



Image: William Beach Reserve, Brownsville

Wollongong City Council

Our Wollongong Our Future 2035 Community Strategic Plan Community Indicator Dictionary



Community Indicator Dictionary

To support the achievement of our community's vision and four goals, identified in the *Our Wollongong Our Future 2035 Community Strategic Plan*, a series of community indicators have been identified to ensure we are heading in the right direction. While some indicators fall under the responsibility of Council, others are impacted by the policies, priorities and operations of a range of stakeholders including state and federal government agencies, non-government agencies, businesses, community groups, adjoining councils and residents.

This document includes a definition of each indicator, the target we are aiming for, baseline (where available), current data, source and frequency of data collection. Where possible a measurable target has been listed, however the majority of indicators are aspirational and therefore a trend to either increase or decrease has been listed. A key limitation to these indicators is the availability of data. Some data is from secondary sources, and as such, the frequency of data collection falls outside Council's control, resulting in limited data.

Wollongong City Council contracts an external provider to undertake two whole of community surveys to collect data for some indicators.

Wollongong Local Government Area Wellbeing Survey

The Wollongong Local Government Area Wellbeing Survey is undertaken by an external provider on behalf of Wollongong City Council every four years. The latest survey was undertaken in March 2024. The survey seeks to collect 500 completed responses via a telephone based (mobile and landline) survey from a random sample of adult residents in the Wollongong City Local Government Area (LGA).

The purpose of the survey is to track Wollongong's performance against the Community Strategic Plan indicators and provide an insight into how the community feels about the city, their perceptions of safety, and whether they're satisfied with life. Questions in the survey primarily ask residents to rate their level of agreement/satisfaction with a statement on a five-point scale where 1 is 'strongly disagree/not at all satisfied' and 5 is 'strongly agree/very satisfied'. When reporting these results 'average' is used to denote the mean score for rating scale questions. For example, average agreement refers to the mean agreement score.

Wollongong City Council Community Satisfaction Survey

The Wollongong City Council Community Satisfaction Survey is undertaken by an external provider on behalf of Wollongong City Council every two years. The latest survey was undertaken in September 2023. The purpose of the survey is to track Council's performance in service delivery, identify priority areas and evaluate Council's customer services, organisational skills, and communication. Questions in the survey primarily ask residents to identify how often they use a number of Council facilities, and their level of satisfaction with these facilities; as well as satisfaction with a number of services provided by Council. Satisfaction questions ask residents to rate their level of satisfaction on a five-point scale where 1 is 'not at all satisfied' and 5 is 'very satisfied'. When reporting these results 'average' is used to denote the mean score for rating scale questions. For example, 'average satisfaction' refers to the mean satisfaction score.

The Wollongong City Council Community Satisfaction Survey seeks to collect 600 completed responses via a telephone based (mobile and landline) survey from a random sample of adult residents in the Wollongong City Local Government Area (LGA).

The survey sample for both surveys comprise of permanent residents of the local government area aged 18 years or older. The latest Census, conducted by the Australian Bureau of Statistics (ABS), is used to establish quotas to ensure a good distribution of responses by age and gender. To qualify for a survey, residents have to have lived in the Wollongong Local Government Area for more than six months and not be an employee or Councillor of Wollongong City Council.

The following community indicators form part of a suite of indicators that will be tracked over time to measure whether our collective efforts are contributing to achieving our community's vision and goals. Performance of the indicators in this document will be reported in the State of Our City Report.

Goal 1 | We are a sustainable and climate resilient city

Objectives

- We are leaders in climate change mitigation and adaptation.
- Our natural environments are protected, and our resources are managed sustainably.
- We will work together to reduce emissions and the effects of a changing climate in an equitable way.

How will we get there?

- 1.1 The community is actively involved in the expansion, improvement, and preservation of our waterways, green corridors, and other natural areas connecting the escarpment to the sea.
- 1.2 Partner with Aboriginal and Torres Strait Islander communities and organisations in the way we care for the environment
- 1.3 Manage and improve the cleanliness, health, biodiversity of land and water including creeks, lakes, waterways and oceans.
- 1.4 Increase our resilience to natural disasters and ability to adapt to a changing climate, to protect life, property, and the environment.
- 1.5 Work together to achieve net zero greenhouse gas emissions, and mitigate the impacts of climate change.
- 1.6 Reuse, repurpose, redirect, or recycle, to drive a circular economy, and reduce the amount of waste going to landfill.
- 1.7 Manage our coastal environments, including Lake Illawarra, to protect and enhance environmental sustainability, social, cultural, and economic values.

