



Wollondilly Shire Council

Community Research

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Date: February 2026

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Research Objectives

Wollondilly Shire Council commissioned Micromex Research to conduct a random telephone survey with residents living in the Wollondilly Shire Council local government area (LGA).

Objectives (Why?)

- Understand and identify community priorities for the Wollondilly Shire Council LGA and residents' most valued aspects
- Identify the community's overall satisfaction with Council and Councillors performance, and services and facilities
- Explore residents' contact methods, the nature of their enquiries and satisfaction with contacting Council
- Explore residents' awareness of Community Forum and Council Meeting, and their preferred start times

Sample (How?)

- Telephone survey (landline N=70 and mobile N=332) to N=402 residents
- We use a 5 point scale (e.g. 1 = not at all satisfied, 5 = very satisfied)
- Greatest margin of error +/- 4.9%

Timing (When?)

- Implementation 28th January – 4th February 2026

Methodology and Sample



Sample selection and error

A total of 402 resident interviews were completed. Respondents were selected by means of a computer based random selection process using Australian marketing lists.

A sample size of 402 residents provides a maximum sampling error of plus or minus 4.9% at 95% confidence. This means that if the survey was replicated with a new universe of N=402 residents, 19 times out of 20 we would expect to see the same results, i.e. +/- 4.9%. For example, that an answer such as 'yes' (50%) to a question could vary from 45% to 55%.

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, **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.

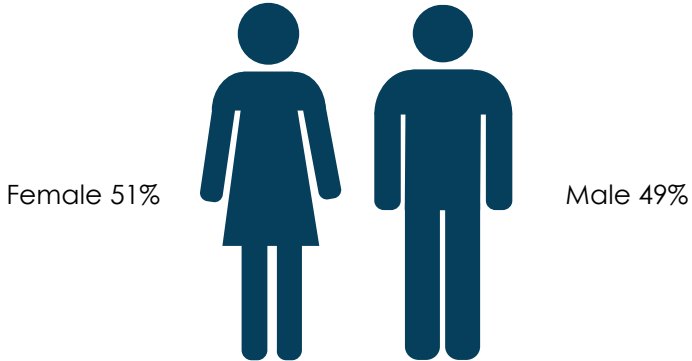
Top 3 (T3) Box: refers to the aggregate percentage (%) score of the top three scores for satisfaction or support. (i.e. somewhat satisfied, satisfied & very satisfied)

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.

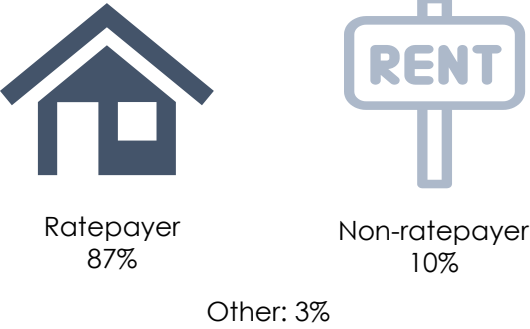
Micromex LGA Benchmark

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.

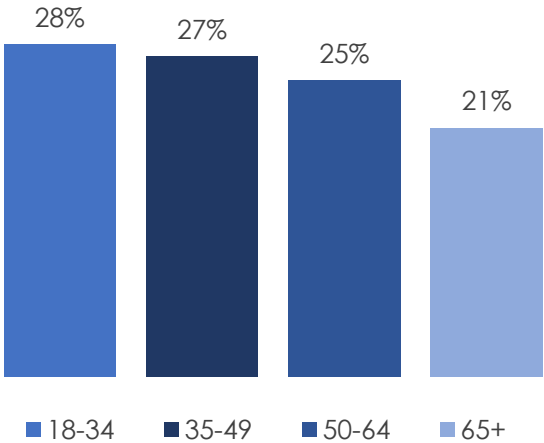
Gender



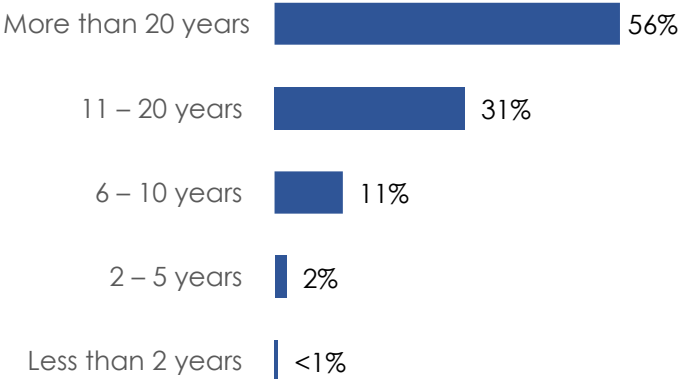
Ratepayer status



Age



Time lived in the Wollondilly Shire Area



The Wollondilly Comparative Benchmark was composed from the Council areas listed below:

- Blue Mountains City Council
- Cessnock City Council
- Hawkesbury City Council
- Lithgow City Council
- Tweed Shire Council
- Wingecarribee Shire Council

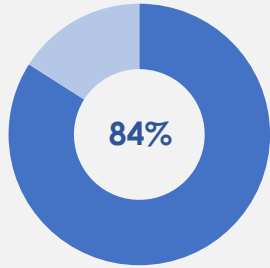
Base: N = 402
The sample was weighted by age and gender to reflect the 2021 ABS Census data for the Wollondilly Shire Council LGA.

Summary Findings



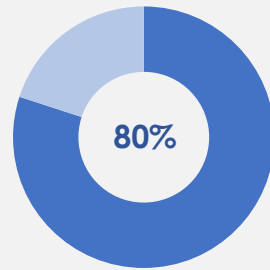
Summary Stats

Performance of Council:



Overall Satisfaction

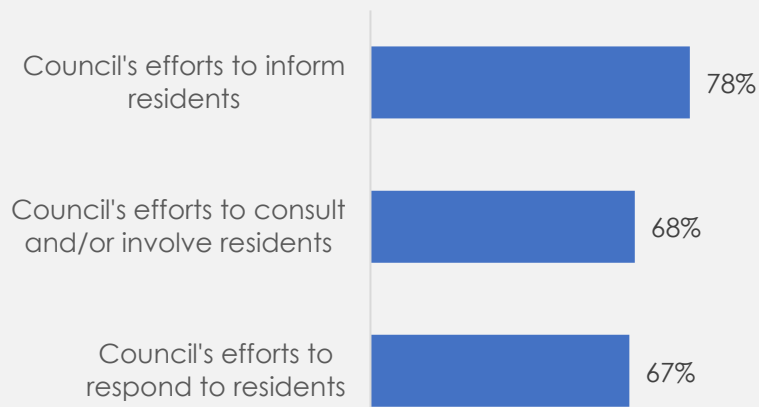
Overall, 84% of residents are at least somewhat satisfied with the performance of Council over the last 12 months (81% in 2025).



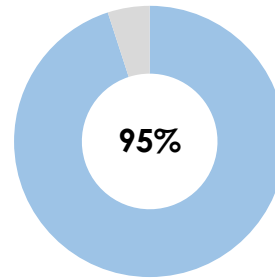
Satisfaction with Councillors

80% of residents are at least somewhat satisfied with the performance of Councillors in the last 12 months (76% in 2025).

Satisfaction with Communication (T3B%)

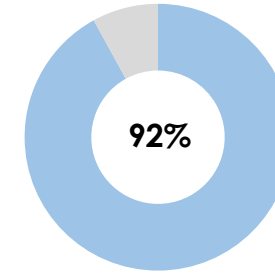


Living in the Shire



Quality of life

95% of residents rate their quality of life as good, very good or excellent (93% in 2025).



