



Hawkesbury City Council

Community Satisfaction Research

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Background and Methodology

Background and Methodology

Hawkesbury City Council sought to examine community attitudes and perceptions towards current and future services and facilities provided by Council. Key objectives of the research included:

- Assessing and establishing the community's priorities and satisfaction in relation to Council activities, services, and facilities
- Identifying the community's overall level of satisfaction with Council's performance
- Identifying the community's level of agreement with prompted statements surrounding safety/housing suitability
- Identifying methods of communication and engagement with Council

To facilitate this, Micromex Research was contracted to develop a survey template that enabled Council to effectively analyse attitudes and trends within the community.

Questionnaire

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

A copy of the questionnaire is provided in Appendix B.

Data collection

The survey was conducted during the period 11th – 16th November from 4:30pm to 8:30pm Monday to Friday, and from 10am to 4pm Saturday.

Survey area

Hawkesbury City Council Government Area.

Sample selection and error

346 of the 402 respondents were selected by means of a computer based random selection process using the electronic White Pages. The remaining 56 respondents were 'number harvested' via face-to-face intercept at a number of areas around the Hawkesbury LGA., i.e. Richmond Marketplace, Riverview Shopping Centre, Windsor Station, and Richmond Station.

A sample size of 402 residents provides a maximum sampling error of plus or minus 4.9% at 95% confidence. This means that if the survey was replicated with a new universe of N=402 residents, 19 times out of 20 we would expect to see the same results, i.e. +/- 4.9%. This means, for example, that an answer such as 'yes' (50%) to a question could vary from 45% to 55%.

The sample was weighted by age and gender to reflect the 2016 ABS census data.

Interviewing

Interviewing was conducted in accordance with the AMSRS (Australian Market and Social Research Society) Code of Professional Behaviour.



Background and Methodology

Prequalification

Participants in this survey were pre-qualified as being over the age of 18, and not working for, nor having an immediate family member working for, Hawkesbury City Council.

Data analysis

The data within this report was analysed using Q Professional. To identify the statistically significant differences between the groups of means, 'One-Way Anova tests' and 'Independent Samples T-tests' were used. 'Z Tests' were also used to determine statistically significant differences between column percentages.

Ratings questions

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

This scale allowed us to identify different levels of importance and satisfaction across respondents.

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

Percentages

All percentages are calculated to the nearest whole number and therefore the total may not exactly equal 100%.

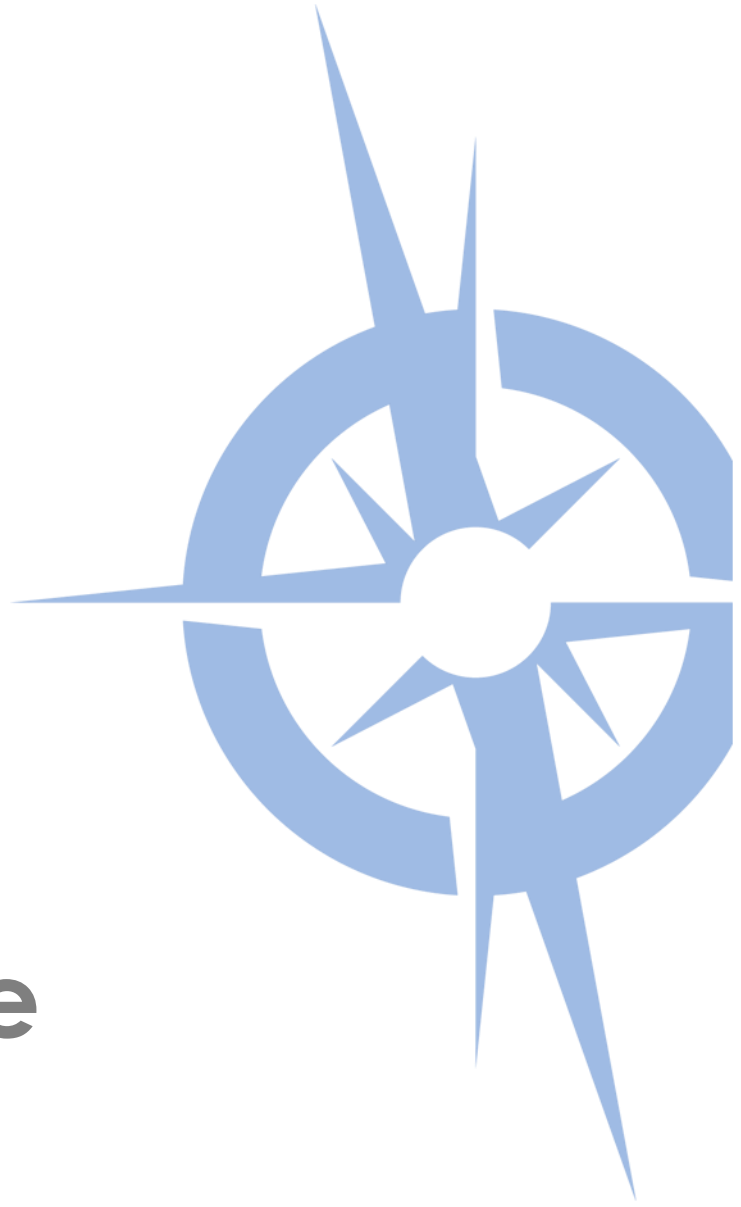
Micromex Benchmarks

These benchmarks are based on 60 LGAs that we have conducted community research for, and were revised in 2016 to ensure the most recent comparable data. Since 2008, Micromex has worked for over 70 NSW councils and conducted 100+ community satisfaction surveys across NSW.

NSW LGA Brand Scores Benchmark

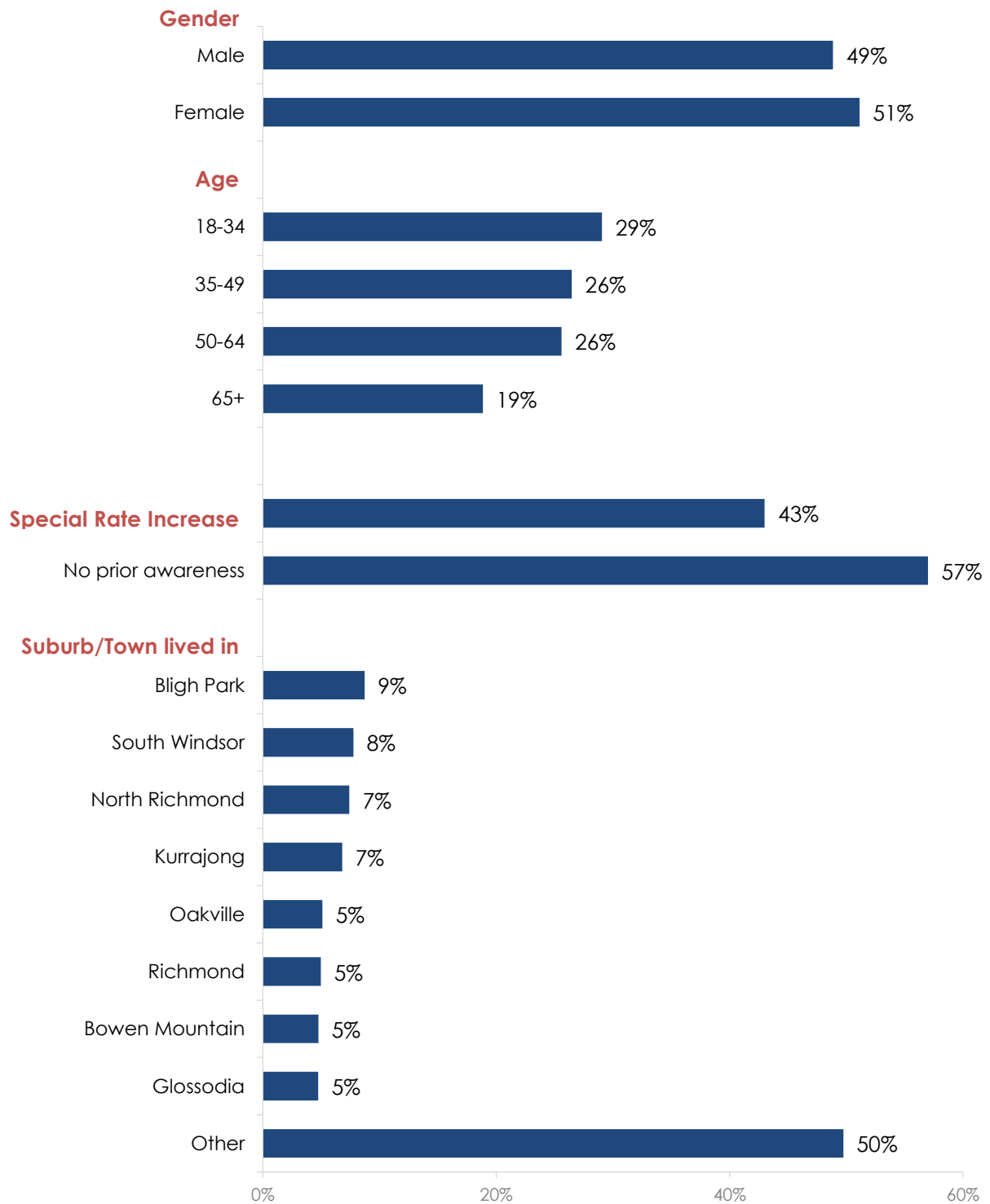
These benchmarks are based on a branding research study conducted by Micromex in 2012, in which residents from all 152 LGAs were interviewed in order to establish a normative score.





Sample Profile

Sample Profile



Base: N = 402

A sample size of 402 residents provides a maximum sampling error of plus or minus 4.9% at 95% confidence. The sample has been weighted by age and gender to reflect the 2016 ABS community profile of Hawkesbury City Council.

A complete list of suburbs is available in Demographics.





Key Findings

Key Findings

Overview (Overall satisfaction)

Summary

72% of residents were at least 'somewhat satisfied' with Council's performance over the past 12 months, although this result is lower than the NSW, Regional NSW, Outer Western Sydney and Sydney Metro LGA benchmarks, it is on par with the 2015 result.

Q3. 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?

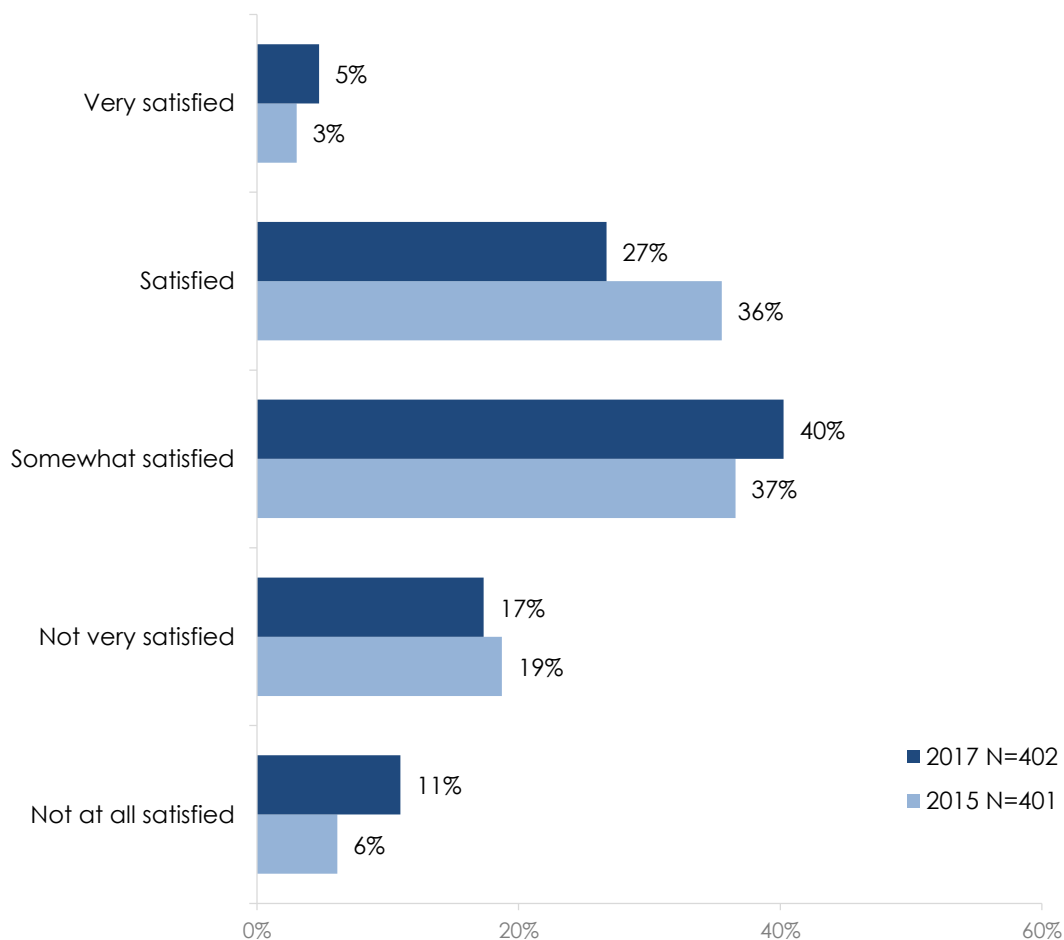
	Overall 2017	Overall 2015	Overall 2013	Overall 2011	Male	Female	18-34	35-49	50-64	65+
Mean ratings	2.97	3.11	3.09	3.31	2.87	3.06	3.02	2.87	2.96	3.05

NSW LGA BRAND SCORES	Outer Western Sydney*	Sydney Metro	Regional NSW	All of NSW	Hawkesbury City Council
Mean ratings	3.32▲	3.52▲	3.22▲	3.31▲	2.97▼

Scale: 1 = not at all satisfied, 5 = very satisfied

▲▼ = A significantly higher/lower level of satisfaction

*Outer Western Sydney benchmark includes the most recent overall satisfaction scores from Campbelltown City Council, Penrith City Council, Wollondilly Shire Council and Wingecarribee Shire Council



Key Findings

Overview (Satisfaction with Services and Infrastructure)

Summary

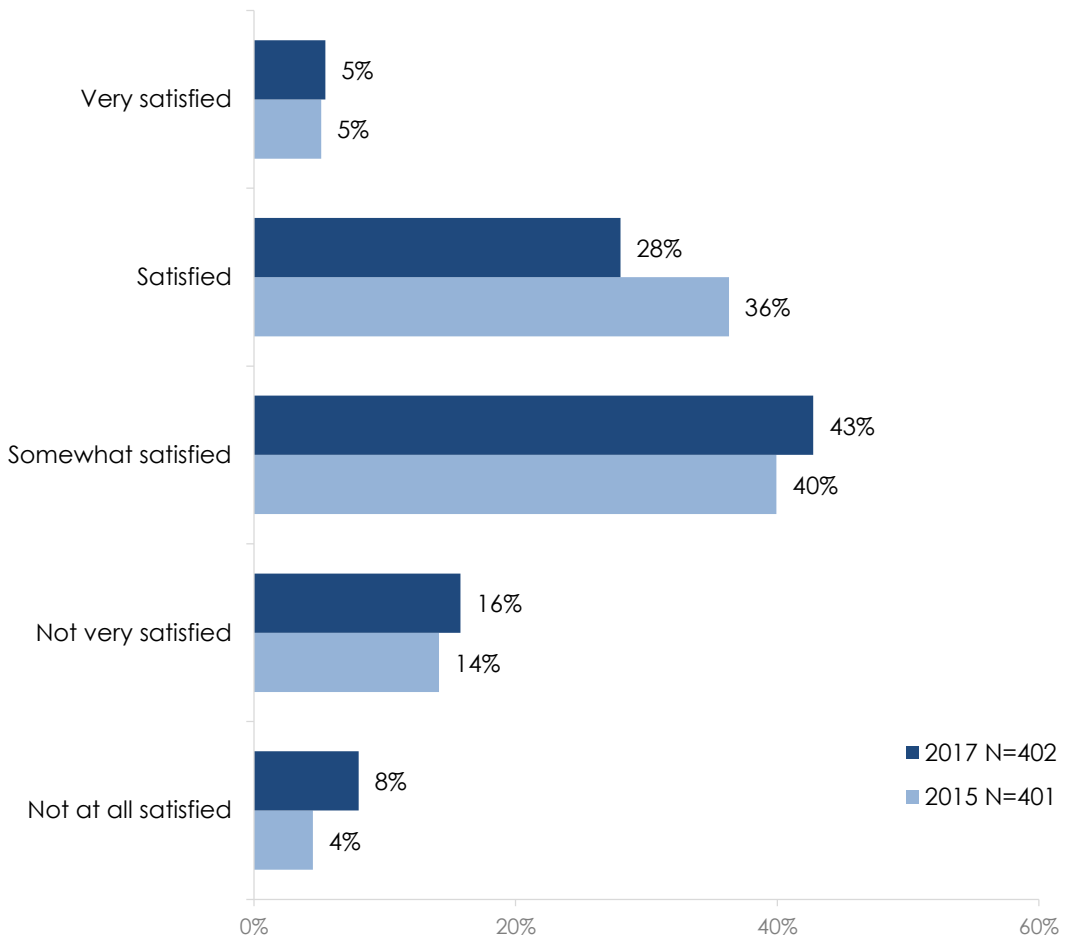
Residents level of satisfaction with Council services and infrastructure has softened since 2015, with 76% indicating they were at least 'somewhat satisfied'.

Q2. Thinking specifically about all the services and infrastructure that Council provides, how satisfied are you with the services and infrastructure provided by Council?

	Overall 2017	Overall 2015	Male	Female	18-34	35-49	50-64	65+
Mean ratings	3.07▼	3.23	3.01	3.12	3.20	2.91	3.00	3.21

Scale: 1 = not at all satisfied, 5 = very satisfied

▲▼ = Significantly higher/lower



Key Findings

Overview (Prior Awareness of Council's Consultation about an SRV)

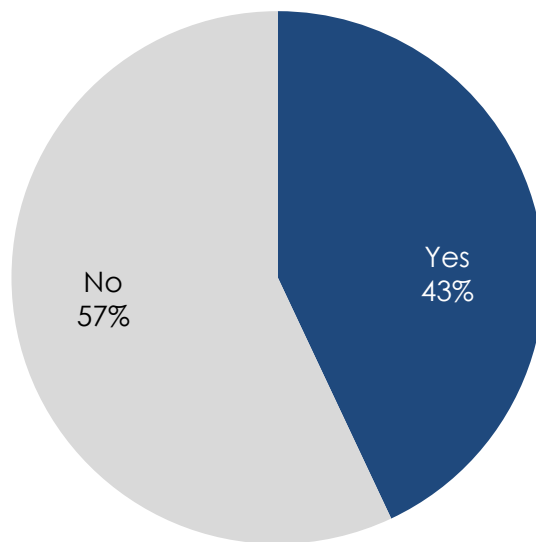
Summary

Community awareness of the proposed SRV has significantly increased over the past 4 months, with 43% of residents stating they were aware of the consultation Council has been conducting with the community regarding a special rate increase.

Q16. *In recent months, Council has been consulting the community about a special rate increase. Prior to this call were you aware of this?*

	November 2017	July 2017	Male	Female	18-34	35-49	50-64	65+
Yes	43%▲	32%	44%	42%	32%	38%	55%▲	51%
No	57%	68%	56%	58%	68%	62%	45%	49%

▲▼ = significantly higher/lower by group



Base: 400

Key Findings

Overview (Satisfaction with Council's Communication)

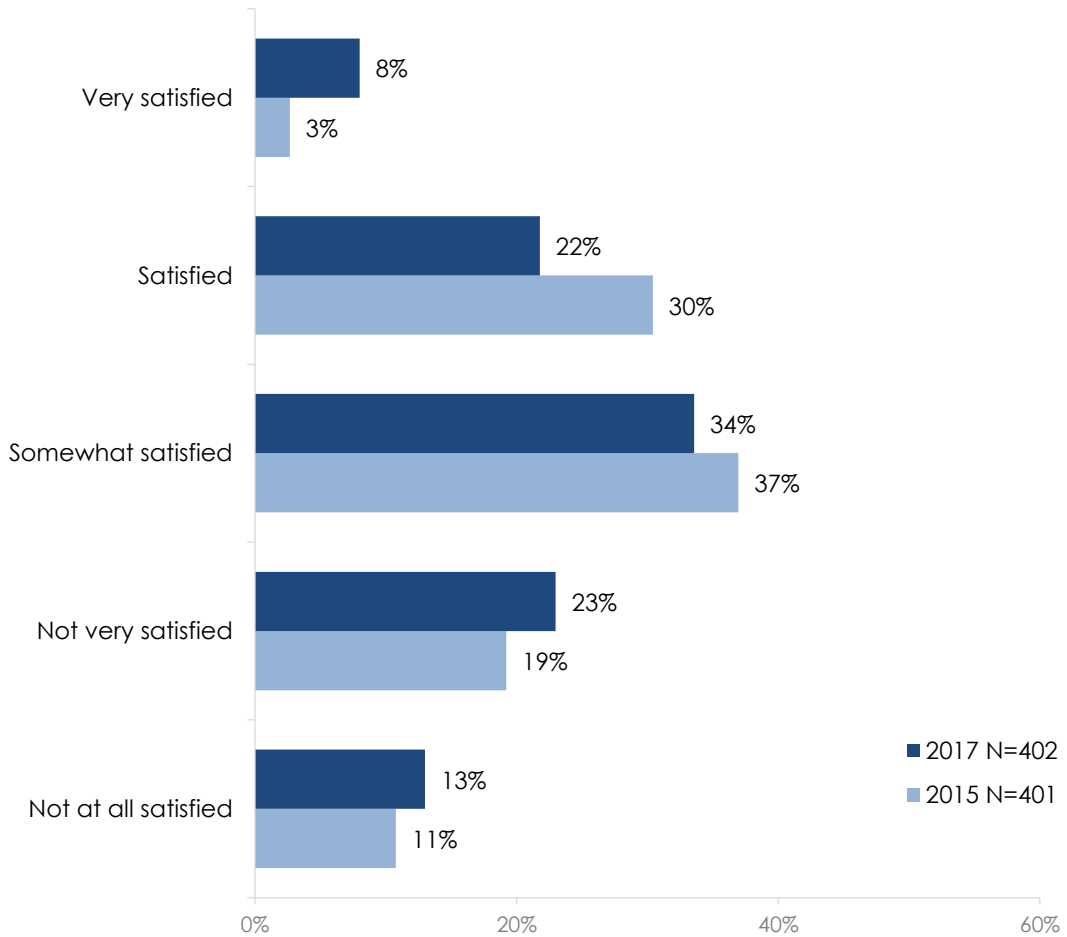
Summary

64% of residents were at least 'somewhat satisfied' with the current level of communication Council has with the community. This is similar to the result in 2015.

Q4. Overall how satisfied are you with the level of communication Council currently has with the community?

