attachment 1
to
item 218

Hawkesbury City Council

Community Survey
August 2007

date of meeting: 30 October 2007
location: council chambers
time: 5:00 p.m.

Community Survey

A research report prepared for

Hawkesbury City Council

August 2007

Micromex
Research

Table of Contents

Introduction

Results

Appendices

Background

Hawkesbury City Council adopted its current Strategic Plan in February 2005. Operational and financial constraints have generated a requirement for Council to review the scope, direction and financial context of the adopted Strategic Plan.

Alongside this, reforms proposed by the Department of Local Government (DLG) contain as a key element renewed emphasis on strategic planning by Councils to be achieved through an integrated planning framework.

This framework, along with the review of the previously adopted Strategic Plan has necessitated a significant requirement for community consultation.

Hawkesbury City Council is seeking to initiate a community engagement process as the first stage in developing a 10 year Community Strategic Plan. The focus of the process would be strategic rather than operational.

To initiate this process, Council contracted Micromex Research to survey and engage residents to determine what they believe are the future priorities and strategic directions that Council should pursue to achieve the community's vision for the future of the City of Hawkesbury.

Methodology

Data collection

Micromex, together with Hawkesbury City Council, developed the questionnaire.

A copy of the questionnaire is provided in Appendix D.

Data collection period

The survey was conducted during the period Monday 16th July to Tuesday 24th July from 4:30pm to 8:30pm, Monday to Thursday.

Survey area

Hawkesbury City Council Local Government Area.

Sample selection

The sample consisted of a total of 400 residents. The selection of respondents was by means of a computer based random selection process using electronic White Pages.

Participants

Individuals in the household, 18 years or older, were selected using the 'last birthday' selection procedure.

If the person was not at home, the call-backs were scheduled for a later time. Unanswered calls were retried to a maximum of 3 times throughout the period of the survey.

On completion of the survey, additional interviews were conducted where certain sections were underrepresented. A quota sampling procedure was used to eliminate the need for heavily weighting the survey.

The compliance rate achieved was 51%, which represents a good cross section of the community and provides a sound basis for gauging community opinion.

Sampling error

A sample size of 400 residents provides a maximum sampling error of plus or minus 5.0% at 95% confidence.

Interviewing

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

Prequalification

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

Data analysis

The data within this report was analysed using SPSS V16 and SPSS Text Analysis.

Ratings questions

The Likert Scale of 1 to 5 was used in all ratings questions, where 1 was the least importance, satisfaction or level of agreement and 5 the highest importance, satisfaction or level of agreement.

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

Errors: Data in this publication is subject to sampling variability because it is based on information relating to a sample of residents rather than the total number. This difference (sampling error) may occur due to imperfections in reporting and errors made in processing the data. This may occur in any enumeration, whether it is a full count or sample.

Efforts have been made to reduce the non-sampling error by careful design of the questionnaire and detailed checking of completed questionnaires.

Foreword

Hawkesbury City Council commissioned a random community survey of 400 residents in an effort to assess the priorities of the community and their attitude to the Council's performance.

This survey conducted by Micromex Research in July 2007, provides a good assessment of where your Council is performing well and meeting the priorities of its residents and it also identifies priority areas that require improvement.

Hawkesbury City Council is in the business of serving a population of more than 66,000 with a wide diversity of needs, priorities and expectations for service, many of which are competing. The challenge for Hawkesbury City Council is to ensure a good balance of meeting the majority of needs, the majority of priorities and the majority of expectations for service, most of the time, with a limited budget.

A community survey such as this helps keep an organisation on track. It serves to focus energy, funding, decisions on the important issues, services and facilities and lets you know what the community expects from Council in planning for the future.

The research identifies a strong sense of community connectedness and a real appreciation of the region in which they live.

Residents appreciate and value the country atmosphere and rural lifestyle within the region. They have an identified interest in this being maintained and believe that Council's long term planning should accommodate this.

Of specific interest is the high priority residents give to the quality of the local environment and their requirement that it be protected.

Within the research, conflicting community requirements are identified, with a strong desire for increased local employment opportunities also strongly linked with opposition to population growth and development.

Regarding services and facilities, the current high priority areas for your community, ranked in order, were:

1.	Road condition
2.	Storm water management and re-use
3.	Reducing energy consumption
4.	Generating more local employment opportunities
5.	Footpaths and cycleways
6.	Improving water quality
7.	Improving air quality
8.	Maintaining agriculture as a viable industry
9.	Hazard reduction burning
10.	Provision of mains sewerage

In addition to providing feedback on the community's priorities, the survey also provides us with information on the community's satisfaction with Council's overall performance and customer service.

Overall, the survey shows 51% of survey respondents were 'very satisfied' or 'satisfied' with Council's performance, 23% were neutral and 26% were 'dissatisfied' or 'very dissatisfied'. Whilst this level of dissatisfaction is high, further analysis of residents' reasons for dissatisfaction identifies that a high percentage related to recent issues with rates. Future research should closely monitor these satisfaction levels and improvements should be sought.

Residents also expressed concern with the level and quality of contact from Council staff, along with the way Council consults with the community.

As you can appreciate, the survey presents a great deal of information. I hope you find the feedback useful in guiding future decisions and representing the needs of your constituents.

Micromex Research

What is most valued about living in Hawkesbury LGA

The top three categories with the most significant qualities, ranked in order, were:

Categories	Qualities
1. Country atmosphere/lifestyle	Country atmosphere/lifestyle
	Peace & quiet
	Open spaces
	Community living
2. Access to service and facilities	Access to service and facilities
	Schools and university
3. Area	Love the area
	Beauty of the area

In previous studies, 2001 and 2004, this was a closed question where residents were asked to select the top 5 of 26 prompted factors.

The methodology used in 2007 was different in that residents were not prompted but rather were asked to give those qualities that were 'top of mind'.

The outcome however, was not too dissimilar to previous studies with the 'country (rural) atmosphere' maintaining the number one ranking. In 2001, 65% selected this quality, which increased to 86% in 2004 and increased again in 2007 to 88%.

What concerns residents most about living in the Hawkesbury LGA

In this open ended question residents were asked to name the three things that concerned them most about living in the Hawkesbury Local Government Area.

Within these top six categories, the most significant issues, ranked in order, were:

1.	Lack of services/facilities
2.	Council management/operations
3.	Increasing development issues
4.	Lack of public transport
5.	Concern with rates
6.	Crime & vandalism

Importance and satisfaction of 37 different services or facilities

With the diverse and considerable range of services and facilities, prioritisation can be difficult to achieve. By the utilisation of quadrant analysis and gap analysis we are able to identify those key issues, as perceived by the community, that require further attention.

Those issues of which there were ten, that were identified as requiring the **most attention**, through both the quadrant and gap analysis, in order were:

1.	Road condition	6.	Improving water quality
2.	Storm water management and re-use	7.	Improving air quality
3.	Reducing energy consumption	8.	Maintaining agriculture as a viable industry
4.	Generating more local employment opportunities	9.	Hazard reduction burning
5.	Footpaths and cycleways	10.	Provision of mains sewerage

Planning for future development

In this prompted question residents were asked to rate 10 key objectives for the future development of the Hawkesbury.

Of the 10 objectives, 8 were rated in the 'very important' range while two were rated 'moderately important'.

- 'Improving local roads' was rated the most important for both rural and urban residents
- The next four objectives were all rated statistically similarly in importance. These included 'promoting local employment', 'protecting bushland, open space and natural habitats', 'protecting rural settings and character' and 'reduction of waste'
- Of lesser importance were 'providing a range of housing' and 'encouraging population growth'

Development models most suited to Hawkesbury LGA

In this prompted question residents were asked to rate, on a scale of 1 to 5 where 5 = high agreement, five development models that would best suit development in the Hawkesbury Council area.

Of the five specified models, one was rated in the very high agreement range, one moderate agreement and three moderate disagreement.

- 'Protection of rural and agricultural land' was rated significantly higher than the other four models
- Although not as significant, there was a high level of agreement with the 'rural lifestyle housing' model
- There was significantly lower levels of agreement with the remaining three models, 'more housing in or near our existing towns and villages', 'no development' and 'higher residential population in existing urban centres'

In a follow up question, residents were asked if there were any other development models that could be suggested.

- 14% of residents suggested an alternative development model
- When asked to specify, there were 56 different suggestions, with no single model of significance

Satisfaction with the performance of Council

Residents were asked to rate their satisfaction with the performance of Council overall for the last 12 months, across all responsibility areas.

	Satisfied to very satisfied	Neutral	Dissatisfied to very dissatisfied
Council's performance	51%	23%	26%

- Overall, 51% of residents were satisfied with Council's performance over the last 12 months resulting in a satisfaction mean rating of 3.2
- The younger age group were most satisfied and the middle age group the least satisfied
- Males were marginally more satisfied than females
- When asked why they were dissatisfied, the most significant reason related to rates

- The satisfaction levels for Hawkesbury City Council (3.2) were below the Micromex Research developed benchmark average for the Sydney Metropolitan Area (3.4) and the State average (3.4) (2006)

Contact with Council staff

- 46% of the residents had face to face or telephone contact with Council staff over the last 12 months
- When asked how satisfied they were with this contact, 66% were 'satisfied' to 'very satisfied' which gave a mean satisfaction rating of 3.6. 24% expressed dissatisfaction
- The older age group were the most satisfied and the middle age group the least satisfied
- Males were significantly more satisfied than females

Sourcing information from Council

- The primary source of information from Council was through the local newspaper
- This was followed by 'word of mouth', 'letterbox drop' or 'Council offices'

Satisfaction with the way Council consults with the community

When asked how the residents felt that Council consulted with the community we found:

- Although 39% were satisfied, a significant proportion, 34%, were dissatisfied resulting in a mean satisfaction rating of 2.99
- The middle age group were less satisfied than the other two age groups and females were less satisfied than males

	Satisfied to very satisfied	Neutral	Dissatisfied to very dissatisfied
Council's consulting with the community	39%	28%	34%

Results

Q1. What three things do you value most about living in the Hawkesbury Local Government area?

In this open ended question, residents were asked the three things they valued most about living in the Hawkesbury Local Government Area.

The responses were analysed resulting in 9 key categories.

	Count	Column N %
Country atmosphere/lifestyle	351	87.8%
Access to services/facilities	108	27.0%
Area	108	27.0%
Location	77	19.3%
Environment	50	12.5%
Development/population	42	10.5%
People in the area	39	9.8%

Please see Appendix A for the detailed list

Within these top three categories the most significant qualities, ranked in order, were:

1. Country atmosphere/lifestyle	Country atmosphere/lifestyle
	Peace & quiet
	Open spaces
	Community living
2. Access to service and facilities	Access to service and facilities
	Schools and university
3. Area	Love the area
	Beauty of the area

In previous studies, 2001 and 2004, this was a closed question where residents were asked to select the top 5 of 26 prompted factors.

The methodology used in 2007 was different in that residents were not prompted but rather were asked to give those qualities that were 'top of mind'.

The outcome however, was not too dissimilar to previous studies with the 'country (rural) atmosphere' maintaining the number one ranking. In 2001, 65% selected this quality, which increased to 86% in 2004 and increased again in 2007 to 88%.

When reviewing the outcome of this question it is important to note that there is a definite link with many of the qualities across different categories, which together give a clearer view on what is important about the area to the community.

An example of the possible linkage with the major qualities is as follows:

Peace and quiet
Open spaces
Community living
Beauty of the area   ⟹   Country atmosphere/lifestyle
The environment
Fresh air
Lack of congestion (traffic & people)
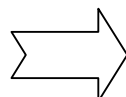
In this open ended question residents were asked to name the three things that concerned them most about living in the Hawkesbury Local Government Area.

The responses were analysed resulting in 20 key categories.

	Count	Column N %
Lack of services/facilities	74	18.5%
Problems with Council management/operations	62	15.5%
Increasing development issues	55	13.8%
Lack of public transport	46	11.5%
Concern with rates	39	9.8%
Crime and vandalism	31	7.8%
Lack of sewerage services	26	6.5%
Road and traffic issues	24	6.0%
River environemental concerns	20	5.0%
Population growth	16	4.0%
Environment and pollution	15	3.8%
Floods	13	3.3%
Kerb & guttering	12	3.0%
Fees and charges	12	3.0%
Water restrictions/shortages	11	2.8%
Lack of shopping facilities	10	2.5%
Lack of railway services	8	2.0%
Footpaths	8	2.0%
Bushfire danger	8	2.0%
Graffiti	7	1.8%
Other	104	26.0%

Please see Appendix B for the detailed list

Within these top six categories the most significant issues, ranked in order, were:

Categories	Issue
1. Lack of services/facilities	Lack of services/facilities
2. Council management/operations	Council expenditure
3. Increasing development issues	Increased development
4. Lack of public transport	Lack of public transport
5. Concern with rates	High cost of rates
6. Crime & vandalism	Crime

The wording in this question was changed in 2007, preventing any comparisons with previous studies.

Q3.   Importance and satisfaction ratings of services/facilities.

Prioritising services and facilities

With the diverse and considerable range of services and facilities, prioritisation can be difficult to achieve. By the utilisation of quadrant analysis and gap analysis we are able to identify those key issues, as perceived by the community, that require further attention.

Quadrant analysis

Utilising quadrant analysis is a useful way of analysing the importance and satisfaction ratings in combination with each other. The quadrant is developed by calculating mean scores for both importance and satisfaction for all of the 37 services or facilities and plotting them against each other in a higher or lower quadrant.

