

A person wearing a high-visibility vest and safety glasses is using a surveying instrument on a grassy field. The image is overlaid with a blue tint and a white border.

Shoalhaven City Council **2026 SHOALHAVEN SERVICE SATISFACTION SURVEY**

EXECUTIVE SUMMARY REPORT

SURVEY RESPONDENTS

430 residents and ratepayers of Shoalhaven City Council participated in the 2026 Shoalhaven Service Satisfaction Survey, exceeding the target while achieving perfect representation across all age, gender and geographic groups ($\pm 10\%$).

TARGETS ACHIEVED ACROSS DEMOGRAPHIC GROUPS

	Target	Actual	Difference %
Total	400	430	+7.5%
Female	204	208	+2.0%
Male	196	204	+4.1%
Other	0	18	n/a
15-24 years old	45	43	-4.4%
25-44 years old	97	105	+8.2%
45-64 years old	125	136	+8.8%
Over 64 years old	133	146	+9.8%

ASSOCIATION¹

	n=423
Ratepayer (contact)	257
Ratepayer (no contact)	85
Non-ratepayer (contact)	34
Non-ratepayer (no contact)	47

NEIGHBOURHOOD CONNECTION²

	n=430
Central Region	95
Northern Region	229
Southern Region	106

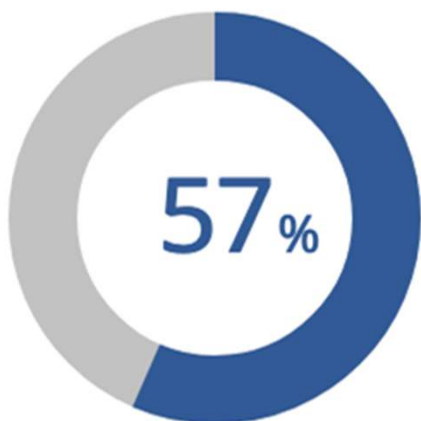
OVERALL SATISFACTION

Q: Thinking about all the services that your council provides, how would you rate your overall satisfaction with the performance of your council over the last 2 years?

OVERALL SATISFACTION¹

57% of respondents rated their overall satisfaction with Council performance as average or above in 2026

16% lower than the 2023 Community Satisfaction survey results



SATISFACTION BY COHORT¹

Satisfaction by gender, age and association.

	n =	P%	
All respondents	423	57%	18% 35% 26% 17%
Female	203	61%	18% 40% 22% 18%
Male	203	54%	19% 32% 30% 16%
Other	17	35%	6% 29% 41% 24%
Under 25 year olds	43	63%	23% 40% 26% 12%
25 to 44 year olds	102	47%	12% 35% 25% 28%
45 to 64 year olds	134	52%	12% 37% 33% 15%
Over 64 year olds	134	64%	7% 25% 32% 23% 13%
Ratepayers (contact)	257	50%	14% 33% 30% 21%
Ratepayers (no contact)	85	73%	26% 42% 18% 9%
Non-ratepayers (contact)	34	47%	21% 26% 29% 24%
Non-ratepayers (no contact)	47	70%	26% 43% 23% 6%

