



Hawkesbury City Council

Attachment 1 to item 283

2011 Hawkesbury Community Survey Report

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Hawkesbury City Council Community Research

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Background & Methodology

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

- To assess and establish the community's priorities and satisfaction in relation to Council activities, services and facilities
- To identify the community's overall level of satisfaction with Council's performance
- To identify the community's level of satisfaction with regards to contact they have had with Council staff
- To identify trends and benchmark results against the research conducted previously

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 15th – 23rd August 2011 from 4:30pm to 8:30pm, Monday to Friday.

Survey area

Hawkesbury City Council Local Government Area.

Sample selection and error

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

A sample size of 400 residents provides a maximum sampling error of plus or minus 4.9% at 95% confidence.

The sample was weighted by age to reflect the 2006 ABS census data.

Participants

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

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

Interviewing

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

Prequalification

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

Data analysis

The data within this report was analysed using SPSS. To identify the statistically significant differences between the groups of means, a 'One-Way Anova test' was used.

Ratings questions

The Likert 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 for a mid range position for those who had a divided or neutral opinion.

Mean rating explanation

Mean rating:	1.99 or less	'Very low' level of importance/satisfaction
	2.00 – 2.49	'Low' level of importance/satisfaction
	2.50 – 2.99	'Moderately low' level of importance/satisfaction
	3.00 – 3.59	'Moderate' level of importance/satisfaction
	3.60 – 3.89	'Moderately high' level of importance/satisfaction
	3.90 – 4.19	'High' level of importance/satisfaction
	4.20 – 4.49	'Very high' level of importance/satisfaction
	4.50+	'Extremely high' level of importance/satisfaction

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

Correlations

Where possible, comparisons have been made with the research from 2007 and 2009.

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

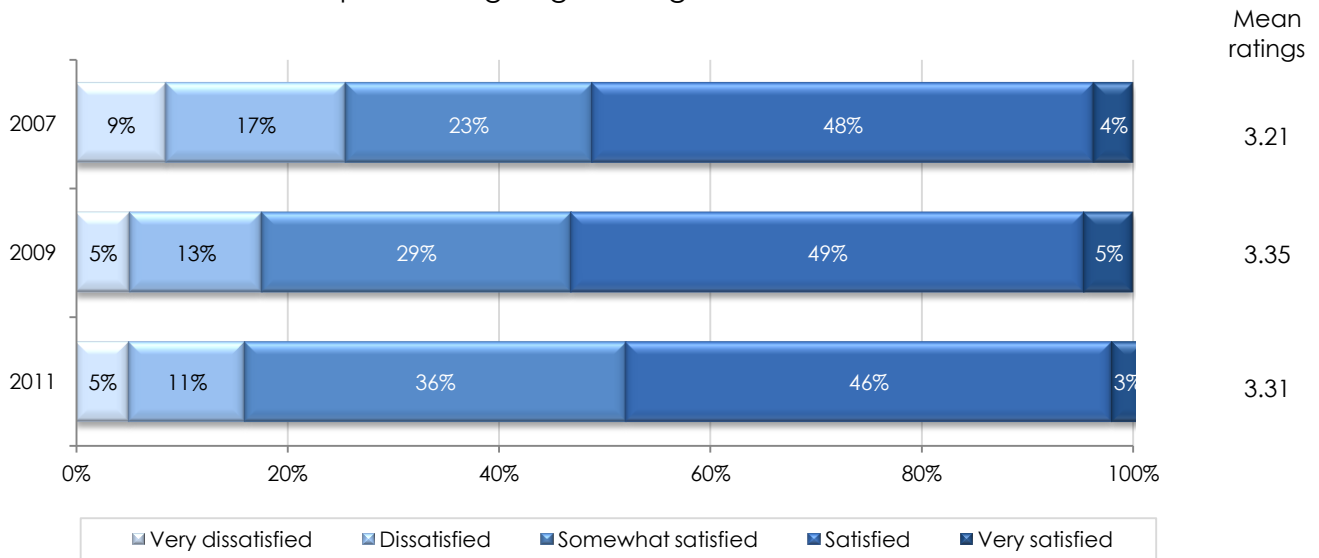
Efforts have been made to reduce the non-sampling error by careful design of the questionnaire and detailed checking of completed questionnaires.

Key Findings

Overview (Overall satisfaction)

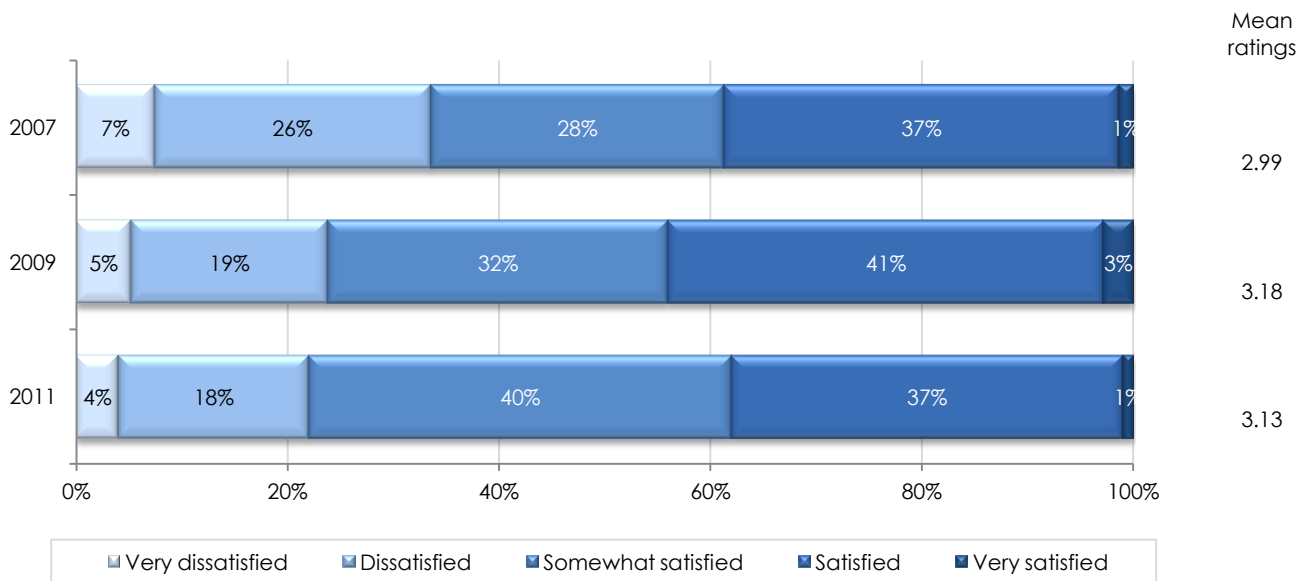
Overall, the research has found a generally positive result for Hawkesbury City Council, with 38 of the 50 services/facilities/criteria rated as being of 'moderate satisfaction' to 'high satisfaction'.

At an overall level, residents expressed a 'moderate' level of satisfaction with the performance of Council, with 46% of the respondents giving a rating of 'satisfied'.



Satisfaction with the way Council consults with the community

Respondents indicated a 'moderate' level of satisfaction with the way Council consults with the community, with just over a third of respondents giving a rating of 'satisfied'.



Mean ratings: 1 = very dissatisfied, 5 = very satisfied

Key Findings

Comparison to LGA Benchmarks

Micromex LGA NSW Benchmark scores are based on the results of 45 community surveys conducted since 2006, with 17 of these surveys having been conducted in the last 18 months.

Hawkesbury City Council residents are more satisfied than the LGA Benchmark score for 4 of the 16 comparable measures and below the Benchmark for the remaining 12 comparable measures, including 'overall satisfaction with Council' and the 'level of communication Council has with the community'.

	Service/Facility	Hawkesbury City Council Satisfaction Scores	LGA Satisfaction Benchmark
Above the Benchmark			
	Library services	4.17	4.09
	Child care services	3.79	3.62
	Recycling services	3.77	3.72
	Seniors' centre and programs	3.63	3.48
Below the Benchmark			
	Overall satisfaction with Council	3.31	3.53
	Youth services and facilities	3.02	3.03
	Valuing and protecting the Hawkesbury's heritage areas	3.42	3.52
	Road maintenance	2.15	2.82
	Footpaths and cycleways	2.88	3.16
	Garbage services	3.92	4.12
	Playgrounds	3.53	3.58
	Public toilets	2.55	2.94
	Services & facilities for people with a disability	3.09	3.31
	Tourism facilities and industry	3.24	3.62
	Level of communication Council has with the community	3.13	3.48
	Sporting and recreational facilities	3.52	3.61

Mean ratings: 1 = very dissatisfied, 5 = very satisfied

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 PGA, 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 50 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 'very 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, 'crime prevention' was given an importance score of 4.50, which indicates that it is considered an area of 'extremely high' importance by residents. At the same time it was given a satisfaction score of 3.23, which indicates that residents are 'moderately satisfied' with Hawkesbury City Council's performance and focus on that measure.

In the case of a performance gap such as for the 'seniors' centre and programs' (3.17 importance vs. 3.63 satisfaction), we can identify that the facility/service has only 'moderate' importance to the broader community, but for residents who feel that this facility is important, it is providing a 'moderately 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

Ranking 2009	Ranking 2011	Service/Facility	Importance Mean	Satisfaction Mean	Performance Gap
1	1	Road maintenance	4.60	2.15	2.45
3	2	Improving services & infrastructure (generally)	4.35	2.77	1.58
2	3	Healthy & sustainable Hawkesbury River and waterways	4.46	2.90	1.56
5	4	Road safety	4.53	3.05	1.48
4	5	Lobbying State & Federal Government for funding and improved service levels	4.22	2.76	1.46
6	6	Engaging the community in making decisions	4.25	2.82	1.43
15	7	Public toilets	3.90	2.55	1.35
7	8	Providing transparent, accountable and respected leadership	4.22	2.93	1.29
9	9	Crime prevention	4.50	3.23	1.27
17	10	Supporting a wider communications network (mobile coverage, broadband, TV reception)	3.99	2.92	1.07
12	11	Train services	3.74	2.69	1.05
26	12	Helping to create thriving town centres	3.93	2.89	1.04
20	13	Valuing and protecting the Hawkesbury's heritage areas	4.40	3.42	0.98
11	14	Reducing energy consumption	3.97	3.00	0.97
19	14	Promoting local employment opportunities	4.02	3.05	0.97
30	16	Emergency service planning, including flood and fire	4.54	3.63	0.91
21	16	Supporting training & career opportunities	3.95	3.04	0.91
13	18	Footpaths and cycleways	3.77	2.88	0.89
10	18	Bus services (school and public)	3.52	2.63	0.89
16	20	Car parks	4.10	3.22	0.88
23	21	Supporting business development	3.97	3.12	0.85
8	22	Stormwater management & re-use	3.86	3.06	0.80
24	23	Supporting & valuing community organisations	4.07	3.30	0.77
25	23	Supporting & valuing volunteers	4.27	3.50	0.77
14	25	Improving air quality	3.94	3.18	0.76
22	26	Building partnerships with residents, community groups & institutions	3.92	3.18	0.74
31	27	Protecting bushland, open space and natural habitats	4.26	3.56	0.70
35	28	Recycling services	4.40	3.77	0.63
28	29	Supporting rural based activities	3.75	3.13	0.62
29	30	Disabled ramps & access	3.81	3.22	0.59

Key Findings

Performance Gap Ranking (cont'd)

Ranking 2009	Ranking 2011	Service/Facility	Importance Mean	Satisfaction Mean	Performance Gap
32	31	Supporting tourism facilities & industry	3.82	3.24	0.58
37	32	Garbage services	4.47	3.92	0.55
18	33	Reducing water consumption	3.86	3.34	0.52
39	34	Parks and reserves	4.02	3.52	0.50
34	35	Tree preservation	3.66	3.20	0.46
33	35	Access to services & facilities for people with a disability	3.55	3.09	0.46
27	37	Provision of mains sewerage	3.77	3.38	0.39
38	38	On-site health inspections such as food and septic	3.77	3.74	0.03
36	39	Management of sewerage waste (pump out)	3.60	3.58	0.02
40	40	Youth centres and facilities	2.99	3.02	-0.03
42	41	Companion animal shelter services (pound)	3.51	3.62	-0.11
45	42	Sporting and recreational facilities	3.34	3.52	-0.18
44	43	Programs for people from diverse cultures, including Indigenous Australians	2.88	3.08	-0.20
41	44	Playgrounds	3.30	3.53	-0.23
47	45	Community centres and community halls	3.24	3.66	-0.42
43	46	Seniors' centre and programs	3.17	3.63	-0.46
46	47	Public swimming pools	3.04	3.59	-0.55
49	48	Libraries	3.61	4.17	-0.56
48	49	Child care centres	2.98	3.79	-0.81
50	50	Gallery/Museum	2.70	4.06	-1.36

Mean ratings: 1 = not at all important and very dissatisfied, 5 = very important and very satisfied

Key Findings

When we examine the 9 largest performance gaps, we can identify that all the services or facilities have been rated as 'high' to 'extremely high' in importance. Resident satisfaction for all of these areas is between 2.15 and 3.23, which indicates that resident satisfaction for these measures is 'low' to 'moderate'.

Ranking	Service/ Facility	Importance Mean	Satisfaction Mean	Performance Gap
1	Road maintenance	4.60	2.15	2.45
2	Improving services & infrastructure (generally)	4.35	2.77	1.58
3	Healthy & sustainable Hawkesbury River and waterways	4.46	2.90	1.56
4	Road safety	4.53	3.05	1.48
5	Lobbying State & Federal Government for funding and improved service levels	4.22	2.76	1.46
6	Engaging the community in making decisions	4.25	2.82	1.43
7	Public toilets	3.90	2.55	1.35
8	Providing transparent, accountable and respected leadership	4.22	2.93	1.29
9	Crime prevention	4.50	3.23	1.27

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.

Step 2. Quadrant Analysis

Quadrant analysis is a useful tool for planning future directions. It combines the stated needs of the community and assesses Hawkesbury City Council's performance 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 3.85 and the average rated satisfaction score was 3.24. Therefore, any facility or service that received a mean stated importance score of ≥ 3.85 would be plotted in the higher importance section and, conversely, any that scored < 3.85 would be plotted into the lower importance section. The same exercise is undertaken with the satisfaction ratings above, equal to or below 3.24. Each service or facility is then plotted in terms of satisfaction and importance, resulting in its placement in one of four quadrants.

Key Findings

Quadrant Analysis



Explaining the 4 quadrants

Attributes in the top right quadrant, **MAINTAIN**, such as 'valuing and protecting the Hawkesbury's heritage areas', 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 areas where Council is perceived to be currently under-performing and 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 'train services', 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, **SECONDARY**, such as 'supporting tourism facilities & industry', are core strengths, but in relative terms they are less important than other areas and Council's servicing in these areas may already be exceeding expectation. Consideration could be given to rationalising focus in these areas as they are not community priorities for improvement.

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 'road maintenance', 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.

Key Findings

The Shapley Value Regression

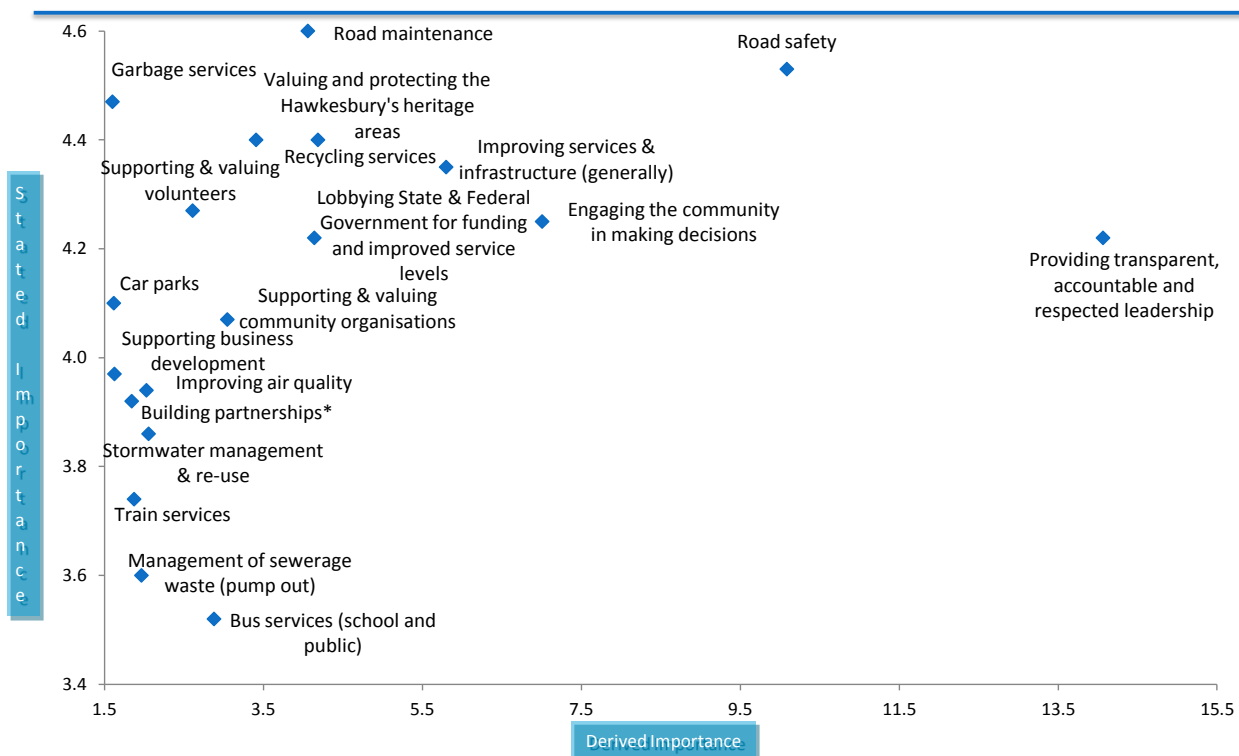
We recently finalised the development of a Council Satisfaction Model, to identify priorities that will drive overall satisfaction with Council.

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.

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'.

Correlation Between Stated Importance and Derived Importance Is Low



If you only focus on stated importance, you are not focusing on the key drivers of community satisfaction

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In the chart above, on the vertical axis of 'stated importance', all the facilities/services fall in relatively close proximity to each other (i.e. between approximately 3.7 & 4.5). However, on the horizontal axis the attributes are spread between 3 and 14. The further an attribute is found to the right of the horizontal axis of 'derived importance', the more it contributes in driving overall satisfaction with Council.

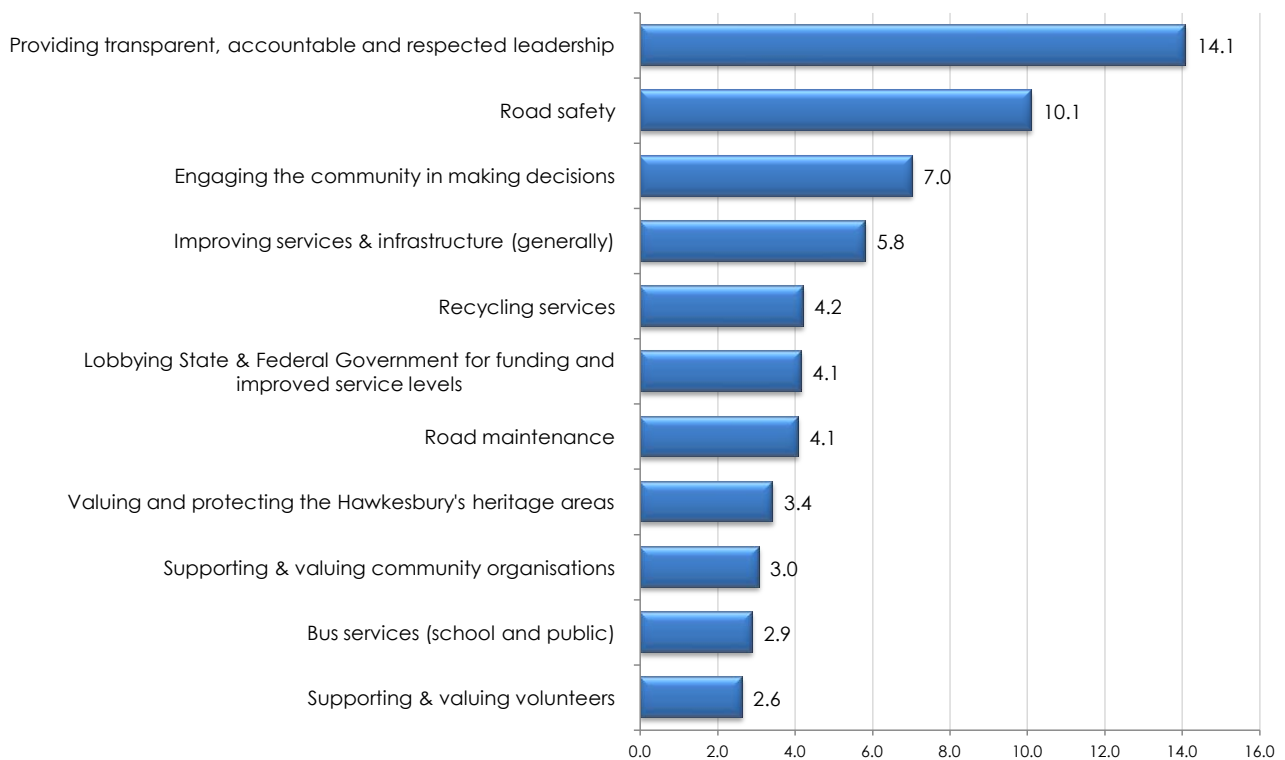
Key Findings

Key Drivers of Satisfaction with Hawkesbury City Council

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

These top 11 services/facilities account for over 60% of overall satisfaction with Council. This indicates that the remaining 39 attributes we obtained measures on have only a limited impact on the community's satisfaction with Hawkesbury City Council's performance. Therefore, whilst all 50 service/facility areas are important, only a minority of them are significant drivers of the community's overall satisfaction with Council.

