bushfires, floods and storms)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Q2_4. Lifestyle and wellbeing

	Importance					Satisfaction					D/K it existed
	Low				High	Low				High	
	1	2	3	4	5	1	2	3	4	5	
Animal control and compliance by Ranger Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parking enforcement by Ranger Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cemeteries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Multi-purpose centres and community halls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public health inspection services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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"/>
Ovals and 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"/>
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"/>
Swimming pool programs and activities (for example, Learn to Swim)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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"/>
Skate parks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<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's Professional Beach Lifeguard patrol (7 days)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public jetties and boat ramps	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Picnic and barbecue 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"/>
Public toilet cleaning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lake Mac 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"/>
Hunter Sports Centre at Glendale	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall appearance of City parks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<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 events and festivals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q2_5. Mobility and accessibility

	Importance					Satisfaction					D/K it existed
	Low				High	Low				High	
	1	2	3	4	5	1	2	3	4	5	
Maintaining road surfaces	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall appearance of City 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"/>
Maintaining drains	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kerb and guttering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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"/>
Cycleways	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shared pathways	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Road and traffic safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Q2_6. Diverse economy

	Importance					Satisfaction					D/K it existed	
	Low				High	Low				High		
	1	2	3	4	5	1	2	3	4	5		
Generating local employment opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visitor and tourism services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Council's four holiday parks (Swansea, Blacksmiths, Belmont, Wangi)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q2_7. Creativity

	Importance					Satisfaction					D/K it existed	
	Low				High	Low				High		
	1	2	3	4	5	1	2	3	4	5		
Lake Macquarie City Art Gallery at Booragul	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lake Macquarie Performing Arts Centre at Warners Bay	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<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"/>	<input type="radio"/>
Urban and public art	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Music and cultural events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q2_8. Shared decision making

	Importance					Satisfaction					D/K it existed	
	Low				High	Low				High		
	1	2	3	4	5	1	2	3	4	5		
Contact with Councillors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<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's response time to requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<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 of information on Council activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer service requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<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's use of social media to inform and engage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q3a. Have you visited the Lake Macquarie City Council website (www.lakemac.com.au)?

- Yes
- No (If no, go to Q3c)

Q3b. How satisfied are you with the functionality of the Lake Macquarie City Council website, including the online self-service options? Prompt

- Very satisfied
- Satisfied
- Somewhat satisfied
- Not very satisfied
- Not at all satisfied
- Don't know (do not prompt)

Q3c. In the future if you were needing to contact Council, how likely would you be to use one of the following methods, on a scale of 1 to 5 where 1 is not at all likely and 5 means very likely? Prompt

	Not at all likely			Very likely	
	1	2	3	4	5
Online Council website services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Face to face	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social media	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (Please specify)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Part B – Prioritising Public Funds

Council is seeking your input into how it should be spending public money.

Q4. Thinking about the following services and facilities, I'd like you to tell me, based on the your experience, if you believe Council's level of future investment (i.e. resourcing/financial) in that area should be more, the same or less Prompt Randomise

	Less	Same	More
	1	2	3
Environmental programs and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community facilities and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sport and recreation facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transport improvements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Development, infrastructure and planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tourism opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Libraries/cultural facilities and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q5. On a scale of 1 to 5, where 1 is low importance and 5 is high importance, how important is it to you that future Council facilities: Prompt

	Low				High
	1	2	3	4	5
Are innovatively designed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are modern and contemporary	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q6. How satisfied are you with the quality of recently constructed community facilities? Prompt

- Very satisfied
- Satisfied
- Somewhat satisfied
- Not very satisfied
- Not at all satisfied
- Don't know (do not prompt)

Q7. When thinking about new community facilities, which facilities come to mind?

.....



Part C – Overall Satisfaction and Specific Issues

Q8. 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

Q9a. When considering residential and commercial development in the Lake Macquarie area, how satisfied or dissatisfied are you that Council is finding the right balance between planning for new houses, shops and industries, and maintaining bushland and the low density areas outside and inside town centres? *Prompt*

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

Q9b. Why do you say that?

.....

Part D – Demographic Information

The following information is used for demographic purposes only.

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

- 18 - 34
- 35 - 49
- 50 - 64
- 65 - 74
- 75+



Q11. In which suburb do you live?