	Overall 2017	Overall 2015	Male	Female	18-34	35-49	50-64	65+
Mean ratings	2.90	2.95	2.87	2.93	2.92	2.76	2.96	2.99

Scale: 1 = not at all satisfied, 5 = very satisfied



Key Findings

Overview (Satisfaction with Council's Community Consultation)

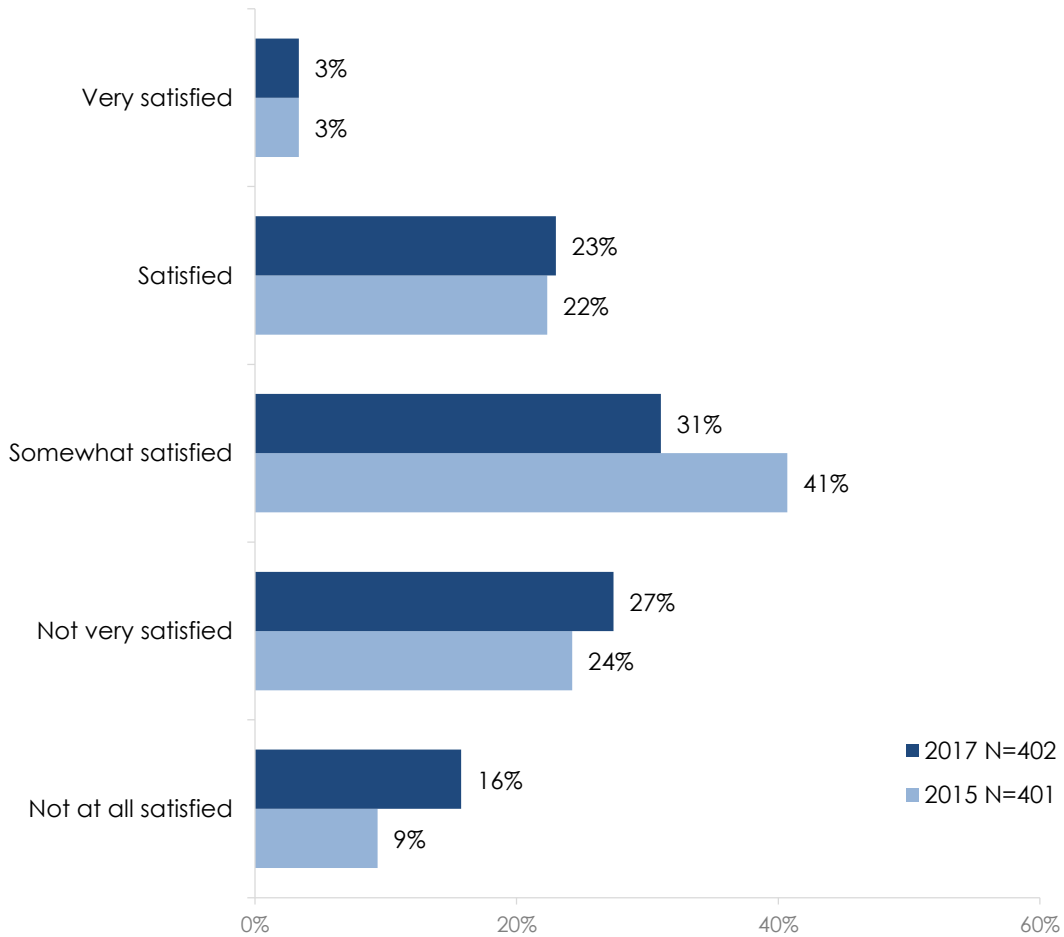
Summary

Satisfaction with the way Council consults with the community has trended downwards since 2011, however, more than half (57%) are at least 'somewhat satisfied'.

Q5. Thinking overall, how satisfied are you with the way Council consults with the community?

	2017	2015	2013	2011	Male	Female	18-34	35-49	50-64	65+
Mean ratings	2.70	2.86	2.94	3.13	2.61	2.79	2.75	2.58	2.73	2.76

Scale: 1 = not at all satisfied, 5 = very satisfied



Key Findings

Overview (Satisfaction with the Hawkesbury's Rural Character)

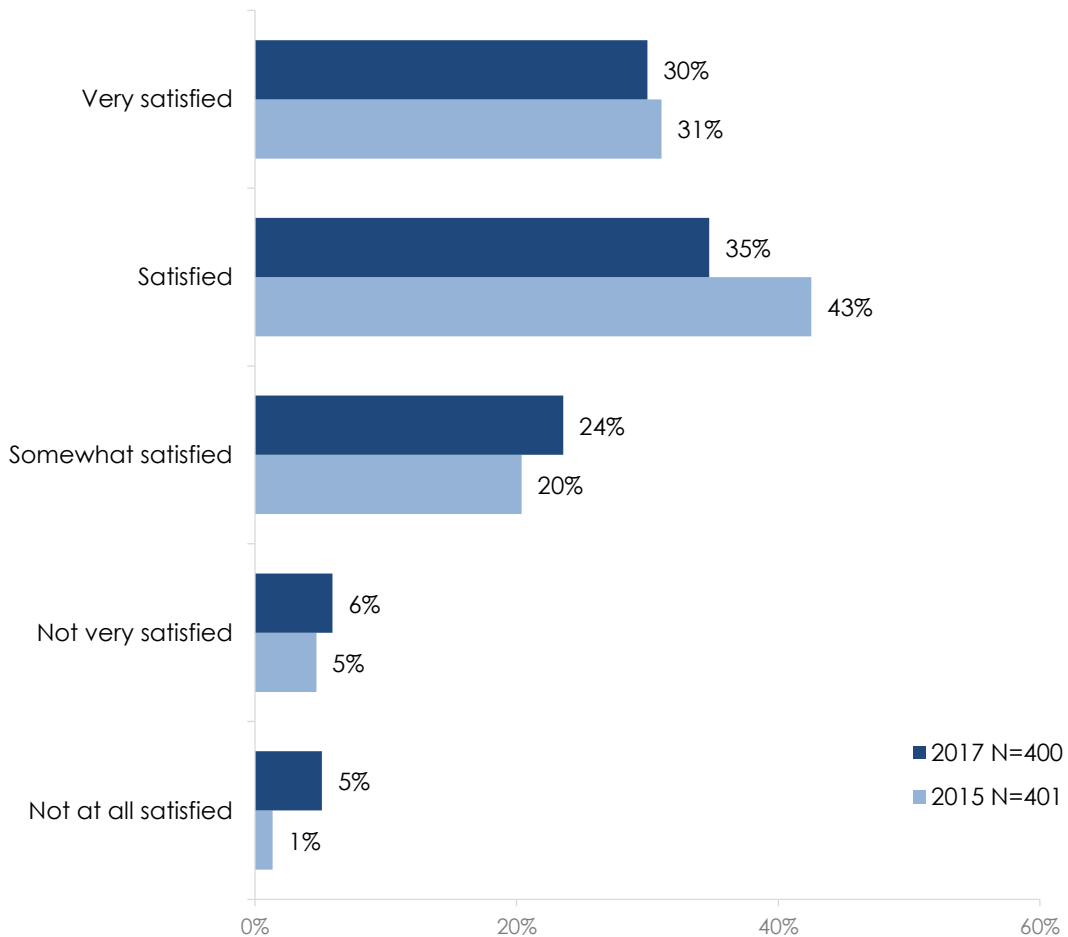
Summary

Although satisfaction with the rural character of the Hawkesbury LGA has significantly decreased since 2015, residents expressed moderately high satisfaction levels, with the majority (89%) indicating they were at least 'somewhat satisfied'.

Q13. How satisfied are you with the rural character of the Hawkesbury LGA?

	Overall 2017	Overall 2015	Male	Female	18-34	35-49	50-64	65+
Mean ratings	3.80▼	3.97	3.76	3.83	3.56	3.79	3.98	3.94

Scale: 1 = not at all satisfied, 5 = very satisfied



Key Findings

Key Importance Trends

Compared to the previous research conducted in 2015, there were significant **increases** in residents' levels of **importance** for 24 of the comparable 44 services and facilities provided by Council, These were:

	2017	2015
Sporting and recreational facilities	4.28	3.30
Community centres and community halls	4.05	3.17
Public swimming pools	4.08	3.23
Gallery/Museum	3.68	2.95
Senior centres and programs	4.17	3.45
Childcare centres	4.17	3.45
Access to services and facilities for people with a disability	4.46	3.76
Programs for people from diverse cultures (including Indigenous Australians)	3.72	3.09
Youth centres and facilities	4.04	3.43
Companion animal shelter (pound) services	4.15	3.64
Parks, playgrounds, and reserves	4.52	4.01
Libraries	4.15	3.71
On-site health inspections such as food and septic	4.33	3.98
Public toilets	4.31	3.99
Helping to create thriving town centres	4.34	4.03
Supporting tourism facilities and industry	4.21	3.92
Supporting rural based activities	4.15	3.91
Tree preservation	4.10	3.86
Stormwater management and re-use	4.26	4.06
Supporting training and career opportunities	4.25	4.06
Provision of mains sewerage	4.24	4.05
Management of sewerage waste (pump out)	4.35	4.16
Supporting and valuing community organisations	4.30	4.11
Road maintenance	4.76	4.63

There were no significant declines in importance for any of the criteria.



Key Findings

Key Satisfaction Trends

Over the same period there was an increase in residents' levels of **satisfaction** across 5 of the comparable 44 services and facilities provided by Council, these were:

	2017	2015
Provide transparent, accountable and respected leadership	2.98	2.61
Car parks	3.24	2.97
Sporting and recreational facilities	3.68	3.43
Improved services and infrastructure (generally)	2.85	2.60
Supporting training and career opportunities	3.18	2.97

There were significant declines in satisfaction for 4 of the comparable criteria, these were as follows:

	2017	2015
Kerbside garden organics service (green lidded bin)	3.62	3.97
Valuing and protecting the Hawkesbury's heritage areas and buildings	2.98	3.29
Kerbside waste service (red or black lidded bin)	3.88	4.11
Libraries	4.10	4.31



Key Findings

Identifying Priorities via Specialised Analysis (Explanation)

The specified research outcomes required us to measure both community importance and community satisfaction with a range of specific service delivery areas. In order to identify core priorities, we undertook a 2 step analysis process on the stated importance and rated satisfaction data, after which we conducted a third level of analysis. This level of analysis was a Shapley Regression on the data in order to identify which facilities and services are the actual drivers of overall satisfaction with Council.

By examining both approaches to analysis we have been able to:

1. Identify and understand the hierarchy of community priorities
2. Inform the deployment of Council resources in line with community aspirations

Step 1. Performance Gap Analysis (PGA)

PGA establishes the gap between importance and satisfaction. This is calculated by subtracting the mean satisfaction score from the mean importance score. In order to measure performance gaps, respondents are asked to rate the importance of, and their satisfaction with, each of a range of different services or facilities on a scale of 1 to 5, where 1 = low importance or satisfaction and 5 = high importance or satisfaction. These scores are aggregated at a total community level.

The higher the differential between importance and satisfaction, the greater the difference is between the provision of that service by Hawkesbury City Council and the expectation of the community for that service/facility.

In the table on the following page, we can see the 45 services and facilities that residents rated by importance and then by satisfaction.

When analysing the performance gaps, it is important to recognise that, for the most part, a gap of up to 1.0 is acceptable when the initial importance rating is 4.0+, as it indicates that residents consider the attribute to be of 'high' to 'extremely high' importance and that the satisfaction they have with Hawkesbury City Council's performance on that same measure is 'moderate' to 'moderately high'.

For example, 'car parks' was given an importance score of 4.21, which indicates that it is considered an area of 'very high' importance by residents. At the same time it was given a satisfaction score of 3.24, which indicates that residents have a 'moderate' level of satisfaction with Hawkesbury City Council's performance and focus on that measure.

In the case of a performance gap such as for 'Gallery/Museum' (3.68 importance vs. 3.96 satisfaction), we can identify that the facility/service has 'moderately high' importance to the broader community, but for residents who feel that this facility is important, it is providing a 'high' level of satisfaction.



Key Findings

When analysing performance gap data, it is important to consider both stated satisfaction and the absolute size of the performance gap.

Performance Gap Ranking

Rank 2015	Rank 2017	Service/ Facility	Importance Mean	Satisfaction Mean	Performance Gap
1	1	Road maintenance	4.76	2.44	2.32
2	2	Long term planning for the future	4.60	2.62	1.98
6	3	Lobbying State and Federal Government for funding and improved service levels	4.42	2.73	1.69
3	4	Improved services and infrastructure (generally)	4.49	2.85	1.64
8	5	Road safety	4.74	3.12	1.62
5	6	Healthy and sustainable Hawkesbury River and waterways	4.68	3.08	1.60
7	7	Engaging the community in making decisions	4.42	2.85	1.57
13	8	Helping to create thriving town centres	4.34	2.84	1.50
13	9	Valuing and protecting the Hawkesbury's heritage areas and buildings	4.41	2.98	1.43
10		Public toilets	4.31	2.88	1.43
9	11	Promoting local employment opportunities	4.35	3.02	1.33
16	12	Footpaths and cycleways	4.08	2.84	1.24
4	13	Provide transparent, accountable and respected leadership	4.21	2.98	1.23
11	14	Crime prevention	4.67	3.46	1.21
29	15▼	Access to services and facilities for people with a disability	4.46	3.28	1.18
21	16	Protecting bushland, open space, and natural habitats	4.51	3.36	1.15
20	17	Emergency services planning (including flood and fire)	4.70	3.60	1.10
23		Supporting rural based activities	4.15	3.05	1.10
15	19	Supporting business development	4.22	3.14	1.08
16	20	Supporting training and career opportunities	4.25	3.18	1.07
18	21	Building partnerships with residents, community groups, and institutions	4.11	3.08	1.03
33	22▼	Parks, playgrounds, and reserves	4.52	3.50	1.02
24	23	Supporting tourism facilities and industry	4.21	3.21	1.00
34	24▼	Youth centres and facilities	4.04	3.05	0.99
12	25▲	Car parks	4.21	3.24	0.97
21	26	Supporting and valuing community organisations	4.30	3.34	0.96
19	27	Stormwater management and re-use	4.26	3.33	0.93
25	28	Supporting and valuing volunteers	4.34	3.46	0.88
37	29	Senior centres and programs	4.17	3.41	0.76
28	30	Kerbside waste service (red or black lidded bin)	4.63	3.88	0.75
27	31	Tree preservation	4.10	3.36	0.74
31	32	Provision of mains sewerage	4.24	3.54	0.70
29	33	Management of sewerage waste (pump out)	4.35	3.67	0.68
26	34	Kerbside recycling service (yellow lidded bin)	4.59	3.94	0.65
31		On-site health inspections such as food and septic	4.33	3.68	0.65
35	36	Programs for people from diverse cultures (including Indigenous Australians)	3.72	3.08	0.64
39	37	Sporting and recreational facilities	4.28	3.68	0.60
40	38	Childcare centres	4.17	3.60	0.57
41	39	Public swimming pools	4.08	3.57	0.51
36	40	Companion animal shelter (pound) services	4.15	3.66	0.49
41	41	Community centres and community halls	4.05	3.66	0.39
38	42	Kerbside garden organics service (green lidded bin)	4.00	3.62	0.38
N/A	43	Community events and festivals	3.89	3.53	0.36
43	44	Libraries	4.15	4.10	0.05
44	45	Gallery/Museum	3.68	3.96	-0.28

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

▲▼ = significantly positive/negative shift in ranking (2017 compared to 2015)



Key Findings

When we examine the largest performance gaps, we can identify that all of the services or facilities have been rated as 'very high' to 'extremely high' in importance. Resident satisfaction for all of these areas is between 2.44 and 3.12, which indicates that their satisfaction for these measures is 'low' to 'moderate'.

Ranking	Service/ Facility	Importance Mean	Satisfaction Mean	Performance Gap
1	Road maintenance	4.76	2.44	2.32
2	Long term planning for the future	4.60	2.62	1.98
3	Lobbying State and Federal Government for funding and improved service levels	4.42	2.73	1.69
4	Improved services and infrastructure (generally)	4.49	2.85	1.64
5	Road safety	4.74	3.12	1.62
6	Healthy and sustainable Hawkesbury River and waterways	4.68	3.08	1.60
7	Engaging the community in making decisions	4.42	2.85	1.57
8	Helping to create thriving town centres	4.34	2.84	1.50
9	Valuing and protecting the Hawkesbury's heritage areas and buildings	4.41	2.98	1.43
	Public toilets	4.31	2.88	1.43
11	Promoting local employment opportunities	4.35	3.02	1.33

The key outcomes of this analysis would suggest that, while there are opportunities to improve satisfaction across a range of services/facilities, 'road maintenance' is the area of least relative satisfaction.

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.



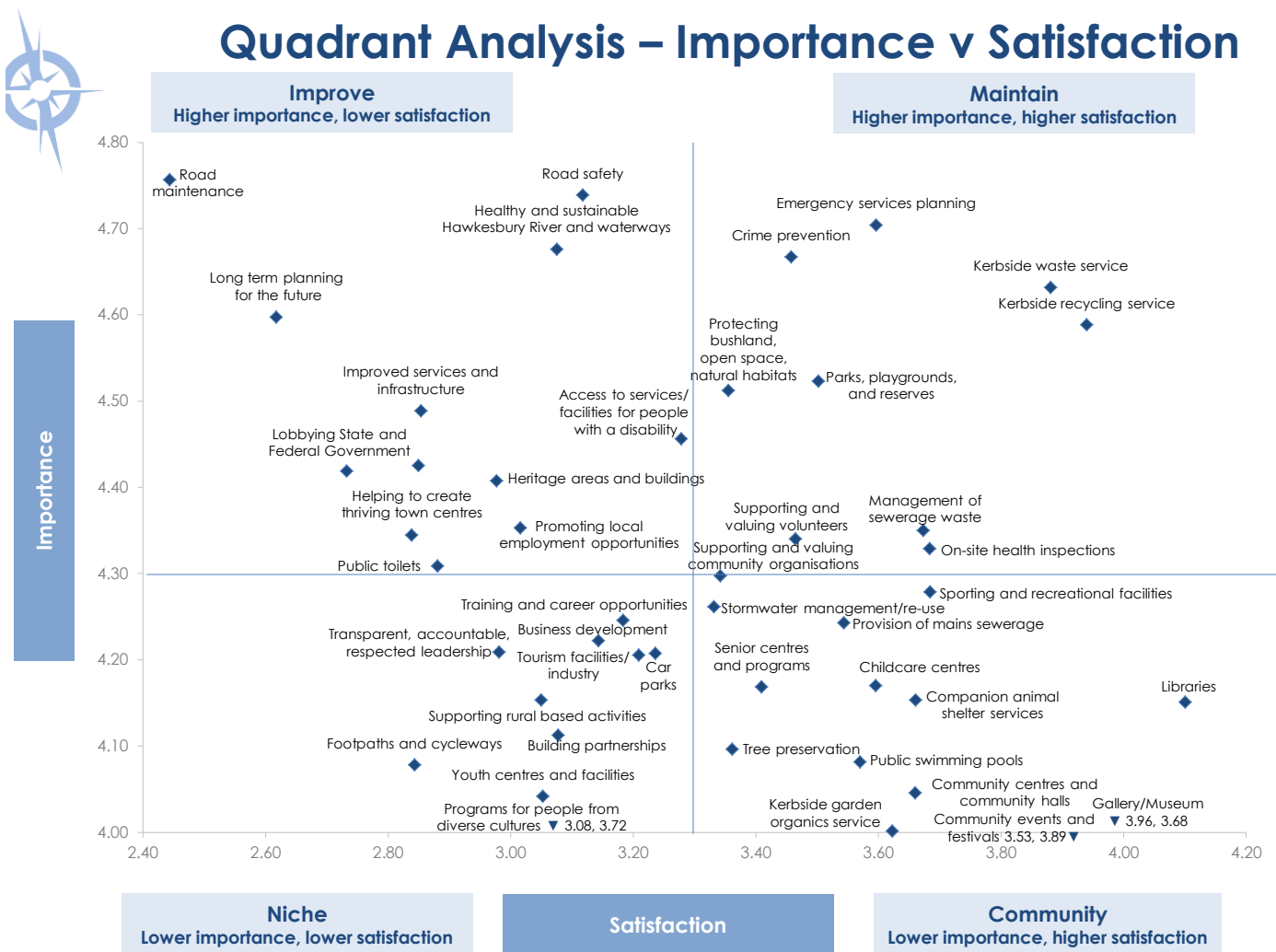
Key Findings

Quadrant Analysis

Step 2. Quadrant Analysis

Quadrant analysis is often helpful in planning future directions based on stated outcomes. It combines the stated importance of the community and assesses satisfaction with delivery in relation to these needs.

This analysis is completed by plotting the variables on x and y axes, defined by stated importance and rated satisfaction. We aggregate the mean scores for stated importance and rated satisfaction to identify where the facility or service should be plotted. For these criteria, the average stated importance score was 4.30 and the average rated satisfaction score was 3.30. Therefore, any facility or service that received a mean stated importance score of ≥ 4.30 would be plotted in the higher importance section and, conversely, any that scored < 4.30 would be plotted into the lower importance section. The same exercise is undertaken with the satisfaction ratings above, equal to or below 3.30. Each service or facility is then plotted in terms of satisfaction and importance, resulting in its placement in one of four quadrants.



Key Findings

Explaining the 4 quadrants

Attributes in the top right quadrant, **MAINTAIN**, such as 'emergency services planning', are Council's core strengths, and should be treated as such. Maintain, or even attempt to improve your position in these areas, as they are influential and address clear community needs.

Attributes in the top left quadrant, **IMPROVE**, such as 'road maintenance' are key concerns in the eyes of your residents. In the vast majority of cases you should aim to improve your performance in these areas to better meet the community's expectations.

Attributes in the bottom left quadrant, **NICHE**, such as 'supporting training and career opportunities', are of a relatively lower priority (and the word 'relatively' should be stressed – they are still important). These areas tend to be important to a particular segment of the community.

Finally, attributes in the bottom right quadrant, **COMMUNITY**, such as 'sporting and recreational facilities', are core strengths, but in relative terms they are deemed less overtly important than other directly obvious areas. However, the occupants of this quadrant tend to be the sort of services and facilities that deliver to community liveability, i.e. make it a good place to live.

Recommendations based only on stated importance and satisfaction have major limitations, as the actual questionnaire process essentially 'silos' facilities and services as if they are independent variables, when they are in fact all part of the broader community perception of council performance.

Residents' priorities identified in stated importance/satisfaction analysis often tend to be in areas that are problematic. No matter how much focus a council dedicates to 'local roads', it will often be found in the **IMPROVE** quadrant. This is because, perceptually, the condition of local roads can always be better.

Furthermore, the outputs of stated importance and satisfaction analysis address the current dynamics of the community, they do not predict which focus areas are the most likely agents to change the community's perception of Council's overall performance.

Therefore, in order to identify how Hawkesbury City Council can actively drive overall community satisfaction, we conducted further analysis.

The Shapley Value Regression

This model was developed by conducting specialised analysis from over 30,000 LGA interviews conducted since 2005. In essence, it proved that increasing resident satisfaction by actioning the priorities they stated as being important does not necessarily positively impact on overall satisfaction with the council. This regression analysis is a statistical tool for investigating relationships between dependent variables and explanatory variables.

In 2014, we revised the Shapley Regression Analysis to identify the directional contribution of key services and facilities with regard to optimisers/barriers with Council's overall performance.

What Does This Mean?

The learning is that if we only rely on the stated community priorities, we will not be allocating the appropriate resources to the actual service attributes that will improve overall community satisfaction. Using regression analysis we can identify the attributes that essentially build overall satisfaction. We call the outcomes 'derived importance'.



Key Findings

Key Drivers of Satisfaction with Hawkesbury City Council

The results in the chart below provide Hawkesbury City Council with a complete picture of the intrinsic community priorities and motivations, and identify what attributes are the key drivers of community satisfaction.

These top 14 services/facilities account for 61% of overall satisfaction with Council. This indicates that the remaining 31 attributes we obtained measures on have only a limited impact on the community's satisfaction with Hawkesbury City Council's performance. Therefore, whilst all 45 service/facility areas are important, only a number of them are significant drivers of the community's overall satisfaction with Council.

These Top 14 Indicators Contribute to 61% of Overall Satisfaction with Council



The contributors to satisfaction are not to be misinterpreted as an indication of current dissatisfaction

These 14 services/facilities are the key community priorities and by addressing these, Hawkesbury City Council will improve overall community satisfaction. The score assigned to each area indicates the percentage of influence each attribute contributes to overall satisfaction with Council.

In the above chart, 'building partnerships with residents, community groups, and institutions' contributes 2.1% towards overall satisfaction, while 'provide transparent, accountable and respected leadership' (12.8%) is a far stronger driver, contributing more than six times as much to overall satisfaction with Council.

