



Lake Macquarie  
City Council

## Community Survey 2009

### Waste Services

**A research report prepared for**

***Lake Macquarie City Council***

**November 2009**



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## Background

Lake Macquarie is one of the largest cities in Australia, stretching almost totally around one of the largest coastal salt-water lakes in the Southern Hemisphere. In parts, it is very urbanised, while other areas contain fine forests and rural land.

The city is administered from the Council Administrative Centre in Speers Point.

In conjunction with the biennial community survey conducted in 2009, Micromex Research was contracted to include a specific section within the survey, regarding waste services within the Local Government Area.

This report presents the results of the Waste Services component of the 2009 survey, with analysis provided on both the whole-of-city and individual Ward level.

## Methodology

### Data collection

The Waste Services survey questions were developed by Micromex Research in consultation with the Lake Macquarie City Council project team.

The main survey, using a structured questionnaire, was administered on a computer aided telephone system.

A copy of the questionnaire is provided in Appendix A.

### Data collection period

The survey was conducted during the period 28<sup>th</sup> October to 9<sup>th</sup> November, 2009 from 4:30pm to 8:30pm, Monday to Thursday and 10:00am to 4:00pm Saturday.

### Survey area

Lake Macquarie City Council Local Government Area.

### Sample selection and error

The sample consisted of a total of 1,000 residents. The selection of respondents was by means of a computer based random selection process using the electronic White Pages.

A sample size of 1,000 residents provides a maximum sampling error of approximately  $\pm 3.2\%$  at 95% confidence. At the sub-group level i.e. age/gender/ward, the maximum sampling error will be approximately  $\pm 5.5\%$  at 95% confidence.

### Participants

Individuals in the household, 16 years or older, were selected using the 'last birthday' selection procedure.

If the person was not at home the call-backs were scheduled for a later time. Unanswered calls were retried to a maximum of three times throughout the period of the survey.

On completion of the survey, additional interviews were conducted where certain sections were underrepresented. A quota sampling procedure was used to eliminate the need for heavily weighting the research. The compliance rate achieved was 52%, which represents a good cross section of the community and provides a sound basis for gauging community opinion.

## Methodology (Cont'd)

### Interviewing

Interviewing was conducted in accordance with IQCA (Interviewer Quality Control Australia) Standards and the Market Research Society Code of Professional Conduct.

Where applicable, the issues in each question were systematically rearranged for each respondent.

### Prequalification

Participants in this survey were pre-qualified as having lived in the Lake Macquarie City Council area for a minimum of six months.

### Data analysis

The data within this report was analysed using SPSS V15.

To identify the statistically significant difference between the two groups of means (Community Survey results for 2007), a 'T-test of independent samples using a two tailed test' was used.

### Comparisons with the Community Research from 2003, 2005 and 2007

Comparisons have been made with the results of the previous Community Research, where applicable.

\*In 2009 the following criteria was changed compared to 2007:

- 'Waste collection' was previously 'garbage services'

### Ratings questions

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

This scale allowed for a mid range position for those who had a divided or neutral opinion.

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

**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. This difference (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 the non-sampling error by careful design of the questionnaire and detailed checking of completed questionnaires.

## Key Findings

### Importance of specific waste services

- The 10 waste services measured ranged in importance from moderately high (reuse centre at the Awaba tip; electronic (E-waste) collection; used motor oil recycling) to very high (waste collection; kerbside recycling collection)

#### *Importance compared to the previous research*

- Of the 3 criteria that could be compared with 2007, 'litter control' was rated as significantly higher in importance in 2009 and 'bulk waste collection' was rated as significantly lower

#### *Importance by age and gender*

- Respondents aged 16-34 rated 8 of the 10 services or facilities as significantly lower in importance than respondents aged 35-54 and 55+
- Female respondents rated 5 of the 10 services or facilities as significantly higher in importance than male respondents, including:
  - Waste collection
  - Litter control
  - Recycling bins in public places
  - Bulk waste collection
  - Electronic (E-waste) collection
- Respondents from the West ward rated the 'reuse Centre at the Awaba tip' as higher in importance compared with respondents from the North and East wards

### Satisfaction with specific waste services

- Satisfaction ranged from moderate (litter control; recycling bins in public places) to high (waste collection; kerbside recycling collection)

#### *Satisfaction compared to the previous research*

- Of the 3 services that could be compared with previous years, whilst still rated high in terms of satisfaction, 'waste collection' and 'bulk waste collection' were rated as lower in satisfaction compared to 2007

#### *Satisfaction by age and gender*

- Respondents aged 55+ were the most likely to express higher levels of satisfaction than those aged 16-34 and 35-54 (7 of the 10 services/facilities)
- There was no statistical difference in the satisfaction ratings by gender or ward

### Performance gap analysis

- Performance gap analysis identified that the respondents perceived there to be opportunities for improvement with all 10 criteria. The largest performance gaps were identified with:
  - Litter control
  - Recycling bins in public places

## Key Findings (Cont'd)

### Knowledge with regards to waste services

Of significant concern within the research was the low level of knowledge with regards to some of the waste services offered by Council. Between 42% and 50% of respondents stated that they did not know enough about the following services to be able to rate their satisfaction:

- Electronic (E-waste) collection
- Used motor oil recycling
- Clean Out collection for chemical disposal
- Reuse Centre at the Awaba tip
- Life Cycle collection service to recycle household goods

### Concern with the amount of waste generated in Lake Macquarie City

- Overall, respondents expressed a moderately high level of concern with regards to the amount of waste generated in Lake Macquarie City
- 51% of respondents stated that they were 'concerned' and 25% 'very concerned', whilst 21% were 'not very concerned' and 3% 'not at all concerned'
- There was no statistical difference in the results by ward or gender, however, respondents aged 16-34 were less likely to have expressed concern than respondents in the older age demographics

### Support for the introduction of a kerbside green waste collection service

- Respondents expressed a high level of initial support with regards to the introduction of a kerbside green waste collection service using a wheelie bin
- 82% of respondents stated that they 'would' and 10% 'maybe would' support the introduction of the service, whilst only 8% said they would not support the service
- The less people in each household, the less likely they were to support the introduction of a kerbside green waste collection service

Respondents, who expressed support for the introduction of a kerbside green waste collection service using a wheelie bin, were presented with 3 options involving the cost of the service, to further qualify their level of support:

- 41% of respondents stated that they would prefer the bin emptied monthly for an approximate cost of \$60 per year (37% of the total sample)
- 27% of respondents stated that they would prefer the bin emptied fortnightly for an approximate cost of \$90 per year (25% of the total sample)
- Only 2% of respondents stated that they would prefer the bin emptied weekly for an approximate cost of \$150 per year (2% of the total sample)
- 30% of respondents stated that they would not be willing to pay for this service (28% of the total sample), with 1 person households the least likely to be willing to pay

Respondents aged 55+ were significantly less likely to be willing to pay for a green waste service, than respondents aged 16-34 and 35-54.

### Preferred frequency of general waste bin pickups

- 83% of respondents stated that, ideally, they would like their general waste bin to be collected weekly and 17% preferred fortnightly
- Generally, the more people in the household, the more likely the respondent was to prefer their general waste bin to be collected weekly

## Key Findings (Cont'd)

### Preferred frequency of recycling bin pickups

- 73% of respondents stated that, ideally, they would like their recycling bin to be collected fortnightly and 27% preferred weekly
- Generally, the more people in the household, the more likely the respondent was to prefer their recycling bin to be collected weekly

### Willingness to change to a half size general garbage bin

- 54% of respondents stated that they 'would not' be prepared to change to a half size general garbage bin collected weekly. 34% stated that they 'would' and 12% 'maybe would'
- Generally, the more people in the household, the less likely the respondent was to be prepared to change to a half size general garbage bin collected weekly

### Support for the development of a facility to collect and reprocess recyclable/reusable material

- Respondents expressed a high level of support with regards to Council expenditure being used to develop a facility to collect and reprocess recyclable/reusable material
- 72% of respondents stated that they 'would' and 21% 'may' support this process, with only 7% stating that they 'would not'

### Support for the development of a new landfill facility in Lake Macquarie City

- Respondents expressed a high level of support for the development of a new landfill facility in Lake Macquarie City
- 64% of respondents stated that they 'would' and 31% 'may' support this development, with only 5% stating that they 'would not'

### Support for the transfer of waste from Lake Macquarie City to another LGA

- Respondents expressed only a moderate level of support for the transfer of waste from Lake Macquarie City to a landfill or processing facility in another local government area
- 29% of respondents stated that they 'would' and 33% 'may' support this transfer of waste, with 38% stating that they 'would not'
- The older the respondent the less likely they were to support this transfer of waste