■ Very good
 ■ Good
 ■ Average
 ■ Poor
 ■ Very poor

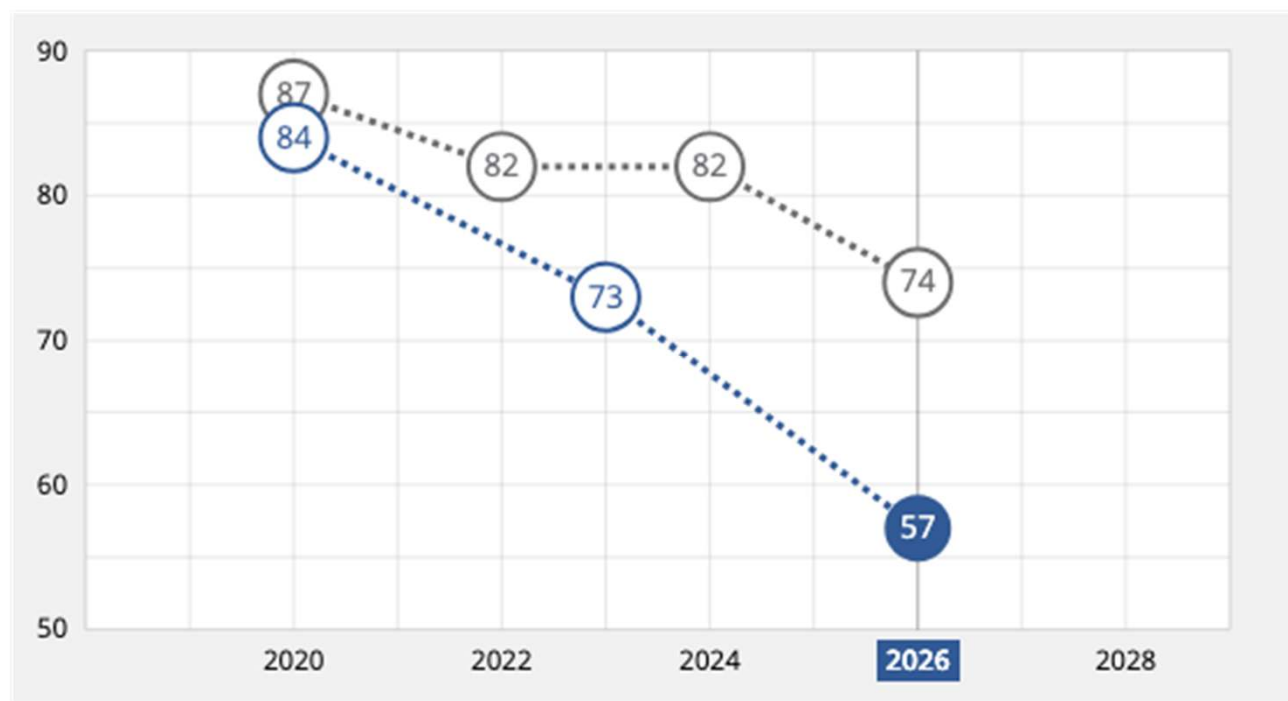
BENCHMARKS

Between 2023 and 2026, overall satisfaction with Council reduced from 73% to 57%.

This reflects a broader national trend of decreasing service satisfaction.

CHANGES IN OVERALL SATISFACTION OVER TIME¹

Benchmarks are set biannually, reflecting overall satisfaction scores.



■ Shoalhaven City Council ■ New South Wales

TOP PERFORMERS

Q: How do you rate Council's performance in the following areas?
If you haven't used this service or function in the last 2 years, please select 'Don't know'.

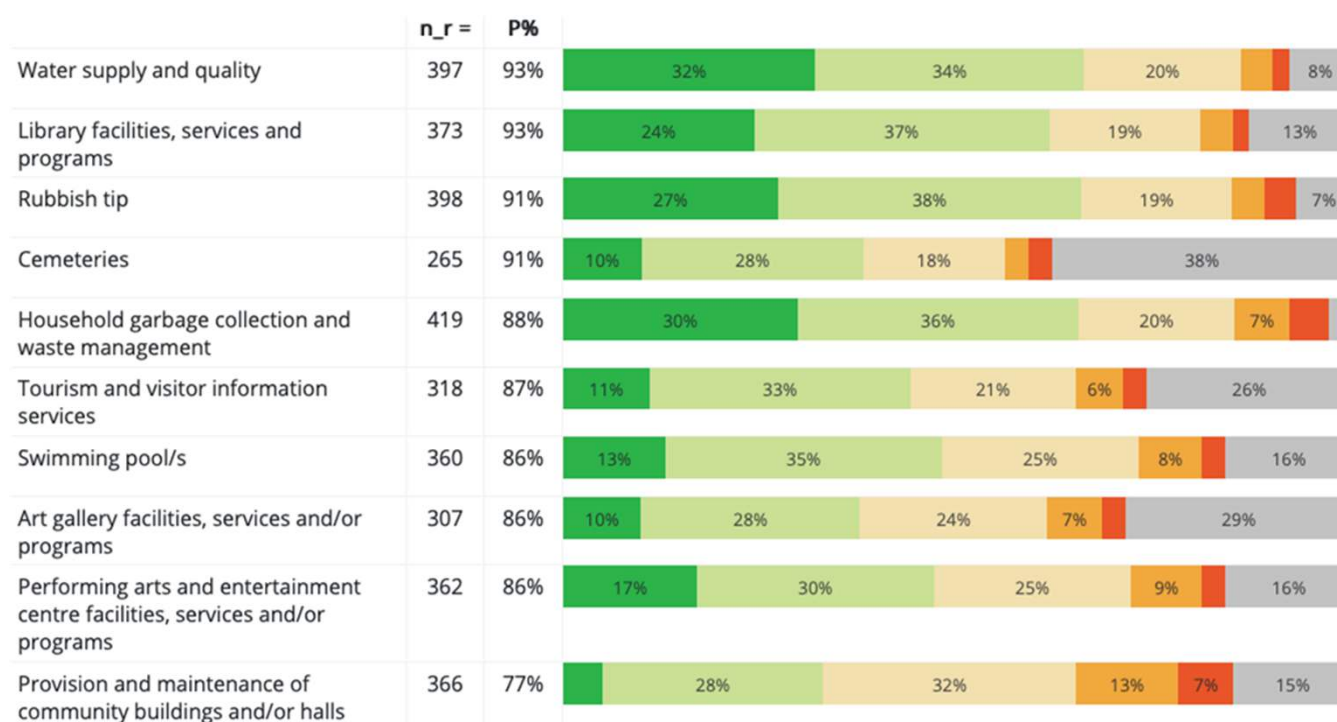
Top 10 performing Service Areas capture positive community sentiment and highlight what is working well.