Indicator	Target/ Desired Trend	Data 2018	Data 2021	Current Data 2024	Source	Frequency of Data Collection
<p>1.1 Percentage reduction in community greenhouse gas emissions</p> <p><i>Wollongong's community greenhouse gas emissions inventory and its progress towards the adopted emissions reduction target (50% reduction from 2016 baseline). Community emissions target and indicator excludes greenhouse gas emissions from local industrial and fugitive emissions sources captured under the Federal Government's safeguard mechanism as Council does not have influence over these sources. However, data for these sources is captured under the community emissions profile update for completeness. Greenhouse gases include any emissions covered under a compliant GHG Protocol profile.</i></p> <p><i>* Latest data from 2022</i></p>	50% by 2030	Not available	Not available	20%* since 2016 baseline	Wollongong City Council and Department of Climate Change, Energy, Environment and Water	Every two years <i>Next measured 2026</i>
<p>1.2 Percentage reduction in Council's greenhouse gas emissions</p> <p><i>Council's operational emissions inventory and it's progress towards the adopted emissions reduction target (net zero by 2030). Includes all greenhouse gas emissions sources under Council's operational control as per emissions inventory guidelines.</i></p>	100% by 2030	Not available	Not available	13% reduction since 2021	Wollongong City Council Internal Data	Annually

Indicator	Target/ Desired Trend	Data 2018	Data 2021	Current Data 2024	Source	Frequency of Data Collection
<p>1.3 Percentage of residents who have taken or continue to take action to prevent climate change</p> <p><i>Overall percentage of residents (aged 18 years or older) who recorded yes to the question in Wollongong Local Government Area Wellbeing Survey 'what actions have you or a household member taken to address climate change?' including installed solar panels, planted trees or increased shade around home, reduced plastics used, use food organics garden organics, use something other than car for trips, improved efficiency of lighting and/or appliances, purchased a hybrid or electric vehicle, purchased green energy from your energy provider.</i></p>	Increase	New measure	New measure	New measure	Wollongong Local Government Area Wellbeing Survey	Every four years <i>Next measured 2028</i>
<p>1.4 Number of participants in Council environmental programs</p> <p><i>Participants in environmental programs including Bushcare, FiReady, Indian Myna Bird Program, Greenplan, tours/events, Discovery Centre, community cleanups, Community Service Personnel, Greenhouse Park, waste promotions and education, and Botanic Garden events (excluding Sunset Cinema and Sculptures in the Garden).</i></p>	Increase	62,370	19,346 (impacted by COVID19) <i>Annual result</i>	57,927 <i>Annual result</i>	Wollongong City Council Internal Data	Quarterly
<p>1.5 Ratio of trees planted versus trees removed on public land</p> <p><i>The total number of trees removed versus planted/replaced on public open space. Includes shade trees (parks and streets) and natural areas trees/revegetation.</i></p>	2 : 1 minimum	Not available	Not available	4.4 : 1	Wollongong City Council Internal Data	Quarterly

Indicator	Target/ Desired Trend	Data 2018	Data 2021	Current Data 2024	Source	Frequency of Data Collection
<p>1.6 Average urban tree canopy cover</p> <p><i>Area of tree canopy when viewed from above, recorded as a percentage of total land area. Priority areas include those with low canopy cover (high planting opportunity), high human activity (need for shade and amenity), and high levels of social vulnerability (need for shade and quality streetscapes).</i></p>	Increase	17.0%	Not available	27.5%	Aerometrex Ltd	Every four years <i>Next measured 2028</i>
<p>1.7 Residents' average satisfaction score with protection of our natural environment</p> <p><i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in Wollongong City Council Community Satisfaction Survey.</i></p> <p><i>^ Wollongong City Council Community Satisfaction Survey 2019.</i></p> <p><i>* Latest data from Wollongong City Council Community Satisfaction Survey 2023.</i></p>	Increase	3.30 [^]	3.50	3.30*	Wollongong City Council Community Satisfaction Survey	Every two years <i>Next measured 2025</i>
<p>1.8 Percentage of beaches monitored through the NSW Beachwatch Program rated as good to very good</p> <p><i>Wollongong Local Government Area beaches with a Beach Suitability Grade of either 'good' or 'very good', compared to the total number of Wollongong Local Government Area beaches monitored (13).</i></p>	100%	100%	100%	100%	Beachwatch State of Beaches Report NSW	Annually