	High importance Low satisfaction	High importance High satisfaction	
Higher priorities	Road condition	Tourism facilities	**Council's strengths**
	Storm water management & re-use	Community safety	
	Reducing energy consumption	Services & facilities for older people	
	Generating more local employment opportunities	Reducing water consumption	
	Footpaths and cycleways	Services & facilities for children & young people	
	Improving water quality	Recycling services	
	Improving air quality	Community connectedness - our sense of belonging in the community	
	Provision of mains sewerage	Garbage services	
	Maintaining agriculture as a viable industry	Parks and reserves	
	Hazard reduction burning	Protecting heritage values and buildings	
	Disabled ramps & access	Tree preservation	
	Low importance Low satisfaction	**Low importance High satisfaction**	
Lower priorities	Public toilets	Beautification of town centres	**Exceeding expectations**
	Kerbs and guttering	Recreational and sporting facilities	
	Car parks	Supporting commercial development areas	
	Services & facilities for people with a disability	Community centres and community halls	
	Economic development	Libraries	
	Public swimming pools	Art Gallery/Museum	
	Services for Indigenous Australians		
	Public jetties & boat ramps		
	Services for people from culturally and linguistically diverse backgrounds		

Continued on the following page

Gap analysis

Gap analysis compliments the quadrant analysis by establishing the gap between importance and satisfaction and is calculated by subtracting the mean satisfaction score from the mean importance score.

The higher the differential between importance and satisfaction, the greater the difference was between the provision of that service by Council and the expectation of the community.

Gap analysis enables us to provide a priority rank for all 37 services and facilities.

Key findings

Those issues that were identified as requiring the **most attention**, through both the quadrant and gap analysis, in order were:

1. Road condition
2. Storm water management and re-use
3. Reducing energy consumption
4. Generating more local employment opportunities
5. Footpaths and cycleways
6. Improving water quality
7. Improving air quality
8. Maintaining agriculture as a viable industry
9. Hazard reduction burning
10. Provision of mains sewerage

Those issues that were identified as requiring the **least attention**, through both the quadrant and gap analysis, in order were:

32. Services for Indigenous Australians
33. Public jetties & boat ramps
34. Services for people from culturally and linguistically diverse backgrounds
35. Community centres and community halls
36. Libraries
37. Art Gallery/Museum

Combined priority ranking

By combining the results of the quadrant analysis and the gap analysis, priority scores have been developed for the 37 Council criteria, services or facilities. Table 1.5 on the following page lists the services and facilities in ranked order and identifies those criteria, services or facilities as high priorities in both the quadrant and gap analysis.

Combined priority ranking

Table 1.5		Quadrant analysis	Gap analysis	Priority score
2007 Priority ranking	**Criterion, service/facility**	**High importance/ low satisfaction**	**Large performance gap**	
1	Road condition	X	2.2	8.6
2	Storm water management & re-use	X	1.6	6.6
3	Reducing energy consumption	X	1.3	5.4
4	Generating more local employment opportunities	X	1.3	5.1
5	Footpaths and cycleways	X	1.2	4.9
6	Improving water quality	X	1.2	4.8
7	Improving air quality	X	1.2	4.8
8	Maintaining agriculture as a viable industry	X	1.2	4.8
9	Hazard reduction burning	X	1.1	4.2
10	Provision of mains sewerage	X	1.1	4.2
11	Community safety			3.2
12	Disabled ramps & access			3.2
13	Reducing water consumption			2.8
14	Services & facilities for children & young people			2.3
15	Services & facilities for older people			2.2
16	Recycling services			1.8
17	Tourism facilities			1.8
18	Community connectedness - our sense of belonging in the community			1.7
19	Tree preservation			1.7
20	Garbage services			1.7
21	Parks and reserves			1.6
22	Public toilets			1.4
23	Protecting heritage values and buildings			1.3
24	Beautification of town centres			1.2
25	Kerbs and guttering			1.0
26	Car parks			0.9
27	Services & facilities for people with a disability			0.9
28	Economic development			0.8
29	Recreational and sporting facilities			0.5
30	Supporting commercial development areas			0.3
31	Public swimming pools			0.3
32	Services for Indigenous Australians			-0.0
33	Public jetties & boat ramps			-0.1
34	Services for people from culturally and linguistically diverse backgrounds			-0.1
35	Community centres and community halls			-0.4
36	Libraries			-0.7
37	Art Gallery/Museum			-1.9

More attention ... *Less attention*

Continued on the following page

Importance ratings

This table represents the results ranked in order of importance for each group

Service/facility	Importance rating %			Mean rating
	High 4-5	Medium 3	Low 1-2	
Sport, Recreation & Leisure				
Parks and reserves	74.1%	19.1%	6.8%	4.08
Libraries	66.6%	17.5%	15.9%	3.83
Recreational and sporting facilities	61.6%	23.1%	15.4%	3.70
Community centres and community halls	50.1%	29.7%	20.1%	3.45
Public swimming pools	44.9%	22.4%	32.7%	3.24
Art Gallery/Museum	28.5%	26.2%	45.4%	2.71
Caring for the Community				
Community safety	84.8%	10.9%	4.3%	4.43
Community connectedness - our sense of belonging in the community	73.0%	19.4%	7.7%	4.00
Services & facilities for children & young people	70.7%	13.7%	15.7%	3.93
Services & facilities for older people	70.5%	13.9%	15.6%	3.90
Services & facilities for people with a disability	66.6%	13.3%	20.1%	3.82
Services for Indigenous Australians	38.7%	27.6%	33.6%	3.05
Services for people from culturally and linguistically diverse backgrounds	33.3%	35.9%	30.7%	3.00
Urban and Economic development				
Maintaining agriculture as a viable industry	81.7%	12.2%	6.0%	4.31
Generating more local employment opportunities	82.2%	9.7%	8.1%	4.23
Protecting heritage values and buildings	76.5%	14.9%	8.6%	4.12
Tourism facilities	65.5%	26.0%	8.5%	3.87
Economic development	62.1%	27.9%	10.1%	3.81
Beautification of town centres	66.0%	22.3%	11.7%	3.80
Supporting commercial development areas	46.0%	34.2%	19.8%	3.38
Roads/Transport/Infrastructure				
Road condition	85.5%	8.4%	6.0%	4.41
Footpaths and cycleways	74.8%	12.7%	12.6%	4.03
Disabled ramps & access	68.7%	16.7%	14.6%	3.90
Public toilets	68.5%	17.2%	14.3%	3.85
Car parks	66.0%	21.4%	12.6%	3.84
Kerbs and guttering	54.7%	26.1%	19.2%	3.60
Public jetties & boat ramps	34.1%	32.2%	33.7%	2.97
Caring for our Environment				
Improving water quality	78.4%	12.8%	8.8%	4.25
Hazard reduction burning	78.7%	13.0%	8.3%	4.17
Reducing water consumption	76.6%	14.4%	9.0%	4.17
Reducing energy consumption	73.8%	20.1%	6.2%	4.17
Improving air quality	75.5%	15.5%	9.0%	4.14
Storm water management & re-use	75.1%	14.9%	10.0%	4.13
Provision of mains sewerage	72.4%	13.8%	13.9%	4.00
Tree preservation	66.5%	20.4%	13.2%	3.88
Waste management				
Recycling services	92.0%	5.3%	2.7%	4.54
Garbage services	91.3%	6.4%	2.3%	4.52

Continued on the following page
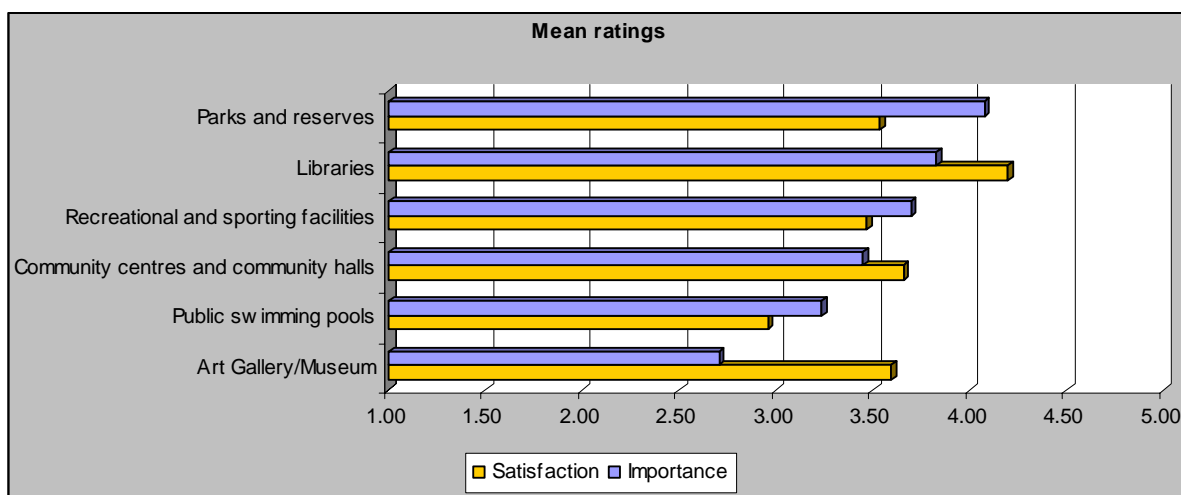
Satisfaction ratings

This table represents the results ranked in order of satisfaction for each group

Service/facility	Satisfaction ratings %			Mean ratings
	High 4-5	**Medium 3**	**Low 1-2**	
Sport, Recreation & Leisure				
Libraries	85.5%	8.7%	5.8%	4.20
Community centres and community halls	61.5%	24.3%	14.1%	3.66
Art Gallery/Museum	58.5%	25.6%	15.9%	3.60
Parks and reserves	59.6%	24.7%	15.7%	3.54
Recreational and sporting facilities	55.1%	25.3%	19.7%	3.47
Public swimming pools	40.5%	22.0%	37.5%	2.96
Caring for the Community				
Community connectedness - our sense of belonging in the community	50.2%	34.9%	15.0%	3.42
Community safety	49.0%	33.6%	17.5%	3.37
Services & facilities for children & young people	39.4%	37.0%	23.6%	3.18
Services & facilities for older people	33.9%	45.0%	21.0%	3.18
Services for people from culturally and linguistically diverse backgrounds	33.8%	40.6%	25.6%	3.11
Services for Indigenous Australians	34.0%	40.6%	25.5%	3.07
Services & facilities for people with a disability	28.4%	43.4%	28.1%	2.97
Urban and Economic development				
Protecting heritage values and buildings	62.3%	28.5%	9.2%	3.69
Tourism facilities	47.6%	29.6%	22.8%	3.27
Supporting commercial development areas	41.2%	36.1%	22.7%	3.21
Beautification of town centres	41.2%	34.7%	24.1%	3.18
Maintaining agriculture as a viable industry	38.3%	34.7%	26.9%	3.12
Economic development	29.7%	48.2%	22.1%	3.05
Generating more local employment opportunities	27.4%	43.8%	28.8%	2.95
Roads/Transport/Infrastructure				
Disabled ramps & access	35.3%	40.5%	24.1%	3.11
Public jetties & boat ramps	31.2%	43.9%	24.8%	3.05
Car parks	34.6%	32.2%	33.1%	2.96
Footpaths and cycleways	28.6%	32.7%	38.6%	2.81
Kerbs and guttering	29.8%	19.6%	50.7%	2.63
Public toilets	16.5%	30.3%	53.3%	2.43
Road condition	12.6%	26.6%	60.8%	2.26
Caring for our Environment				
Tree preservation	47.6%	34.9%	17.6%	3.32
Reducing water consumption	40.7%	38.4%	20.9%	3.24
Hazard reduction burning	41.8%	26.3%	32.0%	3.12
Improving water quality	38.1%	30.5%	31.4%	3.04
Provision of mains sewerage	41.8%	21.5%	36.7%	2.95
Improving air quality	28.8%	43.0%	28.3%	2.94
Reducing energy consumption	22.5%	46.1%	31.5%	2.83
Storm water management & re-use	17.6%	31.1%	51.3%	2.49
Waste management				
Garbage services	74.7%	15.6%	9.7%	3.97
Recycling services	74.0%	14.6%	11.4%	3.93

Continued on the following page

A.   Sport, Recreation & Leisure

Mean ratings

Mean ratings: 1 = low importance, 5 = high importance
Mean ratings: 1 = low satisfaction, 5 = high satisfaction

	Importance	Satisfaction
Parks and reserves	4.08	3.54
Libraries	3.83	4.20
Recreational and sporting facilities	3.70	3.47
Community centres and community halls	3.45	3.66
Public swimming pools	3.24	2.96
Art Gallery/Museum	2.71	3.60

	Mean ratings by age					
	Importance			Satisfaction		
	18-34	35-54	55+	18-34	35-54	55+
Recreational and sporting facilities	3.77	3.77	3.47	3.52	3.46	3.40
Parks and reserves	4.16	4.02	4.08	3.52	3.49	3.66
Public swimming pools	3.35	3.26	3.05	3.14	2.97	2.63
Community centres and community halls	3.22	3.52	3.66	3.66	3.60	3.74
Libraries	3.72	3.85	3.95	4.33	4.10	4.20
Art Gallery/Museum	2.41	2.83	2.93	3.50	3.62	3.64

Continued on the following page

A.   Sport, Recreation & Leisure (Cont'd)

	Mean ratings by gender			
	Importance		Satisfaction	
	Male	Female	Male	Female
Recreational and sporting facilities	3.58	3.80	3.41	3.52
Parks and reserves	3.87	4.25	3.58	3.52
Public swimming pools	3.03	3.41	3.02	2.92
Community centres and community halls	3.35	3.52	3.81	3.54
Libraries	3.57	4.03	4.17	4.21
Art Gallery/Museum	2.58	2.81	3.48	3.66

