



Sutherland Shire Council

Community Research – 2024

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Research Objectives

Sutherland Shire Council commissioned Micromex Research to conduct a mixed-mode random telephone survey and online survey with residents living in the Sutherland Shire local government area (LGA).

Objectives (Why?)

- Update 2016, 2018 and 2021 community survey results
- Identify the community's overall level of satisfaction with Council performance, and assess their quality of life and wellbeing living in the Sutherland Shire LGA
- Understand and identify community priorities and satisfaction in relation to Council activities, services and facilities
- Gauge level of support for Sutherland's Community Vision
- Identify the community's level of agreement with statements regarding the Sutherland Shire area



Research Design

Sample Design (How?)

- Telephone survey (landline N=86 and mobile N=314) to N=400 residents.
- Online survey to N=239 residents
- Greatest margin of error +/- 3.9%
- Note: previous waves (2016, 2018, 2021) have been conducted using only a phone methodology. In 2024, we reduced the number of phone interviews and included an online survey component – this starts to future-proof the survey design, and reduces fieldwork costs.

Timing (When?)

- Fieldwork conducted 25th February to 19th March 2024

Methodology and Sample



Sample selection and error

A total of 639 resident interviews were completed. 400 of 639 respondents were completed by telephone survey, 365 of the 400 respondents were chosen by means of a computer based random selection process using the Australian marketing lists, Sample Pages, List Brokers and Lead Lists. The remaining 35 respondents were 'number harvested' via face-to-face intercept at several locations around the Sutherland Shire LGA, i.e. Cronulla Beach, Miranda Westfield, Engadine Shops, Miranda Station and Engadine Station. In addition, 239 of 639 residents opted in to complete this survey using an online survey link via OG panel (167) and our Micromex panel (72).

A sample size of 639 residents provides a maximum sampling error of plus or minus 3.9% at 95% confidence. This means that if the survey was replicated with a new universe of N=639 residents, 19 times out of 20 we would expect to see the same results, i.e. +/- 3.9%. For example, that an answer such as 'yes' (50%) to a question could vary from 46% to 54%.

Interviewing

Interviewing was conducted in accordance with The Research Society Code of Professional Behaviour.

Data analysis

The data within this report was analysed using Q Professional.

Within the report, ▲▼ and blue and red font colours are used to identify statistically significant differences between groups, i.e., gender, age, etc.

Significance difference testing is a statistical test performed to evaluate the difference between two measurements. 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.

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

Ratings questions

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

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

Top 2 (T2) Box: refers to the aggregate percentage (%) score of the top two scores for importance. (i.e. important & very important)

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

Top 3 (T3) Box: refers to the aggregate percentage (%) score of the top three scores for satisfaction or support. (i.e. somewhat satisfied, satisfied & very satisfied)

We refer to T3 Box Satisfaction in order to express moderate to high levels of satisfaction in a non-discretionary category. We only report T2 Box Importance in order to provide differentiation and allow us to demonstrate the hierarchy of community priorities.

Micromex LGA Benchmark

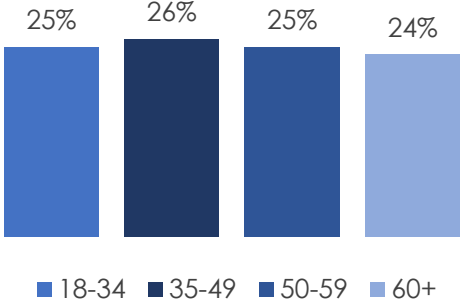
Micromex has developed Community Satisfaction Benchmarks using normative data from over 80 unique councils, more than 200 surveys and over 100,000 interviews since 2012.

Sample Profile

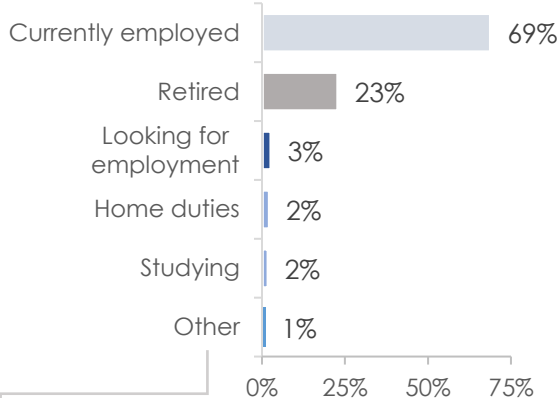
Gender*



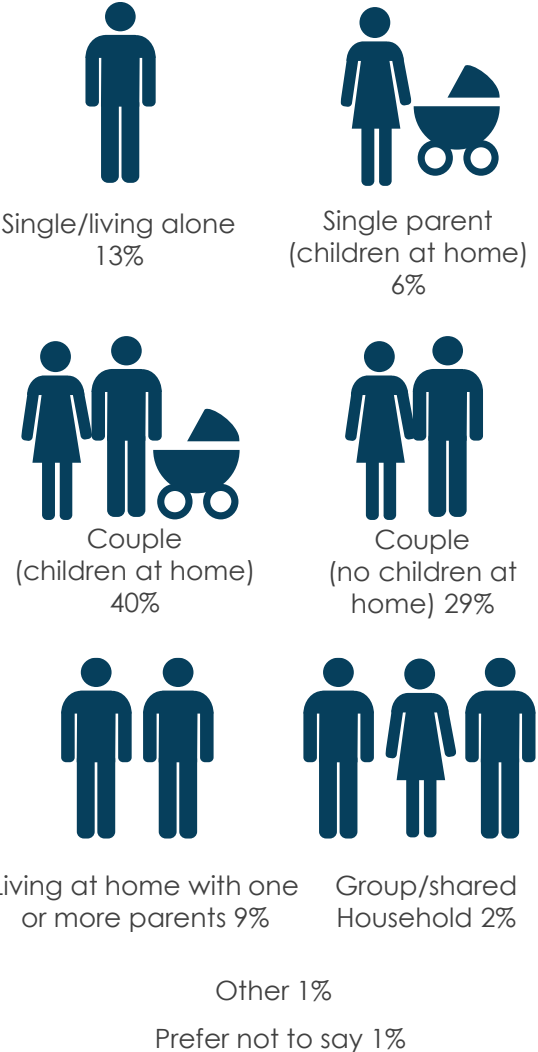
Age



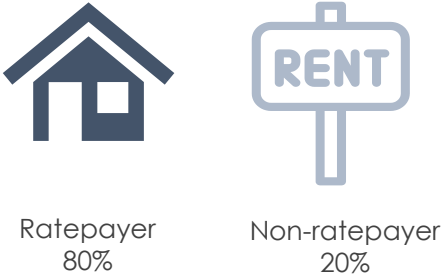
Work status



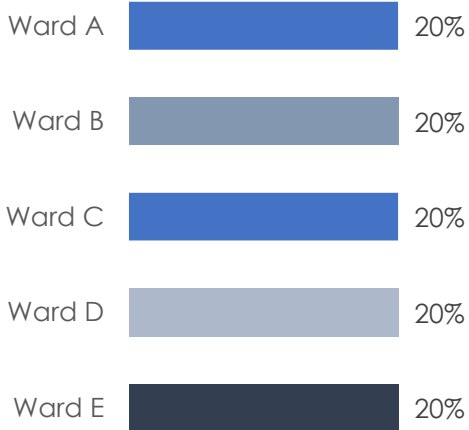
Household type



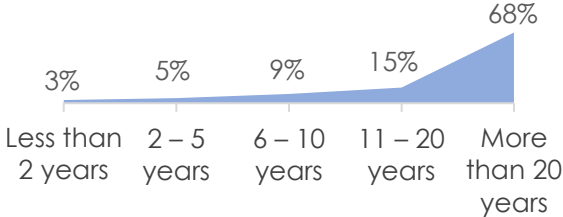
Ratepayer status



Ward

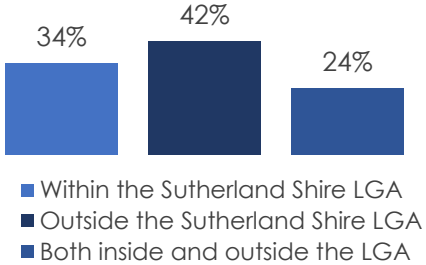


Time lived in the area



Other Specified	Count
Not working due to health issues/ injury/ disability	2
Work cover claim	1
Taking time from working	1

Working Location (N=441)



Base: N = 639
 *Note: Gender: One respondent identified as 'other/indeterminate' and one selected 'prefer not to say'

The sample was weighted by age, gender and ward population to reflect the 2021 ABS Census data for the Sutherland Shire Council LGA.

Summary Findings



Where are we now?

Based on several overall KPI's, results of the 2024 community survey remain positive:

- Self-reported quality of life has remained above 95% since 2016 – and is above our benchmarks
- Support for the Community Vision Statement remains strong, with 99% being at least somewhat supportive. Whilst there has been a slow and very small – but significant – decline in commitment to the top two support codes since 2016 (from 91% to 87%), when 87% of residents are still committing to the top two codes, this does not seem like an issue
- Based on eight categories of CSP agreement statements (38 statements in total), all average category scores have dropped since 2021, although in most cases the declines are minor. However, providing some external context:
 - Based on four categories that are not directly related to development ('Natural environment', 'Community safety', 'Services and facilities' and 'Health'), 13 of the 16 comparable attributes scored above our benchmarks, while only three scored below
 - In contrast, based on four categories of development-related attributes, only four of the 13 comparable attributes scored above our benchmarks, while eight were below and one was equal to the benchmark.

In essence, whilst the average CSP category scores have dipped since 2021, generally speaking Council outperforms our benchmarks where available – except in the area of development.

Quality of Life in the LGA

98% of residents rate their quality of life as 'good' to 'excellent' in the Sutherland Shire LGA.

98%



Where are we now?

- In terms of overall satisfaction with Council:
 - In percentage terms, those who are at least somewhat satisfied with Council is almost identical to 2021, and to our metropolitan benchmark
 - However, based on mean scores (which better reflect 'degree'), Council's score has dropped marginally but significantly – and is marginally but significantly below our benchmark data.

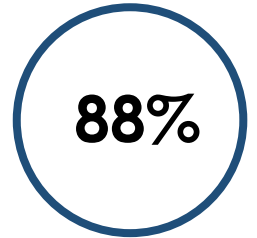
In other words, there has been a small softening in commitment to the top two codes – although this is explained to some extent by the introduction of online sampling in 2024.

- Based on 38 services/facilities:
 - Importance: There have been increases in a number of Importance scores since 2021, even when just comparing phone results (i.e.: like-for-like methodology) – this suggests that community expectations in some areas have increased since 2021
 - Satisfaction: When we consider phone survey results only, Satisfaction scores have increased for three services/facilities – and decreased by three as well. This suggests that despite the higher expectations (based on the Importance ratings), Satisfaction has generally remained unchanged.



Overall satisfaction

Overall, 88% of residents are at least somewhat satisfied with the performance of Council over the last 12 months.





Based on a range of questions and analyses, we have identified the following opportunities for Council's consideration:

- **Communications/Engagement:** Based on the regression analysis which identifies the main drivers of overall satisfaction with Council, six of the top 11 drivers – including the top four drivers – are all communications and engagement related (such as 'Council works in the best interests of the community', 'Council makes the community feel valued and respected', 'Timeliness of information on Council decisions', 'Consideration of local community views in decision making', etc).

Furthermore, based on the Importance and Satisfaction ratings, there is room to improve the Satisfaction scores for most of these communications/engagement attributes.

The opportunity for Council in continuing to focus on community engagement is that it can also address some of the other drivers discussed below, by communicating what Council is doing in those areas.

- **Governance:** The two governance-related attributes ('Financial management' and 'Long-term planning for the Shire') both feature within the top 11 drivers of overall satisfaction with Council. And based on the Importance and Satisfaction ratings, there is room to improve the Satisfaction scores for both of these attributes. This could be an example where Council could better communicate what it has done/will do in these areas to address community concerns around both governance and engagement.
- **Stormwater:** 'Stormwater drainage' featured as the seventh highest driver of overall satisfaction with Council. And in 2024:
 - Importance has increased significantly – and is above our relevant benchmark for this attribute
 - Whilst Satisfaction has decreased significantly (although it is still reasonable strong)

This may explain why it has become a key driver of overall satisfaction with Council.



- **Accessibility:** Based on the Importance/Satisfaction ratings, 'accessibility' attributes (such as 'Neighbourhood traffic conditions/management', 'Overall condition of the local sealed road network', 'Overall condition of the local footpath network', etc) generated relatively high Importance scores and relatively low Satisfaction scores, suggesting they are top-of-mind issues for the community. And scores for three accessibility attributes were amongst the nine attributes that scored below our benchmarks.

However, only one of these accessibility attributes ('Overall condition of the local sealed road network') featured in the list of the top 11 drivers of overall satisfaction with Council.

Our sense is whilst accessibility may not be a key driver, it is an area Council could continue to focus on – perhaps through enhanced community engagement – so the community knows Council is aware of their concerns.

- **Social Capital:** Three of the 38 services/facilities recorded a significant increase in Satisfaction in 2024 – all three could be loosely classed as social capital: 'The Pavilion Performing Arts Centre', 'Cultural facilities and services overall', and 'Library service'. And when compared with our metropolitan benchmarks, three of the four that were above our Satisfaction benchmarks were social capital attributes: 'Hazelhurst Regional Gallery', 'The Pavilion...', and 'Leisure centres (swimming pools)'.

Furthermore, the 'Leisure centres' attribute generated the tenth highest driver score on the regression analysis.

In essence, social capital attributes (mix of culture and leisure) are a positive for Council, and they are something Council could continue to promote.

Opportunities...



- **Natural Environment:** The 'Natural environment' did not feature as a key driver of overall satisfaction with Council based on the regression analysis. However, it is a strength that Council should continue to leverage:

- On the open-ended 'most valued aspects' question, references to 'The surroundings/access to beautiful beaches, parks and nature reserves' absolutely dominates. And based on the eight CSP categories, the 'Natural environment' category (consisting of four statements) generated the highest average agreement score.

Based on the Importance/Satisfaction ratings, both 'Management of beaches and waterways' and 'Management of local bushland' have high Importance and Satisfaction scores, which is a strength to be maintained. However, 'Management of Shire tree coverage' also has a high Importance rating but a relatively lower Satisfaction score – this could be an area where Council consults with the community further to better understand these ratings.

- **Managing Development:** The 38 services/facilities included in the Importance/Satisfaction ratings did not include any development-related attributes. However:

- On the open-ended 'Highest priority issues' question, responses overwhelmingly focussed on development-related issues, such as 'Managing traffic congestion', 'Overdevelopment/managing development', 'Infrastructure/services to cater for the growing population', etc
- And based on the eight CSP categories, the four lowest scoring categories were all development-related.

This is another area where Council could further engage with the community to better understand these responses.

- **Public Toilets:** Based on the Importance/Satisfaction ratings, both 'Condition/cleanliness of public toilets' and 'Location/availability of public toilets' received relatively high Importance scores and relatively low Satisfaction scores. They did not appear in the top 11 drivers of overall satisfaction with Council based on the Regression, but are clearly top-of-mind concerns for the community.



This year we included some brief questions about community wellbeing:

- At an overall level, there are no obvious red flags – for five of the six attributes, at least three quarters of residents committed to the top four codes (7-10) on the 11-point 0-10 scale.
- When we cross-analyse the six wellbeing measures by the self-reported quality of life rating:
 - There is a clear trend that residents who rated their quality of life as ‘excellent’ are significantly more likely to rate all six wellbeing measures higher, while those who rated their quality of life as ‘very poor’ to ‘good’ are significantly less likely to give high ratings to wellbeing criteria. This is not surprising.
 - However, the size of difference in wellbeing scores between the ‘Excellent’ and ‘Other’ residents is very telling – the two largest gaps are for ‘Your standard of living’ and ‘What you are currently achieving in life’, which suggests the current cost-of-living situation is affecting some residents’ wellbeing.

Satisfaction Scorecard

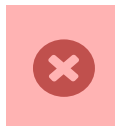
The table to the right provides a visual summary of Council's performance. Out of the 38 service areas, 21 received a 'good' performance rating (see green cells), but there is still room for improvement, particularly in 'Connected and Collaborative Community Leaders'.



Good performance
(T3B sat score ≥80%)



Monitor
(T3B sat score 60%-79%)



Needs improvement
(T3B sat score <60%)

Thriving Community, Great Lifestyle	Our Places and Spaces	Connected and Collaborative Community Leaders
Parks and playgrounds	Overall condition of the local sealed road network	Information provided about local services and activities
Ovals and sportsgrounds	Overall condition of the local footpath network	Information about Council and its decisions is clear and accessible
Community buildings and halls	Provision of footpaths	Opportunity to participate in Council's decision-making
Leisure centres (swimming pools)	Provision of bike paths	Consideration of local community views in decision making
Cultural facilities & services overall	Neighbourhood traffic conditions/management	Council works in the best interests of the community
Hazelhurst Regional Gallery	Condition/cleanliness of public toilets	Timeliness of information on council decisions
The Pavilion Performing Arts Centre	Location/availability of public toilets	Long-term planning for the Shire
Library services	Graffiti removal in public places	Financial management
Childcare services	Domestic animal control in public places	Council makes the community feel valued and respected
Festival and events programs	Quality and character of the built environment	
Supporting local jobs and businesses	Streetscapes around shopping areas	
	Diversity & choice of housing types	
	Appearance of suburbs	
Our Natural Environment		
Management of local bushland		
Management of Shire tree coverage		
Management of beaches and waterways		
Household waste service, including rubbish and recycling		
Stormwater drainage		

Key Findings – Valued Aspects and Priority Issues

Most Valued Aspects About Living in the Area



- Surroundings/access to beaches, parks and nature reserves



- Sense of community

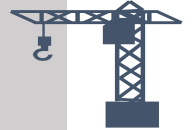


- Location/proximity to shops, facilities and transport



Priority Issues

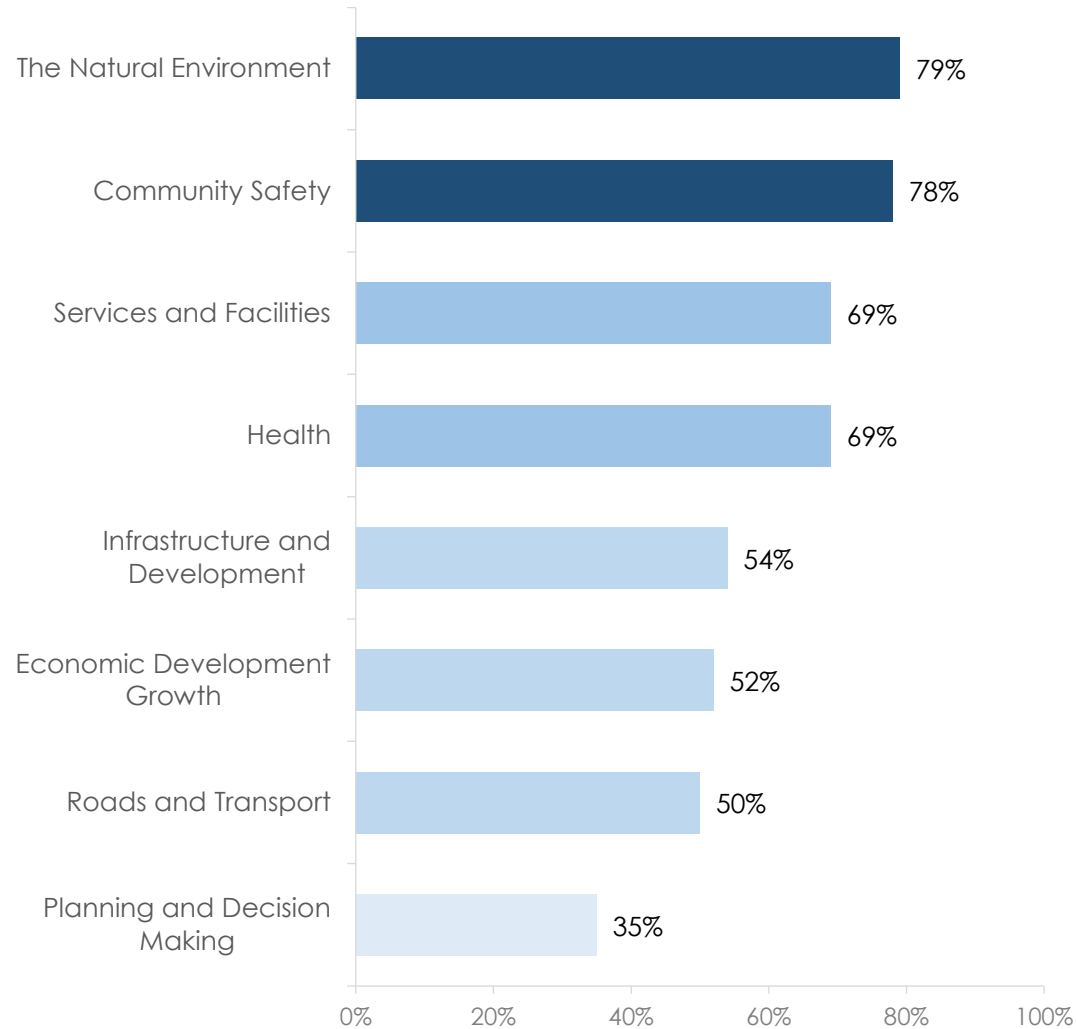
- Managing traffic congestion
- Overdevelopment/managing development
- Infrastructure/services to cater for the growing population



Key Findings – CSP and Wellbeing

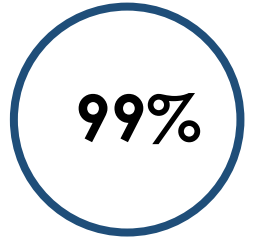
Average level of agreement – by CSP themes

T2B%



Community Vision

99% of residents are at least somewhat supportive of the Sutherland Shire Community Vision (97% in 2021)



Wellbeing Assessment – Sorted by T4B%



Your personal relationships

82%



Your standard of living

79%



Your mental health

77%



Your physical health

76%



What you are currently achieving in life

75%



Your spirituality or religion

63%



Section 01

Living in Sutherland Shire

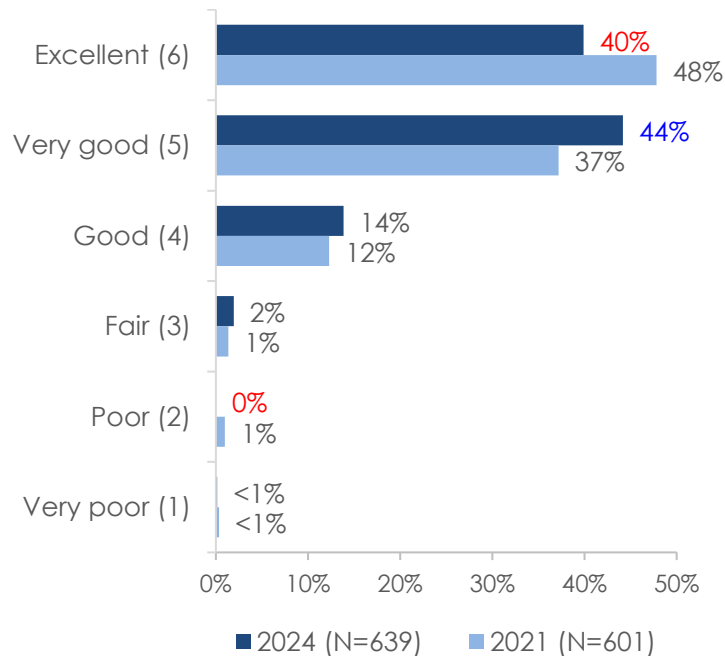
This section looks into the most valued aspects and priorities facing the Sutherland Shire LGA in the eyes of residents. It also provides an assessment of the perceived quality of life living within the LGA.

Section One

Quality of Life

98% of residents rated their quality of life living in the Sutherland Shire LGA as 'good' to 'excellent', which has remained stable since 2016. Compared to our Metro Benchmark, residents rated their quality of life significantly higher. Demographically, ratepayers are significantly more likely to rate their quality of life higher.

	2024	2021	2018	2016	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
T3 Box	98%	97%	98%	99%	98%	98%	96%	98%	98%	98%	99%	94%
Mean rating	5.22	5.28	5.23	5.41	5.20	5.23	5.15	5.18	5.25	5.29	5.28	4.98
Base	639	601	616	604	307	332	160	168	157	154	509	130



	Ward A	Ward B	Ward C	Ward D	Ward E
T3 Box	98%	98%	96%	99%	98%
Mean rating	5.16	5.14	5.16	5.36	5.26
Base	128	128	128	128	128

	Sutherland Shire Council	Micromex LGA Benchmark - Metro
T3 Box	98%	93%
Mean rating	5.22	4.92
Base	639	23,469

	Phone	Online
T3 Box	98%	98%
Mean rating	5.29	5.08
Base	400	239

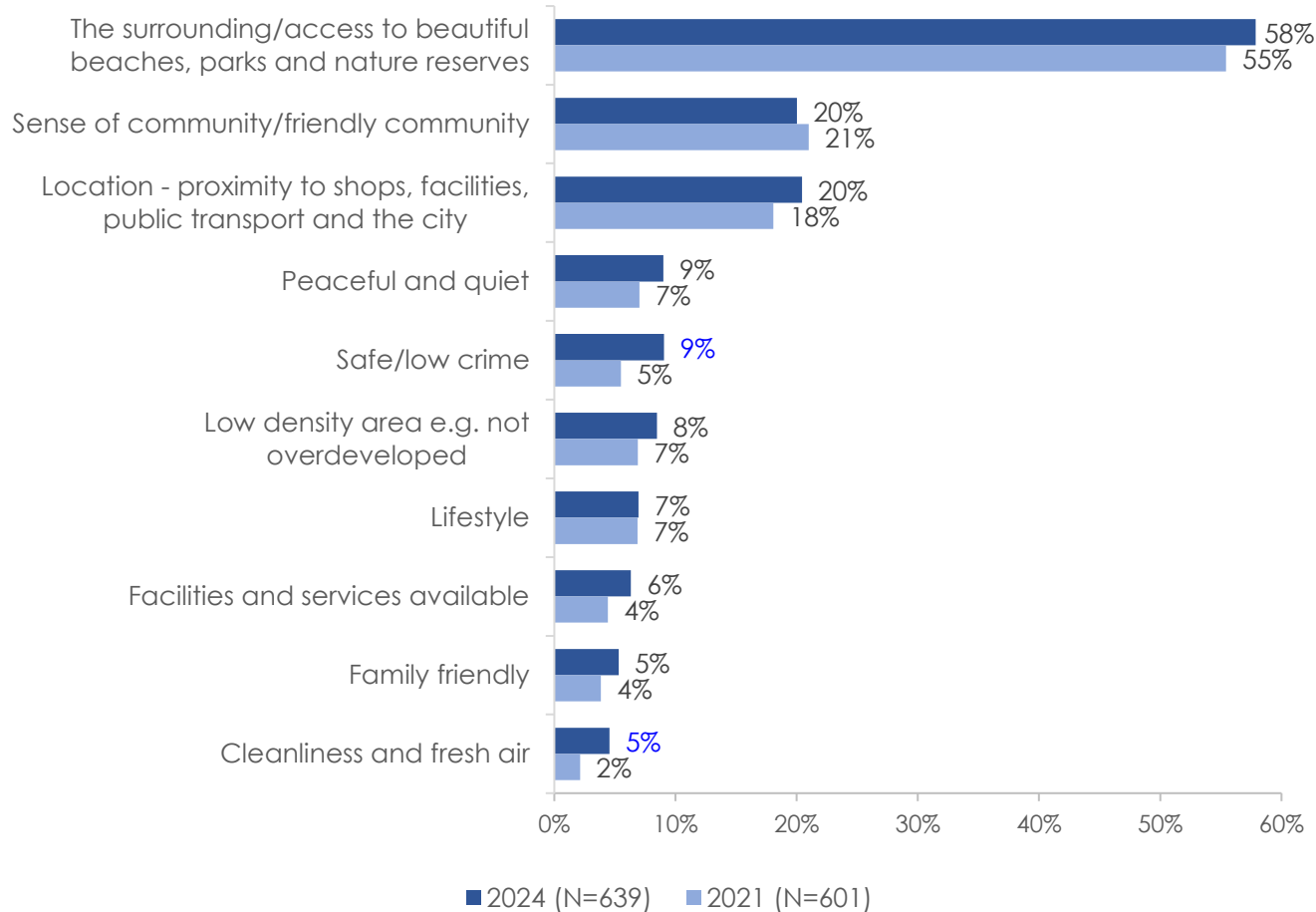
Base: N = 639

Q1c. Overall, how would you rate the quality of life you have living in the Sutherland Shire?

Scale: 1 = very poor, 6 = excellent
A significantly higher/lower percentage/rating (compared to 2021/by group)

Most Valued Aspects about Living in the Sutherland Shire

Remaining consistent with 2021, the natural environment, the sense of community and location (proximity to services/ facilities) have remained the top-valued aspects for residents living in the Sutherland Shire LGA. Year-on-year results are very similar, although there has been a small but significant increase in mentions of 'safe/low crime' and 'cleanliness/fresh air'.



