



Shoalhaven City Council Community Satisfaction Survey 2018

Prepared for
Shoalhaven City Council

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Summary of findings

Overall Satisfaction

Average overall satisfaction is 3.3 out of 5. Almost half (46%) of Shoalhaven residents are either very satisfied or satisfied with the performance of Council over the past 12 months while 17 percent are either very dissatisfied or dissatisfied. This result is in line with the 2017 result (3.4).

There has been no significant movement in overall satisfaction over the past four years.

Residents are generally satisfied with Council's performance because they believe Shoalhaven Council is functioning well. Moreover, they acknowledge the developments occurring in their local area. Dissatisfaction is generally a result of concerns related to maintenance of roads, development and urban planning and rates.

Comparison analysis shows significant differences between satisfaction ratings given by residents who frequently hear negative stories about Shoalhaven Council and those who do not hear negative stories. Residents who frequently heard negative stories or comments about Council tended to give significantly lower satisfaction ratings, including overall satisfaction with Council. Similarly, residents who have either never heard these stories or comments or heard them infrequently were significantly more satisfied overall and generally more satisfied with services and facilities.

Consequently it can be argued that low average satisfaction ratings for services and facilities are not necessarily the result of direct experiences.

Service delivery performance

Three services showed significantly higher performance in 2018 compared to 2017. These are:

- ▶ Community buildings and halls
- ▶ Parks, playgrounds and reserves
- ▶ Hygiene standards of retail food outlets

Three services showed significantly lower performance in 2018 compared to 2017. These are:

- ▶ Efficient processing of development applications
- ▶ Maintenance of beaches and dunes
- ▶ Opportunities to participate in Council decision making processes

Strengths and weaknesses of service provision

The following services are **strategic advantages** and **key vulnerabilities** of Council's service provision.

Strategic advantages	Key vulnerabilities
<ol style="list-style-type: none"> 1. Shoalhaven Entertainment Centre 2. Solid waste and recycling collection 3. Landfill and resource recovery services 4. Parks playgrounds and reserves 5. Appearance of towns and villages 6. Council's support for events in the Shoalhaven 7. Facilities and services for the disabled 8. Types of events in the Shoalhaven 	<ol style="list-style-type: none"> 1. Elected Council decision making 2. Maintenance of unsealed local roads 3. Maintenance of sealed local roads 4. Provision of cycleways 5. Provision of footpaths 6. Efficient processing of DA's 7. Council's actions are in-line with community expectations 8. Opportunities to participate in Council decision making processes 9. Informing the community of Council decisions, activities and services 10. Appearance of CBDs [major town centres]

Community living

- ▶ Residents agree that Shoalhaven is a liveable city (4.0 out of 5) because it is safe and its beautiful setting offers a relaxed and happy lifestyle for its residents.
- ▶ Shoalhaven residents live an active lifestyle. Only 38 percent did not walk to a destination in the last week. Among those who walked, 13 percent stated that they take their children to walk with them all the time. They participate in a Council event about once a month.
- ▶ 49 percent are aware of Council's community engagement projects and initiatives. 36 percent cannot name any projects but some mentioned projects such as Nowra Bridge, beach clean-up, community-based workshops, and recycling activities. 25 percent indicates that they have participated in some of these initiatives and projects.

Contact with Council

73 percent had contacted Council within the past year (14% during the last month). Residents are generally satisfied with response timeliness (3.8 out of 5) and overall performance of Council in dealing with their most recent request (3.7 out of 5).

Happiness Index

Shoalhaven's Personal Wellbeing Index Score is 83.1. Shoalhaven is outperforming the national average (75) although Shoalhaven's Personal Wellbeing Index is down 1 pt since last year.

Compliance / Enforcement

Shoalhaven residents indicated that they were in favour of educating the community when it came to dog offences and to a lesser extent tree clearing but favoured a more punitive approach (fines and taking offenders to court) for tree vandalism, unauthorised building work, other unauthorised development and illegal dumping. They felt particularly strongly that Council should be tough on illegal dumping.

Results of the Survey

Introduction

Shoalhaven City Council conducts an annual Community Satisfaction Survey to measure community satisfaction with Council's delivery of services and facilities, satisfaction with Council's customer service and overall satisfaction with Council. This survey also included a section on community engagement projects and initiatives and compliance and enforcement.

Shoalhaven City Council Community Satisfaction Survey was conducted between 19 September and 26 September 2018. 424 Computer Aided Telephone Interviews (CATI) were completed from a random sample of residents that live in the Shoalhaven City Council area. Strict sampling procedures were used to ensure residents from across the Shoalhaven LGA were given an equal opportunity to participate in the research. Age and gender quotas were based on the 2016 Census. To help achieve a good age/gender balance, the sample collected in CATI was supplemented with 20 responses collected online from younger respondents. This helped to keep the data weightings well within industry standards. Where these quotas could still not be filled, the final data set was weighted by age and gender to ensure the data collected reflected the demographics of Shoalhaven LGA.

This report presents the results of the survey.

Sample profile

In order to obtain a clear view of the sample's profile, some demographic characteristics including age and gender were asked. Additionally, the respondents' property ownership status was investigated. During analysis, the sample has been weighted to obtain a representative sample for the Shoalhaven LGA in terms of age and gender. The profile of the sample is displayed in Table 1.

Table 1. Sample profile

Gender		Property	
Male	49%	Owns property in the region	79%
Female	51%	Does not own property in the region	21%
Age			
18 to 34	20%		
35 to 49	20%		
50 to 64	27%		
65 years plus	33%		

Base: All respondents (n = 424)

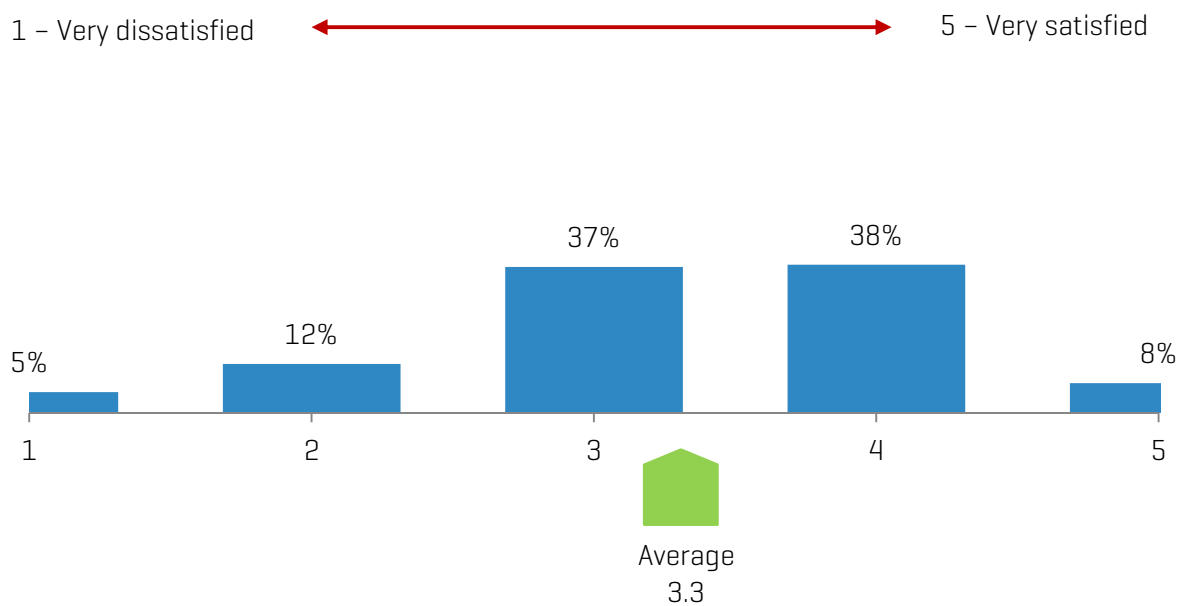
1. Council's Performance

Overall satisfaction

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

Figure 1.1 shows the distribution of responses across the scale. Overall satisfaction returned an average score of 3.3 out of 5.

Figure 1.1. Overall satisfaction



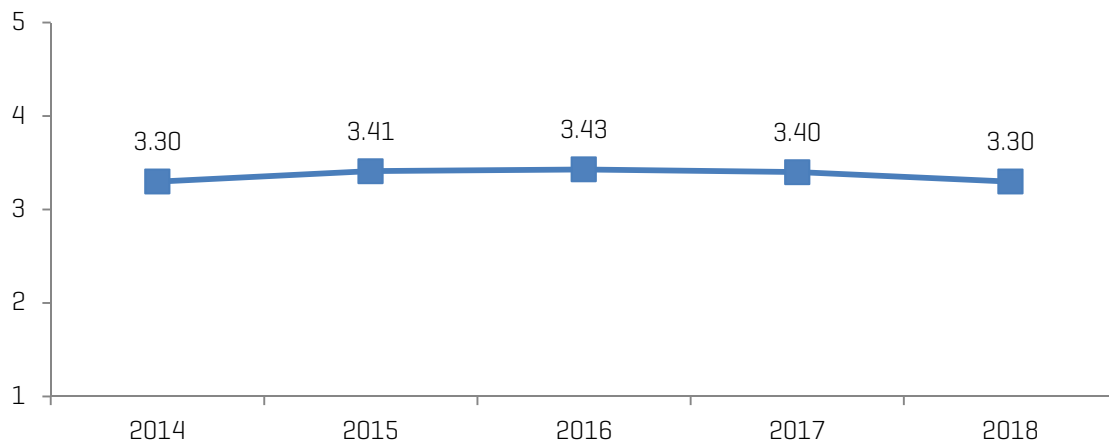
According to comparison tests,

- ▶ Those aged 65 and above [3.5] were more satisfied with Council than those aged 18 to 34 [2.9].
- ▶ Residents who heard a negative story or comment about Shoalhaven City Council at least weekly were significantly less satisfied overall [2.7]. Residents who heard these once a year [3.8] or have never heard negative stories or comments [3.8] recorded significantly higher average overall satisfaction ratings.
- ▶ There was no difference in satisfaction between males [3.3] and females [3.3].

Overall satisfaction with Shoalhaven City Council over the years

Figure 1.2 compares average overall satisfaction with the preceding four years. Average overall satisfaction has remained in line with previous results with no statistically significant movement.

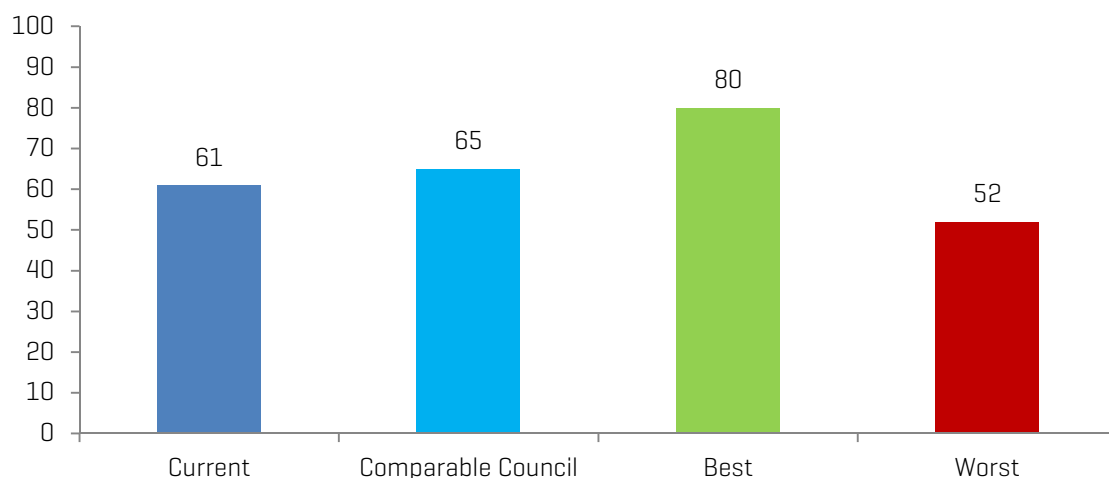
Figure 1.2. Overall satisfaction – Comparisons with 2014-2018



External benchmarks

Figure 1.3 shows the benchmarked result for Shoalhaven City Council [61 out of 100]. Benchmarking allows for comparisons between councils. The comparable council benchmark is an amalgamation of councils with similar size and characteristics to Shoalhaven City Council. Shoalhaven City Council’s overall satisfaction performance is slightly lower than the comparable councils [61 vs 65] yet this difference is not statistically significant.

Figure 1.3. Benchmarks – Overall satisfaction



Issues influencing overall satisfaction ratings

Respondents were asked if any particular issue had influenced their rating. Nearly half [49%] did not name a particular issue as an influence on their rating. Verbatim responses are available in Appendix 1.

18 percent cited a positive reason for their rating [see Figure 1.4]. These primarily centred on Council functioning well and getting on with the job [see Table 1.1].

34 percent gave a negative reason for their rating. The main themes were road maintenance, urban development, planning and the use of rates money.

Figure 1.4. Respondents who cited one particular reason

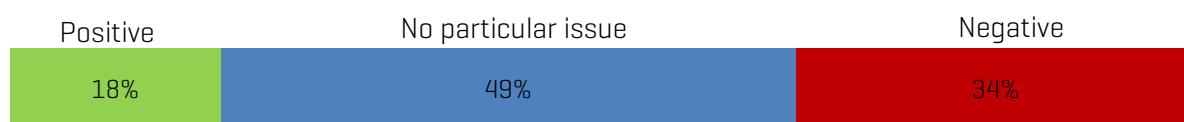


Table 1.1. Influences on overall satisfaction – Themes

Positive	
Council functioning well and getting on with the job	The primary positive reason cited by respondents was that Council are functioning well. Residents mentioned improvement to existing and development of new infrastructure and a feeling that Council is working towards improving the Shoalhaven.
Negative	
Maintenance of roads	One of the main negative reasons cited by respondents was the maintenance of roads.
Development and urban planning	Another reason cited by dissatisfied respondents was the planning decisions made by Council as well as the development application process in general.
Rates	There was also some concern expressed about value for the rates dollar.

Effect of Council perceptions on overall satisfaction

Respondents were asked how frequently they hear negative stories or comments about Shoalhaven City Council [see Table 1.2]. This question helps to gauge the perceptions of Council among Shoalhaven residents.

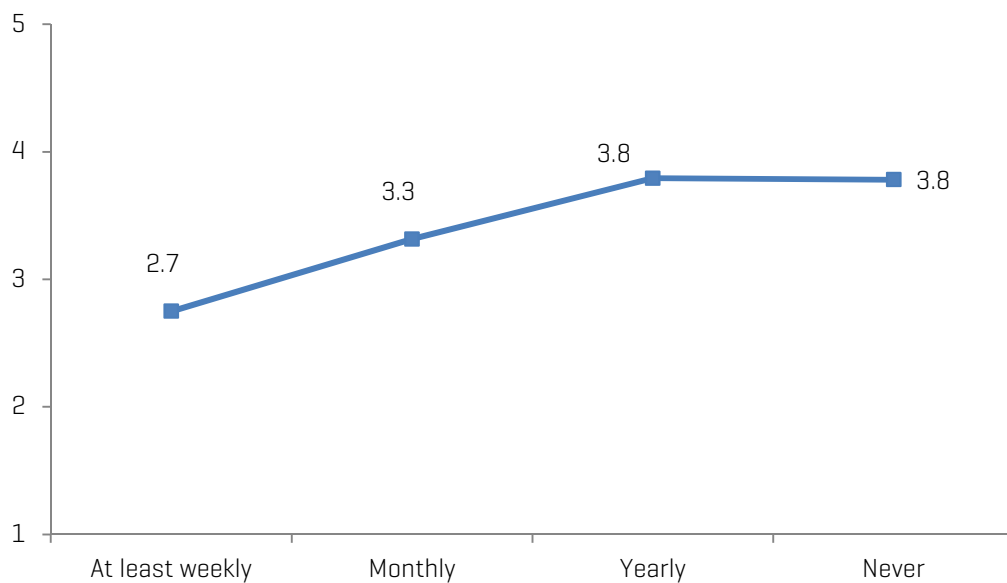
Nearly two thirds [63%] of respondents hear a negative story or comment about Council at least once a month. Almost one quarter [23%] hear these stories and comments weekly while 11 percent reported hearing them daily - up from the 5% that reported hearing them daily last year.

Table 1.2. Frequency of hearing negative stories about Council

Daily	11%
Weekly	23%
Monthly	29%
Yearly	17%
Never	12%

Figure 1.4 shows average overall satisfaction ratings among these subgroups. Average ratings for 'Yearly' and 'Never' [3.8] were significantly higher than 'Daily/Weekly' [2.7]. There is a clear negative relationship between frequency of hearing negative stories or comments about Council and overall satisfaction.

Figure 1.4. Overall satisfaction mean by frequency of hearing negative stories about Council



2. Evaluation of services and facilities

Respondents were asked to rate their satisfaction with the services and facilities using a 5-point scale, where '1' meant very dissatisfied and '5' meant very satisfied.