Importance

	Not very important		Somewhat important		Moderately important		Quite important		Very important		Total	
	Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %
Recreational and sporting facilities	29	7.3%	32	8.1%	92	23.1%	121	30.4%	125	31.2%	400	100.0%
Parks and reserves	3	.8%	24	6.0%	76	19.1%	128	32.1%	168	42.0%	400	100.0%
Public swimming pools	59	14.7%	72	18.0%	90	22.4%	73	18.2%	107	26.7%	400	100.0%
Community centres and community halls	36	9.1%	44	11.0%	119	29.7%	106	26.5%	94	23.6%	400	100.0%
Libraries	40	10.0%	24	5.9%	70	17.5%	99	24.8%	167	41.8%	400	100.0%
Art Gallery/Museum	96	24.0%	86	21.4%	105	26.2%	67	16.8%	47	11.7%	400	100.0%

Satisfaction

	Very dissatisfied		Dissatisfied		Neither		Satisfied		Very satisfied		Total	
	Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %
Recreational and sporting facilities	13	5.3%	35	14.4%	61	25.3%	92	38.1%	41	17.0%	242	100.0%
Parks and reserves	22	7.5%	24	8.2%	74	24.7%	125	41.7%	53	17.9%	299	100.0%
Public swimming pools	31	17.3%	36	20.2%	40	22.0%	54	30.0%	19	10.5%	180	100.0%
Community centres and community halls	11	5.5%	17	8.6%	48	24.3%	75	37.8%	47	23.7%	199	100.0%
Libraries	8	3.0%	7	2.8%	22	8.7%	108	42.4%	110	43.1%	256	100.0%
Art Gallery/Museum	9	7.8%	9	8.1%	29	25.6%	38	33.5%	28	25.0%	113	100.0%

Note: Satisfaction with the service/facility was only asked of those respondents who rated that objective as important

Continued on the following page

B. **Caring for the Community**
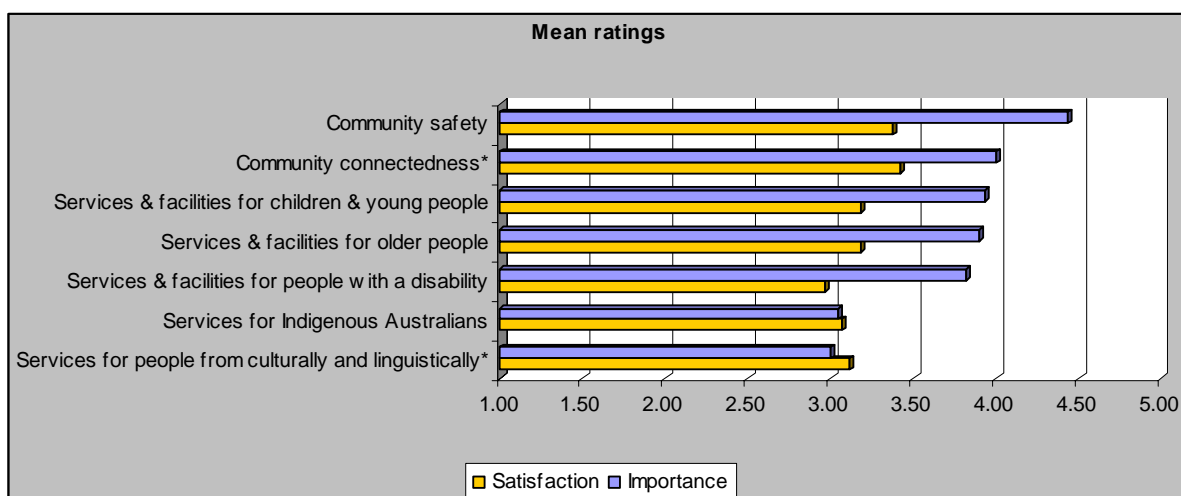
*Please see table below for the full description

Mean ratings: 1 = low importance, 5 = high importance
Mean ratings: 1 = low satisfaction, 5 = high satisfaction

	Importance	
	Importance	**Satisfaction**
Community safety	4.43	3.37
Community connectedness - our sense of belonging in the community	4.00	3.42
Services & facilities for children & young people	3.93	3.18
Services & facilities for older people	3.90	3.18
Services & facilities for people with a disability	3.82	2.97
Services for Indigenous Australians	3.05	3.07
Services for people from culturally and linguistically diverse backgrounds	3.00	3.11

	Mean ratings by age					
	Importance			**Satisfaction**		
	18-34	**35-54**	**55+**	**18-34**	**35-54**	**55+**
Services & facilities for children & young people	3.88	4.04	3.84	3.28	3.06	3.26
Services & facilities for older people	3.80	3.91	4.06	3.02	3.17	3.36
Services & facilities for people with a disability	3.76	3.79	3.96	3.21	2.85	2.85
Services for Indigenous Australians	2.84	3.10	3.26	3.35	2.96	2.98
Services for people from culturally and linguistically diverse backgrounds	2.84	3.04	3.19	3.06	3.15	3.11
Community connectedness - our sense of belonging in the community	3.89	4.04	4.11	3.38	3.34	3.58
Community safety	4.36	4.48	4.43	3.54	3.20	3.44

Continued on the following page

B. Caring for the Community (Cont'd)

	Mean ratings by gender			
	Importance		Satisfaction	
	Male	Female	Male	Female
Services & facilities for children & young people	3.81	4.04	3.11	3.23
Services & facilities for older people	3.70	4.07	3.24	3.14
Services & facilities for people with a disability	3.54	4.04	3.21	2.82
Services for Indigenous Australians	2.84	3.22	3.23	2.98
Services for people from culturally and linguistically diverse backgrounds	2.75	3.21	3.25	3.05
Community connectedness - our sense of belonging in the community	3.81	4.16	3.51	3.35
Community safety	4.19	4.62	3.40	3.36

Importance

	Not very important		Somewhat important		Moderately important		Quite important		Very important		Total	
	Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %
Services & facilities for children & young people	44	11.1%	18	4.6%	55	13.7%	85	21.3%	197	49.4%	400	100.0%
Services & facilities for older people	23	5.7%	40	9.9%	56	13.9%	116	29.1%	165	41.4%	400	100.0%
Services & facilities for people with a disability	35	8.8%	45	11.3%	53	13.3%	90	22.5%	176	44.1%	400	100.0%
Services for Indigenous Australians	70	17.5%	64	16.1%	110	27.6%	86	21.5%	69	17.2%	400	100.0%
Services for people from culturally and linguistically diverse backgrounds	65	16.3%	58	14.4%	144	35.9%	76	19.1%	57	14.2%	400	100.0%
Community connectedness - our sense of belonging in the community	13	3.3%	18	4.4%	77	19.4%	138	34.6%	153	38.4%	400	100.0%
Community safety	5	1.3%	12	3.0%	44	10.9%	85	21.3%	254	63.5%	400	100.0%

Satisfaction

	Very dissatisfied		Dissatisfied		Neither		Satisfied		Very satisfied		Total	
	Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %
Services & facilities for children & young people	21	7.7%	42	15.9%	99	37.0%	79	29.5%	26	9.9%	267	100.0%
Services & facilities for older people	12	4.9%	40	16.1%	112	45.0%	60	24.1%	24	9.8%	249	100.0%
Services & facilities for people with a disability	28	12.1%	37	16.0%	101	43.4%	45	19.1%	22	9.3%	233	100.0%
Services for Indigenous Australians	14	10.6%	20	14.9%	54	40.6%	33	24.5%	13	9.5%	134	100.0%
Services for people from culturally and linguistically diverse backgrounds	9	7.9%	21	17.7%	48	40.6%	27	23.0%	13	10.8%	119	100.0%
Community connectedness - our sense of belonging in the community	21	7.3%	22	7.7%	101	34.9%	106	36.6%	39	13.6%	288	100.0%
Community safety	18	5.3%	41	12.2%	113	33.6%	128	37.9%	37	11.1%	337	100.0%

Note: Satisfaction with the service/facility was only asked of those respondents who rated that objective as important

C.   Urban and Economic development

Mean ratings

Maintaining agriculture as a viable industry		
Generating more local employment opportunities		
Protecting heritage values and buildings		
Tourism facilities		
Economic development		
Beautification of town centres		
Supporting commercial development areas		

□ Satisfaction □ Importance
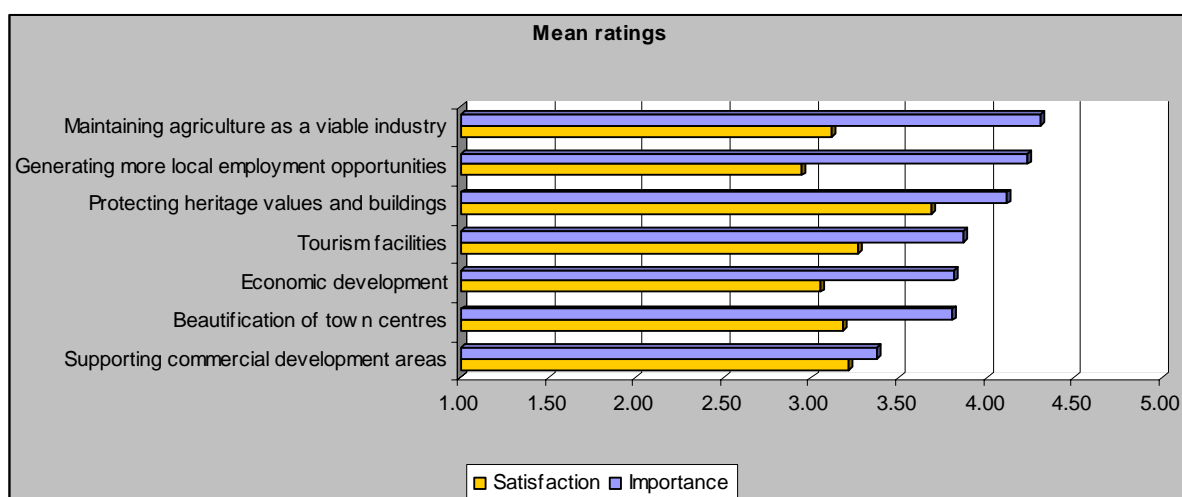
Mean ratings: 1 = low importance, 5 = high importance
Mean ratings: 1 = low satisfaction, 5 = high satisfaction

	Mean ratings	
	Importance	**Satisfaction**
Maintaining agriculture as a viable industry	4.31	3.12
Generating more local employment opportunities	4.23	2.95
Protecting heritage values and buildings	4.12	3.69
Tourism facilities	3.87	3.27
Economic development	3.81	3.05
Beautification of town centres	3.80	3.18
Supporting commercial development areas	3.38	3.21

	Mean ratings by age					
	Importance			**Satisfaction**		
	18-34	**35-54**	**55+**	**18-34**	**35-54**	**55+**
Generating more local employment opportunities	4.14	4.34	4.17	3.00	2.82	3.10
Maintaining agriculture as a viable industry	4.28	4.26	4.42	3.38	2.99	2.97
Tourism facilities	3.59	3.99	4.06	3.50	3.10	3.32
Economic development	3.54	4.03	3.81	3.17	2.99	3.03
Supporting commercial development areas	3.18	3.46	3.53	3.29	3.14	3.23
Beautification of town centres	3.61	3.84	4.02	3.26	3.08	3.24
Protecting heritage values and buildings	4.05	4.10	4.25	3.94	3.54	3.63

C.   Urban and Economic development (Cont'd)

| | Mean ratings by gender | | | |
| | Importance | | Satisfaction | |
	Male	Female	Male	Female
Generating more local employment opportunities	4.03	4.38	2.87	3.00
Maintaining agriculture as a viable industry	4.16	4.42	3.20	3.06
Tourism facilities	3.66	4.04	3.37	3.21
Economic development	3.75	3.85	3.00	3.08
Supporting commercial development areas	3.45	3.32	3.08	3.33
Beautification of town centres	3.71	3.88	3.18	3.17
Protecting heritage values and buildings	3.91	4.29	3.69	3.70

Importance

| | Not very important | | Somewhat important | | Moderately important | | Quite important | | Very important | | Total | |
	Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %
Generating more local employment opportunities	18	4.5%	14	3.6%	39	9.7%	117	29.3%	212	52.9%	400	100.0%
Maintaining agriculture as a viable industry	8	1.9%	16	4.1%	49	12.2%	99	24.8%	227	56.9%	400	100.0%
Tourism facilities	12	3.0%	22	5.5%	104	26.0%	130	32.5%	132	33.0%	400	100.0%
Economic development	18	4.5%	22	5.6%	112	27.9%	116	29.0%	132	33.1%	400	100.0%
Supporting commercial development areas	33	8.2%	46	11.6%	137	34.2%	105	26.3%	79	19.7%	400	100.0%
Beautification of town centres	15	3.8%	31	7.9%	89	22.3%	145	36.2%	119	29.8%	400	100.0%
Protecting heritage values and buildings	15	3.6%	20	5.0%	59	14.9%	113	28.4%	192	48.1%	400	100.0%

Satisfaction

| | Very dissatisfied | | Dissatisfied | | Neither | | Satisfied | | Very satisfied | | Total | |
	Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %
Generating more local employment opportunities	24	7.8%	65	21.0%	136	43.8%	73	23.6%	12	3.8%	310	100.0%
Maintaining agriculture as a viable industry	29	8.8%	58	18.1%	112	34.7%	92	28.6%	31	9.7%	323	100.0%
Tourism facilities	24	9.1%	36	13.7%	78	29.6%	94	35.9%	31	11.7%	262	100.0%
Economic development	16	6.6%	38	15.5%	119	48.2%	64	25.9%	9	3.8%	247	100.0%
Supporting commercial development areas	13	7.2%	29	15.5%	67	36.1%	58	31.7%	18	9.5%	184	100.0%
Beautification of town centres	21	7.9%	43	16.2%	93	34.7%	88	32.7%	23	8.5%	268	100.0%
Protecting heritage values and buildings	9	3.0%	19	6.2%	86	28.5%	130	43.0%	58	19.3%	301	100.0%