These Top 11 Indicators Account for over 60% of Overall Satisfaction with Council



Hawkesbury City Council needs to concentrate on providing 'transparent, accountable and respected leadership'

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These 11 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.

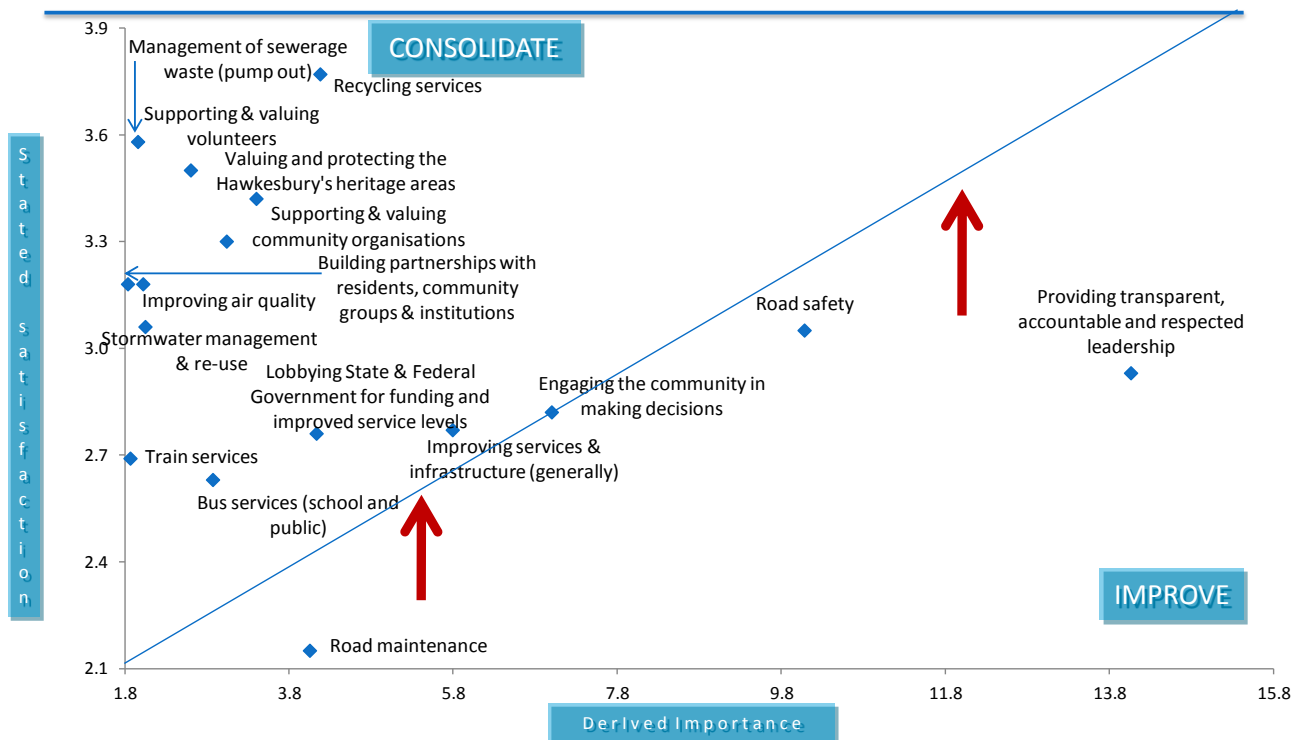
In the above chart, 'supporting and valuing volunteers' contributes 2.6% towards overall satisfaction, while 'providing transparent, accountable and respected leadership' (14.1%) is a far stronger driver, contributing over five times as much to overall satisfaction with Council.

Key Findings

Clarifying Priorities

If Hawkesbury City Council can address these core drivers, they will be able to improve resident satisfaction with their performance. In the chart below we can see that, for many of the core drivers, Council is already performing reasonably well. There are clear opportunities, however, to improve satisfaction with the services/facilities that fall below the diagonal line.

Mapping Stated Satisfaction and Derived Importance Identifies the Community Priority Areas



'Providing transparent, accountable and respected leadership', 'road safety' and 'road maintenance' are the key drivers of overall community satisfaction with Council

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The key outcomes of this analysis indicate that 'providing transparent, accountable and respected leadership', 'road safety' and 'road maintenance' are priority areas from a resident perspective.

Key Findings

Support for increasing rates

The research identified a moderate level of support amongst the community for Council to investigate rate increases to maintain the provision of services and facilities in the area.

- 18% of respondents would and 41% might support Council in investigating rate increases to maintain the provision of services and facilities in the area. 42% would not support this

Contact with Council

48% of residents had made contact with Council in the 12 months leading up to the survey.

The predominant method of contact was via telephone (77%), with overall satisfaction with this method of contact identified as 'moderately high'.

Means of sourcing information from Council

Respondents predominantly source their information about Council from the 'local newspaper' (80%) or 'word of mouth' (76%). These methods have remained steady across the 3 year reporting period.

Summary of critical outcomes

The summary table below combines the outcomes of the regression analysis with the stated importance and satisfaction outcomes of the performance gap and quadrant analysis.

In developing future plans and strategies, Hawkesbury City Council should consider the implications raised by each form of analysis.

	Shapley's Analysis	Gap Analysis	Quadrant Analysis
Providing transparent, accountable and respected leadership	14.06	1.29	Improve
Road safety	10.09	1.48	Improve
Engaging the community in making decisions	7.00	1.43	Improve
Improving services & infrastructure (generally)	5.80	1.58	Improve
Recycling services	4.18	0.63	Maintain
Lobbying State & Federal Government for funding and improved service levels	4.14	1.46	Improve
Road maintenance	4.06	2.45	Improve
Valuing and protecting the Hawkesbury's heritage areas	3.40	0.98	Maintain
Supporting & valuing community organisations	3.04	0.77	Maintain
Bus services (school and public)	2.87	0.89	Niche
Supporting & valuing volunteers	2.61	0.77	Maintain

Recommendations

Recommendations

Whilst currently some of these may not be feasible, based on the outcomes of this research we recommend that Hawkesbury City Council considers the following:

1. Improving its image regarding 'providing transparent, accountable and respected leadership'. 'Lobbying State & Federal Government for funding and improved service levels' and supporting and valuing both community organisations and volunteers are also areas that would improve resident satisfaction with Council
2. Explore methods of increasing 'road safety'
3. Reassess Council's current consultation and engagement strategies. Look to identify methods and mediums that could better inform/involve the community in Council decision making and long term planning
4. Clarify expectations/issues regarding the condition and maintenance of the local road network
5. Improving infrastructure in the area generally and also specifically regarding 'recycling services' and 'bus services'
6. Exploring requirements and/or opportunities for implementing rate increases
7. Developing strategies to maximise the level of positive information arising from local newspapers and word of mouth



Section A

Detailed Findings

**Importance of, and Satisfaction with,
Council services and facilities**

Importance of and Satisfaction with Council Services

The Likert 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.

Interpreting the Mean Scores

Within the report, the mean ratings for each of the criteria have been assigned a determined level of 'importance' or 'satisfaction'. This determination is based on the following groupings:

Mean rating:

1.99 or lower	'Very low' level of importance/satisfaction
2.00 – 2.49	'Low' level of importance/satisfaction
2.50 – 2.99	'Moderately low' levels of importance/satisfaction
3.00 – 3.59	'Moderate' level of importance/satisfaction
3.60 – 3.89	'Moderately high' level of importance/satisfaction
3.90 – 4.19	'High' level of importance/satisfaction
4.20 – 4.49	'Very high' level of importance/satisfaction
4.50 +	'Extreme' level of importance/satisfaction

Participants were asked to indicate that which best described their opinion of the importance of the following services/facilities to them. Respondents who rated services/facilities a 4 or 5 in importance were then asked to rate their satisfaction with that service/facility.

We Explored Resident Response to 50 Service Areas



Looking After People and Places

- Sporting and recreational facilities
- Parks and reserves
- Public swimming pools
- Community centres and community halls
- Libraries
- Gallery/Museum
- Public toilets
- On-site health inspections such as food and septic
- Child care centres
- Playgrounds
- Youth centres and facilities
- Seniors' centre and programs
- Access to services & facilities for people with a disability
- Programs for people from diverse cultures, including Indigenous Australians
- Crime prevention
- Road safety
- Emergency service planning, including flood and fire
- Companion animal shelter services (pound)

Supporting Businesses and Local Jobs

- Promoting local employment opportunities
- Supporting business development
- Supporting rural based activities
- Supporting tourism facilities & industry
- Helping to create thriving town centres
- Supporting training & career opportunities

Linking the Hawkesbury

- Footpaths and cycleways
- Disabled ramps & access
- Car parks
- Road maintenance
- Bus services (school and public)
- Train services
- Supporting a wider communications network

Caring for Our Environment

- Healthy & sustainable Hawkesbury River and waterways
- Reducing water consumption
- Tree preservation
- Provision of mains sewerage
- Stormwater management & re-use
- Reducing energy consumption
- Improving air quality
- Garbage services
- Recycling services
- Management of sewerage waste (pump out)
- Protecting bushland, open space and natural habitats

Shaping Our Future Together

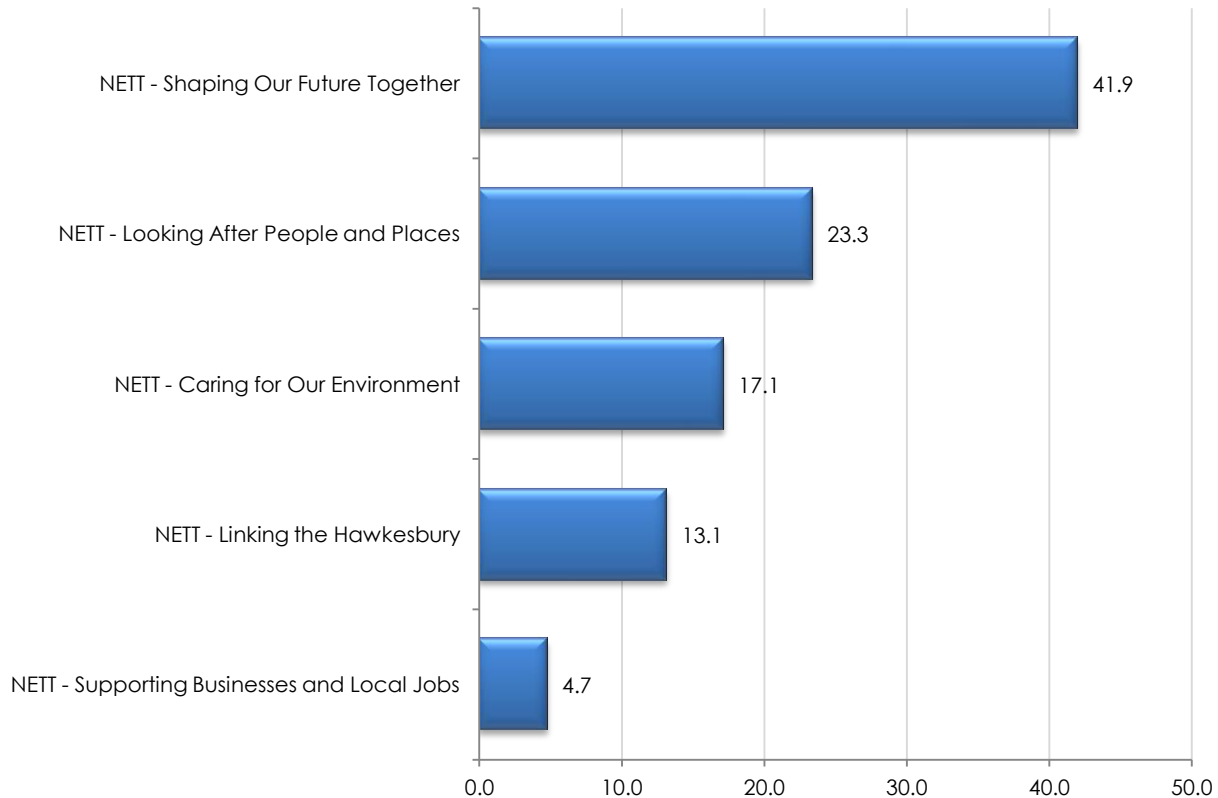
- Providing transparent, accountable and respected leadership
- Supporting & valuing community organisations
- Supporting & valuing volunteers
- Engaging the community in making decisions
- Improving services & infrastructure (generally)
- Lobbying State & Federal Government for funding and improved service levels
- Valuing and protecting the Hawkesbury's heritage areas
- Building partnerships with residents, community groups & institutions

Developed in conjunction with the
Hawkesbury City Council Project Team

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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.



'Shaping Our Future Together' (42%) is the key contributor toward overall satisfaction with Council performance.

The services and facilities grouped under this banner included:






- Providing transparent, accountable and respected leadership
- Supporting & valuing community organisations
- Supporting & valuing volunteers
- Engaging the community in making decisions
- Improving services & infrastructure (generally)
- Lobbying State & Federal Government for funding and improved service levels
- Valuing and protecting the Hawkesbury's heritage areas
- Building partnerships with residents, community groups & institutions

This is not to indicate that the other priority areas are less important, but rather that some of the services and facilities grouped under the banner of 'Shaping Our Future Together' are core drivers of resident satisfaction.

Interpreting Performance Gap

Within the report, the mean ratings for each of the criteria have been assigned a determined 'level of importance or satisfaction'. To identify the performance gap, we subtract the rated satisfaction mean score from the stated importance mean scores:

Performance gap

1.50 or higher	Extremely high gap between importance and satisfaction
	⇒ Requires Immediate Action – Code Violet
0.90 – 1.49	Moderately high – Very high gap between importance and satisfaction
	⇒ Requires Immediate Investigation – Code Red
0.20 – 0.89	Moderately low – Moderate gap between importance and satisfaction
	⇒ Monitor – Code Grey
0.00 – 0.19	Minimal gap between importance and satisfaction
	⇒ Monitor – Code Blue
Less than Zero	Negative performance gap between importance and satisfaction
	⇒ Revisit/Reconsider Resource Allocation – Code Green

Correlations – definitions

We have run analysis across 3 areas of interest:

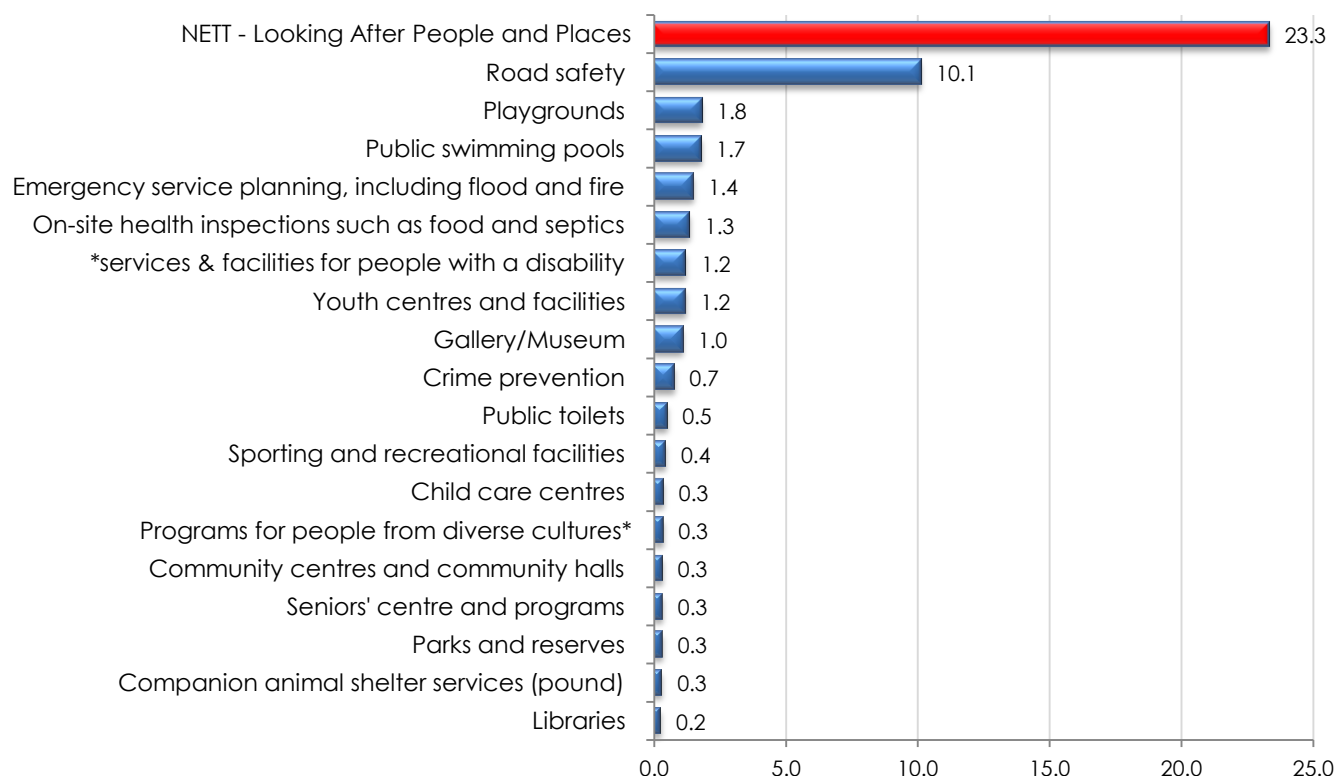
- Age
- Gender
- Previous research

Services and facilities explored included:

- Sporting and recreational facilities
- Parks and reserves
- Public swimming pools
- Community centres and community halls
- Libraries
- Gallery/Museum
- Public toilets
- On-site health inspections such as food and septic
- Child care centres
- Playgrounds
- Youth centres and facilities
- Seniors' centre and programs
- Access to services & facilities for people with a disability
- Programs for people from diverse cultures, including Indigenous Australians
- Crime prevention
- Road safety
- Emergency service planning, including flood and fire
- Companion animal shelter services (pound)

Contribution to Overall Satisfaction with Council (Regression Data)

Council's performance in the areas below accounts for over 23% of overall satisfaction, based on the regression analysis.



*Please see the list at the top of this page for the full description.

Overview of Rating Scores

Importance - overall

5 of the 18 services were stated to be of 'high' to 'very high' importance, these were:

- Emergency service planning, including flood and fire
- Road safety
- Crime prevention
- Parks and reserves
- Public toilets

9 of the 18 services/facilities ranged from 'moderate' to 'moderately high' importance, including:

- On-site health inspections such as food and septic
- Libraries
- Access to services & facilities for people with a disability
- Companion animal shelter services (pound)
- Sporting and recreational facilities
- Playgrounds
- Community centres and community halls
- Seniors' centre and programs
- Public swimming pools

The remaining services/facilities, 'youth centres and facilities', 'child care centres', 'programs for people from diverse cultures' and the 'Gallery/Museum' were rated as 'moderately low' in importance.

Importance – by age

Respondents aged 18-54 attributed significantly higher importance than did those aged 55+ to 'sporting and recreational facilities', 'child care centres' and 'playgrounds'.

Respondents aged 35+ attributed significantly higher importance than did those aged 18-34 to the 'Gallery/Museum', 'seniors' centre and programs' and 'road safety'.

Respondents aged 55+ assigned significantly higher importance than did those aged 18-34 to 'community centres and community halls' and 'access to services & facilities for people with a disability'.

Importance – by gender

With the exception of the 'Gallery/Museum', 'youth centres and facilities' and 'seniors' centre and programs', which were rated as statistically similar, females rated all services and facilities to be significantly higher in importance than did males.

Importance – by year

Compared to 2009, 9 of the 18 services/facilities were rated significantly lower in importance, these included:

- Gallery/Museum
- On-site health inspections such as food and septic
- Child care centres
- Playgrounds
- Youth centres and facilities
- Seniors' centre and programs
- Access to services & facilities for people with a disability
- Programs for people from diverse cultures, including Indigenous Australians
- Companion animal shelter services (pound)

Overview of Rating Scores

Satisfaction – overall

8 of the 18 services/facilities were rated as 'moderately high' to 'high' in satisfaction, these included:

- Libraries
- Gallery/Museum
- Child care centres
- On-site health inspections such as food and septic
- Community centres and community halls
- Emergency service planning, including flood and fire
- Seniors' centre and programs
- Companion animal shelter services (pound)

The remaining services/facilities were rated to be of 'moderately low' to 'moderate' satisfaction.

Satisfaction – by age

Respondents aged 55+ attributed significantly higher levels of satisfaction to 'sporting and recreational facilities', 'community centres and community halls', 'public toilets', 'crime prevention' and 'emergency service planning, including flood and fire' than did those aged 35-54. They also rated the 'seniors' centre and programs' and 'programs for people from diverse cultures, including Indigenous Australians' significantly higher in satisfaction than did those aged 18-34, and 'parks & reserves' significantly higher than did those aged 18-54.

Respondents aged 35+ were significantly more satisfied with 'libraries' and 'companion animal shelter services' than were those aged 18-34. Conversely, those aged 18-34 were significantly more satisfied with the 'Gallery/Museum' than were those aged 35+.

