



## RESEARCH REPORT

# **Shoalhaven City Council** Community Satisfaction Survey

April 2023



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Document Reference: 6516

Version: 04



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## 1. KEY FINDINGS

Results for the 2023 Shoalhaven City Council community satisfaction survey were broadly lower than in 2020.

### Among the key findings:

1. Net satisfaction (proportion satisfied less proportion dissatisfied) in 2023 was +7%, down from +29% in 2020. The overall mean score (3.04) was slightly above a neutral (3.0) result. The elected Council seemed to have the biggest impact on overall satisfaction, though (post-2022 flooding) road maintenance concerns were also top-of-mind.
2. (Note that the concern with roads, and their impact of this on overall satisfaction, are common factors among *all* NSW regional councils surveyed since the start of 2022. As evidence of this, the mean overall satisfaction score of regional NSW Councils surveyed in 2022 and 2023 has fallen 10%, from 3.34 to 3.01. And this has been accompanied by a 21% decline in satisfaction with the quality of sealed roads over the same period.)
3. There were no significant increases in 2023 mean scores for any of the 42 services and facilities measured. The best performing 2023 category compared to 2020 was Resilient, safe, accessible, and inclusive communities, as it had no statements lower than the rest of the regional NSW benchmarks.
4. 20 out of the total 48 services and facilities (42%) were below a neutral mean score of 3.0 in 2023. Their broad themes were:
  - Development/environmental control
  - Transport infrastructure
  - Council decision-making and engagement
5. Shoalhaven City Council's overall mean score (3.04) was substantially below the average for 33 regional NSW councils (3.22).
6. Where the 48 services and facilities could be compared, only one statement was close to the best of the external benchmark - Companion animal (dog) management. Shoalhaven City Council in 2023 had the lowest scores in this benchmark for:
  - Compliance and enforcement of development
  - Appearance of towns and villages
  - Maintenance of sealed local roads
  - Council's leadership (Elected Council & senior staff)
7. Satisfaction with customer service continued to drop from 2018 to 2020, though the decline in mean score for Timeliness was gentler from 2020-2023 than it was from 2018-2020.
8. More residents agreed that Shoalhaven was a liveable city (72%) than agreed it was a vibrant city (42%).
9. Residents who walked were significantly less likely to say it was for exercise in 2023 (52%) than in 2020 (80%).
10. Thirty-seven percent (37%) of residents aware of community engagement projects in 2023 actively participated, compared to 26% in 2020.
11. The Personal Wellbeing Index in Shoalhaven City Council area was 2.8 points lower in 2023 than in 2020 (on a 100-point scale). However, it was 6.1 points ahead of the national average.





## 2. INTRODUCTION

Taverner Research was commissioned by Shoalhaven City Council to conduct a Community Satisfaction Survey in 2023. This survey, which is now conducted every two to three years, tracks Council's performance in service delivery, identifies priority areas and evaluates Council's customer services, communication, and community engagement. It was last conducted in 2020.

The objectives for the Community Satisfaction Survey process are to:

1. Measure and track the performance of Council in delivering services and facilities.
2. Uncover Council's areas of improvement and priorities for the near future.
3. Understand community perceptions regarding Council's customer services, communications, and community engagement.
4. Understand community perceptions regarding liveability and personal wellbeing.

***This project was carried out in compliance with ISO 20252 – Market and Social Research Management.***





### 3. RESEARCH DESIGN

The Shoalhaven City Council Community Satisfaction Survey 2023 aimed to collect 400 completed responses from a random sample of residents in the Shoalhaven City Council local government area. Results have a margin of error of  $\pm 4.9\%$  at the 95% confidence level. This means that if we repeated the survey 100 times, results should be within 4.9% of the true population value in 95 of those surveys.

#### 3.1. TELEPHONE INTERVIEWS

**A telephone based (CATI) survey was used to secure a response from 401 residents throughout the local government area.** Of the total, 107 responses (27%) were collected from fixed phones with the balance sourced from mobile numbers. The survey population was adult residents of the Shoalhaven City Council local government area. To qualify for an interview, respondents had to be permanent residents aged 18 years or older who had lived in the area for longer than six months. The 2021 Census was used to establish quotas to ensure a good distribution of responses by age and gender.

Interviews were conducted between 14 and 21 February 2023. Calls were made between 4.30pm and 8.30pm during weekdays. Thirty-three interviewers conducted interviews over the course of the data collection period. The survey was implemented under Interviewer Quality Control Australia (IQCA) quality guidelines. Continuous interviewer monitoring was used, and post-interview validations were conducted within five days of the close of the survey.

Length of interview was 21.5 minutes.

#### 3.2. WEIGHTING

The collected data often cannot mirror the exact age/sex distribution of a region. To allow for this, the collected data set is weighted to bring it back to the ideal age/sex distribution.

**Table 1** Data Weighting Factors

	Population	Ideal sample	Actual 2023 sample	2023 weight
<b>Male 18-49</b>	17,566	80	32	2.511
<b>Male 50-64</b>	10,780	49	51	0.966
<b>Male 65+</b>	14,652	67	86	0.779
<b>Female 18-49</b>	17,217	79	59	1.335
<b>Female 50-64</b>	11,708	53	64	0.837
<b>Female 65+</b>	15,770	72	109	0.661



### 3. RESEARCH DESIGN

#### 3.3. SAMPLE PROFILE

In order to obtain a clear view of the sample's profile and to conduct comparison tests, demographic characteristics including gender, age and property ownership were collected. **Table 2** below details the weighted sample profile for this survey.

**Table 2** Sample Profile 2023

Gender	%	#
Male	49%	197
Female	51%	204

Age	%	#
18 to 29 years	4%	17
30 to 49 years	35%	142
50 to 64 years	26%	103
65+ years	35%	139

Property Ownership	%	#
Owns property in Shoalhaven	76%	306
Does not own property	24%	95

#### 3.4. SUBGROUPS

Comparison tests are used to test whether there are statistically significant differences in survey results based on the demographic profile of respondents. Appendix 1 (pp. 50-54) contains full subgroup analysis **for all questions** contained in the Community Satisfaction Survey 2023.

## 4. OVERALL SATISFACTION WITH COUNCIL

This section of the report covers overall satisfaction with Shoalhaven City Council as an organisation over the past 12 months. It includes subgroup analysis, comparisons with previous results (internal benchmarks) and comparisons with Council with similar characteristics to Shoalhaven City Council (external benchmarks).

### 4.1. OVERALL SATISFACTION

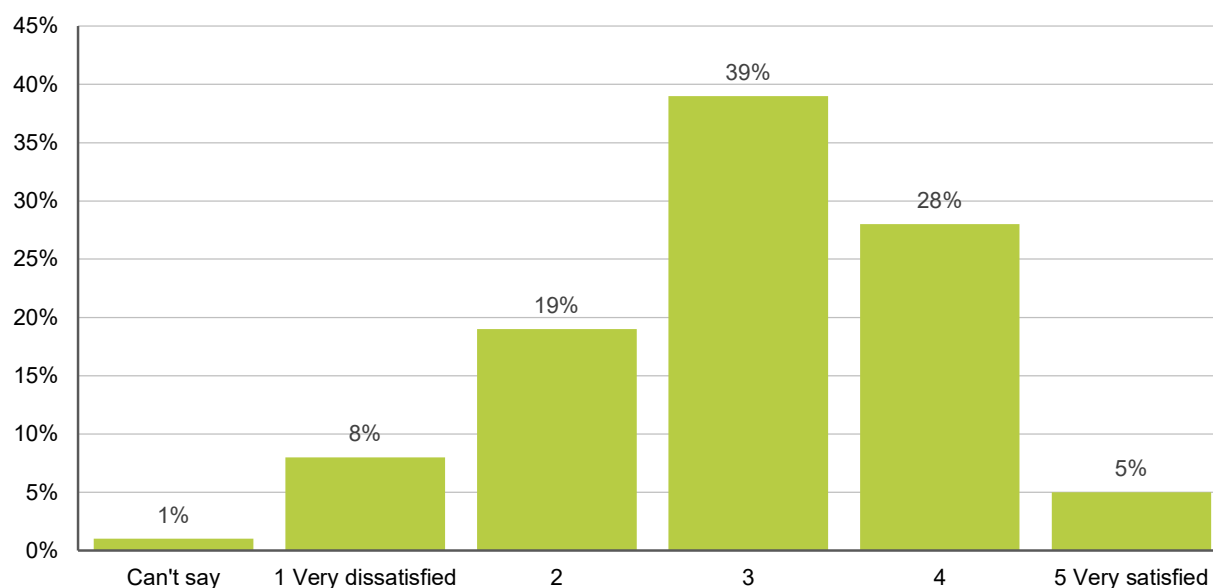
Residents were asked to rate their overall satisfaction with the performance of Shoalhaven City Council as an organisation over the past 12 months, using a five-point scale where 1 meant 'very dissatisfied' and 5 meant 'very satisfied'.

In total, 34% of residents surveyed were satisfied overall with the performance of Council over the past 12 months, with 5% providing the highest rating of 5. Twenty-seven percent were dissatisfied, while 39% provided a neutral rating of 3.

**Figure 1** Overall Satisfaction with Shoalhaven City Council 2023

**OS1.** Using the same 5-point satisfaction scale as before, how would you rate the overall performance of Shoalhaven City Council as an organisation over the past 12 months?

Base: All respondents 2023 (n=401)



**Table 3** Overall satisfaction with Shoalhaven City Council 2023 – Subgroup Analysis

Subgroup	Significant differences
Gender	Females had a significantly higher mean score (3.16)
Age	Nil
Property Ownership	Nil



## 4. OVERALL SATISFACTION WITH COUNCIL

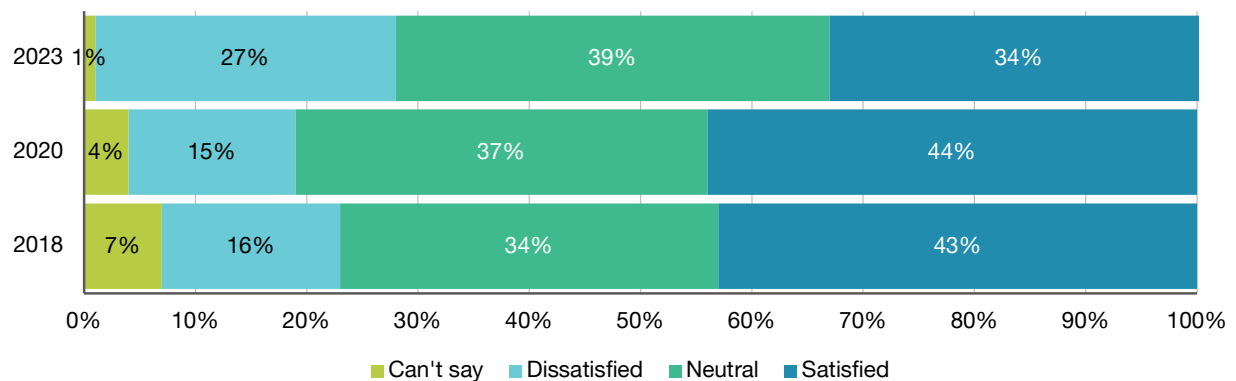
### 4.2. INTERNAL BENCHMARKS

**Figure 2** below compares the breakdown of 2023 satisfaction ratings with previous results from 2018 and 2020. There has been a decrease of 10% in the proportion of satisfied residents (rating of 4 or 5) in 2023 compared to 2020.

**Figure 2** Overall Satisfaction with Shoalhaven City Council – Comparison of Ratings

**OS1.** Using the same 5-point satisfaction scale as before, how would you rate the overall performance of Shoalhaven City Council as an organisation over the past 12 months?

Base: All respondents 2018/2020/2023 (n=1342)

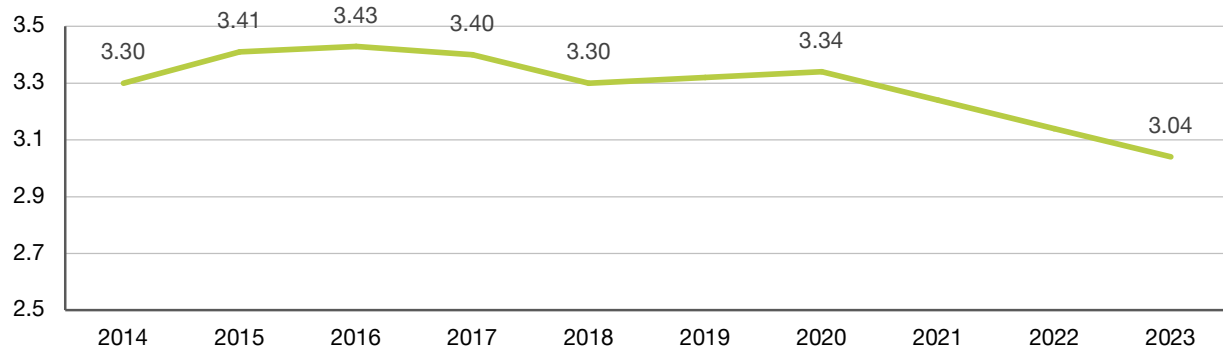


**Figure 3** below compares average overall satisfaction with previous results. The 2023 mean score fell out of the range of 3.30-3.43 which Shoalhaven's overall satisfaction held between 2014 and 2020.

**Figure 3** Overall Satisfaction with Shoalhaven City Council – Internal Benchmarks

**OS1.** Using the same 5-point satisfaction scale as before, how would you rate the overall performance of Shoalhaven City Council as an organisation over the past 12 months?

Base: All respondents 2014/2023



(By way of comparison, the current overall satisfaction mean score of 3.04 compares with 3.01 for all NSW regional Councils surveyed by Taverner since January 2022.)



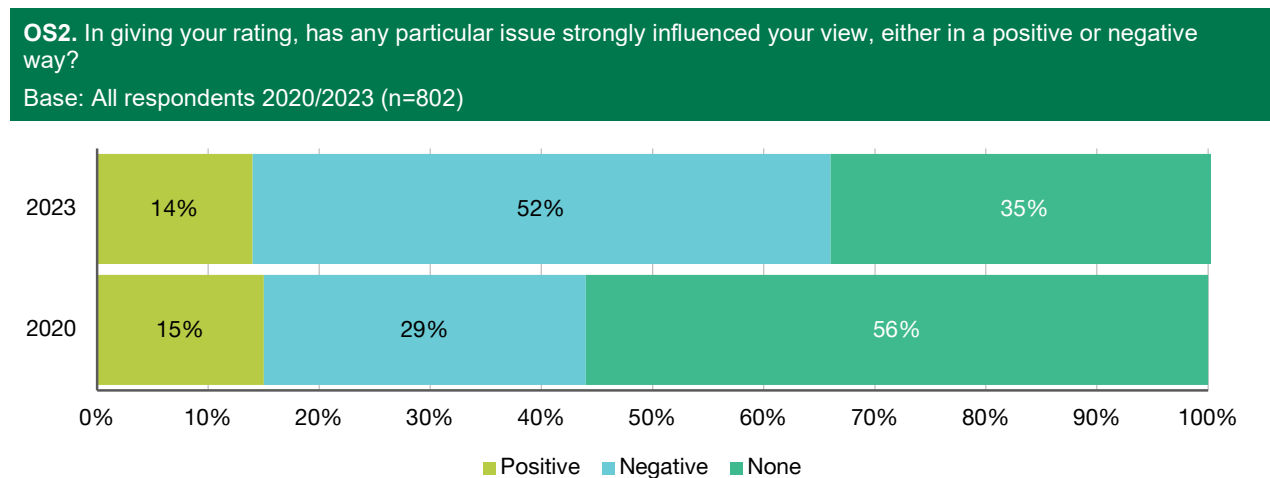
## 4. OVERALL SATISFACTION WITH COUNCIL

### 4.3. ISSUES INFLUENCING OVERALL SATISFACTION RATING

Residents were asked whether there was a particular issue that would strongly influence their view in a positive or negative way. Residents that stated their rating was influenced by a particular issue were asked to describe that issue. This was an open-ended response. A full list of open-ended responses has been provided to Council in a separate report.

As shown in **Figure 4**, negative issues jumped significantly from 2020 (29%) to 2023 (52%). There were no significant differences in results among subgroups in 2023.

**Figure 4** A Particular Issue strongly influenced your view



#### Positive issues (n=57)

Of respondents stating their issue was positive, mentions of Councillors and the mayor were particularly complimentary, followed by disaster management, a new bridge and general efficiency.

#### Negative issues (n=204)

Residents that stated their overall satisfaction rating was negatively impacted by a particular issue described a range of issues in their open-ended responses, though road maintenance (in particular potholes) was the greatest mention<sup>1</sup>. Beyond that included:

- DA process
- Speed of communications
- Lack of support for tourism
- Nowra-centric
- Housing and homelessness

<sup>1</sup> Note that the increased concern with roads has been a common theme in **all** customer satisfaction surveys conducted by Taverner in regional NSW since January 2022, and is almost certainly driven by the East Coast flood and rain events over the course of 2022. In fact the mean satisfaction score for sealed roads across all regional NSW Councils in the Taverner universe has fallen from 3.03 (2019-2021) to 2.38 (2022 and 2023) – a 21% decline.



## 5. COUNCIL SERVICES AND FACILITIES

This section reports on the services and facilities provided by Shoalhaven City Council. Respondents were asked to rate their satisfaction with 48 services and facilities provided by Council. These services and facilities were classified into four service areas.

### **SUSTAINABLE, LIVEABLE ENVIRONMENTS**

#### **Manage growth and development with respect for environmental & community values**

- Compliance and enforcement of development
- Making the most of our waterfronts
- Strategic land use and town planning for Shoalhaven

#### **Manage our infrastructure for long term sustainability to meet community need**

- Maintenance of sealed local roads
- Maintenance of unsealed local roads
- Management of stormwater and drainage
- Provision of car parks
- Provision of public transport infrastructure (e.g. bus stops, interchanges)
- Provision of cycleways
- Provision of footpaths

#### **Protect the natural environment and enhance sustainability**

- Environmental protection and enforcement (e.g. building site inspections, illegal dumping, tree vandalism or clearing)
- Maintenance of beaches and dunes
- Management of street trees
- Management of lakes and estuaries
- Management of Shoalhaven's natural environment
- Provision of access to the natural environment (e.g., beach access, bush walks, boardwalks)

### **THRIVING LOCAL ECONOMIES THAT MEET COMMUNITY NEEDS**

#### **Strengthen and diversify the economy**

- Promoting economic development (i.e. jobs growth)
- Promotion of tourism

#### **Deliver safe, vibrant & attractive public spaces**

- Appearance of CBD's (major town centres)
- Appearance of towns and villages



## 5. COUNCIL SERVICES AND FACILITIES

### EFFECTIVE, RESPONSIBLE & AUTHENTIC LEADERSHIP

#### Deliver reliable, high-quality services

- Cemeteries
- Efficient processing of development applications
- Hygiene standards of retail food markets
- Landfill and resource recovery services - waste depots
- Operation of sewerage and quality water service
- Solid waste and recycling collection - wheelie bin service

#### Provide transparent leadership through effective government and administration

- Council's customer service
- Elected Council decision making
- Council's leadership (Elected Council & senior staff)

#### Inform and engage with the community about the decisions that affect their lives

- Council's actions are in-line with community expectations
- Informing the community of Council decisions, activities and services
- Opportunities to participate in Council decision making processes

### RESILIENT, SAFE, ACCESSIBLE, AND INCLUSIVE COMMUNITIES

#### Support inclusive, safe and connected communities

- Companion animal (dogs) management
- Disaster response in the Shoalhaven
- Facilities and services for people living with a disability
- Opportunities to connect with local community services and supports
- Access to information and suitability of services and facilities for people from multicultural backgrounds
- Shoalhaven is a liveable city (see section 8.1 Support Active and Healthy Communities)

#### Preserve, support and develop cultural and creative vitality across our communities

- Library services
- Shoalhaven Regional Gallery Nowra
- Shoalhaven Entertainment Centre





## 5. COUNCIL SERVICES AND FACILITIES

- Council's support of events in the Shoalhaven
- Types of events in the Shoalhaven
- Opportunities to experience visual and performing arts through Council's venues
- Shoalhaven is a vibrant city (see section 8.1 Support Active and Healthy Communities)

### **Support community wellbeing through fostering active and healthy communities**

- Community buildings and halls
- Parks, playgrounds and reserves
- Public toilets
- Sporting fields
- Swimming pools

### 5.1. SUSTAINABLE, LIVEABLE ENVIRONMENTS

Residents were asked to rate their satisfaction with 16 services within this category using a five-point scale where 1 meant 'very dissatisfied' and 5 meant 'very satisfied'.