Key Findings

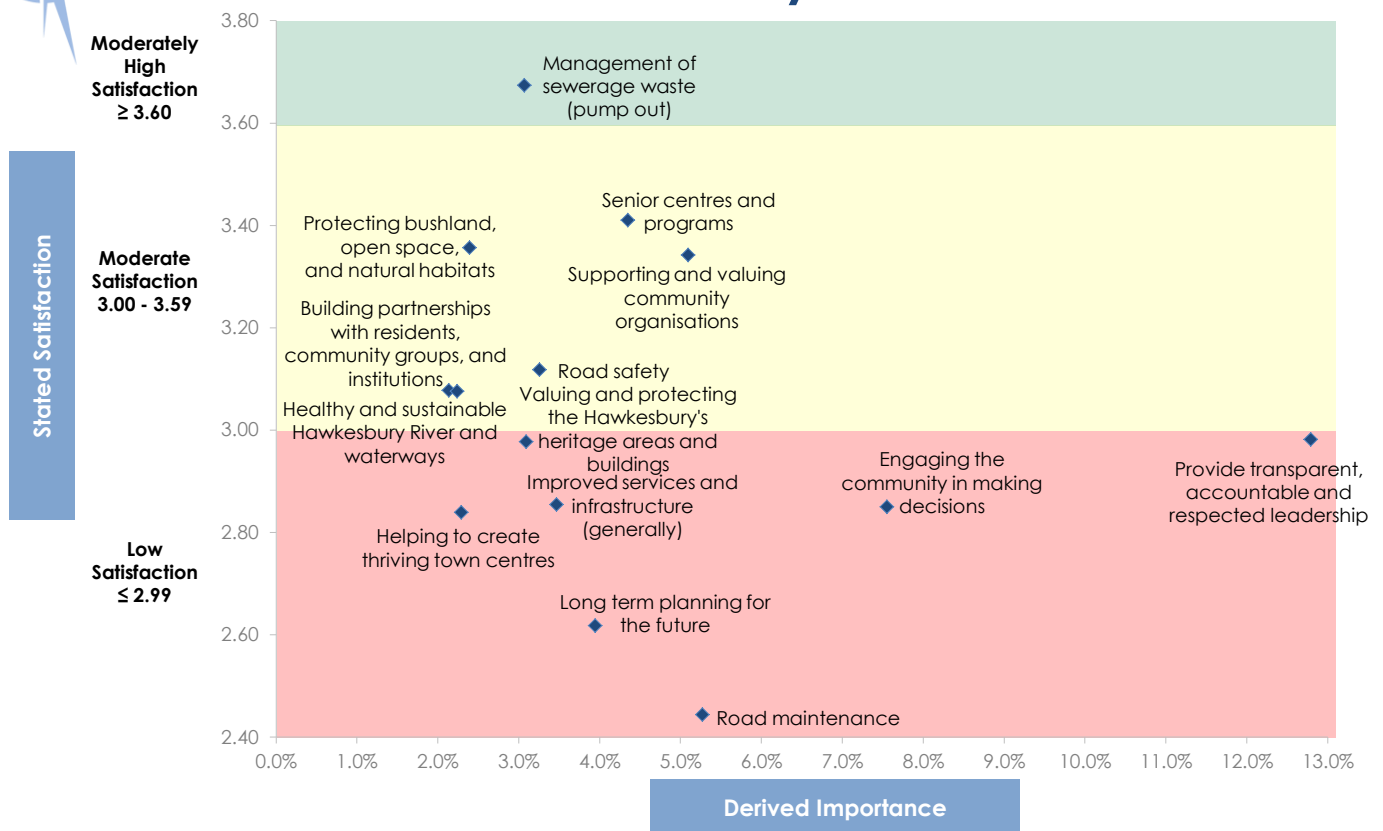
Clarifying Priorities

By mapping satisfaction against derived importance we can see that, for one of the core drivers, Council is already providing 'moderately high' levels of satisfaction, i.e. 'management of sewerage waste'. Council should look to maintain/consolidate their delivery in these areas.

It is also apparent that there is room to elevate satisfaction within the variables that fall in the 'lower' and 'moderate satisfaction' regions of the chart. If Hawkesbury City Council can address these core drivers, they will be able to improve resident satisfaction with their performance.



Mapping Stated Satisfaction and Derived Importance Identifies the Community Priority Areas



This analysis indicates that areas such as 'senior centres and programs', 'protecting bushland, open space, and natural habitats', 'supporting and valuing community organisations', 'road safety', 'building partnerships with residents, community groups, and institutions', and 'healthy and sustainable Hawkesbury River and waterways' could possibly be targeted for optimisation.

Furthermore, areas such as 'provide transparent, accountable and respected leadership', 'valuing and protecting the Hawkesbury's heritage areas and buildings', 'improved services and infrastructure', 'engaging the community in making decisions', 'helping to create thriving town centres', 'long term planning for the future', and 'road maintenance' are issues Council should be looking to understand resident expectations and/or more actively inform/engage residents of Council's position and advocacy across these areas.



Key Findings

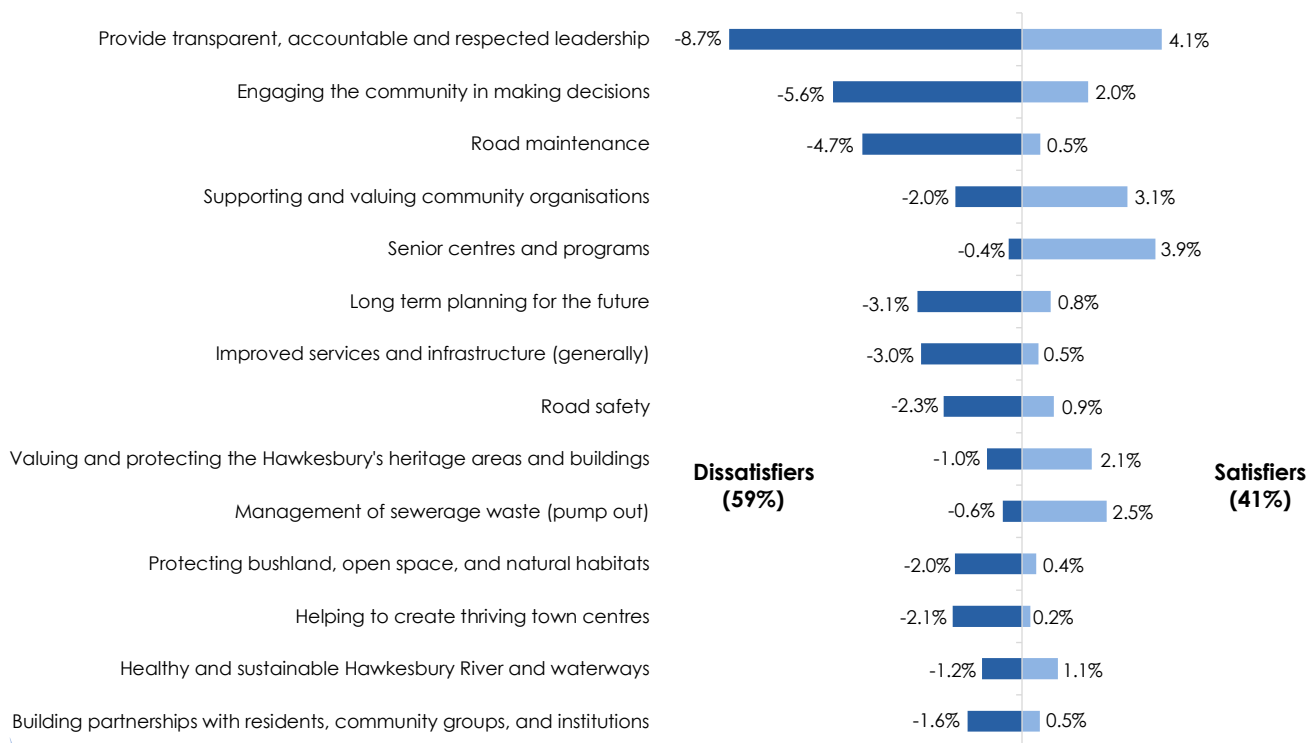
Advanced Shapley Outcomes

The chart below illustrates the positive/negative contribution the key drivers provide towards overall satisfaction. Some drivers can contribute both negatively and positively depending on the overall opinion of the residents.

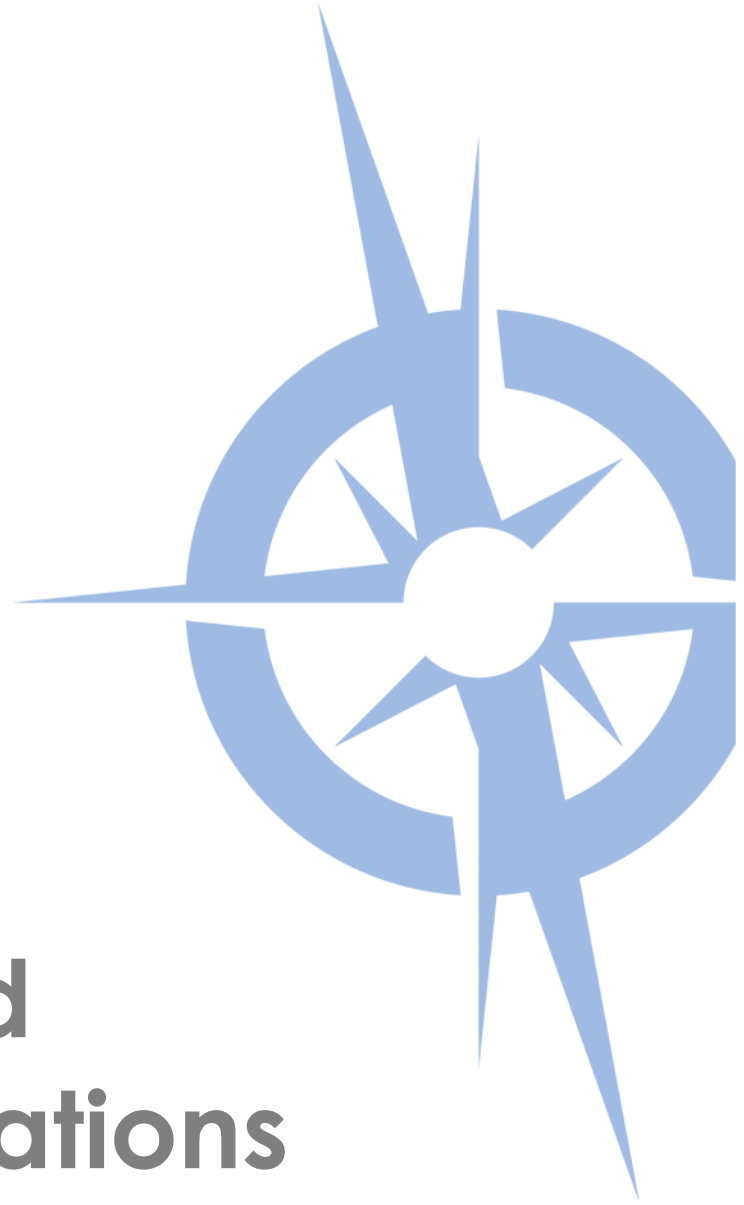
The scores on the negative indicate the contribution the driver makes to impeding transition towards satisfaction. If we can address these areas we will see a lift in our future overall satisfaction results, as we will positively transition residents who are currently 'not at all satisfied' towards being 'satisfied' with Council's overall performance.

The scores on the positive indicate the contribution the driver makes towards optimising satisfaction. If we can address these areas we will see a lift in our future overall satisfaction results, as we will positively transition residents who are currently already 'somewhat satisfied', towards being more satisfied with Council's overall performance.

Key Contributors to Barriers/Optimisers



Different levers address the different levels of satisfaction across the community



Summary and Recommendations

Summary and Recommendations

Summary

72% of residents stated they were at least 'somewhat satisfied' with Council's overall performance. Although this result is significantly lower than the Micromex benchmarks, it remains on par with the 2015 results. The softening in satisfaction could align with the need of a special rate variation to invest more money into improving local assets such as roads, which has the largest performance gap and also a key driver of overall satisfaction.

Residents indicated moderately high satisfaction levels with the rural character of the Hawkesbury LGA, with the majority (89%) of residents stating they were at least 'somewhat satisfied'. Residents also expressed very high agreement levels for the statements 'my current home size/type is suitable for my needs' and 'I feel safe in our public spaces in the day', with at least 82% of residents giving the top 2 scores for these statements.

Satisfaction with Council's community consultation has trended downwards since 2011, however, more than half (57%) are at least somewhat satisfied with the way Council consults with the community. 64% of residents stated they were at least 'somewhat satisfied' with the current level of communication.

35 of the 45 services and facilities received at least moderate (rating of 3 or above) satisfaction levels, with 'libraries' receiving the highest satisfaction rating overall.

Residents were significantly more satisfied with 5 of the comparable 44 services and facilities compared to 2015. 70% of residents were at least 'somewhat satisfied' with the services provided by the State Government, with residents significantly more satisfied with 'bus services' than they were in 2015.

The importance to residents of services and facilities has grown dramatically over the past 2 years, with 24 of the 44 comparable services/facilities experiencing significant increases.

4 of the 5 services/facilities under the service area of 'our leadership' appeared in the key drivers for overall satisfaction, with 'provide transparent, accountable and respected leadership' and 'engaging the community in making decisions' the top 2 drivers, contributing to over 20% of satisfaction with Council alone.

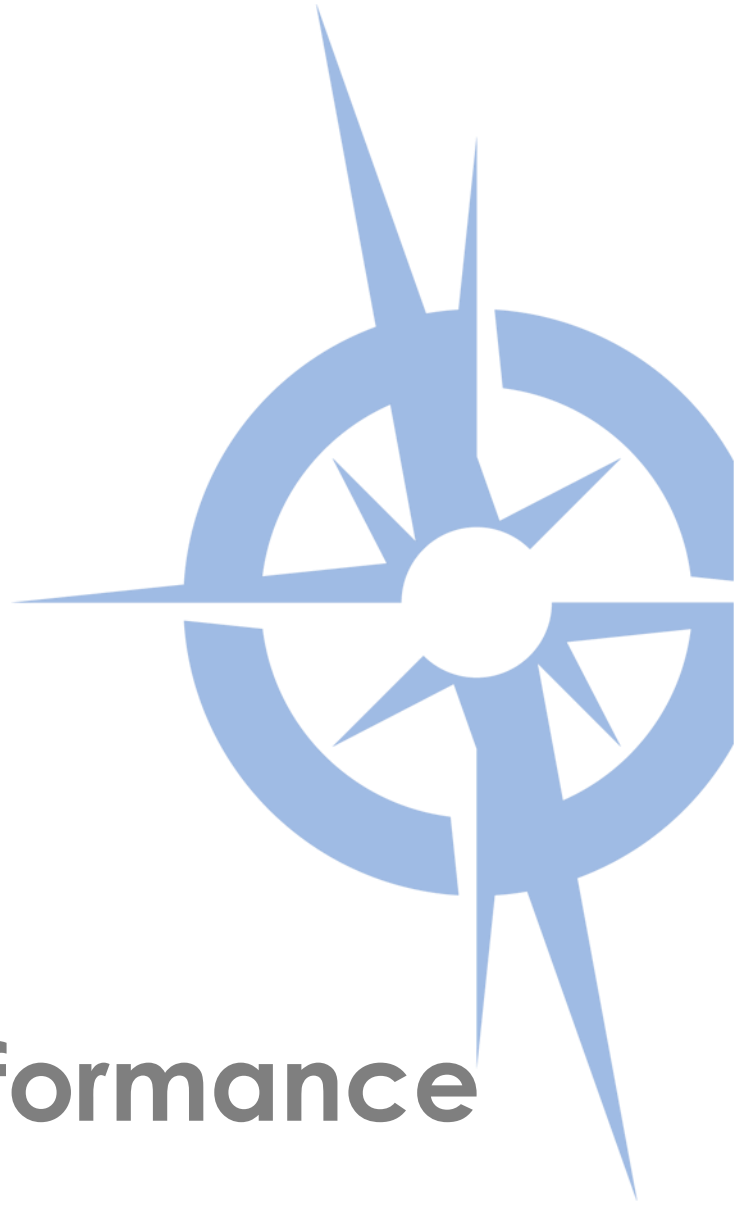
Ultimately, Council should focus on these areas, particularly throughout the process of implementing a special rate variation to increase residents overall satisfaction with Council.

Recommendations

Based on the results of this research, Hawkesbury City Council should look to the following:

1. Continue to actively communicate Council's plans and involve the community in decision making regarding the allocation of resources and investments with the proposed special rate variation.
2. Continue to connect with and help the community grow by supporting community organisations to build relationships with residents.
3. Clarify community expectations to increase the community's knowledge of the road improvement plans and improved local services and infrastructure.
4. Maintain and enhance the natural environment and waterways, and heritage of the local area.





Section A – Council's Performance

Overall Satisfaction

Summary

72% of residents were at least 'somewhat satisfied' with Council's performance over the past 12 months, although this result is lower than the NSW, Regional NSW, Outer Western Sydney and Sydney Metro LGA benchmarks, it is on par with the 2015 result.

There were no significant differences across the demographics.

Q3. 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?

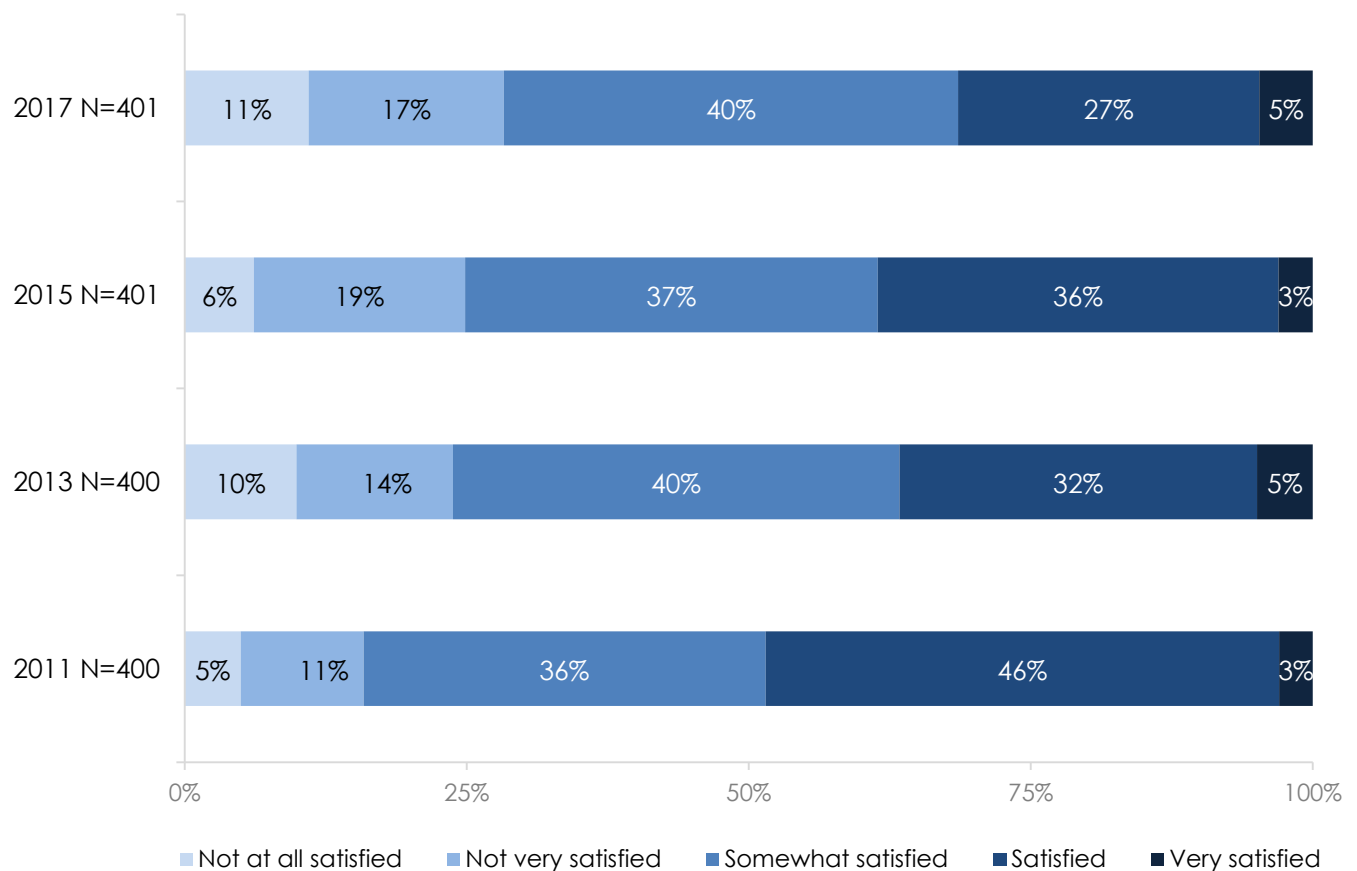
	Overall 2017	Overall 2015	Overall 2013	Overall 2011	Male	Female	18-34	35-49	50-64	65+
Mean ratings	2.97	3.11	3.09	3.31	2.87	3.06	3.02	2.87	2.96	3.05

NSW LGA BRAND SCORES	Outer Western Sydney*	Sydney Metro	Regional NSW	All of NSW	Hawkesbury City Council
Mean ratings	3.32▲	3.52▲	3.22▲	3.31▲	2.97▼

Scale: 1 = not at all satisfied, 5 = very satisfied

▲▼ = A significantly higher/lower level of satisfaction

*Outer Western Sydney benchmark includes the most recent overall satisfaction scores from Campbelltown City Council, Penrith City Council, Wollondilly Shire Council and Wingecarribee Shire Council



Overall Satisfaction with Services and Infrastructure

Summary

Residents level of satisfaction with Council services and infrastructure has softened since 2015, with 76% indicating they were at least 'somewhat satisfied'.

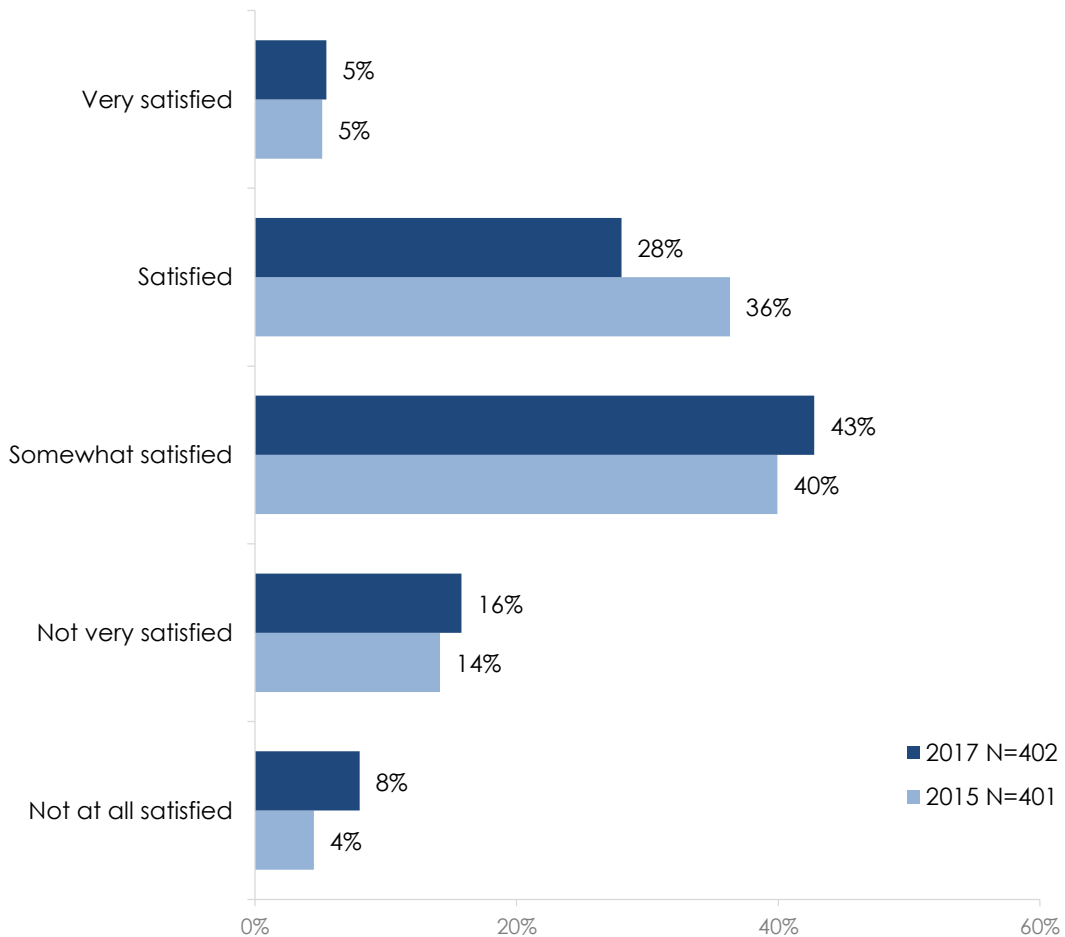
Satisfaction was consistent across the demographics.

Q2. Thinking specifically about all the services and infrastructure that Council provides, how satisfied are you with the services and infrastructure provided by Council?