Satisfaction with the Current Shire Character and Identity

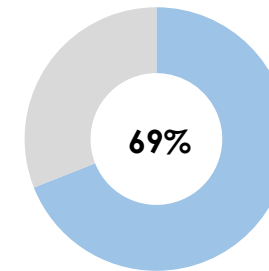
92% of residents are at least somewhat satisfied with the Shire character and identity (89% in 2025).

Customer Experience

73% of Wollondilly Shire residents contacted Council in the past 12 months

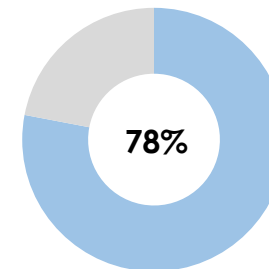


- Waste management and recycling, and roads/footpaths/drains have remained the most common recent reasons for contacting Council (same as 2025).
- Across all contact methods, it took an average of 3.1 attempts for residents to resolve their issues (2.5 in 2025).



Satisfaction with the Outcome/Resolution

69% of residents who contacted Council are at least somewhat satisfied with the outcome/resolution of their dealings (72% in 2025).



Satisfaction with the Service Received

78% of residents who contacted Council are at least somewhat satisfied with the service from Council (80% in 2025).

Satisfaction Scorecard

20 out of 35 services/facilities received 'good performance' satisfaction scores (more than 80% being at least somewhat satisfied).

4 services/facilities received satisfaction scores less than 60%, which mainly centred on planning/management, roads and access to local waste disposal facilities.

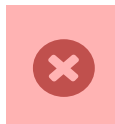
On the next slide we detail how these results compare to previous years.



Good performance
(T3B sat score ≥80%)



Monitor
(T3B sat score 60%-79%)



Needs improvement
(T3B sat score <60%)

People	Environment
Library services	Domestic waste management collection
Festival and events' programs	Protecting the natural environment and wildlife
Children's services	Emergency planning and management
Supporting community groups	Support for community environmental initiatives
Support for arts and culture	Maintaining natural waterways
Companion animal management	Management of public trees
Provision of information about fires, floods and natural hazards to enable preparedness	Litter control and illegal dumping
Community safety and crime prevention	Access to local waste disposal facilities
Economy	Place and Landscape
Supporting tourism	Protecting heritage values and buildings
Supporting local agriculture	Parks and playgrounds
Supporting local jobs and businesses	Ovals and sportsgrounds
	Community buildings/halls/amenities
	Pools and Leisure Centres
Performance	Floodplain and stormwater management
Opportunity to participate in Council decision-making	Footpaths
Decisions are made in the interests of the community	Bike paths
Long-term planning for the Shire	Development approvals and building regulation
Financial management	Planning for future development and growth
Provision of Council information to the community	Maintaining Council roads

Satisfaction Historical Trend (2020 to Now)

The community satisfaction survey has kept 26 service/facility statements consistent across 5 waves of research since 2020. Below we have outlined the satisfaction score for each metric for each year to allow a time-series comparison of results. This table allows us to see that **Council's 2026 satisfaction scores are the highest in the 2026-2020 period for 18 of the 26 comparable services/facilities**. However, it is important to note that the 2026 result for 'access to local waste disposal facilities' is the lowest in the period.

Green = Highest score across the 2026-2020 period

	2026	2025	2024	2023	2020	2026 compared to 2025-2020 average
Library services	4.25	3.92	4.07	3.86	3.68	+0.37
Emergency planning and management	3.67	3.34	3.24	3.22	3.21	+0.42
Festival and events' programs	3.91	3.57	3.52	3.43	3.54	+0.39
Footpaths	3.01	2.86	2.67	2.52	2.54	+0.36
Supporting community groups	3.80	3.50	3.48	3.40	3.49	+0.33
Protecting the natural environment and wildlife	3.62	3.41	3.28	3.16	3.33	+0.32
Companion animal management	3.69	3.50	3.46	3.32	3.27	+0.30
Bike paths	2.96	2.85	2.87	2.56	2.39	+0.30
Community buildings/halls/amenities	3.61	3.34	3.37	3.28	3.32	+0.29
Parks and playgrounds	3.74	3.56	3.45	3.49	3.48	+0.24
Children's services	3.63	3.43	3.48	3.33	3.44	+0.21
Management of public trees	3.39	3.32	3.25	3.04	3.08	+0.21
Ovals and sportsgrounds	3.87	3.73	3.67	3.63	3.62	+0.21
Supporting tourism	3.51	3.27	3.35	3.47	3.17	+0.20
Floodplain and stormwater management	3.04	2.87	2.86	2.80	2.83	+0.20
Financial management	2.87	2.80	2.68	2.68	2.84	+0.12
Supporting local agriculture	3.32	3.20	3.29	3.15	3.25	+0.10
Maintaining Council roads	2.01	2.01	1.99	1.89	1.94	+0.05
Pools and Leisure Centres	3.51	3.42	3.31	3.43	3.55	+0.08
Opportunity to participate in Council decision-making	2.88	2.81	2.81	2.73	2.90	+0.06
Domestic waste management collection	3.79	3.83	3.81	3.61	3.72	+0.05
Long-term planning for the Shire	2.79	2.79	2.72	2.58	2.89	+0.05
Provision of Council information to the community	3.18	3.20	3.02	3.11	3.21	+0.05
local jobs and businesses	3.28	3.33	3.31	3.15	3.16	+0.04
Planning for future development and growth	2.54	2.60	2.56	2.50	2.68	-0.05
Access to local waste disposal facilities	2.68	3.04	3.14	3.22	3.09	-0.44

Executive Summary

Living in the Shire: Quality of life has remained very high this year, with 95% of residents rating it as 'good' to 'excellent' (the highest since 2022). In addition, 92% are at least somewhat satisfied with the Shire's character and identity.

Performance of Council: Satisfaction with the performance of Council and Councillors has also improved to the highest levels since 2017, with over 80% at least somewhat satisfied. 20 out of 35 Council services and facilities had a 'good' level of satisfaction (at least 80% at least somewhat satisfied), but more impressively, this year reported the highest satisfaction level for 18 of the 26 services/facilities that have been consistently asked since 2020. Further, all three measures relating to Council's communication efforts recorded their highest satisfaction levels since being introduced in 2023. Notably, satisfaction with "Council's efforts to respond to residents" increased significantly from 59% to 67% (at least somewhat satisfied).

Drivers of Satisfaction with the Performance of Council: While these results are positive, there remains room for improvement. Regression analysis indicates that the key drivers of overall satisfaction continue to be communication, planning and development, and roads. However, satisfaction with these drivers is relatively lower, particularly for roads, with only 28% at least somewhat satisfied. Consistent with this, when residents were asked about priority issues for the next four years, 61% mentioned road maintenance, and 19% cited the need for more/improved infrastructure to support growth, as well as more/better services and facilities.

Conclusion: Moving forward, Council could further strengthen communication around roads and planning/development strategies. Improving performance in these key driver areas is likely to contribute to higher overall satisfaction with Council. Additionally, every interaction presents an opportunity to enhance residents' overall satisfaction. Findings from the Customer Experience section show that satisfaction with customer contacts is a strong contributor to overall satisfaction. Greater staff training, improved follow-up on residents' enquiries, and more timely and efficient action may help enhance satisfaction with individual interactions, thereby lifting overall satisfaction with Council.



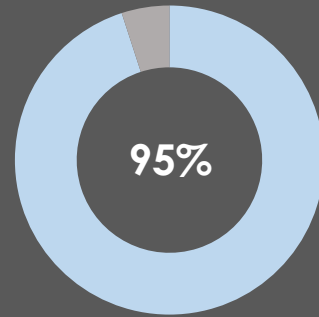


Section One

Living in the Shire

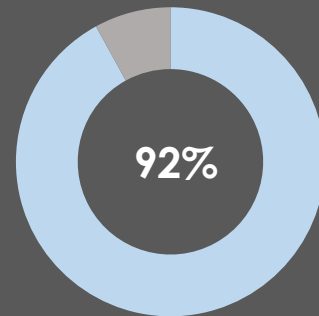
This section explores residents' quality of life and their satisfaction with the current Shire character and identity. It also identifies community priorities and the aspects of living in the Shire that they value most.