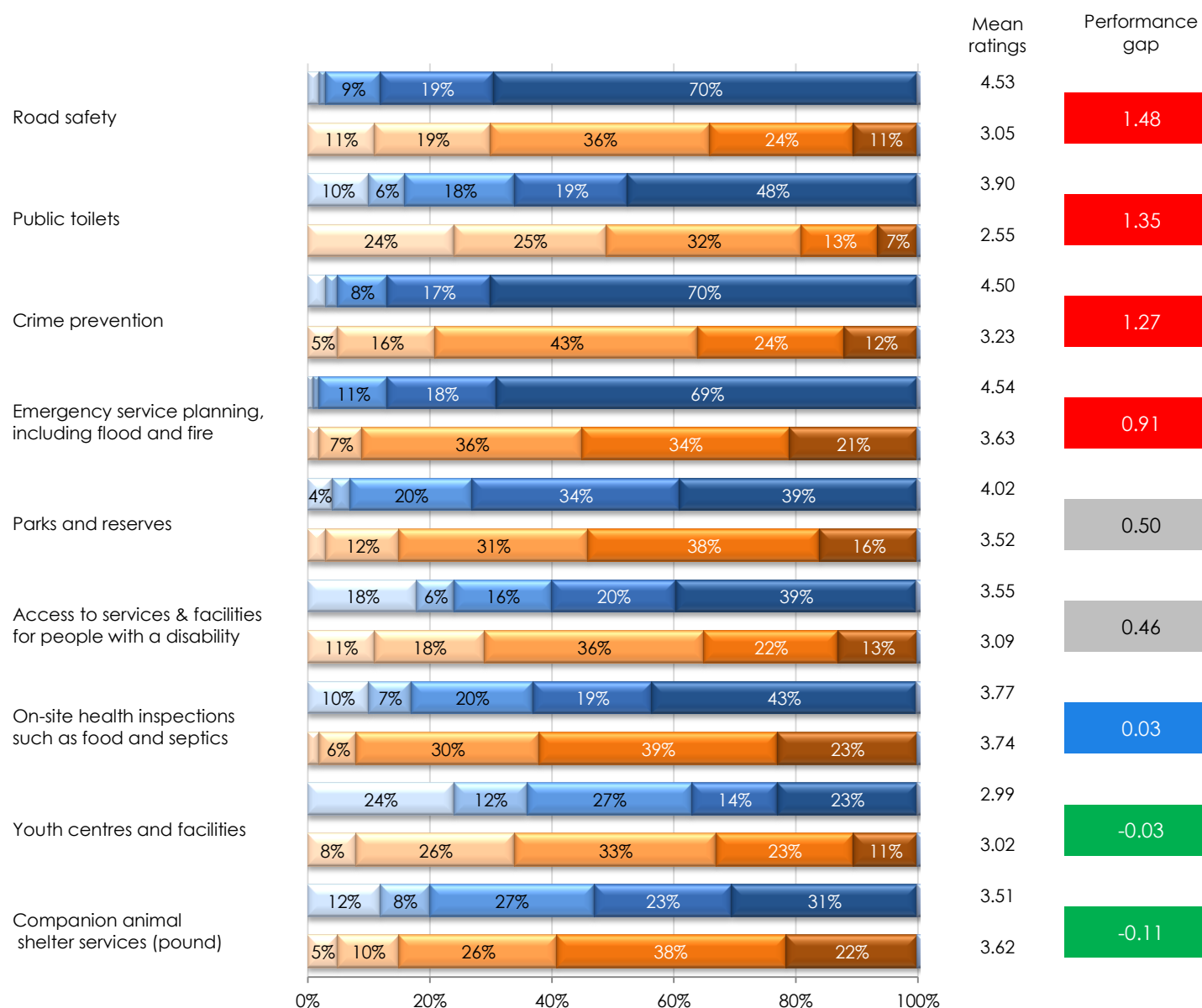
Respondents aged 18-34 and 55+ indicated significantly higher levels of satisfaction for 'road safety' than did those aged 35-54.

Satisfaction – by gender

Males were significantly more satisfied with 'parks and reserves' and 'public toilets' than were females.

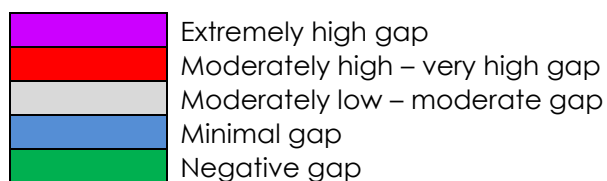
Satisfaction – by year

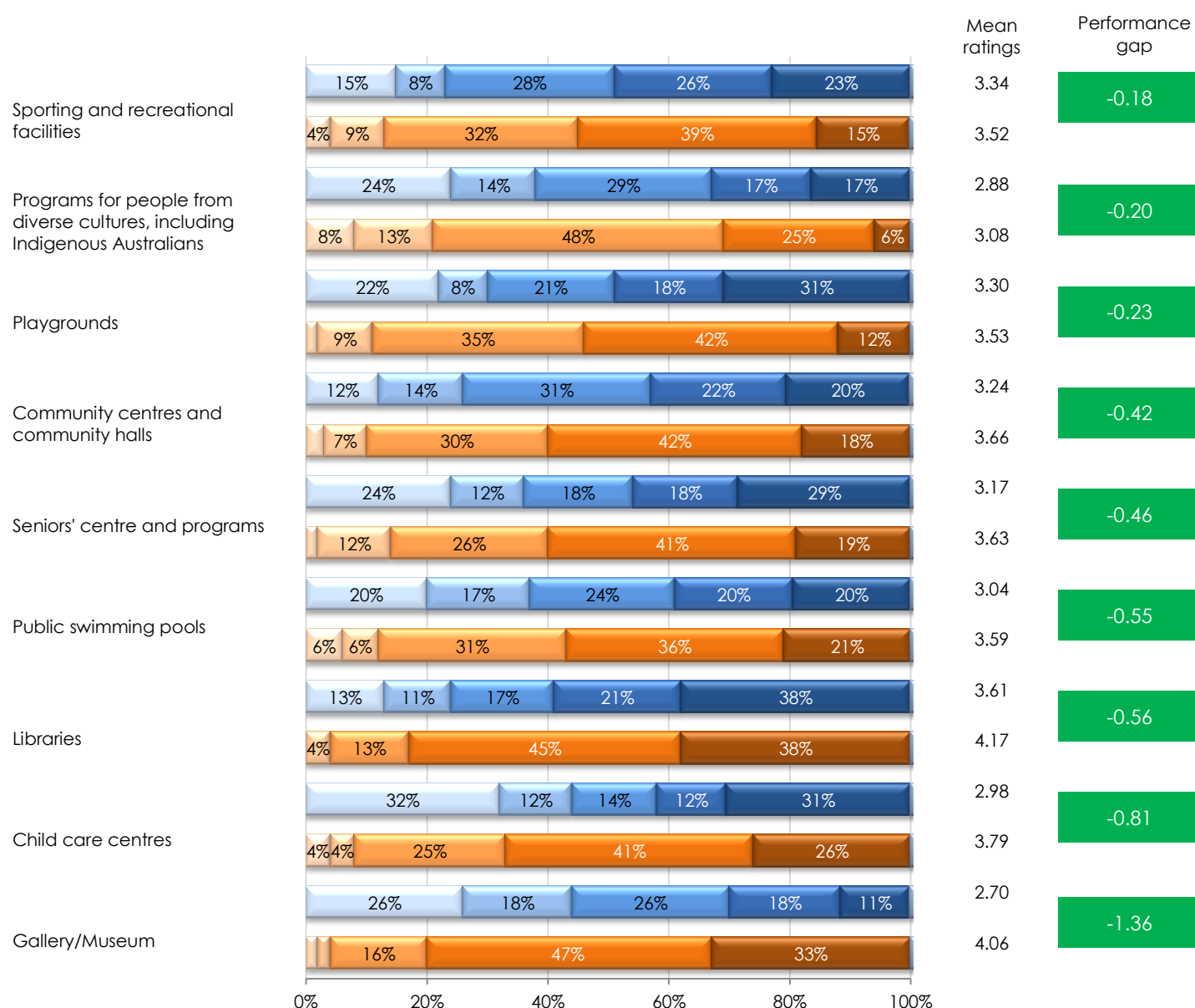
Compared to 2009, respondents were significantly less satisfied with 'companion animal shelter services'.



Base: Importance n=400, Satisfaction n=97-352

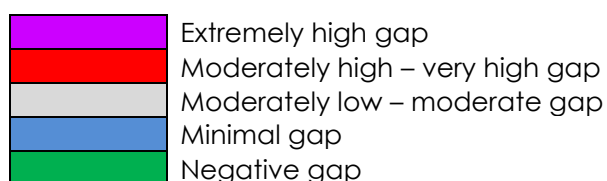
Mean ratings: 1 = not at all important and very dissatisfied
5 = very important and very satisfied



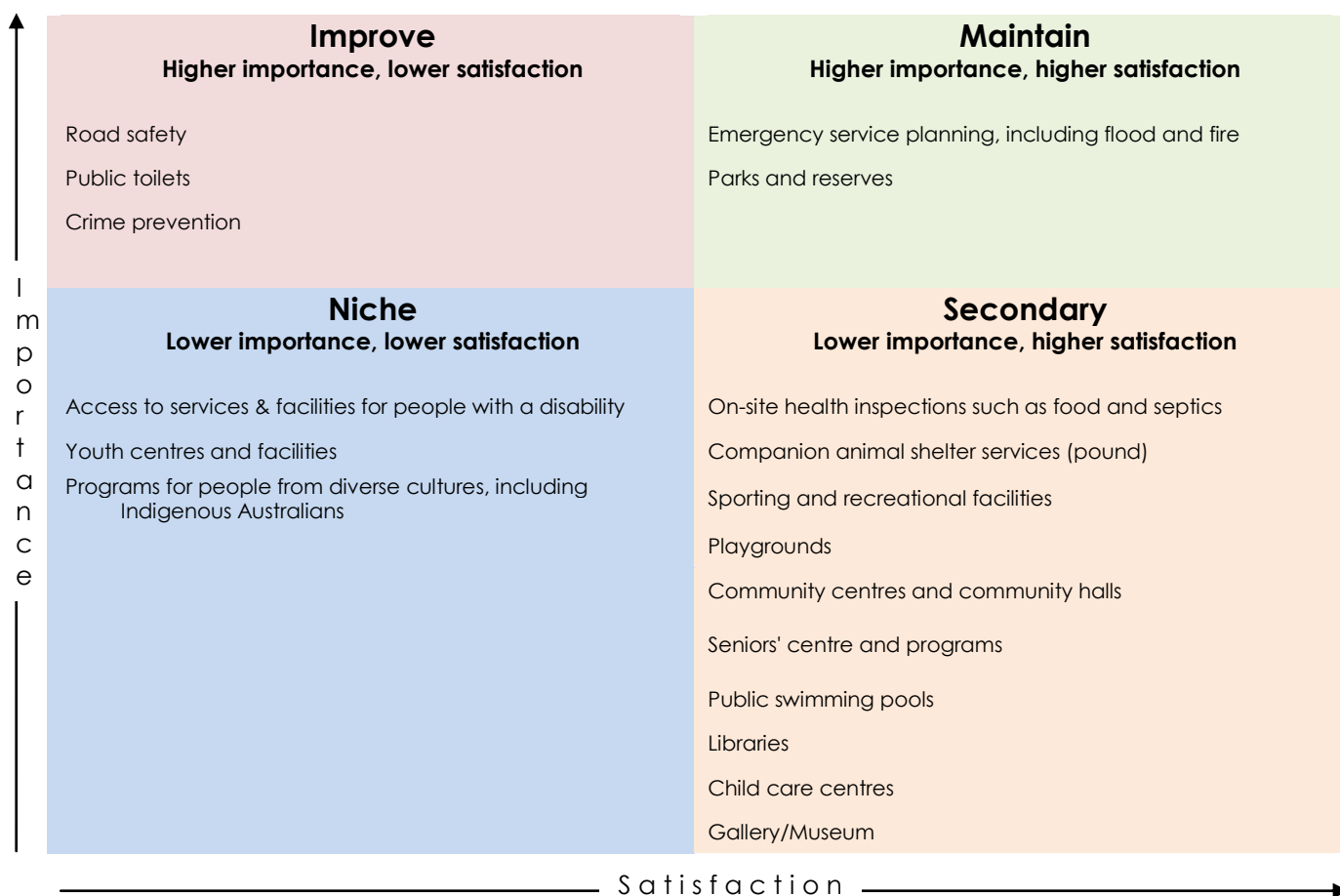


Base: Importance n=400, Satisfaction n=97-352

Mean ratings: 1 = not at all important and very dissatisfied
5 = very important and very satisfied



Quadrant Analysis



Recommendations

Based on the stated outcomes analysis, Hawkesbury City Council needs to improve:

- Road safety
- Public toilets
- Crime prevention

Additionally, Hawkesbury City Council needs to maintain resident satisfaction with:

- Emergency service planning, including flood and fire
- Parks and reserves

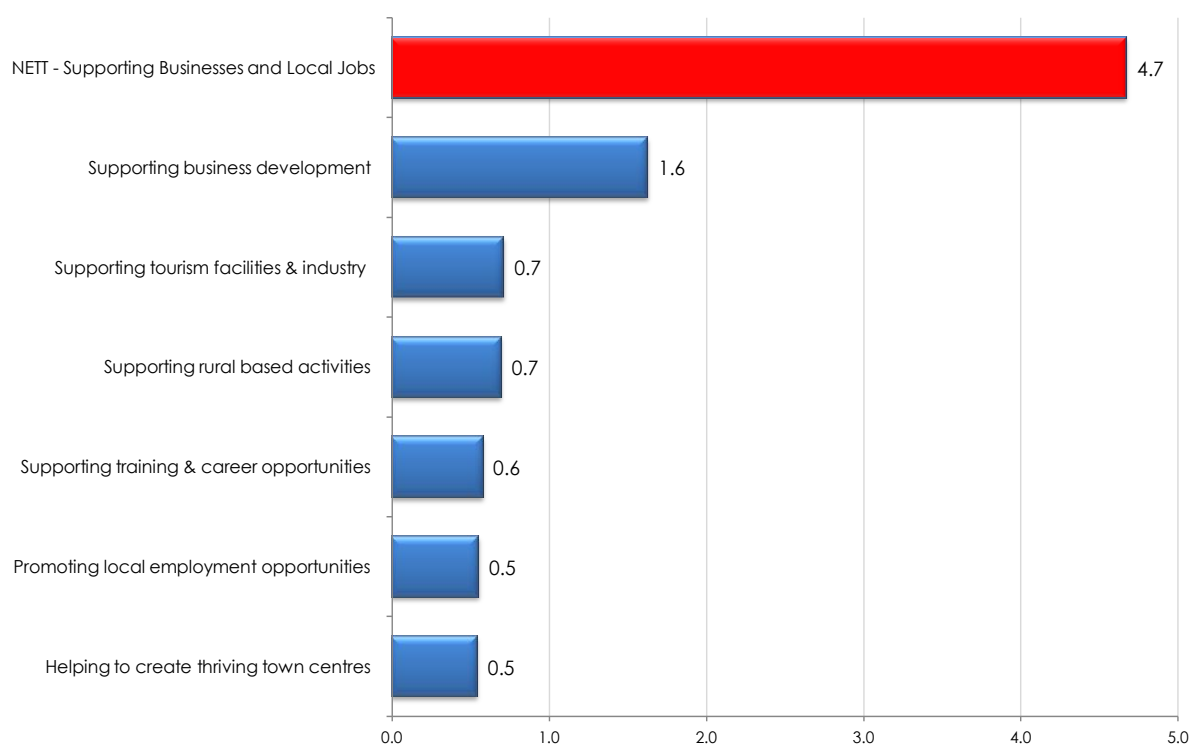
Supporting Businesses and Local Jobs

- Promoting local employment opportunities
- Supporting business development
- Supporting rural based activities
- Supporting tourism facilities & industry
- Helping to create thriving town centres
- Supporting training & career opportunities

Contribution to Overall Satisfaction with Council (Regression Data)

Council performance in these areas accounts for almost 5% of overall satisfaction based on the regression analysis.

Supporting Businesses and Local Jobs – Almost 5% of Overall Satisfaction with Council



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Overview of Rating Scores

Importance - overall

4 of the 6 services were rated as 'high' in importance, 'promoting local employment opportunities', 'supporting business development', 'supporting training & career opportunities' and 'helping to create thriving town centres'. The remaining 2 services/facilities, 'supporting tourism facilities & industry' and 'supporting rural based activities' were rated as 'moderately high'.

Importance – by age

Respondents aged 35+ rated 'supporting tourism facilities & industry' as significantly higher in importance than did those aged 18-34.

Importance – by gender

Females rated 4 of the 6 services/facilities as significantly higher in importance than did males, these included 'promoting local employment opportunities', 'supporting tourism facilities & industry', 'helping to create thriving town centres' and 'supporting training & career opportunities'.

Importance – by year

Compared to 2009, respondents attributed significantly lower levels of importance to 'promoting local employment opportunities', 'supporting rural based activities', 'supporting tourism facilities & industry' and 'supporting training & career opportunities'.

Overview of Rating Scores

Satisfaction – overall

With the exception of 'helping to create thriving town centres', which was rated as 'moderately low', all services/facilities were rated to be of 'moderate' satisfaction.

Satisfaction – by age

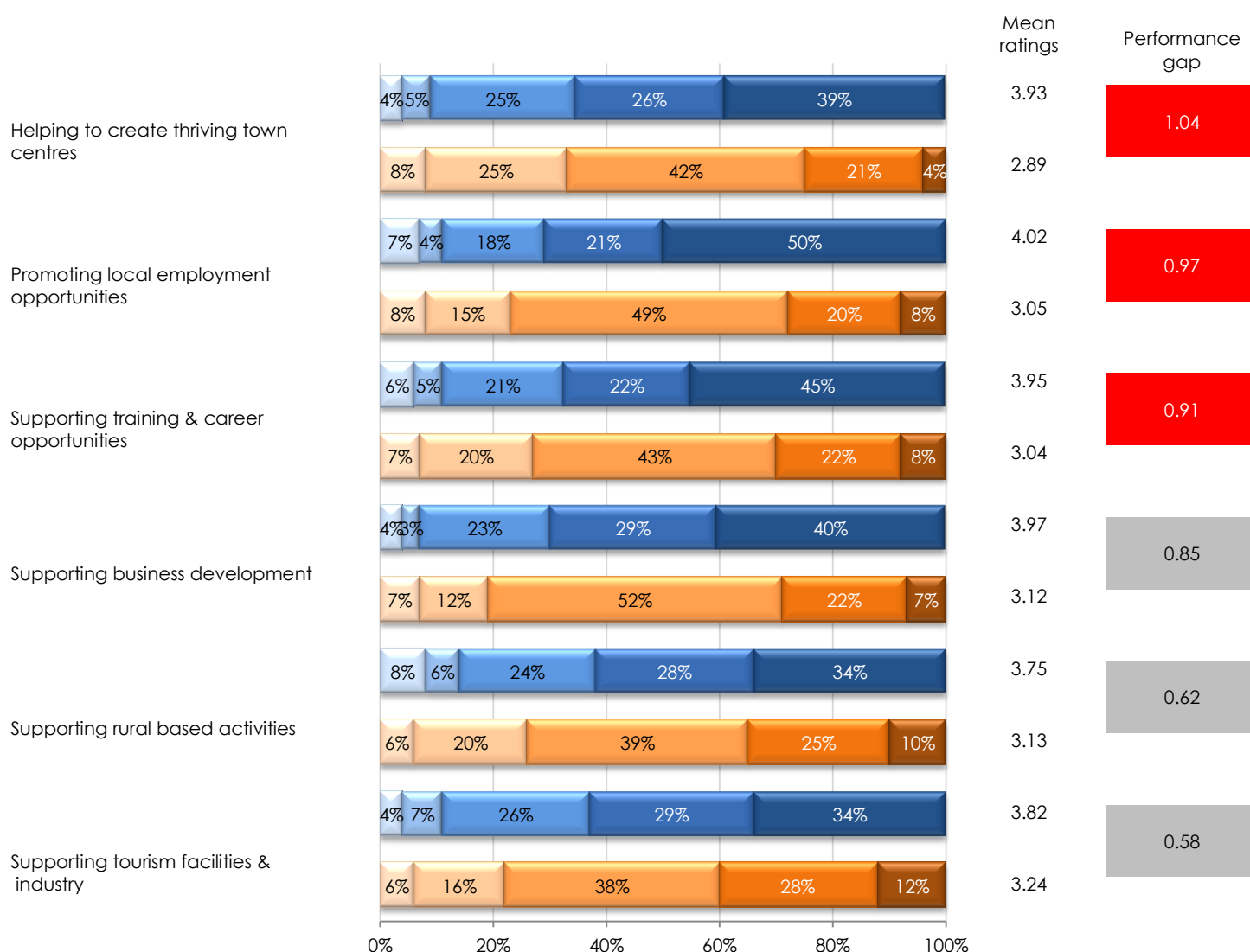
There were no significant differences between the age groups.

Satisfaction – by gender

There were no significant differences between the genders.

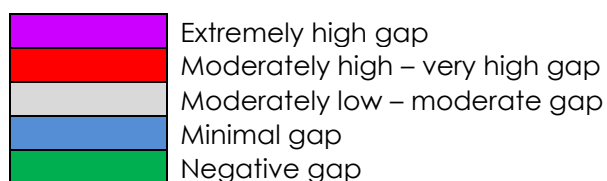
Satisfaction – by year

Compared to 2009, respondents were significantly less satisfied with Council 'helping to create thriving town centres'.

