



Inner West Council

Community Satisfaction Research

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Background and Methodology

Background and Methodology

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

- Assessing and establishing the community's priorities and satisfaction in relation to Council activities, services, and facilities
- Identifying the community's overall level of satisfaction with Council's performance
- Identifying the community's level of agreement with prompted statements surrounding wellbeing/connectedness
- Identifying methods of communication and engagement with Council
- Identifying priority areas for Council to focus on

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

Questionnaire

Micromex Research, together with Inner West Council, developed the questionnaire.

A copy of the questionnaire is provided in Appendix B.

Data collection

The survey was conducted during the period 26th July – 12th August 2017 from 4:30pm to 8:30pm Monday to Friday, and from 10am to 4pm Saturday.

Survey area

Inner West Council Government Area.

Sample selection and error

850 of the 1,002 respondents were selected by means of a computer based random selection process using the electronic White Pages. The remaining 152 respondents were 'number harvested' via face-to-face intercept at a number of areas around the Inner West LGA, i.e. Addison Road Markets, Ashfield Train Station, Marrickville Train Station, and Woolworths Balmain.

A sample size of 1,002 residents provides a maximum sampling error of plus or minus 3.1% at 95% confidence. This means that if the survey was replicated with a new universe of N=1,002 residents, 19 times out of 20 we would expect to see the same results, i.e. +/- 3.1%.

For the survey under discussion the greatest margin of error is 3.1%. This means, for example, that an answer such as 'yes' (50%) to a question could vary from 47% to 53%.

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

Interviewing

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



Background and Methodology

Prequalification

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

Data analysis

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

Ratings questions

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

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

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

Percentages

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

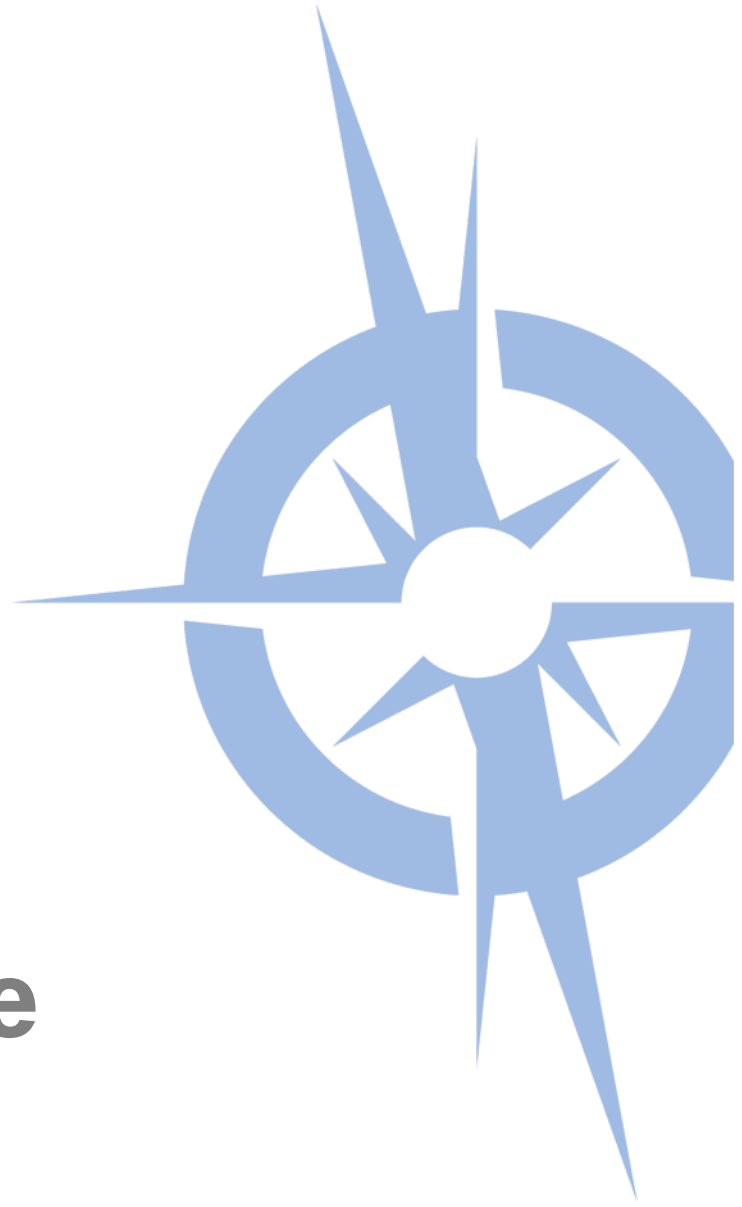
Micromex Benchmarks

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

NSW LGA Brand Scores Benchmark

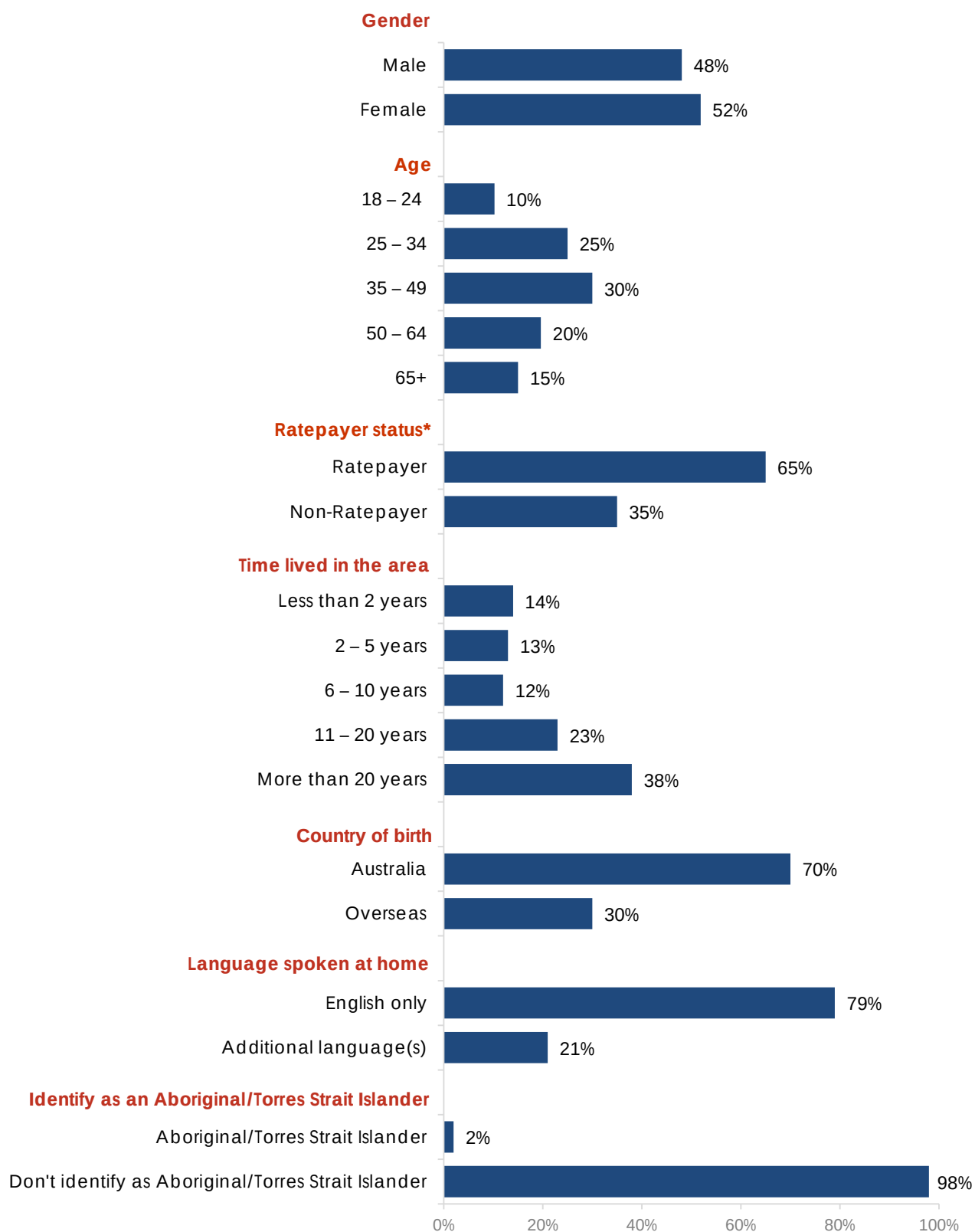
These benchmarks are based on a branding research study conducted by Micromex in 2012, in which residents from all 152 LGAs were interviewed in order to establish a normative score.





Sample Profile

Sample Profile



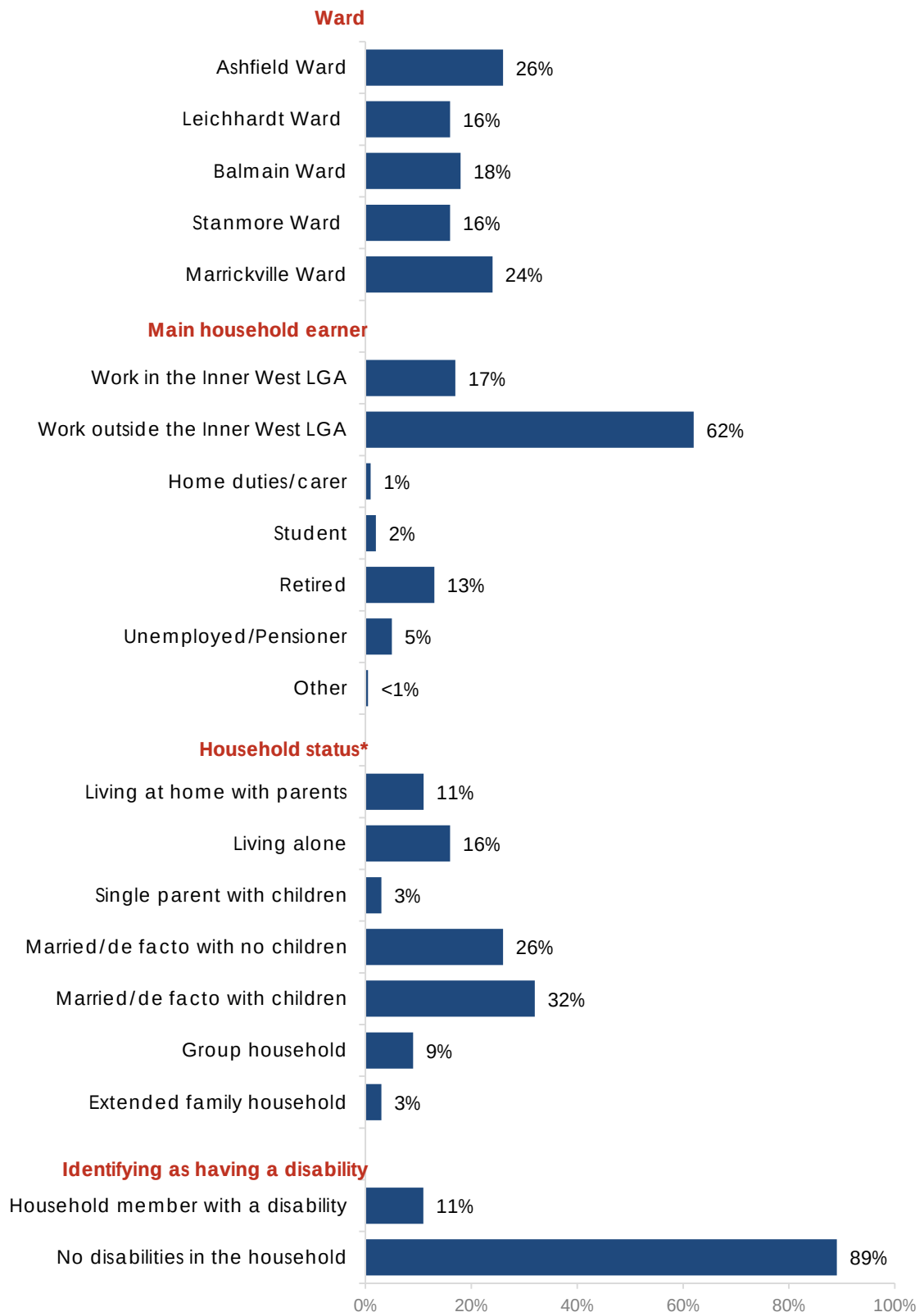
Base: N = 1,002

*Note: one person did not answer ratepayer status

A sample size of 1,002 residents provides a maximum sampling error of plus or minus 3.1% at 95% confidence. The sample has been weighted by age and gender to reflect the 2016 ABS community profile of Inner West Council.



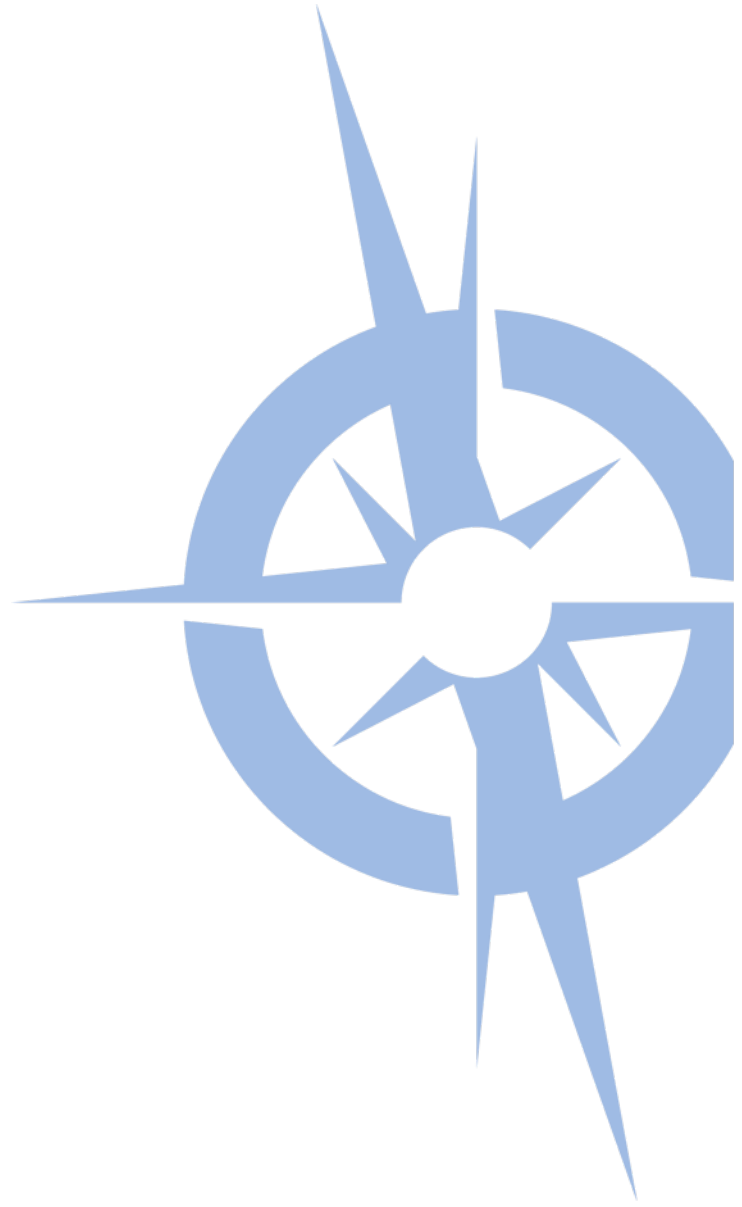
Sample Profile



Base: N = 1,002

*Note: one person did not answer household status

A sample size of 1,002 residents provides a maximum sampling error of plus or minus 3.1% at 95% confidence. The sample has been weighted by age and gender to reflect the 2016 ABS community profile of Inner West Council.



Key Findings

Key Findings

Overview (Overall Satisfaction)

Summary

90% of residents indicated they were at least 'somewhat satisfied' with Council's overall performance, a significantly higher percentage than that achieved in 2016, which is yet to be reflected in the mean rating. Council's performance also significantly exceeded the 'all of NSW' benchmark.

Q4a. Overall, how satisfied are you with the performance of Inner West Council, not just on one or two issues but across all responsibility areas?

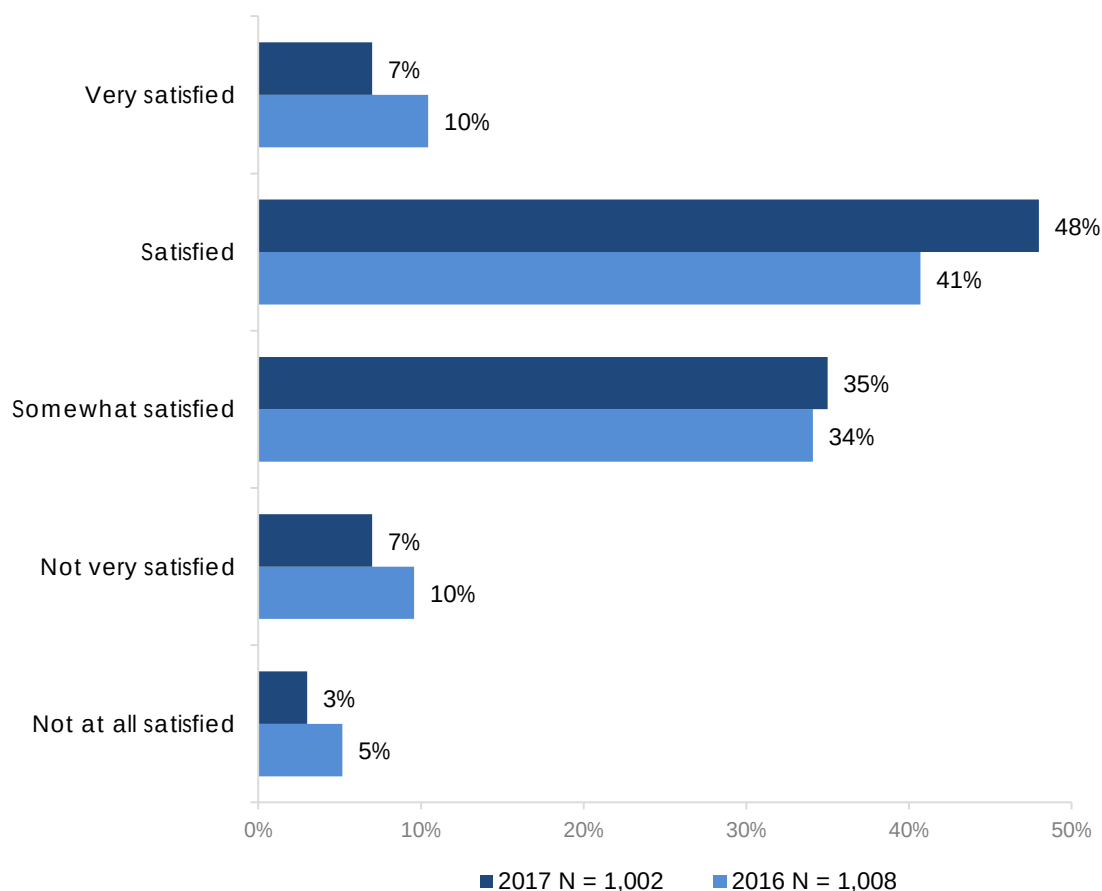
	Overall 2017	Overall 2016	Male	Female	18 – 24	25 – 34	35 – 49	50 – 64	65+
Mean ratings	3.49	3.42	3.49	3.48	3.60	3.61	3.45	3.32▼	3.51

	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
Mean ratings	3.51	3.47	3.42	3.54	3.49	3.45	3.56

NSW LGA BRAND SCORES	Inner West Council	Metro	All of NSW
Mean ratings	3.49▲	3.45	3.31▼

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

▲▼ = A significantly higher/lower level of satisfaction



Key Findings

Overview (Council's Community Engagement)

Summary

Residents rated Council's community engagement 'moderately high', with 58% of respondents stating it was 'good' to 'excellent'. Ratings across demographics are similar with all giving 'moderate' to 'moderately high' ratings.

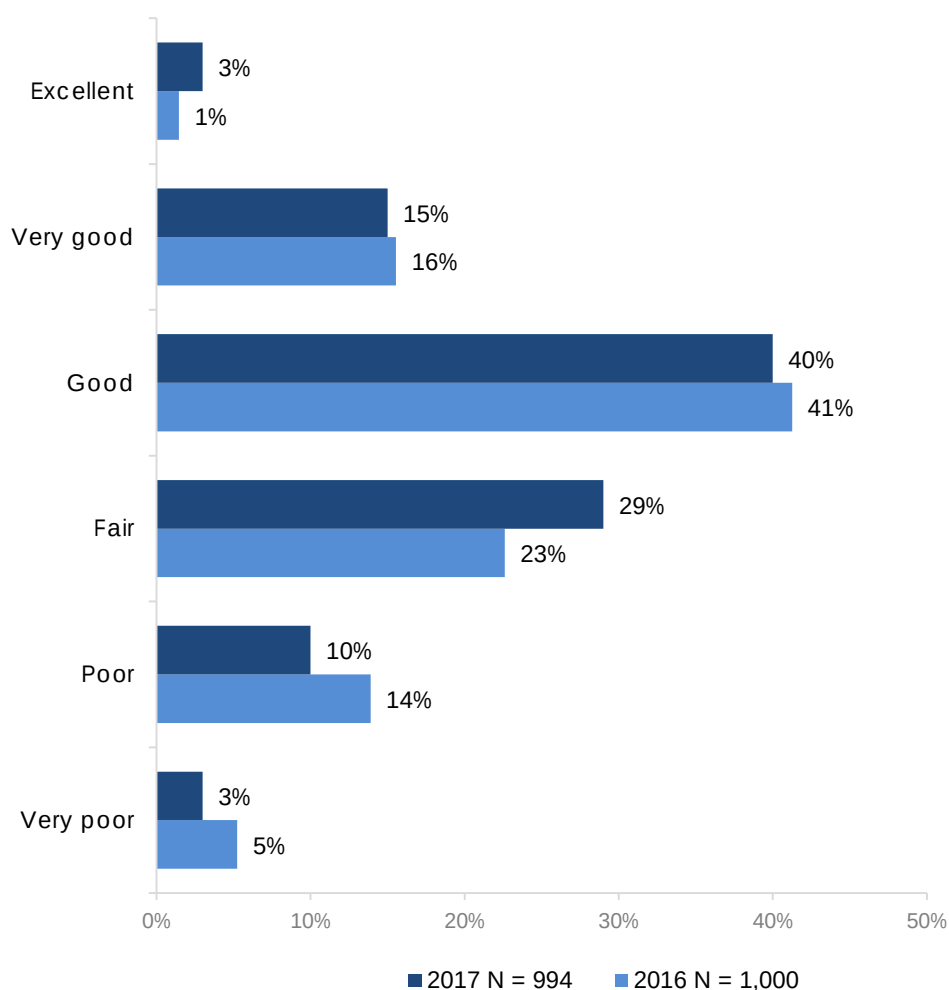
Q4b. How would you describe Council's community engagement?

	Overall 2017	Overall 2016	Male	Female	18 – 24	25 – 34	35 – 49	50 – 64	65+
Mean ratings	3.61	3.52	3.63	3.59	3.62	3.70	3.54	3.52	3.72

	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
Mean ratings	3.51	3.62	3.51	3.75	3.70	3.56	3.71

Scale: 1 = very poor, 6 = excellent

▲▼ = A significantly higher/lower rating



Key Findings

Overview (Council's Integrity and Decision Making)

Summary

Satisfaction levels are 'moderate', with 75% of residents stating they were at least 'somewhat satisfied' with Council's integrity and decision making, a significant increase from 2016.

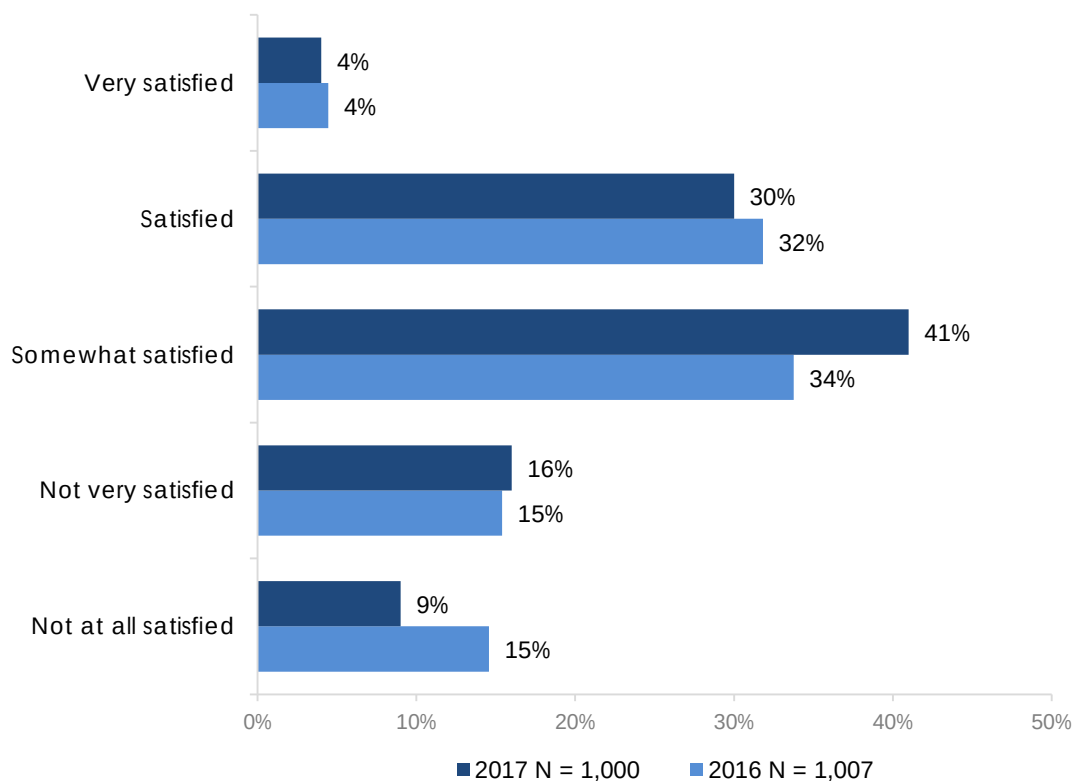
Q5a. How satisfied are you with Council's integrity and decision making?

	Overall 2017	Overall 2016	Male	Female	18 – 24	25 – 34	35 – 49	50 – 64	65+
Mean ratings	3.04	2.96	3.07	3.01	3.17	3.11	2.92	2.92	3.23▲

	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
Mean ratings	2.97	3.11	3.04	3.07	3.04	3.01	3.09

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

▲▼ = A significantly higher/lower level of satisfaction



Key Findings

Overview (Top priority areas for Council to focus on)

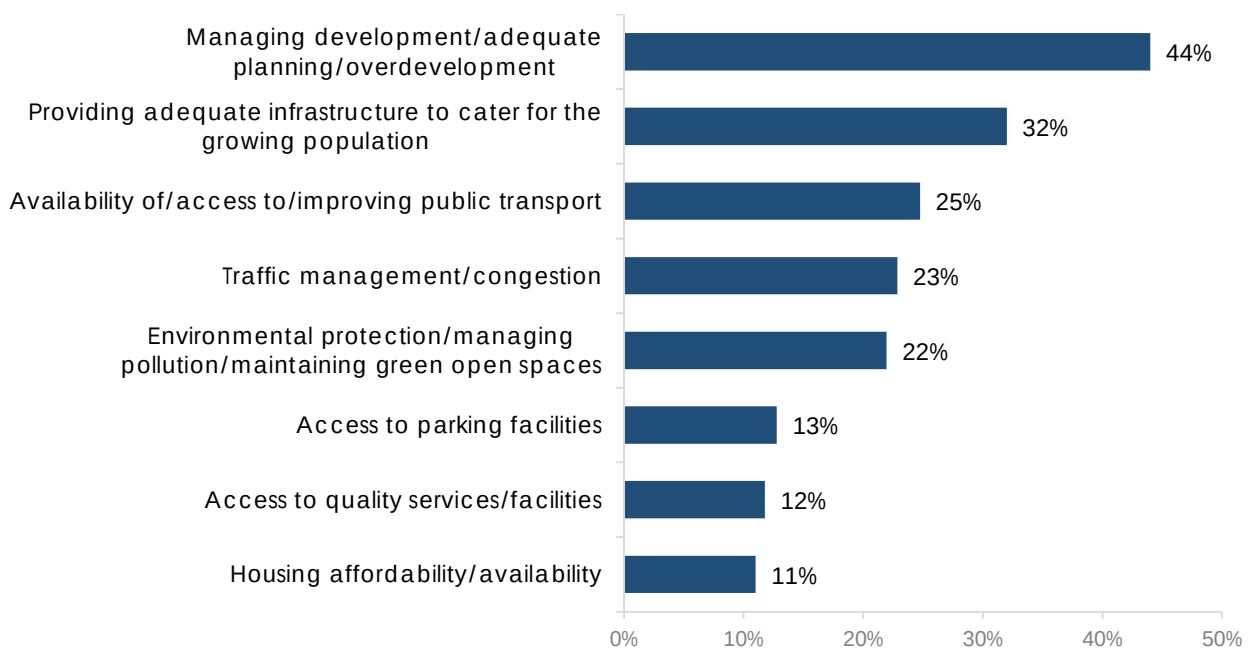
Summary

Development remains the predominant challenge the community believes Council should focus on, with 44% of the population indicating it is a priority. The effects of too much development are also causing concern, issues such as infrastructure (32%), public transport (25%), traffic management (23%), and environmental issues (22%).