### Frequency of composting, purchasing and collecting of second-hand items

- 35% of respondents stated that they 'regularly' and 14% 'sometimes' maintain a compost bin or worm farm at home
- 18% 'regularly' and 36% 'sometimes' purchase compost material for their garden
- 14% 'regularly' and 44% 'sometimes' purchased second hand items from second-hand outlets, charity shops and garage sales
- 4% 'regularly' and 20% 'sometimes' collect items from the biannual kerbside waste collection service



**Note: Questions 11-17 constitute Part D of the survey utilised for the 2009 Lake Macquarie City Council Community research. The question numbers used have been retained for this report.**

## **Q11. Importance and satisfaction ratings.**

### **Key findings – Waste**

#### **Importance (overall)**

- The 10 criteria ranged in importance from moderately high (reuse centre at the Awaba tip; electronic (E-waste) collection; used motor oil recycling) to very high (waste collection; kerbside recycling collection)

#### *Importance compared to the previous research*

- Of the 3 criteria that could be compared with 2007, 'litter control' was rated as significantly higher in importance in 2009 and 'bulk waste collection' was rated as significantly lower

#### *Importance by age and gender*

- Respondents aged 16-34 rated 8 of the 10 services or facilities as significantly lower in importance than respondents aged 35-54 and 55+
- Female respondents rated 5 of the 10 services or facilities as significantly higher in importance than male respondents, including:
  - Waste collection
  - Litter control
  - Recycling bins in public places
  - Bulk waste collection
  - Electronic (E-waste) collection
- Respondents from the West ward rated the 'reuse Centre at the Awaba tip' as higher in importance compared with respondents from the North and East wards

#### **Satisfaction (overall)**

- Satisfaction ranged from moderate (litter control; recycling bins in public places) to high (waste collection; kerbside recycling collection)

#### *Satisfaction compared to the previous research*

- Of the 3 services that could be compared with previous years, whilst still rated high in terms of satisfaction, 'waste collection' and bulk waste collection' were rated as lower in satisfaction compared to 2007

#### *Satisfaction by age and gender*

- Respondents aged 55+ were the most likely to express higher levels of satisfaction than those aged 16-34 and 35-54 (7 of the 10 services/facilities)
- There was no statistical difference in the satisfaction ratings by gender or ward

#### **Performance gap analysis**

- Performance gap analysis identified that the respondents perceived there to be opportunities for improvement with all 10 criteria. The largest performance gaps were identified with:
  - Litter control
  - Recycling bins in public places

## Q11. Importance and satisfaction ratings. (Cont'd)

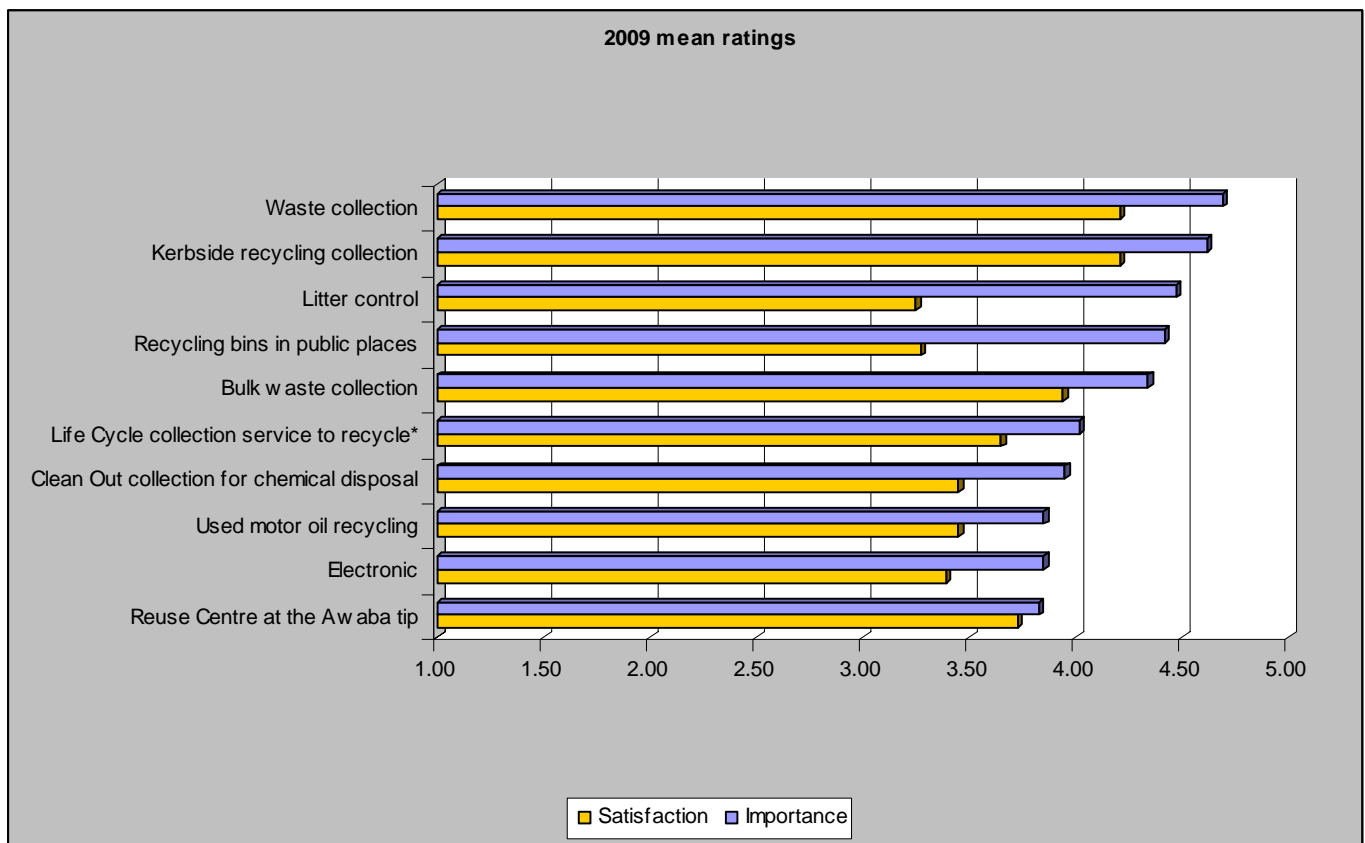
Importance	Importance rating %			Mean rating
	Low 1-2	Medium 3	High 4-5	
Waste collection	2%	2%	96%	4.69
Kerbside recycling collection	2%	5%	93%	4.62
Litter control	2%	7%	91%	4.47
Recycling bins in public places	4%	9%	87%	4.42
Bulk waste collection	4%	12%	84%	4.34
Life Cycle collection service to recycle household goods	9%	20%	71%	4.02
Clean Out collection for chemical disposal	13%	19%	68%	3.95
Used motor oil recycling	15%	21%	64%	3.85
Electronic (E-waste) collection	14%	21%	65%	3.85
Reuse Centre at the Awaba tip	16%	17%	67%	3.83

Satisfaction	Satisfaction rating %			Mean rating
	Low 1-2	Medium 3	High 4-5	
Waste collection	5%	14%	81%	4.21
Kerbside recycling collection	7%	12%	81%	4.21
Bulk waste collection	8%	21%	71%	3.94
Reuse Centre at the Awaba tip	10%	26%	64%	3.73
Life Cycle collection service to recycle household goods	14%	27%	59%	3.65
Used motor oil recycling	20%	30%	50%	3.45
Clean Out collection for chemical disposal	19%	33%	49%	3.45
Electronic (E-waste) collection	21%	31%	48%	3.39
Recycling bins in public places	27%	32%	42%	3.27
Litter control	21%	41%	38%	3.25

**Mean ratings: 1 = not at all important and very dissatisfied  
5 = very important and very satisfied**

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## Q11. Importance and satisfaction ratings. (Cont'd)