Residents surveyed in 2023 were most satisfied with Maintenance of beaches and dunes (mean of 3.5). The highest level of agreement was 55% agreeing with Provision of access to the natural environment.

Maintenance of sealed local roads recorded the lowest mean score in 2023 (1.7), only one in twenty (5%) were satisfied. The lowest scoring three services also included Maintenance of unsealed local roads, and Provision of footpaths, so transport infrastructure generally seemed to perform poorly.

There were no significant differences in results among subgroups in 2023 for the Sustainable, liveable environments services.

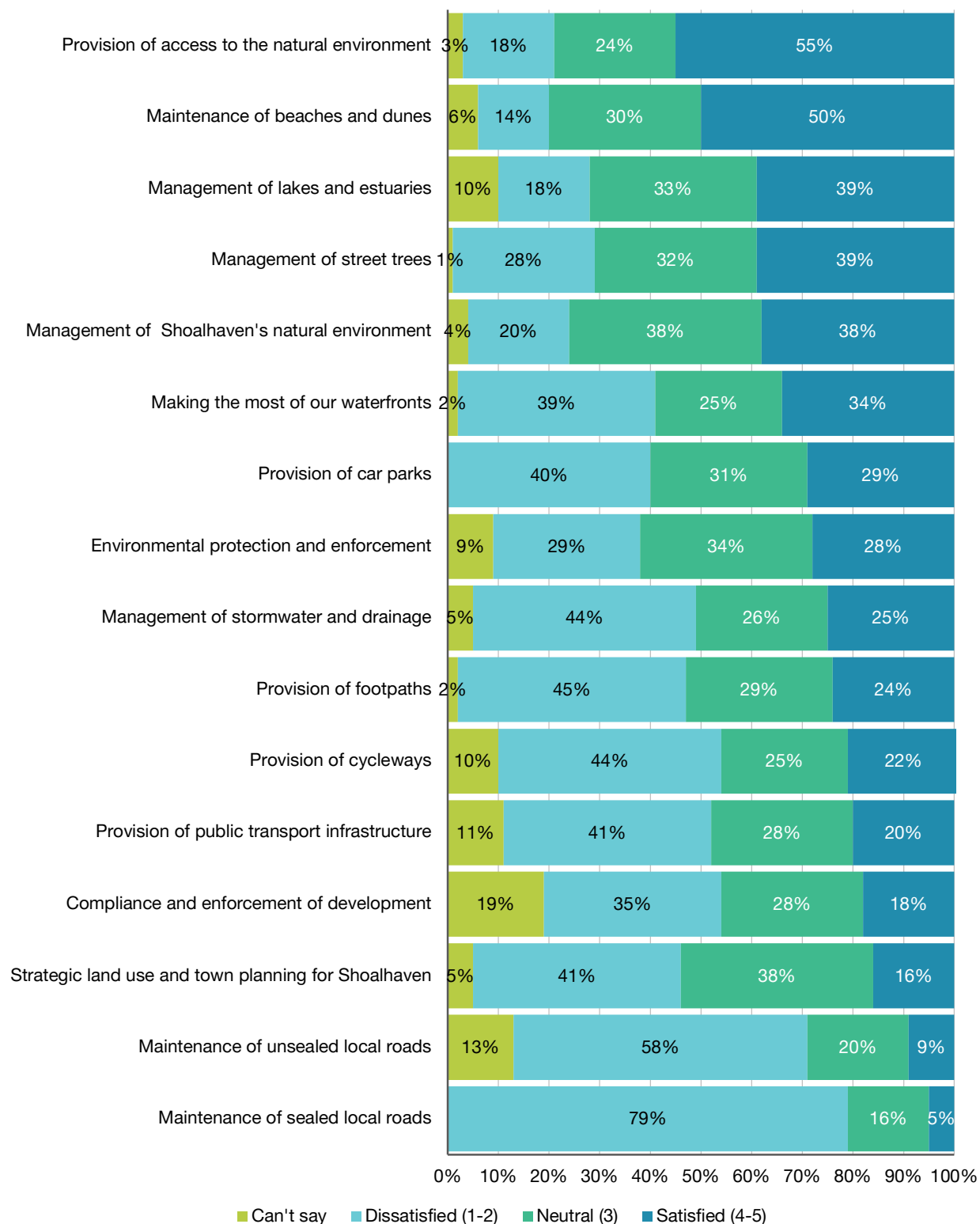


## 5. COUNCIL SERVICES AND FACILITIES

**Figure 5** Sustainable, liveable environments

**S1/S2/S3.** Please rate your satisfaction with the following services and facilities using a 1 to 5 scale where 1 means 'very dissatisfied' and 5 means 'very satisfied'

Base: All respondents 2023 (n=401)





## 5. COUNCIL SERVICES AND FACILITIES

### Reasons for Dissatisfaction

All open-ended responses have been provided to Council in a separate report.

#### Strategic land use (n=159)

The leading reason for dissatisfaction among residents that gave a low rating to Strategic land use seemed to be loss of current rural character/small blocks/overbuilding/more than two storeys. Also mentioned were the capacity and design of roads; and feelings that the town planning department was overly bureaucratic.

#### Provision of public transport infrastructure (n=66)

Comments seemed to be dominated by a feeling that bus services in more remote areas were very infrequent (and largely for use by school children, not available to especially elderly non-drivers). There were some mentions of bus stops.

#### Provision of access to the natural environment (n=30)

There were not many comments, but themes included insufficient maintenance of paths (particularly to beaches), disabled access, removal of permission to access certain areas, and too much emphasis of a 'greenie' agenda.

### Internal Benchmarks

**Table 4** two pages down compares the average satisfaction ratings for 2023 with previous results from 2017, 2018 and 2020.

Ten services out of fourteen that could be compared to 2020 were significantly lower in 2023, and none were significantly higher. Over two-thirds of services (11 out of the total 16) were below a neutral score of 3.0.

The largest decreases in mean scores between 2020 and 2023 were for Maintenance of sealed roads (down 0.8 pts, from 2.5 to 1.7) and Maintenance of stormwater and drainage (down 0.8 pts from 3.4 to 2.6).

The many months of wet weather in east coast Australia in 2022 has made dissatisfaction with sealed roads a common theme in council surveys over the past 12 or so months. And in most cases, this appears to have fed through to lower overall satisfaction scores.

**Figure 6** on next page shows the mean scores over the past four waves of this study. It shows the increasing gradients of declines between 2020 and 2023. These declines were steeper partly because of improvements in scores between 2017 and 2020.

## 5. COUNCIL SERVICES AND FACILITIES

**Figure 6** Sustainable, liveable environments – Internal Benchmarks

**S1/S2/S3.** Please rate your satisfaction with the following services and facilities using a 1 to 5 scale where 1 means 'very dissatisfied' and 5 means 'very satisfied'

Base: All respondents 2017/2023





## 5. COUNCIL SERVICES AND FACILITIES

**Table 4** Sustainable, liveable environments – Internal Benchmarks

Sustainable, liveable environments	2017	2018	2020	2023	Significant change since 2020
Maintenance of beaches and dunes	3.7	3.6	3.6	3.5	↓
Provision of access to the natural environment	-	-	-	3.5	-
Management of lakes and estuaries	3.6	3.5	3.1	3.2	↔
Management of Shoalhaven's natural environment	3.5	3.4	3.2	3.2	↔
Compliance and enforcement of development	-	3.0	3.0	2.7	↓
Environmental protection and enforcement	3.1	3.2	3.1	2.9	↔
Management of street trees	3.2	3.2	3.2	3.0	↔
Provision of public transport infrastructure	-	-	-	2.6	-
Making the most of our waterfronts	3.0	3.0	3.1	2.9	↓
Provision of cycleways	2.7	2.8	3.0	2.6	↓
Management of stormwater and drainage	3.2	3.3	3.4	2.6	↓
Provision of car parks	3.0	2.9	3.3	2.8	↓
Strategic land use and town planning for Shoalhaven	2.8	2.8	2.8	2.6	↓
Provision of footpaths	2.9	3.0	3.1	2.6	↓
Maintenance of unsealed local roads	2.5	2.6	2.7	2.0	↓
Maintenance of sealed local roads	2.4	2.4	2.5	1.7	↓

### External Benchmarks

**Figure 7** next page compares benchmarked results for this category with an average of councils in NSW with comparable characteristics to Shoalhaven City Council.

Management of street trees was the only service that was better than the average of the external benchmark in 2023. Shoalhaven had the worst results in the benchmark for:

- Compliance and enforcement of development
- Maintenance of sealed local roads



## 5. COUNCIL SERVICES AND FACILITIES

**Figure 7** Sustainable, liveable environments - External Benchmarks

**S1/S2/S3.** Please rate your satisfaction with the following services and facilities using a 1 to 5 scale where 1 means 'very dissatisfied' and 5 means 'very satisfied'

Base: All respondents 2023 (n=401)



## 5. COUNCIL SERVICES AND FACILITIES

### 5.2. THRIVING LOCAL ECONOMIES THAT MEET COMMUNITY NEEDS

Residents were asked to rate their satisfaction with four services within this category using a five-point scale.

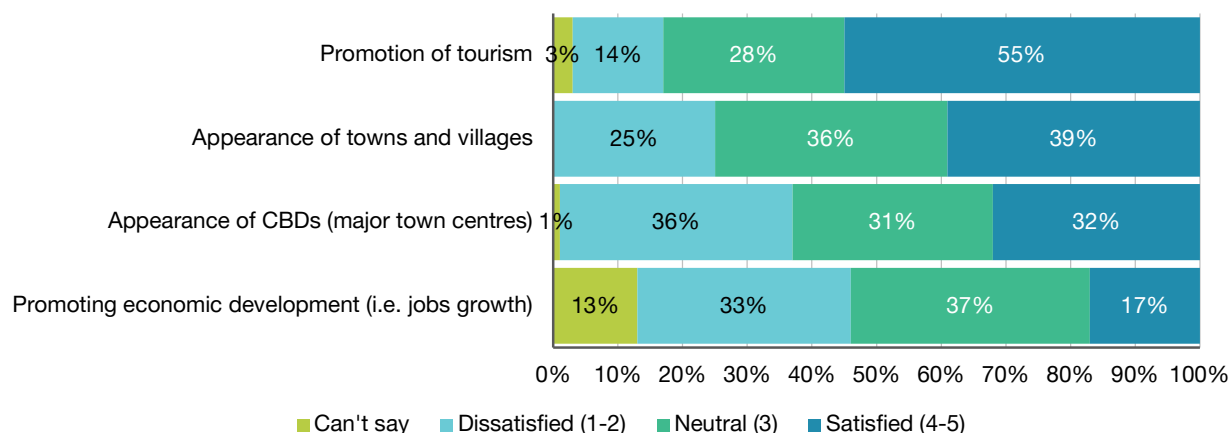
More than three times as many residents were satisfied with Promotion of tourism as with Promoting economic development in 2023 (see **Figure 8** below).

There were no significant differences in results among subgroups in 2023.

**Figure 8** Thriving local economies that meet community needs

**S4.** Please rate your satisfaction with the following services and facilities using a 1 to 5 scale where 1 means 'very dissatisfied' and 5 means 'very satisfied'

Base: All respondents 2023 (n=401)

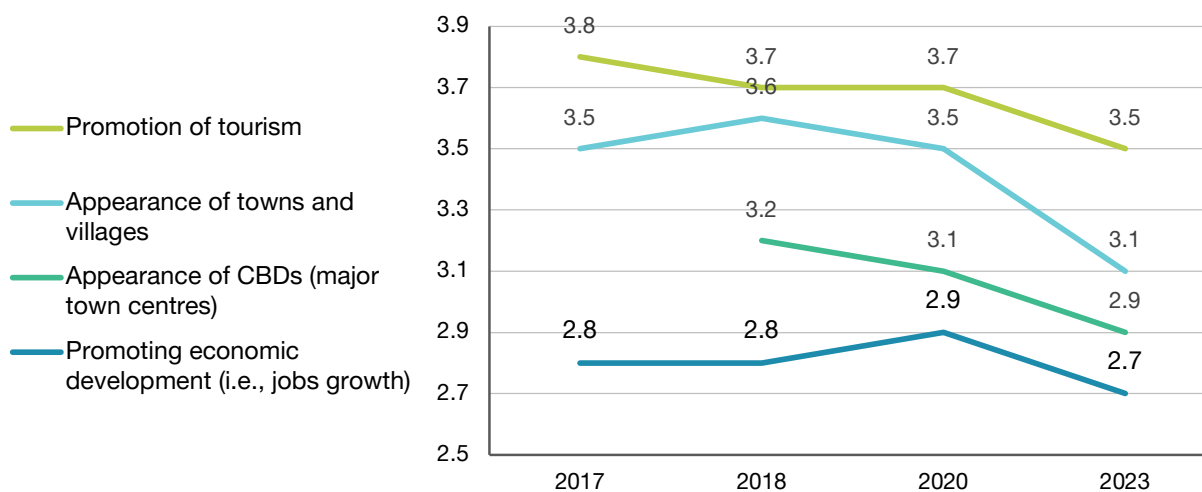


### Internal Benchmarks

**Figure 9** Thriving local economies that meet community needs – Internal Benchmarks

**S4.** Please rate your satisfaction with the following services and facilities using a 1 to 5 scale where 1 means 'very dissatisfied' and 5 means 'very satisfied'

Base: All respondents 2017/2023



## 5. COUNCIL SERVICES AND FACILITIES

**Table 5** below compares the average satisfaction ratings for 2023 with previous results from 2017, 2018 and 2020.

Two of the three statements had significantly lower mean scores in 2023 than in 2020.

**Table 5** Thriving local economies that meet community needs – Internal Benchmarks

Thriving local economies that meet community needs	2017	2018	2020	2023	Significant change since 2020
Promotion of tourism	3.8	3.7	3.7	3.5	↓
Appearance of towns and villages)	3.5	3.6	3.5	3.1	↓
Appearance of CBDs (major town centres)	-	3.2	3.1	2.9	↓
Promoting economic development (i.e., jobs growth)	2.8	2.8	2.9	2.7	↔

### External Benchmarks

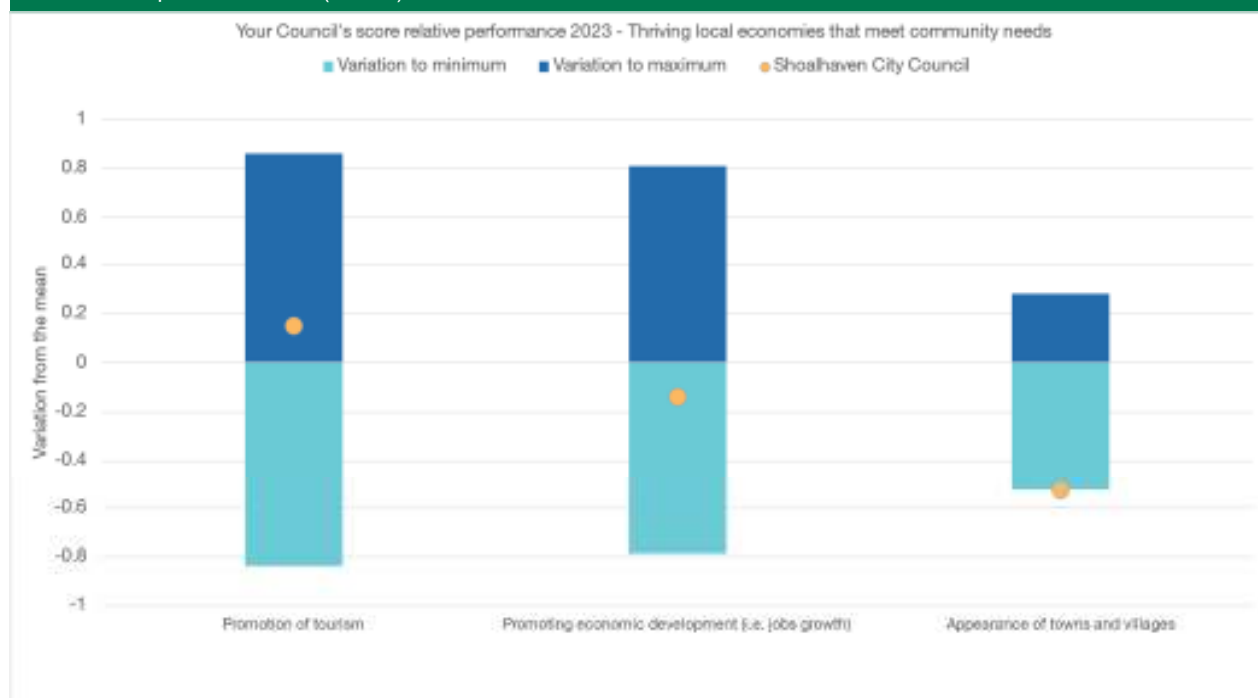
**Figure 10** below compares benchmarked results for this category with an average of councils in NSW with comparable characteristics to Shoalhaven City Council.

In 2023, Shoalhaven City Council was close to the regional NSW average for two of the three Thriving local economies statements that could be benchmarked but was at the bottom end of benchmarks for Appearance of towns and villages.

**Figure 10** Thriving local economies that meet community needs - External Benchmarks

**S4.** Please rate your satisfaction with the following services and facilities using a 1 to 5 scale where 1 means 'very dissatisfied' and 5 means 'very satisfied'

Base: All respondents 2023 (n=401)







## 5. COUNCIL SERVICES AND FACILITIES

### 5.3. EFFECTIVE, RESPONSIBLE & AUTHENTIC LEADERSHIP

Residents were asked to rate their satisfaction with 12 services and facilities within this category using a five-point scale.

Six statements recorded average satisfaction ratings below neutral (3.0) in 2023. Aside from efficiency of DA approvals, these below-neutral statements related to Council's decision making and engagement.

Residents surveyed who owned property in Shoalhaven City Council area were significantly more likely to be satisfied/very satisfied with the Hygiene standards of retail food markets (80%).

#### Reasons for Dissatisfaction

All open-ended responses have been provided to Council in a separate report.

#### **Council's leadership (Elected Council & senior staff) (n=150)**

Responses from residents dissatisfied with Council's leadership had some even-handed comments about structure and systems, but also substantial amounts of emotive barbs:

- Perceived bureaucratic/indecisiveness/overpromising/restrictive rules.
- Perceptions of "big personalities"/ideologues/partisanship/politically correctness.

#### **Council's customer service (n=81)**

Issues raised by residents dissatisfied with Council's customer service included timeliness, responsiveness, and lack of follow up, and interest from the customer service staff. A decent part of the complaints were not about customer service operations so much as about actions of wider council.