Q7. *Thinking of the Inner West as a whole, what would you say are the top 3 challenges facing the area in the next 10 years?*

Word Frequency Tagging

Verbatim responses for this question were collated and entered into analytical software. This analysis 'counts' the number of times a particular word or phrase appears and, based on the frequency of that word or phrase, a font size is generated. The larger the font, the more frequently the word or sentiment is mentioned.



Base: N = 1,002

Key Findings

Key Importance Trends

Compared to the previous research conducted in 2016, there were significant **increases** in residents' levels of **importance** for 9 of the comparable 41 services and facilities provided by Council. These were:

	2017	2016
Maintaining local roads excluding major routes	4.48	4.30
Maintaining footpaths	4.44	4.22
Support for people with a disability*	4.38	4.20
Provision of services for older residents*	4.17	3.99
Programs and support for newly arrived and migrant communities*	3.97	3.77
Promoting pride in the community*	3.90	3.69
Support and programs for volunteers and community groups*	3.88	3.74
Youth programs and activities*	3.80	3.64
Flood management	3.61	3.42

* 6 of these 9 services/facilities were from the Community services and Culture service unit.

There were also significant **decreases** in importance for 5 of the comparable services/facilities:

	2017	2016
Availability of sporting ovals, grounds and facilities	3.54	3.97
Swimming pools and aquatic centres	3.51	3.84
Community centres and facilities	3.61	3.91
Cycleways	3.35	3.56
Provision of council information to the community	4.25	4.40

Key Satisfaction Trends

Over the same period there was an increase in residents' levels of **satisfaction** across 8 of the comparable 41 services and facilities provided by Council, these were:

	2017	2016
Household garbage collection	4.30	4.18
Promoting pride in the community	3.57	3.38
Supporting local artists and creative industries	3.39	3.20
Provision of council information to the community	3.39	3.07
Protection of heritage buildings and items	3.23	3.01
Tree management	3.12	2.94
Long term planning for council area	2.97	2.82
Managing development in the area	2.83	2.64

There were no significant decreases in satisfaction compared to 2016.

Please refer to page 88 for all services and facilities.



Key Findings

Identifying Priorities via Specialised Analysis (Explanation)

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

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

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

Step 1. Performance Gap Analysis (PGA)

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

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

In the table on the following page, we can see the 41 services and facilities that residents rated by importance and then by satisfaction.

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

For example, 'access to public transport' was given an importance score of 4.74, which indicates that it is considered an area of 'extremely high' importance by residents. At the same time it was given a satisfaction score of 3.79, which indicates that residents have a 'moderately high' level of satisfaction with Inner West Council's performance and focus on that measure.

In the case of a performance gap such as for 'swimming pools and aquatic centres' (3.51 importance vs. 3.82 satisfaction), we can identify that the facility/service has 'moderate' importance to the broader community, but for residents who feel that this facility is important, it is providing a 'moderately high' level of satisfaction.



Key Findings

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

Performance Gap Ranking

Ranking 2016	Ranking 2017	Service/ Facility	Importance Mean	Satisfaction Mean	Performance Gap
1	1	Community's ability to influence Council's decision making	4.47	2.71	1.76
2	2	Managing development in the area	4.41	2.83	1.58
3	3	Long term planning for council area	4.49	2.97	1.52
12	4	Maintaining footpaths	4.44	3.08	1.36
8	5	Traffic management and road safety	4.51	3.18	1.33
11	6	Maintaining local roads excluding major routes	4.48	3.17	1.31
4	7	Management of parking	4.02	2.74	1.28
9	8	Protection of low rise residential areas	4.15	2.95	1.20
10	9	Protecting the natural environment e.g. bush care	4.57	3.46	1.11
15	10	Support for people with a disability	4.38	3.31	1.07
6	11	Protection of heritage buildings and items	4.27	3.23	1.04
6	12	Tree management	4.14	3.12	1.02
16	13	Access to public transport	4.74	3.79	0.95
13		Building heights in town centres	3.85	2.90	0.95
17	15	Supporting local jobs and businesses	4.29	3.36	0.93
19	16	Appearance of your local area	4.37	3.51	0.86
5		▲ Provision of council information to the community	4.25	3.39	0.86
14		Removal of illegally dumped rubbish	4.34	3.48	0.86
23	19	Provision of services for older residents	4.17	3.34	0.83
17	20	Safe public spaces	4.50	3.68	0.82
24	21	Programs and support for newly arrived and migrant communities	3.97	3.16	0.81
22	22	Encouraging recycling	4.51	3.73	0.78
20	23	Environmental education programs and initiatives	4.06	3.30	0.76
26	24	Maintenance and cleaning of town centres	4.19	3.67	0.52
29	25	Youth programs and activities	3.80	3.31	0.49
31	26	Stormwater management and flood mitigation	3.95	3.48	0.47
25	27	Supporting local artists and creative industries	3.82	3.39	0.43
32	28	Support and programs for volunteers and community groups	3.88	3.49	0.39
21	29	Cycleways	3.35	3.00	0.35
27		Maintenance of local parks, playgrounds and sporting fields	4.29	3.94	0.35
32	31	Promoting pride in the community	3.90	3.57	0.33
28	32	Household garbage collection	4.62	4.30	0.32
34	33	Community education programs	3.69	3.45	0.24
37	34	Council's childcare service and programs	3.56	3.43	0.13
38	35	Library services	4.08	3.97	0.11
30	36	Community centres and facilities	3.61	3.59	0.02
40		Flood management	3.61	3.59	0.02
36	38	Graffiti removal	3.35	3.38	-0.03
41	39	Festival and events programs	3.67	3.73	-0.06
35	40	Availability of sporting ovals, grounds and facilities	3.54	3.82	-0.28
38	41	Swimming pools and aquatic centres	3.51	3.82	-0.31

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

▲ ▼ = significantly positive/negative shift in ranking (2017 compared to 2016)



Key Findings

When we examine the largest performance gaps, we can identify that all of the services or facilities have been rated as 'high' to 'extremely high' in importance. Resident satisfaction for all of these areas is between 2.71 and 3.18, which indicates that their satisfaction for these measures is 'moderately low' to 'moderate'.

Ranking	Service/ Facility	Importance Mean	Satisfaction Mean	Performance Gap
1	Community's ability to influence Council's decision making	4.47	2.71	1.76
2	Managing development in the area	4.41	2.83	1.58
3	Long term planning for council area	4.49	2.97	1.52
4	Maintaining footpaths	4.44	3.08	1.36
5	Traffic management and road safety	4.51	3.18	1.33
6	Maintaining local roads excluding major routes	4.48	3.17	1.31
7	Management of parking	4.02	2.74	1.28
8	Protection of low rise residential areas	4.15	2.95	1.20

The key outcomes of this analysis would suggest that, while there are opportunities to improve satisfaction across a range of services/facilities, 'community's ability to influence Council's decision making' is the area of least relative satisfaction.

Note: Performance gap is the first step in the process, we now need to identify comparative ratings across all services and facilities to get an understanding of relative importance and satisfaction at an LGA level. This is when we undertake step 2 of the analysis.



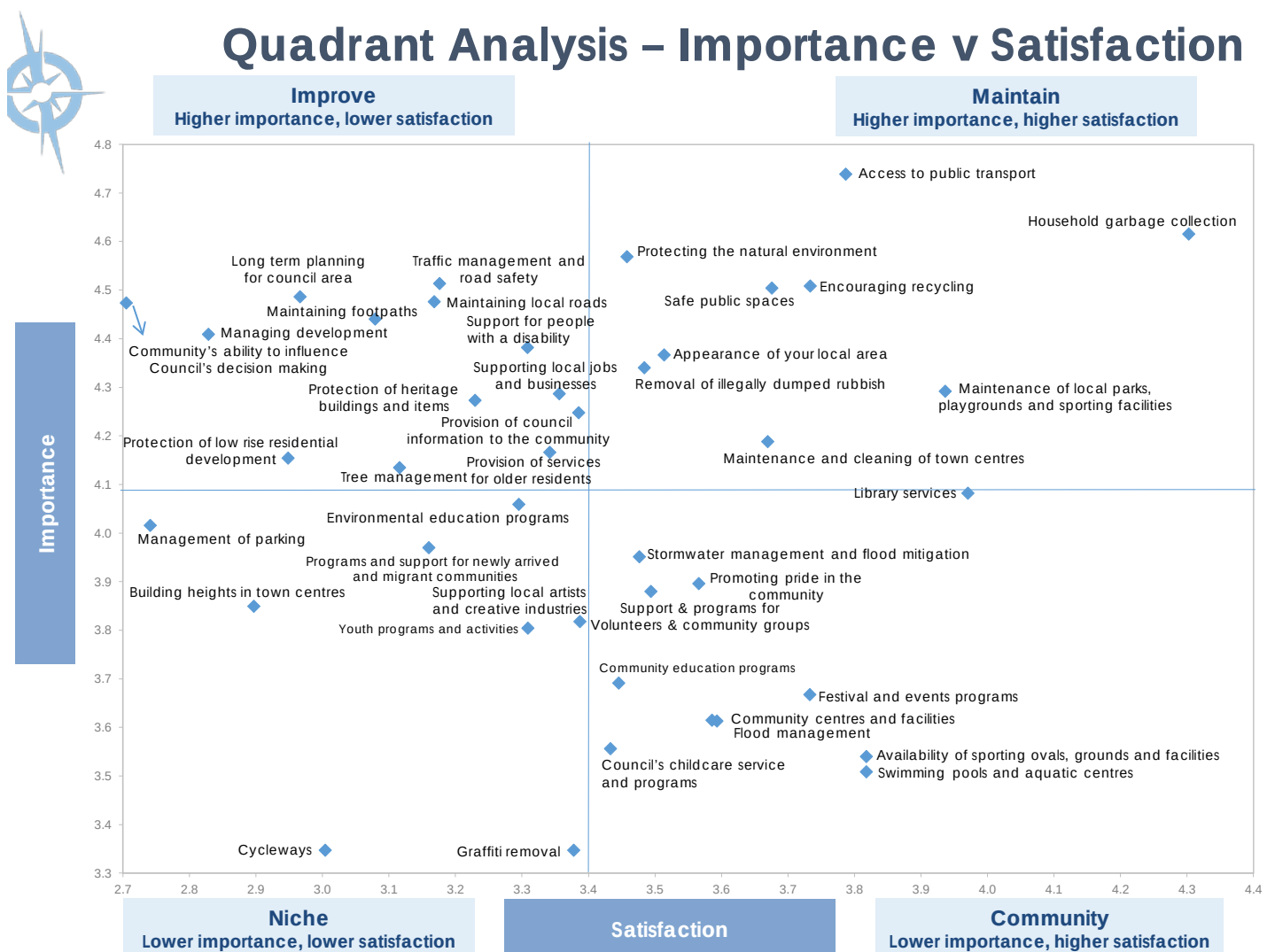
Key Findings

Quadrant Analysis

Step 2. Quadrant Analysis

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

This analysis is completed by plotting the variables on x and y axes, defined by stated importance and rated satisfaction. We aggregate the mean scores for stated importance and rated satisfaction to identify where the facility or service should be plotted. For these criteria, the average stated importance score was 4.09 and the average rated satisfaction score was 3.40. Therefore, any facility or service that received a mean stated importance score of ≥ 4.09 would be plotted in the higher importance section and, conversely, any that scored < 4.09 would be plotted into the lower importance section. The same exercise is undertaken with the satisfaction ratings above, equal to or below 3.40. Each service or facility is then plotted in terms of satisfaction and importance, resulting in its placement in one of four quadrants.



Key Findings

Explaining the 4 quadrants

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

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

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

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

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

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

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

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

The Shapley Value Regression

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

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

What Does This Mean?

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



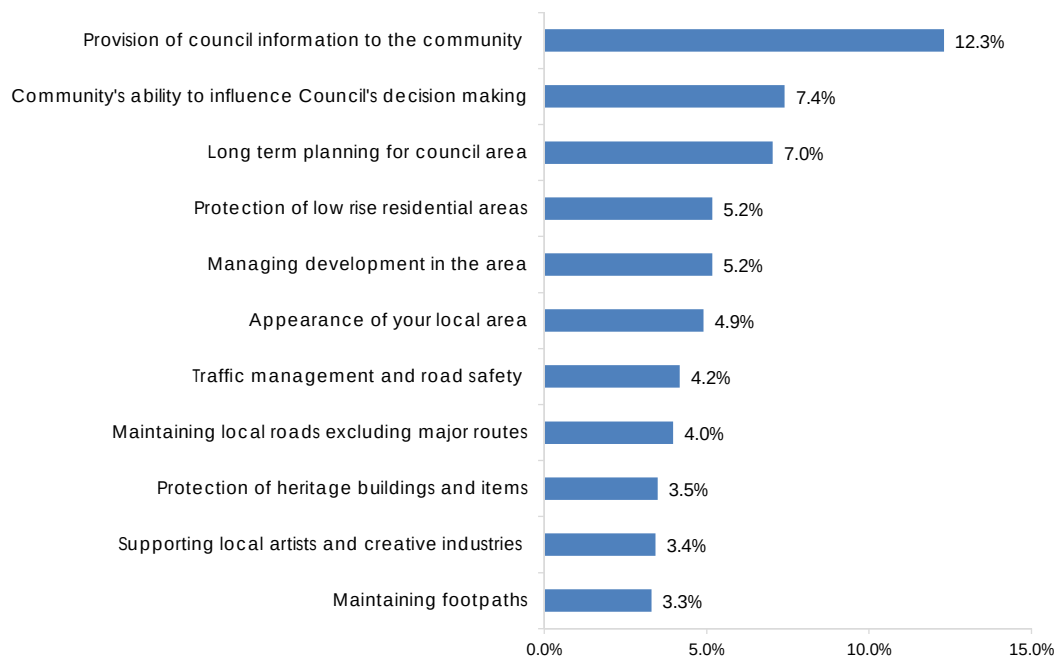
Key Findings

Key Drivers of Satisfaction with Inner West Council

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

These top 11 services/facilities account for 60% of overall satisfaction with Council. This indicates that the remaining 30 attributes we obtained measures on have only a limited impact on the community's satisfaction with Inner West Council's performance. Therefore, whilst all 41 service/facility areas are important, only a number of them are significant drivers of the community's overall satisfaction with Council.

These Top 11 Indicators Contribute to 60% of Overall Satisfaction with Council



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

These 11 services/facilities are the key community priorities and by addressing these, Inner West Council will improve overall community satisfaction. The score assigned to each area indicates the percentage of influence each attribute contributes to overall satisfaction with Council.

In the above chart, 'maintaining footpaths' contributes 3.3% towards overall satisfaction, while 'provision of council information to the community' (12.3%) is a far stronger driver, contributing almost four times as much to overall satisfaction with Council.

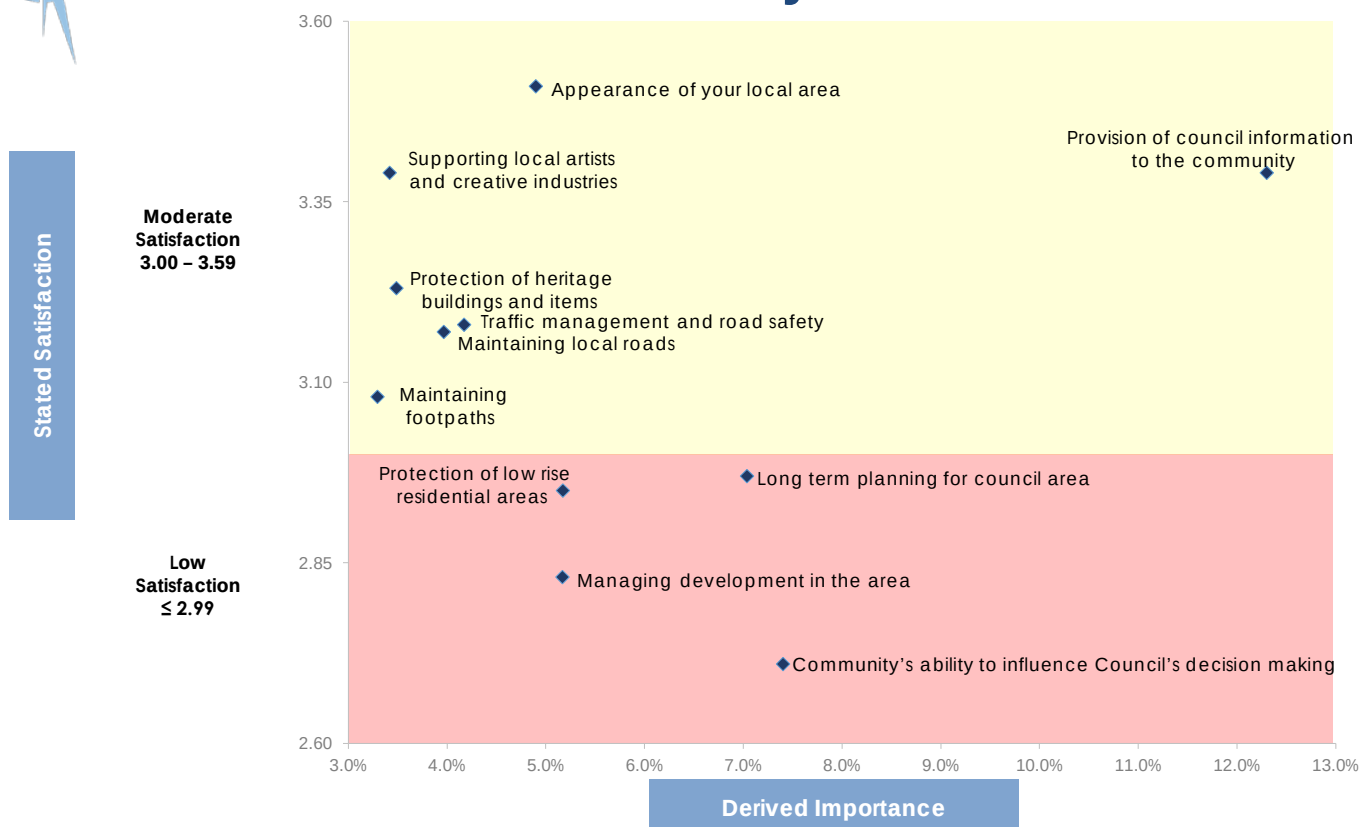
Key Findings

Clarifying Priorities

By mapping satisfaction against derived importance we can see that it is apparent that there is room to elevate satisfaction within the variables that fall in the 'lower' and 'moderate satisfaction' regions of the chart. If Inner West Council can address these core drivers, they will be able to improve resident satisfaction with their performance.



Mapping Stated Satisfaction and Derived Importance Identifies the Community Priority Areas



This analysis indicates that areas such as 'appearance of your local area', 'supporting local artists and creative industries', 'provision of council information to the community', 'protection of heritage buildings and items', 'traffic management and road safety', 'maintaining local roads' and 'maintaining footpaths' could possibly be targeted for optimisation.

Furthermore, areas such as 'protection of low rise residential areas', 'long term planning for council area', 'managing development in the area' and 'community's ability to influence Council's decision making' are issues Council should be looking to understand resident expectations and/or more actively inform/engage residents of Council's position and advocacy across these areas.



Key Findings

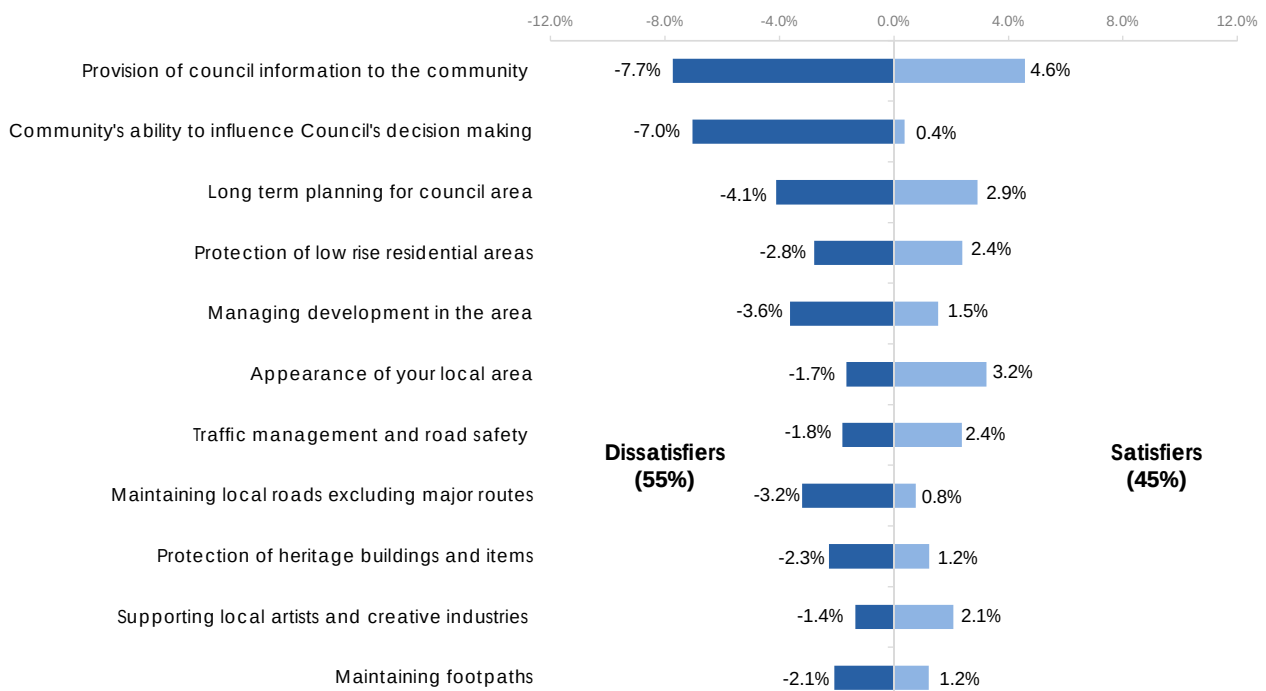
Advanced Shapley Outcomes

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

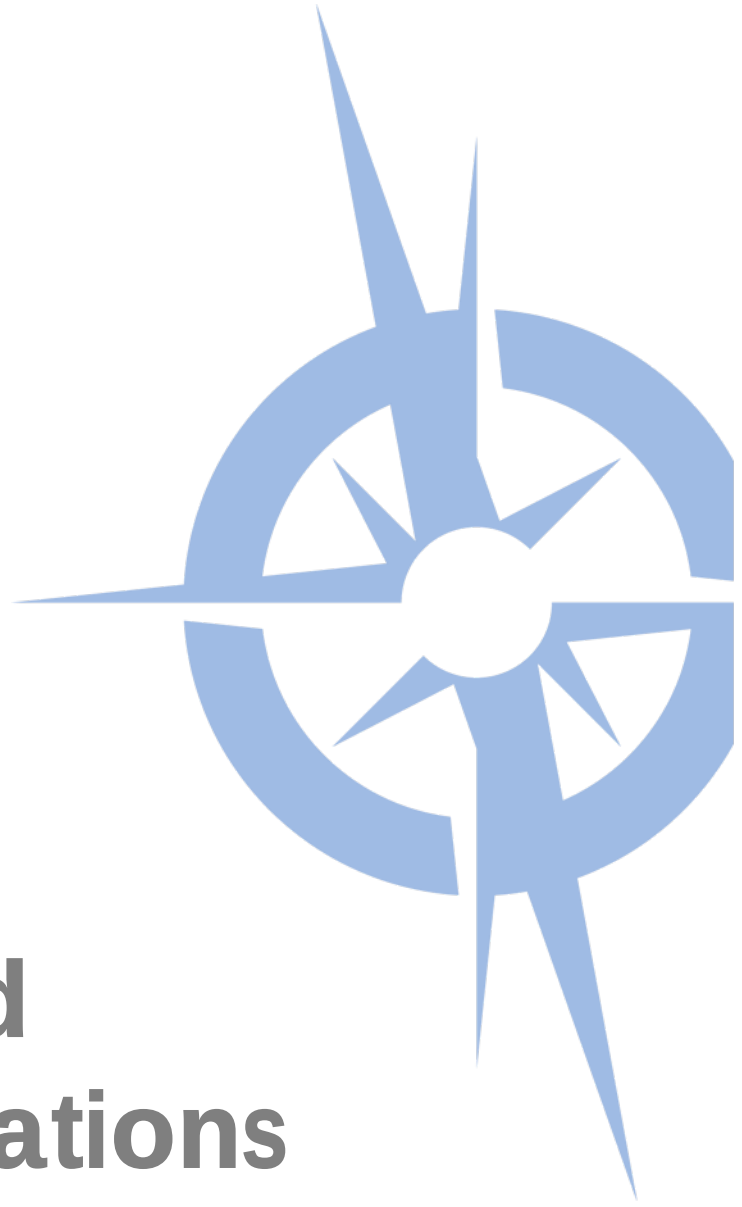
The scores on the negative indicate the contribution the driver makes to impeding transition towards satisfaction. If we can address these areas we will see a lift in our future overall satisfaction results, as we will positively transition residents who are currently 'not at all satisfied' towards being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

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

Key Contributors to Barriers/Optimisers



Different levers address the different levels of satisfaction across the community



Summary and Recommendations

Summary and Recommendations

Summary

90% of residents in the Inner West area were at least 'somewhat satisfied' with Council's overall performance, a significantly higher result compared to 2016. Residents rated Council's community engagement as moderately high and 75% were at least somewhat satisfied with Council's integrity and decision making, another significantly higher result than achieved in 2016.

Agreement with 'the Inner West area is a good place to live' remains 'extremely high', with 94% of residents in agreement.