Summary: Living in the Shire



Quality of life

95% of residents rated their quality of life as good, very good or excellent (93% in 2025).



Satisfaction with the Current Shire Character and Identity

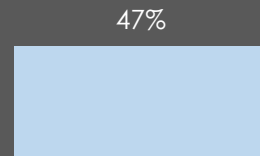
92% of residents are at least somewhat satisfied with the current Shire character and identity (89% in 2025).

What do residents love?

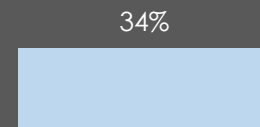
- Rural aspect/country living/lifestyle/open spaces
- Quiet/peaceful
- Sense of community/friendly community
- Natural environment/beauty of the area/climate/fresh air

What do residents think will be the priority areas for the next 4 years?

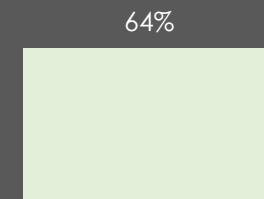
- Condition/maintenance of roads and supporting infrastructure
- Managing traffic congestion/flow/road network
- More and improved infrastructure to cater for growth
- More and improved services/facilities



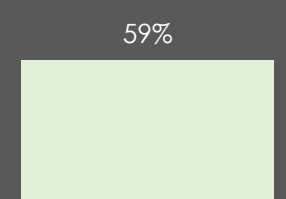
Have a disaster preparedness plan



Have undertaken volunteering work in the last 12 months



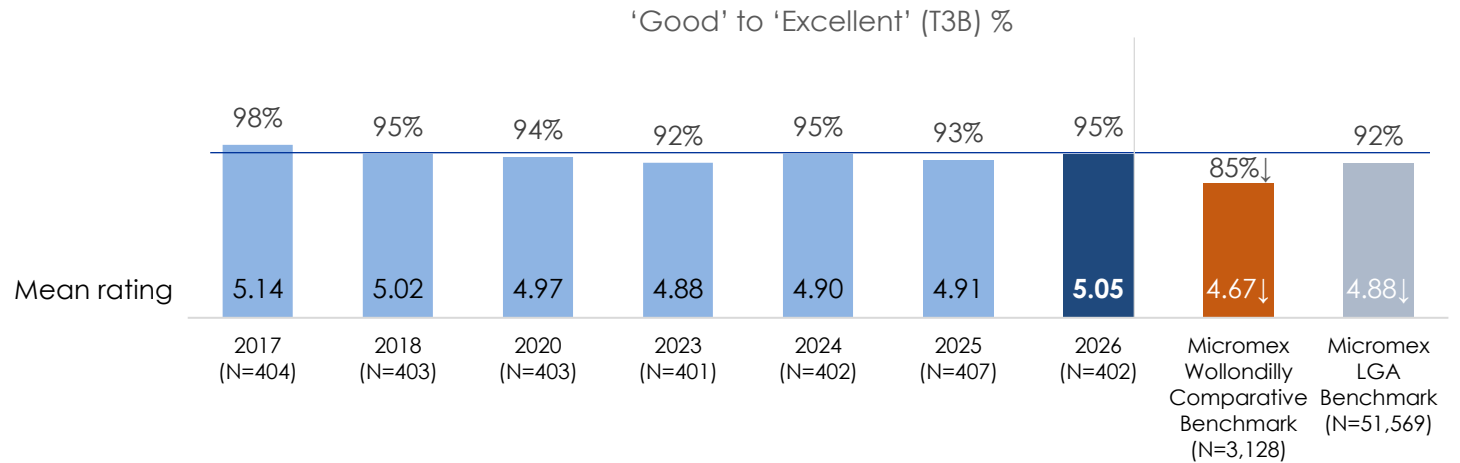
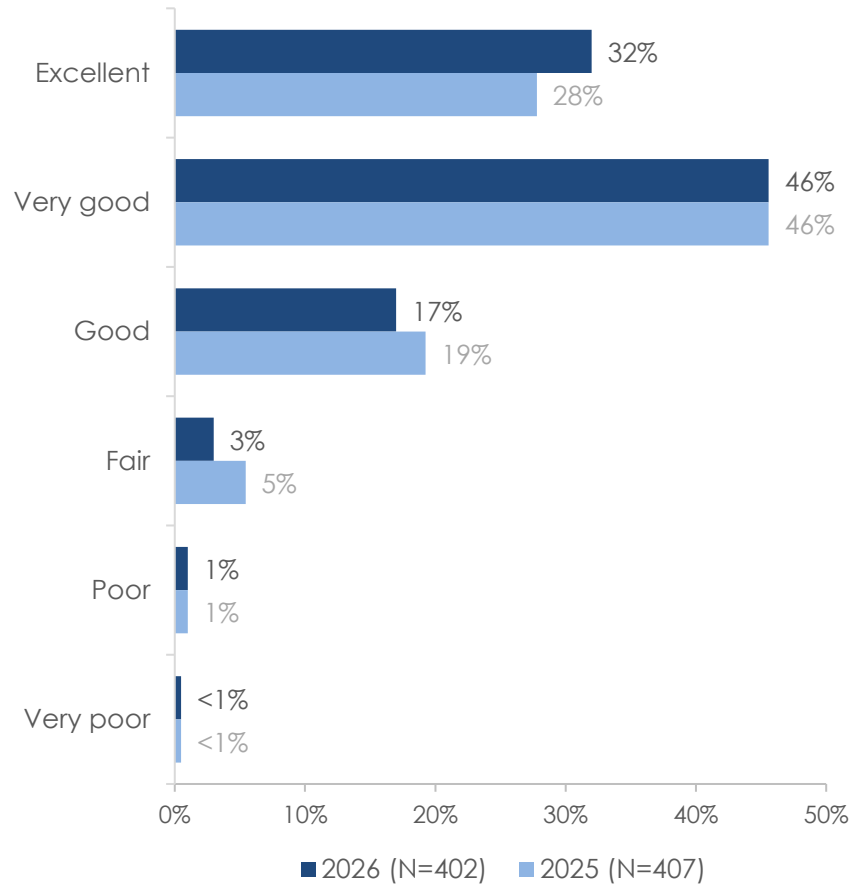
Agree with "First Nations people and culture are respected and celebrated in our Shire"



Agree with "Wollondilly Shire is harmonious, cohesive and inclusive"

Quality of Life

95% of residents rated their quality of life as 'good' to 'excellent', which is higher than in 2025. Meanwhile, Wollondilly Shire residents rated their quality of life significantly higher than the MMX benchmarks.



↑↓ = A significantly higher/lower percentage/rating (compared to Wollondilly Council 2026)

	Overall 2026	Overall 2025	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Top 3 Box %	95%	93%	96%	95%	97%	94%	96%	94%	96%	91%
Mean rating	5.05	4.91	5.05	5.05	5.05	5.05	5.05	5.04	5.08	4.86
Base	402	407	199	203	112	107	100	83	350	39

Scale: 1 = very poor, 6 = excellent

A significantly higher/lower percentage/rating (compared to 2025)

Most Valued Aspects of Living in the Wollondilly Shire LGA

Consistent with previous results, residents valued the rural aspects and country lifestyle, peacefulness, sense of community, and the natural environment/its beauty/climate/fresh air associated with living in the area.