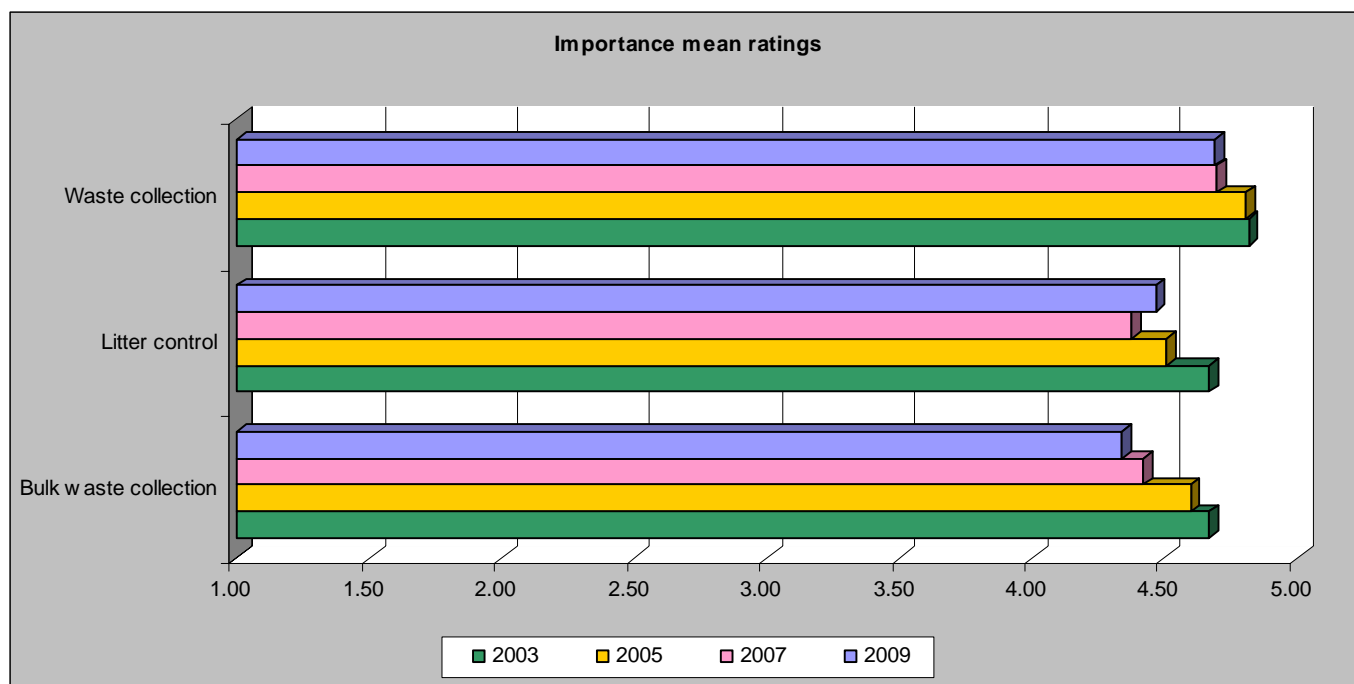


**Mean ratings: 1 = not at all important and very dissatisfied  
5 = very important and very satisfied**

	Importance	Satisfaction	Gap analysis
Litter control	4.47	3.25	1.22
Recycling bins in public places	4.42	3.27	1.15
Clean Out collection for chemical disposal	3.95	3.45	0.50
Waste collection	4.69	4.21	0.48
Electronic (E-waste) collection	3.85	3.39	0.46
Kerbside recycling collection	4.62	4.21	0.41
Bulk waste collection	4.34	3.94	0.40
Used motor oil recycling	3.85	3.45	0.40
Life Cycle collection service to recycle household goods	4.02	3.65	0.37
Reuse Centre at the Awaba tip	3.83	3.73	0.10

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## Q11. Importance and satisfaction ratings. (Cont'd)



Mean ratings: 1 = not at all important, 5 = very important

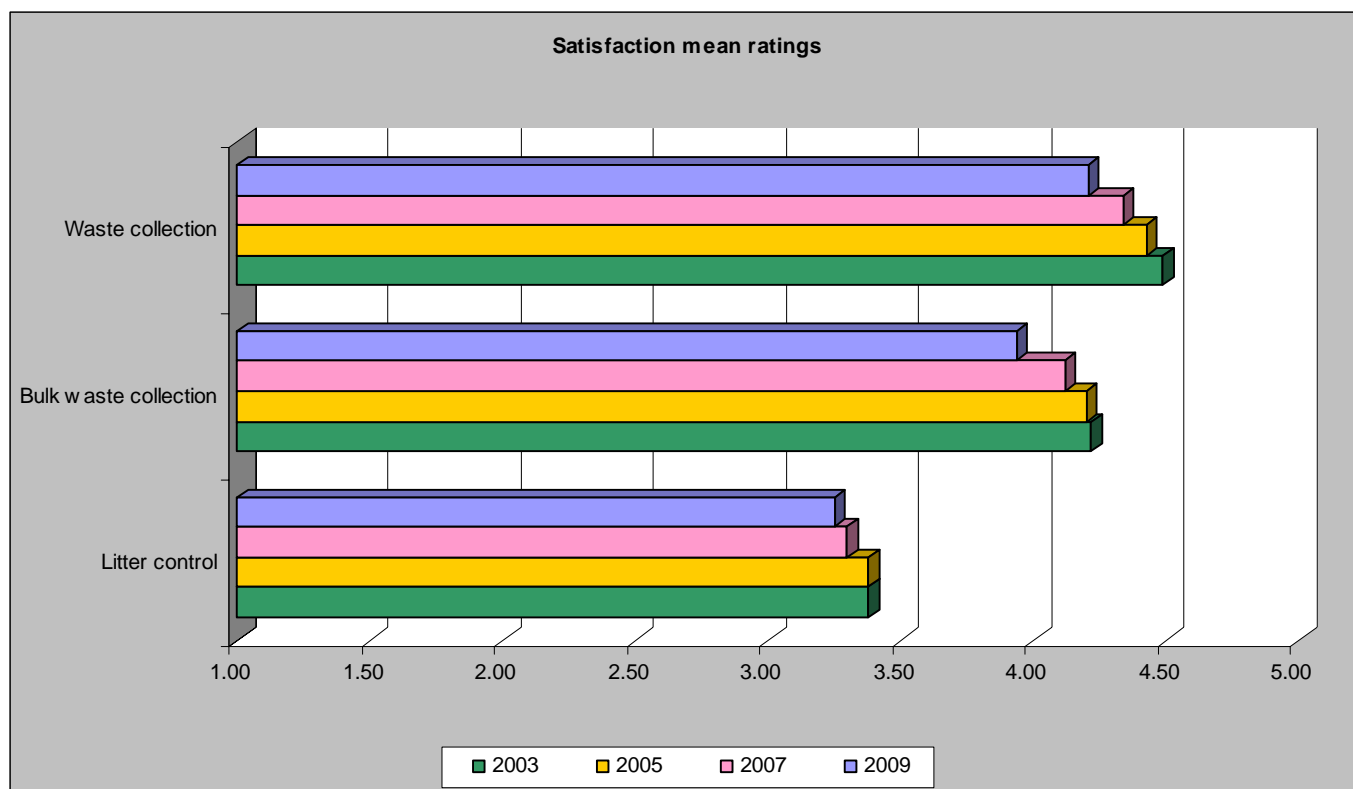
	2003	2005	2007	2009
Waste collection	4.82	4.81	4.70	4.69
Litter control	4.67	4.51	4.38	4.47
Bulk waste collection	4.67	4.60	4.42	4.34

= A significantly higher level of importance than the previous period

= A significantly lower level of importance than the previous period

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## Q11. Importance and satisfaction ratings. (Cont'd)



Mean ratings: 1 = very dissatisfied, 5 = very satisfied

	2003	2005	2007	2009
Waste collection	4.49	4.43	4.34	4.21
Bulk waste collection	4.22	4.20	4.12	3.94
Litter control	3.38	3.38	3.30	3.25

= A significantly higher level of satisfaction than the previous period  
 = A significantly lower level of satisfaction than the previous period

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## Q11. Importance and satisfaction ratings. (Cont'd)

### Importance

#### Cross correlations by age and gender

	16-34	35-54	55+	Male	Female
Waste collection	4.57	4.73	4.73	4.62	4.75
Kerbside recycling collection	4.38	4.72	4.66	4.57	4.66
Litter control	4.43	4.47	4.51	4.41	4.53
Recycling bins in public places	4.37	4.39	4.48	4.28	4.53
Bulk waste collection	4.16	4.36	4.45	4.28	4.39
Life Cycle collection service to recycle household goods	3.74	4.11	4.10	3.95	4.09
Clean Out collection for chemical disposal	3.66	4.01	4.08	3.93	3.97
Used motor oil recycling	3.62	3.92	3.91	3.92	3.78
Electronic (E-waste) collection	3.57	3.86	4.01	3.76	3.92
Reuse Centre at the Awaba tip	3.51	3.93	3.93	3.81	3.85

#### Cross correlations by ward

	East	North	West
Waste collection	4.74	4.65	4.68
Kerbside recycling collection	4.64	4.65	4.57
Litter control	4.47	4.48	4.48
Recycling bins in public places	4.44	4.40	4.41
Bulk waste collection	4.37	4.40	4.26
Life Cycle collection service to recycle household goods	4.02	3.97	4.08
Clean Out collection for chemical disposal	4.03	3.83	4.00
Used motor oil recycling	3.87	3.78	3.88
Electronic (E-waste) collection	3.91	3.77	3.86
Reuse Centre at the Awaba tip	3.79	3.65	4.05

Mean ratings: 1 = not at all important, 5 = very important

- = A significantly higher level of importance
- = A significantly lower level of importance

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## Q11. Importance and satisfaction ratings. (Cont'd)

