



## RESEARCH REPORT

# Wollongong City Council Community Satisfaction Survey

November 2023



## RESEARCH REPORT

# Wollongong City Council Community Satisfaction Survey

November 2023

**Prepared by:** James Parker and Craig Stuchbury

Document Reference: 6503

Version: 5



**Taverner Research Group** | T +61 2 9212 2900 | W [www.taverner.com.au](http://www.taverner.com.au)

A Level 2, 88 Foveaux Street, Surry Hills, NSW 2010, Australia |

Taverner Research Group is wholly owned by Tobumo Pty Ltd | ABN 93 003 080 500

### Confidential/Disclaimer

Notice The information contained herein is confidential and has been supplied under a confidentiality agreement. If you are not authorised to view or be in possession of this document you are hereby notified that any dissemination, distribution or duplication of this document is expressly prohibited. If you receive this document in error, please notify Taverner Research Group immediately on +61 2 9212 2900.

### Limitations/Liability

While all care and diligence has been exercised in the preparation of this report, Taverner Research Group does not warrant the accuracy of the information contained within and accepts no liability for any loss or damage that may be suffered as a result of reliance on this information, whether or not there has been any error, omission or negligence on the part of Taverner Research Group or its employees.

## CONTENTS

<b>1. EXECUTIVE SUMMARY</b>	<b>9</b>
<b>2. BACKGROUND</b>	<b>10</b>
<b>3. RESEARCH DESIGN</b>	<b>11</b>
<b>4. OVERALL SATISFACTION</b>	<b>16</b>
4.1. Performance of Wollongong City Council	16
4.2. Reasons for Dissatisfaction	19
<b>5. COUNCIL SERVICES &amp; FACILITIES</b>	<b>20</b>
5.1. Facility Usage	22
5.2. Facilities	26
5.3. Direct Services	32
5.4. Indirect Services	38
<b>6. PRIORITISING SERVICES &amp; FACILITIES</b>	<b>42</b>
6.1. Quadrant Analysis	42
6.2. Facility Utilisation	47
6.3. Residents Wish List	47
<b>7. ORGANISATIONAL SKILLS</b>	<b>51</b>
7.1. Organisational Skills	51
7.2. Council Staff	56
<b>8. CUSTOMER SERVICES</b>	<b>58</b>
8.1. Recent Contact with Council	58
8.2. Reason for Contact	58
8.3. Customer Experience	61
<b>9. COMMUNICATION</b>	<b>64</b>
9.1. Receiving Information from Wollongong City Council	64
9.2. Channel Prefer	65
9.3. Community Engagement Activities	67

## CONTENTS

9.4. Council Website	69
<b>10. APPENDIX 1 – SUBGROUP ANALYSIS</b>	<b>71</b>
<b>11. APPENDIX 2 –CATI AND ONLINE RESULTS COMPARED</b>	<b>117</b>



## FIGURES

<b>Figure 1</b> Satisfaction with Wollongong City Council's Overall Performance	16
<b>Figure 2</b> Overall Satisfaction with Council – Internal Benchmark (percentages)	17
<b>Figure 3</b> Overall Satisfaction with Council – Internal Benchmark (means)	17
<b>Figure 4</b> Overall Satisfaction with Council – External Benchmarks	18
<b>Figure 5</b> Reasons for Dissatisfaction	19
<b>Figure 6</b> Facilities – Satisfaction	27
<b>Figure 7</b> Facilities – External Benchmarks	30
<b>Figure 8</b> Direct Services – Satisfaction	33
<b>Figure 9</b> Direct Services – External Benchmarks	37
<b>Figure 10</b> Indirect Services – Satisfaction	39
<b>Figure 11</b> Indirect Services – External Benchmarks	41
<b>Figure 12</b> Quadrant Matrix – Facilities	43
<b>Figure 13</b> Quadrant Matrix - Services	45
<b>Figure 14</b> Facilities Utilisation Matrix	47
<b>Figure 15</b> Residents' Wish List	49
<b>Figure 16</b> Residents' Wish List – Internal Benchmark	50
<b>Figure 17</b> Satisfaction with Council's Organisational Skills	51
<b>Figure 18</b> Quadrant Matrix – Organisational Skills	54
<b>Figure 19</b> Satisfaction with Council Staff	56
<b>Figure 20</b> Recent Contact with Council	58
<b>Figure 21</b> Reason for Contact	59
<b>Figure 22</b> Reason for Contact – Internal Benchmark	60
<b>Figure 23</b> Customer Experience	61
<b>Figure 24</b> Improving Handling of Enquiry	63
<b>Figure 25</b> How Prefer to Receive Information – Internal Benchmark	64
<b>Figure 26</b> Channel Prefer	65
<b>Figure 27</b> Council Community Engagement Activities	67
<b>Figure 28</b> Council Community Engagement Activities – Internal Benchmark	68
<b>Figure 29</b> Council Website Visitation	69

## FIGURES

**Figure 30** Website Experience

70

## TABLES

<b>Table 1</b> Survey Weighting	13
<b>Table 2</b> Sample Profile	14
<b>Table 3</b> Overall Satisfaction with Council – Subgroup Analysis	16
<b>Table 4</b> Facility Usage	23
<b>Table 5</b> Facility Usage – Subgroup Analysis 1	24
<b>Table 6</b> Facility Usage – Subgroup Analysis 2	25
<b>Table 7</b> Facility Usage Rate – Internal Benchmark	26
<b>Table 8</b> Facilities – Subgroup Analysis	28
<b>Table 9</b> Facilities with the Strongest Relationship to Council's Overall Performance	28
<b>Table 10</b> Facilities – Internal Benchmark	29
<b>Table 11</b> Direct Services – Subgroup Analysis	34
<b>Table 12</b> Direct Services with the Strongest Relationship to Council's Overall Performance	35
<b>Table 13</b> Direct Services – Internal Benchmark	36
<b>Table 14</b> Indirect Services with the Strongest Relationship to Council's Overall Performance	39
<b>Table 15</b> Indirect Services – Internal Benchmark	40
<b>Table 16</b> Quadrant Analysis – Facilities	44
<b>Table 17</b> Quadrant Analysis – Services	46
<b>Table 18</b> Selected Wish List Verbatim Comments	48
<b>Table 19</b> Satisfaction with Council's Organisational Skills – Subgroup Analysis	52
<b>Table 20</b> Organisational Skills with the Strongest Relationship to Council's Overall Performance	53
<b>Table 21</b> Satisfaction with Council's Organisational Skills – Internal Benchmark	53
<b>Table 22</b> Quadrant Analysis – Organisational Skills	55
<b>Table 23</b> Satisfaction with Council Staff – Subgroup Analysis	56
<b>Table 24</b> Satisfaction with Council Staff – Internal Benchmark	57
<b>Table 25</b> Reason for Contact – Subgroup Analysis	59
<b>Table 26</b> Customer Experience – Internal Benchmark	62
<b>Table 27</b> How Prefer to Receive Information – Subgroup Analysis	64

## TABLES

<b>Table 28</b> Channel Prefer – Subgroup Analysis	66
<b>Table 29</b> Council Website Visitation – Subgroup Analysis	69
<b>Table 30</b> Website Experience – Subgroup Analysis	70
<b>Table 31</b> Summary of Satisfaction Means – Telephone versus Online	118





## 1. EXECUTIVE SUMMARY

In 2023, Wollongong City Council was the best scoring NSW metro LGA on record for 18 out of 39 services and facilities.

### Among the key findings:

#### Overall Satisfaction

The Overall Performance mean score of 3.5 was even with the average of 10 metro NSW councils. This score was on par with previous years (having stayed within a 3.3-3.7 range since 2010). In fact, Wollongong has resisted a decline in overall satisfaction seen in most other NSW LGAs since the floods of 2022, when a resulting decrease in road surface quality fed through strongly to overall satisfaction scores across much of NSW.

#### Services and Facilities

38 of 47 facilities showed satisfaction scores consistent with 2021, while nine (predominantly road- and traffic-related) recorded statistically significant declines.

By and large most facilities and services recorded good-excellent satisfaction scores: 16 of 48 facilities and services enjoyed average satisfaction scores of 4.0 or above (on a 1-5 scale), and only four (maintenance of local roads, parking in high demand areas, regulation of traffic flow in city centre and DAs) had scores below the “neutral” satisfaction rating of 3.0.

The facility which recorded the highest average satisfaction rating was the Botanic Garden (4.6), with 88% of users satisfied. This was followed by Patrolled beaches (4.5), Libraries (4.34), Illawarra Performing Arts Centre and Town Hall (4.3) and Community centre at Thirroul, Corrimal or Dapto (4.3).

Of facilities, footpaths recorded the lowest average satisfaction rating (3.3), with 23% of users dissatisfied. The next lowest was Shared use paths (3.7) and Cycleways (including pop up cycleways) (3.8).

A third (six of the eighteen) Direct Services recorded high average satisfaction ratings (above 3.75). The highest ratings were Domestic waste collection service (4.4) and Green Waste Collection (4.4), while the lowest were maintenance of local roads (2.8) and provision of parking in high demand areas (2.5). All waste-related services recorded extremely high satisfaction scores.

Facilities that were both above-average performing and used by an above-average proportion of residents included Patrolled beaches, Botanic Garden, Tidal rock pools and Libraries. Footpaths and Shared use paths (and Parks for active and passive recreation, to a lesser extent) had above-average usage but below-average satisfaction.

#### Benchmarks

Wollongong City Council performed extremely well against the nine NSW metro Councils measured by Taverner Research. Of 39 facilities and services that could be directly measured, Wollongong was “top of class” in 18, and above average in a further 14. It was even with the average for one, below average in five, and bottom in one (Protection of our natural environment).



## 2. BACKGROUND

Taverner Research Group was commissioned by Wollongong City Council to conduct a Community Satisfaction Survey in 2023 which tracks Council's performance in service delivery, identifies priority areas and evaluates Council's customer services, organisational skills, and communication.

The objectives for the Community Satisfaction Survey process were to:

- Measure the satisfaction with services and facilities provided by Council
- Compare levels of satisfaction for Council's services and facilities with previous results and with similar councils
- Assist Council in identifying service priorities for the community
- Identify future priorities for Council to focus on
- Evaluate Council's customer services and communication



### 3. RESEARCH DESIGN

The Wollongong City Council Community Satisfaction Survey 2023 sought to collect 600 completed responses from a random sample of adult residents in the Wollongong City Local Government Area (LGA). The reported results have a margin of error of  $\pm 4.0\%$  at the 95% confidence level. This means that if we repeated the survey 100 times, in 95 times the results will be within 4.0% of the true population value.

#### Computer-Aided Telephone Interviews (CATI)

A telephone based (CATI) survey was used to secure a response from 605 residents throughout the Wollongong LGA. There were 473 responses collected from mobile phones (78% of the total telephone interviews). The survey population was residents of the Wollongong LGA aged 18 years or older. The 2021 Census was used to establish quotas to ensure a good distribution of responses by age and gender. To qualify for a survey, residents had to have lived in the Wollongong local government area for more than six months and not be an employee or Councillor with Wollongong City Council.

Interviews were conducted from 31 August to 12 September 2023. Calls were made between 4.30pm and 8.30pm weekdays. Eleven interviewers from TRG's Wollongong CATI facility conducted interviews over the course of the data collection period. The survey was implemented according to ISO 20252 standards. Continuous interviewer monitoring was used to monitor for quality control. The survey questionnaire was provided in a separate document titled '6503 Wollongong City Council Community Survey 2023 v2'.

Median length of interview was 21 minutes and 31 seconds.

#### Online Survey

A version of the survey was made available online for all residents to complete. The survey was available from 31 August to 25 September 2023 and 383 responses were collected. It was distributed via an e-newsletter sent 1 September (see below).



#### Hold the phone

Council's community survey is currently taking place to gather feedback on our services and measure residents' satisfaction. Taverner Research will be reaching out to our community via phone. You can also complete the survey online.

[Community Survey 2023](#)



### 3. RESEARCH DESIGN

In addition to an organic post on Facebook and Instagram, Council had a paid advertising campaign on social media to drive awareness of the survey. An example Facebook post is below:



Results from the non-random (i.e. self-selecting) online sample appear in APPENDIX 2 –CATI and ONLINE. The tables in that appendix show percentages of 2023 responses for the opt-in online survey, compared to the random telephone survey. (Online respondents who did not complete the full survey but did get as far as Q9 were included, and hence there are reduced base sizes in the 'Online' columns from Q10 onwards.)

#### Survey Weighting

The collected data often cannot mirror the exact age/sex distribution of a region. To allow for this, the collected telephone (random) data set is weighted to bring it back to the ideal age/sex distribution based on the population of the Wollongong LGA.

**Table 1**, next page, reports the weighting factors for the sample. Using a high number of mobile phone numbers resulted in better access to young respondents. Successful data collection and age targeting led to minimal data weighting factors which are well within accepted statistical standards.



### 3. RESEARCH DESIGN

**Table 1** Survey Weighting

AGE	POPULATION		IDEAL		ACTUAL		WEIGHTS	
	MALE	FEMALE	MALE	FEMALE	MALE	FEMALE	MALE	FEMALE
<b>18 to 34</b>	25,123	24,708	89	87	35	27	2.55	3.25
<b>35 to 49</b>	19,879	20,655	70	73	69	82	1.02	0.89
<b>50 plus</b>	37,420	41,680	132	148	176	213	0.76	0.70
<b>TOTAL</b>	<b>82,422</b>	<b>87,043</b>	<b>292</b>	<b>308</b>	<b>280</b>	<b>322</b>		

#### Sample Profile

In order to obtain a clear view of the sample's profile and to conduct comparison tests, demographic characteristics including gender, age, suburb, time lived in the Wollongong LGA, employment status and commuter status were collected. **Table 2** (next page) details the weighted sample profile for this survey.



### 3. RESEARCH DESIGN

**Table 2** Sample Profile

<b>GENDER</b>	<b>%</b>	<b>n</b>
Male	48%	293
Female	51%	309
Non-binary	0.3%	2
Prefer not to say	0.2%	1
<b>AGE</b>	<b>%</b>	<b>n</b>
18-34 years	29%	178
35-49 years	24%	145
50-64 years	19%	117
65+ years	27%	165
<b>LENGTH OF TIME LIVED IN WOLLONGONG LGA</b>	<b>%</b>	<b>n</b>
6 months to 1 year	2%	10
2 to 5 years	4%	27
6 to 10 years	11%	66
11 to 15 years	11%	68
More than 15 years	72%	435
<b>EMPLOYMENT STATUS</b>	<b>%</b>	<b>n</b>
Work full time	43%	260
Work part time	10%	61
Work casually	4%	23
Self-employed	6%	38
Retired	27%	162
Unemployed	3%	17
Student	3%	15
Home duties	2%	13
Other	2%	13
Prefer not to say	1%	3
<b>COMMUTER STATUS</b>	<b>%</b>	<b>n</b>
Commutes to another Council area	29%	177
Does not commute to another Council area	71%	428
<b>WARD</b>	<b>%</b>	<b>n</b>
Ward 1	34%	205
Ward 2	36%	215
Ward 3	31%	185





### 3. RESEARCH DESIGN

#### How To Read This Report

This report provides the results of the telephone survey component of the Wollongong City Council Community Satisfaction Survey 2023.

#### Terminology

The term '**residents**' is used to describe the respondents of the survey. These respondents are permanent residents of the Wollongong local government area aged 18 years and over.

The term '**customers**' is used to describe residents that have contacted Wollongong City Council at least once in the past 12 months and completed the Customer Services section of the survey.

'**Average**' is used to denote the mean score for rating scale questions. For example, 'average satisfaction' refers to the mean satisfaction score. This applies for questions using an agreement scale.

'**Comparable Council**' is used to describe the average of nine NSW metropolitan councils with comparable characteristics (in terms of being larger and/or more urban Councils in or in proximity to Sydney) to Wollongong City Council which is used for external benchmarking purposes.

#### Statistically significant differences

Throughout the report differences between groups are described as significant differences if they reached statistical significance using an error rate of  $\alpha=0.05$ . This means that if repeated independent random samples of similar size were obtained from a population in which there was no actual difference, less than five percent (5%) of the samples would show a difference as large or larger than the one obtained.

Appendix 1 – Subgroup Analysis (pp. 71) contains full analysis of statistically significant differences among subgroups.

#### Notes on data aggregation

Aggregated data reporting in commentary may be different (+/- 1%) to the sum of the individual components shown in a chart or commentary due to rounding.

The sum of the displayed results to single response questions may not add to 100 percent due to rounding of the individual responses.

## 4. OVERALL SATISFACTION



This section of the report covers overall satisfaction with Wollongong City Council. It includes subgroup analysis, comparisons with previous results (internal benchmarks) and comparisons with councils with similar characteristics to Wollongong City Council (external benchmarks).

### 4.1. PERFORMANCE OF WOLLONGONG CITY COUNCIL

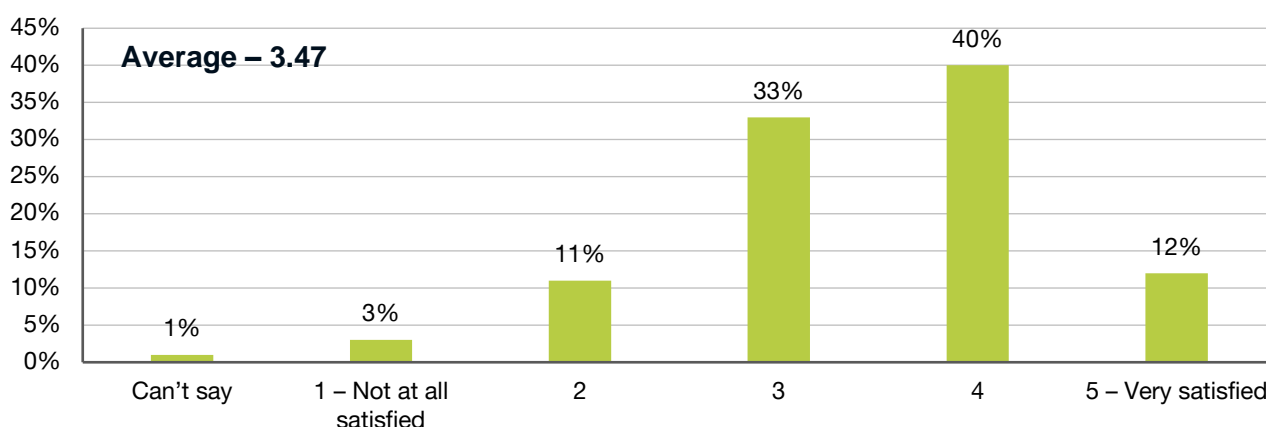
Residents were asked to rate their satisfaction with the overall performance of Wollongong City Council using a five-point scale where 1 meant 'not at all satisfied' and 5 meant 'very satisfied'. In total, 52% of residents were satisfied with the overall performance of Council, with 12% providing the highest rating of 5. Fourteen percent (14%) were dissatisfied while 33% provided a neutral rating of 3.

These results combined for a medium average satisfaction of 3.47 out of 5.

**Figure 1** Satisfaction with Wollongong City Council's Overall Performance

**Q9** Using the same 1 to 5 scale, how satisfied are you with Wollongong City Council's overall performance?

Base: All respondents (n=605)



**Table 3** Overall Satisfaction with Council – Subgroup Analysis

SUBGROUP	SIGNIFICANT DIFFERENCES
Gender	Nil.
Age	Nil.
Ward	Nil.
Length of time lived in Wollongong LGA	Residents who had lived in the Wollongong LGA for 10 years or less were significantly more satisfied (mean 3.89) and those who had lived there for more than 15 years were significantly less satisfied (mean 3.38).



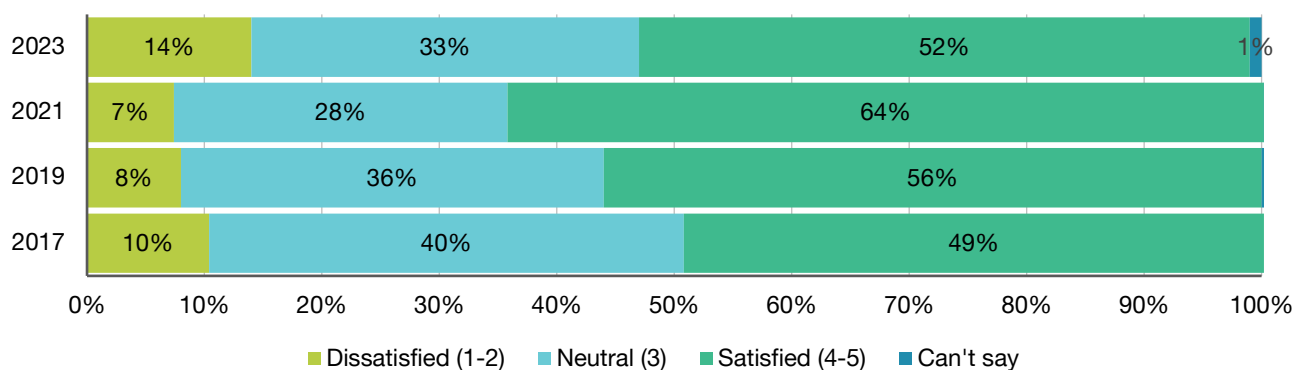
## 4. OVERALL SATISFACTION

**Figure 2** below compares the breakdown in ratings for 2023 with previous results from 2017, 2019 and 2021.

**Figure 2** Overall Satisfaction with Council – Internal Benchmark (percentages)

**Q9** Using the same 1 to 5 scale, how satisfied are you with Wollongong City Council's overall performance?

Base: All respondents



**Figure 3** below compares average satisfaction with the overall performance of Council over time. Average overall satisfaction decreased 0.22 pts to 3.47 since 2021.

**Figure 3** Overall Satisfaction with Council – Internal Benchmark (means)

**Q9** Using the same 1 to 5 scale, how satisfied are you with Wollongong City Council's overall performance?

Base: All respondents



Council's performance in 2023 was virtually unchanged on 2019 and 2021 surveys. In fact, overall satisfaction has remained within a tight band of 3.3-3.7 since 2010, showing a high degree of stability.

This result is in contrast to most of the 20 or so LGAs we have surveyed since May 2022, when extensive flooding led to substantial deterioration in road surface quality. That in turn fed through to far lower satisfaction scores – down 10% on average since that time. Happily, we have not seen this flow-through of dissatisfaction occur in the Wollongong LGA.



## 4. OVERALL SATISFACTION

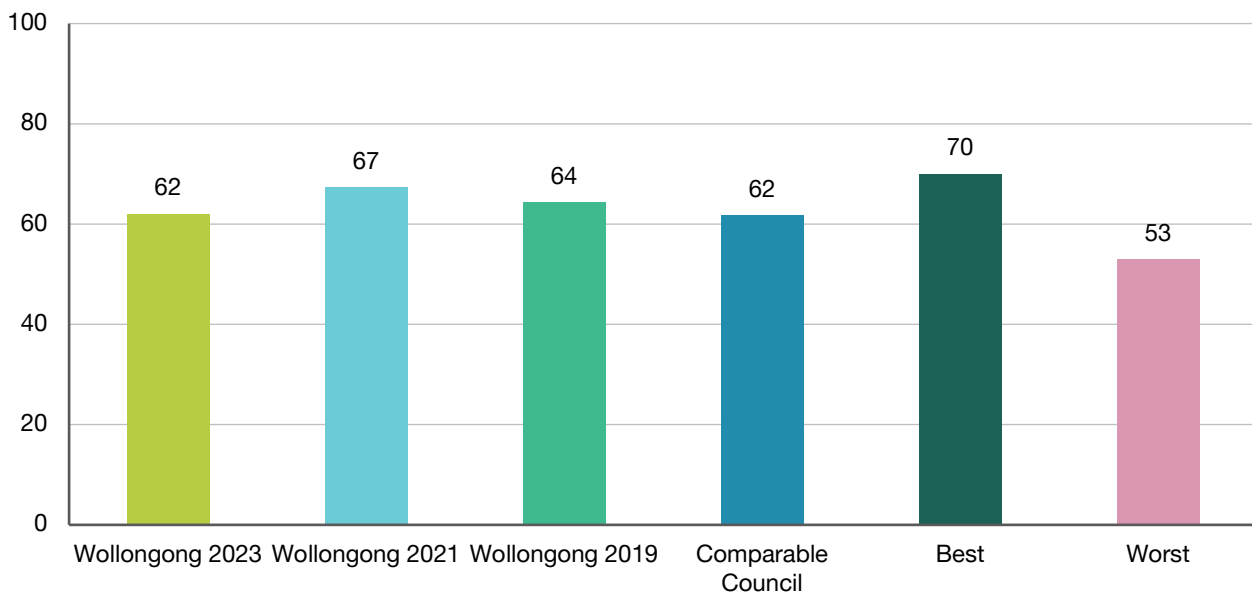
**Figure 4** below compares the benchmarked result (out of 100) for overall satisfaction with Council with an average of comparable metropolitan councils in NSW as well as the best and worst results on the Taverner Research Group benchmark database.

Overall satisfaction with the performance of Wollongong City Council in 2023 was on par with the average of comparable councils in NSW.

**Figure 4** Overall Satisfaction with Council – External Benchmarks

**Q9** Using the same 1 to 5 scale, how satisfied are you with Wollongong City Council's overall performance?

Base: All respondents





## 4. OVERALL SATISFACTION

### 4.2. REASONS FOR DISSATISFACTION

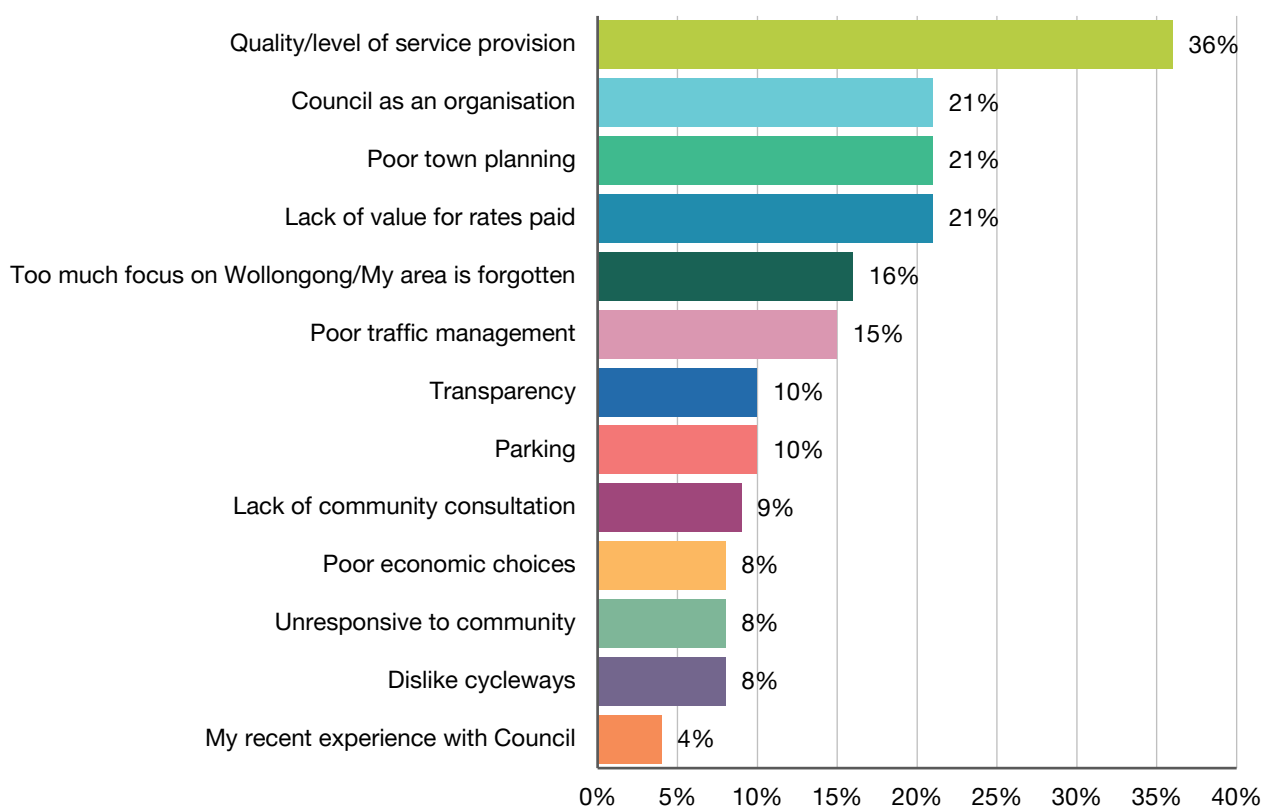
Respondents that provided an overall satisfaction rating of 1 or 2 (not satisfied) were asked to provide a reason for their rating. These open-ended responses were classified into themes (see **Figure 5** below). Responses could be classified into more than one theme. A full list of responses has been provided to Council in a separate report.

More than a third (36%) of dissatisfied residents cited Quality/level of service provision, and quarter spoke against traffic/parking/cycleways.

**Figure 5** Reasons for Dissatisfaction

**Q10** Why did you give that rating?

Base: Dissatisfied overall (n=87)





## 5. COUNCIL SERVICES & FACILITIES

This section reports on the services and facilities provided by Wollongong City Council. Residents were asked to rate their usage of and satisfaction with 19 facilities, as well as their satisfaction with 31 services provided by Council.

### Facilities

1. Botanic Garden
2. Children's playgrounds
3. Community centre at Thirroul, Corrimal or Dapto
4. Community hall/centre
5. Council heated pools
6. Cycle ways (including pop up cycle ways)
7. Footpaths
8. Illawarra Performing Arts Centre and Town Hall
9. Leisure centres (Beaton Park and Lakeside)
10. Libraries
11. Parks, open spaces and sports fields for active sport or recreation activities
12. Parks, open spaces and sports fields for passive recreation purpose
13. Patrolled beaches
14. Public swimming pools (free entry)
15. Russell Vale Golf Course (The Vale)
16. Shared use paths
17. Tidal rock pools
18. Wollongong Art Gallery
19. Dog off leash beach and/or park

### Direct Services

1. Availability of footpaths, cycle ways and shared use paths
2. Compliance and regulation of parking
3. Customer Service Centre
4. Domestic waste collection service (i.e., red bin)
5. Graffiti prevention and removal
6. Green waste, including the food organics collection service (FOGO)
7. Maintenance and cleanliness of bus shelters
8. Maintenance and cleanliness of public toilets
9. Maintenance of footpaths, cycle ways and shared use paths





## 5. COUNCIL SERVICES & FACILITIES

10. Maintenance of local roads
11. Provision of parking in high demand areas (city centre, foreshore)
12. Public bin collection
13. Recycling waste collection service
14. Regulation of traffic flow in city centre
15. Regulation of traffic flow in local area
16. Street cleaning
17. The hours Council public toilets are open
18. Waste disposal depot facilities

### Indirect Services

1. Children services (e.g., Transition to school, engagement activities with children in planning for a Child Friendly City)
2. Companion animal compliance
3. Development application assessment process
4. Environmental programs and education
5. Inclusive services (e.g., interpreter services, language aid, living books, Harmony week, NAIDOC week, Aboriginal reference group, Reconciliation activities)
6. Library services
7. Management and preservation of our heritage
8. Planning controls for development in Wollongong City Centre
9. Planning controls for development in your local area/town centre
10. Protection of our natural environment
11. Services for older people (e.g., Senior's week, day care, community transport, Carers week)
12. Services for people with disability
13. Youth services (e.g., Programs delivered at the youth centre and outreach services across other sites, youth week)



## 5. COUNCIL SERVICES & FACILITIES

### 5.1. FACILITY USAGE

Residents were asked to indicate how frequently they or a person in their household usually used 19 facilities provided by Wollongong City Council. Frequencies ranged from 'at least monthly' through 'never' (see **Table 4**, next page). Facilities have been sorted by the 'usage rate', which is the proportion of residents who have used the facility **during the past 12 months**.

(Note that when last asked in 2021, usage of some facilities was impacted to differing extents by COVID restrictions and lockdowns. This may have influenced some changes in 2023 results.)

Footpaths were the facilities used by the highest proportion of residents (97%). This was followed by shared use paths (82%), parks, open spaces and sports fields for passive recreation purpose (80%), and patrolled beaches (79%). These facilities also recorded the highest proportions of residents that used them monthly or more often.

The facility with the lowest proportion of users was Russell Vale Golf Course (13%). The next lowest was Community Centres at Thirroul, Corrimal or Dapto (23%).



## 5. COUNCIL SERVICES & FACILITIES

**Table 4** Facility Usage

	AT LEAST MONTHLY	UP TO 9 TIMES A YEAR	UP TO 6 TIMES A YEAR	UP TO 3 TIMES A YEAR	USAGE RATE	NOT IN THE LAST 12 MTHS	NEVER	CAN'T SAY
<b>Footpaths</b>	92%	1%	1%	2%	97%	1%	2%	1%
<b>Shared use paths</b>	67%	4%	4%	7%	82%	3%	15%	1%
<b>Parks, open spaces and sports fields for passive recreation purpose</b>	57%	6%	7%	11%	80%	6%	14%	0%
<b>Patrolled beaches</b>	50%	8%	8%	13%	79%	7%	13%	0%
<b>Parks, open spaces and sports fields for active sport or recreation activities</b>	47%	3%	6%	9%	65%	7%	27%	0%
<b>Botanic Garden</b>	12%	5%	8%	36%	61%	19%	20%	0%
<b>Tidal rock pools</b>	24%	6%	8%	15%	53%	13%	34%	0%
<b>Libraries</b>	22%	3%	6%	21%	51%	19%	30%	0%
<b>Cycle ways (including pop up cycle ways)</b>	30%	4%	4%	9%	47%	10%	43%	0%
<b>Children's playgrounds</b>	31%	2%	5%	9%	47%	14%	39%	0%
<b>Public swimming pools (free entry)</b>	20%	8%	7%	11%	46%	16%	37%	0%
<b>Dog off leash beach and/or park</b>	29%	3%	4%	7%	41%	7%	50%	1%
<b>Illawarra Performing Arts Centre and Town Hall</b>	2%	1%	6%	32%	41%	20%	40%	0%
<b>Leisure centres (Beaton Park and Lakeside)</b>	16%	1%	3%	13%	33%	18%	48%	0%
<b>Council heated pools</b>	11%	5%	4%	11%	31%	18%	50%	1%
<b>Community hall/centre</b>	5%	1%	5%	20%	30%	20%	50%	0%
<b>Wollongong Art Gallery</b>	2%	1%	3%	20%	25%	22%	53%	0%
<b>Community centre at Thirroul, Corrimal or Dapto</b>	5%	1%	2%	15%	23%	14%	63%	0%
<b>Russell Vale Golf Course (The Vale)</b>	5%	1%	1%	7%	13%	10%	77%	0%



## 5. COUNCIL SERVICES & FACILITIES

**Table 5** (below) and **Table 6** (next page) lists statistically significant differences in usage rate among subgroups. Residents aged 35-49 had the highest usage rates, and those age 65+ had the lowest. Residents in Ward 2 had higher usage rates than the other two wards.

**Table 5** Facility Usage – Subgroup Analysis 1

SUBGROUP	SIGNIFICANT DIFFERENCES
Gender	<p>Males had significantly higher usage rates for:</p> <ul style="list-style-type: none"> <li>Open spaces for active activities (73%)</li> <li>Russell Vale Golf Course (19%)</li> </ul>
Age	<p>Residents aged 18-34 had significantly higher usage rates for:</p> <ul style="list-style-type: none"> <li>Patrolled beaches (95%)</li> <li>Tidal rock pools (67%)</li> <li>Dog off leash beach and/or park (57%)</li> </ul> <p>Residents aged 35-49 had significantly higher usage rates for:</p> <ul style="list-style-type: none"> <li>Open spaces for active activities (90%)</li> <li>Open spaces for passive recreation (91%)</li> <li>Children's playgrounds (75%)</li> <li>Cycleways (including pop up cycleways) (63%)</li> <li>Shared use paths (92%)</li> <li>Botanic Gardens (72%)</li> <li>Council heated pools (49%)</li> <li>Public swimming pools (free entry) (68%)</li> <li>Leisure centres (Beaton Park and Lakeside) (53%)</li> </ul> <p>Residents aged 65+ had significantly lower usage rates for:</p> <ul style="list-style-type: none"> <li>Open spaces for active activities (40%)</li> <li>Open spaces for passive recreation (64%)</li> <li>Footpaths (92%)</li> <li>Cycleways (including pop up cycleways) (25%)</li> <li>Shared use paths (68%)</li> <li>Botanic Gardens (49%)</li> <li>Patrolled beaches (55%)</li> <li>Tidal rock pools (32%)</li> <li>Council heated pools (18%)</li> <li>Public swimming pools (free entry) (33%)</li> <li>Leisure centres (Beaton Park and Lakeside) (18%)</li> <li>Dog off leash beach and/or park (19%)</li> </ul>



## 5. COUNCIL SERVICES & FACILITIES

**Table 6** Facility Usage – Subgroup Analysis 2

SUBGROUP	SIGNIFICANT DIFFERENCES
<b>Ward</b>	<p>Residents of Ward 1 had a significantly higher usage rate for Tidal pools (64%).</p> <p>Residents of Ward 2 had significantly higher usage rates for:</p> <ul style="list-style-type: none"> <li>• Wollongong Art Gallery (40%)</li> <li>• Botanic Gardens (75%)</li> <li>• Patrolled beaches (87%)</li> </ul> <p>Residents of Ward 3 had significantly lower usage rates for:</p> <ul style="list-style-type: none"> <li>• Cycleways (including pop up cycleways) (34%)</li> <li>• Shared use paths (73%)</li> </ul> <p>Residents of Ward 3 had a significantly lower usage rate for Tidal pools (36%).</p>
<b>Length of time lived in Wollongong LGA</b>	<p>Residents who had lived in the LGA up to 10 years had significantly higher usage rates for:</p> <ul style="list-style-type: none"> <li>• Botanic Gardens (78%)</li> <li>• Patrolled beaches (95%)</li> </ul> <p>Residents who had lived in the LGA 11-15 years had a significantly higher usage rate for Open spaces for active activities (82%).</p> <p>Residents who had lived in the LGA more than 15 years had significantly lower usage rates for:</p> <ul style="list-style-type: none"> <li>• Open spaces for passive recreation (76%)</li> <li>• Botanic Gardens (56%)</li> <li>• Patrolled beaches (74%)</li> <li>• Dog off leash beach and/or park (36%)</li> </ul>



## 5. COUNCIL SERVICES & FACILITIES

**Table 7**, below, compares facility usage rates for 2023 with previous survey results. The largest increase between 2021 and 2023 was of three percentage points for Community hall/centre. The largest decrease was nine percentage points for Botanic Garden.

**Table 7** Facility Usage Rate – Internal Benchmark

FACILITY USAGE RATE	2017	2019	2021	2023	CHANGE SINCE 2021
Footpaths	-	-	97%	97%	-
Parks, open spaces and sports fields for passive recreation purpose	76%	74%	84%	80%	-4
Shared use paths	-	-	83%	82%	-1
Patrolled beaches	76%	78%	79%	79%	-
Parks, open spaces and sports fields for active sport or recreation activities	71%	70%	71%	65%	-6
Botanic Garden	55%	52%	70%	61%	-9
Cycle ways (including pop up cycle ways)	-	-	54%	47%	-7
Libraries	-	-	53%	51%	-2
Tidal rock pools	56%	50%	52%	53%	+1
Public swimming pools (free entry)	43%	42%	52%	46%	-6
Children's playgrounds	48%	45%	51%	47%	-4
Illawarra Performing Arts Centre and Town Hall	42%	39%	47%	41%	-6
Leisure centres (Beaton Park and Lakeside)	25%	18%	33%	33%	-
Council heated pools	28%	31%	31%	31%	-
Community hall/centre	25%	28%	27%	30%	+3
Wollongong Art Gallery	20%	15%	24%	25%	+1
Community centre at Thirroul, Corrimal or Dapto	-	-	21%	23%	+2
Russell Vale Golf Course (The Vale)	11%	7%	11%	13%	+2

### 5.2. FACILITIES

Residents that used a facility (i.e., did not select 'Never' or 'Can't say') were asked to rate their satisfaction with that particular facility using a five-point scale where 1 meant 'not at all satisfied' and 5 meant 'very satisfied'.