34 Service Areas received 60% satisfaction or above.

25 Service Areas received 70% satisfaction or above.

TOP 10 PERFORMING SERVICE AREAS¹

Ranked by performance percentage (P%) from highest to lowest.



Very good
 Good
 Average
 Poor
 Very poor
 Don't know

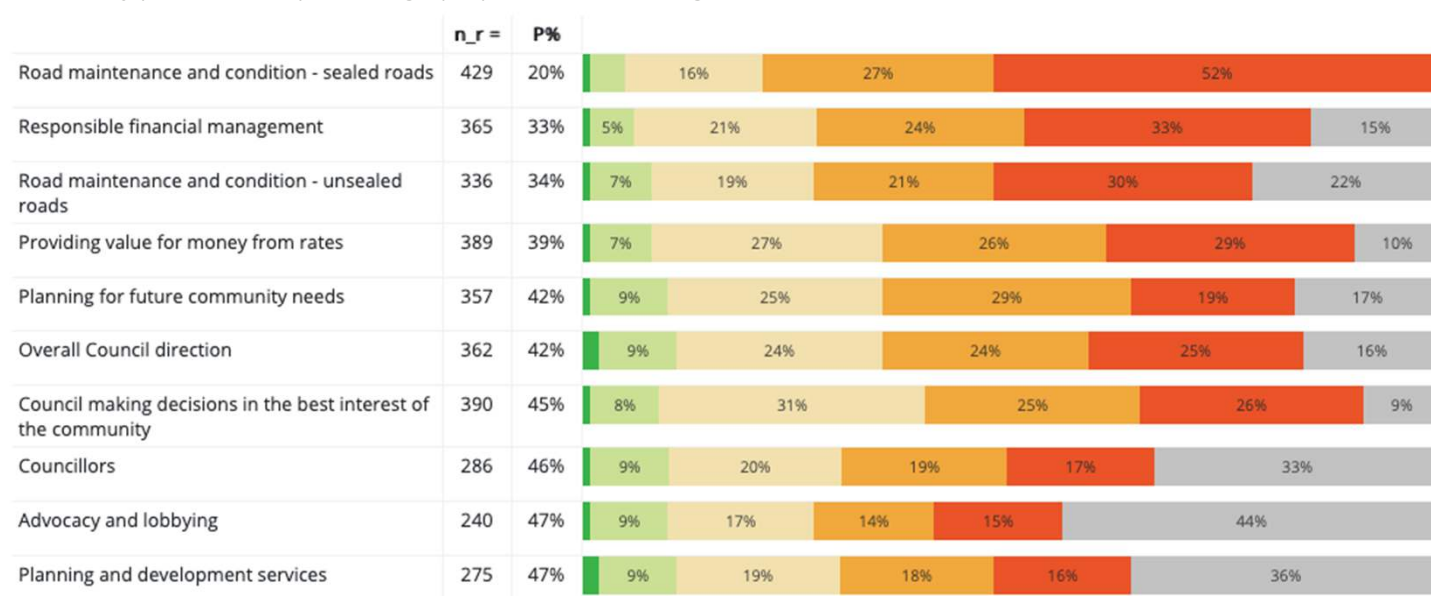
POOREST PERFORMERS

Q: How do you rate Council's performance in the following areas?
If you haven't used this service or function in the last 2 years, please select 'Don't know'.

Community confidence in Council has reduced while other poorly performing Service Areas remain stable, with little change since the last survey.

POOREST 10 PERFORMING SERVICE AREAS¹

Ranked by performance percentage (P%) from lowest to highest.