Indicator	Target/ Desired Trend	Data 2018	Data 2021	Current Data 2024	Source	Frequency of Data Collection
<p>1.9 Percentage of sites monitored through the Lake Illawarra Estuary Health Program rated as fair to good</p> <p><i>Sites with an estuary health grade of either 'fair', 'good' or 'very good' compared to number of total sites monitored (9). The estuary health condition of each site is based on chlorophyll-a and turbidity status sampled monthly over the summer months (1 November-30 April).</i></p>	100%	91%	100%	100%	Wollongong City Council Internal Data	Annually
<p>1.10 Tonnes of waste generated</p> <p><i>Amount of waste collected and landfilled by Council in support of the community utilising public space and residing within the local government area i.e. kerbside waste collection, street litter bins, illegal dumping, and street sweeping.</i></p>	Decrease	Not available	47,669	44,615	Wollongong City Council Internal Data	Annually
<p>1.11 Percentage of residential waste diverted from landfill (including recycling and organics)</p> <p><i>Domestic waste collection from recycling, FOGO and on-call cleanup recycled; material diverted at community recycling centre; material diverted via community drop off events; and materials diverted from Return and Earn in the local government area.</i></p> <p><i>*Excludes community recycling centre; material diverted via community drop off events; and materials diverted from Return and Earn.</i></p>	Increase	45%* <i>Annual average</i>	53% <i>Annual average</i>	49% <i>Annual average</i>	Wollongong City Council Internal Data	Quarterly

Indicator	Target/ Desired Trend	Data 2018	Data 2021	Current Data 2024	Source	Frequency of Data Collection
<p>1.12 Residents' average agreement score with their household is prepared for natural disasters (including extreme weather events such as flood/bushfire/ storm/heat)</p> <p><i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong Local Government Area Wellbeing Survey.</i></p>	Increase	New measure	New measure	New measure	Wollongong Local Government Area Wellbeing Survey	Every four years <i>Next measured 2028</i>

Goal 2 | We have well planned, connected, and liveable places

Objectives

- Residents have access to a diverse range of housing options.
- Development is balanced, well planned and sustainable, and we protect our Country and heritage.
- Transport links and connection to Sydney, the South Coast and Southern Highlands are strengthened.
- There is an increase in sustainable transport use including public transport, walking, and cycling.

How will we get there?

- 2.1 Urban areas are planned and well maintained to provide a healthy and safe environment for our community to live, work and play.
- 2.2 Facilitate ecologically sustainable development that considers the current and future needs of our community and environment.
- 2.3 Deliver high quality, fit for purpose and sustainable infrastructure to support a growing and resilient city.
- 2.4 Housing provides choice, affordability, and liveability for our diverse community.
- 2.5 Integrated services are provided to residents in need of urgent shelter.
- 2.6 The growth of West Dapto urban release area is well planned with facilities, spaces and educational institutions to support the growing community.
- 2.7 Develop and implement programs and projects that achieve proactive heritage management, education and promotion.
- 2.8 Plan, advocate for, and provide affordable, accessible, and sustainable, multi-modal transport networks. This includes continuation and expansion of the Gong Shuttle, and active transport infrastructure to meet the community's needs.
- 2.9 Effective and integrated regional transport with a focus on road, bus, rail and freight movement (including the port of Port Kembla).
- 2.10 Plan and provide sustainable infrastructure for safe and liveable places integrated with the environment and accessible to key transport routes.
- 2.11 Advocate for strong transport links within the local government area, and connections to Greater Sydney, particularly Western Sydney (including the Aerotropolis), the Illawarra Region to provide physical and economic opportunities.
- 2.12 Improve active transport links and connectivity to our unique places and spaces, including marine access along the Local Government Area and accessibility from the Central Business District to the foreshore.
- 2.13 Maintain the service levels of our roads, footpaths, cycleways, and shared paths to an acceptable standard.
- 2.14 Plan and deliver an accessible, safe, clean and inviting public domain.
- 2.15 Community transport options for frail older people, people with disabilities, and the transport disadvantaged, are promoted and available.