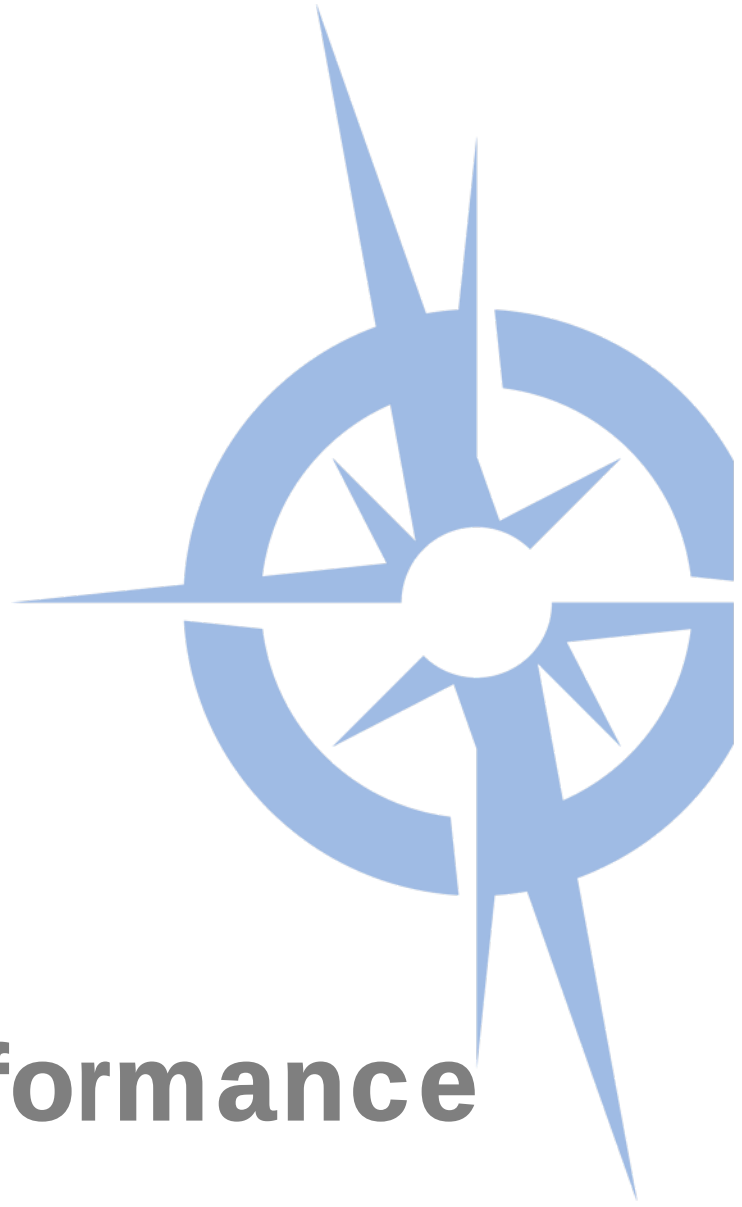
Inner West residents are convinced that the critical challenge for the local area over the next 10 years will be development/population growth, and the knock-on effects of that these have on infrastructure, public transport, traffic and the local environment.

Recommendations

Based on the findings from this research, Inner West Council should look to the following:

- Continue to advocate and petition the State government to invest in balanced long term planning and development
- Clarify community expectations and understanding of long term planning for the area and managing development in the area
- Explore the community's needs and expectations regarding traffic management and road safety, maintain local roads and maintain footpaths to address the community's priority areas
- Continue to communicate and provide the community opportunities to make a contribution into the decision making process





Section A – Council's Performance

Overall Satisfaction with Council's Performance

Summary

90% of residents indicated they were at least 'somewhat satisfied' with Council's overall performance, a significantly higher percentage than that achieved in 2016, which is yet to be reflected in the mean rating. Council's performance also significantly exceeded the 'all of NSW' benchmark.

Residents aged 50-64 were significantly less satisfied with Council's performance.

Q4a. Overall, how satisfied are you with the performance of Inner West Council, not just on one or two issues but across all responsibility areas?

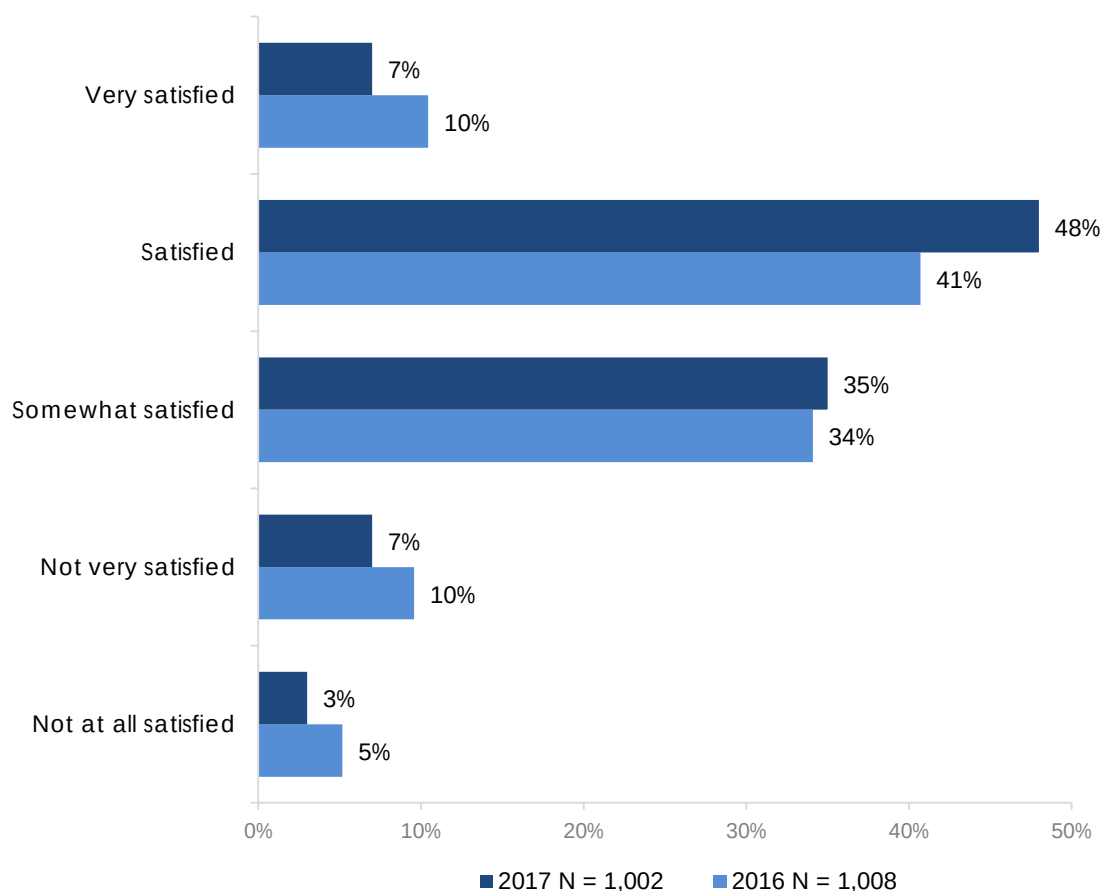
	Overall 2017	Overall 2016	Male	Female	18 – 24	25 – 34	35 – 49	50 – 64	65+
Mean ratings	3.49	3.42	3.49	3.48	3.60	3.61	3.45	3.32▼	3.51

	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
Mean ratings	3.51	3.47	3.42	3.54	3.49	3.45	3.56

NSW LGA BRAND SCORES	Inner West Council	Metro	All of NSW
Mean ratings	3.49▲	3.45	3.31▼

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

▲▼ = A significantly higher/lower level of satisfaction



Council's Community Engagement

Summary

Residents rated Council's community engagement 'moderately high', with 58% of respondents stating it was 'good' to 'excellent'.

Ratings across demographics are similar with all giving 'moderate' to 'moderately high' ratings.

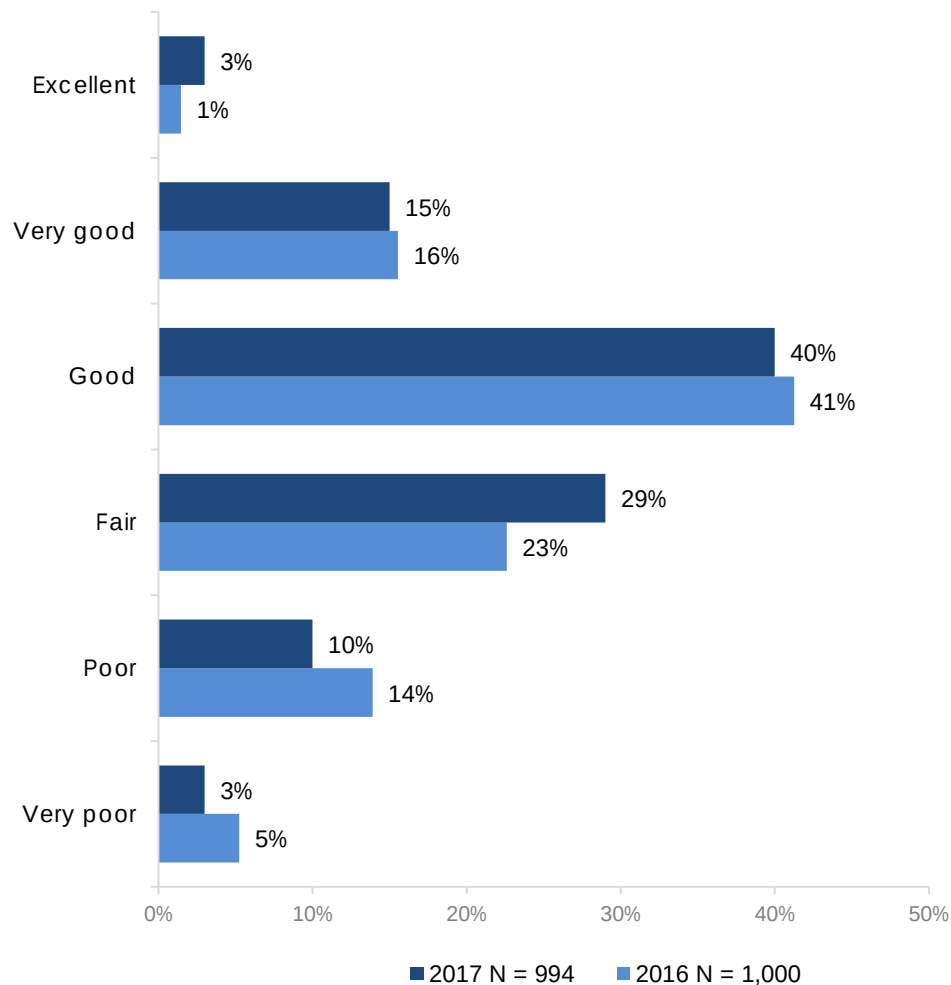
Q4b. How would you describe Council's community engagement?

	Overall 2017	Overall 2016	Male	Female	18 – 24	25 – 34	35 – 49	50 – 64	65+
Mean ratings	3.61	3.52	3.63	3.59	3.62	3.70	3.54	3.52	3.72

	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
Mean ratings	3.51	3.62	3.51	3.75	3.70	3.56	3.71

Scale: 1 = very poor, 6 = excellent

▲▼ = A significantly higher/lower rating



Council's Integrity and Decision Making

Summary

Satisfaction levels are 'moderate', with 75% of residents stating they were at least 'somewhat satisfied' with Council's integrity and decision making, a significant increase from 2016.

Residents aged 65+ were significantly more satisfied.

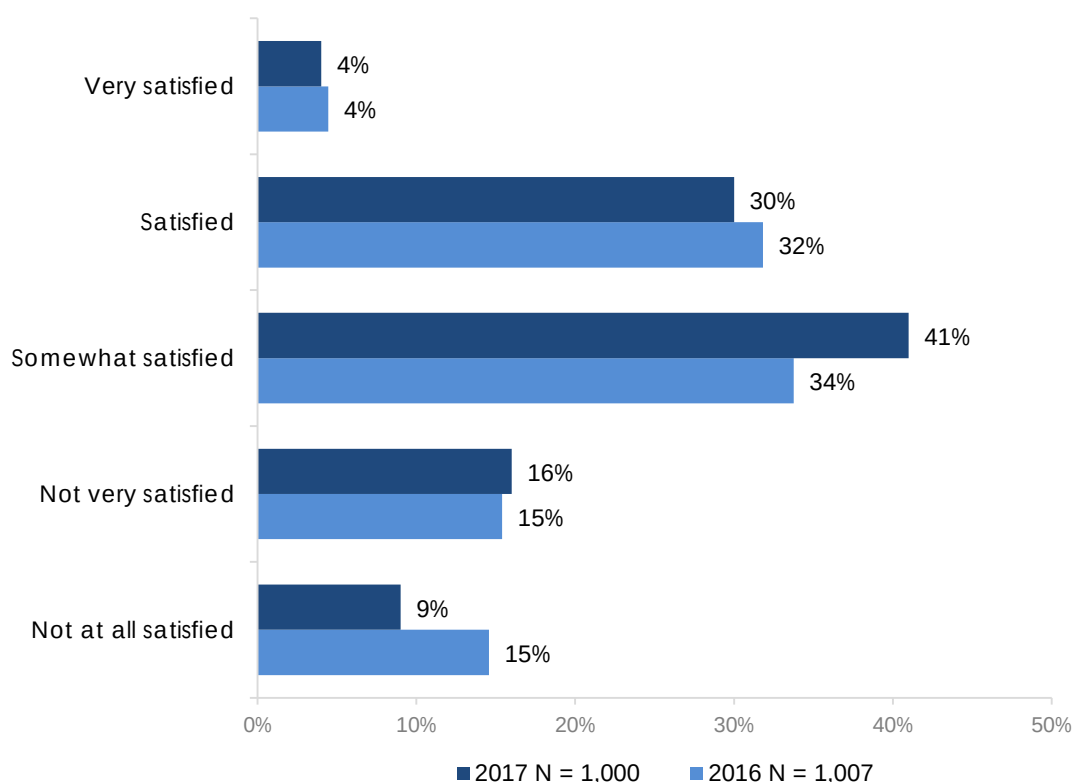
Q5a. How satisfied are you with Council's integrity and decision making?

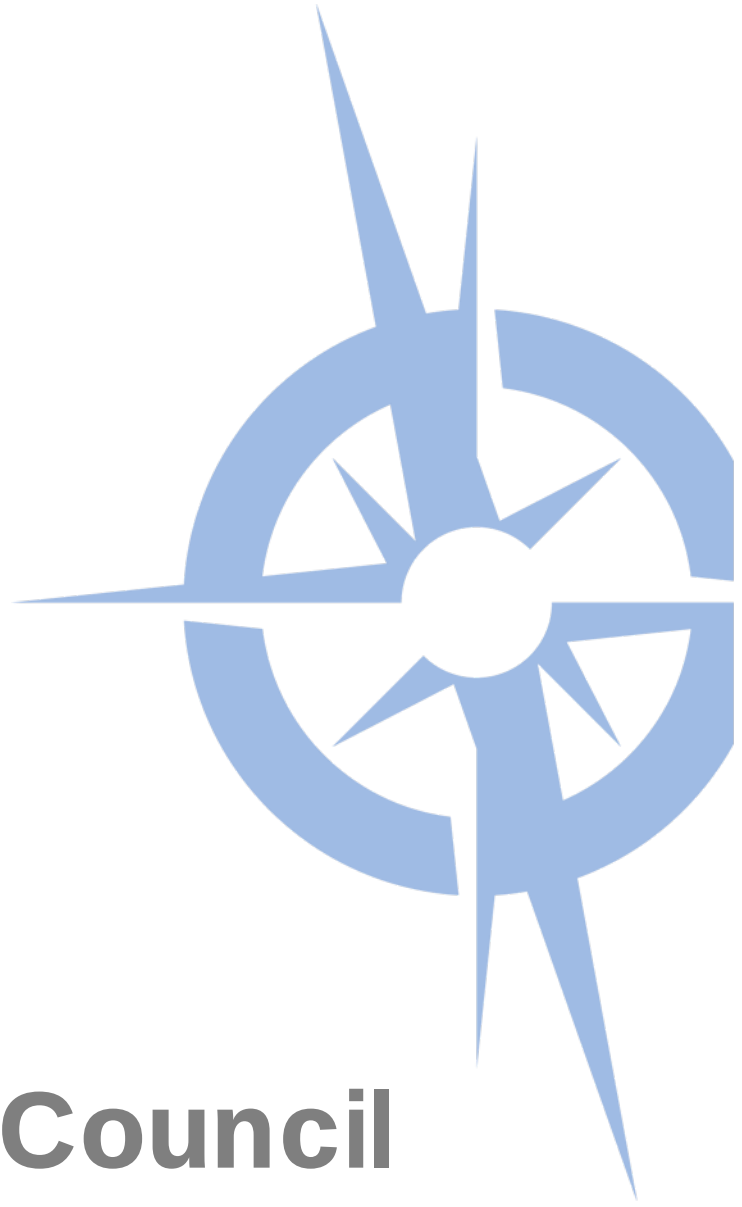
	Overall 2017	Overall 2016	Male	Female	18 – 24	25 – 34	35 – 49	50 – 64	65+
Mean ratings	3.04	2.96	3.07	3.01	3.17	3.11	2.92	2.92	3.23▲

	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
Mean ratings	2.97	3.11	3.04	3.07	3.04	3.01	3.09

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

▲▼ = A significantly higher/lower level of satisfaction





Section B – Contact with Council

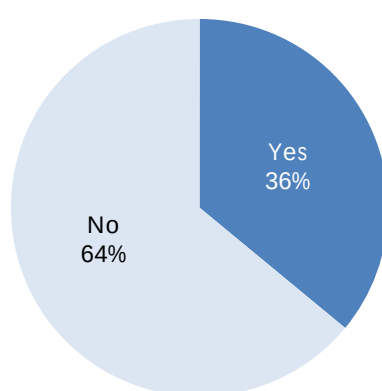
Method of Contact with Council

Summary

Just over a third (36%) of residents have made contact with Council for reasons other than rates. The main method of contact continues to be via 'telephone' with 63% of residents who had made contact using this method. This is significantly higher than the usage seen in 2016. Use of the 'Council App' (6%) has also significantly increased compared to the previous year.

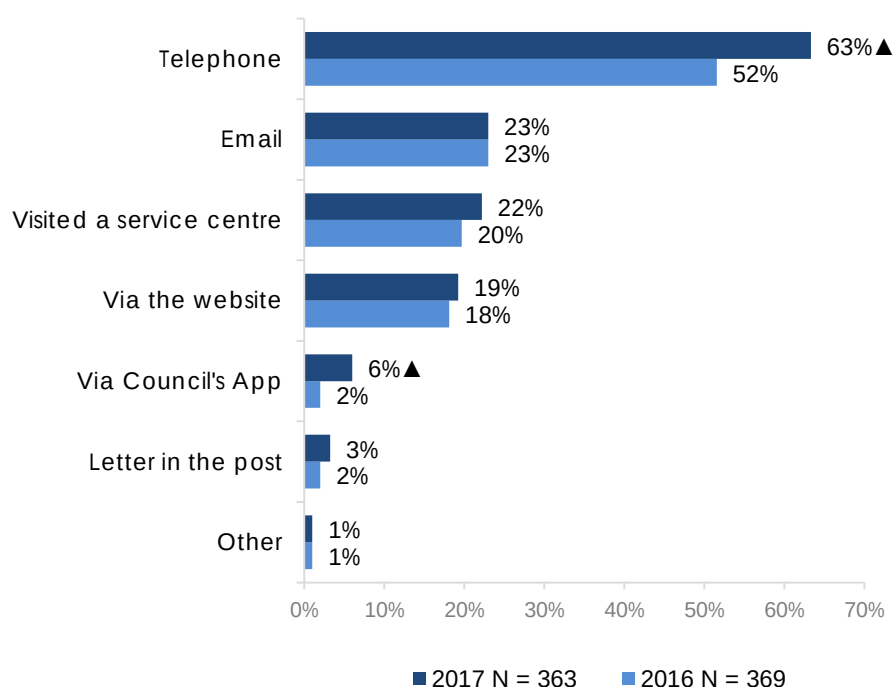
Q2a. In May last year the new Inner West Council was formed following a merger of the former Ashfield, Leichhardt and Marrickville Councils – you are a resident of the new Inner West Council. Have you contacted Inner West Council for any reason apart from paying rates?

	2017 N = 1,002	2016 N =1,008
Yes	36%	37%
No	64%	63%



Base: N=1,002

Q2b. What method did you use to contact Council?



Other specified	Count
On location	3
Council meeting	2
The library	1
Through a petition	1

▲▼ = A significantly higher/lower percentage (by year)

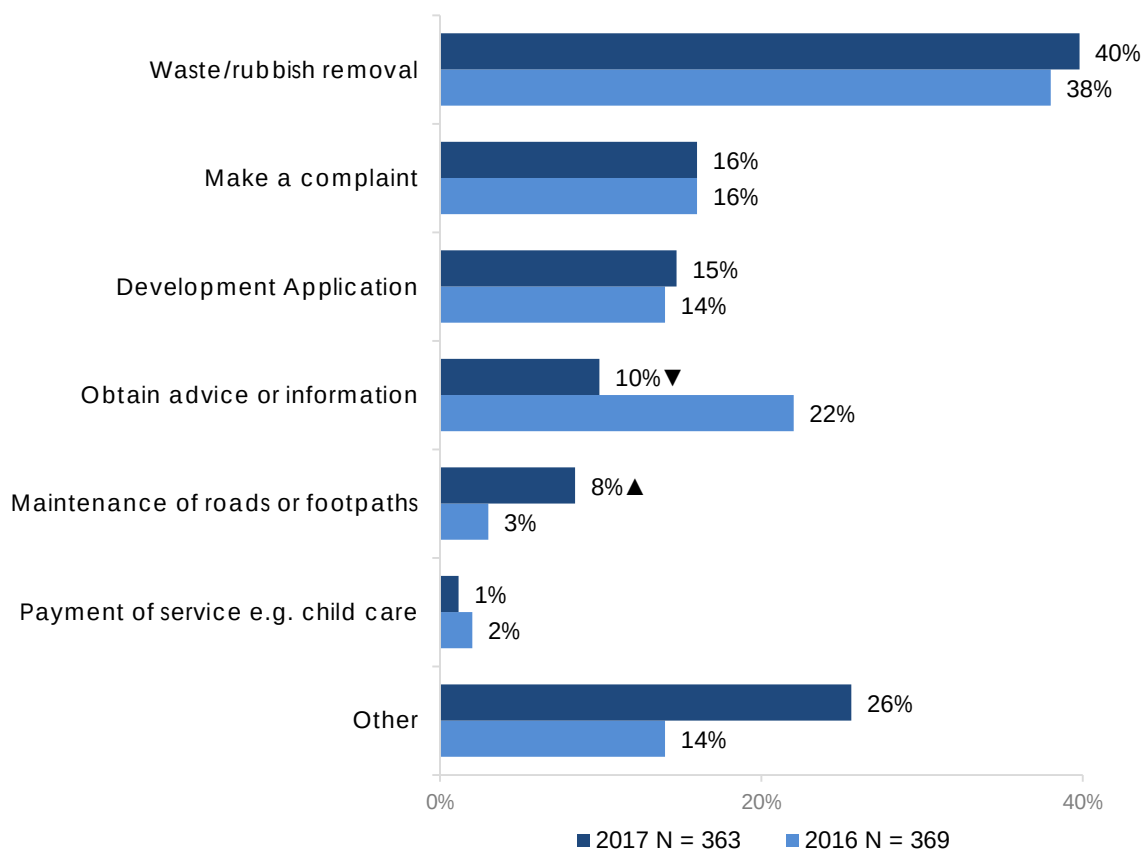


Nature of Enquiry

Summary

'Waste/rubbish removal' (40%) remains the predominant nature of enquiry of those who had made contact with Council. Residents enquiring about 'maintenance of roads or footpaths' (8%) has significantly increased, whilst those wanting to 'obtain advice or information' (10%) has significantly decreased in 2017.

Q2c. What was the nature of your enquiry?



Other specified	Count
Parking/parking permit	25
Animal services	12
Tree removal	12
Environmental maintenance/management	11
Rubbish collection/control	10
Requesting a service	6
Reporting abandoned cars	4
Reporting hazards	4

▲ ▼ = A significantly higher/lower percentage (by year)
Please see Appendix A for results fewer than 4



Satisfaction with Council Contact

Summary

Overall satisfaction with the way contact was handled was 'moderately high', with 80% of those who had made contact being at least 'somewhat satisfied'.

Residents located in Stanmore and Marrickville Wards were significantly more likely to be satisfied, whilst those in Ashfield and Leichhardt Wards were significantly less satisfied.

Residents who had made contact via 'email' and 'letter in the post' were significantly less satisfied, however, satisfaction levels for contact via the 'website' and 'Council's App' were high.

Q2d. Overall, how satisfied were you with the way your contact was handled?

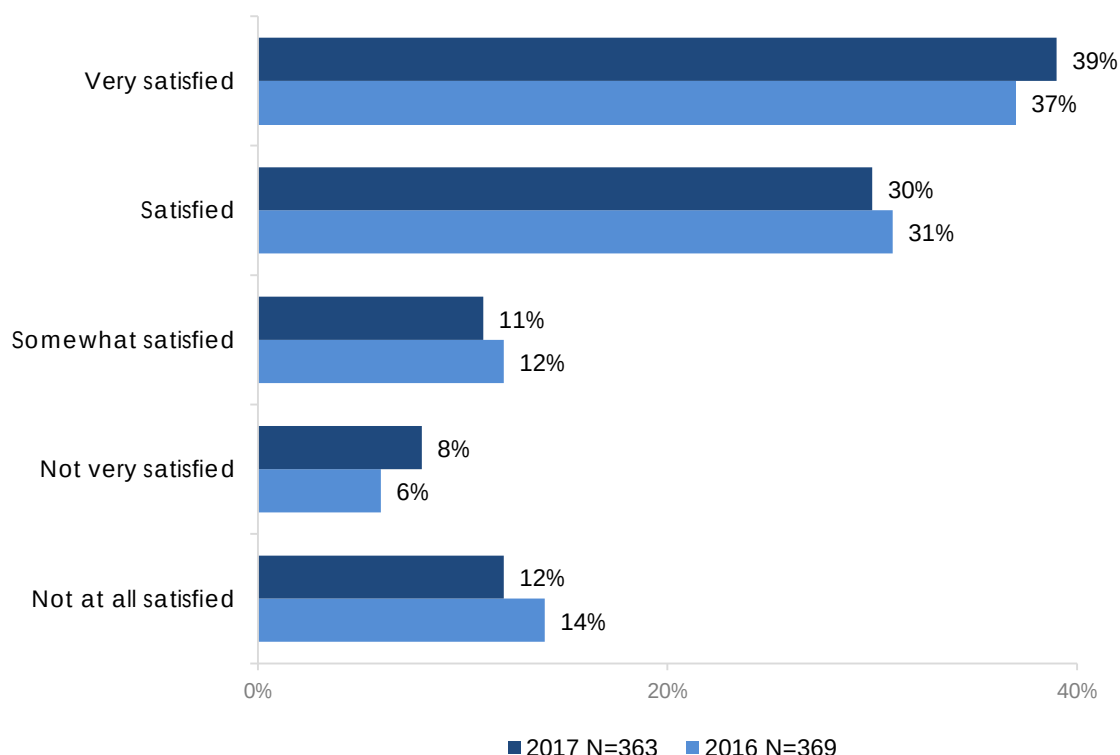
	Overall 2017	Overall 2016	Male	Female	18 – 24	25 – 34	35 – 49	50 – 64	65+
Mean ratings	3.75	3.67	3.69	3.80	3.64	3.80	3.89	3.60	3.70

	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
Mean ratings	3.46▼	3.40▼	3.86	4.05▲	4.02▲	3.69	4.05

	Telephone	Email	Service Centre	Website	Council's App	Letter in the post
Mean ratings	3.66	3.33▼	3.63	4.03	3.98	2.48▼

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

▲▼ = A significantly higher/lower level of satisfaction

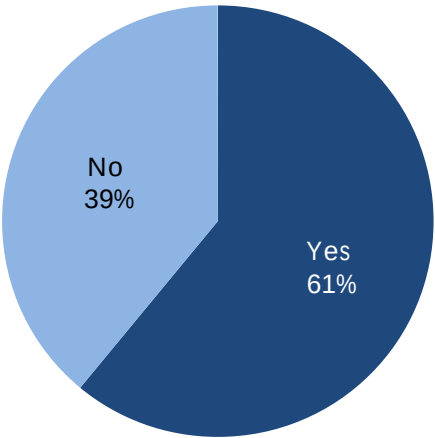


Awareness of Elections

Summary

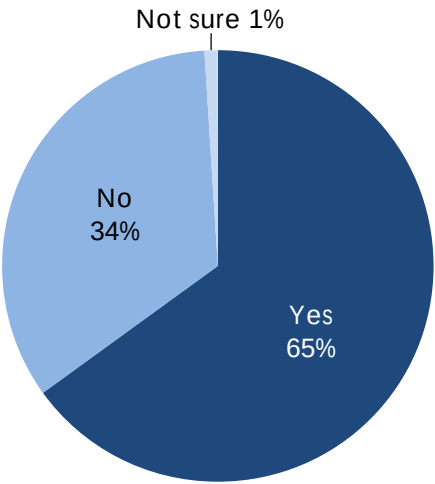
Almost two-thirds of respondents were aware of the administration period and of the upcoming elections in September (61% and 65%, respectively).