	Overall 2017	Overall 2015	Male	Female	18-34	35-49	50-64	65+
Mean ratings	3.07▼	3.23	3.01	3.12	3.20	2.91	3.00	3.21

Scale: 1 = not at all satisfied, 5 = very satisfied

▲▼ = Significantly higher/lower





Section B – Council’s Communication/ Engagement

Awareness of the Special Rate Increase

Summary

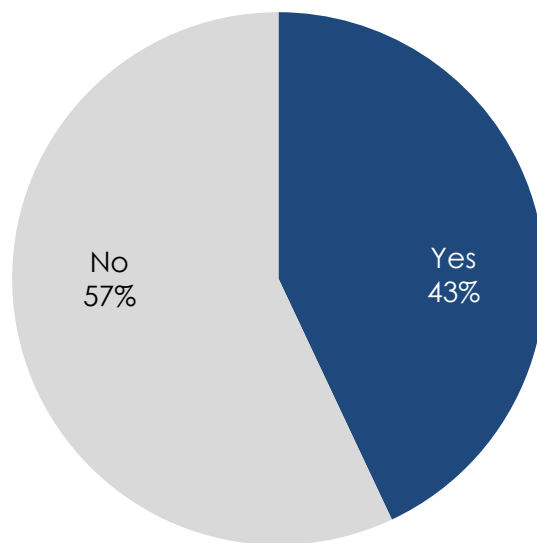
Community awareness of the proposed SRV has significantly increased over the past 4 months, with 43% of residents stating they were aware of the consultation Council has been conducting with the community regarding a special rate increase.

Residents aged 50-64 were significantly more likely to have had prior knowledge of the consultation.

Q16. *In recent months, Council has been consulting the community about a special rate increase. Prior to this call were you aware of this?*

	November 2017	July 2017	Male	Female	18-34	35-49	50-64	65+
Yes	43%▲	32%	44%	42%	32%	38%	55%▲	51%
No	57%	68%	56%	58%	68%	62%	45%	49%

▲▼ = significantly higher/lower by group



Base: N=400



Satisfaction with Council's Communication

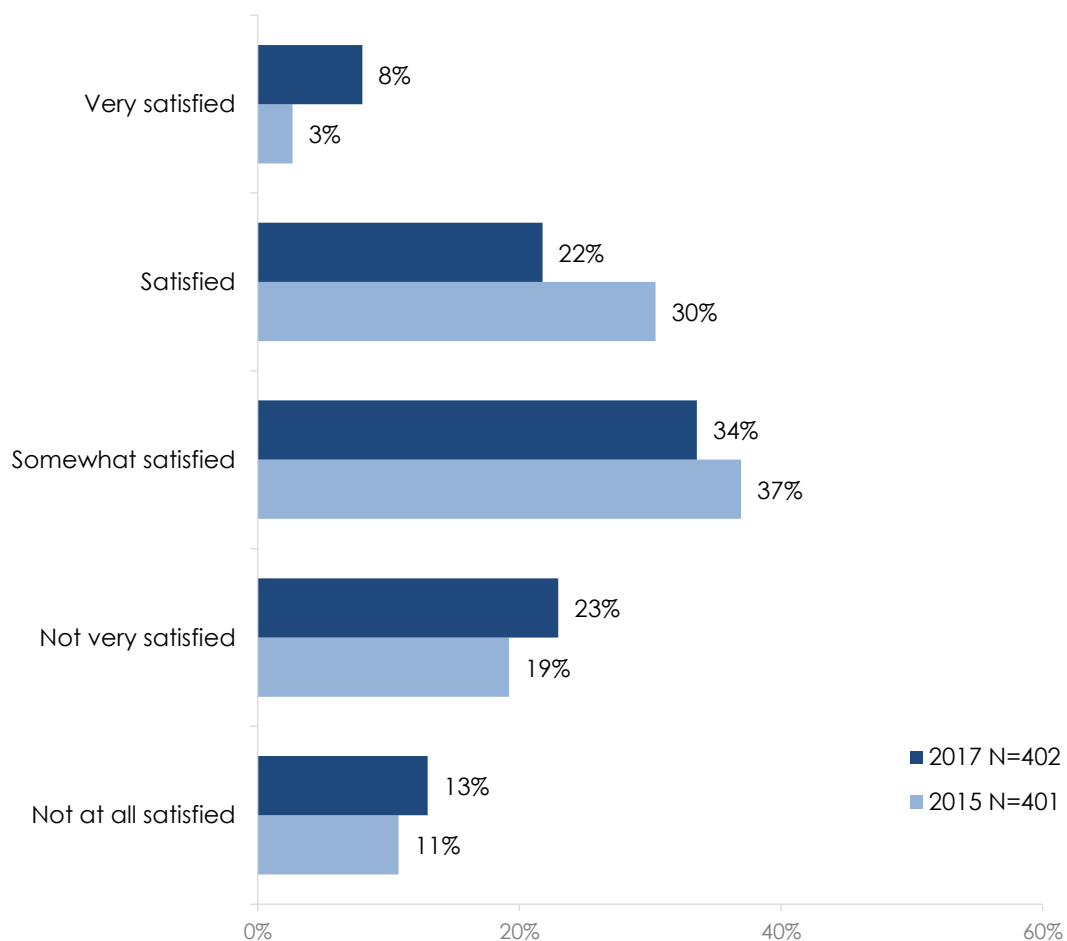
Summary

64% of residents were at least 'somewhat satisfied' with the current level of communication Council has with the community. This is similar to the result in 2015, and also across the demographics.

Q4. Overall how satisfied are you with the level of communication Council currently has with the community?

	Overall 2017	Overall 2015	Male	Female	18-34	35-49	50-64	65+
Mean ratings	2.90	2.95	2.87	2.93	2.92	2.76	2.96	2.99

Scale: 1 = not at all satisfied, 5 = very satisfied



Satisfaction with Council's Community Consultation

Summary

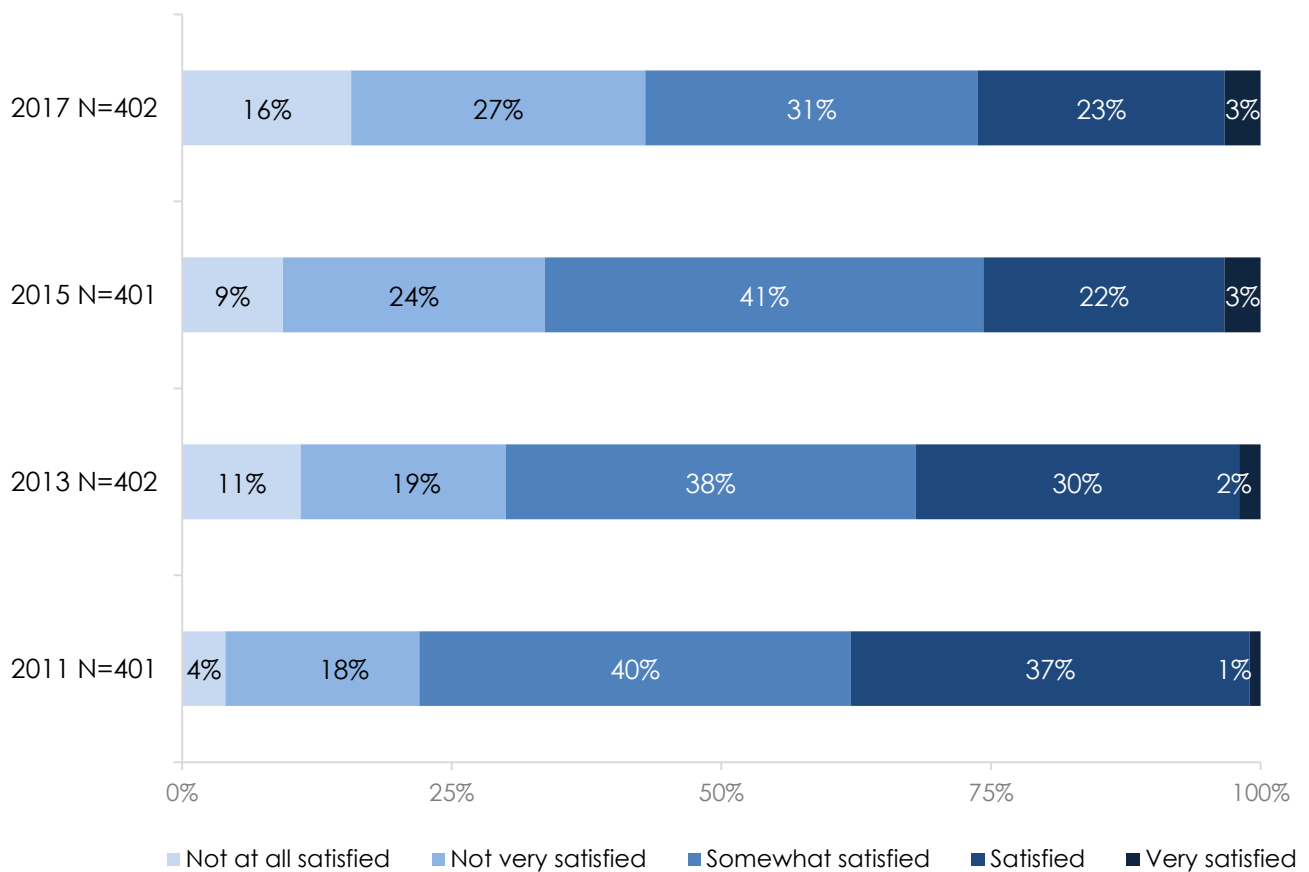
Satisfaction with the way Council consults with the community has trended downwards since 2011, however, more than half (57%) are at least 'somewhat satisfied'.

There were no significant differences between the demographics.

Q5. Thinking overall, how satisfied are you with the way Council consults with the community?

	2017	2015	2013	2011	Male	Female	18-34	35-49	50-64	65+
Mean ratings	2.70	2.86	2.94	3.13	2.61	2.79	2.75	2.58	2.73	2.76

Scale: 1 = not at all satisfied, 5 = very satisfied



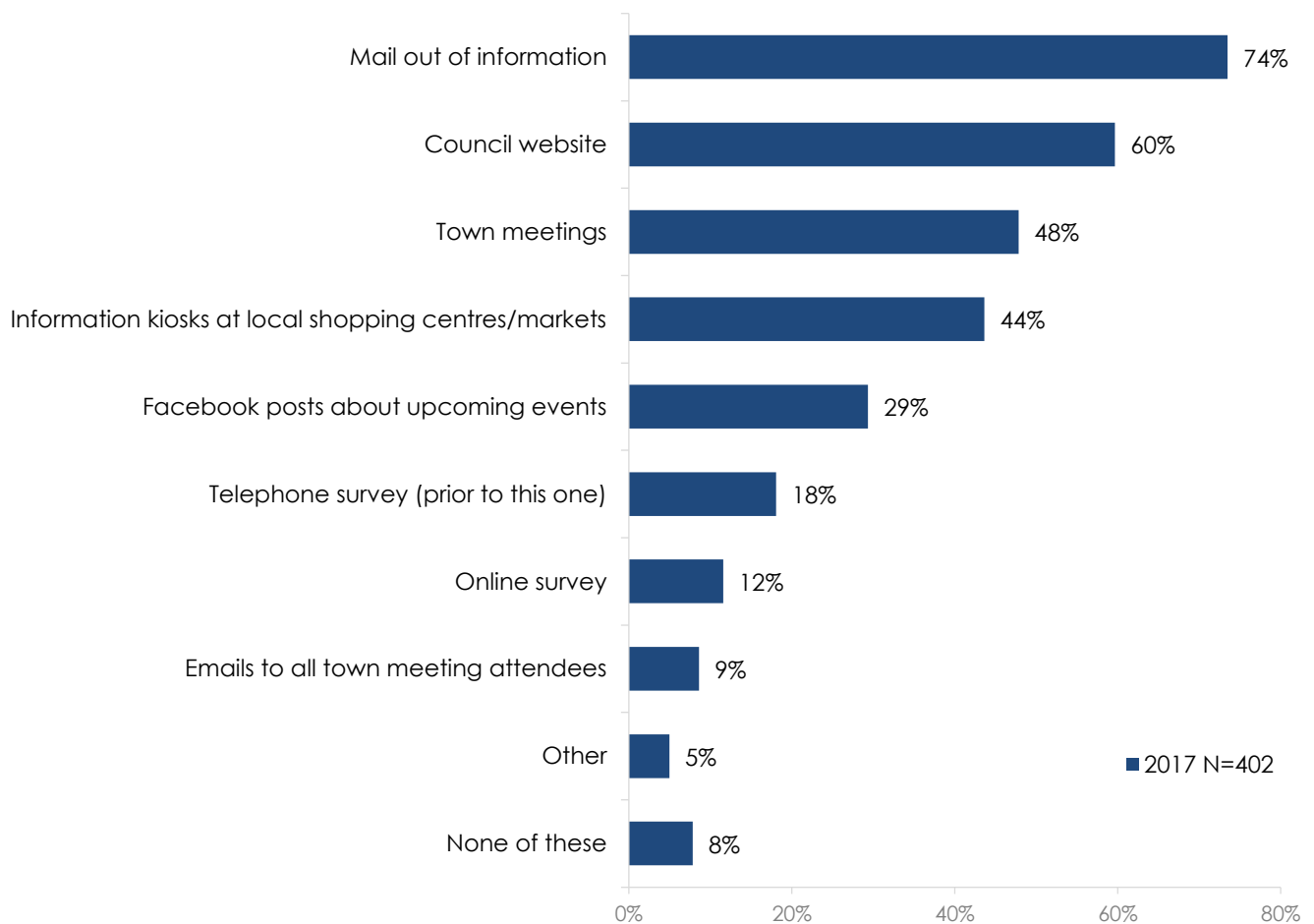
Awareness of Council's Engagement Activities

Summary

At least 70% of each demographic were aware of 'mail out of information', the highest response rate across all methods. 60% overall were aware of the activities conducted on Council's website.

Those aged 18-34 were significantly more aware of information kiosks at local shopping centres and markets. 35-49 y/o were significantly less aware of online surveys, whilst those aged 65+ were significantly less aware of engagement activities on Council's website.

Q6. Over the last 2 years Council has undertaken more than 50 community engagement activities across a range of topic areas. In this period, which of the following engagement opportunities are you aware of?



Other specified	Count
Local paper	5
Word of mouth	4
Community forum	3
Community noticeboard	2
Newsletter	2
Action group	1
Email	1
Rates notice	1

Please see Appendix A for detailed results by demographics.



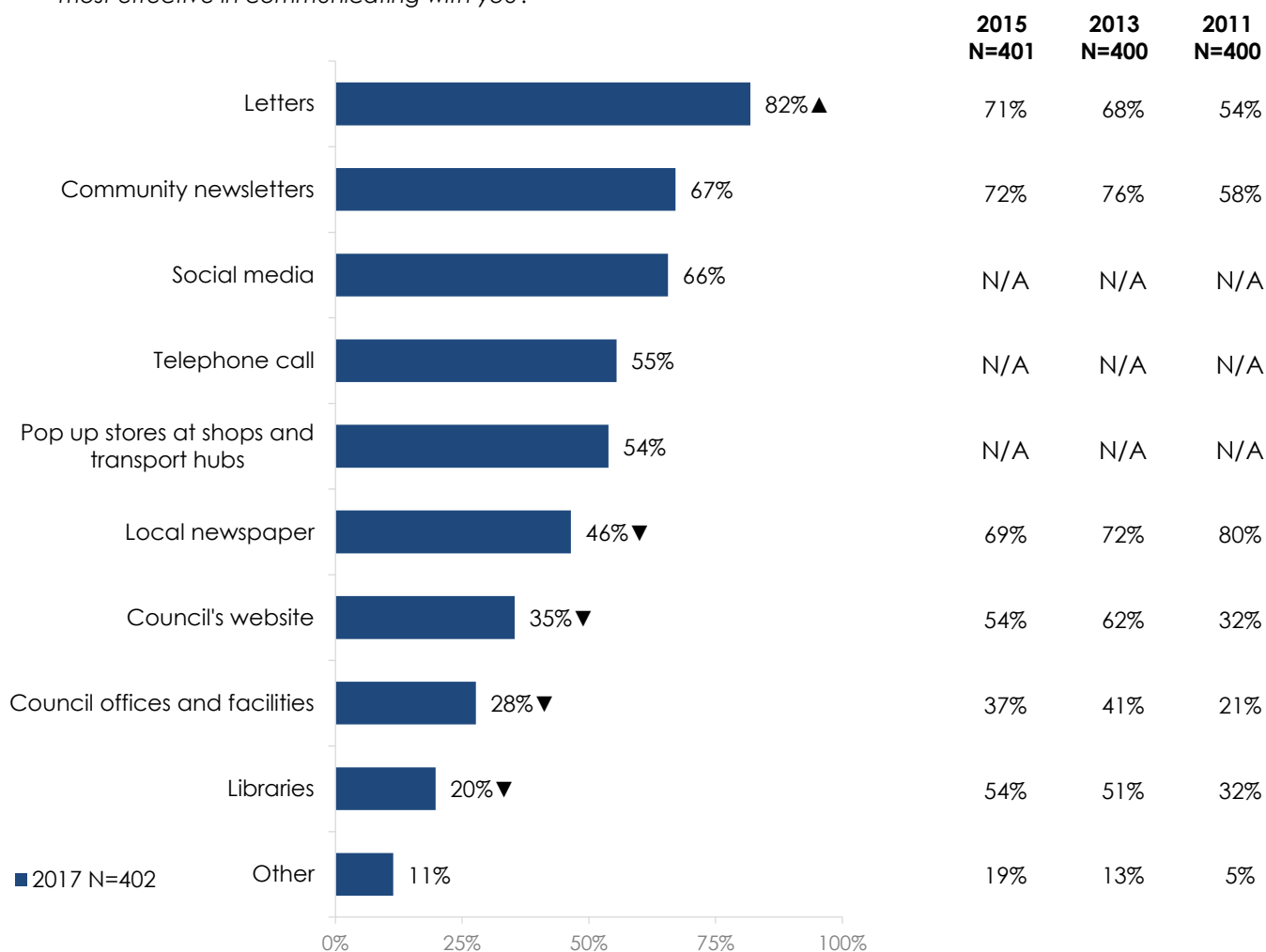
Effective Communication Methods

Summary

Residents have continued to indicate their preference for receiving communication by 'letters' from Council. This has trended upwards over the 4 year reporting period shown below, from 54% in 2011 to 82% in 2017, significantly increasing in popularity since 2015.

There were significant declines in the numbers of residents interested in being informed/engaged by Council via 'local newspaper', 'Council's website', 'council offices and facilities', and 'libraries'.

Q7. When Council is trying to inform or engage you on local issues, which of the following methods would be the most effective in communicating with you?



▲▼ = significantly higher/lower than 2015

Other specified	Count	Count	
Email	35	Direct mail	1
Flyers	4	Duty Officer	1
Radio	4	Forums	1
Text/SMS	3	Local television news	1
Community noticeboards	1	Newsletter with website details	1
Community Progress Associations	1	Shopping centre promotion	1
Council workers talking to residents	1	Social media	1
Councillors communicating with residents	1	Town meetings	1

Note: In previous years this question was worded 'please indicate how you would prefer Council to communicate with you'. Also in 2008 there was an option for 'online' which had a response of 68%.

Please see Appendix A for detailed information by demographics.



Contact with Council

Summary

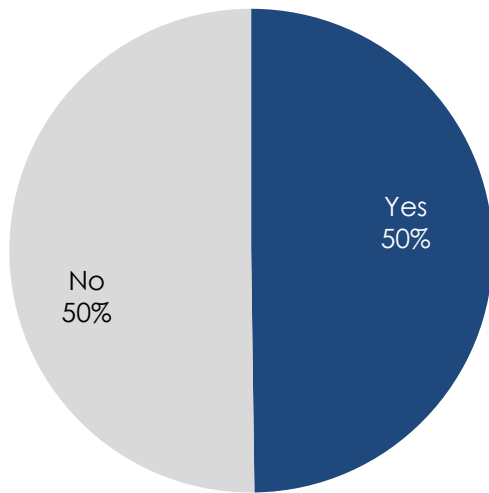
50% of residents contacted Council in the last 12 months, a similar result to previous years.

Those aged 18-34 were significantly less likely than their counterparts to have had contact with Council.

Q8a. Have you contacted Hawkesbury City Council in the last 12 months?

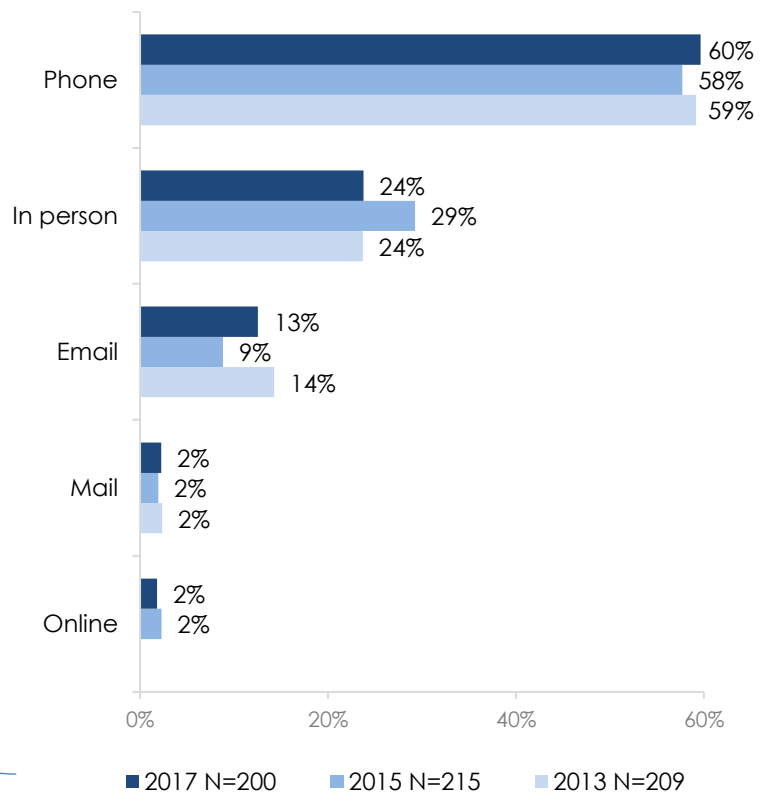
	2017	2015	2013	2011	Male	Female	18-34	35-49	50-64	65+
Yes	50%	54%	52%	48%	48%	51%	33%▼	55%	58%	57%

▲▼ = significantly higher/lower



Base: N=402

Q8b. When you last made contact with Council, was it by:



Satisfaction with the Contact

Summary

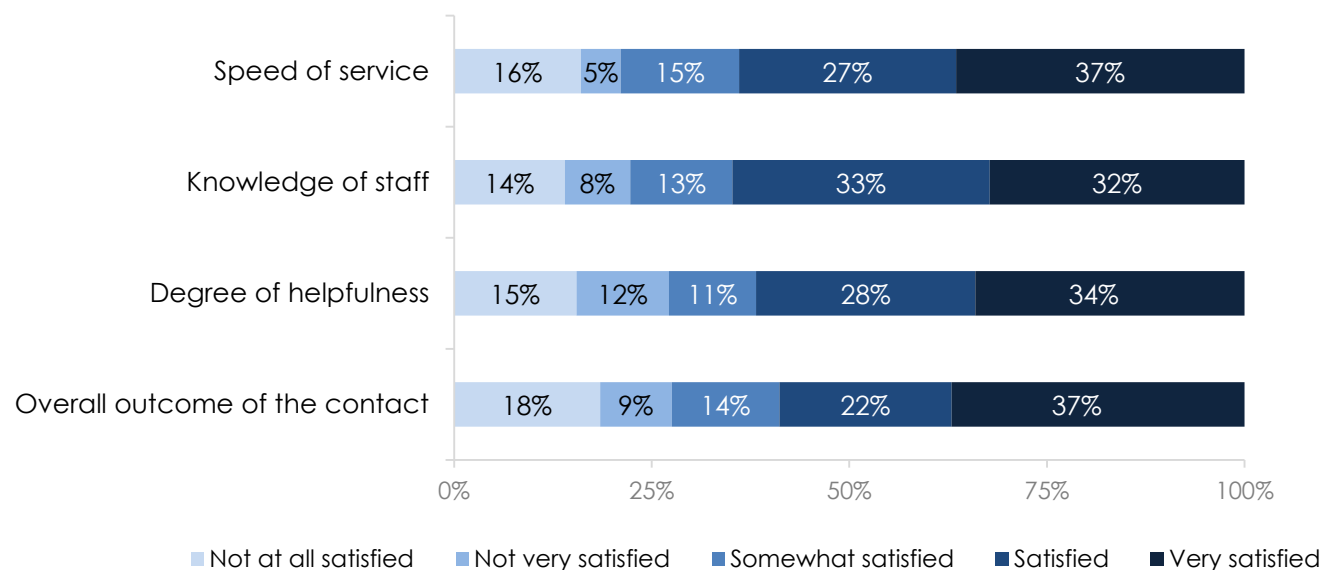
Satisfaction with their council contact was moderate to moderately high, with at least 70% rating each of the criteria as 'somewhat satisfied'. Satisfaction with contact made 'in person' was significantly higher for the attributes 'speed of service' and 'knowledge of staff'.