Very good
 Good
 Average
 Poor
 Very poor
 Don't know

COUNCIL COMMUNICATIONS

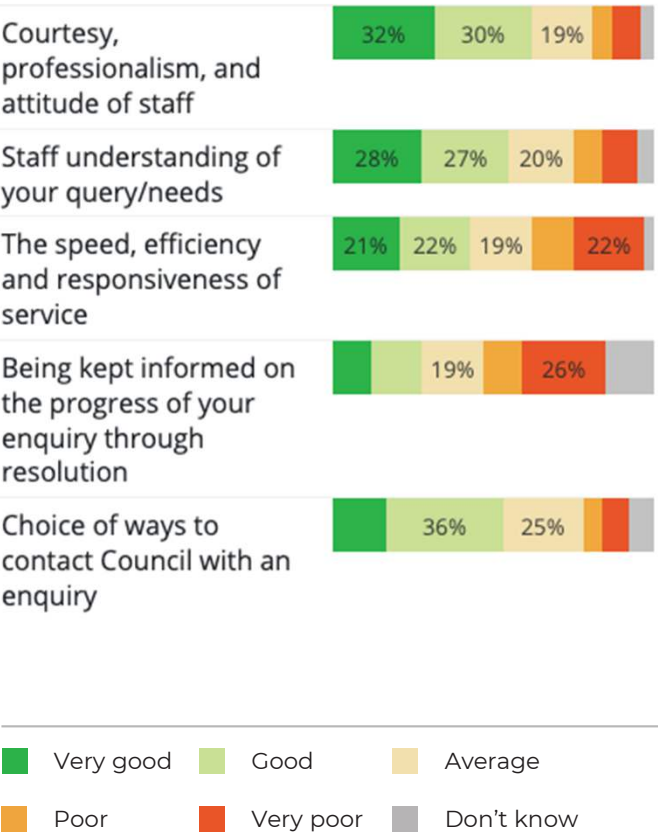
Q: What was the method of communication you used for your most recent contact with Council?

COUNCIL CONTACT WITH LOCAL COMMUNITY



Q: Thinking of this most recent communication, how would you rate Council for customer service? Please rate the service received not the outcome of the communication.

CUSTOMER SERVICE PERFORMANCE



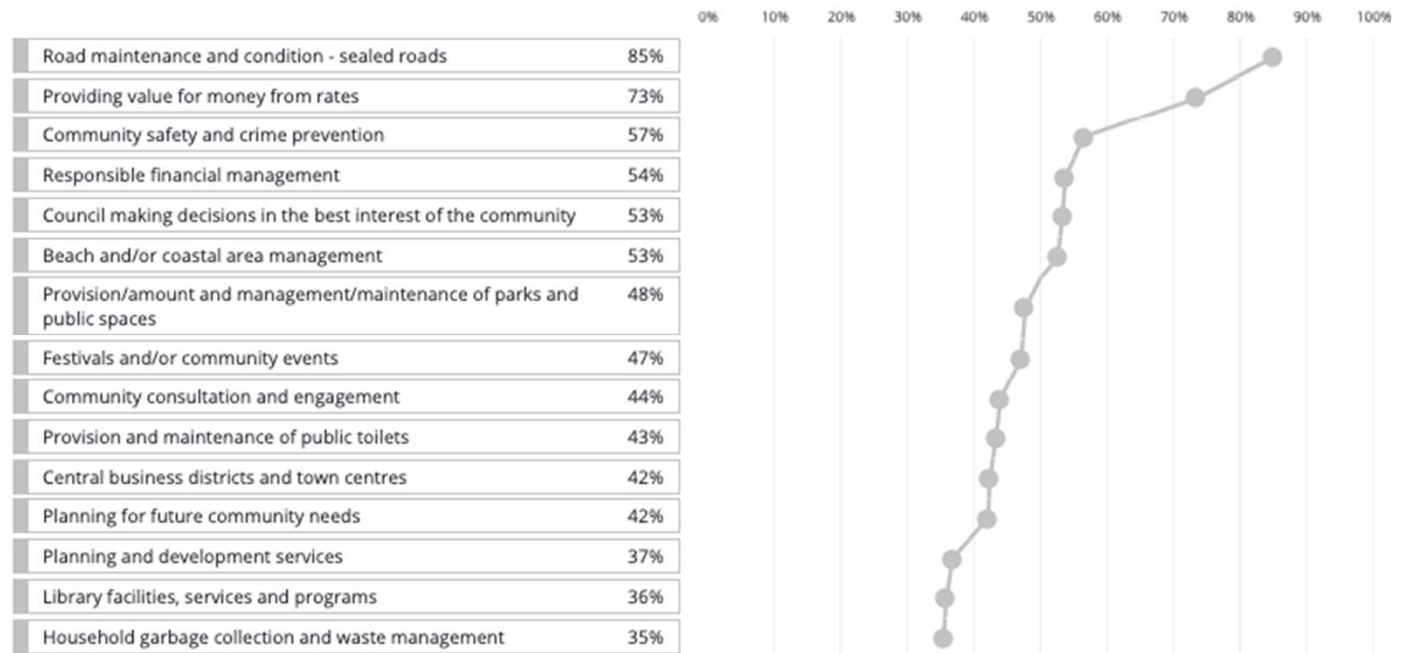
IMPORTANCE (IM)

