



# Wingecaribee Shire Council

**Community Research**

Prepared by: Micromex Research  
Date: July 2024



# Research Objectives

Wingecarribee Shire Council commissioned Micromex Research to conduct a random telephone survey with residents living in the Wingecarribee local government area (LGA).

## Objectives (Why?)

- Understand and identify community priorities for the Wingecarribee Shire Council LGA
- Identify the community's overall level of satisfaction with Council's performance
- Explore and understand resident experiences contacting Council
- Identify the community's level of agreement with the Community Strategic Plan
- Identify the community's awareness of, and satisfaction with, the current administrator

## Sample (How?)

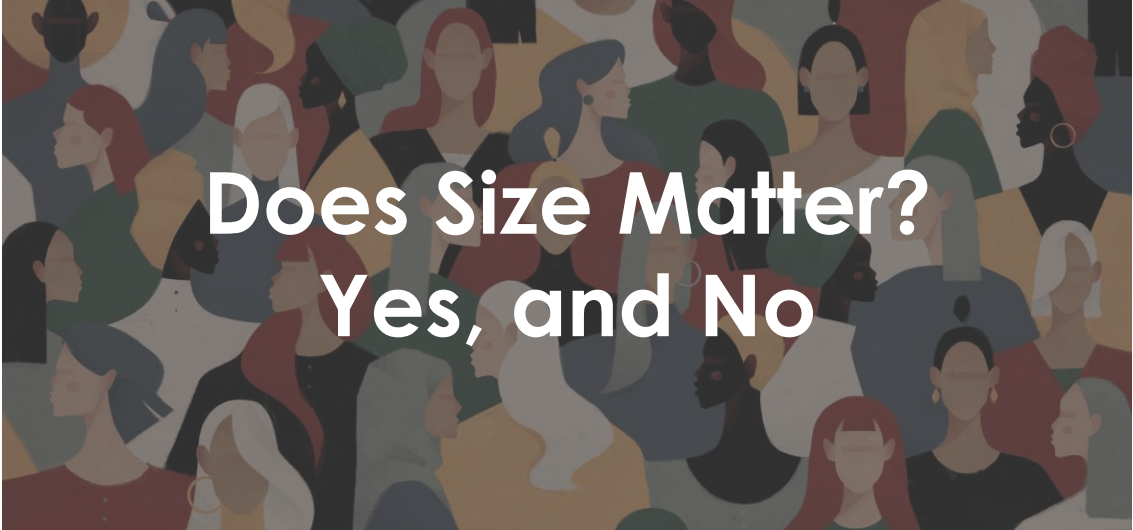
- Telephone survey (landline N=55 and mobile N=345) to N=400 residents
- We use a 5-point scale (e.g. 1 = not at all satisfied, 5 = very satisfied)
- Greatest margin of error +/- 4.9%

## Timing (When?)

- Implementation 21st June – 2nd July 2024

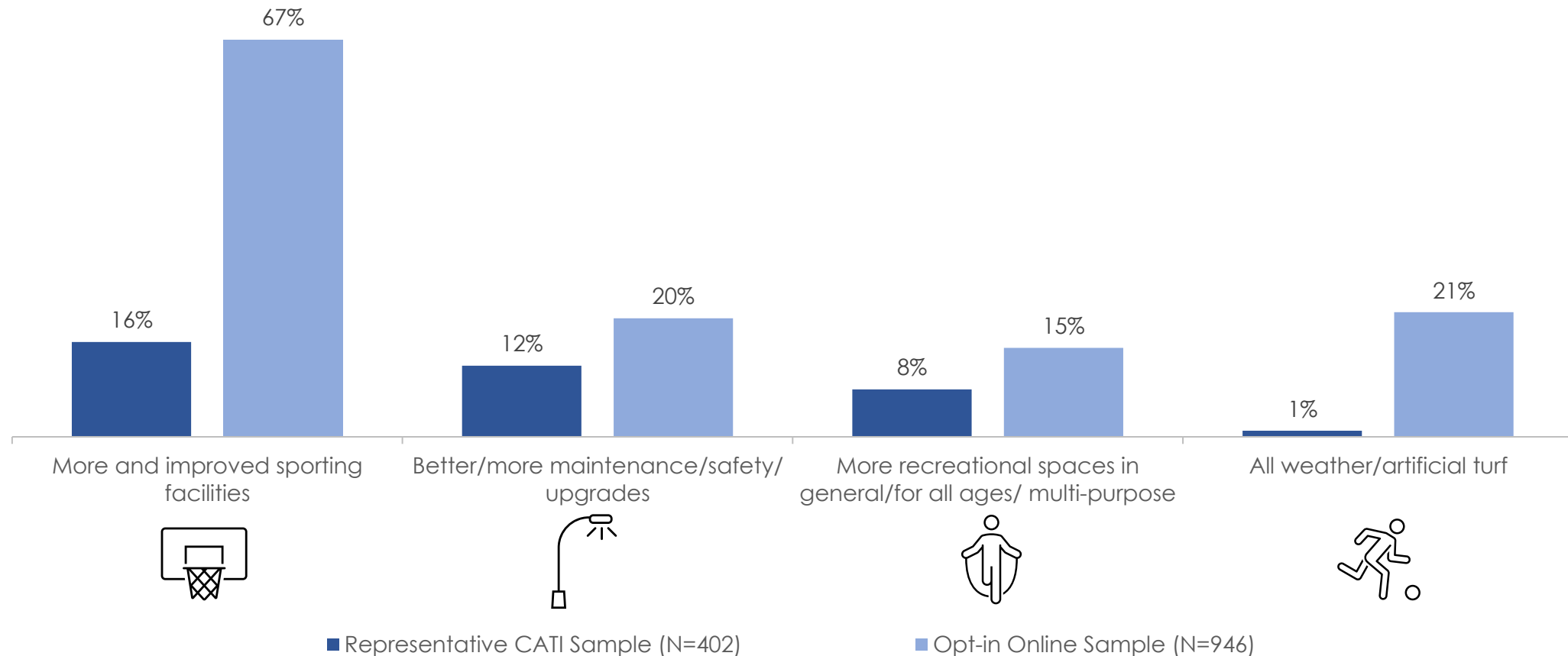
# Sampling

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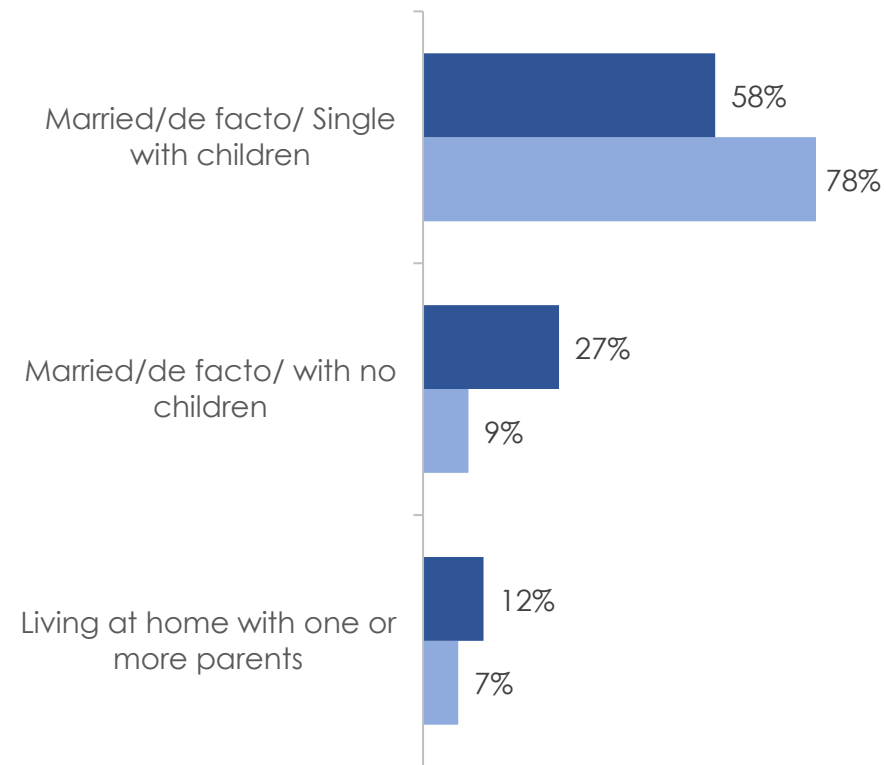
# Representative Sample vs Online Engagement Sample

Main Priority for Future Recreation Facilities in the LGA – Unprompted

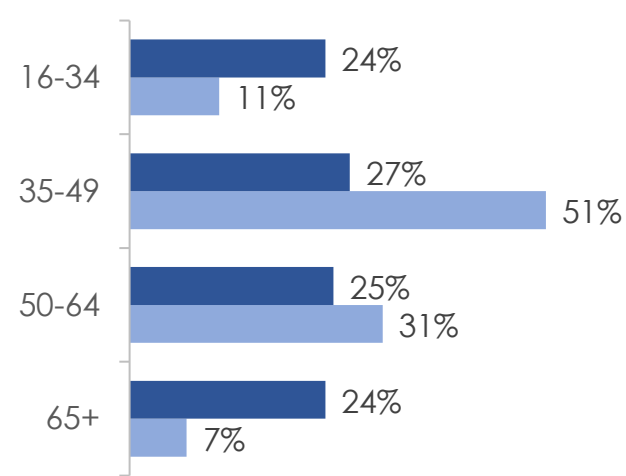


# Representative Sample (n=402) vs Online Engagement Sample (n=946)

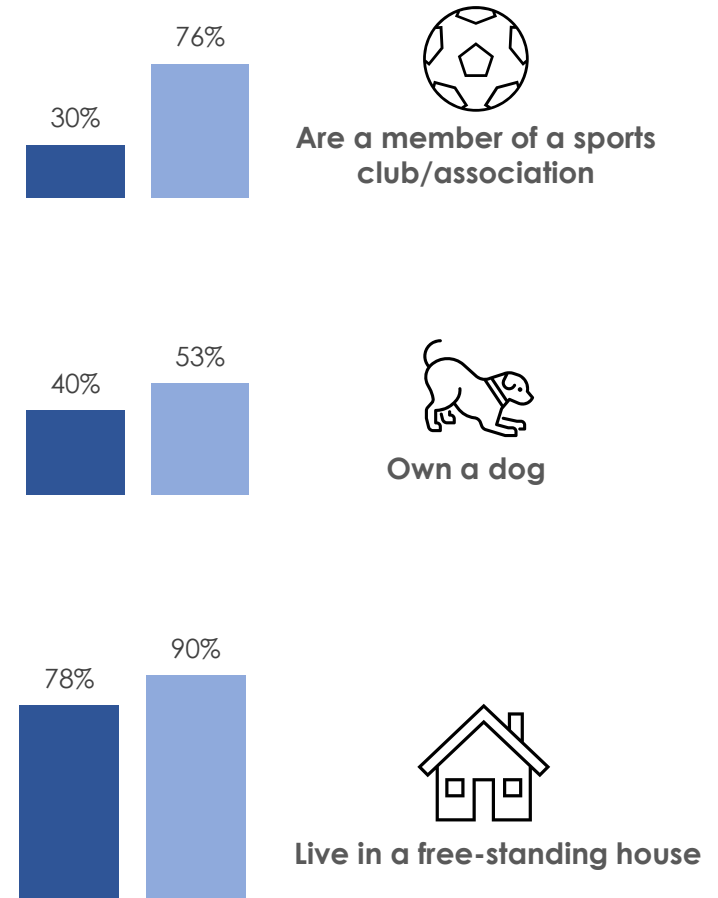
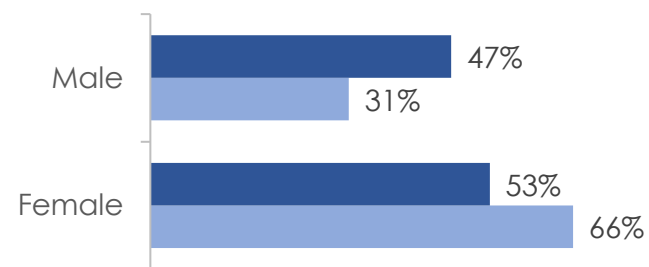
## Household type



## Age



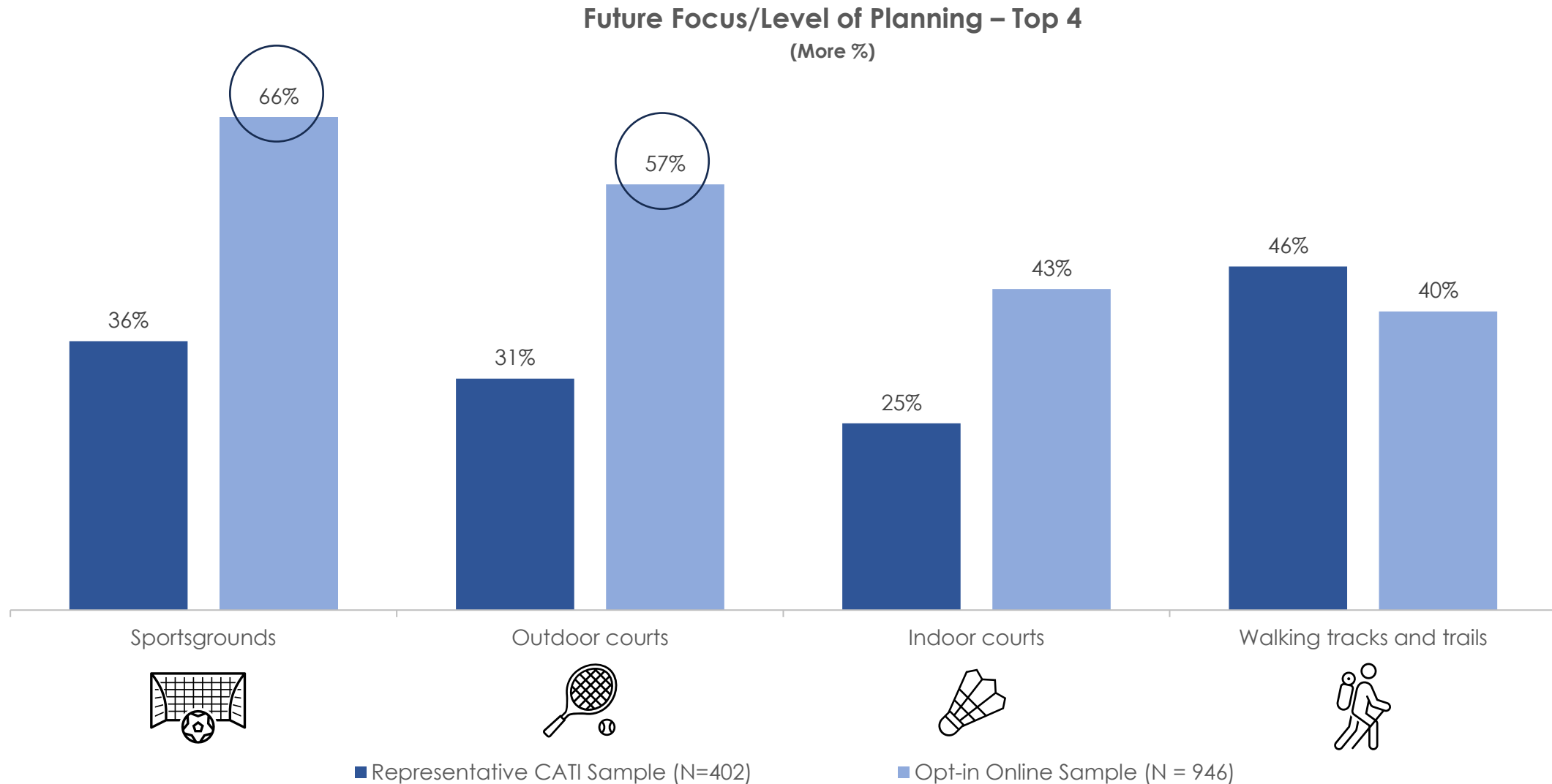
## Gender



Note that the average in the light blue appears to be 35-49 y/o females, living in a single unit dwelling, married with children and own a dog.



# Representative Sample v Online Engagement Sample



Q. For each of the following recreational spaces, please tell me if it is a priority to you, and then if you think the future focus and level of planning for these facilities should be more, the same, or less in the LGA.