Indicator	Target/ Desired Trend	Data 2018	Data 2021	Current Data 2024	Source	Frequency of Data Collection
<p>2.1 Residents' average agreement score with new development is appropriate to support a variety of housing to meet the needs of our future populations</p> <p><i>Average agreement score from all residents (aged 18 years or older) who responded to the question in the Wollongong Local Government Area Wellbeing Survey.</i></p>	Increase	New measure	New measure	New measure	Wollongong Local Government Area Wellbeing Survey	Every four years <i>Next measured 2028</i>
<p>2.2 Percentage of affordable housing available for purchase</p> <p><i>Sales over a 12 month period that fall below the affordability (at 30% of gross income) threshold for very low, low and moderate income households.</i></p>	Increase	Not available	64.8% of all sales	8.3% of all sales	.id profile (informed decisions) using data from PropTrack Pty Ltd	Annually
<p>2.3 Percentage of affordable housing available for rent</p> <p><i>Rental listings over a 12 month period that fall below the affordability (at 30% of gross income) threshold for very low, low and moderate income households.</i></p>	Increase	Not available	76.8% of all rentals	50.6% of all rentals	.id profile (informed decisions) using data from PropTrack Pty Ltd	Annually
<p>2.4 Percentage of households unable to access market priced rental housing</p> <p><i>Housing need is estimated for homeless, marginally housed and estimate of very low, low and moderate income households in long term rental stress.</i></p>	Decrease	Not available	5.0% of all households	Not available	ABS Census	Every five years <i>Next measured 2026</i>
<p>2.5 Residents' average agreement score with the statement 'their neighbourhood is a good place to live'</p> <p><i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong Local Government Area Wellbeing Survey.</i></p>	Maintain	4.40	4.40	4.50	Wollongong Local Government Area Wellbeing Survey	Every four years <i>Next measured 2028</i>

Indicator	Target/ Desired Trend	Data 2018	Data 2021	Current Data 2024	Source	Frequency of Data Collection
<p>2.6 Residents' average satisfaction score with streetscapes around business and shopping areas</p> <p><i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong Local Government Area Wellbeing Survey.</i></p>	Minimum score of 3.75	New measure	New measure	New measure	Wollongong Local Government Area Wellbeing Survey	Every four years <i>Next measured 2028</i>
<p>2.7 Percentage of residents who feel safe in their home</p> <p><i>Percentage of residents (aged 18 years or older) who recorded a 4 or 5 (safe) to the question in Wollongong Local Government Area Wellbeing Survey.</i></p>	Increase	93.0%	93.0%	91.0%	Wollongong Local Government Area Wellbeing Survey	Every four years <i>Next measured 2028</i>
<p>2.8 Percentage of residents who feel safe walking alone in their local area during the day</p> <p><i>Percentage of residents (aged 18 years or older) who recorded a 4 or 5 (safe) to the question in Wollongong Local Government Area Wellbeing Survey.</i></p>	Increase	95.0%	94.0%	92.0%	Wollongong Local Government Area Wellbeing Survey	Every four years <i>Next measured 2028</i>
<p>2.9 Percentage of residents who use non-car transport options to undertake a variety of activities including work, shopping, school, dining out, and socialising</p> <p><i>Percentage of residents (aged 18 years or older) who responded with a non-car option, i.e. walk, train, bus, shuttle, bike, to undertake an activity (work, shopping, school, dining out, and socialising).</i></p>	Increase	Not available	Not available	25% Walk; 7% Train; 7% Bus; 2% Shuttle; 3% Bike	Wollongong Local Government Area Wellbeing Survey	Every four years <i>Next measured 2028</i>