Seventeen of the nineteen Wollongong City Council facilities recorded high average satisfaction ratings (above 3.75 on a 1-5 satisfaction scale) among their user bases (see **Figure 6** next page). The facility which recorded the highest average satisfaction rating was the Botanic Garden (4.60), with 88% of users satisfied. This was followed by Patrolled beaches (4.52), Libraries (4.37), Illawarra





## 5. COUNCIL SERVICES & FACILITIES

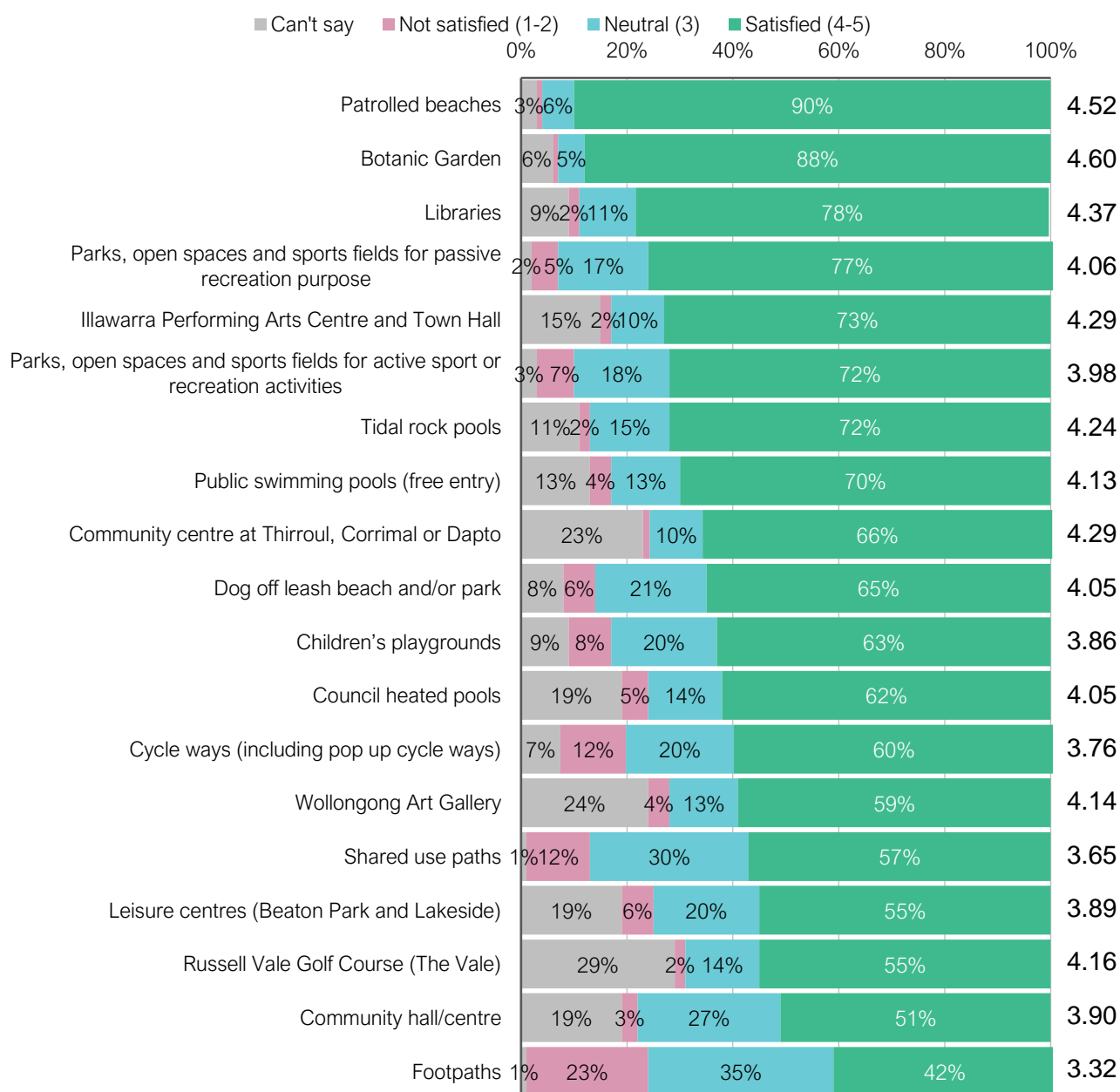
Performing Arts Centre and Town Hall (4.29) and Community Centres at Thirroul, Corrimal or Dapto (4.29).

Footpaths recorded the lowest average satisfaction rating (3.32), with 23% of users dissatisfied. The next lowest was Shared use paths (3.65) and Cycleways (including pop up cycleways) (3.76). However, all these scores were considerably above the "neutral" satisfaction mean of 3.0.

**Figure 6 Facilities – Satisfaction**

**Q2** Please rate your satisfaction with each facility you usually use using a 1 to 5 scale where 1 means 'not at all satisfied' and 5 means 'very satisfied'. [Note: Some small results not displayed]

Base: Facility users (n=133 to n=587)





## 5. COUNCIL SERVICES & FACILITIES

**Table 8** below lists statistically significant differences in average satisfaction with facilities among subgroups. Most significant differences were related to length of time lived in the LGA, with those who had lived in Wollongong up to 10 years more satisfied compared to longer term residents.

**Table 8** Facilities – Subgroup Analysis

SUBGROUP	SIGNIFICANT DIFFERENCES
<b>Gender</b>	Females had significantly higher satisfaction with Libraries (4.52).
<b>Age</b>	Residents aged 65+ had significantly higher satisfaction with Children's playgrounds (4.32).
<b>Ward</b>	Nil.
<b>Length of time lived in Wollongong LGA</b>	Residents who had lived in the Wollongong LGA up to 10 years had significantly higher satisfaction with: <ul style="list-style-type: none"> <li>Community centre at Thirroul, Corrimal or Dapto (4.67)</li> <li>Russell Vale Golf Course (4.93)</li> <li>Parks, open spaces and sports fields for passive recreation purposes (4.37)</li> </ul>

When correlating<sup>1</sup> the satisfaction with each Facility against satisfaction with Overall Performance, **Table 9** below shows the highest coefficients achieved (it expresses as a decimal between 0 and 1, with a score of 0.7 arbitrarily considered a high correlation in the social sciences).

All of the top five were related to paths or parks. Footpaths, the highest coefficient, had the lowest satisfaction mean score in 2023 (see **Figure 6**, previous page).

**Table 9** Facilities with the Strongest Relationship to Council's Overall Performance

FACILITY	COEFFICIENT
<b>Footpaths</b>	0.384
<b>Parks, open spaces and sports fields for passive recreation purpose</b>	0.374
<b>Shared use paths</b>	0.37
<b>Cycle ways (including pop up cycle ways)</b>	0.355
<b>Children's playgrounds</b>	0.354

(However, it again needs to be emphasised that none of these show a meaningful (0.70+) correlation.)

<sup>1</sup> Pearson's correlation [https://wiki.q-researchsoftware.com/wiki/Pearson%27s\\_Product\\_Moment\\_Correlation](https://wiki.q-researchsoftware.com/wiki/Pearson%27s_Product_Moment_Correlation)



## 5. COUNCIL SERVICES & FACILITIES

**Table 10**, below, compares average satisfaction ratings for facilities for 2023 with previous survey results. Satisfaction for 15 of the facilities measured were in line with 2021, while three facilities (Botanic Garden, Leisure centres (Beaton Park and Lakeside) and Footpaths) showed statistically significant decreases compared to 2021. However, all facilities showed excellent satisfaction scores, with 12 of 15 at 4.0 or above on the 5-point satisfaction scale, and three (Botanic Garden, patrolled beaches and libraries) at 4.4 or above out of five.

**Table 10** Facilities – Internal Benchmark

FACILITIES	2010	2012	2014	2017	2019	2021	2023	SIGNIFICANT CHANGE SINCE 2021
Botanic Garden	4.4	4.6	4.5	4.4	4.6	4.7	4.6	↓
Patrolled beaches	4.2	4.6	4.7	4.5	4.5	4.5	4.5	↔
Libraries	-	-	-	-	-	4.4	4.4	↔
Tidal rock pools	-	3.9	4.1	4.1	4.1	4.2	4.2	↔
Community centre at Thirroul, Corrimal or Dapto	-	-	-	-	-	4.2	4.3	↔
Illawarra Performing Arts Centre and Town Hall	4.1	4.2	4.3	4.4	4.4	4.2	4.3	↔
Wollongong Art Gallery	3.9	4.0	4.2	4.2	4.1	4.2	4.1	↔
Russell Vale Golf Course (The Vale)	3.9	4.1	4.4	4.1	4.2	4.2	4.2	↔
Parks, open spaces and sports fields for passive recreation purpose	-	4.2	4.3	4.1	4.2	4.1	4.1	↔
Public swimming pools (free entry)	3.8	4.2	4.5	4.1	4.2	4.1	4.1	↔
Council heated pools	-	4.2	4.2	4.0	4.1	4.1	4.1	↔
Leisure centres (Beaton Park and Lakeside)	4.0	4.2	4.3	3.9	4.2	4.1	3.9	↓
Parks, open spaces and sports fields for active sport or recreation activities	-	4.1	4.2	4.1	4.2	4.1	4.0	↔
Children's playgrounds	-	4.1	4.1	3.9	3.9	3.9	3.9	↔
Cycle ways (including pop up cycle ways)	-	-	-	-	-	3.8	3.8	↔
Community hall/centre	3.7	4.0	4.2	4.0	4.0	3.8	3.9	↔
Shared use paths	-	-	-	-	-	3.8	3.7	↔
Footpaths	-	-	-	-	-	3.5	3.3	↓

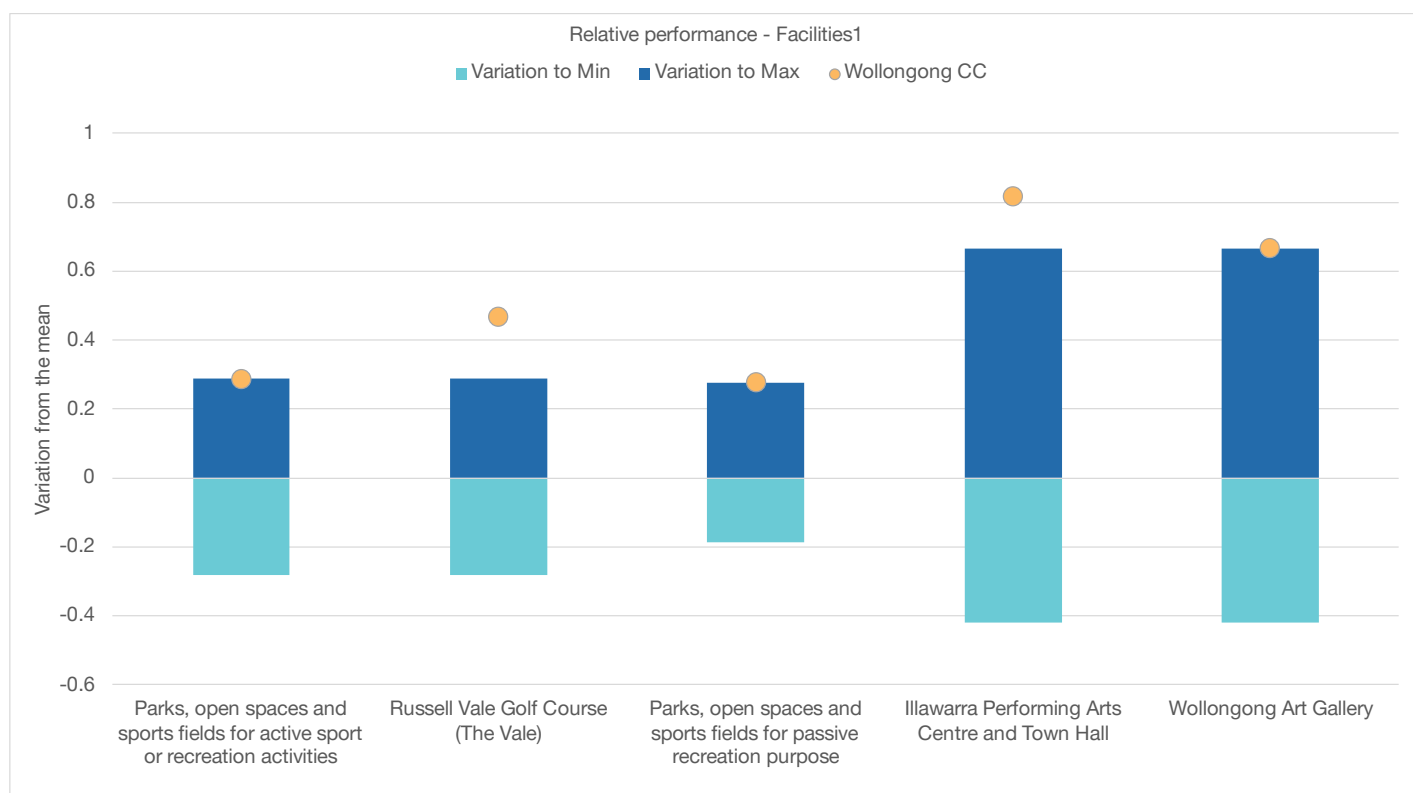


## 5. COUNCIL SERVICES & FACILITIES

Taverner benchmarks show cumulative responses for councils as dark blue (above the midpoint) and aqua (below the midpoint). Longer bars (e.g., art gallery) mean more councils could be included in a particular facility (compared to the shorter bars e.g., golf course), and/or a higher degree of variance between best and worst performing Councils.

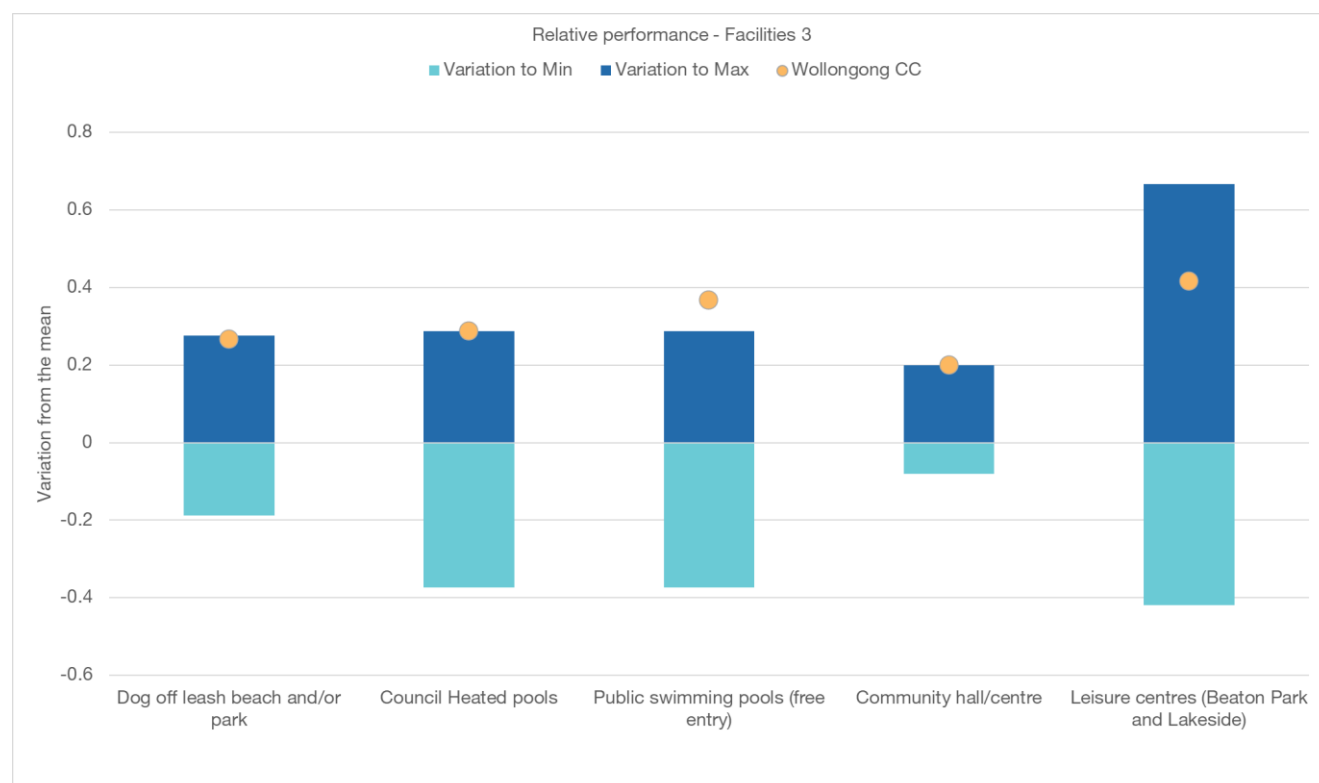
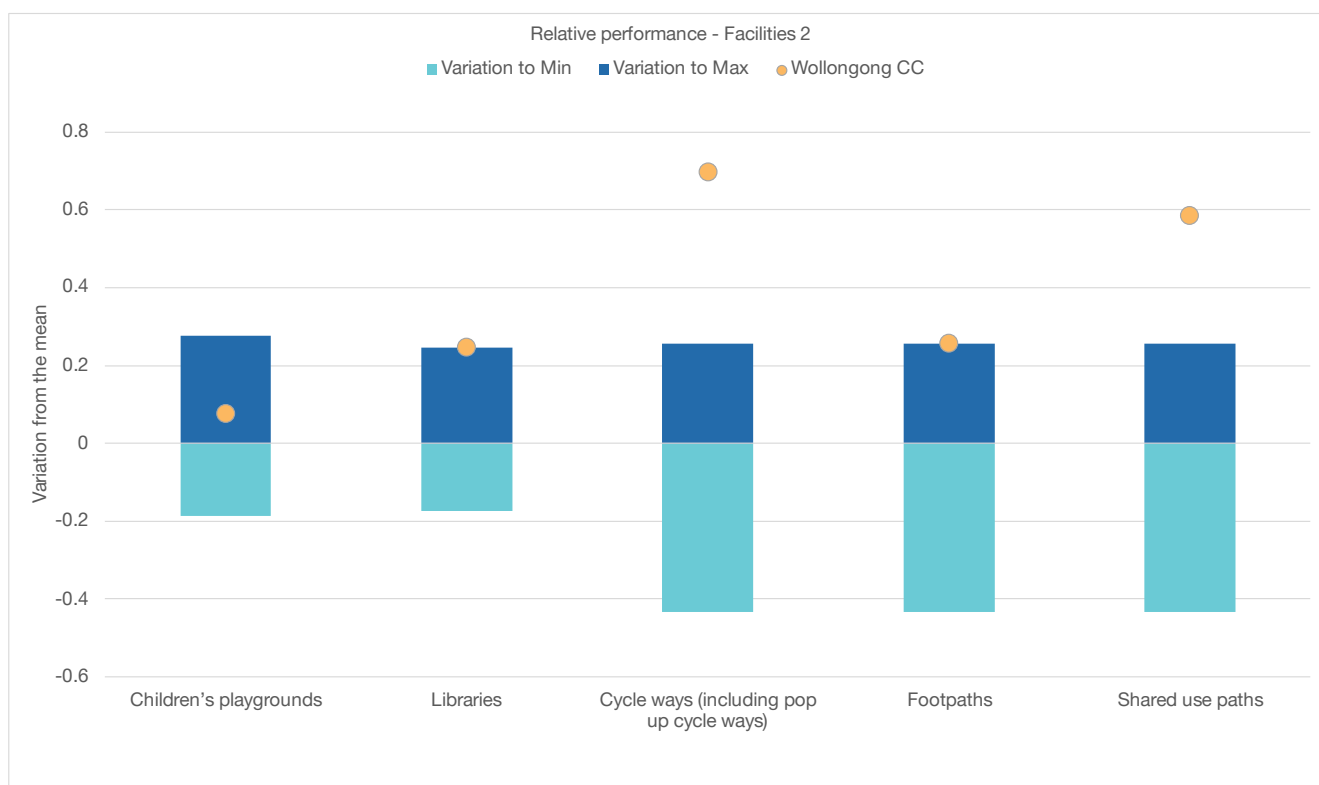
As shown in **Figure 7**, below, Wollongong City Council in 2023 exceeded the midpoint of every one of the Facilities that could be compared to other metro NSW councils. Five of the fifteen Facilities had Wollongong's performance (the dot) well above the rest of metro NSW councils.

**Figure 7** Facilities – External Benchmarks





## 5. COUNCIL SERVICES & FACILITIES





## 5. COUNCIL SERVICES & FACILITIES

### 5.3. DIRECT SERVICES

Respondents were asked to rate their satisfaction with eighteen Direct Services using a five-point scale where 1 meant 'not at all satisfied' and 5 meant 'very satisfied' (see **Figure 8**, next page).

One-third (six of the eighteen) Direct Services recorded high average satisfaction ratings (above 3.75). The highest rating was Domestic waste collection service (i.e., red bin) (4.43).

Residents were very satisfied with the group of waste services:

- Domestic waste collection service (i.e., red bin) (4.43)
- Green waste, including the food organics collection service (FOGO) (4.42)
- Recycling waste collection service (4.33)
- Public bin collection (3.99)
- Waste disposal depot facilities (3.80)

Residents were least satisfied with parking/traffic/local roads:

- Provision of parking in high demand areas (city centre, foreshore) (52% not satisfied)
- Maintenance of local roads (36% not satisfied)
- Regulation of traffic flow in local area (31% not satisfied)
- Regulation of traffic flow in city centre (29% not satisfied)
- Compliance and regulation of parking (27% not satisfied)



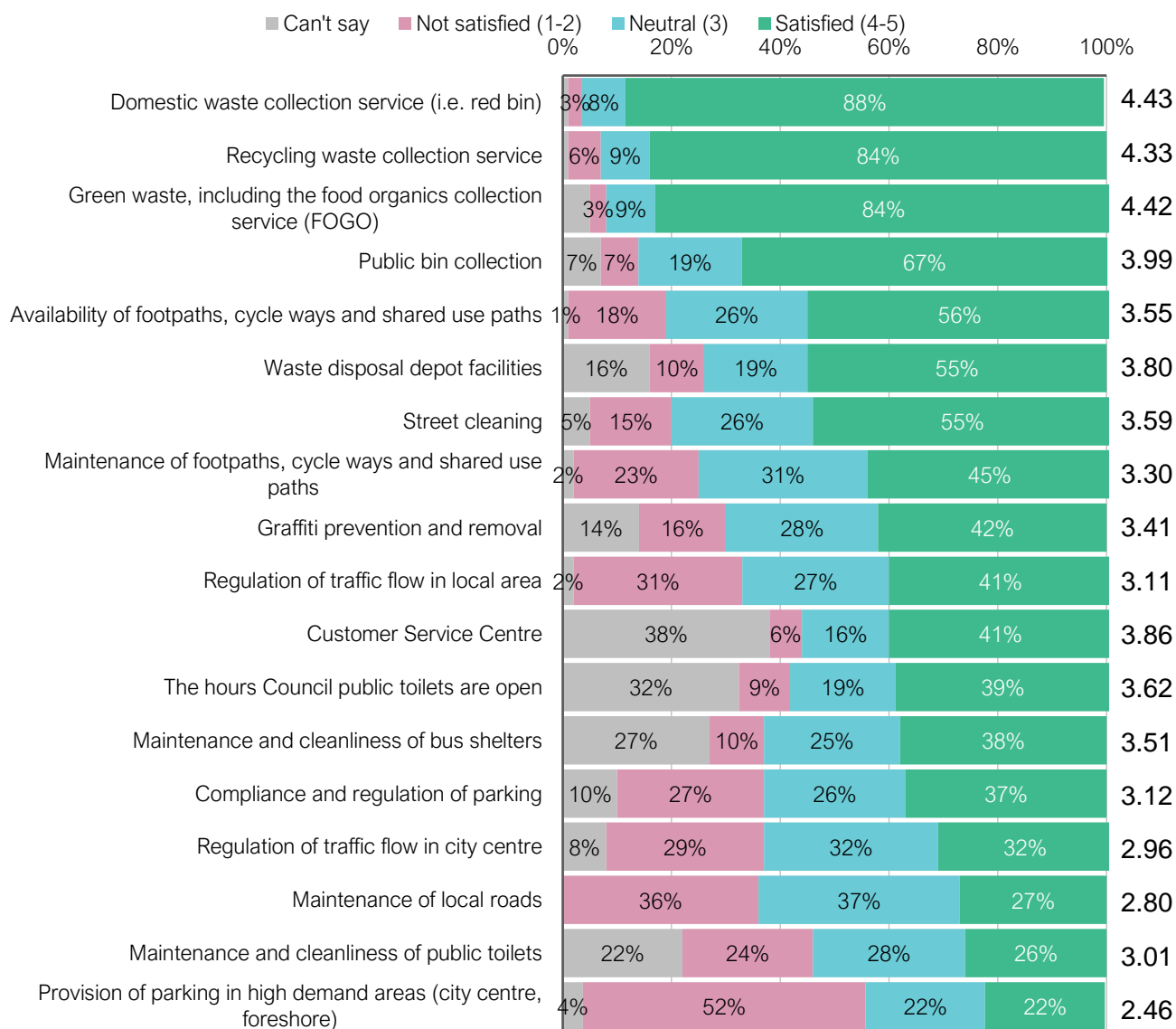


## 5. COUNCIL SERVICES & FACILITIES

**Figure 8 Direct Services – Satisfaction**

**Q8** Please rate your satisfaction with the following Council services using a 1 to 5 scale where 1 means 'not at all satisfied' and 5 means 'very satisfied'.

Base: All respondents (n=605)





## 5. COUNCIL SERVICES & FACILITIES

**Table 11** below lists statistically significant differences in average satisfaction among subgroups. Those who had lived in the Wollongong LGA the shortest time were the most satisfied.

**Table 11** Direct Services – Subgroup Analysis

SUBGROUP	SIGNIFICANT DIFFERENCES
<b>Gender</b>	Nil.
<b>Age</b>	Residents aged 65+ were significantly more satisfied with Recycling waste collection service (i.e., yellow bin) (mean 4.54)
<b>Ward</b>	Residents in Ward 2 were significantly more satisfied with Street cleaning (3.83). Residents in Ward 3 were significantly less satisfied with: <ul style="list-style-type: none"> <li>• Street cleaning (3.22)</li> <li>• Maintenance of local roads (2.47)</li> </ul>
<b>Length of time lived in Wollongong LGA</b>	Residents who had lived in the Wollongong LGA up to 10 years were significantly more satisfied with: <ul style="list-style-type: none"> <li>• Waste disposal depot facilities (4.31)</li> <li>• Graffiti prevention and removal (3.87)</li> <li>• Compliance and regulation of parking (3.55)</li> <li>• Maintenance of footpaths, cycle ways and shared use paths (3.80)</li> <li>• Regulation of traffic flow in city centre (3.48)</li> <li>• Maintenance of local roads (3.41)</li> <li>• Provision of parking in high demand areas (city centre, foreshore) (3.05)</li> </ul> Residents who had lived there for longer than 15 years were significantly less satisfied with: <ul style="list-style-type: none"> <li>• Maintenance of local roads (2.67)</li> <li>• Provision of parking in high demand areas (city centre, foreshore) (2.32)</li> </ul>



## 5. COUNCIL SERVICES & FACILITIES

**Table 12** below shows the correlations of Direct Services against Overall Performance. All of the top five in 2023 related broadly to private transport (broadly includes roads, paths, traffic and parking).

**Table 12** Direct Services with the Strongest Relationship to Council's Overall Performance

DIRECT SERVICE	COEFFICIENT
Maintenance of local roads	0.523
Maintenance of footpaths, cycle ways and shared use paths	0.437
Regulation of traffic flow in local area	0.430
Provision of parking in high demand areas (city centre, foreshore)	0.411
Regulation of traffic flow in city centre	0.385

(However, note that 0.7 is generally considered the minimum correlation co-efficient denoting a relationship between specific service and overall satisfaction.)



## 5. COUNCIL SERVICES & FACILITIES

**Table 13** below compares average satisfaction results for 2023 with previous survey results.

Three of the eighteen Direct Services (all roads and traffic-related) showed significant decreases in their mean scores in 2023 compared to 2021, while the rest were stable. The flooding across eastern Australia in 2022 made roads/potholes a focus of widespread discontent across all LGAs measured by Taverner over the past 16 or so months.

**Table 13** Direct Services – Internal Benchmark

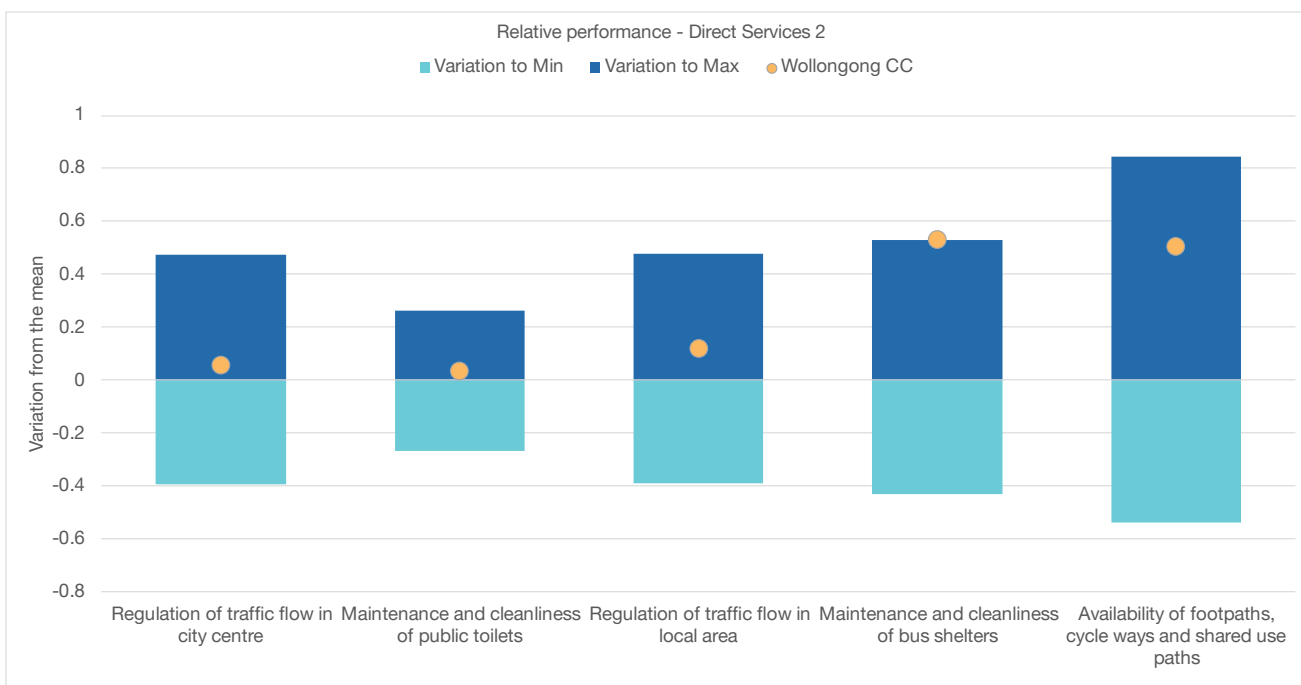
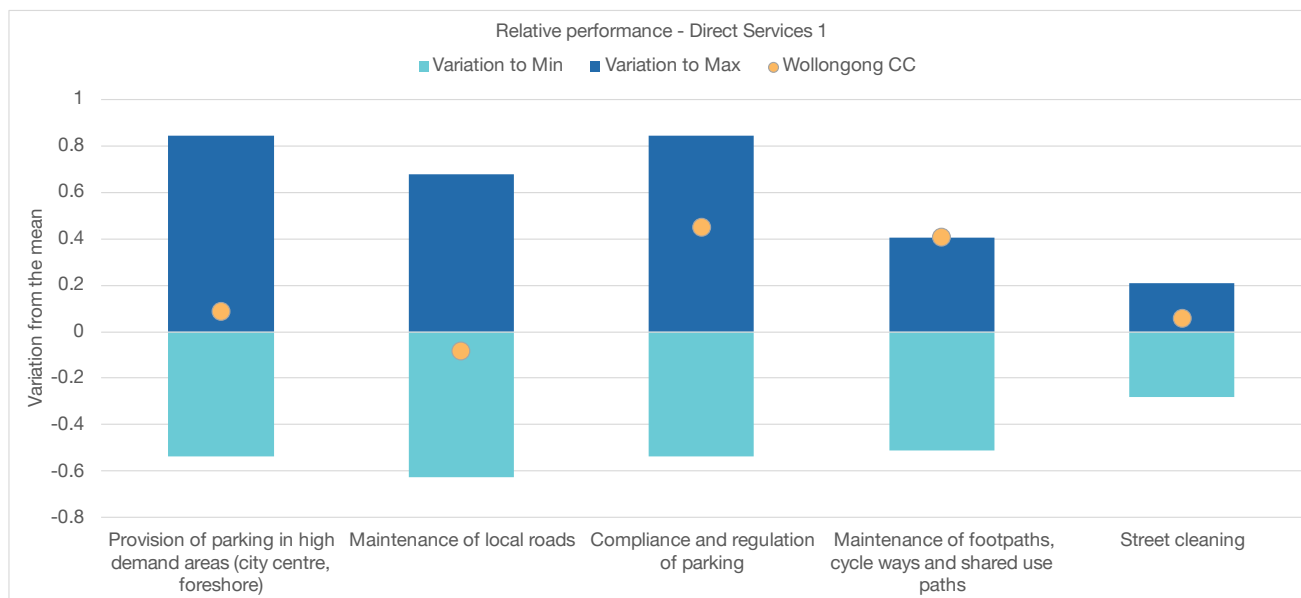
DIRECT SERVICES	2010	2012	2014	2017	2019	2021	2023	SIGNIFICANT CHANGE SINCE 2021
Green waste, including the food organics collection service (FOGO)	-	-	-	-	-	4.5	4.4	↔
Domestic waste collection service (i.e., red bin)	4.1	4.2	4.2	4.0	4.1	4.4	4.4	↔
Recycling waste collection service	-	-	-	-	-	4.3	4.3	↔
Waste disposal depot facilities	3.4	3.4	3.4	3.6	3.7	4.0	3.8	↔
Public bin collection	-	-	-	-	-	3.9	4.0	↔
Customer Service Centre	3.5	3.6	3.8	3.7	3.9	3.9	3.9	↔
Street cleaning	3.3	3.3	3.4	3.2	3.7	3.7	3.6	↔
The hours Council public toilets are open	-	-	-	3.1	3.5	3.7	3.6	↔
Availability of footpaths, cycle ways and shared use paths	-	-	-	-	-	3.7	3.6	↔
Maintenance and cleanliness of bus shelters	3.0	3.2	3.3	3.0	3.5	3.6	3.6	↔
Graffiti prevention and removal	3.0	3.1	3.3	3.2	3.4	3.6	3.4	↔
Maintenance of footpaths, cycle ways and shared use paths	-	-	-	-	-	3.4	3.3	↔
Regulation of traffic flow in local area	3.2	3.2	3.3	3.2	3.1	3.3	3.1	↓
Compliance and regulation of parking	-	-	-	-	-	3.2	3.1	↔
Regulation of traffic flow in city centre	3.0	3.2	3.1	3.1	3.2	3.2	3.0	↓
Maintenance of local roads	2.8	2.8	3.1	2.7	3.1	3.2	2.8	↓
Maintenance and cleanliness of public toilets	2.5	2.6	2.9	2.8	3.1	3.1	3.0	↔
Provision of parking in high demand areas (city centre, foreshore)	-	-	-	-	-	2.5	2.5	↔



## 5. COUNCIL SERVICES & FACILITIES

As shown in **Figure 9** below, Wollongong City Council was higher than the average of metro NSW councils for 12 out of 14 Direct Service that could be benchmarked (Maintenance of local roads and Graffiti prevention and removal being the exceptions).

**Figure 9** Direct Services – External Benchmarks





## 5. COUNCIL SERVICES & FACILITIES



### 5.4. INDIRECT SERVICES

Respondents were asked to rate their satisfaction with 11 Indirect Services using a five-point scale where 1 meant 'not at all satisfied' and 5 meant 'very satisfied' (see **Figure 10** next page). Note that for the vast majority of Indirect Services, over 30% - and up to 55% - of respondents were unable to provide a response.

Of those who felt qualified to respond, those satisfied comfortably outweighed those dissatisfied in 11 of the 12 services measured (the exception being the DA assessment process). Most satisfied of all were for Library service (62% satisfied against 2% dissatisfied) and Protection of our natural environment (39% vs. 16%)

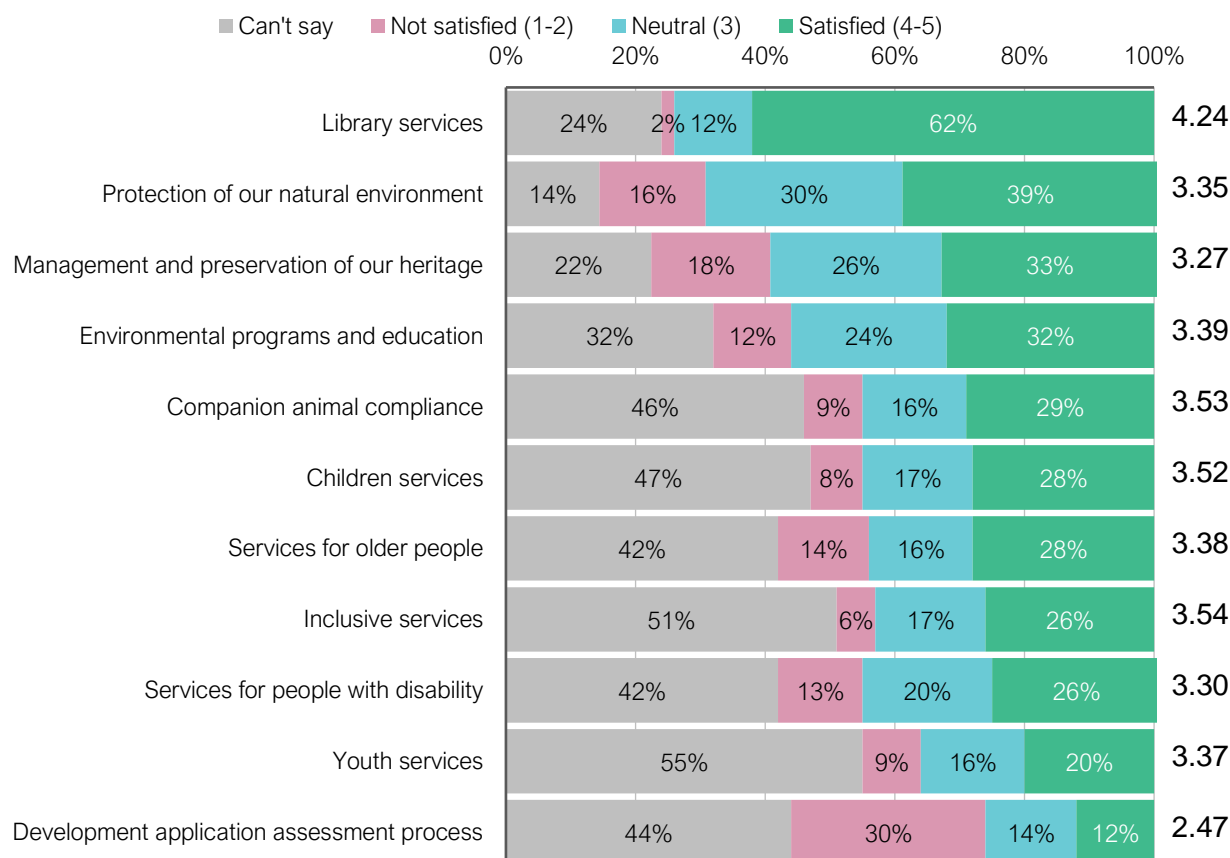


## 5. COUNCIL SERVICES & FACILITIES

**Figure 10** Indirect Services – Satisfaction

**Q3** Please rate your satisfaction with the following Council services using a 1 to 5 scale where 1 means 'not at all satisfied' and 5 means 'very satisfied'.