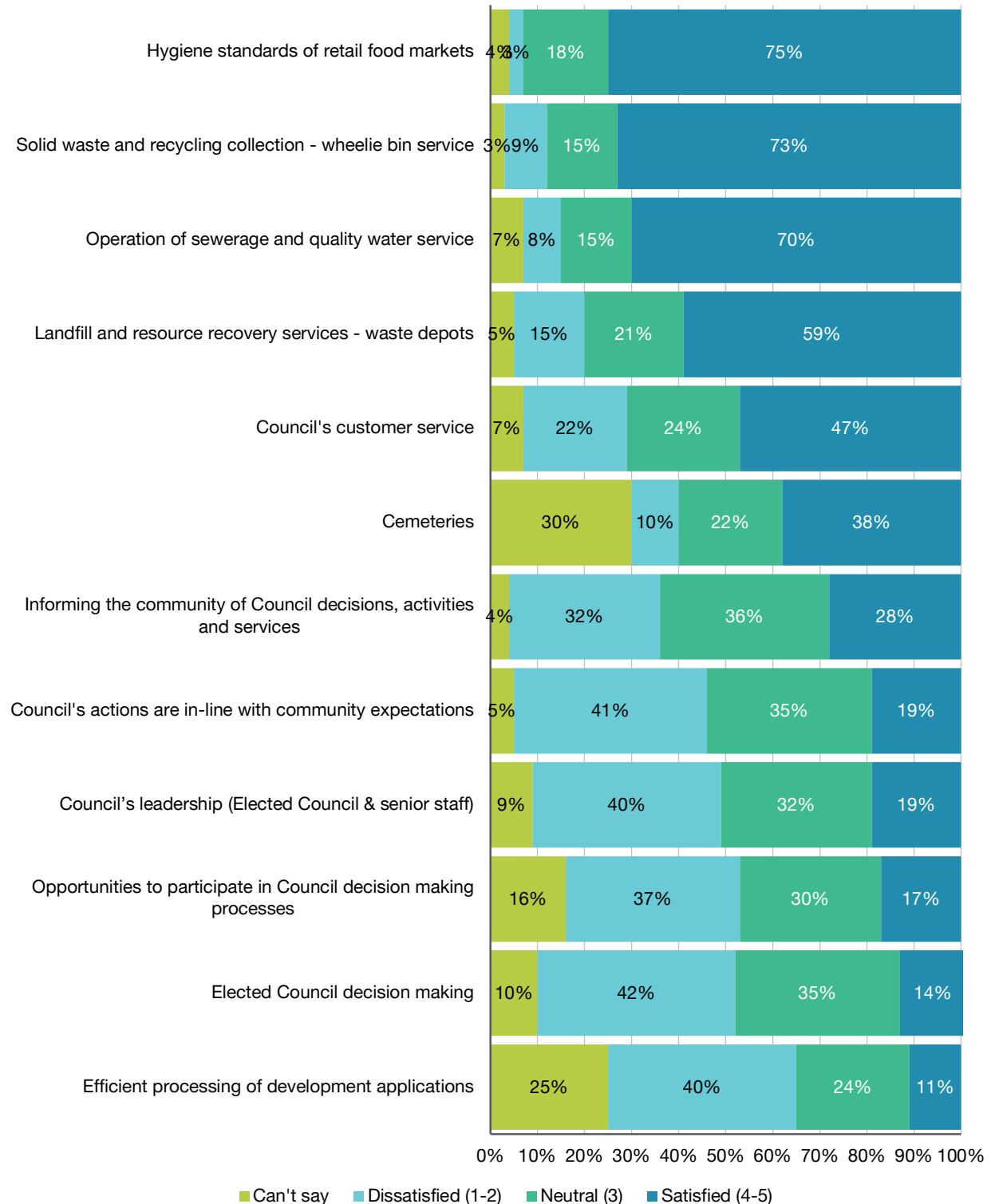
## 5. COUNCIL SERVICES AND FACILITIES



**Figure 11** Effective, responsible & authentic leadership

**R2/R3/R4.** Please rate your satisfaction with the following services and facilities using a 1 to 5 scale where 1 means 'very dissatisfied' and 5 means 'very satisfied'

Base: All respondents 2023 (n=401)



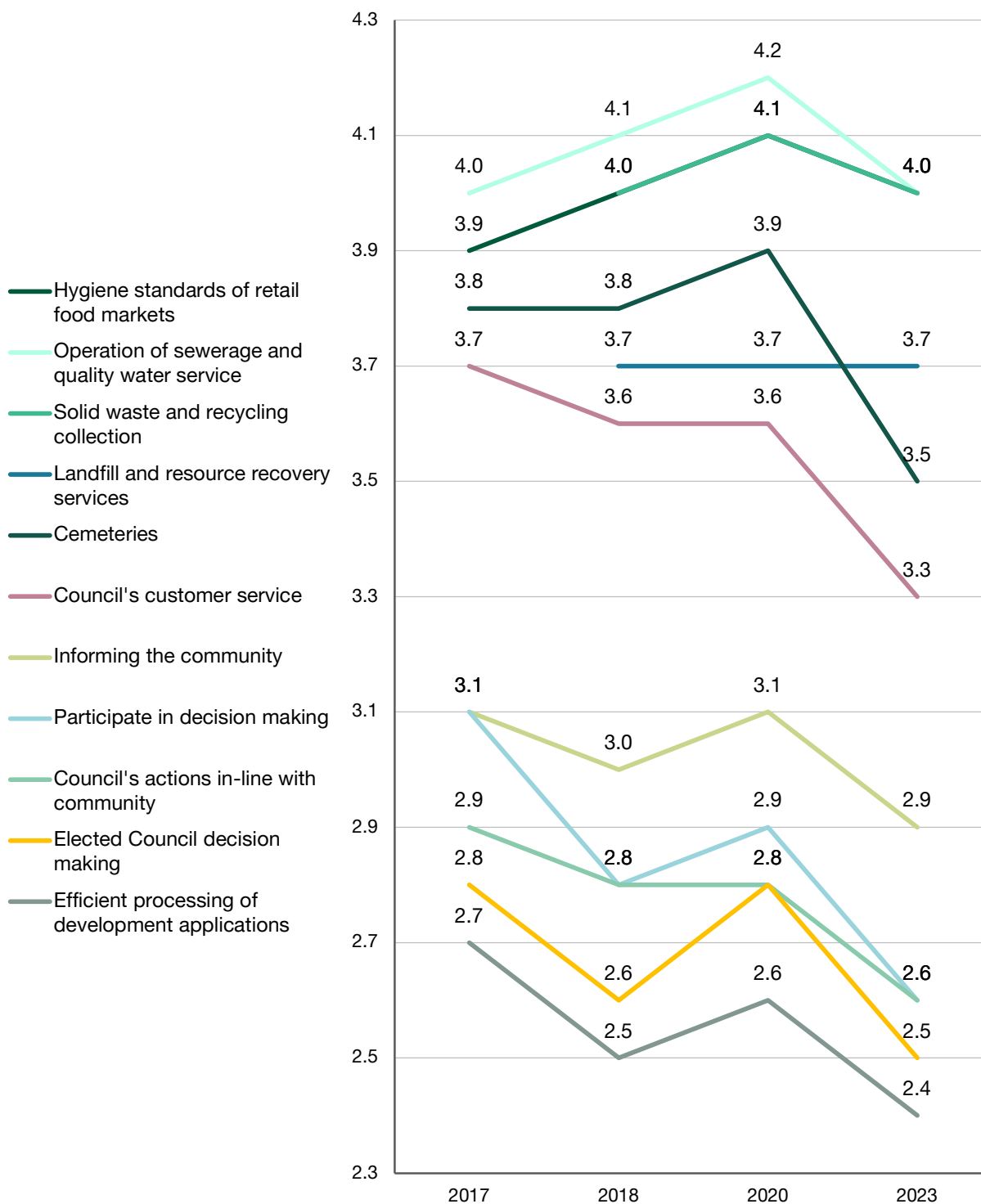
## 5. COUNCIL SERVICES AND FACILITIES

### Internal Benchmarks

**Figure 12** Effective, responsible & authentic leadership – Internal Benchmarks

**R2/R3/R4.** Please rate your satisfaction with the following services and facilities using a 1 to 5 scale where 1 means 'very dissatisfied' and 5 means 'very satisfied'

Base: All respondents 2017/2023





## 5. COUNCIL SERVICES AND FACILITIES

**Table 6** below compares the average satisfaction ratings for 2023 with previous results from 2017, 2018 and 2020.

Five of the ten statements that could be compared to their 2020 mean scores were significantly lower in 2023, none were significantly higher.

**Table 6** Effective, responsible & authentic leadership – Internal Benchmarks

Effective, responsible & authentic leadership	2017	2018	2020	2023	Significant change since 2020
Hygiene standards of retail food markets	3.9	4.0	4.1	4.0	↔
Operation of sewerage and quality water service	4.0	4.1	4.2	4.0	↔
Solid waste and recycling collection	-	4.0	4.1	4.0	↔
Landfill and resource recovery services	-	3.7	3.7	3.7	↔
Cemeteries	3.8	3.8	3.9	3.5	↓
Council's customer service	3.7	3.6	3.6	3.3	↓
Informing the community of Council decisions, activities and services	3.1	3.0	3.1	2.9	↓
Opportunities to participate in Council decision making processes	3.1	2.8	2.9	2.6	↓
Council's actions are in-line with community expectations	2.9	2.8	2.8	2.6	↔
Council's leadership (Elected Council & senior staff)	-	-	-	2.6	-
Elected Council decision making	2.8	2.6	2.8	2.5	↓
Efficient processing of development applications	2.7	2.5	2.6	2.4	↔

### External Benchmarks

**Figure 13** next page compares benchmarked results for this category with an average of councils in NSW with comparable characteristics to Shoalhaven City Council. All statements (except Solid waste and recycling collection) were below the benchmark average in 2023, with Council's leadership (Elected Council and senior staff) having the lowest mean score recorded. Effective, responsible & authentic leadership was the worst performing of the four service categories for external benchmark.

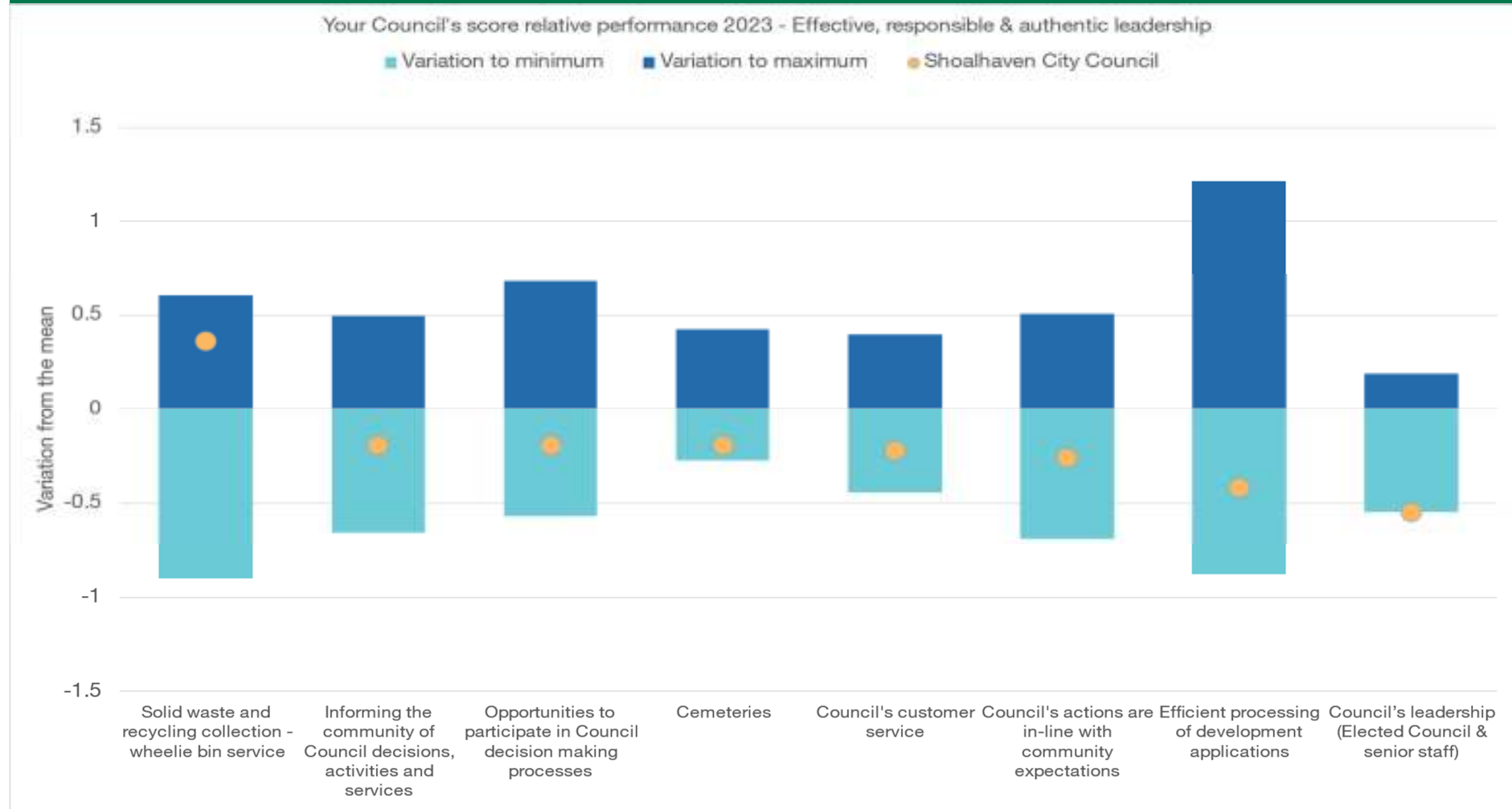


## 5. COUNCIL SERVICES AND FACILITIES

**Figure 13** Effective, responsible & authentic leadership - External Benchmarks

**R2/R3/R4.** Please rate your satisfaction with the following services and facilities using a 1 to 5 scale where 1 means 'very dissatisfied' and 5 means 'very satisfied'

Base: All respondents 2023 (n=401)



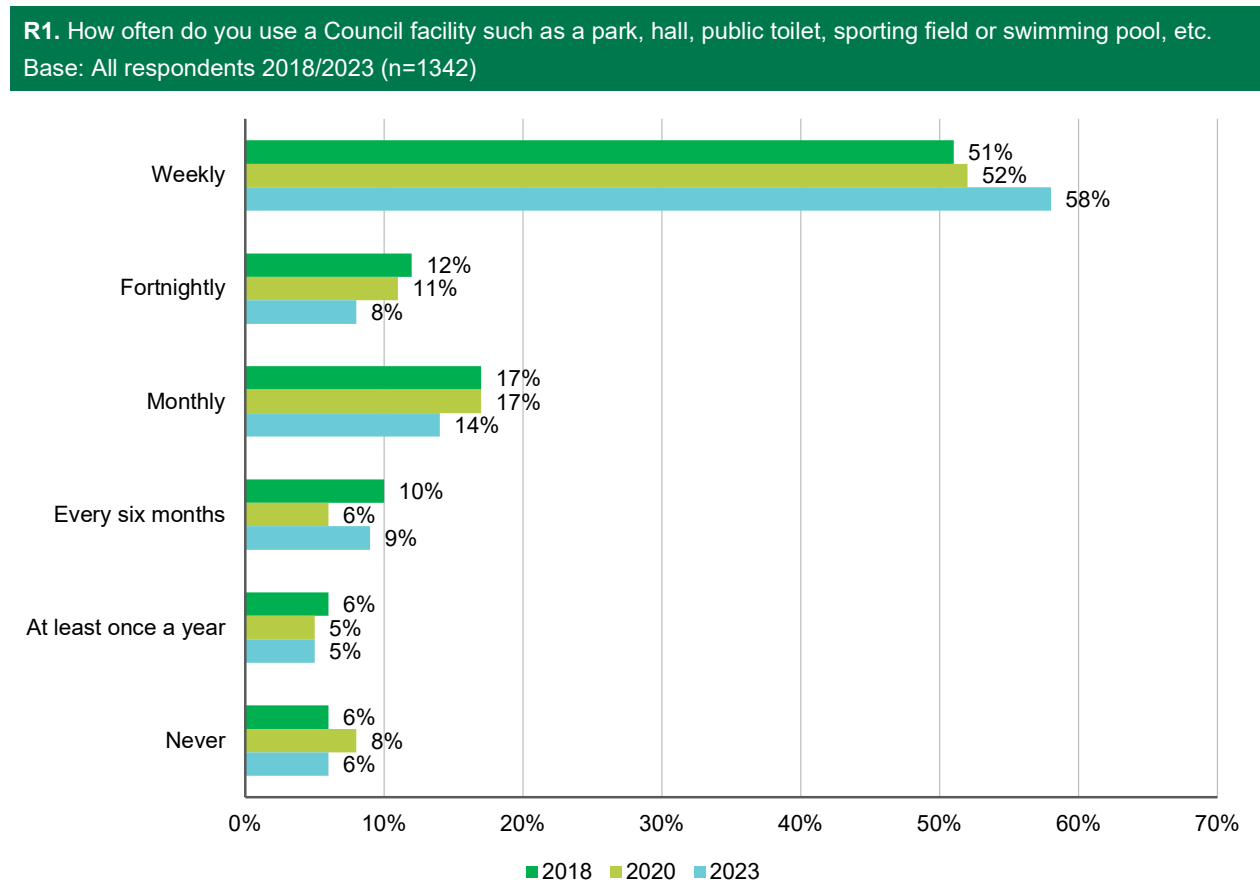
## 5. COUNCIL SERVICES AND FACILITIES

### Usage of Council facilities

Residents were asked how often they use Council facilities and were provided examples including parks, halls, public toilets, sporting fields and swimming pools.

As shown in **Figure 14** below, the proportion of residents surveyed who use Council facilities weekly increased by six percentage points (from 52% in 2020, to 58% in 2023).

**Figure 14** Frequency of using a Council facility



**Table 7** below lists significant differences among subgroups for usage of Council facilities in 2023.

**Table 7** Frequency of using a Council facility – Subgroup Analysis

Subgroup	Significant differences
Gender	Nil
Age	Residents surveyed aged 18-49 were significantly more likely to say they used a Council facility weekly (72%). Residents surveyed aged 65+ were significantly more likely to say they never used a Council facility (12%).
Property Ownership	Nil



## 5. COUNCIL SERVICES AND FACILITIES

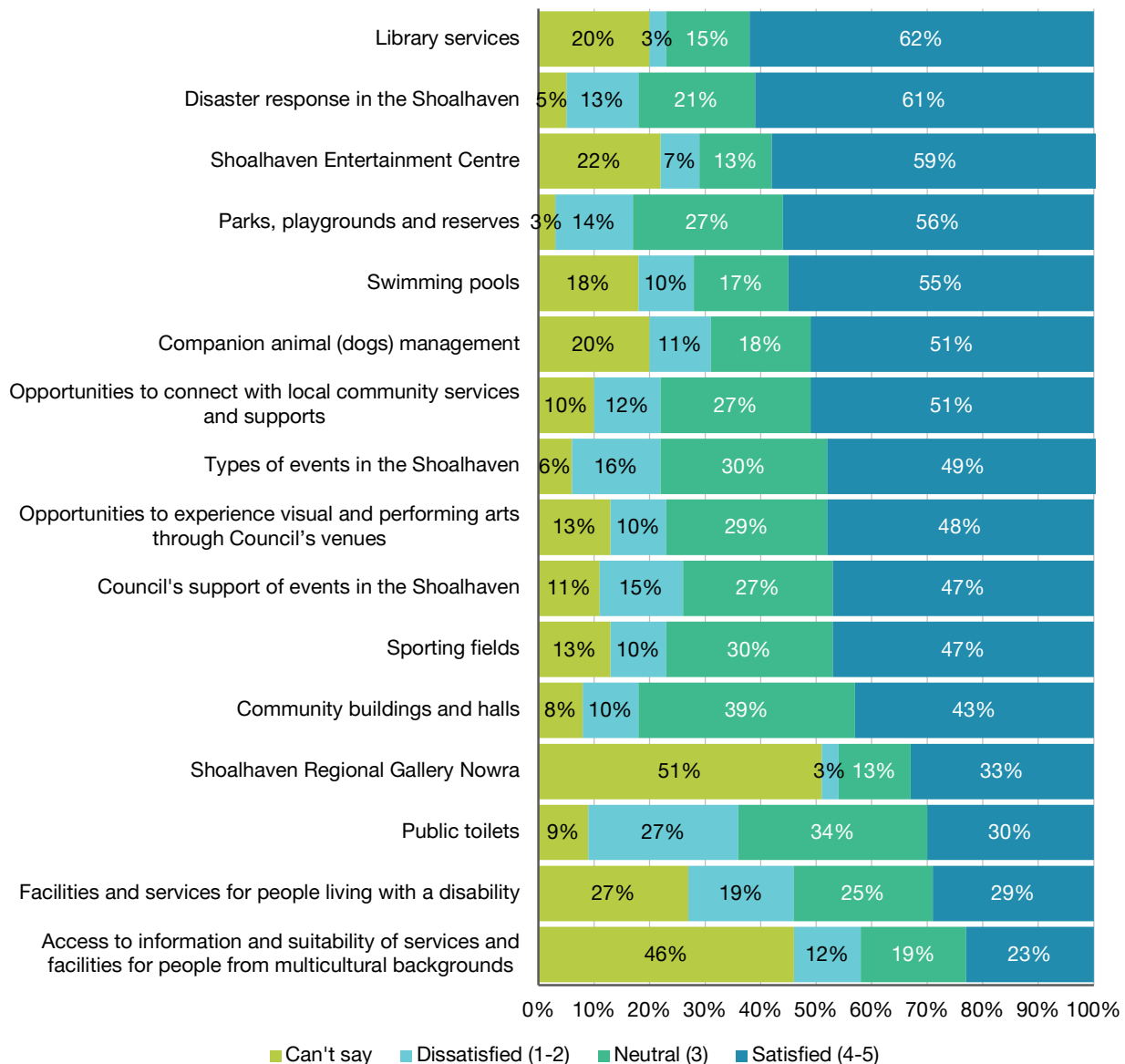
### 5.4. RESILIENT, SAFE, ACCESSIBLE, AND INCLUSIVE COMMUNITIES

Residents were asked to rate their satisfaction with 14 services and facilities within this category using a five-point scale.