Q: We know all services are important, however, to help Council prioritise, please select the three service areas that are most important to you

The community reveals very high alignment regarding the importance of Road maintenance and Providing value for money from rates. When satisfaction and importance are compared, service strengths and priorities are revealed.

SHARED IMPORTANCE AREAS¹

Ranked from most selected % to least selected %.



■ Entire LGA

SERVICE STRENGTHS

Celebrate and protect the performance of green service areas. These are performing well and are important to community.

High performers that also rank well in importance are Service Strengths.

Council should consider how to retain satisfaction levels for these services as they will contribute to the community's overall perception.

IM# ¹	SERVICE AREAS	PA ²	IM ³
#14	Library facilities, services and programs	7.2	36%
#15	Household garbage collection and waste management	7	35%
#24	Water supply and quality	7.4	27%
#27	Performing arts and entertainment centre facilities, services and/or programs	6.4	25%
#41	Swimming pool/s	6.4	17%
#42	Tourism and visitor information services	6.4	16%
#46	Art gallery facilities, services and/or programs	6.2	11%
#48	Aboriginal services and/or programs	6	9%
#49	Rubbish tip	7.2	8%
#50	Cemeteries	6.6	7%

IM#¹ - Importance ranking #1 most people selected this Service Area as important, to #50

PA² - Performance average: The service area's performance average is the average of the scores of all respondents, rounded to one decimal place.

3. IM³ - Importance %: The service area importance is the percentage of respondents that selected that service area, rounded to a whole number.

SERVICE PRIORITIES

Invest in red and orange services. These are under-performing and important to most of the community.

Council should consider how to improve satisfaction levels for these services; whether that be increasing resource allocation, or better communication.

Improving services that are important is most likely to positively contribute to improved overall satisfaction.

IM# ¹	SERVICE AREAS	PA ²	IM ³
#1	Road maintenance and condition - sealed roads	1.8	85%
#2	Providing value for money from rates	3	73%
#3	Community safety and crime prevention	3.8	57%
#4	Responsible financial management	2.6	54%
#5	Council making decisions in the best interest of the community	3.2	53%
#12	Planning for future community needs	3.3	42%
#6	Beach and/or coastal area management	5.4	53%
#7	Provision/amount and management/maintenance of parks and public spaces	5.2	48%
#8	Festivals and/or community events	5.2	47%
#9	Community consultation and engagement	4.6	44%
#10	Provision and maintenance of public toilets	4.9	43%
#11	Central business districts and town centres	4.2	42%