Indicator	Target/ Desired Trend	Data 2018	Data 2021	Current Data 2024	Source	Frequency of Data Collection
<p>2.10 Residents' average satisfaction score with access to public transport</p> <p><i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong Local Government Area Wellbeing Survey.</i></p>	Minimum score of 3.75	Not available	4.00	3.80	Wollongong Local Government Area Wellbeing Survey	Every four years <i>Next measured 2028</i>
<p>2.11 Residents' average satisfaction score with public transport</p> <p><i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong Local Government Area Wellbeing Survey.</i></p>	Minimum score of 3.75	3.60	3.70	3.60	Wollongong Local Government Area Wellbeing Survey	Every four years <i>Next measured 2028</i>
<p>2.12 Residents' average satisfaction score with their ability to access private or public transport to meet their mobility needs</p> <p><i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong Local Government Area Wellbeing Survey.</i></p>	Maintain	4.00	4.10	4.00	Wollongong Local Government Area Wellbeing Survey	Every four years <i>Next measured 2028</i>
<p>2.13 Residents' average satisfaction score with availability of footpaths</p> <p><i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong City Council Community Satisfaction Survey.</i></p>	Minimum score of 3.75	New measure	New measure	New measure	Wollongong City Council Community Satisfaction Survey	Every two years <i>Next measured 2025</i>

Indicator	Target/ Desired Trend	Data 2018	Data 2021	Current Data 2024	Source	Frequency of Data Collection
<p>2.14 Residents' average satisfaction score with availability of cycleways</p> <p><i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong City Council Community Satisfaction Survey.</i></p>	Minimum score of 3.75	New measure	New measure	New measure	Wollongong City Council Community Satisfaction Survey	Every two years <i>Next measured 2025</i>
<p>2.15 Residents' average satisfaction score with availability of shared use paths</p> <p><i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong City Council Community Satisfaction Survey.</i></p>	Minimum score of 3.75	New measure	New measure	New measure	Wollongong City Council Community Satisfaction Survey	Every two years <i>Next measured 2025</i>

3 | We foster a diverse economy, and we value innovation, culture, and creativity

Objectives

- The region's economy continues to diversify, and local employment opportunities increase.
- Creative and cultural industries are fostered and thriving.
- Wollongong is an events destination.

How will we get there?

- 3.1 Support educational and employment opportunities that retain young people and local talent, attract new workers and provide opportunities for the unemployed.
- 3.2 Continue to diversify and grow the Wollongong economy to enhance its economic and employment role in the Region recognising opportunities and challenges in South West Sydney.
- 3.3 Increase and attract new business investment and enterprise to Wollongong while supporting and growing existing local businesses.
- 3.4 Continue to build Wollongong CBD as a vibrant employment precinct with an active evening economy.
- 3.5 Encourage an innovative and diverse economy, which drives entrepreneurship, research capability and commercialisation in the Wollongong Local Government Area.
- 3.6 We are leaders in sustainable industries and support a transition to a low-carbon and clean energy future.
- 3.7 Support key growth sectors to assist in the ongoing transition of Wollongong's economy, including Port Kembla industrial lands
- 3.8 Promote the Wollongong Local Government Area as an event, conference and visitor destination.
- 3.9 Enable signature events and festivals where communities and visitors can gather and celebrate.
- 3.10 Promote and support tourism opportunities through planning controls and infrastructure.
- 3.11 Using community art and cultural development practices, our places and spaces reflect the creativity, history, and identity of our people.
- 3.12 Promote museums and galleries as part of the cultural landscape.

Indicator	Target/ Desired Trend	Data 2018	Data 2021	Current Data 2024	Source	Frequency of Data Collection
<p>3.1 Number of Crown Street Mall inbound people movements via public domain entrances</p> <p><i>People who enter Crown Street Mall via the surrounding streets and laneways (bottom of Mall; Church Street South; Crown Central, Church Street; Keira Street North; Lower Globe Lane; top of Mall). It does not measure people who enter via Wollongong Central or car parks.</i></p>	Increase	Not available	Not available	1,200,000 <i>Annual result</i>	Wollongong City Council Internal Data	Annually
<p>3.2 Number of jobs located within the Wollongong Local Government Area</p> <p><i>Total number of jobs located within the Wollongong Local Government Area.</i></p> <p><i>^ 2019-2020</i></p> <p><i>* Latest data 2022-2023</i></p>	Increase	93,563 [^]	97,740	102,802*	National Institute of Economic and Industry Research (NIEIR) - .id (informed decisions)	Annually <i>(for previous financial year)</i>
<p>3.3 Wollongong Local Government Area unemployment rate (12-month average)</p> <p><i>An estimated unemployment rate within Wollongong Local Government Area.</i></p>	Maintain in line with NSW average	4.9% Wollongong vs. 4.9% (NSW)	6.1% Wollongong vs. 6.0% (NSW)	5.9% Wollongong vs. 3.7% (NSW)	Jobs and Skills Australia, Small Area Labour Markets	Quarterly
<p>3.4 Wollongong City's Gross Regional Product (GRP) as a proportion (percentage) of the Illawarra-Shoalhaven</p> <p><i>Measures the relative size of the Wollongong economy as a share of the Illawarra-Shoalhaven region.</i></p> <p><i>* Latest data 2022-2023</i></p>	At least 58%	59.4%	58.4%	57.6%*	National Institute of Economic and Industry Research (NIEIR) - .id (informed decisions)	Annually