Q5b. Prior to this call were you aware that the Inner West Council area is currently in an administration period i.e. there are currently no elected councillors?



	N = 1,002
Yes	61%
No	39%
Not sure	0%

Q5c. Prior to this call were you aware that elections will be held for Inner West Council in September?



	N= 1,002
Yes	65%
No	34%
Not sure	1%



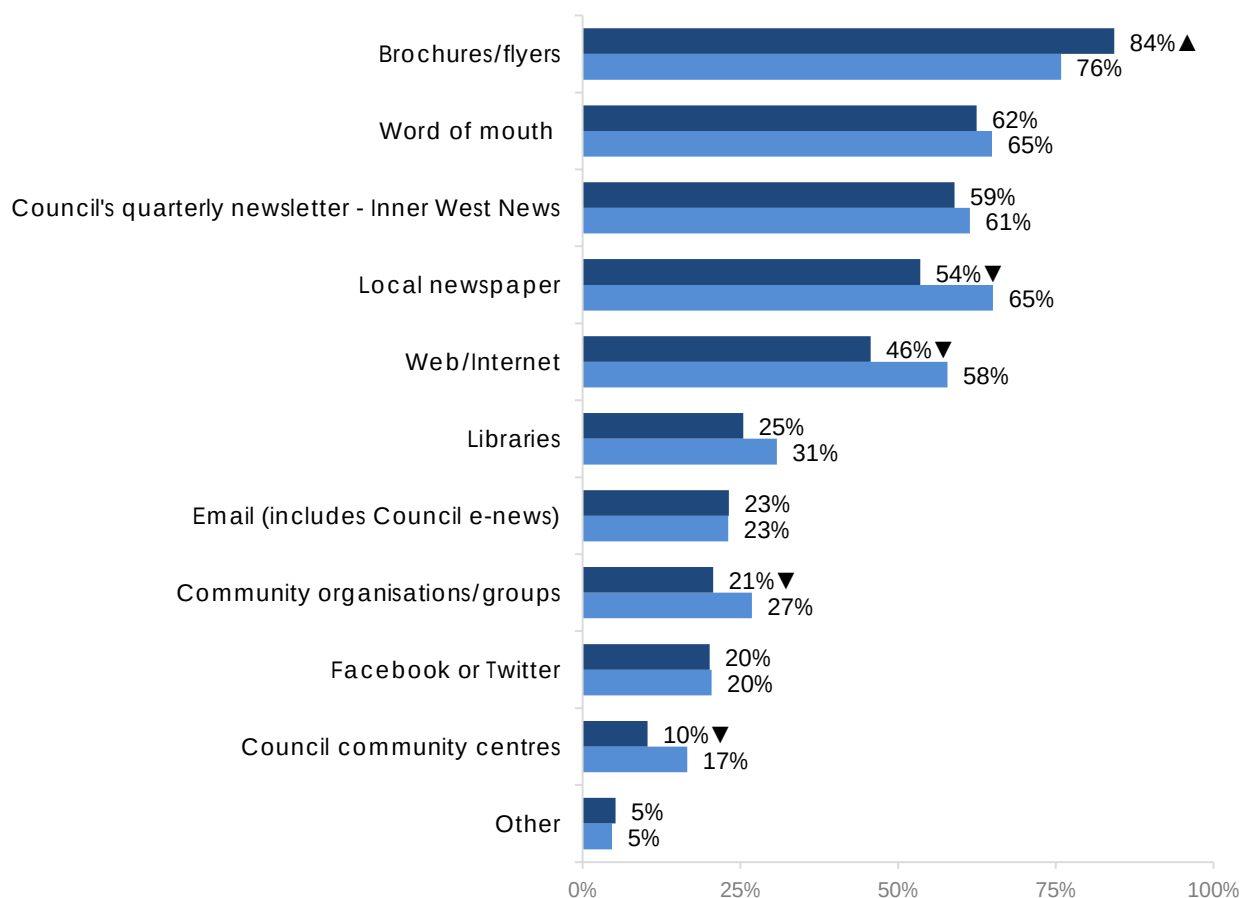
Receiving Information about Council

Summary

'Brochures/flyers' (84%) remains the primary method of receiving information about Council, and has significantly increased since 2016, whilst sourcing information from 'local newspaper' (54%), 'web/internet' (46%), 'community organisations/groups' (21%) and 'Council community centres' (10%) have all significantly decreased.

Those aged 18-34 were significantly more likely to gain information through 'Facebook or Twitter', whilst residents aged 35-49 were significantly more likely to use electronic sources such as 'web/internet' and 'email'. Residents aged 50+ were significantly more likely to receive information from 'Council's quarterly newsletter' and from a 'local newspaper'. Additionally those aged 50-64 were significantly more likely to attain information from 'brochures/flyers'.

Q6. Through which of the following means do you receive information about Council?



▲▼ = A significantly higher/lower result (by year)
Please see Appendix A for results by demographics

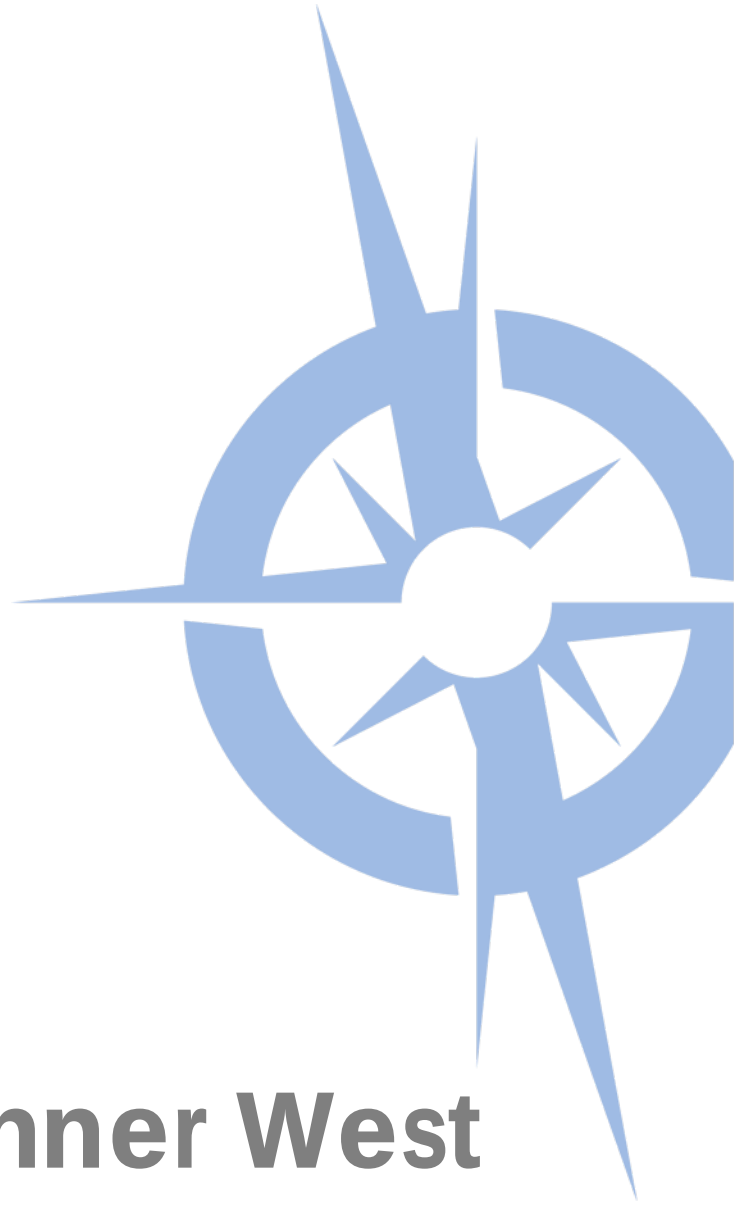


Receiving Information about Council

Q6. Through which of the following means do you receive information about Council?

Other specified	Count
Council meetings/staff	9
Radio	7
Banners/signage	6
Other newspapers	5
Community notice boards	4
Television/news	4
Face to Face door knocking	3
Letter	3
School	2
Development applications	1
Health centres	1
Lobbyers	1
Media	1
Personal experience	1
Phone	1
Don't know/nothing	3





Section C – Living in the Inner West

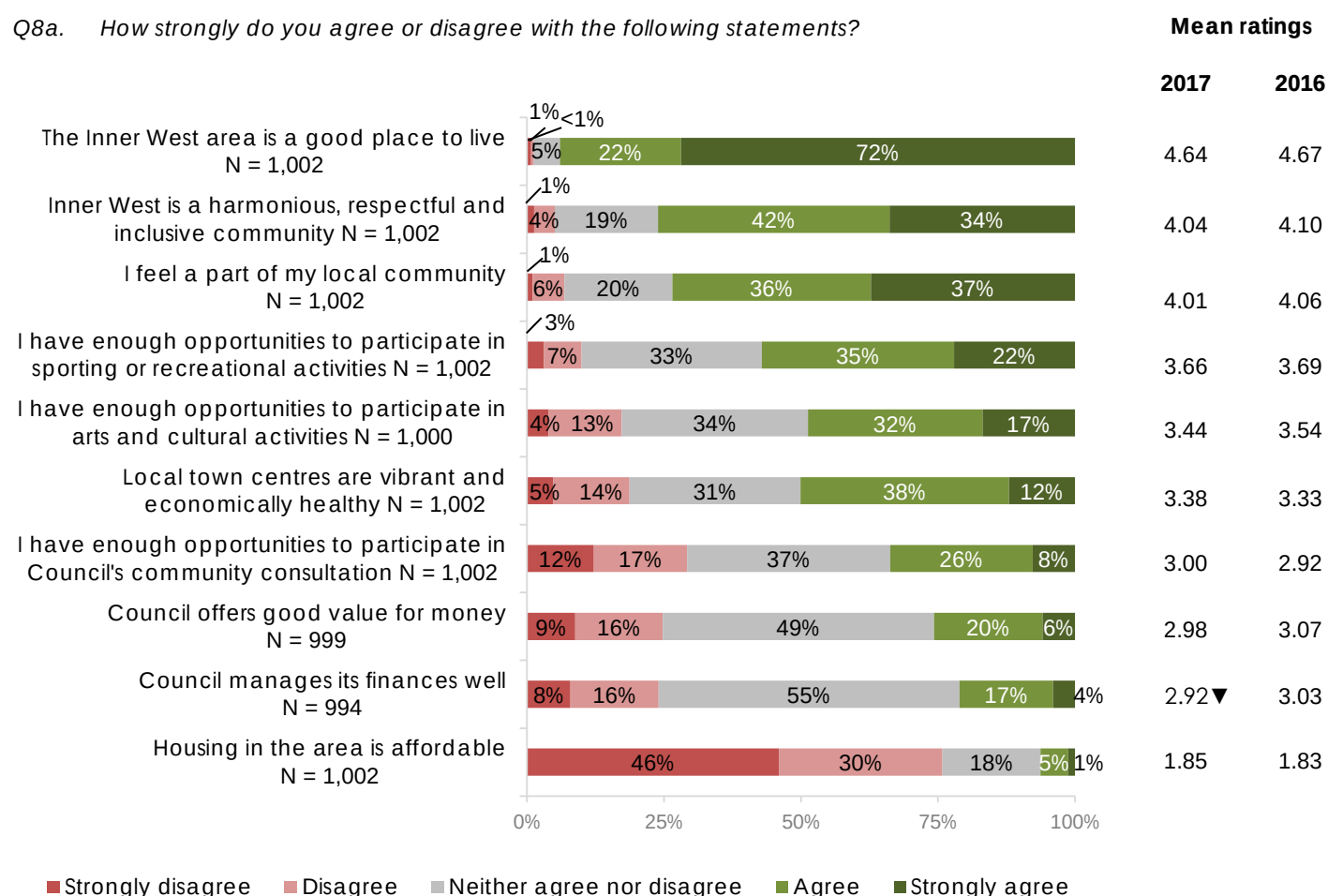
Living in the Inner West

Summary

Agreement with 'the Inner West area is a good place to live' remains 'extremely high', with 94% of residents stating they 'agree' or 'strongly agree'. The high regard they hold their community in is further demonstrated by the high agreement with the statements 'Inner West is a harmonious, respectful and inclusive community' (76% agree), and 'I feel a part of my local community' (73% agree).

Three-quarters of residents disagree with the statement 'housing in the area is affordable', a similar result to last year. Residents' agreement is moderately low with 'Council manages its finances well', which has significantly decreased from 2016, and with 'Council offers good value for money'.

Q8a. How strongly do you agree or disagree with the following statements?



Scale: 1 = strongly disagree, 5 = strongly agree

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

Please see Appendix A for results by demographics



Living in the Inner West

Summary

Females gave a significantly higher level of agreement for 'I feel a part of my local community'.

Residents aged 18-24 gave significantly higher levels of agreement for 'local town centres are vibrant and economically healthy' and 'Council manages its finances well', and significantly lower levels for 'the Inner West area is a good place to live' and 'I have enough opportunities to participate in arts and cultural activities'. Those aged 25-34 agreed significantly more with 'local town centres are vibrant and economically healthy'.

Residents aged 35-49 had greater levels of agreement for 'I feel a part of my local community' and 'I have enough opportunities to participate in sporting or recreational activities', and had significantly lower levels of agreement for 'housing in the area is affordable', 'local town centres are vibrant and economically healthy' and 'Council manages its finances well'.

Those aged 50-64 were significantly less likely to agree with the statements 'local town centres are vibrant and economically healthy' and 'Council manages its finances well'.

Residents aged 65+ were significantly more likely to agree with 'I feel a part of my local community', 'I have enough opportunities to participate in arts and cultural activities', 'Council manages its finances well', 'Council offers good value for money' and 'I have enough opportunities to participate in Council's community consultation'.



Sense of Safety in the Area

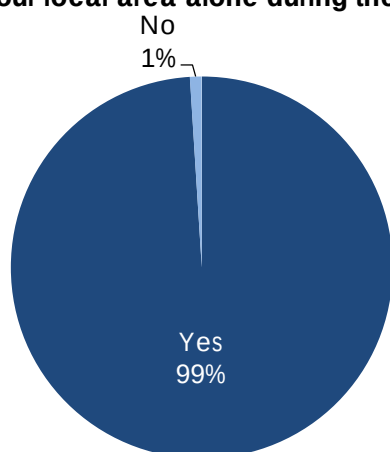
Summary

Almost all residents (99%) indicated they feel safe in the local area alone during the day, whilst 83% stated they feel safe in the area alone after dark.

Females, residents aged 65+, those located in the Ashfield Ward and ratepayers were significantly less likely to feel safe in the local area after dark.

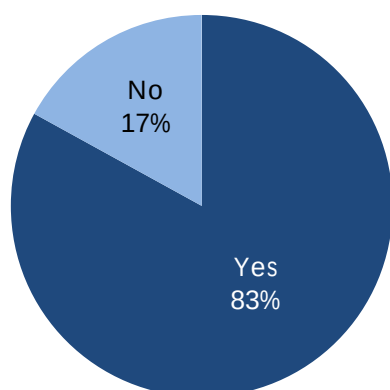
Q8b. Do you feel safe in the following situations:

In your local area alone during the day



	2017 N = 1,002	2016 N = 1,008
Yes	99%	99%
No	1%	1%

In your local area alone after dark



	2017 N = 1,002	2016 N = 1,007
Yes	83%	81%
No	17%	19%

Please see Appendix A for results by demographics



Top Priority Areas for Council to Focus On

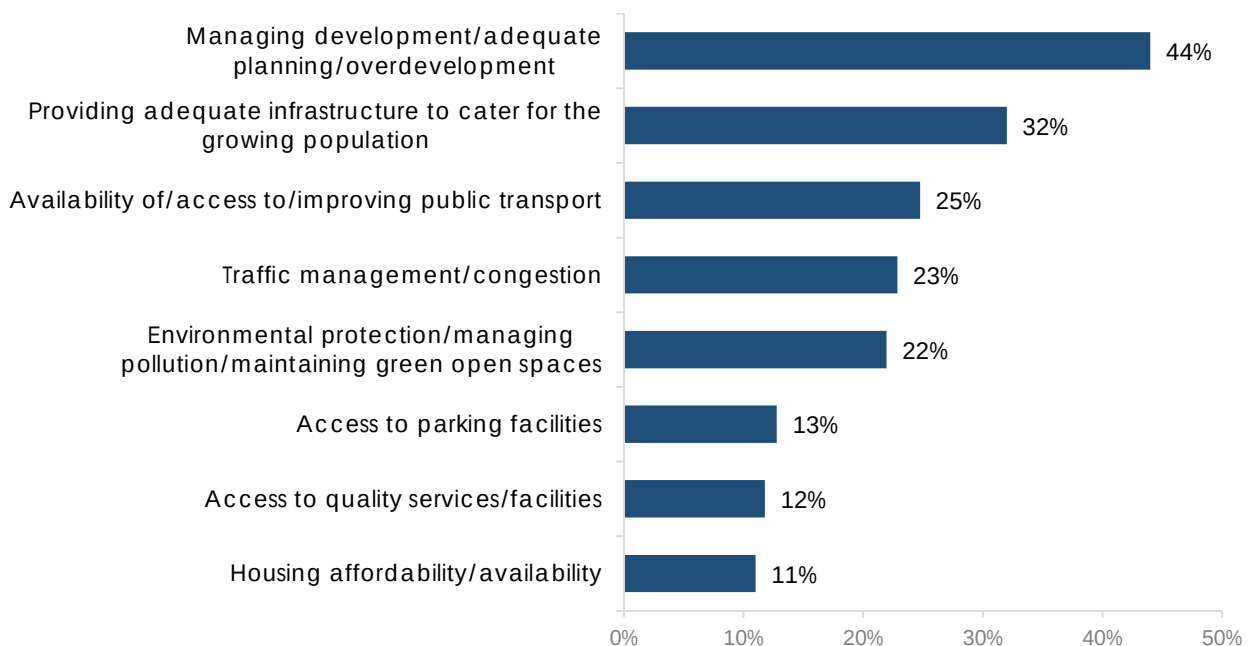
Summary

Development remains the predominant challenge the community believes Council should focus on, with 44% of the population indicating it is a priority. The effects of too much development are also causing concern, issues such as infrastructure (32%), public transport (25%), traffic management (23%), and environmental issues (22%).

Q7. Thinking of the Inner West as a whole, what would you say are the top 3 challenges facing the area in the next 10 years?

Word Frequency Tagging

Verbatim responses for this question were collated and entered into analytical software. This analysis 'counts' the number of times a particular word or phrase appears and, based on the frequency of that word or phrase, a font size is generated. The larger the font, the more frequently the word or sentiment is mentioned.



Base: N = 1,002

Please see Appendix A for results fewer than 11%

State Government Projects and Initiatives

Summary

Although the 'WestConnex' had the highest level of awareness (96%), support was 'moderately low'. 'Renewal of Parramatta Rd' received a high level of support, with 88% of residents indicating they are at least 'somewhat supportive', a significantly higher result than 2016. Residents were also significantly more aware of the 'development of the Sydenham to Bankstown corridor' than they were last year.

WestConnex – Residents located in the Ashfield Ward were significantly more supportive of this project, whilst those located in Stanmore Ward were significantly less supportive.

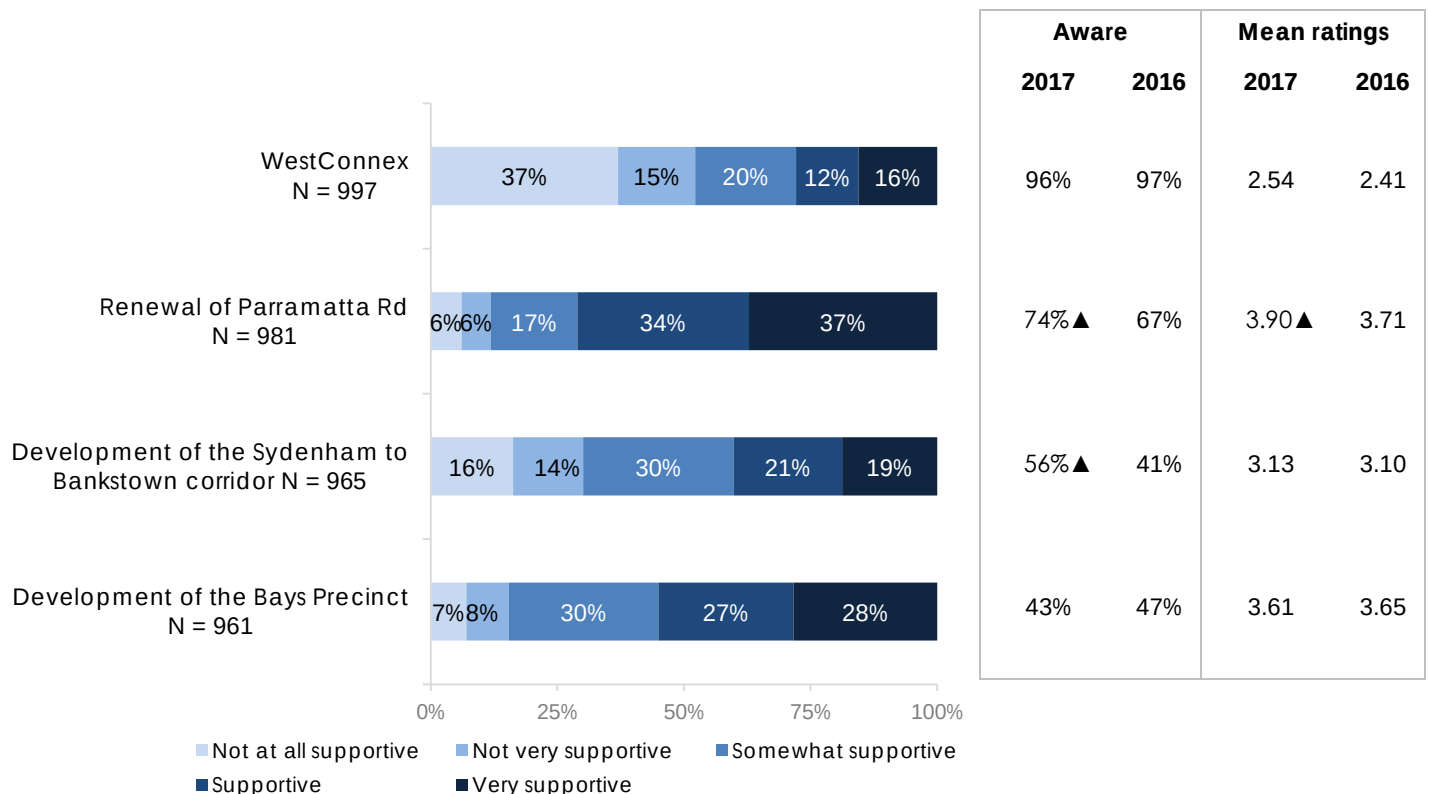
Renewal of Parramatta Rd – Males, residents aged 25-34 and non-ratepayers gave significantly higher levels of support for this project, whilst those aged 50+ were significantly less supportive.

Development of the Sydenham to Bankstown corridor – Residents aged 25-34 were significantly more supportive, whilst those aged 35+ were significantly less supportive. Non-ratepayers were significantly more supportive of this project.

Development of the Bays Precinct – Males and those aged 25-34 were significantly more supportive of this development, whilst residents aged 50+ were significantly less supportive. Residents of the Balmain Ward expressed significantly higher levels of support, whilst those in the Ashfield Ward were significantly less supportive.

Q9a. Which of these State Government projects and initiatives taking place in the local area were you aware of prior to this call?

Q9b. What is your level of support for these projects?



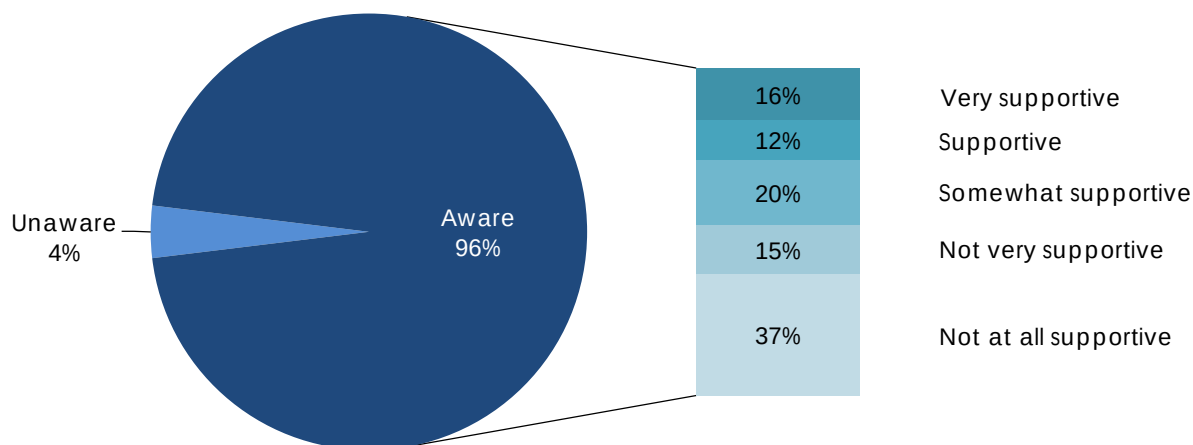
▲▼ = A significantly higher/lower level of support (by year)
Please see Appendix A for results by demographics



Awareness of/Support for the WestConnex Project

Summary

Residents who were supportive of WestConnex gave their main reason as the project being able to 'reduce traffic congestion/provide better traffic flow/easier access to the city', whilst those who do not support the project believe it will 'create traffic issues'.