Services and facilities provided by Shoalhaven City Council were included in the questionnaire. The services were classified according to four key areas:

- ▶ **Sustainable, liveable environments**
- ▶ **Prosperous communities**
- ▶ **Responsible governance**
- ▶ **Resilient, safe and inclusive communities**

The list of services and facilities included in the survey are as follows:

SUSTAINABLE, LIVEABLE ENVIRONMENTS

Plan and manage appropriate and sustainable development

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

Improve and maintain our road and transport infrastructure

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

Protect and showcase the natural environment

1. Sustainable management of Shoalhaven's natural environment
2. Environmental protection and enforcement (e.g. building site inspections; illegal dumping)
3. Maintenance of beaches and dunes
4. Sustainable management of lakes and estuaries
5. Management of street trees

PROSPEROUS COMMUNITIES

Maintain and grow a robust economy with vibrant towns and villages

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

RESPONSIBLE GOVERNANCE

Reliable services that meet daily community needs

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

Provide advocacy and transparent leadership through effective government and administration

1. Council's customer service
2. Elected Council decision making

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

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

RESILIENT, SAFE AND INCLUSIVE COMMUNITIES

Build inclusive, safe and connected communities

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 sewerage and quality water service
5. Companion animal [dogs] management
6. Library services
7. Shoalhaven Regional Gallery Nowra
8. Disaster response in the Shoalhaven
9. Facilities and services for the disabled

Activate communities through arts, culture and events

1. Type of events in the Shoalhaven
2. Council's support of events in the Shoalhaven

Support active and healthy communities

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

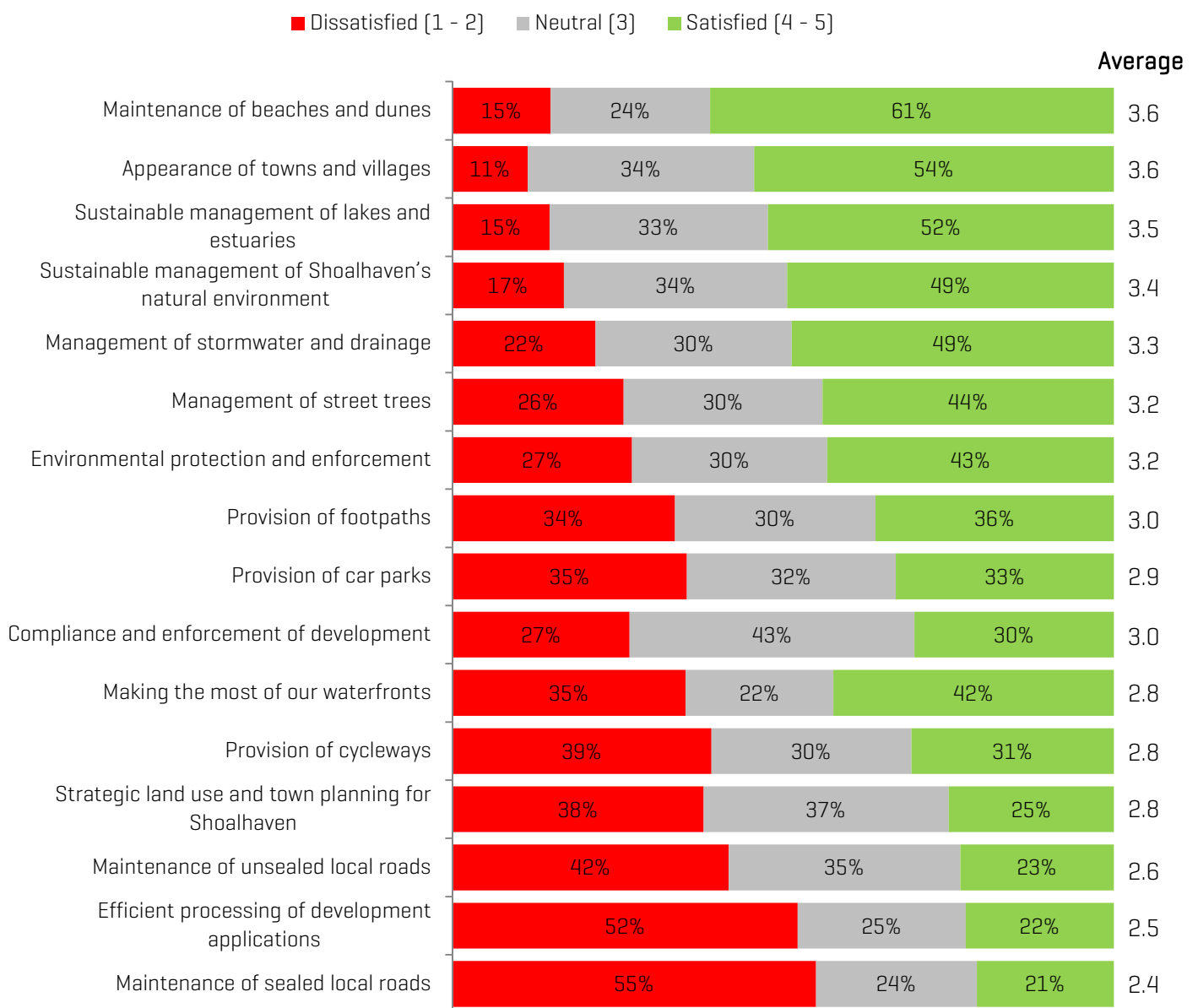
Sustainable, liveable environments

Services related to the maintenance and management of the natural environment performed well. *Maintenance of beaches and dunes* received the highest average satisfaction rating at 3.6 out of 5 [see Figure 2.1]. *Appearance of towns and villages* took equal top spot with a rating of 3.6. *Sustainable management of lakes and estuaries* and *sustainable management of Shoalhaven's natural environment* recorded high satisfaction ratings of 3.5 and 3.4, respectively. Services related to roads performed relatively poorly. *Maintenance of sealed local roads* received the lowest average satisfaction rating at 2.4 out of 5. *Efficient processing of development applications* (2.5) was the next lowest followed by *maintenance of unsealed local roads* (2.6).

Comparison tests showed that,

- ▶ Respondents aged 65 plus years are significantly more satisfied with *making the most of our waterfronts* compared to other age groups.
- ▶ Those that didn't own property in the Shoalhaven were more satisfied with *sustainable management of lakes and estuaries*, *Shoalhaven's natural environment* and *management of stormwater and drainage* than were those who owned property.
- ▶ Respondents who heard a negative story or comment about Council weekly or more recorded significantly lower average satisfaction ratings for all services and facilities with the exception of *provision of cycleways*.
- ▶ Respondents who never hear negative stories or comments about Council were significantly more satisfied with all services with the exception of *provision of footpaths*, *provision of car parks*, *provision of cycleways* and *maintenance of unsealed local roads*.
- ▶ There were no significant differences by gender.

Figure 2.1. Satisfaction with 'sustainable, liveable environments' services and facilities



Base: All respondents (n=424)

Comments about management of stormwater and drainage

As shown in Figure 2.1, compliance and enforcement of development received a 3.3 average satisfaction score out of 5. Respondents provided few open ended comments about the aspects that influenced their satisfaction score [see Table 2.1].

Residents are generally happy with the management of stormwater and drainage stating that Council is doing a good job understanding how to maintain stormwater and drainage and have been quick to repair some of their issues. Some residents, on the other hand believe that there is inadequate drainage in some places causing flooding in their local area.

Table 2.1. Stormwater and Drainage

All good [x4] No major issues [x2] Council doing good job They have been quick to repair some of our issues Council understands how to maintain them Doing what they can Seems to work
When it rains doesn't seem to have enough drainage [x2] Almost no curb and gutter in sanctuary point Drainage at outside my house not adequate got flooded No drainage in this area Only clear them out when there is heavy rain No infrastructure Not noticing a lot of run off that used to appear in day after storms Quinn's Lane is a joke

Comments about compliance and enforcement of development

Compliance and enforcement of development received a 3.0 average satisfaction score out of 5. Respondents provided a series of open ended comments about the aspects that influenced their satisfaction score [see Table 2.2]. The full list of open ended answers can be found in Appendix 2.

The most frequent comments are related to the process of development approval. Residents think it takes too long to receive approval and it is more complicated than it should be. They also have concerns about the developments occurring around their areas. Residents think development should reflect the region appropriately. They indicate the important role that Council plays in the effective compliance and enforcement of development in the region.

Table 2.2. Major themes – Compliance and enforcement of development

Development Approval (DA) processes <i>[26 comments]</i>	It takes too long to get anything done [x8] Too much red tape and all over the place [x2] Commercial development is rumoured to be passed easily Strange rules and regulations
Appropriate development <i>[19 comments]</i>	Development needs to be more modern [more style in the region] St Georges Basin development height is too high They allow too many units on small blocks
Council's role <i>[16 comments]</i>	Council could do more instead of holding back on good ideas Council don't police building inspections very well The council is too conservative
Interaction/communication with the community <i>[15 comments]</i>	Consultation with the community is always needed Council is aware of our needs I don't think there is enough knowledge in the development services
Overdevelopment <i>[14 comments]</i>	Concerns in local area about new apartment blocks Council allowing development close to the shoreline
Specific areas <i>[10 comments]</i>	Boat ramp needs maintenance development Lake Haven drive Could do more for Ulladulla area Shoalhaven River an asset that's not being utilised
Lack of consistency <i>[8 comments]</i>	There is no consistency with Council's decisions [x2] They are extremely inconsistent and change minds all time
Evidence of progress <i>[8 comments]</i>	I like to see development changing Not moving ahead
Illegal development <i>[7 comments]</i>	Development in the area, don't believe these building have been approved Followed rules for development
Development impacts on environment <i>[6 comments]</i>	Number of trees being knocked down with development Native vegetation act needs reviewing

Comments about paths and cycleways

Paths and cycleways received a 2.8 average satisfaction score out of 5. Respondents provided very few open ended comments about their satisfaction score [see Table 2.3]. Ten respondents think that the area needs more footpaths and cycleways while seven respondents claim that they do not have paths and cycleways at all. Five respondents believe that the footpaths or cycleways are not safe.

Table 2.3. Paths and cycleways

We need more footpaths and cycleways [x10]
We don't have footpaths or cycleways [x7]
They are unsafe [x5]
Need a longer cycleway along the coast [x2]
Better footpaths and cycleways [x2]
Cycleways can be obstructions at times [x2]
Footpaths and cycleways in this area are good [x3]
We need them connected and taking advantage of water front our greatest asset

Comments about efficient processing of development applications

Efficient processing of development applications received a 2.5 average satisfaction score. Respondents provided a few open ended comments about the aspects that influenced their satisfaction with this service [see Table 2.4]. Four respondents stated that they are dissatisfied because it takes an excessive amount of time to complete an application. Four respondents stated that Council is too slow in assessing development applications. One respondent shared their opinion about the high costs of the processing.

Table 2.4. Efficient processing of development applications

The excessive amount of time that processing applications takes [x4]
They are very slow to action approvals [x4]
The cost is ridiculously high - people can't afford it for homes, businesses
Takes too long, too expensive to process, too complicated
So much has changed ...too many people
Should be equal across the board either private or council
Lack of common sense

Comments about local roads

Respondents provided a series of open ended comments about the aspects that influenced their satisfaction score about local roads [see Table 2.5].

Respondents think it takes Council too long to fix the roads. Some indicated that the quality of road repairs is poor. Some felt the roads are in bad condition because they are not properly maintained.

Table 2.5. Major themes – Local roads

Processing Time	Repairs take too long, not done well [x3] All bumpy, upgrade takes ages 3 months to install a roundabout? Pot holes everywhere in the shire Morschel's Lane has never been sealed properly in 16 years Road maintenance is too slow and too much patch up work
Poor repair	Even when they do repairs they don't do it properly Even when work is completed they are still rough Not put in well enough and roads deteriorate with the weight of garbage trucks Wasting money on poor quality road repairs. Need to be fixed properly first time They're terrible and the patch work isn't up to standard
Poor maintenance	Too many pot holes [x6] Local sealed roads are in terrible condition [x2] Roads need more work / should be more done [x2] Unsealed roads not looked after properly [x2] RMS roads seem to be in good condition but the council roads are very damaged Berry Mountain needs resealing, esp. Between Irvine's Road and Kangaroo Valley Bolong Road is a joke! If took the road ruining cars in the storm to take action Bolong Road roadworks just after Back Forest Road is a disgrace Have a dirt road in front of my house, Marine Parade, Callala Bay
Positive comments	Council do their best Doing a good job Well maintained They are pretty good and they seem to maintain them

Benchmarks – Sustainable, liveable environments

Table 2.6 provides the benchmarked results for applicable services and facilities within this category. Not all services and facilities within the ‘Sustainable, liveable environments’ category were able to be benchmarked due to some being applicable only to Shoalhaven.

The results for Shoalhaven City Council were statistically significantly lower compared to the benchmark for comparable councils for all services and facilities with the exception of *provision of carparks*.

Table 2.6. Benchmarks – Sustainable, liveable environments

Benchmarks	Current	Comparable Council	Best	Worst
Maintenance of sealed local roads	37	54	70	34
Maintenance of unsealed local roads	40	47	59	37
Efficient processing of development applications	38	52	75	38
Provision of cycleways	46	58	76	43
Provision of footpaths	50	55	70	43
Provision of carparks	49	51	68	33

Prosperous communities

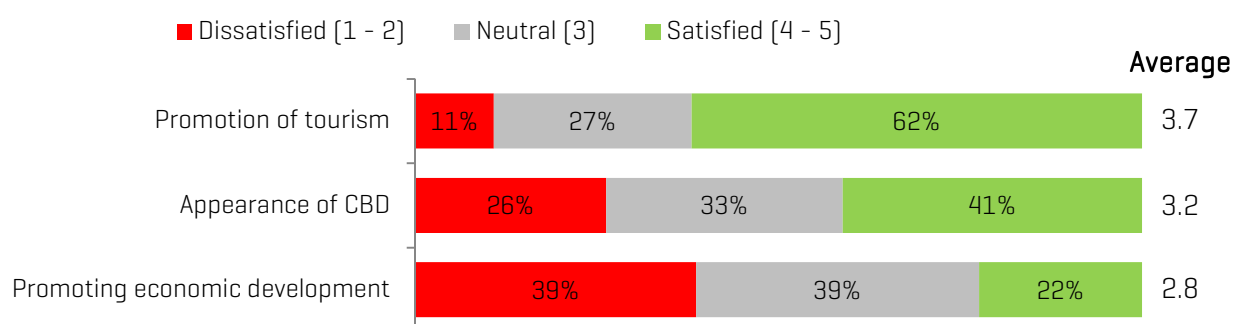
Shoalhaven residents were generally satisfied with Council's *promotion of tourism* with an average satisfaction rating of 3.7 out of 5 (see Figure 2.2). Three in five (62%) respondents were satisfied with this service.

Promoting economic development (i.e. jobs and growth) received a relatively low average satisfaction rating (2.8). 39% of Shoalhaven residents were dissatisfied with this service while a similar number indicated neutrality (36%).

Comparison tests showed that,

- ▶ Respondents aged 50 to 64 years were significantly less satisfied with *appearance of CBDs (major town centres)* compared to other age groups.
- ▶ Respondents who heard negative stories or comments about Council weekly or more were significantly less satisfied with the *appearance of CBDs (major town centres)*.
- ▶ Respondents who heard these negative stories or comments yearly were significantly more satisfied with *promotion of tourism* and *appearance of CBDs (major town centres)*.

Figure 2.2. Satisfaction with 'prosperous communities' services and facilities



Base: All respondents (n=424)

Benchmarks – Prosperous communities

Table 2.7 provides benchmarked results for this category. Shoalhaven City Council performed better than comparable councils in *promotion of tourism* but performed worse in both *promoting economic development* and *appearance of CBDs*.

Table 2.7. Benchmarks – Prosperous communities

Benchmarks	Current	Comparable Council	Best	Worst
Promoting economic development	49	58	74	43
Appearance of CBDs (major town centres)	56	63	87	47
Promotion of tourism	68	65	75	51

Responsible governance

The service within this category which received the highest average satisfaction rating was *Shoalhaven Entertainment Centre* at 4.1 out of 5 (see Figure 2.3). 80% of Shoalhaven residents were satisfied with this facility.

Swimming pools were the facilities with the next highest average satisfaction rating at 3.9. Over three quarters of respondents were satisfied with these facilities. This was followed by *cemeteries* and *sporting fields* at 3.8.

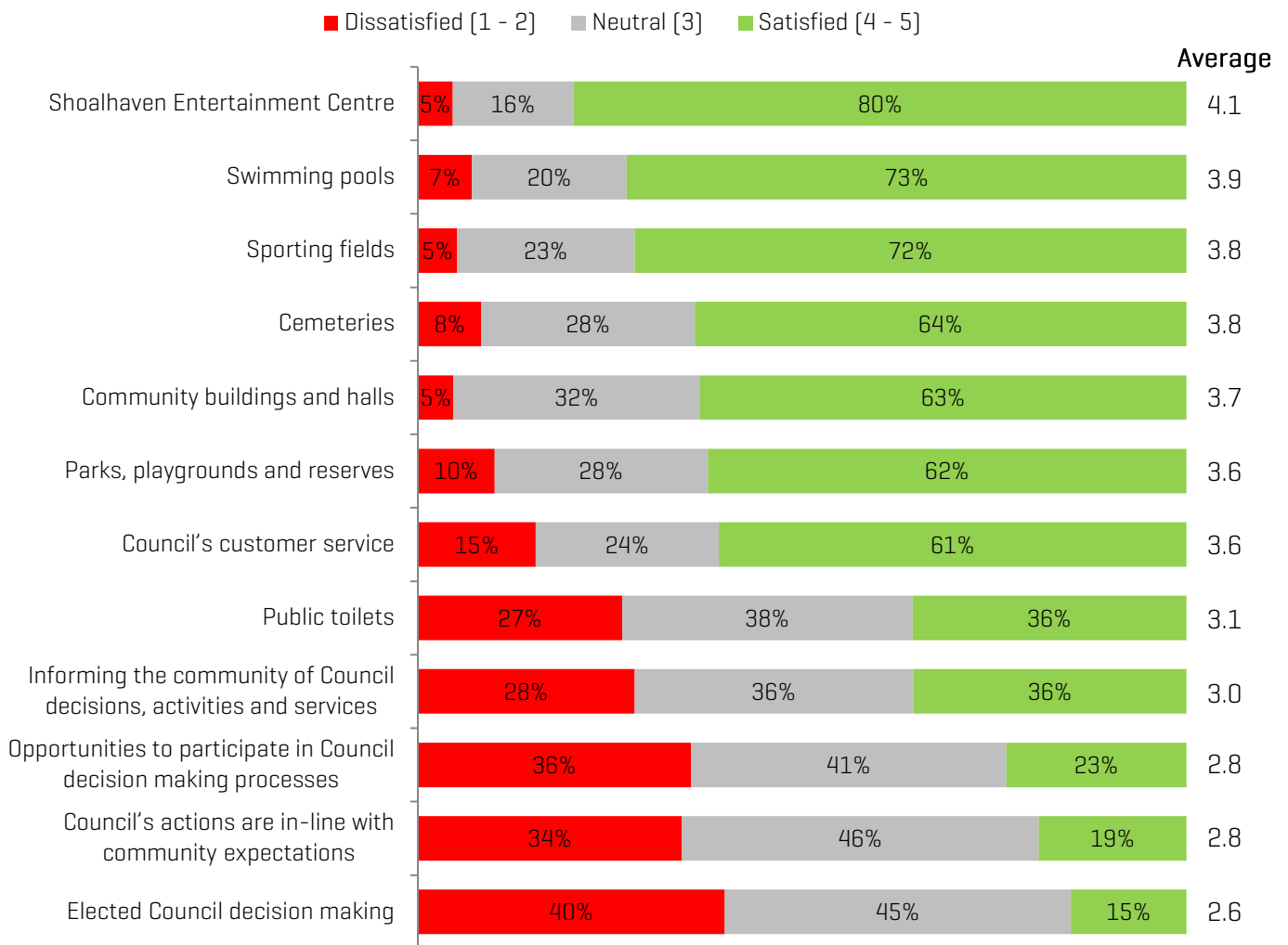
The facilities which received the lowest average satisfaction rating were *public toilets* at 3.1. Over one third (39%) were dissatisfied with these facilities while 36% were satisfied.