Indicator	Target/ Desired Trend	Data 2018	Data 2021	Current Data 2024	Source	Frequency of Data Collection
<p>3.5 Residents' average agreement score with there being enough opportunities to attend arts and related cultural activities</p> <p><i>Average agreement score from all residents (aged 18 years or older) who responded to the question in the Wollongong Local Government Area Wellbeing Survey.</i></p>	Minimum score of 3.75	3.80	3.60	3.70	Wollongong Local Government Area Wellbeing Survey	Every four years <i>Next measured 2028</i>
<p>3.6 Percentage of residents who participate in arts and related cultural activities (painting, visiting museums and galleries, playing a musical instrument, attended a community events including live music and cultural, dancing, creative writing)</p> <p><i>Percentage of residents (aged 18 years or older) who recorded yes to the question in Wollongong Local Government Area Wellbeing Survey.</i></p>	75%	Not available	Not available	61.0%	Wollongong Local Government Area Wellbeing Survey	Every four years <i>Next measured 2028</i>
<p>3.7 Residents' average satisfaction score with arts and cultural events such as festivals, performances and exhibitions in Wollongong Local Government Area</p> <p><i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong Local Government Area Wellbeing Survey.</i></p>	Minimum score of 3.75	New measure	New measure	New measure	Wollongong Local Government Area Wellbeing Survey	Every four years <i>Next measured 2028</i>
<p>3.8 Number of events secured by Destination Wollongong on behalf of Council</p> <p><i>Includes events secured across all priority sectors Great Outdoors, Sport, Arts and Technology, Cycling, and Food and Beverage.</i></p>	20 plus events contracted per annum	Not available	8 (impacted by COVID19)	19 <i>Annual result</i>	Wollongong City Council Internal Data	Annually

Indicator	Target/ Desired Trend	Data 2018	Data 2021	Current Data 2024	Source	Frequency of Data Collection
<p>3.9 Residents' average agreement score with cultural diversity and creativity is valued and celebrated</p> <p><i>Average agreement score from all residents (aged 18 years or older) who responded to the question in the Wollongong Local Government Area Wellbeing Survey.</i></p>	Maintain	3.90	4.00	4.00	Wollongong Local Government Area Wellbeing Survey	Every four years <i>Next measured 2028</i>
<p>3.10 Residents' average satisfaction score with access to learning and education opportunities</p> <p><i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong Local Government Area Wellbeing Survey.</i></p>	Minimum score of 3.75	New measure	New measure	New measure	Wollongong Local Government Area Wellbeing Survey	Every four years <i>Next measured 2028</i>
<p>3.11 Number of domestic overnight visits in the Wollongong Local Government Area</p> <p><i>Number of domestic visits who stayed overnight in paid accommodation within the Wollongong Local Government Area. Excludes unpaid accommodation such as stays with friends and relatives.</i></p>	Increase	Not available	665,000 <i>Two-year average</i>	877,000 <i>Two-year average</i>	Tourism Research Australia	Every four years <i>Next measured 2028</i>

4 | We have a healthy, respectful, and inclusive community

Objectives

- Respect, engage and recognise diverse Aboriginal and Torres Strait Islander communities, their rich histories and continuing culture.
- Strong diverse local cultures are supported in a welcoming community where everyone belongs.
- Residents are engaged and play an active role in the decisions that affect their city.
- There is an improvement in physical and mental health, wellbeing and belonging in our community.

How will we get there?