### Satisfaction

#### Cross correlations by age and gender

	16-34	35-54	55+	Male	Female
Waste collection	4.06	4.18	4.35	4.15	4.26
Kerbside recycling collection	4.07	4.17	4.34	4.22	4.20
Bulk waste collection	3.96	3.86	4.04	3.92	3.96
Reuse Centre at the Awaba tip	3.71	3.70	3.79	3.68	3.77
Life Cycle collection service to recycle household goods	3.52	3.54	3.88	3.55	3.73
Used motor oil recycling	3.24	3.33	3.75	3.46	3.44
Clean Out collection for chemical disposal	3.16	3.37	3.73	3.46	3.44
Electronic (E-waste) collection	3.49	3.18	3.60	3.32	3.44
Recycling bins in public places	3.03	3.22	3.50	3.30	3.25
Litter control	3.37	3.22	3.21	3.22	3.27

#### Cross correlations by ward

	East	North	West
Waste collection	4.29	4.19	4.16
Kerbside recycling collection	4.23	4.25	4.14
Bulk waste collection	3.92	4.03	3.87
Reuse Centre at the Awaba tip	3.65	3.71	3.80
Life Cycle collection service to recycle household goods	3.62	3.68	3.66
Used motor oil recycling	3.38	3.50	3.46
Clean Out collection for chemical disposal	3.43	3.50	3.42
Electronic (E-waste) collection	3.28	3.37	3.50
Recycling bins in public places	3.26	3.26	3.30
Litter control	3.22	3.30	3.24

Mean ratings: 1 = very dissatisfied, 5 = very satisfied

= A significantly higher level of satisfaction  
 = A significantly lower level of satisfaction

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## Q11. Importance and satisfaction ratings. (Cont'd)

	Not at all important		Not important		Neither		Important		Very important		Total	
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
Waste collection	8	.8%	7	.7%	22	2.2%	213	21.3%	751	75.1%	1000	100.0%
Kerbside recycling collection	15	1.5%	1	.1%	51	5.1%	218	21.8%	715	71.5%	1000	100.0%
Recycling bins in public places	12	1.2%	24	2.4%	93	9.3%	278	27.8%	593	59.3%	1000	100.0%
Litter control	8	.8%	6	.6%	73	7.3%	326	32.6%	586	58.6%	1000	100.0%
Bulk waste collection	19	1.9%	19	1.9%	121	12.1%	284	28.4%	557	55.7%	1000	100.0%
Used motor oil recycling	81	8.1%	68	6.8%	209	20.9%	208	20.8%	434	43.4%	1000	100.0%
Clean Out collection for chemical disposal	69	6.9%	62	6.2%	185	18.5%	213	21.3%	471	47.1%	1000	100.0%
Life Cycle collection service to recycle household goods	47	4.7%	44	4.4%	201	20.1%	254	25.4%	454	45.4%	1000	100.0%
Electronic (E-waste) collection	57	5.7%	81	8.1%	214	21.4%	255	25.5%	393	39.3%	1000	100.0%
Reuse Centre at the Awaba tip	83	8.3%	80	8.0%	169	16.9%	262	26.2%	407	40.7%	1000	100.0%

	Very dissatisfied		Dissatisfied		Neither		Satisfied		Very satisfied		Total	
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
Waste collection	11	1.1%	39	4.1%	128	13.4%	340	35.4%	442	46.0%	961	100.0%
Kerbside recycling collection	25	2.6%	36	3.9%	112	12.0%	307	33.0%	449	48.4%	929	100.0%
Recycling bins in public places	59	7.0%	166	19.6%	268	31.6%	196	23.2%	158	18.7%	847	100.0%
Litter control	39	4.3%	149	16.5%	369	40.8%	240	26.5%	107	11.8%	904	100.0%
Bulk waste collection	12	1.5%	51	6.2%	173	21.1%	320	38.9%	266	32.3%	821	100.0%
Used motor oil recycling	32	6.3%	70	13.8%	149	29.5%	149	29.5%	106	20.9%	505	100.0%
Clean Out collection for chemical disposal	34	6.3%	67	12.4%	175	32.6%	146	27.3%	115	21.4%	536	100.0%
Life Cycle collection service to recycle household goods	32	5.5%	51	8.8%	156	27.0%	187	32.4%	152	26.4%	577	100.0%
Electronic (E-waste) collection	41	8.2%	64	12.7%	155	30.9%	142	28.4%	99	19.8%	501	100.0%
Reuse Centre at the Awaba tip	28	5.2%	26	4.8%	140	26.1%	211	39.4%	132	24.5%	537	100.0%

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



## Q11. Importance and satisfaction ratings. (Cont'd)

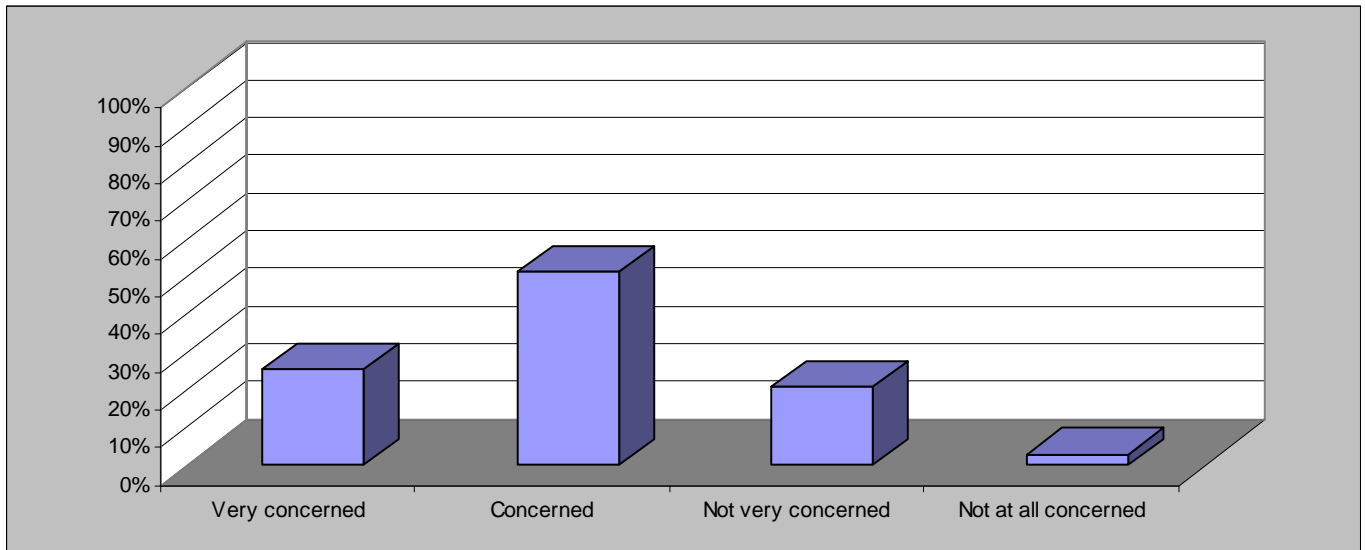
Of significant concern within the research was the low level of knowledge with regards to some of the waste services offered by Council. Between 42% and 50% of respondents stated that they did not know enough about the following services to be able to rate their satisfaction:

- Electronic (E-waste) collection
- Used motor oil recycling
- Clean Out collection for chemical disposal
- Reuse Centre at the Awaba tip
- Life Cycle collection service to recycle household goods

	Don't know / Not knowledgeable enough to respond	
	Count	%
Electronic (E-waste) collection	499	49.9%
Used motor oil recycling	495	49.5%
Clean Out collection for chemical disposal	464	46.4%
Reuse Centre at the Awaba tip	463	46.3%
Life Cycle collection service to recycle household goods	423	42.3%
Bulk waste collection	179	17.9%
Recycling bins in public places	153	15.3%
Litter control	96	9.6%
Kerbside recycling collection	71	7.1%
Waste collection	39	3.9%

## Q12. How concerned are you about the amount of waste generated in Lake Macquarie City?

- Overall, respondents expressed a moderately high level of concern with regards to the amount of waste generated in Lake Macquarie City
- 51% of respondents stated that they were 'concerned' and 25% 'very concerned', whilst 21% were 'not very concerned' and 3% 'not at all concerned'
- There was no statistical difference in the results by ward or gender, however, respondents aged 16-34 were less likely to have expressed concern than respondents in the older age demographics



	Count	Column %
Very concerned	253	25.3%
Concerned	513	51.3%
Not very concerned	207	20.7%
Not at all concerned	28	2.8%
Total	1000	100.0%

	16-34		35-54		55+		Male		Female	
	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Very concerned	45	19.1%	116	27.1%	93	27.3%	114	25.2%	139	25.3%
Concerned	113	48.3%	223	52.2%	177	52.1%	225	49.7%	288	52.5%
Not very concerned	71	30.3%	79	18.4%	57	16.8%	91	20.2%	115	21.0%
Not at all concerned	5	2.2%	10	2.3%	13	3.8%	22	4.8%	6	1.1%
Total	234	100.0%	427	100.0%	339	100.0%	452	100.0%	548	100.0%

	East		North		West	
	Count	Column %	Count	Column %	Count	Column %
Very concerned	81	24.9%	84	25.1%	88	25.8%
Concerned	161	49.5%	172	51.3%	180	52.8%
Not very concerned	74	22.8%	66	19.6%	67	19.7%
Not at all concerned	9	2.7%	13	4.0%	6	1.7%
Total	324	100.0%	335	100.0%	341	100.0%

## Q13a. Council is considering the introduction of a kerbside green waste collection service using a wheelie bin. Would you support the introduction of such a service?