With the exception of *public toilets*, the services and facilities which received the lowest average satisfaction ratings within this category were related to Council processes and decision making. *Elected Council's decision making* received the lowest average rating at 2.6. 45 percent of the respondents were neutral towards this service. *Council's actions are in-line with community expectations* was the only other service within this category where the proportion of residents who were dissatisfied (34%) outweighed those who were satisfied (19%).

Comparisons tests revealed,

- ▶ Respondents who are aged older than 65 are more satisfied with Shoalhaven Entertainment Centre, parks playgrounds, reserves and Elected Council decision making compared to younger respondents. Respondents who are aged between 18 and 34 are less satisfied with the opportunities to participate in Council decision making processes compared to older age groups.
- ▶ Shoalhaven residents who heard negative stories or comments about Council weekly or more were significantly less satisfied with all the service provided under Responsible governance category.
- ▶ No other significant differences were observed among other subgroups.

Figure 2.3. Satisfaction with 'responsible governance' services and facilities



Base: All respondents (n=424)

Satisfaction with responsible governance by usage frequency

In addition to their satisfaction levels, respondents were asked to indicate how often they use a Council facility. Shoalhaven residents use Council facilities weekly on average [see Table 2.8]. Only 6 percent states that they never use a Council facility.

Table 2.8 Council facility usage frequency

Weekly	51%
Fortnightly	12%
Monthly	17%
Every six months	10%
At least once a year	6%
Never	6%
<i>Median usage</i>	<i>Weekly</i>

Results show that although respondents who use the services more frequently tend to be more satisfied [see Table 2.9], satisfaction with facilities is not significantly affected by the usage frequency.

Table 2.9 Satisfaction with responsible governance by usage frequency

	Weekly	Fortnightly	Monthly	Less often or never
Shoalhaven Entertainment Centre	4.1	3.8	4.3	4.2
Swimming pools	4.0	4.0	3.8	3.6
Sporting fields	3.8	3.7	4.0	3.6
Parks, playgrounds and reserves	3.6	3.6	3.7	3.6
Community buildings and halls	3.8	3.6	3.6	3.7
Council's customer service	3.7	3.4	3.8	3.5
Cemeteries	3.8	3.5	3.7	3.9
Public toilets	3.2	3.1	3.0	2.9
Informing the community of Council decisions, activities and services	3.1	2.7	3.0	3.1
Council's actions are in-line with community expectations	2.8	2.8	2.7	2.8
Opportunities to participate in Council decision making processes	2.9	2.6	2.7	2.7
Elected Council decision making	2.6	2.4	2.7	2.6

Comments about Council's customer service

Council's customer service received a 3.6 average satisfaction score. Respondents provided few open ended comments about the aspects that influenced their satisfaction score [see Table 2.10]. The full list of open ended answers can be found in Appendix 3.

Respondents made 175 positive comments about the customer services. They are happy with the helpfulness of the customer services. Respondents made 80 negative comments about customer services. They have concerns about the processes being difficult or slow.

Table 2.10 Major themes – Council's customer service

Positive comments <i>[175 comments]</i>	
Helpfulness <i>[64 comments]</i>	Always helpful [x19] Helpful [x12] Friendly and helpful [x6] Always helpful, polite, respectful [x2] Been nice and helpful [x2]
Approachable / responsive <i>[18 comments]</i>	Easy to approach Easy to deal with Have had no problem with them very responsive
Front desk staff <i>[17 comments]</i>	The girls are nice and pleasant The ladies at the counter are good They are happy nice people doing the best they can
Promptness <i>[17 comments]</i>	Prompt [x4] Always prompt and direct communications
Politeness / friendliness <i>[14 comments]</i>	Very polite [x2] Friendly [x4]
Efficiency <i>[5 comments]</i>	Efficient [x2] Always answered enquires efficiently
Negative comments <i>[80 comments]</i>	
Issues with the processes <i>[15 comments]</i>	Difficult to achieve help with issues I have had to ring back because I got passed on to the wrong department My request was not responded to correctly
Slowness of the process <i>[13 comments]</i>	Too long a wait to get to anyone They took so long and were not listening to us Slow to reply with inquiries
Lack of knowledge <i>[7 comments]</i>	Lack of knowledge about tree that needed cutting down Not enough knowledge
No response <i>[7 comments]</i>	No reply to my enquiry and no duty of care Non reply of calls leave messages no reply
Not being helpful <i>[7 comments]</i>	Don't help very much Never received much help when needed
Rudeness <i>[7 comments]</i>	Council employee was very nasty in responding to my request Had a rude experience at the council
Inconsistency <i>[4 comments]</i>	Customer service is inconsistent Not consistent in responding to calls

Comments about elected Council decision making

As displayed in Figure 2.3, elected Council decision making received a 2.6 average satisfaction score. Respondents provided few open ended comments about the aspects that influenced their satisfaction score (see Table 2.11). The list of open ended answers can be found in Appendix 4.

Respondents made 24 comments about their unmatched expectations. They think elected Council is not entirely aware of what the community needs and expects. 23 comments were made about the lack of progress. They also have concerns about the Council's attitude indicating they can be too political to make the right decision

Table 2.11 Major themes – Elected Council decision making

Unmatched expectations <i>[24 comments]</i>	They are not in tune with the entirety of the Shoalhaven and people's needs Not concerned about community needs Too political and not listening to residents Lack of information on how we can be more involved
Not enough progress <i>[23 comments]</i>	Haven't seen any noticeable positive changes Keeping it a country town, no idea about moving forward They are not very progressive
Council attitude <i>[22 comments]</i>	There is power play instead of the community interest Some councillors are not team players More concerned with playing politics than making good decisions
Infighting issues <i>[22 comments]</i>	There is a lot of infighting instead of progressing the town / taking action [x7] A lot of fighting in public meeting Arguing amongst themselves
Wrong decision making <i>[17 comments]</i>	Don't always make a good decision Making bad decisions in lots of areas e.g. town planning
Bad decisions made <i>[15 comments]</i>	Cancellation of motor sport park Dog restriction hours on the beach Money for basketball stadium was given to Bundanoon trust Not enough money spent in Culburra
Unexplained decisions <i>[11 comments]</i>	Decision making puzzles me Hard to understand some decisions Sometimes decisions aren't explained
Council Bias <i>[10 comments]</i>	Always looking after themselves I don't like the Mayor she only likes the Greens Very indecisive about too many things. Listen to small minority
Decision making process <i>[5 comments]</i>	Handling of the quarry is inefficient Too indecisive and too slow
Positive responses <i>[24 comments]</i>	From what I hear on radio very good democracy at work I'm just happy that we have a Green's Mayor Starting to move on

Benchmarks – Responsible governance

Table 2.12 provides benchmark results for this category of services and facilities. Results for *elected Council decision making* and *informing the community of Council decisions, activities and services* were lower than the comparable council’s scores. The provision of *public toilets* on the other hand has outperformed the comparable council benchmark.

Table 2.12. Benchmarks – Responsible governance

Benchmarks	Current	Comparable Council	Best	Worst
Elected Council decision making	45	56	67	45
Public toilets	55	49	69	38
Informing the community of Council decisions, activities and services	54	62	74	49
Community buildings and halls	68	66	77	56
Parks, playgrounds and reserves	69	69	88	58
Sporting fields	70	70	87	60
Swimming pools	70	67	83	58

Resilient, safe and inclusive communities

Respondents indicated their satisfaction levels of the services provided in *resilient, safe and inclusive communities* category using the same 5 point scale where 1 meant very dissatisfied and 5 meant very satisfied [see Figure 2.4].

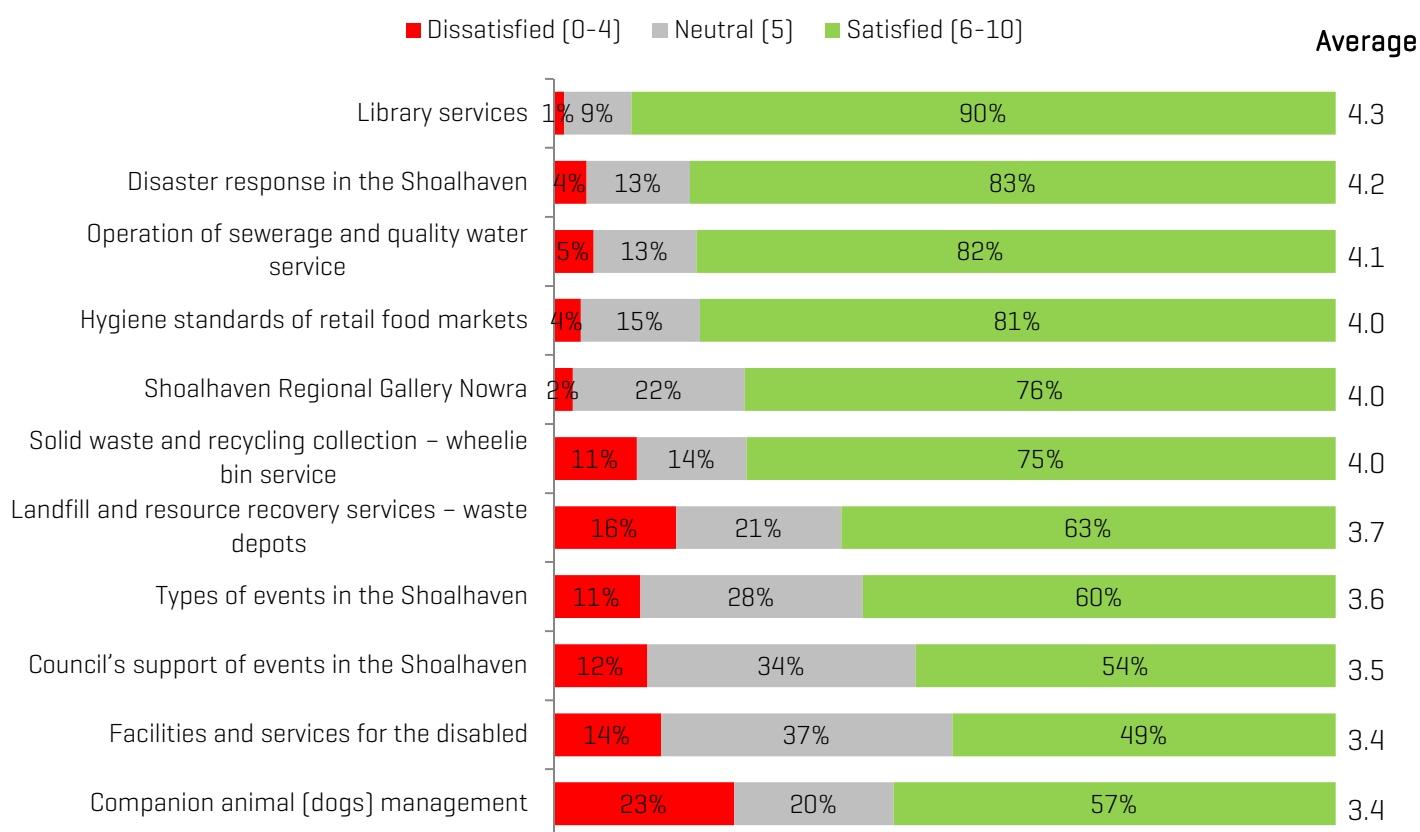
Library services received the highest satisfaction rating of any service or facility at 4.3 out of 5. Nine in ten respondents were satisfied with this service. This was followed by *disaster response in the Shoalhaven* (4.2), *operation of sewerage and quality water service* (4.1) and *hygiene standards of retail food markets* (4.0).

Facilities and services for the disabled and *companion animal (dog) management* received the lowest satisfaction ratings within this category (3.4).

Comparisons tests revealed,

- ▶ Respondents who are aged older than 65 are more satisfied with solid waste and recycling collection – wheelie bin service compared to younger respondents.
- ▶ Shoalhaven residents who heard negative stories or comments about Council weekly or more often were significantly less satisfied with *types of events in the Shoalhaven* and *Council's support of events in the Shoalhaven*.
- ▶ No other significant differences were observed among other subgroups.

Figure 2.4. Satisfaction with ‘resilient, safe and inclusive communities’ services and facilities



Base: All respondents (n=424)

Benchmarks – Resilient, safe and inclusive communities

Table 2.13 provides the benchmarks for this category. Council performed better than comparable councils when it comes to *hygiene standards of retail food outlets and library services*. These services are close to the best on record.

Table 2.13. Benchmarks – Resilient, safe and inclusive communities

Benchmarks	Current	Comparable Council	Best	Worst
Facilities and services for the disabled	60	61	69	50
Hygiene standards of retail food outlets	76	69	80	59
Operation of sewerage and quality water service	75	75	90	55
Library services	85	77	86	66

Comments about companion animal [dog] management

Companion animal [dog] management received a 3.4 average satisfaction score. Respondents provided the following open ended comments about the aspects that influenced their satisfaction [see Table 2.14].

Table 2.14 Companion animal [dog] management

Council does look after the animals Despite often taking long to respond, I believe rangers do a reasonable job Don't see a lot of dogs roaming the streets Don't agree with what council does-should be allowed to take dog to beach Families with too many dogs not being cared for properly I have never seen any signage stating they are welcome everywhere Need more areas for dogs to run Neighbour's dog killed 3 of our pregnant cattle last week. No trouble with domestic animals Some don't carry certificates

Comments about facilities and services for the disabled

Facilities and services for the disabled received a 3.4 average satisfaction score. Respondents provided the following open ended comments about the aspects that influenced their satisfaction [see Table 2.15].

Table 2.15 Facilities and services for the disabled

Good service Mother in-law gets good help with this service The park in Mollymook is amazing Our son has down syndrome and all good Beneficial to have paved footpaths at least on 1 side of road and ramps at gutter Government not helping enough I would like to see easier access for the disabled Lack of disabled access across the board including ramps, toilets etc. More accessible service More that can be done Need more parking Some areas do not have proper facilities e.g. Ramps Toilets for the disabled in Nowra not working but need toilets Very hard to get around and parking is bad not enough disabled places

Comparisons with 2017

Table 2.16 compares average ratings for 2018 with the results from the previous Community Satisfaction Survey conducted in 2017.

Overall satisfaction was stable compared to last year, down 0.01 points. This was not a statistically significant difference.

The overall performance of services and facilities within the 'sustainable, liveable environments' category compared to last year was .2 pts lower. Efficient processing of development applications and maintenance of beaches and dunes saw significant decreases compared to 2017.

Satisfaction levels with the services and facilities related to 'prosperous communities' category remained the same as last year.

In the 'responsible governance' category, *parks, playgrounds and reserves* and *public toilets* performed significantly higher this year. However, satisfaction with the *opportunities to participate in Council decision making processes* saw a significant decrease since 2017. Overall, performance increased .2 pts in this category.

'Resilient, safe and inclusive communities' was the category which performed best compared to last year [.3 pts higher than last year]. *Hygiene standards of retail food outlets* [.2 pts] saw improvement over the year.

Table 2.16. Satisfaction with services and facilities – Comparisons with 2017

		2017	2018	Difference
Overall performance satisfaction		3.40	3.30	-0.10
Sustainable, liveable environments	Appearance of towns and villages	3.5	3.6	0.1
	Efficient processing of development applications	2.7	2.5	-0.2
	Environmental protection and enforcement	3.1	3.2	0.1
	Maintenance of beaches and dunes	3.8	3.6	-0.2
	Maintenance of sealed local roads	2.4	2.4	0.0
	Maintenance of unsealed local roads	2.5	2.6	0.1
	Making the most of our waterfronts	3.0	3.0	0.0
	Management of stormwater and drainage	3.2	3.3	0.1
	Management of street trees	3.2	3.2	0.0
	Provision of car parks	3.0	2.9	-0.1
	Provision of footpaths	2.9	3.0	0.1
	Strategic land user and town planning for Shoalhaven	2.8	2.8	0.0
	Sustainable management of lakes and estuaries	3.6	3.5	-0.1
	Sustainable management of Shoalhaven's natural environment	3.5	3.4	-0.1
		Total difference		-0.2
Prosperous communities	Promotion of tourism	3.8	3.7	-0.1
	Promoting economic development	2.8	2.8	0.0
		Total difference		-0.1
Responsible governance	Swimming pools	3.9	3.9	0.0
	Sporting fields	3.7	3.8	0.1
	Community buildings and halls	3.6	3.7	0.1
	Parks, playgrounds and reserves	3.5	3.6	0.2
	Public toilets	2.9	3.1	0.2
	Informing the community of Council decisions, activities and services	3.2	3.1	-0.1
	Opportunities to participate in Council decision making processes	3.1	2.8	-0.3
		Total difference		0.2
Resilient, safe and inclusive communities	Disaster response in the Shoalhaven	4.1	4.2	0.1
	Hygiene standards of retail food outlets	3.9	4.0	0.2
	Library services	4.4	4.3	-0.1
	Operation of sewerage and quality water services	4.0	4.1	0.1
		Total difference		0.3

Effects of Council perceptions on service and facility performance

Negative perceptions of Shoalhaven City Council had a significant impact on services and facilities [see Table 2.17]. Comparison tests were used to identify statistically significant differences.