Example Verbatim Comments:

"Good mix of natural areas, including open spaces and parks"

"The community is good, and I enjoy being here"

"Close to a lot of things like the hospital, police, Westfield"

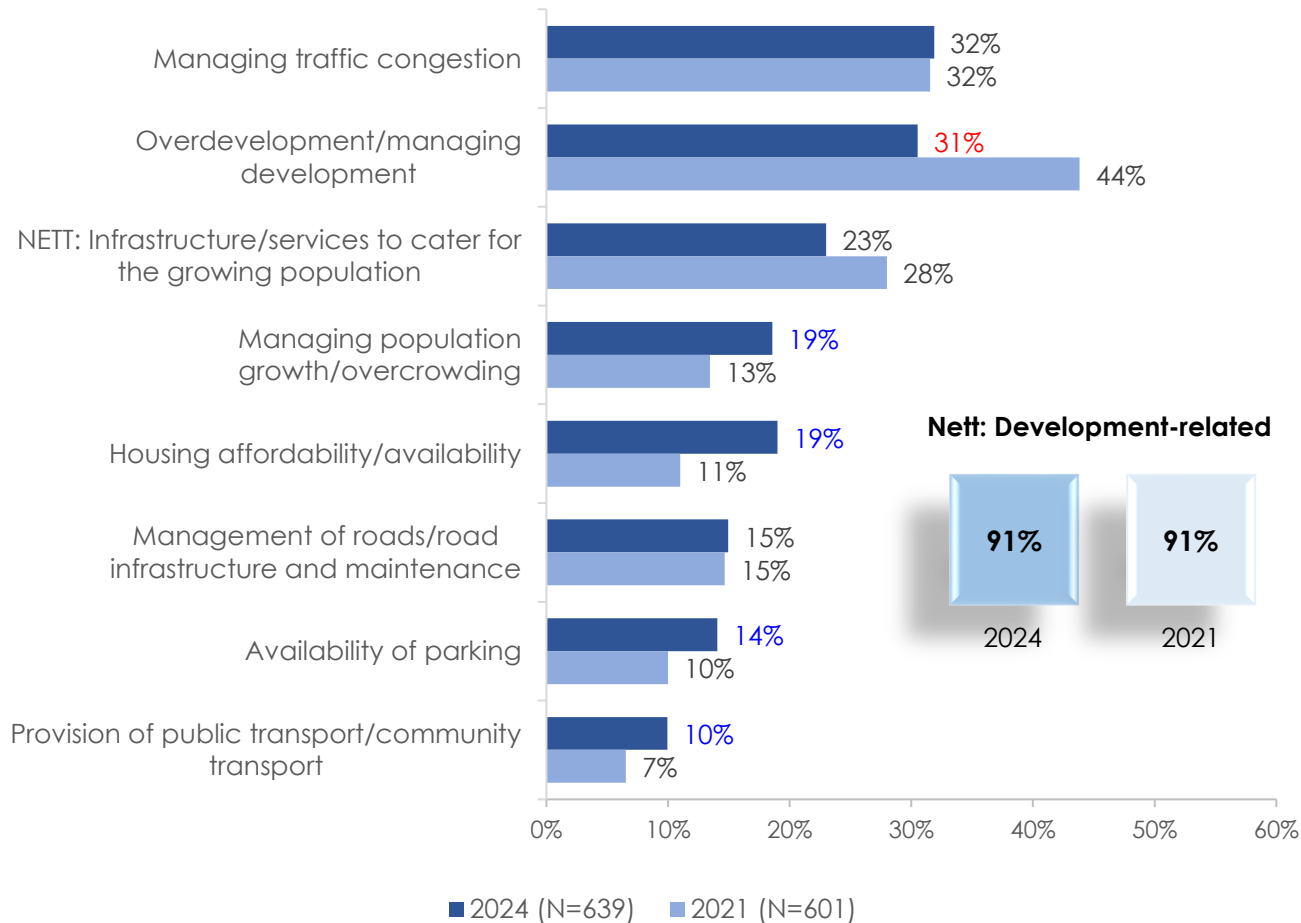
"Tranquillity of the area"

"Freedom and feeling of safety compared to other suburbs"

"Not as busy with the traffic as the CBD"

Highest Priority Issues in the Sutherland Shire

Traffic congestion, overdevelopment, and infrastructure/services catering to the growing population remain the highest priority issues for residents of the Sutherland Shire LGA, though there has been a significant decrease in the percentage of residents stating overdevelopment. However, a significantly larger number of residents mentioned housing, overpopulation, parking, and public transport compared to 2021. Interestingly, the net sub-total of residents providing at least one development-related issue is 91% in both 2024 and 2021 – see Slide 77 for a list of all the development-related issues.



Example Verbatim Comments:

"Traffic congestion - in and out of Cronulla especially"

"Focus on the accommodation of people and increase of high-rise buildings"

"Ensure the development doesn't exceed the available infrastructure and services"

"Having a more sustainable population growth rate"

"Maintenance of roads with lots of traffic passing through"

"A lot more private parking for new developments is needed to get cars off the street"

"Improving public transport. More trains, more buses, better bus routes"



Section 02

Performance of Council

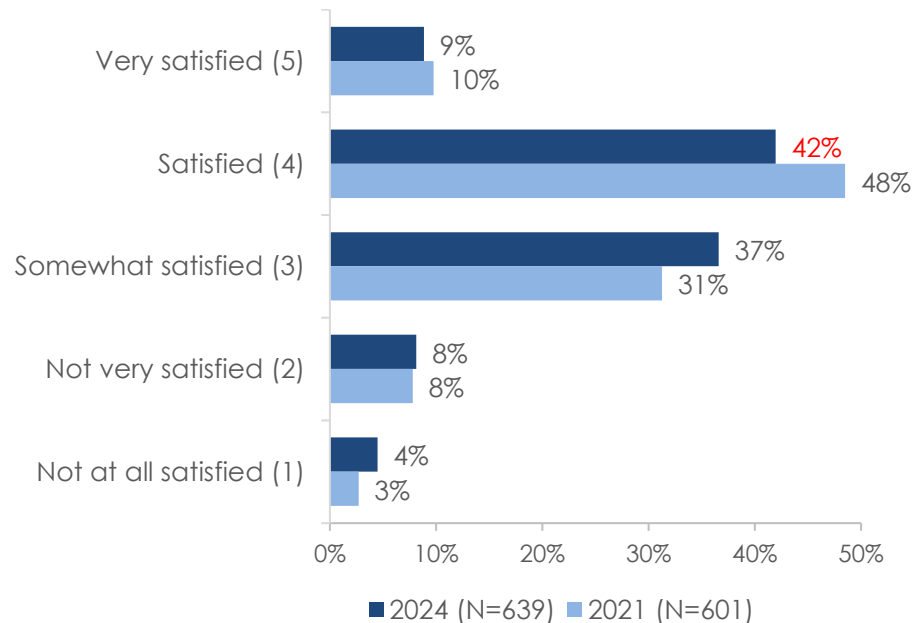
This section assesses residents' overall satisfaction with Council and summarises their importance and satisfaction ratings for 38 listed services and facilities. In this section we explore trends to past research and comparative norms.

Section Two

Overall Satisfaction

88% of residents are at least somewhat satisfied with Council's performance, which is on par with 2021. Note however that based on the mean rating (which reflects the intensity of satisfaction), Sutherland is significantly below our metropolitan benchmark (note the significant decline this year in 'Satisfied' ratings and the increase in 'Somewhat satisfied' ratings). Younger residents (18-34) are significantly more likely to be satisfied compared to mid-aged residents (a trend we see in our benchmarks), and those living in Ward D are significantly more likely to be satisfied.

	2024	2021	2018	2016	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
T3 Box	88%	89%	86%	92%	85%	89%	93%	87%	81%	88%	88%	85%
Mean rating	3.43	3.55	3.40	3.62	3.40	3.45	3.54	3.45	3.21	3.50	3.43	3.41
Base	639	601	616	604	307	332	160	168	157	154	509	130



	Ward A	Ward B	Ward C	Ward D	Ward E
T3 Box	87%	81%	85%	95%	90%
Mean rating	3.42	3.32	3.36	3.59	3.45
Base	128	128	128	128	128

	Sutherland Shire Council	Micromex LGA Benchmark - Metro
T3 Box	88%	89%
Mean rating	3.43	3.57
Base	639	53,875

	Phone	Online
T3 Box	87%	89%
Mean rating	3.47	3.35
Base	400	239

Base: N = 639

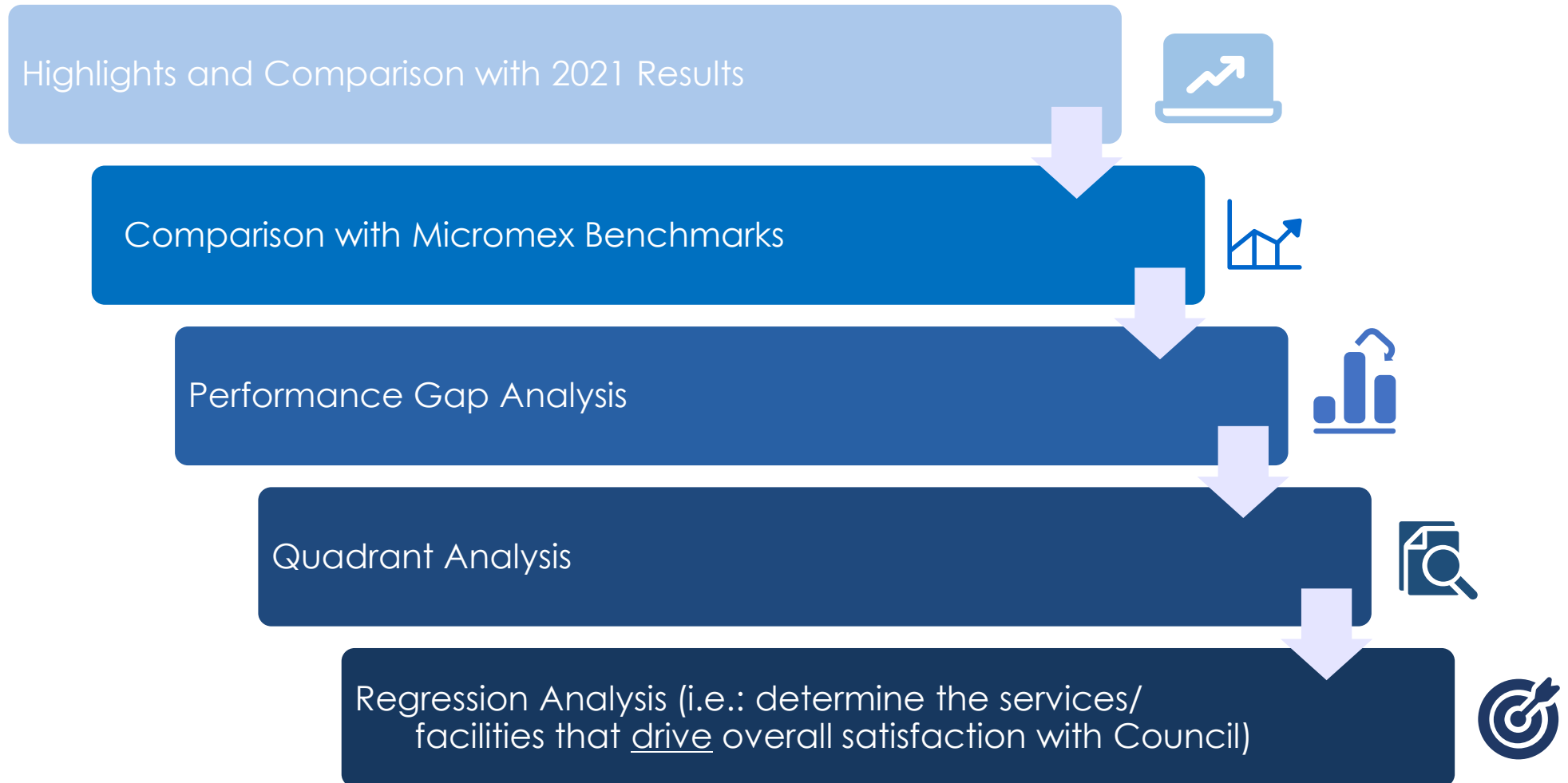
Q3. Overall, for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues, but across all responsibility areas?

Scale: 1 = not at all satisfied, 5 = very satisfied
A significantly higher/lower level of satisfaction (compared to 2021/by group)

Council Services and Facilities

A major component of the 2024 Community Survey was to assess perceived Importance of, and Satisfaction with 38 Council-provided services and facilities – the equivalent of 76 separate questions!

We have utilised the following techniques to summarise and analyse these 76 questions:



Importance & Satisfaction – Highest/Lowest Rated Services/Facilities

The analysis below identifies the highest and lowest rated services/facilities in terms of importance and satisfaction. Notably, long-term planning and traffic/road work received higher importance scores but lower satisfaction scores.

Importance

The following services/facilities received the highest T2 box importance ratings:

Higher importance	T2 Box	Mean
Household waste service, including rubbish and recycling	97%	4.76
Management of beaches and waterways	94%	4.70
Long-term planning for the Shire	92%	4.67
Management of local bushland	91%	4.61
Council works in the best interests of the community	90%	4.59
Neighbourhood traffic conditions/management	90%	4.54
Overall condition of the local sealed road network	90%	4.54

The following services/facilities received the lowest T2 box importance ratings:

Lower importance	T2 Box	Mean
Cultural facilities & services overall	49%	3.43
Community buildings and halls	50%	3.44
Provision of bike paths	51%	3.33
The Pavilion Performing Arts Centre	53%	3.45
Hazelhurst Regional Gallery	55%	3.50

T2B = important/very important
Scale: 1 = not at all important, 5 = very important

Satisfaction

The following services/facilities received the highest T3 box satisfaction ratings:

Higher satisfaction	T3 Box	Mean
Hazelhurst Regional Gallery	98%	4.30
Library services	97%	4.36
The Pavilion Performing Arts Centre	97%	4.22
Parks and playgrounds	95%	3.83
Management of beaches and waterways	93%	3.85
Ovals and sportsgrounds	93%	3.81

The following services/facilities received the lowest T3 box satisfaction ratings:

Lower satisfaction	T3 Box	Mean
Opportunity to participate in Council's decision-making	59%	2.78
Neighbourhood traffic conditions/management	59%	2.79
Timeliness of information on council decisions	63%	2.84
Long-term planning for the Shire	64%	2.81
Consideration of local community views in decision making	64%	2.84
Condition/cleanliness of public toilets	64%	2.88
Information about Council and its decisions is clear and accessible	64%	2.95

T3B = somewhat satisfied/satisfied/very satisfied
Scale: 1 = not at all satisfied, 5 = very satisfied

Services and Facilities – Comparison of 2024 Results by Phone and Online



2024 was the first year where we have used a mixed-mode phone and online methodology. The two slides overleaf compare the 2024 Phone and Online results of Importance (first slide) and Satisfaction (second slide).

Key takeouts of the two slides are:

- Generally speaking, results are similar between Phone and Online. For instance, for both Importance and Satisfaction, 30 of the 38 ratings are not significantly different based on methodology
- However, there is a sense that the Online sample places more emphasis on Importance on some attributes (i.e.: they gave significantly higher Importance scores on seven attributes) and they are less likely to be satisfied (i.e.: they gave significantly lower Satisfaction scores on seven attributes). That said, there is no correlation between the seven attributes that the Online sample gave lower Satisfaction scores to and the seven they provided higher Importance scores to.

Council Services and Facilities – Phone VS Online

Service/Facility 1 of 2 (Ranked by importance surveyed by Phone)	Phone T2B%	Online T2B%
Household waste service, including rubbish and recycling	98%	96%
Management of beaches and waterways	94%	94%
Long-term planning for the Shire	92%	93%
Neighbourhood traffic conditions/management	91%	89%
Overall condition of the local sealed road network	91%	88%
Council works in the best interests of the community	91%	88%
Management of local bushland	90%	94%
Stormwater drainage	87%	91%
Supporting local jobs and businesses	85%	84%
Overall condition of the local footpath network	85%	86%
Financial management	85%	90%
Condition/cleanliness of public toilets	84%	82%
Management of Shire tree coverage	83%	87%
Provision of footpaths	83%	81%
Consideration of local community views in decision making	82%	79%
Council makes the community feel valued and respected	81%	86%
Location/availability of public toilets	81%	77%
Appearance of suburbs	80%	89%
Timeliness of information on council decisions	79%	80%

Service/Facility 2 of 2 (Ranked by importance surveyed by Phone)	Phone T2B%	Online T2B%
Information about Council and its decisions is clear and accessible	78%	73%
Parks and playgrounds	77%	87%
Quality and character of the built environment	76%	84%
Diversity & choice of housing types	71%	76%
Library services	71%	77%
Ovals and sportsgrounds	70%	78%
Information provided about local services and activities	70%	73%
Opportunity to participate in Council's decision-making	69%	70%
Graffiti removal in public places	68%	60%
Leisure centres (swimming pools)	68%	82%
Streetscapes around shopping areas	68%	73%
Domestic animal control in public places	65%	64%
Festival and events programs	61%	64%
Childcare services	55%	64%
Hazelhurst Regional Gallery	53%	60%
Provision of bike paths	48%	54%
The Pavilion Performing Arts Centre	48%	63%
Community buildings and halls	47%	54%
Cultural facilities & services overall	46%	55%

T2B = important/very important

A significantly higher/lower percentage (by group)

Council Services and Facilities – Phone VS Online

Service/Facility 1 of 2 (Ranked by satisfaction surveyed by Phone)	Phone T3B%	Online T3B%
Hazelhurst Regional Gallery	99%	96%
Library services	96%	98%
The Pavilion Performing Arts Centre	96%	97%
Parks and playgrounds	94%	96%
Appearance of suburbs	93%	89%
Management of beaches and waterways	92%	94%
Household waste service, including rubbish and recycling	92%	90%
Leisure centres (swimming pools)	91%	93%
Ovals and sportsgrounds	91%	97%
Management of local bushland	88%	89%
Cultural facilities & services overall	88%	90%
Community buildings and halls	87%	91%
Information provided about local services and activities	86%	77%
Supporting local jobs and businesses	86%	85%
Domestic animal control in public places	85%	78%
Quality and character of the built environment	84%	77%
Festival and events programs	83%	86%
Streetscapes around shopping areas	82%	85%
Childcare services	82%	88%

Service/Facility 2 of 2 (Ranked by satisfaction surveyed by Phone)	Phone T3B%	Online T3B%
Graffiti removal in public places	81%	81%
Financial management	81%	70%
Stormwater drainage	80%	82%
Management of Shire tree coverage	77%	78%
Diversity & choice of housing types	77%	68%
Provision of footpaths	77%	77%
Council makes the community feel valued and respected	76%	69%
Overall condition of the local footpath network	74%	73%
Council works in the best interests of the community	73%	59%
Overall condition of the local sealed road network	69%	70%
Provision of bike paths	68%	64%
Consideration of local community views in decision making	68%	55%
Long-term planning for the Shire	66%	58%
Information about Council and its decisions is clear and accessible	66%	59%
Condition/cleanliness of public toilets	66%	62%
Timeliness of information on council decisions	65%	60%
Location/availability of public toilets	65%	72%
Opportunity to participate in Council's decision-making	63%	51%
Neighbourhood traffic conditions/management	59%	58%

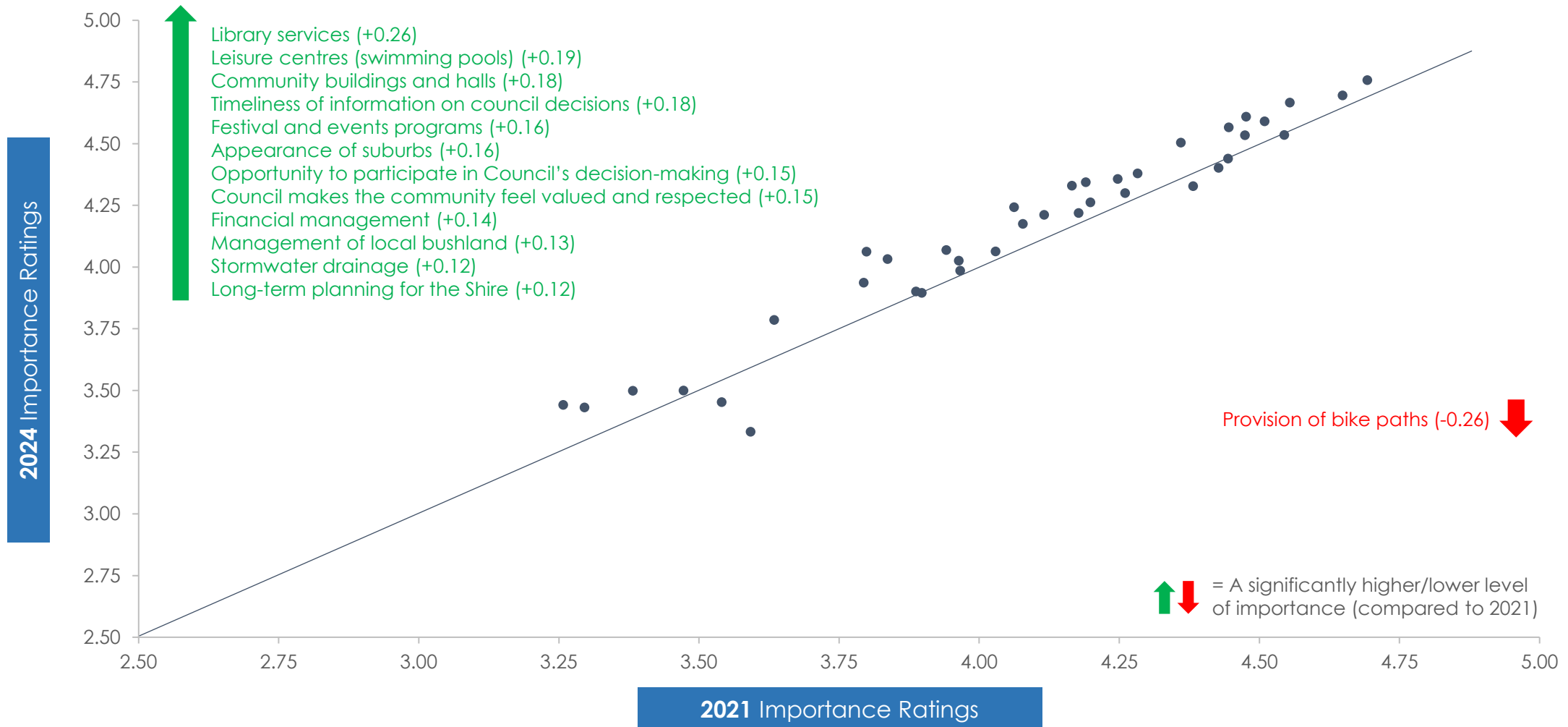
T3B = somewhat satisfied/satisfied/very satisfied

A significantly higher/lower percentage (by group)

Services and Facilities – Importance: Comparison by Year – Phone + Online

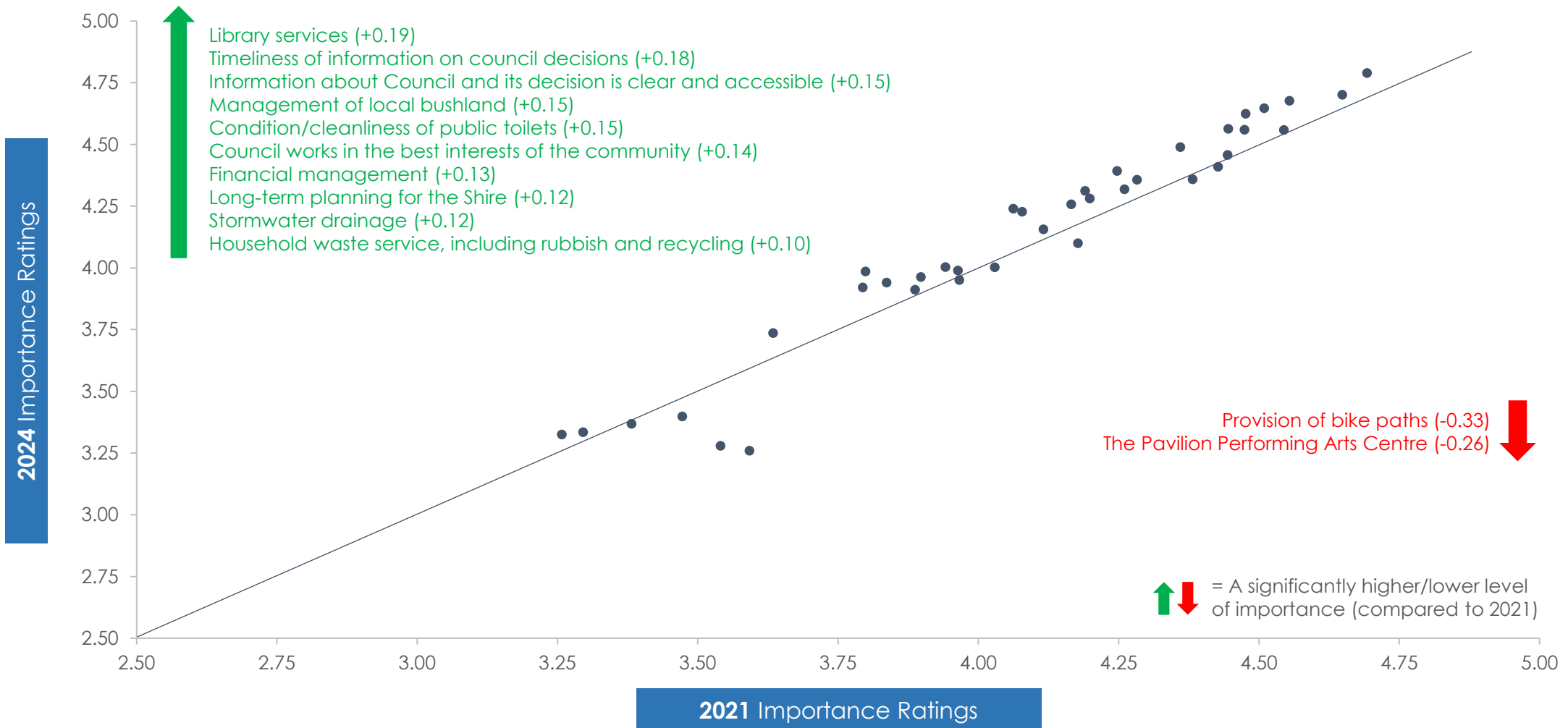
The below chart compares the mean importance ratings for 2024 vs 2021, based on the combined Phone and Online sample in 2024.

Importance significantly increased for 12 of the 38 comparable services and facilities, while there was only one significant decrease in importance for the 38 services and facilities. This suggests that community expectations have increased since 2021. Overleaf we have repeated the analysis, based solely on the Phone sample in 2024.



Services and Facilities – Importance: Comparison by Year – Phone Only

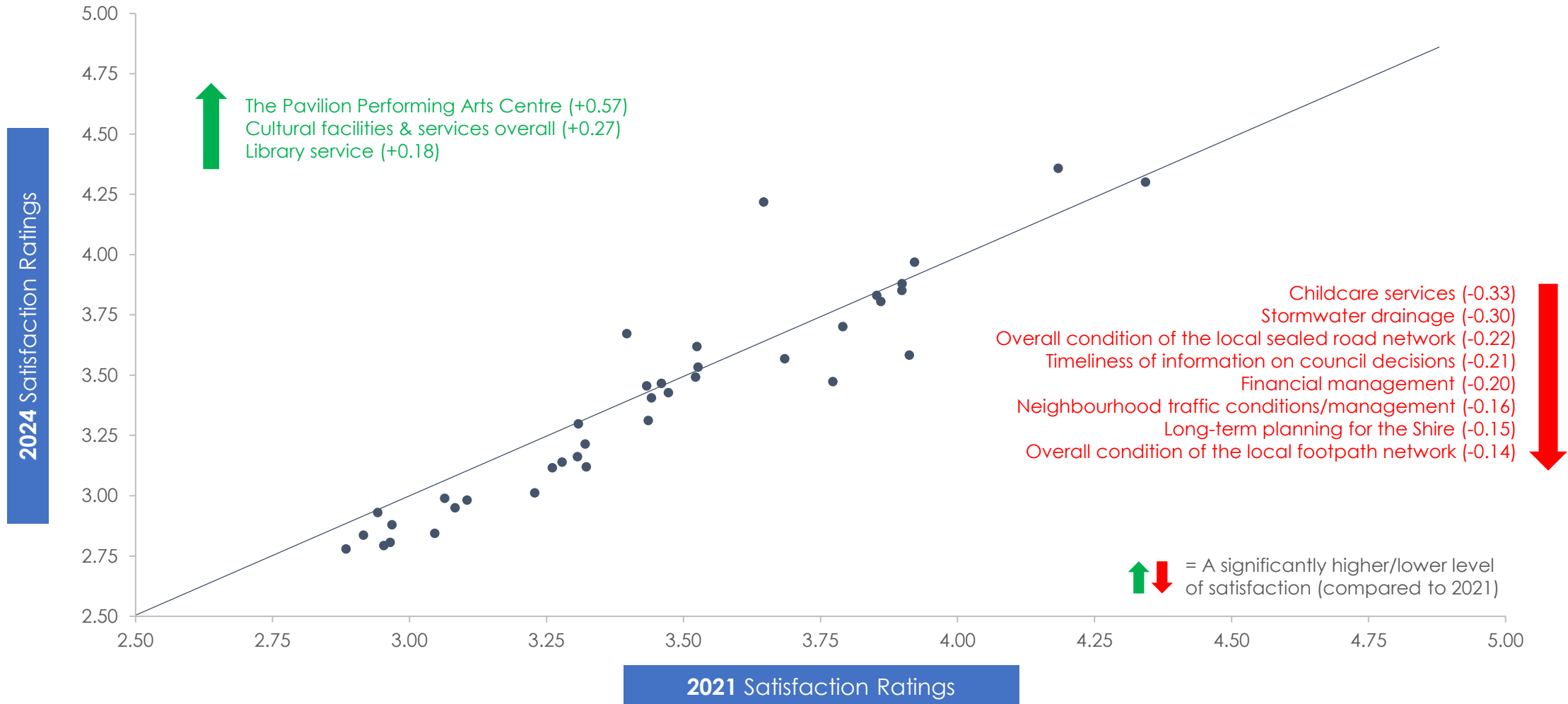
The below chart compares the mean importance ratings for 2024 vs 2021, but using only the Phone sample from 2024 (so a direct comparison with 2021). Based only on the Phone samples, Importance significantly increased for 10 out of 38 comparable measures, and significantly decreased for two of them – again suggesting that community expectations in some areas have increased since 2021.



Services and Facilities – Satisfaction: Comparison by Year – Phone + Online

The below chart compares the mean satisfaction ratings for 2024 vs 2021, based on the combined Phone and Online sample in 2024.