- Respondents expressed a high level of initial support with regards to the introduction of a kerbside green waste collection service using a wheelie bin
- 82% of respondents stated that they 'would' and 10% 'maybe would' support the introduction of the service, whilst only 8% said they would not support the service
- The less people in each household, the less likely they were to support the introduction of a kerbside green waste collection service

	Count	Column %
Yes	820	82.0%
No	83	8.3%
Maybe	97	9.7%
Total	1000	100.0%

	16-34		35-54		55+		Male		Female	
	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Yes	205	87.6%	357	83.6%	258	76.0%	358	79.3%	461	84.1%
No	16	6.7%	24	5.7%	43	12.7%	41	9.1%	42	7.7%
Maybe	13	5.6%	46	10.7%	38	11.3%	52	11.6%	45	8.2%
Total	234	100.0%	427	100.0%	339	100.0%	452	100.0%	548	100.0%

	East		North		West	
	Count	Column %	Count	Column %	Count	Column %
Yes	267	82.3%	269	80.3%	284	83.3%
No	22	6.7%	35	10.4%	27	7.8%
Maybe	36	11.0%	31	9.3%	30	8.9%
Total	324	100.0%	335	100.0%	341	100.0%

### Cross correlation by the number of people in the household

	1		2		3		4		5		6+	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Yes	89	70.3%	273	81.0%	132	81.6%	216	87.7%	76	83.6%	34	90.8%
No	19	14.7%	31	9.2%	14	8.6%	14	5.7%	5	5.4%	1	1.5%
Maybe	19	15.0%	33	9.8%	16	9.8%	16	6.6%	10	11.1%	3	7.7%
Total	127	100.0%	337	100.0%	162	100.0%	247	100.0%	90	100.0%	37	100.0%

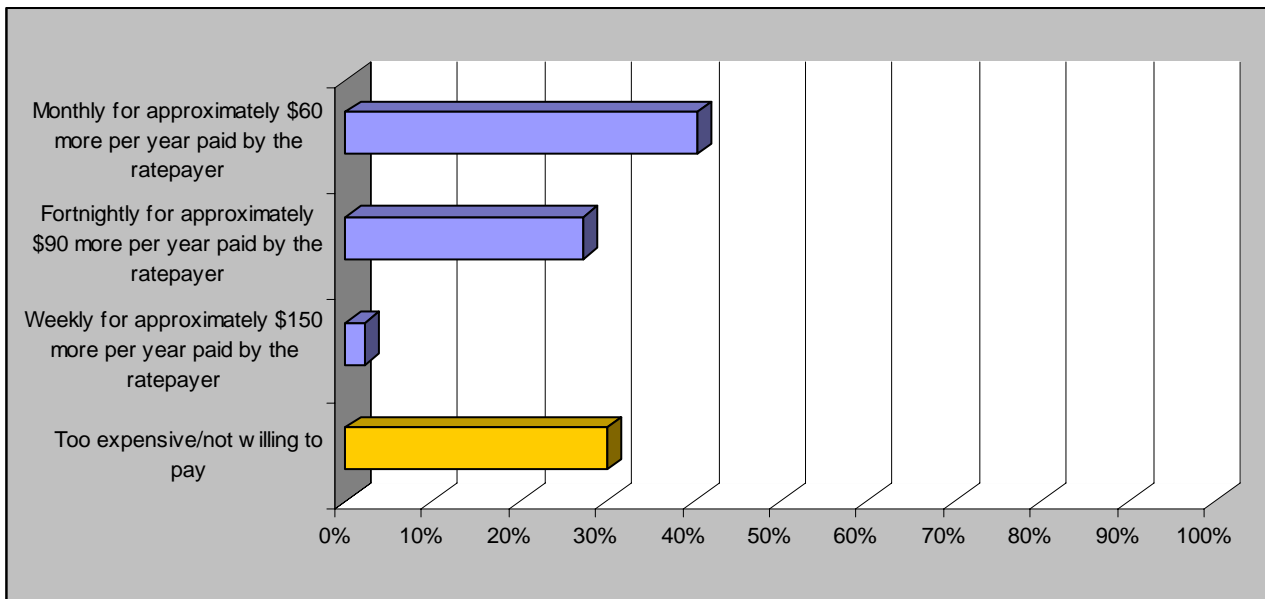
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## Q13b. How often would you like the green waste bin to be emptied?

Respondents, who expressed support for the introduction of a kerbside green waste collection service using a wheelie bin, were presented with 3 options, including the cost of the service, to further qualify their level of support:

- 41% of respondents stated that they would prefer the bin emptied monthly for an approximate cost of \$60 per year (37% of the total sample)
- 27% of respondents stated that they would prefer the bin emptied fortnightly for an approximate cost of \$90 per year (25% of the total sample)
- Only 2% of respondents stated that they would prefer the bin emptied weekly for an approximate cost of \$150 per year (2% of the total sample)
- 30% of respondents stated that they would not be willing to pay for this service (28% of the total sample), with 1 person households the least likely to be willing to pay

Respondents aged 55+ were significantly less likely to be willing to pay for a green waste service, than respondents aged 16-34 and 35-54.



	Count	Column %
Monthly for approximately \$60 more per year paid by the ratepayer	371	40.5%
Fortnightly for approximately \$90 more per year paid by the ratepayer	251	27.3%
Weekly for approximately \$150 more per year paid by the ratepayer	20	2.2%
Too expensive/not willing to pay	275	30.0%
Total	917	100.0%

*Continued on the following page*

## Q13b. How often would you like the green waste bin to be emptied? (Cont'd)

	16-34		35-54		55+		Male		Female	
	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Weekly for approximately \$150 more per year paid by the rate	8	3.6%	10	2.5%	2	.7%	12	2.9%	8	1.6%
Fortnightly for approximately \$90 more per year paid by the rate	74	33.7%	117	29.1%	60	20.2%	131	31.8%	120	23.7%
Monthly for approximately \$60 more per year paid by the rate	95	43.4%	160	39.7%	117	39.5%	151	36.8%	220	43.5%
Too expensive/not willing to pay	42	19.3%	116	28.7%	117	39.5%	117	28.5%	158	31.2%
<b>Total</b>	<b>218</b>	<b>100.0%</b>	<b>403</b>	<b>100.0%</b>	<b>296</b>	<b>100.0%</b>	<b>411</b>	<b>100.0%</b>	<b>506</b>	<b>100.0%</b>

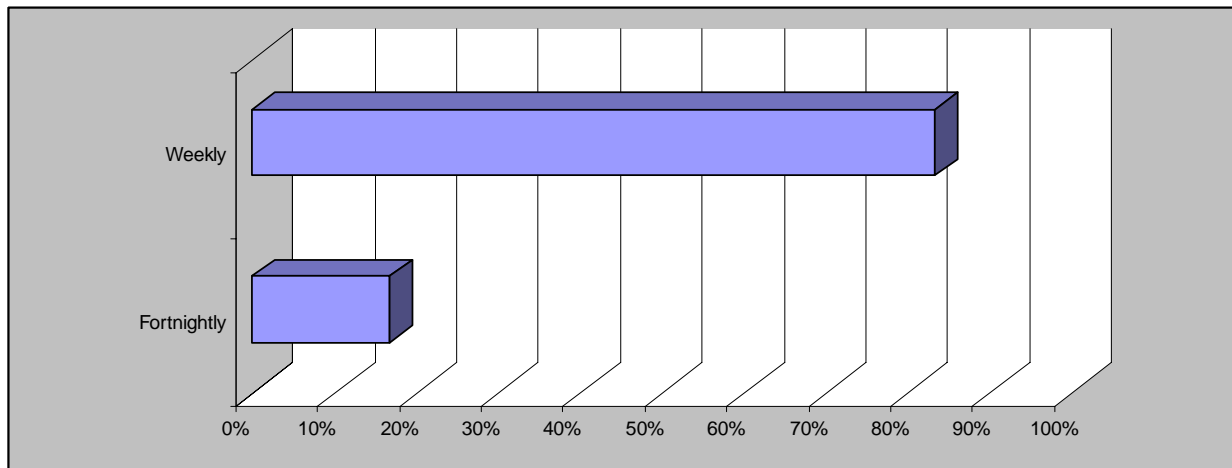
	East		North		West	
	Count	Column %	Count	Column %	Count	Column %
Monthly for approximately \$60 more per year paid by the rate	147	48.7%	123	40.9%	101	32.3%
Fortnightly for approximately \$90 more per year paid by the rate	68	22.6%	85	28.2%	98	31.0%
Weekly for approximately \$150 more per year paid by the rate	4	1.4%	9	2.9%	7	2.3%
Too expensive/not willing to pay	82	27.3%	84	28.0%	108	34.4%
<b>Total</b>	<b>302</b>	<b>100.0%</b>	<b>300</b>	<b>100.0%</b>	<b>314</b>	<b>100.0%</b>