	2026 (N=402)	2025 (N=407)	2024 (N=402)
Rural aspect/country living/lifestyle/open spaces	54%	52%	59%
Quiet/peaceful	26%	26%	30%
Sense of community/friendly community	18%	18%	18%
Natural environment/beauty of the area/climate/fresh air	10%	11%	9%
Close to the City/beaches/other popular areas	8%	10%	8%
Not over-populated/over-developed/low density living	7%	5%	8%
Close to services and facilities	5%	4%	6%
Quality services and facilities/resources	4%	6%	4%
Away from the City/Sydney suburbs	3%	4%	<1%
Great place to live/feels like home	2%	4%	3%
Close to family/family ties	2%	6%	6%
Safe area	1%	2%	2%
Heritage/history of the area	1%	0%	<1%
Well presented/clean area	1%	<1%	2%
Affordable area	1%	1%	1%
Road management and infrastructure	<1%	3%	1%
Access to public transport	<1%	<1%	<1%
Other comments	2%	1%	0%
Nothing/don't know	6%	3%	3%

Example verbatim responses



"Wollondilly is a quiet semi-rural area with a nice community"

"Wide open spaces in the area"

"Rural and peaceful country life"

"Rural quiet area that's great for chill life"

"The place is rural but still close to the city and main towns "

"The sense of community, it's a good vibe"

"Good weather, bushland and wild animals"

"Not such a busy overpopulated area"

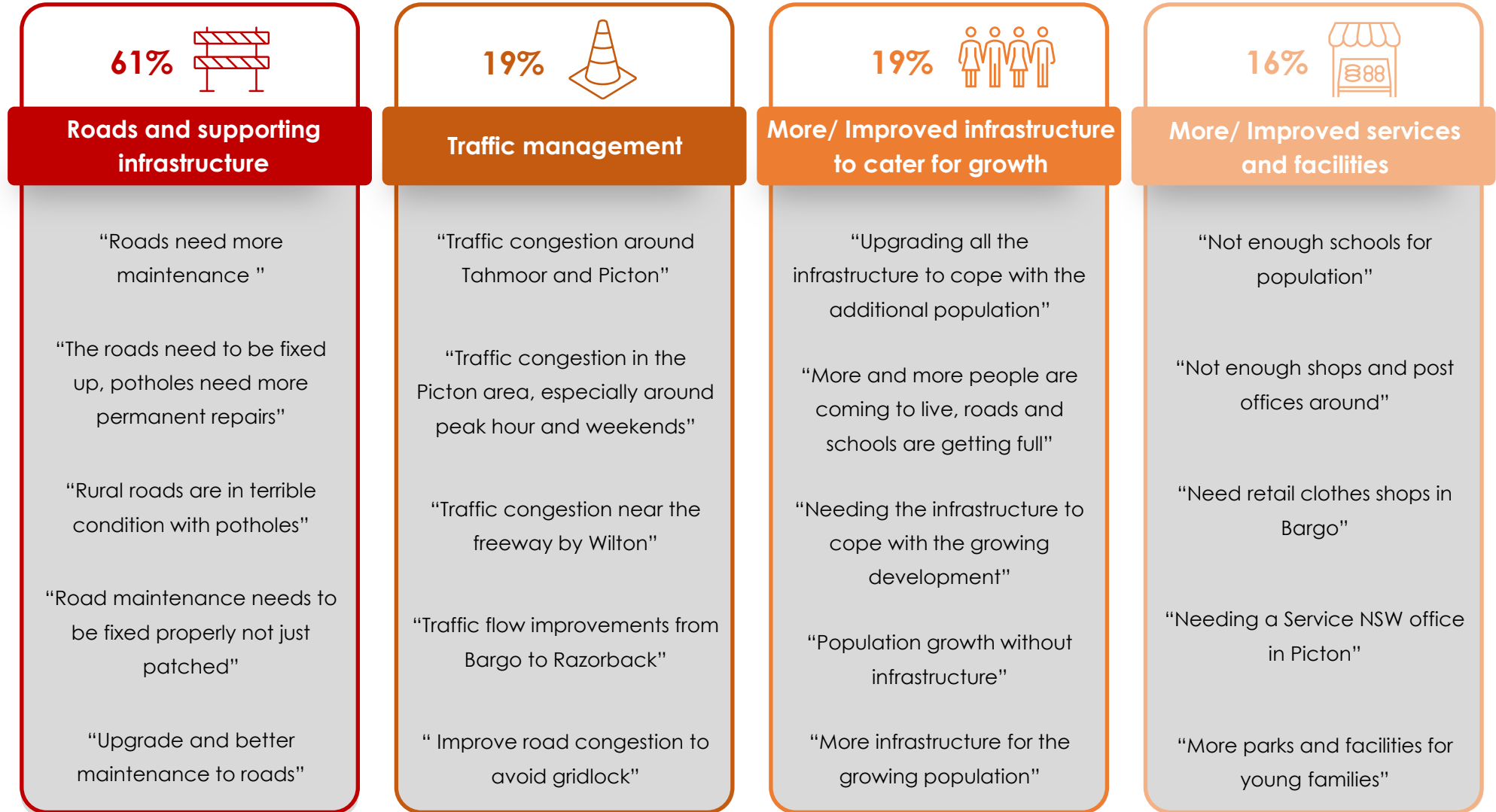


"Relatively close to shopping centres and other facilities"

Highest Priority Issues within the Wollondilly Shire LGA – Top 4 Mentions

61% of residents believe the condition/maintenance of roads and supporting infrastructure is the highest priority issues facing the community in the next 4 years.

Other priority areas include managing traffic congestion/flow/road network, developing more/improved infrastructure to cater for growth, and providing more/better services/facilities.



Base: N = 402

Q1b. Thinking of the next 4 years, what do you believe will be the highest priority issues within the Wollondilly Shire area?

Highest Priority Issues within the Wollondilly Shire LGA

The most commonly mentioned issues for the area in the next 4 years centred on roads, traffic, infrastructure, services/facilities, public transport, and development/population growth management.

Priority areas	2026 (N=402)	2025* (N=407)	2024* (N=402)	Priority areas	2026 (N=402)	2025* (N=407)	2024* (N=402)
Condition/maintenance of roads and supporting infrastructure	61%	64%	62%	Internet/mobile coverage	2%	1%	2%
Managing traffic congestion/flow/road network	19%	20%	19%	More parking	2%	1%	1%
More and improved infrastructure to cater for growth	19%	22%	22%	More housing development and planning/subdivision planning	2%	5%	4%
More and improved services/facilities e.g. shops, schools, medical	16%	21%	24%	Supporting local business	2%	<1%	<1%
Lack of public transport	15%	13%	11%	Improve Council actions e.g. financial management, effectiveness of Councillors, looking after residents	1%	3%	5%
Managing development/population growth	11%	17%	20%	Maintaining/preserving the natural/rural aspect/wildlife and environmental protection	1%	2%	3%
Improved emergency services/policing/management	7%	5%	2%	More local employment opportunities	1%	1%	1%
Managing/access to basic services such as town water, sewerage, waste, electricity	6%	6%	7%	Impact of the new airport	1%	3%	1%
Flood/bush fire management	5%	6%	2%	Managing housing affordability	1%	1%	1%
General upkeep/maintenance of the area	4%	3%	3%	Increased greenspaces/parks	1%	2%	3%
Provision of kerbs/guttering/footpaths/street lighting	4%	6%	4%	Animal management	<1%	0%	0%
Lack of community activities/events/sporting facilities/entertainment	3%	5%	2%	Stop land subdivision	<1%	<1%	1%
Road/pedestrian safety	3%	<1%	2%	Impact of mines	<1%	<1%	1%
Price of rates/cost of living	2%	4%	5%	Other	1%	2%	2%
Keeping the area as it is	2%	4%	3%	Don't know/nothing	2%	1%	1%