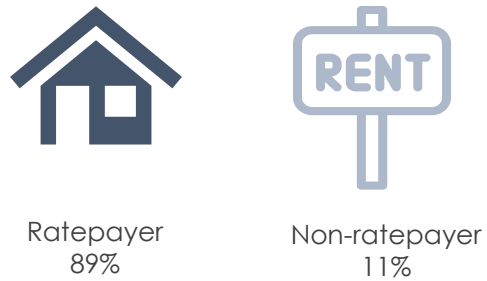
# Sample Profile

The sample was weighted by age and gender to reflect the 2021 ABS Census data for Wingecarribee Shire Council LGA.

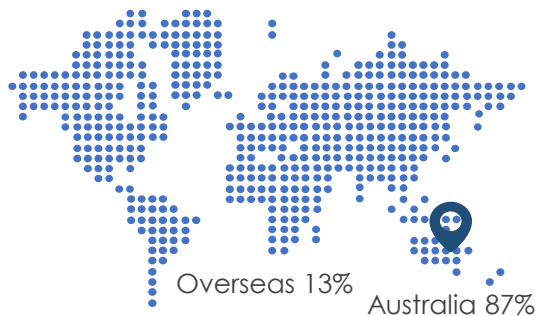
## Gender



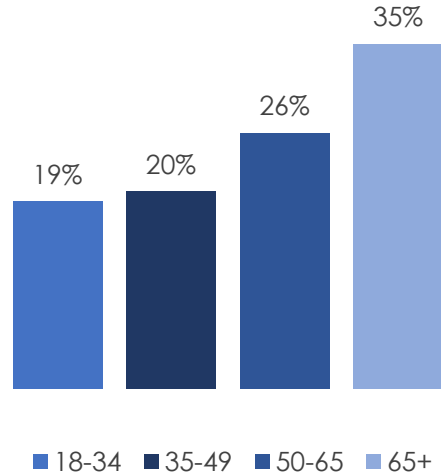
## Ratepayer status



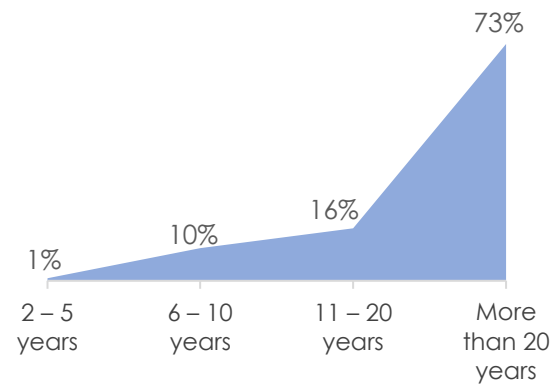
## Country of birth



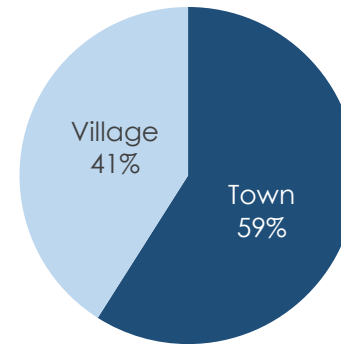
## Age



## Time lived in the area



## Town/village



## Location

Specific Location	Total %
Bowral	21%
Moss Vale	21%
Mittagong	17%
Hill Top	6%
Colo Vale	5%
Bundanoon	4%
Robertson	4%
Burradoo	3%
Renwick	3%
Yerrinbool	2%
Exeter	2%
Willow Vale	2%
Welby	1%
Berrima	1%
Sutton Forest	1%
New Berrima	1%
Braemar	1%
Wingello	1%
Balmoral	1%
High Range	1%
Kangaloon	1%
Wildes Meadow	1%
Aylmerton	<1%
Fitzroy Falls	<1%
Burrawang	<1%
Canyonleigh	<1%
Penrose	<1%
Other	1%



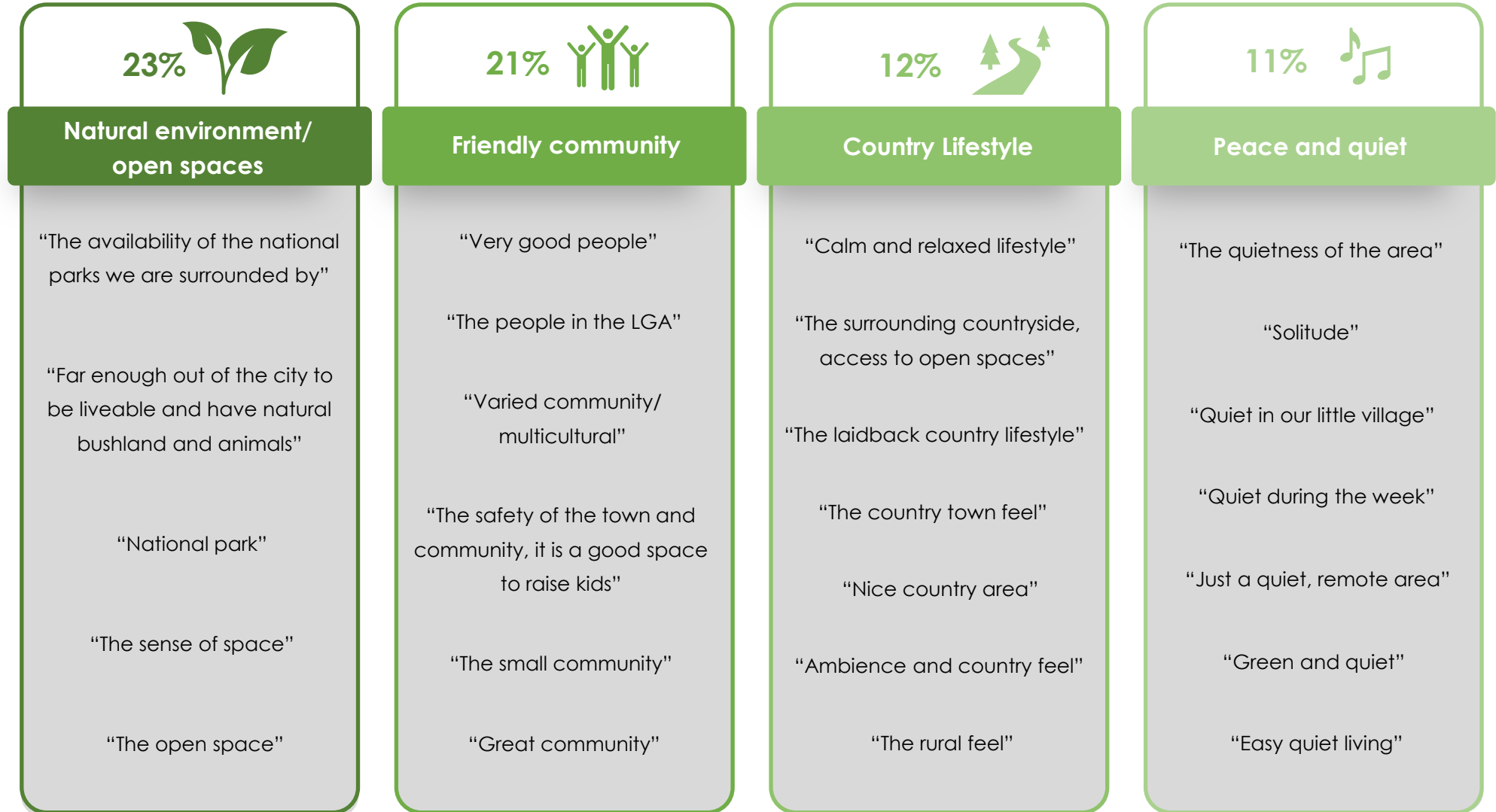
## Living in the Wingecarribee LGA



# Best Things about Living in the LGA: Top 4 Mentions

When asked what are the best things about living in the Wingecarribee Shire area, 23% stated the natural environment and open spaces. Other frequently mentioned areas include friendly community, country lifestyle and the peace and quietness.

The following slide shows the complete list of responses compared to 2022 results.



Base: N = 400

Q6a. Thinking generally about living in the Wingecarribee area, what do you feel is the best thing about living here?

# Best Things about Living in the LGA

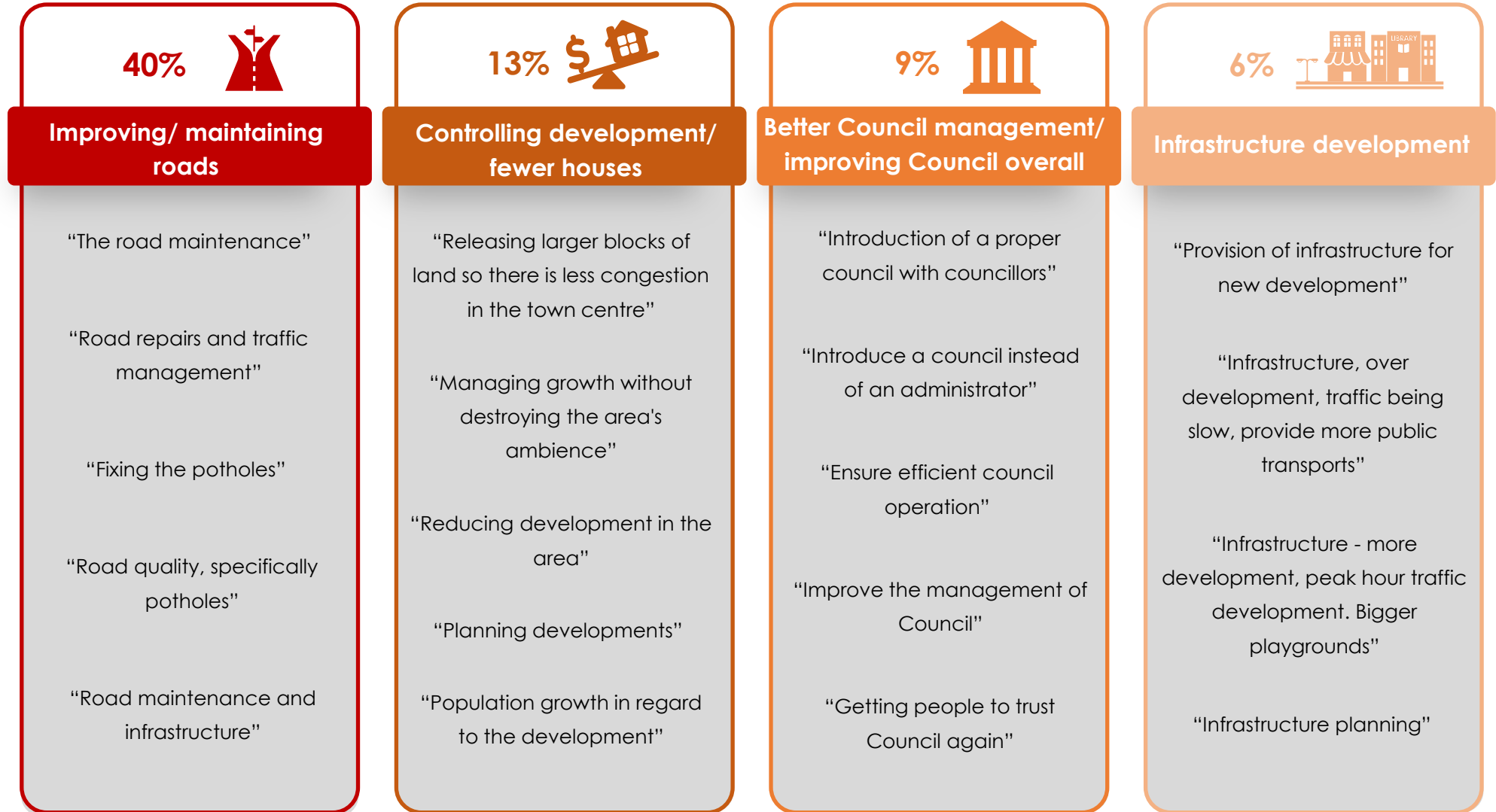
Compared to 2022, mention of friendly community as the best thing about living in the area significantly increased, while significantly fewer residents stated the 'overall atmosphere'. This indicates that the community bonding has strengthened under the management of Council and their valued aspects about living in Wingecarribee have become more specific.

Best things about living in the LGA	2024 (N=400)	2022 (N=402)	Best things about living in the LGA	2024 (N=400)	2022 (N=402)	Best things about living in the LGA	2024 (N=400)	2022 (N=402)
Natural environment/open space	23%	21%	Close to family	2%	1%	Good place for families	1%	2%
Friendly community	21%	11%	Safety	2%	2%	Good schooling	<1%	<1%
Country lifestyle	12%	12%	Cleanliness	1%	1%	Less traffic	<1%	<1%
Peace and quiet	11%	10%	Good place to live	1%	1%	Council runs the area well	<1%	<1%
Central location/proximity to Sydney	10%	11%	It's home	1%	1%	Local demographics	<1%	<1%
Climate/weather	6%	6%	History of the area	1%	1%	Everything	<1%	1%
Fresh/clean air	5%	2%	Employment opportunities	1%	1%	Healthcare systems	<1%	<1%
Away from the city	3%	2%	Overall atmosphere	1%	7%	Nothing/don't know	2%	1%
Access to services/facilities	3%	4%	Quality of life	1%	<1%			
Not overcrowded/busy	3%	6%	Area is growing	1%	1%			

# Top Priority for Council to Focus on: Top 4 Mentions

When asked what are the priority areas facing the Wingecarribee Shire area over the next four years, 40% stated improving/maintaining roads. Other frequently mentioned priority areas include controlling development/ fewer houses, better Council management/improving Council overall and infrastructure development.

The following slide shows the complete list of responses compared to 2022 results.



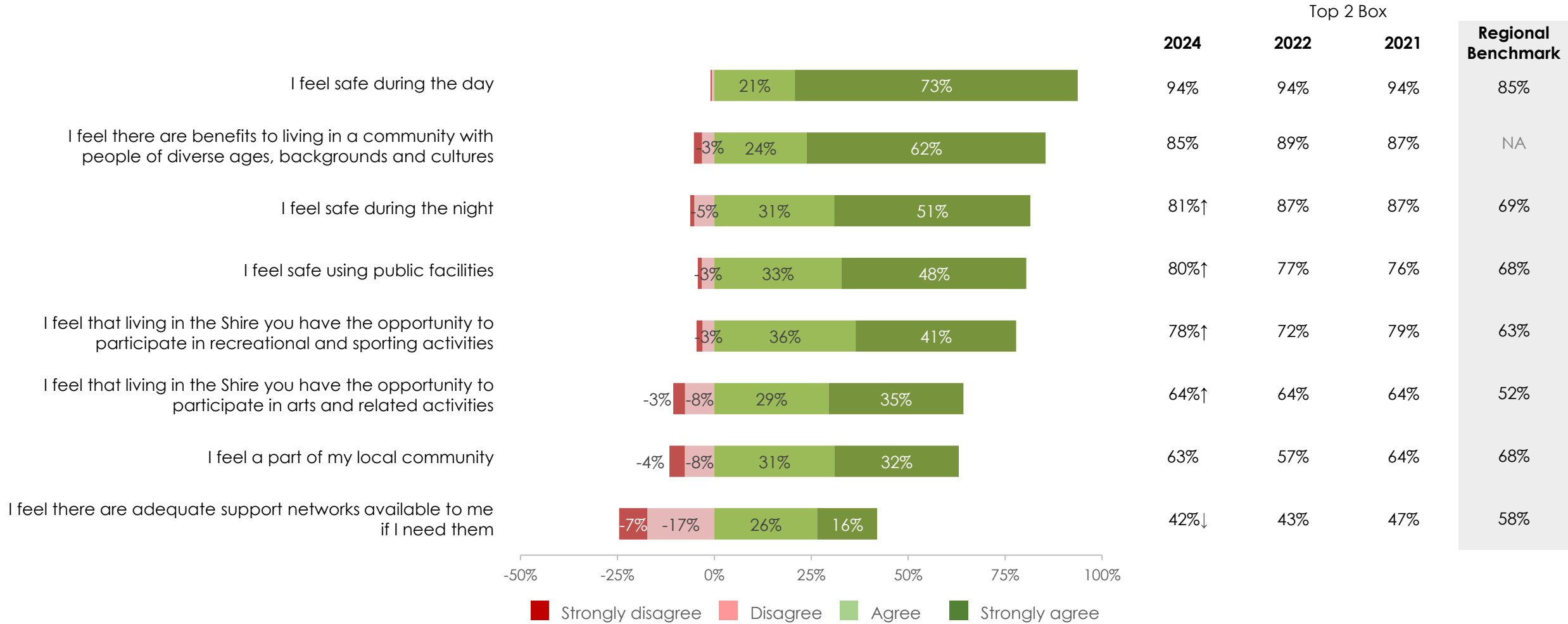
# Top Priority for Council to Focus on

There has been a significant increase in the proportion of residents stating that controlling development/less houses and better Council management will be the highest priority issue for area in the next 4 years. Although still a considerable amount, the priority on infrastructure development has lessened from 2022.