Those aged 65+ were significantly less satisfied with the 'overall outcome of the contact'.

Q8c. How satisfied were you with the way your contact was handled in terms of the following?

	2017	2015	2013	Male	Female	18-34	35-49	50-64	65+
Speed of service	3.63	3.54	3.28	3.50	3.75	3.84	3.64	3.68	3.38
Knowledge of staff	3.61	3.53	3.25	3.52	3.69	3.40	3.70	3.83	3.38
Degree of helpfulness	3.53	3.46	3.29	3.46	3.60	3.40	3.61	3.60	3.45
Overall outcome of the contact	3.50	3.25	3.09	3.41	3.58	3.63	3.64	3.63	3.01 ▼

▲▼ = significantly higher/lower



Base: N=200

Satisfaction means	Phone N=119	In person N=48	Email N=25
Speed of service	3.59	3.98▲	3.47
Knowledge of staff	3.60	4.06▲	3.17
Degree of helpfulness	3.56	3.84	3.22
Overall outcome of the contact	3.57	3.70	3.08

Note: Means were not calculated for 'mail' and 'online' due to the small sample sizes (4 each).



Section C – State Government Services

Satisfaction with State Government Services Overall

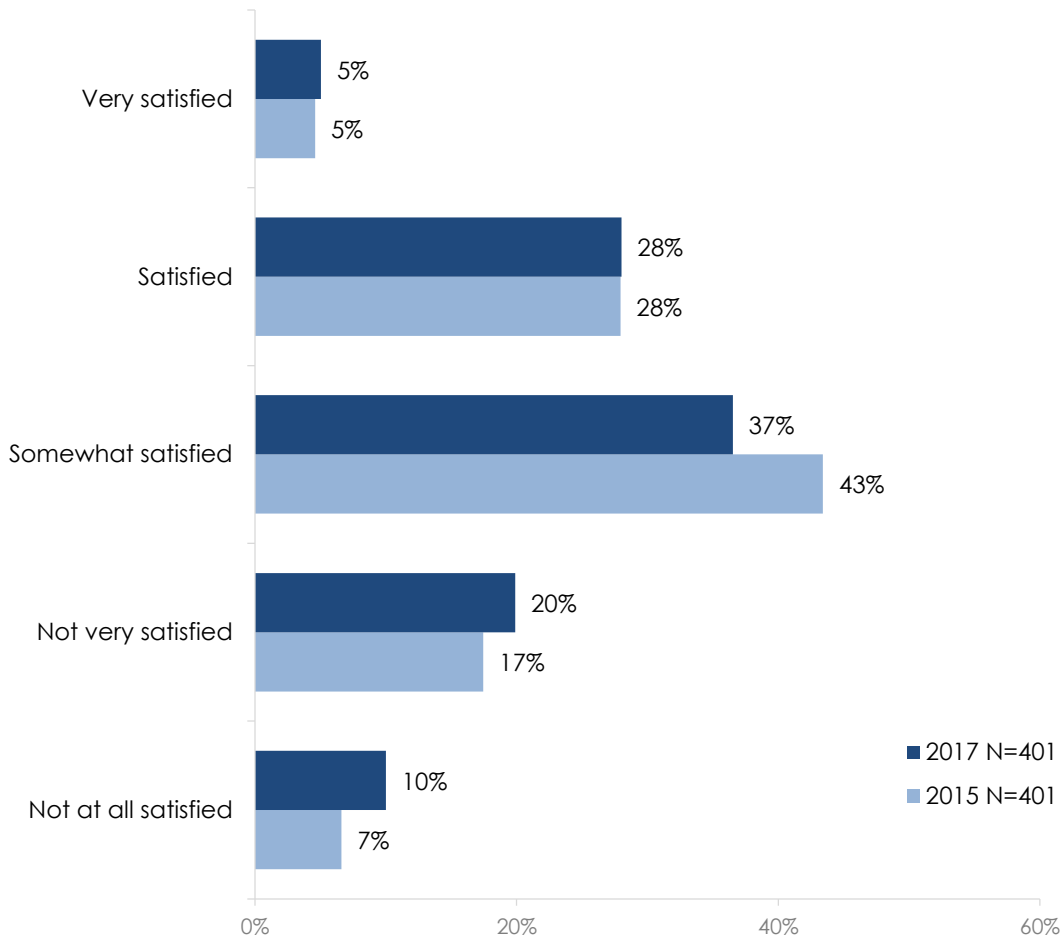
Summary

Residents expressed moderately low satisfaction with the overall services provided by the State Government, with 70% stating they are at least 'somewhat satisfied'. This result is similar to last year's, with no significant differences across the demographics.

Q9. Thinking about the services provided by the State Government, i.e. major roads, health, mental health, education, and law and order, how satisfied are you with the services provided by the State Government?

	2017	2015	Male	Female	18-34	35-49	50-64	65+
Mean ratings	2.97	3.06	2.98	2.96	3.19	2.92	2.84	2.88

Scale: 1 = not at all satisfied, 5 = very satisfied



Satisfaction with Specific State Government Services

Summary

Satisfaction with 3 of the 4 services was rated as moderate, with 'supporting a wider communications network' rated as moderately low. 'Bus services' was rated significantly higher than it was in 2015.

Those aged 18-34 were significantly more satisfied with 'bus services' and 'supporting a wider communications network', whilst those aged 65+ were significantly more satisfied with the 'train services'.

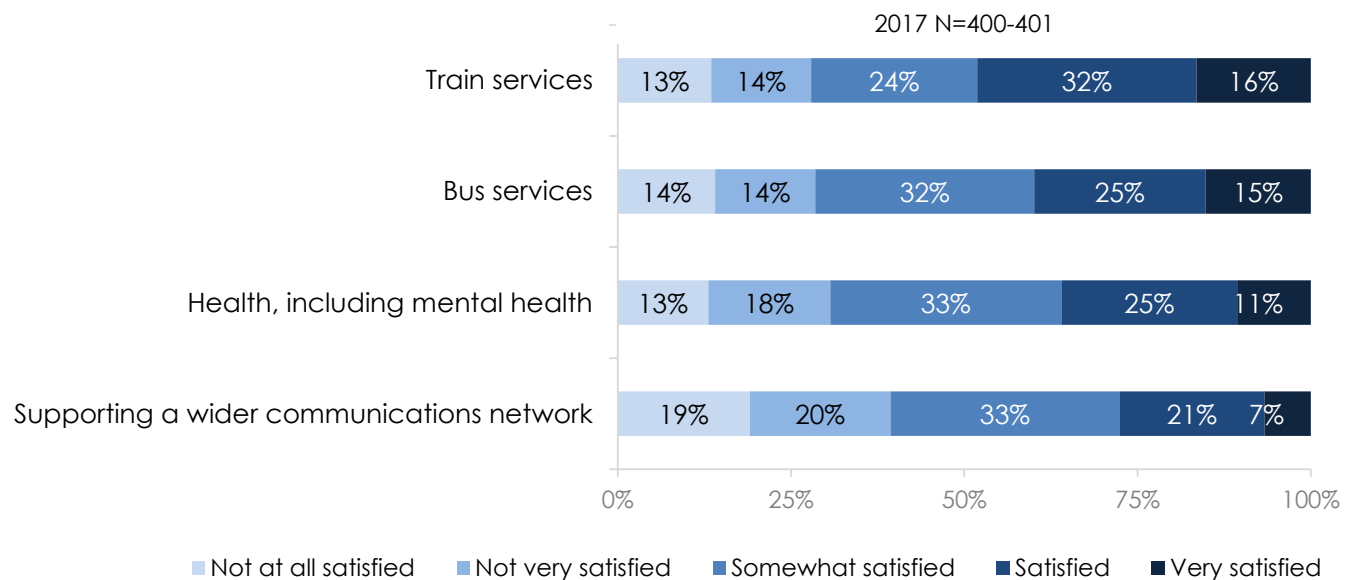
Residents aged 35-49 were significantly less satisfied with 'supporting a wider communications network' and those aged 50-64 were significantly less satisfied with 'bus services'.

Q10. How satisfied are you with the following State Government services?

	2017	2015	2013	2011	Male	Female	18-34	35-49	50-64	65+
Train services	3.23	3.21	2.96	2.69	3.34	3.13	3.31	3.03	3.18	3.46
Bus services	3.13	2.86	2.92	2.63	3.26	3.00	3.62	2.94	2.84	3.01
Health, including mental health	3.03	N/A	N/A	N/A	3.12	2.94	3.18	2.89	2.93	3.12
Supporting a wider communications network	2.76	2.95	2.76	2.92	2.69	2.82	3.13	2.41	2.58	2.91

▲▼ = significantly higher/lower

Base: 2017 N=400-401, 2015 N = 374-400, 2013 N = 283-329, 2011 N = 199-280, 2009 N = 254-297





**Section D –
Liveability of the
Hawkesbury LGA**

Satisfaction with the Hawkesbury's Rural Character

Summary

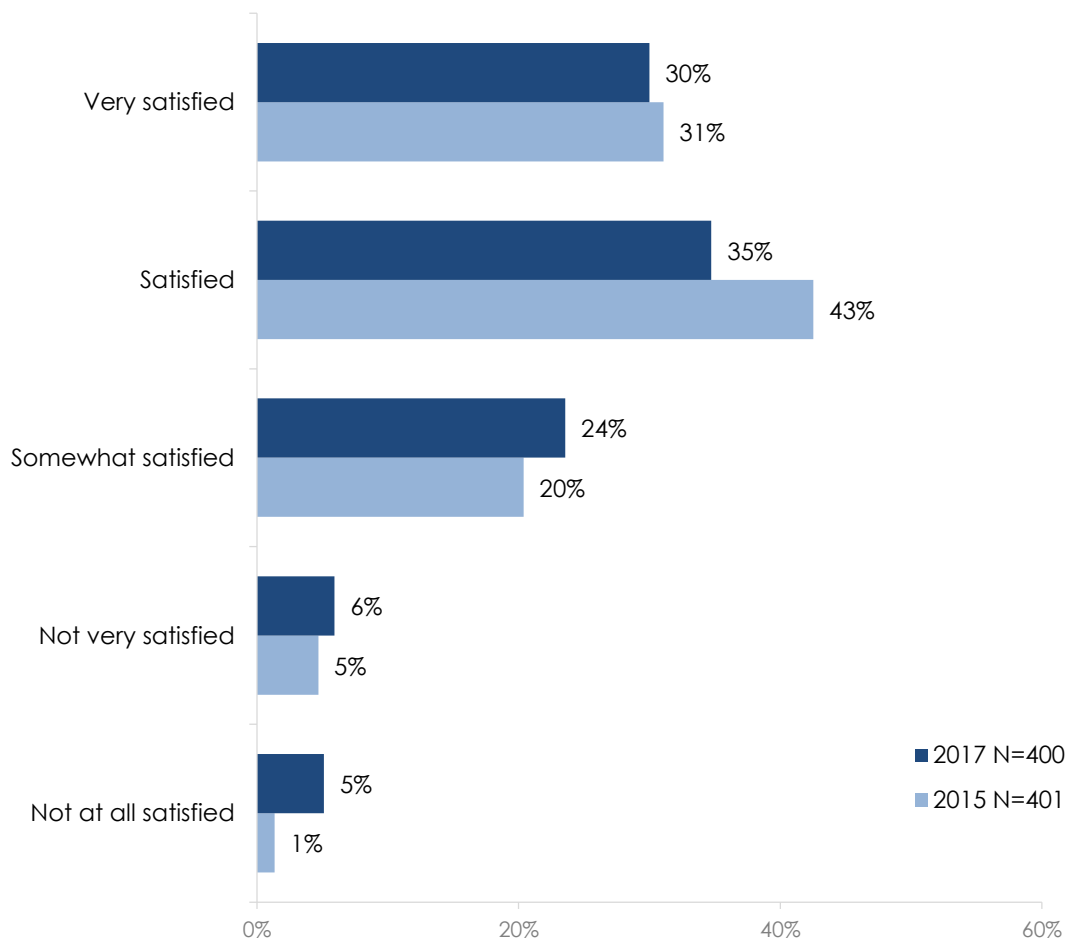
Although satisfaction with the rural character of the Hawkesbury LGA has significantly decreased since 2015, residents expressed moderately high satisfaction levels, with the majority (89%) indicating they were at least 'somewhat satisfied'.

There were no significant differences between the demographics.

Q13. How satisfied are you with the rural character of the Hawkesbury LGA?

	2017	2015	Male	Female	18-34	35-49	50-64	65+
Mean ratings	3.80▼	3.97	3.76	3.83	3.56	3.79	3.98	3.94

Scale: 1 = not at all satisfied, 5 = very satisfied

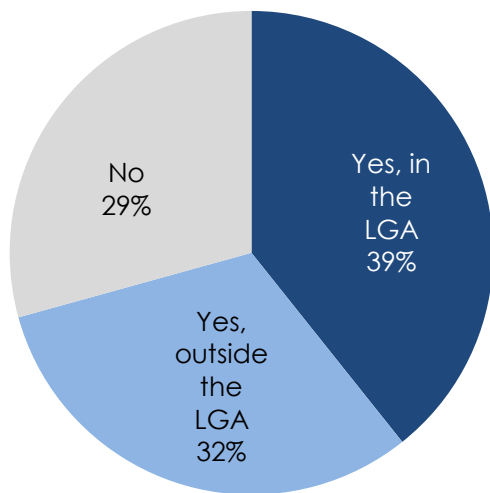


Commuting to/from Work

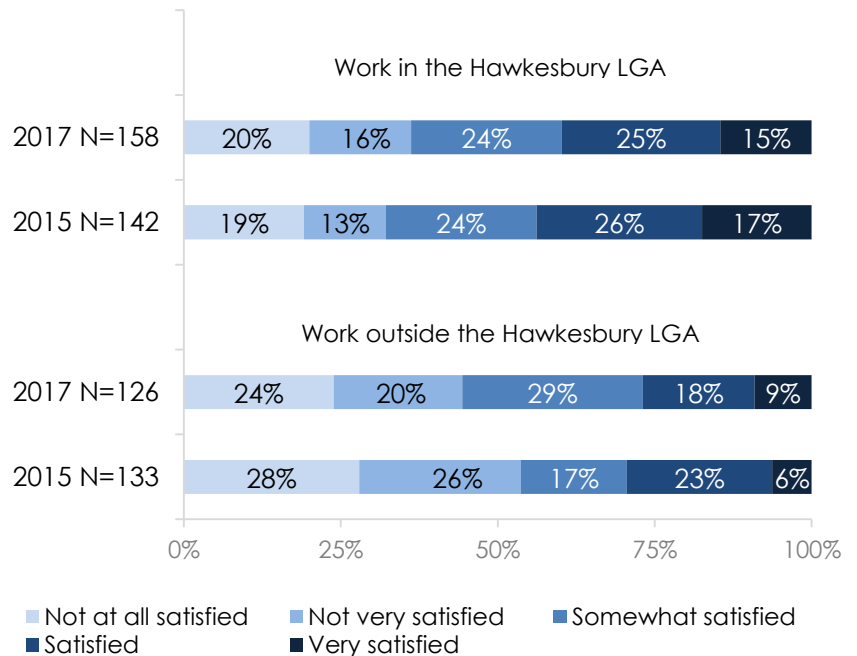
Summary

Overall, 71% of residents work either inside (39%) or outside (32%) the LGA.

Q11a. Do you currently work either in or outside the Hawkesbury LGA?



Q11b. How satisfied are you with your ability to commute via public or private transport?



Q11a	2017	2015	Male	Female	18-34	35-49	50-64	65+
Yes – in the LGA	39%	35%	36%	42%	52%▲	46%	39%	11%▼
Yes – outside the LGA	32%	33%	39%▲	24%	37%	42%▲	34%	4%▼

Q11b	2017	2015	Male	Female	18-34	35-49	50-64	65+
Yes – in the LGA	2.98	3.10*	2.97	2.99	3.18	2.80	2.81	3.50
Yes – outside the LGA	2.68	2.54*	2.73	2.60	2.96	2.66	2.30	3.35

Scale: 1 = not at all satisfied, 5 = very satisfied
 ▲▼ = Significantly higher/lower response

Note: In 2015 the mean ratings scores for this question were incorrect reported.

Rating Specific Elements of the LGA

Summary

There were high levels of agreement for the statements 'my current home size/type is suitable for my needs' and 'I feel safe in our public spaces in the day', with at least 82% giving the top 2 ratings.

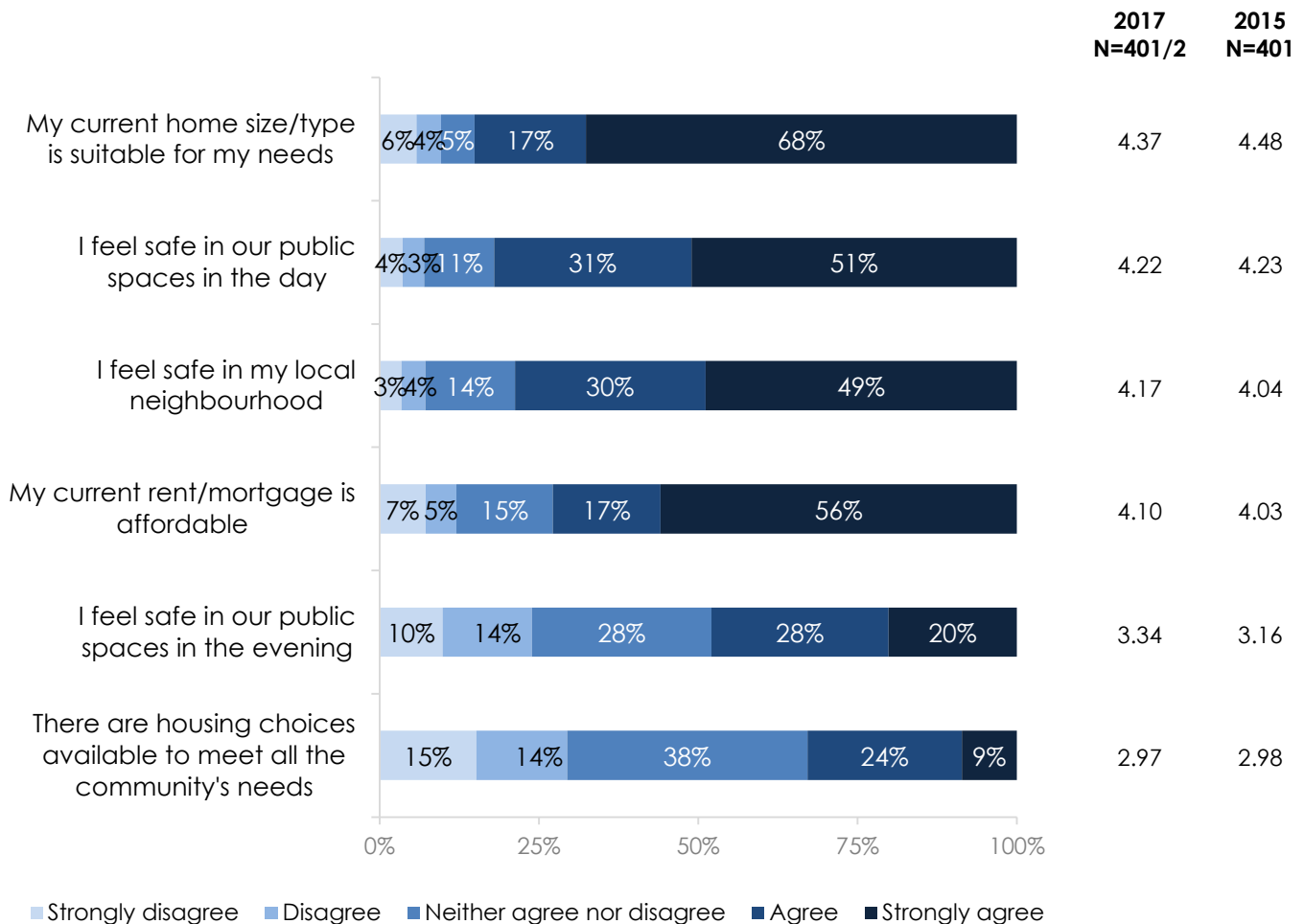
There was a slight improvement in the rating for 'I feel safe in my local neighbourhood' compared to 2015's results.

Two-thirds of residents disagree that 'there are housing choices available to meet all the community's needs'. This statement has remained the lowest ranked.

Males were significantly more likely to feel safe in our public spaces in the evening.

Those aged 65+ were significantly more likely to agree that their home is suitable and that their rent/mortgage is affordable, but significantly less likely to feel safe in public in the evening and to believe there are housing choices to meet all the community's needs.

Q12. Thinking about the local area, how would you rate your level of agreement with the following statements?



Scale: 1 = strongly disagree, 5 = strongly agree

Note: Detailed information by demographics is available in Appendix A.

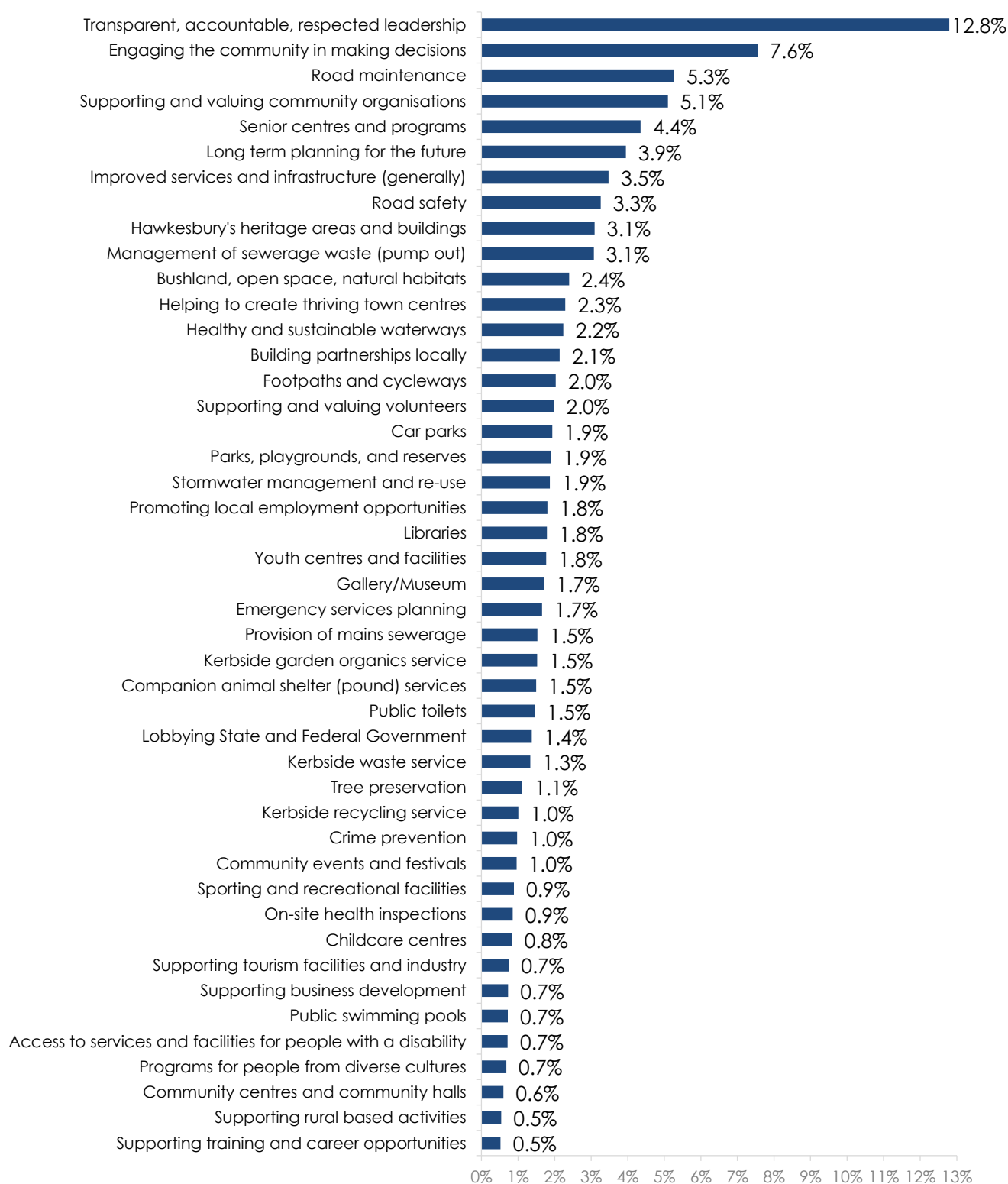


Detailed Findings – Importance of and Satisfaction with Council Services & Facilities

Influence on Overall Satisfaction

A core element of this community survey was the rating of 45 facilities/services in terms of Importance and Satisfaction. This section reports the Shapley Regression analysis undertaken on these measures – and the detailed responses to the measures themselves.