Base: N=1002

Base: N=997

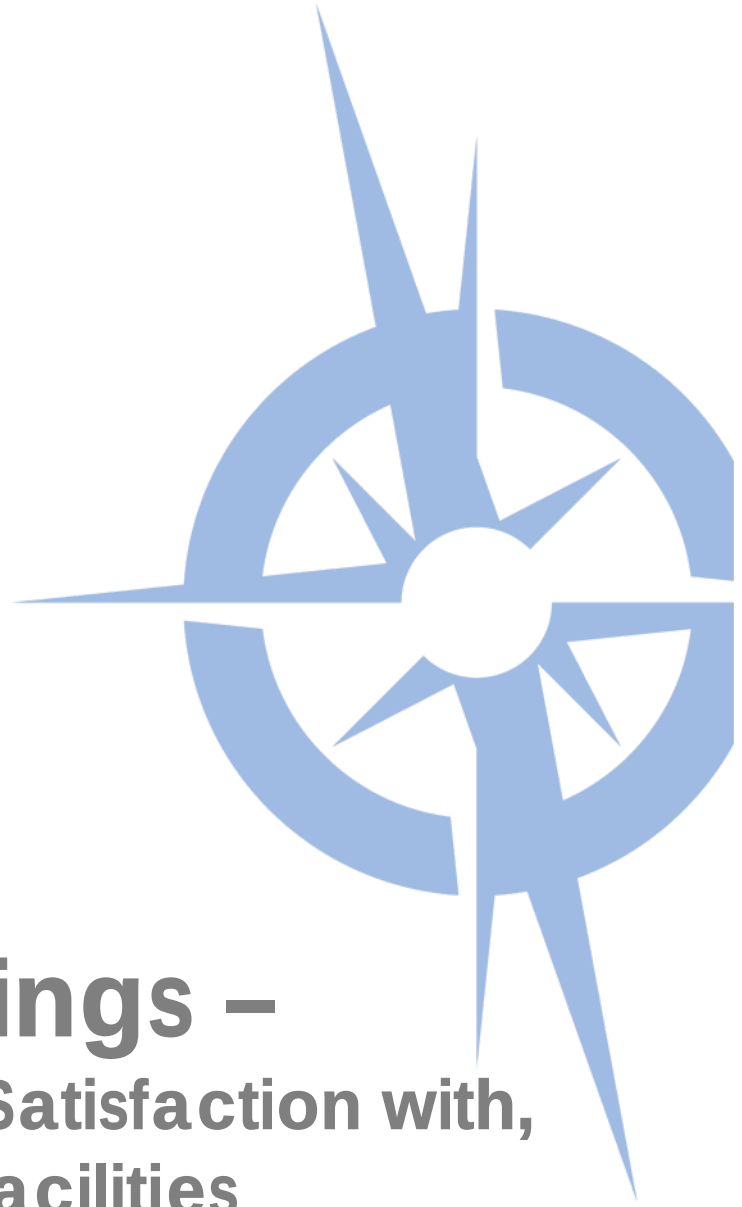
Q9d. You mentioned you were supportive of the WestConnex project, may I ask why?

Supportive	N=1002
Reduce traffic congestion/provide better traffic flow/easier access to the city	28%
Need for the WestConnex project	3%

Q9c. You mentioned you were not supportive of the WestConnex project, may I ask why?

Not supportive	N=1002
Creates traffic issues	18%
Expensive/inappropriate allocation of finances	15%
Does not prioritise public transport	11%
Pollution generated from Westconnex	10%
Destruction/effect on houses	9%
Not well planned	9%
Causing lots of disruptions	9%
Won't solve existing problems	8%
Lack of community consultation	7%





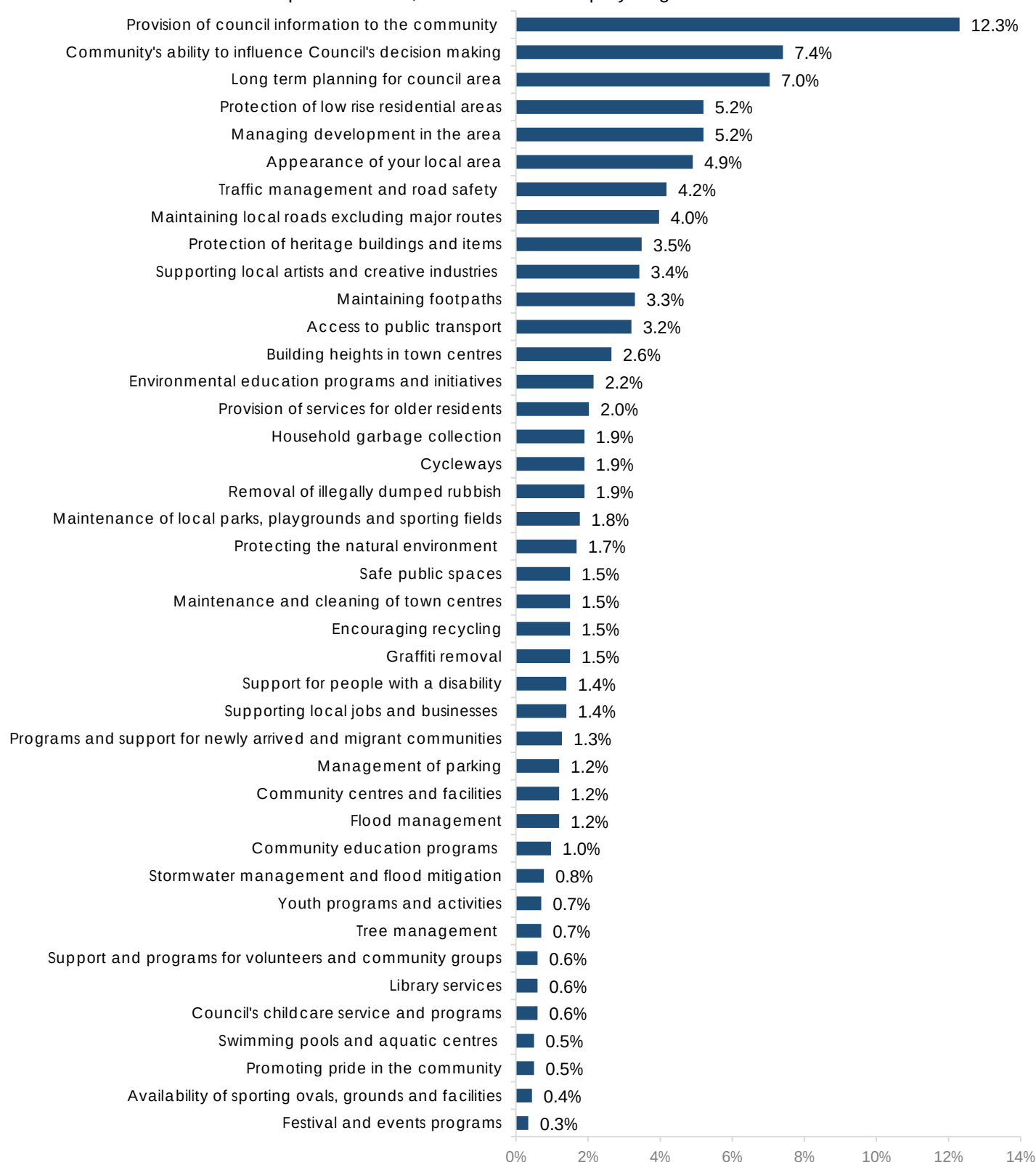
Detailed Findings –

Importance of, and Satisfaction with, Council Services & Facilities

Influence on Overall Satisfaction

A core element of this community survey was the rating of 41 facilities/services in terms of Importance and Satisfaction. This section reports the Shapley Regression analysis undertaken on these measures – and the detailed responses to the measures themselves.

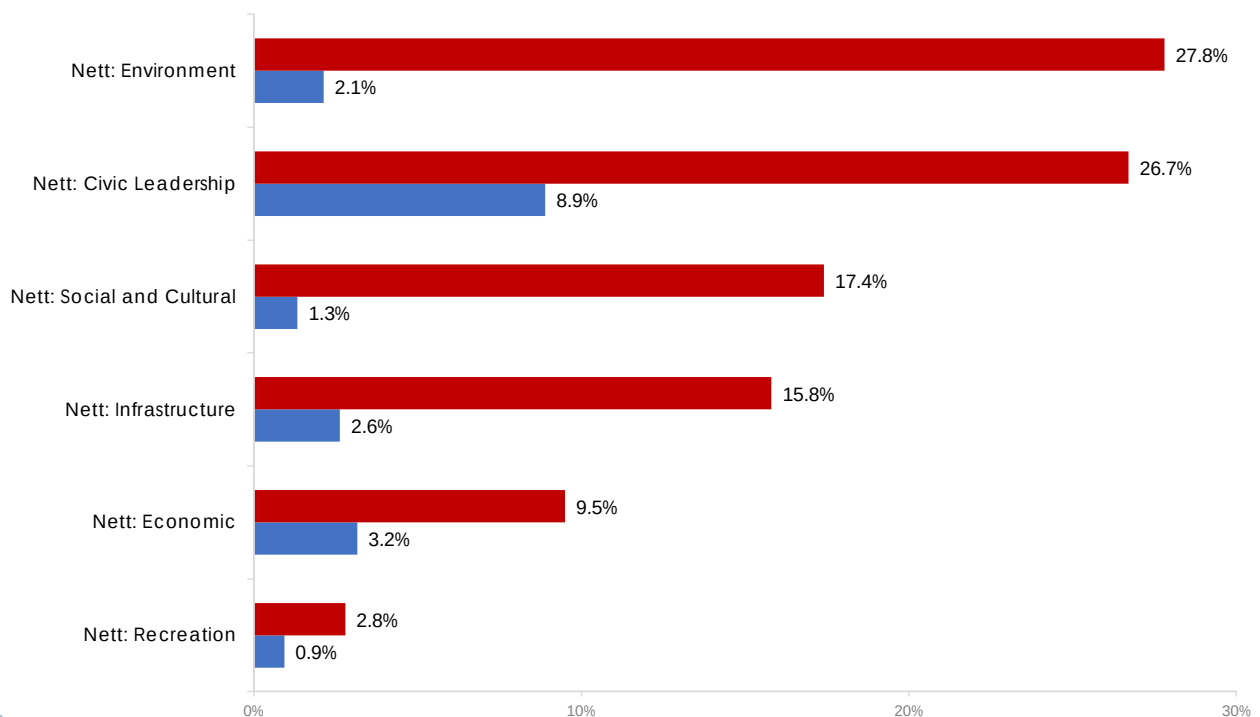
The chart below summarises the influence of the 41 facilities/services on overall satisfaction with Council's performance, based on the Shapley Regression:



Key Service Areas' Contribution to Overall Satisfaction

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

Contribution to Overall Satisfaction with Council's Performance



'Environment' (27.8%) is the key contributor toward overall satisfaction with Council's performance, followed closely by 'Civic Leadership', however, each of the services/facilities grouped under Environment averages 2.1%, whereas the services/facilities in the area of Civic Leadership average 8.9%.

Service Areas

Each of the 41 facilities/services were grouped into service areas as detailed below

We Explored Resident Response to 41 Service Areas

Recreation

Availability of sporting ovals, grounds and facilities
Maintenance of local parks, playgrounds and sporting fields
Swimming pools and aquatic centres

Infrastructure

Management of parking
Community centres and facilities
Cycleways
Maintaining footpaths
Maintaining local roads (excluding major routes)
Traffic management and road safety

Environment

Building heights in town centres
Managing development in the area
Encouraging recycling
Environmental education programs and initiatives
Flood management
Graffiti removal
Household garbage collection
Maintenance and cleaning of town centres
Protecting the natural environment
Protection of low rise residential areas
Removal of illegally dumped rubbish
Stormwater management and flood mitigation
Tree management

Civic Leadership (Including Governance)

Long term planning for council area
Community's ability to influence Council's decision making
Provision of council information to the community

Economic

Access to public transport
Appearance of your local area
Supporting local jobs and businesses

Social and Cultural

Provision of services for older residents
Support for people with a disability
Safe public spaces
Community education programs
Council's childcare service and programs
Festival and events programs
Library services
Programs and support for newly arrived and migrant communities
Promoting pride in the community
Protection of heritage buildings and items
Support and programs for volunteers and community groups
Youth programs and activities
Supporting local artists and creative industries



An Explanation

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

Importance

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

Satisfaction

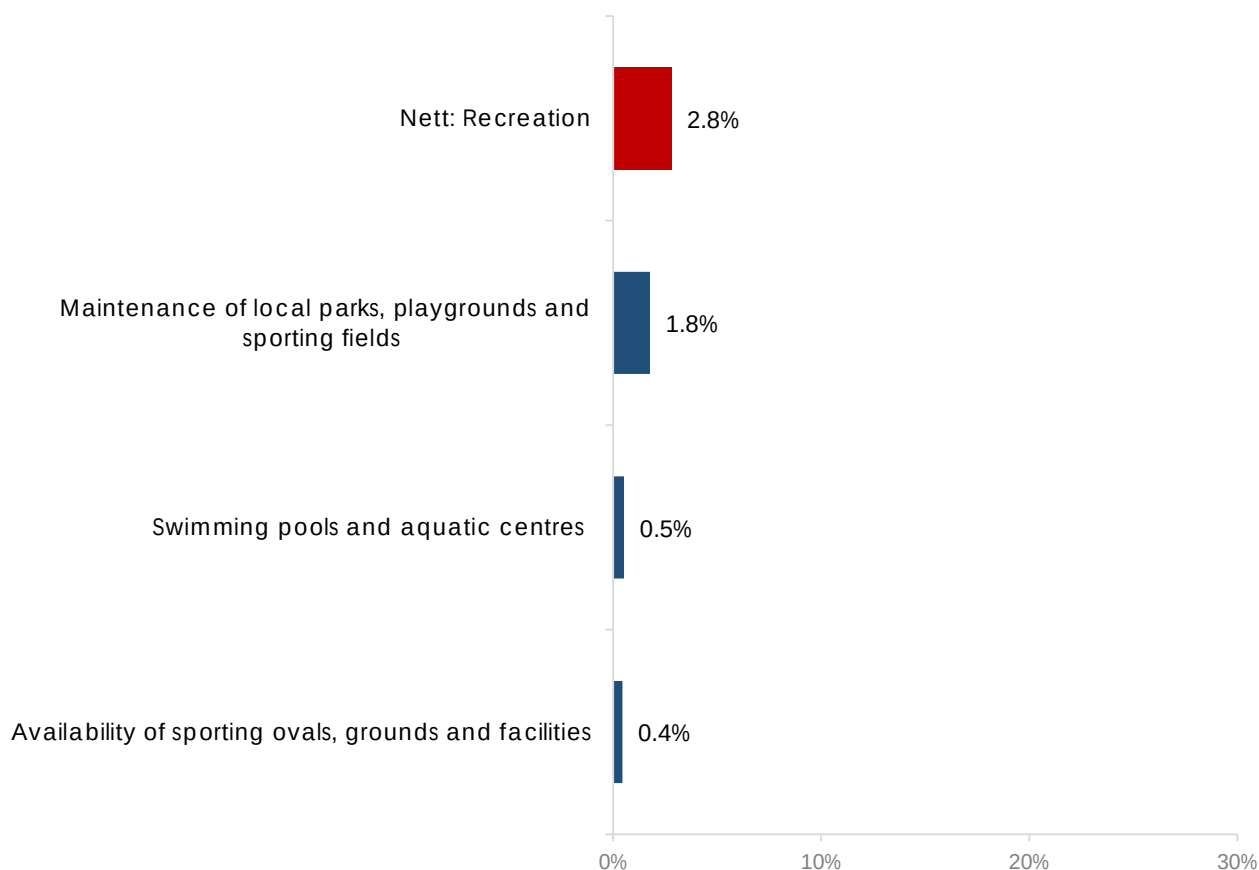
Any resident who had rated the importance of a particular criterion a 4 or 5 was then asked how satisfied they were with the performance of Council for that service or facility. There was an option for residents to answer 'don't know' to satisfaction, as they may not have personally used a particular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



Service Area 1: Recreation

Shapley Regression

Contributes to Almost 3% of Overall Satisfaction with Council



Service Area 1: Recreation

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

Importance – overall

Very high	Maintenance of local parks, playgrounds and sporting fields
Moderate	Availability of sporting ovals, grounds and facilities
	Swimming pools and aquatic centres

Importance – by gender

Females rated 'maintenance of local parks, playgrounds and sporting fields' and 'swimming pools and aquatic centres' as significantly higher in importance.

Importance – by age

Residents aged 35-49 placed a significantly higher level of importance on all criteria, whilst those aged 65+ rated them all significantly lower.

Residents aged 25-34 rated 'availability of sporting ovals, grounds and facilities' as significantly more important, whilst those aged 50-64 rated it significantly less important. Those aged 18-24 gave a significantly lower level of importance for 'swimming pools and aquatic centres'.

Importance – by area

Residents located in Stanmore Ward rated 'availability of sporting ovals, grounds and facilities' as significantly less important.

Importance – by ratepayer status

There were no significant differences by ratepayer status.

Importance – by year

Residents rated 'availability of sporting ovals, grounds and facilities' and 'swimming pools and aquatic centres' of significantly lower importance in 2017.



Service Area 1: Recreation

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-24	25-34	35-49	50-64	65+
Availability of sporting ovals, grounds and facilities	3.54	3.56	3.52	3.32	3.74	3.83	3.33	3.03
Maintenance of local parks, playgrounds and sporting fields	4.29	4.18	4.40	4.04	4.31	4.44	4.29	4.14
Swimming pools and aquatic centres	3.51	3.27	3.73	3.04	3.50	3.87	3.48	3.17

	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
Availability of sporting ovals, grounds and facilities	3.59	3.48	3.67	3.28	3.61	3.50	3.62
Maintenance of local parks, playgrounds and sporting fields	4.24	4.32	4.27	4.28	4.35	4.33	4.22
Swimming pools and aquatic centres	3.66	3.43	3.36	3.31	3.65	3.55	3.43

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

Significantly higher/lower level of importance (by group)

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Availability of sporting ovals, grounds and facilities	8%	12%	26%	24%	29%	1002
Maintenance of local parks, playgrounds and sporting fields	1%	2%	12%	36%	48%	1002
Swimming pools and aquatic centres	11%	12%	21%	27%	29%	1002



Service Area 1: Recreation

Overview of Satisfaction Rating Scores by Key Demographics

Residents were asked to rate their satisfaction with each criteria.

Satisfaction – overall

High	Maintenance of local parks, playgrounds and sporting fields
Moderately high	Availability of sporting ovals, grounds and facilities
	Swimming pools and aquatic centres

Satisfaction – by gender

There were no significant differences by gender.

Satisfaction – by age

Residents aged 25-34 were significantly more supportive of 'maintenance of local parks, playgrounds and sporting fields'. Those aged 65+ were significantly more satisfied with 'availability of sporting ovals, grounds and facilities' and 'swimming pools and aquatic centres', whilst those aged 50-64 were significantly less satisfied with 'availability of sporting ovals, grounds and facilities'.

Satisfaction – by area

Residents located in Leichhardt Ward had significantly higher levels of satisfaction for 'maintenance of local parks, playgrounds and sporting fields'. Those located in Marrickville Ward were significantly more satisfied with 'availability of sporting ovals, grounds and facilities'.

Residents located in Ashfield Ward were significantly less satisfied with 'availability of sporting ovals, grounds and facilities' and 'swimming pools and aquatic centres'.

Satisfaction – by ratepayer status

Non-ratepayers were significantly more satisfied with 'maintenance of local parks, playgrounds and sporting fields'.

Satisfaction – by year

There were no significant differences by year.



Service Area 1: Recreation

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-24	25-34	35-49	50-64	65+
Availability of sporting ovals, grounds and facilities	3.82	3.82	3.81	3.99	3.84	3.81	3.60	4.02
Maintenance of local parks, playgrounds and sporting fields	3.94	3.98	3.90	3.95	4.13	3.83	3.83	3.96
Swimming pools and aquatic centres	3.82	3.82	3.82	3.89	3.76	3.73	3.91	4.00

	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
Availability of sporting ovals, grounds and facilities	3.54	3.78	3.88	3.87	4.06	3.81	3.84
Maintenance of local parks, playgrounds and sporting fields	3.81	4.10	3.86	3.97	4.00	3.83	4.14
Swimming pools and aquatic centres	3.60	3.99	3.91	3.86	3.87	3.80	3.86

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

Significantly higher/lower level of satisfaction (by group)

Detailed Overall Response for Satisfaction

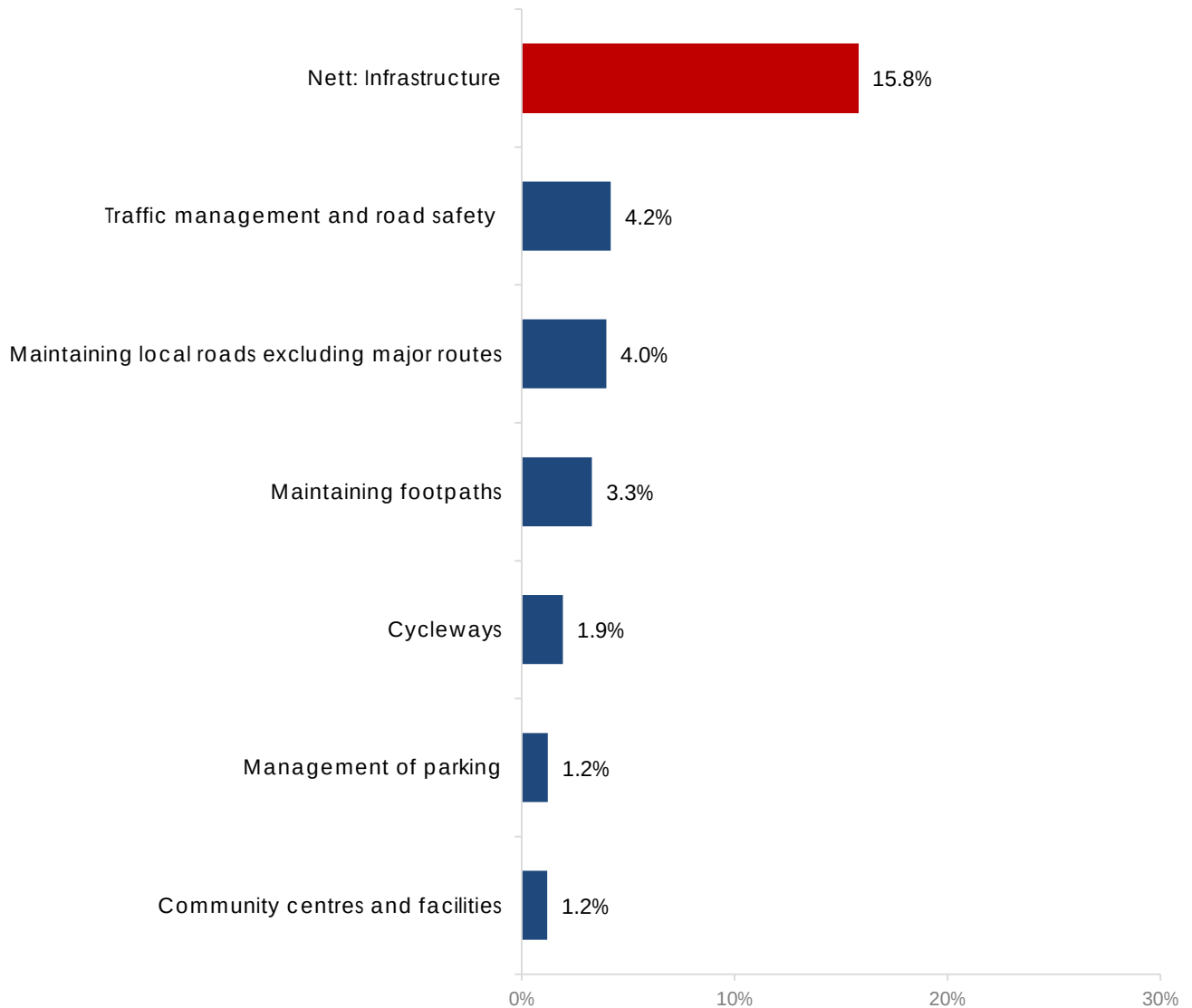
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Availability of sporting ovals, grounds and facilities	1%	8%	23%	42%	25%	534
Maintenance of local parks, playgrounds and sporting fields	2%	4%	22%	46%	27%	849
Swimming pools and aquatic centres	3%	7%	22%	41%	27%	550



Service Area 2: Infrastructure

Shapley Regression

Contributes to Almost 16% of Overall Satisfaction with Council



Service Area 2: Infrastructure

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

Importance – overall

Extremely high	Traffic management and safety
Very high	Maintaining local roads
	Maintaining footpaths
High	Management of parking
Moderately high	Community centres and facilities
Moderate	Cycleways

Importance – by gender

Females rated all services and facilities apart from 'cycleways' as significantly higher in importance.

Importance – by age

Residents aged 25-49 rated 'cycleways' as significantly higher in importance, whilst those aged 65+ rated it significantly lower.

Residents aged 50+ gave significantly higher levels of importance for 'management of parking' and 'maintaining footpaths', whilst those aged 18-24 rated them of significantly lower importance.

Importance – by area

Residents located in Ashfield Ward rated 'maintaining local roads' and 'traffic management and road safety' as significantly more important. Those within Marrickville Ward gave a higher level of importance for 'management of parking'.

Residents located in Balmain Ward rated 'community centres and facilities', 'cycleways', 'maintaining local roads' and 'traffic management and road safety' as significantly less important.

Importance – by ratepayer status

Ratepayers rated 'management of parking' as significantly more important and non-ratepayers rated 'cycleways' as significantly more important.

Importance – by year

Residents gave significantly higher levels of importance for 'maintaining footpaths' and 'maintaining local roads' and significantly lower levels of importance for 'community centres and facilities' and 'cycleways' in 2017.



Service Area 2: Infrastructure

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-24	25-34	35-49	50-64	65+
Management of parking	4.02	3.81	4.21	3.36	4.00	3.98	4.24	4.25
Community centres and facilities	3.61	3.39	3.82	3.66	3.71	3.55	3.53	3.65
Cycleways	3.35	3.40	3.29	3.46	3.63	3.54	3.22	2.57
Maintaining footpaths	4.44	4.26	4.61	4.12	4.47	4.38	4.58	4.57
Maintaining local roads excluding major routes	4.48	4.37	4.58	4.21	4.53	4.46	4.54	4.51
Traffic management and road safety	4.51	4.43	4.59	4.37	4.49	4.54	4.57	4.51

	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
Management of parking	4.03	3.87	3.97	3.89	4.22	4.14	3.79
Community centres and facilities	3.75	3.60	3.31	3.51	3.77	3.57	3.70
Cycleways	3.51	3.40	2.94	3.30	3.48	3.20	3.62
Maintaining footpaths	4.52	4.47	4.32	4.37	4.48	4.48	4.37
Maintaining local roads excluding major routes	4.59	4.44	4.31	4.44	4.53	4.47	4.48
Traffic management and road safety	4.65	4.48	4.26	4.47	4.62	4.55	4.45

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

Significantly higher/lower level of importance (by group)

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Management of parking	6%	8%	14%	22%	50%	1002
Community centres and facilities	6%	11%	26%	29%	28%	1002
Cycleways	18%	12%	18%	19%	32%	1002
Maintaining footpaths	1%	2%	9%	27%	60%	1002
Maintaining local roads excluding major routes	1%	2%	10%	25%	63%	1002
Traffic management and road safety	2%	1%	8%	21%	68%	1002



Service Area 2: Infrastructure

Overview of Satisfaction Rating Scores by Key Demographics

Residents were asked to rate their satisfaction with each criteria.

Satisfaction – overall

Moderate	Community centres and facilities Traffic management and road safety Maintaining local roads Maintaining footpaths Cycleways
Moderately low	Management of parking

Satisfaction – by gender

Males were significantly more satisfied with 'maintaining footpaths'.

Satisfaction – by age

Residents aged 18-24 were significantly more satisfied with 'management of parking', whilst those aged 50-64 were significantly less satisfied.

Residents aged 25-34 were significantly more satisfied with 'maintaining footpaths' and 'traffic management and road safety' and those aged 65+ were significantly more satisfied with 'community centres and facilities' and 'cycleways'.

Those aged 35-49 were significantly less satisfied with 'traffic management and road safety', and those aged 50-64 expressed significantly lower levels of satisfaction for all services and facilities apart from 'community centres and facilities'.

Satisfaction – by area

There were no significant differences by area.

Satisfaction – by ratepayer status

Ratepayers were significantly more satisfied with 'community centres and facilities', whilst non-ratepayers were significantly more satisfied with 'management of parking', 'maintaining footpaths' and 'traffic management and road safety'.

Satisfaction – by year

There were no significant differences by year.