- 4.1 Accessible and appropriate health care services are available to the community.
- 4.2 Provide a variety of quality and accessible public spaces and opportunities for sport, play, leisure, recreation, learning, and cultural activities in the community.
- 4.3 Provide safe, well- maintained and accessible beaches and aquatic facilities, and promote water and beach recreation safety to residents and visitors.
- 4.4 Plan for, and provide opportunities for inclusion for people with disability in our community.
- 4.5 In partnership with government agencies and community organisations, deliver and promote active ageing programs.
- 4.6 Work together to reduce crime, and foster a safe, and resilient community.
- 4.7 Work towards enabling all people in our community to have access to safe, nutritious, affordable, and sustainably produced food.
- 4.8 Provide our community with equitable services, access to education, and information to help them make informed decisions.
- 4.9 Provide programs, services and places including libraries and facilities for social cohesion, cultural activities and community belonging.
- 4.10 Work in partnership to reduce inequity and build on opportunities to strengthen vulnerable communities.
- 4.11 Partner with our diverse communities, including Local Aboriginal and Torres Strait Islander, and Culturally and Linguistically Diverse communities on programs and projects.
- 4.12 In the spirit of reconciliation, build awareness and understanding of Local Aboriginal and Torres Strait Islander culture, heritage and histories.
- 4.13 Support and strengthen the local community services sector.
- 4.14 Council demonstrates responsible leadership that is customer focused, demonstrates respect and inclusion, and uses resources that are managed effectively to ensure long term sustainability.

Indicator	Target/ Desired Trend	Data 2018	Data 2021	Current Data 2024	Source	Frequency of Data Collection
<p>4.1 Residents' average agreement score with Aboriginal and Torres Strait Islander's rich history and culture are respected and recognised</p> <p><i>Average agreement score from all residents (aged 18 years or older) who responded to the question in the Wollongong Local Government Area Wellbeing Survey.</i></p>	Minimum score of 3.75	New measure	New measure	New measure	Wollongong Local Government Area Wellbeing Survey	Every four years <i>Next measured 2028</i>
<p>4.2 Percentage of residents who know how to contact their local Councillor and/or Member of Parliament (MP)</p> <p><i>Percentage of residents (aged 18 years or older) who recorded yes to Local councillors, State members of parliament, Federal members of parliament to the question in Wollongong Local Government Area Wellbeing Survey.</i></p>	100%	77% Councillors 68% State MP 63% Federal MP	82% Councillors 72% State MP 65% Federal MP	75% Councillors 67% State MP 56% Federal MP	Wollongong Local Government Area Wellbeing Survey	Every four years <i>Next measured 2028</i>
<p>4.3 Residents' average agreement score with feeling they have a say on important issues</p> <p><i>Average agreement score from all residents (aged 18 years or older) who responded to the question in the Wollongong Local Government Area Wellbeing Survey.</i></p>	Increase	Not available	Not available	2.90	Wollongong Local Government Area Wellbeing Survey	Every four years <i>Next measured 2028</i>

Indicator	Target/ Desired Trend	Data 2018	Data 2021	Current Data 2024	Source	Frequency of Data Collection
<p>4.4 Residents' average satisfaction score with Wollongong City Council's overall performance</p> <p><i>Average agreement score from all residents (aged 18 years or older) who responded to the question in the Wollongong City Council Community Satisfaction Survey.</i></p> <p><i>^ Wollongong City Council Community Satisfaction Survey 2019.</i></p> <p><i>* Latest data from Wollongong City Council Community Satisfaction Survey 2023.</i></p>	Increase	3.60 [^]	3.70	3.50*	Wollongong City Council Community Satisfaction Survey	Every two years <i>Next measured 2025</i>
<p>4.5 Wollongong City's (Local Government Area) personal wellbeing index</p> <p><i>Average satisfaction score from all residents (aged 18 years or older) who responded to various aspects of personal life including; life as a whole, safety, personal relationships, standard of living, currently achieving, health, feeling part of the community and future security – combined and recalculated to a score out of 100 to compare against Australian Unity Wellbeing Index.</i></p>	Minimum score of 80 out of 100	78.00	79.00	77.60	Wollongong Local Government Area Wellbeing Survey	Every four years <i>Next measured 2028</i>
<p>4.6 Residents' average satisfaction score with their life as a whole</p> <p><i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong Local Government Area Wellbeing Survey.</i></p>	Maintain	4.30	4.20	4.30	Wollongong Local Government Area Wellbeing Survey	Every four years <i>Next measured 2028</i>