The chart below summarises the influence of the 45 facilities/services on overall satisfaction with Council's performance, based on the Shapley Regression:



Note: Some criteria have had their descriptions slightly changed to fit the chart, full descriptions are available on the following page

Service Areas

Each of the 45 facilities/services were grouped into service areas as detailed below

We Explored Resident Response to 45 Service Areas

Our Leadership	Our Assets
Provide transparent, accountable and respected leadership	Road maintenance
Supporting and valuing community organisations	Footpaths and cycleways
Engaging the community in making decisions	Car parks
Long term planning for the future	Provision of mains sewerage
Lobbying State and Federal Government for funding and improved service levels	Stormwater management and re-use
Our Community	Parks, playgrounds, and reserves
Emergency services planning (including flood and fire)	Public toilets
Senior centres and programs	Libraries
Building partnerships with residents, community groups, and institutions	Gallery/Museum
Access to services and facilities for people with a disability	Sporting and recreational facilities
Programs for people from diverse cultures (including Indigenous Australians)	Public swimming pools
Supporting and valuing volunteers	Community centres and community halls
Community events and festivals	Childcare centres
Crime prevention	Youth centres and facilities
Road safety	Improved services and infrastructure (generally)
On-site health inspections such as food and septic	Our Future
Valuing and protecting the Hawkesbury's heritage areas and buildings	Promoting local employment opportunities
Companion animal shelter (pound) services	Supporting business development
Our Environment	Supporting rural based activities
Healthy and sustainable Hawkesbury River and waterways	Supporting tourism facilities and industry
Protecting bushland, open space, and natural habitats	Helping to create thriving town centres
Tree preservation	Supporting training and career opportunities
Kerbside waste service (red or black lidded bin)	
Kerbside recycling service (yellow lidded bin)	
Kerbside garden organics service (green lidded bin)	
Management of sewerage waste (pump out)	



An Explanation

The following pages detail the Shapley findings for each service area, and summarise the stated importance and satisfaction ratings by key demographics.

Importance

For the stated importance ratings, residents were asked to rate how important each of the criteria was to them, on a scale of 1 to 5.

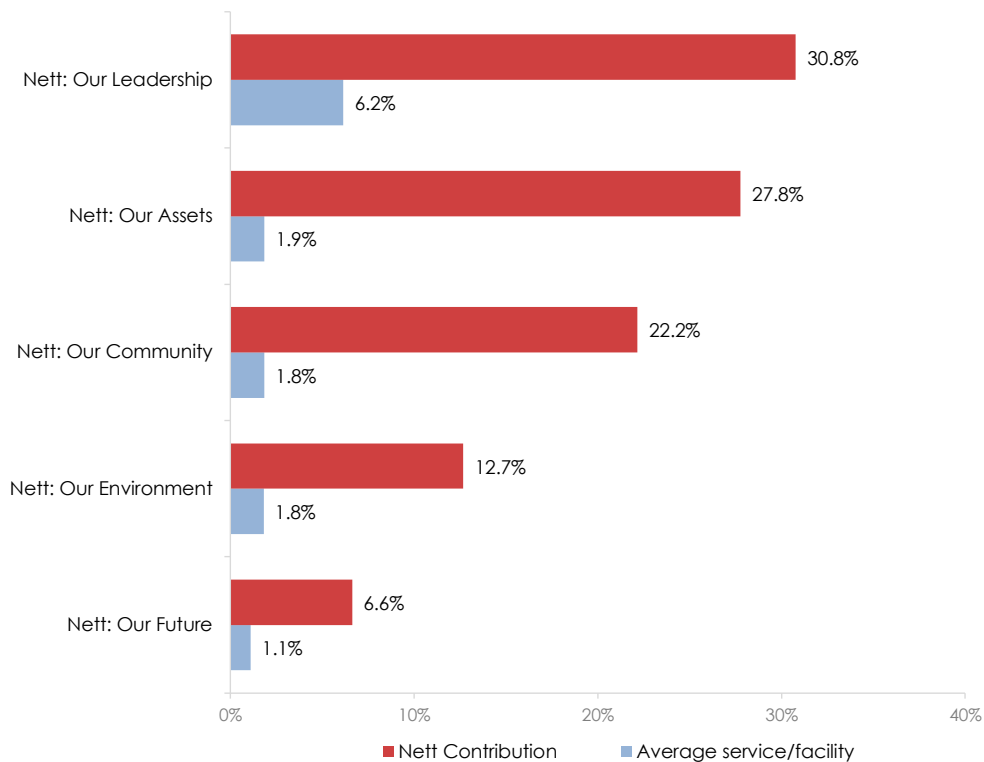
Satisfaction

Any resident who had rated the importance of a particular criterion a 4 or 5 was then asked how satisfied they were with the performance of Council for that service or facility. There was an option for residents to answer 'don't know' to satisfaction, as they may not have personally used a particular service or facility.

Key Service Areas' Contribution to Overall Satisfaction

By combining the outcomes of the regression data, we can identify the derived importance of the different Nett Priority Areas.

Contribution to Overall Satisfaction with Council's Performance



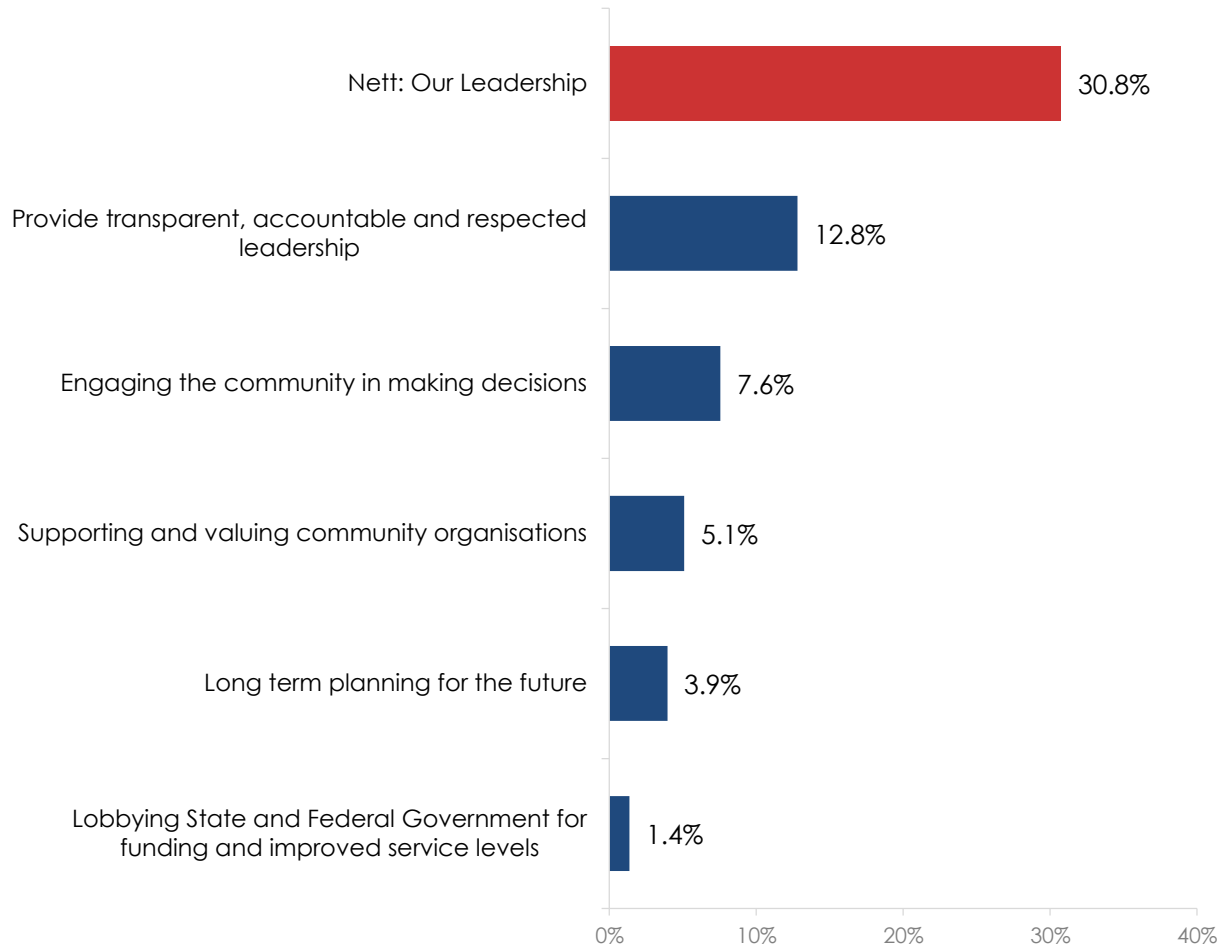
Sample wording

'Our Leadership' (31%) is the key contributor toward overall satisfaction with Council's performance, it also has the highest average with each of the services/facilities grouped under this area averaging 6.2%.

Service Area 1: Our Leadership

Shapley Regression

Contributes to Almost 31% of Overall Satisfaction with Council



Service Area 1: Our Leadership

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

Importance – overall

Extremely high	Long term planning for the future
Very high	Engaging the community in making decisions
	Lobbying State and Federal Government for funding and improved service levels
	Supporting and valuing community organisations
	Provide transparent, accountable and respected leadership

Importance – by gender

Females considered 'supporting and valuing community organisations' and 'engaging the community in making decisions' of significantly higher importance.

Importance – by age

Residents aged 18-34 rated 'supporting and valuing community organisations' significantly higher in importance, whilst those aged 65+ rated it significantly lower.

Importance – by year

There was a significant increase in importance for 'supporting and valuing community organisations' compared to 2015



Service Area 1: Our Leadership

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+
Provide transparent, accountable and respected leadership	4.21	4.18	4.24	4.26	4.12	4.31	4.10
Supporting and valuing community organisations	4.30	4.15	4.44	4.52	4.25	4.31	4.02
Engaging the community in making decisions	4.42	4.29	4.55	4.47	4.31	4.54	4.36
Long term planning for the future	4.60	4.51	4.68	4.51	4.67	4.71	4.49
Lobbying State and Federal Government for funding and improved service levels	4.42	4.32	4.51	4.43	4.34	4.48	4.43

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

Significantly higher/lower level of importance (by group)

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Provide transparent, accountable and respected leadership	3%	4%	13%	26%	53%	399
Supporting and valuing community organisations	2%	3%	13%	27%	54%	396
Engaging the community in making decisions	3%	2%	8%	21%	65%	396
Long term planning for the future	3%	1%	3%	18%	75%	400
Lobbying State and Federal Government for funding and improved service levels	3%	2%	8%	25%	62%	398



Service Area 1: Our Leadership

Overview of Satisfaction Rating Scores by Key Demographics

Residents were asked to rate their satisfaction with each criteria.

Satisfaction – overall

Moderate	Supporting and valuing community organisations
Moderately low	Provide transparent, accountable and respected leadership
	Engaging the community in making decisions
	Lobbying State and Federal Government for funding and improved service levels
	Long term planning for the future

Satisfaction – by gender

There were no significant differences between the genders.

Satisfaction – by age

Residents aged 50-64 were significantly less satisfied with 'long term planning for the future' and 'lobbying State and Federal Governments for funding and improved services'.

Those aged 65+ were significantly more satisfied with Council's 'long term planning for the future'.

Satisfaction – by year

Satisfaction with 'provide transparent, accountable and respected leadership', while still moderately low, has significantly improved since 2015.



Service Area 1: Our Leadership

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+
Provide transparent, accountable and respected leadership	2.98	2.89	3.07	3.21	2.76	2.88	3.07
Supporting and valuing community organisations	3.34	3.28	3.39	3.24	3.46	3.29	3.44
Engaging the community in making decisions	2.85	2.77	2.92	3.06	2.61	2.76	2.98
Long term planning for the future	2.62	2.56	2.67	2.87	2.42	2.33	2.87
Lobbying State and Federal Government for funding and improved service levels	2.73	2.77	2.70	3.01	2.54	2.49	2.90

Scale: 1 = not at all satisfied, 5 = very satisfied

Significantly higher/lower level of satisfaction (by group)

Detailed Overall Response for Satisfaction

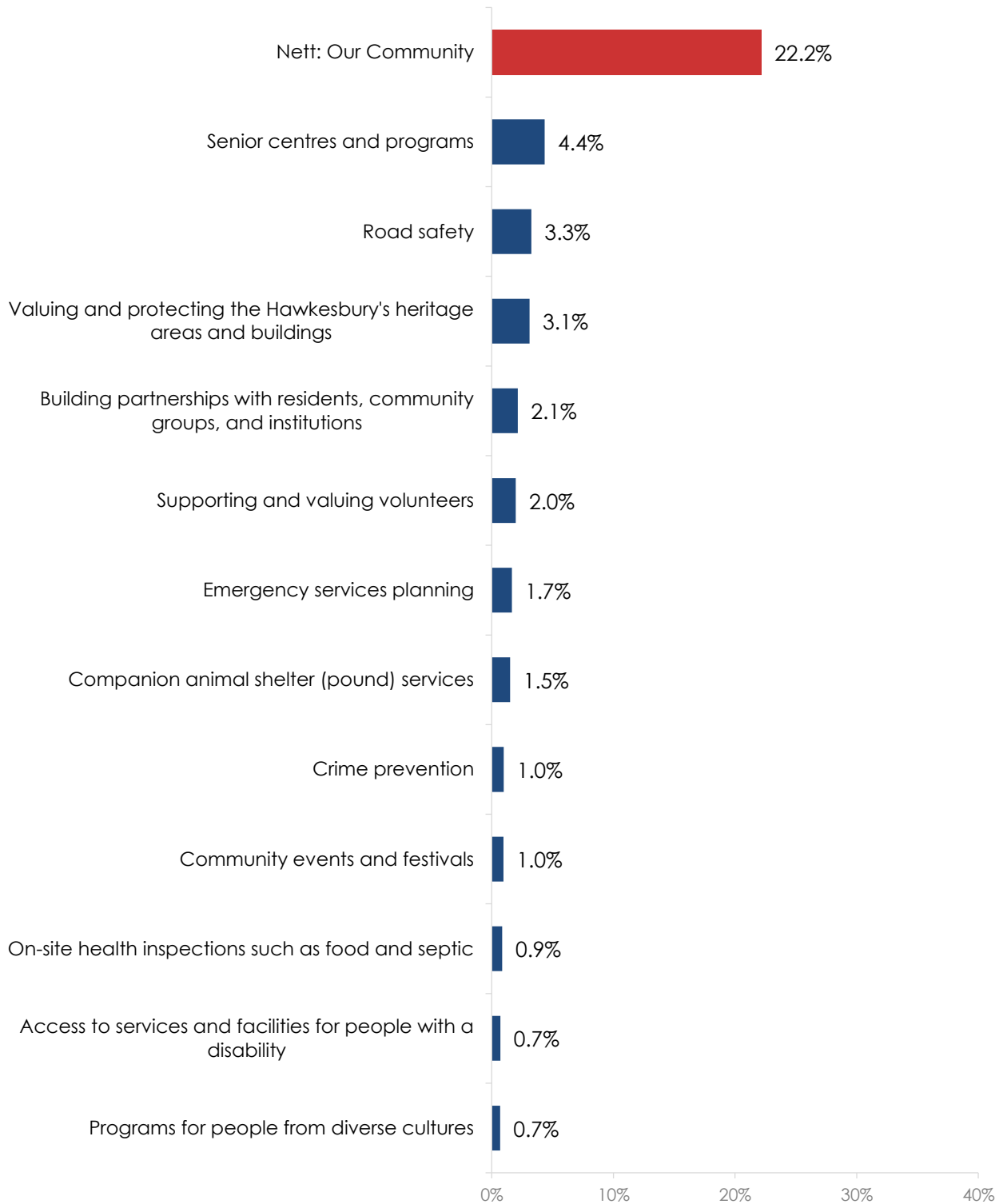
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Provide transparent, accountable and respected leadership	15%	17%	35%	23%	11%	313
Supporting and valuing community organisations	8%	10%	39%	27%	17%	324
Engaging the community in making decisions	21%	18%	29%	20%	12%	345
Long term planning for the future	25%	23%	28%	14%	10%	375
Lobbying State and Federal Government for funding and improved service levels	17%	22%	39%	13%	8%	343



Service Area 2: Our Community

Shapley Regression

Contributes to Over 22% of Overall Satisfaction with Council



Service Area 2: Our Community

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

Importance – overall

Extremely high	Road safety Emergency services planning (including flood and fire) Crime prevention
Very high	Access to services and facilities for people with a disability Valuing and protecting the Hawkesbury's heritage areas and buildings Supporting and valuing volunteers
High	On-site health inspections such as food and septic Senior centres and programs Companion animal shelter (pound) services
Moderately high	Building partnerships with residents, community groups, and institutions Community events and festivals Programs for people from diverse cultures (including Indigenous Australians)

Importance – by gender

Females rated all but 2 of these criteria significantly higher than did males, the exceptions being 'senior centres and programs' and 'access to services and facilities for people with a disability'.

Importance – by age

Residents aged 35-49 rated 'companion animal shelter services' of significantly lower importance.

'Supporting and valuing volunteers' was of significantly higher importance to those aged 65+.

Importance – by year

Importance was significantly higher this year for 'senior centres and programs', 'access to services and facilities for people with a disability', 'programs for people from diverse cultures', 'on-site health inspections', and 'companion animal shelter services'.



Service Area 2: Our Community

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+
Emergency services planning	4.70	4.54	4.86	4.70	4.74	4.69	4.68
Senior centres and programs	4.17	4.05	4.28	4.05	4.10	4.30	4.26
Building partnerships with residents, community groups, and institutions	4.11	3.97	4.25	3.87	4.13	4.29	4.23
Access to services and facilities for people with a disability	4.46	4.34	4.57	4.50	4.26	4.56	4.51
Programs for people from diverse cultures	3.72	3.44	3.99	3.78	3.74	3.74	3.56
Supporting and valuing volunteers	4.34	4.18	4.49	4.12	4.25	4.48	4.62
Community events and festivals	3.89	3.74	4.04	3.82	3.92	4.01	3.81
Crime prevention	4.67	4.53	4.80	4.70	4.52	4.69	4.78
Road safety	4.74	4.64	4.83	4.82	4.59	4.77	4.77
On-site health inspections	4.33	4.17	4.48	4.43	4.22	4.27	4.41
Valuing and protecting the Hawkesbury's heritage areas and buildings	4.41	4.23	4.58	4.21	4.41	4.55	4.50
Companion animal shelter (pound) services	4.15	3.92	4.38	4.32	3.94	4.13	4.22

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

Significantly higher/lower level of importance (by group)

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Emergency services planning	1%	0%	4%	19%	77%	401
Senior centres and programs	3%	7%	14%	23%	53%	395
Building partnerships with residents, community groups, and institutions	3%	5%	17%	27%	47%	399
Access to services and facilities for people with a disability	3%	3%	8%	19%	67%	401
Programs for people from diverse cultures	9%	8%	22%	27%	35%	396
Supporting and valuing volunteers	2%	1%	14%	24%	58%	401
Community events and festivals	4%	7%	22%	31%	36%	397
Crime prevention	2%	1%	3%	17%	77%	400
Road safety	1%	1%	2%	16%	81%	402
On-site health inspections	0%	3%	16%	26%	55%	398
Valuing and protecting the Hawkesbury's heritage areas and buildings	2%	3%	10%	21%	64%	395
Companion animal shelter (pound) services	3%	4%	17%	28%	49%	401



Service Area 2: Our Community

Overview of Satisfaction Rating Scores by Key Demographics

Residents were asked to rate their satisfaction with each criteria.

Satisfaction – overall

Moderately high	On-site health inspections such as food and septic Companion animal shelter (pound) services
Moderate	Emergency services planning (including flood and fire) Community events and festivals Supporting and valuing volunteers Crime prevention Senior centres and programs Access to services and facilities for people with a disability Road safety
Moderately low	Programs for people from diverse cultures (including Indigenous Australians) Building partnerships with residents, community groups, and institutions Valuing and protecting the Hawkesbury's heritage areas and buildings

Satisfaction – by gender

There were no significant differences between the genders.

Satisfaction – by age

Residents aged 18-34 were significantly more satisfied with 'building partnerships with residents, community groups, and institutions', and with 'on-site health inspections'.

Residents aged 50-64 expressed significantly lower levels of satisfaction with 8 of the 12 criteria, including:

- Emergency services planning (including flood and fire)
- Senior centres and programs
- Building partnerships with residents, community groups, and institutions
- Access to services and facilities for people with a disability
- Crime prevention
- Road safety
- On-site health inspections such as food and septic
- Valuing and protecting the Hawkesbury's heritage areas and buildings

Satisfaction – by year

Satisfaction with 'valuing and protecting the Hawkesbury's heritage areas and buildings' was significantly lower than in 2015.