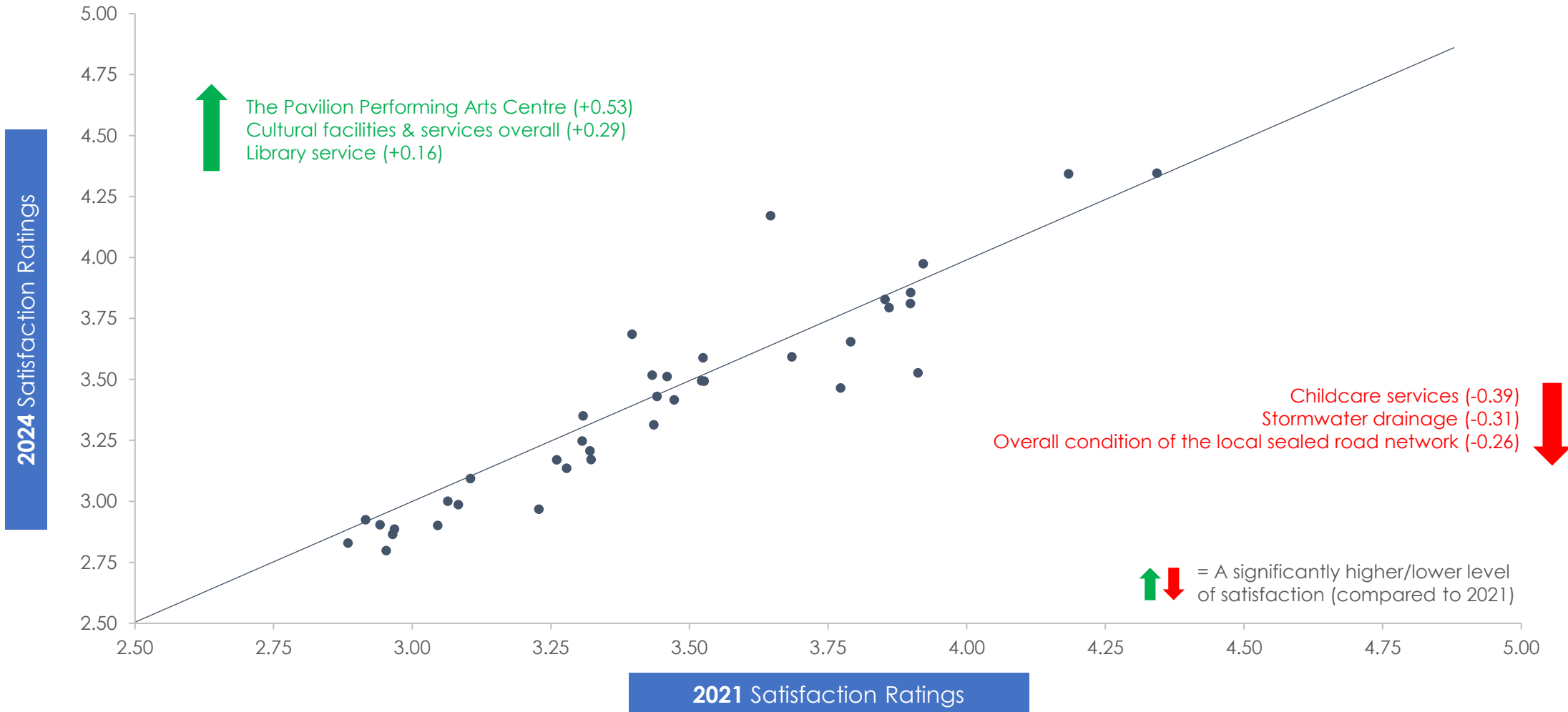
Satisfaction significantly increased for 3 of the 38 comparable services and facilities – note that all three are 'social capital' variables. There were also significant decreases in satisfaction for 8 of the 38 services and facilities, covering a range of issues including accessibility (roads, traffic, footpaths) and governance (timeliness of information, financial management, long-term planning). Overleaf we have repeated this analysis, based solely on the Phone sample in 2024.



Services and Facilities – Satisfaction: Comparison by Year – Phone Only

The below chart compares the mean Satisfaction ratings for 2024 vs 2021, but using only the Phone sample from 2024 (so a direct comparison with 2021).

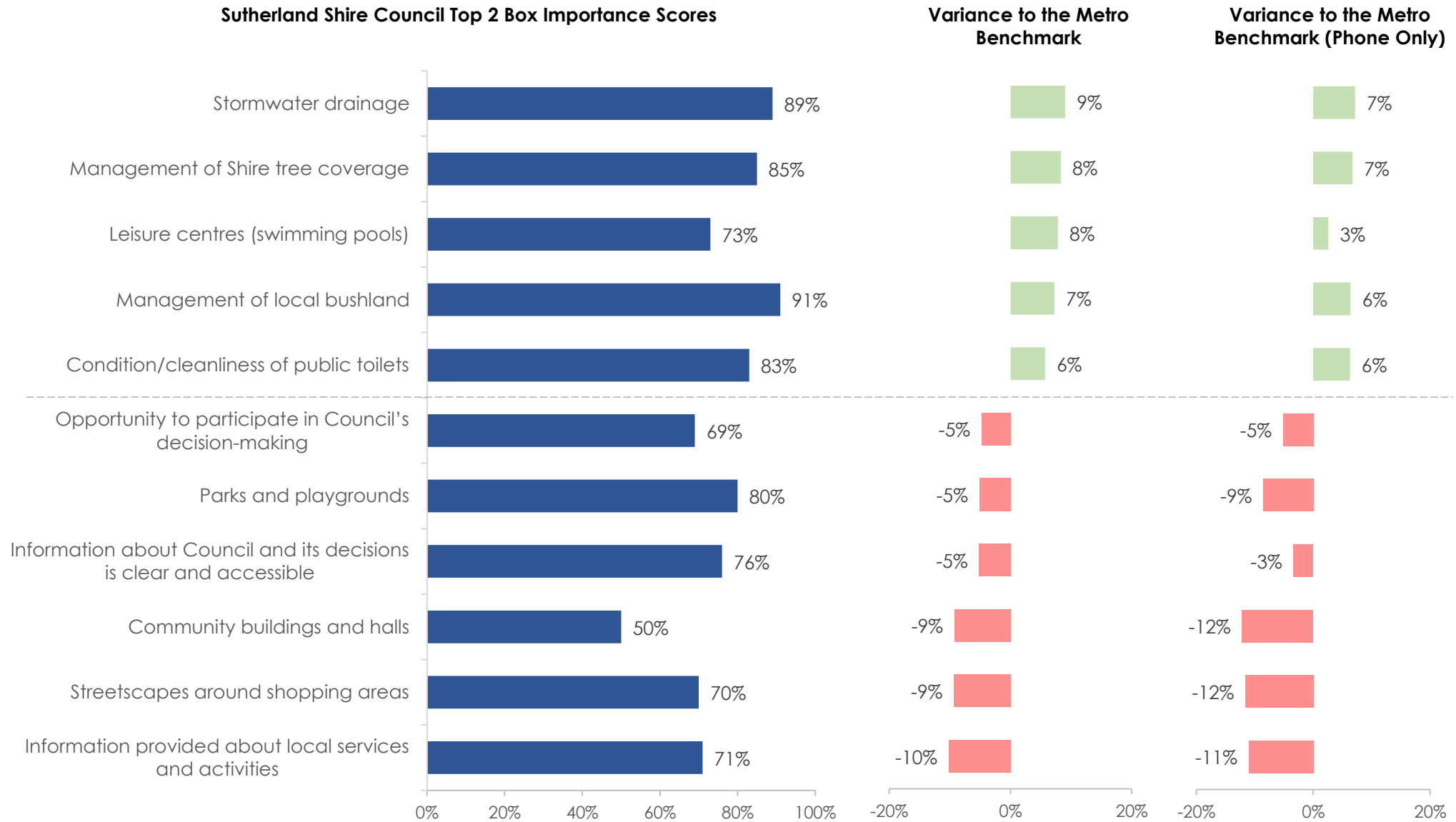
Based on the Phone sample, Satisfaction significantly increased for 3 attributes – and decreased for just 3 (rather than the 8 on the previous slide), with a focus on childcare services, stormwater drainage and condition of roads.



Summary Importance Comparison to the Micromex Benchmark

The chart to the right shows the variance between Sutherland Shire Council top 2 box importance scores and the Micromex Metro Benchmark. Services/facilities shown in the chart to the right highlight larger positive and negative gaps.

Compared to our metro benchmark, residents in Sutherland Shire place more importance on the natural environment (e.g.: the management of trees and local bushland) – and on facilities like swimming pools, stormwater drainage and public toilets.

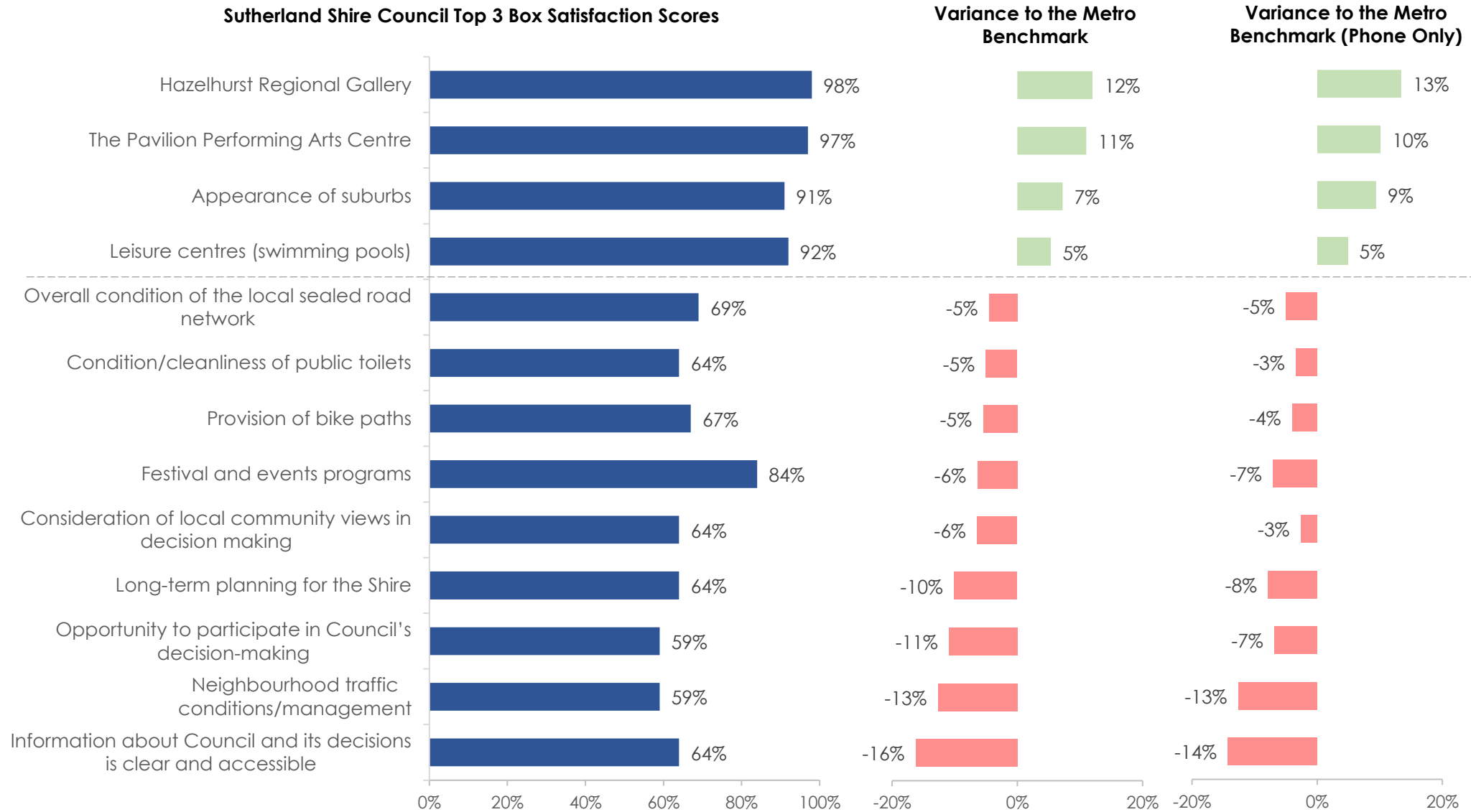


Note: Only services/facilities with a variance of +/- 5% to the Benchmark have been shown above. Please see Appendix 1 for detailed list
 Top 2 box = important/very important

Summary Satisfaction Comparison to the Micromex Benchmark

The chart to the right shows the variance between Sutherland Shire Council top 3 satisfaction scores and the Micromex Metro Benchmark. Services/facilities shown in the chart to the right highlight larger positive and negative gaps.

Compared to our Metro Benchmark, Sutherland LGA residents are more satisfied with 'social capital' elements (gallery, arts centre, swimming pools) and less satisfied with community engagement (clear information, opportunities to participate, consideration of local views), accessibility (traffic conditions, bike paths, condition of local roads), long-term planning, and festivals/events.



Note: Only services/facilities with a variance of +/- 5% to the Benchmark have been shown above. Please see Appendix 1 for detailed list
 Top 3 box = at least somewhat satisfied

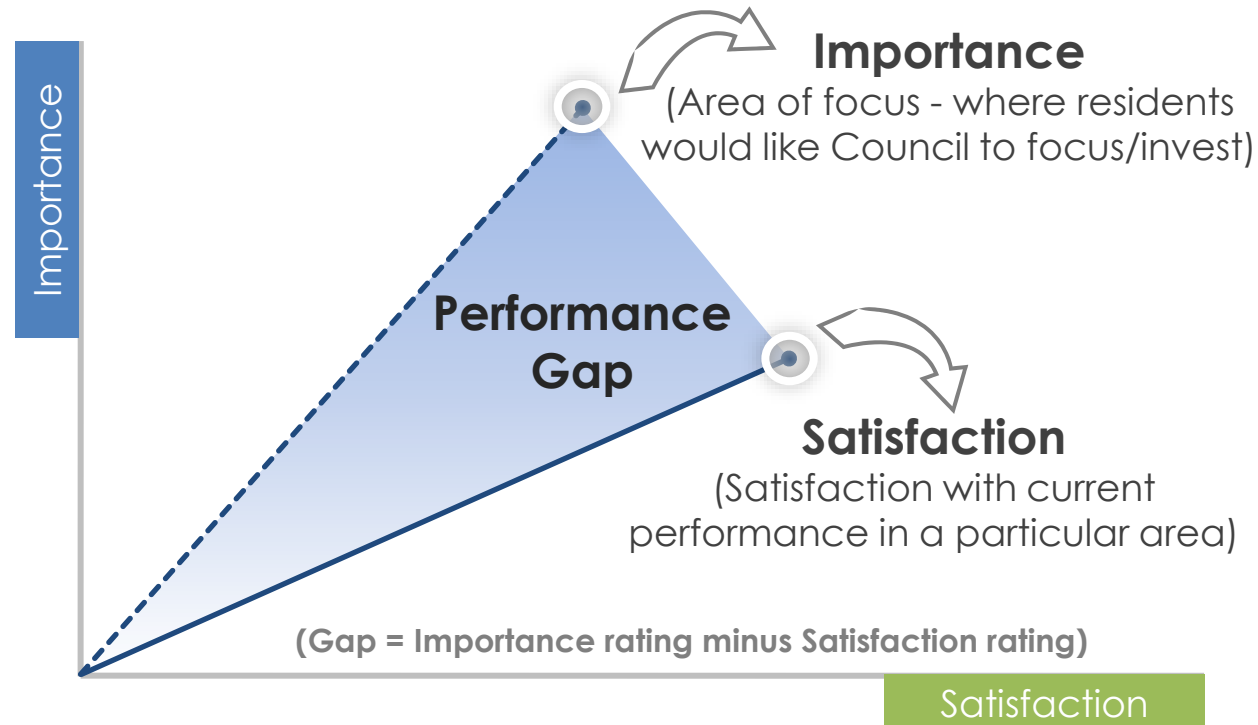
Performance Gap Analysis

PGA establishes the gap between importance and satisfaction. This is calculated by subtracting the top 3 satisfaction score from the top 2 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 Sutherland Shire Council and the expectation of the community for that service/facility.

In the table on the following page, we can see the services and facilities with the largest performance gaps.

When analysing the performance gaps, it is expected that there will be some gaps in terms of resident satisfaction. Those services/facilities that have achieved a performance gap of greater than 20% may be indicative of areas requiring future optimisation.



Performance Gap Analysis

When we examine the largest performance gaps, we can identify that all of the services or facilities have been rated as high in importance, whilst residents' satisfaction for all of these areas is between 59% and 74%.

Accessibility (traffic conditions, condition of roads and footpaths), long-term planning, community engagement, and public toilets generated the highest performance gaps.

Service Area	Service/Facility	Importance T2 Box	Satisfaction T3 Box	Performance Gap (Importance – Satisfaction)
Our Places and Spaces	Neighbourhood traffic conditions/management	90%	59%	31%
Connected and Collaborative Community Leaders	Long-term planning for the Shire	92%	64%	28%
Connected and Collaborative Community Leaders	Council works in the best interests of the community	90%	68%	22%
Our Places and Spaces	Overall condition of the local sealed road network	90%	69%	21%
Our Places and Spaces	Condition/cleanliness of public toilets	83%	64%	19%
Connected and Collaborative Community Leaders	Consideration of local community views in decision making	81%	64%	17%
Connected and Collaborative Community Leaders	Timeliness of information on council decisions	79%	63%	16%
Our Places and Spaces	Location/availability of public toilets	79%	67%	12%
Connected and Collaborative Community Leaders	Information about Council and its decisions is clear and accessible	76%	64%	12%
Our Places and Spaces	Overall condition of the local footpath network	85%	74%	11%
Connected and Collaborative Community Leaders	Opportunity to participate in Council's decision-making	69%	59%	10%

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.

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 top 2 box importance scores and top 3 satisfaction scores for stated importance and rated satisfaction to identify where the facility or service should be plotted.

On average, Sutherland Shire Council residents rated the importance of services/facilities on par with our Benchmark, and their satisfaction was, on average, slightly lower.

	Sutherland Shire Council	Micromex Comparable Metro Benchmark
Average Importance	76%	75%
Average Satisfaction	79%	82%

Note: Micromex comparable benchmark only refers to like for like measures

Explaining the 4 quadrants (overleaf)

Attributes in the top right quadrant, **MAINTAIN**, such as 'household waste service, including rubbish and recycling', 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 'long-term planning for the Shire' 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 'provision of bike paths', 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.

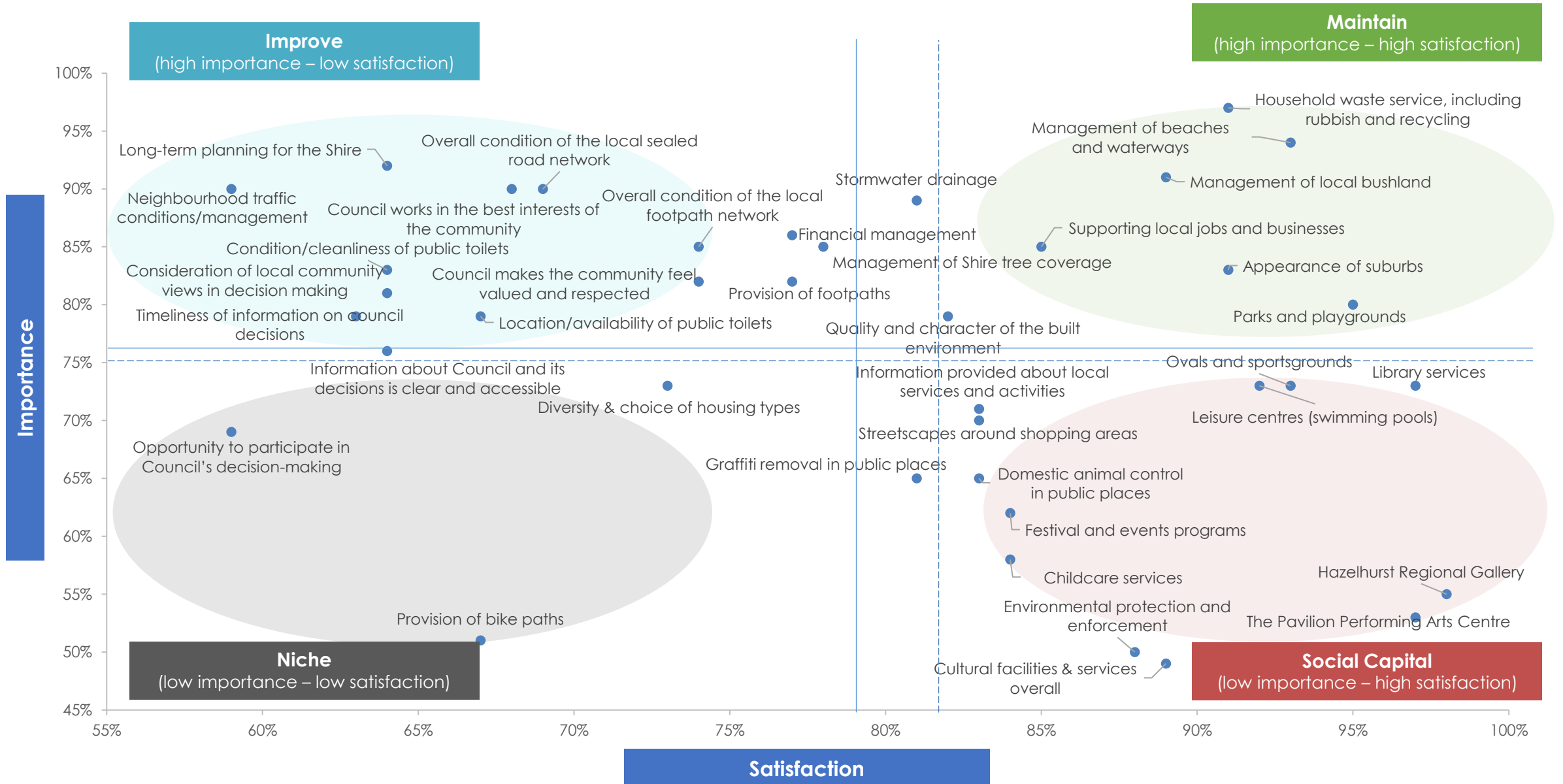
Finally, attributes in the bottom right quadrant, **SOCIAL CAPITAL**, such as 'the Pavilion Performing Arts Centre', are core strengths, but in relative terms they are considered less overtly important than other directly obvious areas. However, the occupants of this quadrant tend to be the sort of services and facilities that deliver to community liveability, i.e. make it a good place to live.

Consistent with the Performance Gap Analysis on the previous slide, the Improve quadrant (i.e.: relatively high Importance, relatively low satisfaction) overleaf is dominated by accessibility and engagement attributes, along with governance issues and the location/cleanliness of public toilets.

Quadrant Analysis – Importance VS Satisfaction

The chart below shows the satisfaction (T3B%) with service/facilities measures plotted against importance (T2B%).

— Sutherland Shire Council Average
 - - - Micromex Comparable Metro Benchmark Average



Advanced Regression Analysis

The outcomes identified in stated importance/satisfaction analysis often tend to be obvious and challenging. No matter how much focus a council dedicates to 'long-term planning for the Shire', 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 Sutherland Shire Council can actively drive overall community satisfaction, we conducted further analysis.

Explanation of Analysis

Regression analysis is a statistical tool for investigating relationships between dependent variables and explanatory variables. Using a regression, a category model was developed. The outcomes demonstrated that increasing resident satisfaction by actioning the priorities they stated as being important would not necessarily positively impact on overall satisfaction.

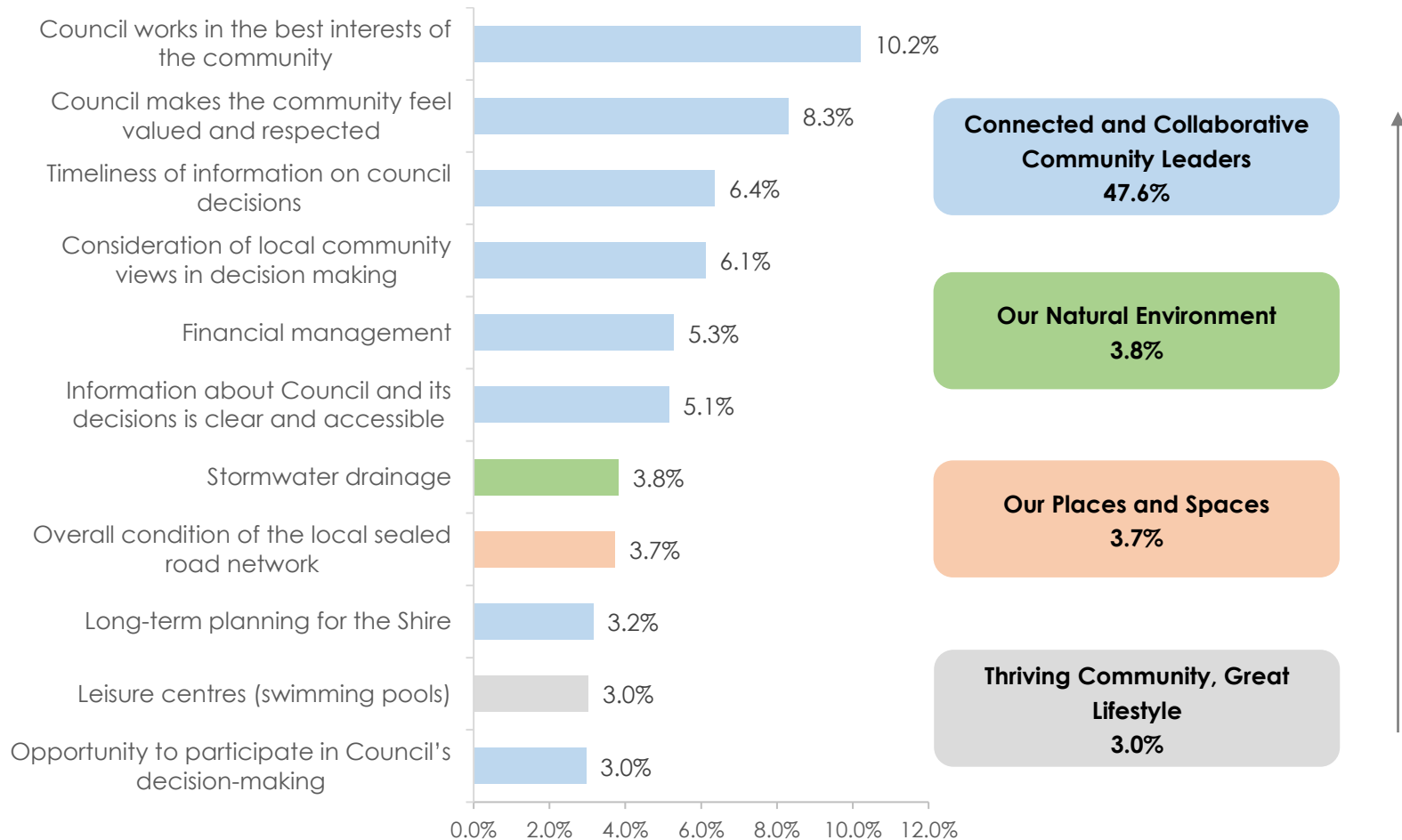
What Does This Mean?

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 Drivers of Overall Satisfaction with Council

The score assigned to each area is not a measure of satisfaction/dissatisfaction – rather, it indicates the percentage of influence each measure contributes to overall satisfaction with Council. All services/facilities are important – but if Council can increase satisfaction in these key driver areas, they will likely see an improvement in overall community satisfaction.



These top 11 services/facilities (so 29% of the 38 services/facilities) account for nearly 60% of the variation in overall satisfaction.

Based on the four 'pillars' used in the questionnaire to separate the 38 services/facilities, 'Connected and Collaborative Community Leaders' is the most important driver category, which accounts for over 45% of the contribution towards overall satisfaction.

Looking more closely, some of the themes identified in previous slides have dominated the regression analysis:

- Community engagement – six of the top 11 drivers – including the top four drivers – are all engagement-focused
- Governance: Financial management and long-term planning
- Stormwater drainage.

However, whilst accessibility attributes have featured on previous slides, only one ('Overall condition of the local sealed road network') appears in the list of top drivers of overall satisfaction with Council.

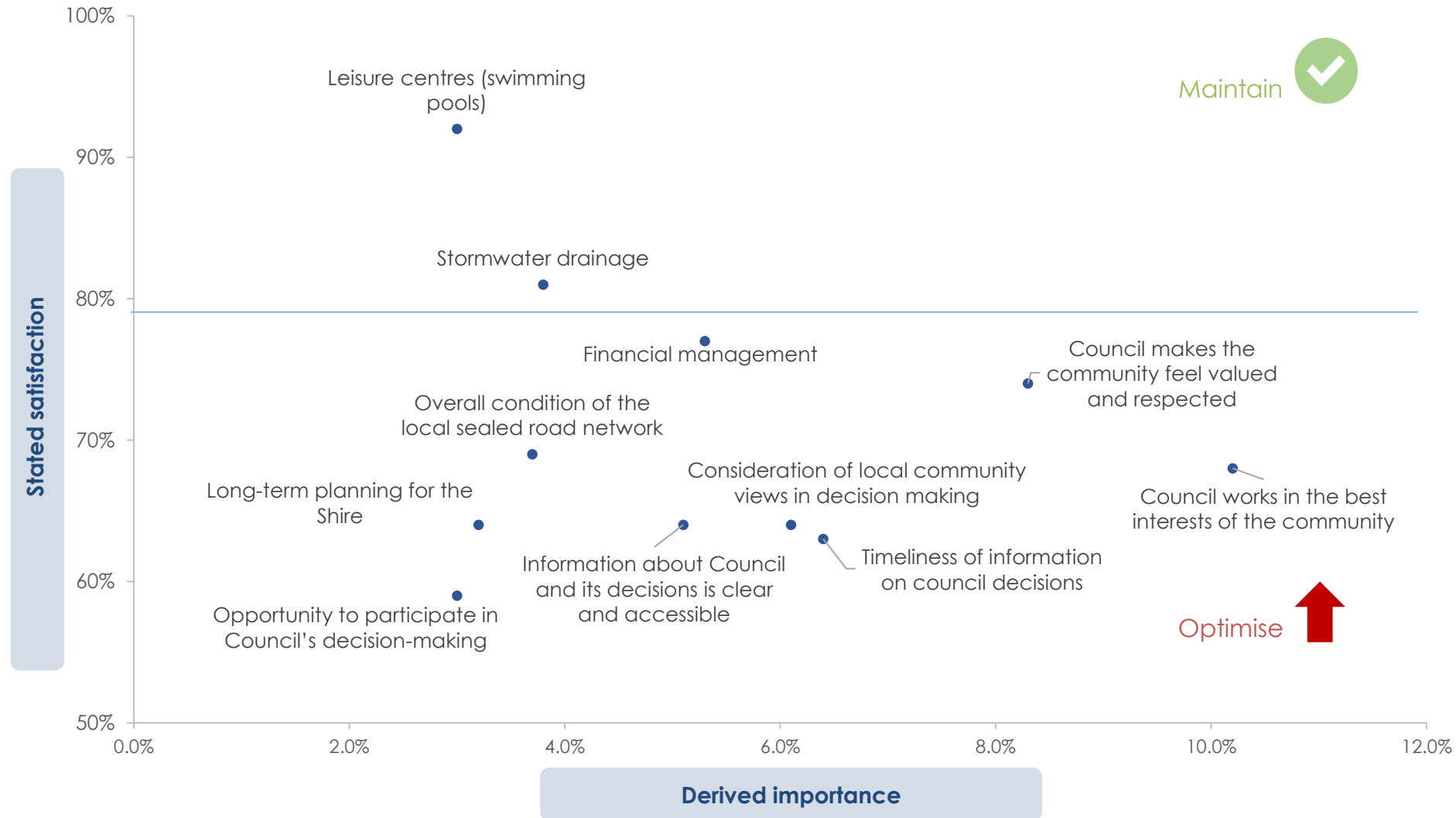
Barriers R² value = 0.50

Optimisers R² value = 0.39

Dependent Variable: Q3. Overall, for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues, but across all responsibility areas?