Priority areas	2024 (N=400)	2022 (N=402)	Priority areas	2024 (N=400)	2022 (N=402)
Improving/maintaining roads	40%	41%	Support for the elderly	1%	1%
Controlling development/less houses	13%	8%	Healthcare	1%	<1%
Better Council management/improving Council overall	9%	7%	Keeping area the same	1%	1%
Infrastructure development	6%	13%	Increasing number of schools	1%	2%
Traffic management	5%	4%	Childcare	1%	0%
Protecting/maintaining the environment	4%	3%	Update/beautify area	1%	1%
More facilities	2%	2%	More residential development	<1%	1%
More car parking	2%	2%	Making decisions on major issues quickly	<1%	<1%
Affordable housing	2%	1%	Amenities	<1%	<1%
Services/facilities for youth	2%	4%	Equal distribution of resources	<1%	<1%
Public transport	1%	1%	Preserving the history	<1%	1%
Population growth	1%	6%	Employment opportunities	<1%	0%
Planning/growth of the area	1%	<1%	Support for local business	<1%	1%
Tourism (accommodation for tourists)	1%	0%	Waste management	<1%	1%
Arts/entertainment	1%	0%	Moss Vale bypass	<1%	<1%
Communicate/listen to the community	1%	2%	Preventing fire hazards	<1%	<1%
Improving/maintaining footpaths/cycleways	2%	2%	Provision of facilities for the disabled	<1%	1%
Looking after the community	1%	<1%	Other	1%	<1%
Water and sewerage	1%	0%	Nothing/don't know	1%	2%
Better drainage	1%	0%			

# Agreement Statements

94% of residents stated that they feel safe during the day living in Wingecarribee Shire LGA, making it the top-rated measure. Safety is one of the privileges of living in Wingecarribee, as significantly more residents agree that they feel safe during the night and when using public facilities compared to our Regional Benchmark. Also, more residents agree that they have enough opportunities to participate in sports and arts compared to benchmark.



Base: N = 400

Note: Data labels of <3% have not been shown above

Q9. On a scale of 1 to 5, where 1 is strongly disagree and 5 is strongly agree, how strongly do you agree or disagree with the following statements?

**Note:** Benchmark differences are based on assumed variants of +/- 10%, with variants beyond +/- 10% more likely to be significant

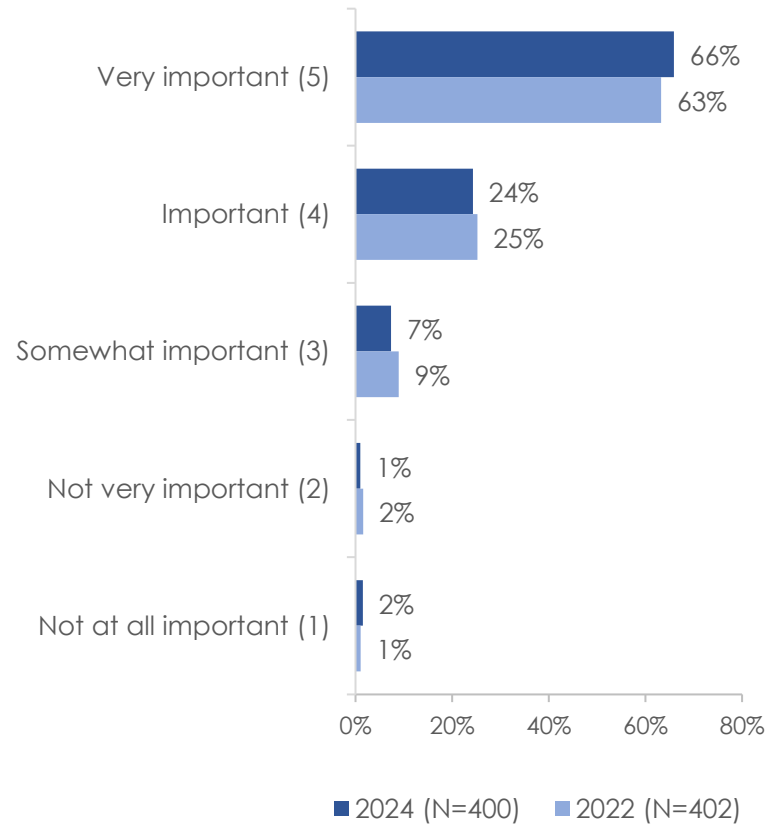
↑↓ = positive/negative difference equal to/greater than 10% from Benchmark.



# Community Strategic Plan

# Community Strategic Plan – Leadership

90% of residents stated that the theme 'Leadership' is important for the long-term future of the Wingecarribee area, which is on par with 2022. Females are significantly more likely to cite it as important.



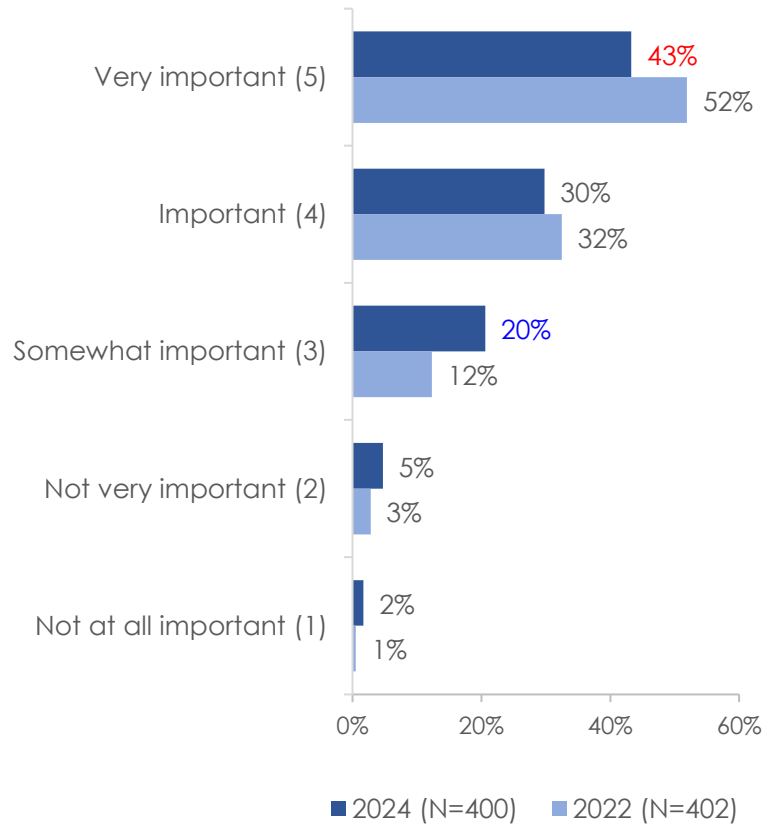
	Overall 2024	Overall 2022	Male	Female	18-34	35-49	50-64	65+	Town	Village
Top 2 Box %	90%	88%	87%	93%	86%	88%	89%	94%	88%	93%
Mean rating	4.52	4.48	4.40	4.63	4.41	4.56	4.54	4.54	4.46	4.61
Base	400	402	190	210	76	82	102	140	235	165

Q10a. Thinking about the theme of "Leadership" which covers how the Council engages with the community, plans for the future, involves the community in decision making and manages resources... How important do you think this theme is for the long-term future of the region?

Scale: 1 = not at all important, 5 = very important  
A significantly higher/lower percentage/rating (by group)

# Community Strategic Plan – People

73% of residents stated that the theme 'People' is important for the long-term future of the Wingecarribee area, which is significantly lower compared to 2022. Males and younger residents (18-34) are significantly less likely to state it is important.



	Overall 2024	Overall 2022	Male	Female	18-34	35-49	50-64	65+	Town	Village
Top 2 Box %	73%	84%	65%	80%	61%	78%	80%	72%	75%	70%
Mean rating	4.08	4.32	3.83	4.31	3.88	4.18	4.20	4.05	4.14	4.00
Base	400	402	190	210	76	82	102	140	235	165

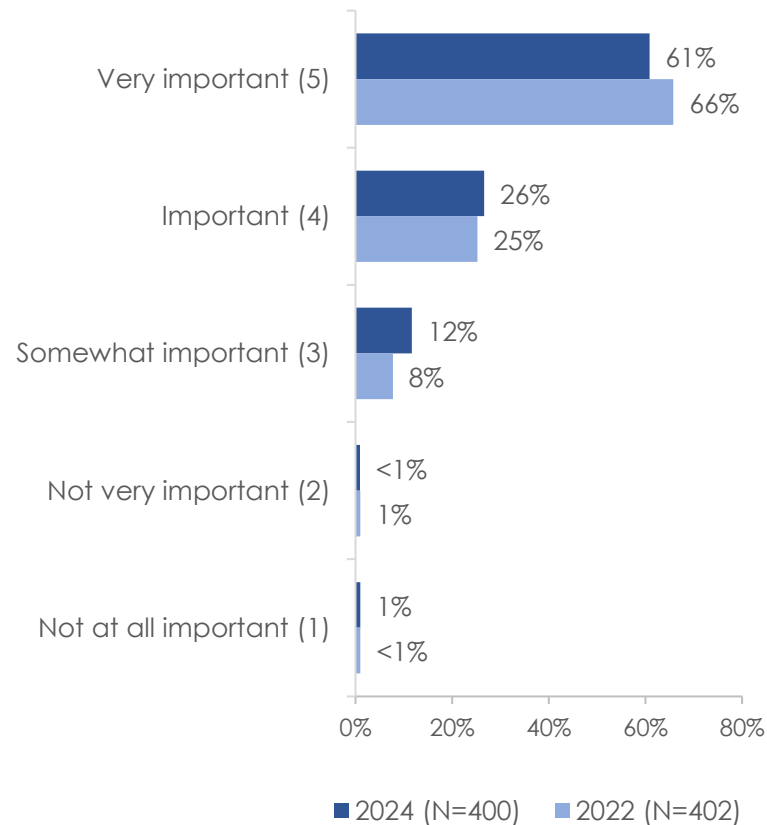
Q10b. Thinking about the theme of "People" which promotes community health and wellbeing, access to education, culture and the arts, and having inclusive, connected and diverse communities... How important do you think this theme is for the long-term future of the region?

Scale: 1 = not at all important, 5 = very important  
A significantly higher/lower percentage/rating (compared to 2022/by group)



# Community Strategic Plan – Places

87% of residents stated that the theme 'Place' is important for the long-term future of the Wingecarribee area, which is on par with 2022. Females and older residents (50+) are significantly more likely to state it is important.



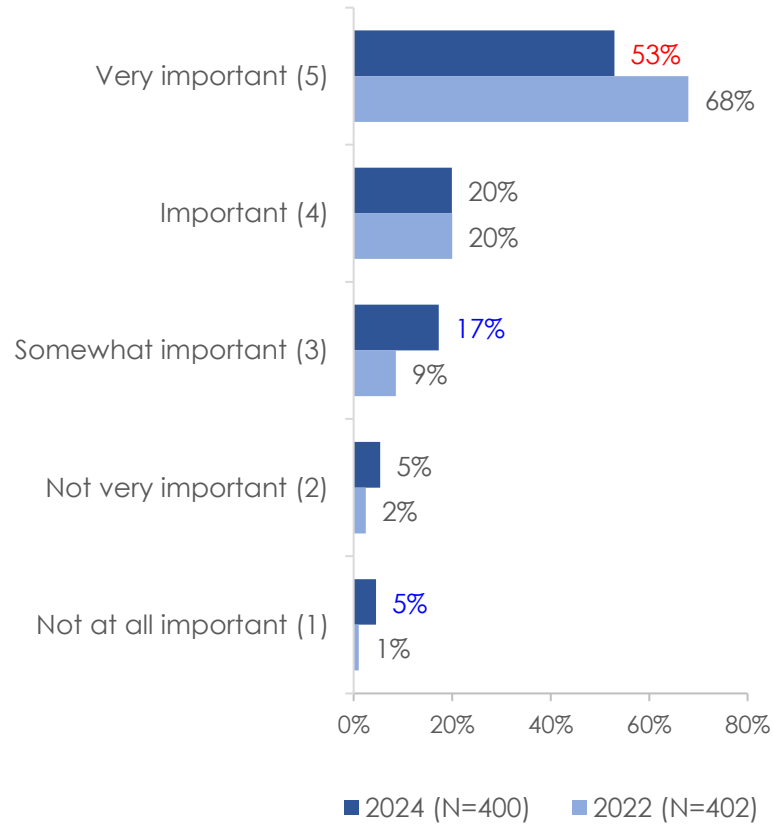
	Overall 2024	Overall 2022	Male	Female	18-34	35-49	50-64	65+	Town	Village
Top 2 Box %	87%	91%	81%	93%	80%	87%	93%	88%	89%	85%
Mean rating	4.47	4.55	4.28	4.63	4.29	4.49	4.61	4.44	4.49	4.44
Base	400	402	190	210	76	82	102	140	235	165

Q10c. Thinking about the theme of "Places" which covers access to housing, improved transport networks, vibrant local villages and town centres, provision of community facilities, and maintaining our unique local heritage... How important do you think this theme is for the long-term future of the region?

Scale: 1 = not at all important, 5 = very important  
A significantly higher/lower percentage/rating (by group)

# Community Strategic Plan – Environment

73% of residents stated that the theme 'Environment' is important for the long-term future of the Wingecarribee area, which is significantly lower compared to 2022. Females are significantly more likely to state it is important.



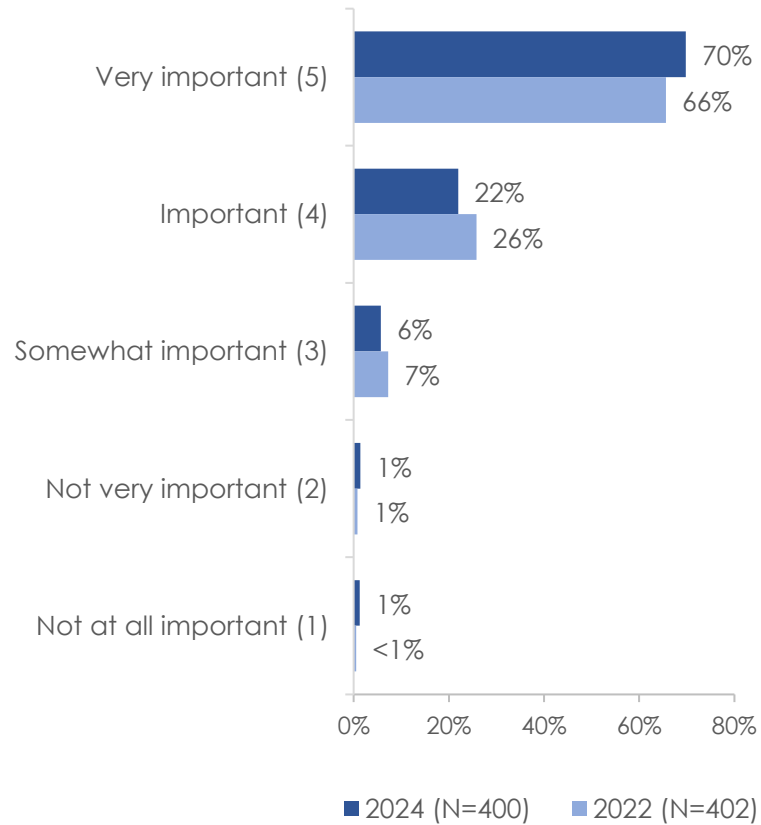
	Overall 2024	Overall 2022	Male	Female	18-34	35-49	50-64	65+	Town	Village
Top 2 Box %	73%	88%	62%	83%	74%	78%	76%	67%	74%	72%
Mean rating	4.11	4.51	3.76	4.43	4.11	4.25	4.14	4.02	4.11	4.12
Base	400	402	190	210	76	82	102	140	235	165

Q10d. Thinking about the theme of "Environment" which includes protecting and enhancing our natural environment, living more sustainably, addressing climate change and managing and reducing waste... How important do you think this theme is for the long-term future of the region?

Scale: 1 = not at all important, 5 = very important  
A significantly higher/lower percentage/rating (compared to 2022/by group)

# Community Strategic Plan – Economy

92% of residents stated that the theme 'Economy' is important for the long-term future of the Wingecarribee area, which is on par with 2022.