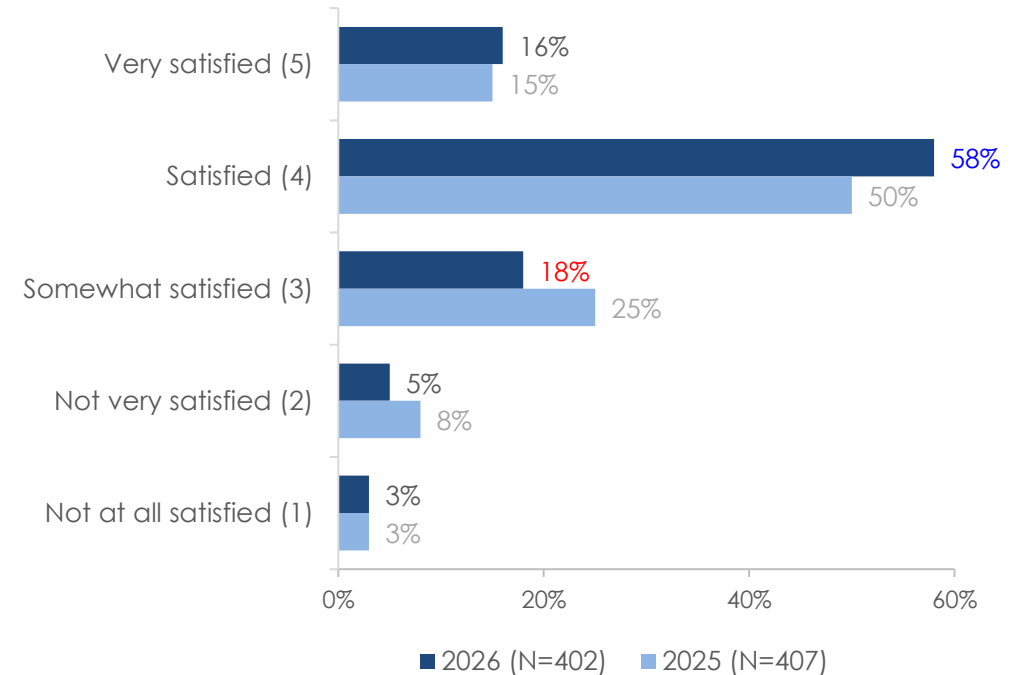
*Priority issues were asked for the next 10 years in 2025 and 2024.

A significantly higher/lower percentage (compared to 2025) 16

Satisfaction with the Current Shire Character and Identity

92% of residents are at least somewhat satisfied with the current Shire character and identity. This result has steadily increased since 2024. Additionally, when looking at the Top 2 Box % (i.e., very satisfied or satisfied), there has been a significant increase since 2025 (from 65% to 74% of residents being satisfied or very satisfied).

Satisfaction is significantly lower for ratepayers compared to non-ratepayers.



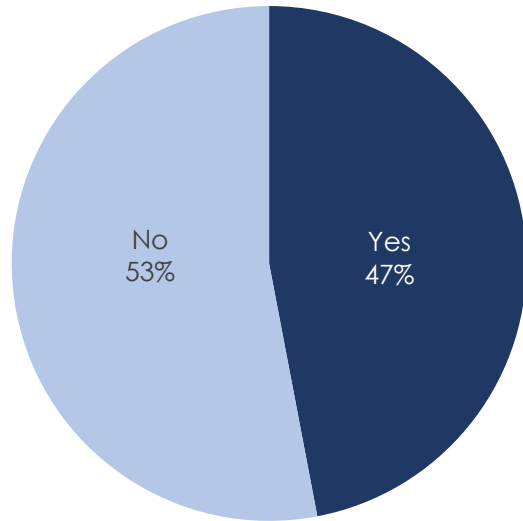
	Overall 2026	Overall 2025	Overall 2024	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Top 2 Box %	74%	65%	51%	76%	73%	73%	76%	68%	80%	75%	60%
Top 3 Box %	92%	89%	84%	91%	93%	96%	89%	90%	92%	91%	98%
Mean rating	3.79	3.66	3.43	3.78	3.80	3.79	3.84	3.70	3.81	3.78	3.78
Base	402	407	401	199	203	112	107	100	83	350	39

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

Disaster Preparedness Plan

Just under half of residents stated that they have a disaster preparedness plan. Older residents (those aged 65+) are significantly more likely to say so.

Do you have a disaster preparedness plan?



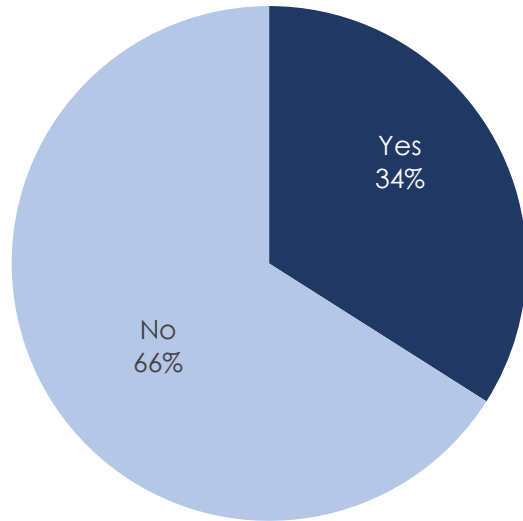
Base: N=402

	Overall 2026	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Yes %	47%	46%	48%	48%	38%	46%	59%	47%	40%
Base	402	199	203	112	107	100	83	350	39

Volunteering Work

Over 1 in 3 residents stated that they have undertaken a volunteering work across the community in the last 12 months. Those aged 35-49 are significantly more likely to participate in volunteering work.

In the last 12 months, have you undertaken any volunteering work across the community?

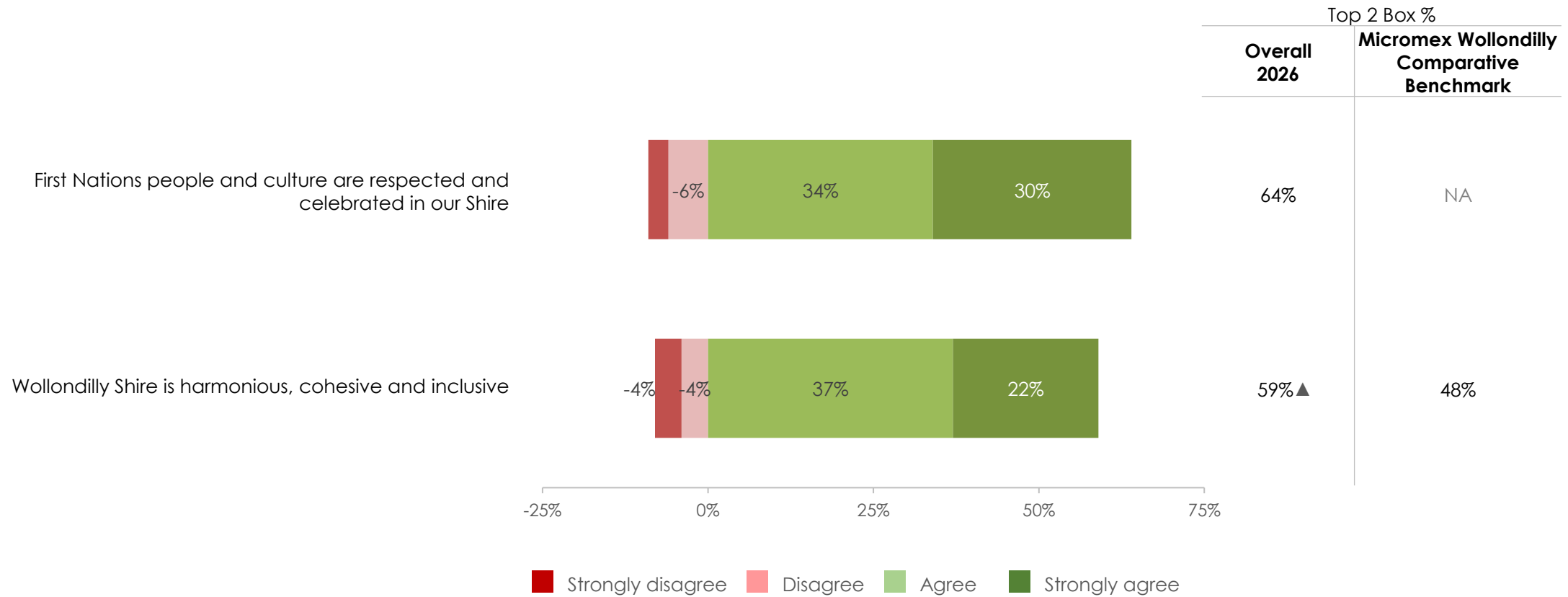


Base: N=402

	Overall 2026	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Yes %	34%	36%	32%	26%	46%	35%	28%	35%	32%
Base	402	199	203	112	107	100	83	350	39