Significantly lower average ratings have been marked red while significantly higher average ratings have been marked green. It is clear that hearing negative stories or comments about Council more frequently results in lower average satisfaction ratings for services and facilities as well as overall satisfaction.

Table 2.17. Satisfaction with services by frequency of hearing negative stories about Council

	Daily/ Weekly	Monthly	Yearly	Never
Sustainable, liveable environments				
Maintenance of beaches and dunes	3.4	3.5	3.6	4.1
Appearance of towns and villages	3.3	3.6	3.7	4.0
Sustainable management of lakes and estuaries	3.2	3.4	3.5	3.9
Sustainable management of Shoalhaven's natural environment	3.2	3.3	3.5	3.9
Management of stormwater and drainage	3.0	3.3	3.4	3.8
Environmental protection and enforcement (e.g. building site inspections, illegal dumping, tree vandalism or clearing)	3.0	3.0	3.5	3.8
Management of street trees	2.9	3.2	3.5	3.8
Provision of footpaths	2.8	3.0	3.0	3.3
Compliance and enforcement of development	2.7	3.0	3.2	3.7
Provision of cycleways	2.7	2.9	2.8	3.2
Making the most of our waterfronts	2.6	3.0	3.2	3.8
Provision of car parks	2.6	3.0	3.1	3.2
Strategic land use and town planning for Shoalhaven	2.3	2.8	3.2	3.5
Maintenance of unsealed local roads	2.2	2.9	2.9	2.8
Efficient processing of development applications	2.0	2.6	3.0	3.4
Maintenance of sealed local roads	1.8	2.6	2.9	2.9
Prosperous communities				
Promotion of tourism	3.5	3.7	3.7	3.8
Appearance of CBDs (major town centres)	2.7	3.3	3.3	3.7
Promoting economic development	2.5	2.9	3.0	2.9

Table 2.17 Satisfaction with services by frequency of hearing negative stories about Council – cont’d

	Daily/ Weekly	Monthly	Yearly	Never
Responsible governance				
Shoalhaven Entertainment Centre	4.1	4.1	4.1	4.0
Swimming pools	3.9	3.9	3.9	4.0
Sporting fields	3.8	3.8	3.8	4.0
Parks, playgrounds and reserves	3.7	3.5	3.6	3.9
Community buildings and halls	3.6	3.7	3.7	3.9
Council’s customer service	3.5	3.7	3.6	3.6
Cemeteries	3.3	4.0	3.7	3.8
Public toilets	3.0	3.1	3.1	3.0
Informing the community of Council decisions, activities and services	2.9	2.9	3.1	3.1
Council’s actions are in-line with community expectations	2.8	2.7	2.8	2.8
Opportunities to participate in Council decision making processes	2.8	2.8	2.8	2.9
Elected Council decision making	2.7	2.6	2.6	2.6
Resilient, safe and inclusive communities				
Library services	4.2	4.4	4.4	4.5
Disaster response in the Shoalhaven	4.0	4.2	4.3	4.4
Operation of sewerage and quality water service	3.9	4.2	4.2	4.2
Hygiene standards of retail food markets	3.9	4.0	4.1	4.2
Shoalhaven Regional Gallery Nowra	3.8	4.2	3.9	4.0
Solid waste and recycling collection – wheelie bin service	3.8	3.9	4.2	4.2
Landfill and resource recovery services – waste depots	3.5	3.6	3.9	4.1
Types of events in the Shoalhaven	3.3	3.7	3.9	4.0
Companion animal (dogs) management	3.3	3.7	3.3	3.9
Facilities and services for the disabled	3.2	3.3	3.7	4.0
Council’s support of events in the Shoalhaven	3.1	3.6	3.8	3.9

3. Prioritising Council services

Regression analysis identified the services and facilities that are important in generating overall satisfaction. In order to design strategies to improve the performance of individual services and facilities, the performance of each service is analysed by its importance. Services are then prioritised by their position in the performance vs. importance quadrants.

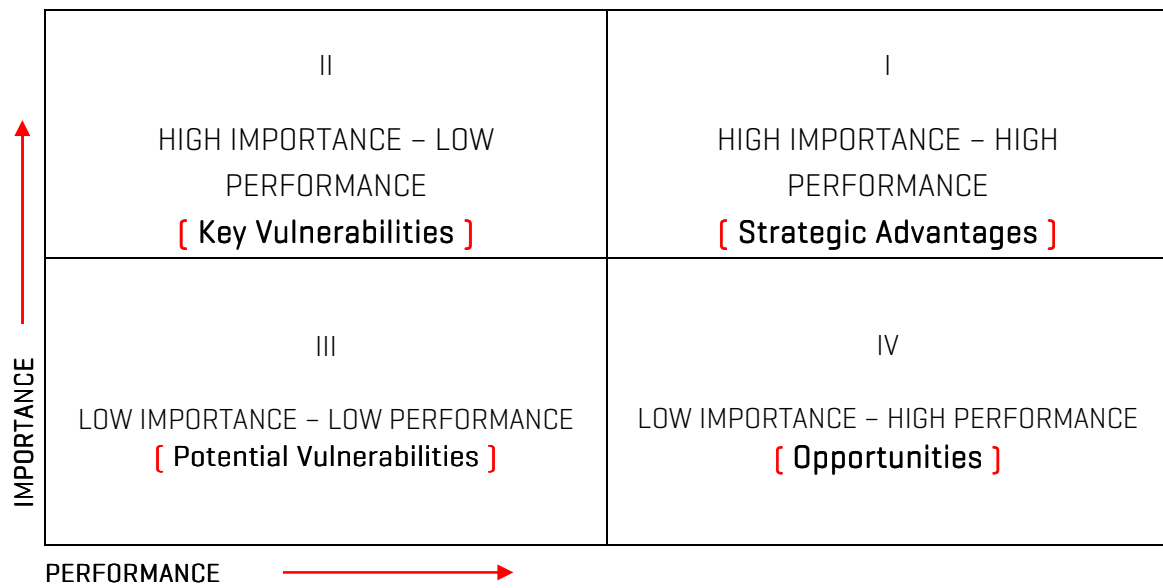
Quadrant analysis

Quadrant analysis is a useful way of simultaneously analysing the importance of a service in terms of explaining the overall satisfaction and the performance of the service in creating satisfaction. To do this, mean satisfaction scores are plotted against mean importance scores for each Council service. To form quadrants, the average of importance and satisfaction scores across all facilities and services were calculated for the entire set of Council services and facilities. Consequently, services with a mean satisfaction score less than the average were classified as having 'low' performance. Conversely, services with a mean score above the average satisfaction score were classified as having 'high' performance. The results of the quadrant analysis are displayed in the form of scatterplots for each group of services and facilities.

The four quadrants located in the scatterplots have a specific interpretation [see Figure 3.1].

- I. The upper right quadrant [high importance – high performance] represents **strategic advantages**. These high performers should be maintained.
- II. The upper left quadrant [high importance – low performance] denotes **key vulnerabilities**. The services located in this area should be considered as primary opportunities to improve.
- III. The lower left quadrant [low importance – low performance] represents **potential vulnerabilities**. Services located in this area should be given secondary consideration for improvement.
- IV. The lower right quadrant [low importance – high performance] is often interpreted as representing the **opportunities**. Further investments in improvement of these services should be considered carefully. Before making any investment decisions, the perceptions regarding the importance of these services should be improved among residents.

Figure 3.1. Interpretation of quadrants



Sustainable, liveable environments

Figure 3.2 shows that most services related to *sustainable, liveable environments* were below average performers. Similarly, most of these services had a below average impact on overall satisfaction. Figure 3.3 classifies these services and facilities according to their quadrant.

Figure 3.2. Quadrant – Sustainable, liveable environments

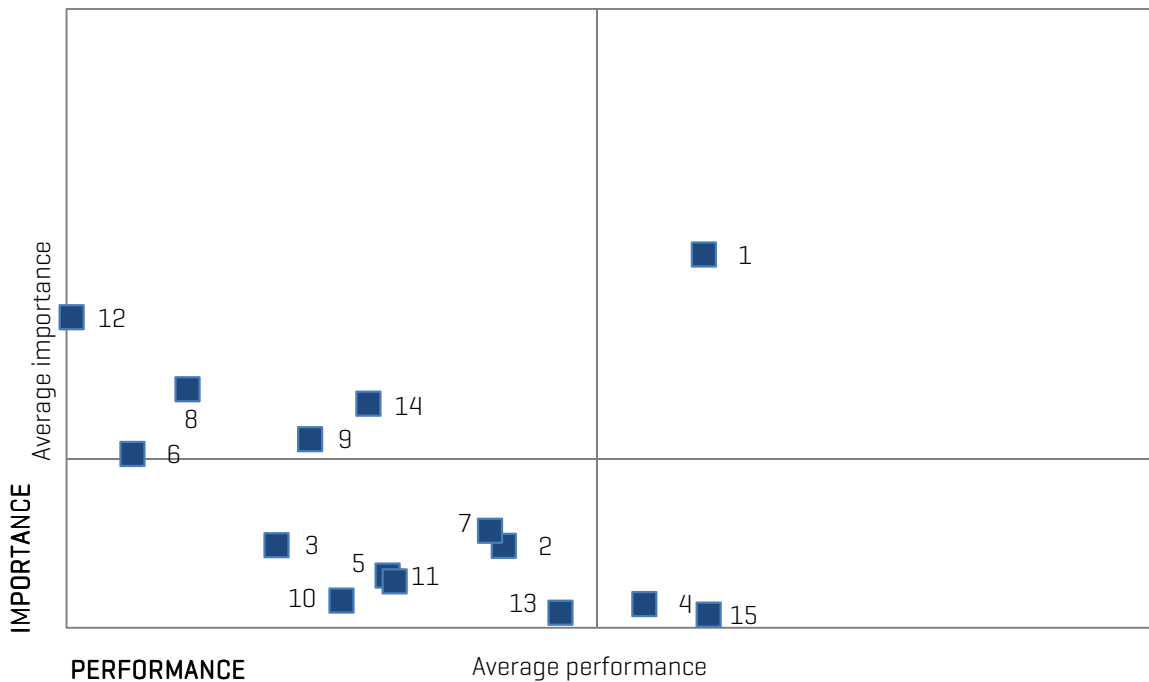


Figure 3.3. Quadrant references – Sustainable, liveable environments

<p>II</p> <p>[12] Maintenance of sealed local roads [8] Maintenance of unsealed local roads [14] Provision of footpaths [9] Provision of cycleways [6] Efficient processing of DA's</p>	<p>I</p> <p>[1] Appearance of towns and villages</p>
<p>III</p> <p>[13] Management of stormwater and drainage [2] Environmental protection and enforcement [10] Provision of carparks [5] Making the most of our waterfronts [7] Management of street trees [11] Compliance and enforcement of development [3] Strategic land use and town planning for Shoalhaven</p>	<p>IV</p> <p>[15] Maintenance of beaches and dunes [4] Sustainable management of lakes and estuaries [16] Sustainable management of Shoalhaven's natural environment</p>

Strategic Advantages

Appearance of towns and villages is a strategic advantage for Council as it has a high impact on overall satisfaction and is an above-average performer.

Key Vulnerabilities

Maintenance of sealed local roads, maintenance of unsealed roads, provision of footpaths, provision of cycleways, and efficient processing of development applications are Council's key vulnerabilities within this category. These services have a high impact on overall satisfaction but have been below-average performers.

Potential Vulnerabilities

Management of stormwater and drainage, environmental protection and enforcement, provision of carparks, making the most of our waterfronts, management of street trees, compliance and enforcement of development and strategic land use and town planning for Shoalhaven are potential vulnerabilities. They are below-average performers but have a below average effect on overall satisfaction.

Opportunities

Maintenance of beaches and dunes, sustainable management of lakes and estuaries and sustainable management of Shoalhaven's natural environment are opportunities. The importance of these services should be emphasised in order to turn them into strategic advantages.

Responsible governance

Figure 3.4 shows there is a more even spread of services and facilities above and below both average importance and average performance. Figure 3.5 classifies these services and facilities according to their quadrant.

Figure 3.4. Quadrant – Responsible governance

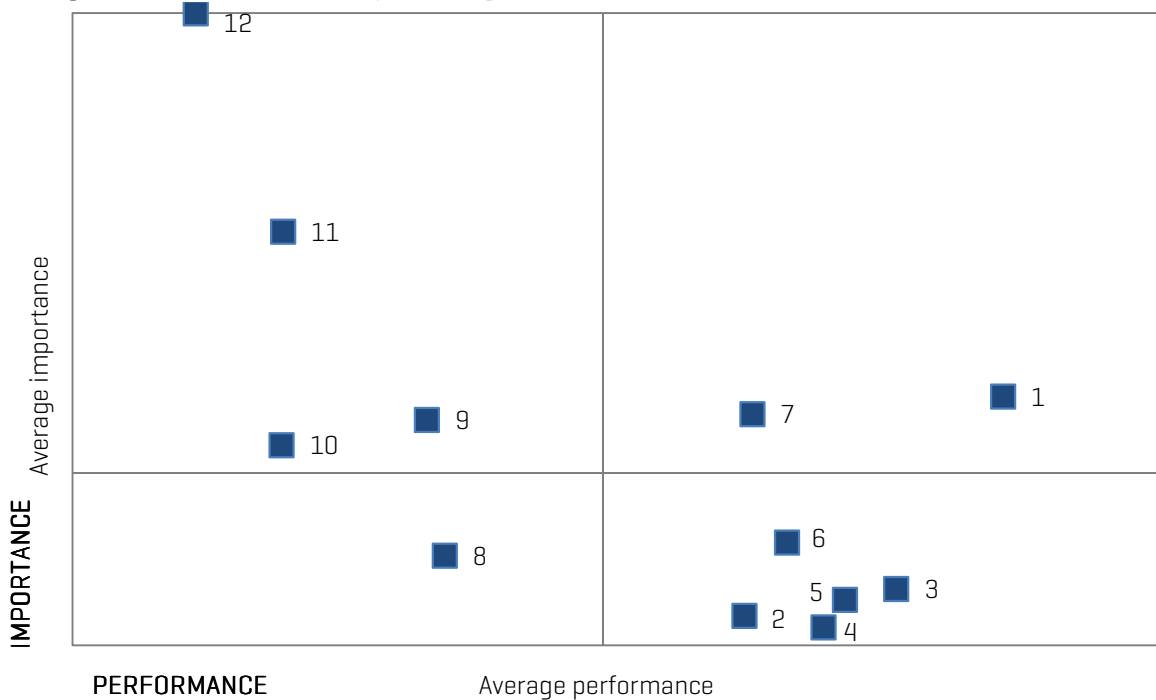


Figure 3.5. Quadrant references – Responsible governance

<p>II</p> <p>[12] Elected Council decision making [9] Informing the community of Council decisions, activities and services [10] Opportunities to participate in Council decision making processes [11] Council's actions are in-line with community expectations</p>	<p>I</p> <p>[1] Shoalhaven Entertainment Centre [7] Parks playgrounds and reserves</p>
<p>III</p> <p>[8] Public toilets</p>	<p>IV</p> <p>[3] Swimming pools [4] Cemeteries [5] Sporting fields [6] Community buildings and halls [2] Council's customer service</p>

Strategic Advantages

Analysis revealed *Shoalhaven Entertainment Centre* and *parks playgrounds and reserves* are Council's strategic advantages within this category. These services and facilities have a high impact on overall satisfaction and have recorded above-average performance ratings.

Key Vulnerabilities

Informing the community of Council decisions, activities and services, opportunities to participate in Council decision making processes, Council's actions are in-line with community expectations and *elected Council decision making* are key vulnerabilities. These Council services have performed below average but have a high impact on overall satisfaction.

Potential Vulnerabilities

Public toilets are a potential vulnerability. This facility has performed below average but has a low impact on overall satisfaction.

Opportunities

Swimming pools, cemeteries, sporting fields, community buildings and halls and Council's customer service are facilities which are opportunities.

Prosperous communities & resilient, safe and inclusive communities

For analytical purposes these categories were combined. Figure 3.6 shows that the majority of these services and facilities were above average performers. This means only two services were classified as vulnerabilities [see Figure 3.7].

Figure 3.6. Quadrant – Prosperous communities & Resilient, safe and inclusive communities

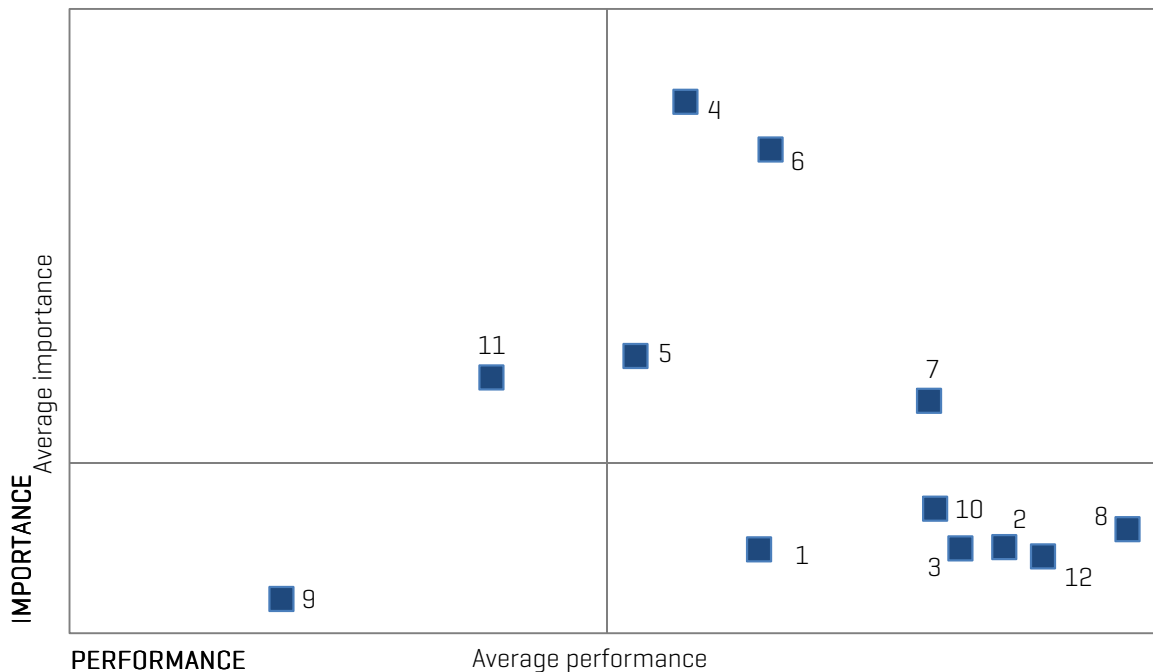


Figure 3.7. Quadrant references – Prosperous communities & resilient, safe and inclusive communities

<p>II [11] Appearance of CBDs [major town centres]</p>	<p>I [4] Council’s support for events in the Shoalhaven [5] Facilities and services for the disabled [6] Landfill and resource recovery services [7] Solid waste and recycling collection [13] Types of events in the Shoalhaven</p>
<p>III [9] Promoting economic development</p>	<p>IV [8] Library services [10] Shoalhaven Regional Gallery, Nowra [12] Operation of sewerage and quality water service [2] Promotion of tourism [3] Hygiene standards of retail food markets [1] Disaster response in the Shoalhaven</p>

Note: *Companion animal (dogs) management* has been excluded from the quadrant analysis due to a low response rate to the question which renders the results unreliable for this analysis.