### Cross correlation by the number of people in the household

	1		2		3		4		5		6+	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Weekly for approximately \$150 more per year paid by the rate	0	.0%	5	1.7%	3	1.9%	7	3.2%	2	2.3%	3	7.2%
Fortnightly for approximately \$90 more per year paid by the rate	20	18.1%	83	27.1%	46	30.8%	59	25.5%	29	34.4%	14	37.0%
Monthly for approximately \$60 more per year paid by the rate	40	37.0%	119	38.8%	59	40.2%	113	48.4%	30	34.5%	11	30.7%
Too expensive/not willing to pay	49	44.8%	99	32.4%	40	27.1%	53	22.9%	25	28.8%	9	25.0%
<b>Total</b>	<b>108</b>	<b>100.0%</b>	<b>306</b>	<b>100.0%</b>	<b>148</b>	<b>100.0%</b>	<b>233</b>	<b>100.0%</b>	<b>86</b>	<b>100.0%</b>	<b>36</b>	<b>100.0%</b>

## Q14a. Ideally, how often would you like your general waste bins to be collected, weekly or fortnightly?

- 83% of respondents stated that, ideally, they would like their general waste bin to be collected weekly and 17% preferred fortnightly
- Generally, the more people in the household, the more likely the respondent was to prefer their general waste bin to be collected weekly



	Count	Column %
Weekly	833	83.3%
Fortnightly	167	16.7%
Total	1000	100.0%

	16-34		35-54		55+		Male		Female	
	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Weekly	200	85.4%	366	85.6%	268	78.9%	373	82.5%	460	83.9%
Fortnightly	34	14.6%	61	14.4%	71	21.1%	79	17.5%	88	16.1%
Total	234	100.0%	427	100.0%	339	100.0%	452	100.0%	548	100.0%

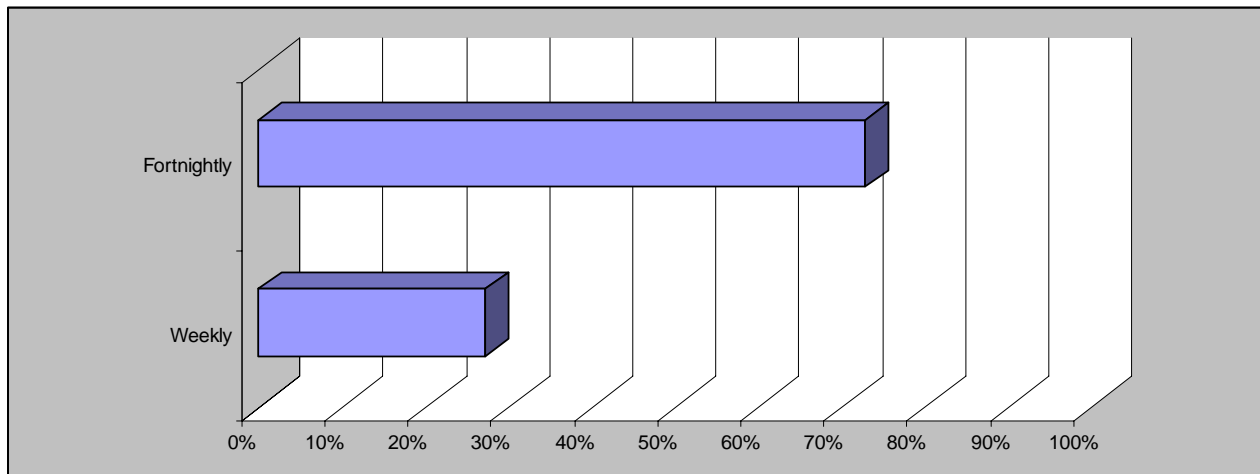
	East		North		West	
	Count	Column %	Count	Column %	Count	Column %
Weekly	276	85.0%	277	82.6%	281	82.3%
Fortnightly	49	15.0%	58	17.4%	60	17.7%
Total	324	100.0%	335	100.0%	341	100.0%

### Cross correlation by the number of people in the household

	1		2		3		4		5		6+	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Weekly	81	64.0%	262	77.6%	140	86.6%	233	94.4%	82	90.8%	35	94.6%
Fortnightly	46	36.0%	76	22.4%	22	13.4%	14	5.6%	8	9.2%	2	5.4%
Total	127	100.0%	337	100.0%	162	100.0%	247	100.0%	90	100.0%	37	100.0%

## Q14b. How often would you like your recycling bins to be collected, weekly or fortnightly?

- 73% of respondents stated that, ideally, they would like their recycling bin to be collected fortnightly and 27% preferred weekly
- Generally, the more people in the household, the more likely the respondent was to prefer their recycling bin to be collected weekly



	Count	Column %
Weekly	271	27.1%
Fortnightly	729	72.9%
Total	1000	100.0%

	16-34		35-54		55+		Male		Female	
	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Weekly	103	43.8%	123	28.8%	46	13.6%	97	21.5%	174	31.7%
Fortnightly	131	56.2%	304	71.2%	293	86.4%	354	78.5%	374	68.3%
Total	234	100.0%	427	100.0%	339	100.0%	452	100.0%	548	100.0%

	East		North		West	
	Count	Column %	Count	Column %	Count	Column %
Weekly	91	28.2%	80	24.0%	100	29.3%
Fortnightly	233	71.8%	255	76.0%	241	70.7%
Total	324	100.0%	335	100.0%	341	100.0%

### Cross correlation by the number of people in the household

	1		2		3		4		5		6+	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Weekly	21	16.9%	64	18.9%	52	32.3%	79	32.0%	31	34.3%	24	65.3%
Fortnightly	105	83.1%	274	81.1%	109	67.7%	168	68.0%	59	65.7%	13	34.7%
Total	127	100.0%	337	100.0%	162	100.0%	247	100.0%	90	100.0%	37	100.0%

## Q15. Would you be prepared to change to a half size general garbage bin collected weekly?

- 54% of respondents stated that they 'would not' be prepared to change to a half size general garbage bin collected weekly. 34% stated that they 'would' and 12% 'may'
- Generally, the more people in the household, the less likely the respondent was to be prepared to change to a half size general garbage bin collected weekly

	Count	Column %
Yes	336	33.6%
No	540	54.0%
Maybe	124	12.4%
Total	1000	100.0%

	16-34		35-54		55+		Male		Female	
	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Yes	87	37.1%	141	33.1%	107	31.7%	125	27.6%	211	38.5%
No	134	57.3%	227	53.2%	179	52.8%	270	59.7%	270	49.3%
Maybe	13	5.6%	59	13.7%	53	15.5%	58	12.7%	67	12.2%
Total	234	100.0%	427	100.0%	339	100.0%	452	100.0%	548	100.0%

	East		North		West	
	Count	Column %	Count	Column %	Count	Column %
Yes	116	35.7%	111	33.3%	108	31.8%
No	164	50.6%	186	55.6%	190	55.7%
Maybe	44	13.7%	37	11.2%	43	12.5%
Total	324	100.0%	335	100.0%	341	100.0%

### Cross correlation by the number of people in the household

	1		2		3		4		5		6+	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Yes	63	49.7%	128	37.8%	50	30.8%	71	28.7%	21	23.2%	3	9.2%
No	40	31.5%	166	49.3%	85	52.5%	154	62.6%	62	68.9%	32	86.9%
Maybe	24	18.8%	43	12.9%	27	16.7%	21	8.7%	7	7.9%	1	3.9%
Total	127	100.0%	337	100.0%	162	100.0%	247	100.0%	90	100.0%	37	100.0%



**Q16a. Currently large quantities of materials that could be recycled or reused are disposed of in the general waste garbage bin and sent to landfill. Would you support Council expenditure to develop a facility to collect and reprocess this material?**

- Respondents expressed a high level of support with regards to Council expenditure being used to develop a facility to collect and reprocess recyclable/reusable material
- 72% of respondents stated that they 'would' and 21% 'may' support this process, with only 7% stating that they 'would not'