Service Area 2: Our Community

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+
Emergency services planning	3.60	3.60	3.60	3.70	3.56	3.37	3.79
Senior centres and programs	3.41	3.39	3.42	3.68	3.25	3.18	3.62
Building partnerships with residents, community groups, and institutions	3.08	3.13	3.03	3.40	2.91	2.85	3.19
Access to services and facilities for people with a disability	3.28	3.44	3.14	3.44	3.21	3.03	3.44
Programs for people from diverse cultures	3.08	3.14	3.04	2.97	3.01	3.13	3.31
Supporting and valuing volunteers	3.46	3.42	3.50	3.43	3.31	3.44	3.72
Community events and festivals	3.53	3.56	3.49	3.55	3.54	3.49	3.53
Crime prevention	3.46	3.54	3.39	3.55	3.45	3.21	3.67
Road safety	3.12	3.18	3.06	3.30	3.08	2.81	3.29
On-site health inspections	3.68	3.79	3.59	3.95	3.68	3.36	3.66
Valuing and protecting the Hawkesbury's heritage areas and buildings	2.98	3.14	2.85	3.16	3.01	2.70	3.06
Companion animal shelter (pound) services	3.66	3.63	3.68	3.62	3.69	3.57	3.81

Scale: 1 = not at all satisfied, 5 = very satisfied

Significantly higher/lower level of satisfaction (by group)

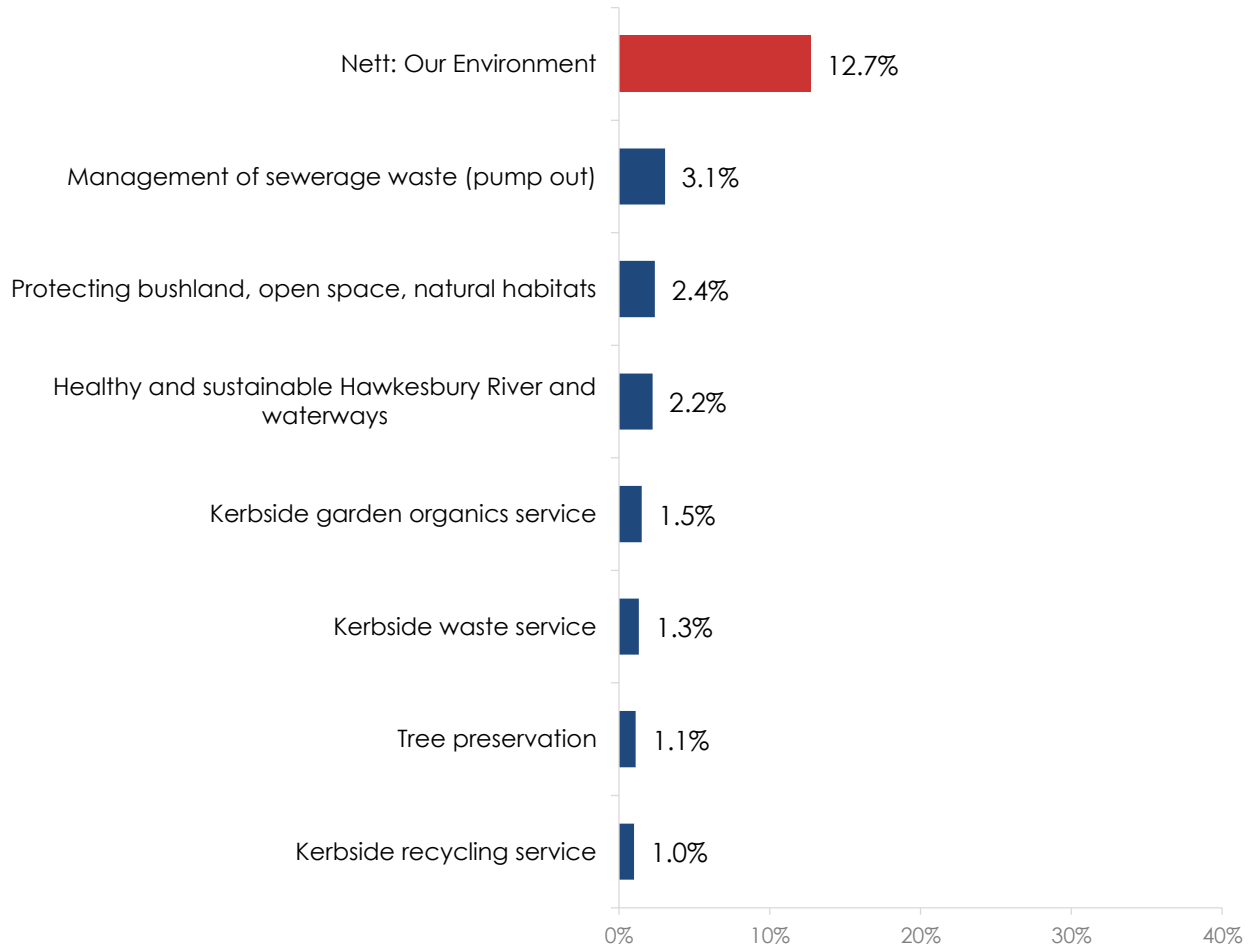
Detailed Overall Response for Satisfaction

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Emergency services planning	6%	8%	28%	37%	22%	381
Senior centres and programs	5%	11%	38%	29%	16%	291
Building partnerships with residents, community groups, and institutions	9%	17%	40%	25%	9%	295
Access to services and facilities for people with a disability	8%	13%	35%	29%	14%	344
Programs for people from diverse cultures	11%	18%	37%	22%	12%	244
Supporting and valuing volunteers	4%	11%	36%	33%	16%	326
Community events and festivals	5%	10%	26%	43%	15%	270
Crime prevention	6%	10%	33%	34%	17%	376
Road safety	12%	15%	36%	24%	13%	386
On-site health inspections	4%	5%	32%	35%	23%	321
Valuing and protecting the Hawkesbury's heritage areas and buildings	22%	15%	21%	28%	14%	336
Companion animal shelter (pound) services	4%	9%	29%	35%	24%	304

Service Area 3: Our Environment

Shapley Regression

Contributes to Almost 13% of Overall Satisfaction with Council



Service Area 3: Our Environment

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

Importance – overall

Extremely high	Healthy and sustainable Hawkesbury River and waterways
	Kerbside waste service (red or black lidded bin)
	Kerbside recycling service (yellow lidded bin)
Very high	Protecting bushland, open space, and natural habitats
High	Management of sewerage waste (pump out)
	Tree preservation
	Kerbside garden organics service (green lidded bin)

Importance – by gender

Females rated the importance of 'healthy and sustainable Hawkesbury River and waterways' and 'protecting bushland, open space, and natural habitats' significantly higher than did males.

Importance – by age

Residents aged 65+ considered 'kerbside garden organics service' and 'management of sewerage waste' to be of significantly higher importance.

Importance – by year

The importance of 'tree preservation' and 'management of sewerage waste' was significantly higher than in 2015.



Service Area 3: Our Environment

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+
Healthy and sustainable Hawkesbury River and waterways	4.68	4.58	4.77	4.68	4.55	4.77	4.72
Protecting bushland, open space, and natural habitats	4.51	4.42	4.60	4.56	4.38	4.61	4.49
Tree preservation	4.10	3.98	4.21	3.99	4.02	4.23	4.19
Kerbside waste service (red or black lidded bin)	4.63	4.60	4.66	4.54	4.63	4.68	4.70
Kerbside recycling service (yellow lidded bin)	4.59	4.54	4.64	4.49	4.64	4.64	4.60
Kerbside garden organics service (green lidded bin)	4.00	3.90	4.09	3.90	3.98	3.98	4.21
Management of sewerage waste (pump out)	4.35	4.31	4.39	4.35	4.19	4.37	4.54

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

Significantly higher/lower level of importance (by group)

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Healthy and sustainable Hawkesbury River and waterways	1%	1%	3%	20%	75%	401
Protecting bushland, open space, and natural habitats	1%	1%	10%	24%	65%	400
Tree preservation	3%	6%	17%	27%	47%	394
Kerbside waste service (red or black lidded bin)	0%	1%	6%	23%	71%	401
Kerbside recycling service (yellow lidded bin)	1%	1%	6%	20%	71%	401
Kerbside garden organics service (green lidded bin)	7%	5%	17%	24%	47%	396
Management of sewerage waste (pump out)	5%	2%	9%	20%	64%	400



Service Area 3: Our Environment

Overview of Satisfaction Rating Scores by Key Demographics

Residents were asked to rate their satisfaction with each criteria.

Satisfaction – overall

High	Kerbside recycling service (yellow lidded bin)
Moderately high	Kerbside waste service (red or black lidded bin) Management of sewerage waste (pump out) Kerbside garden organics service (green lidded bin)
Moderate	Tree preservation Protecting bushland, open space, and natural habitats Healthy and sustainable Hawkesbury River and waterways

Satisfaction – by gender

Males were significantly more satisfied with the provision of 'kerbside recycling service'.

Satisfaction – by age

Those aged 50-64 were significantly less satisfied with 'protecting bushland, open space, and natural habitats' and 'tree preservation'.

Residents aged 65+ were significantly more satisfied with 'kerbside waste service' and 'kerbside garden organics service'.

Satisfaction – by year

Compared to 2015, satisfaction was significantly lower for 'kerbside waste service' and for 'kerbside garden organics service'.



Service Area 3: Our Environment

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+
Healthy and sustainable Hawkesbury River and waterways	3.08	3.09	3.07	3.12	3.12	2.89	3.20
Protecting bushland, open space, and natural habitats	3.36	3.43	3.28	3.61	3.38	3.05	3.34
Tree preservation	3.36	3.47	3.26	3.55	3.51	3.08	3.29
Kerbside waste service (red or black lidded bin)	3.88	3.98	3.79	3.70	3.92	3.85	4.14
Kerbside recycling service (yellow lidded bin)	3.94	4.11	3.79	4.01	3.86	3.83	4.11
Kerbside garden organics service (green lidded bin)	3.62	3.67	3.58	3.75	3.33	3.51	3.98
Management of sewerage waste (pump out)	3.67	3.68	3.66	3.62	3.82	3.48	3.81

Scale: 1 = not at all satisfied, 5 = very satisfied

Significantly higher/lower level of satisfaction (by group)

Detailed Overall Response for Satisfaction

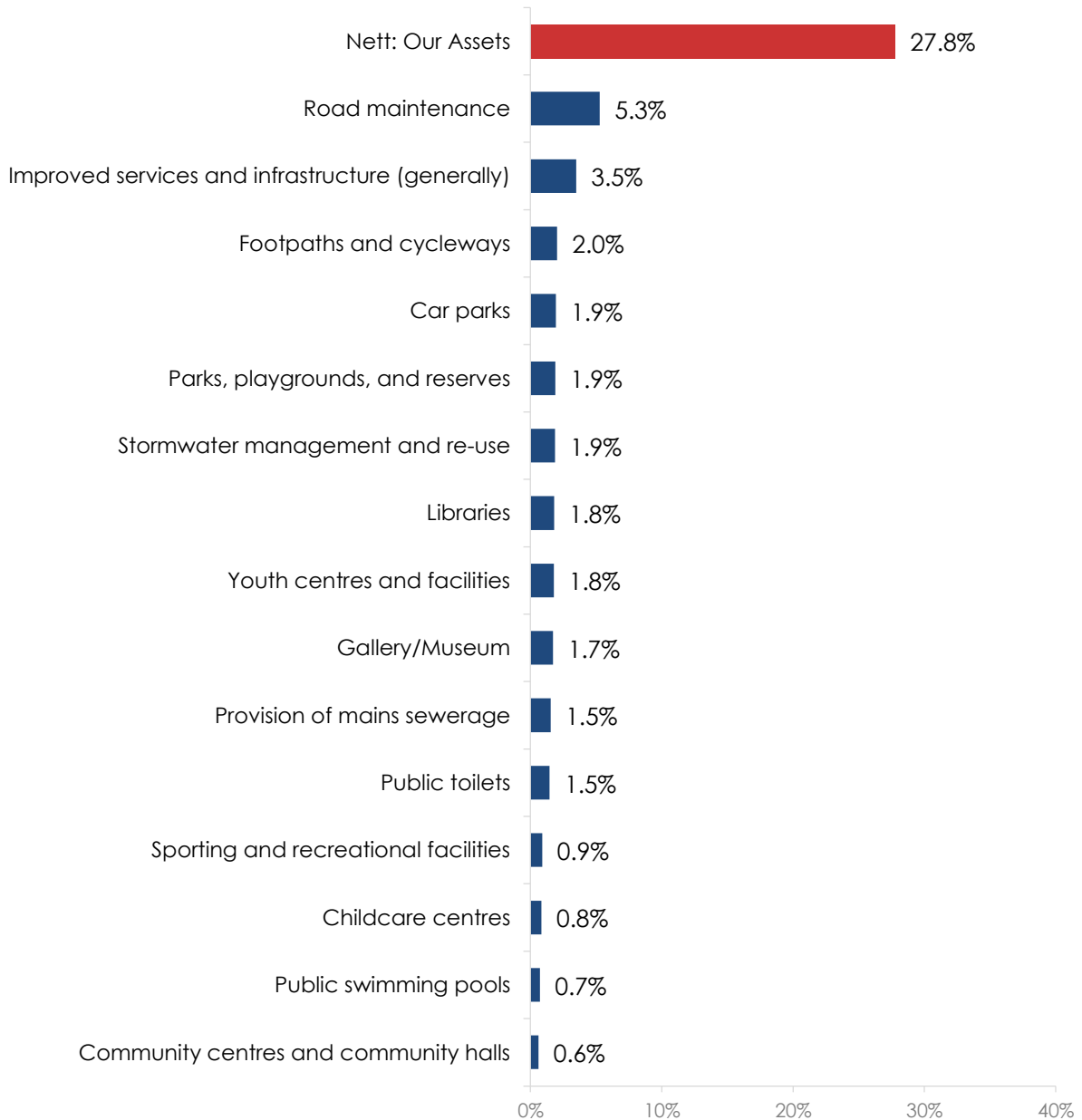
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Healthy and sustainable Hawkesbury River and waterways	10%	18%	37%	23%	12%	381
Protecting bushland, open space, and natural habitats	8%	13%	33%	30%	17%	355
Tree preservation	8%	16%	25%	34%	17%	293
Kerbside waste service (red or black lidded bin)	8%	6%	16%	29%	41%	375
Kerbside recycling service (yellow lidded bin)	5%	7%	17%	29%	41%	367
Kerbside garden organics service (green lidded bin)	12%	11%	15%	28%	35%	282
Management of sewerage waste (pump out)	9%	9%	18%	34%	30%	331



Service Area 4: Our Assets

Shapley Regression

Contributes to Almost 28% of Overall Satisfaction with Council



Service Area 4: Our Assets

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

Importance – overall

Extremely high	Road maintenance Parks, playgrounds, and reserves
Very high	Improved services and infrastructure (generally) Public toilets Sporting and recreational facilities Stormwater management and re-use Provision of mains sewerage
High	Car parks Childcare centres Libraries Public swimming pools Footpaths and cycleways Community centres and community halls Youth centres and facilities
Moderately high	Gallery/Museum

Importance – by gender

Females rated the importance of 'car parks', 'parks, playgrounds, and reserves', 'public toilets', 'community centres and community halls', and 'childcare centres' significantly higher than did males.

Importance – by age

Those aged 35-49 rated the importance of 'car parks' of significantly lower importance.

Those aged 50-64 rated 'stormwater management and re-use' significantly higher in importance.

Residents aged 65+ rated 7 of the 15 criteria of significantly higher importance, these included:

- Car parks
- Provision of mains sewerage
- Public toilets
- Libraries
- Gallery/Museum
- Public swimming pools
- Community centres and community halls

Importance – by year

With the exception of 'footpaths and cycleways', 'car parks', and 'improved services and infrastructure', all of the criteria experienced significant increases in importance.



Service Area 4: Our Assets

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+
Road maintenance	4.76	4.73	4.79	4.73	4.70	4.81	4.80
Footpaths and cycleways	4.08	3.95	4.20	3.95	4.08	4.18	4.13
Car parks	4.21	4.02	4.38	4.17	3.94	4.32	4.47
Provision of mains sewerage	4.24	4.18	4.30	4.29	4.11	4.19	4.44
Stormwater management and re-use	4.26	4.21	4.31	4.10	4.12	4.49	4.39
Parks, playgrounds, and reserves	4.52	4.42	4.62	4.57	4.44	4.56	4.52
Public toilets	4.31	4.09	4.52	4.18	4.21	4.41	4.51
Libraries	4.15	4.04	4.26	4.09	3.95	4.22	4.43
Gallery/Museum	3.68	3.58	3.78	3.47	3.56	3.83	3.98
Sporting and recreational facilities	4.28	4.26	4.30	4.18	4.33	4.29	4.35
Public swimming pools	4.08	3.99	4.17	3.83	4.11	4.11	4.37
Community centres and community halls	4.05	3.88	4.20	3.86	3.93	4.16	4.33
Childcare centres	4.17	4.00	4.33	4.37	4.03	4.12	4.11
Youth centres and facilities	4.04	3.94	4.14	3.97	3.96	4.12	4.16
Improved services and infrastructure (generally)	4.49	4.41	4.56	4.42	4.49	4.57	4.49

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

Significantly higher/lower level of importance (by group)

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Road maintenance	1%	0%	3%	15%	81%	402
Footpaths and cycleways	5%	3%	18%	26%	47%	395
Car parks	2%	3%	15%	32%	48%	394
Provision of mains sewerage	5%	3%	11%	22%	58%	395
Stormwater management and re-use	4%	2%	11%	27%	55%	401
Parks, playgrounds, and reserves	0%	1%	10%	23%	65%	401
Public toilets	4%	1%	14%	21%	60%	398
Libraries	3%	5%	13%	31%	48%	399
Gallery/Museum	7%	9%	23%	28%	32%	393
Sporting and recreational facilities	3%	2%	15%	25%	55%	401
Public swimming pools	4%	6%	14%	29%	47%	397
Community centres and community halls	2%	3%	22%	36%	38%	396
Childcare centres	6%	4%	13%	23%	55%	399
Youth centres and facilities	3%	6%	18%	30%	43%	401
Improved services and infrastructure (generally)	1%	3%	7%	23%	66%	401

Service Area 4: Our Assets

Overview of Satisfaction Rating Scores by Key Demographics

Residents were asked to rate their satisfaction with each criteria.

Satisfaction – overall

High	Libraries Gallery/Museum
Moderately high	Sporting and recreational facilities Community centres and community halls Childcare centres
Moderate	Public swimming pools Provision of mains sewerage Parks, playgrounds, and reserves Stormwater management and re-use Car parks
Moderately low	Youth centres and facilities Public toilets Improved services and infrastructure (generally)
Low	Footpaths and cycleways Road maintenance

Satisfaction – by gender

Males were significantly more satisfied with the provision of 'public toilets'.

Satisfaction – by age

18-34 y/o were significantly more satisfied with 'car parks'.

Those aged 35-49 were significantly less satisfied with 'road maintenance', 'footpaths and cycleways', and 'sporting and recreational facilities', whilst those aged 50-64 were significantly less satisfied with 'car parks', 'stormwater management and re-use', and 'improved services and infrastructure'.

Residents aged 65+ were significantly more satisfied with 'sporting and recreational facilities'.

Satisfaction – by year

Compared to 2015, satisfaction had significantly increased for 'car parks', 'sporting and recreational facilities', and 'improved services and infrastructure', but significantly decreased for 'libraries'.



Service Area 4: Our Assets

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+
Road maintenance	2.44	2.37	2.52	2.62	2.20	2.34	2.64
Footpaths and cycleways	2.84	2.75	2.92	3.12	2.52	2.88	2.82
Car parks	3.24	3.20	3.27	3.76	3.01	2.92	3.14
Provision of mains sewerage	3.54	3.44	3.63	3.49	3.55	3.56	3.58
Stormwater management/re-use	3.33	3.31	3.36	3.63	3.39	3.06	3.20
Parks, playgrounds, and reserves	3.50	3.59	3.43	3.54	3.28	3.54	3.69
Public toilets	2.88	3.10	2.71	2.84	2.85	2.82	3.05
Libraries	4.10	3.99	4.20	4.03	4.21	4.04	4.17
Gallery/Museum	3.96	3.87	4.05	3.88	4.03	3.98	3.97
Sporting and recreational facilities	3.68	3.61	3.75	3.64	3.44	3.81	3.91
Public swimming pools	3.57	3.48	3.65	3.39	3.67	3.53	3.70
Community centres and community halls	3.66	3.62	3.69	3.77	3.67	3.62	3.58
Childcare centres	3.60	3.58	3.61	3.61	3.44	3.63	3.76
Youth centres and facilities	3.05	2.92	3.17	3.22	2.96	2.88	3.13
Improved services and infrastructure (generally)	2.85	2.81	2.90	3.20	2.68	2.60	2.95

Scale: 1 = not at all satisfied, 5 = very satisfied

Significantly higher/lower level of satisfaction (by group)

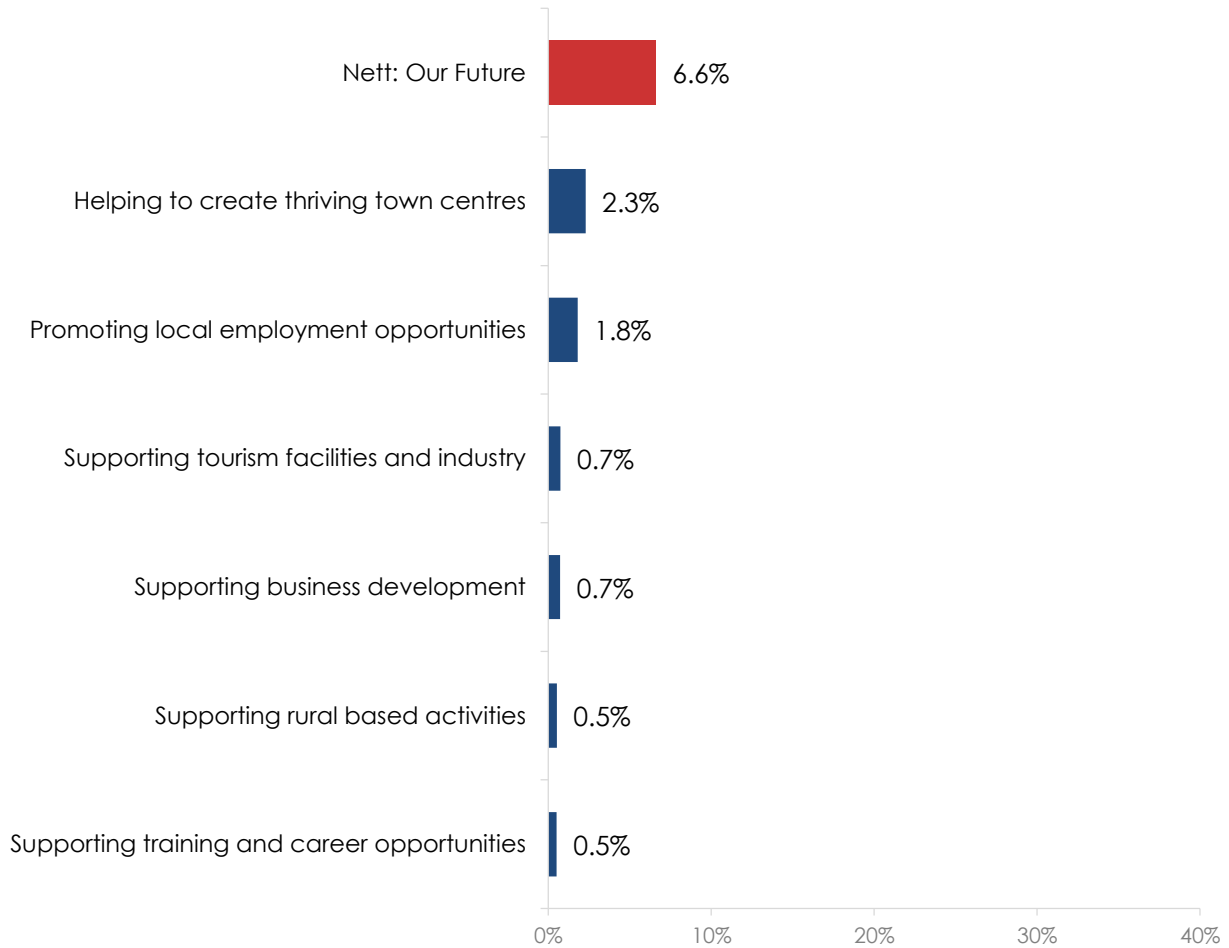
Detailed Overall Response for Satisfaction

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Road maintenance	28%	25%	28%	12%	6%	387
Footpaths and cycleways	22%	14%	30%	25%	8%	293
Car parks	10%	16%	30%	28%	16%	315
Provision of mains sewerage	9%	8%	26%	33%	24%	317
Stormwater management/re-use	9%	12%	31%	31%	17%	327
Parks, playgrounds, and reserves	5%	14%	28%	35%	19%	356
Public toilets	15%	20%	35%	21%	9%	322
Libraries	0%	4%	16%	43%	36%	312
Gallery/Museum	1%	5%	19%	47%	28%	240
Sporting and recreational facilities	3%	8%	26%	44%	19%	325
Public swimming pools	7%	8%	26%	37%	21%	300
Community centres and community halls	1%	9%	30%	41%	18%	291
Childcare centres	4%	11%	26%	37%	21%	306
Youth centres and facilities	10%	19%	35%	27%	9%	285
Improved services and infrastructure (generally)	15%	24%	33%	18%	10%	355

Service Area 5: Our Future

Shapley Regression

Contributes to Almost 7% of Overall Satisfaction with Council



Service Area 5: Our Future

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

Importance – overall

Very high	Promoting local employment opportunities Helping to create thriving town centres Supporting training and career opportunities Supporting business development
High	Supporting tourism facilities and industry Supporting rural based activities

Importance – by gender

There were no significant differences between the genders.

Importance – by age

Those aged 65+ rated the importance of 'supporting business development', 'supporting rural based activities', and 'supporting tourism facilities and industry' significantly higher.

Importance – by year

Compared to 2015, there were significant increases in the importance of 'supporting rural based activities', 'supporting tourism facilities and industry', 'helping to create thriving town centres', and 'supporting training and career opportunities'.



Service Area 5: Our Future

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+
Promoting local employment opportunities	4.35	4.29	4.41	4.28	4.31	4.37	4.51
Supporting business development	4.22	4.21	4.24	4.00	4.23	4.27	4.49
Supporting rural based activities	4.15	4.10	4.21	3.93	4.10	4.28	4.42
Supporting tourism facilities and industry	4.21	4.19	4.22	3.97	4.21	4.33	4.38
Helping to create thriving town centres	4.34	4.32	4.37	4.33	4.29	4.45	4.31
Supporting training and career opportunities	4.25	4.14	4.34	4.25	4.10	4.26	4.42

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

Significantly higher/lower level of importance (by group)

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Promoting local employment opportunities	3%	5%	9%	19%	64%	400
Supporting business development	4%	3%	13%	24%	55%	398
Supporting rural based activities	3%	4%	16%	31%	47%	399
Supporting tourism facilities and industry	3%	4%	15%	28%	51%	400
Helping to create thriving town centres	2%	2%	13%	27%	56%	396
Supporting training and career opportunities	4%	4%	13%	19%	59%	396



Service Area 5: Our Future

Overview of Satisfaction Rating Scores by Key Demographics

Residents were asked to rate their satisfaction with each criteria.