Strategic Advantages

Council's support for events in the Shoalhaven, landfill and resource recovery services, solid waste and recycling collection, types of events in the Shoalhaven and services for the disabled are Council's strategic advantages.

Key Vulnerabilities

Appearance of CBDs (major town centres) is a key vulnerability. This service was a below-average performer but had a greater than average effect on overall satisfaction.

Potential Vulnerabilities

Promoting economic development is a potential vulnerability. This facility has performed below average but has a low impact on overall satisfaction.

Opportunities

Library services, Shoalhaven Regional Gallery, Nowra, operation of sewerage and quality water service, promotion of tourism, hygiene standards of retail food markets and disaster response in the Shoalhaven are opportunities. These services and facilities performed above average but had a low impact on overall satisfaction. They could become strategic advantages over time if their importance is emphasised to the community.

Summary of Council priorities

Figure 3.8 displays the performance - importance quadrants for all services and facilities measured in 2018 Shoalhaven City Council Community Satisfaction Survey.

Figure 3.8. Quadrant – All services and facilities

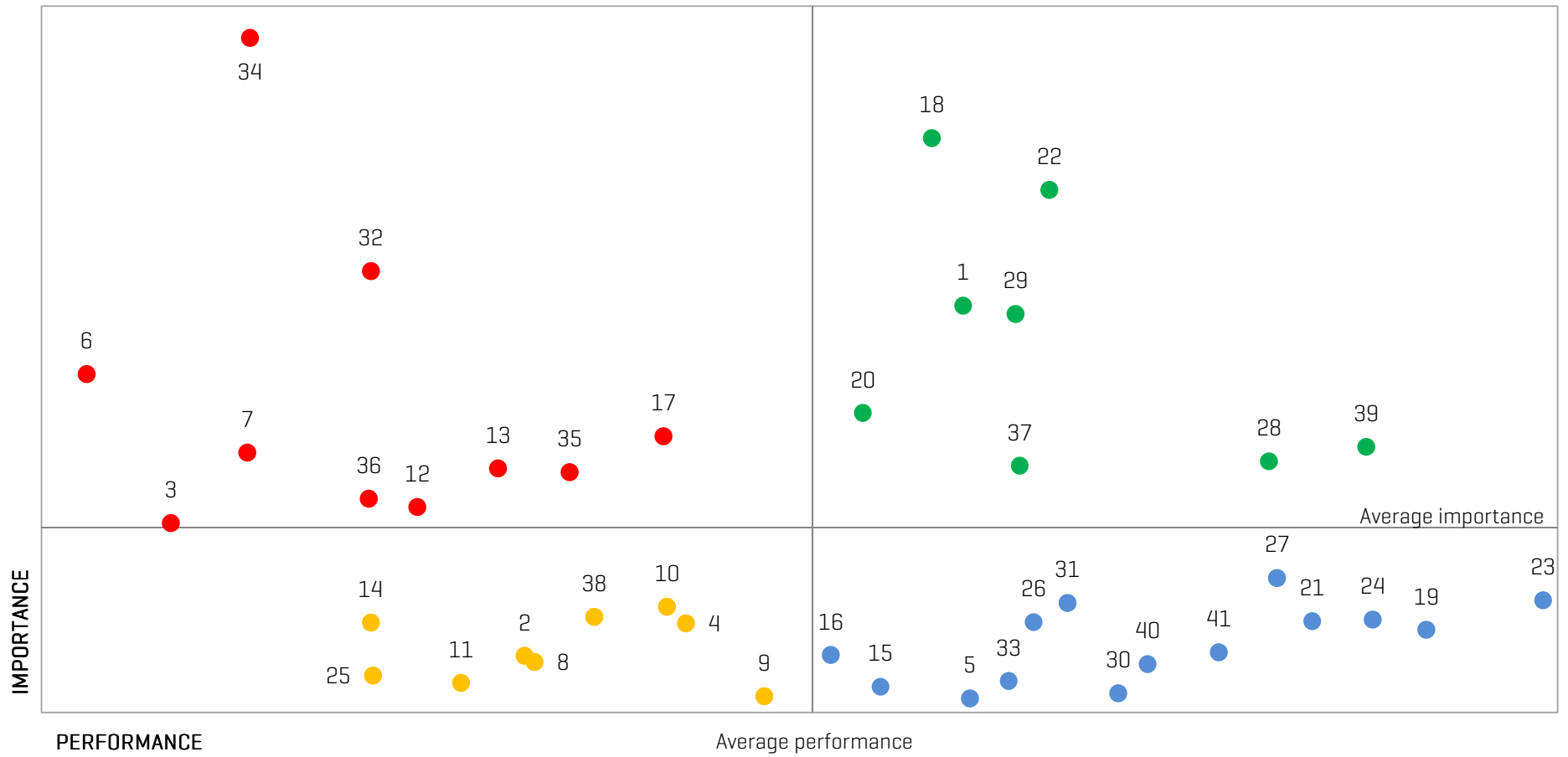


Table 3.1 is a summary of Council priorities for improvement based on quadrant analysis. Key vulnerabilities and potential vulnerabilities are ranked in terms of worst to best performers. Strategic assets and opportunities are ranked in terms of best to worst performers.

Table 3.1. Council improvement areas

Current Improvement Opportunities	
Key Vulnerabilities	<ul style="list-style-type: none"> [34] Elected Council decision making [6] Maintenance of sealed local roads [3] Efficient processing of DA's [7] Maintenance of unsealed local roads [32] Council's actions are in-line with community expectations [36] Opportunities to participate in Council decision making processes [13] Provision of cycleways [12] Provision of footpaths [35] Informing the community of Council decisions, activities and services [17] Appearance of CBDs [major town centres]
Future Improvement Opportunities	
Potential Vulnerabilities	<ul style="list-style-type: none"> [14] Strategic land use and town planning for Shoalhaven [25] Promoting economic development [11] Provision of carparks [8] Making the most of our waterfronts [2] Compliance and enforcement of development [38] Public toilets [10] Management of street trees [4] Environmental protection and enforcement [9] Management of stormwater and drainage
Strategic Assets	
Strategic Advantages	<ul style="list-style-type: none"> [39] Shoalhaven Entertainment Centre [28] Solid waste and recycling collection [22] Landfill and resource recovery services [37] Parks playgrounds and reserves [1] Appearance of towns and villages [18] Council's support for events in the Shoalhaven [20] Facilities and services for the disabled [29] Types of events in the Shoalhaven
Potential opportunities	<ul style="list-style-type: none"> [23] Library services [24] Operation of sewerage and quality water service [26] Promotion of tourism [21] Hygiene standards of retail food markets [27] Shoalhaven Regional Gallery, Nowra [41] Swimming pools [40] Sporting fields [30] Cemeteries [31] Community buildings and halls [19] Disaster response in the Shoalhaven [33] Council's customer service [5] Maintenance of beaches and dunes [15] Sustainable management of lakes and estuaries [16] Sustainable management of Shoalhaven's natural environment

4. Community living

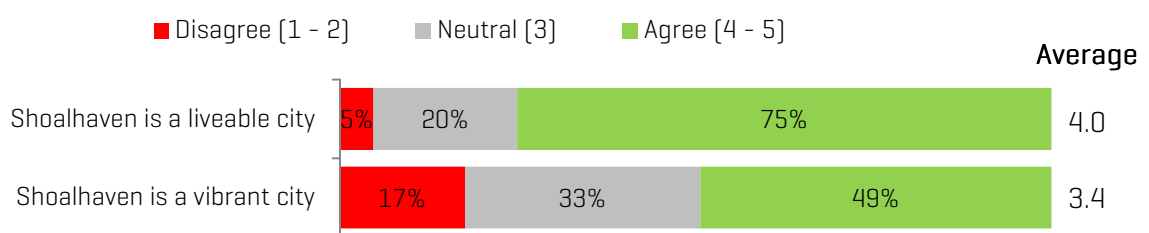
Respondents were asked to rate their agreement with some statements about Shoalhaven on a 5-point scale where '1' meant strongly disagree and '5' meant strongly agree.

Shoalhaven is a liveable city received an average agreement rating of 4.0 out of 5 [see Figure 4.1] with 75% of respondents agreeing with this statement. Only 5% disagreed that Shoalhaven is a liveable city.

Shoalhaven is a vibrant city received an average agreement rating of 3.4. Close to half [49%] of Shoalhaven residents agree with this statement while 17% disagree.

Comparison tests found the average agreement rating for *Shoalhaven is a liveable city* and *Shoalhaven is a vibrant city* was significantly higher for residents who hear negative stories or comments about Council yearly and significantly lower for those who hear these stories or comments weekly or more often.

Figure 4.1. Shoalhaven City



Base: All respondents (n=424)

Comments about Shoalhaven is a liveable city

Respondents provided a series of open ended comments about the aspects that influenced their agreement score about Shoalhaven being a liveable city. Residents agree that Shoalhaven is a liveable city because it is safe and its beautiful setting offers a relaxed and happy lifestyle for its residents. The full list of all open ended answers can be found in Appendix 5.

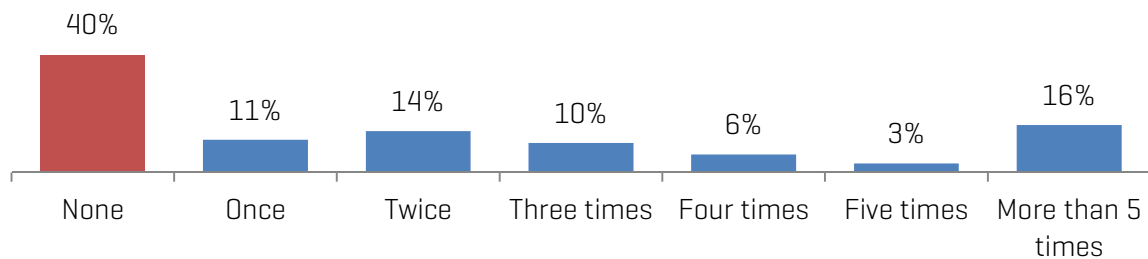
Support active and healthy communities – Walking

Respondents were asked how many times they walked to a destination rather than take a car or other transport in the past week and those that reported having walked were asked whether they had taken their children on those walks.

According to the respondents who provided an answer, 40 percent did not walk to a destination at all in the last week. Including those who did not walk, respondents have walked to a destination about 2.2 times on average.

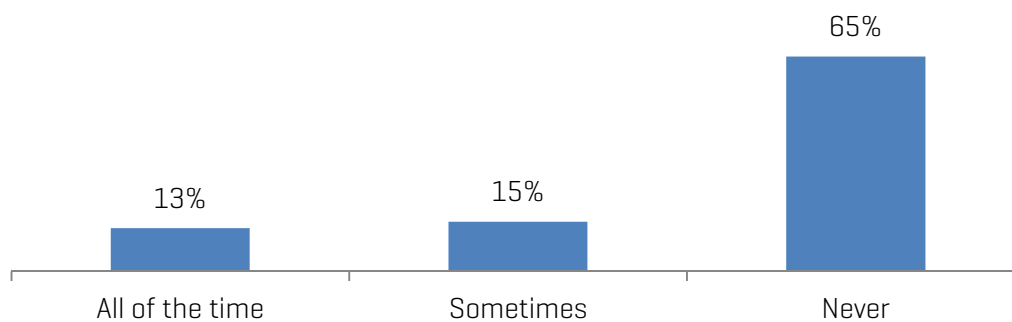
Of those that indicated that they had walked, two thirds [65%] indicated that they never took children with them, 13% indicating that they always took children and a further 15% took children sometimes.

Figure 4.2. Number of times walked to destination in the last week



Base: Respondents who provided an answer (n=398)

Figure 4.3. Children taken on these trips



Base: Respondents who have children (n=236)

Participation in Council events

Respondents were asked how often they take part in events occurring in the Shoalhaven region. A monthly average was calculated by weighting frequencies [see Table 4.1].

Almost half [41%] of Shoalhaven residents attend events in the region at least monthly. One quarter [32%] attend events every six months while 14% have never attended an event in the Shoalhaven. On average, Shoalhaven residents attend an event in the region 0.85 times per month, or approximately 10 times per year.

Comparison tests revealed residents who seldom hear negative stories or comments about Council were significantly more satisfied with *Council's support of events in the Shoalhaven* and *types of events in the Shoalhaven*.

Table 4.1. Event participation frequency

Weekly	5%
Fortnightly	6%
Monthly	30%
Every six months	32%
At least once a year	14%
Never	14%
<i>Monthly Average</i>	<i>0.85</i>

5. Community engagement projects & initiatives

Respondents were asked whether they were aware of any community engagement projects or initiatives in the Shoalhaven area in the past year [see Figure 5.1]. Respondents who were aware were asked to name any projects or initiatives [see Table 5.1]. These were top of mind responses as respondents were not read out a list of possible answers.

8% of respondents who were aware of community engagement projects or initiatives recalled a Strategic Planning Document with a further 6% recalling a Delivery Program or Operational Plan. Slightly more than a third [36%] was unable to name any.

Half [50%] of those aware recalled a different community engagement project or initiative from those listed. The primary answers given include the projects such as Nowra Bridgework, beach clean-up, community based workshops, and recycling activities.

Figure 5.1. Awareness of community engagement projects & initiatives

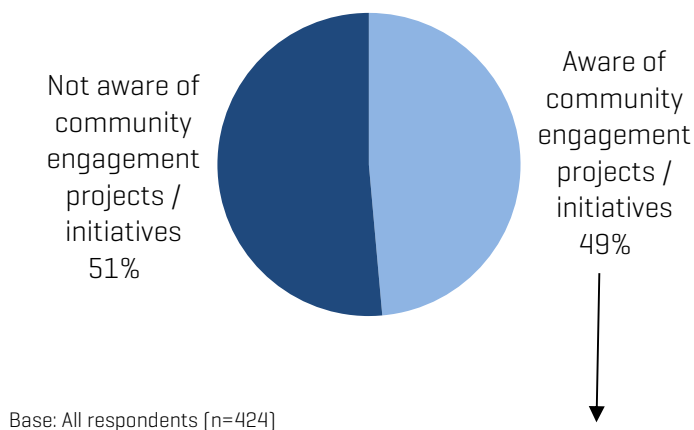


Table 5.1. Recalled Community Engagement Projects & Initiatives

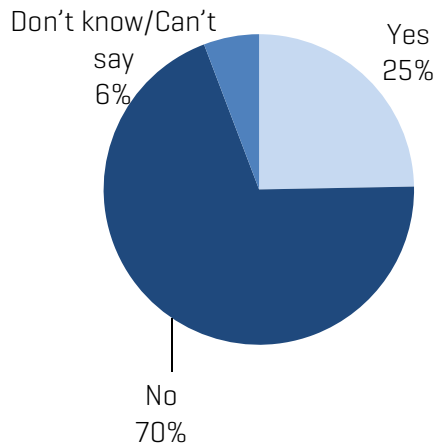
A Strategic Planning document (e.g. Local Environment Plan, Development Control Plan)	8%
Delivery Program and Operational Plan (DPOP)	6%
Special Rate Variation (SRV)	1%
Other	50%
Can't name any	36%

Base: Respondents aware of community engagement projects and initiatives (n=157)

Note: Respondents were able to name more than one project or initiative.

Respondents were then asked if they actively participated in the community engagement projects or initiatives. Figure 5.2 shows the results. One in four [25%] respondents, who were aware of community engagement projects/initiatives, indicated that they had participated in one of these projects/initiatives.

Figure 5.2. Active participation in community engagement projects/initiatives



Base: Respondents aware of community engagement projects and initiatives (n=157)

6. Contact with Council

Respondents were asked when they last made contact with Council. Table 6.1 displays the breakdown of these frequencies.

Over one in ten [12%] respondents had contacted Council within the last week while 14% had contacted Council within the last month. Almost one quarter [23%] had not contacted Council in more than six months with a further 27% indicating that they had never or couldn't recall ever having made contact.

Comparison tests showed that respondents who were aged 65 years or older were less likely to have had contact with Council in the last 6 months than those aged 50 to 64 years.

Table 6.1. Most recent contact with Council

Within last week	12%
Within last month	14%
Within the last three months	13%
Within the last six months	10%
Longer than six months ago	23%
Never/Can't recall	27%

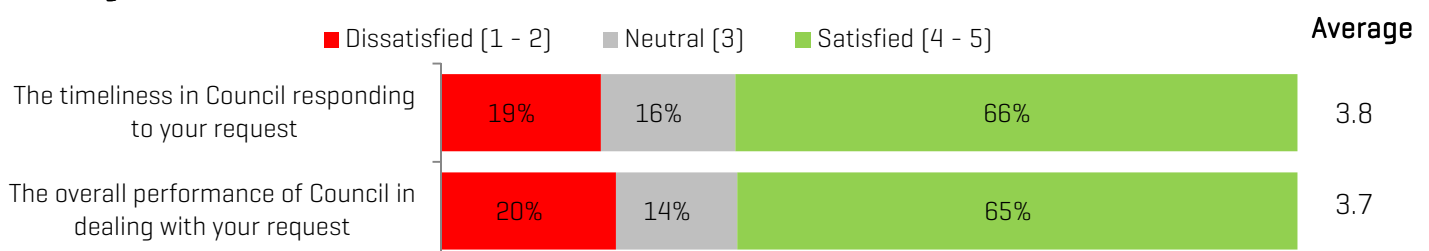
Base: All respondents (n=424)

Last interaction with Council

Respondents were asked to rate response timeliness as well as the overall performance of Council in dealing with their request [see Figure 6.2]. Shoalhaven residents were generally satisfied with the timeliness and overall performance of Council with average satisfaction scores of 3.8 and 3.7, respectively.