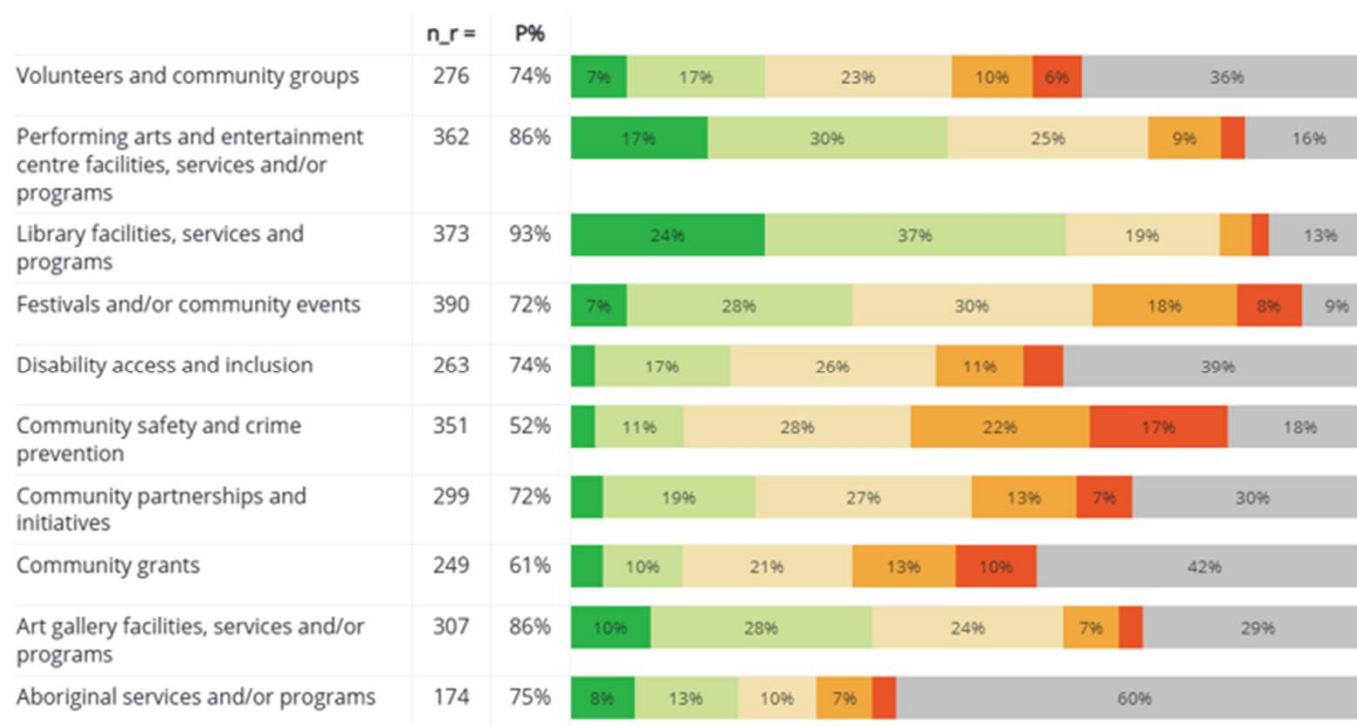
SERVICE PERFORMANCE BY DIMENSION

COMMUNITY PROGRAMS AND SERVICES

Higher levels of satisfaction and awareness in Library facilities, services and programs and Performing arts and entertainment centre facilities, services and programs.

Opportunity for service improvement in community safety and crime prevention.

Opportunity for increased community awareness across Disability access and inclusion programs, and Aboriginal services and programs.



n_r: number of respondents who rated their satisfaction with the performance of each service area

P%: Also known as the service area's performance percentage, P% is the number of Very good, Good and Average answers divided by the total number of answers, rounded to the nearest whole number.