Note: Satisfaction with the service/facility was only asked of those respondents who rated that objective as important

D.   Roads/Transport/Infrastructure

Mean ratings: 1 = low importance, 5 = high importance
Mean ratings: 1 = low satisfaction, 5 = high satisfaction

	Mean ratings	
	Importance	Satisfaction
Road condition	4.41	2.26
Footpaths and cycleways	4.03	2.81
Disabled ramps & access	3.90	3.11
Public toilets	3.85	2.43
Car parks	3.84	2.96
Kerbs and guttering	3.60	2.63
Public jetties & boat ramps	2.97	3.05

	Mean ratings by age					
	Importance			Satisfaction		
	18-34	35-54	55+	18-34	35-54	55+
Footpaths and cycleways	3.91	4.13	4.07	2.88	2.85	2.66
Kerbs and guttering	3.47	3.59	3.81	2.65	2.60	2.67
Car parks	3.68	3.82	4.12	2.98	2.89	3.06
Road condition	4.42	4.45	4.33	2.33	2.17	2.30
Public jetties & boat ramps	2.85	2.97	3.14	3.25	2.98	2.96
Public toilets	3.68	3.92	3.96	2.50	2.35	2.46
Disabled ramps & access	3.76	3.77	4.31	3.37	2.98	3.01

Continued on the following page

Q3. Importance and satisfaction ratings of services/facilities. (Cont'd)

D. Roads/Transport/Infrastructure (Cont'd)

	Mean ratings by gender			
	Importance		Satisfaction	
	Male	Female	Male	Female
Footpaths and cycleways	3.77	4.25	2.84	2.80
Kerbs and guttering	3.34	3.81	2.71	2.58
Car parks	3.62	4.02	2.88	3.02
Road condition	4.34	4.47	2.33	2.20
Public jetties & boat ramps	2.89	3.03	2.95	3.14
Public toilets	3.61	4.03	2.65	2.28
Disabled ramps & access	3.71	4.05	3.28	2.99

Importance

	Not very important		Somewhat important		Moderately important		Quite important		Very important		Total	
	Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %
Footpaths and cycleways	18	4.6%	32	8.0%	51	12.7%	116	29.1%	183	45.7%	400	100.0%
Kerbs and guttering	34	8.5%	43	10.7%	104	26.1%	87	21.8%	132	32.9%	400	100.0%
Car parks	17	4.2%	34	8.4%	85	21.4%	125	31.2%	139	34.8%	400	100.0%
Road condition	12	3.1%	12	2.9%	34	8.4%	83	20.8%	259	64.7%	400	100.0%
Public jetties & boat ramps	76	19.0%	59	14.7%	129	32.2%	74	18.6%	62	15.5%	400	100.0%
Public toilets	23	5.9%	34	8.4%	69	17.2%	129	32.4%	144	36.1%	400	100.0%
Disabled ramps & access	32	8.1%	26	6.5%	67	16.7%	100	24.9%	175	43.8%	400	100.0%

Satisfaction

	Very dissatisfied		Dissatisfied		Neither		Satisfied		Very satisfied		Total	
	Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %
Footpaths and cycleways	46	15.2%	70	23.4%	98	32.7%	66	22.0%	20	6.6%	299	100.0%
Kerbs and guttering	51	23.6%	59	27.1%	42	19.6%	47	21.7%	18	8.1%	217	100.0%
Car parks	33	12.5%	55	20.6%	86	32.2%	73	27.3%	20	7.3%	268	100.0%
Road condition	95	27.6%	114	33.2%	91	26.6%	37	10.9%	6	1.7%	344	100.0%
Public jetties & boat ramps	9	6.9%	24	17.9%	58	43.9%	33	25.2%	8	6.0%	132	100.0%
Public toilets	59	21.9%	85	31.4%	82	30.3%	41	15.1%	4	1.4%	270	100.0%
Disabled ramps & access	17	6.8%	44	17.3%	104	40.5%	75	29.1%	16	6.2%	257	100.0%

Note: Satisfaction with the service/facility was only asked of those respondents who rated that objective as important

E. Caring for our Environment
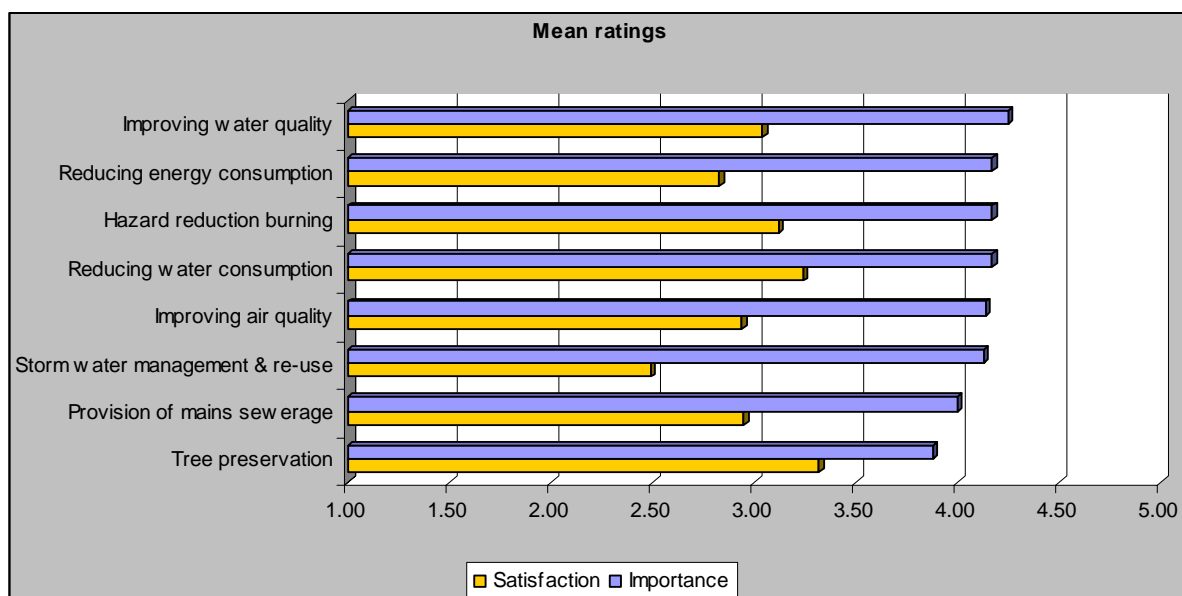
Mean ratings

Mean ratings: 1 = low importance, 5 = high importance
Mean ratings: 1 = low satisfaction, 5 = high satisfaction

	Mean ratings	
	Importance	Satisfaction
Improving water quality	4.25	3.04
Reducing water consumption	4.17	3.24
Hazard reduction burning	4.17	3.12
Reducing energy consumption	4.17	2.83
Improving air quality	4.14	2.94
Storm water management & re-use	4.13	2.49
Provision of mains sewerage	4.00	2.95
Tree preservation	3.88	3.32

	Mean ratings by age					
	Importance			Satisfaction		
	18-34	35-54	55+	18-34	35-54	55+
Improving water quality	4.09	4.33	4.33	3.04	2.97	3.15
Reducing water consumption	4.08	4.22	4.21	3.33	3.15	3.26
Tree preservation	3.78	3.88	4.03	3.33	3.23	3.47
Provision of mains sewerage	3.91	4.02	4.13	2.96	2.82	3.16
Hazard reduction burning	4.04	4.23	4.26	3.32	3.06	2.98
Storm water management & re-use	4.00	4.24	4.13	2.62	2.47	2.35
Reducing energy consumption	3.92	4.35	4.21	2.83	2.81	2.88
Improving air quality	3.93	4.21	4.30	2.80	2.87	3.22

Continued on the following page

Hawkesbury City Council
Community Satisfaction Research
August 2007

E. Caring for our Environment (Cont'd)

	Mean ratings by gender			
	Importance		Satisfaction	
	Male	Female	Male	Female
Improving water quality	4.04	4.42	3.00	3.06
Reducing water consumption	3.86	4.41	3.32	3.18
Tree preservation	3.63	4.09	3.44	3.24
Provision of mains sewerage	3.75	4.20	3.01	2.91
Hazard reduction burning	4.04	4.27	3.24	3.04
Storm water management & re-use	3.94	4.28	2.38	2.56
Reducing energy consumption	3.94	4.34	2.85	2.82
Improving air quality	3.88	4.34	3.02	2.89

Importance

	Not very important		Somewhat important		Moderately important		Quite important		Very important		Total	
	Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %
Improving water quality	20	5.1%	15	3.7%	51	12.8%	71	17.9%	242	60.5%	400	100.0%
Reducing water consumption	17	4.3%	19	4.7%	58	14.4%	92	23.0%	214	53.6%	400	100.0%
Tree preservation	19	4.8%	33	8.4%	81	20.4%	107	26.7%	159	39.8%	400	100.0%
Provision of mains sewerage	42	10.5%	14	3.4%	55	13.8%	80	20.0%	209	52.4%	400	100.0%
Hazard reduction burning	20	4.9%	14	3.4%	52	13.0%	109	27.2%	206	51.5%	400	100.0%
Storm water management & re-use	19	4.8%	21	5.2%	59	14.9%	90	22.4%	211	52.7%	400	100.0%
Reducing energy consumption	7	1.7%	18	4.5%	80	20.1%	93	23.2%	202	50.6%	400	100.0%
Improving air quality	18	4.4%	18	4.6%	62	15.5%	95	23.8%	206	51.7%	400	100.0%

Satisfaction

|	Very dissatisfied		Dissatisfied		Neither		Satisfied		Very satisfied		Total	
	Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %
Improving water quality	33	10.6%	64	20.8%	94	30.5%	94	30.5%	24	7.6%	309	100.0%
Reducing water consumption	17	5.8%	45	15.1%	115	38.4%	92	30.6%	30	10.1%	300	100.0%
Tree preservation	19	7.1%	28	10.5%	93	34.9%	101	38.1%	25	9.5%	266	100.0%
Provision of mains sewerage	62	22.4%	39	14.3%	59	21.5%	81	29.3%	34	12.5%	276	100.0%
Hazard reduction burning	33	10.7%	66	21.3%	82	26.3%	88	28.5%	41	13.3%	310	100.0%
Storm water management & re-use	61	20.7%	91	30.6%	93	31.1%	44	14.9%	8	2.7%	297	100.0%
Reducing energy consumption	35	12.1%	57	19.4%	135	46.1%	52	17.9%	13	4.6%	293	100.0%
Improving air quality	37	12.5%	47	15.8%	128	43.0%	67	22.7%	18	6.1%	298	100.0%

Note: Satisfaction with the service/facility was only asked of those respondents who rated that objective as important

F.   Waste management
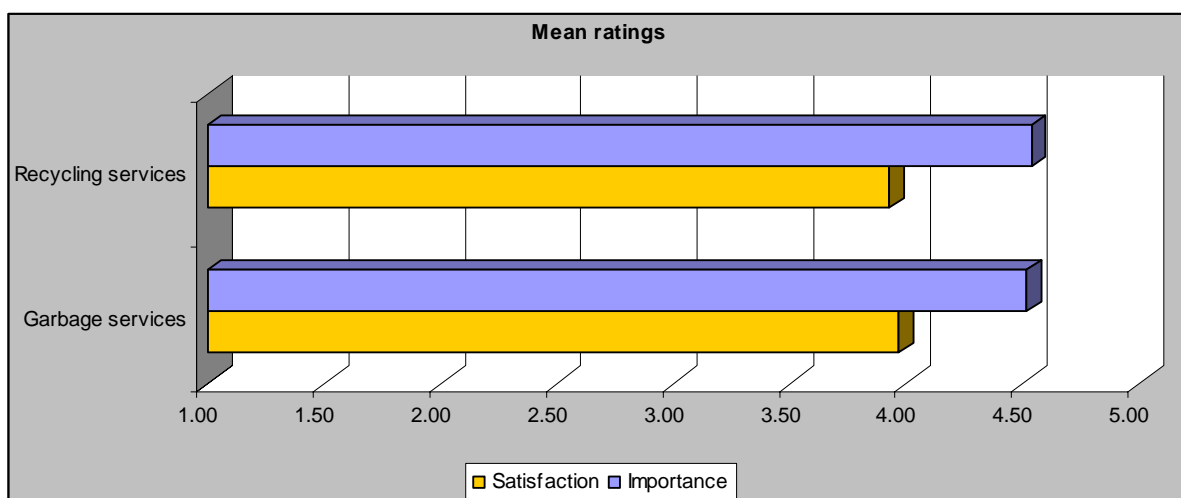
Mean ratings: 1 = low importance, 5 = high importance
Mean ratings: 1 = low satisfaction, 5 = high satisfaction

	Mean ratings	
	Importance	**Satisfaction**
Recycling services	4.54	3.93
Garbage services	4.52	3.97

	Mean ratings by age					
	Importance			**Satisfaction**		
	18-34	**35-54**	**55+**	**18-34**	**35-54**	**55+**
Garbage services	4.50	4.49	4.62	3.96	3.84	4.23
Recycling services	4.54	4.48	4.64	3.94	3.76	4.19

	Mean ratings by gender			
	Importance		**Satisfaction**	
	Male	**Female**	**Male**	**Female**
Garbage services	4.33	4.68	4.00	3.95
Recycling services	4.35	4.69	3.91	3.94

Continued on the following page

F.   Waste management

Importance

	Not very important		Somewhat important		Moderately important		Quite important		Very important		Total	
	Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %
Garbage services	0	.0%	9	2.3%	26	6.4%	112	27.9%	253	63.4%	400	100.0%
Recycling services	2	.6%	8	2.1%	21	5.3%	108	26.9%	260	65.1%	400	100.0%

Satisfaction

	Very dissatisfied		Dissatisfied		Neither		Satisfied		Very satisfied		Total	
	Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %
Garbage services	20	5.5%	15	4.2%	57	15.6%	136	37.1%	138	37.6%	365	100.0%
Recycling services	21	5.6%	21	5.8%	54	14.6%	140	38.3%	131	35.7%	366	100.0%

Note: Satisfaction with the service/facility was only asked of those respondents who rated that objective as important

Q4. Council is seeking your input into planning for the future development of the Hawkesbury. Council would like to know what you believe are the key objectives for the future development of the Hawkesbury.