	Overall 2024	Overall 2022	Male	Female	18-34	35-49	50-64	65+	Town	Village
Top 2 Box %	92%	91%	89%	94%	90%	93%	89%	94%	93%	90%
Mean rating	4.58	4.55	4.49	4.66	4.53	4.66	4.57	4.55	4.57	4.58
Base	400	402	190	210	76	82	102	140	235	165

Q10e. Thinking about the theme of "Economy" which includes supporting local business and industry (including agriculture), creating local jobs, encouraging innovative technologies and sustainable tourism, and providing opportunities for training and skills development. How important do you think this theme is for the long-term future of the region??

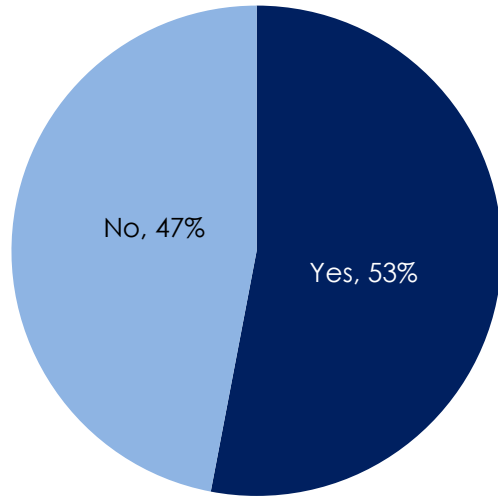
Scale: 1 = not at all important, 5 = very important  
A significantly higher/lower percentage/rating (compared to 2022/by group)



## Contact with Council

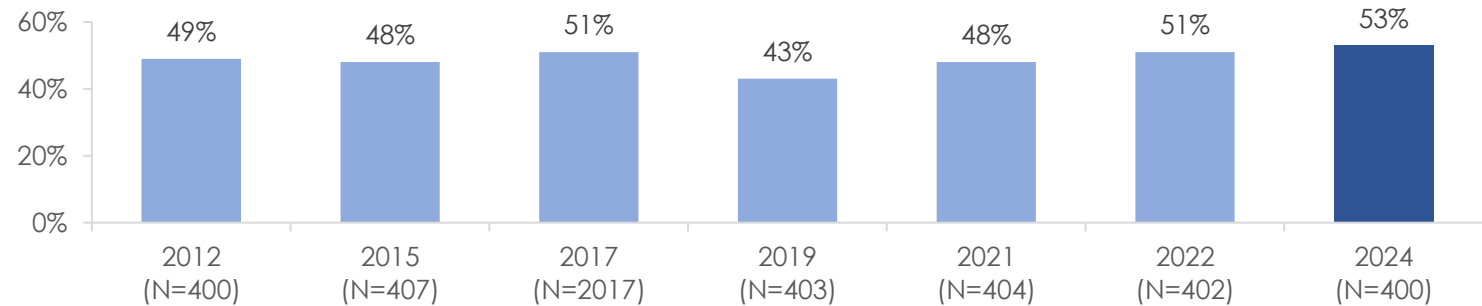
# Contact with Council

53% of residents stated that they had contacted Council in the last 12 months, which has continuously increased since 2019. Although not significant, those located in 'village' were more likely to have contacted Council in the last 12 months.



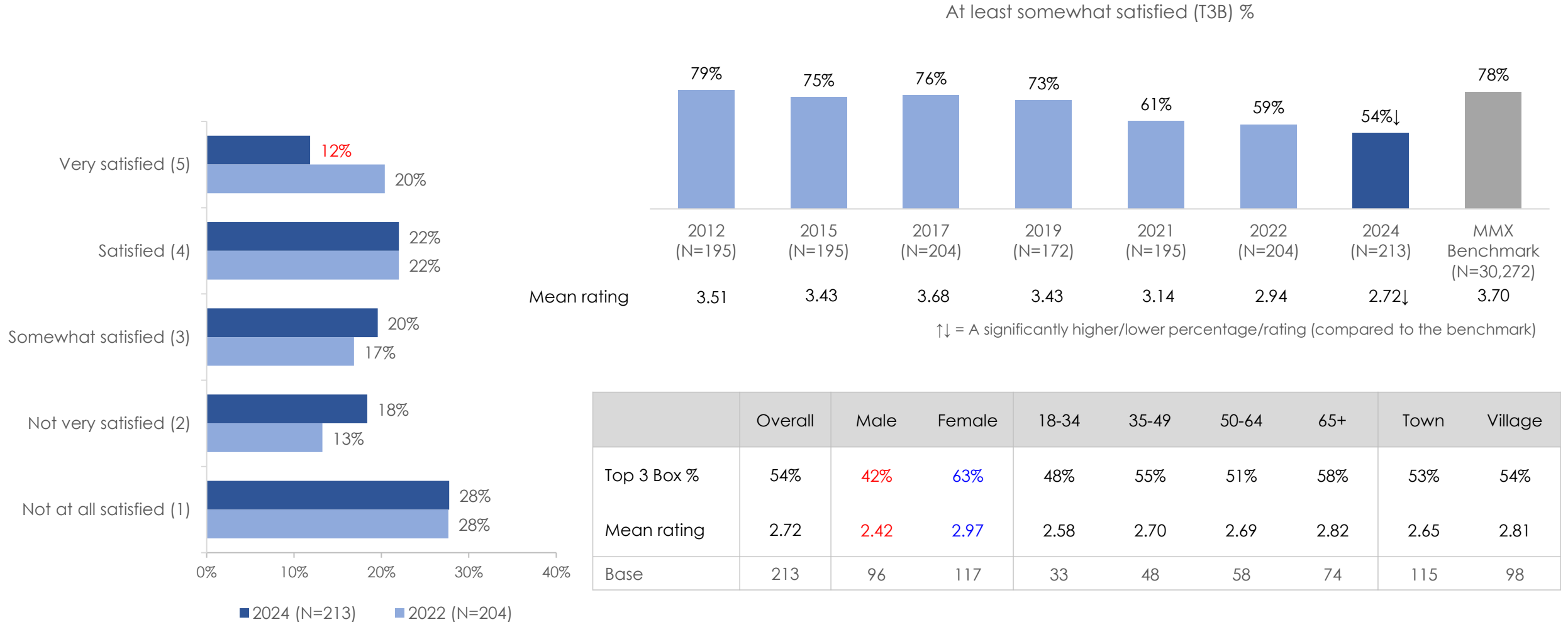
	Overall 2024	Male	Female	18-34	35-49	50-64	65+	Town	Village
Yes %	53%	51%	56%	43%	58%	57%	53%	49%	59%
Base	400	190	210	76	82	102	140	235	165

'Yes' (%) Year-on-year comparison



# Satisfaction with Contact

54% of residents who had contacted Council in the last 12 months are at least somewhat satisfied with the way their contact was handled, which is on par with 2022. However, there has been a declining trend in satisfaction with contact since 2019. Males are significantly less likely to be satisfied with the way their contact was handled.





## Council Administrator

# Awareness of the Council Administrator

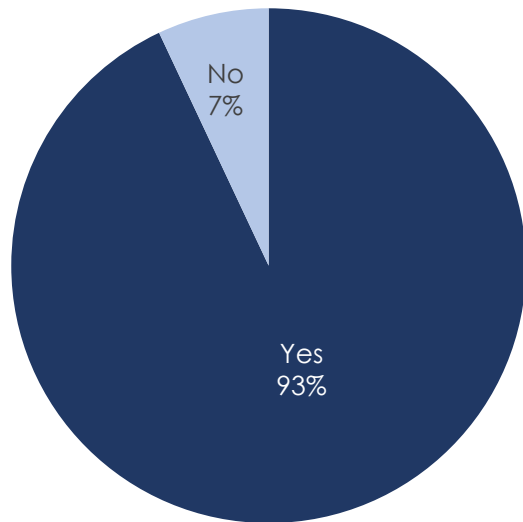
93% of residents are aware that Council was under administration, which is consistent with 2022. Older residents (especially for those aged 65+) are significantly more likely to be aware of the Council Administrator. Noticeably, 76% of younger residents aged 18-34 are aware of the Administration this year, which is even lower compared to 2022 (86%).



Administration was explained to respondents as below:

*"The Wingecarribee Shire Council is currently under administration.*

*In 2021, Mr. Viv May was appointed Administrator for Wingecarribee Shire Council. He was installed by the NSW Government to take over council operations and decisions, effectively replacing the role previously performed by the Mayor and Councillors. This situation will remain in place until the September 2024 Council Elections."*



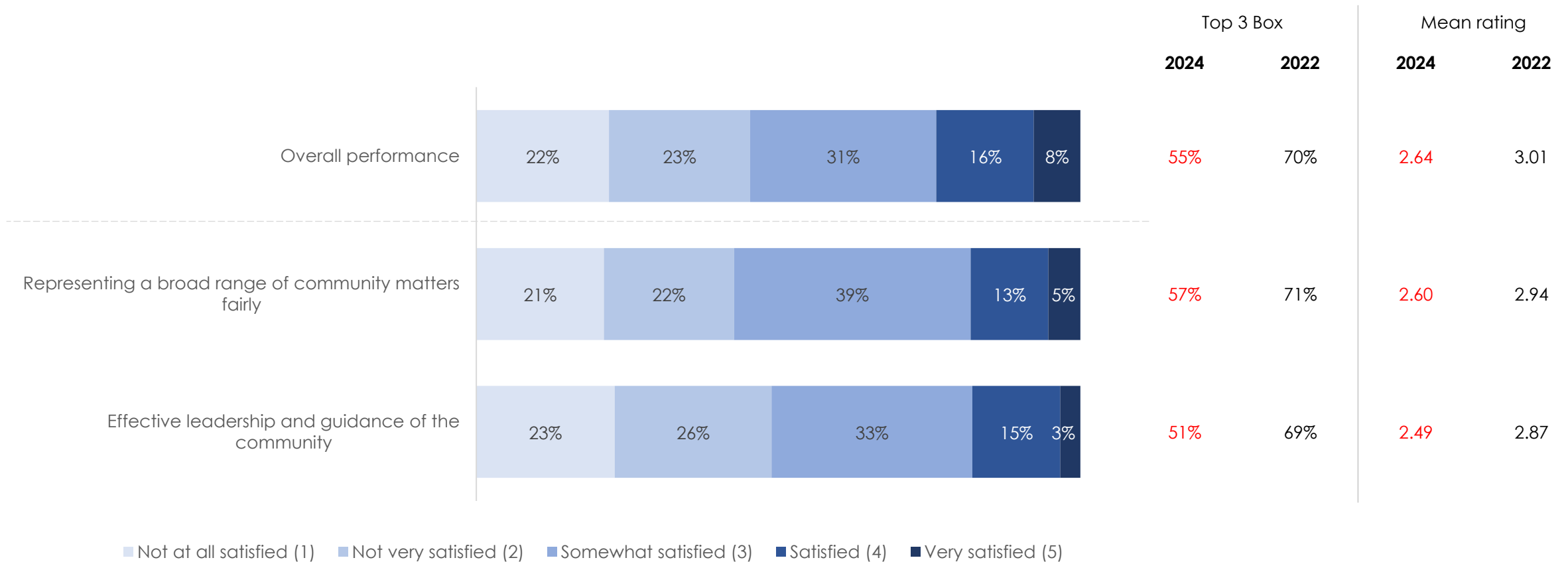
Base: N=400

	Overall 2024	Overall 2022	Male	Female	18-34	35-49	50-64	65+	Town	Village
Yes %	93%	94%	92%	94%	76%	92%	96%	100%	93%	93%
Base	400	402	190	210	76	82	102	140	235	165



# Satisfaction with the Council Administrator

57% or fewer of residents are at least somewhat satisfied with the criteria shown in the chart, which has decreased significantly from 2022. Demographically, older residents (65+) are more likely to be satisfied with the performance of the Council Administrator.



Base: N = 400

Q8b. Thinking specifically about the current administrator, how satisfied are you with their performance on the following?  
 Q8c. Thinking overall about the current administrator, how satisfied are you with their overall performance?

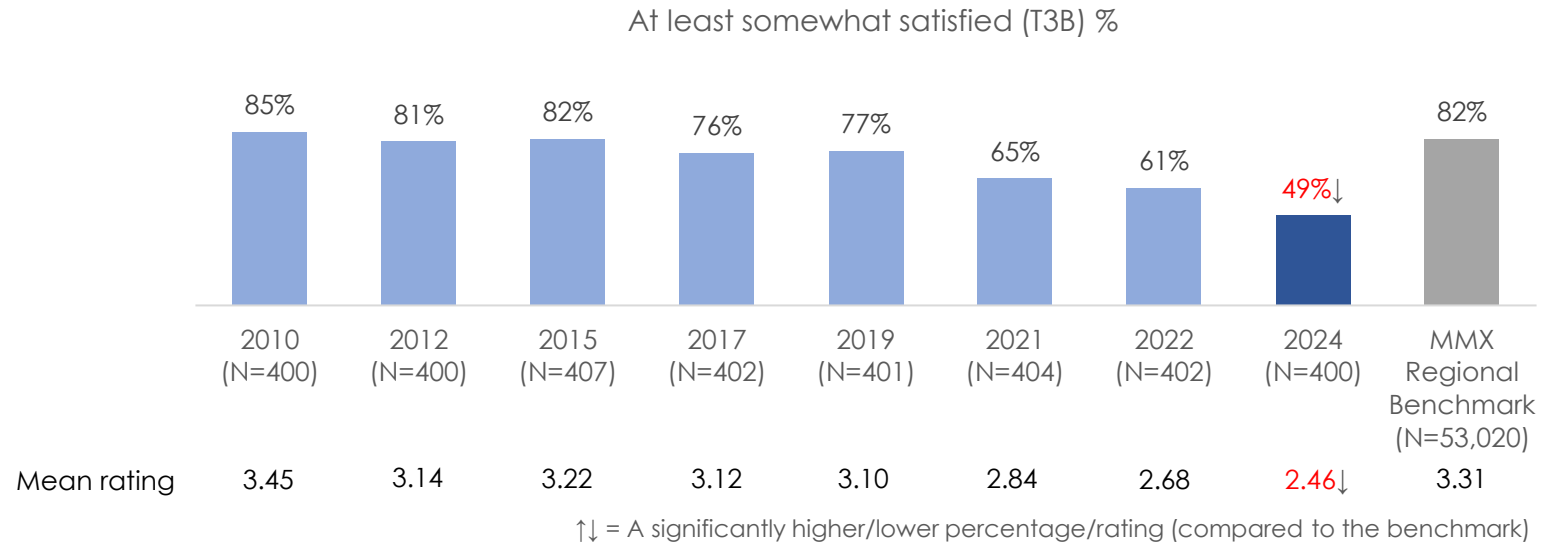
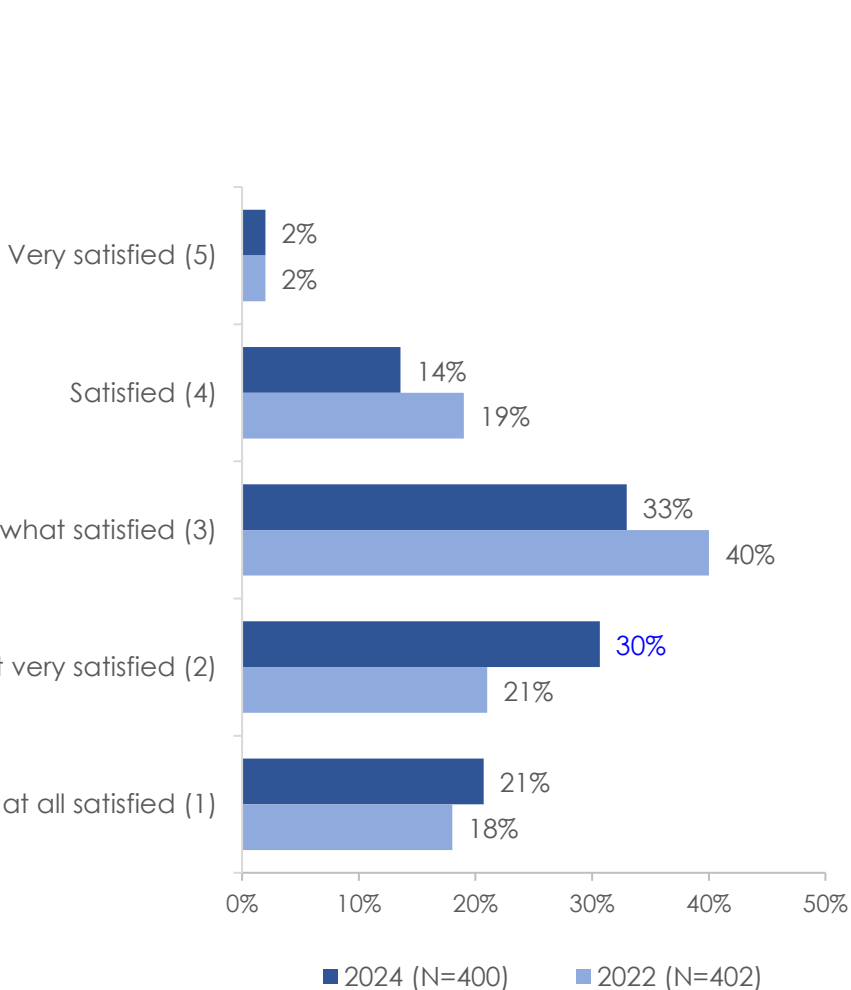
Please see Appendix 1 for results by demographics  
 A significantly higher/lower percentage (by year)