	Count	Column %
Yes	722	72.2%
No	68	6.8%
Maybe	210	21.0%
Total	1000	100.0%

	16-34		35-54		55+		Male		Female	
	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Yes	187	79.8%	311	72.9%	224	66.0%	306	67.8%	415	75.8%
No	5	2.2%	24	5.7%	38	11.3%	39	8.7%	28	5.2%
Maybe	42	18.0%	91	21.4%	77	22.7%	106	23.5%	105	19.1%
Total	234	100.0%	427	100.0%	339	100.0%	452	100.0%	548	100.0%

	East		North		West	
	Count	Column %	Count	Column %	Count	Column %
Yes	239	73.9%	244	72.8%	238	69.9%
No	24	7.4%	25	7.3%	19	5.6%
Maybe	61	18.8%	66	19.8%	83	24.4%
Total	324	100.0%	335	100.0%	341	100.0%

**Q16b. Council's current waste management facility at Awaba has a limited life span. Would you support the development of a new landfill facility in Lake Macquarie City?**

- Respondents expressed a high level of support for the development of a new landfill facility in Lake Macquarie City
- 64% of respondents stated that they 'would' and 31% 'may' support this development, with only 5% stating that they 'would not'

	Count	Column %
Yes	641	64.1%
No	51	5.1%
Maybe	309	30.9%
Total	1000	100.0%

	16-34		35-54		55+		Male		Female	
	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Yes	137	58.4%	271	63.5%	233	68.6%	304	67.4%	336	61.3%
No	18	7.9%	13	3.0%	19	5.7%	22	4.8%	29	5.3%
Maybe	79	33.7%	143	33.4%	87	25.7%	126	27.8%	183	33.4%
Total	234	100.0%	427	100.0%	339	100.0%	452	100.0%	548	100.0%

	East		North		West	
	Count	Column %	Count	Column %	Count	Column %
Yes	229	70.5%	198	59.1%	214	62.8%
No	16	4.8%	19	5.7%	16	4.7%
Maybe	80	24.7%	118	35.1%	111	32.6%
Total	324	100.0%	335	100.0%	341	100.0%

**Q16c. An alternative to a new waste facility in Lake Macquarie City is to transfer our waste to another facility in another local government area. Would you support the transfer of waste from Lake Macquarie City to a landfill or processing facility in another local government area?**

- Respondents expressed only a moderate level of support for the transfer of waste from Lake Macquarie City to a landfill or processing facility in another local government area
- 29% of respondents stated that they 'would' and 33% 'may' support this transfer of waste, with 38% stating that they 'would not'
- The older the respondent the less likely they were to support this transfer of waste

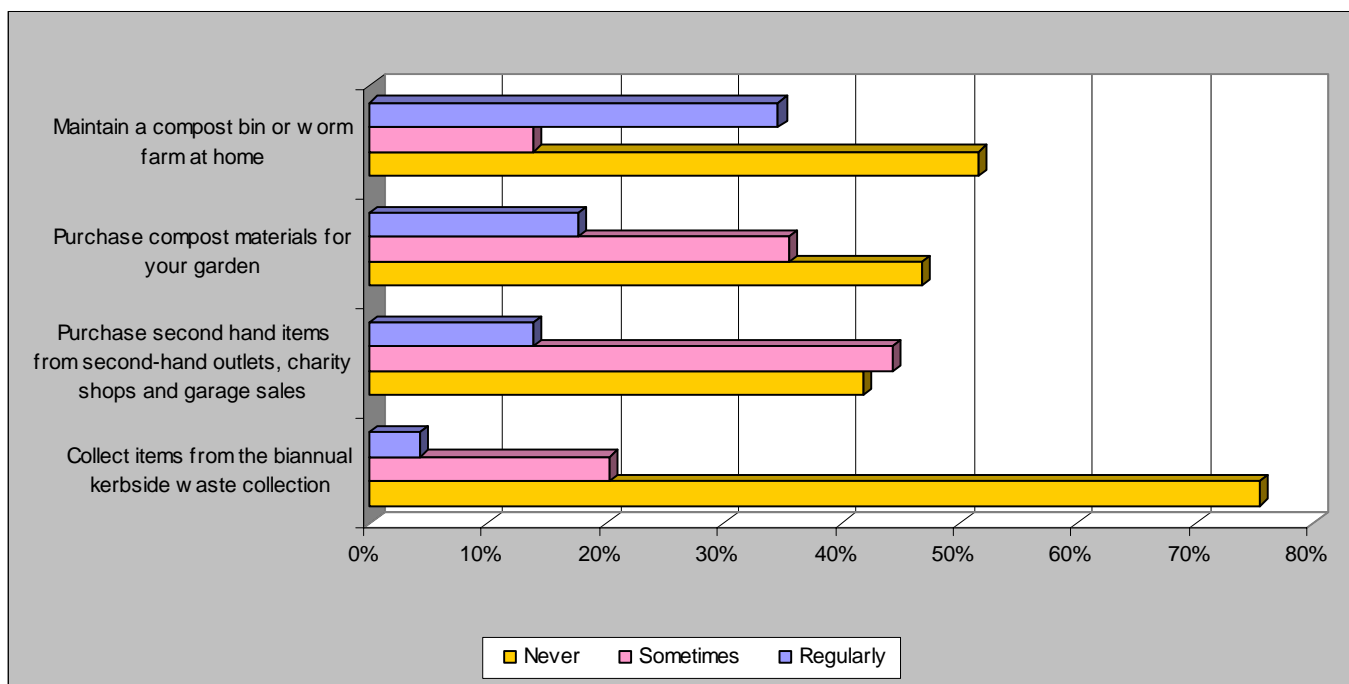
	Count	Column %
Yes	287	28.7%
No	381	38.1%
Maybe	332	33.2%
Total	1000	100.0%

	16-34		35-54		55+		Male		Female	
	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Yes	76	32.6%	129	30.1%	83	24.3%	146	32.3%	142	25.8%
No	76	32.6%	157	36.8%	147	43.5%	179	39.6%	202	36.8%
Maybe	82	34.8%	141	33.1%	109	32.2%	127	28.1%	205	37.4%
Total	234	100.0%	427	100.0%	339	100.0%	452	100.0%	548	100.0%

	East		North		West	
	Count	Column %	Count	Column %	Count	Column %
Yes	99	30.6%	82	24.5%	106	31.1%
No	120	37.1%	136	40.6%	124	36.5%
Maybe	105	32.3%	117	34.9%	110	32.4%
Total	324	100.0%	335	100.0%	341	100.0%

## Q17. How frequently do you do the following?

- 35% of respondents stated that they 'regularly' and 14% 'sometimes' maintain a compost bin or worm farm at home
- 18% 'regularly' and 36% 'sometimes' purchase compost material for their garden
- 14% 'regularly' and 44% 'sometimes' purchased second hand items from second-hand outlets, charity shops and garage sales
- 4% 'regularly' and 20% 'sometimes' collect items from the biannual kerbside waste collection service



	Regularly		Sometimes		Never		Total	
	Count	Row %	Count	Row %	Count	Row %	Count	Row %
Maintain a compost bin or worm farm at home	346	34.6%	138	13.8%	516	51.6%	1000	100.0%
Purchase compost materials for your garden	177	17.7%	355	35.5%	468	46.8%	1000	100.0%
Purchase second hand items from second-hand outlets, charity shops and garage sales	139	13.9%	443	44.3%	418	41.8%	1000	100.0%
Collect items from the biannual kerbside waste collection	42	4.2%	203	20.3%	754	75.4%	1000	100.0%

## Part E - Demographics.

### Age group.

	Count	Column %
16-34	234	23.4%
35-54	427	42.7%
55+	339	33.9%
Total	1000	100.0%

### Suburb.

Charlestown	54	Adamstown Heights	13	Marks Point	6
Warners Bay	44	Holmesville	13	Sunshine	6
Belmont	39	Speers Point	13	Wye Point	6
Edgeworth	39	Woodrising	13	Cardiff Heights	5
Belmont North	33	Arcadia Vale	12	Carey Bay	5
Cooranbong	33	Gateshead	12	New Lambton Heights	5
Toronto	29	Barnsley	11	Highfields	4
Eleebana	26	Cardiff South	11	Kotara South	4
Swansea	26	Wye	11	Morisset Park	4
Cardiff	24	Belmont South	10	Argenton	3
Valentine	23	Dora Creek	9	Awaba	3
Kahibah	22	Garden Suburb	9	Marmong Point	3
West Wallsend	21	Whitebridge	9	Rankin Park	3
Bonnells Bay	20	Boolaroo	8	Swansea Heads	3
Rathmines	20	Booragul	8	Teralba	3
Jewells	19	Coal Point	8	Balmoral	2
Blacksmiths	18	Fennell Bay	8	Brightwaters	2
Redhead	18	Fishing Point	8	Croudace Bay	2
Bolton Point	17	Balcolyn	7	Fassifern	2
Glendale	17	Floraville	7	Martinsville	2
Mount Hutton	17	Killingworth	7	Windermere Park	2
Wangi Wangi	17	Lakelands	7	Eraring	1
Windale	16	Mirrabooka	7	Mandalong	1
Blackalls Park	15	Pelican	7	Nords Wharf	1
Cameron Park	15	Tingira Heights	7	Seahampton	1
Morisset	15	Buttaba	6	Wakefield	1
Caves Beach	14	Hillsborough	6	Wye Bay	1
Dudley	14	Kilaben Bay	6		

## Number of people residing in the household.

	Count	Column %
1	127	12.7%
2	337	33.7%
3	162	16.2%
4	247	24.7%
5	90	9.0%
6+	37	3.7%
Total	1000	100.0%

## Gender.

	Count	Column %
Male	452	45.2%
Female	548	54.8%
Total	1000	100.0%

# Appendix

# Lake Macquarie City Council – Community Survey – 2009

Have you lived in the Lake Macquarie area more than six months?