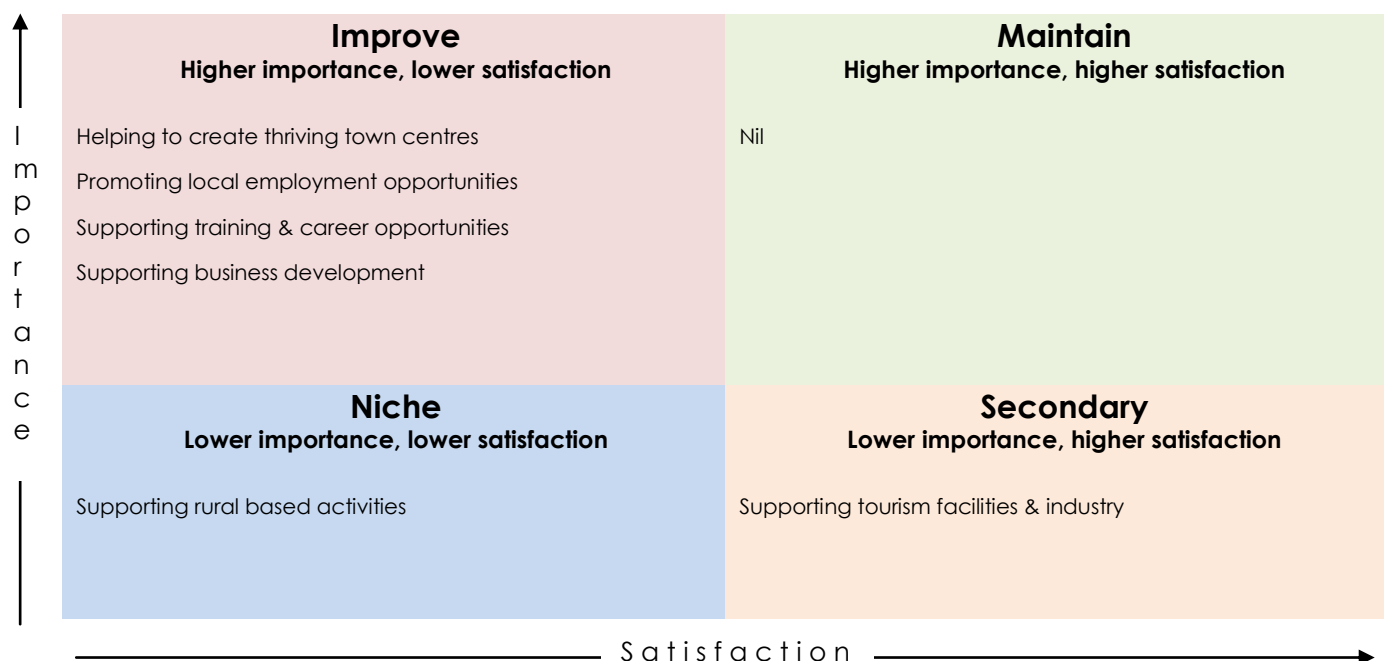


Base: Importance n=400, Satisfaction n=228-257

Mean ratings: 1 = not at all important and very dissatisfied
5 = very important and very satisfied



Quadrant Analysis



Recommendations

Based on the stated outcomes analysis, Hawkesbury City Council needs to improve:

- Helping to create thriving town centres
- Promoting local employment opportunities
- Supporting training & career opportunities
- Supporting business development

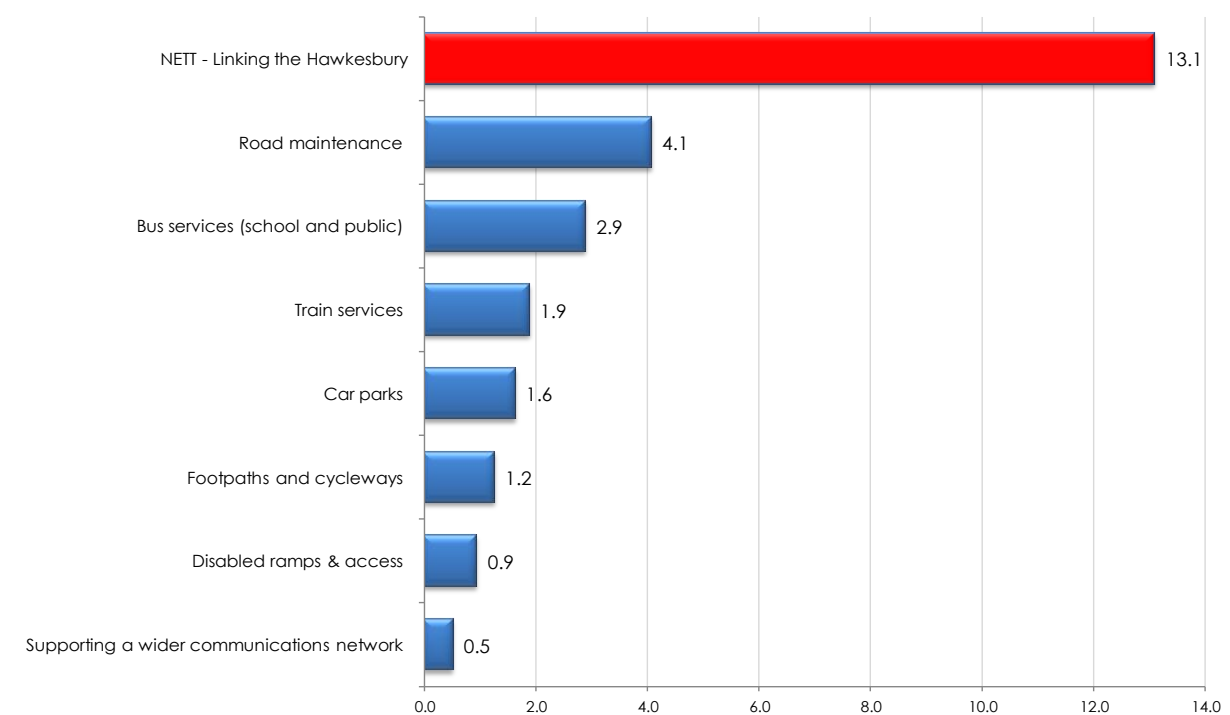
Services and facilities explored included:

- Footpaths and cycleways
- Disabled ramps & access
- Car parks
- Road maintenance
- Bus services (school and public)
- Train services
- Supporting a wider communications network (mobile coverage, broadband, TV reception)

Contribution to Overall Satisfaction with Council (Regression Data)

Council performance in these areas accounts for over 13% of overall satisfaction based on the regression analysis.

Linking the Hawkesbury – Over 13% of Overall Satisfaction with Council



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Overview of Rating Scores

Importance - overall

Respondents rated 'road maintenance' to be of 'extremely high' importance and 'car parks' and 'supporting a wider communications network' to be of 'high' importance, whilst 'disabled ramps & access', 'footpaths and cycleways' and 'train services' were rated of 'moderately high' importance. 'Bus services' were rated as 'moderate'.

Importance – by age

Respondents aged 55+ rated 'disabled ramps & access' and 'car parks' as significantly higher in importance than did those aged 18-34.

Importance – by gender

Females rated 4 of the 7 services/facilities significantly higher in importance than did males, these included 'footpaths and cycleways', 'car parks', 'road maintenance' and 'supporting a wider communications network'.

Importance – by year

Compared to 2009, significantly lower levels of importance were recorded for 'footpaths and cycleways', 'bus services' and 'train services'.

Overview of Rating Scores

Satisfaction – overall

Respondents rated their satisfaction with 'car parks' and 'disabled ramps & access' as 'moderate', whilst with the exception of 'road maintenance', which was rated as 'low', the remaining services/facilities were rated as 'moderately low'.

Satisfaction – by age

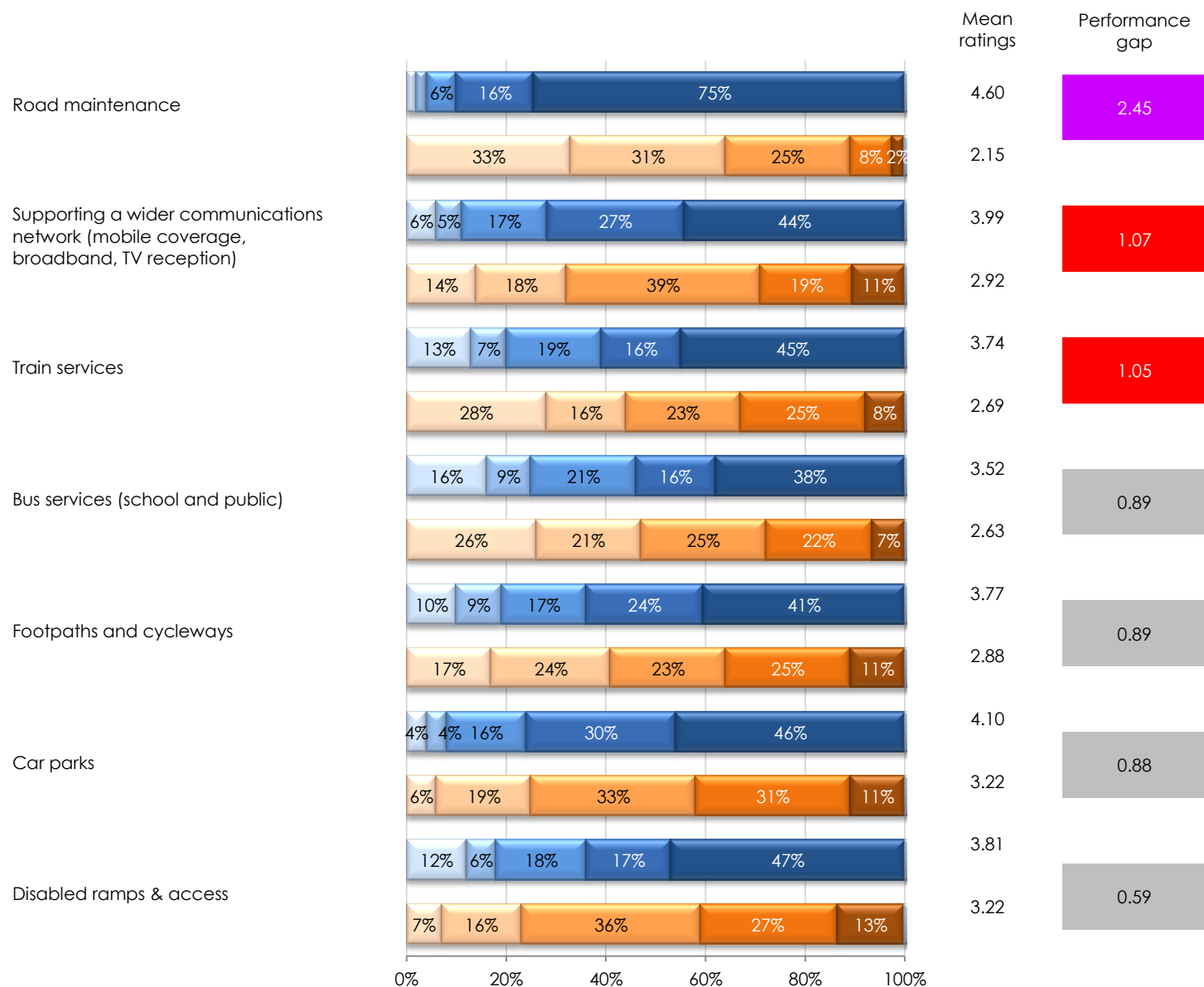
Respondents aged 35+ attributed higher levels of satisfaction to 'train services' than did those aged 18-34.

Satisfaction – by gender

Males indicated that they were significantly more satisfied with 'disabled ramps & access' than were females.

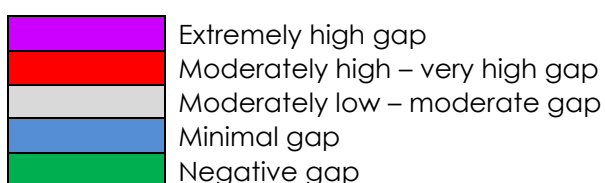
Satisfaction – by year

Whilst residents indicated they were significantly more satisfied with 'car parks' than they were in 2009, they were significantly less satisfied with 'road maintenance'.

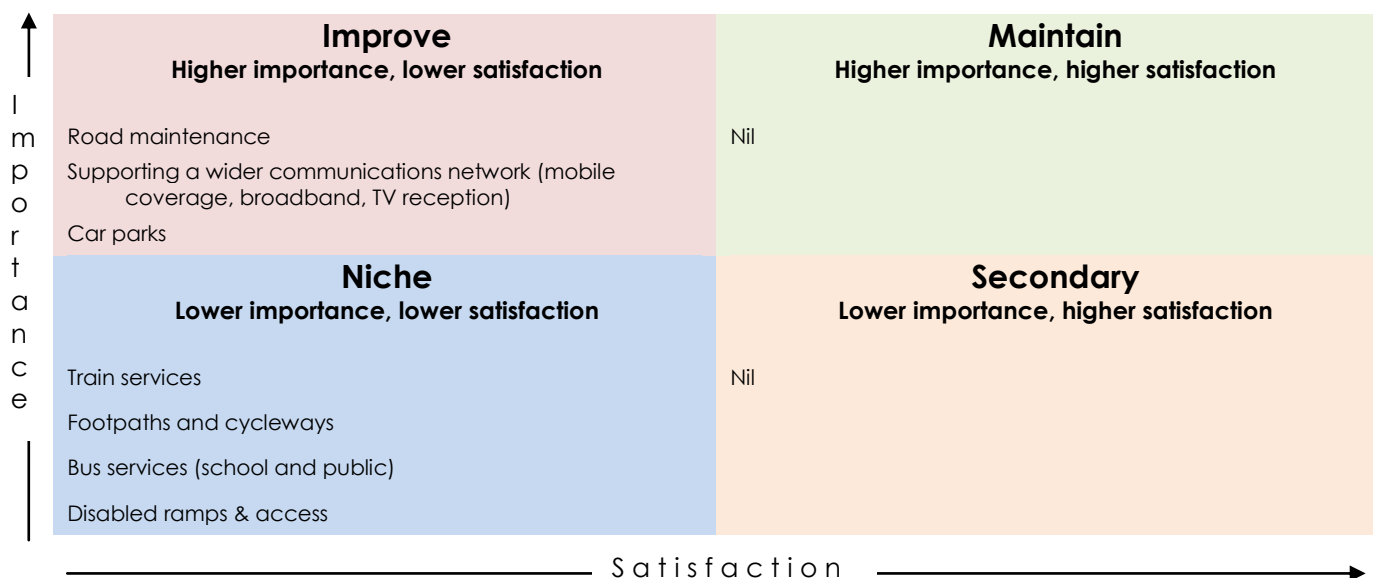


Base: Importance n=400, Satisfaction n=199-361

Mean ratings: 1 = not at all important and very dissatisfied
5 = very important and very satisfied



Quadrant Analysis



Recommendations

Based on the stated outcomes analysis, Hawkesbury City Council needs to improve:

- Road maintenance
- Supporting a wider communications network
- Car parks

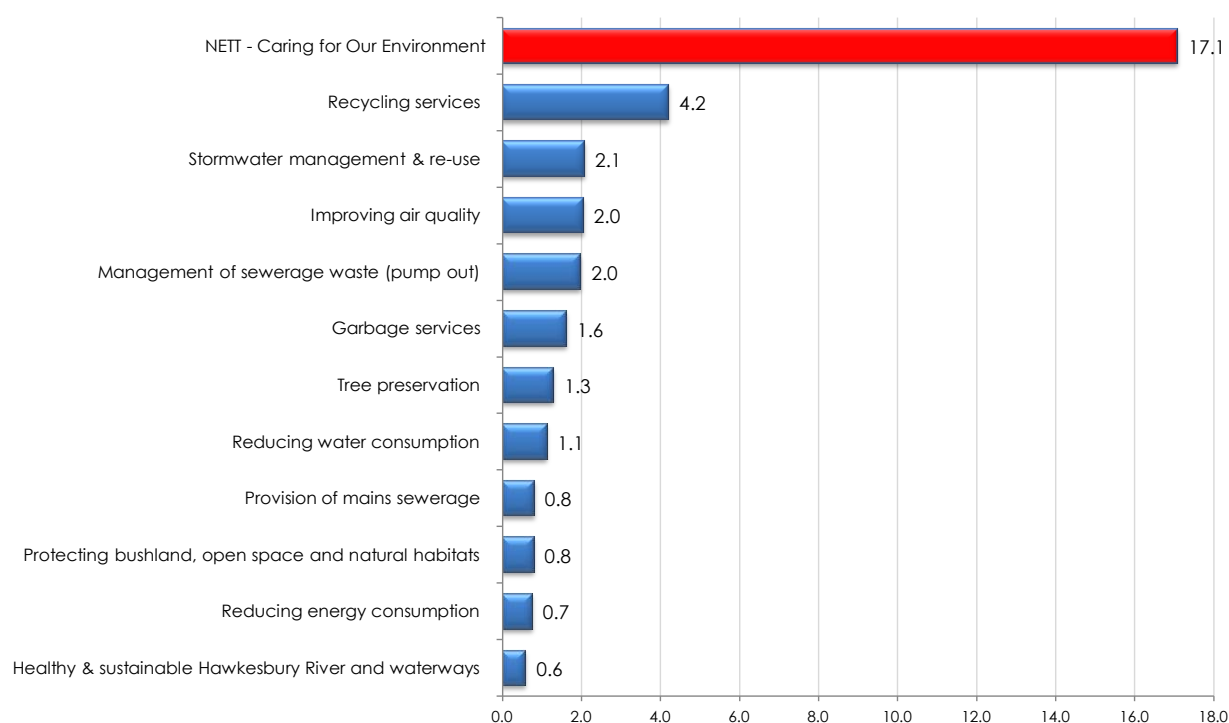
Services and facilities explored included:

- Healthy & sustainable Hawkesbury River and waterways
- Reducing water consumption
- Tree preservation
- Provision of mains sewerage
- Stormwater management & re-use
- Reducing energy consumption
- Improving air quality
- Garbage services
- Recycling services
- Management of sewerage waste (pump out)
- Protecting bushland, open space and natural habitats

Contribution to Overall Satisfaction with Council (Regression Data)

Council performance in these areas accounts for over 17% of overall satisfaction based on the regression analysis.

Caring for Our Environment – Over 17% of Overall Satisfaction with Council



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Overview of Rating Scores

Importance – overall

Respondents attributed very high levels of importance to 4 of the 11 services/facilities:

- Garbage services
- Healthy & sustainable Hawkesbury River and waterways
- Recycling services
- Protecting bushland, open space and natural habitats

Two of the services/facilities were assigned 'high' levels of importance, 'reducing energy consumption' and 'improving air quality', whilst the remaining 5 services/facilities were rated as 'moderately high' in importance.

Importance – by age

Respondents aged 55+ attributed significantly higher levels of importance to 'tree preservation' and 'recycling services' than did those aged 18-34.

Respondents aged 18-34 attributed a significantly lower level of importance to 'garbage services' than did those aged 35+.

Importance – by gender

With the exception of 'provision of mains sewerage' and 'management of sewerage waste', females rated all of the services/facilities significantly higher in importance than did males.

Importance – by year

Compared to 2009, respondents rated 7 of the 11 services/facilities significantly lower in importance, these were:

- Reducing water consumption
- Tree preservation
- Provision of mains sewerage
- Stormwater management & re-use
- Reducing energy consumption
- Improving air quality
- Management of sewerage waste (pump out)

Overview of Rating Scores

Satisfaction – overall

Respondents reported a 'high' level of satisfaction for 'garbage services' and 'moderately high' levels for 'recycling services'. With the exception of 'healthy & sustainable Hawkesbury River and waterways', which was rated with 'moderately low' satisfaction, the remaining services/facilities were rated to be 'moderate' in satisfaction.

Satisfaction – by age

Respondents aged 55+ rated 'healthy & sustainable Hawkesbury River and waterways' and 'tree preservation' significantly higher than did those aged 18-34, and rated 'garbage services', 'recycling services' and 'management of sewerage waste (pump out)' significantly higher than did those aged 35-54.

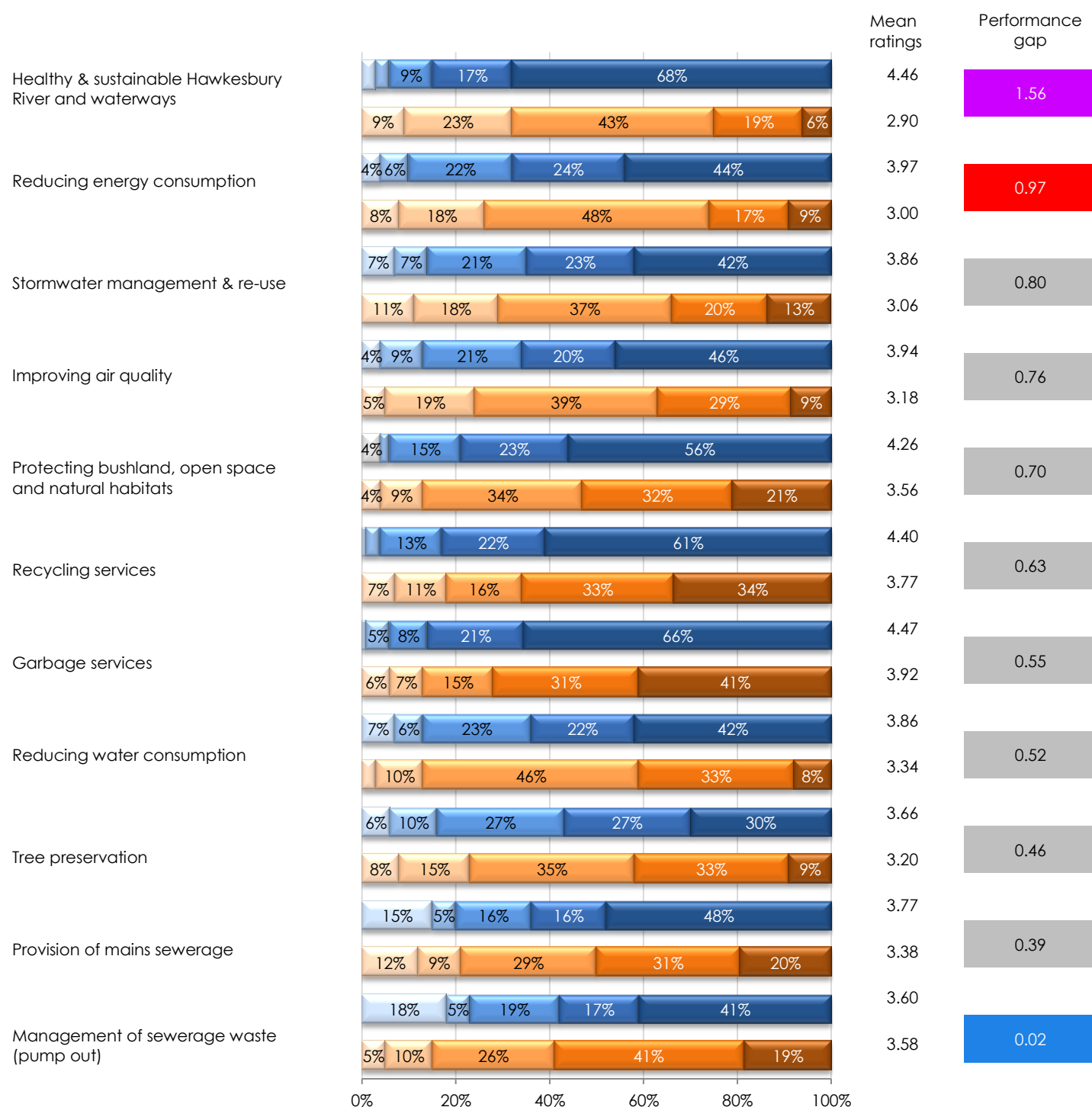
Those aged 35-54 rated 'healthy & sustainable Hawkesbury River and waterways' significantly higher than those aged 18-34.