SERVICE PERFORMANCE BY DIMENSION

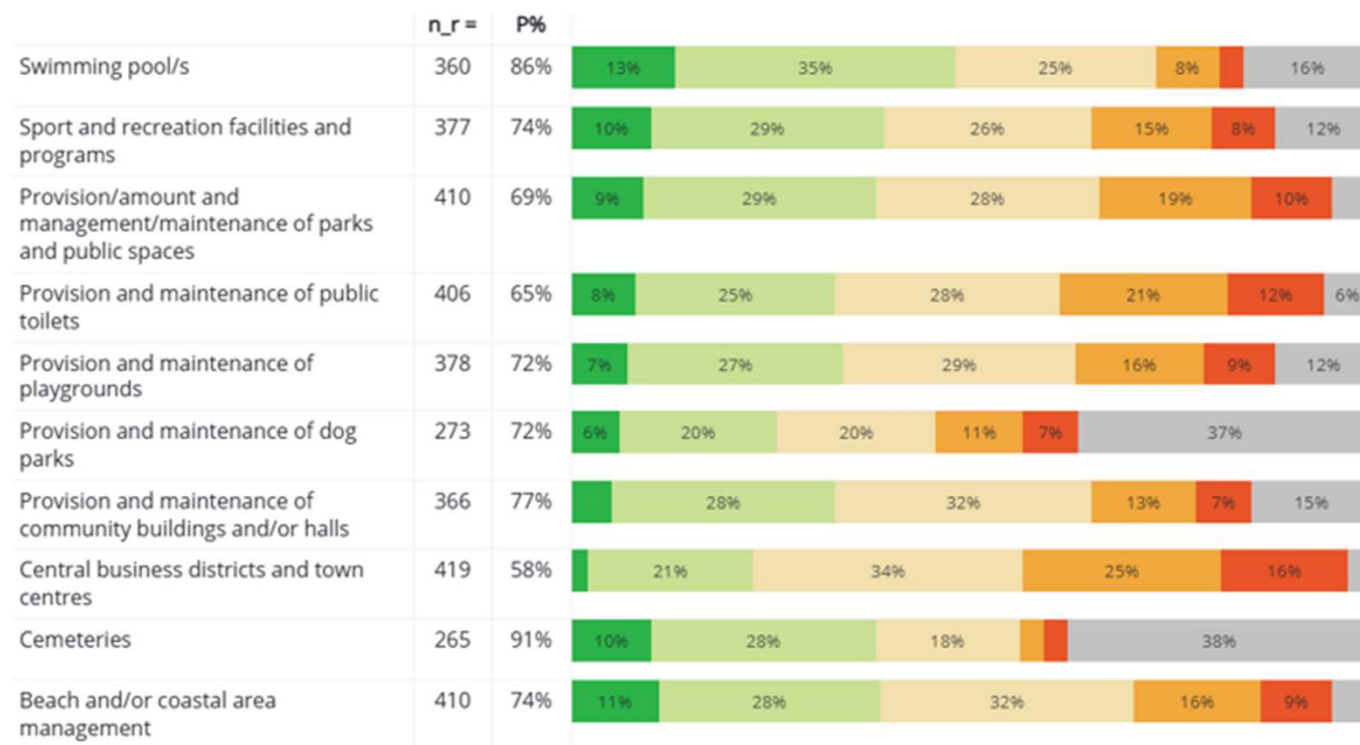
COMMUNITY PLACES

Higher levels of satisfaction and awareness in Swimming Pools and Provision and Maintenance of community buildings and halls.

Higher levels of satisfaction but low awareness in Cemeteries.

Opportunity for service improvement in CBD and town centres and Provision and maintenance of public toilets.

Opportunity for increased community awareness across Provision and maintenance of dog parks and Cemeteries.



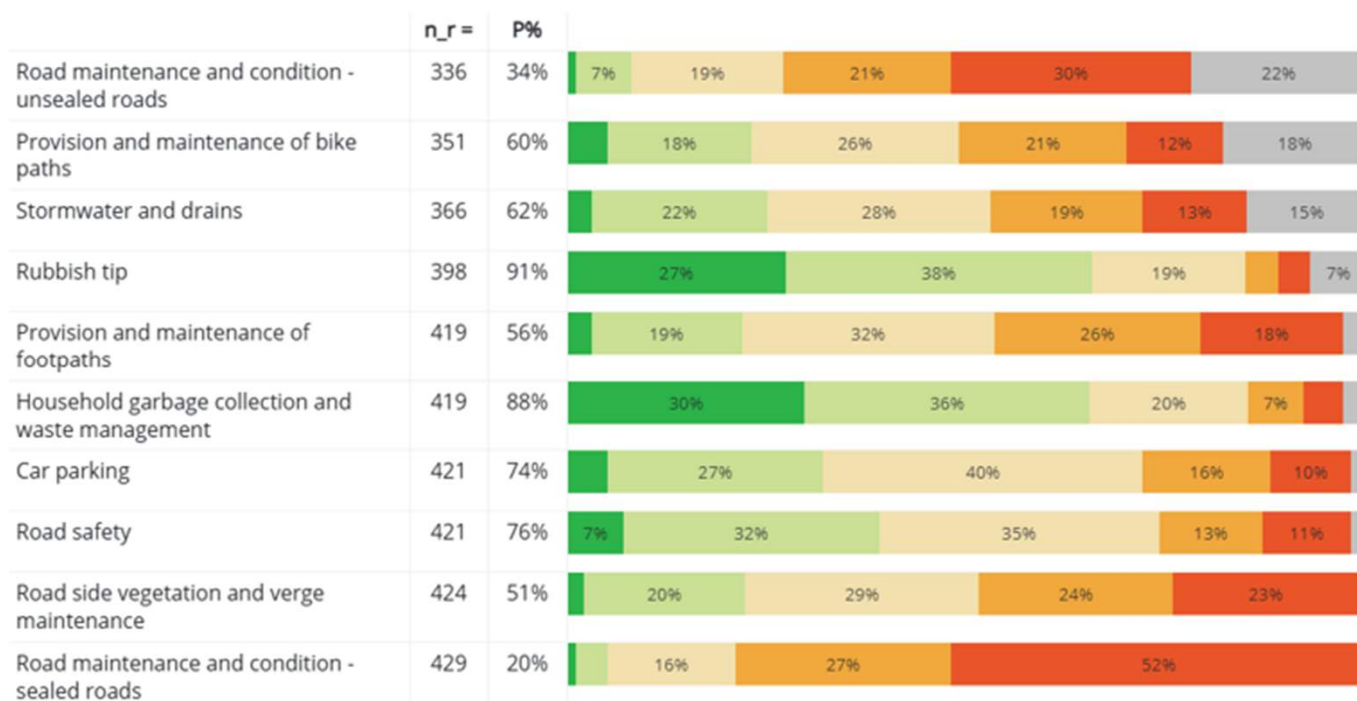
SERVICE PERFORMANCE BY DIMENSION

TRANSPORTATION, WASTE AND DRAINAGE

Higher levels of satisfaction and awareness in Waste Services, including household garbage collection, waste management and rubbish tips.