Base: All respondents (n=605)



There were no statistically significant differences in average satisfaction among subgroups for Indirect Services in 2023. And as shown in **Table 14**, below, there were no strong correlations between indirect services and overall satisfaction.

**Table 14** Indirect Services with the Strongest Relationship to Council's Overall Performance

INDIRECT SERVICE	COEFFICIENT
Environmental programs and education	0.492
Development application assessment process	0.466
Services for older people	0.466
Services for people with disability	0.448
Protection of our natural environment	0.442



## 5. COUNCIL SERVICES & FACILITIES

**Table 15**, below, compares average satisfaction results for 2023 with previous survey results. Eight of the 11 services remained stable compared to 2021, while three showed statistically significant decreases in satisfaction.

**Table 15** Indirect Services – Internal Benchmark

INDIRECT SERVICES	2010	2012	2014	2017	2019	2021	2023	SIGNIFICANT CHANGE SINCE 2021
Library services	-	-	-	-	-	4.3	4.2	↔
Inclusive services	-	-	-	3.6	3.7	3.7	3.5	↓
Children services	3.9	4.0	4.2	3.6	3.7	3.6	3.5	↔
Companion animal compliance	3.3	3.3	3.4	3.3	3.5	3.6	3.5	↔
Environmental programs and education	3.4	3.4	3.6	3.3	3.3	3.5	3.4	↔
Protection of our natural environment	3.4	3.4	3.6	3.3	3.3	3.5	3.3	↓
Services for older people	3.8	4.5	4.2	3.6	3.4	3.5	3.4	↔
Management and preservation of our heritage	3.3	3.2	3.5	3.2	3.3	3.4	3.3	↔
Youth services	3.6	3.3	4.2	3.4	3.4	3.4	3.4	↔
Services for people with disability	3.3	4.2	4.2	3.3	3.2	3.3	3.3	↔
Development application assessment process	2.9	2.9	3.0	2.6	2.8	2.7	2.5	↓

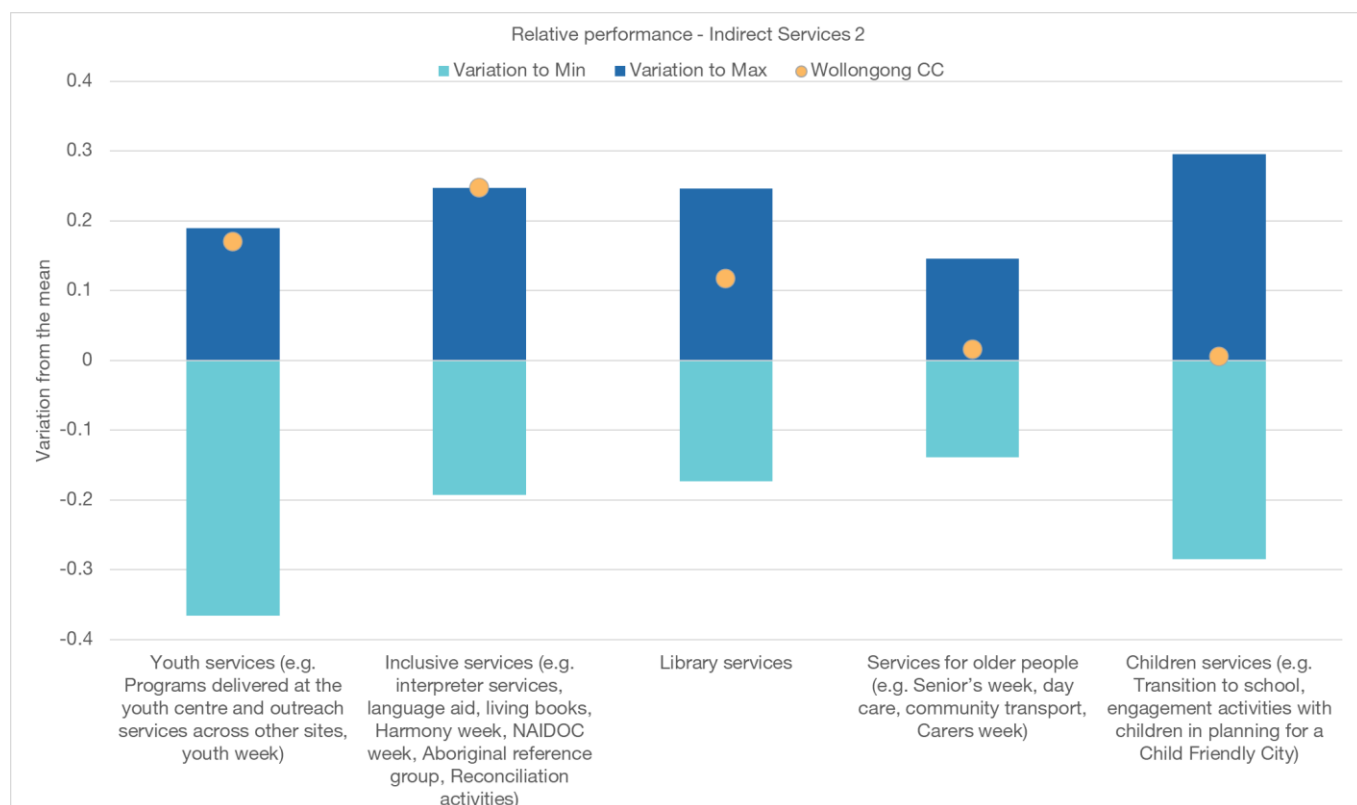
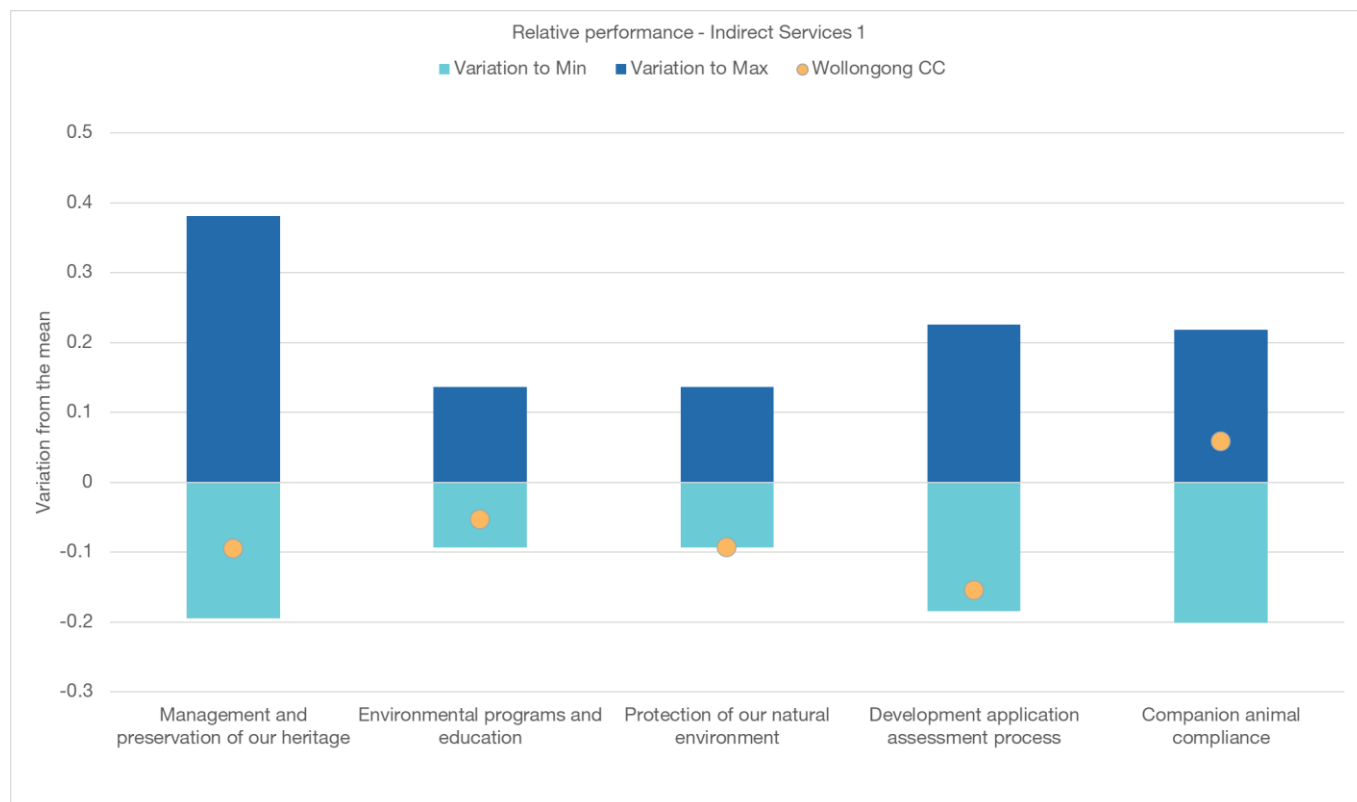
As shown in **Figure 11** next page, six of the Indirect Services that could be benchmarked were above the midpoint of cumulative metro NSW councils, while four were below.





## 5. COUNCIL SERVICES & FACILITIES

**Figure 11 Indirect Services – External Benchmarks**





## 6. PRIORITISING SERVICES & FACILITIES

This section of the report aims to identify the key drivers of resident satisfaction via a deeper analysis of the relationship between overall satisfaction with Wollongong City Council and satisfaction with services and facilities as reported in the previous section.

### 6.1. QUADRANT ANALYSIS

Quadrant analysis simultaneously analyses the importance of a service in terms of: (a) driving overall satisfaction (also known as “derived importance”) and (b) the performance of services/facilities (or “resident satisfaction”). To do this, mean satisfaction scores are plotted against derived importance scores for each Council service/facility. Importance scores are derived from regression analysis.

To form quadrants, the average derived importance score and average satisfaction score across all services and facilities are calculated. Services and facilities with a mean satisfaction score less than the overall average are classified as ‘low’ performing while those with a mean score above the average are classified as ‘high’ performing. Similarly, services and facilities have ‘high’ or ‘low’ importance depending on their position above or below the overall average.

These scores do not suggest the service or facility is not important in the personal lives of residents. It strictly relates to importance in creating overall satisfaction with Council. Areas of personal importance are examined in **Figure 15** (page 49).

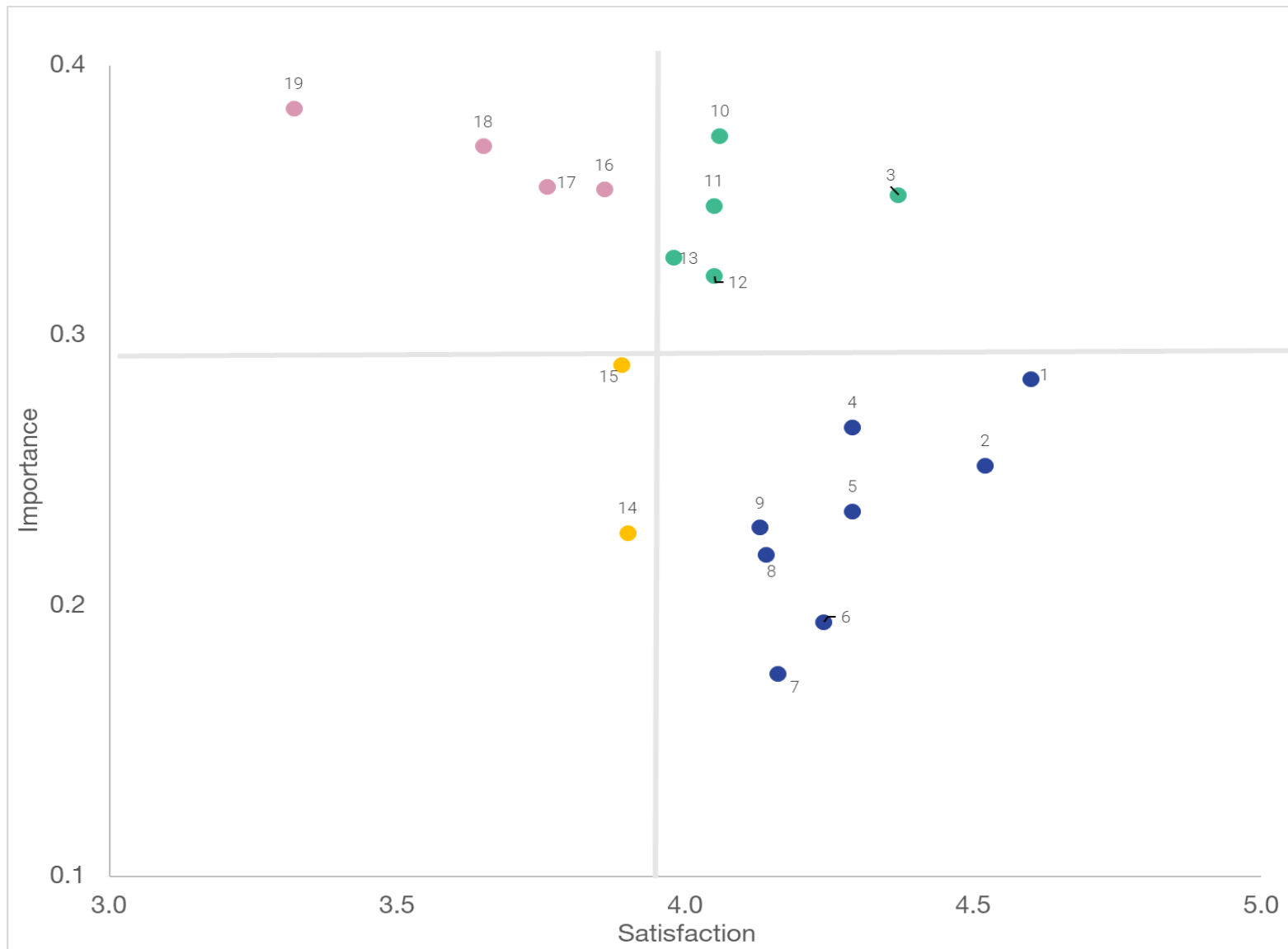
**Figure 12** (over-page) is the first of Council’s performance/importance quadrants (for Facilities).

1. The upper right quadrant (high importance and high satisfaction) represents current service/facility strengths (“**Strengths to maintain**”). These have an important impact on creating overall satisfaction with Wollongong City Council and their performance is above average.
2. The upper left quadrant (high importance but low satisfaction) denotes services/facilities where satisfaction should be improved (“**Priorities for Council**”). These are services/facilities which have an important impact on creating overall satisfaction but are performing below average. These should be regarded as Council’s foremost priorities.
3. The lower left quadrant (relatively lower importance and relatively lower satisfaction) represents lower priority service/facility dimensions (“**Second order issues**”). Improvement in the performance of these services/facilities will not have a large, significant impact on overall satisfaction with Council.
4. The lower right quadrant (relatively lower importance and high satisfaction) represents Council’s differentiators (“**Opportunities**”). Improvement in the performance of these services/facilities will not have a large, significant impact on overall satisfaction with Council.



## 6. PRIORITISING SERVICES & FACILITIES

Figure 12 Quadrant Matrix – Facilities





## 6. PRIORITISING SERVICES & FACILITIES

In **Table 16** below you can see the key to the numbers in **Figure 12** (previous page). The facilities listed top right are those that are deemed of higher importance and for which residents are relatively satisfied. However, those in the top left quadrant are those which are perceived to be of higher importance yet where expectations are not presently being met.

**Table 16** Quadrant Analysis – Facilities

PRIORITIES FOR COUNCIL	STRENGTHS TO MAINTAIN
16 Children's playgrounds	3 Libraries
17 Cycle ways (including pop up cycle ways)	10 Parks, open spaces and sports fields for passive recreation purpose
18 Shared use paths	11 Dog off leash beach and/or park
19 Footpaths	12 Council Heated pools
	13 Parks, open spaces and sports fields for active sport or recreation activities
SECOND ORDER ISSUES	OPPORTUNITIES
14 Community hall/centre	1 Botanic Garden
15 Leisure centres (Beaton Park and Lakeside)	2 Patrolled beaches
	4 Community centre at Thirroul, Corrimal or Dapto
	5 Illawarra Performing Arts Centre and Town Hall
	6 Tidal rock pools
	7 Russell Vale Golf Course (The Vale)
	8 Wollongong Art Gallery
	9 Public swimming pools (free entry)

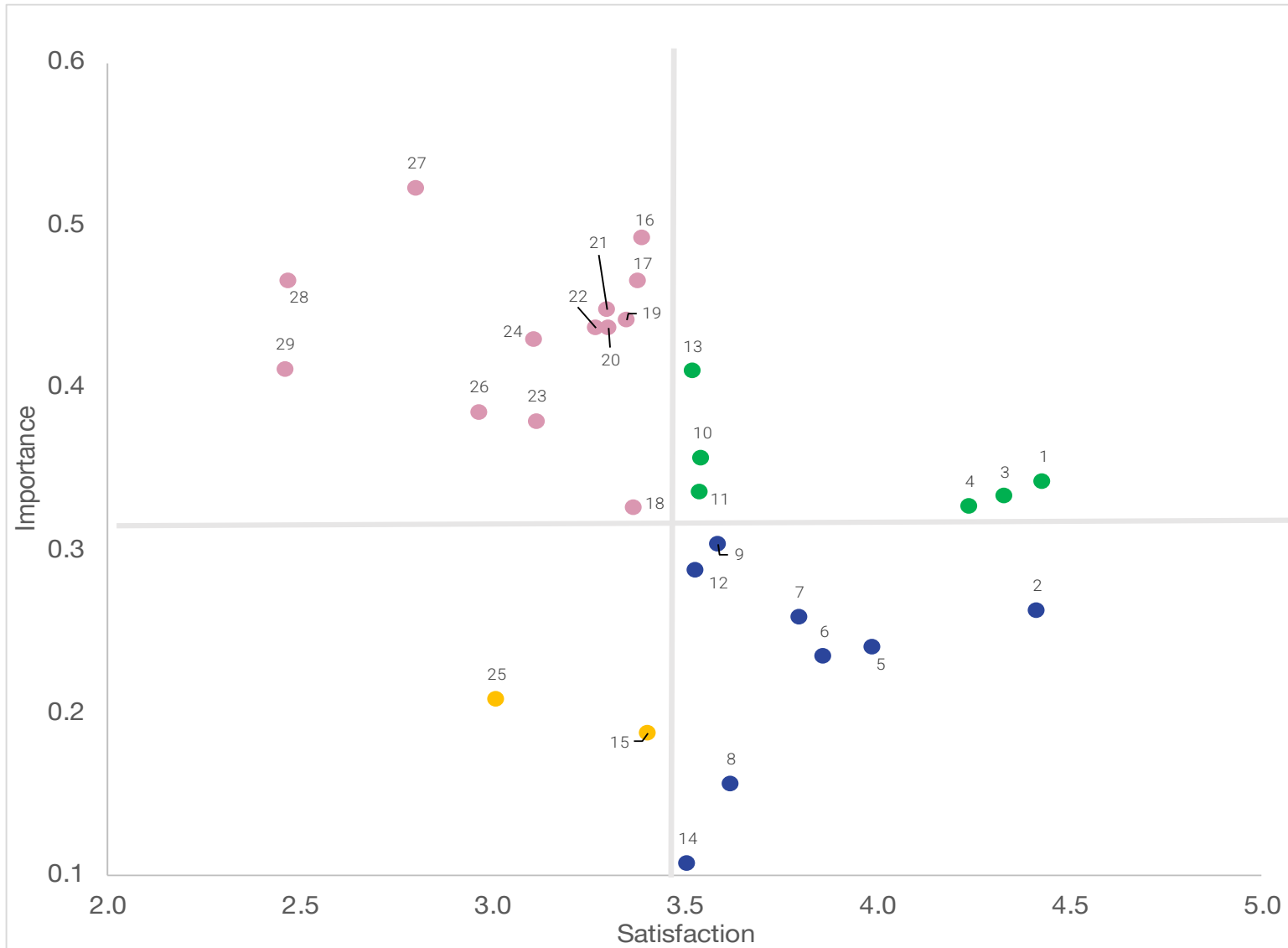
As shown in **Figure 12** (previous page), Footpaths is at the top left, with high importance and low satisfaction. It is followed, at something of a distance, by Shared use footpaths.

The flagship facility was Libraries, with high importance and high satisfaction. Following this was Parks, open spaces and sports fields for passive recreation purposes, which had a satisfaction around the same as Dog off leash beach and/or park and Council heated pools but was more important than them.



## 6. PRIORITISING SERVICES & FACILITIES

**Figure 13** Quadrant Matrix - Services





## 6. PRIORITISING SERVICES & FACILITIES

**Table 17** Quadrant Analysis – Services

PRIORITIES FOR COUNCIL	STRENGTHS TO MAINTAIN
16 Environmental programs and education	1 Domestic waste collection service (i.e. red bin)
17 Services for older people (e.g. Senior's week, day care, community transport, Carers week)	3 Recycling waste collection service (i.e. yellow bin)
18 Youth services (e.g. Programs delivered at the youth centre and outreach services across other sites, youth week)	4 Library services
19 Protection of our natural environment	10 Availability of footpaths, cycle ways and shared use paths
20 Maintenance of footpaths, cycle ways and shared use paths	11 Inclusive services (e.g. interpreter services, language aid, living books, Harmony week, NAIDOC week, Aboriginal reference group, Reconciliation activities)
21 Services for people with disability	13 Children services (e.g. Transition to school, engagement activities with children in planning for a Child Friendly City)
22 Management and preservation of our heritage	
23 Compliance and regulation of parking	
24 Regulation of traffic flow in local area	
26 Regulation of traffic flow in city centre	
27 Maintenance of local roads	
28 Development application assessment process	
29 Provision of parking in high demand areas (city centre, foreshore)	
SECOND ORDER ISSUES	OPPORTUNITIES
15 Graffiti prevention and removal	2 Green waste, including the food organics collection service (FOGO) (i.e. green bin)
25 Maintenance and cleanliness of public toilets	5 Public bin collection
	6 Customer Service Centre
	7 Waste disposal depot facilities
	8 The hours Council public toilets are open
	9 Street cleaning
	12 Companion animal compliance
	14 Maintenance and cleanliness of bus shelters

As shown in **Figure 13** (previous page), the top left (high importance and low satisfaction) has an arc of Maintenance of local roads (highest importance in this arc), Development application assessment process and Provision of parking in high demand areas (lowest satisfaction in this arc).

The flagship service was Domestic waste collection service (i.e., red bin), followed by Recycling waste collection service (i.e., yellow bin). Children services was a 'Strengths to maintain' with a higher importance but lower satisfaction than these two waste collection services.



## 6. PRIORITISING SERVICES & FACILITIES

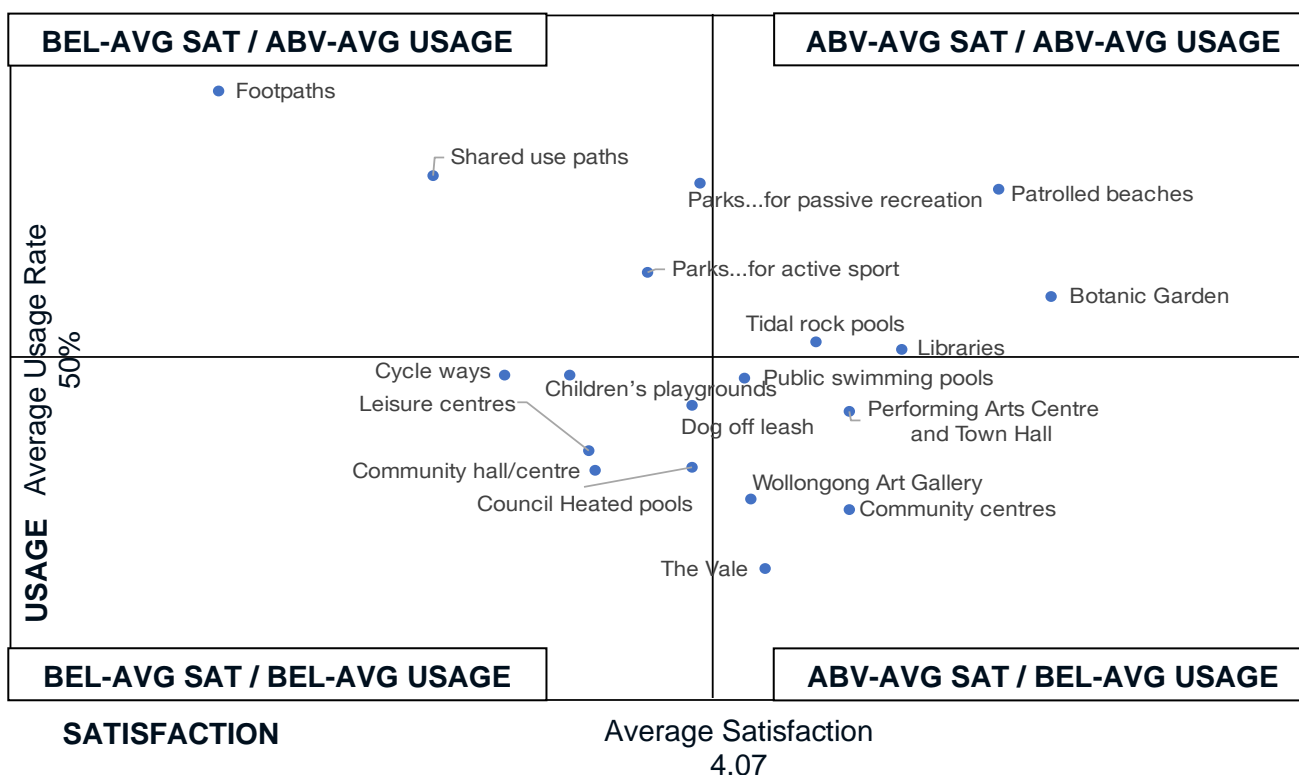
### 6.2. FACILITY UTILISATION

To further analyse the relationship between performance and usage, satisfaction scores have been mapped against usage rates to determine which facilities were potentially underutilised.

The facilities provided by Council were high performing, with an average satisfaction rating among facilities of 4.07. The performance of facilities is referred to as 'above' or 'below' average rather than 'high' or 'low' performing.

Facilities that were both above-average performing and used by an above-average proportion of residents included Patrolled beaches, Botanic Garden, Tidal rock pools and Libraries. Footpaths and Shared use paths (and Parks for active and passive recreation, though to a lesser degree) had above-average usage but below-average satisfaction.

**Figure 14** Facilities Utilisation Matrix



### 6.3. RESIDENTS WISH LIST

Residents were asked to name up to three key areas which they would like Council to focus on over the next four years. A full list of open-ended responses has been provided to Council in a separate report. Responses were classified into one or more themes and then collated (see **Figure 15**, two pages down).

More than four out of ten (41%) of the total responses related to Roads and traffic. These included responses citing traffic flow/returning one-way streets to two-way, road maintenance/potholes, widening, increased burden on roads due to new developments, and signage.



## 6. PRIORITISING SERVICES & FACILITIES

Other keys areas of focus for Council included Footpaths and cycleways (24%), Parking (23%), and Parks, sporting fields and playgrounds (19%).

There were no significant differences between demographic subgroups in 2023.

As shown in **Figure 16** (two pages down), responses for Roads and traffic, Public transport, and Rates/Council spending/waste were significantly higher in 2023 than in 2021. Responses for Development/infrastructure/planning, Cleanliness/maintenance of public areas, and Waste collection were significantly lower in 2023 than in 2021.

**Table 18** Selected Wish List Verbatim Comments

TAG	COMMENT
<b>Cycleways-CON</b>	They're ruining the city by putting in unnecessary bike lanes that are in dangerous areas such as Kembla Street and Smith Street.
	Make the city more liveable for people not on bikes, removal of cycleways in some areas.
	Bike facilities they should provide more parking rather than cycle paths.
	Open up the city, getting rid of cycleways
	Stop building cycle tracks. Hardly used and they're creating more!
	Get rid of the cycleways (dangerous).
<b>Cycleways-PRO</b>	Less bikes and people walking on same path - shared paths are not good.
	Cycle infrastructure to improve commuting so cyclists can be safe.
	Active living, cycle ways.
	Continue to upgrade and improve shared pathways.
<b>Parking</b>	More cycle ways.
	Remove paid parking.
	Make more parking available.
	More parking in Wollongong.
	Inner city parking.
	Parking in city, needs more parking, lack of it is killing the city.
	Parking in the CBD, it should be free. You go into town on a Sunday and it's dead and Shellharbour is bustling as it's free parking. Council pushed business away with the parking.
<b>Parking</b>	Parking in CBD.
	Parking in central Wollongong, because it is too expensive and close to shops too short term only 15 minutes.



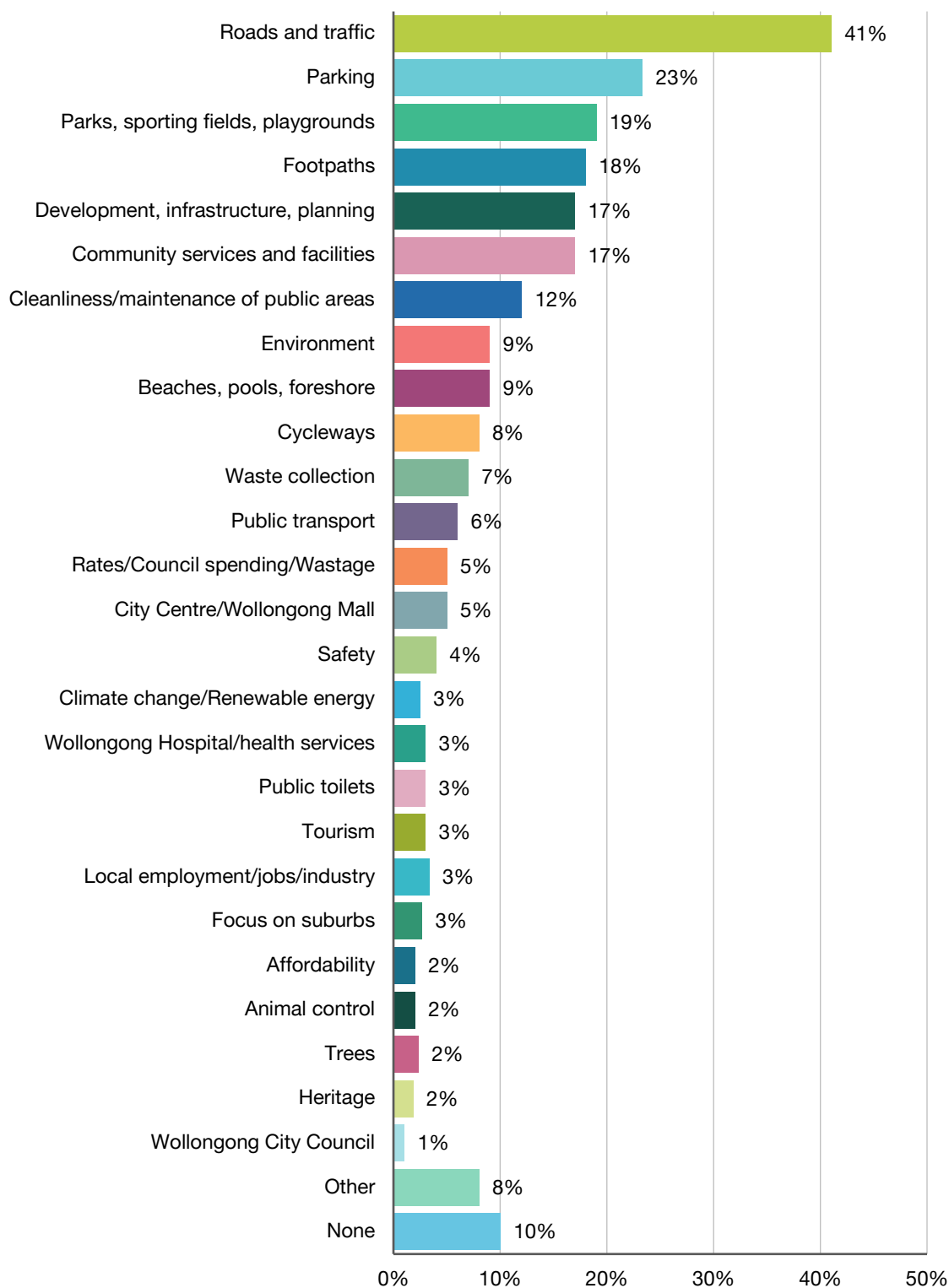


## 6. PRIORITISING SERVICES & FACILITIES

**Figure 15** Residents' Wish List

**Q11** In your view what are the three key areas you think Council should focus on over the next four years?

Base: All respondents (n=605)



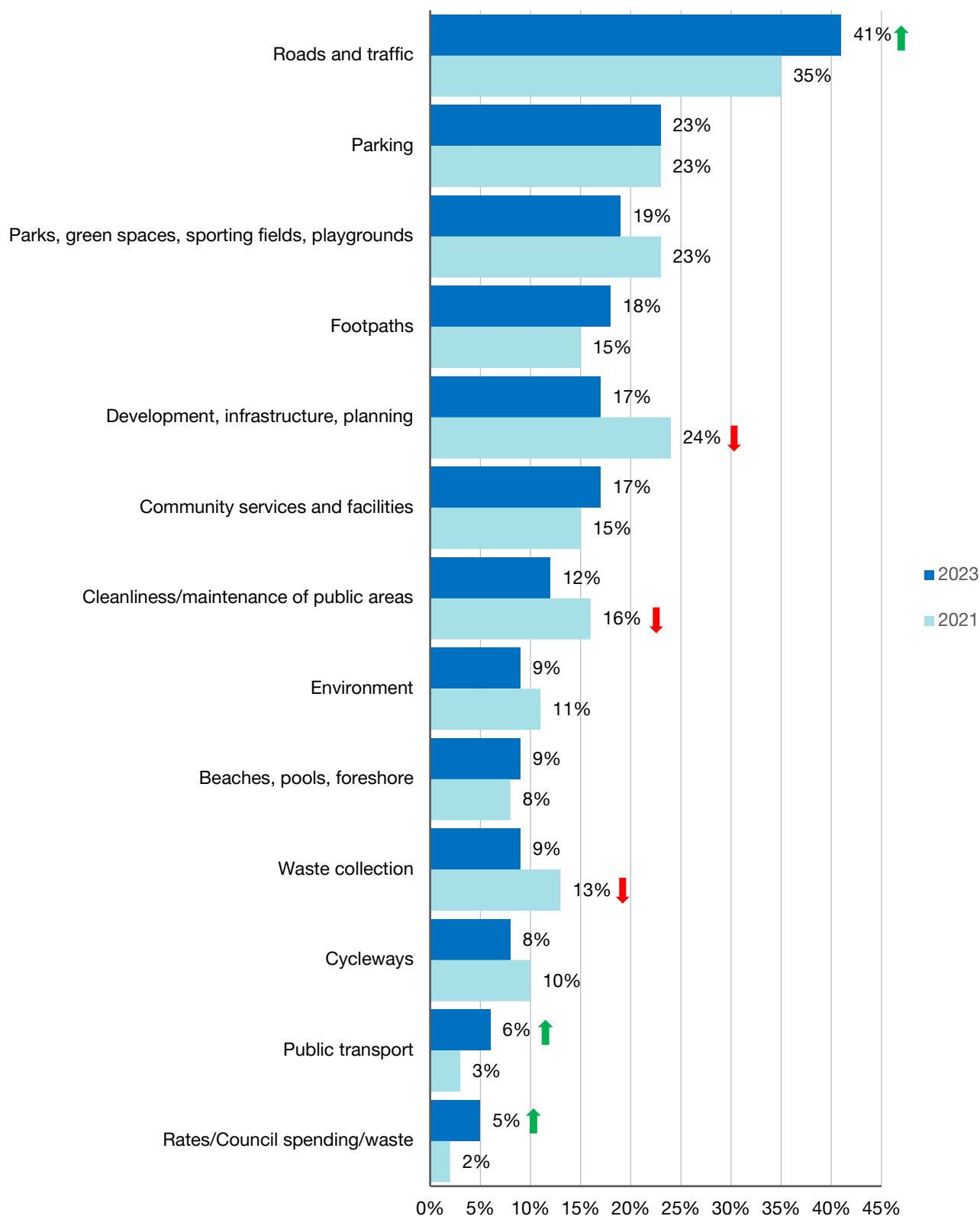


## 6. PRIORITISING SERVICES & FACILITIES

**Figure 16** Residents' Wish List – Internal Benchmark

**Q11** In your view what are the three key areas you think Council should focus on over the next four years?

Base: All respondents (2021 n=600, 2023 n=605)





## 7. ORGANISATIONAL SKILLS

This section of the report covers Council's Organisational Skills. It includes perceptions of Council's skills as an organisation and satisfaction with Council's staff.

### 7.1. ORGANISATIONAL SKILLS

Residents were asked to rate their satisfaction with ten Organisational Skills using a five-point scale where 1 meant 'not at all satisfied' and 5 meant 'very satisfied'.