Comparison tests found there were no significant differences among subgroups concerning satisfaction with Council interaction.

Figure 6.1. Satisfaction with last interaction with Council



Base: Respondents who had contacted Council (n=286)

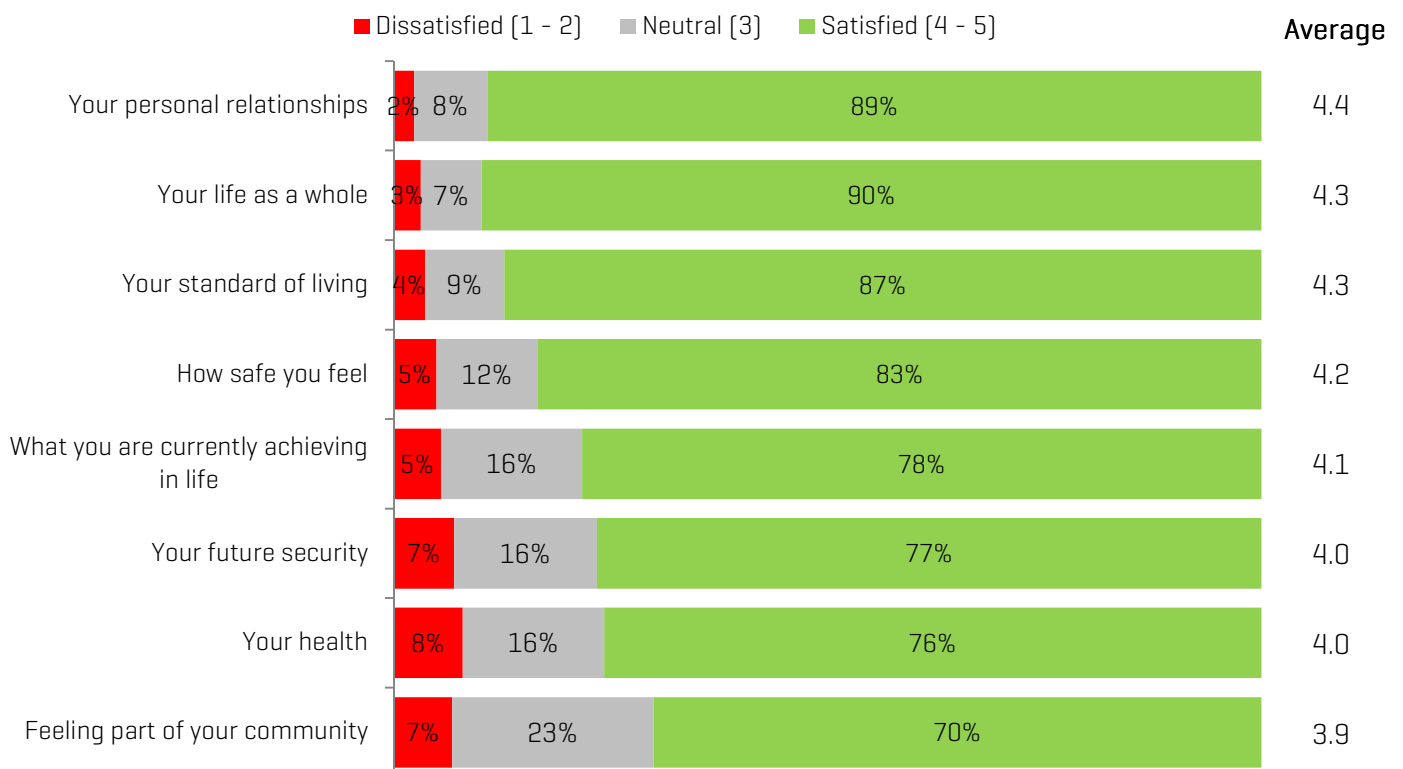
7. Happiness Index

Respondents were asked to rate their satisfaction with aspects of their personal health and wellbeing. This involved a 5-point scale where '1' meant very dissatisfied and '5' meant very satisfied.

Residents of Shoalhaven are satisfied with all aspects of their health and wellbeing with average satisfaction ratings ranging from 3.9 to 4.4 [see Figure 7.1]. The aspects which recorded the highest average satisfaction ratings were *personal relationships* (4.4), *life as a whole* (4.3) and *standard of living* (4.3).

Feeling part of your community (3.9), *health* (4.0) and *future security* (4.0) received the lowest average satisfaction ratings but were positive results with more than seven in ten residents satisfied with these aspects of their personal health and wellbeing.

Figure 7.1. Satisfaction with personal health and wellbeing



Comparisons tests showed that,

- ▶ Respondents aged 50 to 64 years recorded significantly lower average satisfaction ratings for *personal relationships* [4.2] than other age groups.
- ▶ Respondents aged 65 plus years were significantly more satisfied with *feeling part of the community* [4.1] than other age groups.
- ▶ Respondents who did not own property in Shoalhaven were significantly less satisfied with *standard of living* [4.0], *health* [3.66], *future security* [3.5] and *feeling part of your community* [3.6].
- ▶ There were no significant differences by gender.

Australian Unity Personal Wellbeing Index

The Australian Unity Personal Wellbeing Index [AUPWI] is calculated by taking the average score of the eight items contained in Figure 7.1 and converting the score into a scale maximum score with a range of 0-100. Normative data from the Australian Unity Wellbeing Index indicates the average Personal Wellbeing Index for Australians is approximately 75. The desired outcome is above 75 and trending upward.

Shoalhaven’s Personal Wellbeing Index score is **83.1**, which is well above the average for Australian communities.

Table 7.1 compares the average satisfaction ratings for aspects of personal health and wellbeing as well as the Personal Wellbeing Index for 2018 with the preceding four years. The 2018 result, although slightly down on the 2017 figure, is still a very positive result for the Shoalhaven community.

Table 7.1. Comparisons with 2014-2018

	2014	2015	2016	2017	2018
Standard of living	4.22	4.31	4.35	4.42	4.29
Personal relationships	4.32	4.33	4.35	4.41	4.43
Life as a whole	4.21	4.26	4.31	4.33	4.33
Safety	4.16	4.16	4.29	4.30	4.23
Currently achieving in life	3.97	3.98	4.10	4.11	4.06
Feeling part of your community	3.96	4.01	4.05	4.05	3.93
Health	3.92	4.03	4.01	4.04	3.97
Future security	3.85	3.91	3.96	4.00	4.00
<i>Personal Wellbeing Index</i>	81.5	82.5	83.6	84.1	83.1

8. Compliance / enforcement

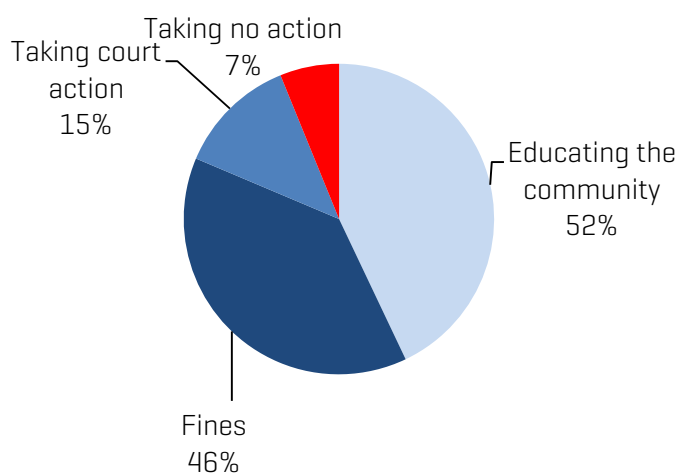
Respondents were asked to indicate what actions they believed Council should take to help reduce a range of offences. The options offered were *educating the community*, *fines*, *taking court action* or *taking no action*.

Shoalhaven residents indicated that they were in favour of *educating the community* when it came to *dog offences* and to a lesser extent *tree clearing* but favoured a more punitive approach (fines and taking offenders to court) for *tree vandalism*, *unauthorised building work*, *other unauthorised development* and *illegal dumping*. They felt particularly strongly that Council should be tough on *illegal dumping*.

Actions to reduce offences – Dog offences

More than half (52%) of the respondents thought that *educating the community* (52%) was the best option for Council, followed closely by those advocating a *fine* (46%).

Figure 8.1. Actions to reduce dog offences

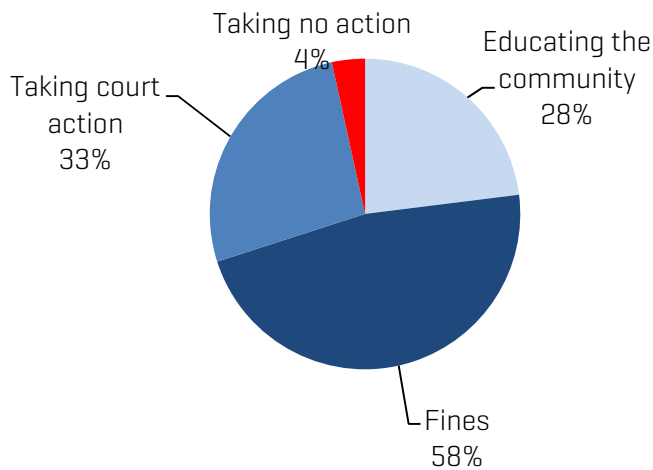


Base: All respondents (n=424) – Multiple selections were allowed so totals may not add to 100%

Actions to reduce offences – Tree vandalism

The majority of residents [58%] indicated that they felt that *finer* were the appropriate method to deal with tree vandalism with one in three [33%] favouring Council *taking court action*.

Figure 8.2. Actions to reduce tree vandalism

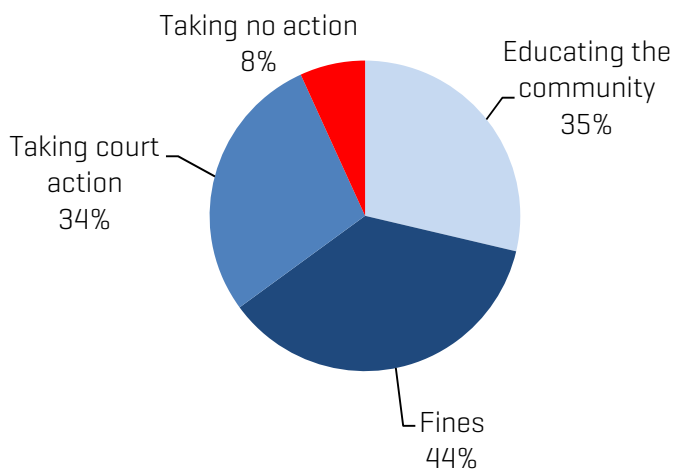


Base: All respondents (n=424) – Multiple selections were allowed so totals may not add to 100%

Actions to reduce offences – Tree clearing

Fines [44%] were favoured by residents as the best way for Council to deal with tree clearing offences. There was also strong support for *taking court action* [34%] and *educating the community* [35%].

Figure 8.3. Actions to reduce tree clearing

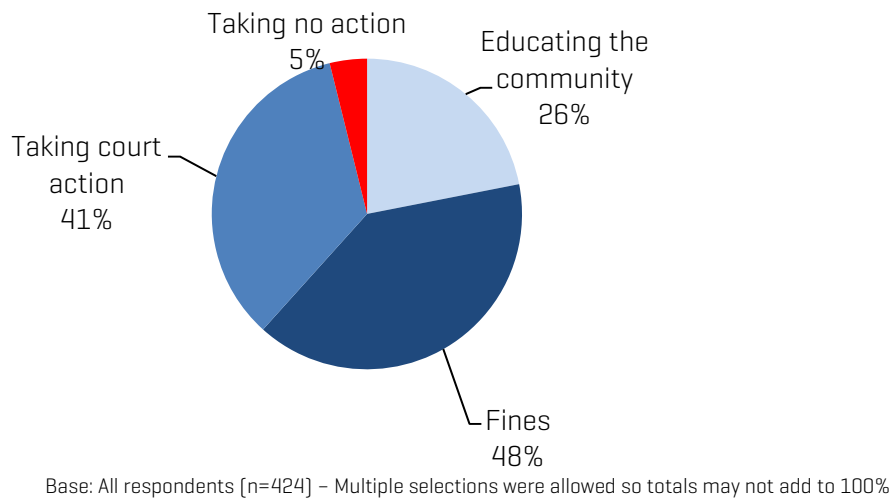


Base: All respondents (n=424) – Multiple selections were allowed so totals may not add to 100%

Actions to reduce offences – Unauthorised building work

Nearly half of the respondents [48%] felt that *fin*es were the best way to deal with unauthorised building works with strong support also for *taking court action* [41%].

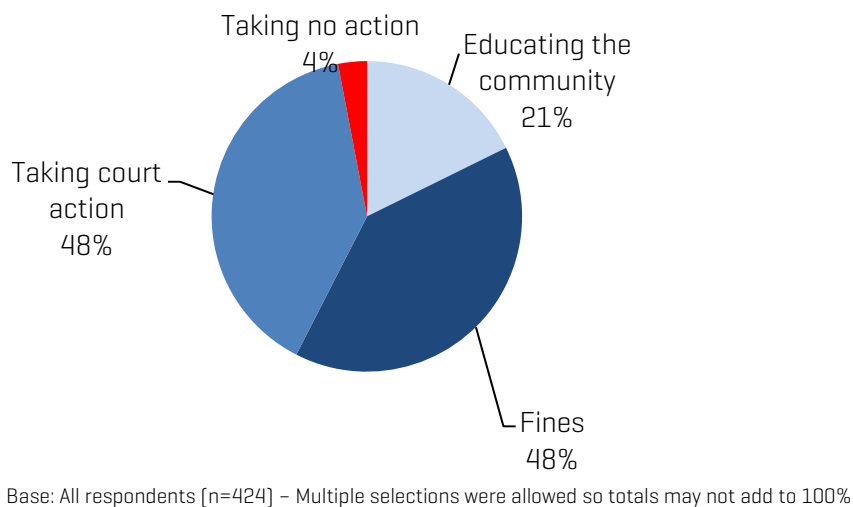
Figure 8.4. Actions to reduce unauthorised building works



Actions to reduce offences – Other unauthorised development

Close to half of all residents supported *taking court action* [48%] and *fin*es [48%] as the most appropriate methods for Council to pursue to deter unauthorised development.

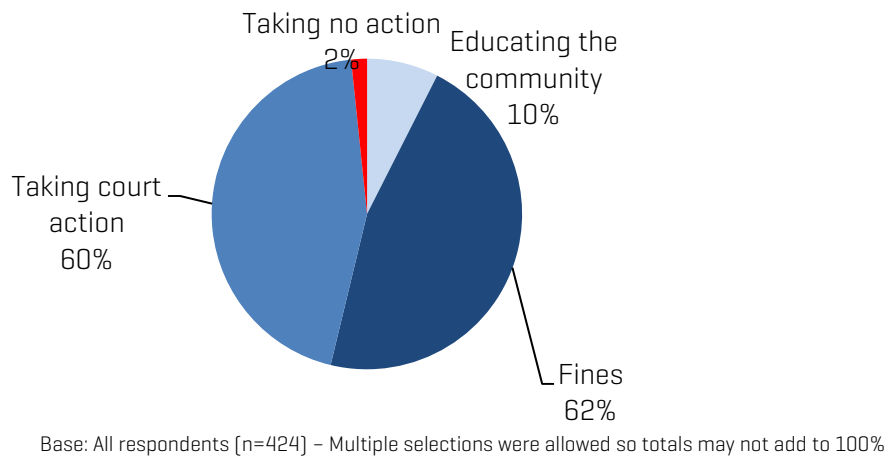
Figure 8.5. Actions to reduce other unauthorised development



Actions to reduce offences – Illegal dumping

Residents have shown their strong support for Council taking punitive action to reduce illegal dumping with three in five advocating *fines* [62%] and *taking court action* [60%].