Satisfaction – by gender

Males were significantly more satisfied with 'protecting bushland, open space and natural habitats' than were females.

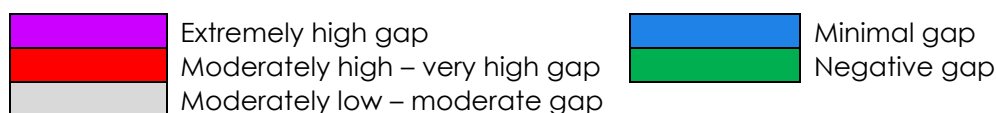
Satisfaction – by year

Compared to 2009, respondents were significantly less satisfied with 'tree preservation', but significantly more satisfied with 'stormwater management & re-use' and 'management of sewerage waste (pump out)'.

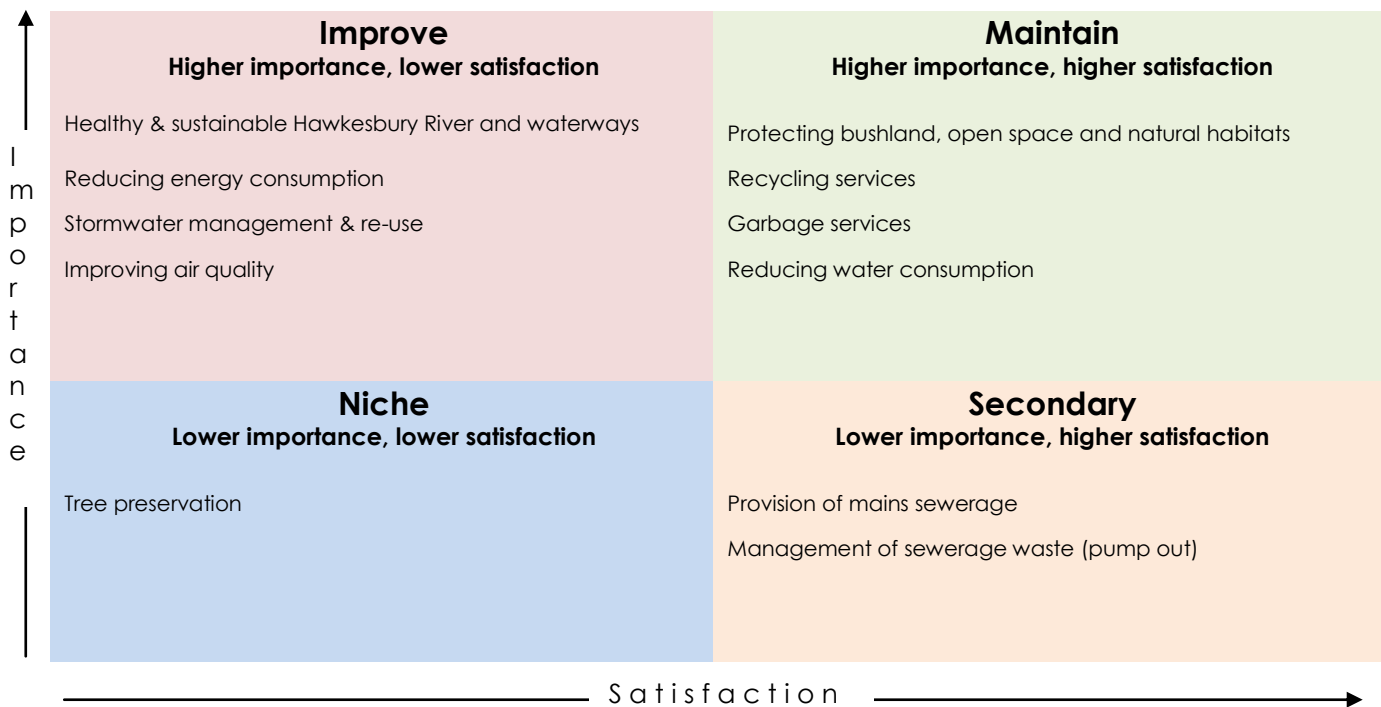


Mean ratings: 1 = not at all important and very dissatisfied
5 = very important and very satisfied

Base: Importance n=400, Satisfaction n=198-347



Quadrant Analysis



Recommendations

Based on the stated outcomes analysis, Hawkesbury City Council needs to improve:

- Healthy & sustainable Hawkesbury River and waterways
- Reducing energy consumption
- Stormwater management & re-use
- Improving air quality

Additionally, Council needs to maintain resident satisfaction with:

- Protecting bushland, open space and natural habitats
- Recycling services
- Garbage services
- Reducing water consumption

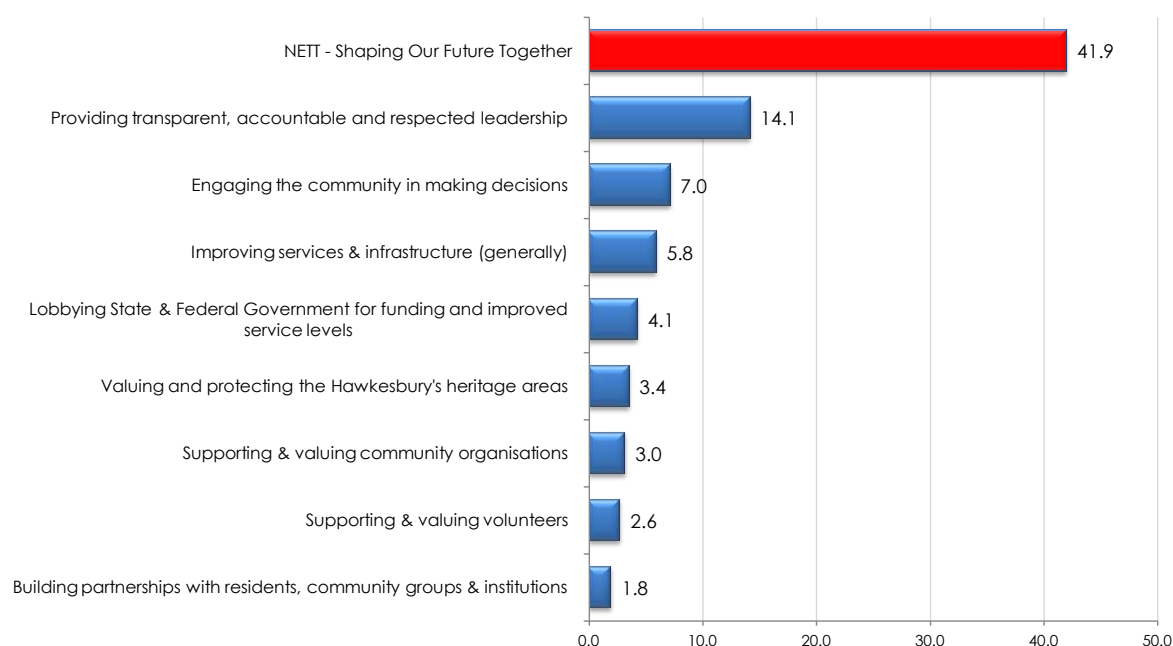
Services and facilities explored included:

- Providing transparent, accountable and respected leadership
- Supporting & valuing community organisations
- Supporting & valuing volunteers
- Engaging the community in making decisions
- Improving services & infrastructure (generally)
- Lobbying State & Federal Government for funding and improved service levels
- Valuing and protecting the Hawkesbury's heritage areas
- Building partnerships with residents, community groups & institutions

Contribution to Overall Satisfaction with Council (Regression Data)

Council performance in these areas accounts for almost 42% of overall satisfaction based on the regression analysis.

Shaping Our Future Together – Almost 42% of Overall Satisfaction with Council



Overview of Rating Scores

Importance – overall

Respondents rated all of these 8 services as 'high' to 'very high' in importance, those rated as 'very high' were:

- Valuing and protecting the Hawkesbury's heritage areas
- Improving services & infrastructure (generally)
- Supporting & valuing volunteers
- Engaging the community in making decisions
- Lobbying State & Federal Government for funding and improved service levels
- Providing transparent, accountable and respected leadership

Importance – by age

Respondents aged 55+ rated 'providing transparent, accountable and respected leadership', 'supporting & valuing volunteers' and 'valuing and protecting the Hawkesbury's heritage areas' significantly higher in importance than did those aged 18-34.

Importance – by gender

Females rated 5 of the 8 services/facilities as significantly more important than did males, these were:

- Providing transparent, accountable and respected leadership
- Supporting & valuing community organisations
- Supporting & valuing volunteers
- Engaging the community in making decisions
- Improving services & infrastructure (generally)

Importance – by year

Compared to 2009, respondents rated 'supporting & valuing community organisations', 'lobbying State & Federal Government for funding and improved service levels' and 'building partnerships with residents, community groups & institutions' significantly lower in importance.

Overview of Rating Scores

Satisfaction – overall

4 of the 8 services/facilities were rated to be of 'moderate' satisfaction, including:

- Supporting & valuing volunteers
- Valuing and protecting the Hawkesbury's heritage areas
- Supporting & valuing community organisations
- Building partnerships with residents, community groups & institutions

The remaining 4 services/facilities were rated as 'moderately low' in satisfaction by respondents.

Satisfaction – by age

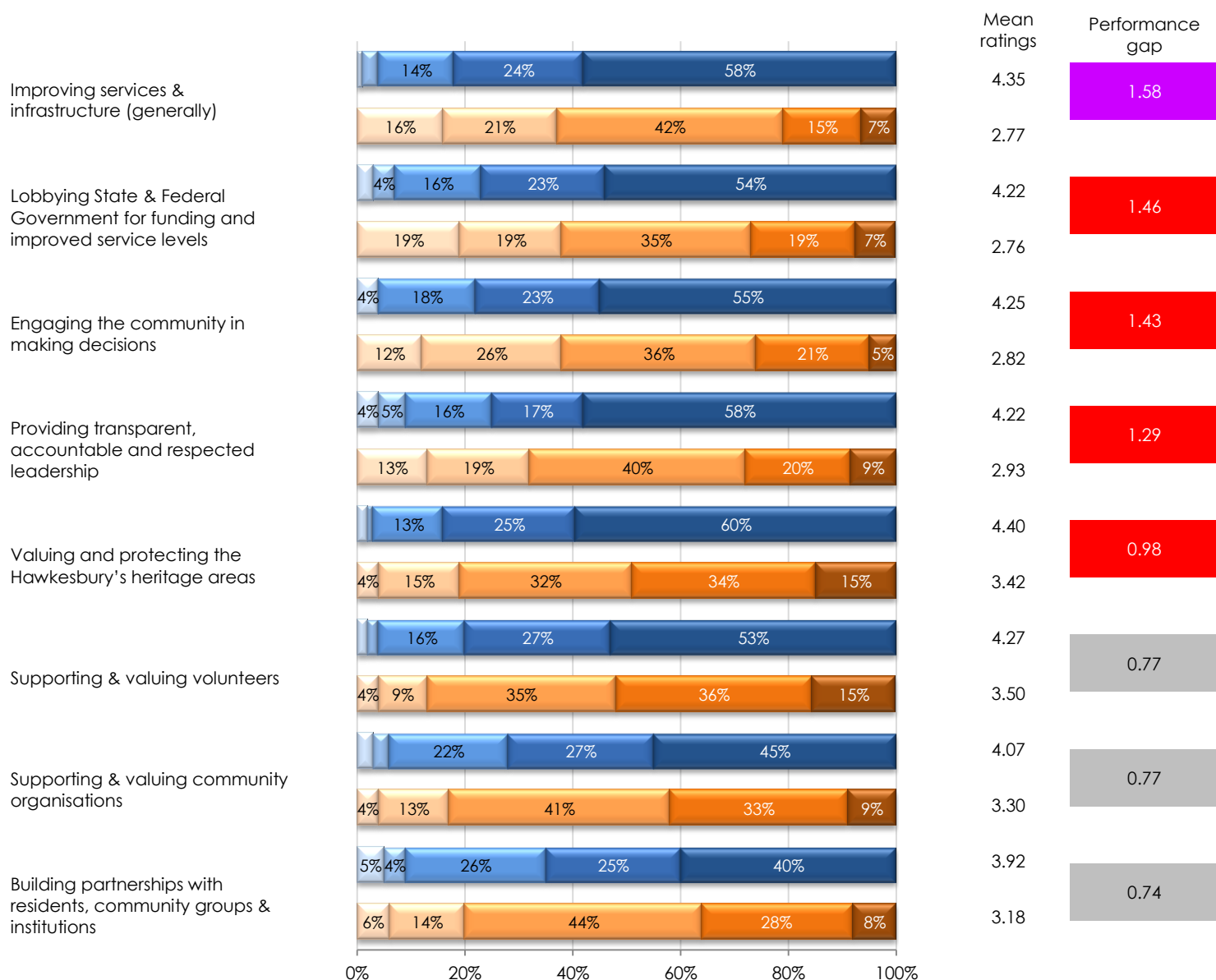
Respondents aged 18-34 indicated significantly higher levels of satisfaction with 'providing transparent, accountable and respected leadership' than did their older counterparts.

Satisfaction – by gender

Compared to females, males reported significantly higher levels of satisfaction with 'supporting & valuing community organisations', 'supporting & valuing volunteers', 'improving services & infrastructure (generally)' and 'lobbying State & Federal Government for funding and improved service levels'.

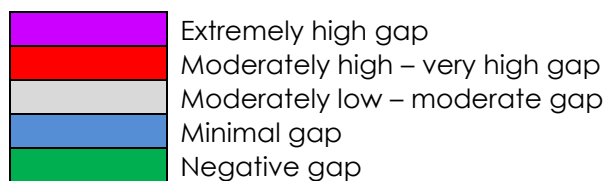
Satisfaction – by year

There were no significant differences in satisfaction compared to 2009.

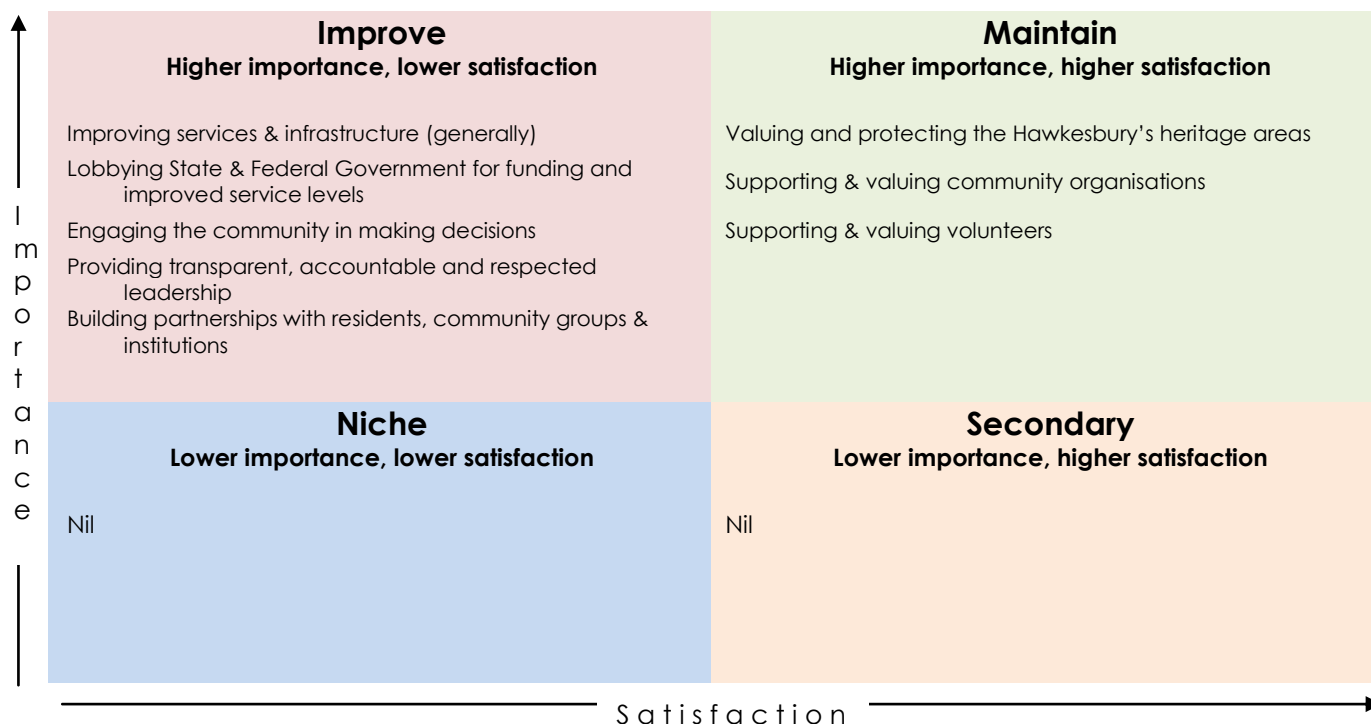


Base: Importance n=400, Satisfaction n=244-334

Mean ratings: 1 = not at all important and very dissatisfied
5 = very important and very satisfied



Quadrant Analysis



Based on the stated outcomes analysis, Hawkesbury City Council needs to improve:

- Improving services & infrastructure (generally)
- Lobbying State & Federal Government for funding and improved service levels
- Engaging the community in making decisions
- Providing transparent, accountable and respected leadership
- Building partnerships with residents, community groups & institutions

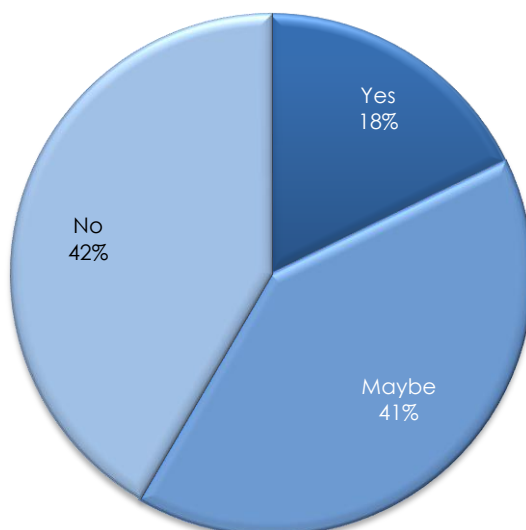
Additionally, Council needs to maintain resident satisfaction with:

- Valuing and protecting the Hawkesbury's heritage areas
- Supporting & valuing community organisations
- Supporting & valuing volunteers

Rate Increase to Maintain Services

Q. With regard to the services and facilities previously listed, would you support Council in investigating rate increases to maintain the provision of these services?