Mapping Stated Satisfaction and Derived Importance Identifies the Community Priority Areas

The below chart looks at the relationship between stated satisfaction (top 3 box, vertical axis) and derived importance (Regression result from previous slide, horizontal axis) to identify the level of existing satisfaction with each of the key drivers. Any services/facilities below the blue line (average T3B satisfaction score of all service/facilities for Sutherland Shire) could potentially be benchmarked to target in future research to elevate satisfaction levels in these areas.



Key Contributors to Barriers/Optimisers

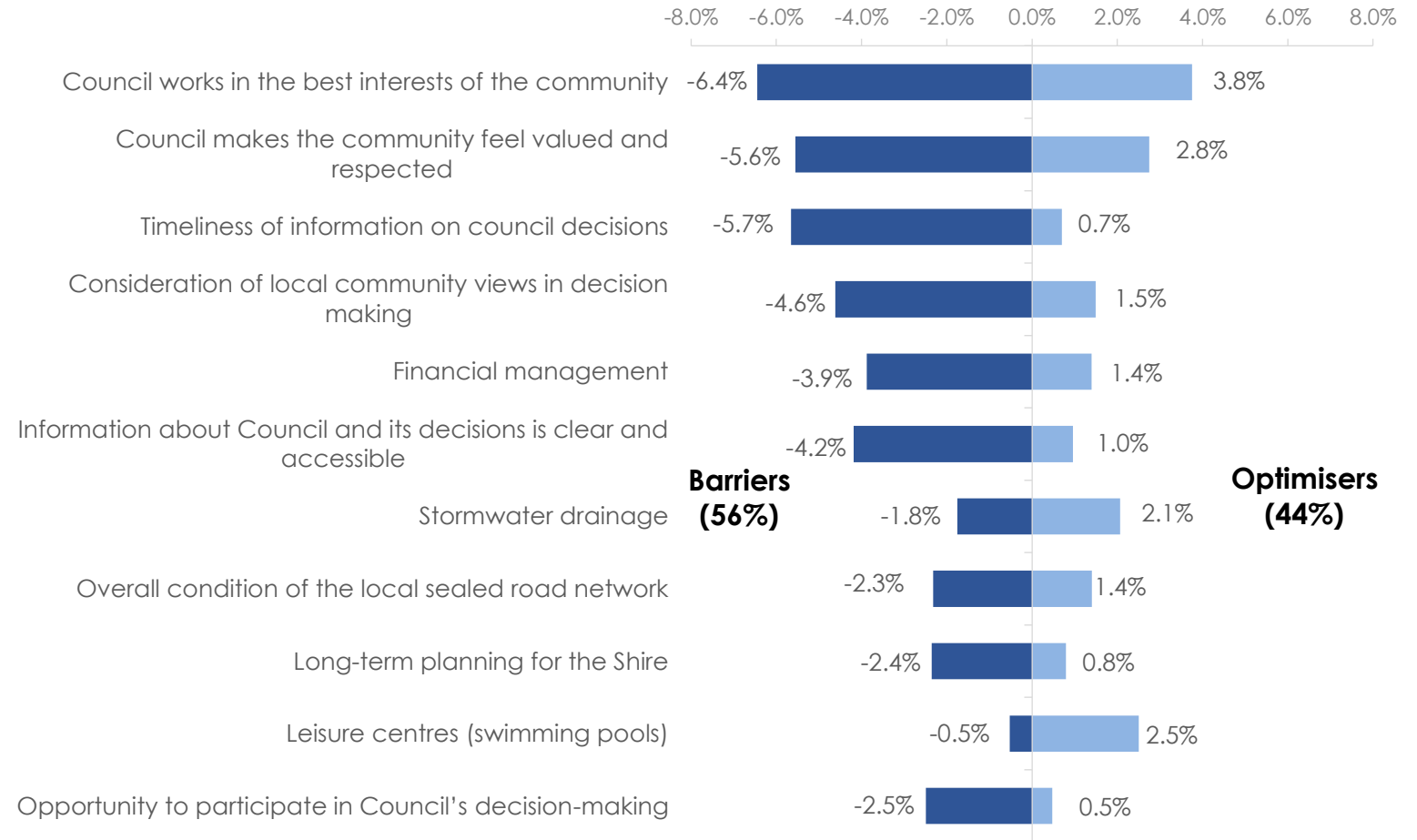
Different levers address the different levels of satisfaction across the community

The chart to the right 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 Council can address these areas, they should see a lift in future overall satisfaction results, as they positively transition residents who are currently not at all satisfied to being satisfied with Council performance.

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

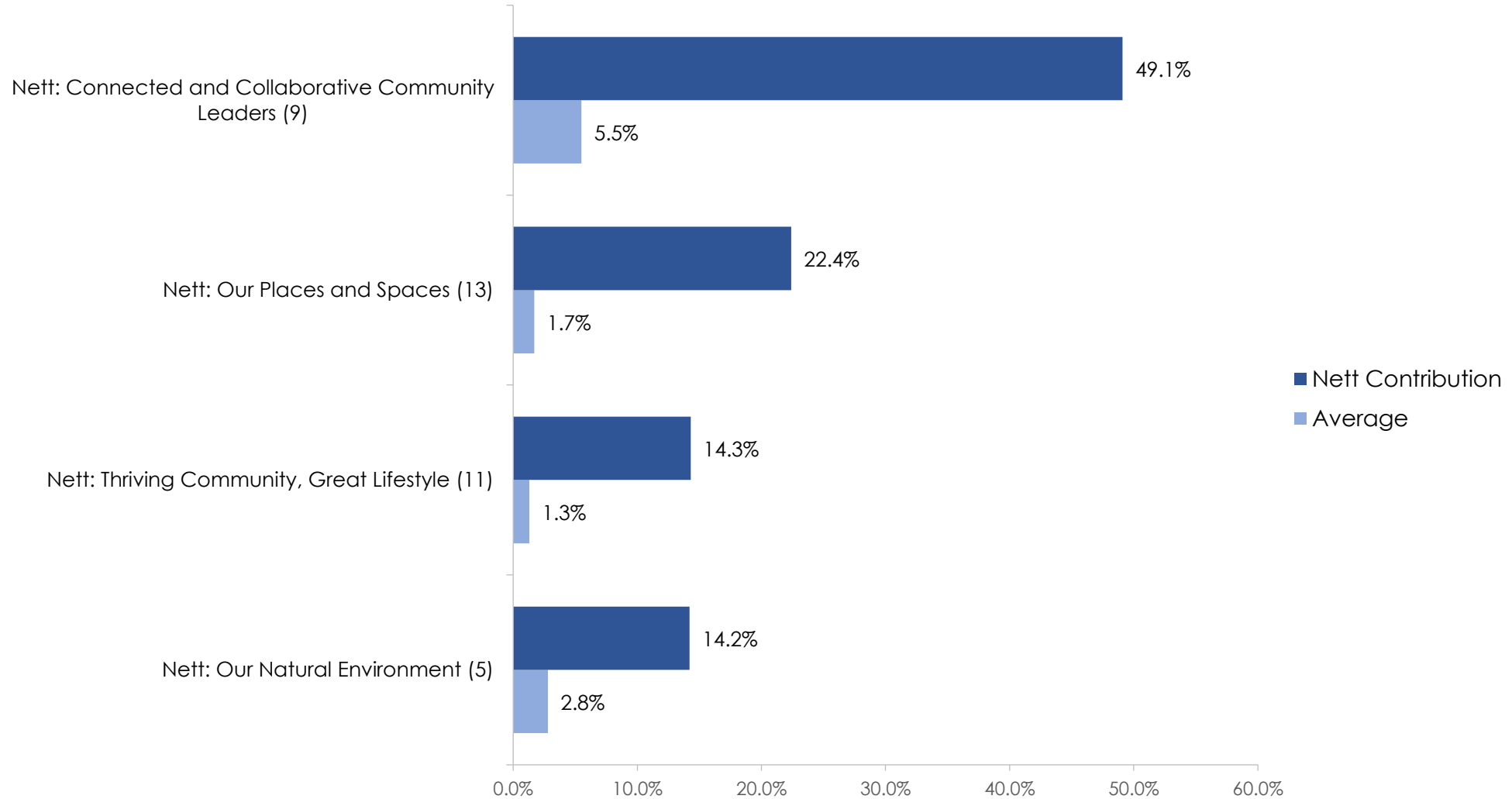
Advanced regression: Barriers (left) Vs. Optimisers (right)



Contribution to Overall Satisfaction with Council's Performance

By combining the outcomes of the regression data, we can identify the derived importance of the different 'pillars' /Nett Priority Areas used in the questionnaire.

Looking at the 'Average' regression scores per pillar, 'Connected and Collaborative Community Leaders' (Nett: 49.1%; Average: 5.5%) is the key contributor toward overall satisfaction with Council's performance.



Note: Numbers in brackets represent the number of services/facilities within each service area



Section 03

Community Strategic Plan

This section explores level of support for the community vision and residents' level of agreement with statements regarding the Sutherland Shire LGA

Section Three

Introduction of Community Vision



The following community vision statement was presented to respondents before they answered the questions in this section.



Sutherland Shire Council will be reviewing the Community Strategic Plan over the next 12 months. This plan incorporates the community's aspirations for the LGA in the future. I am now going to ask questions that will help Council in the development of a revised Community Strategic Plan.

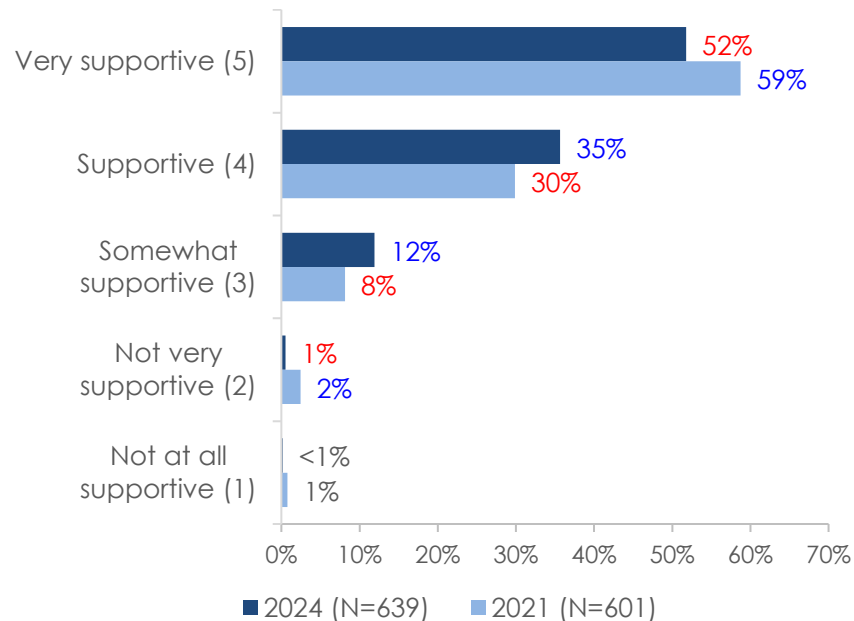
The vision highlighted in the current Our Shire: Community Strategic Plan towards 2032 is:

“A connected and safe community that respects people and nature, enjoying active lives in a strong local economy”.

Support for the Community Vision

99% of residents are at least somewhat supportive of the community vision, which has significantly increased from 2021 – although commitment to the top two codes has softened marginally (but significantly) since 2016. Females appeared more supportive of the community vision compared to males.

	2024	2021	2016	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
T2 Box	87%	89%	91%	84%	91%	85%	90%	84%	90%	88%	87%
T3 Box	99%	97%	99%	99%	99%	100%	99%	99%	99%	99%	100%
Mean rating	4.38	4.43	4.53	4.27	4.49	4.30	4.45	4.39	4.39	4.40	4.32
Base	639	601	604	307	332	160	168	157	154	509	130



	Ward A	Ward B	Ward C	Ward D	Ward E
T2 Box	88%	85%	88%	88%	87%
T3 Box	99%	100%	99%	99%	99%
Mean rating	4.38	4.27	4.45	4.41	4.41
Base	128	128	128	128	128

	Phone	Online
T2 Box	87%	88%
T3 Box	99%	100%
Mean rating	4.38	4.39
Base	400	239

Scale: 1 = not at all supportive, 5 = very supportive
A significantly higher/lower level of support (compared to 2021/by group)

Suggestions for the Community Vision

Only 5 respondents were not supportive of the community vision, and their suggestions mainly centre on the clarity of the community vision, housing, communication with residents, residents' involvement in decision making and improving facilities.

Verbatim Comments:



"Need more details of the vision and explanation of the meaning"

"Just words: no connection to the community in the statement"

"Remove local economy from the vision as it seems only benefits Council itself"

"Should focus on housing, including social housing, middle class housing and affordable housing"

"Communicate via letter or email or newsletter with the yearly rates of all projects before they occur"

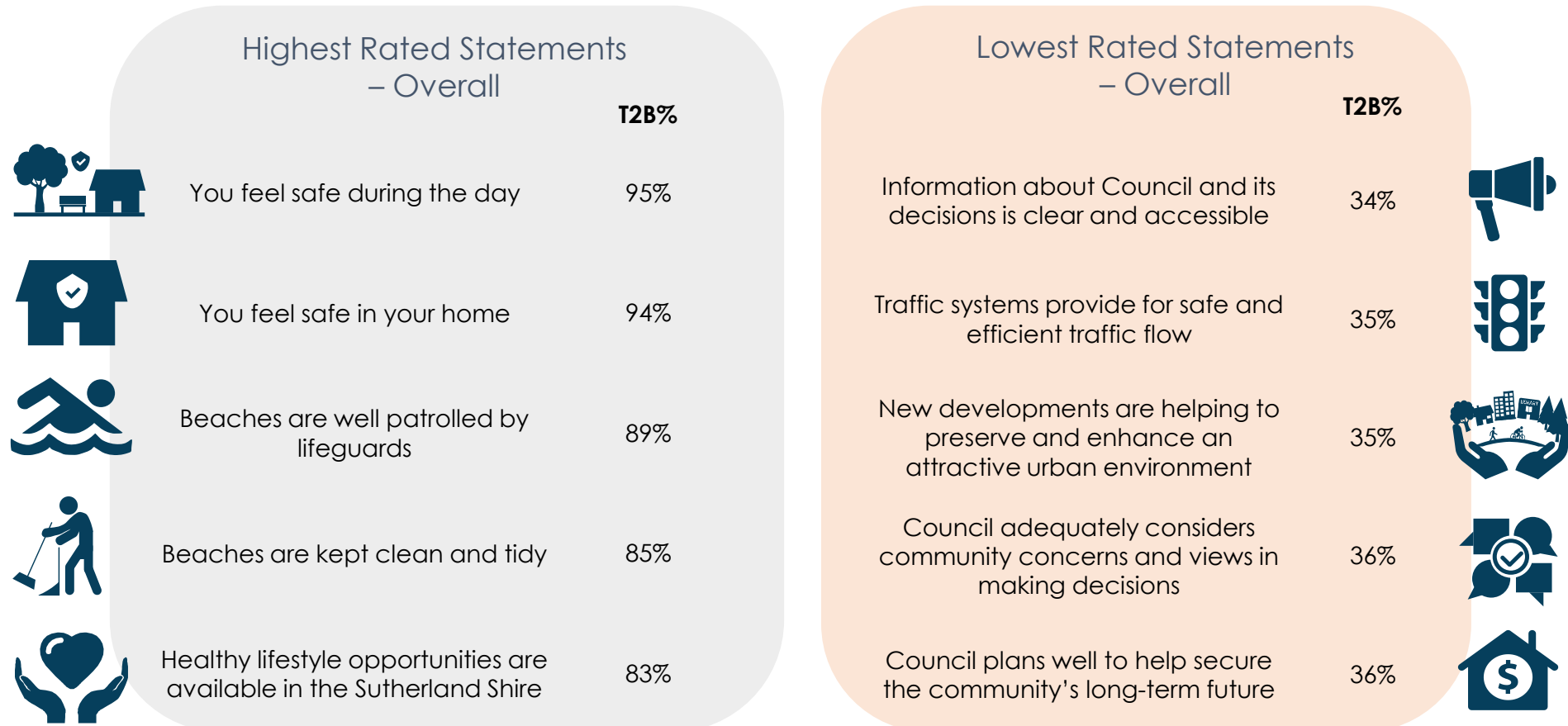
"Community should have more voting power or say on major projects"

"Need a caravan park"

Agreement Statements - Summary

Respondents were then asked to indicate their level of agreement with 38 CSP-related attributes, that were grouped into eight pillars. This slide summarises the highest and lowest rated statements in terms of agreement overall. The 2 most agreed upon statements are still safety related, whilst the lowest rated statements relate to the accessibility of information about Council, new developments and traffic systems.

Highest and Lowest Rated Statements – Overall

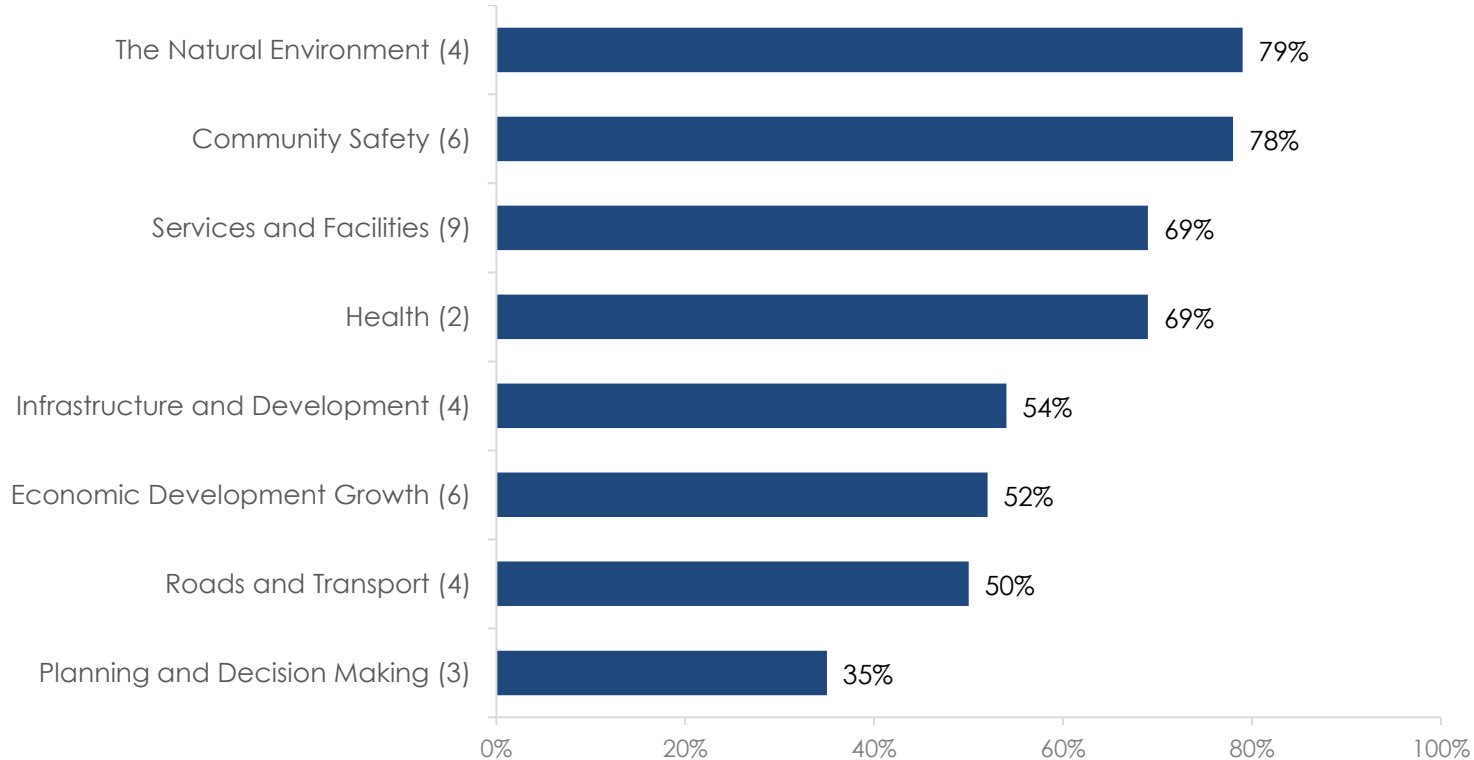


Q5. In this section I will read out a number of statements. For each of these could you please indicate your level of agreement with each statement? The scale is from 1 to 5, where 1 is strongly disagree and 5 is strongly agree.

Agreement Statements - Summary

When looked at by the eight pillars, on average the level of agreement was highest for 'The Natural Environment' and 'Community Safety', and consistent with 2021, lowest for the four development-related themes: 'Infrastructure and development', 'Economic development growth', 'Roads and Transport', and 'Planning and decision making'. For all eight categories, average agreement scores are lower than in 2021 – in some cases just by 1%, in other cases by 10%. This is explored further overleaf.

Average level of agreement – by CSP Themes T2B%
2024



	2021	2016
The Natural Environment (4)	80%	78%
Community Safety (6)	83%	81%
Services and Facilities (9)	72%	71%
Health (2)	79%	76%
Infrastructure and Development (4)	58%	61%
Economic Development Growth (6)	53%	48%
Roads and Transport (4)	53%	49%
Planning and Decision Making (3)	40%	39%

Note: Numbers in brackets represent the number of statements within each pillar

Q5. In this section I will read out a number of statements. For each of these could you please indicate your level of agreement with each statement? The scale is from 1 to 5, where 1 is strongly disagree and 5 is strongly agree.

T2B% = agree/strongly agree

Agreement Statements 2024 – Phone VS Online



As noted earlier, 2024 was the first year where we have used a mixed-mode phone and online methodology. The two slides overleaf compare the 2024 Phone and Online results of the 38 Agreement rating questions.

Key takeouts of the two slides are:

- Generally speaking, results are similar between Phone and Online, with 29 of the 38 ratings not being significantly different
- However, as was the case with the Satisfaction ratings earlier, there is a sense that the Online sample is less positive than is the Phone sample (i.e.: in all nine cases where there were significant differences between Phone and Online, the Online sample was less likely to agree with the attribute.
- We noted on the previous slide that for all eight categories, average agreement scores are lower than in 2021 – in some cases just by 1%, in other cases by 10%. The categories overleaf with the largest gaps between the Phone and Online samples are:
 - Economic development and growth: The average Online agreement score is 12% below the average Phone score – although this category only declined by 1% relative to 2021
 - Planning and decision making: The average Online agreement score is 10% below the average Phone score – and this category declined by 5% relative to 2021
 - Community safety: The average Online agreement score is 6% below the average Phone score – and this category declined by 5% relative to 2021

In contrast, the Health category has declined by 10% since 2021, yet there is only 1% difference between the 2024 Phone and Online scores.

These findings suggest that the mixed-mode approach may have had some impact on overall agreement scores in 2024, although it is not a consistent/predictable impact.

Agreement Statements – Phone VS Online

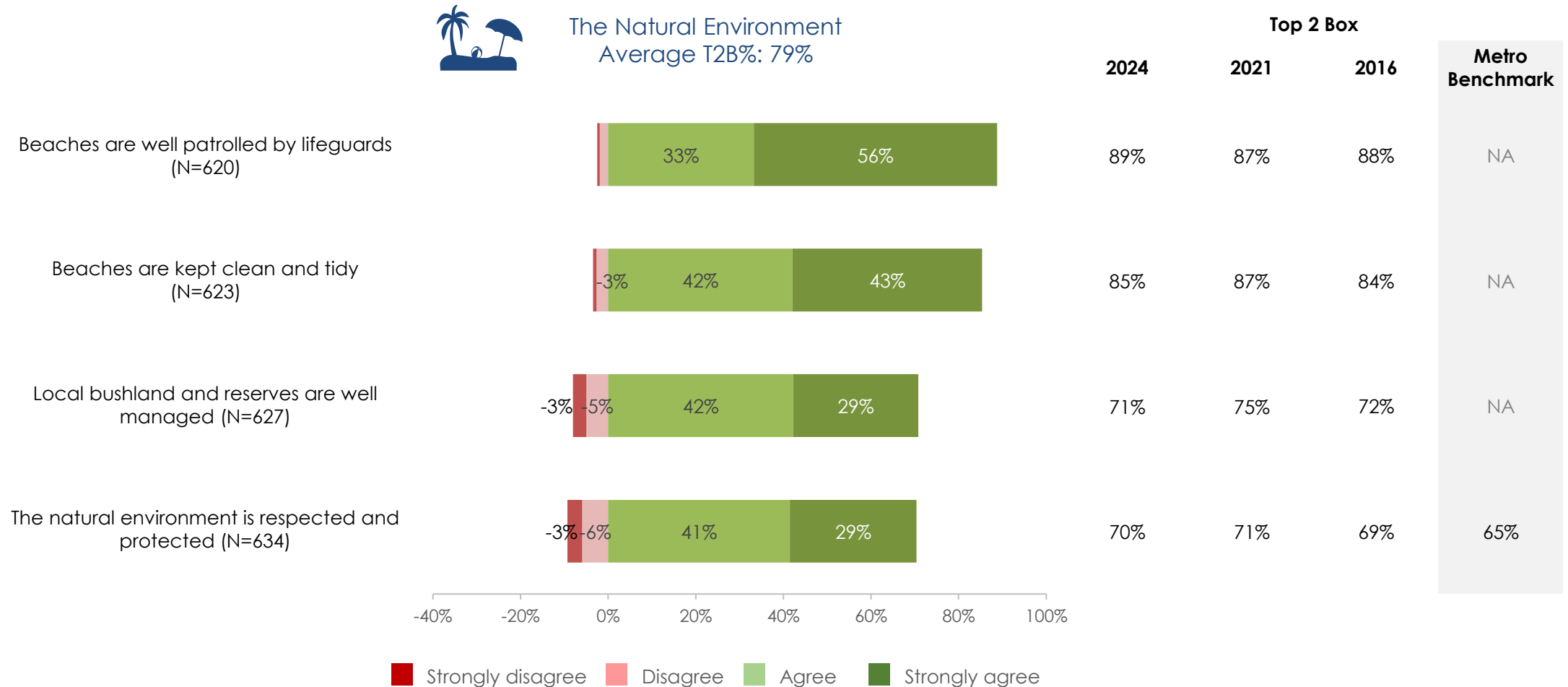
Agreement Statements (table 1 of 2)		Phone T2B%	Online T2B%
Roads and Transport	Public transport is adequate for your needs	57%	63%
	Sutherland Shire is a safe area for pedestrians	67%	68%
	Sutherland Shire is a safe area for cyclists	36%	39%
	Traffic systems provide for safe and efficient traffic flow	33%	38%
Community Safety	You feel safe during the day	96%	93%
	You feel safe during the night	81%	68%
	You feel safe in your home	96%	91%
	You feel safe using public facilities	82%	76%
	Graffiti is adequately controlled	61%	57%
	Sutherland Shire is welcoming of diversity	63%	59%
Infrastructure and Development	Shops and services in shopping areas meet residents' needs	72%	72%
	New developments are helping to preserve and enhance an attractive urban environment	34%	38%
	There is urban vitality that supports a good lifestyle quality in Sutherland Shire	63%	57%
	There is a diversity of housing types to suit the needs of our community	48%	43%
The Natural Environment	The natural environment is respected and protected	71%	70%
	Local bushland and reserves are well managed	71%	70%
	Beaches are well patrolled by lifeguards	90%	87%
	Beaches are kept clean and tidy	88%	82%

Agreement Statements – Phone VS Online

Agreement Statements (table 2 of 2)		Phone T2B%	Online T2B%
Services and Facilities	There is a good range of leisure and recreation opportunities	83%	81%
	Sporting facilities in the area meet your needs	78%	76%
	There is a good range of opportunities for cultural and artistic activities and expression	58%	56%
	Living in Sutherland Shire gives you a sense of living in a community	78%	73%
	There is a good range of community groups and support networks for residents	67%	67%
	The community in Sutherland Shire is harmonious, cohesive, and inclusive	61%	57%
	People in Sutherland Shire have fair opportunity to participate in community life	77%	67%
	The Sutherland Shire community is compassionate and supportive of the most vulnerable in society	54%	50%
	Quality education is available and accessible in the LGA	80%	74%
Planning and Decision Making	Council adequately considers community concerns and views in making decisions	38%	31%
	Information about Council and its decisions is clear and accessible	38%	27%
	Council plans well to help secure the community's long-term future	40%	28%
Health	Hospitals, medical and mental health services in the LGA are accessible and adequate	54%	57%
	Healthy lifestyle opportunities are available in the Sutherland Shire	85%	81%
Economic Development Growth	Planning for local economic growth and development is adequate	46%	37%
	The Sutherland Shire Council supports a variety of businesses	62%	54%
	The local economy provides a wide range of work opportunities	60%	53%
	You feel able to afford a reasonable standard of housing to meet your needs in this area	47%	35%
	The cost of living in Sutherland Shire is affordable for you	48%	36%
	Financially, you can afford to stay in your current home	76%	52%

Agreement Statements - The Natural Environment

Consistent with 2021, 'the natural environment' theme received a relatively high average agreement score. More than 85% of residents agree that the beaches across the Sutherland Shire LGA have been well patrolled and maintained, while there is still room for improvement in respecting and protecting the natural environment.