Satisfaction – overall

Moderate	Supporting tourism facilities and industry Supporting training and career opportunities Supporting business development Supporting rural based activities
Moderately low	Promoting local employment opportunities Helping to create thriving town centres

Satisfaction – by gender

There were no significant differences between the genders.

Satisfaction – by age

Those aged 50-64 were significantly less satisfied with the provision of 'promoting local employment opportunities' and 'supporting training and career opportunities'.

Residents aged 65+ were significantly more satisfied with 'supporting rural based activities'.

Satisfaction – by year

Satisfaction with 'supporting training and career opportunities' has significantly increased since 2015.



Service Area 5: Our Future

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+
Promoting local employment opportunities	3.02	3.05	2.98	3.22	3.03	2.77	3.02
Supporting business development	3.14	3.13	3.16	3.32	3.03	2.97	3.27
Supporting rural based activities	3.05	3.04	3.06	3.08	3.01	2.89	3.24
Supporting tourism facilities and industry	3.21	3.24	3.18	3.20	3.20	3.17	3.29
Helping to create thriving town centres	2.84	2.73	2.94	2.97	2.79	2.67	2.94
Supporting training and career opportunities	3.18	3.19	3.18	3.45	3.15	2.91	3.17

Scale: 1 = not at all satisfied, 5 = very satisfied

Significantly higher/lower level of satisfaction (by group)

Detailed Overall Response for Satisfaction

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Promoting local employment opportunities	7%	24%	40%	17%	12%	328
Supporting business development	8%	14%	45%	22%	11%	316
Supporting rural based activities	7%	20%	41%	25%	7%	309
Supporting tourism facilities and industry	9%	13%	36%	33%	9%	315
Helping to create thriving town centres	12%	26%	33%	21%	7%	330
Supporting training and career opportunities	7%	16%	41%	24%	12%	308



Comparison to Previous Research

Service/ Facility	Importance		Satisfaction	
	2017	2015	2017	2015
Provide transparent, accountable and respected leadership	4.21	4.34	2.98	2.61
Supporting and valuing community organisations	4.30	4.11	3.34	3.22
Engaging the community in making decisions	4.42	4.34	2.85	2.68
Long term planning for the future	4.60	4.65	2.62	2.57
Lobbying State and Federal Government for funding and improved service levels	4.42	4.31	2.73	2.63
Emergency services planning (including flood and fire)	4.70	4.66	3.60	3.76
Senior centres and programs	4.17	3.45	3.41	3.51
Building partnerships with residents, community groups, institutions	4.11	4.01	3.08	2.97
Access to services and facilities for people with a disability	4.46	3.76	3.28	3.31
Programs for people from diverse cultures	3.72	3.09	3.08	3.10
Supporting and valuing volunteers	4.34	4.36	3.46	3.64
Community events and festivals	3.89	N/A	3.53	N/A
Crime prevention	4.67	4.57	3.46	3.37
Road safety	4.74	4.68	3.12	3.10
On-site health inspections such as food and septic	4.33	3.98	3.68	3.56
Valuing and protecting the Hawkesbury's heritage areas/buildings	4.41	4.43	2.98	3.29
Companion animal shelter (pound) services	4.15	3.64	3.66	3.69
Healthy and sustainable Hawkesbury River and waterways	4.68	4.60	3.08	2.90
Protecting bushland, open space, and natural habitats	4.51	4.44	3.36	3.55
Tree preservation	4.10	3.86	3.36	3.39
Kerbside waste service (red or black lidded bin)	4.63	4.57	3.88	4.11
Kerbside recycling service (yellow lidded bin)	4.59	4.58	3.94	4.10
Kerbside garden organics service (green lidded bin)	4.00	3.87	3.62	3.97
Management of sewerage waste (pump out)	4.35	4.16	3.67	3.71
Road maintenance	4.76	4.63	2.44	2.26
Footpaths and cycleways	4.08	3.96	2.84	2.87
Car parks	4.21	4.16	3.24	2.97
Provision of mains sewerage	4.24	4.05	3.54	3.63
Stormwater management and re-use	4.26	4.06	3.33	3.15
Parks, playgrounds, and reserves	4.52	4.01	3.50	3.61
Public toilets	4.31	3.99	2.88	2.71
Libraries	4.15	3.71	4.10	4.31
Gallery/Museum	3.68	2.95	3.96	3.89
Sporting and recreational facilities	4.28	3.30	3.68	3.43
Public swimming pools	4.08	3.23	3.57	3.75
Community centres and community halls	4.05	3.17	3.66	3.69
Childcare centres	4.17	3.45	3.60	3.81
Youth centres and facilities	4.04	3.43	3.05	3.07
Improved services and infrastructure (generally)	4.49	4.55	2.85	2.60
Promoting local employment opportunities	4.35	4.18	3.02	2.88
Supporting business development	4.22	4.07	3.14	2.96
Supporting rural based activities	4.15	3.91	3.05	3.04
Supporting tourism facilities and industry	4.21	3.92	3.21	3.10
Helping to create thriving town centres	4.34	4.03	2.84	2.89
Supporting training and career opportunities	4.25	4.06	3.18	2.97

▲▼ = A significantly higher/lower level of importance/satisfaction (by year)

Comparison to LGA Benchmarks

3 of the 34 comparable measures were rated above benchmark threshold of 0.15, these were 'Gallery/Museum', 'car parks', and 'companion animal shelter'.

19 of the measures were rated lower than the benchmark threshold of -0.15, as seen in the table below.

Service/Facility	Hawkesbury City Council Satisfaction Scores	Benchmark Variances
Gallery/Museum	3.96	0.22▲
Car parks	3.24	0.19▲
Companion animal shelter (pound) services	3.66	0.18▲
Tree preservation	3.36	0.09
Kerbside recycling service (yellow lidded bin)	3.94	0.05
Community centres and community halls	3.66	0.00
Childcare centres	3.60	-0.01
Crime prevention	3.46	-0.03
Stormwater management and re-use	3.33	-0.04
Libraries	4.10	-0.05
Protecting bushland, open space, and natural habitats	3.36	-0.08
Access to services and facilities for people with a disability	3.28	-0.11
Kerbside waste service (red or black lidded bin)	3.88	-0.14
Sporting and recreational facilities	3.68	-0.14
Supporting and valuing volunteers	3.46	-0.14
Promoting local employment opportunities	3.02	-0.16▼
Youth centres and facilities	3.05	-0.17▼
Engaging the community in making decisions	2.85	-0.17▼
Senior centres and programs	3.41	-0.19▼
Public swimming pools	3.57	-0.20▼
Community events and festivals	3.53	-0.22▼
Public toilets	2.88	-0.23▼
Footpaths and cycleways	2.84	-0.24▼
Kerbside garden organics service (green lidded bin)	3.62	-0.27▼
Parks, playgrounds, and reserves	3.50	-0.27▼
Supporting tourism facilities and industry	3.21	-0.29▼
Road safety	3.12	-0.32▼
Programs for people from diverse cultures	3.08	-0.34▼
Provision of mains sewerage	3.54	-0.44▼
Road maintenance	2.44	-0.46▼
Long term planning for the future	2.62	-0.47▼
Healthy and sustainable Hawkesbury River and waterways	3.08	-0.53▼
Valuing and protecting the Hawkesbury's heritage areas and buildings	2.98	-0.53▼
Helping to create thriving town centres	2.84	-0.59▼

Scale: 1 = not at all satisfied, 5 = very satisfied

▲/▼ = positive/negative difference greater than 0.15 from LGA Benchmark

Note: Benchmark differences are based on assumed variants of +/- 0.15, with variants beyond +/- 0.15 more likely to be significant





Demographics

Demographics

Q14. Please stop me when I read out your age group.

	%
18-34	29%
35-49	26%
50-64	26%
65+	19%

Base: N = 402

Q15. In which suburb/town do you live?

	%		%
Bligh Park	9%	Ebenezer	2%
South Windsor	8%	Tennyson	1%
North Richmond	7%	Blaxlands Ridge	1%
Kurrajong	7%	Agnes Banks	1%
Oakville	5%	Grose Vale	1%
Richmond	5%	Mulgrave	1%
Bowen Mountain	5%	Colo Heights	1%
Glossodia	5%	Bilpin	1%
Freemans Reach	4%	Kurmond	1%
Hobartville	4%	Vineyard	1%
Windsor Downs	4%	Lower Portland	<1%
East Kurrajong	4%	Colo	<1%
Windsor	4%	Central Macdonald	<1%
McGraths Hill	3%	St Albans	<1%
Wilberforce	3%	Maraylya	<1%
Pitt Town	3%	Wisemans Ferry	<1%
Yarramundi	2%	Fernances	<1%
Kurrajong Hills	2%	Lower Macdonald	<1%
Cattai	2%	Richmond Lowlands	<1%
Grose Wold	2%	Upper Colo	<1%
Kurrajong Heights	2%		

Base: N = 402

Q16. In recent months, Council has been consulting the community about a special rate increase. Prior to this call were you aware of this?

	%
Yes	43%
No	57%

Base: N = 402



Demographics

Q18. Gender.

	%
Male	49%
Female	51%

Base: N = 402

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 (sampling error).

In addition, non-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 both sampling and non-sampling error by careful design of the sample and questionnaire, and detailed checking of completed questionnaires.

As the raw data has been weighted to reflect the real community profile of Hawkesbury City Council, the outcomes reported here reflect an 'effective sample size'; that is, the weighted data provides outcomes with the same level of confidence as unweighted data of a different sample size. In some cases this effective sample size may be smaller than the true number of surveys conducted.



Appendix A



Awareness of Council's Engagement Activities

Q6. Over the last 2 years, Council has undertaken more than 50 community engagement activities across a range of topic areas. In this period, which of the following engagement opportunities were you aware of?

	Male	Female	18-34	35-49	50-64	65+
Town meetings	47%	48%	43%	46%	55%	48%
Information kiosks at local shopping centres and markets	44%	43%	59%	39%	36%	36%
Telephone survey (prior to this one)	18%	18%	24%	18%	16%	12%
Mail out of information	72%	75%	71%	79%	73%	71%
Online survey	14%	9%	16%	4%	15%	10%
Council website	63%	57%	62%	62%	68%	41%
Emails to all town meeting attendees	9%	8%	13%	3%	11%	7%
Facebook posts about upcoming events	25%	34%	37%	28%	27%	22%
Other	6%	4%	5%	4%	7%	3%
None of these	8%	7%	7%	5%	9%	11%
Base	196	206	117	106	103	76

Significantly higher/lower



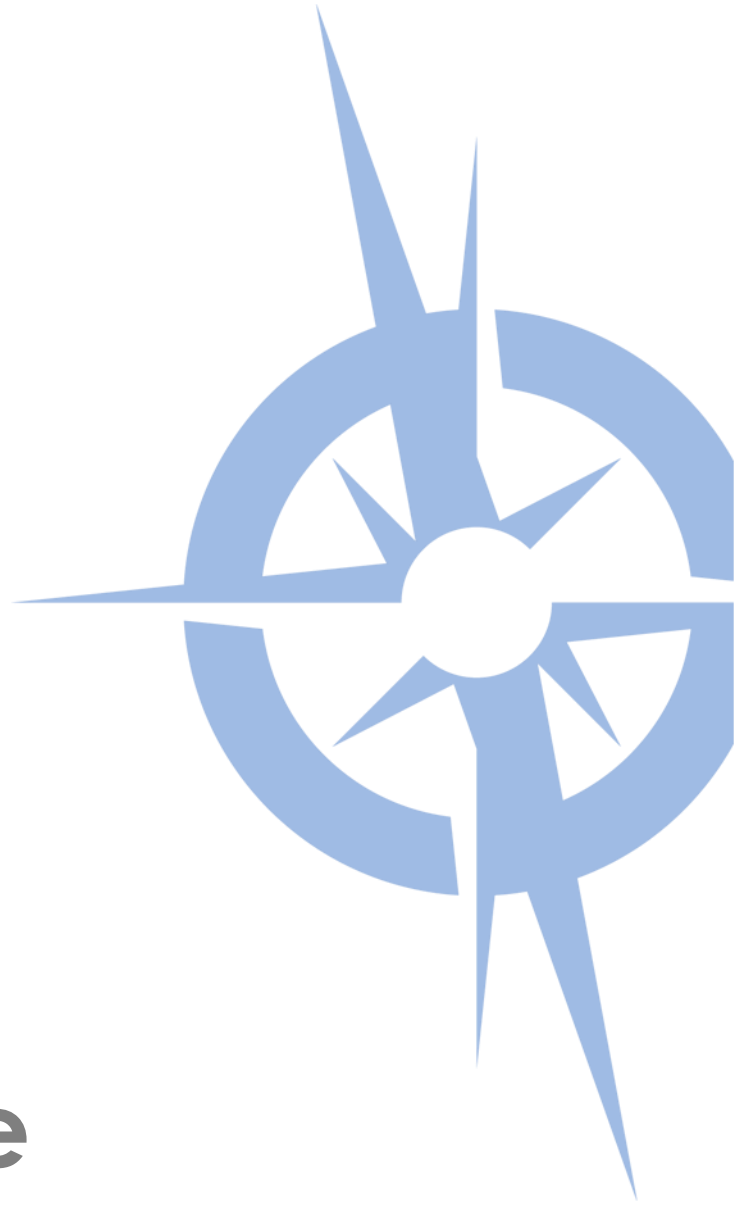
Effective Communication Methods

Q7. When Council is trying to inform or engage you on local issues, which of the following methods would be the most effective in communicating with you?

	Male	Female	18-34	35-49	50-64	65+
Local newspaper	45%	47%	30%	40%	53%	72%
Libraries	11%	28%	18%	10%	22%	33%
Council's website	37%	34%	43%	33%	39%	22%
Letters	82%	82%	68%	90%	84%	90%
Council offices and facilities	27%	28%	28%	26%	25%	34%
Telephone call	57%	54%	75%	40%	45%	60%
Pop up stores at shops and transport hubs	50%	58%	59%	57%	50%	46%
Community newsletters	63%	71%	49%	73%	71%	82%
Social media	59%	72%	90%	70%	58%	33%
Other	11%	12%	8%	14%	14%	9%
Base	196	206	117	106	103	76

Significantly higher/lower





Appendix B – Questionnaire

**Hawkesbury City Council
Community Survey
November 2017**

Good morning/afternoon/evening, my name is _____ from Micromex Research and we are conducting a survey on behalf of Hawkesbury City Council on a range of local issues. The survey will take about 15 minutes, would you be able to assist us please?

QA1. Before we start I would like to check whether you or an immediate family member works for, or represents, Hawkesbury City Council? (i.e. staff or councillor)

- Yes (If yes, terminate survey)
 No

Part A Importance of, and satisfaction with, council services

In this section of the survey, we will list a number of 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 is low importance and low satisfaction and 5 is high importance and high satisfaction.

Note: Satisfaction is only asked of those who rated importance a 4 or 5. Prompt

Q1a. Focus area: Our leadership

	Importance					Satisfaction					DK	
	Low					Low		High				
	1	2	3	4	5	1	2	3	4	5		
Provide transparent, accountable and respected leadership	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supporting and valuing community organisations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Engaging the community in making decisions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Long term planning for the future	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lobbying State and Federal Government for funding and improved service levels	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q1b. Focus area: Our community

	Importance					Satisfaction					DK	
	Low					Low		High				
	1	2	3	4	5	1	2	3	4	5		
Emergency services planning (including flood and fire)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Senior centres and programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Building partnerships with residents, community groups, and institutions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to services and facilities for people with a disability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Programs for people from diverse cultures (including Indigenous Australians)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supporting and valuing volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community events and festivals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Crime prevention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Road safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On-site health inspections such as food and septic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Valuing and protecting the Hawkesbury's heritage areas and buildings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Companion animal shelter (pound) services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q1c. Focus area: Our environment

	Importance					Satisfaction					DK	
	Low				High	Low				High		
	1	2	3	4	5	1	2	3	4	5		
Healthy and sustainable Hawkesbury River and waterways	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Protecting bushland, open space, and natural habitats	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tree preservation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kerbside waste service (red or black lidded bin)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kerbside recycling service (yellow lidded bin)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kerbside garden organics service (green lidded bin)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Management of sewerage waste (pump out)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q1d. Focus area: Our assets

	Importance					Satisfaction					DK	
	Low				High	Low				High		
	1	2	3	4	5	1	2	3	4	5		
Road maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Footpaths and cycleways	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Car parks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provision of mains sewerage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stormwater management and re-use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks, playgrounds, and reserves	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public toilets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gallery/Museum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sporting and recreational facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public swimming pools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community centres and community halls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Childcare centres	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Youth centres and facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improved services and infrastructure (generally)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q1e. Focus area: Our future

	Importance					Satisfaction					DK	
	Low				High	Low				High		
	1	2	3	4	5	1	2	3	4	5		
Promoting local employment opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supporting business development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supporting rural based activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supporting tourism facilities and industry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helping to create thriving town centres	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supporting training and career opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Q2. Thinking specifically about all the services and infrastructure that Council provides, how satisfied are you with the services and infrastructure provided by Council? *Prompt*

- Very satisfied
- Satisfied
- Somewhat satisfied
- Not very satisfied
- Not at all satisfied

Q3. 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
- Somewhat satisfied
- Not very satisfied
- Not at all satisfied

Part B – Council Engagement

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

- Very satisfied
- Satisfied
- Somewhat satisfied
- Not very satisfied
- Not at all satisfied

Q5. Thinking overall, how satisfied are you with the way Council consults with the community? *Prompt*

- Very satisfied
- Satisfied
- Somewhat satisfied
- Not very satisfied
- Not at all satisfied

Q6. Over the last 2 years Council has undertaken more than 50 community engagement activities across a range of topic areas. In this period, which of the following engagement opportunities are you aware of? *Prompt*

- Town meetings
- Information kiosks at local shopping centres and markets
- Telephone survey (prior to this one)
- Mail out of information
- Online survey
- Council website
- Emails to all town meeting attendees
- Facebook posts about upcoming events
- Other (please specify).....
- None of these

Q7. When Council is trying to inform or engage you on local issues, which of the following methods would be the most effective in communicating with you? Prompt

- Local newspaper
- Libraries
- Council's website
- Letters
- Council offices and facilities i.e. pools, community centres etc.
- Telephone call
- Pop up stores at shops and transport hubs
- Community newsletters
- Social media
- Other (please specify).....

Part C – Contact with Council

Q8a. Have you contacted Hawkesbury City Council in the last 12 months?

- Yes
- No (If no, go to Q9)

Q8b. When you last made contact with Council, was it by: Prompt

- Phone
- Mail
- Email
- In person
- Online (i.e. Your Hawkesbury - Your Say)

Q8c. How satisfied were you with the way your contact was handled in terms of the following? The scale is from 1 to 5 where 1 is not at all satisfied and 5 is very satisfied. Prompt

	Not at all satisfied				Very satisfied
	1	2	3	4	5
Speed of service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Degree of helpfulness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall outcome of the contact	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Part D – State Government services

Q9. Thinking about the services provided by the State Government, i.e. major roads, health, mental health, education, and law and order, how satisfied are you with the services provided by the State Government? Prompt

- Very satisfied
- Satisfied
- Somewhat satisfied
- Not very satisfied
- Not at all satisfied

Q10. How satisfied are you with the following State Government services? The scale is from 1 to 5 where 1 is not at all satisfied and 5 is very satisfied. Prompt

	Not at all satisfied				Very satisfied
	1	2	3	4	5
Bus services (school and public)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Train services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supporting a wider communications network (mobile coverage, broadband, TV reception)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health, including mental health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Part E – Liveability of the Hawkesbury LGA

Q11a. Do you currently work either in or outside the Hawkesbury LGA?

- Yes, in the LGA
- Yes, outside the LGA
- No **(If no, go to Q12)**

Q11b. How satisfied are you with your ability to commute via public or private transport? Prompt

- Very satisfied
- Satisfied
- Somewhat satisfied
- Not very satisfied
- Not at all satisfied

Q12. Thinking about the local area, how would you rate your level of agreement with the following statements on a scale where 1 is strongly disagree and 5 is strongly agree? Prompt

	Strongly disagree				Strongly agree
	1	2	3	4	5
I feel safe in my local neighbourhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel safe in our public spaces in the day	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel safe in our public spaces in the evening	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are housing choices available to meet all the community's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My current home size/type is suitable for my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My current rent/mortgage is affordable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q13. How satisfied are you with the rural character of the Hawkesbury LGA? Prompt

- Very satisfied
- Satisfied
- Somewhat satisfied
- Not very satisfied
- Not at all satisfied

Part F - Demographics

Could you please assist with the following information?

Q14. Please stop me when I read out your age group. Prompt

- 18-34
- 35-49
- 50-64
- 65+

Q15. In which suburb/town do you live?

- | | |
|-----------------------------------------|---------------------------------------------|
| <input type="radio"/> Agnes Banks | <input type="radio"/> Mellong |
| <input type="radio"/> Berambing | <input type="radio"/> Mogo Creek |
| <input type="radio"/> Bilpin | <input type="radio"/> Mountain Lagoon |
| <input type="radio"/> Blaxlands Ridge | <input type="radio"/> Mulgrave |
| <input type="radio"/> Bligh Park | <input type="radio"/> North Richmond |
| <input type="radio"/> Bowen Mountain | <input type="radio"/> Oakville |
| <input type="radio"/> Cattai | <input type="radio"/> Perrys Crossing |
| <input type="radio"/> Central Colo | <input type="radio"/> Pitt Town |
| <input type="radio"/> Central Macdonald | <input type="radio"/> Pitt Town Bottoms |
| <input type="radio"/> Clarendon | <input type="radio"/> Putty |
| <input type="radio"/> Colo | <input type="radio"/> Richmond |
| <input type="radio"/> Colo Heights | <input type="radio"/> Richmond Lowlands |
| <input type="radio"/> Cornwallis | <input type="radio"/> Sackville |
| <input type="radio"/> Cumberland Reach | <input type="radio"/> Scheyville |
| <input type="radio"/> East Kurrajong | <input type="radio"/> South Windsor |
| <input type="radio"/> Ebenezer | <input type="radio"/> St Albans |
| <input type="radio"/> Fernances | <input type="radio"/> Ten Mile Hollow |
| <input type="radio"/> Freemans Reach | <input type="radio"/> Tennyson |
| <input type="radio"/> Glossodia | <input type="radio"/> The Devils Wilderness |
| <input type="radio"/> Grose Vale | <input type="radio"/> The Slopes |
| <input type="radio"/> Grose Wold | <input type="radio"/> Upper Colo |
| <input type="radio"/> Higher Macdonald | <input type="radio"/> Upper Macdonald |
| <input type="radio"/> Hobartville | <input type="radio"/> Vineyard |
| <input type="radio"/> Kurmond | <input type="radio"/> Webbs Creek |
| <input type="radio"/> Kurrajong | <input type="radio"/> Wheeny Creek |
| <input type="radio"/> Kurrajong Heights | <input type="radio"/> Wilberforce |
| <input type="radio"/> Kurrajong Hills | <input type="radio"/> Windsor |
| <input type="radio"/> Leets Vale | <input type="radio"/> Windsor Downs |
| <input type="radio"/> Lower Macdonald | <input type="radio"/> Wisemans Ferry |
| <input type="radio"/> Lower Portland | <input type="radio"/> Womerah |
| <input type="radio"/> Maraylya | <input type="radio"/> Wrights Creek |
| <input type="radio"/> McGraths Hill | <input type="radio"/> Yarramundi |

Q16. In recent months, Council has been consulting the community about a special rate increase. Prior to this call were you aware of this?

- Yes
- No

Q17a. After we analyse the results from this research we may conduct further research or consultations to better understand the community's needs and expectations. Would you be interested in being involved in further consultations?

- Yes
- No **(If no, go to Q18)**

Q17b. (If yes), what are your contact details?

Name

Telephone

Email

Q18. Gender (by voice).

- Male
- Female

That completes the survey and I thank you for your assistance. This information will assist Hawkesbury City Council in providing better services for residents.

If you have any questions with regards to this survey you may contact Hawkesbury City Council on 4560 4444 or discuss this survey with my supervisor on 02 4352 2388.

Thank you again for your assistance.