Figure 8.6. Actions to reduce illegal dumping



Appendices

Appendix 1 - Major issues that influenced satisfaction

Positive comments

A general feeling of comfort
Acted on improving the bridge. BMX track survey.
A lot to do with Garath Ward and think he's such a giving fellow : well respected
Attitude of issues that I don't agree with
Concern of the community for the homeless
Council needs to try harder
Council staff relaying information and me up to date
Council thinking out of the square and things do get done
Current mayor seems to be going in a good direction
Development of high rises- management
Do a lot for residents
Employment
Everything is functioning as it should
Female lord mayor is good for the council
Gardens being done in the main village: local businesses function
Generally happy with council
Generally happy with council
Generally happy with council
Generally with council
Getting on with doing roads
Getting the new park ::on the downside we need more shops
Handle the quarry
Happy
Happy
Have the support of our local councillor
Haven't had any issues and they communicate very well
I like the direction the mayor takes on issues
I use a walker and we don't have enough footpaths and it's not safe
Major issues are discussed with the public
Mayor driving council well
Media portrays the council as doing good work for the future of the community
Money that they put infrastructure has been good
More employment
More employment for the youth
More needs to be done for the youth
More sense of caring for the environment
Mostly the parking in town - not enough disability parking
Needing and issue with CCTV cameras should be installed in Orient Pt
New bridge is going to be good : need more gutters
No high rise : more :parking : population growth is getting too big
No problems with council
Overall feeling of council getting on with the job
Positive help

Recycled and giving to local farmers
Responding to our requirements
Room for improvement come up in speed
Service received by council staff
The bridge over the river -
The best they can
The Milton to Narrawalle foot path :: please keep going
The place seems to be tidy: reasonable clean
The roads not enough too many dirt roads
The way council is operating at this stage
They are doing a good job keeping it clean : tidy
They are doing their best in multiple areas
They are doing walkways cycleways and doing more
They are trying to work with the community to improve things
They do the best they can encouraging development
They seem to be trying to improve the place
Tip tour was wonderful
Too much money spent on the cycleways should spend on roads
Traffic and the roads
Very responsive to calls
Wall art work makes it look beautiful as u drive and walk around
We don't have green collection and charged at the depot
We have a new police station going up

Appendix 1. Major issues that influenced satisfaction – cont'd

Negative comments

A break wall built from nth tip out to rocky out crop
Aboriginal land should not be sold to major developers
Approval of villa development in West Nowra
Behaviour of council staff at a funeral - most seemed to be not working
Bickering in council
Bomaderry swimming pool
Bridge in wrong location development on riverfront poorly managed
Building application took too long: were asked unnecessary questions
Buses and pathways
Cannot understand why we do not have a green waste bin
Changed signs .spent unnecessary money
Changes they have made to TAFE removing pre-apprenticeship
Continued argument between councillors – no decisions made
Council are getting rid of Batemans, Maruya Hospitals
Council are not willing to help us at Tomago Tourist Holiday Park
Council arrogant attitude : don't listen : lack of responsibility
Council does not offer many services for our area
Council has in no way tried to fix our roads or create any car based motor sport
Council want land that is owned by the indigenous people
Council wouldn't help with signage from the reserve
Councillors are unable to get on with others
Councillors use their weight for their own personal agenda
Council's poor decisions to add another set of unwanted traffic lights in town. T
Culburra beach needs pavements and bike paths : public toilets
DA process is very slow: Council does not act to situation I am concerned about
Decommissioning toilets at Orient Point ramp
Development services in the southern Shoalhaven
Didn't help with clay disposal besides the tip with expensive fees
Disposals green waste
Dog management in Shoalhaven is not in line with the rest of Australia
Don't like the bullying between the councillors
Don' agree with where bridge is going
Extended time on DA application
Failing to address illegal dumping - ineffective
Forestry
Generally not impressed
Have sent letters in regarding unleashed on beaches
High increase in the rates - far too high
Homeless people
Housing development
How council is losing the rural aspect
Increase in rates for very little return
Intransient council employees

It seems they have no direction
Keep changing their mind re heated pool at Bomaderry
Lack of attention to the fore shore
Lack of events
Lack of fulltime/part time employment and lack of shops, activities etc. Besides
Lack of maintenance of council facilities in the area and lack of new facilities
Lack of rubbish bins and toilets
Lack of traffic control in Mollymook beach
Lacklustre road maintenance and lack of a vision to the future and growth of the
Lots of pots holes : no footpaths or curb : guttering
Maintenance of rural roads and get nothing :we pay full rates
Make better playgrounds
Make cycle ways more user friendly
Need dead trees removed from Wilford Lane
Need more transport :public
Need to provide more entertainment for young adults: facilities for the disabled
No concentration on Kiola - all concentration in Nowra
No footpaths in Jasmine St. : other side streets nearby
No green waste bin - wasteful
No jobs opportunities
No Motorsport Park. Poor excuses. Boost economy and jobs - shopping, hotels e
Not consistent
Not enough parks or walking paths in sanctuary point
Not letting anything go forward
Not making decisions quickly enough
Not providing funding for traffic management for road closures for Anzac Day
Over development of the river front- too many hard surfaces
Overdevelopment
Overdevelopment and small block of land: too many roundabouts
Parks: gardens building not maintained
Past experiences with council being slow- no green bin
Planning permission was horrendous
Planning issues
Planning process is poor
Politics surrounding the last member
Poor condition of the roads especially Bolong Rd
Poor quality and maintenance of roads
Poor town planning
Potholes on my road which was ignored by council even though I approached them
Public transport is not a good service
Rates are far too high in respect of the service and facilities we get
Rates going up. : separated from the water rates
Requested removal of dead trees off my boundary fence numerous times
Road upgrades
Roads have to get fixed 3 times. Not properly done first time
Roads. Town. Green waste

Roadworks taking too long and the roads are terrible when they finish.
Roadworks unfinished to a poor standard
Sometimes lousy performance of council itself
The heads are closed allowing the lake to silt up growing mangroves
The illegal clearing on the inappropriate development close to me
The ineffective planning of new roads
The local quarry are not abiding by the conditions issued
The mayor hope she doesn't run for the next election
The motor cross park not getting approval
The new bridge bypass in Nowra missed a different route for traffic
The rates are too high for the lack of support we are receiving, buckled roads,
The removal of all trees for housing developments
The road works
The roads - fix Bolong road!
The roads are very poor: not fixing the ones that need fixing
The roads is a huge issue they need to finish what they have started
The why they handle an enquiry
There is a lack of good management and processes in some departments
They are allowing very small blocks of land in subdivision
They should more streets work :trees
Too much development without infrastructure no green space
Too much fighting between officials
Too much fighting with the mayor
Too much governance
Town planning and approvals
Traffic problems
Transport e.g. better bus services : beautification of the towns
Two councillors are arguing
Unsafe roads
Unimpressed with rates increase
Waiting of the verdict of the Berry development
Waste collection and costs of dumping and illegal dumping laws
Waste fees
Way council spends their money
We have beautiful beach that aren't being utilised for community
We pay rates and get no benefits from it

Appendix 2 - Comments about compliance and enforcement of development

Development Approval processes [26 comments]

It takes too long to get anything done [x8]
Approvals taking too long
Commercial development is rumoured to be passed easily
Compliance officer was not helpful and is too overworked
DA building approvals too slow
DA system is too slow
Everything is going well but slow to go through
Some people are given favouritism over others
Some developers are scrutinised as much as others
Too many loopholes being left open for big developers
Some very odd developments are passed
On the rules that make everybody follow
Strange rules and regulations
Takes so long to process and then get knocked back for silly reasons
Takes too long, too expensive needs to be run more efficiently
Too much red tape and all over the place [x2]
Some development decisions are not good
Dealing with different employees can be good

Appropriate development [19 comments]

New buildings overshadowing old buildings
A lot of our heritage has been destroyed
Development needs to be more modern e.g. more style in the region
Developments go ahead that should not be allowed
The apartments don't seem to be keeping with Council for the area
Don't follow correct procedure - e.g. carpark at Huskisson
Don't like high-rise
Height levels keep changing via council improvements
Infrastructure is not suitable for population
St Georges Basin development height is too high
We don't want high rise buildings
Houses, they developed too close together
They are building inappropriate buildings without infrastructure
The width of the streets on the development in area
They allow too many units on small blocks
They should be strict about the sky scrapers
Houses getting better township grown
Infrastructure needs to keep up with development
More could be utilised for medium density housing

Appendix 2. Comments about compliance and enforcement of development – cont'd

Council's role [16 comments]

Council could do more instead of holding back on good ideas
Council do not take wide enough birth about this
Council don't police the buildings inspections very well
Council is active in ensuring compliance
Council make it to hard
Difficult to enforce and Council does it well
It is not seen that council is enforcing
Need more staff
The council is too conservative
The dealing with council is hard
They do a good job of enforcing
They're fairly efficient
I know how stringent they are
Suppose they are doing a good job
The development restrictions are reasonable
The fact it's happening and work been done

Interaction/communication with the community [15 comments]

Consultation with the community is always needed
Council don't have best interest of the towns at heart
Council is aware of our needs
Culburra, they didn't understand impact on the river
I don't think there is enough knowledge in the development services
No involvement
More feed back to the residents regarding development
New housing developments not consulting the local community
People are not advised
St Georges Basin apartments not approved by community
Too much pressure from community groups
They seem to do half a job and don't listen to residents
The fact that we don't have resident policemen
When it's private they don't let you know when they build
Do not hear the final results of developments

Appendix 2. Comments about compliance and enforcement of development – cont'd

Overdevelopment [14 comments]	<p>Big development - seems to be no control of site, watching it</p> <p>Concerned re infrastructure for Huntingdale</p> <p>Concerns in local area about new apartment blocks</p> <p>Council allowing development close to the shoreline</p> <p>Downsizing block, overdevelopment no infrastructure</p> <p>Keep stopping the development of shopping centre</p> <p>Major development happening in area with no amenities</p> <p>Over developing the area</p> <p>Too much development on beach front</p> <p>Too many developments in our area- overcrowded to high</p> <p>They are developing far too quickly</p> <p>Too much development for roads and services in area</p> <p>Too much over development</p> <p>Too much tourist development happening at moment</p>
Specific areas [10 comments]	<p>Boat ramp needs maintenance development Lake Haven drive</p> <p>Could do more for Ulladulla area</p> <p>Huskisson waterfront development</p> <p>Protesting the development in St Georges Basin on Island Pt Road</p> <p>Shoalhaven River an asset that's not being utilised</p> <p>Tomago River Holiday Park is being developed into over 55</p> <p>Too much development in Bomaderry, too many units</p> <p>I like to see a lot more done at Shoalhaven Heads</p> <p>Issue with new land with no run off in Bomaderry</p> <p>Overcoming of application of eco-tourism park</p>
Lack of consistency [8 comments]	<p>There is no consistency with Council's decisions [x2]</p> <p>Council don't seem to have any consistency</p> <p>Not consistent about who you know not what you know</p> <p>They are extremely inconsistent and change minds all time</p> <p>Too many changes</p> <p>How things can change at different times</p> <p>Patchy - record with enforcement</p>
Evidence of progress [8 comments]	<p>I like to see development changing</p> <p>Proactive in the area</p> <p>Industrial section nearly empty should be developing there</p> <p>Need progress</p> <p>Not moving ahead</p> <p>Prolonged action in what has to be done</p> <p>Progress is making the area nicer</p> <p>Considerable improvements going on, continual need for footpaths upgrade</p>

Appendix 2. Comments about compliance and enforcement of development – cont'd

Illegal development (7 comments)	Development in the area, don't believe these building have been approved A lot of sheds don't get Council approval Council do not appear to follow through with original plans Development in my area has illegal clearing occurring Followed rules for development Illegal construction was approved through a da process and is continuing Know a lot of people that have had developments knocked back
Development impacts on environment (6 comments)	Amount of trees being knocked down with development Native vegetation act needs reviewing Overdevelopment projects don't fit in environment We moved for the view which is now disappearing High density housing on beach fronts Foreshore buildings
Cleaning up	A few things on the waterfront need tidying up as I live near beaches Could do more with cleaning up New development has rubbish all around, not being picked up
Need for more development	Allowing more development in acreage areas in Banglee Good development for town No new development encouraged

Appendix 3 - Comments about Council's customer services

Positive comments [175 comments]	
Helpfulness [64 comments]	<p>Always helpful [x19] Helpful [x12] Friendly and helpful [x6] Always helpful, polite, respectful [x2] Been nice and helpful [x2] Always very polite and helpful whenever I attend council or call Been there recently they were helpful Efficient, helpful, haven't had to wait long Every time I ring, I always get the help I need Every time they have helped me where needed Few interactions always been helpful and responsive Girls at front desk very helpful Staff are helpful Staff at reception always been very helpful Good service very helpful and follow through Got all the help we needed Helpful and looked after your request Personal experience very helpful Really helpful and go out of your way to help There is never a long wait: helpful and full of information They are always polite and try and help you where they can They are generally quite quick and very helpful They have been helpful and good the answer that I needed They were very nice and helpful and polite They were willing to help me Usually I get pretty good help at the office Very helpful with dog rego Very quick and helpful</p>
Approachable / responsive [18 comments]	<p>Easy to approach Easy to deal with Good response Have always had a good response on the front line Have had no problem with them very responsive My concerns were addressed quickly Talking to someone and they answer quickly and respond The dealing I have had with them has been good They are very approachable and easy to talk to They do respond to my emails They seem to respond to an enquiry They were willing to listen to me Usually easy to deal with Very easy to get in to see someone Very patient with elderly When I used them it was easy They fix things straight away and its easy to get onto them I got all the answers I needed</p>

Appendix 3 - Comments about Council's customer services – cont'd

Positive comments [175 comments] – cont'd	
Front desk staff [17 comments]	<p>Always cheerful Girls are good [x2] Good customer service from differing employees Good reception Ladies were nice People at the front counter of development services do a good job The girls are nice and pleasant The ladies at the counter are good The last time I was there they were very good The staff were good They are happy nice people doing the best they can Ulladulla office is excellent Use it a lot: awesome girls at the front desk Very satisfied with staff No problems when been there Last time I went they were excellent</p>
Promptness [17 comments]	<p>Prompt [x4] Always prompt and direct communications They are prompt with every call Dog from over road killed our tiny dog: council came out quickly Everything has always been resolved in timely manner Got replies Have responded quite quickly Quick and easy Quick service Quick to action if its financially beneficial for themselves Responsive They have been quick to respond When you ring them up they attend quickly Generally responsive to concerns or requests</p>
Politeness [7 comments]	<p>Very polite [x2] Friendly, polite Polite, knowledgeable Politeness of telephone operators They have always been very polite Very polite and nice when you go in</p>
Friendliness [6 comments]	<p>Friendly [x4] Front counter service friendly They have dealt with my issues very well and prompt, friendly</p>
Efficiency [5 comments]	<p>Efficient [x2] Always answered enquires efficiently Efficient and cautious They have been very efficient when we have spoken to them</p>

Appendix 3 - Comments about Council's customer services – cont'd

Positive comments [175 comments] – cont'd	
Telephone experience [3 comments]	<p>If you ring they are good</p> <p>No problems when rung</p> <p>When I ring them they are pretty good</p>
General comments [38 comments]	<p>All is fine</p> <p>All of my interactions have been excellent</p> <p>All of my request have been handled well</p> <p>Always been dealt with thriftily and no problems</p> <p>Always been happy with council</p> <p>Always follow through</p> <p>Been good</p> <p>Do a good job</p> <p>Doing everything</p> <p>Each time I have contacted them they have been excellent</p> <p>General all round satisfactory performance</p> <p>Good</p> <p>Good results</p> <p>Good service [x3]</p> <p>Great in past experiences</p> <p>Had no problems before</p> <p>Happy with council</p> <p>Happy with customer service</p> <p>Happy with service and gave feedback</p> <p>Happy with the result</p> <p>Have only contacted a couple of times but seems to work ok.</p> <p>I never have had a problem with them</p> <p>Informative</p> <p>Listen to complaints</p> <p>Never had a problem with them [x2]</p> <p>No problem [x2]</p> <p>No troubles</p> <p>Pleasant</p> <p>Service was fine</p> <p>They are generally pretty good</p> <p>They are good</p> <p>They are very good generally</p> <p>They do a good job</p> <p>They do their job</p> <p>They have been informative and pleasant</p> <p>Very good in the library</p> <p>Very good service</p> <p>Very pleasant</p>

Appendix 3 - Comments about Council's customer services – cont'd

Negative comments (80 comments)	
Issues with the processes [15 comments]	<p>5 phone calls, 2 visits to organise a garbage service</p> <p>Difficult to achieve help with issues</p> <p>I have had to ring back because I got passed on to the wrong department</p> <p>Often put lists and never get to the top of the list</p> <p>All I got was the run around</p> <p>It does take time to get a straight answer</p> <p>My request was not responded to correctly</p> <p>Hard to get answers you need</p> <p>Delay in information</p> <p>Too many unnecessary rules</p> <p>They tend to flick you off to others when applying for info</p> <p>Tried a few times and get a brush off</p> <p>When asked they comply but only if asked</p> <p>They didn't want to share the history of the property I brought</p> <p>The hours are too short</p>
Slowness of the process [13 comments]	<p>Too long a wait to get to anyone</p> <p>They took so long and were not listening to us</p> <p>Takes too long</p> <p>People are generally friendly but processes are very slow</p> <p>Rang and they were very slow on the phones</p> <p>Rural fire service catering council slow to get things done.</p> <p>Very slow in approvals</p> <p>Waiting times: not getting the right answers</p> <p>When trying to contact council the process is long</p> <p>When have dealt with them they were ok, a little slow</p> <p>Slow acting e.g.: pioneer place water drainage not fixed</p> <p>Slow in getting response and takes too long</p> <p>Slow to reply with inquiries</p>
Lack of knowledge [7 comments]	<p>Lack of knowledge about tree that needed cutting down</p> <p>Not enough knowledge</p> <p>Easy distance but explanations are confusing</p> <p>Sometimes it's really good information other are incompetent</p> <p>Sometimes I get the run around as they always don't know the answer</p> <p>Some people are not aware of their jobs</p> <p>So at informed as you would like more knowledge</p>
No response [7 comments]	<p>No reply to my enquiry and no duty of care</p> <p>Non reply of calls leave messages no reply</p> <p>I rang about potholes and I was quickly dismissed and nothing got done</p> <p>Lacking of communication</p> <p>Sent emails, told I would be "kept in the loop", haven't heard anything</p> <p>They sometimes pass me off to someone else and then I call back</p> <p>They don't reply get an answer or reply</p>

Appendix 3 - Comments about Council's customer services – cont'd

Negative comments [80 comments]	
Not being helpful [7 comments]	<p>Dealing in past staff are condescending not helpful</p> <p>Don't help very much</p> <p>Haven't found them helpful: they're evasive and keep you waiting in Nowra</p> <p>Not very helpful</p> <p>Not user friendly</p> <p>Never received much help when needed</p> <p>The rangers were not helpful when I needed them</p>
Rudeness [7 comments]	<p>Council employee was very nasty in your request</p> <p>Had a rude experience at the council</p> <p>Need a change of staff in admin they are rude</p> <p>Not always pleasant</p> <p>People at the top won't talk the ordinary people</p> <p>There is none and they are very rude</p> <p>The staff can be very rude</p>
Inconsistency [4 comments]	<p>Customer service is inconsistent</p> <p>Not consistent in responding to calls</p> <p>Not consistent</p> <p>Poor attendance at council front desk</p>
General comments [20 comments]	<p>Service is mediocre / average [x3]</p> <p>Always room for improvement [x3]</p> <p>Broke arm on council facility and didn't attend to the issue at all - lied</p> <p>Didn't like the outcome of development</p> <p>Difficulty for rates</p> <p>Drainage problems were not fixed</p> <p>Haven't had any bad or any good stuff</p> <p>Haven't had much to do with them</p> <p>Haven't put signs up they say it's too expensive</p> <p>Lack of common sense</p> <p>Some good some bad</p> <p>Tell too many lies and then tried to back track</p> <p>Tree preservation policy is self-defeating</p> <p>Use it once a year it is ok</p> <p>Varying experiences with customer service</p> <p>Would like street cleaners to come more often</p>