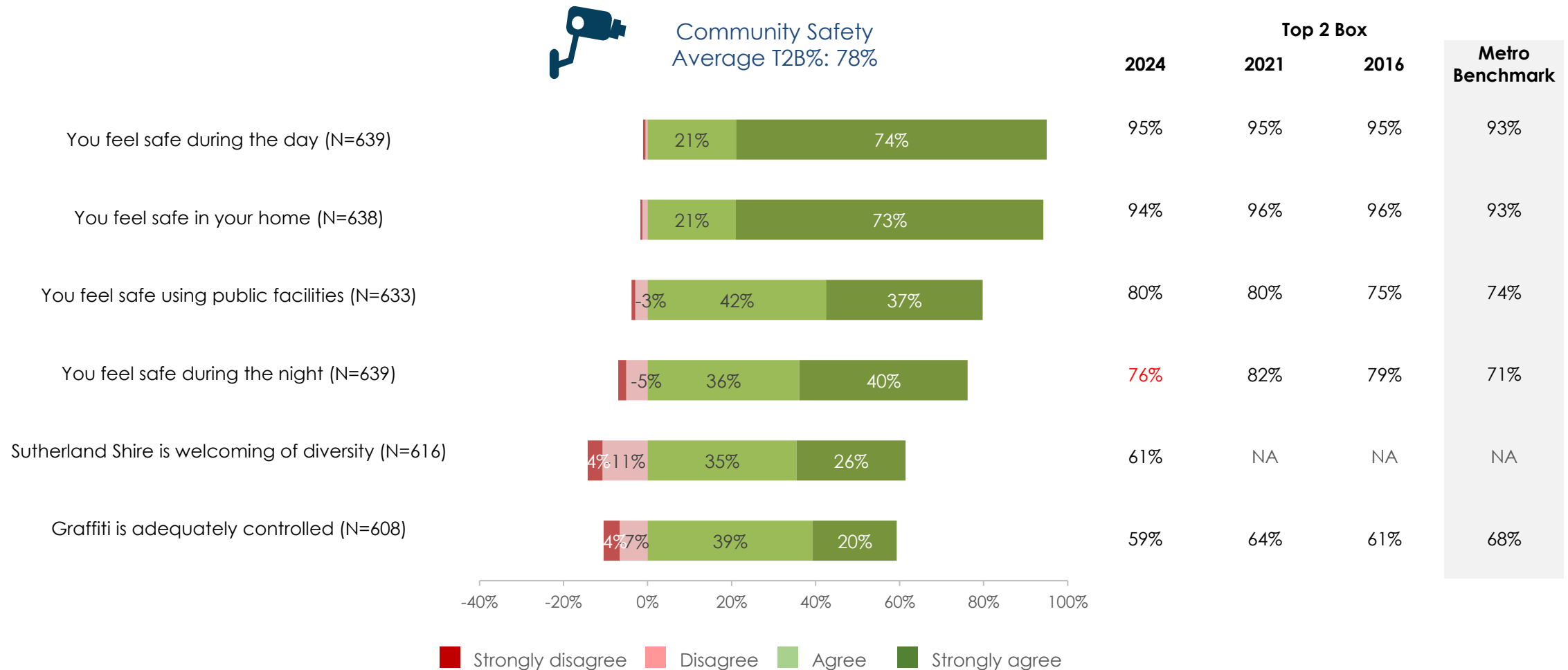


Note: Data < ±3% is not shown in the chart

Q5. In this section I will read out a number of statements. For each of these could you please indicate your level of agreement with each statement? The scale is from 1 to 5, where 1 is strongly disagree and 5 is strongly agree.

Agreement Statements - Community Safety

More than 90% of residents agree that they feel safe during the day and in their home, while only 76% agree that they feel safe during the night (which has decreased significantly from 2021). Compared to our benchmarks, only 'Graffiti is adequately controlled' scored below our benchmark.



Note: Data < ±3% is not shown in the chart

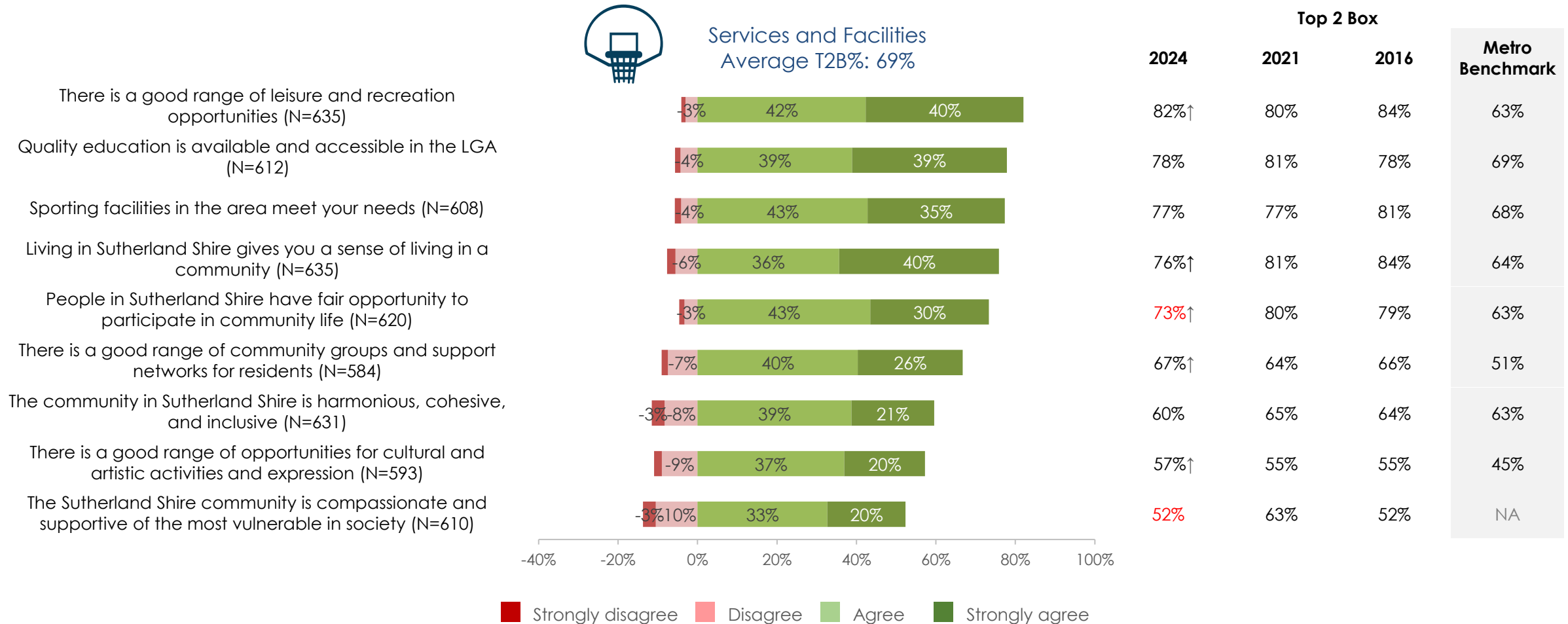
Q5. In this section I will read out a number of statements. For each of these could you please indicate your level of agreement with each statement? The scale is from 1 to 5, where 1 is strongly disagree and 5 is strongly agree.

Please see Appendix 1 for results by demographics

A significantly higher/lower level of agreement (compared to 2021) 53

Agreement Statements – Services and Facilities

Encouragingly, the level of agreement for the ‘Services and Facilities’ theme is higher than our Metro Benchmark for 7 of the 8 comparable statements. However, there are significant decreases for ‘People in Sutherland Shire have a fair opportunity to participate in community life’ and ‘The Sutherland Shire community is compassionate and supportive of the most vulnerable in society’ from 2021.



Note: Data < ±3% is not shown in the chart

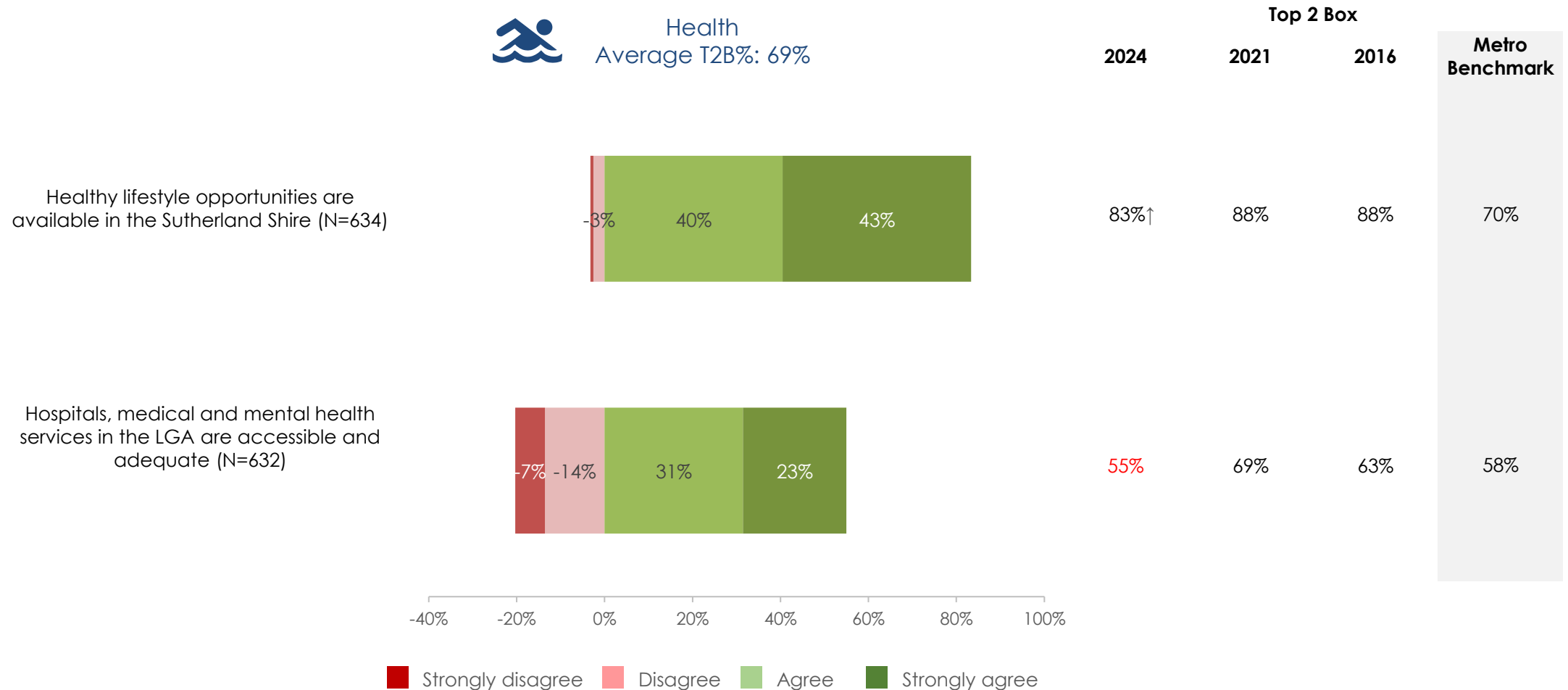
Q5. In this section I will read out a number of statements. For each of these could you please indicate your level of agreement with each statement? The scale is from 1 to 5, where 1 is strongly disagree and 5 is strongly agree.

Please see Appendix 1 for results by demographics

A significantly higher/lower level of agreement (compared to 2021)
 ↑↓ = A significantly higher/lower percentage (compared to the benchmark) 54

Agreement Statements - Health

83% of residents agree that healthy lifestyle opportunities are available in the Sutherland Shire. However, only 55% agree that hospitals, medical and mental health services in the LGA are accessible and adequate, which has dropped significantly from 2021.



Note: Data < ±3% is not shown in the chart

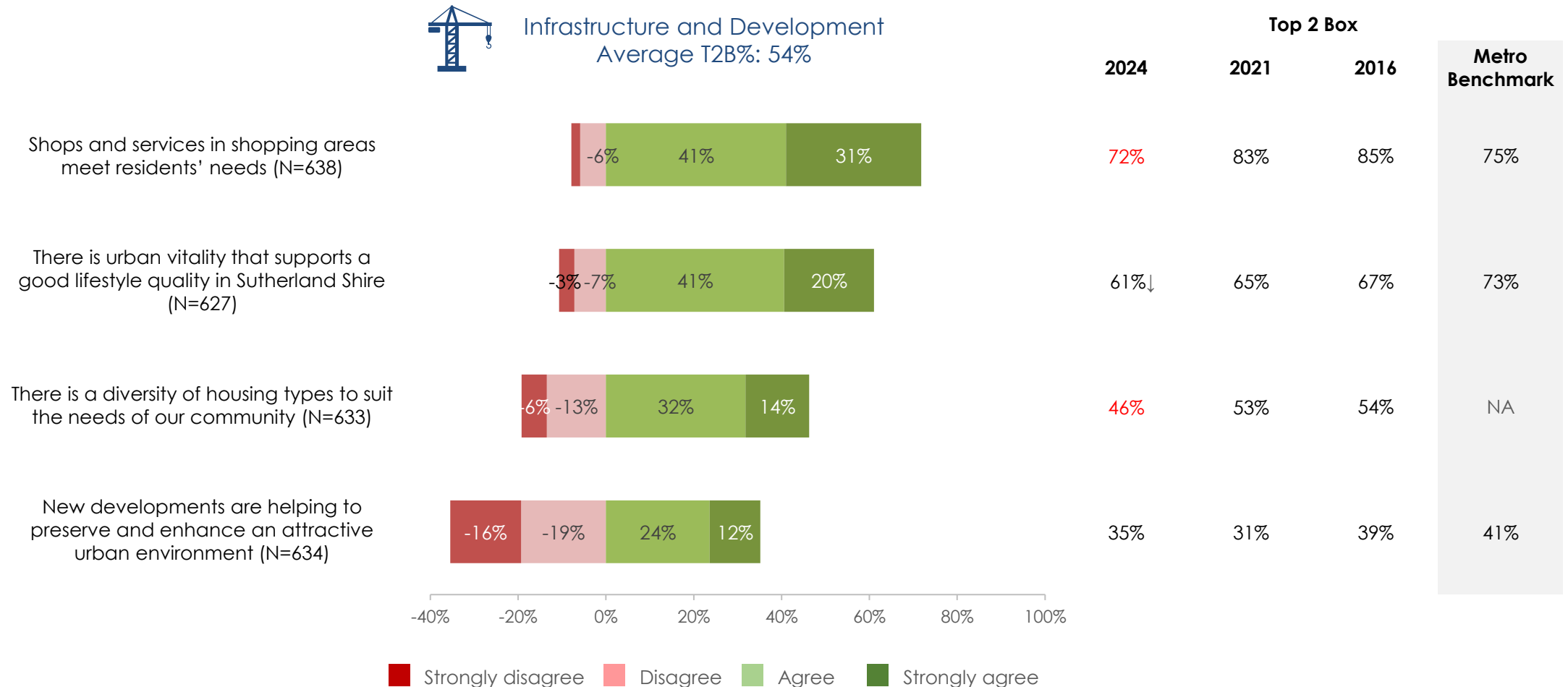
Q5. In this section I will read out a number of statements. For each of these could you please indicate your level of agreement with each statement? The scale is from 1 to 5, where 1 is strongly disagree and 5 is strongly agree.

Please see Appendix 1 for results by demographics

A significantly higher/lower level of agreement (compared to 2021)
 ↑↓ = A significantly higher/lower percentage (compared to the benchmark) 55

Agreement Statements - Infrastructure and Development

The agreement scores of shops/ services and housing types significantly dropped from 2021, whereas there was a slight increase in the agreement score of the balance of new development and environmental preservation. All three attributes where we have benchmarks have scored below the benchmarks.



Note: Data < ±3% is not shown in the chart

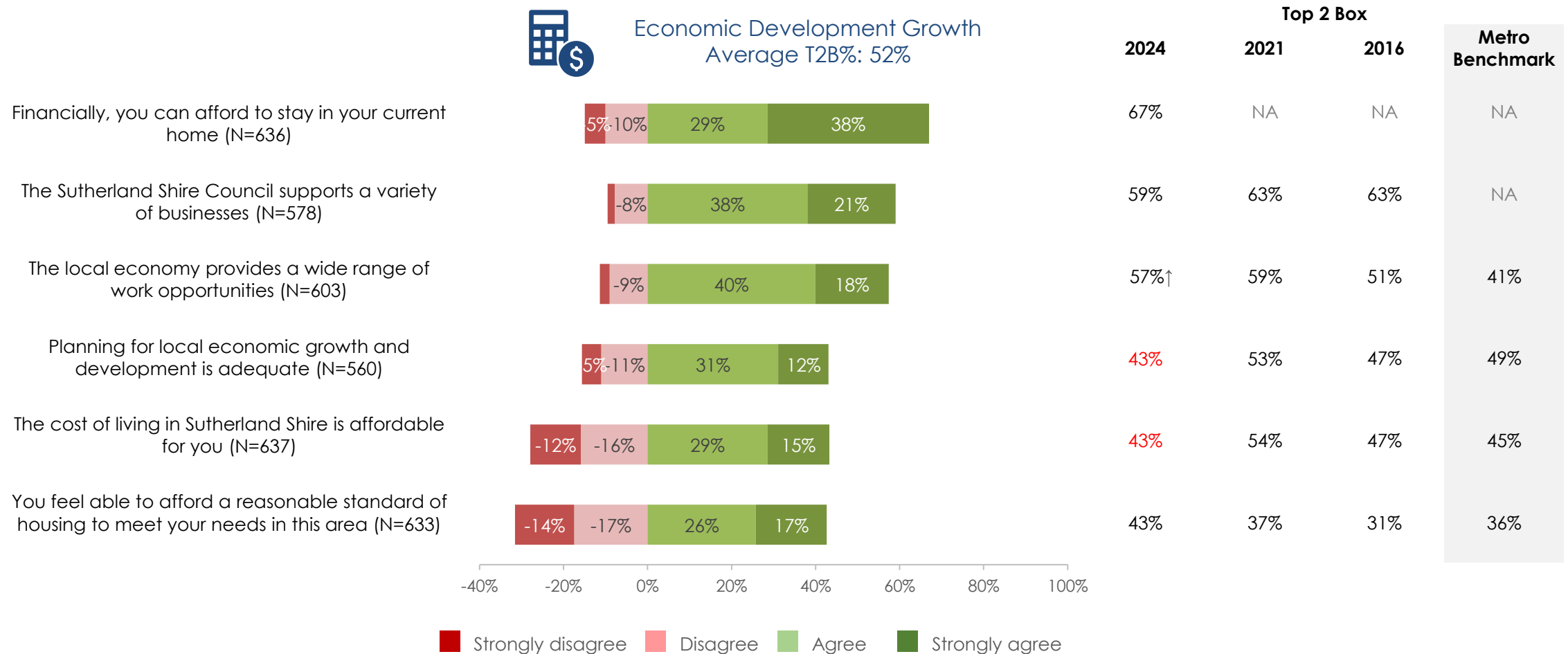
Q5. In this section I will read out a number of statements. For each of these could you please indicate your level of agreement with each statement? The scale is from 1 to 5, where 1 is strongly disagree and 5 is strongly agree.

Please see Appendix 1 for results by demographics

A significantly higher/lower level of agreement (compared to 2021)
 ↑↓ = A significantly higher/lower percentage (compared to the benchmark) 56

Agreement Statements - Economic Development Growth

Comparatively, 67% of residents agree that they can financially afford to stay in their current home, however, only 43% agree that they are able to afford a reasonable standard of housing to meet their needs. Furthermore, significantly fewer residents agree that the planning for local economic growth is adequate and that the cost of living in the Sutherland Shire is affordable.



Note: Data < ±3% is not shown in the chart

Q5. In this section I will read out a number of statements. For each of these could you please indicate your level of agreement with each statement? The scale is from 1 to 5, where 1 is strongly disagree and 5 is strongly agree.

Please see Appendix 1 for results by demographics

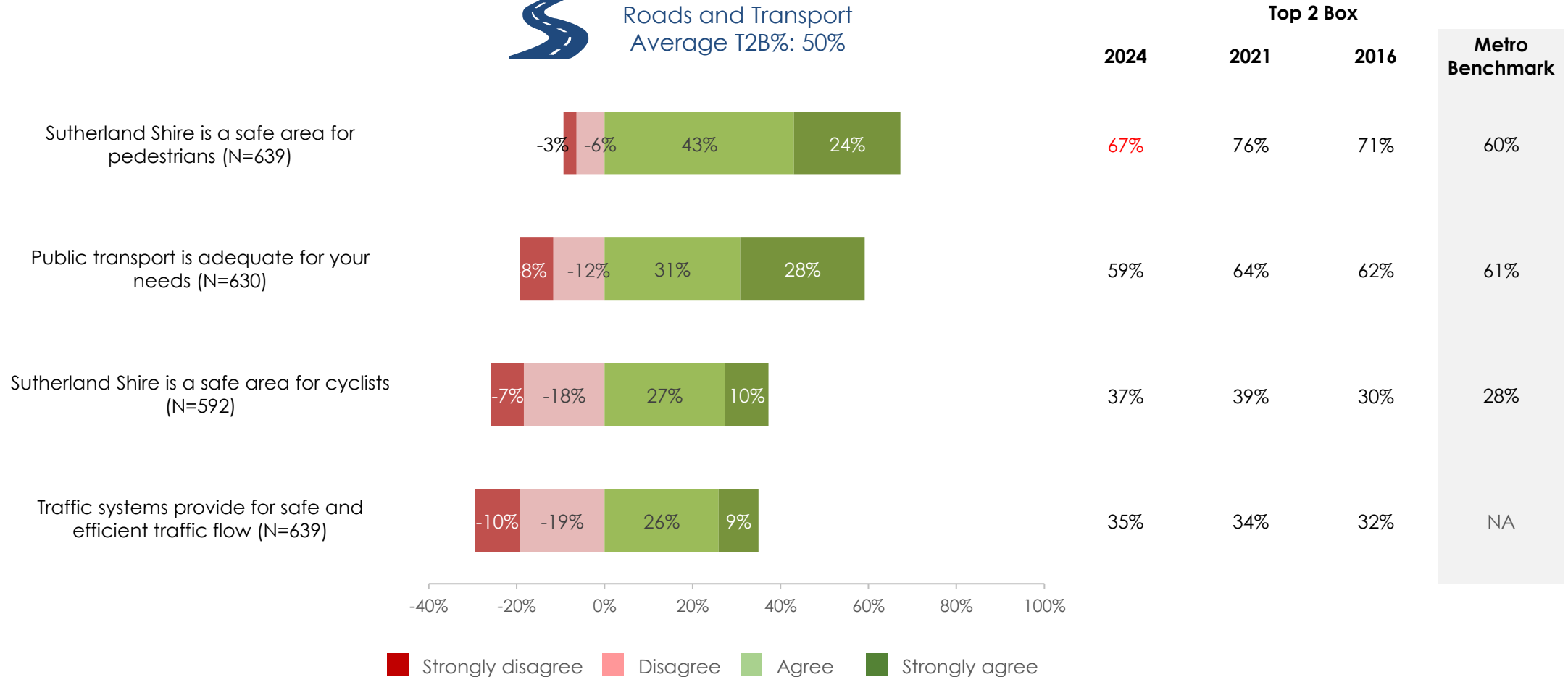
A significantly higher/lower level of agreement (compared to 2021)
 ↑↓ = A significantly higher/lower percentage (compared to the benchmark) 57

Agreement Statements - Roads and Transport

Similar to 2021, pedestrian safety garnered the highest agreement score, while the safe and efficient transport system remained the lowest under the roads and transport pillar. Encouragingly, for the Sutherland Shire LGA, 2 of 3 comparable criteria across this section received higher agreement scores compared to our Metro Benchmark.



Roads and Transport
Average T2B%: 50%

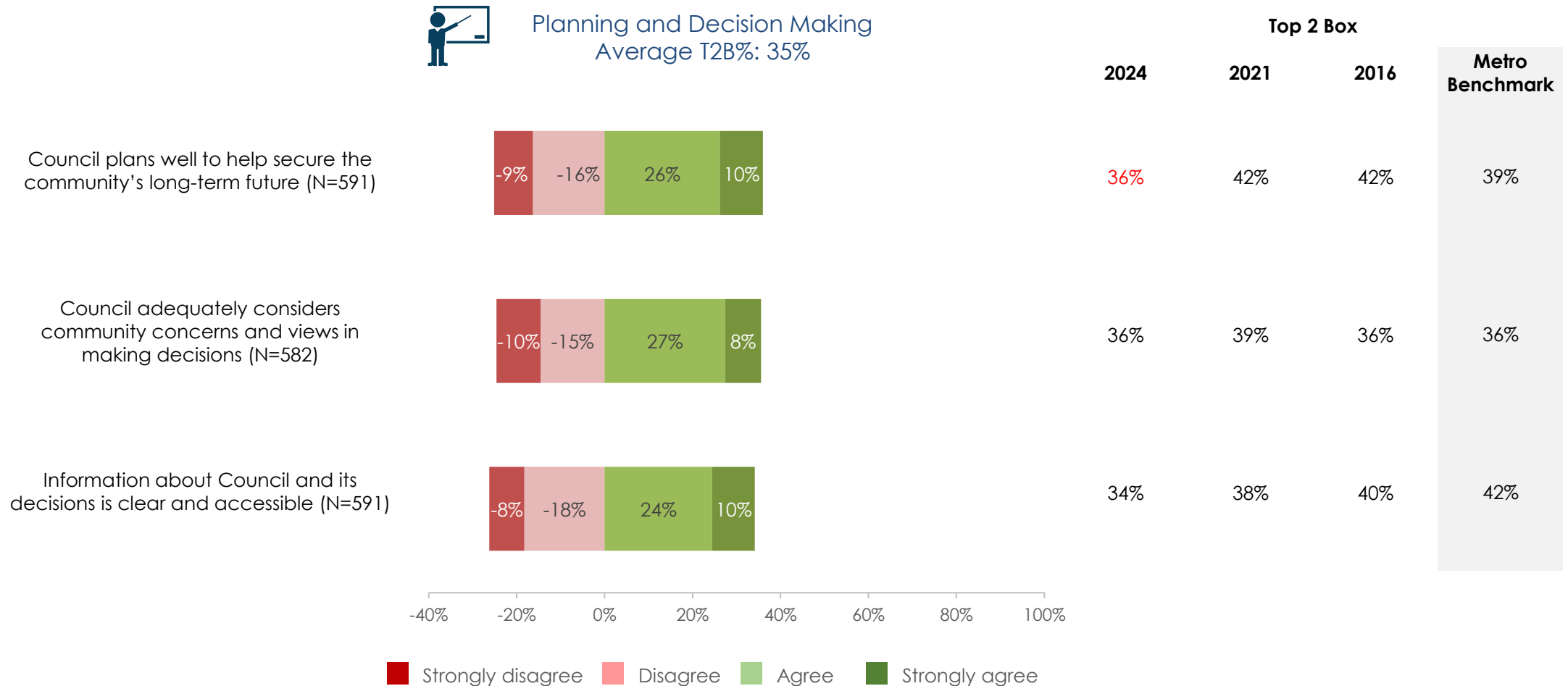


Please see Appendix 1 for results by demographics

A significantly higher/lower level of agreement (compared to 2021) 58

Agreement Statements - Planning and Decision Making

Although the measures under planning and decision-making pillar received relatively lower agreement scores compared to other sections, most of them on par with our Metro Benchmark.



Note: Data < ±3% is not shown in the chart

Q5. In this section I will read out a number of statements. For each of these could you please indicate your level of agreement with each statement? The scale is from 1 to 5, where 1 is strongly disagree and 5 is strongly agree.

Please see Appendix 1 for results by demographics

A significantly higher/lower level of agreement (compared to 2021) 59



Section 04

Wellbeing Assessment

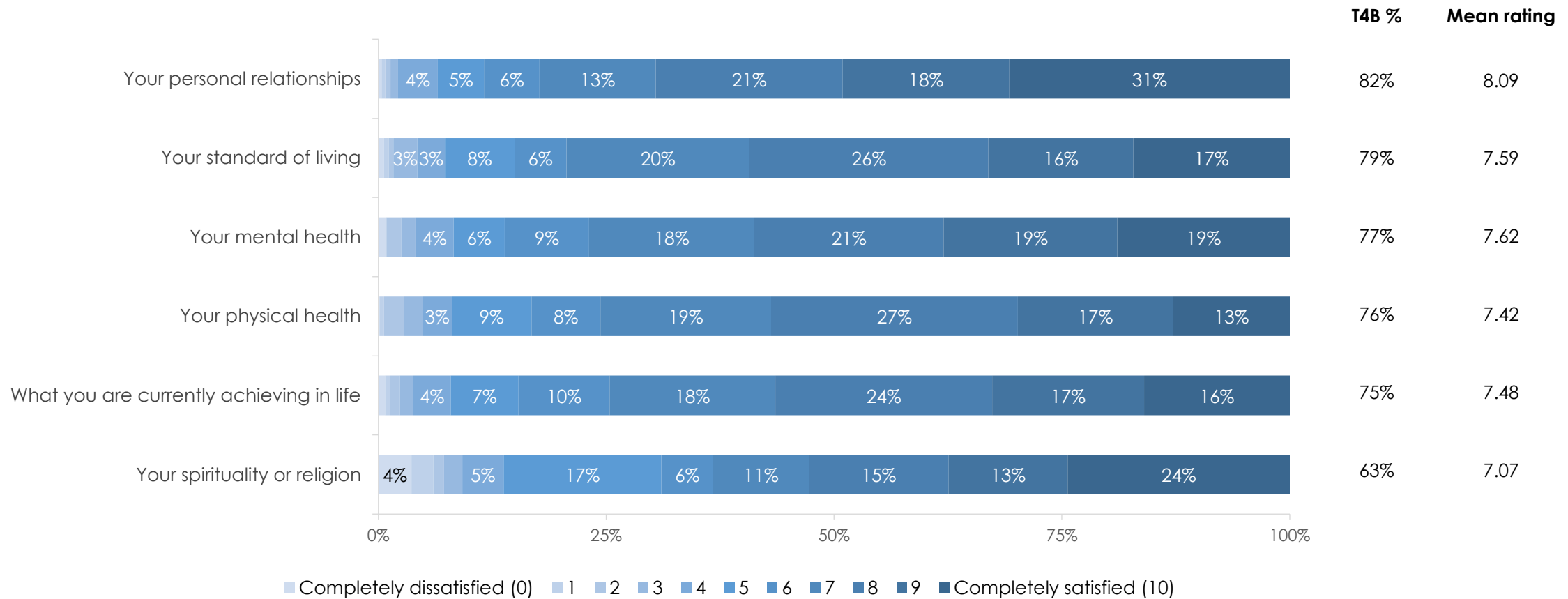
This section evaluates the wellbeing of residents living in the Sutherland Shire LGA – 2024 was the first time these questions have been included.