This is a high-performing service category with all bar one services recording average satisfaction ratings above neutral (3.00). The three top-rated statements were cultural services- Library services (mean 4.1), Shoalhaven Entertainment Centre (mean 4.0) and Shoalhaven Regional Gallery Nowra (mean 3.9).

**Figure 15** Resilient, safe, accessible, and inclusive communities

**C1/C2/C3.** Please rate your satisfaction with the following services and facilities using a 1 to 5 scale where 1 means 'very dissatisfied' and 5 means 'very satisfied'  
Base: All respondents 2023 (n=401)





## 5. COUNCIL SERVICES AND FACILITIES

**Table 8** Resilient, safe, accessible, and inclusive communities – Subgroup Analysis

Subgroup	Significant differences
<b>Gender</b>	Significantly more male residents surveyed were very dissatisfied (8%) with the Types of events in Shoalhaven.
<b>Age</b>	<p>Residents aged 18-49 surveyed were significantly higher:</p> <ul style="list-style-type: none"> <li>• Very satisfied with Council's support of events (23%).</li> <li>• Very satisfied with Types of events (22%).</li> <li>• Satisfied/very satisfied with Facilities and services for people living with a disability (28%).</li> <li>• Satisfied/very satisfied with Access to information and suitability of services and facilities for people from multicultural backgrounds (19%).</li> <li>• Dissatisfied/very dissatisfied (16%) with Swimming pools.</li> </ul> <p>Residents aged 65+ surveyed were significantly higher:</p> <ul style="list-style-type: none"> <li>• Satisfied/very satisfied with Solid waste and recycling collection (85%).</li> <li>• Can't say for: <ul style="list-style-type: none"> <li>◦ Council's support of events (19%).</li> <li>◦ Types of events (13%).</li> <li>◦ Swimming pools (28%).</li> <li>◦ Sporting fields (23%).</li> </ul> </li> </ul>
<b>Property Ownership</b>	<p>Significantly more residents surveyed who do not own property in Shoalhaven City Council area were:</p> <ul style="list-style-type: none"> <li>• Very dissatisfied (9%) with Access to information and suitability of services and facilities for people from multicultural backgrounds.</li> <li>• Dissatisfied/very dissatisfied (25%) with Public toilets.</li> </ul> <p>Residents surveyed who own local property were significantly higher with:</p> <ul style="list-style-type: none"> <li>• Inability to say for Types of events (7%).</li> <li>• Satisfied/very satisfied for Shoalhaven Entertainment Centre (64%).</li> </ul>

### Reasons for Dissatisfaction

All open-ended responses have been provided to Council in a separate report.

#### Companion animal (dogs) management) (n=16)

Responses from residents dissatisfied with dog management cited insufficient areas they can take a dog (off-leash or at all), some said rangers were not acting on repeated complaints of noisy or dangerous dogs while others said rangers were too harsh.

#### Access to information and suitability of services and facilities for people from multicultural backgrounds (n=38)

The major theme seemed to be that since respondents had not noticed the presence of anything targeted specifically to CALD residents meant there must not be any special consideration for such residents.



## 5. COUNCIL SERVICES AND FACILITIES



### Facilities and services for people living with a disability (n=30)

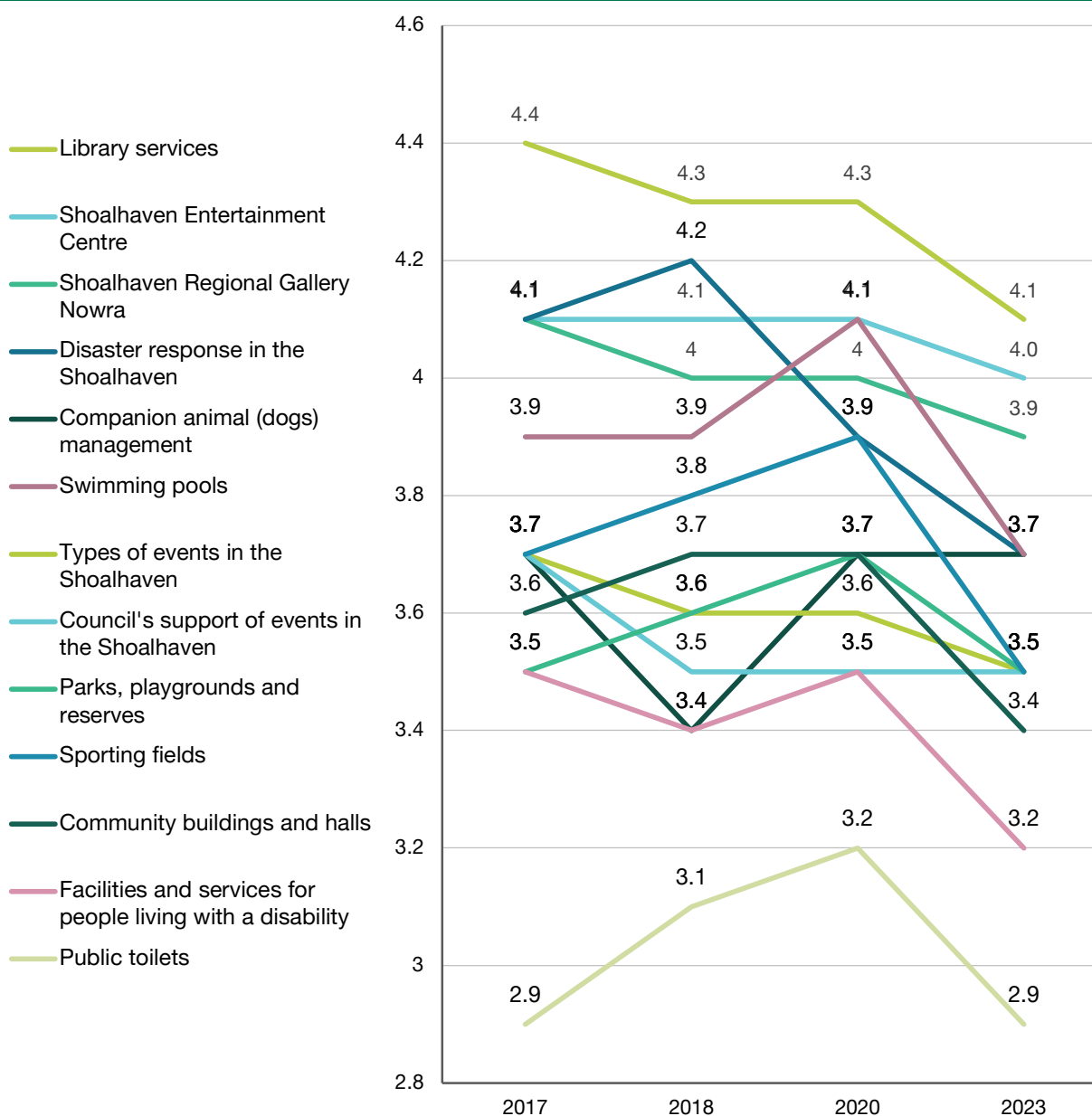
Like CALD above, residents survey noted an absence of dedicated facilities and services, with more regular referencing to their own/relatives'/friends' experience. Wheelchair access and mental health cited liberally, and some mentions of staff shortages.

### Internal Benchmarks

**Figure 16** Resilient, safe, accessible, and inclusive communities – Internal Benchmarks

**C1/C2/C3.** Please rate your satisfaction with the following services and facilities using a 1 to 5 scale where 1 means 'very dissatisfied' and 5 means 'very satisfied'

Base: All respondents 2017/2023





## 5. COUNCIL SERVICES AND FACILITIES

**Table 9** next page compares the average satisfaction ratings for 2023 with previous results from 2017, 2018 and 2020.

Five out of 13 categories that could be compared to 2020 had significantly lower means in 2023, no statements had a significantly higher mean.

**Table 9** Resilient, safe, accessible, and inclusive communities – Internal Benchmarks

Resilient, safe, accessible, and inclusive communities	2017	2018	2020	2023	Significant change since 2020
Library services	4.4	4.3	4.3	4.1	↔
Shoalhaven Entertainment Centre	4.1	4.1	4.1	4.0	↔
Shoalhaven Regional Gallery Nowra	4.1	4.0	4.0	3.9	↔
Disaster response in the Shoalhaven	4.1	4.2	3.9	3.7	↔
Companion animal (dogs) management	3.7	3.4	3.7	3.7	↔
Swimming pools	3.9	3.9	4.1	3.7	↓
Opportunities to connect with local community services and supports	-	-	-	3.6	-
Opportunities to experience visual and performing arts through Council's venues	-	-	-	3.6	-
Sporting fields	3.7	3.8	3.9	3.5	↓
Types of events in the Shoalhaven	3.7	3.6	3.6	3.5	↔
Council's support of events in the Shoalhaven	3.7	3.5	3.5	3.5	↔
Parks, playgrounds and reserves	3.5	3.6	3.7	3.5	↔
Community buildings and halls	3.6	3.7	3.7	3.4	↓
Access to information and suitability of services and facilities for people from multicultural backgrounds	-	-	-	3.2	-
Facilities and services for people living with a disability	3.5	3.4	3.5	3.2	↓
Public toilets	2.9	3.1	3.2	2.9	↓

### External Benchmarks

**Figure 17** next page shows Shoalhaven City Council in 2023 with three services above the regional NSW average, two straddling the average and seven services below. With no statements being at the very bottom of the benchmark, Resilient, safe, accessible, and inclusive communities could be considered the best performing of the four service categories.

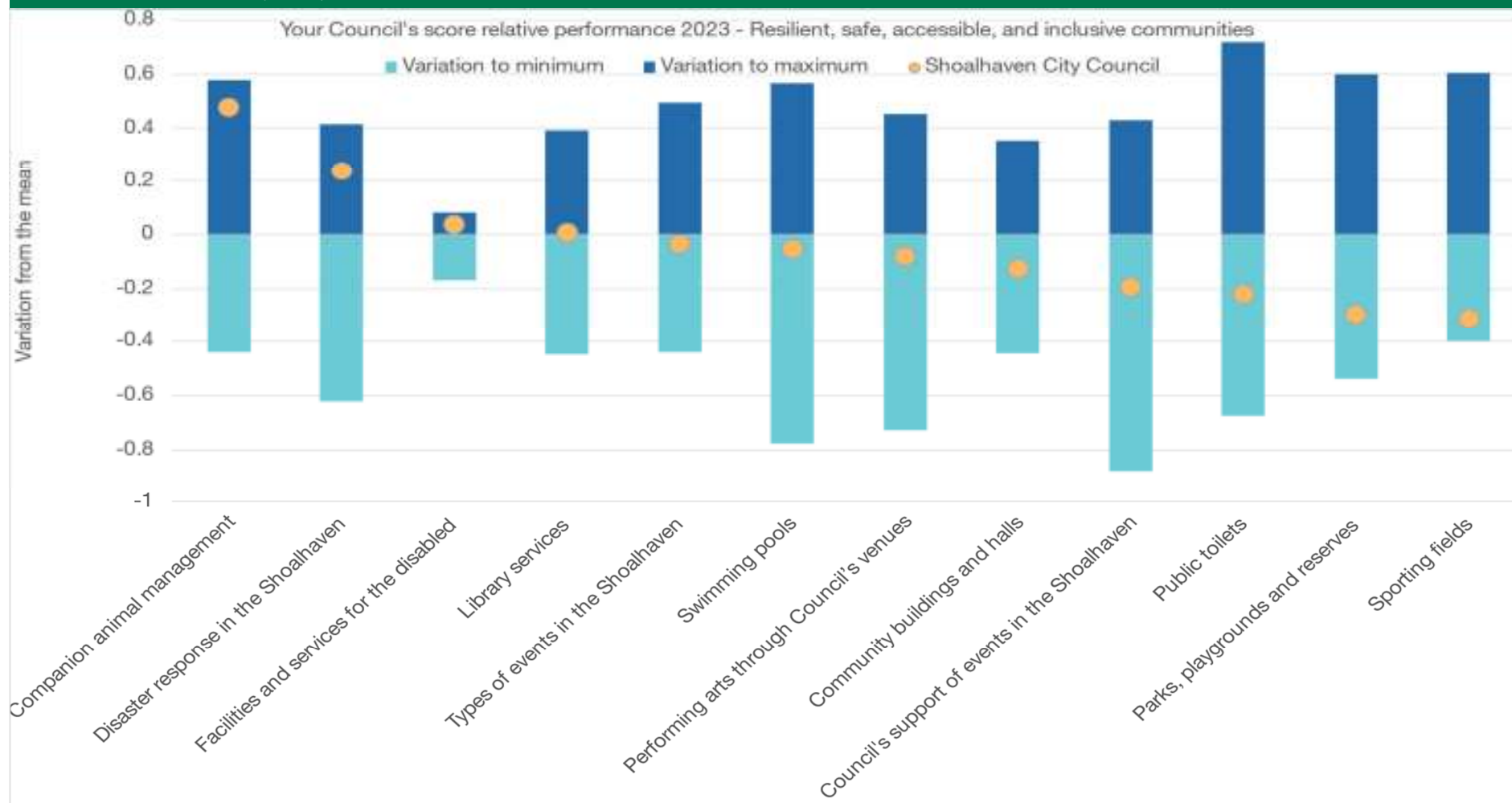


## 5. COUNCIL SERVICES AND FACILITIES

**Figure 17** Resilient, safe, accessible, and inclusive communities - External Benchmarks

**C1/C2/C3.** Please rate your satisfaction with the following services and facilities using a 1 to 5 scale where 1 means 'very dissatisfied' and 5 means 'very satisfied'

Base: All respondents 2023 (n=401)





## 6. PRIORITISING SERVICES AND FACILITIES

This section of the report aims to identify the key drivers of resident satisfaction via a deeper analysis of the relationship between overall satisfaction with Shoalhaven City Council and satisfaction with services and facilities as reported in the previous section.

Quadrant analysis simultaneously analyses the importance of a service in terms of driving overall satisfaction and the performance of services in terms of resident satisfaction. To do this, mean satisfaction scores are plotted against derived importance scores for each Council service. Importance scores are derived from regression analysis.

To form quadrants, the average derived importance score and average satisfaction score across all services and facilities were calculated. Services and facilities with a mean satisfaction score less than the overall average were classified as 'low' performing while those with a mean score above the average were classified as 'high' performing. Similarly, services and facilities have 'high' or 'low' importance depending on their position above or below the overall average.

*These scores do not suggest the service or facility is not important in the personal lives of residents. It strictly relates to importance in creating overall satisfaction with Council.*

**Figure 18** (over-page) is Council's performance/importance quadrants.

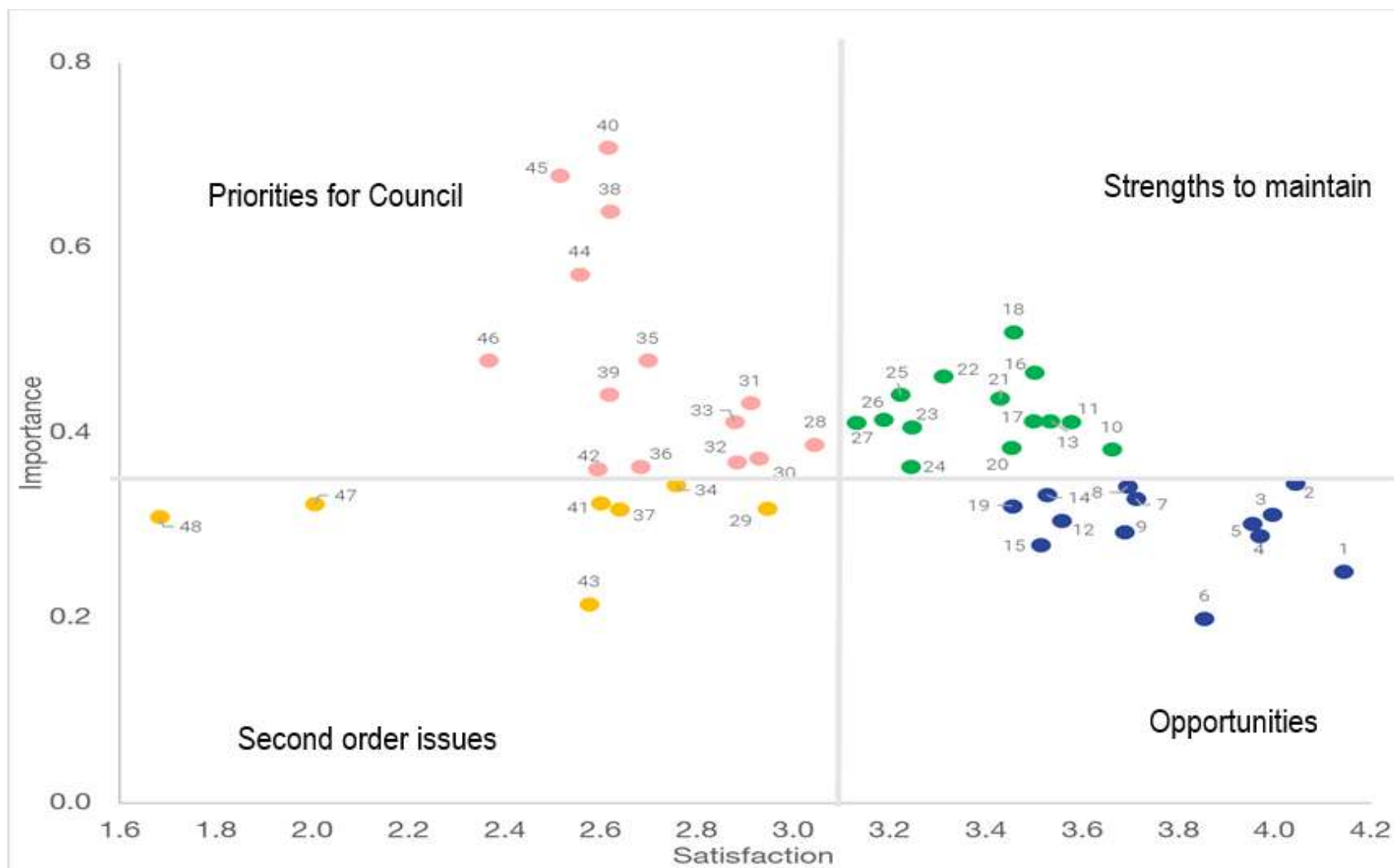
1. The upper right quadrant (high importance and high satisfaction) represents current service strengths or **'Strengths to maintain'**.
2. The upper left quadrant (high importance but low satisfaction) denotes services where satisfaction should be improved or **'Priorities for Council'**.
3. The lower left quadrant (relatively lower importance and relatively lower satisfaction) represents lower priority service dimensions or **'Second order issues'**.
4. The lower right quadrant (relatively lower importance and high satisfaction) represents Council's **'Opportunities'**. These are higher performing services that are not yet having a strong impact on creating overall satisfaction with Council.