## Community Priorities & Council Delivery

# Overall Satisfaction

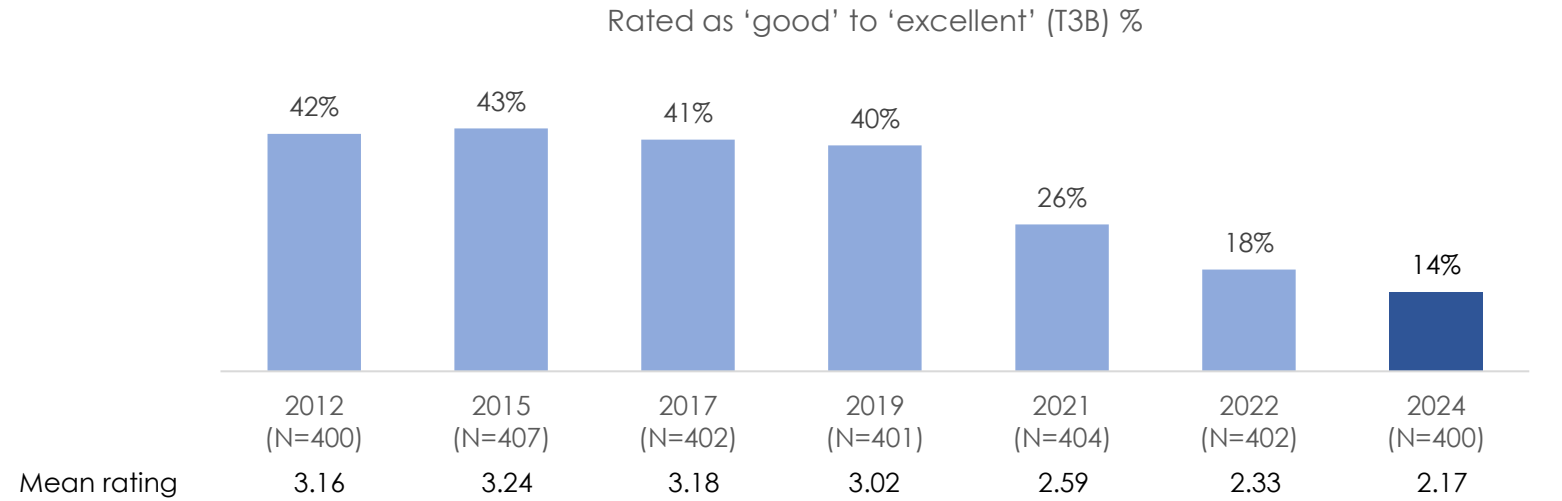
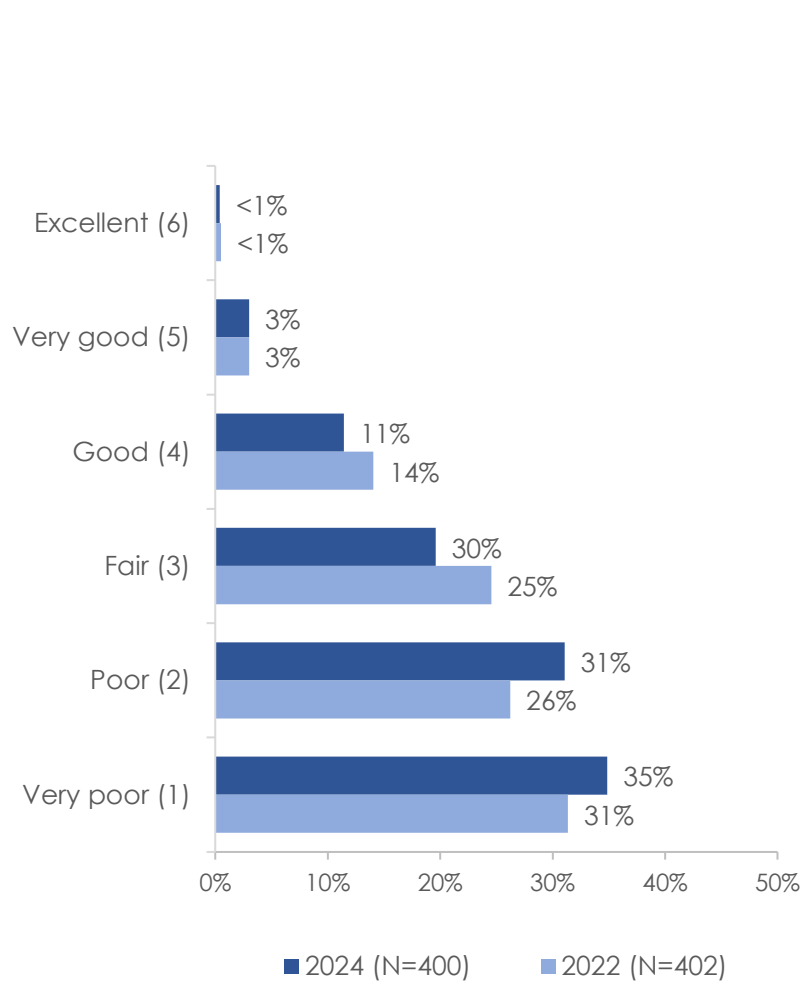
49% of residents are at least somewhat satisfied with the performance of Council for the last 12 months, which is significantly lower compared to previous years and our Regional Benchmark. Meanwhile, there is a clear trend that residents' overall satisfaction has declined continuously since 2019.



	Overall	Male	Female	18-34	35-49	50-64	65+	Town	Village
Top 3 Box %	49%	43%	54%	45%	43%	46%	55%	50%	46%
Mean rating	2.46	2.33	2.57	2.49	2.30	2.43	2.55	2.45	2.47
Base	400	190	210	76	82	102	140	235	165

# Council's Image

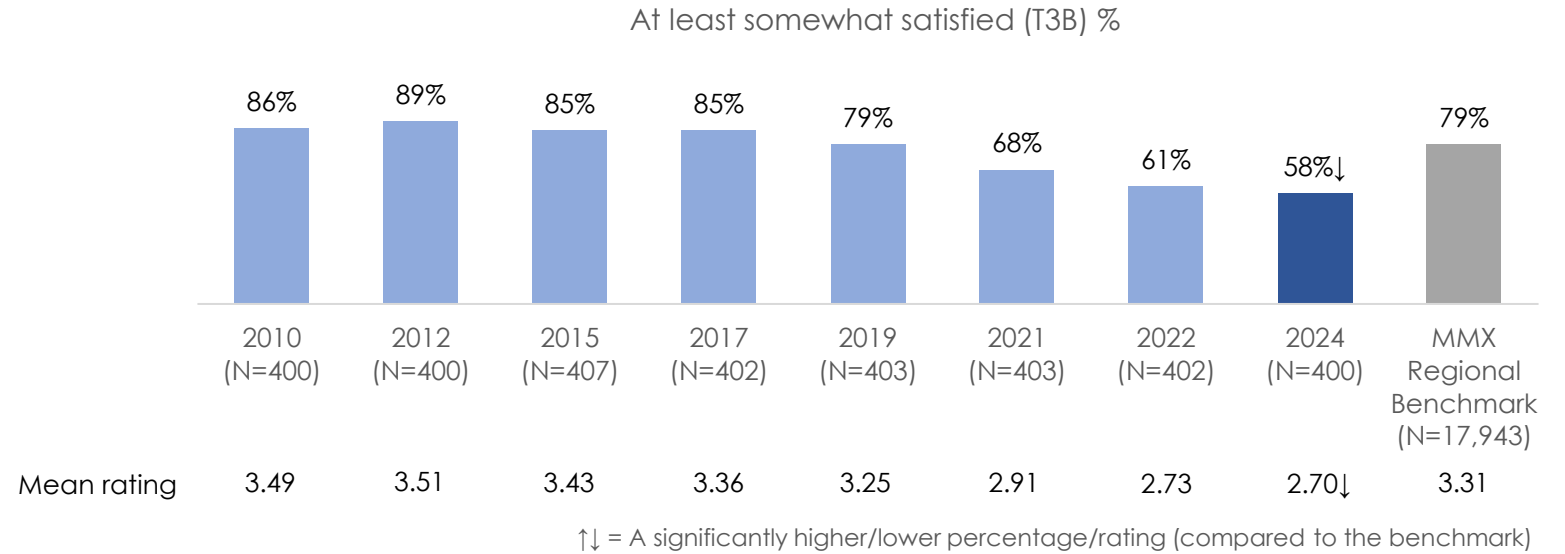
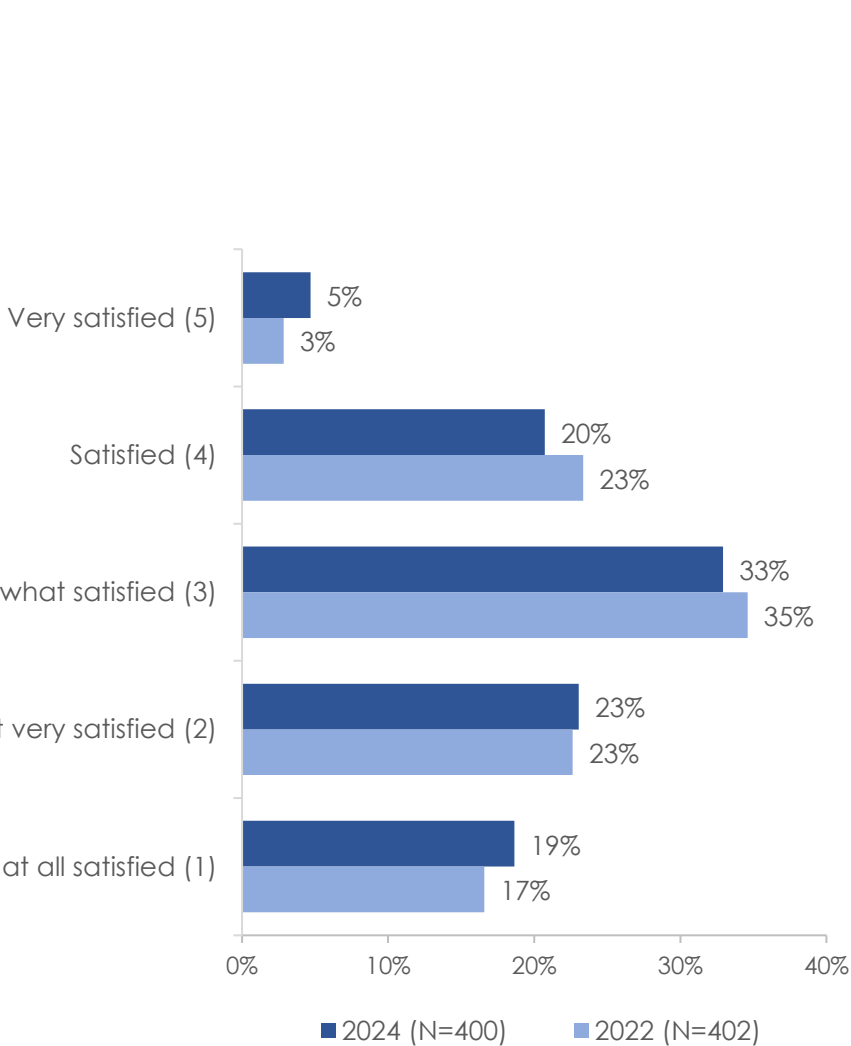
14% of residents rated Council's image within the community as 'good' to 'excellent', which is on par with 2022. However, there was a significant decline across 2019 and 2021. This is possibly due to the impact of the introduction of the Administration in 2021.



	Overall	Male	Female	18-34	35-49	50-64	65+	Town	Village
Top 3 Box %	14%	12%	17%	14%	13%	12%	17%	15%	14%
Mean rating	2.17	2.10	2.23	2.14	1.98	2.10	2.34	2.15	2.19
Base	400	190	210	76	82	102	140	235	165

# Satisfaction with the Level of Communication

58% of residents are at least somewhat satisfied with the level of communication from Council, which is on par with 2022 but significantly lower than Regional Benchmark. Similar to overall satisfaction and the Council's image, a clear declining trend from 2019 was noted.

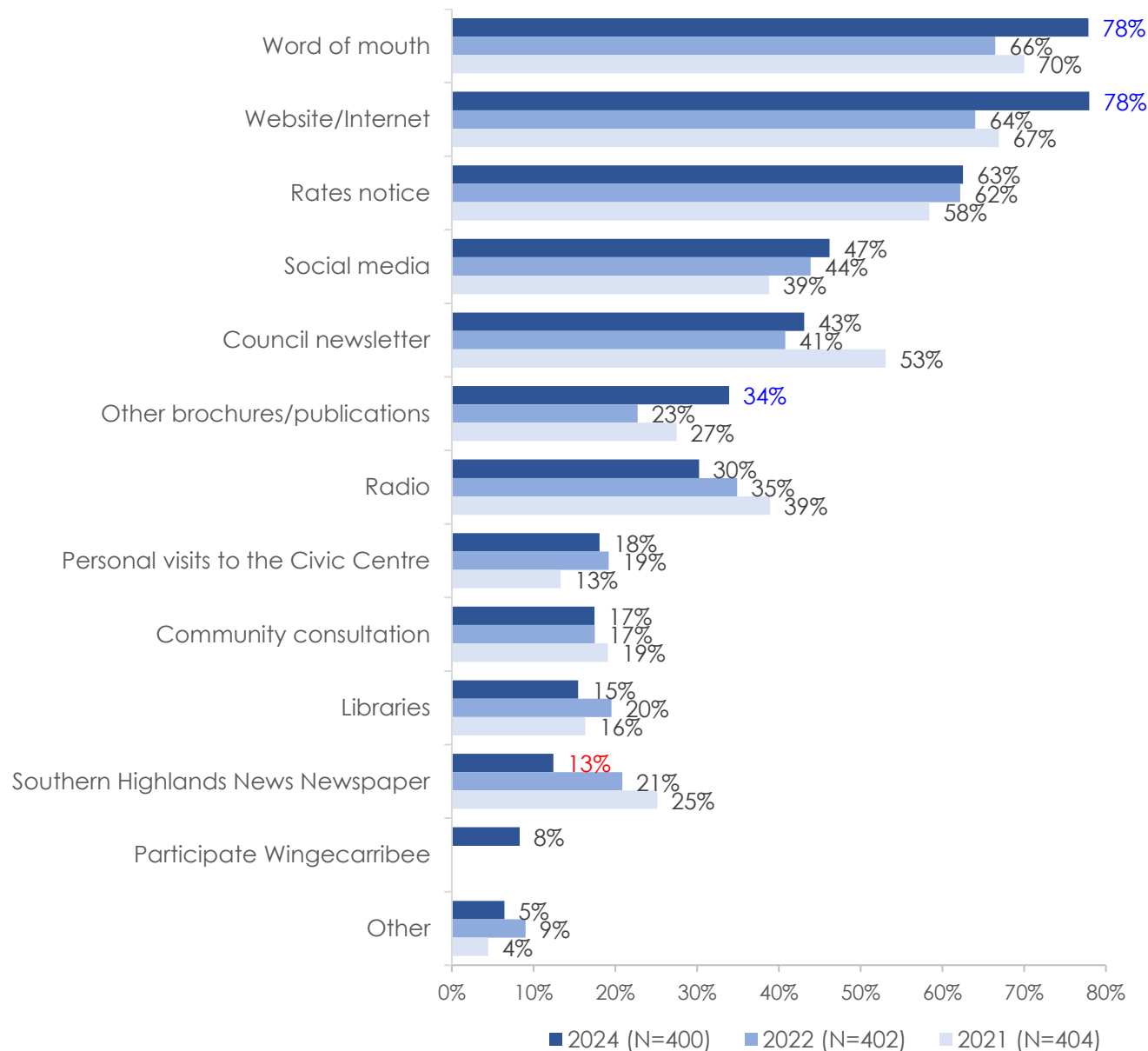


Mean rating	2010 (N=400)	2012 (N=400)	2015 (N=407)	2017 (N=402)	2019 (N=403)	2021 (N=403)	2022 (N=402)	2024 (N=400)	MMX Regional Benchmark (N=17,943)
Mean rating	3.49	3.51	3.43	3.36	3.25	2.91	2.73	2.70↓	3.31

↑↓ = A significantly higher/lower percentage/rating (compared to the benchmark)

	Overall	Male	Female	18-34	35-49	50-64	65+	Town	Village
Top 3 Box %	58%	54%	62%	53%	58%	59%	61%	57%	60%
Mean rating	2.70	2.61	2.77	2.61	2.67	2.71	2.76	2.67	2.74
Base	400	190	210	76	82	102	140	235	165

# Sources of Information about Council



Word of mouth and website/Internet have remained the most common methods for sourcing information about Council. Noticeably, the usage of social media has been increasing continuously since 2021.