Section Four

Wellbeing of Residents

Personal relationships received the highest wellbeing score among the six measures, while 'spirituality or religion' scored the lowest. Demographically (see next page), older residents (65+) and ratepayers are significantly more likely to be satisfied with their wellbeing in the Sutherland Shire LGA.

Slide 64 indicates that generally speaking, wellbeing scores are lower for the Online sample, which is in some cases consistent with their earlier lower Satisfaction and Agreement scores.



Base: N = 634-639

Note: Data <3% is not shown in the chart

Q6. Using a scale of 0 to 10, where 0 is 'completely dissatisfied' and 10 is 'completely satisfied', how satisfied are you with the following:

Scale: 0 = completely dissatisfied, 10 = completely satisfied

Wellbeing of Residents

The tables below cross-analyse the six wellbeing measures by the self-reported quality of life rating.

- There is a clear trend that residents who rated their quality of life as 'excellent' are significantly more likely to rate all wellbeing measures higher, while those who rated their quality of life as 'very poor' to 'good' (labelled as 'Other' in the tables below) are significantly less likely to give high ratings to wellbeing criteria.
- However, based on the chart at left, the size of difference between the 'Excellent' and 'Other' columns is very telling – the two largest gaps are for 'Your standard of living' and 'What you are currently achieving in life', which suggests the current cost-of-living situation is affecting some residents' wellbeing.

T4B%	Total	Q1c. Quality of Life		
		Excellent	Very Good	Other
Your personal relationships	82%	89%	80%	73%
Your standard of living	79%	91%	81%	48%
Your mental health	77%	84%	77%	57%
Your physical health	76%	85%	75%	54%
What you are currently achieving in life	75%	84%	75%	49%
Your spirituality or religion	63%	72%	60%	52%
Base (minimum)	631	251	278	102

Mean rating	Total	Q1c. Quality of Life		
		Excellent	Very Good	Other
Your personal relationships	8.09	8.48	7.88	7.69
Your standard of living	7.59	8.21	7.45	6.62
Your mental health	7.62	8.29	7.45	6.24
Your physical health	7.42	8.09	7.26	6.57
What you are currently achieving in life	7.48	7.90	7.26	6.65
Your spirituality or religion	7.07	7.60	6.85	6.38
Base (minimum)	631	251	278	102

Base: N = 634-639

Scale: 0 = completely dissatisfied, 10 = completely satisfied

Q6. Using a scale of 0 to 10, where 0 is 'completely dissatisfied' and 10 is 'completely satisfied', how satisfied are you with the following:

A significantly higher/lower percentage (by group)

Wellbeing of Residents

T4B%	Total	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer	Ward A	Ward B	Ward C	Ward D	Ward E
Your personal relationships	82%	83%	82%	74%	80%	86%	90%	86%	66%	84%	81%	79%	81%	87%
Your standard of living	79%	80%	79%	76%	76%	77%	89%	85%	57%	78%	80%	71%	83%	85%
Your mental health	77%	80%	74%	64%	77%	79%	88%	81%	62%	75%	80%	74%	76%	80%
Your physical health	76%	77%	74%	76%	78%	76%	72%	78%	65%	76%	78%	66%	76%	82%
What you are currently achieving in life	75%	75%	74%	65%	72%	80%	82%	79%	57%	75%	74%	73%	72%	80%
Your spirituality or religion	63%	60%	66%	57%	67%	59%	70%	63%	63%	65%	63%	63%	64%	62%
Base (minimum)	631	303	327	160	164	154	153	503	128	127	124	127	126	127

Mean rating	Total	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer	Ward A	Ward B	Ward C	Ward D	Ward E
Your personal relationships	8.09	8.07	8.11	7.64	7.83	8.29	8.64	8.31	7.24	8.15	8.07	7.81	8.12	8.30
Your standard of living	7.59	7.66	7.52	7.46	7.30	7.41	8.22	7.89	6.43	7.69	7.64	7.29	7.60	7.74
Your mental health	7.62	7.76	7.49	7.00	7.42	7.64	8.47	7.81	6.86	7.58	7.81	7.43	7.59	7.69
Your physical health	7.42	7.53	7.32	7.42	7.45	7.43	7.37	7.56	6.88	7.49	7.60	7.21	7.29	7.50
What you are currently achieving in life	7.48	7.49	7.47	7.05	7.31	7.57	8.02	7.68	6.69	7.64	7.51	7.39	7.38	7.49
Your spirituality or religion	7.07	6.84	7.28	7.02	7.14	6.89	7.24	7.06	7.12	7.14	7.15	7.01	7.12	6.93
Base (minimum)	631	303	327	160	164	154	153	503	128	127	124	127	126	127

Scale: 0 = completely dissatisfied, 10 = completely satisfied

A significantly higher/lower percentage (by group)

Wellbeing of Residents – Phone VS Online

Service/Facility (T4B%) (Ranked by satisfaction surveyed by Phone)	Phone	Online
Your personal relationships	86%	77%
Your standard of living	83%	73%
Your mental health	81%	71%
Your physical health	80%	68%
What you are currently achieving in life	80%	66%
Your spirituality or religion	61%	66%

Service/Facility (Mean rating) (Ranked by satisfaction surveyed by Phone)	Phone	Online
Your personal relationships	8.37	7.63
Your mental health	7.89	7.18
Your standard of living	7.81	7.22
What you are currently achieving in life	7.76	7.01
Your physical health	7.67	7.01
Your spirituality or religion	6.92	7.32

Scale: 0 = completely dissatisfied, 10 = completely satisfied
 A significantly higher/lower percentage (by group)



Section 05

Comparison to Bespoke Benchmark

This section shows the comparison of quality of life, overall satisfaction, satisfaction of services/facilities and agreement scores of statements between Sutherland Shire and 8 other Councils with similar natural environment and demographic characteristics.

Section Five

Introduction of Bespoke Benchmark

On previous slides, we investigated Sutherland Shire's performance compared to our Micromex Metro Benchmark, which is based on 32 Metro Councils in NSW and provides results from a macro view. However, for a more in-depth analysis focusing on specific Councils with similar natural environment and demographic characteristics, we worked with Council to select 8 comparable Councils to construct a bespoke benchmark for Sutherland Shire.

	Sutherland Shire 2024	Bespoke Benchmark							
		Council 1	Council 2	Council 3	Council 4	Council 5	Council 6	Council 7	Council 8
Council Name	Sutherland Shire	Northern Beaches	Randwick	Willoughby	Waverley	Canada Bay	Bayside	Georges River	Lane Cove
Base*	639	4,627	3,515	3,484	3,406	3,029	2,412	2,412	802

*Note: Number of interviews conducted by Micromex since 2012

Summary - Comparison to Bespoke Benchmark

Compared with our Benchmarks, residents living in the Sutherland Shire LGA are significantly more likely to give higher ratings in terms of quality of life and agreement with the CSP statements. However, they express lower satisfaction with the Council's performance.

Upon further comparisons with the bespoke benchmarks, the reason why residents living in the Sutherland Shire are inclined to generally rate quality of life higher may be due to the good range of services, facilities, and activities available around the LGA.

Conversely, lower satisfaction with the Council's leadership (i.e., information dissemination, long-term planning, and opportunities to participate in Council decision-making) and traffic management may be contributing to the relatively lower overall satisfaction with Council's performance relative to the bespoke Councils.

Overall Satisfaction

	Sutherland Shire	Bespoke Benchmark	Metro Benchmark
Top 3 Box %	88%	91%	89%
Mean rating	3.43	3.63	3.57
Base	639	11,543	53,875

Quality of Life

	Sutherland Shire	Bespoke Benchmark	Metro Benchmark
Top 3 Box %	98%	95%	93%
Mean rating	5.22	5.09	4.92
Base	639	7,355	23,469

Service/ Facilities/Statements: Average Importance/Satisfaction/Agreement Score

		Sutherland Shire	Bespoke Benchmark	Metro Benchmark
Services/ Facilities	Importance (T2B%)	76%	75%	75%
	Satisfaction (T3B%)	79%	83%	82%
Statements	Agreement (T2B%)	62%	61%	58%

Satisfaction/Agreement Variance to Both Benchmark

➤ What services/facilities are Sutherland Shire residents less satisfied with?

- Information about Council and its decisions is clear and accessible
- Long-term planning for the Shire
- Neighbourhood traffic conditions/management
- Opportunity to participate in Council's decision-making

➤ What statements are Sutherland Shire residents more likely to agree with?

- There is a good range of leisure and recreation opportunities
- There is a good range of opportunities for cultural and artistic activities and expression
- Living in Sutherland Shire gives you a sense of living in a community
- There is a good range of community groups and support networks for residents
- People in Sutherland Shire have fair opportunity to participate in community life

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

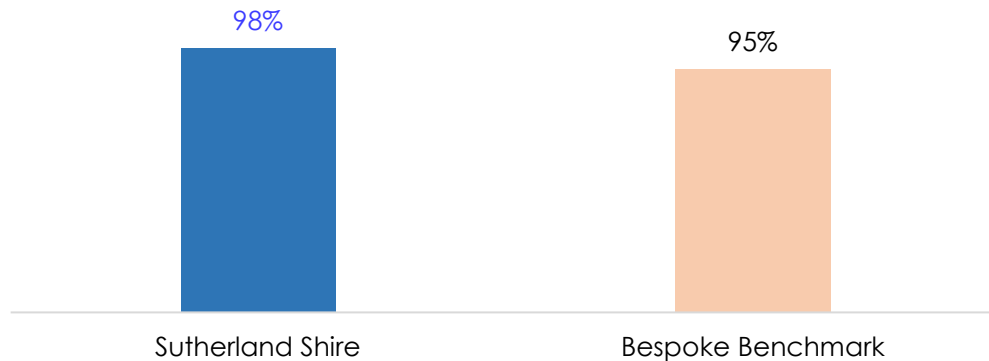
Scale for quality of life: 1 = poor, 5 = excellent

A significantly higher/lower percentage/rating compared to bespoke benchmark

Quality of Life & Overall Satisfaction

Compared to the Bespoke Benchmarks, Sutherland Shire has significantly higher scores for quality of life. This is consistent with previous results compared to the broader Micromex Metro Benchmark. However, residents generated a significantly lower 'overall satisfaction with Council' score compared to bespoke benchmark.

**Top 3 Box Quality of Life Scores
(Good to Excellent)**



**Top 3 Box Satisfaction Scores
(Somewhat satisfied to Very satisfied)**



	Sutherland Shire	Bespoke Benchmark
Mean ratings	5.22	5.09
Base	639	7,355

	Sutherland Shire	Bespoke Benchmark
Mean ratings	3.43	3.63
Base	639	11,543

Q1c. Overall, how would you rate the quality of life you have living in the Sutherland Shire?

Q3. Overall, for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues, but across all responsibility areas?

Scale for quality of life: 1 = very poor, 6 = excellent
 Scale for satisfaction: 1 = not at all satisfied, 5 = very satisfied
 A significantly higher/lower percentage/rating compared to bespoke benchmark

Importance Compared to Bespoke and Metro Benchmarks

Service/Facility (Ranked by 2024 importance) (Table 1 of 2)	Micromex LGA Benchmark – Bespoke T2B%	2024 T2B%	Micromex LGA Benchmark – Metro T2B%
Household waste service, including rubbish and recycling	94%	97%	95%
Management of beaches and waterways	92%	94%	91%
Long-term planning for the Shire	86%	92%	88%
Management of local bushland	85%	91%	84%
Council works in the best interests of the community	NA	90%	NA
Neighbourhood traffic conditions/management	88%	90%	88%
Overall condition of the local sealed road network	90%	90%	90%
Stormwater drainage	76%	✓89%	80%
Financial management	81%	86%	83%
Overall condition of the local footpath network	87%	85%	86%
Supporting local jobs and businesses	84%	85%	82%
Management of Shire tree coverage	79%	85%	77%
Appearance of suburbs	80%	83%	79%
Condition/cleanliness of public toilets	81%	83%	77%
Council makes the community feel valued and respected	NA	82%	NA
Provision of footpaths	87%	82%	86%
Consideration of local community views in decision making	82%	81%	83%
Parks and playgrounds	82%	80%	85%
Location/availability of public toilets	81%	79%	77%

Importance Compared to Bespoke and Metro Benchmarks

Service/Facility (Ranked by 2024 importance) (Table 2 of 2)	Micromex LGA Benchmark – Bespoke T2B%	2024 T2B%	Micromex LGA Benchmark – Metro T2B%
Timeliness of information on council decisions	NA	79%	NA
Quality and character of the built environment	NA	79%	NA
Information about Council and its decisions is clear and accessible	79%	76%	81%
Leisure centres (swimming pools)	61%	73%	65%
Ovals and sportsgrounds	71%	73%	76%
Library services	69%	73%	71%
Diversity & choice of housing types	NA	73%	NA
Information provided about local services and activities	79%	71%*	81%
Streetscapes around shopping areas	80%	70%	79%
Opportunity to participate in Council's decision-making	68%	69%	74%
Graffiti removal in public places	68%	65%	69%
Domestic animal control in public places	62%	65%	66%
Festival and events programs	61%	62%	61%
Childcare services	60%	58%	59%
Hazelhurst Regional Gallery	59%	55%	52%
The Pavilion Performing Arts Centre	59%	53%	52%
Provision of bike paths	54%	51%	52%
Community buildings and halls	56%	50%	59%
Cultural facilities & services overall	59%	*49%	52%

Satisfaction Compared to Bespoke and Metro Benchmarks

Service/Facility (Ranked by 2024 satisfaction) (Table 1 of 2)	Micromex LGA Benchmark – Bespoke T3B%	2024 T3B%	Micromex LGA Benchmark – Metro T3B%
Hazelhurst Regional Gallery	86%	✓98%✓	86%
Library services	95%	97%	94%
The Pavilion Performing Arts Centre	86%	✓97%✓	86%
Parks and playgrounds	94%	95%	91%
Management of beaches and waterways	94%	93%	94%
Ovals and sportsgrounds	93%	93%	91%
Leisure centres (swimming pools)	87%	92%	87%
Household waste service, including rubbish and recycling	92%	91%	93%
Appearance of suburbs	87%	91%	84%
Cultural facilities & services overall	86%	89%	86%
Management of local bushland	90%	89%	87%
Community buildings and halls	91%	88%	90%
Supporting local jobs and businesses	86%	85%	84%
Childcare services	87%	84%	88%
Festival and events programs	89%	84%	90%
Streetscapes around shopping areas	87%	83%	84%
Information provided about local services and activities	82%	83%	80%
Domestic animal control in public places	85%	83%	87%
Quality and character of the built environment	NA	82%	NA

Satisfaction Compared to Bespoke and Metro Benchmarks

Service/Facility (Ranked by 2024 satisfaction) (Table 2 of 2)	Micromex LGA Benchmark – Bespoke T3B%	2024 T3B%	Micromex LGA Benchmark – Metro T3B%
Graffiti removal in public places	90%	81%	80%
Stormwater drainage	83%	81%	83%
Management of Shire tree coverage	81%	78%	76%
Financial management	80%	77%	78%
Provision of footpaths	77%	77%	74%
Council makes the community feel valued and respected	NA	74%	NA
Overall condition of the local footpath network	77%	74%	74%
Diversity & choice of housing types	NA	73%	NA
Overall condition of the local sealed road network	74%	69%	74%
Council works in the best interests of the community	NA	68%	NA
Location/availability of public toilets	74%	67%	69%
Provision of bike paths	73%	67%	72%
Information about Council and its decisions is clear and accessible	82%	✖64%✖	80%
Condition/cleanliness of public toilets	74%	64%	69%
Consideration of local community views in decision making	69%	64%	70%
Long-term planning for the Shire	78%	✖64%✖	74%
Timeliness of information on council decisions	NA	63%	NA
Neighbourhood traffic conditions/management	69%	✖59%✖	72%
Opportunity to participate in Council's decision-making	75%	✖59%✖	70%

Agreement Compared to Bespoke and Metro Benchmarks

Agreement Statements (Table 1 of 2)		Micromex LGA Benchmark – Bespoke T2B%	2024 T2B%	Micromex LGA Benchmark – Metro T2B%
Roads and Transport	Public transport is adequate for your needs	61%	59%	61%
	Sutherland Shire is a safe area for pedestrians	63%	67%	60%
	Sutherland Shire is a safe area for cyclists	NA	37%	28%
	Traffic systems provide for safe and efficient traffic flow	NA	35%	NA
Community Safety	You feel safe during the day	96%	95%	93%
	You feel safe during the night	80%	76%	71%
	You feel safe in your home	96%	94%	93%
	You feel safe using public facilities	81%	80%	74%
	Graffiti is adequately controlled	65%	59%	68%
	Sutherland Shire is welcoming of diversity	NA	61%	NA
Infrastructure and Development	Shops and services in shopping areas meet residents' needs	79%	72%	75%
	New developments are helping to preserve and enhance an attractive urban environment	NA	35%	41%
	There is urban vitality that supports a good lifestyle quality in Sutherland Shire	80%	*61%*	73%
	There is a diversity of housing types to suit the needs of our community	NA	46%	NA
The Natural Environment	The natural environment is respected and protected	59%	✓70%	65%
	Local bushland and reserves are well managed	NA	71%	NA
	Beaches are well patrolled by lifeguards	NA	89%	NA
	Beaches are kept clean and tidy	NA	85%	NA

Agreement Compared to Bespoke and Metro Benchmarks

Agreement Statements (Table 2 of 2)		Micromex LGA Benchmark – Bespoke T2B%	2024 T2B%	Micromex LGA Benchmark – Metro T2B%
Services and Facilities	There is a good range of leisure and recreation opportunities	63%	✓82%✓	63%
	Sporting facilities in the area meet your needs	NA	77%	68%
	There is a good range of opportunities for cultural and artistic activities and expression	42%	✓57%✓	45%
	Living in Sutherland Shire gives you a sense of living in a community	65%	✓76%✓	64%
	There is a good range of community groups and support networks for residents	45%	✓67%✓	51%
	The community in Sutherland Shire is harmonious, cohesive, and inclusive	65%	60%	63%
	People in Sutherland Shire have fair opportunity to participate in community life	62%	✓73%✓	63%
	The Sutherland Shire community is compassionate and supportive of the most vulnerable in society	NA	52%	NA
	Quality education is available and accessible in the LGA	NA	78%	69%
Planning and Decision Making	Council adequately considers community concerns and views in making decisions	33%	36%	36%
	Information about Council and its decisions is clear and accessible	NA	34%	42%
	Council plans well to help secure the community's long-term future	39%	36%	39%
Health	Hospitals, medical and mental health services in the LGA are accessible and adequate	61%	55%	58%
	Healthy lifestyle opportunities are available in the Sutherland Shire	NA	83%✓	70%
Economic Development Growth	Planning for local economic growth and development is adequate	42%	43%	49%
	The Sutherland Shire Council supports a variety of businesses	NA	59%	NA
	The local economy provides a wide range of work opportunities	38%	57%✓	41%
	You feel able to afford a reasonable standard of housing to meet your needs in this area	NA	43%	36%
	The cost of living in Sutherland Shire is affordable for you	38%	43%	45%
	Financially, you can afford to stay in your current home	NA	67%	NA



Appendix 1.1:

Additional Analyses

Appendix 1.1

Most Valued Aspects about Living in the Sutherland Shire

	2024 N=639	2021 N = 601		2024 N=639	2021 N = 601
The surrounding/access to beautiful beaches, parks and nature reserves	58%	55%	Parking availability	1%	<1%
Sense of community/friendly community	20%	21%	Variety and quality of shops	1%	2%
Location - proximity to shops, facilities, public transport and the city	20%	18%	Population/demographics of the area	1%	1%
Peaceful and quiet	9%	7%	Hospital and healthcare services	1%	1%
Safe/low crime	9%	5%	Cultural diversity	1%	<1%
Low density area e.g. not overdeveloped/overcrowded, limited traffic congestion	8%	7%	Affordable housing	<1%	1%
Lifestyle	7%	7%	Good infrastructure	<1%	0%
Facilities and services available	6%	4%	Industry/local economy and employment opportunities	<1%	1%
Family friendly	5%	4%	Affordability	<1%	0%
Cleanliness and fresh air	5%	2%	Dog parks	<1%	0%
Near family and friends	4%	7%	Wildlife	<1%	0%
Sentimental/lived here all my life	4%	5%	Everything	<1%	<1%
Open spaces	3%	7%	The weather is usually great	<1%	<1%
Good area to live/comfortable	3%	5%	Council is doing a good job e.g. informative/responsive/cost of rates	<1%	1%
Beautiful/scenic place to live	3%	3%	Suburban area	<1%	1%
Atmosphere of the area e.g. rural/urban feel	2%	4%	Roads are in good condition/no motorways	<1%	1%
Education facilities	2%	2%	Facilities for kids	<1%	1%
Public transport	2%	1%	Farmers markets in Sutherland	<1%	0%
Sporting facilities	1%	1%	Other	<1%	0%
Recreational activities	1%	4%	Don't know/nothing	1%	2%
Cafes and restaurants	1%	1%			

Highest Priority Issues in the Sutherland Shire

	2024 N=639	2021 N = 601		2024 N=639	2021 N = 601
Managing traffic congestion*	32%	32%	Retaining the beauty, atmosphere and lifestyle of the area	2%	4%
Overdevelopment/managing development*	31%	44%	Waste and recycling services e.g. public places and household collection	1%	3%
NETT: Infrastructure/services to cater for the growing population*	23%	28%	Aged care services/facilities	1%	2%
Infrastructure/services to support population growth in general	11%	13%	Youth services/facilities	1%	2%
More/quality of schools	4%	3%	Communication and engagement with the community	1%	2%
Medical services/healthcare/hospitals	4%	2%	Climate change	1%	1%
Family friendly facilities/activities e.g. parks, child-friendly facilities, day care	3%	3%	Pollution	1%	1%
Sporting and recreation facilities	2%	3%	Providing support for local businesses/Creating local jobs	1%	1%
Pedestrian walkways/footpaths	1%	2%	Bushfires/bushfire prevention	1%	1%
Shopping facilities and restaurants	1%	1%	Council advocacy and leadership	1%	1%
Bike tracks/infrastructure	1%	1%	Forward planning for the region*	1%	<1%
More entertainment venues	1%	<1%	Stormwater drainage (should be concrete)	1%	<1%
Dog exercise areas	<1%	1%	Maintenance/more public amenities/facilities*	1%	0%
Managing population growth/overcrowding*	19%	13%	Council's responsiveness/ease of getting things done	<1%	1%
NETT: Housing*	19%	11%	Integration/Immigration issues	<1%	<1%
Affordability of housing	14%	10%	Social housing attracting undesirable characters	<1%	0%
Availability of housing	9%	1%	Preserving older houses/heritage buildings	<1%	<1%
Management of roads/road infrastructure and maintenance*	15%	15%	Property values going down	<1%	0%
Availability of parking*	14%	10%	Sewerage problems	<1%	0%
Provision of public transport/community transport*	10%	7%	Pedestrian safety	<1%	0%
Environmental protection/open, green spaces/tree management/wildlife	8%	12%	Faster DA approval	<1%	0%
Increasing rates/cost of living	4%	3%	Other	3%	0%
Maintenance and upgrading of local infrastructure/facilities*	3%	4%	Don't know/nothing	2%	3%
Police presence/crime and safety related issues e.g. increasing crime, drug and alcohol abuse	3%	2%			

*Note: Measures with orange asterisks have been deemed development-related – see Slide 20.

Q1b. Thinking of the next 10 years, what do you believe will be the highest priority issues within the Sutherland Shire?

A significantly higher/lower percentage (by year) 77

Comparison to Previous Research

Service/Facility	Importance		Satisfaction		Service/Facility	Importance		Satisfaction	
	2024	2021	2024	2021		2024	2021	2024	2021
Parks and playgrounds	4.22	4.18	3.83	3.85	Domestic animal control in public places	3.90	3.89	3.47	3.46
Ovals and sportsgrounds	4.07	3.94	3.81	3.86	Quality and character of the built environment	4.21	4.12	3.30	3.31
Community buildings and halls	3.44	3.26	3.62	3.52	Streetscapes around shopping areas	3.99	3.97	3.41	3.44
Leisure centres (swimming pools)	4.03	3.84	3.88	3.90	Diversity & choice of housing types	4.06	4.03	3.12	3.26
Cultural facilities & services overall	3.43	3.30	3.67	3.40	Appearance of suburbs	4.33	4.17	3.57	3.68
Hazelhurst Regional Gallery	3.50	3.47	4.30	4.34	Management of local bushland	4.61	4.48	3.70	3.79
The Pavilion Performing Arts Centre	3.45	3.54	4.22	3.65	Management of Shire tree coverage	4.38	4.28	3.31	3.44
Library services	4.06	3.80	4.36	4.18	Management of beaches and waterways	4.70	4.65	3.85	3.90
Childcare services	3.50	3.38	3.58	3.91	Household waste service, including rubbish and recycling	4.76	4.69	3.97	3.92
Festival and events programs	3.79	3.63	3.53	3.53	Stormwater drainage	4.57	4.45	3.47	3.77
Supporting local jobs and businesses	4.44	4.44	3.49	3.52	Information provided about local services and activities	4.03	3.96	3.46	3.43
Overall condition of the local sealed road network	4.54	4.54	3.01	3.23	Information about Council and its decisions is clear and accessible	4.18	4.08	2.95	3.08
Overall condition of the local footpath network	4.40	4.43	3.14	3.28	Opportunity to participate in Council's decision-making	3.94	3.79	2.78	2.88
Provision of footpaths	4.33	4.38	3.21	3.32	Consideration of local community views in decision making	4.30	4.26	2.84	2.92
Provision of bike paths	3.33	3.59	2.99	3.06	Council works in the best interests of the community	4.59	4.51	2.98	3.10
Neighbourhood traffic conditions/management	4.54	4.47	2.79	2.95	Timeliness of information on council decisions	4.24	4.06	2.84	3.05
Condition/cleanliness of public toilets	4.36	4.25	2.88	2.97	Long-term planning for the Shire	4.67	4.55	2.81	2.96
Location/availability of public toilets	4.26	4.20	2.93	2.94	Financial management	4.50	4.36	3.12	3.32
Graffiti removal in public places	3.90	3.90	3.43	3.47	Council makes the community feel valued and respected	4.34	4.19	3.16	3.31

Scale: 1 = not at all important/not at all satisfied, 5 = very important/very satisfied
 A significantly higher/lower level of importance/satisfaction (by year)

Importance Compared to the Micromex Benchmark

Service/Facility	Sutherland Shire T2 box importance score	Micromex LGA Benchmark – Metro T2 box importance score	Micromex LGA Benchmark – Bespoke T2 box importance score	Variance to Metro Benchmark	Variance to Bespoke Benchmark
Stormwater drainage	89%	80%	76%	9%	13%▲
Management of Shire tree coverage	85%	77%	79%	8%	6%
Leisure centres (swimming pools)	73%	65%	61%	8%	12%▲
Management of local bushland	91%	84%	85%	7%	6%
Condition/cleanliness of public toilets	83%	77%	81%	6%	2%
Long-term planning for the Shire	92%	88%	86%	4%	6%
Appearance of suburbs	83%	79%	80%	4%	3%
Management of beaches and waterways	94%	91%	92%	3%	2%
Financial management	86%	83%	81%	3%	5%
Supporting local jobs and businesses	85%	82%	84%	3%	1%
Hazelhurst Regional Gallery	55%	52%	59%	3%	-4%
Household waste service, including rubbish and recycling	97%	95%	94%	2%	3%
Library services	73%	71%	69%	2%	4%
Neighbourhood traffic conditions/management	90%	88%	88%	2%	2%
Location/availability of public toilets	79%	77%	81%	2%	-2%
Festival and events programs	62%	61%	61%	1%	1%
The Pavilion Performing Arts Centre	53%	52%	59%	1%	-6%
Overall condition of the local sealed road network	90%	90%	90%	0%	0%
Overall condition of the local footpath network	85%	86%	87%	-1%	-2%

Note: Benchmark differences are based on assumed variants of +/- 10%, with variants beyond +/- 10% more likely to be significant
▲/▼ = positive/negative difference equal to/greater than 10% from Benchmark.

Note: T2 = important/very important 79

Importance Compared to the Micromex Benchmark

Service/Facility	Sutherland Shire T2 box importance score	Micromex LGA Benchmark – Metro T2 box importance score	Micromex LGA Benchmark – Bespoke T2 box importance score	Variance to Metro Benchmark	Variance to Bespoke Benchmark
Domestic animal control in public places	65%	66%	62%	-1%	3%
Provision of bike paths	51%	52%	54%	-1%	-3%
Childcare services	58%	59%	60%	-1%	-2%
Consideration of local community views in decision making	81%	83%	82%	-2%	-1%
Ovals and sportsgrounds	73%	76%	71%	-3%	2%
Cultural facilities & services overall	49%	52%	59%	-3%	-10%▼
Provision of footpaths	82%	86%	87%	-4%	-5%
Graffiti removal in public places	65%	69%	68%	-4%	-3%
Opportunity to participate in Council's decision-making	69%	74%	68%	-5%	1%
Parks and playgrounds	80%	85%	82%	-5%	-2%
Information about Council and its decisions is clear and accessible	76%	81%	79%	-5%	-3%
Community buildings and halls	50%	59%	56%	-9%	-6%
Streetscapes around shopping areas	70%	79%	80%	-9%	-10%▼
Information provided about local services and activities	71%	81%	79%	-10%▼	-8%

Note: Benchmark differences are based on assumed variants of +/- 10%, with variants beyond +/- 10% more likely to be significant
▲/▼ = positive/negative difference equal to/greater than 10% from Benchmark.