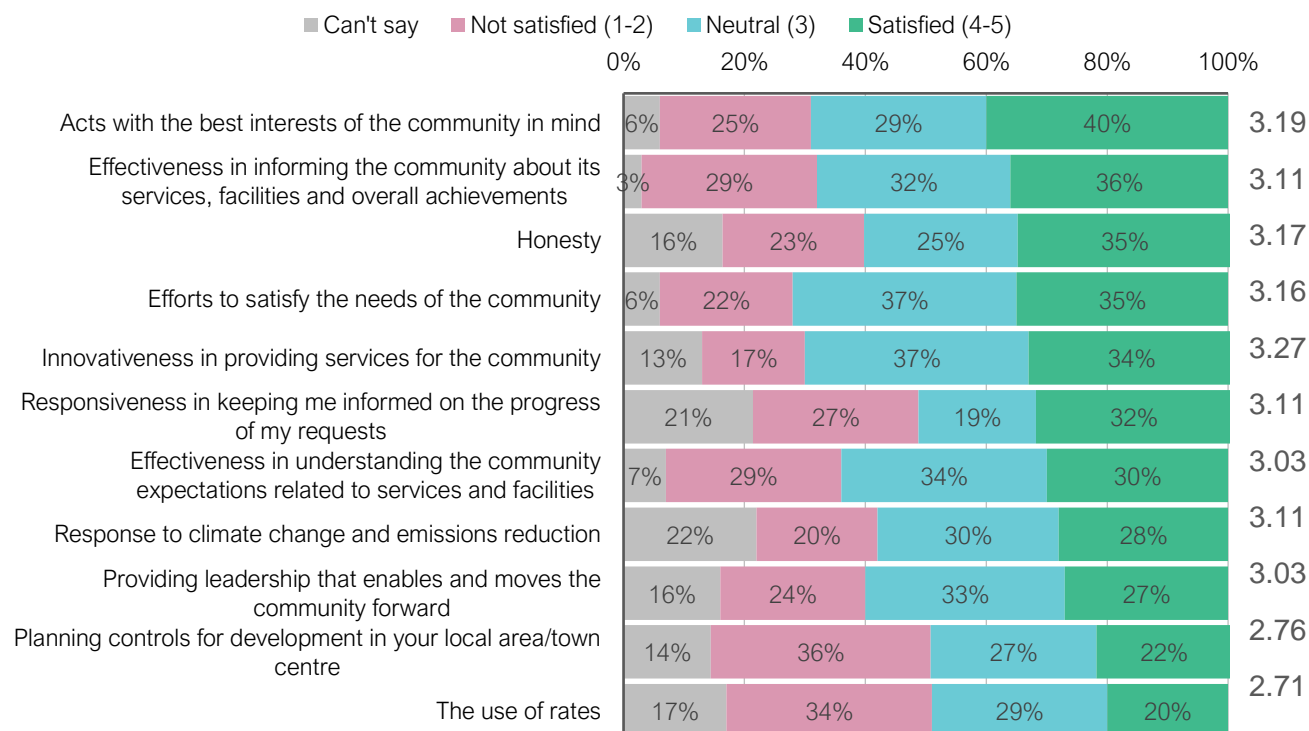
All Organisational Skills recorded mean scores quite close to the midpoint 3.0: Use of rates the lowest at 2.71, and Innovativeness in providing services for the community the highest at 3.27. Two of the 11 skills had means below the midpoint of 3.0: Planning controls for development in your local area/town centre (2.76), and Use of rates (2.71).

More than one in five residents in 2023 did not provide a rating for Responsiveness in keeping me informed on the progress of my requests (21%) and Response to climate change and emissions reduction (22%), signalling an opportunity for raising awareness.

**Figure 17** Satisfaction with Council's Organisational Skills

**Q12** Using a 1 to 5 scale where 1 means 'not at all satisfied' and 5 means 'very satisfied', please rate your satisfaction with Council's...

Base: All respondents (n=605)





## 7. ORGANISATIONAL SKILLS

**Table 19**, below, lists statistically significant differences in average satisfaction ratings among subgroups. All differences were related to length of time lived in Wollongong, with newer residents significantly more satisfied with most Organisational Skills, and longer residents significantly less satisfied.

**Table 19** Satisfaction with Council's Organisational Skills – Subgroup Analysis

SUBGROUP	SIGNIFICANT DIFFERENCES
Gender	Nil.
Age	Nil.
Ward	Nil.
Length of time lived in Wollongong LGA	<p>Residents who had lived in the Wollongong LGA for 10 years or less were significantly more satisfied with:</p> <ul style="list-style-type: none"> <li>• Acts with the best interests of the community in mind (3.86)</li> <li>• Responsiveness in keeping me informed on the progress of my requests (3.83)</li> <li>• Efforts to satisfy the needs of the community (3.72)</li> <li>• Effectiveness in understanding the community expectations related to services and facilities (3.70)</li> <li>• Honesty (3.68)</li> <li>• Innovativeness in providing services for the community (3.63)</li> <li>• Providing leadership that enables and move the community forward (3.57)</li> <li>• The use of rates (3.38)</li> </ul> <p>Residents who had lived there for more than 15 years were significantly less satisfied with:</p> <ul style="list-style-type: none"> <li>• Acts with the best interests of the community in mind (3.03)</li> <li>• Responsiveness in keeping me informed on the progress of my requests (2.95)</li> <li>• Efforts to satisfy the needs of the community (3.05)</li> <li>• Effectiveness in understanding the community expectations related to services and facilities (2.91)</li> <li>• Honesty (3.04)</li> <li>• Providing leadership that enables and move the community forward (2.90)</li> <li>• The use of rates (2.60)</li> </ul>



## 7. ORGANISATIONAL SKILLS

**Table 20**, below, shows that Organisational Skills had higher correlations to Overall Performance than Facilities or Direct/Indirect Services. The top five statements seem to relate to execution, with the statements more about formulation not making it into the top five correlations.

**Table 20** Organisational Skills with the Strongest Relationship to Council's Overall Performance

ORGANISATIONAL SKILLS	COEFFICIENT
Efforts to satisfy the needs of the community	0.668
Acts with the best interests of the community in mind	0.666
Honesty	0.654
Providing leadership that enables and moves the community forward	0.639
The use of rates	0.630

**Table 21**, below, compares average satisfaction ratings for 2023 with previous survey results. All Organisational skills except Responsiveness in keeping me informed on the progress of my requests saw significant declines from 2021 to 2023.

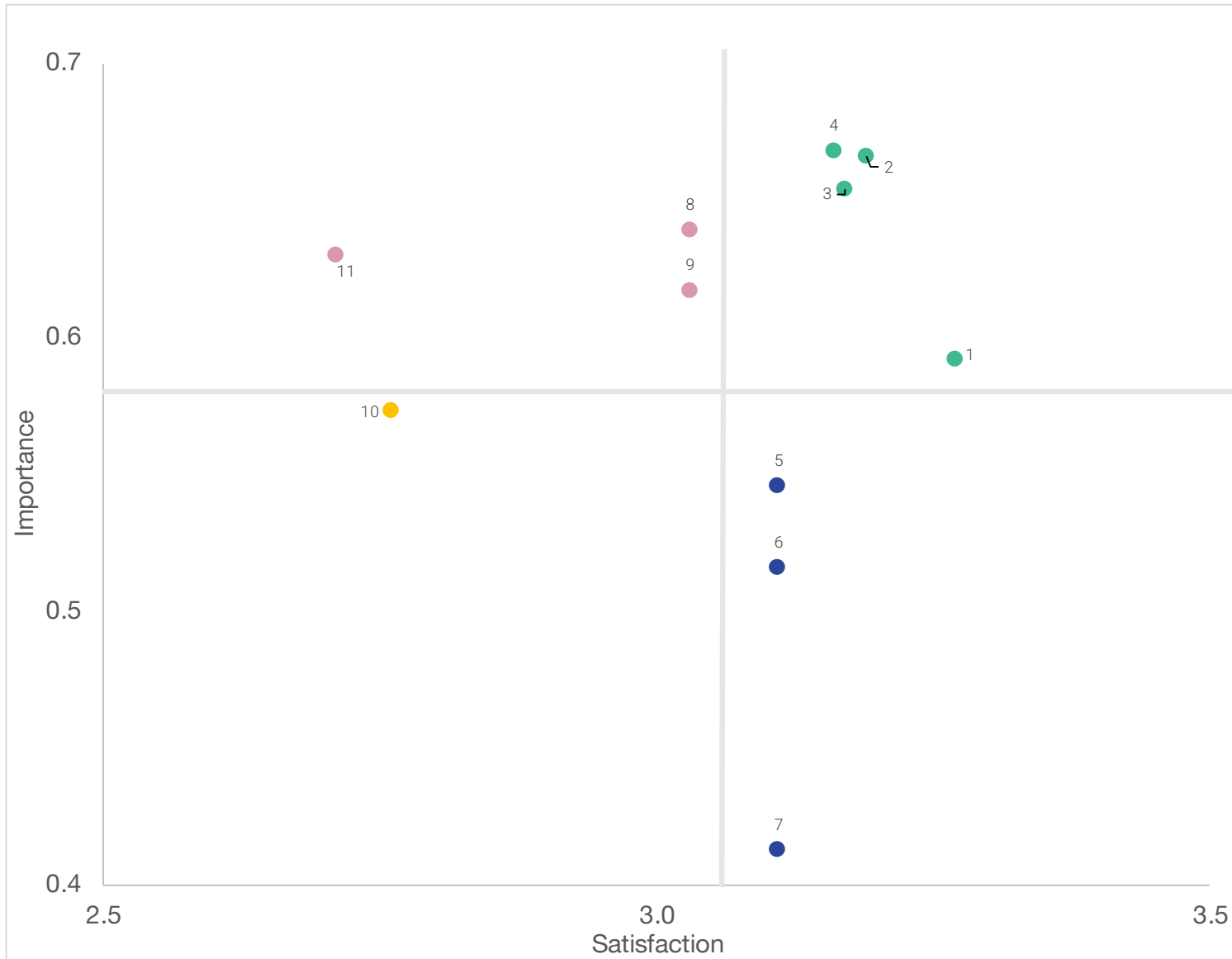
**Table 21** Satisfaction with Council's Organisational Skills – Internal Benchmark

ORGANISATIONAL SKILLS	2017	2019	2021	2023	SIGNIFICANT CHANGE SINCE 2021
Innovativeness in providing services for the community	3.3	3.3	3.5	3.3	↓
Honesty	3.1	3.5	3.4	3.2	↓
Acts with the best interests of the community in mind	-	-	3.4	3.2	↓
Effectiveness in informing the community about its services, facilities and overall achievements	3.2	3.5	3.4	3.1	↓
Efforts to satisfy the needs of the community	3.2	3.4	3.4	3.2	↓
Providing leadership that enables and moves the community forward	2.9	3.3	3.3	3.0	↓
Responsiveness in keeping me informed on the progress of my requests	3.0	3.4	3.2	3.1	↔
Effectiveness in understanding the community expectations related to services and facilities	3.0	3.3	3.2	3.0	↓
The use of rates	2.9	3.3	3.1	2.7	↓



## 7. ORGANISATIONAL SKILLS

**Figure 18** Quadrant Matrix – Organisational Skills





## 7. ORGANISATIONAL SKILLS

**Table 22** Quadrant Analysis – Organisational Skills

PRIORITIES FOR COUNCIL	STRENGTHS TO MAINTAIN
11 The use of rates	1 Innovativeness in providing services for the community
8 Providing leadership that enables and moves the community forward	2 Acts with the best interests of the community in mind
9 Effectiveness in understanding the community expectations related to services and facilities	3 Honesty
	4 Efforts to satisfy the needs of the community
SECOND ORDER ISSUES	OPPORTUNITIES
10 Planning controls for development in your local area/town centre	5 Responsiveness in keeping me informed on the progress of my requests
	6 Effectiveness in informing the community about its services, facilities and overall achievements
	7 Response to climate change and emissions

As shown in **Figure 18** (previous page), the top left (high importance and low satisfaction) is Use of rates.

The flagship Organisational Skill was Innovativeness in providing services for the community, followed by either Efforts to satisfy the needs of the community (higher importance of these two) and Acts with the best interests of the community in mind (higher satisfaction of these two).



## 7. ORGANISATIONAL SKILLS

### 7.2. COUNCIL STAFF

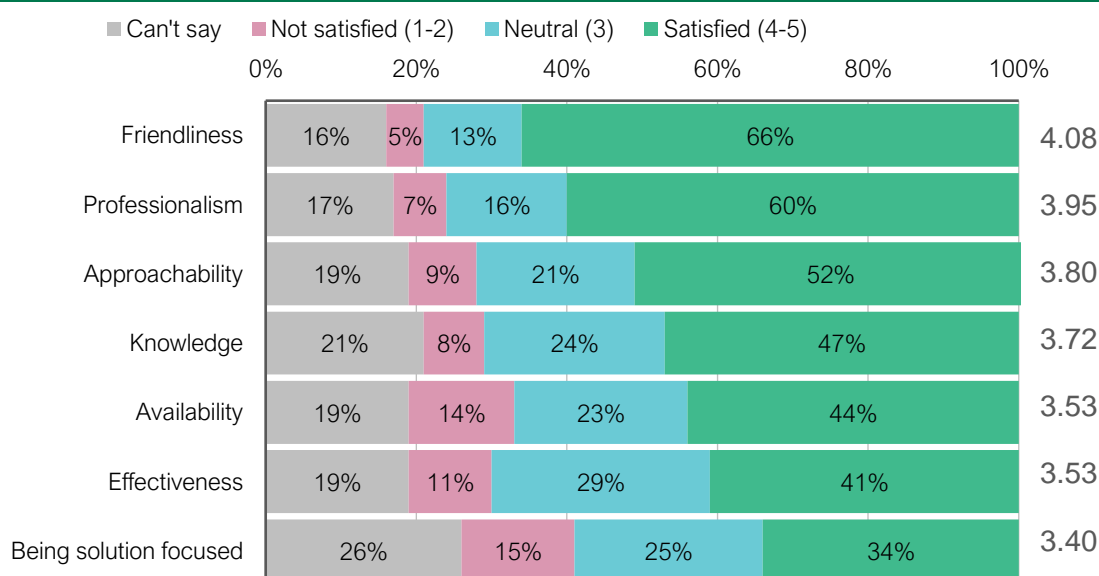
Residents were asked to rate their satisfaction with seven attributes related to Council's staff, using a five-point scale where 1 meant 'not at all satisfied' and 5 meant 'very satisfied'.

Residents were most satisfied with Friendliness (mean 4.08) and least satisfied with Being solution focussed (3.40).

**Figure 19** Satisfaction with Council Staff

**Q13** Using a 1 to 5 scale where 1 means 'not at all satisfied' and 5 means 'very satisfied', please rate your satisfaction with the following aspects related to Council's staff.

Base: All respondents (n=605)



**Table 23** Satisfaction with Council Staff – Subgroup Analysis

SUBGROUP	SIGNIFICANT DIFFERENCES
Gender	Nil.
Age	Nil.
Ward	Nil.
Length of time lived in Wollongong LGA	Residents who had lived in the Wollongong LGA up to 10 years were significantly more satisfied with: <ul style="list-style-type: none"> <li>Knowledge (4.19)</li> <li>Being solution focussed (4.02)</li> </ul>





## 7. ORGANISATIONAL SKILLS

**Table 24**, below, compares average satisfaction ratings for 2023 with previous survey results. Five of the seven statements about Council staff ratings were on par with 2021, while two (Availability and Effectiveness) showed statistically significant decreases.

**Table 24** Satisfaction with Council Staff – Internal Benchmark

SATISFACTION WITH COUNCIL STAFF	2019	2021	2023	SIGNIFICANT CHANGE SINCE 2021
Friendliness	4.2	4.1	4.1	↔
Professionalism	4.0	4.0	4.0	↔
Approachability	4.0	3.9	3.8	↔
Knowledge	3.9	3.8	3.7	↔
Availability	3.8	3.7	3.5	↓
Effectiveness	3.7	3.7	3.5	↓
Being solution focused	3.6	3.5	3.4	↔



## 8. CUSTOMER SERVICES

This section of the report covers Wollongong City Council's customer services. This includes reasons for contacting Council and satisfaction with the experience of customers.

### 8.1. RECENT CONTACT WITH COUNCIL

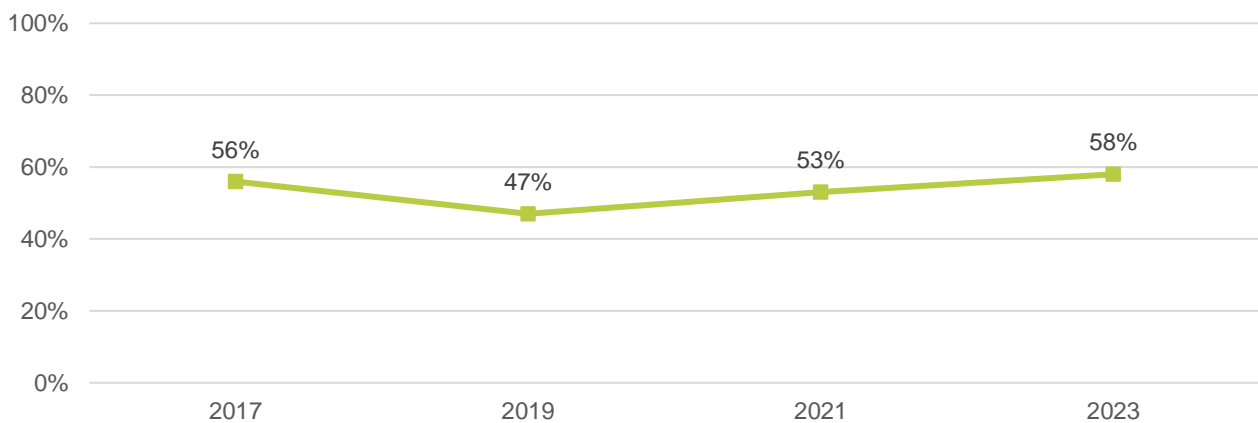
Over half (58%) of residents had contacted Council in the last 12 months (hereafter referred to as 'customers'). This proportion has increased by 5% since 2021 (53%).

There were no statistically significant differences in the number of residents that contacted Council in the past year among subgroups in 2023.

**Figure 20** Recent Contact with Council

**Q4** Have you contacted Wollongong City Council in the last 12 months?

Base: All respondents



### 8.2. REASON FOR CONTACT

Customers were asked to indicate their reason for contacting Council. The most common reason for customers to contact Council (Waste bookings and enquiries, 32%) was nearly twice the response of the next most popular reason (Maintenance issues such as for roads, parks and footpaths, 17%).

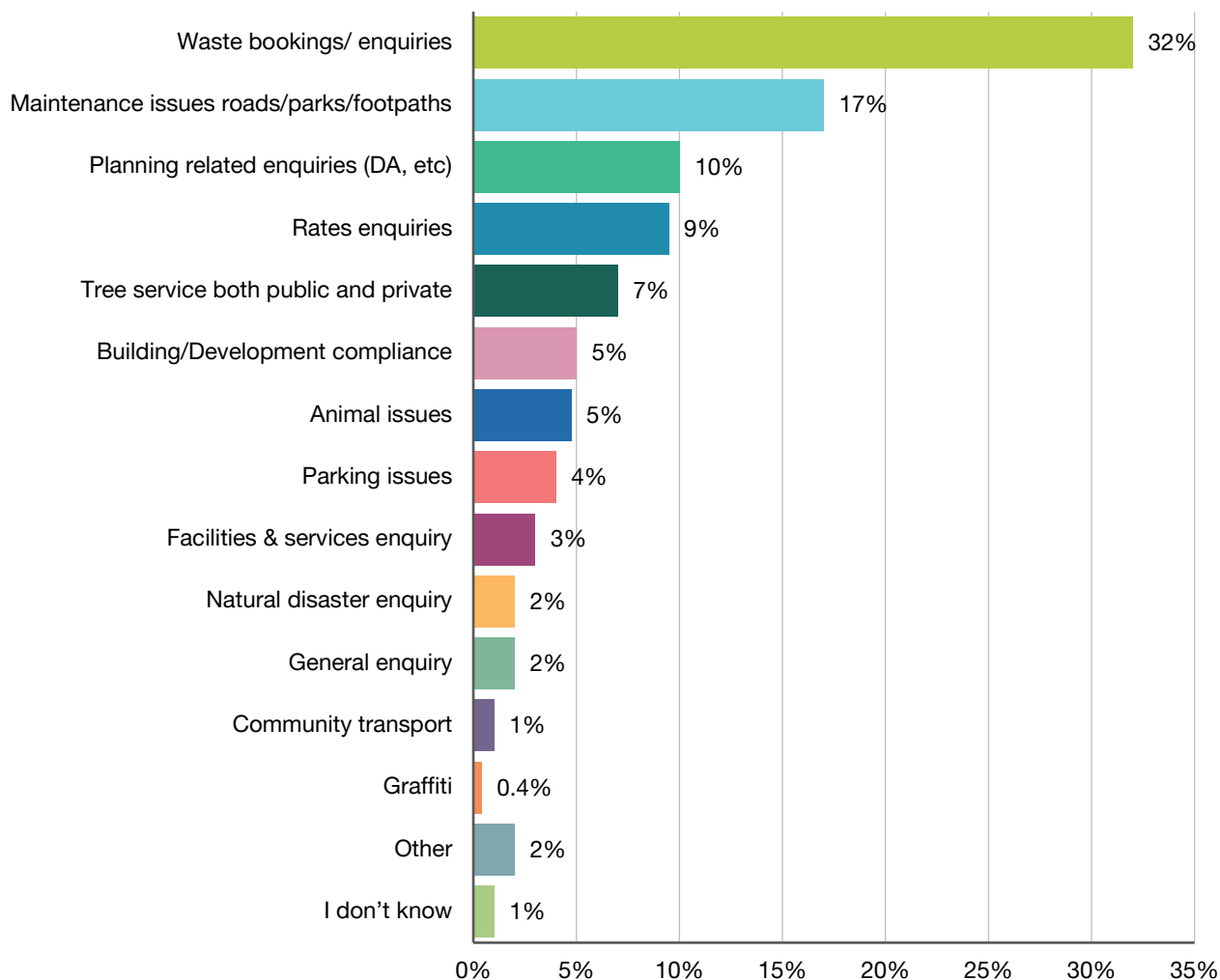


## 8. CUSTOMER SERVICES

**Figure 21** Reason for Contact

**Q5** What was the reason for you contacting Council?

Base: Customers (n=356)



**Table 25** Reason for Contact – Subgroup Analysis

SUBGROUP	SIGNIFICANT DIFFERENCES
Gender	Nil.
Age	Customers aged 65+ years had significantly greater mentions of Community transport (5%) than those in other age groups.
Ward	Customers in Ward 2 had significantly greater mentions of Parking issues (9%) than those in other wards.
Length of time lived in Wollongong LGA	Nil.



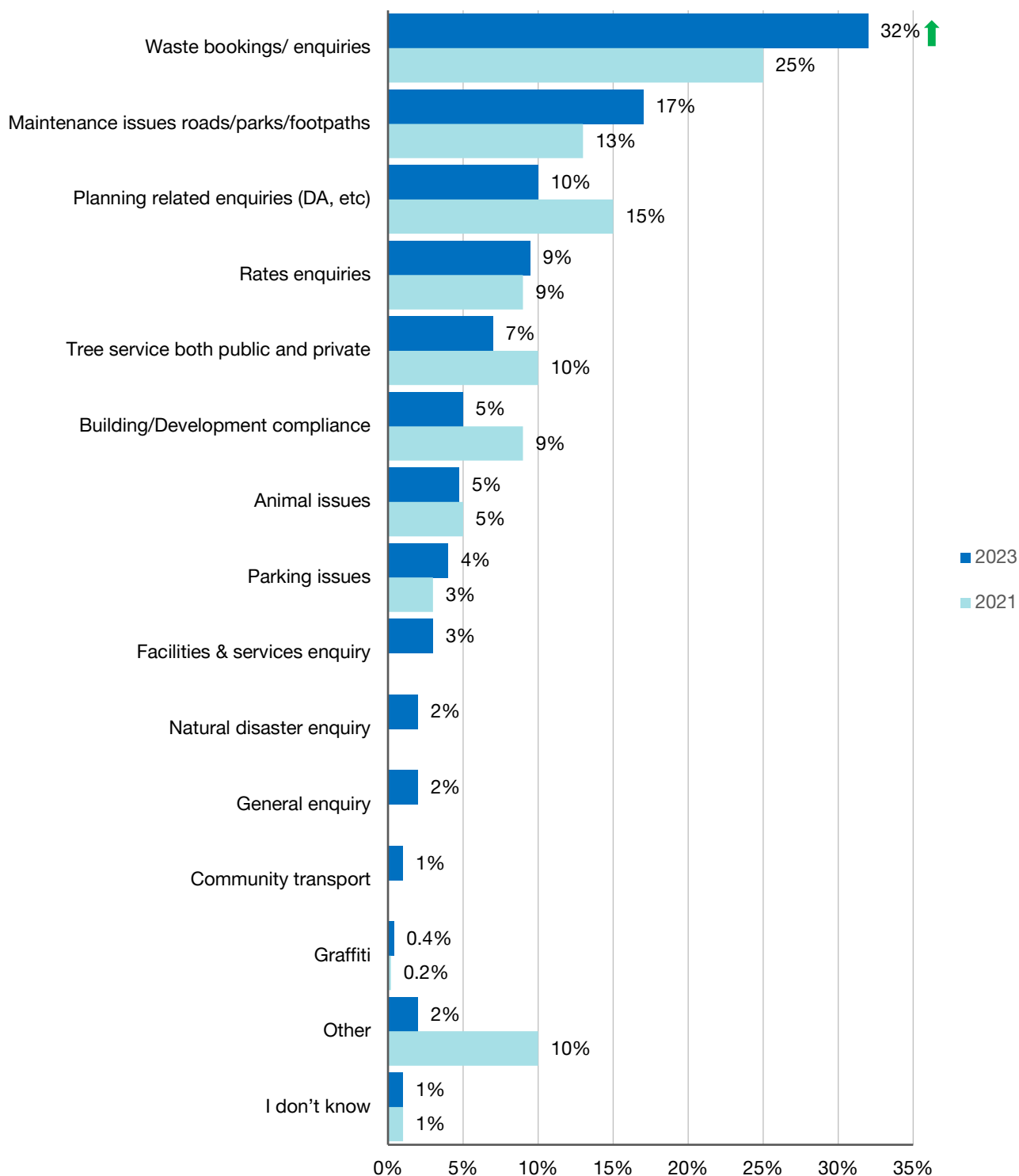
## 8. CUSTOMER SERVICES

As shown in **Figure 22**, below, there were significantly more Waste bookings/enquiries in 2023 than in 2021 by customers surveyed.

**Figure 22** Reason for Contact – Internal Benchmark

**Q5** What was the reason for you contacting Council?

Base: Customers (2021 n=318, 2023 n=356)





## 8. CUSTOMER SERVICES

### 8.3. CUSTOMER EXPERIENCE

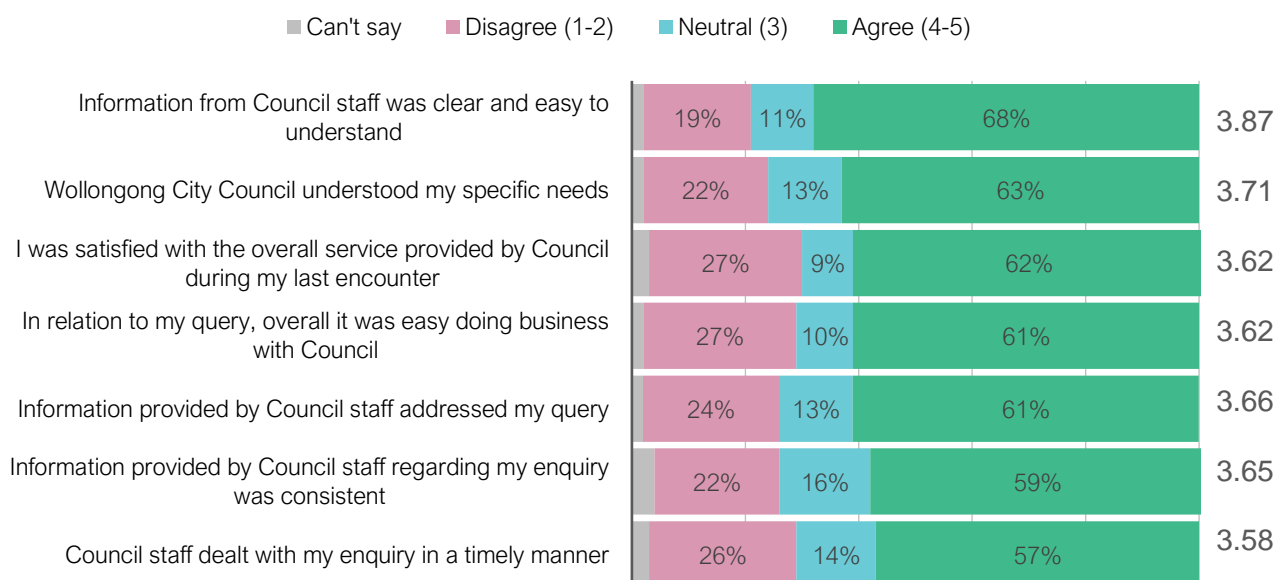
Customers were asked to rate their agreement with seven statements related to their experience dealing with Council's customer services, using a five-point scale where 1 meant 'strongly disagree' and 5 meant 'strongly agree'.

All statements relating to Customer Experience recorded mean scores ahead of the midpoint of 3.0. There was low variation between the most positive statement (Information from Council staff was clear and easy to understand, mean 3.87) and the least positive statement (Council staff dealt with my enquiry in a timely manner, mean 3.58).

**Figure 23** Customer Experience

**Q6** Please rate your agreement with the following statements related to your experience with Council customer services.

Base: Customers (n=356)



There were no significant differences in average agreement among subgroups for any Customer Experience statements in 2023.



## 8. CUSTOMER SERVICES

**Table 26** compares average agreement ratings for 2023 with previous survey results. Six of the seven statements were broadly in line with 2021 results, while one (Information provided by Council staff regarding my enquiry) recorded a significantly lower average rating in 2023.

**Table 26** Customer Experience – Internal Benchmark

CUSTOMER EXPERIENCE	2017	2019	2021	2023	SIGNIFICANT CHANGE SINCE 2021
Information from Council staff was clear and easy to understand	4.0	4.2	3.9	3.9	↔
Information provided by Council staff addressed my query	-	-	3.9	3.7	↔
Information provided by Council staff regarding my enquiry was consistent	4.0	3.9	3.9	3.6	↓
I was satisfied with the overall service provided by Council during my last encounter	4.0	4.0	3.8	3.6	↔
Council staff dealt with my enquiry in a timely manner	4.0	4.0	3.8	3.6	↔
Wollongong City Council understood my specific needs	3.9	4.0	3.8	3.7	↔
In relation to my query, overall it was easy doing business with Council	3.9	3.9	3.7	3.6	↔



## 8. CUSTOMER SERVICES

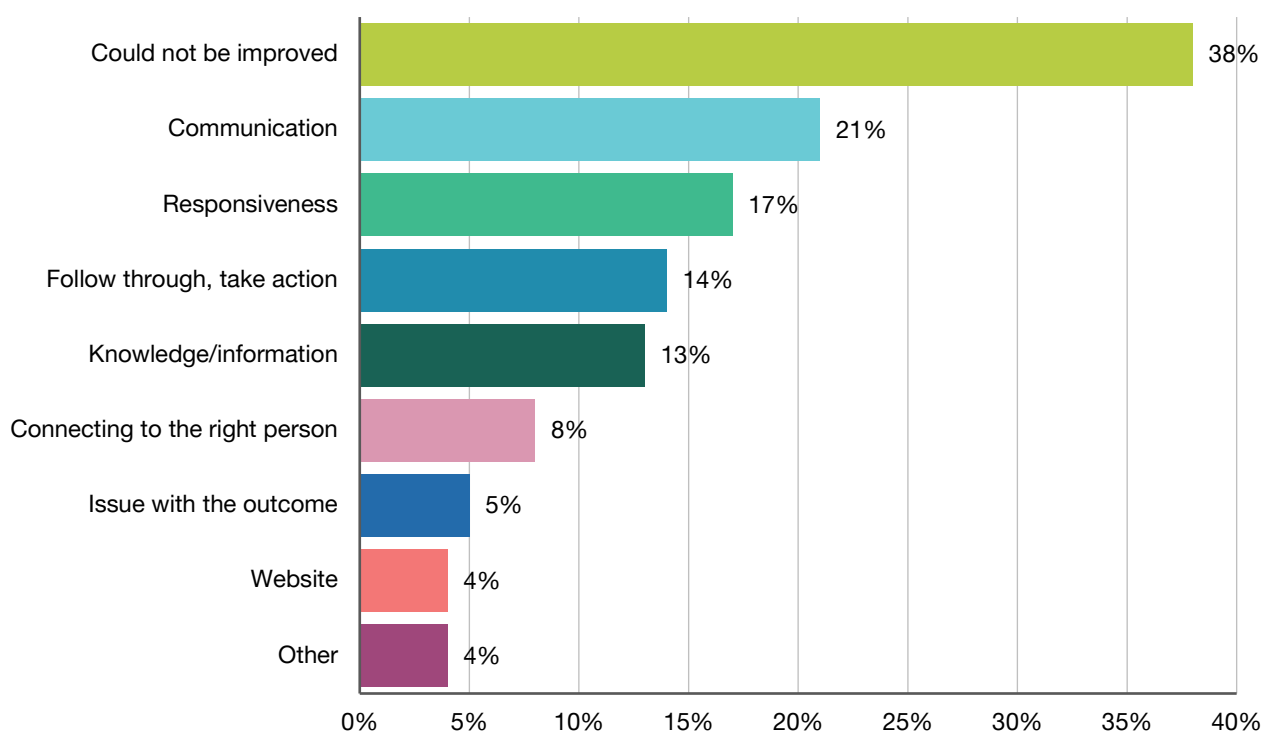
Customers were then asked how Council's handling of their enquiry could have been improved. These open-ended responses were classified into similar themes (see **Figure 24**, below). Responses could be classified into more than one theme. A full list of responses has been provided to Council in a separate report.

More than one-third (38%) felt there was nothing that could be improved. There were no significant differences among demographic subgroups for any of the responses in 2023.

**Figure 24** Improving Handling of Enquiry

**Q7** How could Council's handling of your enquiry have been improved?

Base: Customers (n=356)



## 9. COMMUNICATION



This section of the report examines Wollongong City Council's communications. It covers how residents would prefer to receive information from Council, methods of contacting Council, community engagement activities and Council's website.

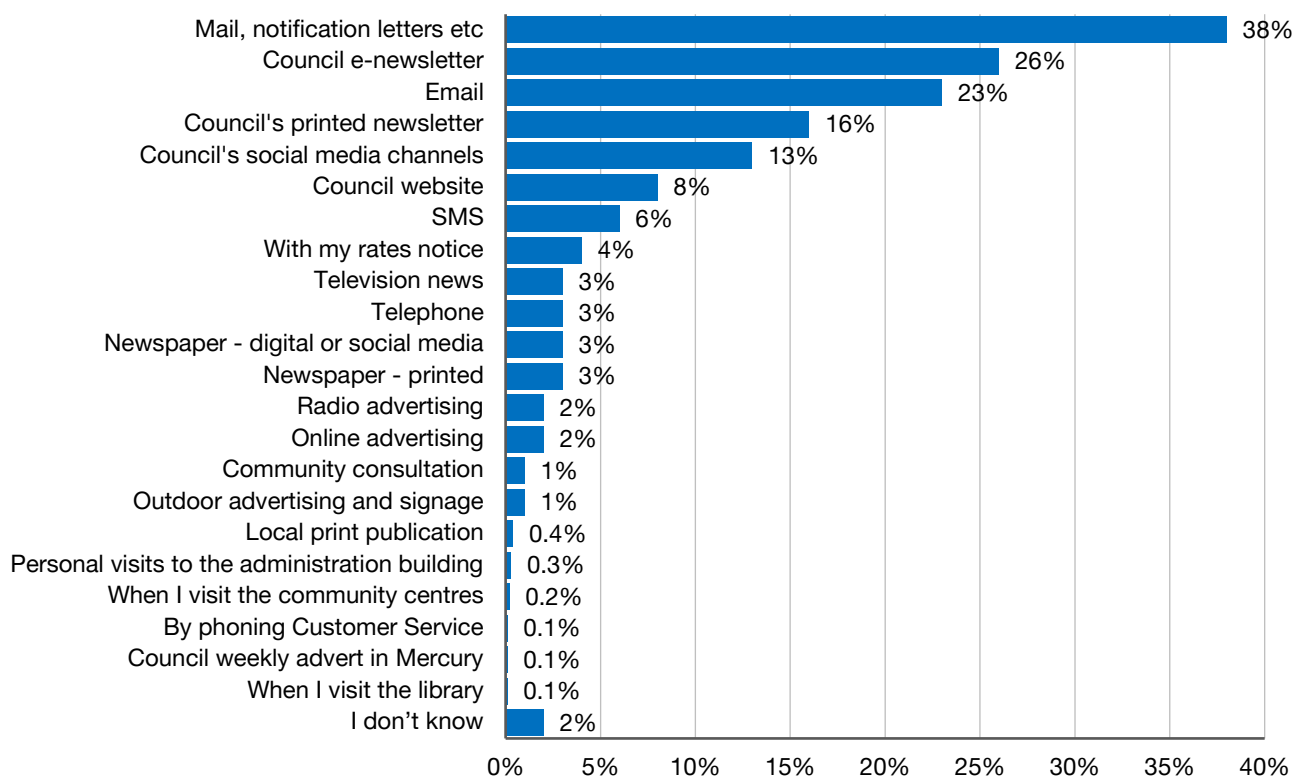
### 9.1. RECEIVING INFORMATION FROM WOLLONGONG CITY COUNCIL

Residents were asked to indicate how they would prefer to receive information from Council and were able to select multiple responses. **Figure 25** (below) lists these sources in order of most to least preferred in 2023.

**Figure 25** How Prefer to Receive Information – Internal Benchmark

**Q14/15** How do you prefer to receive information about Wollongong City Council?

Base: All respondents (n=605)



**Table 27** How Prefer to Receive Information – Subgroup Analysis

SUBGROUP	SIGNIFICANT DIFFERENCES
Gender	Nil.
Age	Residents aged 18-34 years were significantly more likely to prefer SMS (13%). Residents aged 65+ were significantly more likely to prefer Council's printed newsletter (27%) and significantly less likely to prefer Council social media channels (4%).
Ward	Nil.
Length of time lived in Wollongong LGA	Nil.





## 9. COMMUNICATION

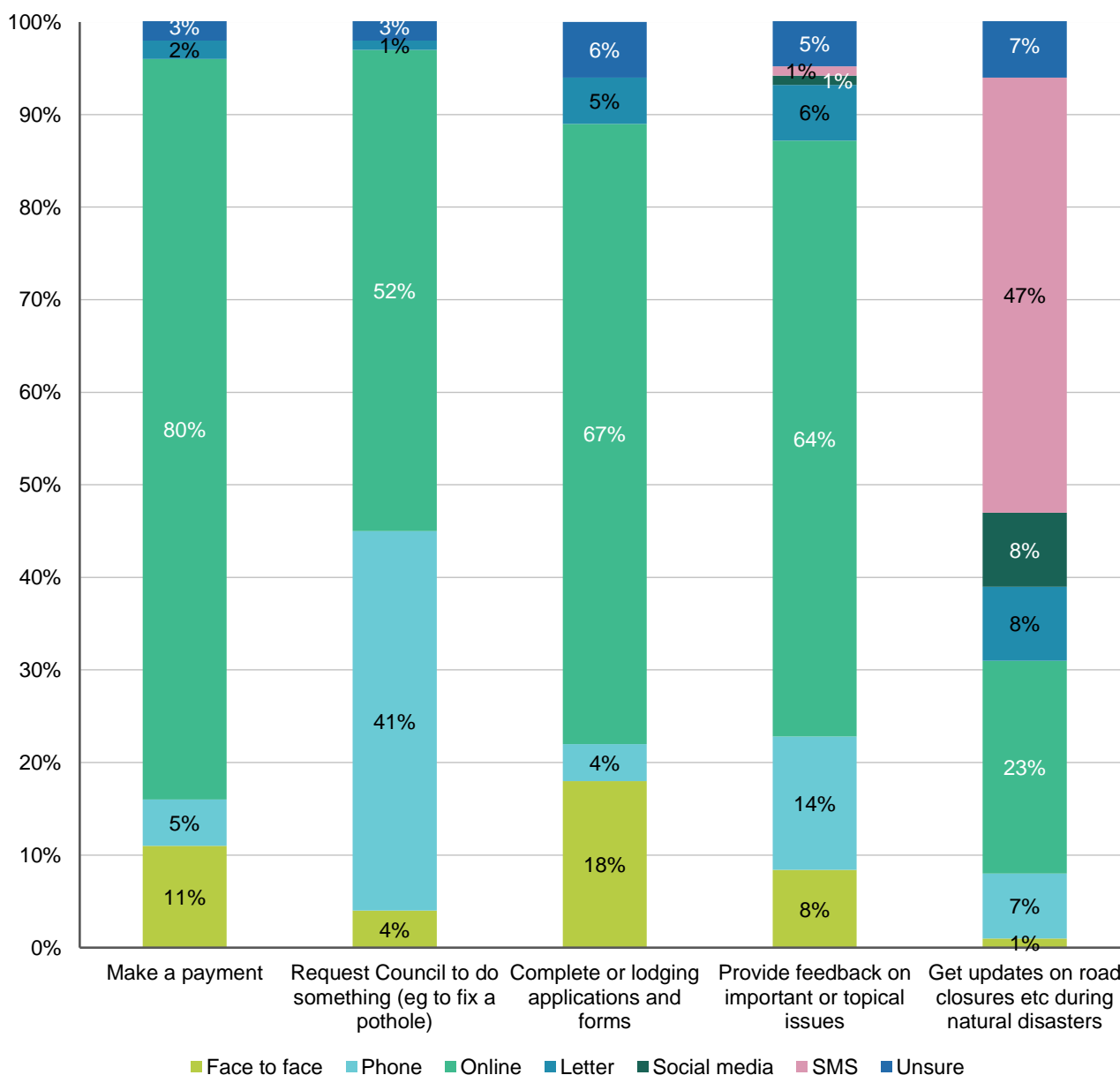
### 9.2. CHANNEL PREFER

Residents were asked their preferred method for conducting five different types of business with Council.