Younger residents are more likely to source information via social media and those located in villages are more likely to rely on information with rates notices.

Other specified (2024)	Count
Phone	6
Email	4
Direct communication in person in other places	3
Mail	2
Other meetings	2
Nothing	5

# Importance & Satisfaction – Highest/Lowest Rated Services/Facilities

The analysis below identifies the highest and lowest rated services/facilities in terms of importance and satisfaction.

## Importance

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

Higher importance	T2 Box	Mean
Town drinking water quality	95%	4.74
Reliability of town water	94%	4.76
Domestic garbage collection	91%	4.58
Overall sewerage system performance	89%	4.58
Condition of local roads	87%	4.48

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

Lower importance	T2 Box	Mean
Provision and maintenance of swimming pools	55%	3.60
Support for arts and culture	58%	3.63
Revitalisation/beautification of town and village centres as well as the surrounding areas	58%	3.64
Availability of, and access to, public transport	59%	3.66
Protecting heritage values and buildings	60%	3.77

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

## Satisfaction

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

Higher satisfaction	T3 Box	Mean
Provision and operation of libraries	98%	4.11
Reliability of town water	96%	4.31
Overall sewerage system performance	91%	4.10
Domestic garbage collection	91%	4.03
Town drinking water quality	89%	3.91
Community safety/crime prevention	89%	3.63
Support for arts and culture	89%	3.59

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

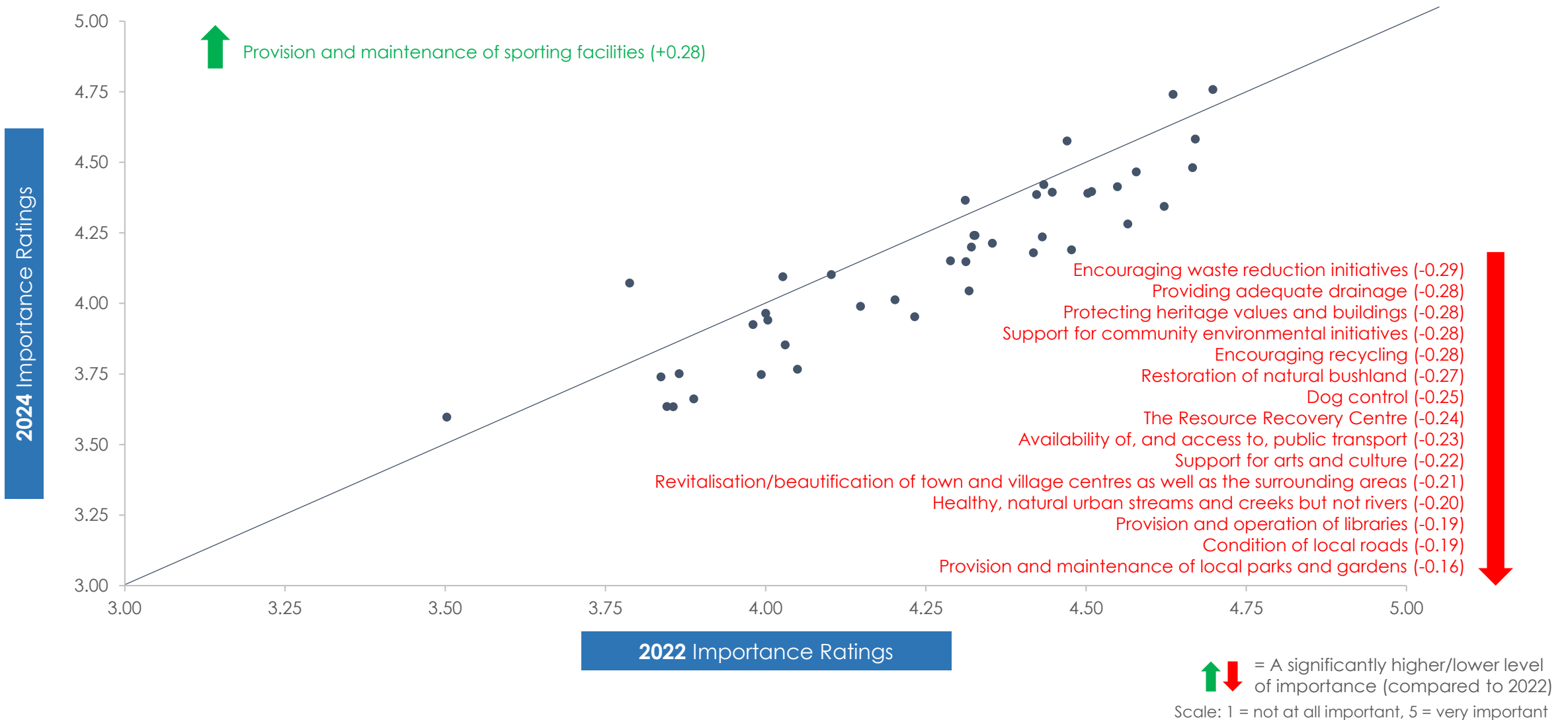
Lower satisfaction	T3 Box	Mean
Condition of local roads	12%	1.51
Opportunities to participate in Council decision making	37%	2.23
Managing development and growth	44%	2.26
Enforcement of development and building regulations	49%	2.40
Council provision of information to residents	53%	2.59

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

# Services and Facilities – Importance: Comparison by Year

The below chart compares the mean importance ratings for 2024 vs 2022.

Importance significantly increased for 1 of the 43 comparable services and facilities, there were also significant decreases in importance for 15 of the 43 services and facilities.

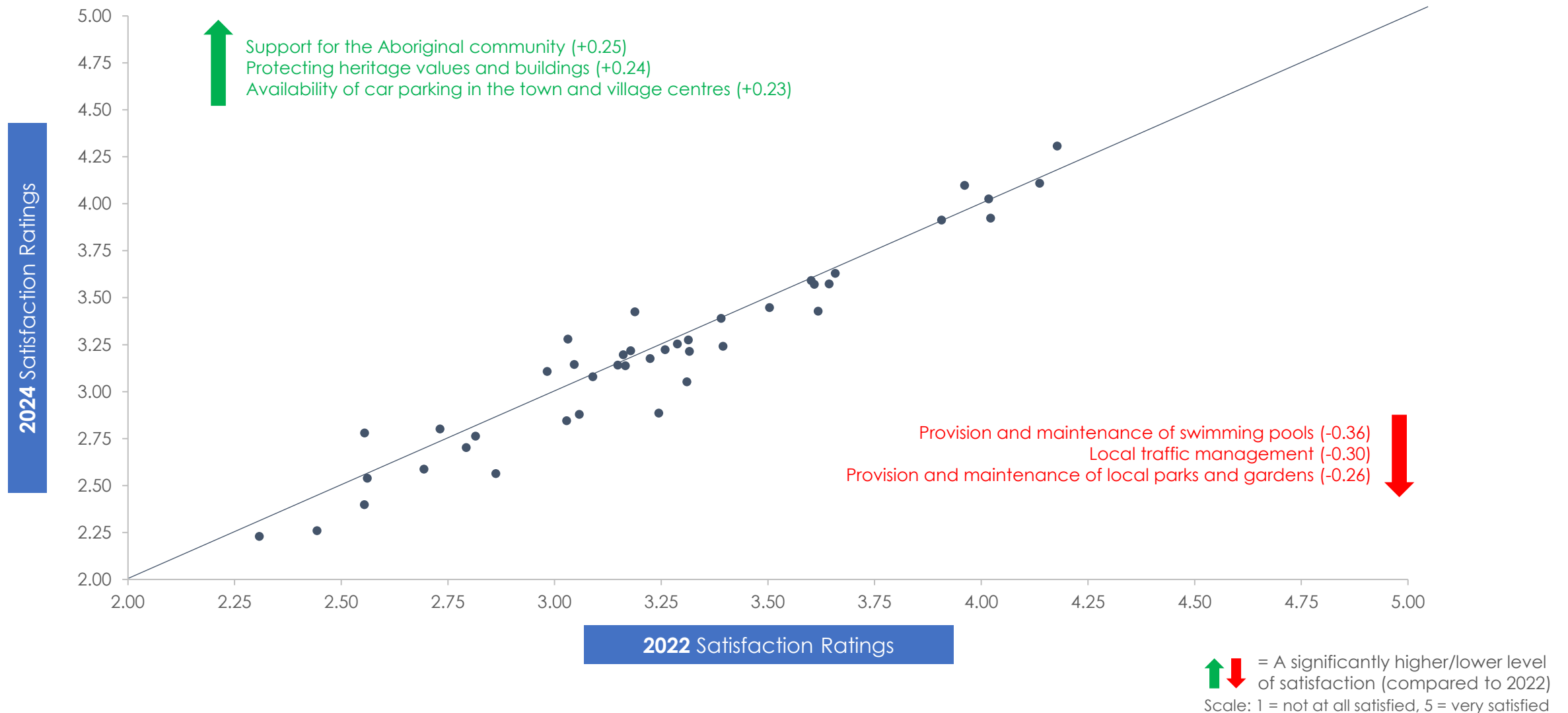




# Services and Facilities – Satisfaction: Comparison by Year

The below chart compares the mean satisfaction ratings for 2024 vs 2022.

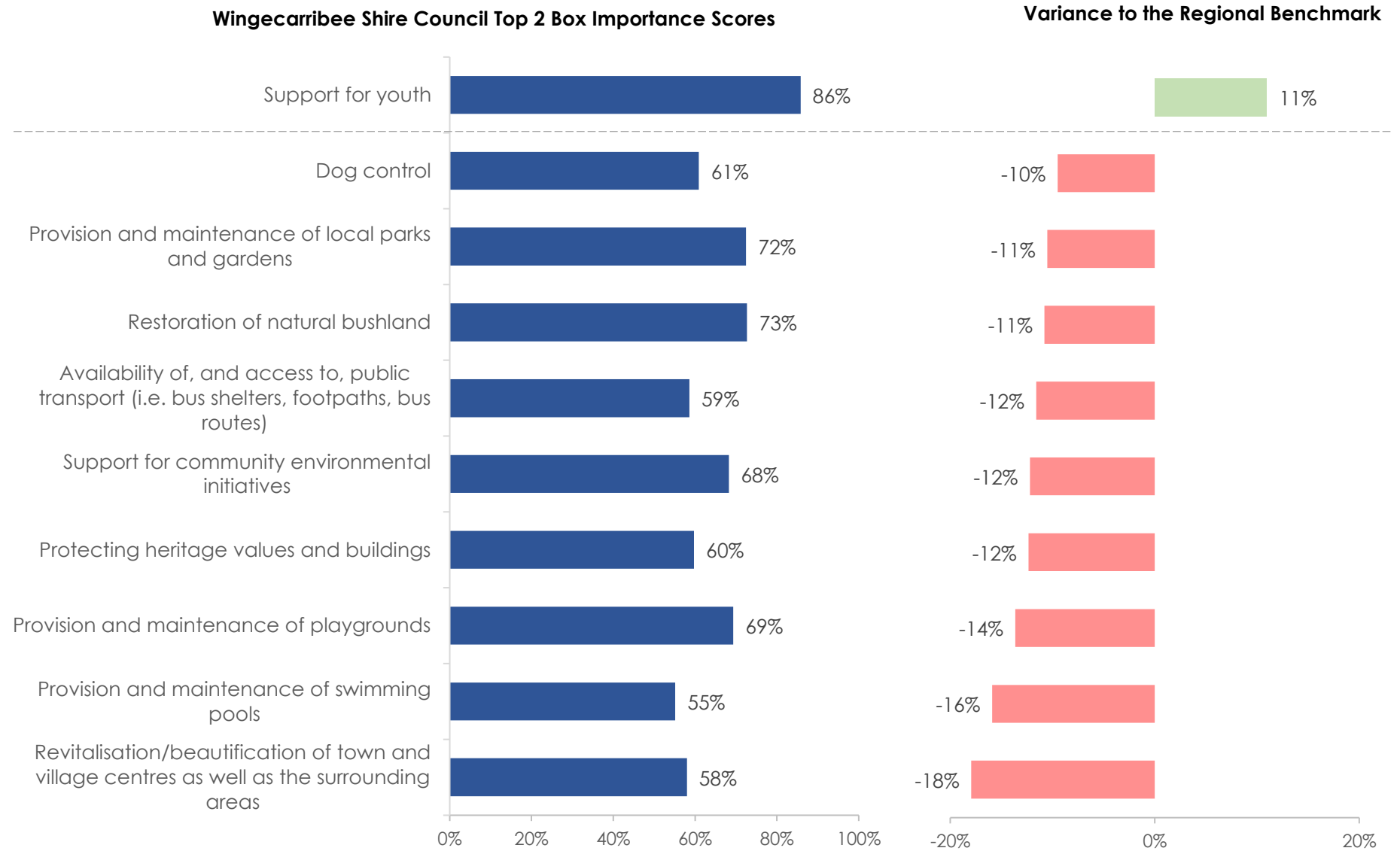
Satisfaction significantly increased for 3 of the 43 comparable services and facilities, there were also significant decreases in satisfaction for 3 of the 43 services and facilities.



# Summary Importance Comparison to the Micromex Benchmark

The chart to the right shows the variance Wingecarribee Shire Council top 2 box importance scores and the Micromex Benchmark.

Services/facilities shown in the chart highlight larger positive and negative gaps.

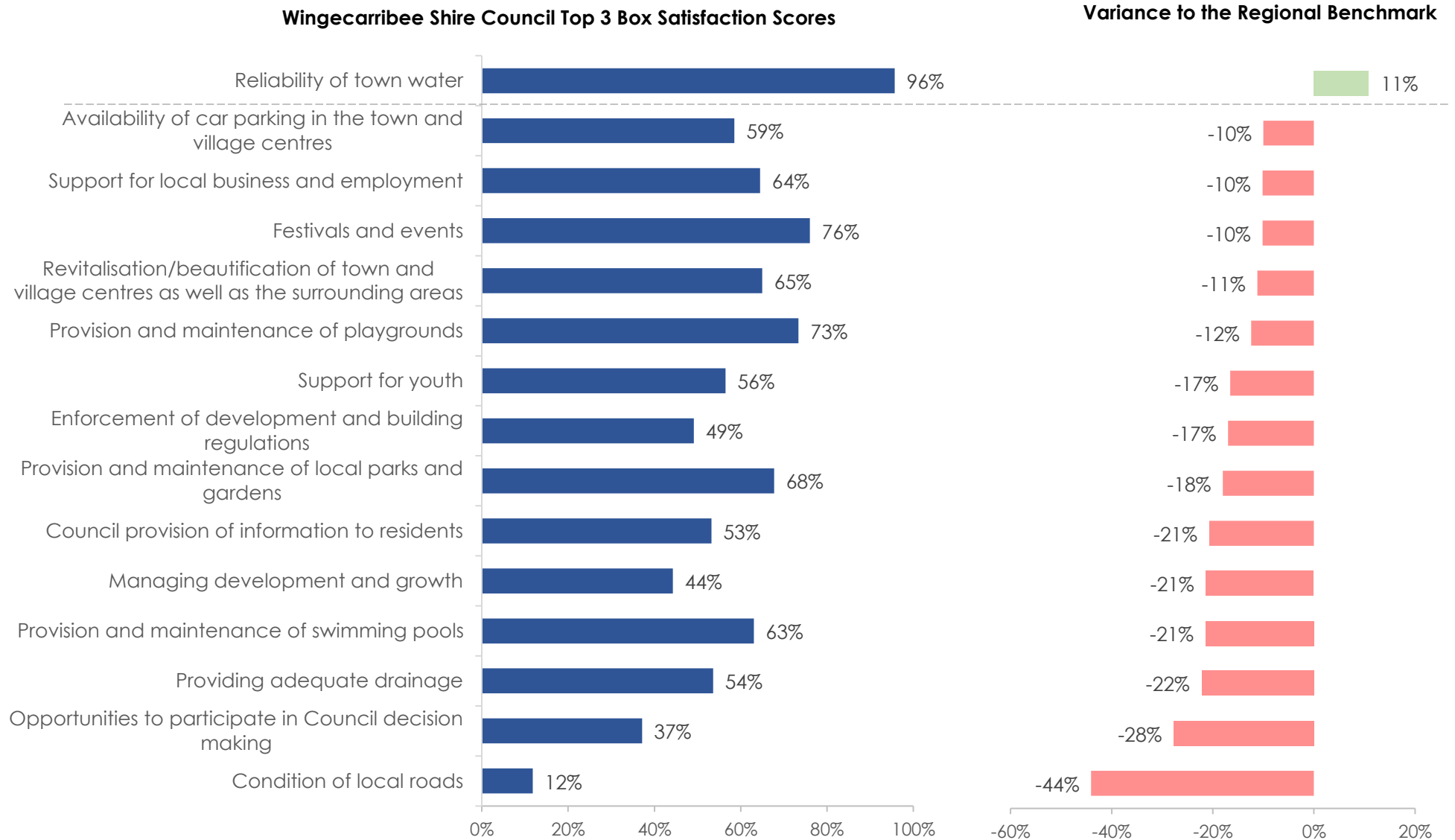


Note: Only services/facilities with a variance of +/- 10% to the Benchmark have been shown above. Please see Appendix 1 for detailed list  
 Top 2 box = important/very important

# Summary Satisfaction Comparison to the Micromex Benchmark

The chart to the right shows the variance between Wingecarribee Shire Council top 3 box satisfaction scores and the Micromex Benchmark.