Note: T2 = important/very important 80

Satisfaction Compared to the Micromex Benchmark

Service/Facility	Sutherland Shire T3 box satisfaction score	Micromex LGA Benchmark – Metro T3 box satisfaction score	Micromex LGA Benchmark – Bespoke T3 box satisfaction score	Variance to Metro Benchmark	Variance to Bespoke Benchmark
Hazelhurst Regional Gallery	98%	86%	86%	12%▲	12%▲
The Pavilion Performing Arts Centre	97%	86%	86%	11%▲	11%▲
Appearance of suburbs	91%	84%	87%	7%	4%
Leisure centres (swimming pools)	92%	87%	87%	5%	5%
Parks and playgrounds	95%	91%	94%	4%	1%
Cultural facilities & services overall	89%	86%	86%	3%	3%
Information provided about local services and activities	83%	80%	82%	3%	1%
Library services	97%	94%	95%	3%	2%
Provision of footpaths	77%	74%	77%	3%	0%
Ovals and sportsgrounds	93%	91%	93%	2%	0%
Management of local bushland	89%	87%	90%	2%	-1%
Management of Shire tree coverage	78%	76%	81%	2%	-3%
Supporting local jobs and businesses	85%	84%	86%	1%	-1%
Graffiti removal in public places	81%	80%	90%	1%	-9%
Overall condition of the local footpath network	74%	74%	77%	0%	-3%
Management of beaches and waterways	93%	94%	94%	-1%	-1%
Streetscapes around shopping areas	83%	84%	87%	-1%	-4%
Financial management	77%	78%	80%	-1%	-3%
Community buildings and halls	88%	90%	91%	-2%	-3%

Note: Benchmark differences are based on assumed variants of +/- 10%, with variants beyond +/- 10% more likely to be significant
▲/▼ = positive/negative difference equal to/greater than 10% from Benchmark.

Note: T3 = at least somewhat satisfied 81

Satisfaction Compared to the Micromex Benchmark

Service/Facility	Sutherland Shire T3 box satisfaction score	Micromex LGA Benchmark – Metro T3 box satisfaction score	Micromex LGA Benchmark – Bespoke T2 box satisfaction score	Variance to Metro Benchmark	Variance to Bespoke Benchmark
Location/availability of public toilets	67%	69%	74%	-2%	-7%
Household waste service, including rubbish and recycling	91%	93%	92%	-2%	-1%
Stormwater drainage	81%	83%	83%	-2%	-2%
Childcare services	84%	88%	87%	-4%	-3%
Domestic animal control in public places	83%	87%	85%	-4%	-2%
Overall condition of the local sealed road network	69%	74%	74%	-5%	-5%
Condition/cleanliness of public toilets	64%	69%	74%	-5%	-10%
Provision of bike paths	67%	72%	73%	-5%	-6%
Festival and events programs	84%	90%	89%	-6%	-5%
Consideration of local community views in decision making	64%	70%	69%	-6%	-5%
Long-term planning for the Shire	64%	74%	78%	-10%▼	-14%▼
Opportunity to participate in Council's decision-making	59%	70%	75%	-11%▼	-16%▼
Neighbourhood traffic conditions/management	59%	72%	69%	-13%▼	-10%▼
Information about Council and its decisions is clear and accessible	64%	80%	82%	-16%▼	-18%▼

Note: Benchmark differences are based on assumed variants of +/- 10%, with variants beyond +/- 10% more likely to be significant
▲/▼ = positive/negative difference equal to/greater than 10% from Benchmark.

Note: T3 = at least somewhat satisfied 82

Performance Gap Analysis

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

Performance Gap Ranking

Service/Facility (Table 1 of 2)	Importance T2 Box	Satisfaction T3 Box	Performance Gap (Importance – Satisfaction)
Neighbourhood traffic conditions/management	90%	59%	31%
Long-term planning for the Shire	92%	64%	28%
Council works in the best interests of the community	90%	68%	22%
Overall condition of the local sealed road network	90%	69%	21%
Condition/cleanliness of public toilets	83%	64%	19%
Consideration of local community views in decision making	81%	64%	17%
Timeliness of information on council decisions	79%	63%	16%
Location/availability of public toilets	79%	67%	12%
Information about Council and its decisions is clear and accessible	76%	64%	12%
Overall condition of the local footpath network	85%	74%	11%
Opportunity to participate in Council's decision-making	69%	59%	10%
Financial management	86%	77%	9%
Stormwater drainage	89%	81%	8%
Council makes the community feel valued and respected	82%	74%	8%
Management of Shire tree coverage	85%	78%	7%
Household waste service, including rubbish and recycling	97%	91%	6%
Provision of footpaths	82%	77%	5%
Management of local bushland	91%	89%	2%
Management of beaches and waterways	94%	93%	1%

Note: T2 = important/very important
T3 = at least somewhat satisfied

Performance Gap Analysis

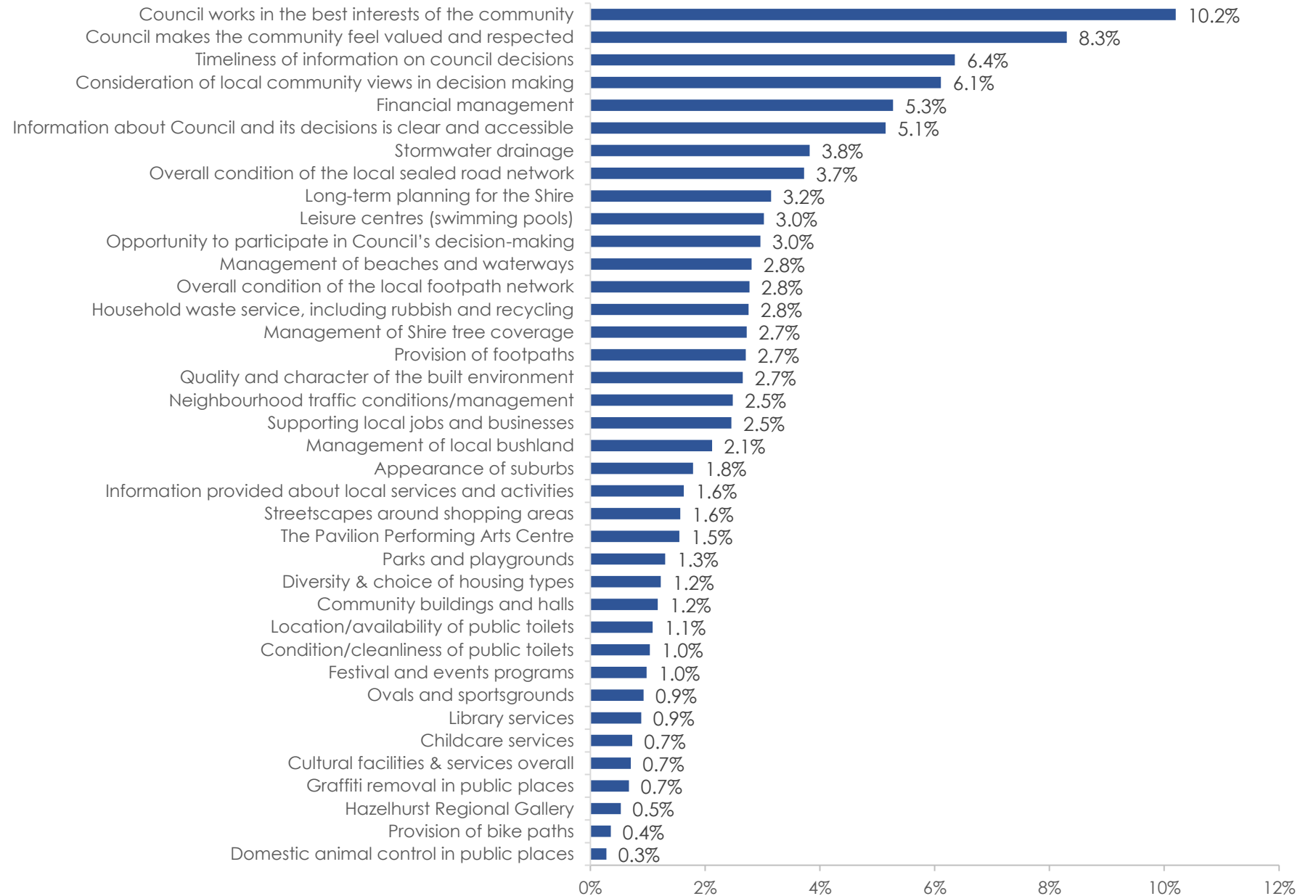
Performance Gap Ranking Continue...

Service/Facility (Table 2 of 2)	Importance T2 Box	Satisfaction T3 Box	Performance Gap (Importance – Satisfaction)
Supporting local jobs and businesses	85%	85%	0%
Diversity & choice of housing types	73%	73%	0%
Quality and character of the built environment	79%	82%	-3%
Appearance of suburbs	83%	91%	-8%
Information provided about local services and activities	71%	83%	-12%
Streetscapes around shopping areas	70%	83%	-13%
Parks and playgrounds	80%	95%	-15%
Provision of bike paths	51%	67%	-16%
Graffiti removal in public places	65%	81%	-16%
Domestic animal control in public places	65%	83%	-18%
Leisure centres (swimming pools)	73%	92%	-19%
Ovals and sportsgrounds	73%	93%	-20%
Festival and events programs	62%	84%	-22%
Library services	73%	97%	-24%
Childcare services	58%	84%	-26%
Community buildings and halls	50%	88%	-38%
Cultural facilities & services overall	49%	89%	-40%
Hazelhurst Regional Gallery	55%	98%	-43%
The Pavilion Performing Arts Centre	53%	97%	-44%

Note: T2 = important/very important
T3 = at least somewhat satisfied

Regression Analysis – Influence on Overall Satisfaction

The chart to the right summarises the influence of the 38 facilities/services on overall satisfaction with Council's performance, based on the Advanced Regression analysis.



Agreement Statements - The Natural Environment

Top 2 Box % (agree/strongly agree)	Overall 2024	Gender		Age				Ratepayer Status	
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Beaches are well patrolled by lifeguards (N=620)	89%	90%	88%	86%	92%	87%	90%	90%	85%
Beaches are kept clean and tidy (N=623)	85%	85%	86%	81%	86%	87%	88%	86%	83%
Local bushland and reserves are well managed (N=627)	71%	71%	70%	74%	74%	70%	65%	70%	74%
The natural environment is respected and protected (N=634)	70%	70%	71%	73%	73%	69%	66%	70%	70%

Top 2 Box % (agree/strongly agree)	Ward				
	Ward A	Ward B	Ward C	Ward D	Ward E
Beaches are well patrolled by lifeguards (N=620)	88%	88%	86%	92%	89%
Beaches are kept clean and tidy (N=623)	81%	84%	90%	86%	86%
Local bushland and reserves are well managed (N=627)	71%	66%	68%	75%	73%
The natural environment is respected and protected (N=634)	70%	65%	67%	78%	73%

Q5. In this section I will read out a number of statements. For each of these could you please indicate your level of agreement with each statement? The scale is from 1 to 5, where 1 is strongly disagree and 5 is strongly agree.

A significantly higher/lower level of agreement (by group) 86

Agreement Statements - Community Safety

Top 2 Box % (agree/strongly agree)	Overall 2024	Gender		Age				Ratepayer Status	
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
You feel safe during the day (N=639)	95%	95%	95%	94%	97%	93%	96%	95%	93%
You feel safe in your home (N=638)	94%	95%	93%	93%	97%	91%	96%	95%	91%
You feel safe using public facilities (N=633)	80%	83%	77%	81%	79%	78%	82%	80%	80%
You feel safe during the night (N=639)	76%	82%	70%	77%	76%	74%	78%	76%	76%
Sutherland Shire is welcoming of diversity (N=616)	61%	63%	60%	57%	64%	59%	67%	60%	65%
Graffiti is adequately controlled (N=608)	59%	56%	62%	59%	66%	62%	50%	59%	60%

Top 2 Box % (agree/strongly agree)	Ward				
	Ward A	Ward B	Ward C	Ward D	Ward E
You feel safe during the day (N=639)	95%	92%	95%	97%	96%
You feel safe in your home (N=638)	93%	94%	93%	96%	96%
You feel safe using public facilities (N=633)	80%	79%	73%	79%	86%
You feel safe during the night (N=639)	79%	74%	72%	79%	77%
Sutherland Shire is welcoming of diversity (N=616)	54%	59%	59%	68%	66%
Graffiti is adequately controlled (N=608)	63%	59%	59%	67%	48%

Q5. In this section I will read out a number of statements. For each of these could you please indicate your level of agreement with each statement? The scale is from 1 to 5, where 1 is strongly disagree and 5 is strongly agree.

Agreement Statements - Services and Facilities

Top 2 Box % (agree/strongly agree)	Overall 2024	Gender		Age				Ratepayer Status	
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
There is a good range of leisure and recreation opportunities (N=635)	82%	83%	81%	82%	85%	77%	84%	83%	78%
Quality education is available and accessible in the LGA (N=612)	78%	78%	78%	77%	78%	71%	86%	79%	72%
Sporting facilities in the area meet your needs (N=608)	77%	78%	77%	79%	79%	73%	79%	80%	68%
Living in Sutherland Shire gives you a sense of living in a community (N=635)	76%	74%	77%	70%	79%	79%	76%	77%	72%
People in Sutherland Shire have fair opportunity to participate in community life (N=620)	73%	72%	74%	70%	76%	70%	77%	75%	66%
There is a good range of community groups and support networks for residents (N=584)	67%	63%	70%	65%	66%	60%	75%	69%	58%
The community in Sutherland Shire is harmonious, cohesive, and inclusive (N=631)	60%	60%	60%	58%	59%	53%	68%	60%	57%
There is a good range of opportunities for cultural and artistic activities and expression (N=593)	57%	59%	55%	53%	59%	52%	65%	58%	53%
The Sutherland Shire community is compassionate and supportive of the most vulnerable in society (N=610)	52%	50%	54%	52%	56%	42%	59%	52%	52%

Top 2 Box % (agree/strongly agree)	Ward				
	Ward A	Ward B	Ward C	Ward D	Ward E
There is a good range of leisure and recreation opportunities (N=635)	78%	83%	79%	88%	82%
Quality education is available and accessible in the LGA (N=612)	73%	79%	75%	86%	77%
Sporting facilities in the area meet your needs (N=608)	74%	74%	77%	83%	79%
Living in Sutherland Shire gives you a sense of living in a community (N=635)	71%	76%	73%	82%	77%
People in Sutherland Shire have fair opportunity to participate in community life (N=620)	69%	75%	68%	78%	77%
There is a good range of community groups and support networks for residents (N=584)	62%	67%	65%	74%	64%
The community in Sutherland Shire is harmonious, cohesive, and inclusive (N=631)	61%	55%	52%	69%	60%
There is a good range of opportunities for cultural and artistic activities and expression (N=593)	57%	55%	53%	60%	60%
The Sutherland Shire community is compassionate and supportive of the most vulnerable in society (N=610)	45%	52%	52%	63%	50%

Q5. In this section I will read out a number of statements. For each of these could you please indicate your level of agreement with each statement? The scale is from 1 to 5, where 1 is strongly disagree and 5 is strongly agree.

Agreement Statements - Health

Top 2 Box % (agree/strongly agree)	Overall 2024	Gender		Age				Ratepayer Status	
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Healthy lifestyle opportunities are available in the Sutherland Shire (N=634)	83%	87%	80%	82%	83%	83%	86%	85%	77%
Hospitals, medical and mental health services in the LGA are accessible and adequate (N=632)	55%	63%	48%	62%	44%	46%	69%	56%	49%

Top 2 Box % (agree/strongly agree)	Ward				
	Ward A	Ward B	Ward C	Ward D	Ward E
Healthy lifestyle opportunities are available in the Sutherland Shire (N=634)	86%	84%	80%	81%	85%
Hospitals, medical and mental health services in the LGA are accessible and adequate (N=632)	59%	53%	58%	56%	50%

Q5. In this section I will read out a number of statements. For each of these could you please indicate your level of agreement with each statement? The scale is from 1 to 5, where 1 is strongly disagree and 5 is strongly agree.

Agreement Statements – Infrastructure and Development

Top 2 Box % (agree/strongly agree)	Overall 2024	Gender		Age				Ratepayer Status	
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Shops and services in shopping areas meet residents' needs (N=638)	72%	72%	72%	81%	69%	66%	71%	73%	68%
There is urban vitality that supports a good lifestyle quality in Sutherland Shire (N=627)	61%	57%	65%	67%	59%	58%	60%	59%	68%
There is a diversity of housing types to suit the needs of our community (N=633)	46%	48%	45%	52%	46%	43%	45%	48%	40%
New developments are helping to preserve and enhance an attractive urban environment (N=634)	35%	34%	36%	48%	36%	28%	28%	33%	45%

Top 2 Box % (agree/strongly agree)	Ward				
	Ward A	Ward B	Ward C	Ward D	Ward E
Shops and services in shopping areas meet residents' needs (N=638)	71%	77%	70%	75%	67%
There is urban vitality that supports a good lifestyle quality in Sutherland Shire (N=627)	64%	60%	62%	64%	56%
There is a diversity of housing types to suit the needs of our community (N=633)	40%	43%	42%	57%	49%
New developments are helping to preserve and enhance an attractive urban environment (N=634)	33%	33%	35%	43%	32%

Q5. In this section I will read out a number of statements. For each of these could you please indicate your level of agreement with each statement? The scale is from 1 to 5, where 1 is strongly disagree and 5 is strongly agree.

Agreement Statements - Economic Development Growth

Top 2 Box % (agree/strongly agree)	Overall 2024	Gender		Age				Ratepayer Status	
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Financially, you can afford to stay in your current home (N=636)	67%	69%	65%	47%	66%	71%	85%	72%	46%
The Sutherland Shire Council supports a variety of businesses (N=578)	59%	57%	61%	68%	56%	50%	62%	60%	54%
The local economy provides a wide range of work opportunities (N=603)	57%	57%	58%	58%	54%	55%	64%	58%	54%
Planning for local economic growth and development is adequate (N=560)	43%	43%	44%	49%	43%	37%	43%	42%	47%
The cost of living in Sutherland Shire is affordable for you (N=637)	43%	46%	41%	25%	36%	46%	67%	48%	26%
You feel able to afford a reasonable standard of housing to meet your needs in this area (N=633)	43%	43%	43%	29%	34%	45%	64%	48%	23%

Top 2 Box % (agree/strongly agree)	Ward				
	Ward A	Ward B	Ward C	Ward D	Ward E
Financially, you can afford to stay in your current home (N=636)	62%	69%	65%	67%	73%
The Sutherland Shire Council supports a variety of businesses (N=578)	48%	58%	62%	65%	61%
The local economy provides a wide range of work opportunities (N=603)	52%	57%	54%	63%	60%
Planning for local economic growth and development is adequate (N=560)	48%	39%	36%	50%	42%
The cost of living in Sutherland Shire is affordable for you (N=637)	45%	41%	40%	38%	52%
You feel able to afford a reasonable standard of housing to meet your needs in this area (N=633)	40%	44%	41%	38%	50%

Agreement Statements – Roads and Transport

Top 2 Box % (agree/strongly agree)	Overall 2024	Gender		Age				Ratepayer Status	
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Sutherland Shire is a safe area for pedestrians (N=639)	67%	73%	62%	71%	71%	61%	67%	68%	63%
Public transport is adequate for your needs (N=592)	59%	60%	58%	61%	56%	58%	60%	61%	53%
Sutherland Shire is a safe area for cyclists (N=630)	37%	39%	36%	46%	43%	25%	35%	37%	39%
Traffic systems provide for safe and efficient traffic flow (N=639)	35%	33%	37%	40%	31%	32%	36%	35%	36%

Top 2 Box % (agree/strongly agree)	Ward				
	Ward A	Ward B	Ward C	Ward D	Ward E
Sutherland Shire is a safe area for pedestrians (N=639)	67%	63%	66%	73%	67%
Public transport is adequate for your needs (N=592)	54%	65%	65%	61%	50%
Sutherland Shire is a safe area for cyclists (N=630)	35%	38%	34%	40%	40%
Traffic systems provide for safe and efficient traffic flow (N=639)	33%	33%	39%	36%	34%

Q5. In this section I will read out a number of statements. For each of these could you please indicate your level of agreement with each statement? The scale is from 1 to 5, where 1 is strongly disagree and 5 is strongly agree.

Agreement Statements – Planning and Decision Making

Top 2 Box % (agree/strongly agree)	Overall 2024	Gender		Age				Ratepayer Status	
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Council plans well to help secure the community's long-term future (N=591)	36%	32%	39%	42%	34%	31%	36%	35%	42%
Council adequately considers community concerns and views in making decisions (N=582)	36%	35%	36%	43%	38%	25%	37%	35%	38%
Information about Council and its decisions is clear and accessible (N=591)	34%	31%	37%	35%	37%	30%	35%	33%	39%

Top 2 Box % (agree/strongly agree)	Ward				
	Ward A	Ward B	Ward C	Ward D	Ward E
Council plans well to help secure the community's long-term future (N=591)	39%	32%	31%	45%	33%
Council adequately considers community concerns and views in making decisions (N=582)	40%	33%	32%	42%	31%
Information about Council and its decisions is clear and accessible (N=591)	33%	33%	28%	44%	32%

Q5. In this section I will read out a number of statements. For each of these could you please indicate your level of agreement with each statement? The scale is from 1 to 5, where 1 is strongly disagree and 5 is strongly agree.

Council's Used to Create the Micromex Metro Benchmark

The Metro Benchmark was composed from the Council areas listed below:

Bayside Council	Inner West Council
Blacktown City Council	Ku-ring-gai Council
Burwood Council	Lane Cove Council
Campbelltown City Council	Liverpool City Council
Canterbury-Bankstown Council	North Sydney
City of Canada Bay Council	Northern Beaches Council
City of Parramatta Council	Penrith City Council
City of Playford	Randwick City Council
City of Ryde	Sutherland Shire Council
Cumberland City Council	The Hills Shire Council
Fairfield City Council	Waverley Council
Georges River Council	Willoughby City Council
Hawkesbury City Council	Woollahra Municipal Council
Hunter's Hill Council	



Appendix 1.2:

Detailed Analyses for Service Area

Appendix 1.2

Council Services and Facilities - Overview

The next 4 slides provide an initial overview, by comparing the 2024 results with:

2021 results



1. 2021 results (left hand side). A ✓ or ✗ on the left of the 2024 scores indicates a significantly higher or lower result in 2024 versus 2021. All (38 of the 38) services/facilities were comparable to 2021 results.

Micromex Metro Benchmarks



2. Micromex benchmarks (where available – right hand side). A ✓ or ✗ on the right of the 2024 scores indicates a significantly higher or lower result in 2024 versus the corresponding Micromex metro benchmark score. When comparing with benchmarks, we consider differences of +/-10% or more to be significant. 33 of the 38 services/facilities were comparable to benchmarks.



Overview - Importance

Service/Facility (Ranked by 2024 importance)	2021 T2B%	2024 T2B%	Micromex LGA Benchmark – Metro T2B%
Household waste service, including rubbish and recycling	96%	97%	95%
Management of beaches and waterways	93%	94%	91%
Long-term planning for the Shire	90%	92%	88%
Management of local bushland	88%	91%	84%
Council works in the best interests of the community	88%	90%	NA
Neighbourhood traffic conditions/management	87%	90%	88%
Overall condition of the local sealed road network	90%	90%	90%
Stormwater drainage	85%	89%	80%
Financial management	80%	✓86%	83%
Overall condition of the local footpath network	89%	85%	86%
Supporting local jobs and businesses	84%	85%	82%
Management of Shire tree coverage	81%	85%	77%
Appearance of suburbs	78%	✓83%	79%
Condition/cleanliness of public toilets	78%	✓83%	77%
Council makes the community feel valued and respected	75%	✓82%	NA
Provision of footpaths	87%	✗82%	86%
Consideration of local community views in decision making	79%	81%	83%
Parks and playgrounds	77%	80%	85%
Location/availability of public toilets	76%	79%	77%

T2B = important/very important

Note: Benchmark differences are based on assumed variants of +/- 10%, with variants beyond +/- 10% more likely to be significant

✓ = significantly higher than benchmark/2021 score

✗ = significantly lower than benchmark/2021 score

Overview - Importance

Service/Facility (Ranked by 2024 importance)	2021 T2B%	2024 T2B%	Micromex LGA Benchmark – Metro T2B%
Timeliness of information on council decisions	70%	✓79%	NA
Quality and character of the built environment	76%	79%	NA
Information about Council and its decisions is clear and accessible	73%	76%	81%
Leisure centres (swimming pools)	62%	✓73%	65%
Ovals and sportsgrounds	69%	73%	76%
Library services	63%	✓73%	71%
Diversity & choice of housing types	71%	73%	NA
Information provided about local services and activities	70%	71%*	81%
Streetscapes around shopping areas	70%	70%	79%
Opportunity to participate in Council's decision-making	61%	✓69%	74%
Graffiti removal in public places	66%	65%	69%
Domestic animal control in public places	63%	65%	66%
Festival and events programs	55%	✓62%	61%
Childcare services	50%	✓58%	59%
Hazelhurst Regional Gallery	51%	55%	52%
The Pavilion Performing Arts Centre	52%	53%	52%
Provision of bike paths	58%	*51%	52%
Community buildings and halls	41%	✓50%	59%
Cultural facilities & services overall	43%	✓49%	52%

T2B = important/very important

Note: Benchmark differences are based on assumed variants of +/- 10%, with variants beyond +/- 10% more likely to be significant

✓ = significantly higher than benchmark/2021 score

* = significantly lower than benchmark/2021 score

Overview - Satisfaction

Service/Facility (Ranked by 2024 satisfaction)	2021 T3B%	2024 T3B%	Micromex LGA Benchmark – Metro T3B%
Hazelhurst Regional Gallery	99%	98%✓	86%
Library services	96%	97%	94%
The Pavilion Performing Arts Centre	87%	✓97%✓	86%
Parks and playgrounds	93%	95%	91%
Management of beaches and waterways	94%	93%	94%
Ovals and sportsgrounds	94%	93%	91%
Leisure centres (swimming pools)	93%	92%	87%
Household waste service, including rubbish and recycling	89%	91%	93%
Appearance of suburbs	92%	91%	84%
Cultural facilities & services overall	83%	89%	86%
Management of local bushland	91%	89%	87%
Community buildings and halls	87%	88%	90%
Supporting local jobs and businesses	87%	85%	84%
Childcare services	95%	✗84%	88%
Festival and events programs	86%	84%	90%
Streetscapes around shopping areas	88%	83%	84%
Information provided about local services and activities	84%	83%	80%
Domestic animal control in public places	79%	83%	87%
Quality and character of the built environment	82%	82%	NA

T3B = somewhat satisfied/satisfied/very satisfied

Note: Benchmark differences are based on assumed variants of +/- 10%, with variants beyond +/- 10% more likely to be significant

✓ = significantly higher than benchmark/2021 score

✗ = significantly lower than benchmark/2021 score

Overview - Satisfaction

Service/Facility (Ranked by 2024 satisfaction)	2021 T3B%	2024 T3B%	Micromex LGA Benchmark – Metro T3B%
Graffiti removal in public places	82%	81%	80%
Stormwater drainage	89%	*81%	83%
Management of Shire tree coverage	79%	78%	76%
Financial management	83%	77%	78%
Provision of footpaths	79%	77%	74%
Council makes the community feel valued and respected	81%	*74%	NA
Overall condition of the local footpath network	78%	74%	74%
Diversity & choice of housing types	80%	*73%	NA
Overall condition of the local sealed road network	77%	*69%	74%
Council works in the best interests of the community	73%	68%	NA
Location/availability of public toilets	66%	67%	69%
Provision of bike paths	70%	67%	72%
Information about Council and its decisions is clear and accessible	71%	*64%*	80%
Condition/cleanliness of public toilets	70%	64%	69%
Consideration of local community views in decision making	66%	64%	70%
Long-term planning for the Shire	70%	*64%*	74%
Timeliness of information on council decisions	71%	*63%	NA
Neighbourhood traffic conditions/management	67%	*59%*	72%
Opportunity to participate in Council's decision-making	65%	59%*	70%

T3B = somewhat satisfied/satisfied/very satisfied

Note: Benchmark differences are based on assumed variants of +/- 10%, with variants beyond +/- 10% more likely to be significant

✓ = significantly higher than benchmark/2021 score

* = significantly lower than benchmark/2021 score

Service Area 1: Thriving Community, Great Lifestyle

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	T2B%	Mean rating	Base
Parks and playgrounds	3%	4%	12%	29%	52%	80%	4.22	638
Ovals and sportsgrounds	3%	6%	18%	26%	47%	73%	4.07	633
Community buildings and halls	6%	13%	31%	31%	19%	50%	3.44	629
Leisure centres (swimming pools)	3%	6%	17%	30%	43%	73%	4.03	635
Cultural facilities & services overall	10%	12%	29%	23%	26%	49%	3.43	628
Hazelhurst Regional Gallery	11%	11%	22%	27%	29%	55%	3.50	624
The Pavilion Performing Arts Centre	13%	11%	22%	23%	30%	53%	3.45	597
Library services	5%	6%	16%	23%	50%	73%	4.06	632
Childcare services	25%	5%	12%	11%	47%	58%	3.50	595
Festival and events programs	4%	7%	26%	31%	31%	62%	3.79	630
Supporting local jobs and businesses	1%	3%	11%	21%	64%	85%	4.44	629