In this prompted question residents were asked to rate, on a scale of 1 to 5 where 5 = high importance, 10 key objectives for the future development of the Hawkesbury.

Of the 10 objectives, 8 were rated in the 'very important' range while two were rated 'moderately important'.

- 'Improving local roads' was rated the most important for both rural and urban residents
- The next four objectives were all rated statistically similarly in importance. These included 'promoting local employment', 'protecting bushland, open space and natural habitats', 'protecting rural settings and character' and 'reduction of waste'
- Of lesser importance were 'providing a range of housing' and 'encouraging population growth'

Importance mean ratings
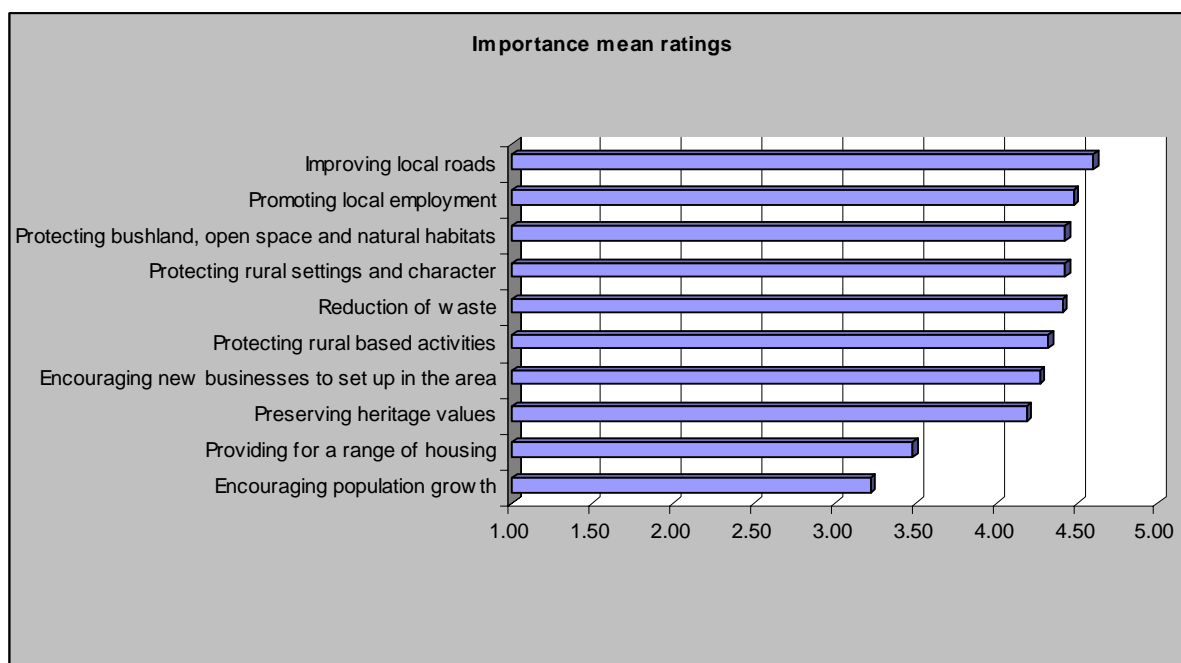
Mean ratings: 1 = not very important, 5 = very important

	Mean ratings by area		
	Rural	**Urban**	**Overall**
Improving local roads	4.63	4.56	4.60
Promoting local employment	4.47	4.48	4.48
Protecting bushland, open space and natural habitats	4.47	4.36	4.43
Protecting rural settings and character	4.49	4.35	4.43
Reduction of waste	4.43	4.39	4.41
Protecting rural based activities	4.40	4.20	4.32
Encouraging new businesses to set up in the area	4.26	4.28	4.27
Preserving heritage values	4.21	4.15	4.19
Providing for a range of housing	3.39	3.61	3.48
Encouraging population growth	3.15	3.34	3.22

Continued on the following page

Micromex Research

	Importance mean ratings by age		
	18-34	35-54	55+
Promoting local employment	4.31	4.52	4.64
Improving local roads	4.57	4.62	4.61
Encouraging new businesses to set up in the area	4.09	4.38	4.33
Protecting bushland, open space and natural habitats	4.42	4.40	4.50
Preserving heritage values	4.08	4.19	4.33
Encouraging population growth	3.14	3.23	3.34
Providing for a range of housing	3.35	3.52	3.59
Protecting rural settings and character	4.38	4.42	4.54
Protecting rural based activities	4.19	4.39	4.39
Reduction of waste	4.30	4.47	4.47

	Mean ratings by gender	
	Male	Female
Promoting local employment	4.36	4.57
Improving local roads	4.55	4.64
Encouraging new businesses to set up in the area	4.24	4.29
Protecting bushland, open space and natural habitats	4.21	4.61
Preserving heritage values	3.95	4.37
Encouraging population growth	3.13	3.29
Providing for a range of housing	3.46	3.49
Protecting rural settings and character	4.23	4.60
Protecting rural based activities	4.12	4.48
Reduction of waste	4.31	4.49

	Not very important		Somewhat important		Moderately important		Quite important		Very important		Total	
	Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %
Promoting local employment	1	.2%	6	1.6%	39	9.7%	110	27.6%	244	61.0%	400	100.0%
Improving local roads	1	.4%	7	1.8%	27	6.8%	79	19.8%	285	71.3%	400	100.0%
Encouraging new businesses to set up in the area	4	1.0%	19	4.7%	49	12.1%	124	31.1%	205	51.2%	400	100.0%
Protecting bushland, open space, and natural habitats	4	1.1%	12	3.0%	37	9.1%	102	25.5%	245	61.3%	400	100.0%
Preserving heritage values	8	1.9%	21	5.3%	59	14.7%	114	28.5%	198	49.6%	400	100.0%
Encouraging population growth	43	10.7%	57	14.4%	141	35.3%	85	21.3%	73	18.3%	400	100.0%
Providing for a range of housing	24	6.0%	45	11.1%	138	34.5%	105	26.2%	89	22.3%	400	100.0%
Protecting rural settings and character	3	.9%	10	2.4%	34	8.5%	116	29.0%	237	59.3%	400	100.0%
Protecting rural based activities	6	1.4%	10	2.5%	49	12.3%	121	30.2%	214	53.6%	400	100.0%
Reduction of waste	4	.9%	13	3.3%	34	8.6%	112	28.1%	236	59.0%	400	100.0%

In this prompted question, residents were asked to rate, on a scale of 1 to 5 where 5 = high agreement, five development models that would best suit development in the Hawkesbury Council area.

Of the five specified models, one was rated in the very high agreement range, one moderate agreement and three moderate disagreement.

- 'Protection of rural and agricultural land' was rated significantly higher than the other four models
- Although not as significant, there was a high level of agreement with the 'rural lifestyle housing' model
- There was significantly lower levels of agreement with the remaining three models, 'more housing in or near our existing towns and villages', 'no development' and 'higher residential population in existing urban centres'

Mean ratings: 1 = strongly disagree, 5 = strongly agree

	Mean ratings by area		
	Rural	**Urban**	**Overall**
Protection of rural and agricultural land	4.42	4.20	4.34
Rural lifestyle housing	4.04	3.86	3.97
More housing in or near our existing towns and villages	2.83	2.87	2.84
No development	2.90	2.71	2.83
Higher residential population in existing urban centres such as Richmond, Windsor, South Windsor and North Richmond	2.56	2.54	2.55

	Agreement mean ratings by age		
	18-34	**35-54**	**55+**
Rural lifestyle housing	3.82	3.95	4.22
More housing in or near our existing towns and villages	2.70	2.93	2.90
Higher residential population in existing urban centres such as Richmond, Windsor, South Windsor and North Richmond	2.53	2.57	2.56
Protection of rural and agricultural land	4.23	4.32	4.53
No development	2.86	2.77	2.87

Continued on the following page

	Mean ratings by gender	
	Male	**Female**
Rural lifestyle housing	3.92	4.01
More housing in or near our existing towns and villages	2.96	2.75
Higher residential population in existing urban centres such as Richmond, Windsor, South Windsor and North Richmond	2.70	2.44
Protection of rural and agricultural land	4.17	4.48
No development	2.52	3.07

	Strongly disagree		Disagree		Neither		Agree		Strongly agree		Total	
	Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %
Rural lifestyle housing	9	2.2%	24	5.9%	93	23.2%	121	30.2%	154	38.5%	400	100.0%
More housing in or near our existing towns and villages	70	17.4%	76	19.1%	134	33.6%	85	21.2%	35	8.6%	400	100.0%
Higher residential population in existing urban centres such as Richmond, Windsor, South Windsor and North Richmond	106	26.6%	97	24.2%	102	25.6%	58	14.6%	36	9.0%	400	100.0%
Protection of rural and agricultural land	8	2.0%	11	2.6%	44	11.0%	113	28.2%	225	56.2%	400	100.0%
No development	94	23.5%	58	14.5%	137	34.2%	44	11.1%	67	16.7%	400	100.0%

Continued on the following page

Q5b. Do you have any other development model suggestions?

In this follow up question, residents were asked if there were any other development models that could be suggested.

- 14% of residents suggested an alternative development model
- When asked to specify, there were 56 different suggestions, with no single model of significance

	Count	Column N %
Yes	57	14.1%
No	343	85.9%
Total	400	100.0%

Q5c. (If yes), please specify.

- 5 acre lots need to be subdivided
- Acre size blocks, not housing size blocks
- Acreage around the Wilberforce township should be subdivided
- Allowing greater population density in the town itself, not expanding the town
- Any land release to be acre size, no smaller, due to the lack of infrastructure
- Area could be modernised by the existing elements and not expanded e.g. huge shopping centres
- Better building codes so that higher density living is warranted in these areas
- Block sizes need to be larger in Windsor
- Build with historical content taken on board e.g. style and architecture
- Controlled development and no over crowding of residential areas
- Develop around the infrastructure, not the other way around
- Develop the urban areas. Industrial in one area and urban in another
- Don't have all villas or multi storey units
- Don't think industrial should be interwoven with residential areas
- Encourage people into urban centres, which in turn will increase business and employment
- Fewer town houses and villas as the infrastructure can't handle it
- For future subdivisions, do not make blocks too small
- Future housing, but not at the expense of small blocks and compact housing areas
- Housing needs to be spread out as opposed to having houses built close together on small blocks, as this eventually creates more environmental issues
- If developing agricultural land, make it similar to what is already around e.g. larger blocks and plenty of community space
- If there is to be development and population growth, make it in existing urban centres
- In the areas west of the North Richmond River, Kurrajong Heights and Bilpin, no small acreage, must be a minimum of 10-25 acres for subdivision
- Keeping it a heritage area
- Land subdivision

Continued on the following page

- Larger house block sizes
- Less high density areas
- Less industrial development and more rural development style to match the environment
- Make land more affordable for low income families
- Medium density
- Minimal block size e.g. 700sq metres
- Mix of rural lifestyle, people can grow produce on small blocks
- Model which allows you to change the suitability of an area based on commercial development and environmental suitability and that should be part of the way when planning for a given area e.g. you can't just change an existing boundary
- More care in greening our areas
- More family friendly developments
- More light industrial
- More open space developments
- More retirement homes and villas
- More tasteful multi-storey in the developed areas in a cost effective way
- More units and townhouses
- Need more housing choices for younger residents
- No development on the Bells Line of Road
- No more units
- No new housing unless infrastructure is in place
- No subdivisions in the areas
- Potential for smaller acreage allotments in fringe areas
- Preserve rural heritage and do not over-develop or over-populate
- Reduce rural lots from 10ha to 5ha
- Release more land for first home buyers, as land is too large for first time buyers to purchase
- Release more land west of the river
- Release of small acre lots
- Start industrial and residential centres based along the river, rather than having it spread all over the place to maximise the rural outlook
- Stop sub-dividing land
- Strongly encourage development, but only quality development
- That development control plans need to put in place for all areas to control over development in the rural areas. Not to overdevelop the small villages i.e. townhouse, multi storey, industrial and commercial like service stations
- Work to make the Hawkesbury area a high quality area, without dense developments so people can have space around them
- Would like to see the 10 acre minimum reduced to a 5 acre minimum for rural development

Nb: Some respondents gave more than one answer

/Micromex
Research

Hawkesbury City Council
Community Satisfaction Research
August 2007

Page 32

Residents were asked to rate their satisfaction with the performance of Council overall for the last 12 months, across all responsibility areas.