**Table 10** (two pages down) shows the key to the numbers in **Figure 18** (next page). The facilities and services listed top right are those that are deemed of higher important and for which residents are relatively satisfied. However, those in the top left quadrant are those which are perceived to be of high importance yet where expectations are not presently being met.



## 6. PRIORITISING SERVICES AND FACILITIES

**Figure 18** Quadrant matrix





## 6. PRIORITISING SERVICES AND FACILITIES

The statement with the highest importance plus low satisfaction was **Council's leadership (Elected Council & senior staff)**, followed by Elected Council decision-making and Council's actions are in-line with community expectations.

The statement with the highest importance with high satisfaction was Council's support of events in the Shoalhaven (see **Figure 18** on previous page).

**Table 10** Quadrants

PRIORITIES FOR COUNCIL	STRENGTHS TO MAINTAIN
28 Management of street trees	10 Landfill and resource recovery services – waste depots
30 Environmental protection and enforcement (e.g. building site inspections, illegal dumping, tree vandalism or clearing)	11 Opportunities to connect with local community services and supports
31 Informing the community of Council decisions, activities and services	13 Parks, playgrounds and reserves
32 Appearance of CBD's (major town centres)	16 Sporting fields
33 Making the most of our waterfronts	17 Provision of access to the natural environment (beach access, bush walks, boardwalks, etc)
35 Promoting economic development (i.e. jobs growth)	18 Council's support of events in the Shoalhaven
36 Compliance and enforcement of development	20 Types of events in the Shoalhaven
38 Council's actions are in-line with community expectations	21 Community buildings and halls
39 Opportunities to participate in Council decision making processes	22 Council's customer service
40 Council's leadership (Elected Council & senior staff)	23 Access to information and suitability of services and facilities for people from multicultural backgrounds
42 Management of stormwater and drainage	24 Management of lakes and estuaries
44 Strategic land use and town planning for Shoalhaven	25 Management of Shoalhaven's natural environment
45 Elected Council decision-making	26 Facilities and services for people living with a disability
46 Efficient processing of development applications	27 Appearance of towns and villages
SECOND ORDER ISSUES	OPPORTUNITIES
29 Public toilets	1 Library services
34 Provision of car parks	2 Solid waste and recycling collection – wheelie bin service
37 Provision of footpaths	3 Hygiene standards of retail food markets
41 Provision of public transport infrastructure (bus stops, interchanges)	4 Shoalhaven Entertainment Centre
43 Provision of cycleways	5 Operation of sewage and quality water service
47 Maintenance of unsealed local roads	6 Shoalhaven Regional Gallery Nowra
48 Maintenance of sealed local roads	7 Disaster response in the Shoalhaven
	8 Swimming pools
	9 Companion animal (dogs) management
	12 Opportunities to experience visual and performing arts through Council's venues
	14 Promotion of tourism
	15 Cemeteries
	19 Maintenance of beaches and dunes

**Table 11** below shows correlation coefficients (between 0 and 1) of the 48 statements versus Overall Performance. A score as high as 0.7 is rarely seen in community surveys such as this, and suggests a high degree of correlation between satisfaction with Council leadership and overall satisfaction.

**Table 11** Strongest Relationships to Overall Performance

Top five relationships to overall performance	Correlation coefficient
<b>Council's leadership (Elected Council &amp; senior staff)</b>	0.708
<b>Elected Council decision-making</b>	0.678
<b>Council's actions are in-line with community expectations</b>	0.639
<b>Strategic land use and town planning for Shoalhaven</b>	0.571
<b>Council's support of events in the Shoalhaven</b>	0.509

## 7. CUSTOMER SERVICES

This section of the report covers Shoalhaven City Council's customer services. It includes recent contact with Council and satisfaction with customer services. Comparisons are made with previous results where possible.

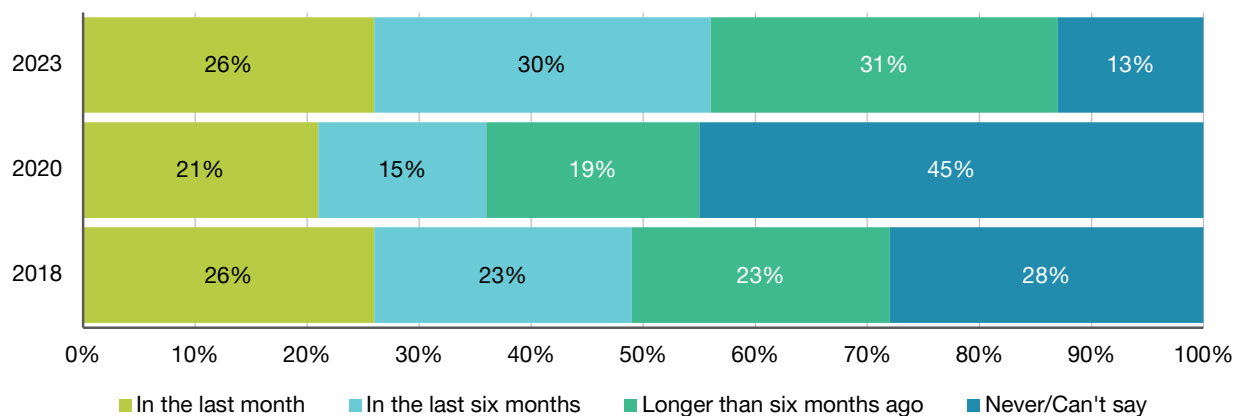
### 7.1. RECENT CONTACT WITH COUNCIL

Residents were asked to indicate the last time they contacted Council. The proportion of residents surveyed in 2023 who last contacted Council 2-6 months ago and longer than six months ago are both significantly higher than in 2020 (see **Figure 19** below). There were no significant differences identified among demographic subgroups for the 2023 results.

**Figure 19** Recent contact with Council

**P4.** When was the last time you had contact with council?

Base: All respondents 2018/2023 (n=1342)



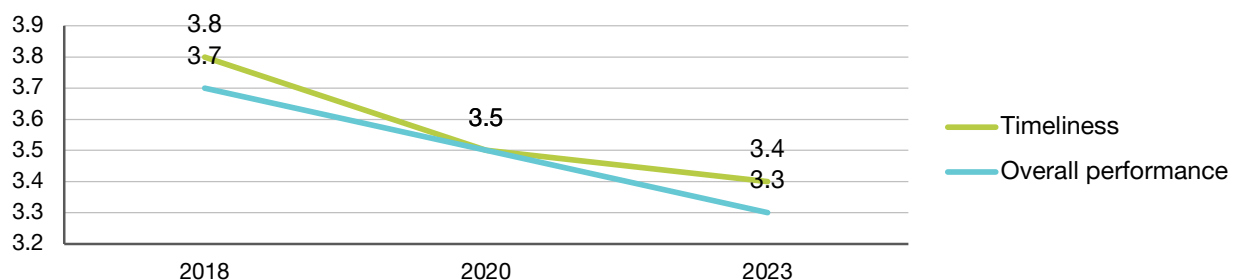
### 7.2. SATISFACTION WITH CUSTOMER SERVICES

Residents who had contacted Council were asked to rate their satisfaction with two aspects of customer services using a five-point scale.

**Figure 20** Satisfaction with customer services – Internal Benchmarks

**P5.** Again, using the same 1 to 5 satisfaction scale, how satisfied are you with...

Base: All respondents who have ever contacted Council 2018/2023



## 7. CUSTOMER SERVICES

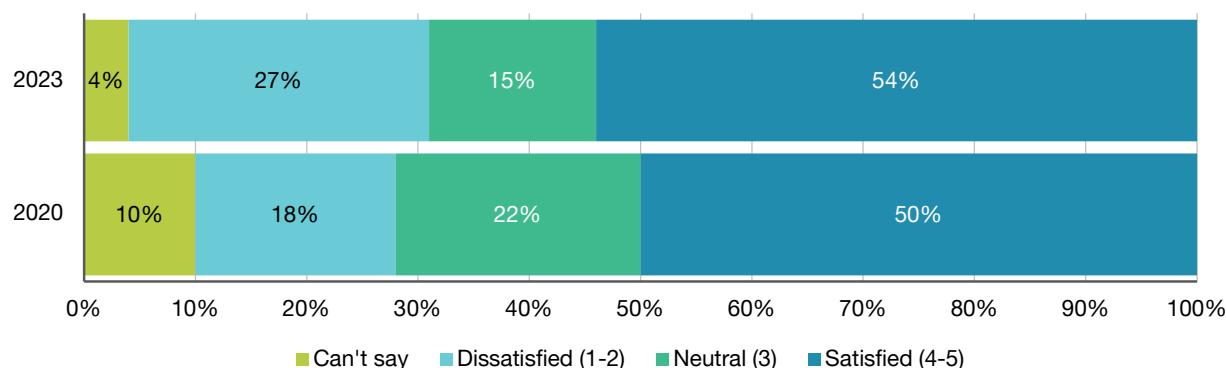
The means achieved in 2023 were slightly lower than in 2020 (which were significantly lower than 2018), as shown in **Figure 20** on previous page.

As shown in **Figure 21** below, dissatisfied was significantly higher in 2023 and neutral was significantly lower than 2020.

**Figure 21** Timeliness in Council responding to your request

**P5.** Again, using the same 1 to 5 satisfaction scale, how satisfied are you with...

Base: All respondents who have ever contacted Council 2020/2023 (n=571)

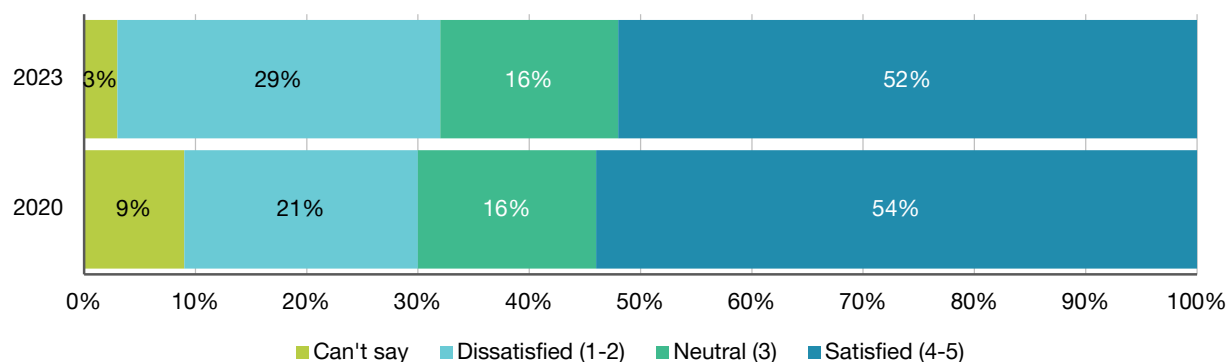


Residents surveyed in 2023 aged 66+ had significantly higher proportions of can't say for both statements (9% of timeliness and 8% of overall performance).

**Figure 22** The overall performance of Council in dealing with your request

**P5.** Again, using the same 1 to 5 satisfaction scale, how satisfied are you with...

Base: All respondents 2020/2023 (n=571)





## 8. COMMUNITY LIVING

This section of the report covers liveability in Shoalhaven. It covers perceptions of Shoalhaven as a liveable and vibrant city as well as analysis of recent walking activity of residents.

### 8.1. SUPPORT ACTIVE AND HEALTHY COMMUNITIES

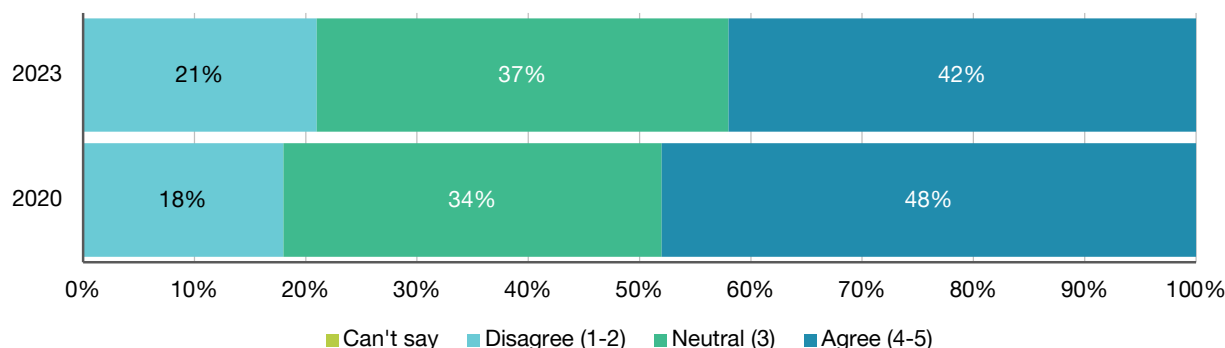
Residents were asked to rate their agreement with two statements relating to Shoalhaven as a city using a five-point scale where 1 meant 'don't agree at all' and 5 meant 'completely agree'.

Like 2020, more residents surveyed in 2023 agree that Shoalhaven is a liveable city than agree that it is a vibrant city (see **Figure 23** and **Figure 24** below). Twice as many agreed (42%) as disagreed (21%) in 2023 that Shoalhaven is a vibrant city (see **Figure 23** below).

**Figure 23** Shoalhaven is a vibrant city

**C4.** Please indicate your level of agreement with the following statements using a 1 to 5 scale where 1 means do not agree at all and 5 means completely agree.

Base: All respondents 2020/2023 (n=802)

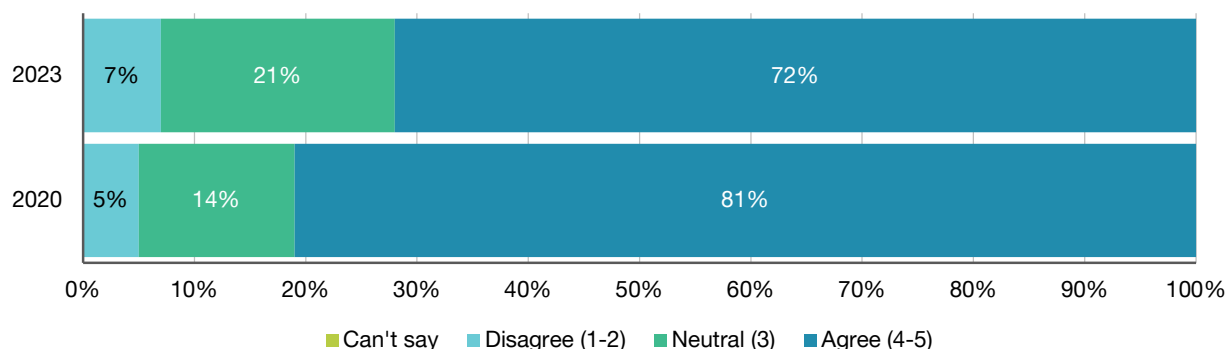


In 2023, significantly more residents surveyed who owned local property agreed that Shoalhaven was a liveable city (78%, compared to 55% of those who do not own local property agreeing). More than ten times as many agreed (72%) in 2023 as disagreed (7%), see **Figure 24** below.

**Figure 24** Shoalhaven is a liveable city

**C4.** Please indicate your level of agreement with the following statements using a 1 to 5 scale where 1 means do not agree at all and 5 means completely agree.

Base: All respondents 2020/2023 (n=802)



## 8. COMMUNITY LIVING

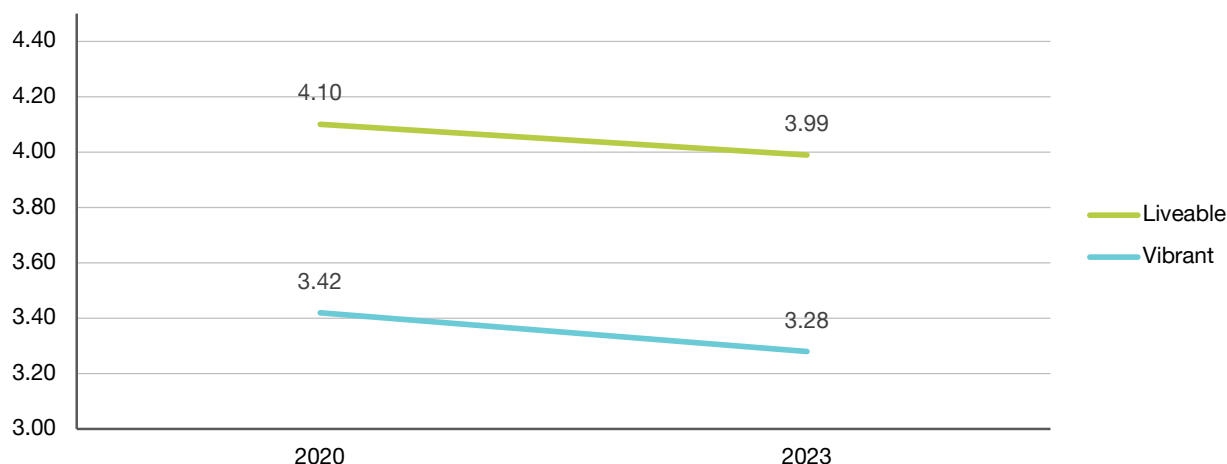


There were no significant differences identified among demographic subgroups for the 2023 means shown in **Figure 25** below.

**Figure 25** Support active and health communities – Internal Benchmarks

**C4.** Please indicate your level of agreement with the following statements using a 1 to 5 scale where 1 means do not agree at all and 5 means completely agree.

Base: All respondents 2020/2023 (n=802)



### Reasons for dissatisfaction

All open-ended responses have been provided to Council in a separate report.

#### Shoalhaven is a vibrant city (n=34)

Some comments felt that tourists or wealthy residents have a better experience of the area. There were various mentions of the impact of roads, and some mentions of Nowra being run down.

## 8.2. WALKING

Residents were asked how many times they walked continuously for at least ten minutes for recreation, exercise, or transport in the past week.

In total, 88% of residents walked for recreation, exercise, or transport at least once in the week prior to being surveyed.

Forty-seven percent (47%) of residents surveyed in 2023 had walked more than five times in the past week (see **Figure 26** next page). A significantly lower proportion of residents surveyed aged 66+ (34%) walked more than 5 times in the past week.

The median frequency in both 2020 and 2023 was five times, but where in 2020 it was close to four times, in 2023 it was close to 6+ times.