As shown in **Figure 26** below, Online was preferred by more than half of residents surveyed in 2023 for four of the five types of business with Council. Phone was preferred by 41% when Requesting Council to do something e.g., fix a pothole, and SMS was preferred by 47% to Get updates on road closures etc during natural disasters.

**Figure 26** Channel Prefer

**Q15** In your dealings with Council, what method would you prefer to conduct or find out about the following?  
Base: All respondents (n=605)





## 9. COMMUNICATION

**Table 28** Channel Prefer – Subgroup Analysis

SUBGROUP	SIGNIFICANT DIFFERENCES
<b>Gender</b>	Nil.
<b>Age</b>	<p>Residents aged 18-34 years (72%) and 35-49 (63%) significantly preferred to Request Council to do something Online.</p> <p>Residents aged 18-34 (84%) and 35-49 (78%) significantly preferred to Complete or lodge applications or forms Online.</p> <p>Residents aged 65+ significantly preferred to Request Council to do something by Phone (63%).</p> <p>Residents aged 65+ significantly preferred to Make a payment Face to face (19%) or by Letter (5%).</p> <p>Residents aged 65+ significantly preferred to Complete or lodge applications or forms Face to face (30%) or Letter (10%).</p> <p>Residents aged 65+ significantly preferred to Provide feedback on important or topical issues Face to face (16%) or by Letter (12%).</p> <p>Residents aged 65+ significantly preferred to Get updates on road closures etc during natural disasters Face to face (2%) or by Phone (13%).</p>
<b>Ward</b>	Nil.
<b>Length of time lived in Wollongong LGA</b>	<p>Residents who had lived in the Wollongong LGA up to 10 years significantly preferred to Request Council to do something Online (74%).</p> <p>Residents who had lived in the Wollongong LGA up to 10 years significantly preferred to Complete or lodge applications and forms Online (85%).</p> <p>Residents who had lived in the Wollongong LGA more than 15 years significantly preferred to Make a payment Face to face (14%).</p> <p>Residents who had lived in the Wollongong LGA more than 15 years significantly preferred to Request Council to do something Face to face (5%) or by Phone (47%).</p> <p>Residents who had lived in the Wollongong LGA more than 15 years significantly preferred to Provide feedback on important or topical issues by Letter (7%).</p>



## 9. COMMUNICATION

### 9.3. COMMUNITY ENGAGEMENT ACTIVITIES

Residents were read out a list of community engagement activities and were asked to indicate which they had participated in over the past 12 months (see **Figure 27**, below). They were able to select multiple responses, thus responses do not sum to 100%.

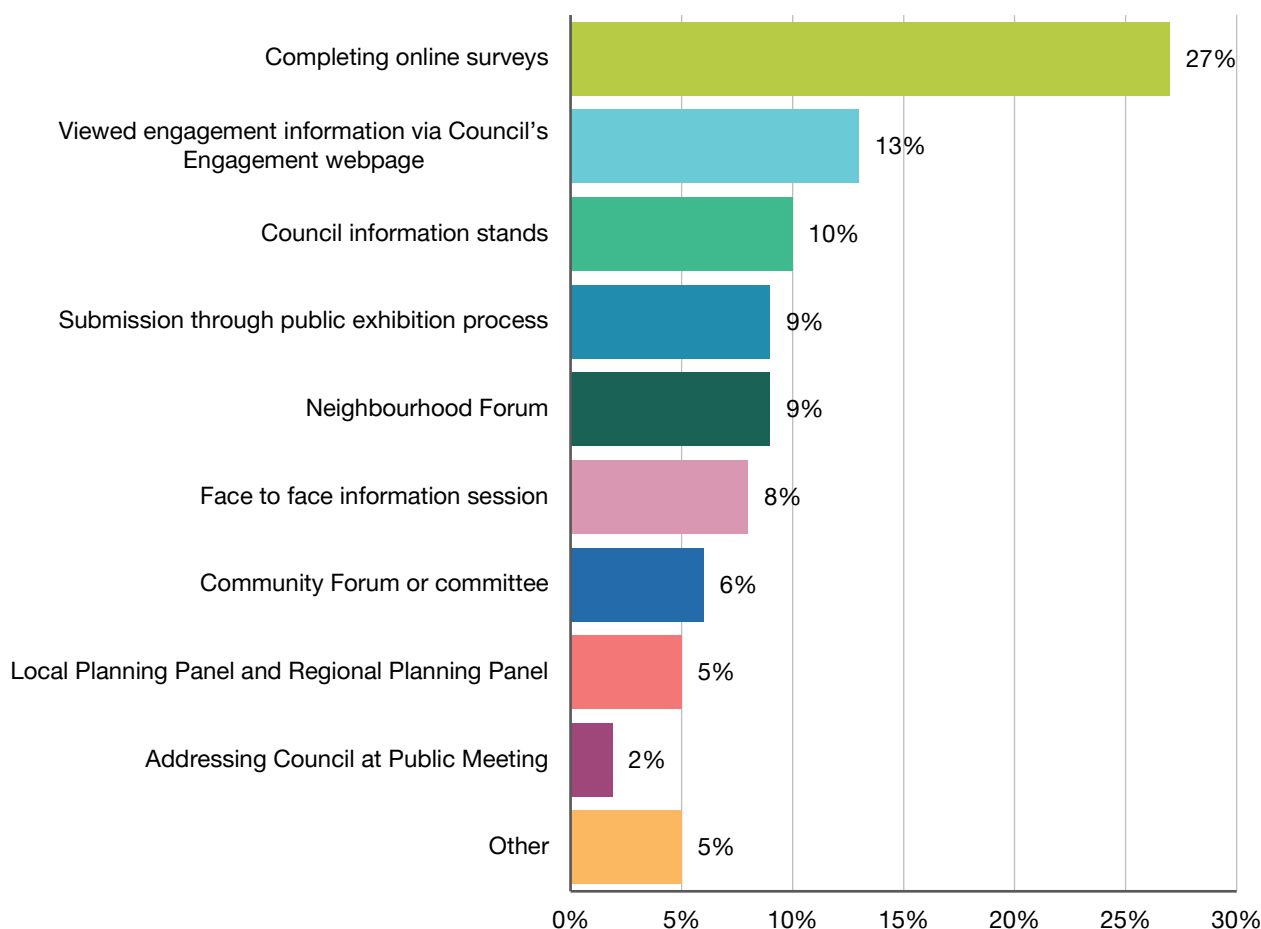
Forty-seven percent (47%) of residents surveyed in 2023 participated in at least one Council community engagement activity in the past 12 months, up significantly from 32% in 2021. As shown in **Figure 28** (next page), six of the ten community engagement activities prompted of respondents had significantly higher responses than in 2021, showing that residents were much more engaged in 2023. (Note that the 2021 survey was conducted during COVID lockdowns, which obviously affected engagement.)

There were no significant differences among subgroups for community engagement activities in 2023.

**Figure 27** Council Community Engagement Activities

**Q16** In the past twelve months have you participated in any of the following Council community engagement activities?

Base: All respondents (n=605)



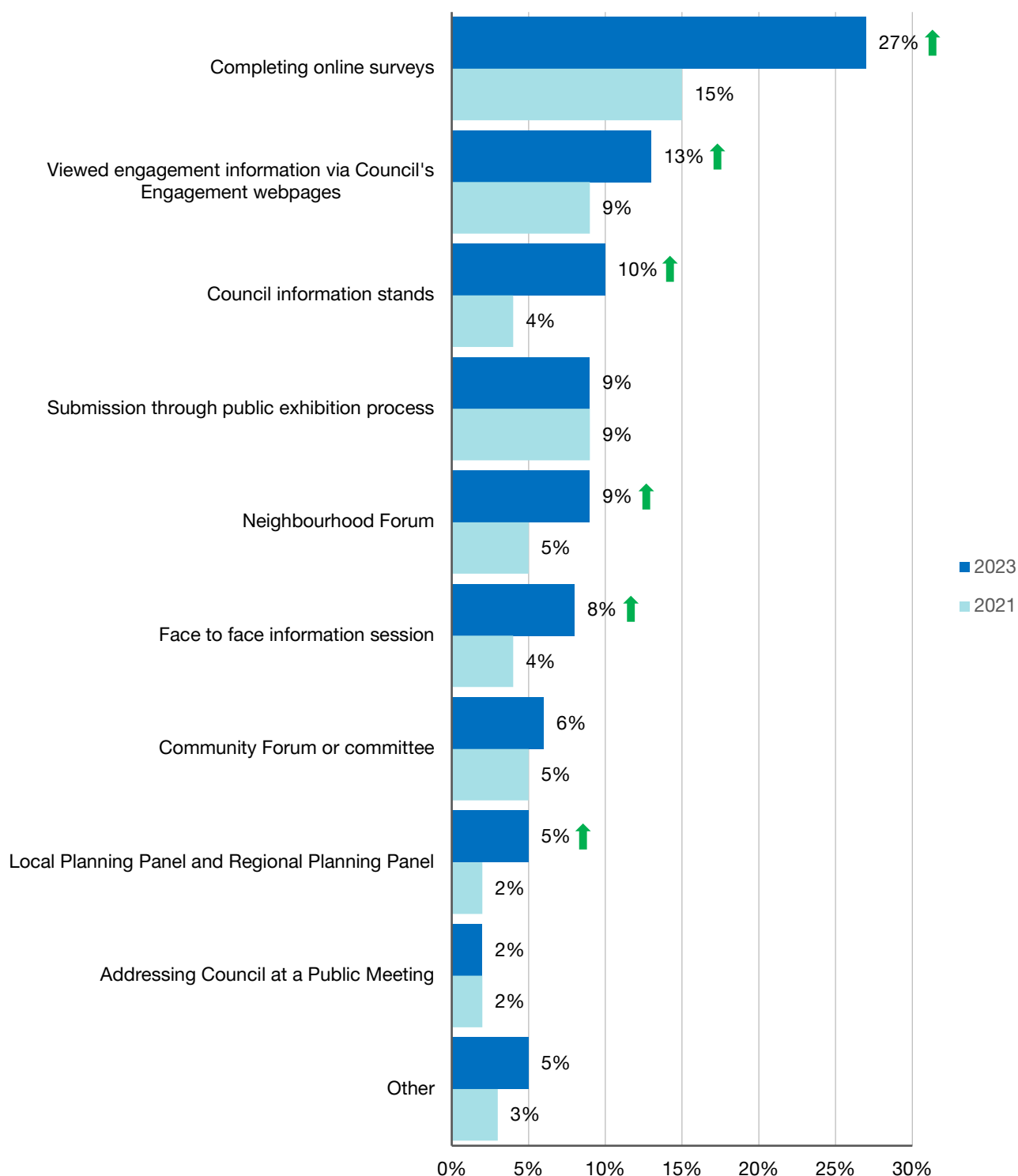


## 9. COMMUNICATION

**Figure 28** Council Community Engagement Activities – Internal Benchmark

**Q16/19** In the past twelve months have you participated in any of the following Council community engagement activities?

Base: All respondents (2021 n=600, 2023 n=605)





## 9. COMMUNICATION

### 9.4. COUNCIL WEBSITE

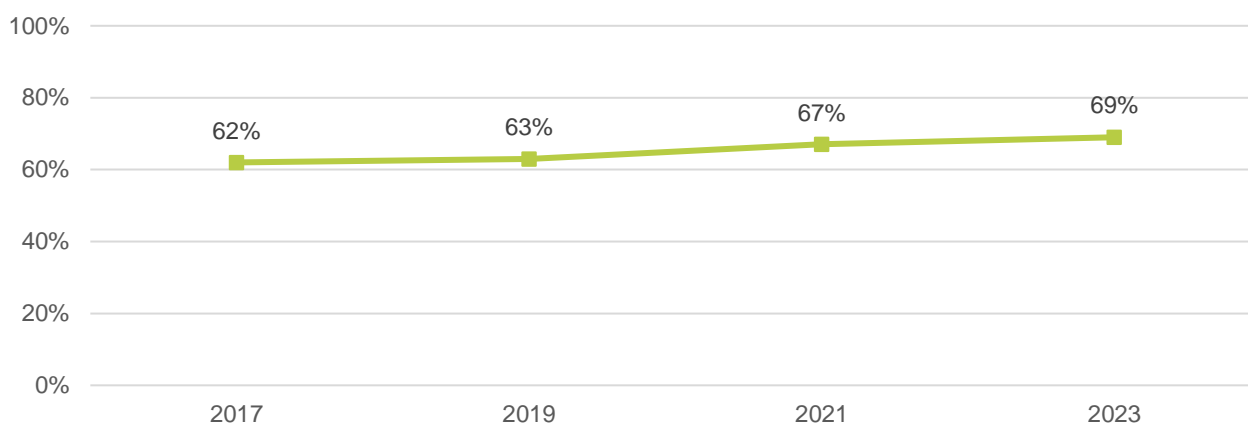
#### Visitation

More than two thirds (69%) of residents surveyed in 2023 had visited Council's website in the past 12 months. **Figure 29** shows the slow upward trend since 2017.

**Figure 29** Council Website Visitation

**Q17** Have you visited Council's website in the past 12 months?

Base: All respondents



**Table 29** Council Website Visitation – Subgroup Analysis

SUBGROUP	SIGNIFICANT DIFFERENCES
Gender	Nil.
Age	A significantly lower proportion of residents aged 65+ years visited the website (51%) compared to other age groups.
Ward	Nil.
Length of time lived in Wollongong LGA	Nil.



## 9. COMMUNICATION

### Website Experience

Residents who visited Council's website in the past 12 months were asked to rate their agreement with the statement 'It was easy to find the information I was looking for' using a five-point scale where 1 meant 'strongly disagree' and 5 meant 'strongly agree'.

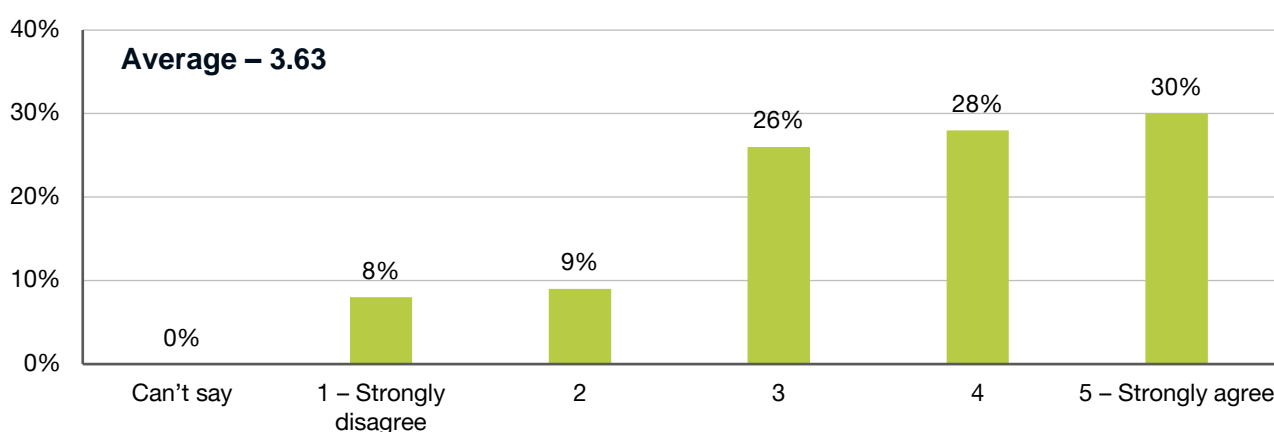
In total, 58% of website users agreed it was easy to find the information they were looking for, with 30% providing the highest rating of 5. Seventeen percent (17%) disagreed while 26% provided a neutral rating of 3.

These results combined for a medium average agreement rating of 3.63 out of 5. This mean has been between 3.55 and 3.65 in every community satisfaction survey since 2014.

**Figure 30** Website Experience

**Q18** On a 1 to 5 scale, to what extent do you agree with this statement: 'It was easy to find the information I was looking for'.

Base: Used Council's website (n=399)



**Table 30** Website Experience – Subgroup Analysis

SUBGROUP	SIGNIFICANT DIFFERENCES
Gender	Nil.
Age	Nil.
Ward	Nil.
Length of time lived in Wollongong LGA	Residents who had lived in the Wollongong LGA up to 10 years had a significantly higher agreement that it was easy to find the information they were looking for (mean 4.17).

## 10. APPENDIX 1 – SUBGROUP ANALYSIS

The data tables in this appendix show percentages for 2023 residents surveyed, broken down by gender, age, ward and how long lived in the LGA. Anything highlighted blue or red is classed as a statistically significant difference – i.e., a difference that is unlikely to have been caused by chance alone.

Significance testing is included at 95% confidence, tested against the remainder-base (e.g., those aged 65+ are compared against those of all other age groups taken together).

Cells that are significantly higher than others in its innermost subgroup on a row are shown in BLUE text (e.g., D3 Work fulltime by those aged 18-34 and 35-49).

Cells that are significantly lower than others in its innermost subgroup on a row are shown in RED text (e.g., D3 Work fulltime by females).



## 10. APPENDIX 1 – SUBGROUP ANALYSIS

s4 What is the name of the suburb where you live? by BANNER														
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA			
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15	
Austinmer	1%	1%	1%	0%	1%	1%	3%	3% ↑	0%	0%	0%	1%	1%	
Avon	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
Avondale	2%	1%	3%	2%	3%	2%	0%	0%	0%	5% ↑	0%	3%	2%	
Balgownie	3%	2%	4%	4%	4%	2%	2%	9% ↑	0%	0%	3%	2%	3%	
Bellambi	1%	1%	2%	2%	1%	1%	2%	4% ↑	0%	0%	0%	0%	2%	
Berkeley	3%	3%	3%	3%	4%	2%	2%	0%	0%	9% ↑	3%	5%	3%	
Brownsville	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
Bulli	3%	2%	4%	2%	2%	7%	3%	10% ↑	0% ↓	0%	1%	3%	4%	
Cataract	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
Cleveland	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
Clifton	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
Coalcliff	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	
Coledale	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%	
Coniston	1%	2%	0%	0%	2%	1%	2%	0%	4% ↑	0%	0%	2%	1%	
Cordeaux	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
Cordeaux Heights	4%	4%	3%	6%	3%	5%	1%	0%	11% ↑	0%	7%	4%	3%	
Corrimal	3%	3%	4%	3%	3%	2%	4%	10% ↑	0% ↓	0%	4%	4%	3%	
Cringila	2%	1%	2%	5% ↑	1%	0%	0%	0%	0%	5% ↑	0%	4%	2%	
Dapto	6%	7%	6%	4%	5%	9%	8%	0% ↓	0% ↓	21% ↑	3%	5%	7%	
Darke Forest	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
Dombarton	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%	
East Corrimal	1%	0%	1%	0%	1%	1%	0%	2% ↑	0%	0%	0%	0%	1%	
Fairy Meadow	5%	4%	5%	7%	3%	5%	4%	14% ↑	0% ↓	0% ↓	8%	3%	4%	
Farmborough Heights	1%	2%	1%	0%	1%	2%	2%	0%	3% ↑	0%	0%	1%	1%	
Fernhill	1%	0%	1%	0%	1%	2%	1%	3% ↑	0%	0%	0%	0%	1%	
Figtree	6%	6%	6%	5%	8%	5%	7%	0% ↓	17% ↑	0% ↓	5%	6%	7%	
Garie	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
Gwynneville	1%	1%	2%	2%	1%	1%	0%	0%	3%	0%	3%	0%	1%	
Haywards Bay	1%	1%	1%	0%	2%	2%	1%	0%	0%	3% ↑	3% ↑	3%	0% ↓	
Helensburgh	3%	3%	2%	1%	4%	1%	4%	8% ↑	0% ↓	0%	2%	2%	3%	
Horsley	5%	5%	5%	7%	7%	4%	3%	0% ↓	0% ↓	17% ↑	4%	7%	5%	
Huntley	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
Kanahooka	2%	1%	3%	2%	3%	1%	3%	0%	0%	7% ↑	2%	1%	2%	
Keiraville	2%	2%	1%	1%	3%	1%	1%	0%	4% ↑	0%	3%	2%	1%	
Kembla Grange	1%	1%	0%	1%	1%	0%	0%	0%	0%	2%	1%	0%	1%	
Kembla Heights	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
Koonawarra	2%	2%	1%	3%	2%	1%	0%	0%	0%	5% ↑	0%	5%	1%	
Lake Heights	2%	0%	4%	4%	1%	1%	2%	0%	0%	6% ↑	0%	0%	3%	
Lilyvale	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
Maddens Plains	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
Mangerton	2%	2%	1%	1%	2%	2%	0%	0%	4% ↑	0%	2%	1%	1%	
Marshall Mount	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
Mount Keira	1%	3%	0%	1%	1%	1%	2%	0%	4% ↑	0%	0%	0%	2%	
Mount Kembla	0%	0%	1%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	
Mount Ousley	1%	2%	0%	1%	1%	1%	0%	0%	3%	0%	2%	0%	1%	
Mount Pleasant	1%	1%	0%	0%	1%	2%	1%	0%	3% ↑	0%	0%	1%	1%	
Mount Saint Thomas	2%	1%	2%	5% ↑	0%	1%	0%	0%	5%	0%	3%	5%	1%	
North Wollongong	2%	3%	0%	3%	1%	1%	1%	0%	4% ↑	0%	5%	2%	1%	
Otford	0%	0%	1%	0%	1%	1%	0%	1%	0%	0%	0%	1%	0%	
Palona	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
Port Kembla	1%	1%	2%	0%	1%	3%	2%	0%	0%	4% ↑	0%	0%	2%	
Primbee	1%	1%	0%	1%	0%	0%	1%	0%	0%	3%	0%	0%	1%	
Russell Vale	1%	1%	2%	2%	1%	2%	1%	4% ↑	0%	0%	4%	0%	1%	
Scarborough	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
Spring Hill	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	
Stanwell Park	0%	1%	0%	0%	0%	1%	0%	1%	0%	0%	0%	1%	0%	
Stanwell Tops	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
Stream Hill	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	
Tarrawanna	1%	0%	1%	0%	1%	1%	1%	2% ↑	0%	0%	0%	0%	1%	
Thirroul	3%	3%	3%	1%	4%	2%	5%	9% ↑	0% ↓	0%	3%	1%	4%	
Towradgi	2%	2%	1%	1%	3%	1%	2%	5% ↑	0%	0%	0%	4%	2%	
Unanderra	2%	2%	2%	2%	1%	2%	3%	0%	0%	6% ↑	2%	0%	2%	
Warrawong	1%	1%	0%	0%	1%	1%	0%	0%	0%	2% ↑	1%	0%	1%	
West Wollongong	2%	3%	2%	3%	1%	3%	2%	0%	7% ↑	0%	6%	1%	2%	
Windang	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%	
Wollongong	10%	13%	8%	10%	9%	9%	11%	0% ↓	28% ↑	0% ↓	19%	12%	8%	
Wombarra	0%	0%	1%	0%	1%	1%	1%	1%	0%	0%	0%	0%	1%	
Wongawilli	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
Woonona	5%	5%	5%	2%	4%	9%	6%	15% ↑	0% ↓	0% ↓	1%	9%	5%	
Woronora Dam	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
Yallah	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
NONE of these	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470	





## 10. APPENDIX 1 – SUBGROUP ANALYSIS

Ward of Wollongong LGA by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
Ward 1	34%	30%	38%	25%	33%	38%	42% ↑	100% ↑	0% ↓	0% ↓	26%	31%	36%
Ward 2	36%	44% ↑	28% ↓	40%	34%	35%	32%	0% ↓	100% ↑	0% ↓	55% ↑	36%	31% ↓
Ward 3	31%	27%	34%	35%	33%	27%	26%	0% ↓	0% ↓	100% ↑	20%	33%	33%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

s6 How long have you lived in the Wollongong area? by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
Less than six months	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
6 months to 1 year	2%	0%	3%	5% ↑	0%	0%	0%	2%	3%	0%	9% ↑	0%	0% ↓
2 to 5 years	4%	7%	2%	12% ↑	2%	1%	1% ↓	0% ↓	8%	5%	26% ↑	0%	0% ↓
6 to 10 years	11%	13%	9%	18% ↑	15%	7%	3% ↓	11%	15%	6% ↓	64% ↑	0% ↓	0% ↓
11 to 15 years	11%	11%	11%	11%	16%	9%	8%	10%	11%	12%	0% ↓	100% ↑	0% ↓
More than 15 years	72%	69%	74%	54% ↓	67%	83% ↑	89% ↑	77%	62% ↓	77%	0% ↓	0% ↓	100% ↑
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

d1 Please stop me when I read out the age group you are in. by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
18 to 34 years	29%	30%	28%	100% ↑	0% ↓	0% ↓	0% ↓	22%	33%	33%	61% ↑	30%	22% ↓
35 to 49 years	24%	24%	24%	0% ↓	100% ↑	0% ↓	0% ↓	23%	23%	26%	24%	35%	22%
50 to 64 years	19%	19%	20%	0% ↓	0% ↓	100% ↑	0% ↓	21%	19%	17%	9% ↓	16%	22% ↑
65 plus years	27%	26%	28%	0% ↓	0% ↓	0% ↓	100% ↑	34% ↑	24%	23%	6% ↓	19%	34% ↑
Prefer not to say	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470



## 10. APPENDIX 1 – SUBGROUP ANALYSIS

d2 Which gender do you identify with? by BANNER													
	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
Column %	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
Male	49%	100% ↑	0% ↓	50%	49%	48%	47%	42%	59% ↑	43%	56%	48%	47%
Female	51%	0% ↓	100% ↑	50%	51%	52%	53%	58%	41% ↓	57%	44%	52%	53%
Column n	602	280	322	62	151	162	227	222	206	174	69	65	468

d3 What is your main employment status? by BANNER													
	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
Column %	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
Work full time	43%	50% ↑	36% ↓	61% ↑	67% ↑	44%	1% ↓	39%	45%	45%	61% ↑	54%	37% ↓
Work part time	10%	5% ↓	15% ↑	10%	14%	14%	4% ↓	10%	9%	11%	12%	13%	9%
Work casually	4%	3%	5%	5%	3%	6%	2%	5%	4%	3%	3%	2%	4%
Self-employed	6%	8%	5%	4%	9%	12% ↑	2% ↓	5%	8%	5%	6%	7%	6%
Student	2%	3%	2%	8% ↑	1%	1%	0%	2%	5%	0%	8%	0%	2%
Home duties	2%	0% ↓	4% ↑	4%	2%	2%	1%	1%	1%	4%	1%	3%	3%
Unemployed	3%	3%	3%	5%	4%	2%	0%	3%	2%	3%	2%	0%	4%
Retired	27%	26%	28%	0% ↓	0% ↓	14% ↓	88% ↑	34% ↑	23%	23%	7% ↓	17%	33% ↑
Other	2%	2%	2%	2%	1%	5%	1%	1%	2%	3%	0%	5%	2%
Prefer not to say	1%	0%	1%	2%	0%	0%	0%	0%	0%	2%	0%	0%	1%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

d4 Do you commute from the Wollongong local government area to work in another council area? by BANNER													
	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
Column %	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
Yes	46%	54%	38%	56%	43%	38%	23%	48%	48%	42%	58%	48%	41%
No	54%	46%	62%	44%	57%	62%	77%	52%	52%	58%	42%	52%	59%
Column n	337	164	171	52	140	124	21	113	123	101	54	46	237



## 10. APPENDIX 1 – SUBGROUP ANALYSIS

Q1 Wollongong Art Gallery by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
At least monthly	2%	1%	3%	0%	1%	2%	5% ↑	2%	3%	1%	1%	3%	2%
Up to 9 times a year	1%	1%	0%	1%	1%	1%	0%	0%	2%	0%	2%	2%	0%
Up to 6 times a year	3%	2%	3%	2%	1%	1%	6%	3%	4%	0%	1%	8%	2%
Up to 3 times a year	20%	20%	20%	18%	22%	24%	18%	15%	31% ↑	12% ↓	28%	21%	18%
Facility Usage	25%	24%	27%	21%	25%	27%	28%	21%	40% ↑	13% ↓	33%	34%	22%
Not in the last 12 months	22%	23%	21%	19%	21%	23%	25%	26%	20%	19%	17%	20%	23%
Never	53%	54%	53%	60%	55%	50%	47%	53%	40% ↓	68% ↑	50%	46%	55%
(Can't say)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

Q1 Illawarra Performing Arts Centre and Town Hall by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
At least monthly	2%	2%	2%	0%	2%	2%	5% ↑	2%	3%	2%	2%	1%	3%
Up to 9 times a year	1%	1%	1%	0%	2%	1%	1%	1%	1%	1%	0%	0%	1%
Up to 6 times a year	6%	6%	5%	0% ↓	7%	7%	10%	7%	6%	4%	4%	5%	6%
Up to 3 times a year	32%	31%	33%	28%	37%	38%	27%	33%	38%	23%	31%	46%	30%
Facility Usage	41%	39%	42%	28%	48%	47%	43%	43%	47%	30%	36%	52%	40%
Not in the last 12 months	20%	20%	20%	19%	13%	20%	27%	21%	18%	20%	16%	19%	21%
Never	40%	41%	39%	53%	40%	33%	30%	36%	35%	50%	47%	29%	40%
(Can't say)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470



## 10. APPENDIX 1 – SUBGROUP ANALYSIS

Q1 Parks, open spaces and sports fields for active sport or recreation activities by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
At least monthly	47%	54%	41%	53%	69% ↑	40%	27% ↓	46%	49%	46%	52%	64%	43%
Up to 9 times a year	3%	4%	2%	1%	5%	4%	2%	4%	2%	3%	1%	2%	4%
Up to 6 times a year	6%	6%	5%	6%	8%	5%	3%	4%	7%	5%	8%	4%	5%
Up to 3 times a year	9%	9%	9%	14%	9%	6%	7%	6%	11%	11%	11%	12%	8%
Facility Usage	65%	73% ↑	57% ↓	74%	90% ↑	55% ↓	40% ↓	59%	70%	65%	72%	82% ↑	61% ↓
Not in the last 12 months	7%	5%	9%	4%	2% ↓	10%	14% ↑	10%	4% ↓	9%	2%	1%	10% ↑
Never	27%	21% ↓	33% ↑	22%	8% ↓	34%	45% ↑	31%	25%	26%	26%	17%	29%
(Can't say)	0%	1%	0%	0%	0%	1%	1%	0%	1%	0%	0%	0%	1%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

Q1 Parks, open spaces and sports fields for passive recreation purpose by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
At least monthly	57%	60%	54%	66%	67%	51%	42% ↓	58%	64%	47%	71%	74% ↑	51% ↓
Up to 9 times a year	6%	6%	5%	3%	8%	10%	4%	5%	6%	6%	4%	5%	7%
Up to 6 times a year	7%	8%	6%	6%	6%	7%	7%	4%	7%	9%	4%	1%	8%
Up to 3 times a year	11%	10%	12%	10%	10%	15%	10%	10%	9%	14%	12%	11%	11%
Facility Usage	80%	84%	77%	85%	91% ↑	83%	64% ↓	77%	87%	76%	91%	91%	76% ↓
Not in the last 12 months	6%	5%	6%	3%	2%	4%	12% ↑	7%	3%	6%	0%	3%	7% ↑
Never	14%	11%	17%	12%	7%	12%	24% ↑	16%	10%	17%	9%	6%	17%
(Can't say)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470



## 10. APPENDIX 1 – SUBGROUP ANALYSIS

Q1 Russell Vale Golf Course (The Vale) by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
At least monthly	5%	6%	4%	6%	3%	5%	5%	8%	4%	3%	6%	5%	5%
Up to 9 times a year	1%	1%	0%	1%	1%	0%	0%	0%	1%	1%	0%	0%	1%
Up to 6 times a year	1%	1%	1%	0%	1%	1%	1%	1%	1%	0%	0%	1%	1%
Up to 3 times a year	7%	11% ↑	3% ↓	8%	8%	6%	5%	9%	7%	4%	6%	4%	7%
Facility Usage	13%	19% ↑	7% ↓	15%	14%	12%	11%	18%	13%	8%	13%	10%	14%
Not in the last 12 months	10%	15%	6%	12%	9%	7%	12%	9%	10%	13%	3%	15%	11%
Never	77%	66% ↓	87% ↑	73%	78%	81%	77%	72%	78%	80%	84%	74%	75%
(Can't say)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

Q1 Children's playgrounds by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
At least monthly	31%	29%	33%	31%	52% ↑	16% ↓	22% ↓	33%	30%	29%	37%	25%	30%
Up to 9 times a year	2%	2%	3%	0%	3%	5%	2%	2%	1%	5% ↑	0%	4%	2%
Up to 6 times a year	5%	3%	6%	4%	4%	2%	8%	4%	5%	5%	4%	10%	4%
Up to 3 times a year	9%	10%	8%	7%	15%	7%	7%	8%	9%	11%	8%	9%	10%
Facility Usage	47%	44%	50%	42%	75% ↑	30% ↓	39%	46%	45%	51%	49%	47%	46%
Not in the last 12 months	14%	17%	10%	15%	7%	19%	15%	15%	13%	13%	12%	18%	13%
Never	39%	39%	40%	43%	18% ↓	51% ↑	45%	39%	42%	36%	39%	35%	40%
(Can't say)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470



## 10. APPENDIX 1 – SUBGROUP ANALYSIS

Q1 Footpaths by BANNER													
	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
Column %	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
At least monthly	92%	91%	93%	96%	94%	94%	85% ↓	93%	92%	90%	90%	95%	92%
Up to 9 times a year	1%	2%	1%	0%	3%	2%	0%	2%	1%	1%	1%	3%	1%
Up to 6 times a year	1%	1%	2%	0%	1%	1%	4% ↑	2%	1%	2%	1%	0%	2%
Up to 3 times a year	2%	2%	2%	3%	1%	1%	3%	1%	3%	3%	3%	0%	2%
Facility Usage	97%	96%	97%	99%	99%	98%	92% ↓	97%	97%	96%	95%	98%	97%
Not in the last 12 months	1%	0%	1%	0%	0%	0%	3% ↑	0%	1%	2%	0%	0%	1%
Never	2%	3%	1%	1%	0%	2%	4%	2%	2%	2%	4%	2%	1%
(Can't say)	1%	1%	0%	0%	1%	0%	1%	0%	0%	1%	1%	0%	1%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

Q1 Cycle ways (including pop up cycle ways) by BANNER													
	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
Column %	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
At least monthly	30%	34%	26%	27%	40% ↑	41% ↑	17% ↓	38%	34%	17% ↓	24%	36%	30%
Up to 9 times a year	4%	3%	5%	4%	7%	4%	2%	5%	2%	4%	5%	4%	4%
Up to 6 times a year	4%	5%	3%	6%	2%	5%	2%	3%	6%	2%	7%	1%	4%
Up to 3 times a year	9%	11%	8%	13%	15%	4%	4% ↓	8%	8%	12%	17%	13%	7%
Facility Usage	47%	52%	42%	49%	63% ↑	54%	25% ↓	55%	50%	34% ↓	53%	55%	44%
Not in the last 12 months	10%	13%	7%	11%	6%	8%	14%	9%	8%	13%	6%	10%	11%
Never	43%	35% ↓	50% ↑	40%	31% ↓	39%	61% ↑	36%	41%	53%	42%	35%	45%
(Can't say)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470



## 10. APPENDIX 1 – SUBGROUP ANALYSIS

Q1 Shared use paths by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
At least monthly	67%	69%	65%	75%	77% ↑	60%	55% ↓	70%	74%	56% ↓	73%	76%	64%
Up to 9 times a year	4%	3%	4%	2%	3%	8% ↑	3%	5%	3%	3%	1%	4%	4%
Up to 6 times a year	4%	4%	4%	1%	6%	6%	4%	1% ↓	4%	8% ↑	3%	7%	4%
Up to 3 times a year	7%	8%	7%	7%	6%	11%	6%	8%	7%	7%	13%	1%	7%
Facility Usage	82%	84%	80%	85%	92% ↑	84%	68% ↓	84%	87%	73% ↓	90%	88%	79%
Not in the last 12 months	3%	2%	3%	0% ↓	1%	2%	7% ↑	3%	1%	4%	0%	1%	3%
Never	15%	12%	17%	15%	7% ↓	12%	23% ↑	11%	11%	22% ↑	9%	11%	17%
(Can't say)	1%	2% ↑	0% ↓	0%	1%	1%	2%	1%	1%	1%	1%	0%	1%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

Q1 Botanic Garden by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
At least monthly	12%	11%	13%	14%	16%	11%	8%	10%	21% ↑	3% ↓	24% ↑	10%	10%
Up to 9 times a year	5%	4%	5%	10% ↑	3%	3%	1%	2%	5%	6%	7%	6%	4%
Up to 6 times a year	8%	11%	6%	8%	11%	6%	8%	7%	14% ↑	4%	8%	11%	8%
Up to 3 times a year	36%	35%	36%	34%	42%	35%	32%	32%	35%	40%	40%	36%	35%
Facility Usage	61%	61%	60%	66%	72% ↑	55%	49% ↓	52%	75% ↑	54%	78% ↑	63%	56% ↓
Not in the last 12 months	19%	21%	17%	14%	12%	24%	27% ↑	25%	13%	19%	3% ↓	25%	22%
Never	20%	17%	23%	20%	16%	21%	24%	23%	12% ↓	28%	19%	12%	22%
(Can't say)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470



## 10. APPENDIX 1 – SUBGROUP ANALYSIS

Q1 Libraries by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
At least monthly	22%	19%	24%	19%	25%	20%	23%	26%	23%	15%	29%	20%	20%
Up to 9 times a year	3%	1%	4%	4%	2%	2%	3%	2%	1%	5%	0%	1%	3%
Up to 6 times a year	6%	5%	6%	2%	9%	2%	8%	5%	6%	5%	4%	6%	6%
Up to 3 times a year	21%	23%	20%	22%	22%	24%	18%	22%	24%	18%	30%	22%	19%
Facility Usage	51%	49%	54%	47%	59%	48%	52%	55%	55%	44%	64%	49%	49%
Not in the last 12 months	19%	22%	15%	18%	14%	24%	19%	19%	17%	20%	10%	28%	19%
Never	30%	30%	31%	35%	27%	28%	30%	26%	29%	36%	26%	23%	32%
(Can't say)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