	Satisfied to very satisfied	Neutral	Dissatisfied to very dissatisfied
Council's performance	51%	23%	26%

- Overall, 51% of residents were satisfied with Council's performance over the last 12 months resulting in a satisfaction mean rating of 3.2
- The younger age group were most satisfied and the middle age group the least satisfied
- Males were marginally more satisfied than females
- When asked why they were dissatisfied the most significant reason related to rates

- The satisfaction levels for Hawkesbury City Council (3.2) were below the Micromex Research developed benchmark average for the Sydney Metropolitan Area (3.4) and the State average (3.4) (2006)

Mean rating – 3.21

Mean ratings: 1 = very dissatisfied, 5 = very satisfied
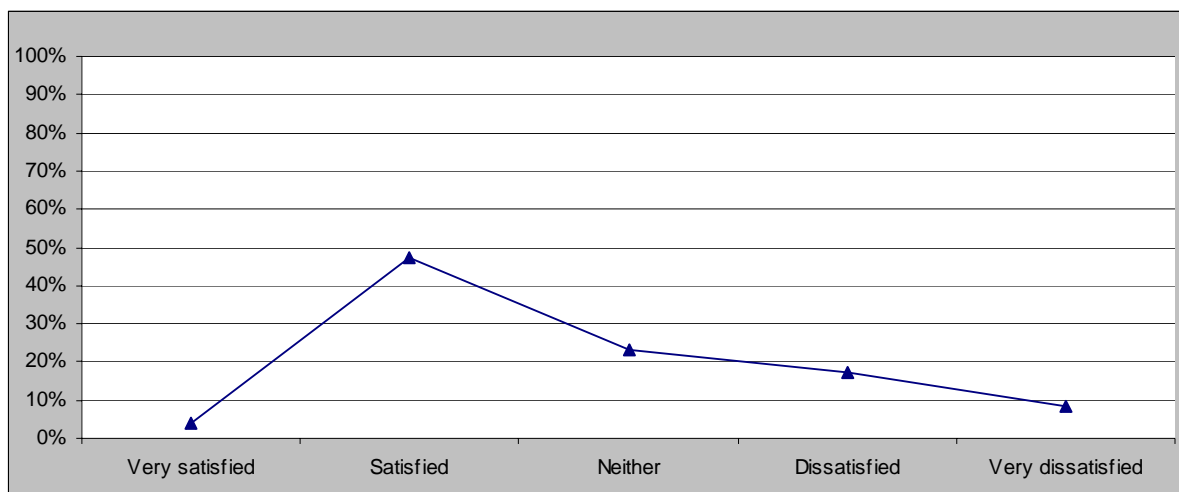
	Count	Column N %
Very satisfied	15	3.7%
Satisfied	190	47.5%
Neither	93	23.3%
Dissatisfied	68	17.0%
Very dissatisfied	34	8.5%
Total	400	100.0%

Mean ratings by age		
18-34	35-54	55+
3.38	3.05	3.23

Mean ratings by gender	
Male	Female
3.25	3.17

Continued on the following page

• Amount charged for rates with no return	20
• Poor condition and maintenance of roads	11
• Economic mismanagement	7
• Lack of communication/consultation with the community	6

Please see Appendix C for the detailed list

- 46% of the residents had face to face or telephone contact with Council staff over the last 12 months
- When asked how satisfied they were with this contact 66% were 'satisfied to very satisfied' which gave a mean satisfaction rating of 3.6. 24% expressed dissatisfaction
- The older age group were the most satisfied and the middle age group the least satisfied
- Males were significantly more satisfied than females

	Count	Column N %
Yes	182	45.6%
No	217	54.4%
Total	400	100.0%

Q7b.   (If yes), what was your level of satisfaction with this contact?

Mean rating – 3.64

Mean ratings: 1 = very dissatisfied, 5 = very satisfied
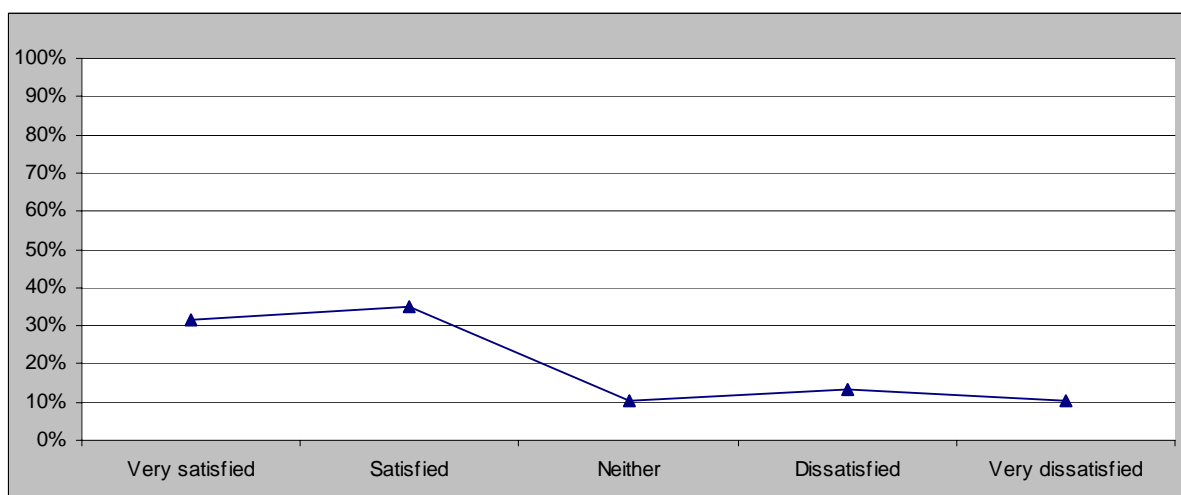
	Count	Column N %
Very satisfied	57	31.3%
Satisfied	64	35.0%
Neither	19	10.3%
Dissatisfied	24	13.4%
Very dissatisfied	18	10.1%
Total	182	100.0%

Mean ratings by age		
18-34	**35-54**	**55+**
3.65	3.59	3.73

Mean ratings by gender	
Male	**Female**
3.80	3.51

Continued on the following page

•	No follow up to issue raised	7
•	Poor treatment by their customer service staff	7
•	When trying to speak to Council, no one answers the phone and answering machine messages are not returned	2
•	Bin not replaced	1
•	Council allowed our neighbour to build his house too close to ours	1
•	Council didn't communicate the outcome of a complaint about rats coming in from a local creek	1
•	Failed to resolve problem and had an arrogant attitude	1
•	Given misleading information concerning development queries	1
•	Issues about neighbour's trees, Council wouldn't help us to resolve the problem	1
•	It was a planning matter, but procrastination and delays lasted for twelve months	1
•	Lack of information. Inability to act on a situation that should have had their utmost attention. They are saying one thing and doing another, so cannot be trusted	1
•	Made a complaint about graffiti on Council property, but nothing has been done about it	1
•	Mismanagement	1
•	No response about garbage issues	1
•	Not considering local community needs	1
•	Not helpful with DAs	1
•	Phone contact was cordial, but follow up was unsatisfactory	1
•	Potholes were not fixed within a satisfactory time period	1
•	Rang for Council pick up and the girl on the phone was very rude	1
•	Roads have not been fixed in the area	1
•	The Councillors were insulting to our ideas	1
•	They never replied to my email or phone enquiries. We had a dead tree in our front yard and needed permission to cut it down. We put in requests both by phone and email but had no follow up. Had to obtain independent legal advice	1
•	They wouldn't take ownership of a dangerous tree and I was told they didn't have enough money in their budget to cut it down	1
•	Took too long to get a result to queries	1
•	Tree removal was not approved and we were financially responsible for cleaning stormwater off our property	1
•	Unconcerned about boundary problems	1
•	Waited for months to receive feedback and items to be fixed	1
•	We live opposite a school and church. My son parked on our nature strip because our street is always parked out and he was booked. We cannot use our driveway as it is blocked by people attending the school and church, but they never get booked. When I phoned the Council they didn't want to know about it	1

Q8. Please indicate from the following list how you source information from Council.

- The primary source of information from Council was through the local newspaper
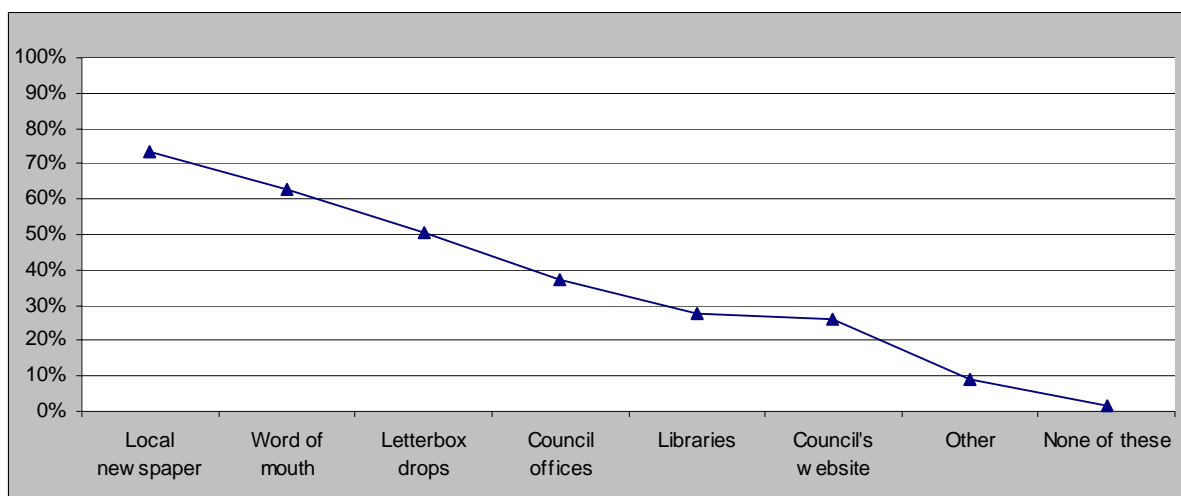
	Count	Column N %
Local newspaper	293	73.3%
Word of mouth	251	62.8%
Letterbox drops	202	50.5%
Council offices	148	37.2%
Libraries	109	27.4%
Council's website	103	25.9%
Other	36	8.9%
None of these	7	1.7%
Total	400	100.0%

Other

Telephone	14	Roadside advertising	2	Local clubs	1
Council meetings	4	Community group meetings	1	Local radio	1
Email	4	Consultation meetings	1	Public functions	1
Newsletters with rates	3	Fax	1	Public meeting	1
Mail	2	Forum	1	White pages	1

Nb: Some respondents gave more than one answer

Q9.   How satisfied are you with the way Council consults with the community?

When asked how the residents felt that Council consulted with the community we found:

- Although 39% were satisfied, a significant proportion, 34%, were dissatisfied resulting in a mean satisfaction rating of 2.99
- The middle age group were less satisfied than the other two age groups and females were less satisfied then males

	Satisfied to very satisfied	Neutral	Dissatisfied to very dissatisfied
Council's consulting with the community	39%	28%	34%

Mean rating – 2.99

Mean ratings: 1 = very dissatisfied, 5 = very satisfied
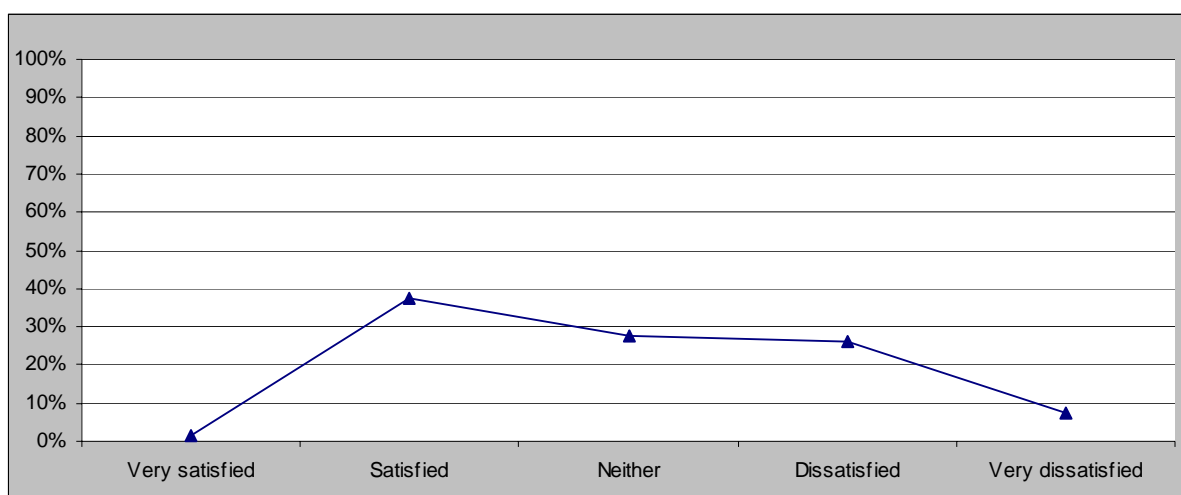
	Count	Column N %
Very satisfied	6	1.4%
Satisfied	149	37.3%
Neither	111	27.8%
Dissatisfied	104	26.1%
Very dissatisfied	30	7.4%
Total	400	100.0%

Mean ratings by age		
18-34	35-54	55+
3.09	2.85	3.07

Mean ratings by gender	
Male	Female
3.08	2.92

Q10.   Please stop me when I read out your age group.
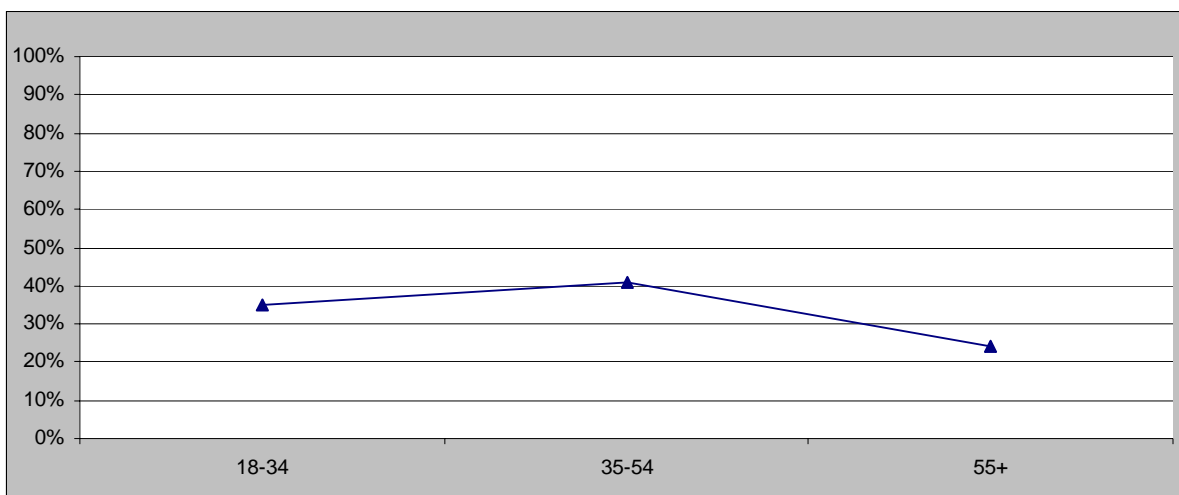
	Count	Column N %
18-34	140	35.0%
35-54	164	41.0%
55+	96	24.0%
Total	400	100.0%

Q11.   In which suburb/town do you live?