Appendix 4 - Comments about elected Council decision making

Unmatched expectations [24 comments]	They are not in tune with the entirety of the Shoalhaven and people's needs Don't think decisions are in rate payers in best interests Could do more for community - seem more interested in selves Don't do the things I want them to Don't listen Don't think about public opinion In house decisions consult but don't listen Been to some of the meetings out comes are highly prejudiced Not concerned about community needs Too much care about their own benefits and not those of the community Too political and not listening to residents Things aren't always done for the better of the community Lack of information on how we can be more involved Need more community involvement Too much taken away from the community in decision making They listen to their constituents They don't really listen to people, don't communicate They don't listen to what the public want They are not looking at everyone's needs Not paying attention to public opinion Not doing what they promised e.g.: rates increasing Politics - councillors not doing the right things by constituents Put in whoever they want out vote doesn't count They need to stay out of planning decision, take pro advice
Not enough progress [23 comments]	Council is trying but development avenues are restricted Depends on area and their decisions, nothing is done Don't think development has been carried out in a sustainable way Haven't seen any noticeable positive changes Keeping it a country town, no idea about moving forward Lots of property developments that no one wants to take on More beautification More fighting than doing things Not a lot gets done in the Shoalhaven area Not happy with the latest development on height of the buildings Not proactive only act when asked Say they going to do something but don't do it The greens are not proactive enough They are not very progressive They are not open to change They could look into thing a lot more They don't like to make changes and move forward They don't seem to have done anything, too horrible They go around in circles a lot and cater to minority only They need to promote the areas more, for jobs and tourism Too many decisions made and reversed too much politics Too many things get squashed Too much passing the buck on who should do the work

Appendix 4. Comments about elected Council decision making – cont'd

Council attitude [22 comments] A little bit stale serving certain sections of community
Don't like the way they carry on
Dead wood in the council members
Narrow minded, population is out stripping resources we have
Councillors are in political factions
Don't believe that party politics should have a place in local governments
There is power play instead of the community interest
I think they are a bit short sighted in some areas
Everyone changes there mind when they get in
Some councillors are not team players
Some of their staff have no idea about doing the job
They are not professional, clowns
They don't always stick to what they promise
Too much politics
Too worried about playing politics rather than their real job
More concerned with playing politics than making good decisions
They are good before the election don't follow through
They're wasting money on surveys, paperwork
Just not consistent
Not consistent answers
Not consistent enough
Not getting things right

Infighting issues [22 comments] There is a lot of infighting instead of progressing the town / taking action [x7]
A lot of fighting in public meeting
Argue too much
Arguing amongst themselves
Too much bittering
Fighting about everything about rubbish
In house bickering
Too much in-house arguing not enough action
Too much dithering, not enough decision making
Too slow too much in house fighting
Too much in house fighting
They war and fight too much
They seem to be fighting a lot
There is always somethings going on cant decisions without hassles
Not fighting
They seem to argue a lot before they come up with a solution

Appendix 4. Comments about elected Council decision making – cont'd

Wrong decision making [17 comments]	Don't always make a good decision Don't get things right at times Don't think sometimes It's been an old boys club for a long while, don't make right decisions Lack of making good decisions Making bad decisions in lots of areas e.g. town planning Not making good decisions Not making the right decision e.g. green bins Not prioritising decisions correctly Not the right decision to remove trees to build houses Some decisions have been a little controversial e.g. trees Some decisions made are a waste of money Sometimes get it right: sometimes don't know what they're doing Sometimes they make the wrong decisions They are not interested in making good decisions They don't make the right decision where it counts They can't make up their mind about anything
Bad decisions made [15 comments]	Cancelation of race track, motor sport park Council to encourage the development of the river front and large hotels Dog restriction hours on the beach Doing something about the hospital and parking in CBD Money for basketball stadium was given to Bundanoon trust Motorsport complex would boost economy, create jobs Not enough money spent in Culburra Seem to be doing things such as the Light House Swimming pool fiasco at Bomaderry The environmental issues stopped Nowra motor racing at Nowra Traffic light being placed Junction Street not good Wasted money on a lot of decisions e.g. carpark at Huskisson We high rates for crap roads at Kiola from the highway Foreshore building They get good rates: so spend it on the streets here.
Unexplained decisions [11 comments]	Decision making puzzles me Hard to understand some decisions Sometimes decisions aren't explained I don't know what or how their making decisions. I have started attending webcast Spending too much money and not making decisions Making decisions that aren't their business, federal decisions Confused by it sometimes - what some people get away with Decisions are sane and then there is some that are insane Decision making made by Berry forum Not informed enough about their decision making Not very well published for the community

Appendix 4. Comments about elected Council decision making – cont'd

Council Bias [10 comments]	<p>Always looking after themselves</p> <p>I don't like the mayor she only likes the Greens</p> <p>Biased decisions</p> <p>Very indecisive about too many things. Listen to small minority</p> <p>Too much Green approach</p> <p>Too much of own personalities</p> <p>Thinking of themselves</p> <p>Nowra get nothing and other areas get it all</p> <p>Overlooking certain parts of the community</p> <p>Seem to make self-interested decisions</p>
Decision making process [5 comments]	<p>Handling of the quarry is inefficient</p> <p>Too indecisive and too slow</p> <p>Takes a long time</p> <p>The waiting time is an issue and the hours, hard to get answers quickly</p> <p>Time involved to make decisions - petty differences between councillors</p>
Positive responses [24 comments]	<p>From what I hear on radio very good democracy at work</p> <p>Gareth Ward is very available and he shows himself</p> <p>Haven't heard any great disruption or dissention</p> <p>I believe the problem is the staff not the elected council</p> <p>I'm just happy that we have a Greens mayor</p> <p>Many projects that will benefit the community greatly are made too hard by council</p> <p>Mayor is my former state MP, I like her</p> <p>More Greens on council</p> <p>Never had issues with what they have suggested</p> <p>Pretty good</p> <p>Running smoothly</p> <p>Seems to be what the community needs</p> <p>Some I'm happy with and some not happy</p> <p>Starting to move on</p> <p>The mayor has our best interest at heart</p> <p>The mayor is doing a good job</p> <p>The ongoing happening within council</p> <p>They are in public and being available, approachable</p> <p>They do a fine job for the district</p> <p>They do work as fast as they can</p> <p>They just seem to do what the people want and get on with the job</p> <p>They seem to do a good enough job</p> <p>They usual and they implement quickly in area without delay</p> <p>They're okay and good</p>

Appendix 4. Comments about elected Council decision making – cont'd

Other comments
[20 comments]

Don't know who they are [x2]
You never see them
I don't agree with everything they do
No happy with outcome
They don't do a great job but they don't do a lousy job
Erratic
General knowledge over exposed
Illegal clearing courts not involved quick enough
Local media
Man who was voted for was replaced by a woman - not good
Needs cost control
People are entrusted to do the right thing which they do
Rates are high
They are all are useless
Too many vested interests, disproportionate pressure
Traffic
Varying decisions are frustrating
What decisions?
What you hear people talk about is negative

Appendix 5 - Comments about Shoalhaven is a liveable City

A lifestyle

A lot happening:

A lot of key developments that are not high rise

A scenic area

A variety of towns villages and beaches and rural feel

Access to beaches, motorways. Need a better train service

Affordability. Good schools

Affordable and relaxed atmosphere

Affordable for young families

A lot crime

Always lived here: great opportunities: beach: not over populated

Attractive. Friendly people. Lovely beaches.

Away from Sydney

Awesome

Baptist care supportive, helpful- friendly people, shops

Based on Nowra -shops closing: unemployment: stealing orient p.

Basic requirements very happy

Beach access

Beaches

Beaches, rural ambience

Beaches activities

Beautiful

Beautiful and safe place to live

Beautiful beaches and bush walking trails

Beautiful beaches and golf courses

Beautiful beaches and lifestyle

Beautiful environment

Beautiful location. Everything we need, recreation

Beautiful place beaches

Beautiful place to grow up and raise family

Beautiful spots: best kept secrets ever

Beautiful stretch of coast but ordinary villages

Because of its natural beauty

Becoming tourist orientated people are moving away

Been here 30 years no problems

Being near beaches

Being out of the city: and open spaces

Beautiful places: beaches and parks

Big medium sized town: not a big city

Born and bred here

Can do a lot more to improve

Certain areas are really nice

Clean air and access to water

Clean air stream

Clean and easy to get around

Clean and fresh environment

Clean friendly people

Clean good climate

Clean water, a roof over our head

Appendix 5 - Comments about Shoalhaven is a liveable City – cont'd

Clean, safe, friendly

Climate

Climate, clean, people, tradespeople

Climate and degree of facilities

Close to the beach and close to bush. Don't have to go far to be in everything.

Coastal: good facilities: good support

Communication to Sydney safe clean

Community

Community involvement, close to the city

Community spirit

Cost of living favourable - not enough access to full amenities

Cost of living has increased, still a lack of fulltime work

Council does everything that are supposed to do

Could more with the gardens and infrastructure, planning

Country

Country town and friendly

Don't have to go to Wollongong to buy things

Easier for the young to get around but not the elderly

Easier way of life

Easy for transport

Easy lifestyle but can improve on certain facilities e.g. green bin

Easy to get around

Easy to get around, great environment

Easy to get around and facilities you need

Easy to live here

Enjoy living here

Enjoy living here: easy to live: good services

Environment greenness and respect

Everywhere is 5 minutes away

Everybody minds their own business

Everybody seems to be coping well

Everything is available close to hand

Everything is nice and clean

Everything's good here

Facilities are good and have everything here I need

Fact the railway doesn't come here

Few services

Fits my needs and could do a bit better: with more events

Free and easy lifestyle

General lifestyle

Generally the people are friendly

Generally liveable: great beaches

Good eateries nice beaches friendly neighbours

Good environment

Good facilities

Good for the community

Good mix of everything

Good public transport

Good quality of people in the area

Appendix 5 - Comments about Shoalhaven is a liveable City – cont'd

Good range of activities
Good schools and family and close to the beach
Got everything beaches, cafes, mountains and great
Great
Happy here
Happy living here
Happy place
Has a lot to offer
Has everything you need
Has everything apart from work opportunities
Has everything here I need e.g., hospital pool etc.
Have most facilities here
Healthy life style
Houses are still affordable and have a rural feel
Housing is affordable and has services and facilities available
I feel safe in the Shoalhaven area
I find it very comfortable: easy to get around, access facilities
I grew up
I have a good lifestyle here
I live here and like it
I live in it
I'm from a rough area and I like the feeling of safety and community here
I'm living here and am happy
In a beautiful place: friendly people: lots of services
In city with country feel to it
In our area it is nice and quiet but need road done
Incredible community
Involvement with the community
Is a great place but needs more medical facilities
Is not spectacular but it is nice:
Is to get around
It has everything that one would need
It has everything. It is a top place to live
It has the basic necessities
It hasn't got the crowds as the other cities have
It is a beautiful city
It is a good location
It is a great lifestyle
It is a great place to live but main street Nowra dangerous
It is a healthy environment for families: huge unemployment prob.
It is a mixture of urban and nature
It is a picturesque, safe environment
It is a pretty place
It is almost like always being on holidays in this environment
It is clean and good people
It is family friendly
It is much less liveable when choked by tourists in the peak season.
It is peaceful clean environment

Appendix 5 - Comments about Shoalhaven is a liveable City – cont'd

It is safe

It is safe, easy to get around. Has nice beaches, bush

It is such a beautiful area with so much to offer e.g. beaches

It offers opportunities for everyone

It's a beautiful area, it has everything

It's affordable and a green environment

It's fairly quiet and you know everyone

It's far enough away from Sydney but has beaches close

It's got everything here, beaches, river, shopping

It's not as busy as Sydney and it's a nice place to live

It's over populated

It's what you make it, the lifestyle

It's a good place to live but without the jail: should be elsewhere

Its central to everything e.g. bush one way ocean the other city

It's close to Sydney, beautiful beaches: nice little towns

It's easy to get around and no issues

It's not a place to attract professional people

Its small, rural and a little place

It's still got bush

It's still has country town charm

Jervis bay

Jervis bay

Jobs are hard to find

Just great place to live which has everything around here

Lack of flexibility for remote areas e.g.: more vouchers garbage

Lack of infrastructure and shopping complexes

Lack of parking too much traffic

Lack of public transport in the Nowra

Lack of waterfront usage and encouragement of tourism

Life style

Life style

Lifestyle, close to beaches

Lifestyle, natural resources: people

Lifestyle, facilities

Lifestyle and beaches

Lifestyle location

Lifestyle of the area

Like that we have a rural lifestyle. Very satisfying

Little traffic recreational area excellent

Live here my whole life

Live on the coast which is much more liveable than Nowra and Bomaderry

Living near the ocean

Location climate and the people here

Location, way of life

Location climate

Lot going for the area

Lots of community activities and events and restraints

Lots of facilities around

Appendix 5 - Comments about Shoalhaven is a liveable City – cont'd

Lots of sports facilities, shopping ok
Love the beaches and area
Love the quiet nature of area
Lovely area
Lovely area: facilities okay: friendly people
Lovely clean beaches: sporting ovals are clean: well looked after
Lovely friendly
Most beautiful place in Australia
Natural beauty
Natural beauty makes it desirable for families and affordability
Natural environment: population density is good
Natural environment
Natural habitat
Natural landscape
Natural surrounds
Nature environment
Needs a bit of an update - looking old and sad
Needs to be more work, roads need quicker repairs
Nice accessible area to live in good for kids
Nice and quiet in this area and the new park is wonderful
Nice and quite
Nice area
Nice but nothing much to do
Nice fresh air
Nice people, lifestyle
Nice people peaceful quiet
Nice place to live
Nice place to live in, lots to see and do
No complications everything moves smoothly
No public transport
No resources: no job prospects: and area is not family friendly
Nobody interferes with us
Not as populated as Sydney
Not enough bigger shops
Not fast paced
Not happy with the roads at Nowra
Not kid friendly shopping only 2 decent parks, Stocklands, tiny waterfront wasted
Not liveable because no public transport available
Not overcrowded
Not too big yet
Not too crowded
Not too overcrowded
Not too big and in nice environment
Not too congested
Not too overcrowded
Not too populated
Nothing like the Culburra area
Nowra is an eyesore, Milton is beautiful

Appendix 5 - Comments about Shoalhaven is a liveable City – cont'd

Nowra isn't since the jail. Shoalhaven h. Is a small community
Open spaces: and fresh air
Our amenities r good, improving, have variety of retail, enter
Outlying areas are catered for
Overall generally happy
Peace and quiet man friendly people good access
Peaceful area
People
People help one another
Plenty to do, country lifestyle
Potential to grow and prosper
Pretty: clean: well organised city
Progress potential
Provides most people with what they need
Proximity to beaches and major centres, Sydney:
Public transport, safety in the streets
Quality of lifestyle
Quiet
Quiet, clean and good place to live good - community spirit
Quiet and clean area
Quiet place to live
Quietness and village
Quite,
Quite and nice people
Real estate is affordable, service limited but available
Really close knitted community: everyone cares what goes on
Really good place to live for families
Relaxed lifestyle: good environment: safe. Amenities close
Rental properties hard to get
Rivers: beaches, employment
Safe and comfortable area and a sense of community
Safe and peaceful away from the city
Safe zone, lifestyle
Safety is good
Satisfactory. Facilities in Kangaroo Valley are privately owned
Scenery and facilities are good
Seems good
Services are good
Shoalhaven has a lot of potential to be the next Wollongong
Shoalhaven is stagnant, politicians can boast progress all they want.
Shopping centres: TAFE and schools.
Shopping: parks: drugs all issues
Slower pace of life
Small town feel but good facilities
Small villages: not many traffic lights: nice setting
So friendly and paradise
So many natural beautiful areas around
Some parts are nice, others don't want to go there

Appendix 5 - Comments about Shoalhaven is a liveable City – cont'd

Space, ease of getting around
Spaces
Spread out
Starting to get far more expensive here now
Surrounds
Sussex nice, quiet: kangaroos, beer at the local club
The area has a lot to offer
The beaches , the parks whole area is easy to get around
The beaches, :the lifestyle:: community minded
The beaches, the sea and fishing
The beaches and the atmosphere
The beaches are beautiful but transport is not good
The beaches the lifestyle
The clean beaches
The climate
The community
The community and the river
The demographics are nice. Beautiful piece of country
The drug issues in Nowra
The environment
The environment is very beautiful less traffic than city areas
The environment: good transport
The facilities are getting better all the time
The facilities: and a lot of people r starting to move here
The lifestyle and sporting facilities
The lifestyle and the rural feel
The natural beauty of the area
The natural environment waterways beaches
The natural environment the lifestyle
The nature and the environment of the area
The oceans an d the mountains
The peace and quiet friendly people
The people, like Ulladulla
The people are friendly: polite and pleasant.
The people that live here and their friendliness
The population management is done well
The seaside: mountains and roads - at least in berry
The services
The setting and where it stands. Nice place to be in terms of scenery
The valley is an ideal location
The waterways
There is a lot of support for families and good schools beaches
There is a strong community spirit, beaches
There's most things around housing is affordable
They have plenty. Community driven. Most things here that need
They pay attention to the villages down from Nowra: not everyone can get 2 Nowra
Too divided
Too much crime not enough police

Appendix 5 - Comments about Shoalhaven is a liveable City – cont'd

Traffic congestion is a problem

Transport

Unspoilt gift

Very happy place to live

Very community minded

Very good town, feel safe

Very happy

Very happy

Very happy here

Very happy with all

Very happy with everything

Very peaceful

Very serene

Very free and beautiful

Village lifestyle

Villages

We are not overcrowded plenty of room

We are safe down here

We have everything here

We have everything here that we want

We love it

We need more shopping centres

We retired here as it's a nice place

Weather is nice

Welcoming: set out right: good scenery

Well-kept and looked after: lack of pollution: healthy atmosphere