Service Area 2: Infrastructure

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-24	25-34	35-49	50-64	65+
Management of parking	2.74	2.80	2.70	3.28	2.94	2.63	2.44	2.83
Community centres and facilities	3.59	3.47	3.67	3.60	3.46	3.61	3.45	3.94
Cycleways	3.00	3.03	2.98	2.99	3.10	2.98	2.80	3.25
Maintaining footpaths	3.08	3.21	2.97	3.37	3.40	2.95	2.81	2.99
Maintaining local roads excluding major routes	3.17	3.26	3.09	3.39	3.37	3.08	2.97	3.14
Traffic management and road safety	3.18	3.24	3.12	3.45	3.42	3.00	2.92	3.29

	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
Management of parking	2.81	2.62	2.75	2.71	2.75	2.64	2.96
Community centres and facilities	3.51	3.74	3.77	3.48	3.55	3.71	3.39
Cycleways	2.90	3.18	3.06	2.92	3.03	3.05	2.94
Maintaining footpaths	3.11	3.00	3.07	3.03	3.13	2.96	3.31
Maintaining local roads excluding major routes	3.15	3.09	3.07	3.23	3.27	3.11	3.28
Traffic management and road safety	3.17	3.17	3.23	3.30	3.08	3.07	3.38

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

Significantly higher/lower level of satisfaction (by group)

Detailed Overall Response for Satisfaction

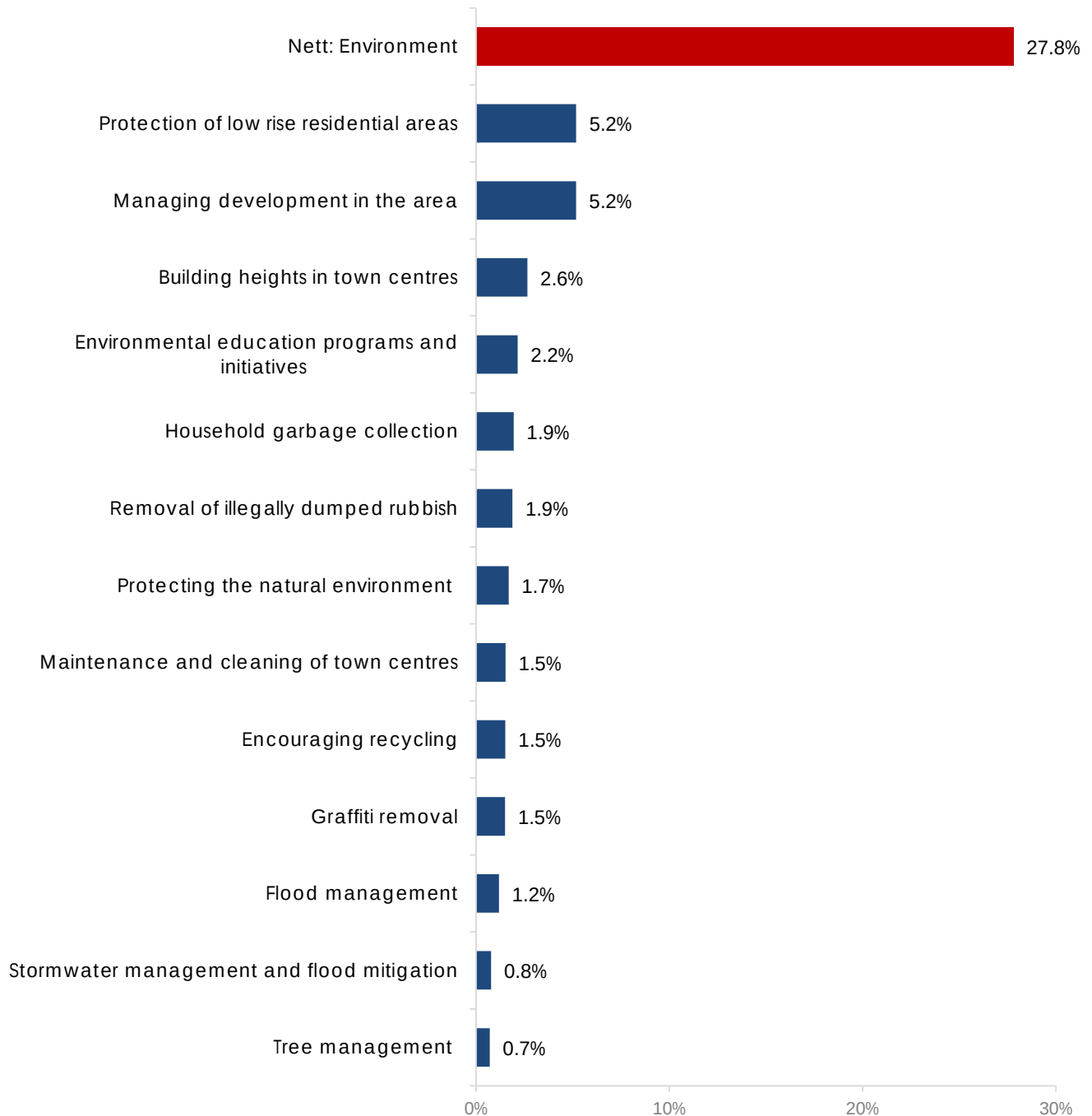
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Management of parking	17%	23%	35%	19%	6%	718
Community centres and facilities	3%	5%	35%	43%	14%	551
Cycleways	12%	22%	29%	27%	10%	512
Maintaining footpaths	9%	18%	38%	26%	9%	880
Maintaining local roads excluding major routes	8%	16%	38%	30%	9%	882
Traffic management and road safety	12%	14%	31%	31%	12%	888



Service Area 3: Environment

Shapley Regression

Contributes to Almost 28% of Overall Satisfaction with Council



Service Area 3: Environment

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

Importance – overall

Extremely high	Household garbage collection Protecting the natural environment Encouraging recycling
Very high	Managing development in the area Removal of illegally dumped rubbish
High	Maintenance and cleaning of town centres Protection of low rise residential areas Tree management Environmental education programs and initiatives Stormwater management and flood mitigation
Moderately high	Building heights in town centres Flood management
Moderate	Graffiti removal

Importance – by gender

Females rated the following significantly higher in importance: 'building heights in town centres', 'encouraging recycling', 'environmental education programs and initiatives', 'flood management', 'maintenance and cleaning of town centres', 'protecting the natural environment', 'protection of low rise residential areas', 'stormwater management and flood mitigation' and 'tree management'.

Importance – by age

Residents aged 18-34 rated 'environmental education programs and initiatives' as significantly higher in importance, whilst those aged 35-49 rated it significantly less important.

Residents aged 35-64 rated 'managing development in the area' significantly higher in importance, whilst those aged 18-34 rated it significantly lower.

Residents aged 50+ gave significantly higher levels of importance for 'building heights in town centres', 'graffiti removal', 'household garbage collection', 'protection of low rise residential areas', 'removal of illegally dumped rubbish', 'stormwater management and flood mitigation' and 'tree management'.

Those aged 18-34 rated 'building heights in town centres', 'graffiti removal', and 'protection of low rise residential areas' as significantly lower in importance. Those aged 18-24 also rated 'maintenance and cleaning of town centres', 'removal of illegally dumped rubbish' and 'tree management' significantly lower. Those aged 25-34 rated 'household garbage collection' significantly less important.

Importance – by area

Residents located in Leichhardt Ward rated 'graffiti removal' significantly more important, whilst those in Marrickville Ward rated it significantly lower. Those in Marrickville Ward gave significantly higher levels of importance for 'managing development in the area', 'maintenance and cleaning of town centres', 'protecting the natural environment' and 'removal of illegally dumped rubbish'.

Those located in Ashfield Ward rated 'building heights in town centres' and 'managing development in the area' as significantly less important.



Service Area 3: Environment

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

Importance – by area

Residents located in Balmain Ward gave significantly lower levels of importance for 'environmental education programs and initiatives', 'flood management', 'household garbage collection', 'maintenance and cleaning of town centres', 'protecting the natural environment', 'stormwater management and flood mitigation' and 'tree management'.

Importance – by ratepayer status

Ratepayers rated the following as significantly more important:

- Building heights in town centres
- Managing development in the area
- Graffiti removal
- Household garbage collection
- Protection of low rise residential areas
- Tree management

Importance – by year

Residents rated 'flood management' as significantly more important in 2017.



Service Area 3: Environment

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-24	25-34	35-49	50-64	65+
Building heights in town centres	3.85	3.71	3.98	3.32	3.35	3.90	4.35	4.27
Managing development in the area	4.41	4.35	4.47	3.90	4.11	4.53	4.77	4.51
Encouraging recycling	4.51	4.37	4.64	4.53	4.48	4.51	4.53	4.49
Environmental education programs and initiatives	4.06	3.89	4.21	4.39	4.24	3.90	4.00	3.93
Flood management	3.61	3.45	3.77	3.25	3.77	3.48	3.73	3.74
Graffiti removal	3.35	3.31	3.38	2.63	2.95	3.33	3.69	4.10
Household garbage collection	4.62	4.56	4.67	4.30	4.47	4.63	4.78	4.84
Maintenance and cleaning of town centres	4.19	4.05	4.31	3.83	4.22	4.13	4.28	4.38
Protecting the natural environment	4.57	4.46	4.67	4.63	4.65	4.49	4.58	4.54
Protection of low rise residential areas	4.15	3.95	4.34	3.66	3.80	4.20	4.53	4.48
Removal of illegally dumped rubbish	4.34	4.29	4.38	3.91	4.23	4.36	4.45	4.63
Stormwater management and flood mitigation	3.95	3.84	4.05	3.60	3.93	3.83	4.10	4.28
Tree management	4.14	4.03	4.23	3.77	4.10	4.06	4.29	4.38

	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
Building heights in town centres	3.66	3.98	3.93	3.81	3.92	4.09	3.40
Managing development in the area	4.23	4.43	4.29	4.56	4.58	4.55	4.14
Encouraging recycling	4.52	4.48	4.36	4.60	4.57	4.52	4.48
Environmental education programs and initiatives	4.14	4.10	3.75	4.07	4.18	4.01	4.16
Flood management	3.75	3.75	3.13	3.61	3.76	3.58	3.69
Graffiti removal	3.39	3.66	3.45	3.25	3.08	3.55	2.97
Household garbage collection	4.54	4.72	4.46	4.71	4.68	4.70	4.46
Maintenance and cleaning of town centres	4.26	4.25	3.95	4.09	4.32	4.24	4.10
Protecting the natural environment	4.54	4.58	4.38	4.61	4.71	4.53	4.63
Protection of low rise residential areas	4.00	4.21	4.10	4.21	4.28	4.29	3.90
Removal of illegally dumped rubbish	4.32	4.30	4.21	4.38	4.46	4.39	4.25
Stormwater management and flood mitigation	4.11	3.97	3.53	4.04	4.04	4.01	3.85
Tree management	4.19	4.24	3.86	4.12	4.22	4.21	3.99

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

Significantly higher/lower level of importance (by group)



Service Area 3: Environment

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Building heights in town centres	6%	9%	19%	25%	40%	1002
Managing development in the area	2%	3%	11%	21%	63%	1002
Encouraging recycling	1%	2%	8%	23%	66%	1002
Environmental education programs and initiatives e.g. community gardens	3%	5%	19%	29%	44%	1002
Flood management	9%	13%	20%	24%	34%	1002
Graffiti removal	11%	15%	28%	21%	25%	1002
Household garbage collection	1%	1%	6%	20%	72%	1002
Maintenance and cleaning of town centres	2%	2%	15%	35%	45%	1002
Protecting the natural environment e.g. bush care	1%	1%	7%	21%	70%	1002
Protection of low rise residential areas	4%	7%	12%	24%	53%	1002
Removal of illegally dumped rubbish	1%	3%	14%	28%	55%	1002
Stormwater management and flood mitigation	4%	8%	19%	27%	42%	1002
Tree management	3%	3%	17%	31%	46%	1002



Service Area 3: Environment

Overview of Satisfaction Rating Scores by Key Demographics

Residents were asked to rate their satisfaction with each criteria.

Satisfaction – overall

Very high	Household garbage collection
Moderately high	Encouraging recycling
	Maintenance and cleaning of town centres
Moderate	Flood management
	Removal of illegally dumped rubbish
	Stormwater management and flood mitigation
	Protecting the natural environment
	Graffiti removal
	Environmental education programs and initiatives
	Tree management
Moderately low	Protection of low rise residential areas
	Building heights in town centres
	Managing development in the area

Satisfaction – by gender

Males were significantly more satisfied with 'stormwater management and flood mitigation'.

Satisfaction – by age

Residents aged 18-24 were significantly more satisfied with 'graffiti removal' and 'tree management', whilst those aged 65+ were significantly less satisfied with 'tree management'.

Residents aged 25-34 expressed significantly higher levels of satisfaction for 'building heights in town centres', 'managing development in the area', 'maintenance and cleaning of town centres', 'protection of low rise residential areas' and 'tree management', whilst those aged 50-64 expressed significantly lower levels of satisfaction for these and 'flood management', 'protecting the natural environment' and 'stormwater management and flood mitigation'.

Those aged 65+ were significantly more satisfied with 'encouraging recycling', 'environmental education programs and initiatives' and 'stormwater management and flood mitigation'. Those aged 35-49 were significantly less satisfied with 'managing development in the area'.

Satisfaction – by area

Residents located in Balmain Ward were significantly more satisfied with 'protecting the natural environment' and 'protection of low rise residential areas'.

Those located in Stanmore Ward were significantly more satisfied with 'household garbage collection' and significantly less satisfied with 'graffiti removal' and 'stormwater management and flood mitigation'.

Residents in Marrickville Ward expressed significantly higher levels of satisfaction for 'household garbage collection' and significantly lower levels of satisfaction for 'protection of low rise residential areas'.

Those located in Leichhardt Ward were significantly less satisfied with 'tree management'.



Service Area 3: Environment

Overview of Satisfaction Rating Scores by Key Demographics

Residents were asked to rate their satisfaction with each criteria.

Satisfaction – by ratepayer status

Non-ratepayers were significantly more satisfied with 'managing development in the area', 'maintenance and cleaning of town centres', 'protection of low rise residential areas' and 'tree management'.

Satisfaction – by year

Residents expressed significantly higher levels of satisfaction with 'managing development in the area', 'household garbage collection' and 'tree management' in 2017.



Service Area 3: Environment

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-24	25-34	35-49	50-64	65+
Building heights in town centres	2.90	2.94	2.86	3.20	3.33	2.78	2.63	2.91
Managing development in the area	2.83	2.90	2.77	3.06	3.46	2.69	2.39	2.73
Encouraging recycling	3.73	3.74	3.73	3.51	3.72	3.72	3.72	3.97
Environmental education programs and initiatives	3.30	3.35	3.25	3.06	3.18	3.44	3.27	3.45
Flood management	3.59	3.70	3.50	3.90	3.73	3.49	3.37	3.57
Graffiti removal	3.38	3.32	3.43	4.00	3.69	3.24	3.24	3.32
Household garbage collection	4.30	4.33	4.28	4.14	4.23	4.36	4.30	4.41
Maintenance and cleaning of town centres	3.67	3.73	3.62	3.83	3.85	3.65	3.46	3.62
Protecting the natural environment	3.46	3.51	3.41	3.47	3.61	3.41	3.28	3.53
Protection of low rise residential areas	2.95	3.03	2.88	3.13	3.29	2.82	2.69	3.03
Removal of illegally dumped rubbish	3.48	3.48	3.48	3.72	3.52	3.44	3.37	3.54
Stormwater management and flood mitigation	3.48	3.61	3.37	3.49	3.61	3.42	3.27	3.64
Tree management	3.12	3.22	3.03	3.71	3.43	3.05	2.76	2.92

	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
Building heights in town centres	2.71	3.01	3.07	2.87	2.87	2.84	3.07
Managing development in the area	2.80	2.76	2.92	2.86	2.82	2.62	3.28
Encouraging recycling	3.68	3.63	3.80	3.79	3.77	3.75	3.69
Environmental education programs and initiatives	3.22	3.21	3.28	3.50	3.32	3.33	3.23
Flood management	3.61	3.45	3.70	3.56	3.62	3.51	3.72
Graffiti removal	3.27	3.51	3.57	2.92	3.57	3.29	3.65
Household garbage collection	4.21	4.15	4.30	4.43	4.42	4.34	4.22
Maintenance and cleaning of town centres	3.63	3.66	3.71	3.62	3.73	3.57	3.87
Protecting the natural environment	3.32	3.42	3.68	3.44	3.48	3.39	3.58
Protection of low rise residential areas	2.97	2.88	3.28	3.02	2.69	2.84	3.20
Removal of illegally dumped rubbish	3.43	3.50	3.55	3.47	3.49	3.47	3.52
Stormwater management and flood mitigation	3.58	3.42	3.44	3.27	3.56	3.42	3.59
Tree management	3.14	2.88	3.17	3.00	3.28	2.95	3.47

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

Significantly higher/lower level of satisfaction (by group)



Service Area 3: Environment

Detailed Overall Response for Satisfaction

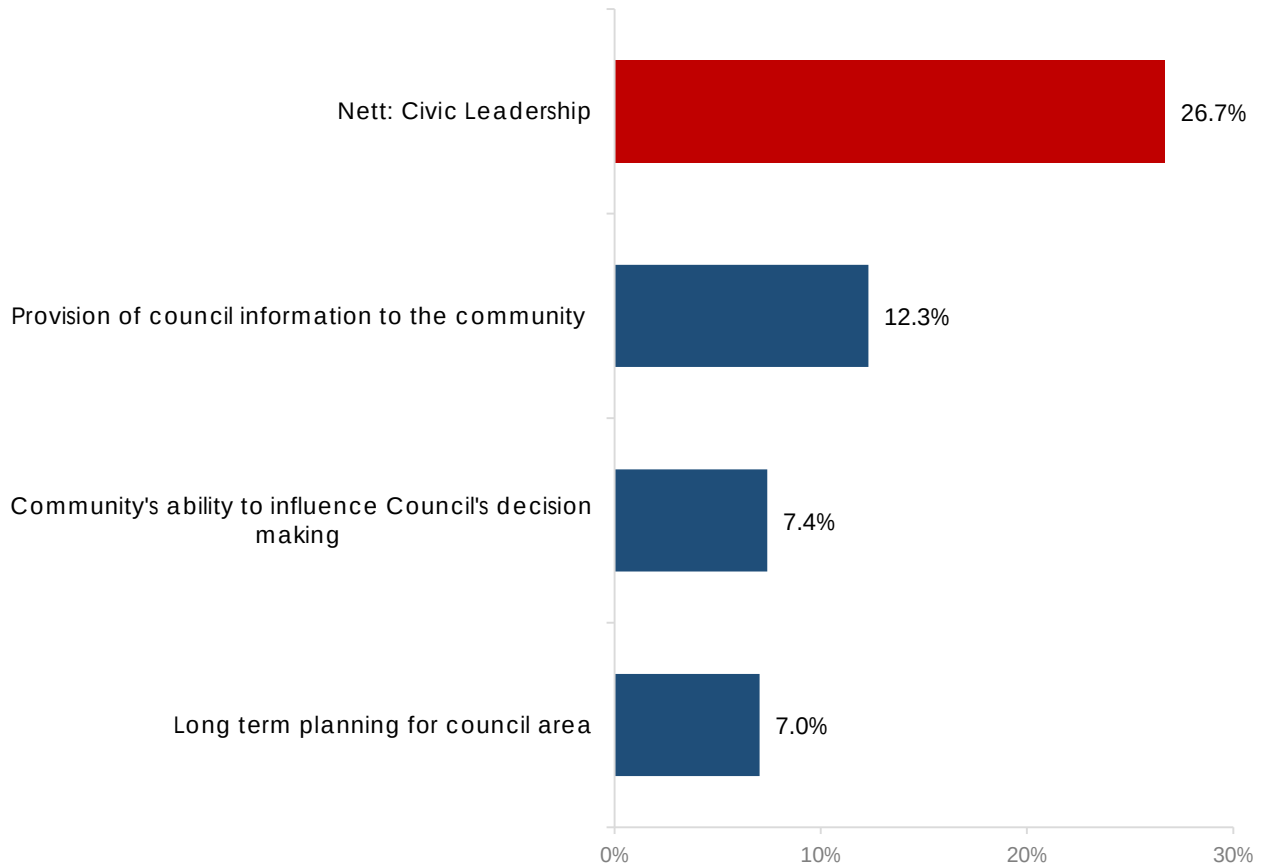
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Building heights in town centres	15%	19%	33%	27%	6%	654
Managing development in the area	17%	19%	34%	24%	6%	845
Encouraging recycling	3%	8%	25%	40%	24%	890
Environmental education programs and initiatives e.g. community gardens	3%	17%	39%	30%	11%	720
Flood management	4%	8%	32%	37%	19%	573
Graffiti removal	7%	11%	32%	36%	14%	459
Household garbage collection	2%	2%	9%	38%	49%	922
Maintenance and cleaning of town centres	2%	4%	32%	47%	15%	802
Protecting the natural environment e.g. bush care	4%	10%	35%	38%	13%	905
Protection of low rise residential areas	16%	20%	28%	25%	11%	763
Removal of illegally dumped rubbish	6%	11%	30%	34%	18%	828
Stormwater management and flood mitigation	4%	12%	32%	39%	14%	682
Tree management	13%	15%	30%	31%	11%	768



Service Area 4: Civic Leadership

Shapley Regression

Contributes to Almost 27% of Overall Satisfaction with Council



Service Area 4: Civic Leadership

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

Importance – overall

Very high Long term planning for council area
Community's ability to influence Council's decision making
Provision of council information to the community

Importance – by gender

Females rated 'provision of council information to the community' as significantly more important.

Importance – by age

Residents aged 50+ gave significantly higher levels of importance for all criteria, whilst those aged 18-24 rated 'long term planning for council area' and 'community's ability to influence Council's decision making' significantly lower in importance.

Importance – by area

Residents located in Marrickville Ward rated 'provision of council information to the community' as significantly more important, whilst those in Balmain Ward rated it significantly less important.

Importance – by ratepayer status

Ratepayers rated 'long term planning for council area' significantly more important.

Importance – by year

Residents rated 'provision of council information to the community' as significantly less important in 2017.



Service Area 4: Civic Leadership

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-24	25-34	35-49	50-64	65+
Long term planning for council area	4.49	4.49	4.48	4.15	4.40	4.48	4.67	4.62
Community's ability to influence Council' decision making	4.47	4.46	4.49	4.12	4.45	4.46	4.63	4.58
Provision of council information to the community	4.25	4.15	4.34	3.91	4.24	4.16	4.40	4.47

	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
Long term planning for council area	4.55	4.38	4.35	4.56	4.56	4.55	4.37
Community's ability to influence Council' decision making	4.37	4.47	4.48	4.47	4.58	4.53	4.37
Provision of council information to the community	4.20	4.24	4.05	4.37	4.38	4.29	4.17

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

Significantly higher/lower level of importance (by group)

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Long term planning for council area	1%	2%	11%	21%	65%	1002
Community's ability to influence Council' decision making	1%	2%	8%	24%	64%	1002
Provision of council information to the community	1%	3%	15%	30%	50%	1002



Service Area 4: Civic Leadership

Overview of Satisfaction Rating Scores by Key Demographics

Residents were asked to rate their satisfaction with each criteria.

Satisfaction – overall

Moderate	Provision of council information to the community
Moderately low	Long term planning for council area
	Community's ability to influence Council's decision making

Satisfaction – by gender

There were no significant difference by gender.

Satisfaction – by age

Residents aged 18-24 were significantly more satisfied with 'community's ability to influence Council's decision making', whilst those aged 50-64 were significantly less satisfied.

Residents aged 25-34 expressed significantly higher levels of satisfaction for 'long term planning for council area', whilst those aged 35-64 expressed significantly lower levels of satisfaction.

Residents aged 65+ were significantly more satisfied with 'provision of council information to the community'.

Satisfaction – by area

Residents located in Balmain Ward were significantly less satisfied with 'long term planning for council area' and 'community's ability to influence Council's decision making'.

Satisfaction – by ratepayer status

Non-ratepayers were significantly more satisfied with 'long term planning for council area' and 'community's ability to influence Council's decision making'.

Satisfaction – by year

Residents expressed significantly higher levels of satisfaction for 'long term planning for council area' and 'provision of council information to the community'.



Service Area 4: Civic Leadership

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-24	25-34	35-49	50-64	65+
Long term planning for council area	2.97	2.99	2.94	3.25	3.26	2.81	2.70	3.02
Community's ability to influence Council' decision making	2.71	2.72	2.69	3.20	2.88	2.57	2.39	2.81
Provision of council information to the community	3.39	3.44	3.34	3.19	3.43	3.34	3.32	3.61

	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
Long term planning for council area	2.91	2.99	2.75	3.09	3.08	2.87	3.16
Community's ability to influence Council' decision making	2.80	2.82	2.49	2.61	2.75	2.63	2.86
Provision of council information to the community	3.32	3.48	3.27	3.53	3.38	3.40	3.36

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

Significantly higher/lower level of satisfaction (by group)

Detailed Overall Response for Satisfaction

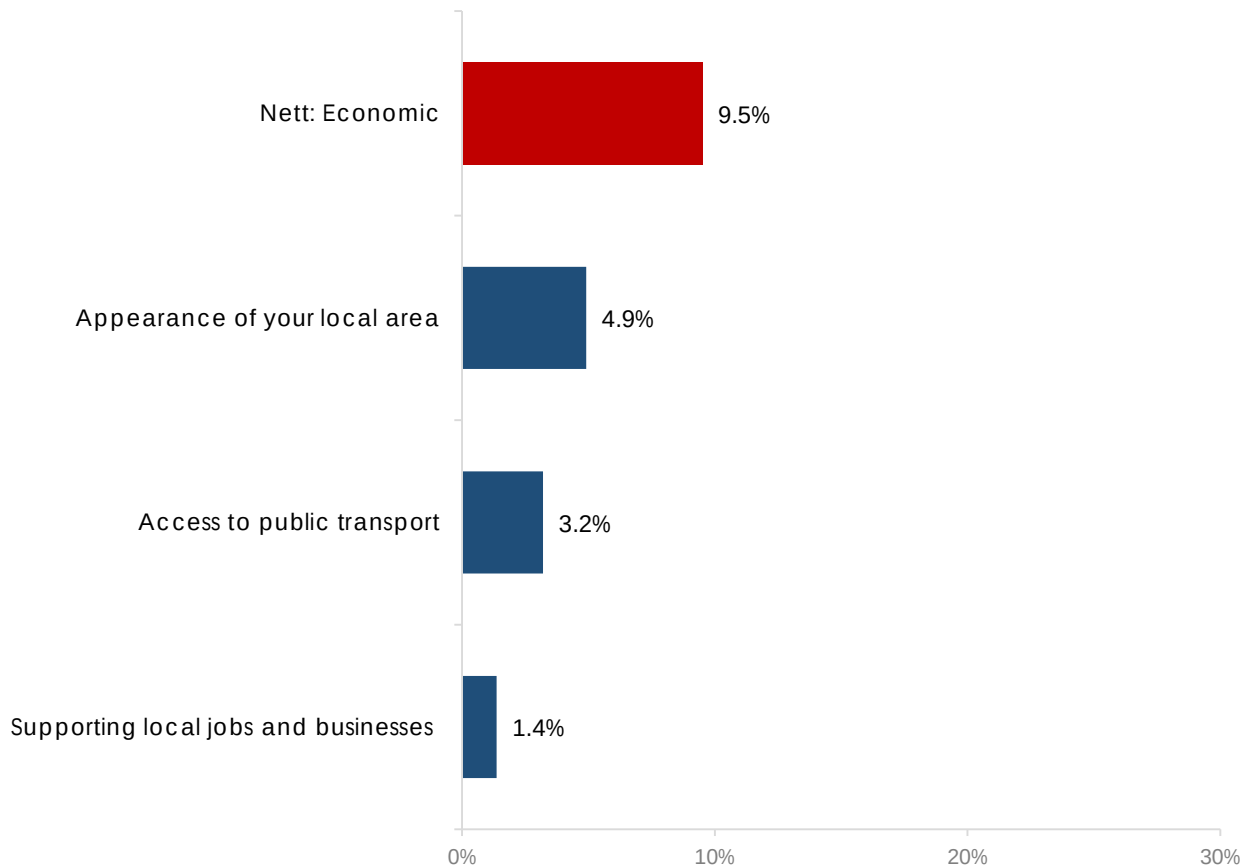
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Long term planning for council area	10%	19%	42%	23%	6%	860
Community's ability to influence Council's decision making	18%	21%	40%	16%	6%	877
Provision of council information to the community	6%	12%	33%	34%	14%	802



Service Area 5: Economic

Shapley Regression

Contributes to Over 9% of Overall Satisfaction with Council



Service Area 5: Economic

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

Importance – overall

Extremely high	Access to public transport
Very high	Appearance of your local area
	Supporting local jobs and businesses

Importance – by gender

Females rated 'appearance of your local area' and 'supporting local jobs and businesses' as significantly more important.