Indicator	Target/ Desired Trend	Data 2018	Data 2021	Current Data 2024	Source	Frequency of Data Collection
<p>4.7 Residents' average satisfaction score with access to affordable fresh food</p> <p><i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong Local Government Area Wellbeing Survey.</i></p>	Minimum score of 3.75	4.20	4.20	3.70	Wollongong Local Government Area Wellbeing Survey	Every four years <i>Next measured 2028</i>
<p>4.8 Residents' average satisfaction score with their health</p> <p><i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong Local Government Area Wellbeing Survey.</i></p>	Maintain	4.10	4.10	4.00	Wollongong Local Government Area Wellbeing Survey	Every four years <i>Next measured 2028</i>
<p>4.9 Residents' average satisfaction score with availability and access to health services</p> <p><i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong Local Government Area Wellbeing Survey.</i></p>	Minimum score of 3.75	New measure	New measure	New measure	Wollongong Local Government Area Wellbeing Survey	Every four years <i>Next measured 2028</i>
<p>4.10 Residents' average agreement score with it's a good thing for society to be made up of people from different cultures and communities</p> <p><i>Average agreement score from all residents (aged 18 years or older) who responded to the question in the Wollongong Local Government Area Wellbeing Survey.</i></p>	Maintain	4.20	4.60	4.50	Wollongong Local Government Area Wellbeing Survey	Every four years <i>Next measured 2028</i>

Indicator	Target/ Desired Trend	Data 2018	Data 2021	Current Data 2024	Source	Frequency of Data Collection
<p>4.11 Residents' average satisfaction score with feeling part of the community</p> <p><i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong Local Government Area Wellbeing Survey.</i></p>	Minimum score of 3.75	3.90	3.90	3.90	Wollongong Local Government Area Wellbeing Survey	Every four years <i>Next measured 2028</i>
<p>4.12 Residents' average satisfaction score with the range of community groups and support networks for residents</p> <p><i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong Local Government Area Wellbeing Survey.</i></p>	Minimum score of 3.75	New measure	New measure	New measure	Wollongong Local Government Area Wellbeing Survey	Every four years <i>Next measured 2028</i>
<p>4.13 Residents' average agreement score with having enough opportunity in local area to participate in sport and recreational activities</p> <p><i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong Local Government Area Wellbeing Survey.</i></p>	Maintain	4.30	4.20	4.10	Wollongong Local Government Area Wellbeing Survey	Every four years <i>Next measured 2028</i>
<p>4.14 Percentage of residents who participate in a sport or recreational activity</p> <p><i>Percentage of residents (aged 18 years or older) who recorded yes to the question in Wollongong Local Government Area Wellbeing Survey.</i></p>	Increase	49%	59%	65%	Wollongong Local Government Area Wellbeing Survey	Every four years <i>Next measured 2028</i>

Indicator	Target/ Desired Trend	Data 2018	Data 2021	Current Data 2024	Source	Frequency of Data Collection
<p>4.15 Number of recorded incidents of domestic violence related assaults</p> <p><i>Recorded incidents of domestic violence related assaults including; assault, murder, attempted murder, manslaughter, murder accessory/conspiracy, sexual offences, harassment/threatening behaviour, abduction/kidnapping and malicious damage to property. Criminal incidents reported to, or detected by, the NSW Police Force in the Wollongong Local Government Area over 12 months from October to September.</i></p>	Decrease	661 <i>Oct 17-Sept 18</i>	656 <i>Oct 20-Sept 21</i>	743 <i>Oct 23-Sept 24</i>	NSW Bureau of Crime Statistics and Research	Annually
<p>4.16 Number of recorded incidents of break and enter dwelling</p> <p><i>Recorded incidents of break and enter dwellings includes unlawful entry of a structure with the intent to commit an offence where the entry is either forced or unforced. Criminal incidents reported to, or detected by, the NSW Police Force in the Wollongong Local Government Area over 12 months from October to September.</i></p>	Decrease	737 <i>Oct 17-Sept 18</i>	562 <i>Oct 20-Sept 21</i>	480 <i>Oct 23-Sept 24</i>	NSW Bureau of Crime Statistics and Research	Annually



On Dharawal Country, from the mountains to the sea, we value our natural environment, we respect each other, our past and future. We will be a sustainable, connected, vibrant, and innovative city, with a diverse economy.

We are a sustainable and climate resilient city

We have well planned, connected, and liveable places

We foster a diverse economy, and we value innovation, culture, and creativity

We have a healthy, respectful, and inclusive community



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