Significant opportunity for service improvement in Road maintenance and condition – sealed and unsealed roads.

Other opportunities for service improvement include Roadside vegetation and verge maintenance, and Provision and maintenance of footpaths and bike paths.



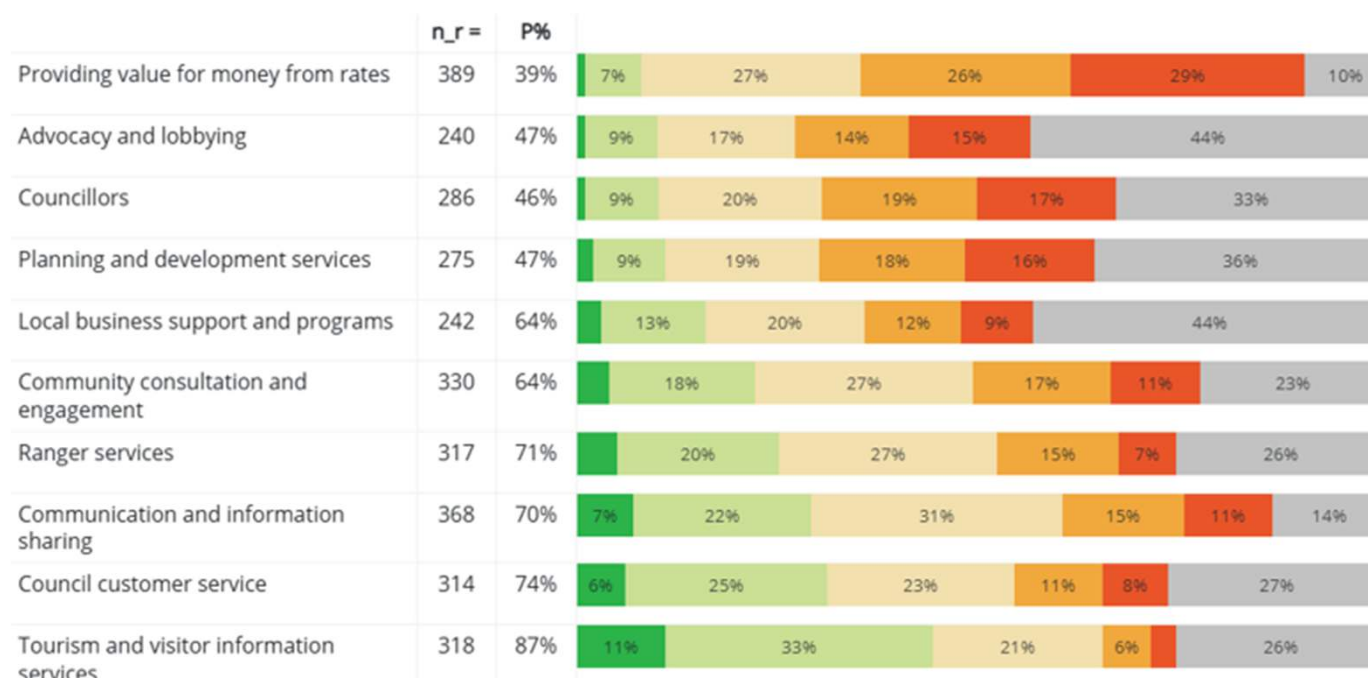
SERVICE PERFORMANCE BY DIMENSION

LEADERSHIP AND COMMUNICATIONS

Higher levels of satisfaction in Communication and information sharing, Tourism and visitor information services, Ranger services and Council customer service.

Significant opportunity for service improvement in Providing value for money from rates.

Opportunity for increased community awareness across Councillors and Advocacy and lobbying.



SERVICE PERFORMANCE BY DIMENSION

RESILIENT AND SUSTAINABLE SERVICES

Significantly higher levels of satisfaction and awareness in Water supply and quality.

Other higher levels of satisfaction noted for Emergency and disaster management and recovery, and Protection and management of local history, heritage and natural environment.

Significant opportunity for service improvement in Responsible financial management, Planning for future community needs, Overall Council direction and Making decisions in the best interest of the community.