Importance – by age

Residents aged 50+ gave significantly higher levels of importance for 'appearance of your local area', whilst those aged 18-24 gave significantly lower levels of importance.

Residents aged 35-49 rated 'supporting local jobs and businesses' as significantly less important.

Importance – by area

There were no significant differences by area.

Importance – by ratepayer status

Ratepayers rated 'appearance of your local area' as significantly higher in importance.

Importance – by year

There were no significant differences by year.



Service Area 5: Economic

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-24	25-34	35-49	50-64	65+
Access to public transport	4.74	4.71	4.76	4.80	4.79	4.71	4.73	4.69
Appearance of your local area	4.37	4.28	4.44	3.90	4.25	4.39	4.52	4.62
Supporting local jobs and businesses	4.29	4.17	4.39	4.29	4.39	4.16	4.36	4.28

	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
Access to public transport	4.73	4.71	4.69	4.76	4.79	4.72	4.78
Appearance of your local area	4.37	4.48	4.34	4.34	4.32	4.46	4.18
Supporting local jobs and businesses	4.18	4.26	4.32	4.33	4.37	4.25	4.36

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

Significantly higher/lower level of importance (by group)

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Access to public transport	1%	1%	3%	12%	83%	1002
Appearance of your local area	0%	2%	12%	32%	53%	1002
Supporting local jobs and businesses	1%	2%	14%	31%	51%	1002



Service Area 5: Economic

Overview of Satisfaction Rating Scores by Key Demographics

Residents were asked to rate their satisfaction with each criteria.

Satisfaction – overall

Moderately high	Access to public transport
Moderate	Appearance of your local area
	Supporting local jobs and businesses

Satisfaction – by gender

Males were significantly more satisfied with 'appearance of your local area'.

Satisfaction – by age

Residents aged 65+ were significantly more satisfied with 'access to public transport', whilst those aged 50-64 were significantly less satisfied with 'appearance of your local area' and 'supporting local jobs and businesses'.

Satisfaction – by area

Residents in Balmain Ward were significantly more satisfied with 'appearance of your local area'.

Satisfaction – by ratepayer status

Non-ratepayers expressed significantly higher levels of satisfaction with 'appearance of your local area' and 'supporting local jobs and businesses'.

Satisfaction – by year

There were no significant differences by year.



Service Area 5: Economic

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-24	25-34	35-49	50-64	65+
Access to public transport	3.79	3.79	3.78	3.84	3.80	3.68	3.68	4.11
Appearance of your local area	3.51	3.61	3.43	3.82	3.62	3.50	3.29	3.55
Supporting local jobs and businesses	3.36	3.42	3.30	3.36	3.49	3.31	3.18	3.47

	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
Access to public transport	3.90	3.84	3.64	3.67	3.81	3.84	3.69
Appearance of your local area	3.38	3.50	3.75	3.60	3.43	3.43	3.70
Supporting local jobs and businesses	3.41	3.45	3.31	3.27	3.34	3.28	3.49

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

Significantly higher/lower level of satisfaction (by group)

Detailed Overall Response for Satisfaction

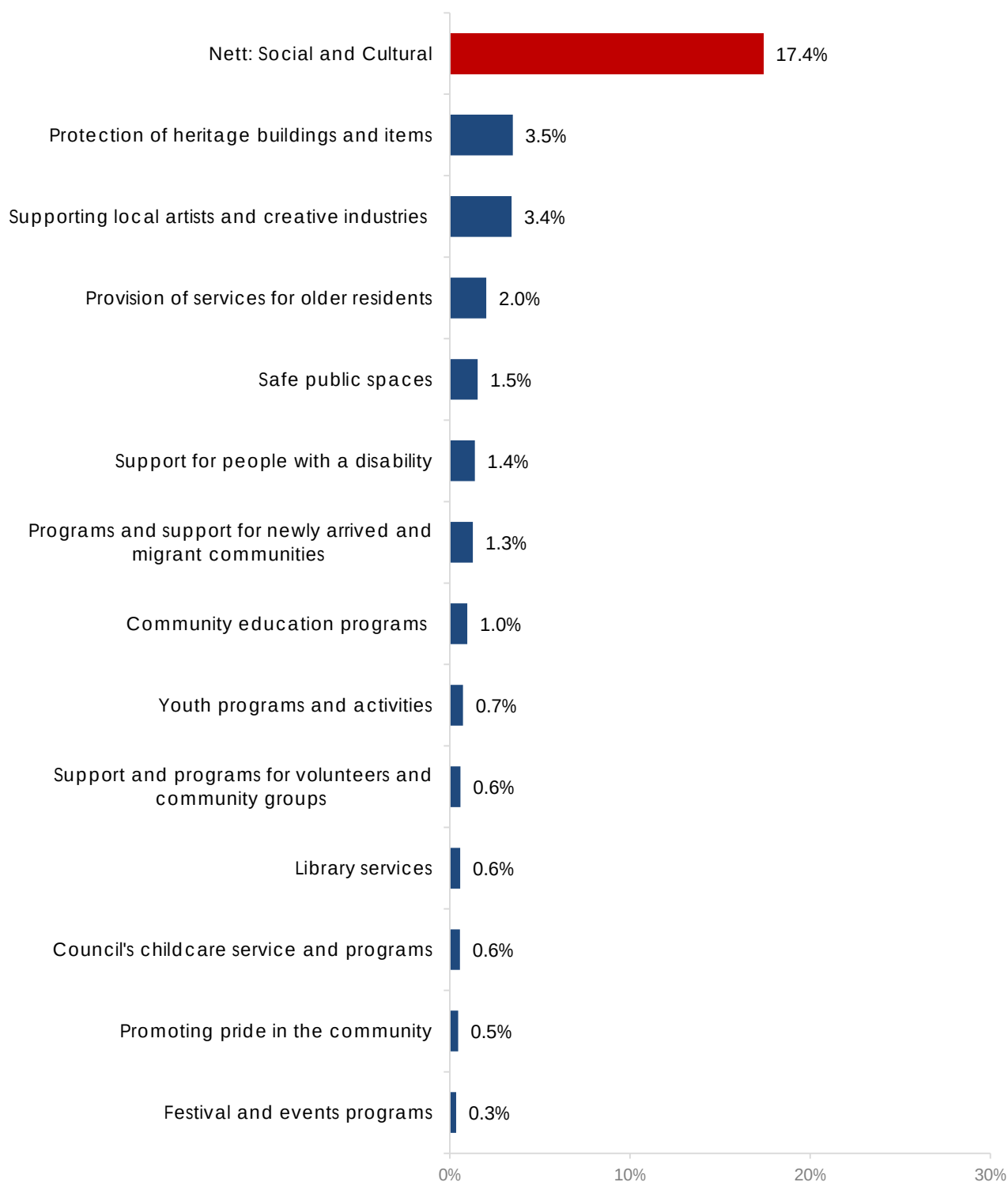
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Access to public transport	4%	8%	23%	37%	29%	948
Appearance of your local area	3%	10%	32%	43%	12%	860
Supporting local jobs and businesses	2%	9%	48%	31%	10%	813



Service Area 6: Social and Cultural

Shapley Regression

Contributes to Over 17% of Overall Satisfaction with Council



Service Area 6: Social and Cultural

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

Importance – overall

Extremely high	Safe public spaces
Very high	Support for people with a disability
	Protection of heritage buildings and items
High	Provision of services for older people
	Library services
	Programs and support for newly arrived and migrant communities
	Promoting pride in the community
Moderately high	Support and programs for volunteers and community groups
	Supporting local artists and creative industries
	Youth programs and activities
	Community education programs
	Festival and events programs
Moderate	Council's childcare service and programs

Importance – by gender

Females rated all services and facilities significantly higher in importance apart from 'support and programs for volunteers and community groups'.

Importance – by age

Residents aged 18-24 rated 'supporting local artists and creative industries' as significantly more important and 'protection of heritage buildings and items' as significantly less important.

Those aged 25-34 rated 'programs and support for newly arrived and migrant communities' as significantly higher in importance.

Residents aged 50-64 gave significantly higher levels of importance for 'provision of services for older residents' and 'protection of heritage buildings and items' and significantly lower levels of importance for 'Council's childcare service and programs'.

Residents aged 65+ rated 'provision of services for older residents', 'support for people with a disability', 'library services', 'promoting pride in the community', 'protection of heritage buildings and items' and 'support and programs for volunteers and community groups' as significantly more important, and 'Council's childcare service and programs' as significantly less important.

Those aged 35-49 gave significantly lower levels of importance for 'provision of services for older residents', 'support for people with a disability', 'programs and support for newly arrived and migrant communities' and 'support and programs for volunteers and community groups'.



Service Area 6: Social and Cultural

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

Importance – by area

Residents located in Stanmore Ward placed a significantly higher level of importance on 'protection of heritage buildings and items' and 'supporting local artists and creative industries', whilst those in the Ashfield Ward gave significantly lower levels of importance for 'supporting local artists and creative industries'.

Residents in Marrickville Ward rated the following as significantly more important:

- Community education programs
- Council's childcare service and programs
- Festival and events programs
- Programs and support for newly arrived and migrant communities
- Promoting pride in the community
- Support and programs for volunteers and community groups
- Youth programs and activities
- Supporting local artists and creative industries

Residents in Balmain Ward rated the following as significantly less important:

- Community education programs
- Festival and events programs
- Programs and support for newly arrived and migrant communities
- Support and programs and volunteers and community groups
- Youth programs and activities
- Supporting local artists and creative industries

Importance – by ratepayer status

Non-ratepayers rated 'support for people with a disability' and 'programs and support for newly arrived and migrant communities' as significantly more important.

Importance – by year

Residents gave a significantly higher level of importance for 'provision of services for older residents', 'support for people with a disability', 'programs and support for newly arrived and migrant communities', 'promoting pride in the community', 'support and programs for volunteers and community group' and 'youth programs and activities' in 2017.



Service Area 6: Social and Cultural

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-24	25-34	35-49	50-64	65+
Provision of services for older residents	4.17	4.03	4.29	4.15	3.97	3.94	4.40	4.64
Support for people with a disability	4.38	4.29	4.47	4.46	4.48	4.22	4.39	4.49
Safe public spaces	4.50	4.36	4.64	4.28	4.52	4.49	4.59	4.54
Community education programs	3.69	3.49	3.88	3.74	3.70	3.61	3.67	3.83
Council's childcare service and programs	3.56	3.41	3.69	3.67	3.60	3.69	3.38	3.38
Festival and events programs	3.67	3.51	3.82	3.46	3.79	3.73	3.61	3.55
Library services	4.08	3.93	4.22	4.10	4.05	3.99	4.14	4.22
Programs and support for newly arrived and migrant communities	3.97	3.82	4.11	4.17	4.19	3.80	3.90	3.90
Promoting pride in the community	3.90	3.69	4.09	3.54	4.03	3.80	3.89	4.12
Protection of heritage buildings and items	4.27	4.15	4.39	3.95	4.14	4.18	4.50	4.60
Support and programs for volunteers and community groups	3.88	3.79	3.96	3.86	3.82	3.74	3.96	4.16
Youth programs and activities	3.80	3.66	3.94	3.98	3.84	3.76	3.84	3.65
Supporting local artists and creative industries	3.82	3.64	3.99	4.07	3.81	3.74	3.80	3.83

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

Significantly higher/lower level of importance (by group)



Service Area 6: Social and Cultural

Importance Mean Scores by Key Demographics

	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
Provision of services for older residents	4.11	4.34	4.09	4.10	4.21	4.18	4.13
Support for people with a disability	4.34	4.37	4.30	4.41	4.48	4.31	4.52
Safe public spaces	4.49	4.55	4.44	4.54	4.50	4.54	4.45
Community education programs	3.68	3.75	3.37	3.70	3.91	3.65	3.77
Council's childcare service and programs	3.50	3.60	3.38	3.44	3.81	3.54	3.59
Festival and events programs	3.67	3.57	3.30	3.73	3.98	3.64	3.72
Library services	4.18	4.11	3.91	3.90	4.21	4.08	4.08
Programs and support for newly arrived and migrant communities	4.00	3.88	3.72	4.01	4.17	3.85	4.19
Promoting pride in the community	3.79	3.85	3.84	3.89	4.09	3.88	3.93
Protection of heritage buildings and items	4.20	4.26	4.24	4.44	4.27	4.31	4.20
Support and programs for volunteers and community groups	3.82	3.95	3.57	4.00	4.06	3.87	3.90
Youth programs and activities	3.85	3.81	3.53	3.77	3.99	3.76	3.89
Supporting local artists and creative industries	3.65	3.80	3.49	4.09	4.08	3.79	3.89

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

Significantly higher/lower level of importance (by group)



Service Area 6: Social and Cultural

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Provision of services for older residents	4%	4%	15%	27%	51%	1002
Support for people with a disability	2%	3%	10%	25%	60%	1002
Safe public spaces	2%	1%	7%	24%	66%	1002
Community education programs	4%	9%	29%	28%	30%	1002
Council's childcare service and programs	15%	10%	19%	16%	40%	1001
Festival and events programs	4%	9%	28%	35%	25%	1002
Library services	4%	5%	18%	26%	47%	1002
Programs and support for newly arrived and migrant communities	5%	5%	19%	30%	41%	1002
Promoting pride in the community	5%	5%	23%	30%	37%	1002
Protection of heritage buildings and items	2%	3%	14%	29%	52%	1002
Support and programs for volunteers and community groups	4%	5%	24%	32%	35%	1002
Youth programs and activities	7%	6%	24%	26%	37%	1002
Supporting local artists and creative industries	5%	7%	25%	29%	34%	1002



Service Area 6: Social and Cultural

Overview of Satisfaction Rating Scores by Key Demographics

Residents were asked to rate their satisfaction with each criteria.

Satisfaction – overall

High	Library services
Moderately high	Festival and events programs Safe public spaces
Moderate	Promoting pride in the community Support and programs for volunteers and community groups Community education programs Council's childcare service and programs Supporting local artists and creative industries Provision of services for older residents Support for people with a disability Youth programs and activities Protection of heritage buildings and items Programs and support for newly arrived and migrant communities

Satisfaction – by gender

Males were significantly more satisfied with 'support for people with a disability' and 'programs and support for newly arrived and migrant communities'.

Satisfaction – by age

Residents aged 25-34 were significantly more satisfied with 'safe public spaces'.

Residents aged 35-49 were significantly more satisfied with 'festival and events programs' and significantly less satisfied with 'Council's childcare service and programs'.

Residents aged 65+ expressed significantly higher levels of satisfaction for the following:

- Provision of services for older residents
- Support for people with a disability
- Community education programs
- Council's childcare service and programs
- Library services
- Support and programs for volunteers and community groups
- Youth programs and activities
- Supporting local artists and creative industries

Residents aged 50-64 were significantly less satisfied with the following:

- Provision of services for older residents
- Support for people with a disability
- Safe public spaces
- Promoting pride in the community
- Protection of heritage buildings and items
- Support and programs for volunteers and community groups
- Youth programs and activities
- Supporting local artists and creative industries



Service Area 6: Social and Cultural

Overview of Satisfaction Rating Scores by Key Demographics

Residents were asked to rate their satisfaction with each criteria.

Satisfaction – by area

Residents in Leichhardt Ward were significantly more satisfied with 'support for people with a disability'.

Those located in Balmain Ward expressed significantly higher levels of satisfaction with 'safe public spaces' and 'protection of heritage buildings and items', and significantly lower levels of satisfaction with 'provision of services for older residents', 'programs for newly arrived and migrant communities' and 'support and programs for volunteers and community groups'.

Residents in Marrickville Ward were significantly more satisfied with 'festival and events programs'.

Satisfaction – by ratepayer status

Non-ratepayers were significantly more satisfied with 'safe public spaces' and 'protection of heritage buildings and items'.

Satisfaction – by year

Residents expressed significantly higher levels of satisfaction for 'promoting pride in the community', 'protection of heritage buildings and items' and 'supporting local artists and creative industries' in 2017.



Service Area 6: Social and Cultural

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-24	25-34	35-49	50-64	65+
Provision of services for older residents	3.34	3.36	3.33	3.18	3.48	3.29	3.16	3.56
Support for people with a disability	3.31	3.41	3.22	3.49	3.31	3.28	3.05	3.57
Safe public spaces	3.68	3.73	3.63	3.51	3.98	3.61	3.44	3.73
Community education programs	3.45	3.52	3.39	3.38	3.44	3.45	3.36	3.60
Council's childcare service and programs	3.43	3.51	3.38	3.60	3.42	3.26	3.47	3.69
Festival and events programs	3.73	3.67	3.79	3.67	3.58	3.89	3.69	3.77
Library services	3.97	3.95	3.99	3.73	3.85	4.04	3.95	4.21
Programs and support for newly arrived and migrant communities	3.16	3.27	3.07	2.95	3.27	3.15	3.10	3.24
Promoting pride in the community	3.57	3.61	3.54	3.69	3.69	3.57	3.35	3.55
Protection of heritage buildings and items	3.23	3.28	3.19	3.48	3.44	3.19	2.93	3.29
Support and programs for volunteers and community groups	3.49	3.56	3.44	3.31	3.64	3.47	3.30	3.67
Youth programs and activities	3.31	3.34	3.28	3.25	3.34	3.35	3.12	3.51
Supporting local artists and creative industries	3.39	3.35	3.41	3.24	3.46	3.42	3.20	3.57

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

Significantly higher/lower level of satisfaction (by group)



Service Area 6: Social and Cultural

Satisfaction Mean Scores by Key Demographics

	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
Provision of services for older residents	3.38	3.34	3.13	3.35	3.45	3.34	3.35
Support for people with a disability	3.36	3.51	3.22	3.21	3.25	3.27	3.37
Safe public spaces	3.56	3.69	3.87	3.58	3.70	3.59	3.85
Community education programs	3.42	3.47	3.42	3.40	3.50	3.46	3.42
Council's childcare service and programs	3.57	3.59	3.19	3.42	3.37	3.40	3.50
Festival and events programs	3.60	3.90	3.49	3.70	3.91	3.78	3.65
Library services	4.04	4.02	4.09	3.79	3.89	4.01	3.90
Programs and support for newly arrived and migrant communities	3.20	3.13	2.96	3.23	3.22	3.15	3.17
Promoting pride in the community	3.56	3.63	3.54	3.59	3.53	3.50	3.68
Protection of heritage buildings and items	3.13	3.30	3.44	3.22	3.13	3.13	3.43
Support and programs for volunteers and community groups	3.42	3.58	3.29	3.58	3.56	3.48	3.52
Youth programs and activities	3.32	3.41	3.21	3.19	3.36	3.33	3.28
Supporting local artists and creative industries	3.29	3.37	3.28	3.45	3.50	3.43	3.31

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

Significantly higher/lower level of satisfaction (by group)



Service Area 6: Social and Cultural

Detailed Overall Response for Satisfaction

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Provision of services for older residents	5%	9%	45%	31%	11%	736
Support for people with a disability	5%	12%	42%	30%	11%	814
Safe public spaces	2%	8%	29%	44%	18%	890
Community education programs e.g. English classes, author talks, cycling	1%	10%	41%	38%	10%	564
Council's childcare service and programs	4%	9%	40%	33%	14%	535
Festival and events programs	3%	4%	29%	45%	19%	594
Library services	2%	5%	20%	42%	32%	731
Programs and support for newly arrived and migrant communities	4%	16%	47%	27%	6%	679
Promoting pride in the community	1%	9%	37%	38%	15%	672
Protection of heritage buildings and items	9%	15%	33%	31%	12%	806
Support and programs for volunteers and community groups	1%	7%	44%	38%	11%	647
Youth programs and activities	3%	12%	46%	31%	8%	608
Supporting local artists and creative industries	4%	12%	37%	38%	10%	636



Comparison to Previous Research

Service/ Facility	Importance		Satisfaction	
	2017	2016	2017	2016
Availability of sporting ovals, grounds and facilities	3.54▼	3.96	3.82	3.73
Maintenance of local parks, playgrounds and sporting fields	4.29	4.38	3.94	3.88
Swimming pools and aquatic centres	3.51▼	3.84	3.82	3.85
Management of parking	4.02	4.03	2.74	2.69
Community centres and facilities	3.61▼	3.89	3.59	3.52
Cycleways	3.35▼	3.54	3.00	2.84
Maintaining footpaths	4.44▲	4.22	3.08	3.08
Maintaining local roads excluding major routes	4.48▲	4.31	3.17	3.16
Traffic management and road safety	4.51	4.43	3.18	3.23
Building heights in town centres	3.85	3.92	2.90	2.89
Managing development in the area	4.41	4.48	2.83▲	2.65
Encouraging recycling	4.51	4.53	3.73	3.84
Environmental education programs and initiatives	4.06	4.06	3.30	3.27
Flood management	3.61▲	3.42	3.59	3.45
Graffiti removal	3.35	3.37	3.38	3.29
Household garbage collection	4.62	4.66	4.30▲	4.18
Maintenance and cleaning of town centres	4.19	4.26	3.67	3.71
Protecting the natural environment	4.57	4.55	3.46	3.38
Protection of low rise residential areas	4.15	4.14	2.95	2.95
Removal of illegally dumped rubbish	4.34	4.36	3.48	3.37
Stormwater management and flood mitigation	3.95	3.95	3.48	3.59
Tree management	4.14	4.16	3.12▲	2.95
Long term planning for council area	4.49	4.51	2.97▲	2.83
Community's ability to influence Council's decision making	4.47	4.43	2.71	2.54
Provision of council information to the community	4.25▼	4.39	3.39▲	3.07
Access to public transport	4.74	4.68	3.79	3.79
Appearance of your local area	4.37	4.31	3.51	3.49
Supporting local jobs and businesses	4.29	4.25	3.36	3.37
Provision of services for older residents	4.17▲	3.98	3.34	3.30
Support for people with a disability	4.38▲	4.20	3.31	3.24
Safe public spaces	4.50	4.51	3.68	3.63
Community education programs	3.69	3.68	3.45	3.43
Council's childcare service and programs	3.56	3.39	3.43	3.38
Festival and events programs	3.67	3.57	3.73	3.75
Library services	4.08	3.93	3.97	3.93
Programs and support for newly arrived and migrant communities	3.97▲	3.75	3.16	3.09
Promoting pride in the community	3.90▲	3.69	3.57▲	3.39
Protection of heritage buildings and items	4.27	4.24	3.23▲	3.03
Support and programs for volunteers and community groups	3.88▲	3.74	3.49	3.44
Youth programs and activities	3.80▲	3.64	3.31	3.25
Supporting local artists and creative industries	3.82	3.78	3.39▲	3.21

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



Comparison to LGA Benchmarks

8 of the 26 comparable measures were rated above the benchmark threshold of 0.15, these were 'maintaining local roads excluding major routes', 'maintenance and cleaning of town centres', 'flood management', 'household garbage collection', 'maintenance of local parks, playgrounds and sporting fields', 'safe public spaces', 'supporting local jobs and businesses' and 'stormwater management and flood mitigation'.

8 of the measures were rated lower than the benchmark threshold of -0.15, these were 'encouraging recycling', 'library services', 'provision of services for older people', 'cycleways', 'managing development in the area', 'management of parking', 'community's ability to influence Council's decision making' and 'protection of heritage buildings and items'.

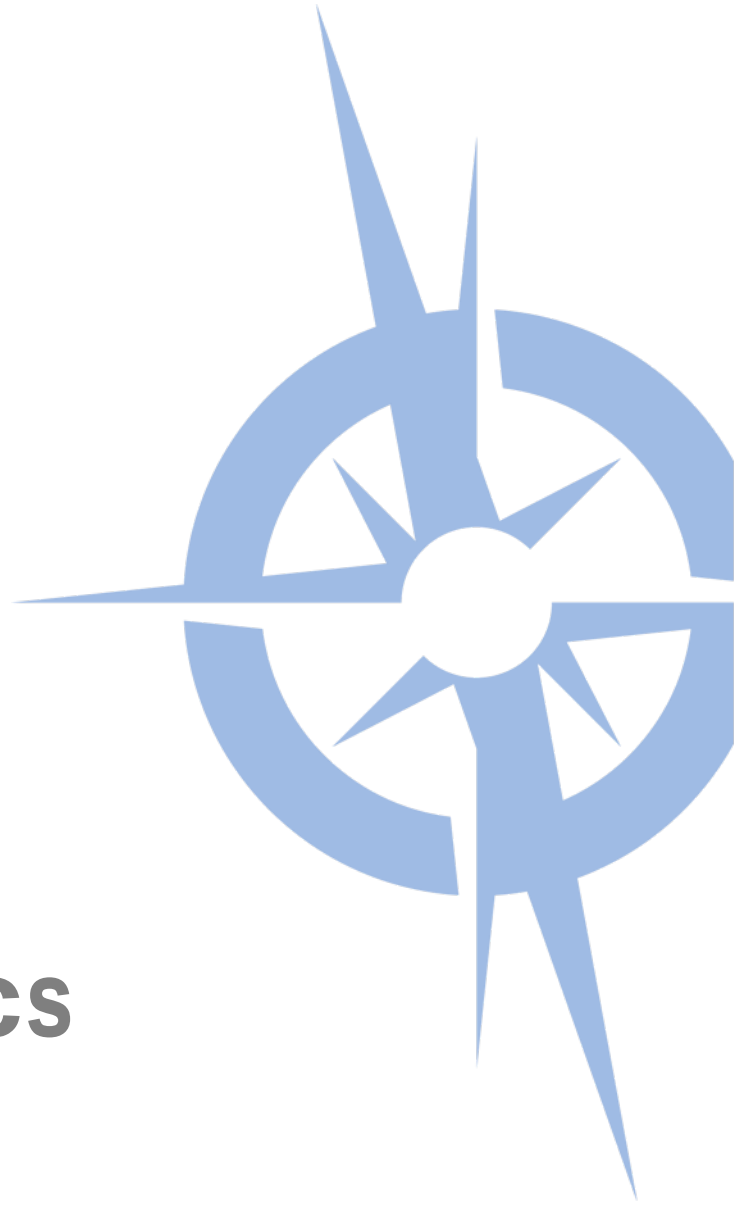
Service/Facility	Inner West Council Satisfaction Scores	Benchmark Variances
Maintaining local roads excluding major routes	3.17	0.37▲
Maintenance and cleaning of town centres	3.67	0.33▲
Flood management	3.59	0.28▲
Household garbage collection	4.30	0.21▲
Maintenance of local parks, playgrounds and sporting fields	3.94	0.21▲
Safe public spaces	3.68	0.20▲
Supporting local jobs and businesses	3.36	0.19▲
Stormwater management and flood mitigation	3.48	0.17▲
Youth programs and activities	3.31	0.14
Swimming pools and aquatic centres	3.82	0.13
Availability of sporting ovals, grounds and facilities	3.82	0.09
Provision of council information to the community	3.39	0.06
Maintaining footpaths	3.08	0.04
Community centres and facilities	3.59	-0.07
Environmental education programs and initiatives	3.30	-0.07
Support for people with a disability	3.31	-0.07
Long term planning for council area	2.97	-0.10
Protecting the natural environment	3.46	-0.10
Encouraging recycling	3.73	-0.17▼
Library services	3.97	-0.17▼
Provision of services for older residents	3.34	-0.20▼
Cycleways	3.00	-0.21▼
Managing development in the area	2.83	-0.24▼
Management of parking	2.74	-0.26▼
Community's ability to influence Council's decision making	2.71	-0.27▼
Protection of heritage buildings and items	3.23	-0.27▼

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

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

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





Demographics

Demographics

Q10. Please stop me when I read out your age group.