Yes  No  (If no, terminate interview)

## Background:

Lake Macquarie City Council is undertaking a survey to measure community satisfaction with its services, facilities, and level of customer service. Council is also seeking your opinion on what its highest priorities for spending should be. The results will help Council determine funding priorities and plan for the future.

Could you please think about the delivery of the following Council services, and in the first part indicate that which best describes your opinion of the importance of that service/facility, and in the second part the level of satisfaction with the performance of that service/facility.

The scale is from 1 to 5 where 1 = low importance and low satisfaction and 5 = high importance and high satisfaction.

## Part A – Council Services

### 1. Caring for the Environment

	Importance					Satisfaction				
	Low 1	2	3	4	High 5	Low 1	2	3	4	High 5
1. Lake and foreshore maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. 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"/>
3. Bushland maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Tree 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"/>
5. Weed 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"/>
6. 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"/>
7. 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"/>
8. 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"/>
9. 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"/>
10. Planning for natural disasters and flood risk 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"/>
11. Supporting communities to reduce their carbon and consumption footprint	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. 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"/>



## 2. Caring for our Community

	Importance					Satisfaction				
	Low				High	Low				High
	1	2	3	4	5	1	2	3	4	5
1. 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"/>
2. 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"/>
3. Family day care 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"/>
4. Services and facilities for aged and disabled 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"/>
5. 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"/>
6. 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"/>
7. 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"/>
8. Multipurpose 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"/>
9. 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"/>
10. 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"/>

## 3. Sport, Recreation & Culture

	Importance					Satisfaction				
	Low				High	Low				High
	1	2	3	4	5	1	2	3	4	5
1. 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"/>
2. 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"/>
3. 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"/>
4. 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"/>
5. Beach patrol	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Public jetties & 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"/>
7. Picnic & barbeque 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"/>
8. 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"/>
9. Art Gallery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. 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"/>
11. 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"/>
12. 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"/>

#### 4. Transport, Roads & Drainage

	Importance					Satisfaction				
	Low 1	2	3	4	High 5	Low 1	2	3	4	High 5
1. 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"/>
2. 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"/>
3. 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"/>
4. 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"/>
5. 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"/>
6. Cycleways & walking paths	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. 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"/>
8. 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"/>

#### 5. Urban & Economic Development

	Importance					Satisfaction				
	Low 1	2	3	4	High 5	Low 1	2	3	4	High 5
1. Managing 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"/>
2. 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"/>
3. 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"/>
4. 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"/>
5. Town centre 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"/>
6. Strategic land planning (e.g. masterplans for 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"/>
7. Council's 4 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"/>

**Part B – Communication and Customer Service**

**6. Communication and Customer Service**

	Importance					Satisfaction				
	Low 1	2	3	4	High 5	Low 1	2	3	4	High 5
1. 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"/>
2. 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"/>
3. Provision of information on Council's 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"/>

**7a. Did you have any face to face contact with Council staff over the last year?**

Yes  No  (If no, go to Q8a)

**7b. Which of the following words best describe Council staff who dealt with you during that contact? (RESPONDENT MAY INDICATE MORE THAN ONE DESCRIPTOR) (IF MORE THAN ONE DESCRIPTOR IS INDICATED RECORD MAIN ONE FIRST)**

- 1 = professional
- 2 = courteous
- 3 = helpful
- 4 = knowledgeable
- 5 = neither good nor bad
- 6 = uninterested
- 7 = rude
- 8 = aggressive

**8a. Did you have any telephone contact with Council staff over the last year?**

Yes  No  (If no, go to Q9a)

**8b. Which of the following words best describe Council staff who dealt with you during that telephone contact? (RESPONDENT MAY INDICATE MORE THAN ONE DESCRIPTOR) (IF MORE THAN ONE DESCRIPTOR IS INDICATED RECORD MAIN ONE FIRST)**

- 1 = professional
- 2 = courteous
- 3 = helpful
- 4 = knowledgeable
- 5 = neither good nor bad
- 6 = uninterested
- 7 = rude
- 8 = aggressive

**9a. Have you visited the city website (www.lakemac.com.au)?**

Yes  No  (If no, go to Q10)

**9b. How important is the city website and how satisfied are you with it? Prompt**

The scale is from 1 to 5 where 1 = low importance and low satisfaction and 5 = high importance and high satisfaction.

Importance					Satisfaction				
Low 1	2	3	4	High 5	Low 1	2	3	4	High 5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### **Part C – Prioritising Public Funds**

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

**10. When considering how Council spends ratepayers' money, please rate the importance of the following, where 1 = not important and 5 = very important.**

	Importance					
	Low					High
	1	2	3	4	5	
1. Environmental programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
2. Community facilities and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
3. Sport & recreation facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
4. Roads and drainage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
5. Development/infrastructure/planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
6. Tourism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

### **Part D – Waste**

Council is keen to gather your opinion on how it can improve its waste collection services and facilities.

**11. Could you please indicate your opinion of the importance of the following waste services, and your level of satisfaction with those services, using the scale 1 to 5 where 1 = low importance and 5 = high importance and where 1 = low satisfaction and 5 = high satisfaction.**

	Importance					Satisfaction					D/K it existed	
	Low					Low						
	1	2	3	4	5	1	2	3	4	5		
1. 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"/>
2. 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"/>
3. 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"/>
4. 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"/>
5. 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"/>
6. Used motor oil recycling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Clean Out collection for chemical disposal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Life Cycle collection service to recycle household goods	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Electronic (E-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"/>
10. Reuse Centre at Awaba tip	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**12. How concerned are you about the amount of waste generated in Lake Macquarie City?**

Very concerned      Concerned      Not very concerned      Not at all concerned

**13a. Council is considering the introduction of a kerbside green waste collection service using a wheelie bin. Would you support the introduction of such a service?**

Yes         No         Maybe         (If no, go to Q14)

**13b. How often would you like the green waste bin to be emptied? *Prompt***

- Weekly for approximately **\$150** more per year paid by the ratepayer
- Fortnightly for approximately **\$90** more per year paid by the ratepayer
- Monthly for approximately **\$60** more per year paid by the ratepayer
- Too expensive/not willing to pay

**14. How often would you like your general waste and recycling bins to be collected, weekly or fortnightly?**

- |               |                       |                       |
|---------------|-----------------------|-----------------------|
|               | Weekly                | Fortnightly           |
| Garbage Bin   | <input type="radio"/> | <input type="radio"/> |
| Recycling Bin | <input type="radio"/> | <input type="radio"/> |

**15. Would you be prepared to change to a half size general garbage bin collected weekly?**

- Yes  No  Maybe

**16a. Currently large quantities of materials that could be recycled or reused are disposed of in the general waste garbage bin and sent to landfill. Would you support Council expenditure to develop a facility to collect and reprocess this material?**

- Yes  No  Maybe

**16b. Council's current waste management facility at Awaba has a limited life span. Would you support the development of a new landfill facility in Lake Macquarie City?**

- Yes  No  Maybe

**16c. An alternative to a new waste facility in Lake Macquarie City is to transfer our waste to another facility in another local government area. Would you support the transfer of waste from Lake Macquarie City to a landfill or processing facility in another local government area?**

- Yes  No  Maybe

**17. How frequently do you do the following?**

- |   | Regularly             | Sometimes             | Never                 |
|---|-----------------------|-----------------------|-----------------------|
| Maintain a compost bin or worm farm at home   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Purchase compost materials for your garden  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Purchase second hand items from second-hand outlets, charity shops and garage sales | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Collect items from the biannual kerbside waste collection                           | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**Part E – Demographic information**

Could you please assist with the following information?

- 18. Age group:**                      16-34      35-54      55+
- 

**19a. In which suburb do you live?** .....

**19b. How many people (include all adults and children) reside in your household?** .....

- 20. Gender:**    Male                          Female