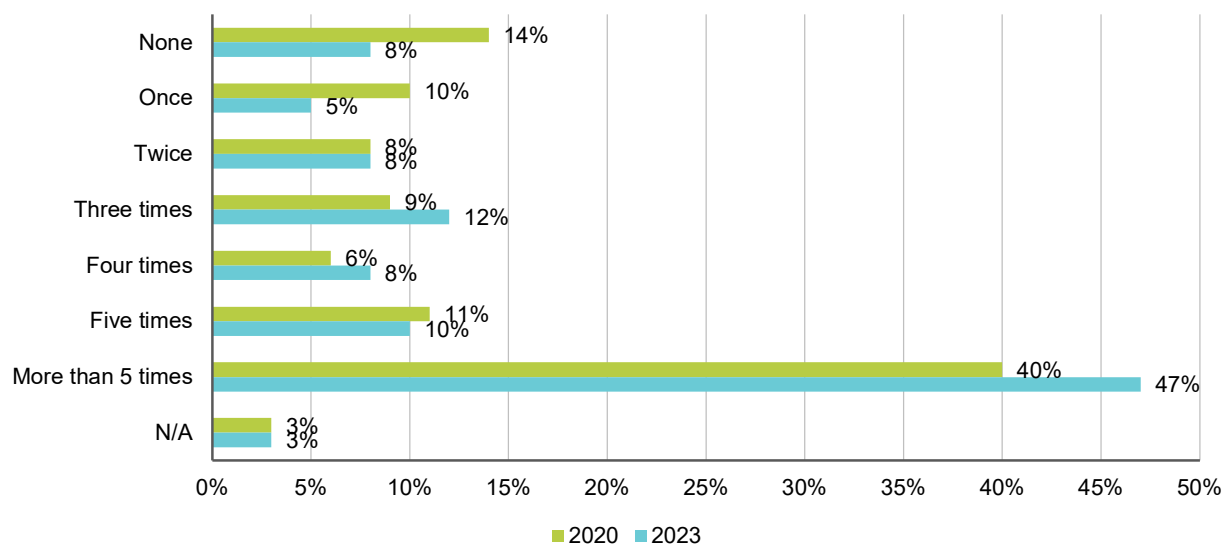
## 8. COMMUNITY LIVING



**Figure 26** Frequency of walking for recreation, exercise, or transport

**C5.** In the past week, how many times have you walked continuously for at least 10 minutes for recreation or exercise or to get to or from places?

Base: All respondents 2020/2023 (n=802)

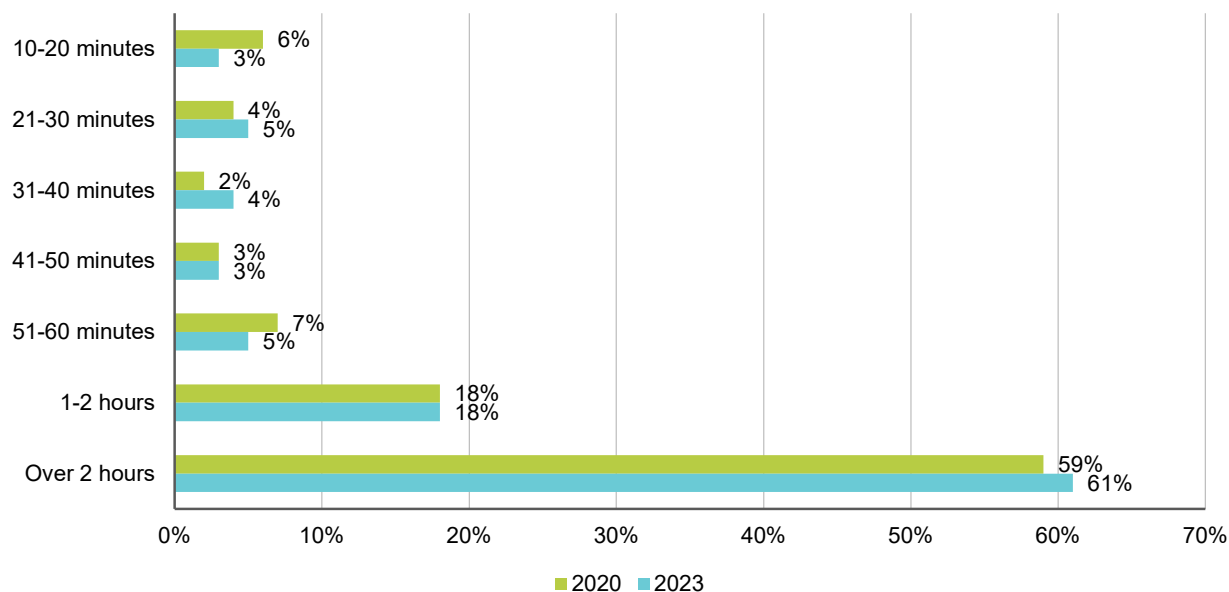


Residents who walked continuously for ten minutes for recreation, exercise or transport at least once were asked to indicate the total time spent walking in the past week.

**Figure 27** Total time spent walking in the last week

**C5A.** What do you estimate was the total time you spent walking in this way in the last week?

Base: Walked for at least 10 minutes at least once in past week 2020/2023 (n=695)



There were no significant differences identified among demographic subgroups for the 2023 results shown in **Figure 27** (above).

## 8. COMMUNITY LIVING

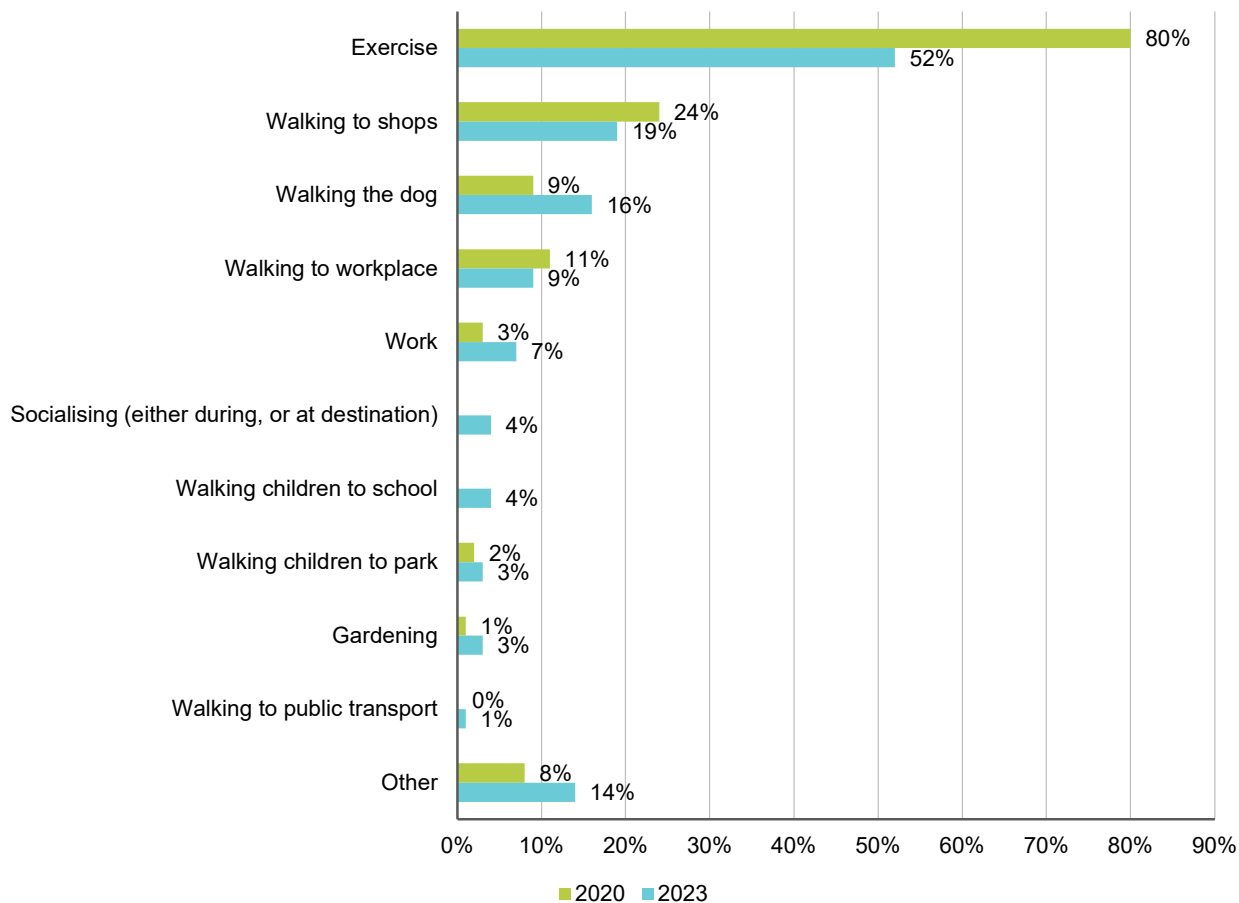
Residents who walked continuously for ten minutes for recreation, exercise or transport were asked to indicate the purpose of their walks. They were able to select multiple responses.

The cited purpose of Exercise was significantly lower in 2023 than in 2020 (see **Figure 28** below).

**Figure 28** Purpose of walks

**C5B.** What was the purpose/s for your walk/s?

Base: Walked for at least 10 minutes at least once in past week 2020/2023 (n=695)



**Table 12** Purpose of walks – Subgroup Analysis

Subgroup	Significant differences
<b>Gender</b>	A significantly higher proportion of female residents walked children to a park (6%)
<b>Age</b>	A significantly higher proportion of residents aged 18 to 49 years walked to their workplace (17%), and walked children to school (7%)
<b>Property ownership</b>	Nil

## 9. COMMUNITY ENGAGEMENT PROJECTS & INITIATIVES



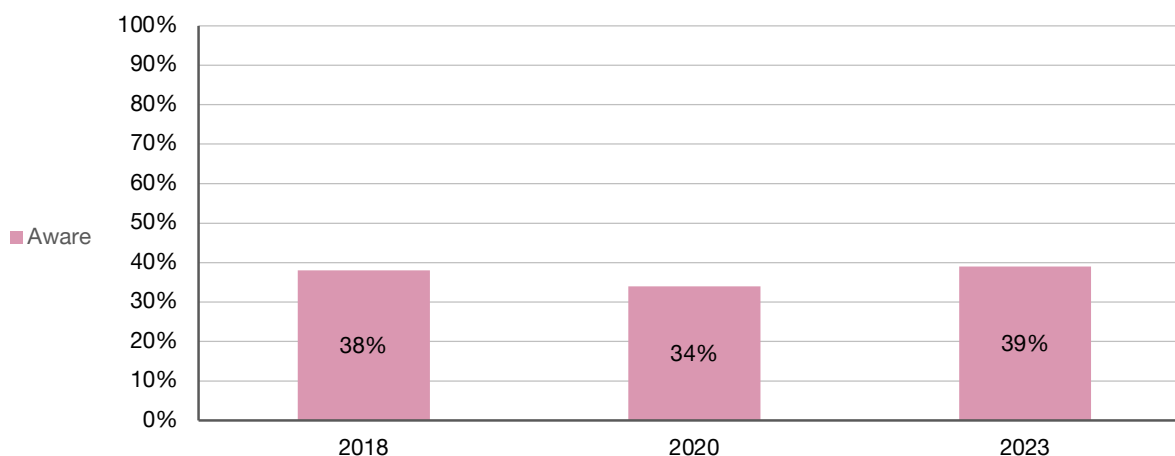
This section of the report covers the perceptions of residents regarding Shoalhaven City Council's community engagement.

As in 2020, a significantly higher proportion of residents that own property were aware of community engagement projects or initiatives (44% in 2023, 39% in 2020).

**Figure 29** Awareness of community engagement projects

**P1.** Are you aware of any Council run projects or initiatives in the Shoalhaven over the last 12 months?

Base: All respondents 2018/2023 (n=1342)



No residents surveyed in 2023 recalled the Delivery Program and Operational Plan (DPOP) while 4% recalled a Strategic Planning document.

Eighty-one percent provided another response when asked to recall community engagement projects. These responses have been provided to Council in a separate report. The main programs identified include a bridge at Nowra, recycling programs and sporting centre.

There were no significant differences identified among demographic subgroups in 2023.

**Table 13** Recalled community engagement projects – Comparison with previous years

	2018	2020	2023
<b>Delivery Program and Operational Plan (DPOP)</b>	8%	8%	0%
<b>A Strategic Planning document (e.g. Local Environment Plan, Local Strategic Planning Statement)</b>	6%	5%	4%
<b>Other</b>	50%	49%	81%
<b>Can't name any</b>	36%	40%	9%
<b>Open Coast and Jervis Bay</b>	-	-	4%

## 9. COMMUNITY ENGAGEMENT PROJECTS & INITIATIVES



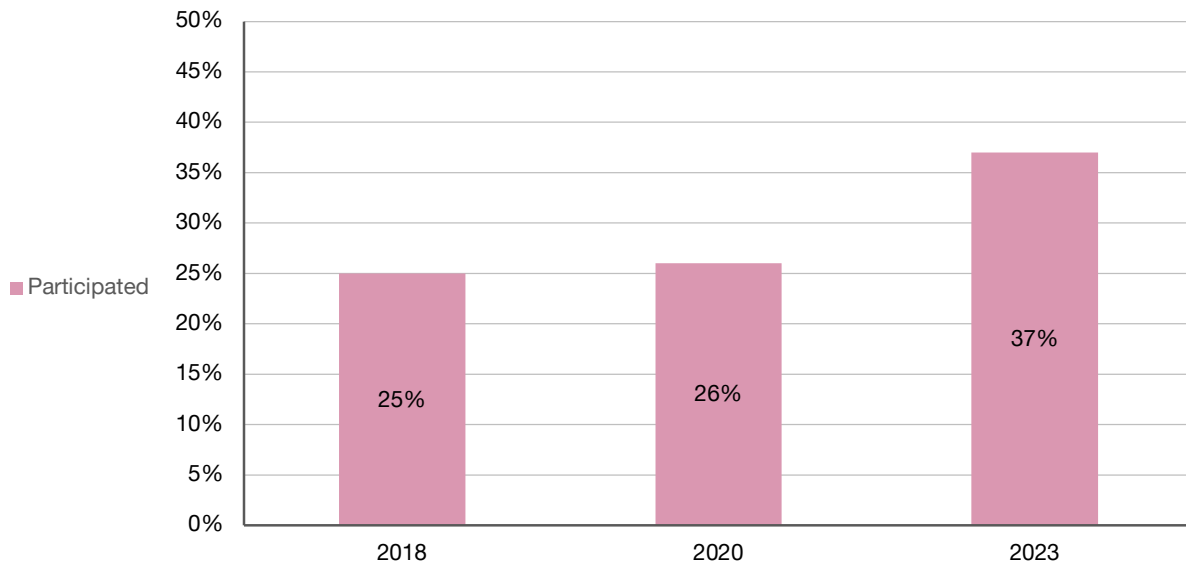
Residents aware of community engagement projects were also asked whether they had actively participated in the projects or initiatives.

Thirty-seven percent of these residents actively participated in community engagement projects in 2023, 11% higher than in 2020. There were no significant differences identified among demographic subgroups in 2023.

**Figure 30** Participation in community engagement projects

**P3. Did you actively participate in the community engagement projects or initiatives?**

Base: All respondents 2018/2023 aware of community engagement projects



## 10. PERSONAL WELLBEING INDEX

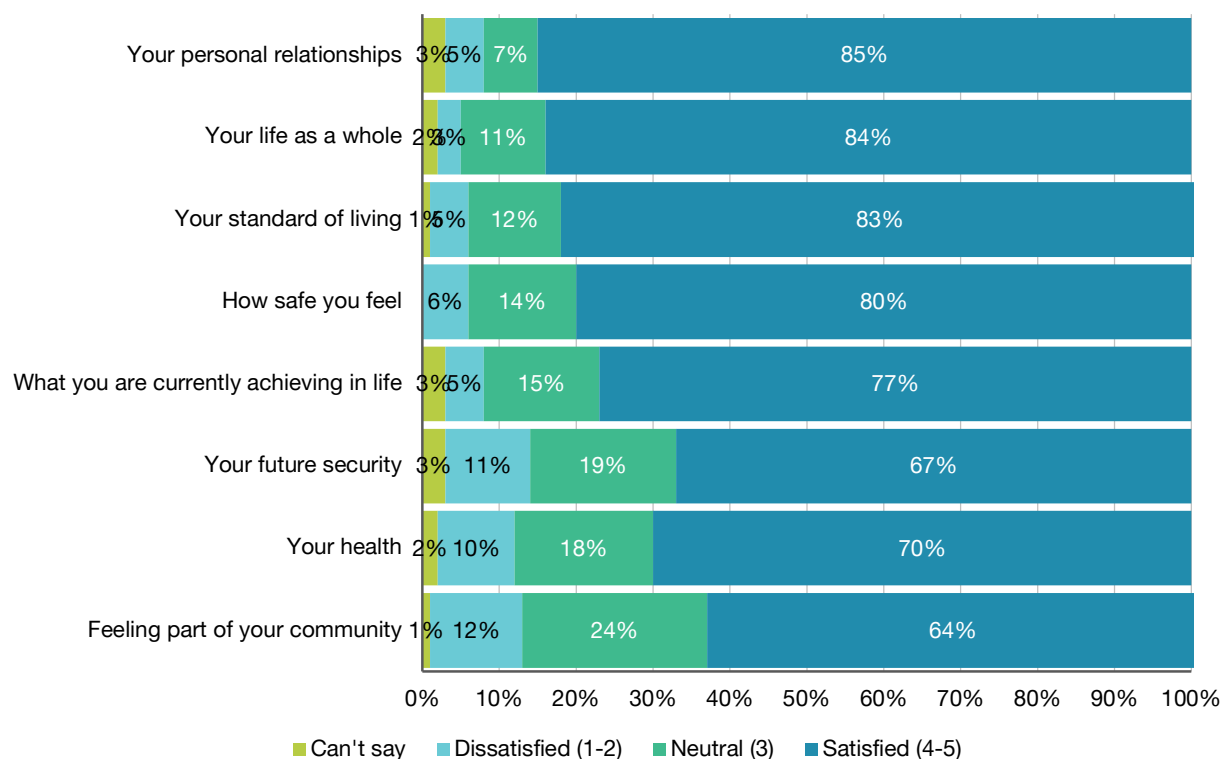
Residents were asked to rate their satisfaction with aspects of their personal wellbeing using a five-point scale where 1 meant 'very dissatisfied' and 5 meant 'very satisfied'.

As in 2020, residents surveyed in 2023 were most satisfied with Your personal relationships (mean 4.4).

**Figure 31** Personal Wellbeing Index

**H1.** Using the same 1 to 5 scale where 1 means 'very dissatisfied' and 5 means 'very satisfied', please rate your satisfaction with...

Base: All respondents 2023 (n=401)



**Table 14** Personal Wellbeing Index – Subgroup Analysis

Subgroup	Significant differences
<b>Gender</b>	Nil
<b>Age</b>	Residents surveyed aged 65+ had significantly higher mean scores for: <ul style="list-style-type: none"> <li>Your standard of living (4.4)</li> <li>Your future security (4.1)</li> </ul>
<b>Property Ownership</b>	Residents surveyed who own local property had significantly higher mean scores for: <ul style="list-style-type: none"> <li>Your standard of living (4.3)</li> <li>What you are currently achieving in your life (4.2)</li> <li>Your future security (4.1)</li> </ul> <p>Those who own local property were significantly more satisfied (69%) with Feeling part of your community</p>



## 10. PERSONAL WELLBEING INDEX

Five of the eight Wellbeing statements tracked showed statistically significant declines between 2020 and 2023 (see **Table 15** below), and none of the remaining statements showing improvement.

As shown in **Table 15** below, the 2023 *Personal Wellbeing Index* for residents of Shoalhaven City Council decreased 2.8 pts since 2020, though it remained above the national standard (75.7)<sup>2</sup>.

**Table 15** Personal Wellbeing Index – Internal Benchmarks

	2014	2015	2016	2017	2018	2020	2023	Significant change since 2020
<b>Your personal relationships</b>	4.3	4.3	4.4	4.4	4.4	4.4	4.4	↔
<b>Your life as a whole</b>	4.2	4.3	4.3	4.3	4.3	4.3	4.2	↔
<b>Your standard of living</b>	4.2	4.3	4.4	4.4	4.3	4.3	4.2	↓
<b>How safe you feel</b>	4.2	4.2	4.3	4.3	4.2	4.3	4.2	↓
<b>What you are currently achieving in life</b>	4.0	4.0	4.1	4.1	4.1	4.1	4.1	↔
<b>Your future security</b>	3.9	3.9	4.0	4.0	4.0	4.1	3.9	↓
<b>Your health</b>	3.9	4.0	4.0	4.0	4.0	4.1	3.9	↓
<b>Feeling part of your community</b>	4.0	4.0	4.1	4.1	3.9	4.1	3.7	↓
<b>Personal Wellbeing Index</b>	81.5	82.5	83.6	84.1	83.1	84.6	81.8	↔

### Speaking to a neighbour

Residents were asked how often they speak to a neighbour or someone in their street.