	%
18 – 24	10%
25 – 34	25%
35 – 49	30%
50 – 64	20%
65+	15%

Base: N = 1,002

Q11a. Which country were you born?

	%
Australia	70%
United Kingdom	6%
India	3%
New Zealand	3%
China	2%
Malaysia	2%
Ireland	1%
Italy	1%
Nepal	1%
Portugal	1%
Vietnam	1%
Greece	<1%
Lebanon	<1%
Philippines	<1%
United States of America	<1%
Other	9%

Base: N = 1,002



Demographics

Q11a. Which country were you born in?

Other specified	Count	Other specified	Count
Germany	8	Brazil	1
South Africa	8	Bulgaria	1
Malta	4	Croatia	1
Hungary	3	Cyprus	1
Sri Lanka	3	Czech Republic	1
Austria	2	El Salvador	1
Canada	2	Fiji	1
Denmark	2	France	1
Egypt	2	Hong Kong	1
Indonesia	2	Jamaica	1
Kenya	2	Macedonia	1
Papua New Guinea	2	Mexico	1
Poland	2	Pakistan	1
Spain	2	Russia	1
The Netherlands	2	Singapore	1
Uruguay	2	Slovenia	1
Yugoslavia	2	Switzerland	1
Africa	1	Taiwan	1
Bangladesh	1	Tonga	1
Belgium	1		

Q11b. How long have you lived in Australia?

	% of born overseas	% of total sample
Less than 2 years	7%	2%
2 – 5 years	11%	3%
6 – 10 years	17%	5%
11 – 20 years	16%	5%
More than 20 years	49%	15%
Base	302	1,002



Demographics

Q11c. Do you identify as Aboriginal or Torres Strait Islander?

	%
Yes	2%
No	98%

Base: N = 1,002

Q12. What is the employment status of the main income earner in your household?

	%
Work in the Inner West LGA	17%
Work outside the Inner West LGA	62%
Home duties/carer	1%
Student	2%
Retired	13%
Unemployed/Pensioner	5%
Work both inside and outside the LGA	<1%

Base: N = 1,002

Q13. Which of the following best describes the house where you are currently living?

	%
I/We own/are currently buying this property	65%
I/We currently rent this property	35%

Base: N = 1,001

Q14. Which of the following best describes your household status?

	%
Living at home with parents	11%
Living alone	16%
Single parent with children	3%
Married/de facto with no children	26%
Married/de facto with children	32%
Group household	9%
Extended family household	4%

Base: N = 1,001



Demographics

Q15. How long have you lived in the council area?

	%
Less than 2 years	14%
2 – 5 years	13%
6 – 10 years	12%
11 – 20 years	23%
More than 20 years	38%

Base: N = 1,002

Q16. Gender.

	%
Male	48%
Female	52%
Alternative identity	0%

Base: N = 1,002

Q17a. Do you speak any language(s) other than English at home?

	%
Yes	21%
No	79%

Base: N = 1,002

Q17b. (If yes), which language?

	% speak another language	% total sample
Arabic	2%	<1%
Cantonese	7%	2%
Filipino/Tagalog	1%	<1%
Greek	8%	2%
Italian	14%	3%
Mandarin	12%	2%
Nepali	3%	1%
Portuguese	2%	<1%
Spanish	8%	2%
Vietnamese	8%	2%
Other	42%	9%
Base	212	1,002



Demographics

Q17b. (If yes), which language?

Other specified	Count	Other specified	Count
French	10	Croatian	1
Hindi	10	Fijian	1
Polish	7	Gujarati	1
German	6	Gumbaynggirr	1
Tamil	5	Irish	1
Dutch	3	Lao	1
Russian	3	Lebanese	1
Hungarian	2	Malayam	1
Japanese	2	Maori	1
Macedonian	2	Serbian	1
Maltese	2	Serbo-Croatian	1
Thai	2	Sourashtra	1
Punjabi	2	Teochew	1
Malayan	2	Urdu	1
Afrikaans	1	Welsh	1

Q18. Do you or anyone in your household identify as having a disability?

	%
Yes	11%
No	89%

Base: N = 1,002

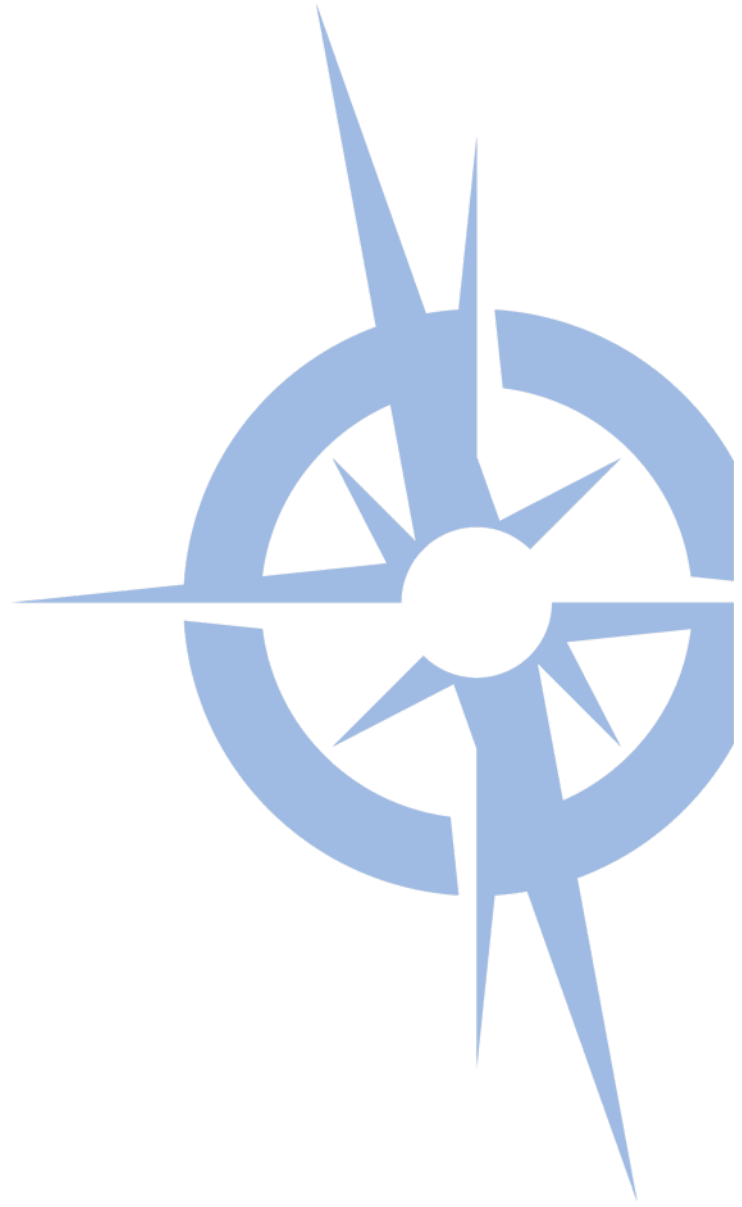
Errors: Data in this publication is subject to sampling variability because it is based on information relating to a sample of residents rather than the total number (sampling error).

In addition, non-sampling error may occur due to imperfections in reporting and errors made in processing the data. This may occur in any enumeration, whether it is a full count or sample.

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

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





Appendix A

Nature of Enquiry

Q2c. What was the nature of your enquiry?

Other specified	Count
Book a council venue	3
Development in the area	3
Flood control	3
Library services	3
WestConnex	3
Activities for seniors	2
Applying for pensioner rates	2
Road signage	2
Affordable housing	1
Applying for a grant	1
Council amalgamation	1
Heritage review	1
Improve public transport	1
Land title	1
Lost items	1
Objection to a proposal	1
Planning enquiry	1
Property purchase	1
Raising concerns on a proposed traffic plan	1
Rates	1
Request reimbursement	1
Setting up family day care	1
Signing of a petition	1
Traffic control	1
Voting	1

Receiving Information about Council

Q6. Through which of the following means do you receive information about Council?

	Overall 2017	Male	Female	18 – 24	25 – 34	35 – 49	50 – 64	65+
Brochures/flyers	84%	83%	85%	60%	91%	82%	91%	86%
Word of mouth	62%	59%	66%	72%	67%	66%	53%	53%
Council's quarterly newsletter - Inner West News	59%	58%	60%	25%	38%	63%	78%	82%
Local newspaper	54%	56%	51%	32%	31%	56%	73%	75%
Web/Internet	46%	47%	45%	47%	43%	53%	46%	33%
Libraries	25%	24%	27%	24%	23%	23%	31%	28%
Email	23%	24%	22%	17%	19%	28%	23%	25%
Community organisations/groups	21%	19%	22%	23%	19%	22%	20%	19%
Facebook or Twitter	20%	18%	22%	47%	30%	17%	10%	4%
Council community centres	10%	10%	11%	15%	10%	10%	6%	12%
Other	5%	5%	6%	10%	4%	5%	5%	5%

	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
Brochures/flyers	86%	81%	85%	82%	85%	84%	84%
Word of mouth	55%	61%	69%	61%	68%	61%	66%
Council's quarterly newsletter - Inner West News	57%	63%	56%	62%	59%	68%	42%
Local newspaper	48%	61%	58%	58%	47%	63%	36%
Web/Internet	40%	42%	46%	47%	53%	47%	44%
Libraries	28%	29%	23%	17%	28%	26%	24%
Email	19%	25%	22%	22%	28%	25%	19%
Community organisations/groups	22%	12%	24%	18%	24%	18%	26%
Facebook or Twitter	19%	20%	17%	15%	27%	17%	26%
Council community centres	11%	11%	8%	8%	13%	9%	13%
Other	1%	8%	10%	6%	3%	5%	5%

Significantly higher/lower percentage (by group)

Top Priority Areas for Council to Focus On

Q7. Thinking of the Inner West as whole, what would you say are the top 3 challenges facing the area in the next 10 years?

Challenge	% of total respondents N=1,002
Council efficiency/good leadership and communication	8%
Improving road infrastructure/maintenance of roads	8%
Maintaining the character/heritage of the area	7%
Disruption of/management of Westconnex	6%
Creating a sense of community	4%
Safety concerns e.g. road safety, increasing crime levels	4%
The amalgamation of councils	3%
Maintaining cycleways/walkways	3%
Waste collection services/control	2%
Catering for the aging population	2%
More diversity within the community	2%
Increasing costs/rates/tolls	2%
Supporting local businesses	1%
Providing local job opportunities	1%
Accommodating the changing needs of the community	<1%
Animal/pest control	<1%
Availability of power	<1%
Bays Precinct Project	<1%
Disability access	<1%
High quality of life	<1%
Implementation of rules and regulations	<1%
Revitalisation of the area	<1%
State Government's interference	<1%
Support for the homeless and disadvantaged/mental awareness	<1%
Supporting local businesses	<1%
Supporting the creative arts industry	<1%
Don't know/nothing	4%

Living in the Inner West

Q8a. How strongly do you agree or disagree with the following statements?

	Overall 2017	Male	Female	18 – 24	25 – 34	35 – 49	50 – 64	65+
The Inner West area is a good place to live	4.64	4.63	4.65	4.46	4.62	4.68	4.66	4.70
Inner West is a harmonious, respectful and inclusive community	4.04	4.02	4.05	3.85	4.18	4.07	3.96	3.96
I feel a part of my local community	4.01	3.90	4.10	3.76	3.83	4.15	4.04	4.13
I have enough opportunities to participate in sporting or recreational activities	3.66	3.72	3.60	3.52	3.62	3.80	3.64	3.59
I have enough opportunities to participate in arts and cultural activities	3.44	3.40	3.48	2.88	3.41	3.51	3.53	3.65
Local town centres are vibrant and economically healthy	3.38	3.46	3.32	3.66	3.58	3.26	3.21	3.36
I have enough opportunities to participate in Council's community consultation	3.00	3.07	2.94	2.93	3.02	2.93	2.93	3.27
Council offers good value for money	2.98	3.01	2.96	3.05	2.99	2.94	2.89	3.12
Council manages its finances well	2.92	2.97	2.87	3.22	2.95	2.79	2.75	3.13
Housing in the area is affordable	1.85	1.82	1.88	2.03	2.00	1.69	1.76	1.92

Significantly higher/lower level of agreement (by group)

Living in the Inner West

Q8a. How strongly do you agree or disagree with the following statements?

	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
The Inner West area is a good place to live	4.46	4.63	4.70	4.71	4.73	4.68	4.56
Inner West is a harmonious, respectful and inclusive community	3.77	4.12	4.12	4.07	4.17	4.03	4.06
I feel a part of my local community	3.64	3.93	4.29	4.09	4.18	4.10	3.83
I have enough opportunities to participate in sporting or recreational activities	3.48	3.71	3.78	3.63	3.75	3.71	3.58
I have enough opportunities to participate in arts and cultural activities	3.16	3.37	3.41	3.60	3.71	3.51	3.33
Local town centres are vibrant and economically healthy	3.29	3.36	3.29	3.45	3.53	3.31	3.53
I have enough opportunities to participate in Council's community consultation	2.90	2.98	2.99	3.07	3.08	3.00	3.01
Council offers good value for money	2.87	2.91	2.87	3.05	3.20	2.98	2.99
Council manages its finances well	2.90	2.86	2.82	2.92	3.05	2.90	2.95
Housing in the area is affordable	1.98	1.95	1.74	1.62	1.89	1.76	2.03

Significantly higher/lower level of agreement (by group)

Sense of Safety in the Area

Q8b. Do you feel safe in the following situations:

In your local area alone during the day

	Male	Female	18 – 24	25 – 34	35 – 49	50 – 64	65+
Yes	48%	52%	10%	25%	30%	20%	15%
No	49%	51%	22%	26%	15%	12%	25%

	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
Yes	25%	16%	19%	16%	24%	65%	35%
No	69%	21%	7%	3%	0%	52%	48%

In your local area alone after dark

	Male	Female	18 – 24	25 – 34	35 – 49	50 – 64	65+
Yes	53%	47%	11%	26%	30%	20%	13%
No	25%	75%	9%	16%	31%	21%	23%

	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
Yes	23%	17%	20%	16%	24%	63%	37%
No	37%	14%	11%	13%	24%	77%	23%

Significantly higher/lower percentage (by group)

State Government Projects and Initiatives

Q9a. Which of these State Government projects and initiatives taking place in the local area were you aware of prior to this call?

Q9b. What is your level of support for these projects?

	Overall 2017	Male	Female	18 – 24	25 – 34	35 – 49	50 – 64	65+
Renewal of Parramatta Rd	3.90	4.03	3.78	3.56	4.22	3.99	3.64	3.74
Development of the Bays Precinct	3.61	3.76	3.47	3.35	3.87	3.69	3.44	3.42
Development of the Sydenham to Bankstown corridor	3.13	3.09	3.16	3.30	3.64	2.95	2.83	2.93
WestConnex	2.54	2.62	2.47	2.75	2.68	2.41	2.44	2.59

	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
Renewal of Parramatta Rd	3.73	3.90	3.96	3.90	4.02	3.82	4.05
Development of the Bays Precinct	3.40	3.57	3.82	3.55	3.74	3.57	3.69
Development of the Sydenham to Bankstown corridor	3.19	3.04	3.25	3.07	3.05	2.96	3.44
WestConnex	2.85	2.59	2.60	2.11	2.43	2.47	2.67

Significantly higher/lower levels of support (by group)

State Government Projects and Initiatives

Q9d. You mentioned you were supportive of the WestConnex project, may I ask why?

Support for the project	Count
Development is beneficial for the area	6
It will provide better transport for the community	4
Reduces pollution	4
Remove trucks from local streets	4
WestConnex seems to be working	4
Will help local businesses	4
City lacks private transport options	3
Creating jobs	2
It may increase residents property value	2
Support the decision that has already been made	2
Don't think it's going to be as big an issue that everyone is making out	1
Haven't heard anything bad about it	1
Increase road safety	1
Minimally disturbs existing population	1
Not enough information to fully support	1
Provision of more green areas	1
Will bring younger people/young families into the area	1
Will clear out old factories	1
Will create more high density living in the area	1
Will make residential areas quieter	1
Don't know/nothing	2

Q9c. You mentioned you were not supportive of the WestConnex project, may I ask why?

Response	Count
Destruction of the land/environment	51
Destroyed heritage buildings	31
Increased tolls	26
Encourages more vehicles into the city	24
Do not support more development of roads	15
It is unnecessary	11
Loss of community feel/character	8
Concerned with corruption during planning/mislead by information	7
Not aesthetically pleasing	5
Concerned of more development	4
Safety concerns	3
Dislike the tunnels	2
Loss of parking spaces	2
Waste of resources	2
Affordability of houses	1
Becoming more like Los Angeles without the benefits	1
It will divide the community	1
Job loss	1
Just not supportive	1
Lack of services and infrastructure	1
Local businesses suffered as a result of the project	1
Reduces amenities for the locals	1
Taking away Tempe tip	1
Unattractive	1
Don't know/nothing	6

Appendix B – Questionnaire



**Inner West Council
Community Survey
July 2017**

Good morning/afternoon/evening, my name is from Micromex Research and we are conducting a survey on behalf of Inner West Council on a range of local issues. The survey will take approximately 15 minutes to complete. Would you be able to assist us please?

[If the respondent has difficulty speaking English ask if there is a family member who can translate. If this is not possible ask the respondent if they would like an translator to call them back to conduct the interview. (Set call back)]

Q1. In which suburb do you live?

Ashfield Ward

- ☐ Ashbury
- ☐ Ashfield *
- ☐ Croydon *
- ☐ Croydon Park
- ☐ Dulwich Hill
- ☐ Hurlstone Park
- ☐ Summer Hill

Leichhardt Ward

- ☐ Annandale *
- ☐ Ashfield *
- ☐ Croydon *
- ☐ Haberfield
- ☐ Leichhardt

Balmain Ward

- ☐ Annandale *
- ☐ Balmain
- ☐ Balmain East
- ☐ Birchgrove
- ☐ Lilyfield
- ☐ Rozelle

Stanmore Ward

- ☐ Camperdown
- ☐ Enmore
- ☐ Lewisham
- ☐ Newtown
- ☐ Petersham
- ☐ Stanmore

Marrickville Ward

- ☐ Marrickville
- ☐ Marrickville South
- ☐ St Peters
- ☐ Sydenham
- ☐ Tempe

***Suburbs cross over wards**

Q2a. In May last year the new Inner West Council was formed following a merger of the former Ashfield, Leichhardt and Marrickville Councils – you are a resident of the new Inner West Council. Have you contacted Inner West Council for any reason apart from paying rates?

- ☐ Yes
☐ No (If no, go to Q3)

Q2b. What method did you use to contact Council? Prompt (MR)

- ☐ Telephone
☐ Visited a service centre
☐ Letter in the post
☐ Email
☐ Via the website
☐ Via Council's App
☐ Other (please specify).....

Q2c. What was the nature of your enquiry? Prompt if required

- ☐ Payment of service e.g. child care
☐ Waste/rubbish removal
☐ Development Application
☐ Obtain advice or information
☐ Make a complaint
☐ Maintenance of roads or footpaths
☐ Other (please specify)

Q2d. Overall, how satisfied were you with the way your contact was handled? Prompt

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

Q3. In this section I will read out different council services or facilities. For each of these could you please indicate that which best describes your opinion of the importance of the following services/facilities to you, and in the second part, the level of satisfaction with the performance of that service? The scale is from 1 to 5, where 1 is low importance and satisfaction, and 5 is high importance and satisfaction. Prompt

Note: Only rate satisfaction if importance is 4 or 5. Randomise the business units/services

Recreation

	Importance					Satisfaction				
	Low 1	2	3	4	High 5	Low 1	2	3	4	High 5
Availability of sporting ovals, grounds and facilities	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Maintenance of local parks, playgrounds and sporting fields	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Swimming pools and aquatic centres	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Infrastructure

	Importance					Satisfaction				
	Low 1	2	3	4	High 5	Low 1	2	3	4	High 5
Management of parking	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Community centres and facilities	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Cycleways	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Maintaining footpaths	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Maintaining local roads (excluding major routes)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Traffic management and road safety	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Environment

	Importance					Satisfaction				
	Low 1	2	3	4	High 5	Low 1	2	3	4	High 5
Building heights in town centres	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Managing development in the area	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Encouraging recycling	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Environmental education programs and initiatives e.g. community gardens	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Flood management	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Graffiti removal	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Household garbage collection	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Maintenance and cleaning of town centres	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Protecting the natural environment (e.g. bush care)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Protection of low rise residential areas	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Removal of illegally dumped rubbish	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Stormwater management and flood mitigation	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Tree management	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Civic Leadership (Including Governance)

	Importance					Satisfaction				
	Low 1	2	3	4	High 5	Low 1	2	3	4	High 5
Long term planning for council area	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Community's ability to influence Council's decision making	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Provision of council information to the community	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Economic

	Importance					Satisfaction				
	Low 1	2	3	4	High 5	Low 1	2	3	4	High 5
Access to public transport	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Appearance of your local area	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Supporting local jobs and businesses	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Social and Cultural

	Importance					Satisfaction				
	Low 1	2	3	4	High 5	Low 1	2	3	4	High 5
Provision of services for older residents	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Support for people with a disability	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Safe public spaces	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Community education programs e.g. English classes, author talks, cycling	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Council's childcare service and programs	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Festival and events programs	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Library services	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Programs and support for newly arrived and migrant communities	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Promoting pride in the community	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Protection of heritage buildings and items	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Support and programs for volunteers and community groups	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Youth programs and activities	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Supporting local artists and creative industries	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Q4a. Overall, how satisfied are you with the performance of Inner West Council, not just on one or two issues but across all responsibility areas? *Prompt*

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

Q4b. How would you describe Council's community engagement? *Prompt*

- ☐ Excellent
- ☐ Very good
- ☐ Good
- ☐ Fair
- ☐ Poor
- ☐ Very poor
- ☐ Don't know (Do not prompt)

Q5a. How satisfied are you with Council's integrity and decision making? *Prompt*

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

Q5b. Prior to this call were you aware that the Inner West Council area is currently in an administration period i.e. there are currently no elected councillors?

- ☐ Yes
- ☐ No
- ☐ Not sure

Q5c. Prior to this call were you aware that elections will be held for Inner West Council in September ?

- ☐ Yes
- ☐ No
- ☐ Not sure

Q6. Through which of the following means do you receive information about Council? *Prompt*

- ☐ Web/Internet
- ☐ Local newspaper
- ☐ Word of mouth (family/friends)
- ☐ Email (includes Council e-news)
- ☐ Brochures/flyers
- ☐ Council's quarterly newsletter "Inner West News"
- ☐ Facebook or Twitter
- ☐ Libraries
- ☐ Council community centres
- ☐ Community organisations/groups
- ☐ Other (please specify).....

I'd like to now shift the focus away from Council services and performance to visions and aspirations for the Inner West area as a whole over the next 10 years.

Q7. Thinking of Inner West as a whole, what would you say are the top 3 challenges facing the area in the next 10 years? Respondent to provide up to 3

Challenge 1: **None**

Challenge 2: **No others**

Challenge 3:

Still thinking about your local community..

Q8a. How strongly do you agree or disagree with the following statements, on a scale of 1 to 5 where 1 is strongly disagree and 5 is strongly agree? Prompt

	Strongly disagree				Strongly agree
	1	2	3	4	5
The Inner West area is a good place to live	☐	☐	☐	☐	☐
I feel a part of my local community	☐	☐	☐	☐	☐
Inner West is a harmonious, respectful and inclusive community	☐	☐	☐	☐	☐
Housing in the area is affordable	☐	☐	☐	☐	☐
I have enough opportunities to participate in arts and cultural activities	☐	☐	☐	☐	☐
I have enough opportunities to participate in sporting or recreational activities	☐	☐	☐	☐	☐
Local town centres are vibrant and economically healthy	☐	☐	☐	☐	☐
Council manages its finances well	☐	☐	☐	☐	☐
Council offers good value for money	☐	☐	☐	☐	☐
I have enough opportunities to participate in Council's community consultation	☐	☐	☐	☐	☐

Q8b. Do you feel safe in the following situations:

	Yes	No
In your local area alone during the day	☐	☐
In your local area alone after dark	☐	☐

Q9ab. I'm about to read out a list of some State Government projects and initiatives that are taking place in the local area, I'd like you to tell me if prior to this call you were aware of them, and then I will get you to rate your level of support for these projects on a scale of 1 to 5., where 1 is not at all supportive and 5 is very supportive. Randomise

	Aware	Not at all supportive				Very supportive	
		1	2	3	4	5	N/A
Westconnex	☐	☐	☐	☐	☐	☐	☐
Development of the Bays Precinct	☐	☐	☐	☐	☐	☐	☐
Renewal of Parramatta Rd	☐	☐	☐	☐	☐	☐	☐
Development of the Sydenham to Bankstown corridor	☐	☐	☐	☐	☐	☐	☐

Q9c. (If Westconnex 1 or 2), you mentioned you were not supportive of the Westconnex project, may I ask why?

.....
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Q9d. (If Westconnex 4 or 5), you mentioned you were supportive of the Westconnex project, may I ask why?

.....
.

Q10. Please stop me when I read out your age group. Prompt

- ☐ 18 – 24
- ☐ 25 – 34
- ☐ 35 – 49
- ☐ 50 – 64
- ☐ 65+

Q11a. Which country were you born in?

- ☐ Australia **(Go to Q11c)**
- ☐ China
- ☐ Greece
- ☐ India
- ☐ Ireland
- ☐ Italy
- ☐ Lebanon
- ☐ Malaysia
- ☐ Nepal
- ☐ New Zealand
- ☐ Philippines
- ☐ Portugal
- ☐ Thailand
- ☐ United Kingdom
- ☐ United States of America
- ☐ Vietnam
- ☐ Other (please specify)

Q11b. How long have you lived in Australia? Prompt

- ☐ Less than 2 years
- ☐ 2 – 5 years
- ☐ 6 – 10 years
- ☐ 11 – 20 years
- ☐ More than 20 years

Q11c. Do you identify as Aboriginal or Torres Strait Islander? Prompt

- ☐ Yes
- ☐ No

Q12. What is the employment status of the main income earner in your household? Prompt

- ☐ Work in the Inner West Local Government Area
- ☐ Work outside the Inner West Local Government Area
- ☐ Home duties/carer
- ☐ Student
- ☐ Retired
- ☐ Unemployed/Pensioner
- ☐ Other (please specify)

Q13. Which of the following best describes the house where you are currently living? Prompt

- ☐ I/We own/are currently buying this property
- ☐ I/We currently rent this property

Q14. Which of the following best describes your household status? Prompt

- ☐ Living at home with parents
- ☐ Living alone
- ☐ Single parent with children
- ☐ Married/de facto with no children
- ☐ Married/de facto with children
- ☐ Group household
- ☐ Extended family household (multiple generations)

Q15. How long have you lived in the council area? Prompt

- ☐ Less than 2 years
- ☐ 2 – 5 years
- ☐ 6 – 10 years
- ☐ 11 – 20 years
- ☐ More than 20 years

Q16. Gender. *Please ask the question*

- ☐ Male
- ☐ Female
- ☐ Alternative identity

Q17a. Do you speak any language(s) other than English at home?

- ☐ Yes
- ☐ No (If no, go to Q18)

Q17b. (If yes), which language?

- ☐ Arabic
- ☐ Cantonese
- ☐ Filipino/Tagalog
- ☐ Greek
- ☐ Italian
- ☐ Mandarin
- ☐ Nepali
- ☐ Portuguese
- ☐ Spanish
- ☐ Vietnamese
- ☐ Other (please specify).....

Q18. Do you or anyone in your household identify as having a disability?

- ☐ Yes
- ☐ No

Thank you very much for your time, enjoy the rest of your evening. This market research is carried out in compliance with the Privacy Act, and the information you provided will be used only for research purposes. Just to remind you, I am calling from Micromex Research on behalf of Inner West Council.