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

Service Area 1: Thriving Community, Great Lifestyle

Detailed Response for Importance by Demographic

T2B%	Total	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer	Ward A	Ward B	Ward C	Ward D	Ward E
Parks and playgrounds	80%	81%	80%	72%	89%	81%	80%	82%	75%	86%	77%	71%	83%	85%
Ovals and sportsgrounds	73%	78%	68%	69%	78%	75%	70%	74%	69%	70%	71%	72%	74%	77%
Community buildings and halls	50%	45%	54%	44%	48%	51%	57%	48%	55%	57%	52%	42%	46%	52%
Leisure centres (swimming pools)	73%	71%	75%	71%	80%	70%	70%	73%	74%	75%	72%	67%	79%	73%
Cultural facilities & services overall	49%	40%	57%	45%	48%	48%	55%	47%	55%	53%	52%	45%	52%	44%
Hazelhurst Regional Gallery	55%	48%	62%	36%	53%	64%	68%	55%	55%	56%	59%	54%	54%	54%
The Pavilion Performing Arts Centre	53%	44%	62%	40%	54%	58%	60%	54%	50%	53%	55%	55%	55%	49%
Library services	73%	66%	79%	70%	73%	69%	80%	73%	71%	82%	71%	69%	71%	71%
Childcare services	58%	51%	64%	69%	67%	47%	46%	56%	66%	67%	59%	50%	58%	56%
Festival and events programs	62%	57%	68%	65%	72%	61%	51%	60%	71%	68%	58%	63%	65%	59%
Supporting local jobs and businesses	85%	81%	89%	86%	87%	86%	80%	84%	89%	83%	87%	82%	84%	88%

Service Area 1: Thriving Community, Great Lifestyle

Detailed Overall Response for Satisfaction

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	T3B%	Mean rating	Base
Parks and playgrounds	2%	4%	26%	47%	21%	95%	3.83	511
Ovals and sportsgrounds	2%	5%	27%	43%	23%	93%	3.81	460
Community buildings and halls	3%	9%	28%	43%	17%	88%	3.62	309
Leisure centres (swimming pools)	3%	5%	21%	44%	27%	92%	3.88	460
Cultural facilities & services overall	4%	7%	26%	42%	20%	89%	3.67	293
Hazelhurst Regional Gallery	1%	2%	9%	45%	44%	98%	4.30	340
The Pavilion Performing Arts Centre	2%	1%	11%	44%	42%	97%	4.22	297
Library services	1%	2%	10%	35%	53%	97%	4.36	454
Childcare services	4%	12%	30%	31%	23%	84%	3.58	305
Festival and events programs	4%	11%	28%	40%	17%	84%	3.53	386
Supporting local jobs and businesses	5%	10%	33%	36%	16%	85%	3.49	496

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

Service Area 1: Thriving Community, Great Lifestyle

Detailed Response for Satisfaction by Demographic

T3B%	Total	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer	Ward A	Ward B	Ward C	Ward D	Ward E
Parks and playgrounds	95%	95%	94%	96%	93%	93%	97%	95%	94%	94%	95%	95%	98%	92%
Ovals and sportsgrounds	93%	92%	94%	95%	92%	90%	96%	92%	96%	95%	87%	93%	94%	95%
Community buildings and halls	88%	85%	90%	87%	87%	87%	92%	89%	86%	83%	92%	88%	93%	87%
Leisure centres (swimming pools)	92%	92%	92%	94%	90%	89%	95%	92%	91%	91%	92%	91%	96%	90%
Cultural facilities & services overall	89%	91%	87%	90%	86%	85%	94%	90%	84%	86%	89%	87%	91%	91%
Hazelhurst Regional Gallery	98%	97%	99%	100%	100%	96%	97%	98%	96%	95%	100%	98%	100%	96%
The Pavilion Performing Arts Centre	97%	95%	97%	97%	98%	93%	98%	97%	94%	92%	100%	92%	100%	98%
Library services	97%	96%	98%	96%	97%	97%	98%	98%	95%	95%	97%	95%	99%	99%
Childcare services	84%	81%	87%	76%	83%	90%	95%	87%	77%	72%	86%	89%	88%	89%
Festival and events programs	84%	83%	85%	81%	85%	81%	91%	86%	80%	87%	82%	79%	89%	85%
Supporting local jobs and businesses	85%	82%	89%	84%	79%	87%	93%	87%	81%	83%	81%	82%	93%	88%

Service Area 2: Our Places and Spaces

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	T2B%	Mean rating	Base
Overall condition of the local sealed road network	1%	3%	7%	22%	67%	90%	4.54	636
Overall condition of the local footpath network	1%	2%	11%	26%	60%	85%	4.40	638
Provision of footpaths	1%	2%	14%	26%	56%	82%	4.33	634
Provision of bike paths	17%	12%	20%	22%	29%	51%	3.33	628
Neighbourhood traffic conditions/management	1%	2%	7%	23%	67%	90%	4.54	638
Condition/cleanliness of public toilets	2%	3%	12%	23%	60%	83%	4.36	624
Location/availability of public toilets	2%	3%	15%	24%	55%	79%	4.26	629
Graffiti removal in public places	5%	8%	22%	24%	41%	65%	3.90	624
Domestic animal control in public places	6%	6%	23%	22%	43%	65%	3.90	622
Quality and character of the built environment	1%	3%	17%	31%	47%	79%	4.21	628
Streetscapes around shopping areas	2%	3%	26%	34%	35%	70%	3.99	638
Diversity & choice of housing types	4%	5%	18%	25%	47%	73%	4.06	633
Appearance of suburbs	1%	2%	14%	30%	53%	83%	4.33	638

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

Service Area 2: Our Places and Spaces

Detailed Response for Importance by Demographic

T2B%	Total	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer	Ward A	Ward B	Ward C	Ward D	Ward E
Overall condition of the local sealed road network	90%	89%	91%	90%	94%	91%	84%	90%	91%	88%	91%	91%	85%	94%
Overall condition of the local footpath network	85%	83%	87%	84%	88%	83%	86%	85%	85%	86%	86%	86%	84%	84%
Provision of footpaths	82%	79%	85%	79%	88%	80%	81%	82%	81%	83%	84%	82%	81%	81%
Provision of bike paths	51%	42%	58%	49%	60%	51%	42%	50%	54%	55%	53%	46%	48%	50%
Neighbourhood traffic conditions/management	90%	90%	90%	86%	95%	90%	90%	91%	85%	92%	93%	91%	87%	87%
Condition/cleanliness of public toilets	83%	79%	87%	83%	86%	81%	82%	82%	85%	92%	84%	76%	83%	79%
Location/availability of public toilets	79%	74%	84%	80%	84%	73%	79%	78%	83%	84%	80%	73%	79%	80%
Graffiti removal in public places	65%	67%	63%	56%	64%	63%	78%	68%	55%	63%	71%	61%	61%	71%
Domestic animal control in public places	65%	61%	69%	52%	66%	66%	77%	64%	67%	57%	68%	70%	64%	66%
Quality and character of the built environment	79%	81%	77%	70%	80%	80%	86%	80%	73%	81%	81%	75%	78%	78%
Streetscapes around shopping areas	70%	68%	71%	63%	69%	69%	78%	71%	63%	71%	70%	73%	67%	67%
Diversity & choice of housing types	73%	67%	78%	73%	72%	70%	76%	73%	73%	78%	76%	76%	66%	68%
Appearance of suburbs	83%	81%	85%	82%	83%	80%	88%	84%	79%	86%	84%	79%	79%	87%

Service Area 2: Our Places and Spaces

Detailed Overall Response for Satisfaction

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	T3B%	Mean rating	Base
Overall condition of the local sealed road network	8%	23%	37%	24%	8%	69%	3.01	572
Overall condition of the local footpath network	9%	18%	34%	30%	9%	74%	3.14	544
Provision of footpaths	9%	15%	34%	31%	11%	77%	3.21	519
Provision of bike paths	11%	22%	33%	24%	10%	67%	2.99	308
Neighbourhood traffic conditions/management	14%	27%	31%	20%	8%	59%	2.79	574
Condition/cleanliness of public toilets	12%	24%	36%	22%	7%	64%	2.88	487
Location/availability of public toilets	12%	21%	37%	23%	7%	67%	2.93	478
Graffiti removal in public places	7%	12%	28%	37%	16%	81%	3.43	397
Domestic animal control in public places	7%	10%	29%	36%	18%	83%	3.47	390
Quality and character of the built environment	6%	12%	37%	35%	10%	82%	3.30	494
Streetscapes around shopping areas	5%	12%	34%	37%	13%	83%	3.41	444
Diversity & choice of housing types	8%	18%	36%	27%	10%	73%	3.12	457
Appearance of suburbs	3%	6%	35%	44%	12%	91%	3.57	528

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

Service Area 2: Our Places and Spaces

Detailed Response for Satisfaction by Demographic

T3B%	Total	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer	Ward A	Ward B	Ward C	Ward D	Ward E
Overall condition of the local sealed road network	69%	67%	71%	74%	68%	64%	71%	70%	65%	78%	65%	68%	66%	69%
Overall condition of the local footpath network	74%	74%	73%	86%	74%	68%	66%	73%	77%	77%	66%	72%	79%	74%
Provision of footpaths	77%	79%	75%	89%	74%	76%	68%	76%	80%	78%	67%	78%	84%	76%
Provision of bike paths	67%	67%	66%	69%	62%	61%	78%	67%	67%	69%	69%	72%	63%	61%
Neighbourhood traffic conditions/management	59%	56%	61%	62%	54%	58%	61%	59%	56%	59%	51%	55%	69%	59%
Condition/cleanliness of public toilets	64%	69%	60%	61%	60%	63%	75%	66%	60%	66%	62%	59%	66%	68%
Location/availability of public toilets	67%	71%	64%	65%	65%	65%	73%	70%	58%	65%	64%	65%	75%	67%
Graffiti removal in public places	81%	82%	80%	79%	85%	82%	78%	81%	78%	81%	81%	82%	83%	78%
Domestic animal control in public places	83%	80%	85%	89%	85%	75%	83%	82%	85%	80%	82%	80%	90%	81%
Quality and character of the built environment	82%	76%	87%	90%	86%	77%	75%	81%	83%	81%	72%	82%	86%	88%
Streetscapes around shopping areas	83%	80%	86%	88%	86%	81%	79%	83%	83%	74%	83%	85%	92%	83%
Diversity & choice of housing types	73%	75%	72%	76%	71%	78%	68%	74%	71%	70%	72%	67%	84%	75%
Appearance of suburbs	91%	90%	93%	96%	89%	93%	88%	91%	92%	90%	88%	88%	97%	93%

Service Area 3: Our Natural Environment

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	T2B%	Mean rating	Base
Management of local bushland	1%	1%	7%	19%	72%	91%	4.61	631
Management of Shire tree coverage	2%	2%	12%	26%	59%	85%	4.38	632
Management of beaches and waterways	1%	1%	5%	17%	77%	94%	4.70	635
Household waste service, including rubbish and recycling	0%	0%	2%	18%	79%	97%	4.76	636
Stormwater drainage	1%	2%	9%	17%	71%	89%	4.57	633

Detailed Overall Response for Satisfaction

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	T3B%	Mean rating	Base
Management of local bushland	5%	7%	24%	42%	22%	89%	3.70	569
Management of Shire tree coverage	9%	13%	31%	30%	17%	78%	3.31	523
Management of beaches and waterways	3%	4%	22%	47%	24%	93%	3.85	588
Household waste service, including rubbish and recycling	4%	4%	19%	36%	37%	91%	3.97	617
Stormwater drainage	7%	12%	27%	33%	21%	81%	3.47	537

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

Service Area 3: Our Natural Environment

Detailed Response for Importance by Demographic

T2B%	Total	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer	Ward A	Ward B	Ward C	Ward D	Ward E
Management of local bushland	91%	90%	92%	87%	91%	93%	95%	92%	89%	92%	93%	90%	90%	93%
Management of Shire tree coverage	85%	83%	86%	81%	83%	85%	90%	85%	83%	84%	86%	85%	87%	81%
Management of beaches and waterways	94%	93%	95%	90%	96%	95%	96%	95%	93%	97%	93%	92%	93%	97%
Household waste service, including rubbish and recycling	97%	96%	98%	94%	98%	99%	98%	98%	94%	97%	99%	95%	99%	96%
Stormwater drainage	89%	88%	90%	82%	90%	92%	90%	89%	89%	88%	92%	87%	87%	89%

Detailed Response for Satisfaction by Demographic

T3B%	Total	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer	Ward A	Ward B	Ward C	Ward D	Ward E
Management of local bushland	89%	89%	88%	94%	89%	89%	81%	88%	91%	87%	87%	89%	88%	91%
Management of Shire tree coverage	78%	74%	81%	90%	81%	67%	72%	76%	83%	76%	74%	70%	87%	80%
Management of beaches and waterways	93%	93%	93%	96%	94%	89%	93%	93%	93%	88%	94%	99%	96%	90%
Household waste service, including rubbish and recycling	91%	92%	91%	90%	90%	92%	95%	94%	83%	88%	91%	90%	96%	94%
Stormwater drainage	81%	82%	79%	85%	77%	77%	85%	81%	81%	86%	74%	78%	84%	82%

Service Area 4: Connected and Collaborative Community Leaders

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	T2B%	Mean rating	Base
Information provided about local services and activities	2%	5%	22%	31%	40%	71%	4.03	627
Information about Council and its decisions is clear and accessible	2%	3%	19%	28%	48%	76%	4.18	622
Opportunity to participate in Council's decision-making	4%	8%	19%	28%	41%	69%	3.94	613
Consideration of local community views in decision making	2%	5%	12%	24%	58%	81%	4.30	614
Council works in the best interests of the community	1%	2%	8%	17%	73%	90%	4.59	629
Timeliness of information on council decisions	2%	4%	15%	27%	53%	79%	4.24	610
Long-term planning for the Shire	1%	2%	5%	15%	77%	92%	4.67	623
Financial management	2%	2%	10%	16%	70%	86%	4.50	598
Council makes the community feel valued and respected	2%	2%	13%	24%	59%	82%	4.34	618

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

Service Area 4: Connected and Collaborative Community Leaders

Detailed Response for Importance by Demographic

T2B%	Total	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer	Ward A	Ward B	Ward C	Ward D	Ward E
Information provided about local services and activities	71%	67%	75%	71%	71%	66%	77%	71%	70%	79%	63%	70%	71%	73%
Information about Council and its decisions is clear and accessible	76%	72%	80%	70%	80%	76%	79%	77%	73%	78%	80%	69%	81%	72%
Opportunity to participate in Council's decision-making	69%	70%	68%	69%	68%	66%	73%	69%	69%	74%	72%	65%	64%	70%
Consideration of local community views in decision making	81%	77%	85%	74%	84%	83%	85%	82%	77%	84%	80%	78%	83%	82%
Council works in the best interests of the community	90%	88%	91%	83%	92%	87%	97%	92%	80%	91%	92%	86%	87%	92%
Timeliness of information on council decisions	79%	78%	81%	77%	80%	76%	84%	79%	79%	77%	81%	83%	80%	76%
Long-term planning for the Shire	92%	93%	92%	88%	95%	91%	94%	93%	88%	90%	94%	95%	89%	93%
Financial management	86%	85%	87%	79%	91%	82%	92%	88%	80%	83%	92%	85%	85%	86%
Council makes the community feel valued and respected	82%	79%	85%	81%	83%	78%	87%	82%	86%	84%	85%	82%	84%	76%

Service Area 4: Connected and Collaborative Community Leaders

Detailed Overall Response for Satisfaction

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	T3B%	Mean rating	Base
Information provided about local services and activities	5%	12%	30%	39%	14%	83%	3.46	438
Information about Council and its decisions is clear and accessible	14%	23%	29%	25%	10%	64%	2.95	460
Opportunity to participate in Council's decision-making	18%	23%	29%	22%	7%	59%	2.78	408
Consideration of local community views in decision making	16%	20%	34%	23%	7%	64%	2.84	480
Council works in the best interests of the community	13%	19%	34%	25%	9%	68%	2.98	544
Timeliness of information on council decisions	16%	21%	33%	24%	6%	63%	2.84	449
Long-term planning for the Shire	15%	21%	38%	18%	7%	64%	2.81	534
Financial management	10%	13%	42%	28%	8%	77%	3.12	429
Council makes the community feel valued and respected	11%	15%	33%	28%	13%	74%	3.16	485

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

Service Area 4: Connected and Collaborative Community Leaders

Detailed Response for Satisfaction by Demographic

T3B%	Total	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer	Ward A	Ward B	Ward C	Ward D	Ward E
Information provided about local services and activities	83%	83%	82%	86%	78%	87%	81%	84%	79%	83%	83%	81%	86%	80%
Information about Council and its decisions is clear and accessible	64%	59%	67%	68%	66%	57%	64%	64%	64%	66%	62%	55%	75%	59%
Opportunity to participate in Council's decision-making	59%	53%	64%	63%	57%	54%	61%	59%	57%	58%	56%	51%	72%	58%
Consideration of local community views in decision making	64%	56%	70%	63%	62%	63%	66%	64%	60%	58%	58%	66%	72%	65%
Council works in the best interests of the community	68%	67%	70%	73%	67%	63%	70%	69%	64%	61%	64%	68%	75%	73%
Timeliness of information on council decisions	63%	61%	66%	68%	65%	56%	64%	62%	68%	58%	61%	64%	74%	60%
Long-term planning for the Shire	64%	59%	69%	63%	63%	68%	60%	64%	63%	60%	61%	62%	73%	63%
Financial management	77%	76%	79%	79%	77%	76%	78%	79%	71%	74%	79%	69%	85%	79%
Council makes the community feel valued and respected	74%	75%	73%	78%	74%	68%	75%	76%	67%	76%	70%	62%	87%	75%



Appendix 2:

Questionnaire

Appendix 2

**Sutherland Shire Council
Community Survey 2024 –
February 2024**

Good morning/afternoon/evening, my name is and I'm calling on behalf of Sutherland Shire Council from a company called Micromex. We are conducting a survey on a range of local issues – the survey will take about 14-15 minutes; would you be able to assist us please?

QA1. Before we start, can I please confirm that you do live in the Sutherland Shire Council area?

Position	Answers	Notes
1	Yes	
2	No	Terminate

QA2. Are you or an immediate family member an elected Councillor, or work for Sutherland Shire Council?

Position	Answers	Notes
1	Yes	Terminate
2	No	

QA3. Which suburb do you live in?

Position	Answers	Ward
1	Alfords Point	Ward E
2	Bangor	Ward E
3	Barden Ridge	Ward E
4	Bonnet Bay	Ward E
5	Bundeena	Ward A
6	Burraneer	Ward A
7	Caringbah South*	Ward A/ Ward B
8	Caringbah*	Ward A/ Ward B/ Ward C
9	Como*	Ward C/ Ward E
10	Cronulla	Ward A
11	Dolans Bay	Ward A
12	Engadine	Ward D
13	Grays Point*	Ward A/ Ward B/ Ward D
14	Greenhills Beach	Ward A
15	GyMEA Bay	Ward B
16	GyMEA*	Ward B/ Ward C
17	Heathcote*	Ward A/ Ward D/ Ward E
18	Holsworthy*	Ward D/ Ward E
19	Illawong	Ward E
20	Jannali*	Ward C/ Ward D/ Ward E
21	Kangaroo Point	Ward C
22	Kareela	Ward C
23	Kirrawee*	Ward A/ Ward B/ Ward C/ Ward D
24	Kurnell*	Ward A/ Ward E
25	Lilli Pilli*	Ward A/ Ward B

26	Loftus*	Ward A/ Ward D
27	Lucas Heights	Ward E
28	Maianbar	Ward A
29	Menai	Ward E
30	Miranda*	Ward B/ Ward C
31	Oyster Bay*	Ward B/ Ward C
32	Port Hacking	Ward A
33	Royal National Park	Ward A
34	Sandy Point	Ward E
35	Sutherland*	Ward C/ Ward D/ Ward E
36	Sylvania	Ward C
37	Sylvania Waters	Ward C
38	Taren Point	Ward C
39	Waterfall*	Ward D/ Ward E
40	Woolooware*	Ward A/ Ward C
41	Woronora*	Ward D/ Ward E
42	Woronora Dam	Ward D
43	Woronora Heights	Ward D
44	Yarrawarrah	Ward D
45	Yowie Bay	Ward B

*Crosses wards

Section A – Priority Issues

Q1a. What do you value most about living in the Sutherland Shire area? (TEXT)

Position	Answers	Notes
1		5 lines

Q1b. Thinking of the next 10 years, what do you believe will be the highest priority issues within the Sutherland Shire? (TEXT)

Position	Answers	Notes
1		5 lines

Q1c. Overall, how would you rate the quality of life you have living in the Sutherland Shire? Prompt (SR)

Value	Answers	Notes
6	Excellent	
5	Very good	
4	Good	
3	Fair	
2	Poor	
1	Very poor	

Section B – Importance of, and satisfaction with, Council services

Q2. In this section I will read out different Council services or facilities. For each one could you please rate your opinion of the importance of the service/facility to you, and your level of satisfaction with Council's performance/delivery of that service. The scale is from 1 to 5, where 1 is low importance and low satisfaction and 5 is high importance and high satisfaction. Prompt (SCALE)

Note: Please only rate your satisfaction if you rated importance to be a 4 or a 5.

Thriving Community, Great Lifestyle

Position	Answers	Importance					Satisfaction					
		Low				High	Low				High	NA
		1	2	3	4	5	1	2	3	4	5	
1	Parks and playgrounds											
2	Ovals and sportsgrounds											
3	Community buildings and halls											
4	Leisure centres (swimming pools)											
5	Cultural facilities & services overall											
6	Hazelhurst Regional Gallery											
7	The Pavilion Performing Arts Centre											
8	Library services											
9	Childcare services											
10	Festival and events programs											
11	Supporting local jobs and businesses											

Our Places and Spaces

Position	Answers	Importance					Satisfaction					
		Low				High	Low				High	NA
		1	2	3	4	5	1	2	3	4	5	
1	Overall condition of the local sealed road network											
2	Overall condition of the local footpath network											
3	Provision of footpaths											
4	Provision of bike paths											
5	Neighbourhood traffic conditions/management											
6	Condition/cleanliness of public toilets											
7	Location/availability of public toilets											
8	Graffiti removal in public places											
9	Domestic animal control in public places											
10	Quality and character of the built environment											
11	Streetscapes around shopping areas											
12	Diversity & choice of housing types											
13	Appearance of suburbs											

Our Natural Environment

Position	Answers	Importance					Satisfaction					
		Low				High	Low				High	NA
		1	2	3	4	5	1	2	3	4	5	
1	Management of local bushland											
2	Management of Shire tree coverage											
3	Management of beaches and waterways											
4	Household waste service, including rubbish and recycling											
5	Stormwater drainage											

Connected and Collaborative Community Leaders

Position	Answers	Importance					Satisfaction				
		Low 1	2	3	High 4	5	Low 1	2	3	High 4	NA 5
1	Information provided about local services and activities										
2	Information about Council and its decisions is clear and accessible										
3	Opportunity to participate in Council's decision-making										
4	Consideration of local community views in decision making										
5	Council works in the best interests of the community										
6	Timeliness of information on council decisions										
7	Long-term planning for the Shire										
8	Financial management										
9	Council makes the community feel valued and respected										

Q3. Overall, for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues, but across all responsibility areas? Prompt (SR)

Value	Answers	Notes
5	Very satisfied	
4	Satisfied	
3	Somewhat satisfied	
2	Not very satisfied	
1	Not at all satisfied	

Section C – CSP Questions

Sutherland Shire Council will be reviewing the Community Strategic Plan over the next 12 months. This plan incorporates the community's aspirations for the LGA in the future. I am now going to ask questions that will help Council in the development of a revised Community Strategic Plan.

The vision highlighted in the current *Our Shire: Community Strategic Plan towards 2032* is:

"A connected and safe community that respects people and nature, enjoying active lives in a strong local economy".

Q4a. How supportive are you of this community vision? Prompt (SR)

Value	Answers	Notes
5	Very supportive	
4	Supportive	
3	Somewhat supportive	
2	Not very supportive	Go to Q4b
1	Not at all supportive	Go to Q4b

Q4b. What do you feel should be incorporated into a vision for the future of the Sutherland Shire? (TEXT)

Position	Answers	Notes
1		

Q5. In this section I will read out a number of statements. For each of these could you please indicate your level of agreement with each statement? The scale is from 1 to 5, where 1 is strongly disagree and 5 is strongly agree. Prompt (SCALE)

Value	Answers	Notes
5	Strongly agree	
4	Agree	
3	Neither	
2	Disagree	
1	Strongly disagree	
0	DK	

Roads and Transport

Position	Answers	Notes
1	Public transport is adequate for your needs	
2	Sutherland Shire is a safe area for pedestrians	
3	Sutherland Shire is a safe area for cyclists	
4	Traffic systems provide for safe and efficient traffic flow	

Community Safety

Position	Answers	Notes
1	You feel safe during the day	
2	You feel safe during the night	
3	You feel safe in your home	
4	You feel safe using public facilities	
5	Graffiti is adequately controlled	
6	Sutherland Shire is welcoming of diversity	

Infrastructure and Development

Position	Answers	Notes
1	Shops and services in shopping areas meet residents' needs	
2	New developments are helping to preserve and enhance an attractive urban environment	
3	There is urban vitality that supports a good lifestyle quality in Sutherland Shire	
4	There is a diversity of housing types to suit the needs of our community	

The Natural Environment

Position	Answers	Notes
1	The natural environment is respected and protected	
2	Local bushland and reserves are well managed	
3	Beaches are well patrolled by lifeguards	
4	Beaches are kept clean and tidy	

Services and Facilities

Position	Answers	Notes
1	There is a good range of leisure and recreation opportunities	
2	Sporting facilities in the area meet your needs	
3	There is a good range of opportunities for cultural and artistic activities and expression	
4	Living in Sutherland Shire gives you a sense of living in a community	
5	There is a good range of community groups and support networks for residents	
6	The community in Sutherland Shire is harmonious, cohesive, and inclusive	
7	People in Sutherland Shire have fair opportunity to participate in community life	
8	The Sutherland Shire community is compassionate and supportive of the most vulnerable in society	
9	Quality education is available and accessible in the LGA	

Planning and Decision Making

Position	Answers	Notes
1	Council adequately considers community concerns and views in making decisions	
2	Information about Council and its decisions is clear and accessible	
3	Council plans well to help secure the community's long-term future	

Health

Position	Answers	Notes
1	Hospitals, medical and mental health services in the LGA are accessible and adequate	
2	Healthy lifestyle opportunities are available in the Sutherland Shire	

Economic Development Growth

Position	Answers	Notes
1	Planning for local economic growth and development is adequate	
2	The Sutherland Shire Council supports a variety of businesses	
3	The local economy provides a wide range of work opportunities	
4	You feel able to afford a reasonable standard of housing to meet your needs in this area	
5	The cost of living in Sutherland Shire is affordable for you	
6	Financially, you can afford to stay in your current home	

Section D – Wellbeing Questions

Q6. Using a scale of 0 to 10, where 0 is 'completely dissatisfied' and 10 is 'completely satisfied', how satisfied are you with the following: Prompt (SR)

Value	Answers	Notes
10	Completely satisfied - 10	
9	9	
8	8	
7	7	
6	6	
5	5	
4	4	
3	3	
2	2	
1	1	
0	Completely dissatisfied - 0	

Position	Answers	Notes
1	Your standard of living	
2	Your physical health	
3	Your mental health	
4	What you are currently achieving in life	
5	Your personal relationships	
6	Your spirituality or religion	

Section E – Demographic & Profiling Questions

Q7a. Please stop me when I read out your age group: Prompt (SR)

Position	Answers	Notes
1	18 – 34	
2	35 – 49	
3	50 – 64	
4	65 years and over	

Q7b. Which of the following best describes the dwelling where you are currently living? Prompt (SR)

Position	Answers	Notes
1	I/We own/are currently buying this property	
2	I/We currently rent this property	

Q7c. How long have you lived in the Sutherland Shire area? Prompt (SR)

Position	Answers	Notes
1	Less than 2 years	
2	2 – 5 years	
3	6 – 10 years	
4	11 – 20 years	
5	More than 20 years	

Q7d. Which of the following best describes your current circumstances? Prompt (SR)

Position	Answers	Notes
1	Currently in full time, part time or casual paid employment	Go to Q7e
2	Studying at school, TAFE or university	Go to Q7e
3	Retired from paid employment	
4	Currently looking for paid employment	
5	Home duties	
6	Other (please specify)	Go to Q7di
7	Refused/Can't say	

Q7di. Other (Please specify). (TEXT)

Position	Answers	Notes
1		

Q7e. Do you work/study within the Sutherland Shire LGA, outside the Sutherland Shire LGA, or do you travel around both inside and outside the LGA? (SR)

Position	Answers	Notes
1	Within the Sutherland Shire LGA	
2	Outside the Sutherland Shire LGA	
3	Both inside and outside the LGA	

Q7f. What is your family status? Prompt (SR)

Position	Answers	Notes
1	Single/living alone	
2	Single parent (children at home)	
3	Couple (children at home)	
4	Couple (no children at home)	
5	Group/shared household	
6	Living at home with one or more parents	
7	Prefer not to state	Do NOT prompt
8	Other - specify	Do NOT prompt (Go to Q7fi)

Q7fi. Other (Please specify). (TEXT)

Position	Answers	Notes
1		

Q7g. What is your gender? (SR)

Position	Answers	Notes
1	Male	
2	Female	
3	Other/indeterminate	
4	Prefer not to say	

As a participant in this research, you may be invited to participate in further community consultation, such as focus groups, about specific issues.

At this stage Council is developing a register of interest for future consultations.

Q8a. Would you be interested in registering your interest with Council? (SR)

Position	Answers	Notes
1	Yes	
2	No	Go to end

Q8b. May I please confirm your contact details? (TEXT)

Position	Answers	Notes
1	First name	1 Line
2	Last name	1 Line
3	Phone number	1 Line
4	Email address	1 Line

Thank you for your time and assistance. This market research is carried out in compliance with the Privacy Act, and the information you provided will be used only for research purposes and is aggregated. Council will publish the results of this survey on its website later this year. Just to remind you, I am calling from Micromex Research on behalf of Sutherland Shire Council (if respondent wants our number, it is 1800 639 599 – Council Customer Service line is 9710 0333)

The information contained herein is believed to be reliable and accurate, however, no guarantee is given as to its accuracy and reliability, and no responsibility or liability for any information, opinions or commentary contained herein, or for any consequences of its use, will be accepted by Micromex Research, or by any person involved in the preparation of this report.



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