Inclusivity in Wollondilly Shire

64% of residents agree that 'First Nations people and culture are respected and celebrated in our Shire', and 59% agree that 'Wollondilly Shire is harmonious, cohesive and inclusive'. Additionally, the agreement level for the latter is significantly higher compared to the MMX Wollondilly Comparative Benchmark. Non-ratepayers are more likely to agree that 'First Nations people and culture are respected and celebrated in our Shire', while females are more likely to agree that 'Wollondilly Shire is harmonious, cohesive and inclusive'.



Please see Appendix 1 for results by demographics

Base: N=402

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: Data labels of <4% have not been shown above

Q1g. On a scale of 1 to 5, where 1 is strongly disagree and 5 is strongly agree, how strongly do you agree or disagree with the following statements?



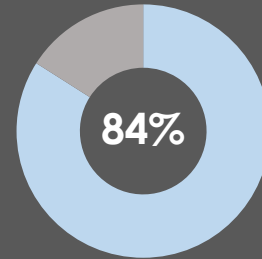
Section Two

Performance of Council

This section explores residents' satisfaction with Council, Councillors and Council's efforts to communicate with residents. It also summarises the importance and satisfaction ratings for the 35 services and facilities. In this section we explore trends to past research and comparative norms.

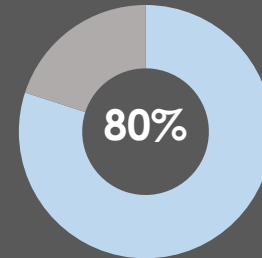


Summary: Performance of Council



Overall Satisfaction

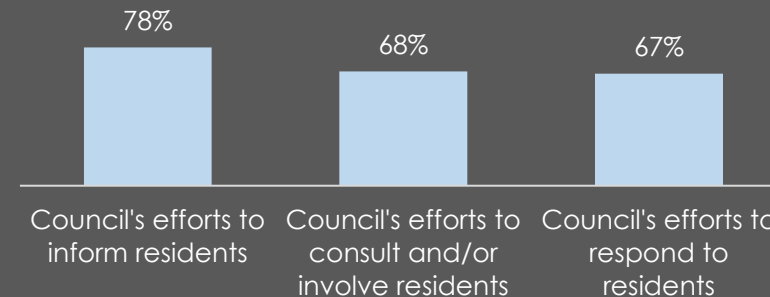
84% of residents are at least somewhat satisfied with the performance of Council (81% in 2025).



Satisfaction with Councillors

80% of residents are at least somewhat satisfied with the performance of Councillors (76% in 2025).

Satisfaction with Council's Communication (T3B%)



Residents believe the most important areas are:

- Maintaining Council roads
- local jobs and businesses
- Community safety and crime prevention
- Long-term planning for the Shire
- Domestic waste management collection

Residents are most satisfied with:

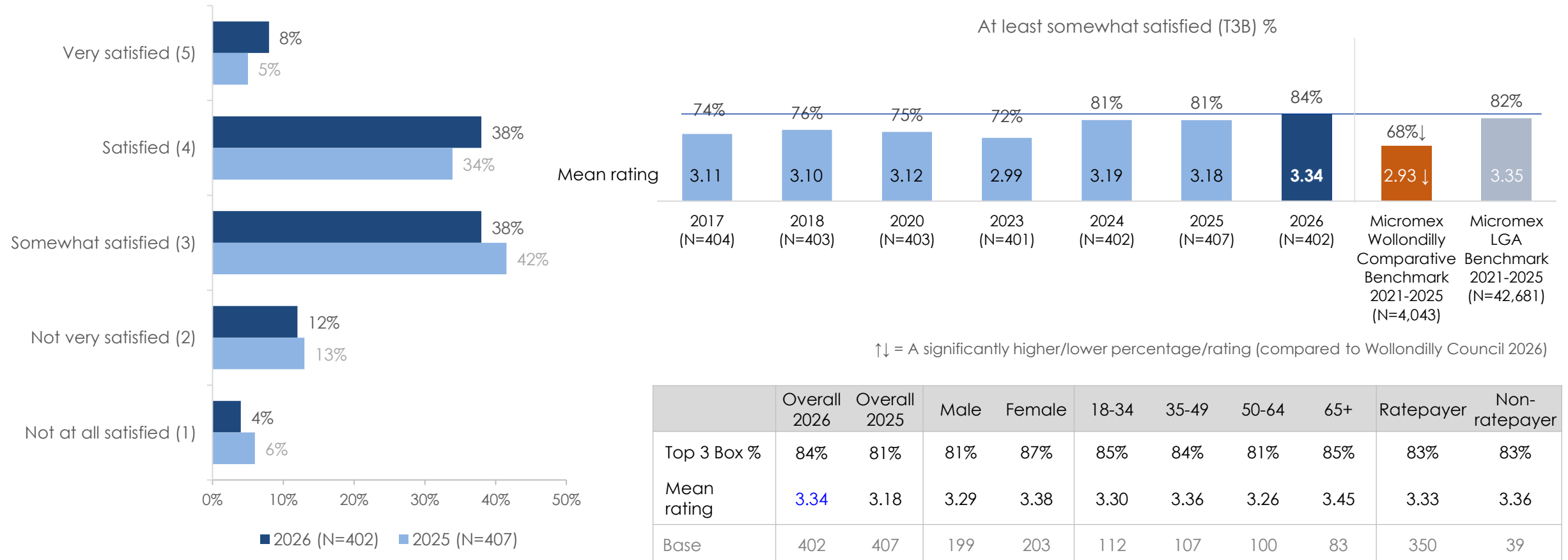
- Support for arts and culture
- Library services
- Supporting community groups
- Festival and events' programs
- Provision of information about fires, floods and natural hazards to enable preparedness
- Ovals and sportsgrounds
- Children's services

Key drivers of overall satisfaction:

Satisfaction with the performance of Councillors and Council's communication with residents remain the most important driver of overall satisfaction. Other key drivers include Council's decision making and financial management, as well as roads.

Overall Satisfaction

84% of residents are at least somewhat satisfied with the performance of Council in the last 12 months. This has increased from 2025 and is the best result since 2017. It is also now significantly higher than the MMX Wollondilly Comparative Benchmark and on par with the overall LGA benchmark.