As shown in **Figure 32** next page, 83% of residents surveyed in 2023 spoke to a neighbour weekly. Results for 2023 were generally in-line with 2018 and 2020.

In 2023, significantly more of those who own property in Shoalhaven spoke to a neighbour weekly (87%, compared to 72% of those who do not own locally).

<sup>2</sup> The most recent report, June 2022, found at <https://www.acqol.com.au/uploads/surveys/survey-038-report.pdf> Figure 3-2 shows this PWI score as at June 2021 (and notes it was similar to 2020 score).



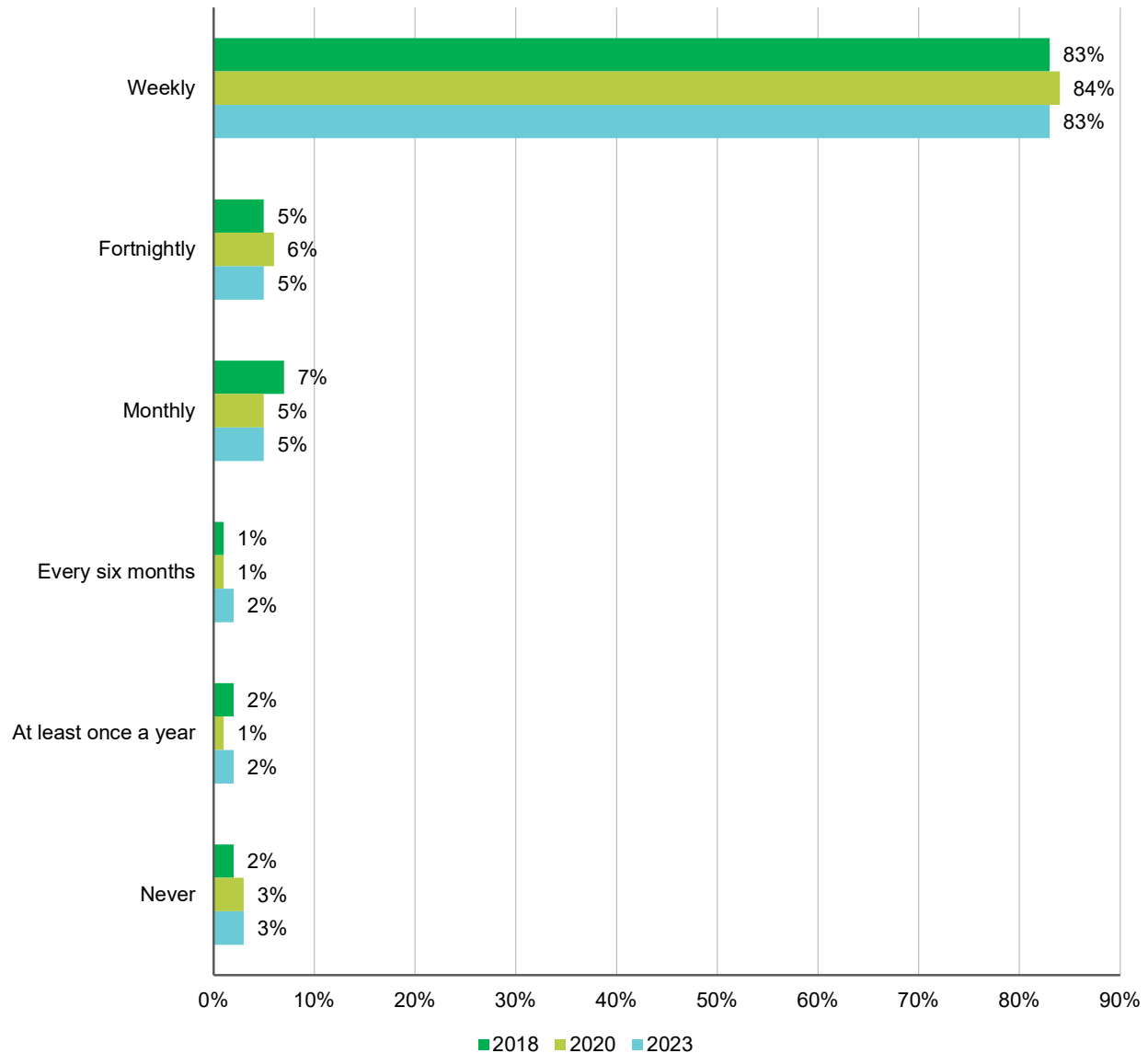
## 10. PERSONAL WELLBEING INDEX



**Figure 32** Frequency of speaking to a neighbour or someone in the street

**H2.** Please indicate how often you speak to a neighbour or someone in your street

Base: All respondents 2018/2023 (n=1342)



## 11. APPENDIX 1: 2023 SUBGROUP ANALYSIS

The data tables in this appendix show percentages and/or mean scores for 2023 residents surveyed, broken down by gender, age, and whether a property owner in Shoalhaven or not. Anything highlighted blue or red is classed as a statistically significant difference – i.e., a difference that is unlikely to have been caused by chance alone.

Significance testing is included at 95% confidence, tested against the remainder-base (e.g., those in Ward B are compared against those in all other wards taken together).

Cells that are significantly higher than others in its innermost subgroup on a row are shown in BLUE text (e.g., weekly percent for Frequency of using a Council facility of respondents 18-49 years old).

Cells that are significantly lower than others in its innermost subgroup on a row are shown in RED text (e.g., percent for Walked at least 10 minutes in the past week more than 5 times for respondents 65+ years old).

Overall satisfaction with the performance of Shoalhaven City Council								
	Total	Gender		Age			Property Ownership	
		Male	Female	18–49	50–64	65+	Owns property	Does not own
Dissatisfied (1-2)	27%	32%	21%	27%	27%	27%	25%	33%
Neutral (3)	39%	37%	40%	42%	43%	30%	38%	41%
Satisfied (4-5)	34%	31%	36%	31%	29%	40%	36%	25%
Can't say	1%	1%	2%	0%	1%	3%	1%	1%
Average satisfaction	3.04	2.92	3.16	3.01	2.95	3.14	3.10	2.85

In giving your rating, has any particular issue strongly influenced your view, either in a positive or negative way?								
	Total	Gender		Age			Property Ownership	
		Male	Female	18–49	50–64	65+	Owns property	Does not own
Yes - Positive	14%	11%	16%	15%	9%	17%	15%	9%
Yes - Negative	52%	54%	49%	50%	62%	45%	49%	60%
No	35%	34%	35%	35%	29%	38%	36%	31%

## 11. APPENDIX 1: 2023 SUBGROUP ANALYSIS

Avg - Sustainable, liveable environments								
	Total	Gender		Age			Property Ownership	
		Male	Female	18-49	50-64	65+	Owns property	Does not own
Appearance of towns and villages	3.13	3.21	3.06	3.10	3.05	3.23	3.12	3.15
Strategic land use and town planning for Shoalhaven	2.56	2.47	2.64	2.56	2.41	2.68	2.60	2.42
Efficient processing of development applications	2.37	2.23	2.51	2.41	2.34	2.41	2.34	2.46
Making the most of our waterfronts	2.88	2.79	2.97	2.74	2.76	3.14	2.81	3.10
Compliance and enforcement of development	2.68	2.85	2.49	2.92	2.51	2.55	2.70	2.63
Maintenance of sealed local roads	1.68	1.62	1.75	1.61	1.52	1.89	1.71	1.60
Maintenance of unsealed local roads	2.01	2.08	1.93	2.03	1.85	2.11	2.04	1.91
Provision of footpaths	2.64	2.71	2.57	2.73	2.67	2.51	2.58	2.84
Provision of cycleways	2.58	2.64	2.51	2.67	2.61	2.69	2.59	2.52
Management of stormwater and drainage	2.59	2.68	2.51	2.64	2.46	2.64	2.58	2.63
Provision of car parks	2.76	2.78	2.73	2.76	2.62	2.85	2.82	2.55
Provision of public transport infrastructure (bus stops, interchanges)	2.60	2.71	2.50	2.60	2.63	2.57	2.65	2.46
Management of Shoalhaven's natural environment	3.22	3.27	3.17	3.39	3.17	3.06	3.19	3.33
Environmental protection and enforcement	2.93	2.97	2.89	2.96	2.84	2.95	2.96	2.84
Maintenance of beaches and dunes	3.45	3.47	3.44	3.64	3.27	3.38	3.41	3.59
Management of street trees	3.04	3.08	3.01	3.31	2.84	2.89	2.99	3.23
Management of lakes and estuaries	3.24	3.30	3.18	3.42	3.09	3.14	3.18	3.42
Provision of access to the natural environment	3.50	3.45	3.53	3.53	3.48	3.47	3.51	3.47

Avg - Thriving local economies that meet community needs								
	Total	Gender		Age			Property Ownership	
		Male	Female	18-49	50-64	65+	Owns property	Does not own
Appearance of CBD's (major town centres)	2.88	2.97	2.80	2.89	2.83	2.91	2.86	2.95
Promotion of tourism	3.53	3.40	3.65	3.60	3.58	3.41	3.58	3.35
Promoting economic development (i.e. jobs growth)	2.70	2.63	2.77	2.68	2.70	2.73	2.74	2.57

Avg - Effective, responsible & authentic leadership								
	Total	Gender		Age			Property Ownership	
		Male	Female	18-49	50-64	65+	Owns property	Does not own
Public toilets	2.95	3.07	2.83	2.73	3.03	3.14	3.03	2.68
Parks, playgrounds and reserves	3.53	3.53	3.54	3.51	3.51	3.58	3.58	3.39
Community buildings and halls	3.43	3.34	3.52	3.43	3.35	3.49	3.45	3.17
Sporting fields	3.50	3.47	3.54	3.44	3.41	3.66	3.53	3.40
Swimming pools	3.69	3.64	3.74	3.65	3.65	3.82	3.70	3.66
Cemeteries	3.51	3.51	3.52	3.49	3.32	3.71	3.51	3.52
Shoalhaven Entertainment Centre	3.97	3.77	4.14	3.96	3.87	4.05	4.04	3.72
Council's customer service	3.31	3.17	3.45	3.32	3.16	3.41	3.33	3.26
Elected Council decision-making	2.52	2.37	2.66	2.57	2.39	2.55	2.54	2.43
Council's leadership (Elected Council & senior staff)	2.61	2.43	2.80	2.55	2.50	2.77	2.67	2.43
Council's actions are in-line with community expectations	2.62	2.59	2.65	2.71	2.49	2.61	2.61	2.65
Opportunities to participate in Council decision making processes	2.62	2.52	2.71	2.58	2.63	2.66	2.70	2.37
Informing the community of Council decisions, activities and services	2.91	2.89	2.93	3.04	2.75	2.87	2.92	2.87

Frequency of using a Council facility								
	Total	Gender		Age			Property Ownership	
		Male	Female	18-49	50-64	65+	Owns property	Does not own
Weekly	58%	59%	57%	72% ↑	53%	45% ↓	58%	58%
Fortnightly	8%	7%	10%	7%	10%	9%	7%	11%
Monthly	14%	16%	13%	9%	20%	16%	14%	14%
Every six months	9%	8%	9%	7%	8%	11%	10%	5%
At least once a year	5%	6%	4%	4%	3%	8%	5%	6%
Never	6%	4%	8%	1% ↓	6%	12% ↑	6%	6%

## 11. APPENDIX 1: 2023 SUBGROUP ANALYSIS

Avg - Resilient, safe, accessible and inclusive communities								
	Total	Gender		Age			Property Ownership	
		Male	Female	18-49	50-64	65+	Owns property	Does not own
Hygiene standards of retail food markets	4.00	3.94	4.05	3.93	3.92	4.12	4.07	3.78
Solid waste and recycling collection – wheelie bin service	4.04	4.04	4.05	3.87	3.94	4.32 ↑	4.10	3.85
Landfill and resource recovery services – waste depots	3.66	3.64	3.69	3.48	3.63	3.91	3.74	3.42
Operation of sewage and quality water service	3.95	3.98	3.93	3.96	3.80	4.06	3.99	3.83
Companion animal (dogs) management	3.69	3.58	3.79	3.87	3.49	3.61	3.66	3.77
Library services	4.14	4.11	4.17	4.09	3.99	4.33	4.21	3.94
Shoalhaven Regional Gallery Nowra	3.85	3.84	3.86	3.79	3.81	3.95	3.90	3.69
Facilities and services for people living with a disability	3.19	3.17	3.20	3.09	3.22	3.28	3.21	3.11
Disaster response in the Shoalhaven	3.71	3.65	3.77	3.67	3.61	3.84	3.72	3.70
Opportunities to connect with local community services and supports	3.58	3.58	3.58	3.56	3.46	3.69	3.62	3.46
Access to...services and facilities for people from multicultural backgrounds	3.25	3.32	3.18	3.18	3.26	3.33	3.34	3.01
Types of events in the Shoalhaven	3.45	3.34	3.56	3.45	3.34	3.55	3.44	3.48
Council's support of events in the Shoalhaven	3.46	3.33	3.59	3.48	3.47	3.41	3.48	3.39
Opportunities to experience...arts through Council's venues	3.56	3.47	3.64	3.50	3.54	3.64	3.56	3.55

How often you take part in events occurring in Shoalhaven.								
	Total	Gender		Age			Property Ownership	
		Male	Female	18-49	50-64	65+	Owns property	Does not own
Weekly	5%	7%	3%	6%	1%	6%	5%	3%
Fortnightly	4%	4%	4%	7%	4%	1%	5%	0%
Monthly	29%	24%	34%	32%	26%	27%	28%	33%
Every six months	31%	30%	33%	30%	39%	27%	32%	29%
At least once a year	20%	23%	17%	18%	24%	20%	20%	21%
Never	11%	13%	9%	7%	6%	19% ↑	10%	14%

When was the last time you had contact with Council?								
	Total	Gender		Age			Property Ownership	
		Male	Female	18-49	50-64	65+	Owns property	Does not own
Within the last week	13%	12%	13%	11%	10%	16%	15%	6%
Within the last month	13%	18%	9%	12%	16%	13%	15%	7%
Within the last three months	16%	14%	18%	17%	16%	14%	15%	19%
Within the last six months	14%	13%	15%	18%	14%	10%	16%	9%
Longer than six months ago	31%	31%	32%	28%	34%	33%	30%	35%
Never	6%	7%	5%	6%	3%	8%	4%	12%
Can't recall	6%	6%	7%	7%	7%	5%	5%	11%

Avg - Satisfaction with customer services								
	Total	Gender		Age			Property Ownership	
		Male	Female	18-49	50-64	65+	Owns property	Does not own
timeliness in Council responding to your request	3.44	3.23	3.64	3.50	3.44	3.36	3.48	3.28
overall performance of Council in dealing with your request	3.32	3.19	3.45	3.40	3.19	3.34	3.36	3.18

Avg - Community Living								
	Total	Gender		Age			Property Ownership	
		Male	Female	18-49	50-64	65+	Owns property	Does not own
vibrant city	3.28	3.30	3.27	3.28	3.11	3.42	3.26	3.34
liveable city	3.99	3.99	3.99	3.91	4.01	4.06	4.07	3.73

## 11. APPENDIX 1: 2023 SUBGROUP ANALYSIS

In the past week, how many times have you walked continuously for at least 10 minutes for recreation or exercise or to get to or from p

	Total	Gender		Age			Property Ownership	
		Male	Female	18–49	50–64	65+	Owns property	Does not own
None	8%	9%	7%	6%	6%	11%	6%	12%
Once	5%	6%	3%	0% ↓	5%	9% ↑	5%	4%
Twice	8%	11%	5%	9%	4%	10%	9%	5%
Three times	12%	11%	13%	10%	13%	13%	11%	14%
Four times	8%	9%	7%	7%	8%	9%	8%	7%
Five times	10%	9%	12%	15%	9%	7%	10%	10%
More than 5 times	47%	44%	50%	54%	54%	34% ↓	47%	47%
N/A	3%	2%	4%	1%	2%	6%	3%	1%

What do you estimate was the total time you spent walking in this way in the last week?

	Total	Gender		Age			Property Ownership	
		Male	Female	18–49	50–64	65+	Owns property	Does not own
10 - 20 minutes	3%	4%	3%	3%	2%	5%	3%	3%
20 - 30 minutes	5%	5%	5%	1%	6%	9%	5%	5%
30 - 40 minutes	4%	4%	4%	5%	2%	4%	4%	6%
40 - 50 minutes	3%	4%	2%	3%	3%	3%	2%	7%
50 - 60 minutes	5%	6%	5%	3%	8%	6%	6%	4%
1 - 2 hours	18%	16%	21%	17%	17%	22%	20%	12%
Over 2 hours	61%	62%	60%	68%	63%	50%	60%	63%

C5b What was the purpose/s for your walk/s?