	Count	Column N %
Bligh Park	39	9.8%
North Richmond	36	9.0%
Kurrajong	27	6.7%
Mcgraths Hill	26	6.4%
Richmond	26	6.6%
Wilberforce	26	6.6%
South Windsor	25	6.2%
Windsor	25	6.3%
Glossodia	22	5.6%
Bowen Mountain	13	3.3%
Oakville	13	3.1%
Pitt Town	11	2.8%
Kurrajong Heights	9	2.3%
Freemans Reach	8	2.1%
Kurmond	8	1.9%
Bilpin	7	1.8%
Windsor Downs	7	1.7%
Agnes Banks	6	1.4%
Cattai	6	1.4%
East Kurrajong	6	1.5%
Grose Vale	6	1.5%

	Count	Column N %
Hobartville	5	1.3%
Blaxlands Ridge	4	1.1%
Kurrajong Hills	4	1.0%
Lower Portland	4	.9%
Vineyard	4	1.0%
Yarramundi	4	.9%
Colo Heights	3	.9%
Ebenezer	3	.8%
Tennyson	3	.7%
Berambing	2	.4%
Grose Wold	2	.6%
Lower Macdonald	2	.4%
Mountain Lagoon	2	.4%
Scheyville	2	.5%
Clarendon	1	.2%
Cumberland Reach	1	.4%
Mulgrave	1	.2%
Upper Colo	1	.2%
Wisemans Ferry	1	.2%
Total	400	100.0%

Q12.   Gender.

	Count	Column N %
Male	178	44.5%
Female	222	55.5%
Total	400	100.0%

Appendix A

Q1. What 3 things do you value most about living in the Hawkesbury Local Government area?

Country atmosphere/lifestyle	351	Area (Cont'd)	
Country atmosphere/lifestyle	170	Being able to go on walks	1
Peace and quiet	84	Cold weather	1
Open spaces	47	Mountains	1
Community living	34	Physical environment	1
Smaller community	7	Sunday markets	1
Agricultural side	3	The touristy atmosphere	1
Atmosphere	3	**Location**	**77**
Close to the city but country life	3	Proximity to Sydney	22
Access to services/facilities	**108**	Proximity to the Hawkesbury River	17
Access to services/facilities	76	The location	13
Schools and university	12	Good distance from the city	7
Parks and reserves	5	Close to Windsor	5
Roads are well maintained	4	Close to work	5
Good parks	2	Living in the bush	3
Good transport facilities	2	Close to the Blue Mountains	2
Health services	2	Direct road routes to other areas	1
Library	1	Far away but close	1
Shopping centres	1	Living near a golf course	1
Skate parks	1	**Environment**	**51**
Sporting facilities	1	The environment	20
Swimming facilities	1	Cleanliness	12
Area	**108**	Fresh air	12
Love the area	30	Clean environment	2
Beauty of the area	33	Close to nature	2
Natural surroundings	6	Clean living - underground electricity	1
Climate	5	Healthy environment	1
Nice place to live	5	Quite clean	1
Views	5	**Development/population**	**42**
Picturesque	4	Lack of traffic congestion	10
Weather	4	Lack of development	8
Waterways	3	Large blocks of land	6
Green areas	2	Not overcrowded	5
National parks	2	Smaller size towns	5
Scenery	2	Good developments	1
Access to produce of the area	1	Infrastructure	1

Continued on the following page

Development/population (Cont'd)		Safety of the area	17
Lack of congestion	1	Safety of the area	14
Lack of large numbers of people	1	Community and family safety	2
Land available	1	Neighbourhood watch	1
Land values	1	**Other**	**41**
Less population congestion	1	Low crime	4
Low density	1	Relaxing	3
Low noise levels	1	Affordability	2
Low population	1	Cheaper house prices	2
No high rise buildings	1	Freedom	2
No street lights	1	Good treatment from Council	2
Not too busy	1	Rates are reasonable	2
People in the area	**39**	Church	1
Friendly atmosphere	29	Contained area	1
Good mix of people	2	Diversity	1
Good neighbours	2	Everything I want is here	1
Nice people	2	Flat	1
There is a smaller ethnic population here	2	General ambience	1
Class of people	1	Good quality of life	1
Neighbours	1	Happiness	1
Family	**22**	Horses	1
Close to family	9	I prefer no kerb and guttering	1
Born in the area	3	I prefer no street lights	1
Facilities for children	3	I prefer no town water	1
Activities for family	1	Prestige	1
Good to raise children	1	Privacy	1
Grown up in the area	1	Satisfaction with Council	1
Large network of friends and family	1	Seclusion	1
Nice area for families	1	Solitude	1
Playgrounds facilities	1	Streets clean	1
Weekend family activities	1	Tank water	1
Heritage	**17**	The Council has been mowing regularly	1
Heritage	8	Things are still privately owned	1
History of the area	7	Values	1
Old buildings	1	Variety of attractions	1
Old world community	1	Wildlife	1

Nb: Some respondents gave more than one answer

Appendix B

Lack of services/facilities	74
• Lack of services/facilities	23
• Lack of facilities for children/young people	9
• Lack of maintenance of parks	4
• No council pick-ups	4
• Lack of choice in basic health	3
• Lack of hospital facilities	3
• Lack of parks	3
• Bligh Park is neglected	1
• Decrease in maintenance of facilities	1
• Don't maintain walkways in front of houses	1
• Garbage service, lack of three monthly pickup	1
• Garbage system	1
• Green waste facilities	1
• Lack of affordable specialist services	1
• Lack of banking facilities	1
• Lack of children's services	1
• Lack of Council services	1
• Lack of garbage collection for rural property	1
• Lack of maintenance by Council	1
• Lack of public seating and bus shelters	1
• Lack of public walking tracks	1
• Lack of upkeep of our area	1
• Maintenance	1
• No garbage bins	1
• No upgrading of services	1
• Not repairing areas in need, while repairing other areas unnecessarily	1
• Public lighting	1
• Services for people on the outskirts	1
• Street cleaner doesn't come in	1
• Street lights	1
• The rubbish collection is not done well	1

Problems with Council management/operations	62
• Council expenditure	13
• Councillors	2
• Lack of planning	2
• Politics in Council	2
• Poor prioritisation of funding	2
• Access to Council	1
• Antiquated Council systems	1
• Attitude of Council regarding development	1
• Continual change of mind by the Council	1
• Council	1
• Council attitude	1
• Council communication	1
• Council decisions	1
• Council does not listen to ratepayers concerns	1
• Council does what pleases them, not the residents	1
• Council don't do enough in the area	1
• Council listens to the minority	1
• Council lost plot on management issues	1
• Council management	1
• Council mismanagement	1
• Council are not involved in the community, they're more interested in in-fighting	1
• Council is run poorly	1
• Council services	1
• Council too slow	1
• Councillors that appear to be trying are ganged up on	1
• Councils approach to problems	1
• Decline in Council support	1
• Financial report	1
• How Council run things	1
• Inability of Councillors to tell the truth	1
• Inactivity of the Council in general	1
• Incompetence within the Council	1
• Instability of Council	1
• Lack of action by Council when contacting us about issues	1
• Lack of commitment from Council	1

Continued on the following page

Problems with Council management/operations (Cont'd)	
• Lack of development approvals	1
• Lack of foresight in town planning	1
• Lack of help from the Council	1
• Lack of interest from Councillors	1
• Low level of satisfaction from the Council	1
• More input and involvement to the community from the Council	1
• Need to streamline the building development application process	1
• Not wanting to know about concerns	1
• Outdated ideas in Windsor	1
• Slackness of local government	1
• Time taken for development applications	1

Increasing development issues	55
• Increased development	34
• Lack of infrastructure	5
• Subdivisions	4
• Development west of the river	2
• Development expansion of residential and commercial areas	1
• Development in wrong areas	1
• Development is happening faster than the infrastructure can cope with	1
• Haphazard development	1
• Housing development, lack of rules	1
• Lack of building codes	1
• Lack of community development in public housing areas	1
• Too many new homes, but not enough services	1
• Land subdivision	1
• Redevelopment	1

Lack of public transport	46
• Lack of public transport	43
• Lack of bus services	1
• Lack of transport for the elderly	1
• Lack of transport for young people	1

Continued on the following page

Concern with rates	39
• High cost of rates	36
• Forced to pay previous owner's rates	1
• Interest rates on the land rates	1
• What is received for rates	1

Crime and vandalism	31
• Crime	13
• Vandalism	4
• Illegal drug activity	3
• Safety	3
• Availability of guns	1
• Brawls	1
• Gangs at Windsor Station	1
• Increasing number of young ones being stabbed by needles	1
• Safety of the houses	1
• Trouble makers	1
• Violence	1
• Youths in the night time getting into trouble	1

Lack of sewerage services	26
• Lack of sewerage services	26

Road and traffic issues	24
• Accidents on roads	1
• Bells Line of Road needs work	1
• Bridge to North Richmond	1
• Bridges	1
• Condition of roads	1
• Dirt roads	1
• Lack of road infrastructure	1
• Numerous trucks in the area	1
• Other drivers on the road	1
• People driving fast	1
• Potholes	1
• Speeding cars in residential streets	1
• Superhighway potentially being built close by	1

Continued on the following page

Road and traffic issues (Cont'd)	
• Too many variations in speed signs	1
• Traffic congestion on roads	1
• Traffic in North Richmond	1
• Traffic on the Bells Line of Road	1
• Traffic on the Richmond Road	1
• Traffic on Windsor Road	1
• Traffic to South Windsor	1
• Width of the road	1
• Windsor Bridge is not wide enough and has a bad approach with low rails, which makes it dangerous	1
• Windsor Road needs work	1
• Youth driving issues	1

River environmental concerns	20
• Not looking after the river	12
• Bad smell	2
• River pollution	2
• Blue green algae	1
• Environmental changes with the Hawkesbury River	1
• Maintenance of the waterways	1
• River clogged up with weed	1

Population growth	16
• Population growth	15
• Infrastructure is inadequate for population growth	1

Environment and pollution	15
• Environmental problems	2
• Clean water infrastructure	1
• Don't police the situation with dog clean ups	1
• General environment	1
• Inspections on envirocycles/sewerage systems	1
• Lack of cleanliness (Windsor)	1
• Lack of cutting back the blackberry bushes	1
• Lack of understanding regarding the ecology of the area	1
• Litter	1
• Pollution	1

Environment and pollution (Cont'd)	
• Pollution from wood fires	1
• Pollution of waterways	1
• Quality of the water	1
• Schoolyard pollution	1

Floods	13
• Floods	12
• Filling in land with fill and it floods when it rains	1

Fees and charges	12
• Fees and charges	3
• Tip fees are too expensive	3
• Charges for inspections on property	1
• Costs on people who don't have sewerage	1
• Council rubbish pick up should be charged only on use	1
• Fees for use of the dungeon	1
• High charges for bi-annual pickup, which is not honoured	1
• Paying for bulk waste disposal	1

Kerb & guttering	12
• Kerbs and guttering	9
• Kerbside maintenance	1
• Pavements at the mall	1
• Spending money on new heritage museum but not on kerbs and guttering and roads	1

Water restrictions/shortages	11
• Water restrictions/shortage	8
• Not utilising the river	3

Lack of shopping facilities	10
• Lack of shopping facilities	6
• Lack of a large shopping area	4

Lack of railway services	8
• Lack of railway services	6
• Lack of train services	2

Continued on the following page

Footpaths	8
• Footpaths	8

Bushfire danger	8
• Bushfire danger	8

Graffiti	7
• Graffiti	7

Nb: Some respondents gave more than one answer whilst others did not comment

Appendix C

Q6a. **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?**

Q6b. **(If dissatisfied or very dissatisfied), what is your main reason for feeling that way?**