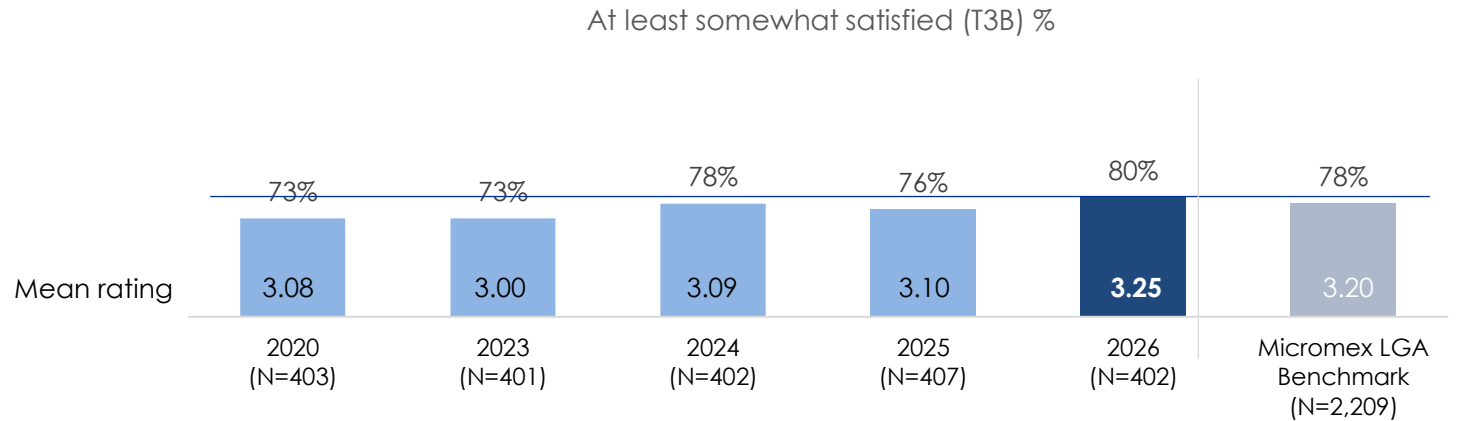
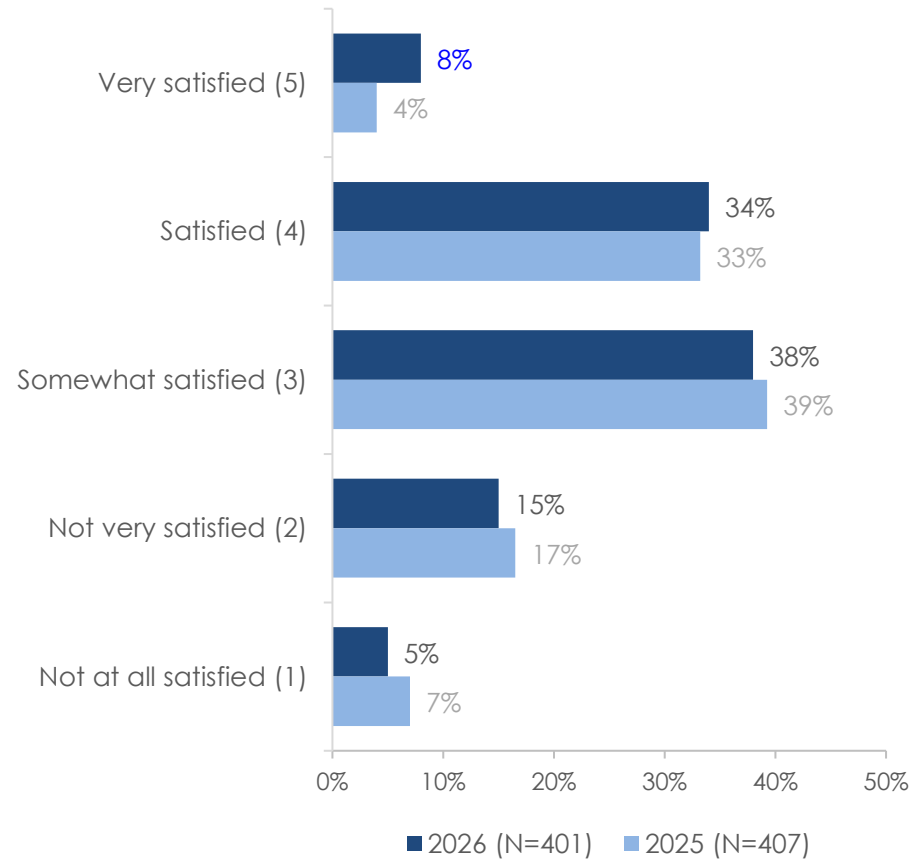


Q3a. Overall, for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues, but across all responsibility areas?

Satisfaction with the Performance of Councillors

80% of residents are at least somewhat satisfied with the performance of Councillors in the last 12 months, which is higher than the result in 2025. This is also the best result since 2020.

Females are significantly more likely to be satisfied with the performance of Councillors.

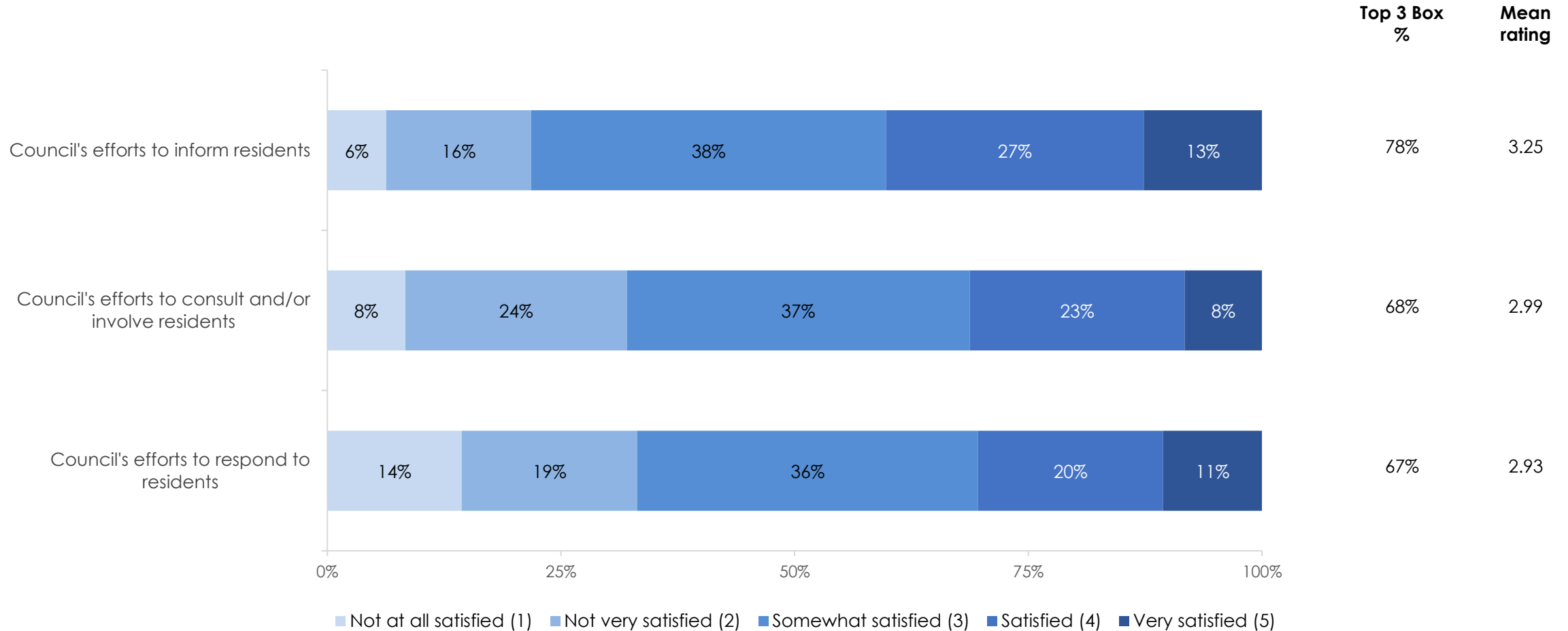


	Overall 2026	Overall 2025	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Top 3 Box %	80%	76%	76%	85%	82%	77%	84%	79%	80%	77%
Mean rating	3.25	3.10	3.14	3.36	3.27	3.21	3.25	3.29	3.26	3.17
Base	401	407	199	202	112	107	100	82	349	39

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

Satisfaction with Communication Efforts

78% of residents were at least somewhat satisfied with Council's efforts to inform residents. Meanwhile, over two-thirds were at least somewhat satisfied with Council's efforts to consult/involve residents, as well as to respond to residents.