- 18% of respondents would and 41% might support Council in investigating rate increases to maintain the provision of services and facilities in the area. 42% would not support this



	18-34		35-54		55+		Male		Female		Overall	
	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Yes	23	18%	28	17%	20	18%	36	19%	34	17%	71	18%
No	36	29%	75	46%	55	49%	87	44%	79	39%	166	42%
Maybe	65	53%	62	37%	36	33%	73	37%	91	44%	163	41%
Total	124	100%	165	100%	111	100%	196	100%	204	100%	400	100%

Overall Satisfaction with the Performance of Council

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

Summary

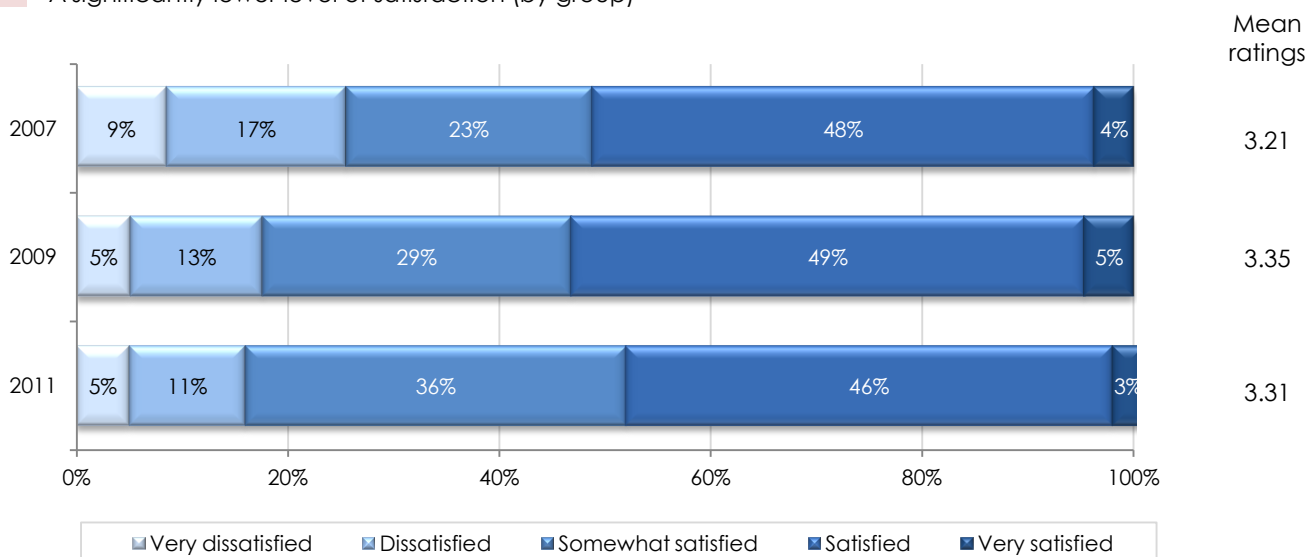
Respondents indicated a moderate level of satisfaction with Council's overall performance for the last 12 months, with 46% of the respondents giving a rating of 'satisfied'.

18-34 y/o were significantly more satisfied with Council's performance than were 35-54 y/o.

In the 3 year period, satisfaction levels have remained statistically similar

	18-34	35-54	55+	Male	Female	Overall 2007	Overall 2009	Overall 2011
Satisfaction mean ratings	3.50	3.21	3.27	3.40	3.24	3.21	3.35	3.31

■ = A significantly higher level of satisfaction (by group)
■ = A significantly lower level of satisfaction (by group)



Mean ratings: 1 = very dissatisfied, 5 = very satisfied

Q. If dissatisfied or very dissatisfied, what is your main reason for feeling that way?

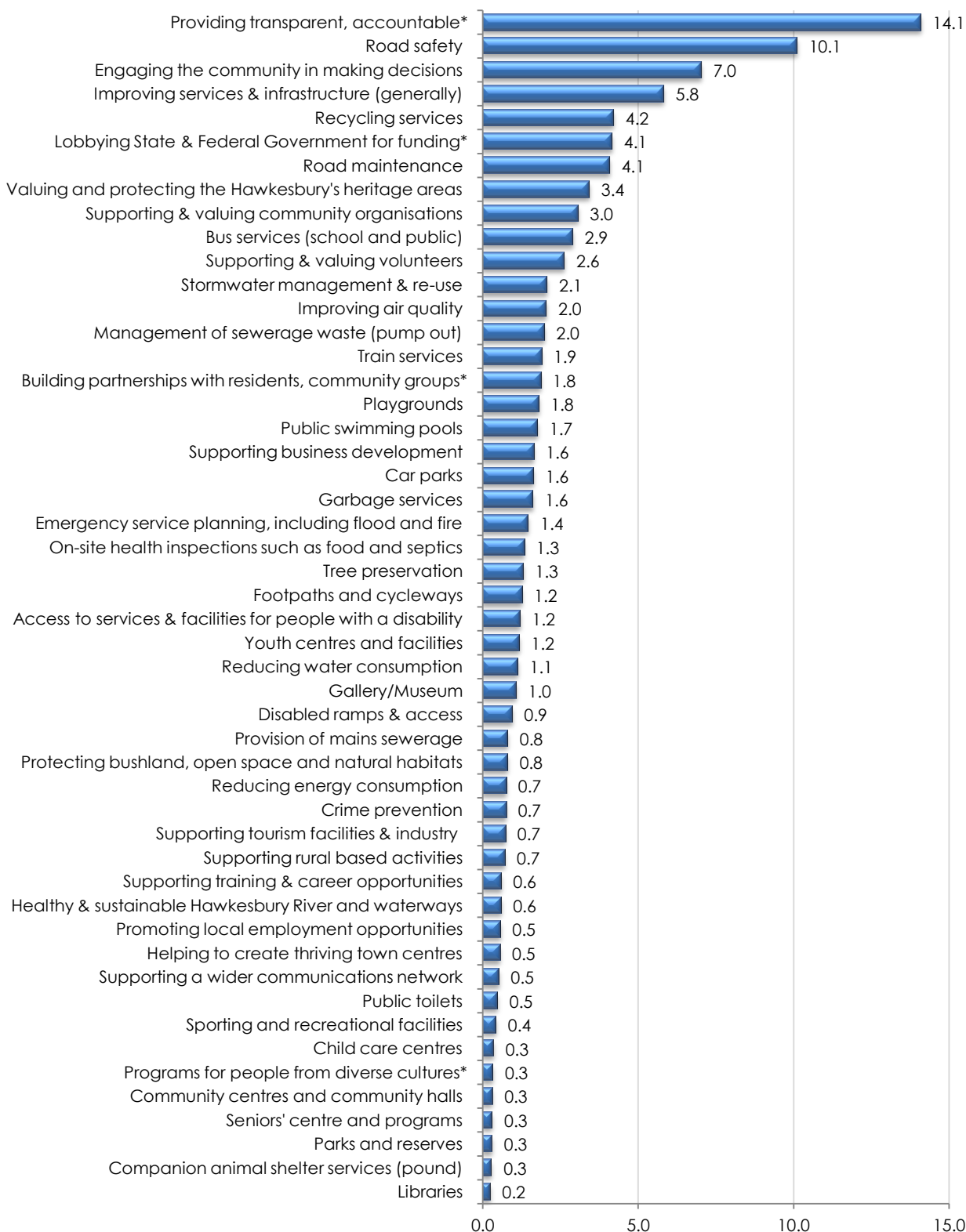
Lack of communication and customer service on matters addressed to Council	11
Local upgrading and maintenance is poor regarding footpaths, parks and rubbish management	11
Council does not listen to local residents for input	9
Road maintenance is poor	8
Council is allowing land development without building the infrastructure to support the new population	7
Rates have increased without increasing services	6
Council needs to improve the way they manage and spend their money	4
Infrastructure and the capacity for growth need more attention	4
Council has not done much regarding improving services and facilities	3
Other	29

Please see Appendix A for the detailed list

How Council can Improve Satisfaction with its Performance

Overview

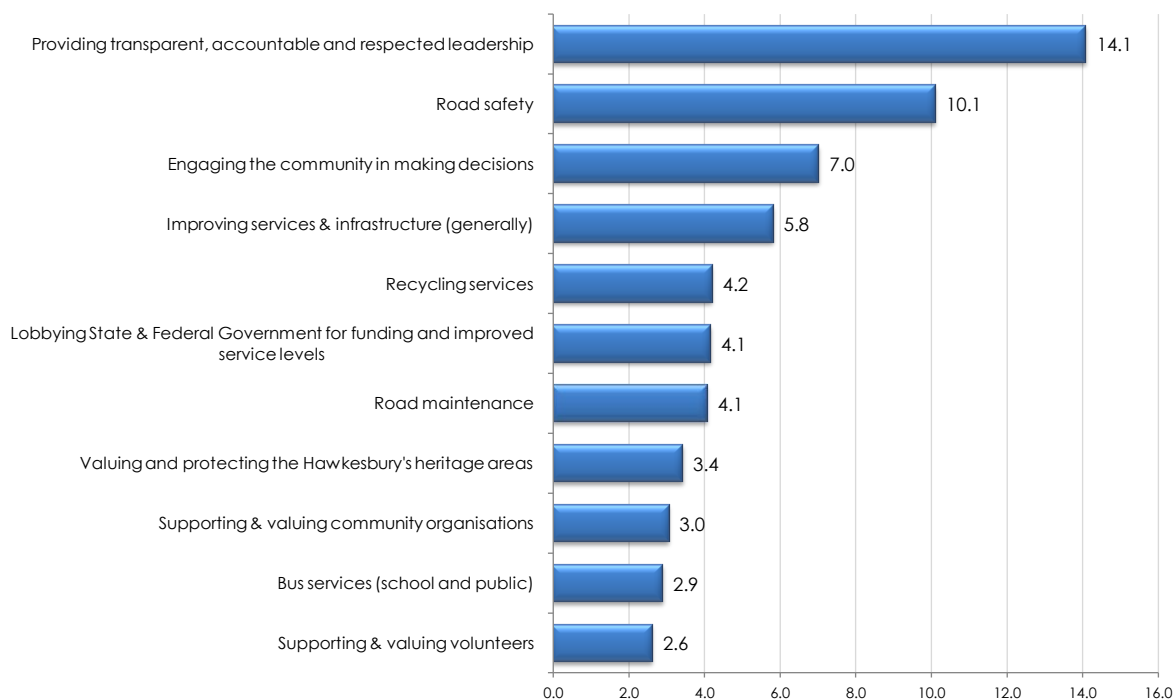
Using regression analysis, we identified the variables that have the greatest influence on driving positive overall satisfaction with Council.



How Council can Improve Satisfaction with its Performance

These 11 services/facilities are the key community priorities and by addressing these, Hawkesbury City Council will improve community satisfaction. The score assigned to each area indicates the percentage of influence each attribute contributes to overall satisfaction with Council. For example, in the chart below 'providing transparent, accountable and respected leadership' contributes 14.1% towards overall satisfaction.

These Top 11 Indicators Account for over 60% of Overall Satisfaction with Council



Hawkesbury City Council needs to concentrate on providing 'transparent, accountable and respected leadership'

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Based on the regression analysis, Council performance in the areas listed above accounts for over 60% of overall satisfaction.

Outcome

If Hawkesbury City Council can address these core drivers, they will be able to improve residents' overall satisfaction with their performance.



Section B

Contact with Council

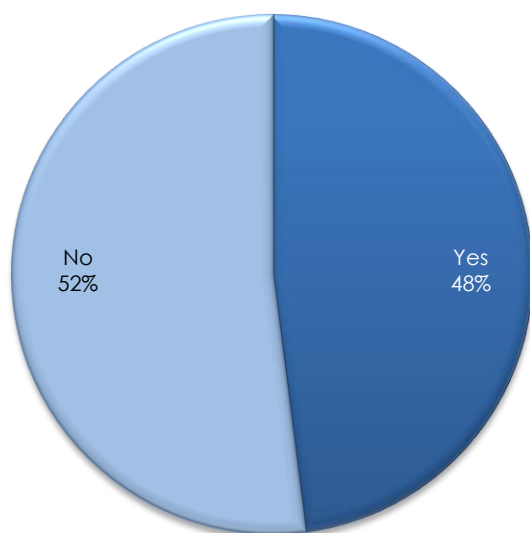
Contact with Council

Summary

48% of residents had made contact with Council in the 12 months leading up to the survey.

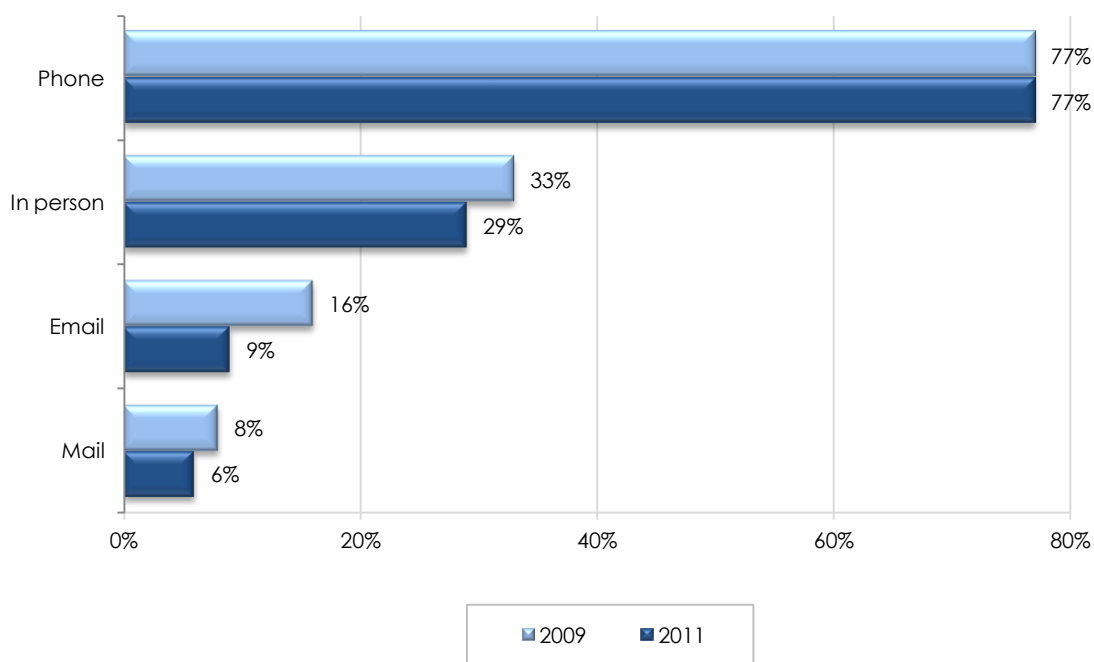
The predominant method of contact was via telephone (77%), with overall satisfaction with this method of contact identified as 'moderately high'.

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



	2009		2011	
Yes	173	43%	193	48%
No	227	57%	207	52%
Total	400	100%	400	100%

Q. (If yes), when you last made contact with Council staff was it by:

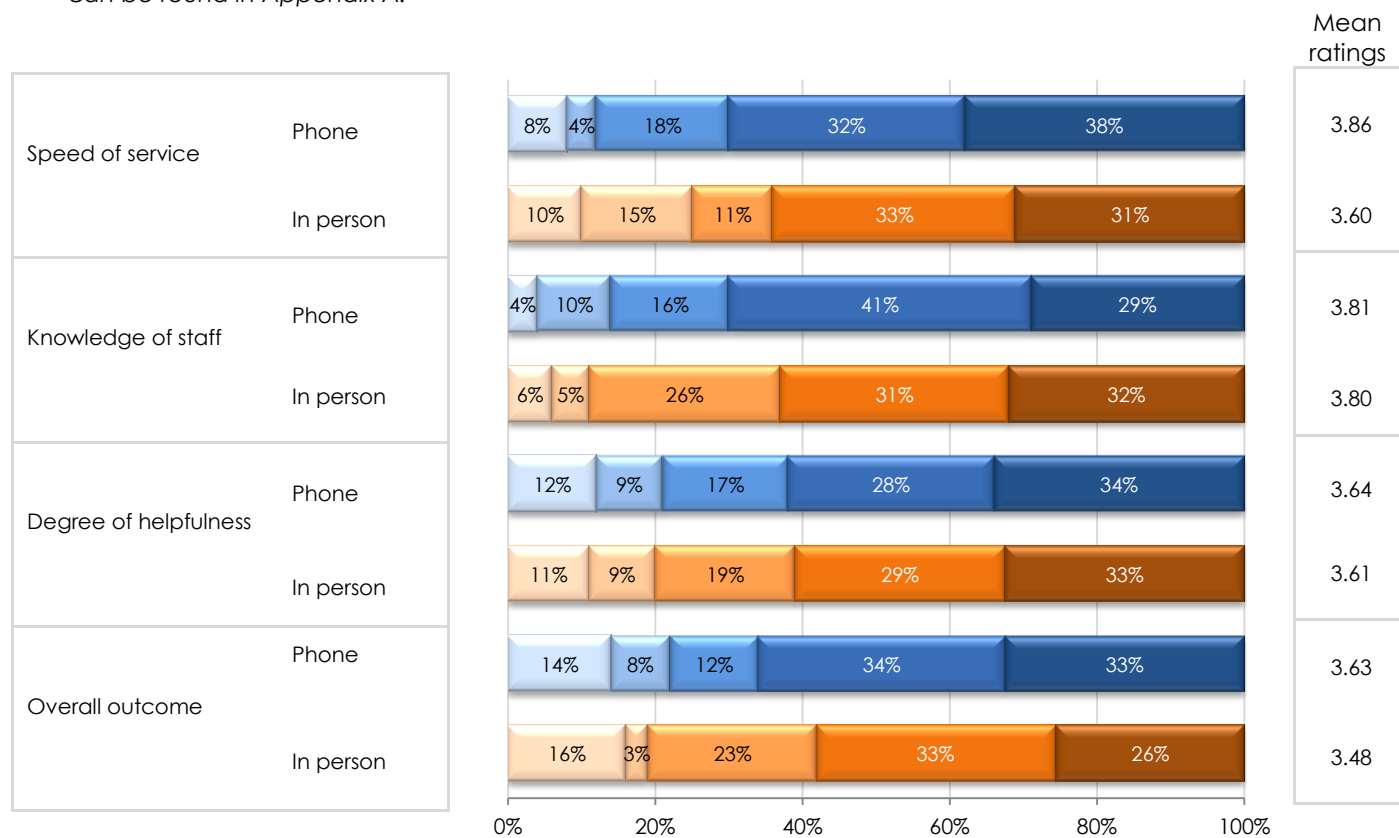


Base: 2009 n=173, 2011 n=193

Contact with Council

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

Nb: Due to the small sample sizes for responses to 'email' and 'mail', they have not been included here. The results can be found in Appendix A.



Base: Phone n=149, In person n=56

Mean ratings: 1 = very dissatisfied, 5 = very satisfied



Council Consultation with the Community

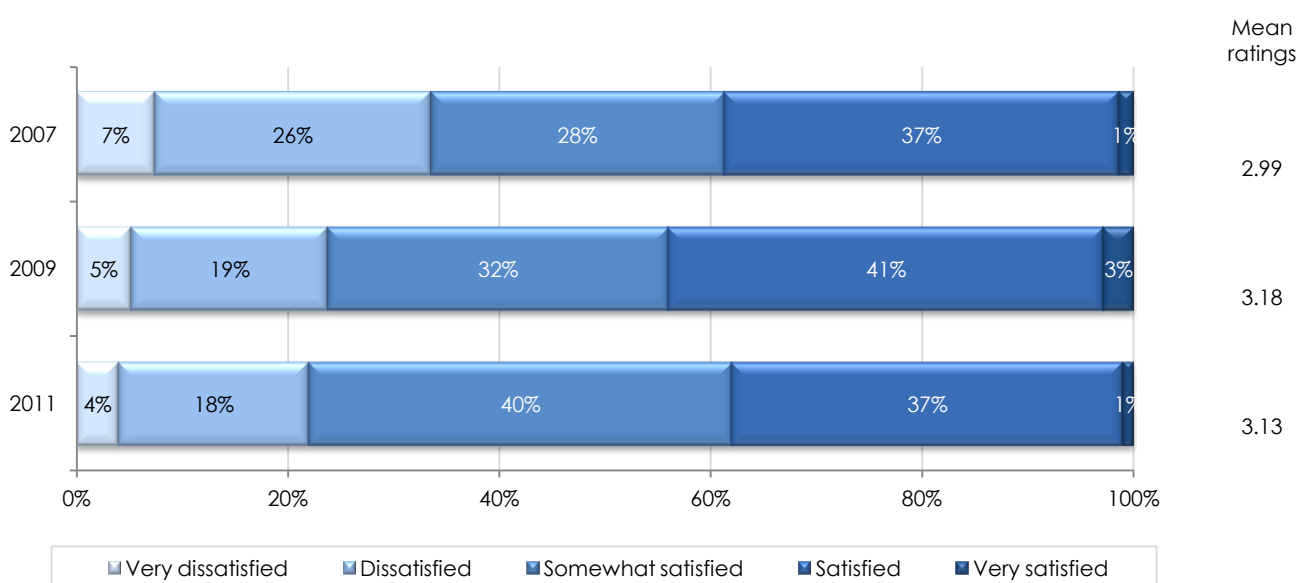
Q. How satisfied are you with the way Council consults with the community?

Respondents indicated a 'moderate' level of satisfaction with the way Council consults with the community, with just over a third of respondents giving a rating of 'satisfied'.

Although there has been a moderate decrease in the satisfaction levels compared to 2009, the ratings have remained statistically similar throughout the 3 year reporting period.

There were no statistical differences between the ages or genders.