Q1 Community centre at Thirroul, Corrimal or Dapto by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
At least monthly	5%	5%	5%	5%	4%	1%	8%	6%	3%	6%	7%	4%	4%
Up to 9 times a year	1%	1%	1%	0%	1%	1%	1%	0%	0%	1%	1%	0%	1%
Up to 6 times a year	2%	1%	4%	2%	2%	4%	2%	4%	2%	1%	1%	3%	3%
Up to 3 times a year	15%	17%	14%	12%	20%	15%	15%	19%	9%	18%	21%	17%	14%
Not in the last 12 months	14%	15%	12%	13%	17%	14%	12%	13%	14%	14%	4%	15%	16%
Never	63%	61%	65%	69%	56%	65%	62%	58%	71%	59%	66%	62%	63%
(Can't say)	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470





## 10. APPENDIX 1 – SUBGROUP ANALYSIS

Q1 Community hall/centre by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
At least monthly	5%	4%	5%	0% ↓	4%	4%	10% ↑	8%	2%	4%	1%	5%	5%
Up to 9 times a year	1%	1%	2%	0%	3%	1%	1%	1%	1%	2%	0%	0%	2%
Up to 6 times a year	5%	4%	5%	5%	7%	4%	3%	3%	4%	6%	4%	6%	4%
Up to 3 times a year	20%	21%	18%	16%	27%	21%	16%	20%	19%	21%	21%	31%	18%
Facility Usage	30%	30%	30%	22%	40%	30%	31%	31%	26%	33%	26%	43%	29%
Not in the last 12 months	20%	25%	15%	24%	15%	18%	19%	19%	20%	20%	18%	16%	21%
Never	50%	45%	55%	54%	45%	52%	49%	49%	54%	47%	56%	41%	50%
(Can't say)	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

Q1 Patrolled beaches by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
At least monthly	50%	57%	44%	69% ↑	57%	42%	30% ↓	54%	59%	36% ↓	62%	61%	46% ↓
Up to 9 times a year	8%	5%	11%	9%	8%	12%	5%	6%	6%	13%	12%	8%	7%
Up to 6 times a year	8%	8%	8%	3%	14%	8%	10%	8%	10%	7%	5%	9%	9%
Up to 3 times a year	13%	10%	15%	14%	10%	16%	11%	9%	12%	18%	15%	14%	12%
Facility Usage	79%	81%	78%	95% ↑	90% ↑	78%	55% ↓	77%	87% ↑	73%	95% ↑	91% ↑	74% ↓
Not in the last 12 months	7%	6%	8%	2%	3%	9%	16% ↑	10%	4%	8%	0% ↓	2%	10% ↑
Never	13%	13%	14%	4%	7%	14%	29% ↑	13%	9%	19%	5%	7%	16% ↑
(Can't say)	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470



## 10. APPENDIX 1 – SUBGROUP ANALYSIS

Q1 Tidal rock pools by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
At least monthly	24%	27%	21%	33%	28%	21%	11% ↓	34% ↑	26%	10% ↓	33%	33%	20%
Up to 9 times a year	6%	5%	6%	8%	9%	4%	2%	5%	4%	10%	2%	3%	7%
Up to 6 times a year	8%	7%	9%	10%	9%	6%	6%	12%	7%	4%	17%	8%	6%
Up to 3 times a year	15%	15%	16%	16%	16%	18%	13%	14%	19%	12%	14%	7%	17%
Facility Usage	53%	54%	52%	67% ↑	62%	49%	32% ↓	64% ↑	56%	36% ↓	66%	51%	50%
Not in the last 12 months	13%	15%	11%	9%	10%	13%	20% ↑	11%	11%	18%	3% ↓	17%	15%
Never	34%	31%	38%	24%	28%	39%	48% ↑	25% ↓	33%	46% ↑	32%	32%	35%
(Can't say)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

Q1 Council Heated pools by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
At least monthly	11%	10%	12%	12%	18%	9%	7%	15%	8%	11%	18%	16%	9%
Up to 9 times a year	5%	6%	4%	7%	10%	4%	1% ↓	8%	2%	6%	4%	6%	6%
Up to 6 times a year	4%	5%	2%	4%	5%	3%	3%	3%	5%	3%	9%	2%	2%
Up to 3 times a year	11%	11%	10%	11%	17%	6%	7%	9%	15%	7%	9%	18%	10%
Facility Usage	31%	33%	29%	34%	49% ↑	22%	18% ↓	35%	30%	27%	40%	42%	27%
Not in the last 12 months	18%	21%	15%	20%	12%	19%	20%	19%	16%	20%	10%	20%	20%
Never	50%	45%	56%	45%	38% ↓	58%	62% ↑	46%	52%	53%	50%	38%	53%
(Can't say)	1%	1%	0%	1%	1%	1%	0%	0%	2%	0%	0%	0%	1%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470



## 10. APPENDIX 1 – SUBGROUP ANALYSIS

Q1 Public swimming pools (free entry) by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
At least monthly	20%	22%	18%	19%	29% ↑	17%	14%	20%	23%	16%	24%	17%	19%
Up to 9 times a year	8%	9%	8%	12%	11%	9%	2% ↓	7%	10%	9%	9%	6%	8%
Up to 6 times a year	7%	7%	8%	5%	11%	6%	7%	8%	6%	8%	6%	17%	6%
Up to 3 times a year	11%	13%	9%	8%	17%	11%	9%	10%	13%	9%	13%	8%	11%
Facility Usage	46%	50%	43%	43%	68% ↑	43%	33% ↓	45%	51%	42%	53%	47%	45%
Not in the last 12 months	16%	21%	12%	18%	9%	17%	20%	18%	13%	18%	13%	19%	17%
Never	37%	29% ↓	45% ↑	39%	23% ↓	39%	48% ↑	37%	36%	40%	35%	34%	39%
(Can't say)	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

Q1 Leisure centres (Beaton Park and Lakeside) by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
At least monthly	16%	20%	12%	20%	25%	12%	7% ↓	13%	24%	11%	21%	21%	14%
Up to 9 times a year	1%	0%	2%	0%	3%	2%	1%	2%	1%	1%	0%	4%	1%
Up to 6 times a year	3%	4%	3%	1%	7%	1%	3%	3%	4%	2%	4%	9%	2%
Up to 3 times a year	13%	14%	12%	16%	18%	11%	7%	12%	14%	12%	18%	14%	11%
Facility Usage	33%	37%	30%	37%	53% ↑	26%	18% ↓	30%	43%	27%	43%	48%	29%
Not in the last 12 months	18%	20%	17%	19%	12%	20%	21%	20%	17%	19%	12%	7%	21%
Never	48%	42%	54%	44%	35% ↓	53%	61% ↑	50%	40%	55%	44%	44%	50%
(Can't say)	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470



## 10. APPENDIX 1 – SUBGROUP ANALYSIS

Q1 Dog off leash beach and/or park by BANNER													
	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
Column %	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
At least monthly	29%	28%	29%	40%	30%	32%	13% ↓	33%	33%	20%	32%	47% ↑	25%
Up to 9 times a year	3%	1%	4%	5%	3%	0%	1%	2%	0%	6% ↑	6%	1%	2%
Up to 6 times a year	4%	5%	3%	3%	7%	4%	1%	3%	4%	3%	3%	0%	4%
Up to 3 times a year	7%	7%	6%	9%	8%	4%	4%	5%	7%	7%	14%	7%	5%
Facility Usage	41%	41%	42%	57% ↑	49%	40%	19% ↓	43%	45%	36%	54%	55%	36% ↓
Not in the last 12 months	7%	9%	6%	1%	7%	9%	13% ↑	8%	7%	7%	3%	3%	9%
Never	50%	49%	51%	38%	45%	51%	68% ↑	48%	47%	56%	40%	42%	54%
(Can't say)	1%	1%	1%	3% ↑	0%	0%	0%	2%	1%	0%	2%	0%	1%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

Q2 Wollongong Art Gallery by BANNER													
	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
Column %	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	0%	0%	0%	0%	0%	0%	1%	0%	1%	0%	0%	0%	0%
2	4%	5%	3%	4%	4%	5%	3%	3%	4%	4%	6%	2%	4%
3	13%	13%	13%	12%	12%	15%	13%	15%	9%	19%	5%	14%	15%
4	28%	26%	29%	18%	29%	30%	32%	27%	26%	32%	28%	32%	27%
5 – Very satisfied	32%	25%	39%	37%	26%	32%	32%	31%	40%	15%	40%	28%	30%
Can't say	24%	32%	16%	30%	29%	19%	18%	24%	21%	30%	20%	24%	25%
Column n	296	135	159	25	69	81	121	111	123	62	31	37	228



## 10. APPENDIX 1 – SUBGROUP ANALYSIS

Q2 Illawarra Performing Arts Centre and Town Hall by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	0%	1%	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%
2	1%	1%	1%	0%	1%	2%	2%	1%	1%	2%	1%	2%	1%
3	10%	11%	10%	4%	9%	18%	11%	7%	12%	11%	10%	6%	11%
4	36%	37%	34%	33%	47%	34%	30%	36%	34%	38%	27%	41%	37%
5 – Very satisfied	38%	33%	43%	36%	31%	37%	44%	43%	37%	31%	43%	38%	37%
Can't say	15%	18%	12%	27%	11%	9%	13%	13%	16%	17%	19%	14%	14%
Column n	391	174	214	30	92	109	160	155	142	94	39	46	306

Q2 Parks, open spaces and sports fields for active sport or recreation activities by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	2%	1%	2%	0%	3%	3%	1%	4%	1%	0%	1%	0%	2%
2	5%	6%	5%	8%	6%	4%	2%	2%	8%	5%	0%	14%	5%
3	18%	18%	18%	16%	22%	21%	14%	18%	17%	21%	10%	21%	20%
4	40%	43%	37%	42%	39%	38%	40%	34%	43%	42%	43%	44%	39%
5 – Very satisfied	32%	30%	34%	35%	27%	31%	34%	37%	30%	29%	45%	20%	31%
Can't say	3%	2%	4%	0%	2%	3%	9% ↑	4%	1%	3%	1%	2%	4%
Column n	418	207	208	50	140	105	123	155	138	125	49	50	319

Q2 Parks, open spaces and sports fields for passive recreation purpose by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	1%	1%	1%	0%	2%	1%	1%	2%	0%	1%	0%	1%	1%
2	4%	4%	3%	5%	3%	1%	4%	4%	3%	4%	2%	2%	4%
3	17%	18%	16%	18%	17%	19%	13%	12%	16%	23%	5%	25%	18%
4	44%	43%	45%	37%	52%	45%	42%	44%	49%	37%	47%	45%	43%
5 – Very satisfied	33%	33%	33%	40%	25%	31%	35%	36%	31%	33%	46%	25%	31%
Can't say	2%	1%	2%	0%	0%	3%	5% ↑	2%	1%	3%	0%	1%	2%
Column n	512	244	265	56	141	142	173	188	180	144	60	60	392



## 10. APPENDIX 1 – SUBGROUP ANALYSIS

Q2 Russell Vale Golf Course (The Vale) by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	1%	2%	0%	0%	0%	3%	2%	0%	2%	2%	0%	0%	1%
2	1%	1%	0%	0%	3%	0%	0%	0%	2%	0%	0%	6%	0%
3	14%	17%	6%	10%	22%	17%	10%	15%	19%	5%	0%	21%	15%
4	26%	25%	27%	16%	27%	56% ↑	19%	27%	20%	31%	5%	25%	29%
5 – Very satisfied	30%	31%	26%	40%	22%	10%	35%	37%	23%	27%	59%	0%	30%
Can't say	29%	24%	41%	34%	27%	13%	34%	21%	34%	36%	37%	48%	25%
Column n	133	91	42	18	33	30	52	63	40	30	8	11	114

Q2 Children's playgrounds by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	1%	1%	2%	0%	4% ↑	0%	0%	1%	2%	1%	1%	2%	1%
2	7%	6%	8%	16% ↑	6%	4%	2%	1% ↓	11%	10%	11%	8%	6%
3	20%	21%	20%	20%	27%	22%	9% ↓	25%	14%	22%	13%	16%	22%
4	37%	38%	37%	29%	41%	41%	41%	32%	41%	40%	39%	33%	38%
5 – Very satisfied	25%	23%	28%	20%	18%	24%	42% ↑	31%	23%	22%	23%	20%	27%
Can't say	9%	12%	5%	16%	4%	9%	6%	10%	10%	6%	12%	21%	6%
Column n	364	171	191	36	125	79	124	134	120	110	41	40	283

Q2 Footpaths by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	7%	6%	9%	7%	7%	10%	7%	6%	7%	10%	9%	11%	7%
2	15%	18%	12%	16%	11%	19%	15%	17%	12%	16%	13%	16%	15%
3	35%	31%	38%	24%	40%	39%	41%	37%	33%	35%	22%	33%	38%
4	22%	21%	23%	25%	24%	18%	19%	23%	24%	18%	28%	27%	20%
5 – Very satisfied	20%	23%	18%	29%	19%	13%	16%	16%	23%	20%	28%	12%	19%
Can't say	1%	1%	1%	0%	0%	1%	2%	0%	0%	1%	0%	0%	1%
Column n	587	269	315	62	151	158	216	214	202	171	66	63	458



## 10. APPENDIX 1 – SUBGROUP ANALYSIS

Q2 Cycle ways (including pop up cycle ways) by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	4%	5%	2%	0%	3%	7%	7%	4%	3%	5%	0%	3%	5%
2	9%	10%	7%	16%	7%	4%	5%	7%	11%	6%	4%	11%	9%
3	20%	19%	21%	13%	24%	24%	21%	22%	17%	22%	14%	20%	22%
4	35%	36%	34%	37%	40%	30%	28%	31%	40%	32%	50%	38%	30%
5 – Very satisfied	26%	24%	27%	28%	21%	30%	23%	30%	25%	19%	31%	26%	24%
Can't say	7%	6%	8%	5%	5%	5%	16%	6%	3%	15%	0%	2%	10%
Column n	330	176	153	38	105	99	88	136	114	80	40	37	253

Q2 Shared use paths by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	3%	4%	2%	2%	2%	4%	6%	3%	2%	4%	2%	1%	4%
2	9%	8%	11%	12%	6%	10%	9%	9%	12%	7%	6%	17%	9%
3	30%	27%	32%	21%	34%	38%	28%	29%	26%	35%	17%	32%	33%
4	34%	37%	31%	41%	33%	29%	30%	35%	39%	25%	40%	37%	31%
5 – Very satisfied	23%	24%	22%	24%	25%	18%	24%	22%	21%	27%	35%	12%	22%
Can't say	1%	2%	1%	0%	1%	1%	4%	3%	0%	2%	0%	0%	2%
Column n	505	237	265	54	141	140	170	194	176	135	62	55	388

Q2 Botanic Garden by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
2	1%	1%	1%	0%	0%	2%	2%	0%	0%	2%	0%	1%	1%
3	5%	5%	5%	4%	5%	3%	7%	3%	3%	9%	1%	7%	5%
4	25%	30%	20%	24%	32%	24%	21%	27%	20%	30%	20%	23%	27%
5 – Very satisfied	63%	57%	69%	63%	61%	66%	62%	61%	73%	50%	79%	60%	59%
Can't say	6%	8%	5%	9%	2%	5%	8%	8%	3%	9%	0%	9%	8%
Column n	478	228	247	51	128	127	172	173	183	122	54	57	367



## 10. APPENDIX 1 – SUBGROUP ANALYSIS

Q2 Libraries by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	0%	0%	0%	0%	1%	0%	1%	1%	0%	0%	0%	0%	1%
2	1%	3%	0%	2%	3%	0%	1%	2%	1%	1%	0%	2%	2%
3	11%	15%	7%	16%	9%	12%	7%	3% ↓	15%	16%	7%	10%	12%
4	29%	31%	28%	33%	27%	37%	23%	33%	23%	33%	29%	30%	30%
5 – Very satisfied	48%	39% ↓	57% ↑	40%	50%	43%	60%	52%	49%	43%	63%	43%	46%
Can't say	9%	11%	7%	9%	10%	8%	9%	9%	11%	7%	1%	15%	10%
Column n	429	199	228	41	112	116	160	170	146	113	53	48	328

Q2 Community centre at Thirroul, Corrimal or Dapto by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
2	1%	2%	0%	0%	2%	0%	2%	1%	0%	2%	0%	0%	2%
3	10%	7%	14%	6%	12%	16%	9%	14%	7%	9%	0%	10%	13%
4	31%	27%	34%	16%	39%	39%	30%	23%	22%	47% ↑	28%	58%	27%
5 – Very satisfied	35%	33%	37%	44%	23%	27%	43%	45%	29%	28%	55%	10%	34%
Can't say	23%	30%	15%	34%	24%	18%	15%	17%	43% ↑	13%	17%	22%	24%
Column n	230	108	120	20	67	56	87	98	53	79	26	24	180

Q2 Community hall/centre by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	1%	2%	0%	3%	1%	0%	0%	2%	0%	1%	0%	0%	2%
2	1%	1%	2%	1%	1%	2%	1%	2%	1%	1%	4%	0%	1%
3	27%	28%	26%	38%	27%	25%	18%	28%	26%	26%	31%	34%	25%
4	26%	24%	28%	13%	28%	34%	31%	26%	21%	31%	20%	43%	24%
5 – Very satisfied	25%	21%	32%	24%	18%	24%	35%	28%	20%	29%	32%	10%	27%
Can't say	19%	25%	13%	20%	25%	15%	16%	14%	32%	13%	12%	13%	22%
Column n	305	153	149	30	84	77	114	114	93	98	32	38	235





## 10. APPENDIX 1 – SUBGROUP ANALYSIS

Q2 Patrolled beaches by BANNER													
Column %	Total	GENDER		AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
		Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
2	1%	1%	1%	0%	0%	1%	3%	1%	1%	1%	1%	0%	1%
3	6%	5%	7%	7%	6%	6%	5%	2%	6%	11%	2%	8%	7%
4	32%	35%	29%	33%	35%	32%	27%	31%	37%	27%	32%	38%	31%
5 – Very satisfied	58%	55%	60%	58%	57%	58%	56%	59%	56%	58%	65%	55%	56%
Can't say	3%	3%	4%	2%	1%	3%	9%	6%	1%	4%	0%	0%	5%
Column n	504	233	268	61	141	140	162	190	179	135	63	59	382

Q2 Tidal rock pools by BANNER													
Column %	Total	GENDER		AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
		Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	0%	0%	0%	0%	0%	0%	2%	1%	0%	0%	0%	0%	1%
2	2%	3%	1%	2%	3%	1%	3%	1%	3%	2%	4%	0%	2%
3	15%	16%	14%	15%	18%	11%	15%	15%	12%	20%	13%	11%	16%
4	30%	31%	29%	34%	32%	33%	18%	33%	24%	33%	24%	33%	31%
5 – Very satisfied	42%	39%	44%	41%	40%	47%	41%	44%	48%	29%	57%	33%	39%
Can't say	11%	10%	11%	9%	7%	7%	21%	6%	12%	16%	1%	22%	11%
Column n	374	182	190	48	110	99	117	162	127	85	41	39	294

Q2 Council Heated pools by BANNER													
Column %	Total	GENDER		AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
		Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	1%	0%	1%	0%	0%	0%	3%	1%	1%	1%	0%	0%	1%
2	4%	5%	4%	3%	5%	4%	5%	3%	6%	4%	7%	2%	4%
3	14%	13%	15%	12%	19%	13%	12%	13%	16%	13%	10%	29%	12%
4	33%	33%	33%	30%	37%	43%	23%	34%	32%	32%	27%	30%	35%
5 – Very satisfied	29%	24%	34%	30%	27%	25%	32%	31%	23%	33%	43%	12%	29%
Can't say	19%	25%	14%	25%	12%	14%	24%	18%	22%	18%	13%	26%	19%
Column n	279	142	135	34	92	67	86	112	88	79	33	34	212



## 10. APPENDIX 1 – SUBGROUP ANALYSIS

Q2 Public swimming pools (free entry) by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	1%	2%	1%	2%	1%	0%	1%	1%	0%	2%	0%	0%	2%
2	3%	4%	1%	2%	5%	2%	2%	3%	3%	2%	1%	5%	3%
3	13%	15%	12%	15%	15%	11%	10%	11%	13%	17%	8%	15%	15%
4	36%	36%	36%	34%	37%	39%	35%	38%	37%	31%	41%	35%	35%
5 – Very satisfied	34%	30%	39%	29%	35%	37%	37%	37%	30%	35%	40%	19%	35%
Can't say	13%	14%	12%	18%	8%	10%	15%	10%	15%	13%	10%	26%	11%
Column n	371	195	175	39	117	97	118	142	126	103	45	41	285

Q2 Leisure centres (Beaton Park and Lakeside) by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	3%	2%	4%	3%	1%	1%	4%	2%	4%	1%	6%	0%	2%
2	4%	6%	2%	5%	4%	1%	3%	1%	7%	2%	4%	2%	4%
3	20%	22%	17%	13%	22%	29%	17%	19%	24%	14%	14%	32%	19%
4	29%	27%	32%	25%	36%	29%	26%	29%	28%	31%	21%	30%	31%
5 – Very satisfied	26%	24%	29%	37%	21%	24%	19%	23%	25%	33%	41%	29%	22%
Can't say	19%	19%	17%	17%	15%	15%	30%	26%	12%	19%	14%	7%	22%
Column n	298	150	146	36	99	75	88	103	117	78	39	35	224

Q2 Dog off leash beach and/or park by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	2%	3%	1%	2%	2%	0%	1%	2%	0%	4%	0%	2%	2%
2	4%	5%	4%	2%	7%	5%	3%	7%	3%	2%	1%	9%	4%
3	21%	19%	22%	22%	18%	21%	22%	19%	25%	17%	13%	27%	22%
4	26%	31%	21%	29%	29%	27%	15%	19%	30%	30%	32%	16%	26%
5 – Very satisfied	39%	33%	45%	44%	37%	38%	33%	45%	33%	39%	53%	47%	33%
Can't say	8%	9%	7%	0% ↓	6%	9%	26% ↑	8%	9%	7%	0%	0%	12% ↑
Column n	276	124	151	38	85	80	73	112	97	67	38	34	204



## 10. APPENDIX 1 – SUBGROUP ANALYSIS

Q3 Development application assessment process by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	16%	18%	13%	13%	16%	17%	17%	14%	15%	17%	6%	12%	18%
2	14%	19%	11%	13%	14%	16%	15%	15%	13%	15%	7%	17%	16%
3	14%	14%	14%	7%	18%	19%	14%	13%	15%	14%	5%	20%	15%
4	9%	8%	9%	11%	10%	9%	4%	11%	6%	9%	10%	12%	8%
5 – Very satisfied	4%	2%	5%	5%	4%	4%	2%	3%	5%	3%	10%	0%	3%
Can't say	44%	38%	49%	51%	39%	36%	47%	44%	46%	42%	62%	39%	40%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

Q3 Management and preservation of our heritage by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	7%	4%	9%	5%	4%	7%	10%	7%	8%	5%	5%	4%	7%
2	12%	13%	10%	8%	12%	13%	14%	11%	15%	9%	4%	12%	13%
3	26%	28%	25%	24%	26%	32%	24%	25%	25%	29%	16%	30%	28%
4	21%	20%	22%	23%	23%	20%	18%	21%	22%	20%	29%	21%	19%
5 – Very satisfied	12%	15%	10%	17%	11%	8%	12%	13%	11%	12%	20%	8%	11%
Can't say	22%	20%	24%	23%	24%	19%	22%	23%	18%	25%	27%	25%	21%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

Q3 Protection of our natural environment by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	5%	7%	4%	5%	4%	7%	6%	3%	6%	7%	2%	3%	6%
2	11%	13%	9%	9%	13%	12%	11%	8%	11%	14%	6%	15%	11%
3	30%	28%	32%	30%	29%	29%	33%	29%	33%	28%	25%	35%	31%
4	27%	29%	26%	32%	26%	28%	23%	30%	27%	24%	30%	30%	26%
5 – Very satisfied	12%	12%	12%	11%	14%	12%	11%	13%	11%	12%	22%	5%	11%
Can't say	14%	11%	17%	13%	14%	13%	17%	16%	12%	15%	16%	12%	14%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470



## 10. APPENDIX 1 – SUBGROUP ANALYSIS

Q3 Environmental programs and education by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	4%	5%	3%	5%	4%	2%	3%	1%	4%	6%	1%	2%	5%
2	8%	7%	9%	4%	10%	11%	10%	7%	8%	11%	4%	12%	9%
3	24%	26%	22%	27%	22%	23%	21%	22%	26%	22%	23%	33%	22%
4	22%	23%	21%	20%	21%	26%	21%	22%	26%	17%	23%	20%	22%
5 – Very satisfied	10%	10%	11%	10%	11%	9%	11%	13%	9%	9%	16%	6%	9%
Can't say	32%	29%	35%	34%	31%	29%	34%	35%	27%	35%	33%	26%	33%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

Q3 Companion animal compliance by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	3%	3%	3%	1%	3%	4%	5%	3%	2%	5%	2%	2%	4%
2	6%	3%	8%	4%	4%	7%	7%	8%	4%	5%	2%	3%	7%
3	16%	18%	14%	11%	19%	25%	12%	14%	15%	19%	16%	21%	15%
4	17%	18%	16%	17%	19%	13%	17%	17%	18%	16%	21%	8%	17%
5 – Very satisfied	12%	12%	12%	18%	9%	9%	10%	13%	12%	11%	18%	6%	11%
Can't say	46%	45%	47%	48%	45%	42%	49%	45%	50%	44%	41%	61%	45%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

Q3 Library services by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	1%	0%	1%	0%	2%	1%	0%	1%	0%	1%	0%	0%	1%
2	1%	2%	1%	1%	1%	1%	2%	1%	1%	1%	1%	3%	1%
3	12%	14%	10%	12%	9%	16%	10%	11%	11%	12%	7%	12%	13%
4	28%	30%	26%	28%	30%	37%	20%	26%	27%	31%	25%	32%	28%
5 – Very satisfied	34%	28%	41%	32%	35%	26%	42%	41%	33%	29%	46%	29%	32%
Can't say	24%	26%	22%	27%	22%	19%	26%	19%	28%	26%	21%	23%	25%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470



## 10. APPENDIX 1 – SUBGROUP ANALYSIS

Q3 Children services (e.g. Transition to school, engagement activities with children in planning for a Child Friendly City) by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	3%	2%	4%	7%	3%	1%	1%	1%	1%	9% ↑	0%	9%	3%
2	5%	4%	6%	3%	6%	6%	5%	3%	4%	8%	6%	6%	5%
3	17%	18%	17%	18%	21%	21%	11%	14%	20%	18%	13%	14%	19%
4	16%	19%	14%	15%	26% ↑	10%	14%	15%	17%	17%	16%	19%	16%
5 – Very satisfied	11%	9%	13%	15%	15%	8%	7%	15%	9%	10%	17%	4%	11%
Can't say	47%	48%	45%	42%	29% ↓	54%	62% ↑	52%	49%	38%	48%	49%	46%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

Q3 Youth services (e.g. Programs delivered at the youth centre and outreach services across other sites, youth week) by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	3%	3%	2%	3%	3%	4%	1%	2%	1%	5%	2%	5%	2%
2	6%	5%	7%	3%	8%	8%	6%	5%	8%	6%	9%	4%	6%
3	16%	18%	14%	13%	22%	17%	14%	16%	13%	20%	7%	16%	18%
4	12%	11%	13%	15%	10%	14%	8%	11%	12%	12%	13%	11%	12%
5 – Very satisfied	8%	9%	8%	14%	8%	5%	4%	8%	8%	8%	16%	4%	7%
Can't say	55%	54%	56%	51%	50%	51%	67% ↑	57%	59%	49%	53%	60%	55%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

Q3 Services for older people (e.g. Senior's week, day care, community transport, Carers week) by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	5%	3%	6%	5%	4%	5%	5%	3%	7%	5%	3%	7%	5%
2	9%	7%	12%	13%	7%	8%	8%	8%	8%	13%	7%	2%	11%
3	16%	17%	15%	16%	12%	19%	17%	16%	13%	20%	11%	16%	17%
4	14%	14%	15%	9%	12%	16%	22%	18%	12%	13%	13%	17%	15%
5 – Very satisfied	13%	12%	14%	15%	11%	8%	16%	17%	13%	10%	16%	10%	13%
Can't say	42%	47%	37%	41%	54% ↑	44%	31% ↓	39%	48%	39%	51%	47%	39%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470



## 10. APPENDIX 1 – SUBGROUP ANALYSIS

Q3 Services for people with disability by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	4%	4%	4%	3%	5%	4%	5%	3%	5%	5%	4%	6%	4%
2	9%	6%	11%	8%	6%	12%	9%	7%	8%	11%	7%	5%	10%
3	20%	23%	17%	17%	17%	27%	20%	16%	20%	23%	15%	27%	20%
4	17%	14%	18%	17%	20%	16%	14%	24%	13%	13%	18%	21%	16%
5 – Very satisfied	9%	11%	8%	9%	5%	8%	13%	8%	12%	7%	16%	2%	9%
Can't say	42%	41%	41%	45%	47%	33%	39%	42%	42%	41%	40%	39%	42%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

Q3 Inclusive services (e.g. interpreter services, language aid, living books, Harmony week, NAIDOC week, Aboriginal reference group, Reconciliation activities) by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	2%	2%	2%	1%	3%	2%	3%	2%	2%	3%	0%	1%	3%
2	4%	2%	5%	4%	5%	4%	3%	7%	2%	2%	2%	3%	4%
3	17%	18%	16%	17%	16%	20%	16%	13%	15%	23%	14%	16%	18%
4	17%	12%	22%	21%	18%	14%	13%	14%	17%	19%	26%	19%	14%
5 – Very satisfied	9%	8%	10%	10%	13%	8%	6%	10%	8%	8%	14%	2%	9%
Can't say	51%	57%	45%	47%	46%	53%	59%	53%	55%	45%	44%	58%	52%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

q4 Have you contacted Wollongong City Council in the last 12 months? by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
Yes	58%	59%	57%	56%	54%	60%	62%	56%	52%	66%	45%	56%	61%
No	42%	41%	43%	44%	46%	40%	38%	44%	48%	34%	55%	44%	39%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470



## 10. APPENDIX 1 – SUBGROUP ANALYSIS

q5 What was the reason for you contacting Council? by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
Waste bookings/ enquiries	32%	29%	34%	36%	27%	32%	31%	36%	24%	34%	31%	23%	33%
Maintenance issues roads/parks/footpaths	17%	15%	18%	18%	20%	12%	16%	10%	16%	24%	23%	20%	15%
Planning related enquiries (DA, etc)	10%	9%	11%	12%	12%	10%	5%	10%	12%	8%	9%	5%	11%
Rates enquiries	9%	12%	6%	5%	8%	6%	15%	12%	10%	5%	9%	4%	10%
Tree service both public and private	7%	7%	7%	7%	5%	9%	8%	10%	9%	3%	7%	13%	6%
Development compliance	5%	6%	5%	8%	4%	6%	4%	4%	2%	9%	2%	2%	7%
Animal issues	5%	3%	7%	3%	6%	10%	3%	4%	5%	7%	1%	15%	4%
Parking issues	4%	5%	3%	3%	4%	6%	4%	3%	9% ↑	0%	7%	3%	3%
Facilities and services enquiry	3%	2%	3%	0%	6%	1%	4%	3%	3%	1%	0%	2%	3%
Natural disaster enquiry	2%	2%	1%	0%	2%	1%	4%	1%	4%	1%	0%	2%	2%
General enquiry	2%	2%	1%	3%	2%	2%	0%	3%	1%	1%	8%	2%	1%
Community transport	1%	1%	2%	0%	0%	0%	5% ↑	1%	2%	2%	1%	2%	1%
Graffiti	0%	0%	0%	0%	0%	2%	0%	1%	1%	0%	0%	0%	1%
Other (please specify)	2%	3%	1%	3%	3%	1%	1%	1%	2%	3%	2%	7%	1%
I don't know	1%	2%	1%	3%	1%	0%	1%	1%	1%	2%	0%	0%	2%
Column n	356	173	181	35	82	97	142	130	119	107	33	36	287

Q6 Information provided by Council staff regarding my enquiry was consistent by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Strongly disagree	13%	12%	15%	18%	13%	9%	12%	9%	14%	16%	2%	7%	16%
2	8%	11%	6%	11%	10%	6%	6%	10%	4%	11%	11%	18%	7%
3	16%	16%	15%	16%	13%	19%	15%	16%	17%	14%	4%	9%	19%
4	20%	22%	19%	17%	18%	27%	21%	19%	18%	25%	12%	25%	21%
5 – Strongly agree	39%	35%	42%	35%	41%	38%	41%	43%	42%	31%	68%	36%	34%
Can't say	4%	5%	2%	3%	5%	1%	5%	3%	5%	3%	2%	6%	3%
Column n	356	173	181	35	82	97	142	130	119	107	33	36	287



## 10. APPENDIX 1 – SUBGROUP ANALYSIS

Q6 Information from Council staff was clear and easy to understand by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Strongly disagree	9%	8%	10%	9%	10%	9%	8%	9%	8%	10%	0%	8%	11%
2	10%	10%	9%	12%	13%	6%	7%	10%	10%	9%	14%	13%	8%
3	11%	10%	11%	9%	10%	9%	14%	10%	10%	12%	2%	9%	13%
4	24%	27%	20%	29%	18%	27%	20%	15%	30%	26%	13%	31%	25%
5 – Strongly agree	45%	42%	47%	40%	47%	45%	46%	52%	39%	42%	72%	35%	41%
Can't say	2%	2%	3%	0%	3%	3%	4%	4%	3%	1%	0%	4%	3%
Column n	356	173	181	35	82	97	142	130	119	107	33	36	287

Q6 Information provided by Council staff addressed my query by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Strongly disagree	15%	20%	11%	14%	20%	13%	14%	16%	14%	16%	4%	29%	15%
2	9%	8%	10%	12%	6%	9%	7%	5%	7%	14%	7%	4%	10%
3	13%	11%	15%	19%	8%	11%	11%	14%	12%	12%	9%	5%	15%
4	18%	22%	14%	19%	13%	20%	19%	14%	22%	17%	30%	11%	17%
5 – Strongly agree	43%	39%	47%	35%	47%	43%	47%	47%	41%	41%	48%	50%	41%
Can't say	2%	2%	3%	0%	5%	3%	2%	3%	4%	1%	2%	2%	2%
Column n	356	173	181	35	82	97	142	130	119	107	33	36	287

Q6 Council staff dealt with my enquiry in a timely manner by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Strongly disagree	17%	18%	17%	21%	16%	19%	13%	16%	15%	21%	7%	22%	18%
2	9%	8%	11%	16%	8%	6%	6%	13%	10%	5%	18%	11%	8%
3	14%	20% ↑	7% ↓	13%	16%	15%	11%	11%	16%	14%	11%	15%	14%
4	14%	14%	15%	12%	11%	13%	20%	17%	12%	14%	5%	16%	16%
5 – Strongly agree	43%	39%	46%	34%	43%	44%	49%	42%	44%	42%	56%	33%	42%
Can't say	3%	2%	4%	4%	5%	2%	1%	1%	3%	5%	2%	4%	3%
Column n	356	173	181	35	82	97	142	130	119	107	33	36	287





## 10. APPENDIX 1 – SUBGROUP ANALYSIS

Q6 I was satisfied with the overall service provided by Council staff during my last encounter by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Strongly disagree	16%	18%	14%	18%	13%	21%	14%	16%	13%	18%	2%	22%	18%
2	11%	7%	14%	16%	10%	8%	7%	11%	15%	6%	18%	12%	9%
3	9%	12%	6%	8%	11%	9%	8%	7%	11%	9%	8%	13%	9%
4	20%	19%	20%	29%	14%	17%	17%	18%	16%	24%	11%	15%	22%
5 – Strongly agree	42%	40%	44%	29%	46%	43%	51%	46%	42%	38%	59%	33%	40%
Can't say	3%	4%	1%	1%	7%	2%	2%	1%	2%	4%	2%	4%	3%
Column n	356	173	181	35	82	97	142	130	119	107	33	36	287

Q6 Wollongong City Council understood my specific needs by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Strongly disagree	16%	16%	15%	18%	15%	14%	15%	15%	10%	21%	2%	26%	16%
2	7%	7%	6%	3%	11%	8%	6%	7%	6%	7%	2%	3%	8%
3	13%	9%	17%	17%	11%	14%	10%	14%	17%	9%	19%	18%	11%
4	18%	25%	12%	16%	16%	18%	23%	17%	19%	19%	8%	18%	20%
5 – Strongly agree	44%	41%	48%	46%	43%	43%	44%	46%	45%	42%	69%	30%	42%
Can't say	2%	3%	2%	0%	4%	2%	3%	1%	3%	2%	0%	6%	2%
Column n	356	173	181	35	82	97	142	130	119	107	33	36	287

Q6 In relation to my query, overall it was easy doing business with Council by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Strongly disagree	16%	17%	15%	18%	17%	16%	14%	17%	12%	19%	4%	24%	17%
2	11%	10%	11%	16%	10%	7%	9%	9%	12%	11%	11%	17%	10%
3	10%	9%	12%	7%	13%	15%	9%	10%	10%	11%	9%	7%	11%
4	18%	22%	14%	26%	5% ↓	16%	23%	15%	21%	18%	9%	10%	21%
5 – Strongly agree	43%	39%	46%	34%	48%	45%	45%	47%	40%	40%	62%	42%	39%
Can't say	2%	3%	1%	0%	6% ↑	1%	1%	1%	4%	1%	4%	0%	2%
Column n	356	173	181	35	82	97	142	130	119	107	33	36	287



## 10. APPENDIX 1 – SUBGROUP ANALYSIS

Q7 coded by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
Could not be improved + No answer	38%	36%	40%	30%	36%	37%	48%	43%	37%	35%	57%	36%	35%
Communication	21%	21%	21%	30%	20%	19%	15%	18%	16%	28%	25%	34%	19%
Responsiveness	17%	21%	13%	16%	20%	14%	19%	21%	15%	16%	8%	11%	20%
Follow through, take action	14%	17%	11%	11%	16%	18%	13%	11%	12%	18%	14%	10%	14%
Knowledge/information	13%	9%	17%	19%	14%	11%	7%	11%	14%	14%	9%	11%	14%
Connecting to the right person	8%	6%	10%	18%	2%	7%	3%	3%	10%	10%	12%	0%	8%
Issue with outcome	5%	5%	5%	3%	7%	6%	5%	5%	4%	6%	0%	2%	6%
Website	4%	3%	5%	7%	5%	1%	4%	1%	7%	5%	9%	4%	3%
Other	4%	3%	5%	7%	5%	3%	1%	3%	9%	1%	2%	13%	3%
Column n	356	173	181	35	82	97	142	130	119	107	33	36	287

Q8 Compliance and regulation of parking by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	12%	14%	10%	9%	10%	14%	16%	11%	12%	13%	1% ↓	8%	15% ↑
2	15%	16%	13%	12%	18%	17%	14%	14%	13%	18%	16%	15%	15%
3	26%	26%	26%	23%	24%	30%	27%	24%	28%	24%	26%	36%	24%
4	25%	25%	25%	32%	27%	19%	21%	25%	25%	26%	26%	32%	24%
5 – Very satisfied	12%	11%	13%	12%	12%	12%	11%	13%	13%	11%	20%	7%	11%
Can't say	10%	8%	12%	12%	8%	8%	12%	13%	9%	9%	11%	2%	11%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470