- | | | |
|--|--|---|
| <input type="radio"/> Adamstown Heights | <input type="radio"/> Eleebana | <input type="radio"/> Mount Hutton |
| <input type="radio"/> Arcadia Vale | <input type="radio"/> Eraring | <input type="radio"/> Myuna Bay |
| <input type="radio"/> Argenton | <input type="radio"/> Estelville | <input type="radio"/> New Lambton Heights |
| <input type="radio"/> Avondale | <input type="radio"/> Fairley | <input type="radio"/> Nords Wharf |
| <input type="radio"/> Awaba | <input type="radio"/> Fassifern | <input type="radio"/> Odonnell Town |
| <input type="radio"/> Balcolyn | <input type="radio"/> Fennell Bay | <input type="radio"/> Pelican |
| <input type="radio"/> Balmoral | <input type="radio"/> Fishing Point | <input type="radio"/> Pelican Flat |
| <input type="radio"/> Barnsley | <input type="radio"/> Floraville | <input type="radio"/> Rankin Park |
| <input type="radio"/> Bayswater | <input type="radio"/> Freemans Waterhole | <input type="radio"/> Rathmines |
| <input type="radio"/> Belmont | <input type="radio"/> Garden City | <input type="radio"/> Redhead |
| <input type="radio"/> Belmont North | <input type="radio"/> Garden Suburb | <input type="radio"/> Ryhope |
| <input type="radio"/> Belmont South | <input type="radio"/> Gateshead | <input type="radio"/> Seahampton |
| <input type="radio"/> Bennetts Green | <input type="radio"/> Gateshead West | <input type="radio"/> Silverwater |
| <input type="radio"/> Blackalls Park | <input type="radio"/> Glendale | <input type="radio"/> Skye Point |
| <input type="radio"/> Blacksmiths | <input type="radio"/> Highfields | <input type="radio"/> Speers Point |
| <input type="radio"/> Bolton Point | <input type="radio"/> Hillsborough | <input type="radio"/> Stingaree Point |
| <input type="radio"/> Bonnells Bay | <input type="radio"/> Holmesville | <input type="radio"/> Sunshine |
| <input type="radio"/> Boolaroo | <input type="radio"/> Jewells | <input type="radio"/> Swansea |
| <input type="radio"/> Booragul | <input type="radio"/> Jewells Crossing | <input type="radio"/> Swansea Heads |
| <input type="radio"/> Brightwaters | <input type="radio"/> Kahibah | <input type="radio"/> Teralba |
| <input type="radio"/> Bulgonia | <input type="radio"/> Kendall Grange | <input type="radio"/> Tingira Heights |
| <input type="radio"/> Buttaba | <input type="radio"/> Kilaben Bay | <input type="radio"/> Toronto |
| <input type="radio"/> Cameron Park | <input type="radio"/> Killingworth | <input type="radio"/> Toronto West |
| <input type="radio"/> Cams Wharf | <input type="radio"/> Kotara Heights | <input type="radio"/> Valentine |
| <input type="radio"/> Cardiff | <input type="radio"/> Kotara South | <input type="radio"/> Violet Town |
| <input type="radio"/> Cardiff Heights | <input type="radio"/> Lake View | <input type="radio"/> Wakefield |
| <input type="radio"/> Cardiff South | <input type="radio"/> Lakelands | <input type="radio"/> Wangi Point |
| <input type="radio"/> Carey Bay | <input type="radio"/> Little Pelican | <input type="radio"/> Wangi Wangi |
| <input type="radio"/> Catherine Hill Bay | <input type="radio"/> Macquarie Hills | <input type="radio"/> Warners Bay |
| <input type="radio"/> Caves Beach | <input type="radio"/> Mandalong | <input type="radio"/> West Wallsend |
| <input type="radio"/> Charlestown | <input type="radio"/> Marks Point | <input type="radio"/> Whitebridge |
| <input type="radio"/> Coal Point | <input type="radio"/> Marmong Point | <input type="radio"/> Windale |
| <input type="radio"/> Cockle Creek | <input type="radio"/> Martinsville | <input type="radio"/> Windermere Park |
| <input type="radio"/> Cooranbong | <input type="radio"/> Middle Camp | <input type="radio"/> Woodrising |
| <input type="radio"/> Croudace Bay | <input type="radio"/> Mirrabooka | <input type="radio"/> Wyee |
| <input type="radio"/> Dora Creek | <input type="radio"/> Morisset | <input type="radio"/> Wyee Point |
| <input type="radio"/> Dudley | <input type="radio"/> Morisset Park | <input type="radio"/> Yarrawonga Park |
| <input type="radio"/> Edgeworth | | |
- Other (please specify).....

Q12. How many people (include all adults and children) reside in your household?.....

Q13. Gender:

- Male
- Female