	18 - 34	35 - 54	55+	Male	Female	Overall 2007	Overall 2009	Overall 2011
Satisfaction mean ratings	3.22	3.00	3.23	3.18	3.09	2.99	3.18	3.13



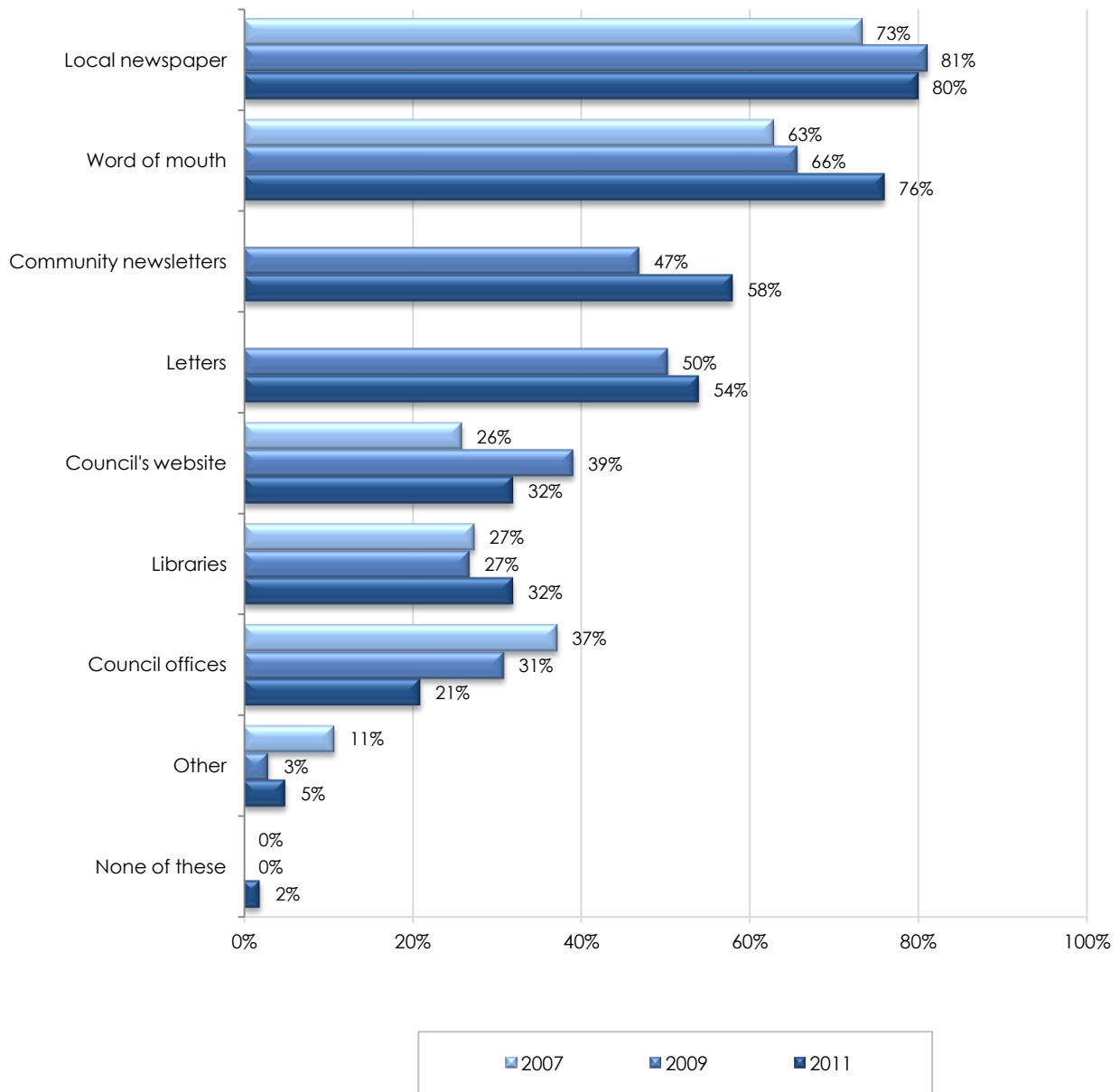
Base: All years n=400

Mean ratings: 1=very dissatisfied, 5=very satisfied

Means of Sourcing Information About Council

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

Respondents predominantly source their information about Council from the 'local newspaper' or 'word of mouth'. These methods have remained steady across the 3 year reporting period.



Base: n=400



Section C

Demographics

Demographics

Q. Age group.

	Count	Column %
18-34	124	31%
35-54	165	41%
55+	111	28%
Total	400	100%

Q. Suburb/Town lived in.

	Count	Column %
Bligh Park	37	9%
North Richmond	33	8%
South Windsor	31	8%
Richmond	29	7%
Glossodia	27	7%
Kurrajong	23	6%
Bowen Mountain	21	5%
Wilberforce	20	5%
Hobartville	19	5%
Oakville	14	4%
Freemans Reach	13	3%
Windsor	12	3%
Pitt Town	10	3%
Grose Vale	9	2%
Windsor Downs	9	2%
Mcgraths Hill	9	2%
Vineyard	7	2%
Lower Portland	6	2%
Ebenezer	6	2%
Kurrajong Heights	6	2%

	Count	Column %
Maraylya	6	2%
Bilpin	6	2%
Agnes Banks	6	1%
Kurmond	6	1%
Tennyson	5	1%
Lower Macdonald	4	1%
Yarramundi	4	1%
Kurrajong Hills	4	1%
Colo	4	1%
Grose Wold	3	1%
Cattai	2	1%
Colo Heights	2	1%
Mountain Lagoon	2	0%
Cumberland Reach	1	0%
St Albans	1	0%
Sackville	1	0%
Mulgrave	1	0%
Clarendon	1	0%
Berambing	1	0%
Total	400	100%

Q. Gender.

	Count	Column %
Male	196	49%
Female	204	51%
Total	400	100%



Appendix A

Data and Correlation Tables

Importance of and Satisfaction with Council Services

Looking After People and Places

Importance	18-34	35-54	55+	Male	Female
Sporting and recreational facilities	3.44	3.59	2.86	3.21	3.47
Parks and reserves	3.96	4.06	4.04	3.83	4.21
Public swimming pools	3.18	3.13	2.75	2.87	3.21
Community centres and community halls	3.06	3.21	3.48	3.07	3.39
Libraries	3.63	3.54	3.67	3.44	3.77
Gallery/Museum	2.22	2.92	2.92	2.68	2.72
Public toilets	3.86	3.87	3.98	3.70	4.09
On-site health inspections such as food and septic	3.85	3.77	3.66	3.54	3.98
Child care centres	3.42	3.03	2.43	2.75	3.21
Playgrounds	3.67	3.40	2.75	3.08	3.52
Youth centres and facilities	2.91	3.19	2.78	2.87	3.10
Seniors' centre and programs	2.67	3.23	3.65	3.06	3.28
Access to services & facilities for people with a disability	3.25	3.67	3.73	3.40	3.71
Programs for people from diverse cultures, including Indigenous Australians	2.70	2.97	2.97	2.61	3.15
Crime prevention	4.39	4.52	4.59	4.36	4.64
Road safety	4.32	4.59	4.66	4.32	4.72
Emergency service planning, including flood and fire	4.51	4.52	4.59	4.37	4.70
Companion animal shelter services (pound)	3.45	3.60	3.46	3.31	3.71
Satisfaction	18-34	35-54	55+	Male	Female
Sporting and recreational facilities	3.49	3.35	3.97	3.52	3.51
Parks and reserves	3.41	3.37	3.85	3.66	3.41
Public swimming pools	3.67	3.46	3.77	3.48	3.68
Community centres and community halls	3.79	3.42	3.86	3.65	3.67
Libraries	3.92	4.23	4.34	4.14	4.19
Gallery/Museum	4.77	3.93	3.96	4.21	3.90
Public toilets	2.46	2.38	2.88	2.74	2.40
On-site health inspections such as food and septic	3.91	3.64	3.70	3.82	3.68
Child care centres	3.53	3.94	3.97	3.63	3.91
Playgrounds	3.53	3.45	3.70	3.53	3.53
Youth centres and facilities	3.16	2.88	3.15	3.13	2.92
Seniors' centre and programs	3.25	3.52	3.88	3.74	3.52
Access to services & facilities for people with a disability	2.90	3.07	3.30	3.26	2.96
Programs for people from diverse cultures, including Indigenous Australians	2.75	3.14	3.38	3.12	3.06
Crime prevention	3.19	3.08	3.49	3.22	3.24
Road safety	3.27	2.81	3.18	3.10	3.01
Emergency service planning, including flood and fire	3.55	3.54	3.86	3.67	3.60
Companion animal shelter services (pound)	3.18	3.71	4.02	3.67	3.58

■ = A significantly higher level of importance/satisfaction (by group)

■ = A significantly lower level of importance/satisfaction (by group)


Mean ratings: 1 = not at all important and very dissatisfied, 5 = very important and very satisfied


Importance of and Satisfaction with Council Services

Looking After People and Places

Importance	2007	2009	2011
Sporting and recreational facilities	3.70	3.33	3.34
Parks and reserves	4.08	3.91	4.02
Public swimming pools	3.24	3.17	3.04
Community centres and community halls	3.45	3.39	3.24
Libraries	3.83	3.70	3.61
Gallery/Museum	2.71	2.94	2.70
Public toilets	3.85	3.88	3.90
On-site health inspections such as food and septic		4.06	3.77
Child care centres		3.49	2.98
Playgrounds		3.58	3.30
Youth centres and facilities		3.34	2.99
Seniors' centre and programs		3.46	3.17
Access to services & facilities for people with a disability	3.82	3.75	3.55
Programs for people from diverse cultures, including Indigenous Australians		3.08	2.88
Crime prevention		4.62	4.50
Road safety		4.64	4.53
Emergency service planning, including flood and fire		4.61	4.54
Companion animal shelter services (pound)		3.76	3.51

Satisfaction	2007	2009	2011
Sporting and recreational facilities	3.47	3.66	3.52
Parks and reserves	3.54	3.61	3.52
Public swimming pools	2.96	3.50	3.59
Community centres and community halls	3.66	3.75	3.66
Libraries	4.20	4.27	4.17
Gallery/Museum	3.60	3.91	4.06
Public toilets	2.43	2.66	2.55
On-site health inspections such as food and septic		3.57	3.74
Child care centres		3.86	3.79
Playgrounds		3.59	3.53
Youth centres and facilities		3.10	3.02
Seniors' centre and programs		3.56	3.63
Access to services & facilities for people with a disability	2.97	3.15	3.09
Programs for people from diverse cultures, including Indigenous Australians		3.28	3.08
Crime prevention		3.25	3.23
Road safety		3.03	3.05
Emergency service planning, including flood and fire		3.77	3.63
Companion animal shelter services (pound)		3.85	3.62

 = A significantly higher level of importance/satisfaction (by group)

 = A significantly lower level of importance/satisfaction (by group)

Mean ratings: 1 = not at all important and very dissatisfied, 5 = very important and very satisfied

Importance of and Satisfaction with Council Services

Looking After People and Places

	Not at all important		Not very important		Neither		Important		Very important		Total	
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
Sporting and recreational facilities	61	15%	32	8%	111	28%	103	26%	93	23%	400	100%
Parks and reserves	14	4%	11	3%	82	20%	137	34%	156	39%	400	100%
Public swimming pools	79	20%	67	17%	94	24%	79	20%	81	20%	400	100%
Community centres and community halls	50	12%	57	14%	125	31%	87	22%	82	20%	400	100%
Libraries	51	13%	46	11%	67	17%	83	21%	154	38%	400	100%
Gallery/Museum	104	26%	74	18%	104	26%	74	18%	44	11%	400	100%
Public toilets	39	10%	22	6%	72	18%	74	19%	192	48%	400	100%
On-site health inspections such as food and septic	42	10%	30	7%	81	20%	75	19%	172	43%	400	100%
Child care centres	128	32%	47	12%	54	14%	47	12%	124	31%	400	100%
Playgrounds	86	22%	31	8%	85	21%	74	18%	125	31%	400	100%
Youth centres and facilities	98	24%	46	12%	110	27%	56	14%	90	23%	400	100%
Seniors' centre and programs	94	24%	47	12%	72	18%	70	18%	117	29%	400	100%
Access to services & facilities for people with a disability	74	18%	25	6%	65	16%	79	20%	157	39%	400	100%
Programs for people from diverse cultures, including Indigenous Australians	96	24%	54	14%	116	29%	66	17%	67	17%	400	100%
Crime prevention	11	3%	8	2%	34	8%	66	17%	281	70%	400	100%
Road safety	8	2%	4	1%	34	9%	75	19%	278	70%	400	100%
Emergency service planning, including flood and fire	4	1%	3	1%	42	11%	74	18%	276	69%	400	100%
Companion animal shelter services (pound)	49	12%	32	8%	107	27%	91	23%	122	31%	400	100%

Importance of and Satisfaction with Council Services

Looking After People and Places

	Very dissatisfied		Dissatisfied		Somewhat satisfied		Satisfied		Very satisfied		Total	
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
Sporting and recreational facilities	8	4%	17	9%	62	32%	75	39%	29	15%	191	100%
Parks and reserves	9	3%	35	12%	89	31%	110	38%	47	16%	290	100%
Public swimming pools	9	6%	9	6%	48	31%	56	36%	32	21%	154	100%
Community centres and community halls	4	3%	12	7%	49	30%	69	42%	30	18%	164	100%
Libraries	1	0%	9	4%	29	13%	101	45%	86	38%	225	100%
Gallery/Museum	2	2%	2	2%	18	16%	50	47%	35	33%	107	100%
Public toilets	61	24%	63	25%	83	32%	33	13%	18	7%	258	100%
On-site health inspections such as food and septic	5	2%	13	6%	63	30%	83	39%	48	23%	212	100%
Child care centres	7	4%	6	4%	38	25%	62	41%	39	26%	152	100%
Playgrounds	4	2%	17	9%	68	35%	81	42%	23	12%	192	100%
Youth centres and facilities	11	8%	34	26%	44	33%	30	23%	14	11%	131	100%
Seniors' centre and programs	3	2%	17	12%	38	26%	58	41%	27	19%	143	100%
Access to services & facilities for people with a disability	21	11%	34	18%	68	36%	43	22%	25	13%	191	100%
Programs for people from diverse cultures, including Indigenous Australians	8	8%	13	13%	47	48%	24	25%	6	6%	97	100%
Crime prevention	16	5%	53	16%	145	43%	80	24%	41	12%	334	100%
Road safety	38	11%	66	19%	126	36%	85	24%	37	11%	352	100%
Emergency service planning, including flood and fire	8	2%	22	7%	119	36%	110	34%	67	21%	327	100%
Companion animal shelter services (pound)	9	5%	18	10%	46	26%	68	38%	40	22%	180	100%

Note: Satisfaction with the objectives was asked only of those respondents who rated that objective as 'important' or 'very important'

Importance of and Satisfaction with Council Services



Supporting Businesses and Local Jobs

Importance	18-34	35-54	55+	Male	Female
Promoting local employment opportunities	4.00	4.17	3.84	3.90	4.14
Supporting business development	3.87	4.08	3.92	3.93	4.01
Supporting rural based activities	3.59	3.81	3.85	3.78	3.73
Supporting tourism facilities & industry	3.42	3.98	4.02	3.70	3.93
Helping to create thriving town centres	3.75	4.05	3.94	3.71	4.14
Supporting training & career opportunities	3.87	4.05	3.89	3.76	4.13

Satisfaction	18-34	35-54	55+	Male	Female
Promoting local employment opportunities	3.14	2.98	3.08	3.12	3.00
Supporting business development	3.15	3.02	3.25	3.16	3.08
Supporting rural based activities	3.25	3.04	3.13	3.20	3.06
Supporting tourism facilities & industry	3.10	3.26	3.32	3.15	3.31
Helping to create thriving town centres	2.78	2.84	3.07	2.85	2.92
Supporting training & career opportunities	3.08	2.90	3.23	3.16	2.95

Importance	2007	2009	2011
Promoting local employment opportunities	4.23	4.24	4.02
Supporting business development	3.81	4.12	3.97
Supporting rural based activities		4.05	3.75
Supporting tourism facilities & industry	3.87	4.01	3.82
Helping to create thriving town centres		4.09	3.93
Supporting training & career opportunities		4.16	3.95

Satisfaction	2007	2009	2011
Promoting local employment opportunities	2.95	3.08	3.05
Supporting business development	3.05	3.10	3.12
Supporting rural based activities		3.18	3.13
Supporting tourism facilities & industry	3.27	3.37	3.24
Helping to create thriving town centres		3.19	2.89
Supporting training & career opportunities		3.07	3.04

 = A significantly higher level of importance/satisfaction (by group)
 = A significantly lower level of importance/satisfaction (by group)

Mean ratings: 1 = not at all important and not at all satisfied
 5 = very important and very satisfied

Importance of and Satisfaction with Council Services

Supporting Businesses and Local Jobs

	Not at all important		Not very important		Neither		Important		Very important		Total	
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
Promoting local employment opportunities	28	7%	16	4%	72	18%	85	21%	199	50%	400	100%
Supporting business development	17	4%	14	3%	92	23%	116	29%	161	40%	400	100%
Supporting rural based activities	32	8%	23	6%	94	24%	113	28%	137	34%	400	100%
Supporting tourism facilities & industry	15	4%	30	7%	103	26%	115	29%	137	34%	400	100%
Helping to create thriving town centres	16	4%	20	5%	101	25%	106	26%	158	39%	400	100%
Supporting training & career opportunities	25	6%	20	5%	86	21%	88	22%	181	45%	400	100%

	Very dissatisfied		Dissatisfied		Somewhat satisfied		Satisfied		Very satisfied		Total	
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
Promoting local employment opportunities	20	8%	36	15%	119	49%	49	20%	21	8%	245	100%
Supporting business development	17	7%	29	12%	130	52%	54	22%	19	7%	248	100%
Supporting rural based activities	14	6%	45	20%	90	39%	57	25%	23	10%	228	100%
Supporting tourism facilities & industry	14	6%	40	16%	92	38%	69	28%	28	12%	242	100%
Helping to create thriving town centres	20	8%	63	25%	109	42%	53	21%	11	4%	257	100%
Supporting training & career opportunities	16	7%	49	20%	104	43%	54	22%	18	8%	241	100%



Note: Satisfaction with the objectives was asked only of those respondents who rated that objective as 'important' or 'very important'

Importance	18-34	35-54	55+	Male	Female
Footpaths and cycleways	3.58	3.90	3.78	3.50	4.03
Disabled ramps & access	3.50	3.86	4.08	3.70	3.92
Car parks	3.83	4.11	4.38	3.90	4.29
Road maintenance	4.59	4.60	4.61	4.48	4.72
Bus services (school and public)	3.41	3.59	3.53	3.43	3.60
Train services	3.59	3.80	3.83	3.67	3.81
Supporting a wider communications network (mobile coverage, broadband, TV reception)	3.92	4.08	3.91	3.85	4.12

Satisfaction	18-34	35-54	55+	Male	Female
Footpaths and cycleways	2.74	2.92	2.97	3.00	2.79
Disabled ramps & access	3.06	3.38	3.15	3.45	3.03
Car parks	3.27	3.21	3.20	3.24	3.21
Road maintenance	2.16	2.04	2.32	2.17	2.14
Bus services (school and public)	2.75	2.53	2.68	2.81	2.48
Train services	2.22	2.71	3.15	2.79	2.60
Supporting a wider communications network (mobile coverage, broadband, TV reception)	2.90	2.78	3.18	3.00	2.85

Importance	2007	2009	2011
Footpaths and cycleways	4.03	4.08	3.77
Disabled ramps & access	3.90	3.93	3.81
Car parks	3.84	4.25	4.10
Road maintenance		4.56	4.60
Bus services (school and public)		3.78	3.52
Train services		3.98	3.74
Supporting a wider communications network (mobile coverage, broadband, TV reception)		4.09	3.99

Satisfaction	2007	2009	2011
Footpaths and cycleways	2.81	2.86	2.88
Disabled ramps & access	3.11	3.08	3.22
Car parks	2.96	3.04	3.22
Road maintenance		2.32	2.15
Bus services (school and public)		2.45	2.63
Train services		2.74	2.69
Supporting a wider communications network (mobile coverage, broadband, TV reception)		2.90	2.92

 = A significantly higher level of importance/satisfaction (by group)
 = A significantly lower level of importance/satisfaction (by group)

Mean ratings: 1 = not at all important and not at all satisfied
 5 = very important and very satisfied

	Not at all important		Not very important		Neither		Important		Very important		Total	
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
Foot paths and cycleways	39	10%	34	9%	68	17%	96	24%	162	41%	400	100%
Disabled ramps & access	49	12%	22	6%	72	18%	69	17%	188	47%	400	100%
Carparks	16	4%	17	4%	65	16%	118	30%	185	46%	400	100%
Road maintenance	6	2%	7	2%	25	6%	64	16%	298	75%	400	100%
Bus services (school and public)	64	16%	35	9%	83	21%	64	16%	153	38%	400	100%
Train services	51	13%	28	7%	76	19%	64	16%	182	45%	400	100%
Supporting a wider communications network (mobile coverage, broadband, TV reception)	25	6%	20	5%	66	17%	110	27%	178	44%	400	100%

	Very dissatisfied		Dissatisfied		Somewhat satisfied		Satisfied		Very satisfied		Total	
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
Foot paths and cycleways	45	17%	62	24%	59	23%	65	25%	28	11%	259	100%
Disabled ramps & access	17	7%	37	16%	84	36%	63	27%	30	13%	232	100%
Carparks	17	6%	58	19%	100	33%	93	31%	33	11%	302	100%
Road maintenance	121	33%	112	31%	90	25%	30	8%	9	2%	361	100%
Bus services (school and public)	51	26%	43	21%	49	25%	43	22%	14	7%	199	100%
Train services	65	28%	38	16%	53	23%	58	25%	19	8%	233	100%
Supporting a wider communications network (mobile coverage, broadband, TV reception)	40	14%	51	18%	108	39%	52	18%	29	10%	280	100%



Note: Satisfaction with the objectives was asked only of those respondents who rated that objective as 'important' or 'very important'

Importance of and Satisfaction with Council Services

Caring for Our Environment

Importance	18-34	35-54	55+	Male	Female
Healthy & sustainable Hawkesbury River and waterways	4.35	4.48	4.55	4.26	4.65
Reducing water consumption	3.74	3.98	3.81	3.66	4.04
Tree preservation	3.48	3.66	3.87	3.45	3.87
Provision of mains sewerage	3.80	3.84	3.62	3.66	3.87
Stormwater management & re-use	3.75	4.02	3.75	3.72	4.00
Reducing energy consumption	3.83	4.07	3.98	3.74	4.19
Improving air quality	3.94	4.04	3.79	3.69	4.18
Garbage services	4.27	4.54	4.61	4.35	4.59
Recycling services	4.23	4.44	4.52	4.24	4.55
Management of sewerage waste (pump out)	3.74	3.55	3.49	3.54	3.65
Protecting bushland, open space and natural habitats	4.27	4.25	4.26	4.06	4.45