## 10. APPENDIX 1 – SUBGROUP ANALYSIS

Q8 Provision of parking in high demand areas (city centre, foreshore) by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	28%	32%	25%	28%	25%	32%	28%	24%	33%	26%	14%	29%	31%
2	24%	20%	27%	23%	25%	23%	22%	19%	22%	31%	23%	24%	24%
3	22%	19%	25%	22%	21%	23%	23%	29%	18%	19%	24%	17%	23%
4	17%	18%	16%	20%	20%	13%	15%	20%	16%	15%	21%	25%	15%
5 – Very satisfied	5%	7%	4%	8%	7%	5%	2%	3%	8%	5%	18% ↑	2%	3% ↓
Can't say	4%	3%	5%	0% ↓	1%	4%	10% ↑	5%	2%	4%	1%	3%	5%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

Q8 Maintenance of local roads by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	17%	19%	15%	14%	19%	19%	17%	13%	11%	29% ↑	6%	16%	20%
2	19%	21%	17%	16%	20%	23%	18%	22%	18%	16%	9%	19%	21%
3	37%	34%	40%	46%	32%	33%	35%	31%	41%	40%	38%	46%	36%
4	20%	18%	22%	20%	22%	17%	20%	26%	21%	10% ↓	30%	16%	18%
5 – Very satisfied	7%	8%	6%	5%	7%	7%	9%	7%	8%	5%	16% ↑	3%	5%
Can't say	0%	0%	1%	0%	0%	1%	1%	1%	0%	0%	1%	0%	0%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

Q8 Street cleaning by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	6%	6%	7%	1%	5%	11%	10%	7%	3%	9%	1%	7%	7%
2	8%	9%	8%	10%	8%	7%	9%	5%	7%	15%	6%	5%	10%
3	26%	26%	26%	28%	25%	26%	24%	25%	21%	32%	21%	34%	26%
4	32%	32%	32%	28%	35%	35%	32%	35%	36%	24%	35%	28%	32%
5 – Very satisfied	23%	25%	21%	32%	22%	19%	16%	23%	29%	15%	32%	24%	20%
Can't say	5%	3%	7%	2%	5%	3%	9%	6%	4%	5%	4%	2%	5%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470



## 10. APPENDIX 1 – SUBGROUP ANALYSIS

Q8 Public bin collection by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	2%	3%	2%	0%	5%	2%	3%	3%	2%	3%	0%	6%	3%
2	5%	5%	5%	7%	4%	4%	4%	6%	2%	7%	1%	6%	5%
3	19%	21%	18%	24%	18%	18%	16%	16%	23%	18%	21%	26%	18%
4	32%	33%	30%	27%	37%	33%	30%	34%	26%	35%	32%	35%	31%
5 – Very satisfied	35%	34%	37%	39%	28%	34%	38%	34%	39%	32%	41%	20%	36%
Can't say	7%	6%	8%	3%	7%	9%	9%	6%	8%	6%	5%	7%	7%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

Q8 Maintenance of footpaths, cycle ways and shared use paths by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	9%	10%	8%	8%	9%	12%	9%	7%	10%	11%	5%	14%	10%
2	13%	13%	14%	7%	12%	18%	17%	14%	13%	12%	7%	14%	14%
3	31%	25%	36%	31%	33%	30%	30%	28%	26%	40%	21%	30%	34%
4	28%	31%	25%	26%	31%	24%	30%	33%	30%	20%	37%	31%	25%
5 – Very satisfied	17%	18%	15%	29% ↑	12%	14%	11%	16%	19%	15%	30%	11%	15%
Can't say	2%	2%	2%	0%	3%	2%	3%	2%	2%	1%	1%	0%	2%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

Q8 Availability of footpaths, cycle ways and shared use paths by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	7%	7%	7%	7%	6%	8%	7%	6%	11%	4%	8%	12%	6%
2	11%	11%	10%	8%	10%	14%	12%	13%	7%	13%	7%	10%	12%
3	26%	23%	29%	17%	27%	32%	31%	24%	25%	29%	15%	21%	29%
4	32%	36%	28%	32%	37%	29%	32%	32%	33%	32%	36%	43%	30%
5 – Very satisfied	23%	21%	25%	37% ↑	20%	15%	16%	25%	23%	21%	33%	14%	22%
Can't say	1%	1%	1%	0%	0%	2%	2%	1%	1%	1%	0%	1%	1%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470



## 10. APPENDIX 1 – SUBGROUP ANALYSIS

Q8 Maintenance and cleanliness of bus shelters by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	4%	1% ↓	7% ↑	7%	2%	4%	1%	2%	3%	7%	3%	1%	4%
2	7%	4%	8%	2%	11%	9%	6%	9%	5%	5%	4%	9%	7%
3	25%	27%	24%	30%	24%	22%	23%	25%	18%	33%	22%	39%	24%
4	24%	28%	20%	25%	21%	25%	24%	28%	24%	20%	27%	19%	24%
5 – Very satisfied	14%	14%	13%	17%	10%	14%	12%	14%	16%	11%	23%	10%	12%
Can't say	27%	26%	28%	17%	31%	26%	34%	22%	33%	24%	21%	21%	29%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

Q8 Maintenance and cleanliness of public toilets by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	7%	7%	8%	8%	8%	7%	6%	2% ↓	9%	11%	4%	6%	8%
2	17%	14%	19%	22%	18%	12%	13%	16%	14%	20%	25%	12%	15%
3	28%	26%	30%	35%	30%	27%	22%	32%	29%	25%	24%	46%	27%
4	20%	25%	15%	19%	18%	25%	19%	19%	21%	20%	27%	23%	18%
5 – Very satisfied	6%	7%	5%	3%	7%	6%	8%	7%	6%	5%	8%	0%	6%
Can't say	22%	21%	23%	13%	19%	23%	32% ↑	25%	21%	19%	12%	14%	25%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

Q8 The hours Council public toilets are open by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	3%	3%	3%	1%	3%	3%	5%	3%	3%	4%	1%	2%	4%
2	6%	6%	7%	7%	5%	9%	6%	4%	5%	10%	7%	11%	6%
3	19%	20%	19%	16%	26%	24%	13%	21%	17%	20%	21%	18%	19%
4	23%	25%	21%	32%	21%	21%	17%	29%	21%	19%	27%	37%	20%
5 – Very satisfied	16%	17%	15%	24%	17%	10%	9%	13%	19%	15%	29%	13%	13%
Can't say	32%	29%	35%	20%	28%	33%	50% ↑	29%	35%	32%	16% ↓	20%	38% ↑
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470



## 10. APPENDIX 1 – SUBGROUP ANALYSIS

Q8 Regulation of traffic flow in local area by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	14%	17%	10%	11%	18%	9%	15%	16%	10%	16%	4%	16%	15%
2	17%	18%	17%	14%	16%	22%	18%	16%	20%	15%	23%	13%	16%
3	27%	26%	27%	29%	22%	32%	24%	30%	25%	24%	15%	30%	29%
4	27%	23%	30%	29%	27%	24%	25%	27%	26%	28%	30%	27%	26%
5 – Very satisfied	14%	15%	13%	15%	17%	11%	13%	10%	18%	15%	27%	13%	11%
Can't say	2%	1%	3%	0%	1%	2%	4%	2%	2%	2%	1%	1%	2%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

Q8 Regulation of traffic flow in city centre by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	15%	18%	12%	19%	12%	10%	17%	12%	18%	15%	10%	9%	17%
2	14%	14%	14%	13%	13%	20%	11%	8%	16%	18%	6%	21%	15%
3	32%	30%	34%	30%	34%	35%	30%	40%	28%	27%	25%	36%	33%
4	23%	25%	21%	18%	30%	19%	24%	22%	25%	21%	33%	30%	19%
5 – Very satisfied	9%	9%	9%	13%	7%	8%	7%	8%	11%	8%	19%	2%	8%
Can't say	8%	5%	11%	7%	4%	9%	11%	9%	3% ↓	12%	6%	2%	9%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

Q8 Domestic waste collection service (i.e. red bin) by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	1%	1%	1%	0%	2%	1%	1%	0%	1%	2%	0%	1%	1%
2	2%	2%	2%	3%	2%	1%	2%	2%	1%	4%	0%	5%	2%
3	8%	10%	6%	8%	10%	11%	5%	8%	8%	9%	4%	15%	8%
4	30%	32%	27%	27%	36%	32%	26%	29%	31%	28%	32%	33%	29%
5 – Very satisfied	58%	54%	62%	62%	50%	54%	64%	60%	58%	56%	63%	45%	59%
Can't say	1%	1%	1%	0%	0%	1%	3%	1%	1%	1%	1%	1%	1%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470



## 10. APPENDIX 1 – SUBGROUP ANALYSIS

Q8 Recycling waste collection service (i.e. yellow bin) by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	2%	3%	2%	3%	5%	2%	0%	1%	2%	5%	1%	3%	3%
2	3%	4%	3%	3%	7%	1%	2%	3%	4%	3%	3%	2%	3%
3	9%	11%	7%	6%	11%	15%	5%	7%	8%	11%	3%	13%	9%
4	29%	31%	27%	28%	28%	33%	28%	33%	29%	24%	29%	36%	28%
5 – Very satisfied	55%	50%	60%	59%	49%	48%	62%	55%	55%	56%	63%	41%	56%
Can't say	1%	2%	1%	1%	0%	1%	2%	1%	2%	0%	1%	6%	1%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

Q8 Green waste, including the food organics collection service (FOGO) (i.e. green bin) by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	2%	1%	3%	2%	3%	2%	0%	1%	1%	3%	0%	2%	2%
2	2%	2%	1%	1%	1%	3%	1%	0%	3%	2%	1%	2%	2%
3	9%	9%	8%	10%	8%	8%	8%	6%	9%	11%	10%	5%	9%
4	27%	33%	22%	23%	31%	32%	26%	30%	26%	27%	20%	28%	29%
5 – Very satisfied	56%	51%	62%	56%	57%	51%	60%	58%	55%	56%	60%	55%	56%
Can't say	5%	5%	4%	8%	1%	4%	4%	4%	8%	1%	10%	8%	3%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

Q8 Waste disposal depot facilities by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	2%	3%	2%	0%	3%	2%	5%	3%	2%	3%	0%	2%	3%
2	7%	10%	5%	8%	7%	7%	8%	8%	6%	9%	0%	11%	9%
3	19%	20%	19%	16%	19%	26%	17%	19%	21%	18%	14%	23%	20%
4	30%	31%	29%	35%	32%	27%	25%	27%	29%	35%	22%	32%	32%
5 – Very satisfied	25%	23%	26%	26%	28%	21%	22%	26%	19%	29%	37%	19%	23%
Can't say	16%	13%	19%	15%	11%	16%	23%	17%	23%	7% ↓	26%	13%	15%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470



## 10. APPENDIX 1 – SUBGROUP ANALYSIS

Q8 Customer Service Centre by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	2%	2%	2%	0%	3%	2%	3%	2%	2%	2%	1%	0%	2%
2	4%	4%	5%	5%	5%	6%	1%	4%	2%	6%	1%	6%	5%
3	16%	17%	15%	19%	18%	13%	12%	14%	14%	19%	12%	17%	16%
4	19%	18%	20%	18%	19%	19%	22%	19%	21%	18%	18%	12%	21%
5 – Very satisfied	21%	21%	22%	17%	21%	24%	23%	21%	20%	22%	27%	18%	20%
Can't say	38%	38%	37%	40%	34%	36%	39%	39%	41%	32%	41%	47%	36%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

Q8 Graffiti prevention and removal by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	7%	8%	5%	6%	8%	8%	5%	6%	5%	9%	1%	10%	7%
2	9%	9%	9%	7%	10%	12%	9%	7%	9%	13%	7%	15%	9%
3	28%	28%	29%	32%	24%	28%	27%	31%	25%	28%	24%	29%	29%
4	28%	29%	26%	26%	28%	32%	26%	29%	28%	25%	28%	27%	27%
5 – Very satisfied	15%	13%	16%	20%	14%	11%	14%	14%	18%	13%	29%	12%	12%
Can't say	14%	13%	14%	10%	16%	9%	19%	13%	15%	12%	11%	7%	15%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

q9 how satisfied are you with Wollongong City Council's overall performance? by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	3%	4%	2%	0%	4%	4%	5%	3%	4%	2%	0%	3%	4%
2	11%	12%	9%	11%	13%	9%	10%	8%	8%	17%	2% ↓	10%	13%
3	33%	34%	33%	34%	29%	38%	33%	32%	35%	33%	24%	35%	35%
4	40%	40%	41%	44%	41%	39%	37%	42%	42%	38%	56%	48%	35%
5 – Very satisfied	12%	10%	13%	9%	13%	10%	15%	13%	11%	10%	16%	4%	12%
Can't say	1%	1%	1%	2%	1%	0%	1%	2%	0%	0%	1%	0%	1%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470





## 10. APPENDIX 1 – SUBGROUP ANALYSIS

Q10 by BANNER													
	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
Column %	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
Poor management/ city planning/ traffic etc	37%	36%	40%	13%	41%	57%	40%	51%	61%	10% ↓	0%	32%	39%
Quality/level of service provision	36%	29%	43%	30%	39%	47%	31%	25%	28%	49%	54%	68%	32%
Council as an organisation	21%	25%	17%	43%	21%	9%	12%	16%	17%	28%	0%	41%	19%
Too much focus on Wollongong/My area is forgotten	18%	19%	17%	13%	24%	19%	14%	29%	16%	11%	54%	8%	18%
Lack of value for rates paid	14%	18%	9%	26%	12%	15%	6%	14%	6%	19%	0%	12%	14%
Lack of community consultation	10%	13%	6%	13%	8%	10%	9%	15%	6%	9%	0%	12%	10%
Transparency	8%	11%	4%	0%	12%	15%	6%	6%	20%	0%	0%	0%	9%
Poor economic choices	7%	6%	10%	0%	8%	10%	11%	14%	8%	3%	46%	12%	6%
Unresponsive to community	7%	8%	6%	0%	8%	5%	12%	10%	10%	2%	0%	9%	7%
My recent experience with Council	4%	3%	4%	0%	4%	0%	9%	6%	3%	3%	0%	10%	3%
Column n	87	44	42	7	25	21	34	28	30	29	2	8	77



## 10. APPENDIX 1 – SUBGROUP ANALYSIS

Q11 coded by BANNER													
		GENDER		AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
Column %	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
Roads and traffic + Traffic + Roads	41%	42%	40%	51%	34%	37%	39%	43%	36%	43%	43%	42%	40%
Footpaths and cycleways	24%	22%	25%	13%	23%	32%	30%	28%	25%	16%	26%	20%	24%
Parking	23%	22%	23%	17%	20%	26%	28%	20%	31%	16%	11%	25%	25%
Parks, green spaces, sporting fields, playgrounds	19%	19%	19%	15%	30%	18%	13%	19%	19%	17%	12%	24%	19%
Development, infrastructure, planning	17%	21%	14%	17%	17%	21%	15%	17%	15%	19%	14%	14%	19%
Community services and facilities	17%	15%	20%	21%	19%	18%	11%	18%	16%	18%	29%	18%	14%
Cleanliness/maintenance of public areas	12%	12%	13%	16%	14%	12%	7%	11%	14%	12%	11%	8%	13%
Environment	9%	11%	8%	8%	13%	13%	5%	11%	12%	4%	15%	10%	8%
Beaches, pools, foreshore	9%	9%	9%	9%	9%	10%	7%	11%	8%	7%	12%	7%	8%
Waste collection	7%	7%	7%	8%	10%	7%	5%	6%	9%	7%	5%	7%	8%
Public transport	6%	6%	6%	5%	8%	7%	3%	3%	6%	8%	4%	7%	6%
Rates/Council spending/Wastage	5%	7%	3%	6%	5%	6%	4%	6%	4%	6%	3%	5%	6%
City Centre/Wollongong Mall	5%	5%	4%	1%	4%	6%	7%	4%	6%	3%	3%	7%	5%
Safety	4%	2%	5%	4%	5%	4%	3%	3%	4%	4%	4%	4%	4%
Climate change/Renewable energy	3%	4%	3%	6%	2%	5%	0%	3%	5%	1%	4%	2%	3%
Wollongong Hospital/health services	3%	2%	5%	5%	3%	2%	2%	3%	3%	5%	3%	2%	3%
Public toilets	3%	2%	5%	2%	6%	4%	3%	4%	1%	6%	2%	2%	4%
Tourism	3%	4%	2%	1%	4%	4%	3%	3%	4%	2%	4%	7%	2%
Local employment/jobs/industry	2%	2%	3%	2%	4%	3%	0%	2%	2%	2%	1%	4%	2%
Focus on suburbs	2%	2%	2%	3%	0%	1%	3%	4%	1%	0%	0%	0%	3%
Affordability	2%	3%	2%	1%	1%	4%	3%	4%	1%	2%	2%	0%	2%
Animal control	2%	1%	3%	2%	2%	2%	2%	2%	2%	1%	0%	0%	3%
Trees	2%	2%	2%	2%	1%	3%	3%	1%	3%	1%	1%	6%	2%
Heritage	2%	1%	2%	3%	2%	0%	1%	3%	1%	0%	2%	1%	1%
Wollongong City Council	1%	1%	1%	0%	1%	0%	2%	1%	1%	0%	1%	0%	1%
No response	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Other	8%	7%	9%	13%	8%	4%	7%	8%	10%	7%	7%	5%	9%
None/note sure	10%	8%	12%	13%	9%	6%	13%	10%	10%	11%	14%	7%	10%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470



## 10. APPENDIX 1 – SUBGROUP ANALYSIS

Q12 Innovativeness in providing services for the community by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	4%	4%	4%	0% ↓	7%	4%	7%	4%	6%	2%	2%	2%	5%
2	13%	10%	15%	12%	14%	14%	11%	11%	16%	10%	8%	20%	12%
3	37%	42%	31%	40%	36%	40%	32%	33%	36%	42%	23%	50%	38%
4	23%	22%	25%	22%	27%	20%	24%	26%	21%	24%	39%	19%	21%
5 – Very satisfied	10%	10%	11%	12%	9%	9%	11%	13%	7%	11%	13%	2%	11%
Can't say	13%	12%	14%	14%	8%	13%	15%	13%	14%	11%	15%	7%	13%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

Q12 Effectiveness in informing the community about its services, facilities and overall achievements by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	9%	8%	9%	8%	9%	9%	9%	7%	9%	11%	5%	3%	11%
2	20%	23%	17%	26%	17%	22%	14%	13%	23%	23%	15%	24%	21%
3	32%	30%	36%	27%	38%	38%	30%	33%	36%	28%	30%	37%	32%
4	23%	24%	23%	21%	24%	20%	28%	29%	20%	22%	29%	30%	21%
5 – Very satisfied	12%	13%	12%	14%	10%	9%	15%	14%	10%	13%	17%	6%	12%
Can't say	3%	2%	4%	3%	3%	2%	3%	4%	2%	3%	4%	0%	3%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

Q12 Efforts to satisfy the needs of the community by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	7%	7%	7%	3%	9%	6%	9%	7%	7%	7%	2%	7%	8%
2	15%	16%	14%	16%	13%	15%	15%	15%	12%	19%	7%	20%	16%
3	37%	34%	40%	33%	39%	49%	31%	34%	43%	34%	29%	39%	39%
4	26%	28%	24%	27%	25%	20%	30%	28%	24%	26%	33%	32%	23%
5 – Very satisfied	9%	10%	8%	13%	9%	6%	7%	9%	11%	7%	22% ↑	2%	7%
Can't say	6%	6%	7%	8%	4%	5%	8%	8%	4%	8%	7%	0%	7%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470



## 10. APPENDIX 1 – SUBGROUP ANALYSIS

Q12 Effectiveness in understanding the community expectations related to services and facilities by BANNER								WARD		YEARS LIVED IN WOLLONGONG LGA			
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	8%	8%	8%	5%	9%	9%	10%	7%	8%	9%	2%	9%	10%
2	21%	19%	22%	18%	24%	18%	22%	21%	21%	20%	11%	30%	22%
3	34%	34%	34%	34%	33%	41%	30%	31%	33%	38%	25%	31%	36%
4	21%	24%	18%	23%	22%	19%	21%	20%	22%	21%	26%	27%	19%
5 – Very satisfied	9%	9%	9%	13%	9%	5%	7%	14%	7%	5%	25% ↑	1%	6%
Can't say	7%	6%	9%	7%	3%	9%	10%	7%	8%	7%	11%	3%	7%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

Q12 Responsiveness in keeping me informed on the progress of my requests by BANNER								WARD		YEARS LIVED IN WOLLONGONG LGA			
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	11%	12%	11%	12%	11%	10%	12%	11%	9%	15%	5%	10%	13%
2	16%	17%	14%	21%	15%	15%	12%	14%	14%	19%	4%	12%	19%
3	19%	23%	16%	15%	23%	19%	21%	15%	22%	22%	14%	27%	20%
4	18%	16%	19%	16%	18%	18%	19%	16%	21%	16%	24%	21%	16%
5 – Very satisfied	14%	12%	16%	20%	8%	14%	14%	18%	12%	13%	26%	9%	13%
Can't say	21%	19%	23%	16%	24%	24%	22%	25%	22%	15%	26%	20%	20%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

Q12 Providing leadership that enables and moves the community forward by BANNER								WARD		YEARS LIVED IN WOLLONGONG LGA			
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	10%	12%	7%	5%	14%	11%	10%	11%	9%	9%	1% ↓	8%	12% ↑
2	14%	14%	14%	13%	12%	17%	16%	11%	18%	12%	6%	16%	16%
3	33%	32%	34%	38%	33%	34%	25%	30%	33%	35%	37%	39%	31%
4	19%	20%	17%	17%	21%	17%	20%	20%	17%	19%	27%	24%	16%
5 – Very satisfied	9%	7%	10%	12%	8%	6%	8%	11%	8%	7%	15%	4%	8%
Can't say	16%	14%	18%	16%	12%	14%	21%	17%	15%	16%	14%	10%	18%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470



## 10. APPENDIX 1 – SUBGROUP ANALYSIS

Q12 The use of rates by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	15%	16%	14%	17%	13%	12%	16%	15%	12%	18%	1% ↓	14%	18% ↑
2	19%	16%	22%	19%	23%	17%	17%	17%	16%	26%	13%	17%	21%
3	29%	32%	26%	25%	28%	34%	31%	27%	31%	30%	27%	38%	28%
4	15%	15%	14%	13%	12%	15%	20%	14%	20%	9%	25%	8%	13%
5 – Very satisfied	5%	4%	6%	5%	5%	6%	5%	8%	4%	4%	9%	2%	5%
Can't say	17%	16%	17%	21%	19%	15%	11%	19%	18%	12%	25%	21%	14%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

Q12 Honesty by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	10%	11%	8%	9%	10%	12%	8%	11%	7%	11%	1% ↓	9%	12%
2	14%	16%	12%	21%	13%	7%	12%	10%	12%	20%	9%	5%	16%
3	25%	25%	25%	19%	28%	35%	22%	22%	28%	25%	25%	40%	23%
4	23%	22%	25%	25%	21%	18%	28%	22%	23%	26%	27%	23%	23%
5 – Very satisfied	12%	13%	11%	13%	11%	9%	14%	17%	11%	7%	20%	8%	10%
Can't say	16%	12%	20%	13%	17%	20%	17%	18%	19%	11%	18%	15%	16%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

Q12 Acts with the best interests of the community in mind by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	8%	10%	6%	8%	9%	9%	8%	7%	8%	10%	1% ↓	5%	10% ↑
2	17%	18%	16%	18%	18%	16%	16%	19%	12%	20%	1% ↓	23%	20%
3	29%	28%	29%	21%	32%	31%	33%	24%	33%	29%	30%	28%	29%
4	29%	28%	31%	34%	28%	29%	26%	34%	28%	26%	40%	29%	27%
5 – Very satisfied	11%	11%	10%	12%	11%	7%	12%	10%	14%	8%	21%	9%	8%
Can't say	6%	5%	7%	8%	3%	8%	6%	6%	6%	6%	7%	6%	6%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470



## 10. APPENDIX 1 – SUBGROUP ANALYSIS

Q12 Response to climate change and emissions reduction by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	6%	5%	7%	2%	9%	6%	9%	5%	8%	6%	2%	2%	8%
2	13%	12%	15%	15%	13%	12%	13%	13%	14%	13%	14%	13%	13%
3	30%	32%	29%	29%	33%	33%	28%	34%	28%	30%	38%	50% ↑	26% ↓
4	22%	26%	17%	29%	18%	22%	17%	21%	27%	16%	31%	16%	20%
5 – Very satisfied	6%	5%	8%	9%	6%	4%	6%	6%	6%	8%	7%	5%	6%
Can't say	22%	19%	24%	17%	21%	23%	27%	22%	18%	27%	8%	14%	27% ↑
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

Q12 Planning controls for development in your local area/town centre by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	13%	15%	11%	8%	13%	19%	14%	11%	14%	15%	7%	11%	15%
2	23%	20%	26%	24%	23%	24%	23%	23%	24%	23%	18%	38%	22%
3	27%	28%	26%	23%	30%	28%	30%	26%	26%	32%	25%	25%	28%
4	15%	19%	12%	21%	14%	12%	13%	15%	19%	12%	27%	15%	13%
5 – Very satisfied	7%	6%	7%	7%	7%	5%	7%	8%	5%	7%	7%	2%	7%
Can't say	14%	11%	18%	16%	13%	12%	14%	17%	12%	13%	15%	9%	15%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

Q13 Professionalism by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	2%	2%	3%	2%	3%	2%	2%	3%	1%	3%	0%	0%	3%
2	5%	5%	5%	4%	4%	7%	5%	5%	4%	6%	1%	6%	6%
3	16%	18%	14%	12%	18%	17%	18%	11%	19%	18%	9%	20%	17%
4	31%	35%	28%	31%	31%	36%	28%	30%	32%	31%	33%	27%	31%
5 – Very satisfied	28%	26%	31%	33%	25%	25%	29%	29%	26%	31%	30%	31%	28%
Can't say	17%	15%	20%	19%	19%	13%	18%	21%	19%	12%	27%	16%	15%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470



## 10. APPENDIX 1 – SUBGROUP ANALYSIS

Q13 Knowledge by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	3%	2%	3%	3%	3%	2%	2%	2%	2%	5%	0%	4%	3%
2	5%	5%	6%	7%	6%	5%	3%	4%	5%	7%	5%	10%	4%
3	24%	28%	19%	21%	27%	23%	25%	22%	22%	27%	7% ↓	30%	27%
4	27%	29%	26%	22%	27%	36%	26%	26%	31%	24%	31%	21%	27%
5 – Very satisfied	20%	18%	22%	21%	16%	18%	24%	20%	19%	21%	30%	17%	18%
Can't say	21%	19%	24%	26%	22%	16%	20%	25%	22%	16%	27%	19%	20%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

Q13 Being solution focused by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	6%	7%	5%	3%	7%	5%	7%	6%	4%	7%	1%	7%	7%
2	9%	9%	10%	5%	8%	11%	14%	8%	8%	13%	6%	9%	10%
3	25%	30%	20%	27%	24%	30%	19%	23%	25%	26%	13%	35%	26%
4	18%	21%	16%	16%	19%	21%	19%	18%	19%	17%	22%	14%	18%
5 – Very satisfied	16%	11%	21%	19%	12%	16%	16%	15%	17%	17%	29%	16%	13%
Can't say	26%	22%	29%	31%	30%	16%	25%	30%	27%	21%	29%	19%	26%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

Q13 Friendliness by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	1%	1%	2%	2%	2%	1%	1%	2%	0%	3%	0%	0%	2%
2	3%	2%	4%	4%	1%	3%	4%	4%	1%	5%	1%	5%	4%
3	13%	14%	12%	7%	16%	19%	14%	8%	18%	14%	8%	19%	13%
4	35%	39%	31%	41%	31%	37%	30%	35%	40%	29%	37%	35%	34%
5 – Very satisfied	31%	30%	32%	31%	28%	29%	36%	33%	24%	37%	32%	26%	31%
Can't say	16%	14%	19%	16%	22%	11%	16%	19%	18%	12%	21%	16%	15%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470



## 10. APPENDIX 1 – SUBGROUP ANALYSIS

Q13 Effectiveness by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	3%	3%	3%	2%	5%	4%	2%	4%	2%	4%	2%	2%	4%
2	8%	9%	7%	7%	7%	10%	9%	6%	8%	10%	0%	18%	9%
3	29%	35%	23%	33%	26%	32%	23%	24%	33%	28%	24%	33%	29%
4	25%	27%	24%	21%	28%	23%	29%	28%	25%	23%	28%	24%	25%
5 – Very satisfied	16%	12%	20%	19%	12%	16%	17%	16%	14%	19%	23%	9%	15%
Can't say	19%	14%	24%	19%	21%	15%	20%	22%	18%	16%	23%	15%	19%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

Q13 Availability by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	4%	3%	4%	4%	3%	4%	4%	4%	3%	3%	3%	2%	4%
2	10%	9%	12%	12%	10%	11%	8%	8%	9%	14%	7%	11%	11%
3	23%	31% ↑	16% ↓	26%	22%	26%	19%	19%	26%	25%	16%	37%	23%
4	27%	29%	26%	21%	30%	29%	30%	28%	28%	25%	25%	23%	28%
5 – Very satisfied	17%	13%	20%	17%	12%	18%	20%	20%	13%	17%	25%	13%	15%
Can't say	19%	16%	22%	21%	22%	13%	19%	21%	21%	15%	23%	14%	19%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

Q13 Approachability by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Not at all satisfied	3%	2%	3%	2%	3%	2%	3%	3%	1%	4%	1%	2%	3%
2	6%	6%	7%	9%	5%	6%	5%	4%	9%	6%	6%	11%	5%
3	21%	21%	20%	21%	22%	20%	19%	16%	22%	25%	10%	26%	22%
4	28%	31%	25%	23%	26%	34%	29%	29%	27%	26%	26%	25%	28%
5 – Very satisfied	24%	24%	25%	20%	24%	26%	29%	25%	22%	26%	31%	21%	23%
Can't say	19%	17%	21%	25%	19%	13%	16%	24%	19%	14%	26%	16%	18%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470





## 10. APPENDIX 1 – SUBGROUP ANALYSIS

Q14 by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
Mail, notification letters etc	38%	32%	42%	32%	39%	33%	46%	41%	35%	37%	30%	35%	40%
Council's e-newsletter	26%	30%	22%	25%	30%	31%	20%	23%	32%	23%	39%	19%	24%
Email	23%	22%	24%	30%	24%	21%	15%	24%	22%	22%	34%	29%	19%
Council's printed newsletter	16%	17%	16%	7%	12%	21%	27% ↑	19%	16%	13%	10%	14%	19%
Council social media channels	13%	11%	16%	23%	17%	7%	4% ↓	13%	15%	12%	25%	11%	11%
Council website	8%	12%	4%	12%	8%	4%	4%	10%	8%	4%	11%	6%	7%
SMS	6%	4%	7%	13% ↑	2%	4%	1%	3%	8%	5%	6%	6%	5%
With my Rates notice	4%	5%	4%	4%	3%	4%	6%	3%	6%	3%	3%	3%	5%
Television news	3%	4%	3%	0%	3%	3%	6%	2%	2%	5%	1%	2%	4%
Telephone	3%	3%	3%	3%	1%	3%	5%	4%	3%	2%	2%	1%	4%
Newspaper – digital or social media	3%	2%	3%	7%	2%	0%	1%	1%	2%	6%	0%	2%	4%
Newspaper – printed	3%	3%	3%	1%	1%	2%	6%	2%	4%	2%	0%	1%	3%
Radio advertising	2%	3%	1%	0%	3%	2%	4%	2%	2%	3%	1%	1%	3%
Online advertising	2%	3%	1%	3%	2%	1%	1%	2%	2%	1%	0%	8%	1%
Community consultation	1%	1%	1%	0%	2%	1%	0%	2%	1%	0%	2%	0%	1%
Outdoor advertising and signage	1%	1%	0%	1%	0%	1%	0%	0%	2%	0%	0%	0%	1%
Local print publication	0%	1%	0%	0%	0%	1%	1%	0%	1%	0%	0%	0%	1%
Personal visits to the administration building	0%	1%	0%	0%	1%	1%	0%	0%	0%	1%	1%	0%	0%
When I visit the community centres	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%
By phoning Customer Service	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%
Council weekly advert in Mercury	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
When I visit the library	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%
Other (please specify)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
I don't know	2%	2%	2%	2%	1%	2%	3%	2%	1%	3%	2%	0%	2%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470



## 10. APPENDIX 1 – SUBGROUP ANALYSIS

Q15 Make a payment by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
Face to face	11%	10%	12%	6%	7%	12%	19% ↑	10%	8%	15%	1% ↓	7%	14% ↑
Phone	5%	5%	5%	6%	4%	4%	5%	3%	5%	6%	7%	2%	5%
Online	80%	81%	78%	84%	87%	81%	66% ↓	80%	86%	72%	87%	88%	77%
Letter	2%	1%	3%	0%	2%	1%	5% ↑	3%	0%	3%	2%	2%	2%
Social media (Facebook etc.)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
SMS	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unsure	3%	3%	3%	3%	0%	2%	5%	3%	1%	4%	4%	1%	3%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

Q15 Request Council to do something (e.g. fix a pothole) by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
Face to face	4%	5%	3%	1%	2%	5%	7%	3%	5%	2%	0%	1%	5% ↑
Phone	41%	41%	41%	27% ↓	29% ↓	44%	63% ↑	45%	33%	45%	22% ↓	29%	47% ↑
Online	52%	50%	53%	72% ↑	63% ↑	48%	24% ↓	49%	58%	48%	74% ↑	67%	45% ↓
Letter	1%	1%	1%	0%	1%	1%	0%	0%	0%	1%	0%	2%	0%
Social media (Facebook etc.)	0%	0%	1%	0%	1%	1%	0%	0%	0%	0%	2%	0%	0%
SMS	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%
Unsure	3%	3%	2%	0% ↓	4%	2%	4%	3%	3%	2%	2%	1%	3%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

Q15 Complete or lodging applications and forms by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
Face to face	18%	20%	17%	12%	12%	18%	30% ↑	15%	22%	18%	10%	16%	20%
Phone	4%	4%	3%	1%	3%	5%	5%	5%	3%	4%	1%	2%	4%
Online	67%	65%	70%	84% ↑	78% ↑	67%	41% ↓	69%	66%	67%	85% ↑	74%	62% ↓
Letter	5%	4%	6%	0% ↓	5%	4%	10% ↑	6%	3%	5%	2%	3%	6%
Social media (Facebook etc.)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
SMS	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unsure	6%	7%	5%	3%	2%	5%	14% ↑	5%	6%	7%	2%	4%	7%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470



## 10. APPENDIX 1 – SUBGROUP ANALYSIS

Q15 Provide feedback on important or topical issues by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
Face to face	8%	10%	7%	6%	3%	7%	16% ↑	10%	9%	6%	2%	2%	11%
Phone	14%	14%	15%	11%	16%	13%	18%	16%	11%	17%	11%	13%	15%
Online	64%	64%	64%	75%	73%	70%	41% ↓	61%	70%	61%	77%	79%	59% ↓
Letter	6%	5%	6%	1%	4%	5%	12% ↑	7%	3%	6%	2%	0%	7% ↑
Social media (Facebook etc.)	1%	1%	2%	2%	2%	1%	1%	1%	2%	1%	1%	5%	1%
SMS	1%	1%	1%	3%	1%	0%	0%	0%	1%	3%	4%	0%	1%
Unsure	5%	5%	5%	1%	2%	4%	12% ↑	5%	4%	6%	3%	1%	6%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

Q15 Get updates on road closures etc. during natural disasters by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
Face to face	1%	1%	1%	0%	0%	0%	2% ↑	0%	1%	0%	0%	1%	1%
Phone	7%	5%	9%	3%	5%	6%	13% ↑	8%	4%	10%	2%	11%	7%
Online	23%	23%	24%	32%	27%	20%	13% ↓	22%	24%	24%	30%	20%	22%
Letter	8%	7%	8%	5%	7%	9%	10%	12%	5%	5%	6%	6%	8%
Social media (Facebook etc.)	8%	6%	10%	8%	10%	8%	7%	9%	9%	6%	11%	5%	8%
SMS	47%	50%	43%	48%	49%	52%	40%	40%	51%	48%	45%	55%	46%
Unsure	7%	8%	5%	4%	1%	5%	15% ↑	8%	5%	7%	6%	2%	8%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470



## 10. APPENDIX 1 – SUBGROUP ANALYSIS

Q16 by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
Completing online surveys	27%	26%	28%	39%	28%	20%	20%	24%	28%	29%	46%	23%	24%
Viewed engagement information via Council's Engagement webpage (Q16)	13%	13%	14%	14%	15%	11%	12%	13%	17%	10%	21%	14%	11%
Council information stands	10%	11%	10%	9%	11%	9%	12%	10%	15%	6%	12%	8%	10%
Submission through public exhibition process	9%	10%	9%	8%	8%	7%	13%	12%	12%	4%	12%	9%	9%
Neighbourhood Forum	9%	9%	9%	10%	10%	5%	9%	9%	7%	10%	4%	7%	10%
Face to face information session	8%	9%	7%	6%	7%	9%	9%	10%	5%	8%	7%	8%	8%
Community Forum or committee	6%	8%	4%	4%	10%	4%	5%	6%	5%	7%	7%	3%	6%
Local Planning Panel and Regional Planning Panel	5%	6%	4%	8%	5%	2%	3%	3%	7%	4%	6%	0%	5%
Addressing Council at Public Meeting	2%	3%	2%	3%	1%	2%	1%	2%	1%	3%	2%	0%	2%
Any other (please specify)	5%	6%	4%	5%	9%	4%	4%	4%	6%	5%	2%	10%	5%
None	53%	50%	57%	49%	49%	59%	58%	56%	51%	54%	40%	53%	57%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

q17 Have you visited Council's website in the past twelve months? by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
Yes	69%	71%	67%	77%	77%	72%	51% ↓	70%	70%	67%	80%	74%	66%
No	31%	29%	33%	23%	23%	28%	49% ↑	30%	30%	33%	20%	26%	34%
Column n	605	280	322	63	152	162	228	222	206	177	70	65	470

q18 On a 1 to 5 scale, to what extent do you agree with this statement: 'It was easy to find the information I was looking for.' by BANNER													
Column %	GENDER			AGE				WARD			YEARS LIVED IN WOLLONGONG LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10	11 to 15	>15
1 – Strongly disagree	8%	9%	7%	7%	5%	9%	12%	6%	8%	9%	0%	8%	10%
2	9%	9%	9%	8%	13%	10%	3%	7%	11%	8%	7%	9%	9%
3	26%	28%	23%	24%	21%	26%	34%	21%	30%	25%	19%	24%	28%
4	28%	26%	29%	27%	29%	31%	24%	31%	26%	26%	23%	35%	28%
5 – Strongly agree	30%	28%	32%	33%	31%	24%	28%	35%	23%	31%	49%	23%	25%
Can't say	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	1%	0%	0%
Column n	399	191	206	49	118	116	116	155	136	108	51	48	300

## 11. APPENDIX 2 –CATI AND ONLINE RESULTS COMPARED

As detailed in Section 3, RESEARCH DESIGN, an online version of the CATI (Telephone) survey was made available to all WCC residents via a link on the WCC website, resident emails, and a social media advertising campaign.

By survey completion deadline, 383 residents had taken the opportunity to provide feedback via the online version of the survey.

**Table 31**, next page, shows the mean satisfaction scores (using a 1-5 satisfaction scale, where 1=Not at all satisfied and 5=Very satisfied). Where there is a statistically significant difference between satisfaction scores in the CATI and online surveys, this is denoted by a score **in red** for the lower ranked mean.

By and large, online satisfaction scores were lower than those for the random CATI survey. This is quite typical of Council customer satisfaction surveys, as online results tend to be biased towards those with strong views (and hence less likely to capture the “middle ground” encountered via the random CATI methodology).