• Amount charged for rates with no return	20
• Poor condition and maintenance of roads	11
• Economic mismanagement	7
• Lack of communication/consultation with the community	6
• Council is in there for themselves and not for the people	5
• Lack of action by Council	5
• Division in the Council	4
• Don't believe they are doing enough for the residents of the Hawkesbury, they are doing more for themselves	3
• Garbage issues	3
• Lack of community consultation	3
• Council does not listen to residents' concerns and opinions	2
• Footpaths are neglected	2
• Incompetence	2
• Issues with roads, potholes don't get fixed and the road problems are causing car accidents	2
• Poor management	2
• Poor road conditions	2
• Promises never eventuate about the sewerage	2
• Bells Line of Road congestion, especially at peak hour	1
• Charging fees that aren't needed e.g. garbage collection	1
• Charging for pump out of septic tanks	1
• Charging local not for profit community groups to pay for facilities	1
• Claustrophobic development, knocking down one house to put up five	1
• Community needs are not considered in development planning	1
• Conflicting information and costs are given out when you phone	1
• Could provide closer and easier access for the elderly to facilities	1
• Council approving of new subdivisions, Pitt Town in particular	1
• Council are slipping every year, doing less and less for the community	1
• Council does not fulfil services to rate payers	1
• Council does not relate to what people want. Putting money towards things that residents don't want or need	1
• Council doesn't listen to or represent our community. They are causing a huge division between the public and themselves and they have to realise that they are public servants. There is a lack of pride in our Council members. It is up to our leaders to set the tone as we are verging on the precipice of our social structure where there is too much negativity in the community. We need to see some role setting. Have missed many opportunities	1

•	Council don't care for outskirts of the area	1
•	Council highly politicised	1
•	Council is slow to repair roads, for example, potholes are not fixed unless there's an accident	1
•	Council not responding to problems reported	1
•	Council out of touch with community, listening to the minority rather than majority	1
•	Council pickup is not satisfactory	1
•	Council will not take action on any of the community's suggestions and problems that arise in the local area	1
•	Decline of maintenance of facilities and parks	1
•	Development issues incorrectly addressed by Council	1
•	Development was rejected	1
•	Difficulty with DAs and high costs that add onto house building	1
•	Disagreement on the development vision for what the Council has in this area	1
•	Disappointed with the approval of a shopping centre	1
•	Dissatisfied with the way the Council functions	1
•	Do not seem to genuinely represent the wishes of the people	1
•	Don't seem to be looking after the infrastructure	1
•	Failure of connection to town sewerage	1
•	Failure to manage funds correctly	1
•	General Manager of the Council was incompetent	1
•	I don't like the proposed Pitt Town development or the subdivision that has been developed	1
•	I have development concerns. I would like to see very good planning and provision of infrastructure. The environmental aspects also need to be taken into account	1
•	I think they waste a lot of money on things that don't need to be done. They should spend on the community infrastructure	1
•	I'm not happy about the idea of selling Richmond Pool	1
•	Increase in septic pump fees	1
•	In-house cronyism	1
•	Issues with sewerage	1
•	It is about time we get someone in Council who cares about the people in the community	1
•	Keep increasing the rates and provide nothing to improve the roads and services, only receive garbage service	1
•	Lack of community consultation on quite a few issues	1
•	Lack of consistent information when you are doing a development on your property	1
•	Lack of Council services. We're paying for items that weren't required or wanted, this is due to a lack of consultation	1
•	Lack of direction and planning	1
•	Lack of follow through on developments or policies	1
•	Lack of general maintenance	1
•	Lack of maintenance in parks and toilets	1

• Lack of services	1
• Lack of services for young people	1
• Lack of sewerage facilities and poor road conditions	1
• Ladies at front desk could be friendlier and more helpful	1
• Library doesn't have enough parking	1
• Limited faith in the ability of Council members	1
• Maintenance of parks not happening	1
• Mismanagement, spending blowouts, raising rates	1
• Money is spent in the wrong areas	1
• Museum and Library are a complete waste of money	1
• No encouragement of local businesses in the area	1
• No foresight	1
• No improvements	1
• No kerbs and gutters	1
• No one is doing their job	1
• No plan or vision for the future, nor strategies for keeping the money in the area	1
• No recycling	1
• No sewerage connection	1
• Not adequately prioritising funds and projects	1
• Not doing what's important to the people	1
• Not helpful with handling enquiries	1
• Not looking after all their communities, putting into some areas and not others	1
• Not representing the community, following party lines	1
• Not very helpful most times	1
• Own costs for cleaning storm water on your property	1
• Parks	1
• Pioneer Village closed	1
• Pitt Town development	1
• Political in fighting. Local councils should not be political at all, they should be here for us, the community	1
• Poor stormwater management	1
• Previous Mayors did not do an adequate job	1
• Proposed sale of public pool	1
• Pump out is too expensive	1
• Put money into other areas other than the Museum	1
• Question the new developments regarding the heritage value look	1

Continued on the following page

• Restrictions in relation to building is very limiting	1
• Road infrastructure on the western side of the Hawkesbury River	1
• Seems to be more about politics than resolving actual issues	1
• Spending money on libraries when there are other priority needs in the area	1
• Still seems to be a lot of crime	1
• Street lighting not good enough	1
• Takes too long to get anything accomplished	1
• The budget being mismanaged	1
• The condition of Bligh Park	1
• The Council doesn't clean up roads, bushes and trees	1
• The Council is not fair in their general treatment of the community/ratepayers	1
• The Council is not harmonious and is not working honestly as a team, instead they are working as a club	1
• The response to local volunteers and the community concerns	1
• The vandalism and graffiti on properties has to be dealt with	1
• There are no garbage pickups	1
• There is a lack of leadership in Council's management, which has affected the performance of Council in general. Council is not in tune with what is happening within its reach and is not responding to the needs of the people	1
• There is poor development	1
• There seems to be a hidden agenda within Council as the people that we voted for vote along party lines and not their district's best interest. They seem to have a vested interest in party politics	1
• They could do a better job	1
• They don't get a lot done	1
• Things like the roads need fixing	1
• Too much bickering within the Council	1
• Too much emphasis on the Windsor area	1
• Too much time making decisions	1
• Too much time spent fighting approvals	1
• Tree removal was not approved	1
• White elephant, buildings that don't need to be there when other older buildings could be refurbished	1
• Woman refuge services	1

Nb: Some respondents gave more than one answer

Appendix D

Hawkesbury Community Survey 2007

Q1. **What 3 things do you value most about living in the Hawkesbury Local Government area?**

………………………………………………………………………………………………………..

………………………………………………………………………………………………………..

Q2. **What 3 things have concerned you most about living in the Hawkesbury Local Government area?**

………………………………………………………………………………………………………..

………………………………………………………………………………………………………..

Q3. **In this section, we list 37 services and facilities. Could you please indicate that which best describes your opinion of the importance of the individual services/facilities, and in the second part your level of satisfaction with the performance of that service/facility?**

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

A.   Sport, Recreation & Leisure

	Importance					Satisfaction				
	Low				High	Low				High
	1	2	3	4	5	1	2	3	4	5
Recreational and sporting facilities	O	O	O	O	O	O	O	O	O	O
Parks and reserves	O	O	O	O	O	O	O	O	O	O
Public swimming pools	O	O	O	O	O	O	O	O	O	O
Community centres and community halls	O	O	O	O	O	O	O	O	O	O
Libraries	O	O	O	O	O	O	O	O	O	O
Art Gallery/Museum	O	O	O	O	O	O	O	O	O	O

B.   Caring for the Community

	Importance					Satisfaction				
	Low				High	Low				High
	1	2	3	4	5	1	2	3	4	5
Services & facilities for children & young people	O	O	O	O	O	O	O	O	O	O
Services & facilities for older people	O	O	O	O	O	O	O	O	O	O
Services & facilities for people with a disability	O	O	O	O	O	O	O	O	O	O
Services for Indigenous Australians	O	O	O	O	O	O	O	O	O	O
Services for people from culturally and linguistically diverse backgrounds	O	O	O	O	O	O	O	O	O	O
Community connectedness – our sense of belonging in the community	O	O	O	O	O	O	O	O	O	O
Community safety	O	O	O	O	O	O	O	O	O	O

Micromex Research

C. Urban and Economic development

	Importance					Satisfaction				
	Low				**High**	**Low**				**High**
	1	**2**	**3**	**4**	**5**	**1**	**2**	**3**	**4**	**5**
Generating more local employment opportunities	O	O	O	O	O	O	O	O	O	O
Maintaining agriculture as a viable industry	O	O	O	O	O	O	O	O	O	O
Tourism facilities	O	O	O	O	O	O	O	O	O	O
Economic development	O	O	O	O	O	O	O	O	O	O
Supporting commercial development areas	O	O	O	O	O	O	O	O	O	O
Beautification of town centres	O	O	O	O	O	O	O	O	O	O
Protecting heritage values and buildings	O	O	O	O	O	O	O	O	O	O

D. Roads/Transport/Infrastructure

	Importance					Satisfaction				
	Low				**High**	**Low**				**High**
	1	**2**	**3**	**4**	**5**	**1**	**2**	**3**	**4**	**5**
Footpaths and cycleways	O	O	O	O	O	O	O	O	O	O
Kerbs and guttering	O	O	O	O	O	O	O	O	O	O
Car parks	O	O	O	O	O	O	O	O	O	O
Road condition	O	O	O	O	O	O	O	O	O	O
Public jetties & boat ramps	O	O	O	O	O	O	O	O	O	O
Public toilets	O	O	O	O	O	O	O	O	O	O
Disabled ramps & access	O	O	O	O	O	O	O	O	O	O

E. Caring for our Environment

	Importance					Satisfaction				
	Low				**High**	**Low**				**High**
	1	**2**	**3**	**4**	**5**	**1**	**2**	**3**	**4**	**5**
Improving water quality	O	O	O	O	O	O	O	O	O	O
Reducing water consumption	O	O	O	O	O	O	O	O	O	O
Tree preservation	O	O	O	O	O	O	O	O	O	O
Provision of mains sewerage	O	O	O	O	O	O	O	O	O	O
Hazard reduction burning	O	O	O	O	O	O	O	O	O	O
Storm water management & re-use	O	O	O	O	O	O	O	O	O	O
Reducing energy consumption	O	O	O	O	O	O	O	O	O	O
Improving air quality	O	O	O	O	O	O	O	O	O	O

F. Waste management

	Importance					Satisfaction				
	Low				**High**	**Low**				**High**
	1	**2**	**3**	**4**	**5**	**1**	**2**	**3**	**4**	**5**
Garbage services	O	O	O	O	O	O	O	O	O	O
Recycling services	O	O	O	O	O	O	O	O	O	O

Planning for the future development of the Hawkesbury

Q4. **Council is seeking your input into planning for the future development of the Hawkesbury. Council would like to know what you believe are the key objectives for the future development of the Hawkesbury.**

To assist us please rate how important you feel the following development objectives are to you on a scale of 1 to 5 where 1 = low importance and 5 = high importance.

	Importance				
	Low				**High**
	1	**2**	**3**	**4**	**5**
Promoting local employment	O	O	O	O	O
Improving local roads	O	O	O	O	O
Encouraging new businesses to set up in the area	O	O	O	O	O
Protecting bushland, open space and natural habitats	O	O	O	O	O
Preserving heritage values	O	O	O	O	O
Encouraging population growth	O	O	O	O	O
Providing for a range of housing	O	O	O	O	O
Protecting rural settings and character	O	O	O	O	O
Protecting rural based activities	O	O	O	O	O
Reduction of waste	O	O	O	O	O

Q5a. **To what extent do you believe the following development models would best suit development in the Hawkesbury Council area?**

Please rate on a scale of 1 to 5 where 5 is strongly agree and 1 is strongly disagree.

	Agreement				
	Low				**High**
	1	**2**	**3**	**4**	**5**
Rural lifestyle housing	O	O	O	O	O
More housing in or near our existing towns and villages	O	O	O	O	O
Higher residential population in existing urban centres such as					
Richmond, Windsor, South Windsor and North Richmond	O	O	O	O	O
Protection of rural and agricultural land	O	O	O	O	O
No development	O	O	O	O	O

Q5b. **Do you have any other development model suggestions?**

Yes   O   No   O   **(If no, go to Q6a)**

Q5c. **(If yes), please specify.**

……

Customer service

Q6a. **Overall, for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues, but across all responsibility areas? Prompt**

Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied
O	O	O	O	O

Q6b. **(If dissatisfied or very dissatisfied), what is your main reason for feeling that way?**

……

Q7a. **Did you have face to face or telephone contact with Council staff in the last 12 months?**

Yes   O   No   O

Q7b. **(If yes), what was your level of satisfaction with this contact? Prompt**

Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied
O	O	O	O	O

Q7c. **(If dissatisfied or very dissatisfied), what is your main reason for feeling that way?**

……

Q8. **Please indicate from the following list how you source information from Council.**

Local newspaper	O	Libraries	O
Council's website	O	Letterbox drops	O
Council offices	O	Word of mouth	O

Other (please specify)   O…………………………………………………………….

Q9. **How satisfied are you with the way Council consults with the community? Prompt**

Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied
O	O	O	O	O

Q10a. **After we analyse the results from this research we will be conducting two resident workshops to investigate more closely and obtain resident feedback on the outcomes of this research.**

Two workshops will be held:

Workshop 1) Tuesday August 21 at 1pm
Workshop 2) Tuesday August 21 at 6pm

Attendees will be given a $50 Westfield shopping voucher for offering us their time. Would you be interested in participating?

Yes   O   No   O   **(If no go to Q11)**

Q10b. **(If yes), what are your contact details?**

Name   ……………………………………………….

Telephone   ………………………………………

Email   ……………………………………………….

Preferred workshop: One   O   Two   O

Thank you. We will be randomly selecting attendees to ensure we get a good cross section of the population. If you are selected you will be contacted by early August.

Demographic information

Could you please assist wth the following information?

Q11. **Please stop me when I read out your age group.**

   18-34   35-54   55+

    O   O   O

Q12. **In which suburb/town do you live?** ……………………………………………………………

Q13. **Gender.**   Male   O   Female   O

Thank you very much for your assistance with this research.