Services/facilities shown in the chart to the right highlight larger positive and negative gaps.



Note: Only services/facilities with a variance of +/- 10% to the Benchmark have been shown above. Please see Appendix 1 for detailed list  
 Top 3 box = at least somewhat satisfied

# Performance Gap Analysis

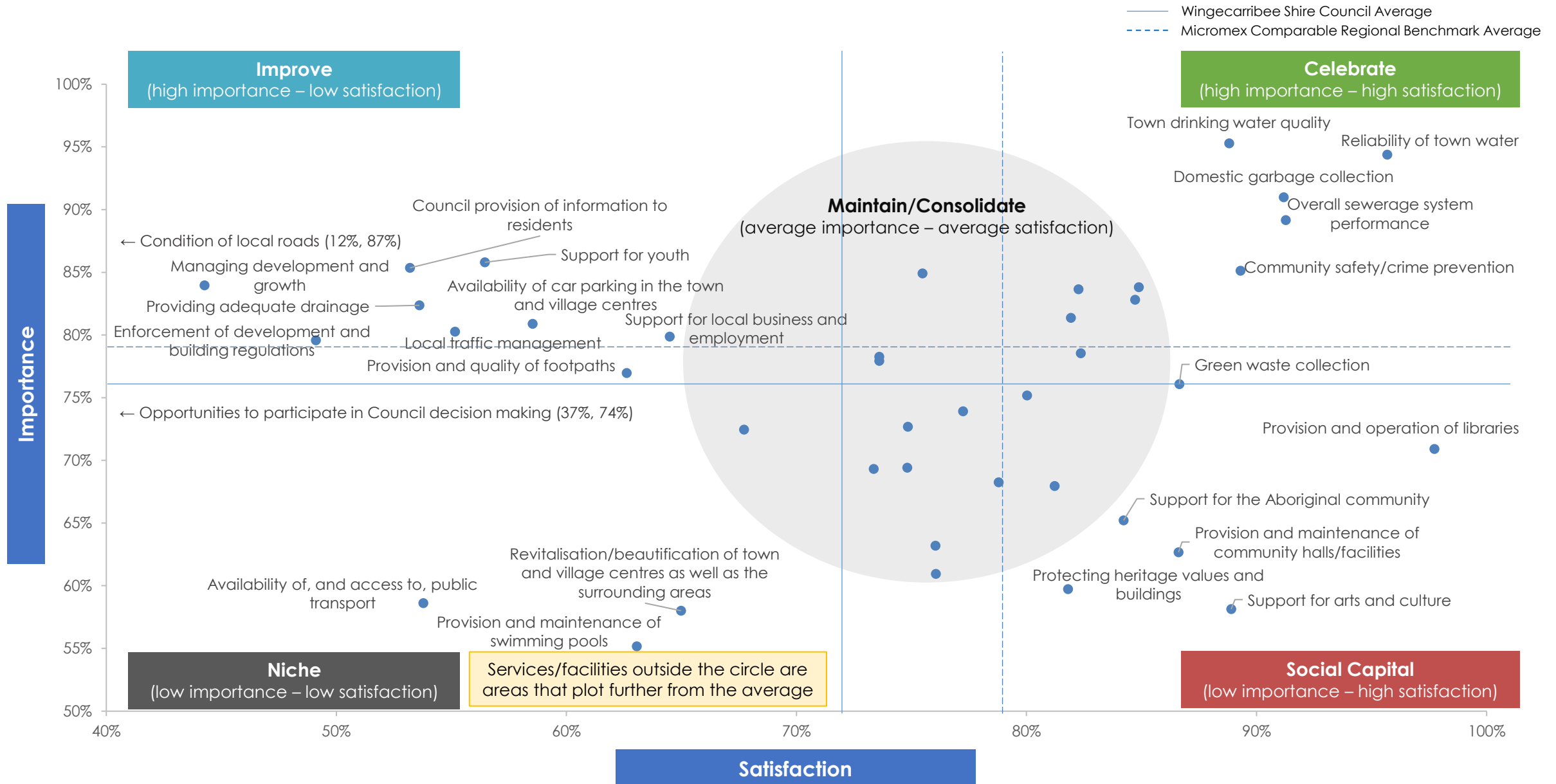
When we examine the largest performance gaps, we can identify that all of the services or facilities have been rated as high in importance, whilst resident satisfaction for all of these areas is between 12% and 75%. Condition of local roads received the largest performance gap (75%), followed by managing development and growth (40%).

Service Area	Service/Facility	Importance T2 Box	Satisfaction T3 Box	Performance Gap (Importance – Satisfaction)
Shire Presentation	Condition of local roads	87%	12%	75%
Planning Development and Regulatory Services	Managing development and growth	84%	44%	40%
Communication and Engagement	Opportunities to participate in Council decision making	74%	37%	37%
Communication and Engagement	Council provision of information to residents	85%	53%	32%
Planning Development and Regulatory Services	Enforcement of development and building regulations	80%	49%	31%
Community Life	Support for youth	86%	56%	30%
Assets	Providing adequate drainage	82%	54%	28%
Assets	Local traffic management	80%	55%	25%
Assets	Availability of car parking in the town and village centres	81%	59%	22%
Strategic Outcomes	Support for local business and employment	80%	64%	16%
Assets	Provision and quality of footpaths	77%	63%	14%
Planning Development and Regulatory Services	Litter control and rubbish dumping	85%	75%	10%

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

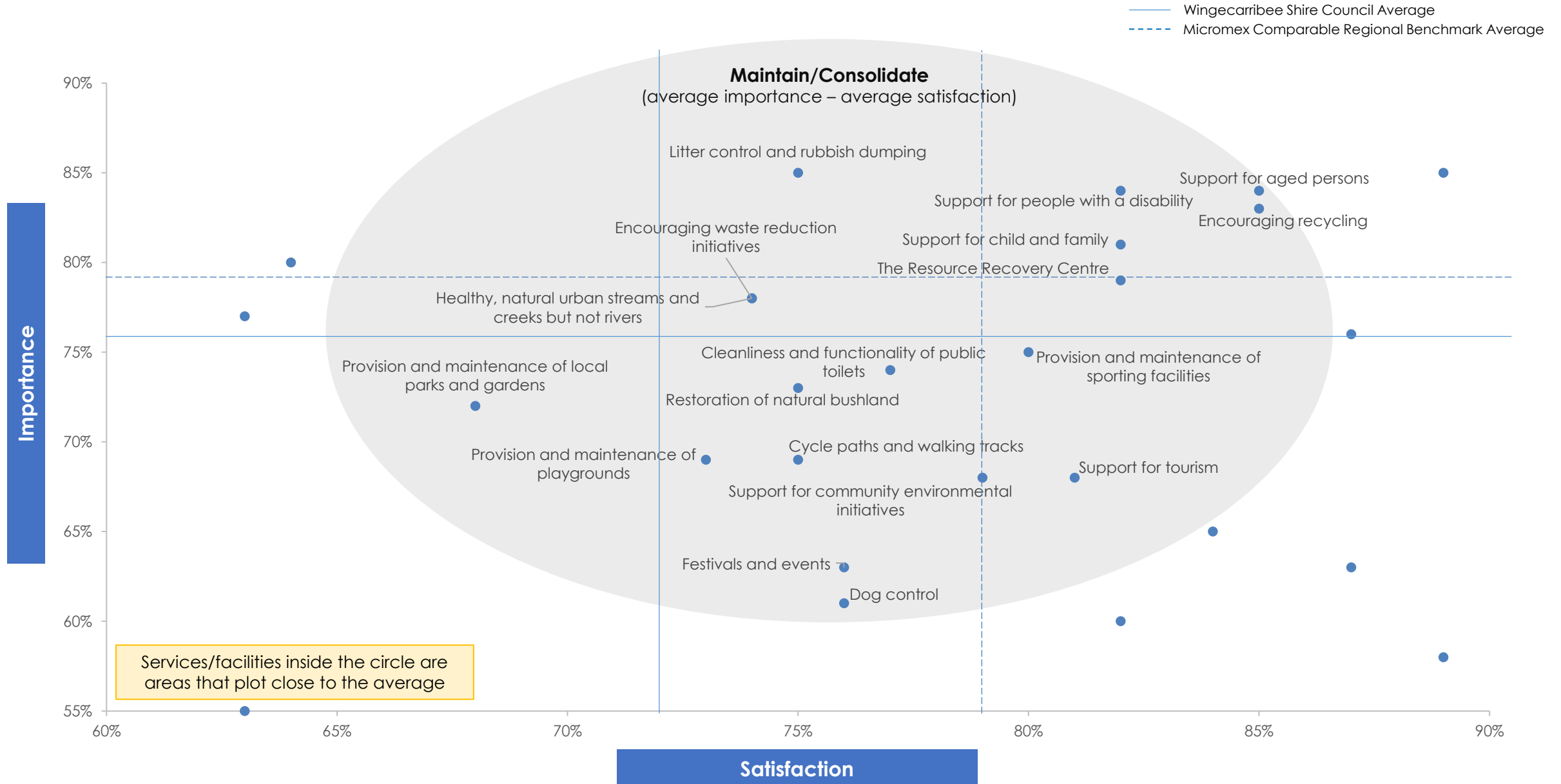
# Quadrant Analysis – Mapping Priority Against Delivery

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



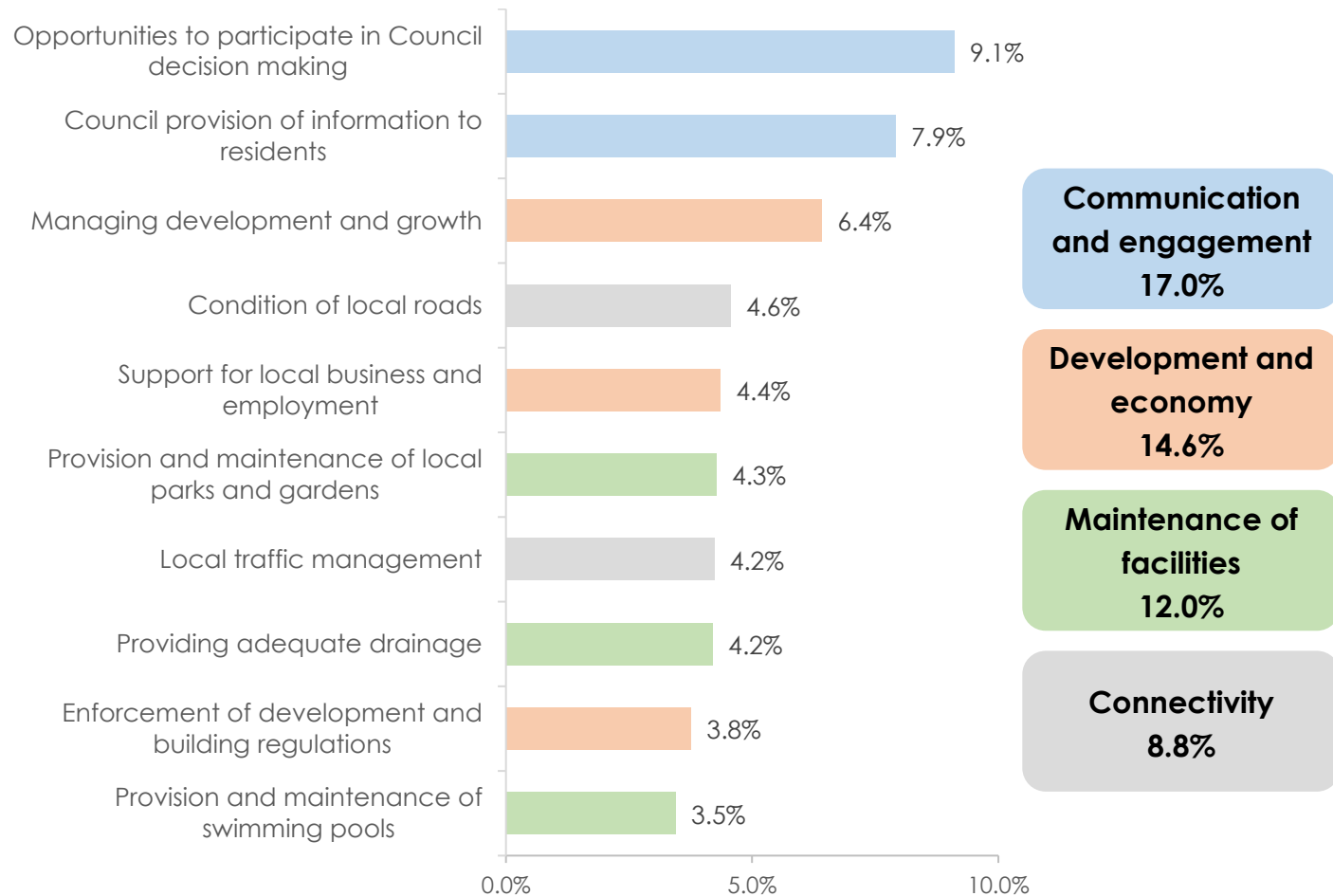
# Quadrant Analysis – Mapping Priority Against Delivery

Following on the previous Slide, the chart below shows the measures in the 'maintain/consolidate' area.



# Key Drivers of Overall Satisfaction with Council

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



These top 10 services/facilities (so 23% of the 43 services/facilities) account for over 50% of the variation in overall satisfaction.

Investigating the measures separately, opportunities to participate in Council decision making is the most vital driver of overall satisfaction, followed by Council provision of information to residents and managing development and growth.

However, after summarising them into their thematical groups, communication and engagement is the most important driver category. Further, development and economy and the maintenance of facilities are also important drivers.