In this instance, online participants provided significantly lower scores for 34 of the 60 facilities and services (including overall satisfaction). However, they provided significantly higher means for two services: maintenance and cleanliness of bus shelters, and graffiti prevention and removal.

Other results (for all quantitative questions) are shown side-by-side in subsequent Tables in this Appendix. Qualitative comments/feedback will be supplied to Council in a separate spreadsheet.



## 11. APPENDIX 2 –CATI AND ONLINE RESULTS COMPARED

**Table 31** Summary of Satisfaction Means – Telephone versus Online

	TELEPHONE	ONLINE		TELEPHONE	ONLINE
Overall satisfaction	3.47	3.02	Inclusive services	3.54	3.45
Wollongong Art Gallery	4.14	3.98	Regulation of parking	3.12	2.90
Illawarra Performing Arts Centre and Town Hall	4.29	4.11	Provision of parking in high demand areas	2.46	2.45
Open spaces...active sport	3.98	3.76	Maintenance of local roads	2.80	2.71
Open spaces...passive	4.06	3.81	Street cleaning	3.59	3.29
Russell Vale Golf Course	4.16	4.02	Public bin collection	3.99	3.84
Children's playgrounds	3.86	3.55	Maintenance...footpaths	3.30	2.95
Footpaths	3.32	2.95	Availability...footpaths	3.55	3.05
Cycleways	3.76	3.38	Bus shelters	3.51	3.17
Shared use paths	3.65	3.21	Maintenance...toilets	3.01	2.99
Botanic Garden	4.60	4.50	Hours...public toilets	3.62	3.33
Libraries	4.37	4.38	Traffic...local area	3.11	2.66
Community centres	4.29	4.14	Traffic...city centre	2.96	2.68
Community hall/centre	3.90	3.84	Waste collection	4.43	4.27
Patrolled beaches	4.52	4.38	Recycling collection	4.33	4.23
Tidal rock pools	4.24	4.03	Green waste	4.42	4.28
Council heated pools	4.05	3.57	Waste depot	3.80	3.69
Public swimming pools	4.13	4.06	Customer service centre	3.86	3.44
Leisure centres	3.89	3.70	Graffiti removal	3.41	3.18
Dog off leash beach/park	4.05	3.70	Innovativeness	3.27	2.84
DA assessment process	2.47	2.17	Informing community	3.11	2.89
Preservation of heritage	3.27	2.51	Satisfy needs	3.16	2.74
Protection of environment	3.35	2.77	Understand...expectations	3.03	2.61
Environmental programs	3.39	2.91	Keeping me informed	3.11	2.74
Animal compliance	3.53	2.59	Providing leadership	3.03	2.44
Library services	4.24	4.28	Use of rates	2.71	2.44
Children services	3.52	2.96	Honesty	3.17	2.71
Youth services	3.37	3.08	Best interests community	3.19	2.55
Services for older people	3.38	2.92	Climate change	3.11	2.64
Services for...disability	3.30	2.74	Planning controls	2.76	2.13



## 11. APPENDIX 2 –CATI AND ONLINE RESULTS COMPARED

s4 What is the name of the suburb where you live

Column %	Telephone	Online
Austinmer	1%	3%
Avon	0%	0%
Avondale	2%	0%
Balgownie	3%	3%
Bellambi	1%	2%
Berkeley	3%	2%
Brownsville	0%	0%
Bulli	3%	5%
Cataract	0%	0%
Cleveland	0%	0%
Clifton	0%	0%
Coalcliff	0%	0%
Coledale	0%	1%
Coniston	1%	0%
Cordeaux	0%	0%
Cordeaux Heights	4%	2%
Corrimal	3%	5%
Cringila	2%	1%
Dapto	6%	3%
Darkes Forest	0%	0%
Dombarton	0%	0%
East Corrimal	1%	3%
Fairy Meadow	5%	5%
Farmborough Heights	1%	3%
Fernhill	1%	1%
Figtree	6%	7%
Garie	0%	0%
Gwynneville	1%	1%
Haywards Bay	1%	0%
Helensburgh	3%	2%
Horsley	5%	3%
Huntley	0%	0%
Kanahooka	2%	1%
Keiraville	2%	1%
Kembla Grange	1%	0%
Kembla Heights	0%	0%
Koonawarra	2%	1%
Lake Heights	2%	1%
Lilyvale	0%	0%
Maddens Plains	0%	0%
Mangerton	2%	1%
Marshall Mount	0%	0%
Mount Keira	1%	1%
Mount Kembla	0%	1%
Mount Ousley	1%	2%
Mount Pleasant	1%	1%
Mount Saint Thomas	2%	1%
North Wollongong	2%	1%
Otford	0%	1%
Palona	0%	0%
Port Kembla	1%	1%
Primbee	1%	1%
Russell Vale	1%	1%
Scarborough	0%	1%
Spring Hill	0%	0%
Stanwell Park	0%	1%
Stanwell Tops	0%	0%
Stream Hill	0%	1%
Tarrawanna	1%	1%
Thirroul	3%	5%
Towradgi	2%	3%
Unanderra	2%	1%
Warrawong	1%	1%
West Wollongong	2%	2%
Windang	0%	1%
Wollongong	10%	8%
Wombarra	0%	1%
Wongawilli	0%	1%
Woonona	5%	7%
Woronora Dam	0%	0%
Yallah	0%	0%
NONE of these	0%	0%
Column n	605	383

Ward of Wollongong LGA		
Column %	Telephone	Online
Ward 1	34%	48%
Ward 2	36%	32%
Ward 3	31%	20%
Column n	605	383

s6 How long have you lived in the Wollongong area

Column %	Telephone	Online
Less than six months	0%	0%
6 months to 1 year	2%	2%
2 to 5 years	4%	10%
6 to 10 years	11%	13%
11 to 15 years	11%	11%
More than 15 years	72%	65%
Column n	605	383

d1 Age group		
Column %	Telephone	Online
18 to 34 years	29%	8%
35 to 49 years	24%	28%
50 to 64 years	19%	33%
65 plus years	27%	29%
Prefer not to say	0%	2%
Column n	605	383

d2 Which gender do you identify with?		
Column %	Telephone	Online
Male	49%	28%
Female	51%	68%
Non-binary	0%	1%
Prefer not to say	0%	3%
Column n	602	383

Column %	Telephone	Online
Work full time	43%	30%
Work part time	10%	16%
Work casually	4%	5%
Self-employed	6%	4%
Student	2%	1%
Home duties	2%	3%
Unemployed	3%	1%
Retired	27%	36%
Other	2%	1%
Prefer not to say	1%	3%
Column n	605	383



# 11. APPENDIX 2 –CATI AND ONLINE RESULTS COMPARED

d4 Do you commute from the Wollongong local government area to work in another council area?

Column %	Telephone	Online
Yes	46%	27%
No	54%	73%
Column n	337	222

Q1 Russell Vale Golf Course (The Vale)		
Column %	Telephone	Online
At least monthly	5%	4%
Up to 9 times a year	1%	0%
Up to 6 times a year	1%	1%
Up to 3 times a year	7%	2%
Facility Usage	13%	7%
Not in the last 12 months	10%	13%
Never	77%	79%
(Can't say)	0%	0%
Column n	605	383

Q1 Botanic Garden		
Column %	Telephone	Online
At least monthly	12%	17%
Up to 9 times a year	5%	7%
Up to 6 times a year	8%	15%
Up to 3 times a year	36%	28%
Facility Usage	61%	68%
Not in the last 12 months	19%	23%
Never	20%	8%
(Can't say)	0%	1%
Column n	605	383

Q1 Wollongong Art Gallery		
Column %	Telephone	Online
At least monthly	2%	2%
Up to 9 times a year	1%	4%
Up to 6 times a year	3%	5%
Up to 3 times a year	20%	23%
Facility Usage	25%	34%
Not in the last 12 months	22%	36%
Never	53%	30%
(Can't say)	0%	1%
Column n	605	383

Q1 Children's playgrounds		
Column %	Telephone	Online
At least monthly	31%	32%
Up to 9 times a year	2%	10%
Up to 6 times a year	5%	5%
Up to 3 times a year	9%	7%
Facility Usage	47%	54%
Not in the last 12 months	14%	18%
Never	39%	27%
(Can't say)	0%	1%
Column n	605	383

Q1 Libraries		
Column %	Telephone	Online
At least monthly	22%	29%
Up to 9 times a year	3%	7%
Up to 6 times a year	6%	9%
Up to 3 times a year	21%	16%
Facility Usage	51%	60%
Not in the last 12 months	19%	22%
Never	30%	17%
(Can't say)	0%	1%
Column n	605	383

Q1 Illawarra Performing Arts Centre and Town Hall		
Column %	Telephone	Online
At least monthly	2%	4%
Up to 9 times a year	1%	4%
Up to 6 times a year	6%	9%
Up to 3 times a year	32%	31%
Facility Usage	41%	48%
Not in the last 12 months	20%	32%
Never	40%	19%
(Can't say)	0%	2%
Column n	605	383

Q1 Footpaths		
Column %	Telephone	Online
At least monthly	92%	97%
Up to 9 times a year	1%	1%
Up to 6 times a year	1%	1%
Up to 3 times a year	2%	1%
Facility Usage	97%	99%
Not in the last 12 months	1%	0%
Never	2%	0%
(Can't say)	1%	0%
Column n	605	383

Q1 Community centre at Thirroul, Corrimal or Dapto		
Column %	Telephone	Online
At least monthly	5%	8%
Up to 9 times a year	1%	3%
Up to 6 times a year	2%	4%
Up to 3 times a year	15%	16%
Not in the last 12 months	14%	23%
Never	63%	43%
(Can't say)	0%	2%
Column n	605	383

Q1 Parks, open spaces and sports fields for active sport or recreation activities		
Column %	Telephone	Online
At least monthly	47%	58%
Up to 9 times a year	3%	4%
Up to 6 times a year	6%	5%
Up to 3 times a year	9%	8%
Facility Usage	65%	75%
Not in the last 12 months	7%	13%
Never	27%	11%
(Can't say)	0%	1%
Column n	605	383

Q1 Cycle ways (including pop up cycle ways)		
Column %	Telephone	Online
At least monthly	30%	37%
Up to 9 times a year	4%	4%
Up to 6 times a year	4%	4%
Up to 3 times a year	9%	5%
Facility Usage	47%	51%
Not in the last 12 months	10%	12%
Never	43%	36%
(Can't say)	0%	1%
Column n	605	383

Q1 Community hall/centre		
Column %	Telephone	Online
At least monthly	5%	10%
Up to 9 times a year	1%	4%
Up to 6 times a year	5%	4%
Up to 3 times a year	20%	19%
Facility Usage	30%	37%
Not in the last 12 months	20%	30%
Never	50%	32%
(Can't say)	0%	2%
Column n	605	383

Q1 Parks, open spaces and sports fields for passive recreation purpose		
Column %	Telephone	Online
At least monthly	57%	71%
Up to 9 times a year	6%	6%
Up to 6 times a year	7%	5%
Up to 3 times a year	11%	9%
Facility Usage	80%	90%
Not in the last 12 months	6%	5%
Never	14%	4%
(Can't say)	0%	1%
Column n	605	383

Q1 Shared use paths		
Column %	Telephone	Online
At least monthly	67%	85%
Up to 9 times a year	4%	1%
Up to 6 times a year	4%	3%
Up to 3 times a year	7%	5%
Facility Usage	82%	93%
Not in the last 12 months	3%	4%
Never	15%	3%
(Can't say)	1%	0%
Column n	605	383

Q1 Patrolled beaches		
Column %	Telephone	Online
At least monthly	50%	50%
Up to 9 times a year	8%	19%
Up to 6 times a year	8%	7%
Up to 3 times a year	13%	7%
Facility Usage	79%	83%
Not in the last 12 months	7%	13%
Never	13%	4%
(Can't say)	0%	0%
Column n	605	383





# 11. APPENDIX 2 –CATI AND ONLINE RESULTS COMPARED

Q1 Tidal rock pools		
Column %	Telephone	Online
At least monthly	24%	31%
Up to 9 times a year	6%	13%
Up to 6 times a year	8%	10%
Up to 3 times a year	15%	12%
Facility Usage	53%	66%
Not in the last 12 months	13%	20%
Never	34%	14%
(Can't say)	0%	1%
Column n	605	383

Q2 Wollongong Art Gallery		
Column %	Telephone	Online
1 – Not at all satisfied	0%	2%
2	4%	4%
3	13%	16%
4	28%	19%
5 – Very satisfied	32%	29%
Can't say	24%	31%
Column n	296	266

Q2 Children's playgrounds		
Column %	Telephone	Online
1 – Not at all satisfied	1%	5%
2	7%	8%
3	20%	23%
4	37%	29%
5 – Very satisfied	25%	18%
Can't say	9%	17%
Column n	364	277

Q1 Council Heated pools		
Column %	Telephone	Online
At least monthly	11%	20%
Up to 9 times a year	5%	8%
Up to 6 times a year	4%	7%
Up to 3 times a year	11%	8%
Facility Usage	31%	42%
Not in the last 12 months	18%	26%
Never	50%	31%
(Can't say)	1%	1%
Column n	605	383

Q2 Illawarra Performing Arts Centre and Town Hall		
Column %	Telephone	Online
1 – Not at all satisfied	0%	1%
2	1%	1%
3	10%	15%
4	36%	31%
5 – Very satisfied	38%	28%
Can't say	15%	24%
Column n	391	306

Q2 Footpaths		
Column %	Telephone	Online
1 – Not at all satisfied	7%	16%
2	15%	19%
3	35%	30%
4	22%	22%
5 – Very satisfied	20%	12%
Can't say	1%	1%
Column n	587	382

Q1 Public swimming pools (free entry)		
Column %	Telephone	Online
At least monthly	20%	27%
Up to 9 times a year	8%	11%
Up to 6 times a year	7%	8%
Up to 3 times a year	11%	8%
Facility Usage	46%	54%
Not in the last 12 months	16%	23%
Never	37%	21%
(Can't say)	0%	2%
Column n	605	383

Q2 Parks, open spaces and sports fields for active sport or recreation activities		
Column %	Telephone	Online
1 – Not at all satisfied	2%	3%
2	5%	6%
3	18%	25%
4	40%	36%
5 – Very satisfied	32%	23%
Can't say	3%	7%
Column n	418	337

Q2 Cycle ways (including pop up cycle ways)		
Column %	Telephone	Online
1 – Not at all satisfied	4%	7%
2	9%	11%
3	20%	29%
4	35%	28%
5 – Very satisfied	26%	16%
Can't say	7%	8%
Column n	330	240

Q1 Leisure centres (Beaton Park and Lakeside)		
Column %	Telephone	Online
At least monthly	16%	11%
Up to 9 times a year	1%	3%
Up to 6 times a year	3%	4%
Up to 3 times a year	13%	8%
Facility Usage	33%	26%
Not in the last 12 months	18%	34%
Never	48%	39%
(Can't say)	0%	1%
Column n	605	383

Q2 Parks, open spaces and sports fields for passive recreation purpose		
Column %	Telephone	Online
1 – Not at all satisfied	1%	3%
2	4%	7%
3	17%	22%
4	44%	40%
5 – Very satisfied	33%	25%
Can't say	2%	4%
Column n	512	365

Q2 Shared use paths		
Column %	Telephone	Online
1 – Not at all satisfied	3%	8%
2	9%	16%
3	30%	33%
4	34%	29%
5 – Very satisfied	23%	12%
Can't say	1%	2%
Column n	505	371

Q1 Dog off leash beach and/or park		
Column %	Telephone	Online
At least monthly	29%	30%
Up to 9 times a year	3%	4%
Up to 6 times a year	4%	4%
Up to 3 times a year	7%	5%
Facility Usage	41%	43%
Not in the last 12 months	7%	10%
Never	50%	46%
(Can't say)	1%	1%
Column n	605	383

Q2 Russell Vale Golf Course (The Vale)		
Column %	Telephone	Online
1 – Not at all satisfied	1%	0%
2	1%	3%
3	14%	14%
4	26%	17%
5 – Very satisfied	30%	21%
Can't say	29%	46%
Column n	133	78

Column %	Telephone	Online
1 – Not at all satisfied	0%	1%
2	1%	1%
3	5%	8%
4	25%	24%
5 – Very satisfied	63%	57%
Can't say	6%	10%
Column n	478	347



## 11. APPENDIX 2 –CATI AND ONLINE RESULTS COMPARED

Q2 Libraries		
Column %	Telephone	Online
1 – Not at all satisfied	0%	1%
2	1%	2%
3	11%	10%
4	29%	23%
5 – Very satisfied	48%	52%
Can't say	9%	11%
Column n	429	315

Q2 Council Heated pools		
Column %	Telephone	Online
1 – Not at all satisfied	1%	8%
2	4%	3%
3	14%	22%
4	33%	24%
5 – Very satisfied	29%	20%
Can't say	19%	22%
Column n	279	259

Q3 Management and preservation of our heritage		
Column %	Telephone	Online
1 – Not at all satisfied	7%	20%
2	12%	16%
3	26%	21%
4	21%	10%
5 – Very satisfied	12%	5%
Can't say	22%	27%
Column n	605	383

Q2 Community centre at Thirroul, Corrimal or Dapto		
Column %	Telephone	Online
1 – Not at all satisfied	0%	0%
2	1%	1%
3	10%	14%
4	31%	23%
5 – Very satisfied	35%	28%
Can't say	23%	34%
Column n	230	213

Q2 Public swimming pools (free entry)		
Column %	Telephone	Online
1 – Not at all satisfied	1%	3%
2	3%	2%
3	13%	16%
4	36%	28%
5 – Very satisfied	34%	34%
Can't say	13%	17%
Column n	371	295

Q3 Protection of our natural environment		
Column %	Telephone	Online
1 – Not at all satisfied	5%	18%
2	11%	17%
3	30%	25%
4	27%	19%
5 – Very satisfied	12%	7%
Can't say	14%	13%
Column n	605	383

Q2 Community hall/centre		
Column %	Telephone	Online
1 – Not at all satisfied	1%	3%
2	1%	2%
3	27%	20%
4	26%	20%
5 – Very satisfied	25%	22%
Can't say	19%	33%
Column n	305	253

Q2 Leisure centres (Beaton Park and Lakeside)		
Column %	Telephone	Online
1 – Not at all satisfied	3%	1%
2	4%	7%
3	20%	17%
4	29%	23%
5 – Very satisfied	26%	16%
Can't say	19%	35%
Column n	298	231

Q3 Environmental programs and education		
Column %	Telephone	Online
1 – Not at all satisfied	4%	10%
2	8%	12%
3	24%	20%
4	22%	14%
5 – Very satisfied	10%	6%
Can't say	32%	38%
Column n	605	383

Q2 Patrolled beaches		
Column %	Telephone	Online
1 – Not at all satisfied	0%	1%
2	1%	1%
3	6%	11%
4	32%	29%
5 – Very satisfied	58%	50%
Can't say	3%	8%
Column n	504	368

Q2 Dog off leash beach and/or park		
Column %	Telephone	Online
1 – Not at all satisfied	2%	5%
2	4%	7%
3	21%	24%
4	26%	26%
5 – Very satisfied	39%	27%
Can't say	8%	10%
Column n	276	204

Q3 Companion animal compliance		
Column %	Telephone	Online
1 – Not at all satisfied	3%	11%
2	6%	7%
3	16%	11%
4	17%	8%
5 – Very satisfied	12%	3%
Can't say	46%	60%
Column n	605	383

Q2 Tidal rock pools		
Column %	Telephone	Online
1 – Not at all satisfied	0%	3%
2	2%	3%
3	15%	17%
4	30%	31%
5 – Very satisfied	42%	34%
Can't say	11%	13%
Column n	374	326

Q3 Development application assessment process		
Column %	Telephone	Online
1 – Not at all satisfied	16%	17%
2	14%	10%
3	14%	11%
4	9%	2%
5 – Very satisfied	4%	3%
Can't say	44%	58%
Column n	605	383

Q3 Library services		
Column %	Telephone	Online
1 – Not at all satisfied	1%	1%
2	1%	1%
3	12%	11%
4	28%	23%
5 – Very satisfied	34%	39%
Can't say	24%	25%
Column n	605	383



# 11. APPENDIX 2 –CATI AND ONLINE RESULTS COMPARED

Q3 Children services (e.g. Transition to school, engagement activities with children in planning for a Child Friendly City)

Column %	Telephone	Online
1 – Not at all satisfied	3%	5%
2	5%	7%
3	17%	11%
4	16%	7%
5 – Very satisfied	11%	4%
Can't say	47%	66%
Column n	605	383

q4 Have you contacted Wollongong City Council in the last 12 months?

Column %	Telephone	Online
Yes	58%	66%
No	42%	34%
Column n	605	383

Q6 Council staff dealt with my enquiry in a timely manner

Column %	Telephone	Online
1 – Strongly disagree	17%	20%
2	9%	13%
3	14%	15%
4	14%	18%
5 – Strongly agree	43%	29%
Can't say	3%	4%
Column n	356	252

Q3 Youth services (e.g. Programs delivered at the youth centre and outreach services across other sites, youth week)

Column %	Telephone	Online
1 – Not at all satisfied	3%	3%
2	6%	4%
3	16%	7%
4	12%	4%
5 – Very satisfied	8%	4%
Can't say	55%	78%
Column n	605	383

q5 What was the reason for you contacting Council?

Column %	Total	Online
Waste bookings/ enquiries	32%	15%
Maintenance issues roads/parks/footpaths	17%	18%
Planning related enquiries (DA, etc)	10%	7%
Rates enquiries	9%	4%
Tree service both public and private	7%	4%
Development compliance	5%	6%
Animal issues	5%	9%
Parking issues	4%	8%
Facilities and services enquiry	3%	0%
Natural disaster enquiry	2%	0%
General enquiry	2%	0%
Community transport	1%	0%
Graffiti	0%	1%
Other (please specify)	2%	27%
I don't know	1%	1%
Column n	356	252

Q6 I was satisfied with the overall service provided by Council staff during my last encounter

Column %	Telephone	Online
1 – Strongly disagree	16%	25%
2	11%	10%
3	9%	13%
4	20%	17%
5 – Strongly agree	42%	29%
Can't say	3%	5%
Column n	356	252

Q3 Services for older people (e.g. Senior's week, day care, community transport, Carers week)

Column %	Telephone	Online
1 – Not at all satisfied	5%	5%
2	9%	7%
3	16%	13%
4	14%	9%
5 – Very satisfied	13%	3%
Can't say	42%	62%
Column n	605	383

Q6 Information provided by Council staff regarding my enquiry was consistent

Column %	Telephone	Online
1 – Strongly disagree	13%	16%
2	8%	12%
3	16%	17%
4	20%	19%
5 – Strongly agree	39%	27%
Can't say	4%	7%
Column n	356	252

Q6 Wollongong City Council understood my specific needs

Column %	Telephone	Online
1 – Strongly disagree	16%	21%
2	7%	9%
3	13%	13%
4	18%	21%
5 – Strongly agree	44%	29%
Can't say	2%	7%
Column n	356	252

Q3 Services for people with disability

Column %	Telephone	Online
1 – Not at all satisfied	4%	5%
2	9%	10%
3	20%	12%
4	17%	6%
5 – Very satisfied	9%	3%
Can't say	42%	64%
Column n	605	383

Q6 Information from Council staff was clear and easy to understand

Column %	Telephone	Online
1 – Strongly disagree	9%	15%
2	10%	9%
3	11%	19%
4	24%	23%
5 – Strongly agree	45%	30%
Can't say	2%	4%
Column n	356	252

Q6 In relation to my query, overall it was easy doing business with Council

Column %	Telephone	Online
1 – Strongly disagree	16%	21%
2	11%	14%
3	10%	16%
4	18%	18%
5 – Strongly agree	43%	27%
Can't say	2%	4%
Column n	356	252

Q3 Inclusive services (e.g. interpreter services, language aid, living books, Harmony week, NAIDOC week, Aboriginal reference group, Reconciliation activities)

Column %	Telephone	Online
1 – Not at all satisfied	2%	2%
2	4%	4%
3	17%	10%
4	17%	7%
5 – Very satisfied	9%	8%
Can't say	51%	69%
Column n	605	383

Q6 Information provided by Council staff addressed my query

Column %	Telephone	Online
1 – Strongly disagree	15%	21%
2	9%	12%
3	13%	15%
4	18%	16%
5 – Strongly agree	43%	30%
Can't say	2%	4%
Column n	356	252



## 11. APPENDIX 2 –CATI AND ONLINE RESULTS COMPARED

Q7 coded		
Column %	Telephone	Online
Could not be improved + No answer	38%	26%
Communication	21%	23%
Responsiveness	17%	11%
Follow through, take action	14%	23%
Knowledge/information	13%	10%
Connecting to the right person	8%	3%
Issue with outcome	5%	11%
Website	4%	3%
Other	4%	11%
Column n	356	244

Q8 Compliance and regulation of parking		
Column %	Telephone	Online
1 – Not at all satisfied	12%	16%
2	15%	14%
3	26%	22%
4	25%	17%
5 – Very satisfied	12%	11%
Can't say	10%	20%
Column n	605	383

Q8 Provision of parking in high demand areas (city centre, foreshore)		
Column %	Telephone	Online
1 – Not at all satisfied	28%	31%
2	24%	20%
3	22%	21%
4	17%	14%
5 – Very satisfied	5%	8%
Can't say	4%	6%
Column n	605	383

Q8 Maintenance of local roads		
Column %	Telephone	Online
1 – Not at all satisfied	17%	20%
2	19%	22%
3	37%	28%
4	20%	21%
5 – Very satisfied	7%	7%
Can't say	0%	1%
Column n	605	383

Q8 Street cleaning		
Column %	Telephone	Online
1 – Not at all satisfied	6%	10%
2	8%	10%
3	26%	27%
4	32%	25%
5 – Very satisfied	23%	15%
Can't say	5%	12%
Column n	605	383

Q8 Public bin collection		
Column %	Telephone	Online
1 – Not at all satisfied	2%	4%
2	5%	6%
3	19%	18%
4	32%	32%
5 – Very satisfied	35%	27%
Can't say	7%	13%
Column n	605	383

Q8 Availability of footpaths, cycle ways and shared use paths		
Column %	Telephone	Online
1 – Not at all satisfied	7%	18%
2	11%	14%
3	26%	23%
4	32%	28%
5 – Very satisfied	23%	14%
Can't say	1%	2%
Column n	605	383

Q8 Maintenance and cleanliness of bus shelters		
Column %	Telephone	Online
1 – Not at all satisfied	4%	6%
2	7%	6%
3	25%	20%
4	24%	15%
5 – Very satisfied	14%	6%
Can't say	27%	46%
Column n	605	383

Q8 Maintenance and cleanliness of public toilets		
Column %	Telephone	Online
1 – Not at all satisfied	7%	12%
2	17%	13%
3	28%	23%
4	20%	21%
5 – Very satisfied	6%	8%
Can't say	22%	23%
Column n	605	383

Q8 The hours Council public toilets are open		
Column %	Telephone	Online
1 – Not at all satisfied	3%	8%
2	6%	7%
3	19%	16%
4	23%	18%
5 – Very satisfied	16%	12%
Can't say	32%	40%
Column n	605	383

Q8 Regulation of traffic flow in local area		
Column %	Telephone	Online
1 – Not at all satisfied	14%	26%
2	17%	16%
3	27%	25%
4	27%	20%
5 – Very satisfied	14%	8%
Can't say	2%	5%
Column n	605	383

Q8 Regulation of traffic flow in city centre		
Column %	Telephone	Online
1 – Not at all satisfied	15%	23%
2	14%	15%
3	32%	27%
4	23%	21%
5 – Very satisfied	9%	5%
Can't say	8%	9%
Column n	605	383

Q8 Domestic waste collection service (i.e. red bin)		
Column %	Telephone	Online
1 – Not at all satisfied	1%	2%
2	2%	4%
3	8%	13%
4	30%	25%
5 – Very satisfied	58%	54%
Can't say	1%	3%
Column n	605	383

Q8 Recycling waste collection service (i.e. yellow bin)		
Column %	Telephone	Online
1 – Not at all satisfied	2%	2%
2	3%	4%
3	9%	14%
4	29%	26%
5 – Very satisfied	55%	51%
Can't say	1%	3%
Column n	605	383



## 11. APPENDIX 2 –CATI AND ONLINE RESULTS COMPARED

Q8 Green waste, including the food organics collection service (FOGO) (i.e. green bin)		
Column %	Telephone	Online
1 – Not at all satisfied	2%	2%
2	2%	4%
3	9%	11%
4	27%	22%
5 – Very satisfied	56%	52%
Can't say	5%	8%
Column n	605	383

Q8 Waste disposal depot facilities		
Column %	Telephone	Online
1 – Not at all satisfied	2%	6%
2	7%	4%
3	19%	18%
4	30%	21%
5 – Very satisfied	25%	22%
Can't say	16%	29%
Column n	605	383

Q8 Customer Service Centre		
Column %	Telephone	Online
1 – Not at all satisfied	2%	6%
2	4%	7%
3	16%	14%
4	19%	17%
5 – Very satisfied	21%	13%
Can't say	38%	44%
Column n	605	383

Q8 Graffiti prevention and removal		
Column %	Telephone	Online
1 – Not at all satisfied	7%	8%
2	9%	9%
3	28%	23%
4	28%	22%
5 – Very satisfied	15%	8%
Can't say	14%	30%
Column n	605	383

q9 how satisfied are you with Wollongong City Council's overall performance?		
Column %	Telephone	Online
1 – Not at all satisfied	3%	14%
2	11%	16%
3	33%	31%
4	40%	28%
5 – Very satisfied	12%	9%
Can't say	1%	1%
Column n	605	383

Q10		
Column %	Telephone	Online
Poor traffic management/parking/dislike cycleways	25%	44%
Poor town planning	21%	28%
Quality/level of service provision	36%	41%
Council as an organisation	21%	16%
Too much focus on Wollongong/My area is forgotten	18%	13%
Lack of value for rates paid	14%	9%
Lack of community consultation	10%	13%
Transparency	8%	5%
Poor economic choices	7%	16%
Unresponsive to community	7%	14%
My recent experience with Council	4%	3%
Column n	87	116

Q11 coded		
Column %	Telephone	Online
Roads and traffic + Traffic + Roads	41%	34%
Footpaths and cycleways	24%	37%
Parking	23%	16%
Parks, green spaces, sporting fields, playgrounds	19%	21%
Development, infrastructure, planning	17%	17%
Community services and facilities	17%	20%
Cleanliness/maintenance of public areas	12%	10%
Environment	9%	16%
Beaches, pools, foreshore	9%	16%
Waste collection	7%	7%
Public transport	6%	5%
Rates/Council spending/Wastage	5%	1%
City Centre/Wollongong Mall	5%	8%
Safety	4%	3%
Climate change/Renewable energy	3%	9%
Wollongong Hospital/health services	3%	1%
Public toilets	3%	2%
Tourism	3%	2%
Local employment/jobs/industry	2%	1%
Focus on suburbs	2%	3%
Affordability	2%	4%
Animal control	2%	7%
Trees	2%	3%
Heritage	2%	3%
Wollongong City Council	1%	7%
No response	0%	12%
Other	8%	5%
None/Note sure	10%	0%
Column n	605	383

Q12 Innovativeness in providing services for the community		
Column %	Telephone	Online
1 – Not at all satisfied	4%	14%
2	13%	15%
3	37%	35%
4	23%	18%
5 – Very satisfied	10%	5%
Can't say	13%	13%
Column n	605	371

Q12 Effectiveness in informing the community about its services, facilities and overall achievements		
Column %	Telephone	Online
1 – Not at all satisfied	9%	16%
2	20%	19%
3	32%	30%
4	23%	24%
5 – Very satisfied	12%	9%
Can't say	3%	3%
Column n	605	371

Q12 Efforts to satisfy the needs of the community		
Column %	Telephone	Online
1 – Not at all satisfied	7%	18%
2	15%	20%
3	37%	30%
4	26%	19%
5 – Very satisfied	9%	6%
Can't say	6%	6%
Column n	605	371

Q12 Effectiveness in understanding the community expectations related to services and facilities		
Column %	Telephone	Online
1 – Not at all satisfied	8%	18%
2	21%	23%
3	34%	29%
4	21%	14%
5 – Very satisfied	9%	5%
Can't say	7%	11%
Column n	605	371

Q12 Responsiveness in keeping me informed on the progress of my requests		
Column %	Telephone	Online
1 – Not at all satisfied	11%	19%
2	16%	11%
3	19%	19%
4	18%	14%
5 – Very satisfied	14%	9%
Can't say	21%	28%
Column n	605	371

Q12 Providing leadership that enables and moves the community forward		
Column %	Telephone	Online
1 – Not at all satisfied	10%	25%
2	14%	18%
3	33%	24%
4	19%	11%
5 – Very satisfied	9%	5%
Can't say	16%	16%
Column n	605	371



## 11. APPENDIX 2 –CATI AND ONLINE RESULTS COMPARED

Q12 The use of rates		
Column %	Telephone	Online
1 – Not at all satisfied	15%	25%
2	19%	16%
3	29%	26%
4	15%	9%
5 – Very satisfied	5%	6%
Can't say	17%	17%
Column n	605	371

Q13 Professionalism		
Column %	Telephone	Online
1 – Not at all satisfied	2%	8%
2	5%	6%
3	16%	23%
4	31%	23%
5 – Very satisfied	28%	17%
Can't say	17%	23%
Column n	605	367

Q13 Availability		
Column %	Telephone	Online
1 – Not at all satisfied	4%	9%
2	10%	8%
3	23%	25%
4	27%	19%
5 – Very satisfied	17%	14%
Can't say	19%	25%
Column n	605	367

Q12 Honesty		
Column %	Telephone	Online
1 – Not at all satisfied	10%	18%
2	14%	13%
3	25%	22%
4	23%	13%
5 – Very satisfied	12%	7%
Can't say	16%	26%
Column n	605	371

Q13 Knowledge		
Column %	Telephone	Online
1 – Not at all satisfied	3%	9%
2	5%	8%
3	24%	22%
4	27%	20%
5 – Very satisfied	20%	13%
Can't say	21%	27%
Column n	605	367

Q13 Approachability		
Column %	Telephone	Online
1 – Not at all satisfied	3%	7%
2	6%	7%
3	21%	22%
4	28%	25%
5 – Very satisfied	24%	20%
Can't say	19%	20%
Column n	605	367

Q12 Acts with the best interests of the community in mind		
Column %	Telephone	Online
1 – Not at all satisfied	8%	25%
2	17%	18%
3	29%	22%
4	29%	15%
5 – Very satisfied	11%	6%
Can't say	6%	13%
Column n	605	371

Q13 Being solution focused		
Column %	Telephone	Online
1 – Not at all satisfied	6%	15%
2	9%	11%
3	25%	20%
4	18%	12%
5 – Very satisfied	16%	10%
Can't say	26%	31%
Column n	605	367

Q14		
Column %	Telephone	Online
Mail, notification letters etc	38%	26%
Council's e-newsletter	26%	39%
Email	23%	0%
Council's printed newsletter	16%	21%
Council social media channels	13%	41%
Council website	8%	55%
SMS	6%	0%
With my Rates notice	4%	47%
Television news	3%	17%
Telephone	3%	3%
Newspaper – digital or social media	3%	8%
Newspaper – printed	3%	7%
Radio advertising	2%	10%
Online advertising	2%	9%
Community consultation	1%	22%
Outdoor advertising and signage	1%	16%
Local print publication	0%	7%
Personal visits to the administration building	0%	3%
When I visit the community centres	0%	8%
By phoning Customer Service	0%	5%
Council weekly advert in Mercury	0%	7%
When I visit the library	0%	17%
Other (please specify)	0%	4%
I don't know	2%	1%
Column n	605	366

Q12 Response to climate change and emissions reduction		
Column %	Telephone	Online
1 – Not at all satisfied	6%	19%
2	13%	14%
3	30%	21%
4	22%	12%
5 – Very satisfied	6%	7%
Can't say	22%	27%
Column n	605	371

Q13 Friendliness		
Column %	Telephone	Online
1 – Not at all satisfied	1%	5%
2	3%	7%
3	13%	16%
4	35%	29%
5 – Very satisfied	31%	24%
Can't say	16%	20%
Column n	605	367

Q12 Planning controls for development in your local area/town centre		
Column %	Telephone	Online
1 – Not at all satisfied	13%	32%
2	23%	22%
3	27%	18%
4	15%	8%
5 – Very satisfied	7%	2%
Can't say	14%	18%
Column n	605	371

Q13 Effectiveness		
Column %	Telephone	Online
1 – Not at all satisfied	3%	14%
2	8%	10%
3	29%	23%
4	25%	19%
5 – Very satisfied	16%	10%
Can't say	19%	25%
Column n	605	367

Q15 Make a payment		
Column %	Telephone	Online
Face to face	11%	8%
Phone	5%	5%
Online	80%	81%
Letter	2%	3%
Social media (Facebook etc.)	0%	1%
SMS	0%	1%
Unsure	3%	2%
Column n	605	366



## 11. APPENDIX 2 –CATI AND ONLINE RESULTS COMPARED

Q15 Request Council to do something (e.g. fix a pothole)		
Column %	Telephone	Online
Face to face	4%	4%
Phone	41%	29%
Online	52%	61%
Letter	1%	1%
Social media (Facebook etc.)	0%	1%
SMS	0%	2%
Unsure	3%	2%
Column n	605	366

q17 Have you visited Council's website in the past twelve months?		
Column %	Telephone	Online
Yes	69%	89%
No	31%	11%
Column n	605	365

Q15 Complete or lodging applications and forms		
Column %	Telephone	Online
Face to face	18%	15%
Phone	4%	2%
Online	67%	73%
Letter	5%	2%
Social media (Facebook etc.)	0%	0%
SMS	0%	0%
Unsure	6%	7%
Column n	605	366

q18 On a 1 to 5 scale, to what extent do you agree with this statement: 'It was easy to find the information I was looking for.'		
Column %	Telephone	Online
1 – Strongly disagree	8%	9%
2	9%	14%
3	26%	38%
4	28%	30%
5 – Strongly agree	30%	8%
Can't say	0%	2%
Column n	399	326

Q15 Provide feedback on important or topical issues		
Column %	Telephone	Online
Face to face	8%	10%
Phone	14%	9%
Online	64%	66%
Letter	6%	5%
Social media (Facebook etc.)	1%	5%
SMS	1%	2%
Unsure	5%	2%
Column n	605	366

Q15 Get updates on road closures etc. during natural disasters		
Column %	Telephone	Online
Face to face	1%	1%
Phone	7%	4%
Online	23%	32%
Letter	8%	6%
Social media (Facebook etc.)	8%	13%
SMS	47%	40%
Unsure	7%	3%
Column n	605	366

Q16		
Column %	Telephone	Online
Completing online surveys	27%	57%
Viewed engagement information via Council's Engagement webpage (Q16)	13%	36%
Council information stands	10%	10%
Submission through public exhibition process	9%	17%
Neighbourhood Forum	9%	13%
Face to face information session	8%	10%
Community Forum or committee	6%	13%
Local Planning Panel and Regional Planning Panel	5%	3%
Addressing Council at Public Meeting	2%	2%
Any other (please specify)	5%	2%
None	53%	25%
Column n	605	365



Taverner Research Group

**T** +61 2 9212 2900 | **W** [www.taverner.com.au](http://www.taverner.com.au)

**A** Level 2, 88 Foveaux Street, Surry Hills, NSW 2010 |

Taverner Research Group is wholly owned by Tobumo Pty Ltd | ABN 93 003 080 500

# Taverner