	Total	Gender		Age			Property Ownership	
		Male	Female	18–49	50–64	65+	Owns property	Does not own
Exercise	52%	51%	53%	50%	56%	51%	54%	44%
Walking to shops	19%	13%	24%	18%	17%	21%	19%	19%
Walking the dog	16%	15%	17%	22%	15%	10%	15%	20%
Walking to workplace	9%	8%	9%	17% ↑	7%	0% ↓	8%	12%
Work	7%	9%	6%	7%	13%	4%	6%	11%
Socialising - either as destination or during the walk	4%	5%	4%	5%	3%	5%	4%	6%
Walking children to school	4%	1%	6%	7% ↑	2%	1%	4%	2%
Walking children to park	3%	0% ↓	6% ↑	6%	2%	0%	4%	1%
Gardening	3%	3%	2%	1%	2%	5%	3%	1%
Walking to public transport	1%	0%	1%	2%	1%	0%	1%	1%
Other (please specify)	14%	16%	13%	12%	14%	17%	16%	10%
None of the above	0%	0%	0%	0%	0%	0%	0%	0%

Are you aware of any Council run projects or initiatives in the Shoalhaven over the last 12 months?1

	Total	Gender		Age			Property Ownership	
		Male	Female	18–49	50–64	65+	Owns property	Does not own
Yes	39%	35%	42%	33%	41%	45%	44% ↑	24% ↓
No	54%	58%	49%	61%	56%	44% ↓	47% ↓	74% ↑
Don't know/Can't say	7%	6%	9%	7%	4%	11%	9% ↑	2% ↓

## 11. APPENDIX 1: 2023 SUBGROUP ANALYSIS

Project and initiatives named								
	Total	Gender		Age			Property Ownership	
		Male	Female	18-49	50-64	65+	Owns property	Does not own
Coastal Management Programs – Open Coast and Jervis Bay	4%	6%	2%	0%	8%	4%	4%	4%
Wellbeing Strategy & Plan	2%	4%	1%	5%	2%	1%	2%	3%
Community Strategic Plan 2032	2%	2%	1%	0%	2%	3%	2%	3%
Dog Policy Review	1%	0%	1%	0%	0%	2%	1%	0%
A land-use Strategic Planning document	0%	1%	0%	0%	0%	1%	1%	0%
Recovery into Resilience Project	0%	0%	1%	0%	0%	1%	0%	0%
Delivery Program and Operational Plan (DPOP)	0%	0%	0%	0%	0%	0%	0%	0%
Disability Inclusion Action Plan	0%	0%	0%	0%	0%	0%	0%	0%
Flourishing Shoalhaven Communities	0%	0%	0%	0%	0%	0%	0%	0%
Other (please specify)	81%	80%	82%	88%	78%	78%	81%	82%
Can't name any	9%	7%	11%	7%	10%	9%	9%	8%

Did you actively participate in the community engagement projects or initiatives?1								
	Total	Gender		Age			Property Ownership	
		Male	Female	18-49	50-64	65+	Owns property	Does not own
Yes	37%	34%	39%	38%	34%	39%	36%	45%
No	61%	64%	58%	62%	64%	57%	62%	52%
Don't know/Can't say	2%	1%	3%	0%	2%	4%	2%	3%

Avg - Happiness Index								
	Total	Gender		Age			Property Ownership	
		Male	Female	18-49	50-64	65+	Owns property	Does not own
Your personal relationships	4.4	4.4	4.4	4.4	4.3	4.4	4.4	4.3
How safe you feel	4.2	4.2	4.1	4.2	4.0	4.3	4.2	4.0
Your standard of living	4.2	4.2	4.2	4.1	4.1	4.4 ↑	4.3 ↑	3.8 ↓
Your life as a whole	4.2	4.2	4.2	4.3	4.1	4.2	4.2	4.1
Your future security	3.9	3.9	3.8	3.7	3.7	4.1 ↑	4.1 ↑	3.3 ↓
What you are currently achieving in life	4.1	4.1	4.0	4.1	4.0	4.0	4.2 ↑	3.7 ↓
Your health	3.9	3.8	3.9	4.0	3.8	3.8	3.9	3.7
Feeling part of your community	3.7	3.6	3.8	3.6	3.6	3.9	3.8	3.4

How often you speak to a neighbour or someone in your street?								
	Total	Gender		Age			Property Ownership	
		Male	Female	18-49	50-64	65+	Owns property	Does not own
Weekly	83%	84%	83%	81%	82%	87%	87% ↑	72% ↓
Fortnightly	5%	5%	5%	6%	4%	5%	5%	6%
Monthly	5%	3%	6%	5%	5%	5%	4%	6%
Every six months	2%	1%	2%	2%	4%	0%	2%	2%
At least once a year	2%	2%	1%	2%	3%	0%	1%	5%
Never	3%	4%	2%	4%	3%	2%	1% ↓	9% ↑

## 12. APPENDIX 2: QUESTIONNAIRE

### Preamble

**Hello, my name is..., I am calling from Taverner Research, we are conducting a survey for Shoalhaven City Council about their services and facilities.**

**May I please speak to the person in the household aged 18 years or older who had the most recent birthday? [IF NOT AT HOME ARRANGE A CALLBACK]**

**The survey will take about 14 minutes to complete, can we do it now? [IF NOT ARRANGE A CALLBACK]**

**This survey will be recorded and/or monitored for quality assurance and training purposes.**

### SINGLE

RC1. Lived Shoalhaven at least 6 months

**Have you lived in the Shoalhaven Council area for longer than 6 months?**

- 5. Yes
- 6. No [TERMINATE]

### SINGLE

RC2. Suburb live

**What town or suburb do you live in or closest to?**

- |                  |                    |
|------------------|--------------------|
| 1. Bangalee      | 9. Broughton       |
| 2. Basin View    | 10. Burrill Lake   |
| 3. Bayswood      | 11. Callala Bay    |
| 4. Bellawongarah | 12. Cambewarra     |
| 5. Berrara       | 13. Conjola Park   |
| 6. Berry         | 14. Coolangatta    |
| 7. Bolong        | 15. Cudmirrah      |
| 8. Bomaderry     | 16. Culburra Beach |

## 12. APPENDIX 2: QUESTIONNAIRE

- |                     |                       |
|---------------------|-----------------------|
| 17. Currarong       | 40. Nowra Hill        |
| 18. East Nowra      | 41. Old Erowal Bay    |
| 19. Erowal Bay      | 42. Orient Point      |
| 20. Falls Creek     | 43. Pyree             |
| 21. Greenwell Point | 44. Sanctuary Point   |
| 22. Huskisson       | 45. Shoalhaven Heads  |
| 23. Hyams Beach     | 46. South Nowra       |
| 24. Jaspers Brush   | 47. St Georges Basin  |
| 25. Jervis Bay      | 48. Sussex Inlet      |
| 26. Kangaroo Valley | 49. Tapitallee        |
| 27. Kings Point     | 50. Terara            |
| 28. Kioloa          | 51. Tomerong          |
| 29. Lake Conjola    | 52. Ulladulla         |
| 30. Lake Tabourie   | 53. Vincentia         |
| 31. Little Forest   | 54. Wandandian        |
| 32. Longreach       | 55. West Nowra        |
| 33. Manyana         | 56. Woodhill          |
| 34. Milton          | 57. Woollamia         |
| 35. Mollymook       | 58. Worrigee          |
| 36. Morton          | 59. Worrowing Heights |
| 37. Narrawallee     | 60. Yatte Yattah      |
| 38. North Nowra     | 61. Other (specify)   |
| 39. Nowra           |                       |

RC3. Respondent Name

**May I have your first name for the survey?**



## 12. APPENDIX 2: QUESTIONNAIRE

[TEXT BOX 50 CHARACTERS, ONE LINE]

SINGLE

RC4. Gender

**Please confirm your gender**

1. Male
2. Female
3. Other
4. Prefer not to say

SINGLE

RC5. Age

**Please stop me when I read out the age group you are in...**

READ OUT

1. Under 18 years [TERMINATE]
2. 18–29years
3. 30–49 years
4. 50–64 years
5. 65+ years
6. Prefer not to answer

SINGLE

RC6. Own property in Shoalhaven

**Do you own property (unit, house, land, etc) in the Shoalhaven region?**

1. Yes
2. No

GRID

S1. Manage growth and development

## 12. APPENDIX 2: QUESTIONNAIRE

**Please rate your satisfaction with the following services and facilities using a 1 to 5 scale where 1 means 'very dissatisfied' and 5 means 'very satisfied'.**

READ OUT

rows PLEASE RANDOMISE

1. Appearance of towns and villages
2. Strategic land use and town planning for Shoalhaven
3. Efficient processing of development applications
4. Making the most of our waterfronts
5. Compliance and enforcement of development

columns

1. Very dissatisfied
2. 2
3. 3
4. 4
5. Very satisfied
6. Can't say

IF S1 row2 = 3+, SKIP FROM S1a TO S2

TEXT

S1A. Reason for dissatisfaction with Strategic land use

**What is it about 'Strategic land use and town planning for Shoalhaven' that influenced your answer?**

PROBE FULLY FOR COMPLETE ANSWER RECORD VERBATIMCONTROL THE CALL

GRID

S2. Manage our infrastructure

**Using the same 1 to 5 scale where 1 means 'very dissatisfied' and 5 means 'very satisfied' how satisfied are you with the...**

READ OUT

## 12. APPENDIX 2: QUESTIONNAIRE

rows PLEASE RANDOMISE

1. Maintenance of sealed local roads
2. Maintenance of unsealed local roads
3. Provision of footpaths
4. Provision of cycleways
5. Management of stormwater and drainage
6. Provision of car parks
7. Provision of public transport infrastructure (bus stops, interchanges)

columns

1. Very dissatisfied
2. 2
3. 3
4. 4
5. Very satisfied
6. Can't say

REMOVED HALFWAY THROUGH 2023 TELEPHONE FIELDWORK

IF S2 row7 = 3+, SKIP FROM S2a TO S3

TEXT

S2A. Reason for dissatisfaction with Provision of public transport infrastructure

**What is it about 'Provision of public transport infrastructure' that influenced your answer?**

PROBE FULLY FOR COMPLETE ANSWER RECORD VERBATIM CONTROL THE CALL

## 12. APPENDIX 2: QUESTIONNAIRE

### GRID

S3. Protect the natural environment

**Using the same 1 to 5 scale where 1 means 'very dissatisfied' and 5 means 'very satisfied' how satisfied are you with the...**

### READ OUT

rows PLEASE RANDOMISE

1. Management of Shoalhaven's natural environment
2. Environmental protection and enforcement (e.g. building site inspections, illegal dumping, tree vandalism or clearing)
3. Maintenance of beaches and dunes
4. Management of lakes and estuaries
5. Provision of access to the natural environment (beach access, bush walks, boardwalks, etc)
6. Management of street trees

columns

1. Very dissatisfied
2. 2
3. 3
4. 4
5. Very satisfied
6. Can't say

REMOVED HALFWAY THROUGH 2023 TELEPHONE FIELDWORK

IF S3 row5 = 3+, SKIP FROM S3a TO S4

### TEXT

S3A. Reason for dissatisfaction with Provision of access to the natural environment

**What is it about 'Provision of access to the natural environment' that influenced your answer?**

PROBE FULLY FOR COMPLETE ANSWER RECORD VERBATIM CONTROL THE CALL

## 12. APPENDIX 2: QUESTIONNAIRE

### GRID

S4. Strengthen and diversify the economy

**Using the same 1 to 5 scale where 1 means 'very dissatisfied' and 5 means 'very satisfied' how satisfied are you with the...**

### READ OUT

rows PLEASE RANDOMISE

1. Appearance of CBD's (major town centres)
2. Promotion of tourism
3. Promoting economic development (i.e. jobs growth)

columns

1. Very dissatisfied
2. 2
3. 3
4. 4
5. Very satisfied
6. Can't say

### SINGLE

R1. How often use Council facility

**How often do you use a Council facility such as a park, hall, public toilet, sporting field or swimming pool, etc. Your options are weekly, fortnightly, monthly, every six months, at least once a year or never.**

1. Weekly
2. Fortnightly
3. Monthly
4. Every six months
5. At least once a year
6. Never

### GRID

## 12. APPENDIX 2: QUESTIONNAIRE

R2. Deliver reliable, high-quality services

**Using the same 1 to 5 scale where 1 means 'very dissatisfied' and 5 means 'very satisfied', please rate your satisfaction with...**

READ OUT

rows PLEASE RANDOMISE

1. Public toilets
2. Parks, playgrounds and reserves
3. Community buildings and halls
4. Sporting fields
5. Swimming pools
6. Cemeteries
7. Shoalhaven Entertainment Centre

columns

1. Very dissatisfied
2. 2
3. 3
4. 4
5. Very satisfied
6. Can't say

GRID

R3. Provide transparent leadership through effective government and administration

**Using the same 1 to 5 scale where 1 means 'very dissatisfied' and 5 means 'very satisfied', please rate your satisfaction with...**

READ OUT

rows PLEASE RANDOMISE

1. Council's customer service
2. Elected Council decision-making
3. Council's leadership (Elected Council & senior staff)

## 12. APPENDIX 2: QUESTIONNAIRE

columns

1. Very dissatisfied
2. 2
3. 3
4. 4
5. Very satisfied
6. Can't say

IF R3 row1 = 3+, SKIP FROM R3a TO R3b

TEXT

R3A. Reason for dissatisfaction with *Council's customer service*

**What is it about '*Council's customer service*' that influenced your answer?**

PROBE FULLY FOR COMPLETE ANSWER    RECORD VERBATIMCONTROL THE CALL

IF R3 row3 = 3+, SKIP FROM R3B TO R4

TEXT

R3B. Reason for dissatisfaction with *Council's leadership*

**What is it about '*Council's leadership*' that influenced your answer?**

PROBE FULLY FOR COMPLETE ANSWER    RECORD VERBATIMCONTROL THE CALL

GRID

R4. Inform and engage with the community about the decisions that affect their lives

**Using the same 1 to 5 scale where 1 means 'very dissatisfied' and 5 means 'very satisfied', please rate your satisfaction with...**

READ OUT

rows      PLEASE RANDOMISE

1. Council's actions are in-line with community expectations
2. Opportunities to participate in Council decision making processes

## 12. APPENDIX 2: QUESTIONNAIRE

### 3. Informing the community of Council decisions, activities and services

columns

1. Very dissatisfied
2. 2
3. 3
4. 4
5. Very satisfied
6. Can't say

GRID

H1. Personal wellbeing

**Now I'd like to shift the focus away from Council services and facilities and on to issues relating to various aspects of your life and personal circumstances.**

**Using the same 1 to 5 scale where 1 means 'very dissatisfied' and 5 means 'very satisfied', please rate your satisfaction with...**

READ OUT

rows PLEASE RANDOMISE

1. Your life as a whole
2. Your standard of living
3. Your health
4. What you are currently achieving in life
5. Your personal relationships
6. How safe you feel
7. Feeling part of your community
8. Your future security

columns

1. Very dissatisfied
2. 2
3. 3



## 12. APPENDIX 2: QUESTIONNAIRE

4. 4
5. Very satisfied
6. Can't say

### SINGLE

H2. How often speak to a neighbour

**Please indicate how often you speak to a neighbour or someone in your street.**

1. Weekly
2. Fortnightly
3. Monthly
4. Every six months
5. At least once a year
6. Never

### GRID

C1. Support inclusive, safe and connected communities 1

**Again using the same 1 to 5 scale, please rate your satisfaction with...**

### READ OUT

rows PLEASE RANDOMISE

1. Hygiene standards of retail food markets
2. Solid waste and recycling collection – wheelie bin service
3. Landfill and resource recovery services – waste depots
4. Operation of sewage and quality water service
5. Companion animal (dogs) management

columns

1. Very dissatisfied
2. 2
3. 3
4. 4

## 12. APPENDIX 2: QUESTIONNAIRE

5. Very satisfied

6. Can't say

REMOVED HALFWAY THROUGH 2023 TELEPHONE FIELDWORK

IF C1 row5 = 3+, SKIP FROM C1a TO C2

TEXT

C1A. Reason for dissatisfaction with *Companion animal (dogs) management*

**What is it about ‘*Companion animal (dogs) management*’ that influenced your answer?**

PROBE FULLY FOR COMPLETE ANSWER    RECORD VERBATIM CONTROL THE CALL

GRID

C2. Support inclusive, safe and connected communities 2

**Again using the same 1 to 5 scale, please rate your satisfaction with...**

READ OUT

rows      PLEASE RANDOMISE

1. Library services
2. Shoalhaven Regional Gallery Nowra
3. Disaster response in the Shoalhaven
4. Facilities and services for people living with a disability
5. Opportunities to connect with local community services and supports
6. Access to information and suitability of services and facilities for people from multicultural backgrounds

columns

1. Very dissatisfied
2. 2
3. 3
4. 4
5. Very satisfied

## 12. APPENDIX 2: QUESTIONNAIRE

6. Can't say

REMOVED HALFWAY THROUGH 2023 TELEPHONE FIELDWORK

IF C2 row4 = 3+, SKIP FROM C2a TO C2B

TEXT

C2A. Reason for dissatisfaction with Facilities and services for people living with a disability

**What is it about 'Facilities and services for people living with a disability' that influenced your answer?**

PROBE FULLY FOR COMPLETE ANSWER    RECORD VERBATIMCONTROL THE CALL

IF C2 row6 = 3+, SKIP FROM C2B TO C3

TEXT

C2B. Reason for dissatisfaction with Facilities and services for people from multicultural backgrounds

**What is it about 'Access to information and suitability of services and facilities for people from multicultural backgrounds' that influenced your answer?**

PROBE FULLY FOR COMPLETE ANSWER    RECORD VERBATIMCONTROL THE CALL

GRID

C3. Preserve, support and develop cultural and creative vitality across our communities

**Again using the same 1 to 5 scale, please rate your satisfaction with...**

READ OUT

rows      PLEASE RANDOMISE

1. Types of events in the Shoalhaven
2. Council's support of events in the Shoalhaven
3. Opportunities to experience visual and performing arts through Council's venues

columns

## 12. APPENDIX 2: QUESTIONNAIRE

1. Very dissatisfied
2. 2
3. 3
4. 4
5. Very satisfied
6. Can't say

### SINGLE

C3a. How often take part in events

**Please indicate how often you take part in events occurring in Shoalhaven.**

1. Weekly
2. Fortnightly
3. Monthly
4. Every six months
5. At least once a year
6. Never

### GRID

C4. Support active, healthy liveable communities

**Please indicate your level of agreement with the following statements using a 1 to 5 scale where 1 means do not agree at all and 5 means completely agree.**

### READ OUT

rows PLEASE RANDOMISE

1. Shoalhaven is a vibrant city
2. Shoalhaven is a liveable city

columns

1. Don't agree at all
2. 2
3. 3

## 12. APPENDIX 2: QUESTIONNAIRE

4. 4
5. Completely agree
6. Can't say

REMOVED HALFWAY THROUGH 2023 TELEPHONE FIELDWORK

IF C4 row1 = 3+, SKIP FROM C4a TO C5

TEXT

C4A. Reason for dissatisfaction with *Shoalhaven is a vibrant city*

**What is it about '*Shoalhaven is a vibrant city*' that influenced your answer?**

PROBE FULLY FOR COMPLETE ANSWER    RECORD VERBATIM CONTROL THE CALL

SINGLE

C5. How many times walked 10 minutes

In the past week, how many times have you walked continuously for at least 10 minutes for recreation or exercise or to get to or from places?

1. None
2. Once
3. Twice
4. Three times
5. Four times
6. Five times
7. More than 5 times
8. N/A

IF C5 = 1 or 8, SKIP FROM C5a TO OS1

SINGLE

C5A. Total time spent walking this way

**What do you estimate was the total time you spent walking in this way in the last week?**

1. 10 – 20 minutes

## 12. APPENDIX 2: QUESTIONNAIRE

2. 20 - 30 minutes
3. 30 – 40 minutes
4. 40 – 50 minutes
5. 50 – 60 minutes
6. 1 – 2 hours
7. Over 2 hours

MULTI

C5B. Purpose of walking this way

**What was the purpose/s for your walk/s?**

1. Exercise
2. Walking children to school
3. Walking children to park
4. Walking to shops
5. Walking to public transport
6. Walking to workplace
7. Other (specify)



## 12. APPENDIX 2: QUESTIONNAIRE

ASK ALL

OS1. Overall performance

**Using the same 5-point satisfaction scale as before, how would you rate the overall performance of Shoalhaven City Council as an organisation over the past 12 months?**

1. Very dissatisfied
2. 2
3. 3
4. 4
5. Very satisfied
6. Can't say

OS2. Any issue influence

**In giving your rating, has any particular issue strongly influenced your view, either in a positive or negative way? [IF YES] Was it a positive or negative influence?**

1. Yes - Positive
2. Yes - Negative
3. No

IF OS2 = 3, SKIP FROM OS3 TO P1

TEXT

OS3. Major issue

**In just a few words, please describe the major issue that strongly influenced your rating?**

PROBE FULLY FOR COMPLETE ANSWER    RECORD VERBATIM CONTROL THE CALL

SINGLE

P1. Aware of projects

**Are you aware of any Council run projects or initiatives in the Shoalhaven over the last 12 months?**

1. Yes

## 12. APPENDIX 2: QUESTIONNAIRE

2. No
3. Don't know/Can't say

IF P1 = 2 or 3, SKIP FROM P2 TO P4

MULTI

P2. Name recent projects

**Can you name any recent community engagement projects or initiatives?**

1. Community Strategic Plan 2032
2. Delivery Program and Operational Plan (DPOP)
3. A land-use Strategic Planning document
4. Wellbeing Strategy & Plan
5. Disability Inclusion Action Plan
6. Coastal Management Programs – Open Coast and Jervis Bay
7. Dog Policy Review
8. Recovery into Resilience Project
9. Flourishing Shoalhaven Communities
10. Other (please specify)
11. Can't name any      EXCLUSIVE

SINGLE

P3. Participate in any projects

**Did you actively participate in the community engagement projects or initiatives?**

1. Yes
2. No
3. Don't know/Can't say

SINGLE

P4. When last contact Council

**When was the last time you had contact with Council?**



## 12. APPENDIX 2: QUESTIONNAIRE

1. Within the last week
2. Within the last month
3. Within the last three months
4. Within the last six months
5. Longer than six months ago
6. Never
7. Can't recall

IF P4 = 6 or 7, SKIP FROM P5 TO close

GRID

P5. Satisfaction with contact

**Again, using the same 1 to 5 satisfaction scale, how satisfied are you with...**

READ OUT

rows DO NOT RANDOMISE

1. The timeliness in Council responding to your request
2. The overall performance of Council in dealing with your request

columns

1. Very dissatisfied
2. 2
3. 3
4. 4
5. Very satisfied
6. Can't say