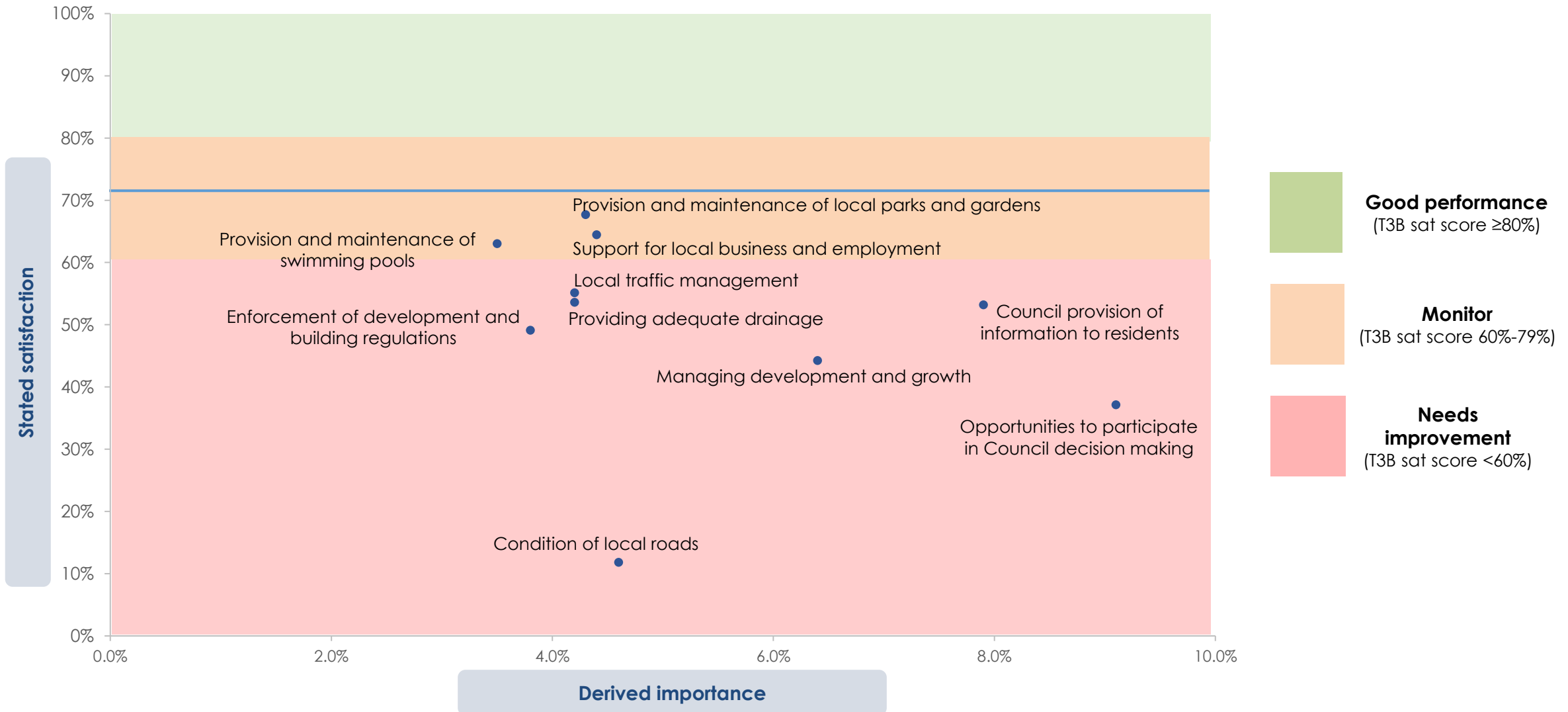
Barriers R<sup>2</sup> value = 0.40

Optimisers R<sup>2</sup> value = 0.31

**Dependent Variable: Q7a. Overall, for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues, but across all responsibility areas?**

# Mapping Stated Satisfaction and Derived Importance Identifies the Community Priority Areas

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



Note: Blue line represents the average top 3 box (at least somewhat satisfied) of all 43 measures



# Key Drivers of Overall Satisfaction with Council – Expanded Model

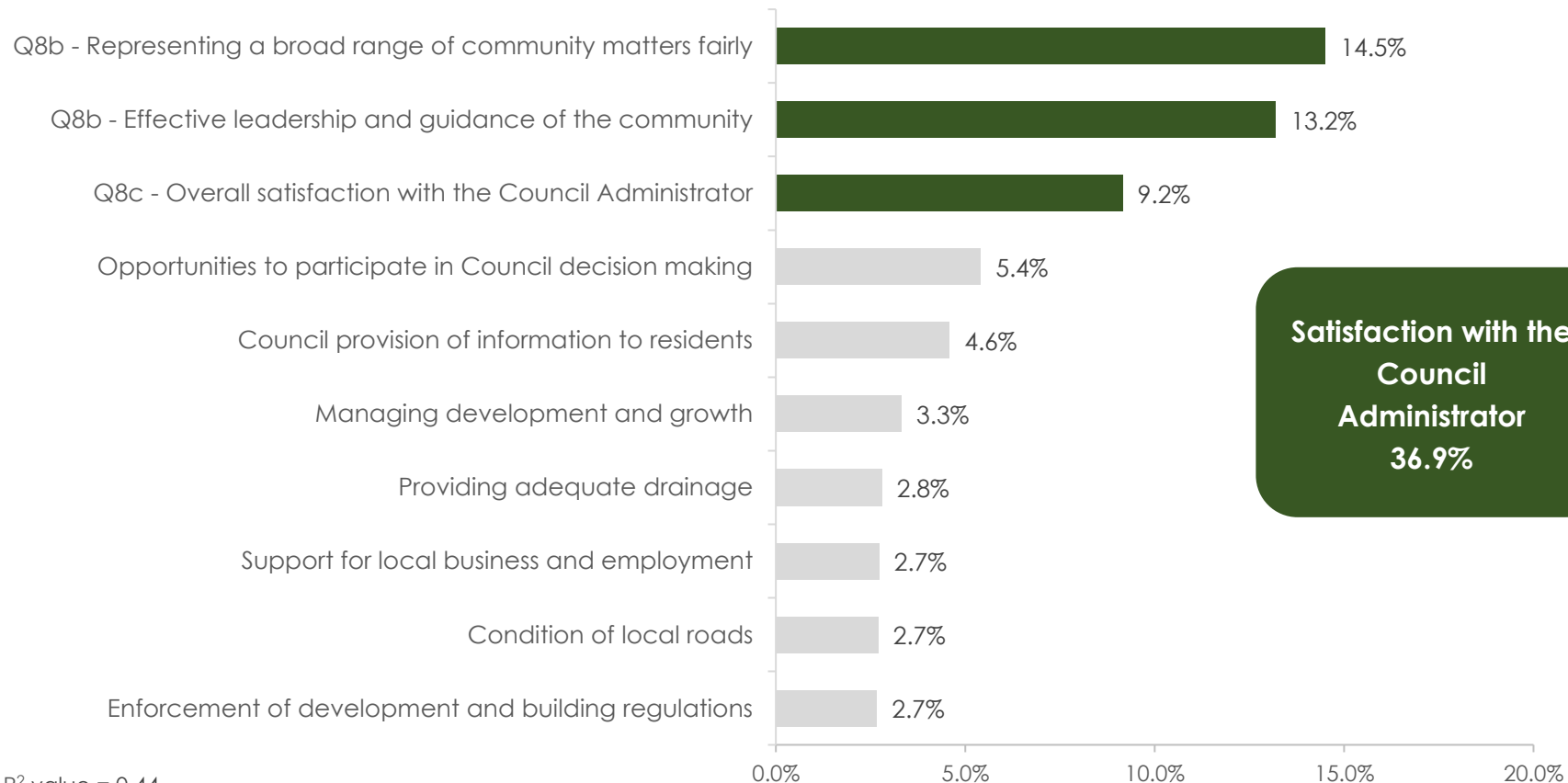
The previous regression model is based on the 43 services/facilities tested (Q5). The results of this slide show an expanded model of the key drivers contributing to overall satisfaction with Council. This analysis includes 3 additional measures (model now totalling 46 measures) from Q8b and Q8c:

**Q8b - Representing a broad range of community matters fairly**

**Q8b - Effective leadership and guidance of the community**

**Q8c - Overall satisfaction with the Council Administrator**

**Drivers of Overall Satisfaction (Expanded)**



Looking at our expanded regression result, satisfaction with the Council Administrator accounts for almost 40% of the variation in overall satisfaction.

This result may explain the reason for the decline in overall satisfaction, as satisfaction with the Council Administrator decreased significantly compared to 2022 (see Slide 23).

Barriers R<sup>2</sup> value = 0.44

Optimisers R<sup>2</sup> value = 0.41

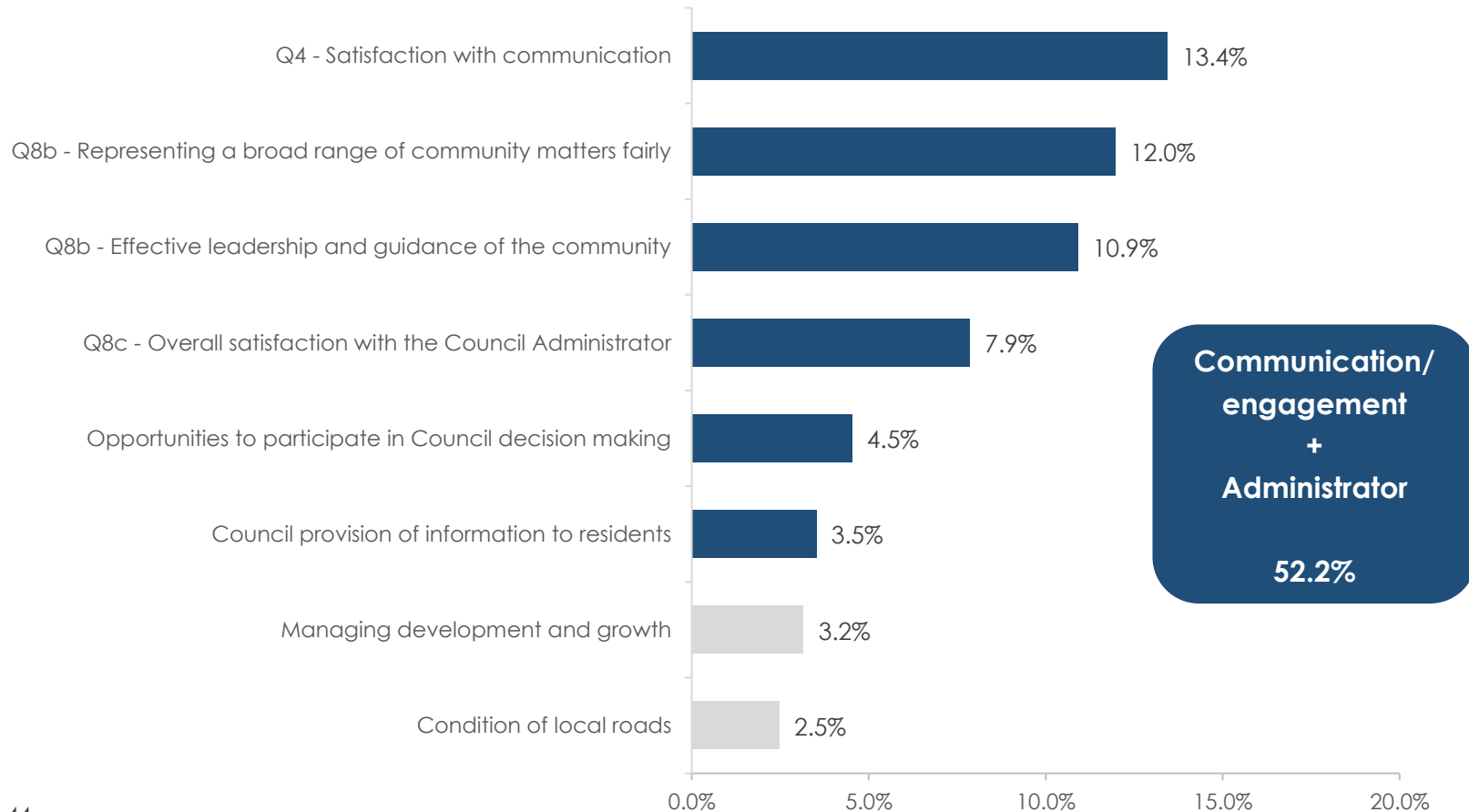
**Dependent Variable: Q7a. Overall, for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues, but across all responsibility areas?**

# Key Drivers of Overall Satisfaction with Council – Final Model

The final regression analysis includes an additional measures (model now totalling 47 measures) from Q4:

**Q4. How satisfied are you with the level of communication Council currently has with the community?**

**Drivers of Overall Satisfaction (Final)**



Looking at our final regression result, satisfaction levels with communication and Administrator now account for more than 50% of the variation in overall satisfaction.

This indicates that residents' satisfaction with communication and engagement with Council, along with their satisfaction with the Administrator, are the most important key drivers of overall satisfaction.

Barriers R<sup>2</sup> value = 0.44

Optimisers R<sup>2</sup> value = 0.41

**Dependent Variable: Q7a. Overall, for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues, but across all responsibility areas?**

# Summary Findings



# Satisfaction Scorecard

16 out of 43 services/ facilities provided by Council received 'good performance' satisfaction scores (with at least 80% stating they are at least somewhat satisfied)

Improvement needs to be made peculiarly for 'Communication and Engagement', 'Assets' and 'Planning Development and Regulatory Services'



**Good performance**  
(T3B sat score  $\geq 80\%$ )



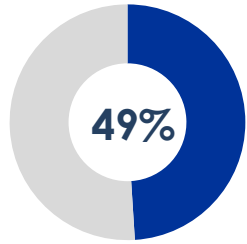
**Monitor**  
(T3B sat score 60%-79%)



**Needs improvement**  
(T3B sat score  $< 60\%$ )

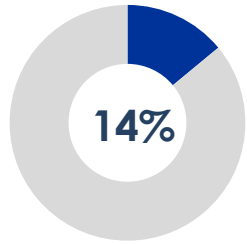
Shire Presentation	Assets	Planning Development and Regulatory Services
Revitalisation/beautification of town and village centres as well as the surrounding areas	Availability of car parking in the town and village centres	Dog control
Provision and maintenance of local parks and gardens	Cycle paths and walking tracks	Managing development and growth
Cleanliness and functionality of public toilets	Local traffic management	Enforcement of development and building regulations
Condition of local roads	Availability of, and access to, public transport	Litter control and rubbish dumping
Provision and maintenance of swimming pools	Providing adequate drainage	<b>Community Life</b>
<b>Strategic Outcomes</b>	Provision and quality of footpaths	Community safety/crime prevention
Protecting heritage values and buildings	Provision and maintenance of playgrounds	Support for aged persons
Support for local business and employment	Provision and maintenance of sporting facilities	Support for people with a disability
<b>Tourism and Events</b>	Provision and maintenance of community halls/facilities	Support for youth
Festivals and events	<b>Waste and Resource Management</b>	Support for the Aboriginal community
Support for tourism	Green waste collection	Support for arts and culture
<b>Water Services</b>	The Resource Recovery Centre (RCC/local tip)	Provision and operation of libraries
Town drinking water quality	Domestic garbage collection	Support for child and family (i.e. services)
Reliability of town water	Encouraging recycling	<b>Environment and Sustainability</b>
Overall sewerage system performance	Encouraging waste reduction initiatives	Support for community environmental initiatives
	<b>Communication and Engagement</b>	Restoration of natural bushland
	Opportunities to participate in Council decision making	Healthy, natural urban streams and creeks but not rivers
	Council provision of information to residents	

# Where are we now?



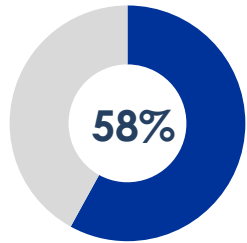
## Overall Satisfaction

Of Wingecarribee Shire residents are at least somewhat satisfied with the performance of Council over the last 12 months (-12% from 2022)



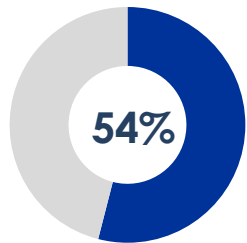
## Council's Image

Of residents rated Council's image as 'good' to 'excellent' (-4% from 2022)



## Communication

Of residents are at least somewhat satisfied with the communication from Council (-3% from 2022)



## Contact

Of residents who contacted Council in the last 12 months are at least somewhat satisfied with the way their contact was handled (-5% from 2022)

## Satisfaction with the Council Administrator

- **55%** of residents are at least somewhat satisfied with the performance of Council Administrator (-15% from 2022)
- **57%** of residents are at least somewhat satisfied with that the Administrator is 'representing a broad range of community matters fairly' (-14% from 2022)
- **51%** of residents are at least somewhat satisfied with that the Administrator is providing 'effective leadership and guidance of the community' (-18% from 2022)



### **Best things about living here:**

- Natural environment/ open spaces
- Friendly community
- Country lifestyle
- Peace and quiet



### **Top priorities:**

- Improving/ maintaining roads
- Controlling development/ less houses
- Better Council management
- Infrastructure development

The logo for micromex research features the word "micromex" in a white, lowercase, sans-serif font. A red and white compass rose is positioned over the letter "o". Below "micromex", the word "research" is written in a smaller, white, lowercase, sans-serif font. The background of the entire image is a dark night sky with a starry pattern, a bright full moon, and the silhouettes of trees and bushes.

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