Satisfaction	18-34	35-54	55+	Male	Female
Healthy & sustainable Hawkesbury River and waterways	2.60	2.92	3.17	3.01	2.81
Reducing water consumption	3.29	3.30	3.45	3.40	3.28
Tree preservation	2.92	3.24	3.38	3.28	3.14
Provision of mains sewerage	3.39	3.27	3.54	3.32	3.42
Stormwater management & re-use	3.28	2.89	3.14	3.01	3.10
Reducing energy consumption	2.92	2.96	3.17	3.11	2.92
Improving air quality	3.28	3.02	3.40	3.22	3.16
Garbage services	3.81	3.80	4.20	3.96	3.88
Recycling services	3.80	3.59	4.00	3.75	3.78
Management of sewerage waste (pump out)	3.68	3.32	3.86	3.62	3.54
Protecting bushland, open space and natural habitats	3.51	3.56	3.62	3.75	3.41

 = A significantly higher level of importance/satisfaction (by group)
 = A significantly lower level of importance/satisfaction (by group)

Mean ratings: 1 = not at all important and not at all satisfied
 5 = very important and very satisfied

Importance	2007	2009	2011
Healthy & sustainable Hawkesbury River and waterways		4.61	4.46
Reducing water consumption	4.17	4.38	3.86
Tree preservation	3.88	4.02	3.66
Provision of mains sewerage	4.00	4.20	3.77
Stormwater management & re-use	4.13	4.29	3.86
Reducing energy consumption	4.17	4.32	3.97
Improving air quality	4.14	4.30	3.94
Garbage services	4.52	4.45	4.47
Recycling services	4.54	4.43	4.40
Management of sewerage waste (pump out)		3.88	3.60
Protecting bushland, open space and natural habitats		4.33	4.26

Satisfaction	2007	2009	2011
Healthy & sustainable Hawkesbury River and waterways		2.80	2.90
Reducing water consumption	3.24	3.21	3.34
Tree preservation	3.32	3.43	3.20
Provision of mains sewerage	2.95	3.31	3.38
Stormwater management & re-use	2.49	2.84	3.06
Reducing energy consumption	2.83	3.00	3.00
Improving air quality	3.04	3.08	3.18
Garbage services	3.97	3.92	3.92
Recycling services	3.93	3.87	3.77
Management of sewerage waste (pump out)		3.34	3.58
Protecting bushland, open space and natural habitats		3.57	3.56

 = A significantly higher level of importance/satisfaction (by group)
 = A significantly lower level of importance/satisfaction (by group)

Mean ratings: 1 = not at all important and not at all satisfied
 5 = very important and very satisfied

	Not at all important		Not very important		Neither		Important		Very important		Total	
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
Healthy & sustainable Hawkesbury River and waterways	11	3%	10	3%	37	9%	68	17%	274	68%	400	100%
Reducing water consumption	29	7%	23	6%	93	23%	87	22%	169	42%	400	100%
Tree preservation	23	6%	39	10%	110	27%	107	27%	121	30%	400	100%
Provision of mains sewerage	59	15%	21	5%	64	16%	64	16%	192	48%	400	100%
Stormwater management & re-use	28	7%	29	7%	82	21%	91	23%	169	42%	400	100%
Reducing energy consumption	17	4%	24	6%	87	22%	97	24%	175	44%	400	100%
Improving air quality	18	4%	35	9%	84	21%	78	20%	184	46%	400	100%
Garbage services	3	1%	18	5%	32	8%	82	21%	265	66%	400	100%
Recycling services	3	1%	13	3%	50	13%	88	22%	245	61%	400	100%
Management of sewerage waste (pump out)	71	18%	19	5%	76	19%	69	17%	165	41%	400	100%
Protecting bushland, open space and natural habitats	15	4%	7	2%	61	15%	92	23%	224	56%	400	100%

	Very dissatisfied		Dissatisfied		Somewhat satisfied		Satisfied		Very satisfied		Total	
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
Healthy & sustainable Hawkesbury River and waterways	30	9%	76	23%	142	43%	64	19%	20	6%	332	100%
Reducing water consumption	8	3%	23	10%	111	46%	79	33%	20	8%	241	100%
Tree preservation	18	8%	33	15%	78	35%	73	33%	20	9%	222	100%
Provision of mains sewerage	29	12%	21	9%	68	29%	73	31%	47	20%	238	100%
Stormwater management & re-use	26	11%	41	18%	82	37%	46	20%	30	13%	223	100%
Reducing energy consumption	19	8%	44	18%	118	48%	41	17%	21	9%	243	100%
Improving air quality	12	5%	45	19%	93	39%	71	29%	21	9%	240	100%
Garbage services	22	6%	26	7%	51	15%	106	31%	142	41%	347	100%
Recycling services	23	7%	35	11%	53	16%	108	33%	114	34%	333	100%
Management of sewerage waste (pump out)	10	5%	19	10%	51	26%	81	41%	37	19%	198	100%
Protecting bushland, open space and natural habitats	12	4%	28	9%	107	34%	99	32%	63	21%	309	100%


Note: Satisfaction with the objectives was asked only of those respondents who rated that objective as 'important' or 'very important'


Importance	18-34	35-54	55+	Male	Female
Providing transparent, accountable and respected leadership	4.07	4.18	4.46	4.07	4.37
Supporting & valuing community organisations	3.99	4.08	4.14	3.85	4.28
Supporting & valuing volunteers	4.14	4.23	4.45	4.10	4.42
Engaging the community in making decisions	4.11	4.30	4.33	4.14	4.36
Improving services & infrastructure (generally)	4.27	4.43	4.32	4.25	4.45
Lobbying State & Federal Government for funding and improved service levels	4.10	4.24	4.31	4.24	4.19
Valuing and protecting the Hawkesbury's heritage areas	4.25	4.41	4.55	4.34	4.46
Building partnerships with residents, community groups & institutions	3.77	3.92	4.09	3.81	4.02

Satisfaction	18-34	35-54	55+	Male	Female
Providing transparent, accountable and respected leadership	3.26	2.78	2.84	2.91	2.94
Supporting & valuing community organisations	3.29	3.24	3.40	3.54	3.15
Supporting & valuing volunteers	3.40	3.43	3.71	3.67	3.36
Engaging the community in making decisions	2.78	2.75	2.98	2.85	2.80
Improving services & infrastructure (generally)	2.93	2.62	2.81	2.96	2.58
Lobbying State & Federal Government for funding and improved service levels	2.79	2.72	2.78	2.90	2.61
Valuing and protecting the Hawkesbury's heritage areas	3.29	3.41	3.55	3.50	3.34
Building partnerships with residents, community groups & institutions	3.19	3.08	3.31	3.28	3.10

Importance	2007	2009	2011
Providing transparent, accountable and respected leadership		4.32	4.22
Supporting & valuing community organisations		4.28	4.07
Supporting & valuing volunteers		4.41	4.27
Engaging the community in making decisions		4.34	4.25
Improving services & infrastructure (generally)		4.49	4.35
Lobbying State & Federal Government for funding and improved service levels		4.40	4.22
Valuing and protecting the Hawkesbury's heritage areas	4.12	4.50	4.40
Building partnerships with residents, community groups & institutions		4.11	3.92

Satisfaction	2007	2009	2011
Providing transparent, accountable and respected leadership		2.81	2.93
Supporting & valuing community organisations		3.27	3.30
Supporting & valuing volunteers		3.51	3.50
Engaging the community in making decisions		2.79	2.82
Improving services & infrastructure (generally)		2.83	2.77
Lobbying State & Federal Government for funding and improved service levels		2.78	2.76
Valuing and protecting the Hawkesbury's heritage areas	3.36	3.36	3.42
Building partnerships with residents, community groups & institutions		3.09	3.18

 = A significantly higher level of importance/satisfaction (by group)

 = A significantly lower level of importance/satisfaction (by group)

Mean ratings: 1 = not at all important and not at all satisfied, 5 = very important and very satisfied

	Not at all important		Not very important		Neither		Important		Very important		Total	
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
Providing transparent , accountable and respected leadership	14	4%	19	5%	64	16%	69	17%	234	58%	400	100%
Supporting & valuing community organisations	12	3%	13	3%	90	22%	107	27%	179	45%	400	100%
Supporting & valuing volunteers	10	2%	7	2%	62	16%	108	27%	212	53%	400	100%
Engaging the community in making decisions	14	4%	1	0%	74	18%	90	23%	220	55%	400	100%
Improving services & infrastructure (generally)	4	1%	12	3%	55	14%	98	24%	231	58%	400	100%
Lobbying State & Federal Government for funding and improved service levels	13	3%	14	4%	65	16%	91	23%	218	54%	400	100%
Valuing and protecting the Hawkesbury's heritage areas	6	2%	3	1%	53	13%	99	25%	238	60%	400	100%
Building partnerships with residents , community groups & institutions	20	5%	15	4%	103	26%	100	25%	162	40%	400	100%

	Very dissatisfied		Dissatisfied		Somewhat satisfied		Satisfied		Very satisfied		Total	
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
Providing transparent , accountable and respected leadership	37	13%	53	19%	114	40%	57	20%	26	9%	287	100%
Supporting & valuing community organisations	11	4%	36	13%	111	41%	89	33%	25	9%	272	100%
Supporting & valuing volunteers	11	4%	27	9%	103	35%	106	36%	44	15%	291	100%
Engaging the community in making decisions	35	12%	77	26%	109	36%	62	21%	16	5%	298	100%
Improving services & infrastructure (generally)	51	16%	68	21%	138	42%	49	15%	22	7%	327	100%
Lobbying State & Federal Government for funding and improved service levels	55	19%	56	19%	102	35%	55	19%	20	7%	287	100%
Valuing and protecting the Hawkesbury's heritage areas	13	4%	51	15%	106	32%	112	34%	52	15%	334	100%
Building partnerships with residents , community groups & institutions	14	6%	34	14%	109	44%	69	28%	19	8%	244	100%

Note: Satisfaction with the objectives was asked only of those respondents who rated that objective as 'important' or 'very important'

Increase in rates to maintain services

Q. With regard to the services and facilities previously listed, would you support Council in investigating rate increases to maintain the provision of these services?

	18-34		35-54		55+		Male		Female		Overall	
	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Yes	23	18%	28	17%	20	18%	36	19%	34	17%	71	18%
No	36	29%	75	46%	55	49%	87	44%	79	39%	166	42%
Maybe	65	53%	62	37%	36	33%	73	37%	91	44%	163	41%
Total	124	100%	165	100%	111	100%	196	100%	204	100%	400	100%

Overall Satisfaction with the Performance of Council

Q. 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?

	18-34		35-54		55+		Male		Female		Overall	
	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Very satisfied	3	3%	4	2%	5	4%	7	3%	5	3%	12	3%
Satisfied	60	48%	71	43%	52	47%	98	50%	84	41%	182	46%
Somewhat satisfied	56	45%	58	35%	29	26%	65	33%	78	38%	144	36%
Dissatisfied	4	4%	19	11%	20	18%	18	9%	26	13%	43	11%
Very dissatisfied	0	0%	13	8%	6	5%	8	4%	10	5%	19	5%
Total	124	100%	165	100%	111	100%	196	100%	204	100%	400	100%

Q. What is your reason for giving that rating?

Lack of communication and customer service on matters addressed to Council	11
Local upgrading and maintenance is poor on footpaths, parks and rubbish management	11
Council does not listen to local residents for input	9
Road maintenance is poor	8
Council is allowing land development without building the infrastructure to support the new population	7
Rates have increased without increasing services	6
Council needs to improve the way they manage and spend their money	4
Infrastructure and the capacity for growth need more attention	4
Council has not done a lot regarding improving services and facilities	3
Council could do more for youth in our area in terms of transport and facilities	2
Council does not deliver on their promises	2
Council has not improved services and infrastructure relative to the rates paid by residents	2
Hawkesbury Council is lagging behind other council areas in terms of getting things done	2
There are a lot of things in this area that have been affected by a lack of tourism and support for the area	2
There need to be plans in place for increased traffic	2
All Council does is take and doesn't give anything in return	1
Bowen Mountain is ignored and not looked after by Council	1
Council development on the west of the river is not practical for the area	1
Council does not do any maintenance in the Bligh Park area	1
Council is too focused on the eastern side of the river, but where I live at Kurrajong Heights, we pay higher rates and get fewer services	1
Council is too intent on building and nothing else	1
Council needs to seek more assistance from the State Government	1
Council should put more funds into animal shelters	1
Council staff are great, however, Councillors need to be more approachable	1
Council's indecisiveness	1
I don't believe they are looking after the community, the Councillors are acting in their own best interests	1
I feel it is wrong to have a party run council	1
I have paid a sewage levy for many years, but it is not connected because I live on an acreage	1
I live in North Richmond and the water is not managed properly	1
It has become a political club	1
Lack of transparency in some decisions of the Council	1
Lack of transportation and infrastructure	1

Contact with Council

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

	18-34		35-54		55+		Male		Female		Overall	
	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Yes	52	42%	89	54%	53	48%	89	45%	104	51%	193	48%
No	72	58%	76	46%	58	52%	107	55%	99	49%	207	52%
Total	124	100%	165	100%	111	100%	196	100%	204	100%	400	100%

Q. When you made contact with Council was it by:

	18-34		35-54		55+		Male		Female		Overall	
	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Mail	2	4%	5	5%	5	10%	5	6%	7	6%	12	6%
Email	0	0%	11	12%	7	13%	7	8%	10	10%	18	9%
In person	16	30%	15	17%	25	48%	25	28%	31	30%	56	29%
Phone	38	74%	77	87%	33	63%	68	77%	81	77%	149	77%
Total	52	100%	89	100%	53	100%	89	100%	104	100%	193	100%

Contact with Council

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

Speed of service

	Very dissatisfied		Dissatisfied		Neither		Satisfied		Very satisfied		Total	
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
Phone	12	8%	6	4%	27	18%	47	32%	56	38%	149	100%
Mail	2	19%	2	16%	5	41%	3	24%	0	0%	12	100%
Email	3	20%	1	3%	3	20%	5	28%	5	29%	18	100%
In person	5	10%	9	15%	6	11%	18	33%	18	31%	56	100%

Knowledge of staff

	Very dissatisfied		Dissatisfied		Neither		Satisfied		Very satisfied		Total	
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
Phone	6	4%	15	10%	24	16%	61	41%	42	29%	147	100%
Mail	1	12%	1	11%	4	32%	4	39%	1	6%	11	100%
Email	3	19%	1	5%	2	10%	5	31%	6	34%	17	100%
In person	3	6%	3	5%	15	26%	17	31%	18	32%	56	100%

Degree of helpfulness

	Very dissatisfied		Dissatisfied		Neither		Satisfied		Very satisfied		Total	
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
Phone	18	12%	13	9%	26	17%	42	28%	51	34%	149	100%
Mail	4	37%	1	11%	1	6%	5	39%	1	7%	12	100%
Email	4	24%	0	0%	4	26%	2	9%	7	41%	17	100%
In person	6	11%	5	9%	11	19%	16	29%	18	31%	56	100%

Overall outcome

	Very dissatisfied		Dissatisfied		Neither		Satisfied		Very satisfied		Total	
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
Phone	21	14%	12	8%	18	12%	50	34%	49	33%	148	100%
Mail	4	40%	1	12%	2	22%	1	6%	2	20%	11	100%
Email	6	31%	0	0%	4	22%	2	13%	6	34%	18	100%
In person	9	16%	2	3%	13	23%	18	32%	14	25%	56	100%

Satisfaction with Council's Communication

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

	18-34		35-54		55+		Male		Female		Overall	
	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Very satisfied	0	0%	1	1%	3	3%	1	1%	3	1%	4	1%
Satisfied	48	38%	51	31%	48	43%	81	41%	66	32%	147	37%
Somewhat satisfied	59	47%	69	42%	34	31%	75	38%	87	43%	162	40%
Dissatisfied	16	13%	35	21%	22	20%	31	16%	42	20%	73	18%
Very dissatisfied	2	2%	9	5%	3	3%	9	4%	6	3%	15	4%
Total	124	100%	165	100%	111	100%	196	100%	204	100%	400	100%

Means of Sourcing Information About Council.

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

	18-34		35-54		55+		Male		Female		Overall	
	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Local newspaper	93	75%	132	80%	95	86%	157	80%	163	80%	320	80%
Word of mouth	99	80%	123	75%	80	72%	146	75%	156	77%	302	76%
Community newsletters	72	58%	92	56%	67	60%	115	59%	116	57%	231	58%
Letters	59	47%	105	64%	53	48%	99	50%	118	58%	217	54%
Council's website	42	34%	63	38%	23	21%	57	29%	71	35%	128	32%
Libraries	42	34%	46	28%	40	36%	51	26%	76	38%	127	32%
Council offices	23	18%	31	19%	30	27%	46	24%	38	19%	84	21%
Other	7	5%	9	5%	4	4%	1	1%	18	9%	19	5%
None of these	2	2%	3	2%	3	3%	3	2%	5	2%	8	2%
Total	124	100%	165	100%	111	100%	196	100%	204	100%	400	100%



Appendix B

Questionnaire

Hawkesbury City Council Community Survey 2011

Q1. In this section of the survey, we list 50 services and facilities. Could you please indicate that which best describes your opinion of the importance of the individual services/facilities, and in the second part your level of satisfaction with the performance of that service/facility? The scale is from 1 to 5 where 1 = low importance and 5 = high importance and where 1 = low satisfaction and 5 = high satisfaction.

A. Looking after People and Places

	Importance					Satisfaction				
	Low		High			Low		High		
	1	2	3	4	5	1	2	3	4	5
1. 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"/>
2. Parks 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"/>
3. 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"/>
4. 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"/>
5. 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"/>
6. 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"/>
7. 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"/>
8. 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"/>
9. Child care 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"/>
10. Playgrounds	<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"/>
11. 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"/>
12. Seniors' centre 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"/>
13. Access to services & 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"/>
14. 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"/>
15. 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"/>
16. 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"/>
17. Emergency service 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"/>
18. 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"/>

B. Supporting Businesses and Local Jobs

	Importance					Satisfaction				
	Low		High			Low		High		
	1	2	3	4	5	1	2	3	4	5
1. 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"/>
2. 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"/>
3. 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"/>
4. Supporting tourism facilities & 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"/>
5. 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"/>
6. Supporting training & 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"/>

C. Linking the Hawkesbury

	Importance					Satisfaction				
	Low		High			Low		High		
	1	2	3	4	5	1	2	3	4	5
1. 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"/>
2. Disabled ramps & access	<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"/>
3. 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"/>
4. 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"/>
5. Bus services (school and public)	<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"/>
6. Train 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"/>
7. Supporting a wider communications network (mobile coverage, broad-band, TV reception)	<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"/>

D. Caring for our Environment

	Importance					Satisfaction				
	Low		High			Low		High		
	1	2	3	4	5	1	2	3	4	5
1. Healthy & 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"/>
2. Reducing water consumption	<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"/>
3. 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"/>
4. 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"/>
5. Stormwater management & 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"/>
6. Reducing energy consumption	<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"/>
7. Improving air quality	<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"/>
8. Garbage 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"/>
9. Recycling 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"/>
10. 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"/>
11. 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"/>

E. Shaping Our Future Together

	Importance					Satisfaction				
	Low		High			Low		High		
	1	2	3	4	5	1	2	3	4	5
1. Providing 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"/>
2. Supporting & 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"/>
3. Supporting & 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"/>
4. 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"/>
5. Improving services & 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"/>
6. Lobbying State & 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"/>
7. Valuing and protecting the Hawkesbury's heritage areas	<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"/>
8. Building partnerships with residents, community groups & 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"/>

Q2. With regard to the services and facilities previously listed, would you support Council in investigating other revenue options to maintain the provision of these services? Other revenue options may include such things as user pays arrangements, increased fees and charges or rates increases.

Yes ☐ No ☐ Maybe ☐

Customer service

Q3a. Overall, for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues, but across all responsibility areas? Prompt

Very satisfied ☐ Satisfied ☐ Neither ☐ Dissatisfied ☐ Very dissatisfied ☐

Q3b. (If dissatisfied or very dissatisfied), what is your main reason for feeling that way?

.....

Q4. Please indicate from the following list how you source information about Council.

Local newspaper ☐ Libraries ☐
 Council's website ☐ Letters ☐
 Council offices ☐ Word of mouth ☐
 Community newsletters ☐
 Other (please specify) ☐.....

Q5a. How satisfied are you with the way Council consults with the community? Prompt

Very satisfied ☐ Satisfied ☐ Neither ☐ Dissatisfied ☐ Very dissatisfied ☐

Q5b. (If dissatisfied or very dissatisfied), how could this be improved?

.....

Q6a. Have you contacted Hawkesbury City Council in the last 12 months?

Yes ☐ No ☐ (If no, go to Q7a)

Q6b. When you made contact with Council was it by:

Phone ☐ Mail ☐ Email ☐ In person ☐

Note: Satisfaction is asked for each of the means in which contact was made.

Q6c. How satisfied were you with the way your contact was handled in terms of the following? Prompt

	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied
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"/>

7a. After we analyse the results from this research we will be conducting resident focus groups to assist in better understanding the research outcomes. Attendees will be remunerated with a gift voucher for participating.

Would you be interested in participating in these focus groups?

Yes ☐ No ☐ (If no go to end)

7b. (If yes), what are your contact details?

Name Telephone

Email

7c. Would you prefer afternoon or evening?

Afternoon ☐

Evening ☐

Thank you. We will be randomly selecting participants to ensure we get a good cross-section of the community. If you are selected you will be contacted in the next month or so.

Demographic information

Q8. Could you please assist with the following information? Please stop me when I read out your age group.

18-34	35-54	55+
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q9. In which suburb/town do you live?

Q10. 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.

I confirm again that my name is from Micromex Research. 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 43522388.

Thank you again for your assistance.