Base: N = 402

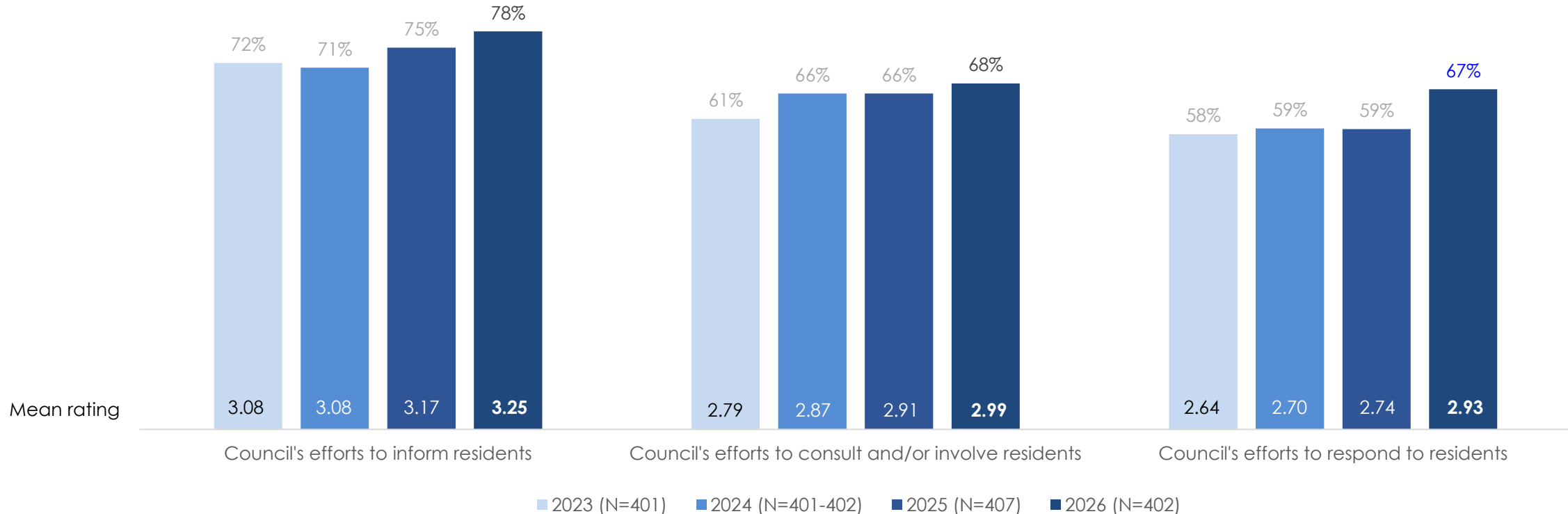
Q4. Can you please rate the following criteria regarding Council's efforts to communicate with residents?

Scale: 1 = not at all satisfied, 5 = very satisfied
Please see Appendix 1 for results by demographics

Satisfaction with Communication Efforts

All three measures received higher levels of satisfaction compared to 2025, particularly for “Council's efforts to respond to residents” (with a significant increase from 59% to 67% at least somewhat satisfied). Historically, all measures had remained stable since 2023; however, they improved noticeably this year and recorded the highest satisfaction scores.

At least somewhat satisfied (T3B) % - Year on year comparison



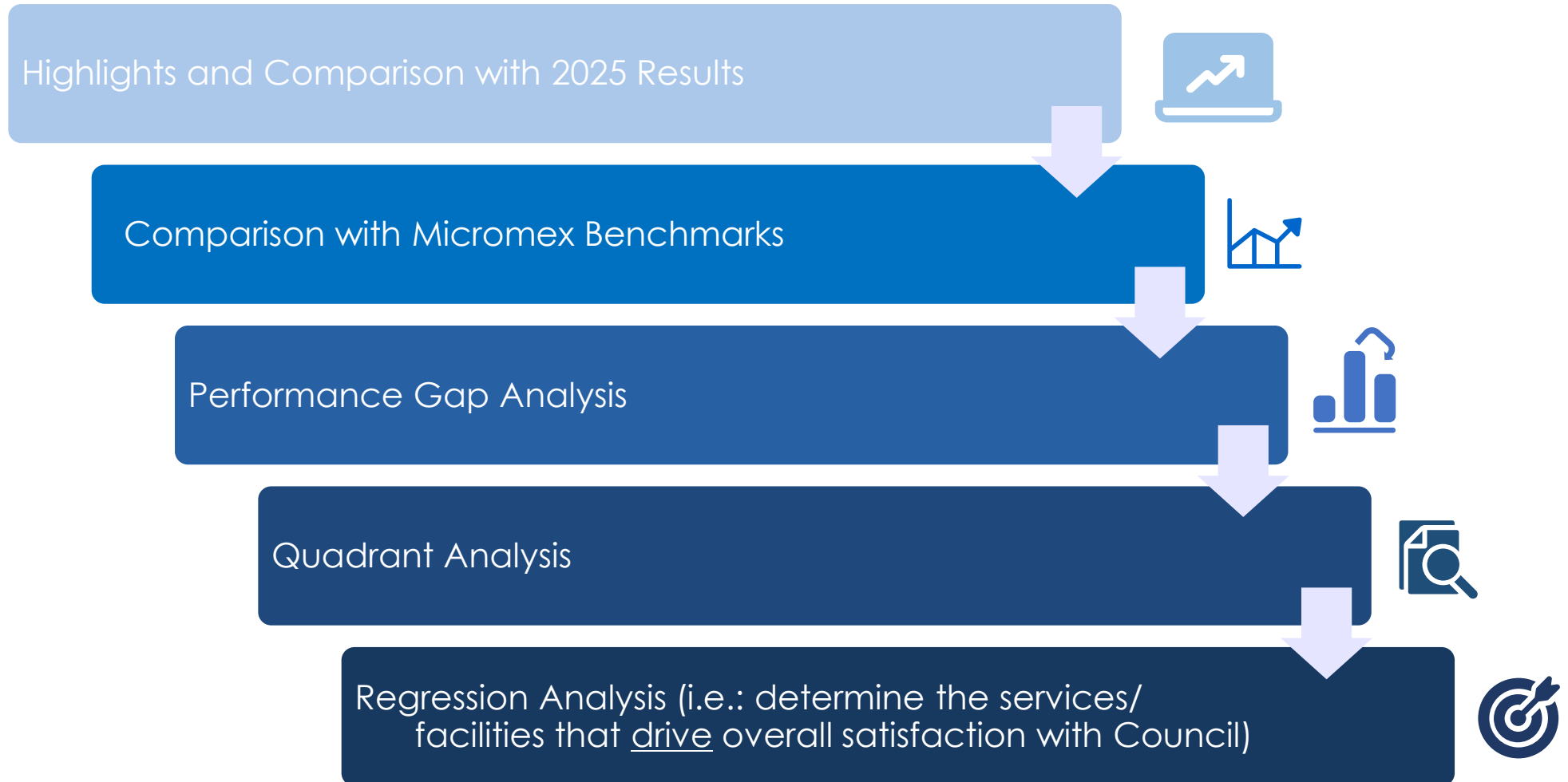
Scale: 1 = not at all satisfied, 5 = very satisfied

A significantly higher/lower level of satisfaction (compared to 2025) 26

Council Services and Facilities

A major component of the 2026 Community Survey was to assess perceived Importance of, and Satisfaction with 35 Council-provided services and facilities – the equivalent of 70 separate questions!

We have utilised the following techniques to summarise and analyse these 70 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.

Importance

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

Higher importance	T2 Box	Mean
Maintaining Council roads	96%	4.84
local jobs and businesses	94%	4.71
Community safety and crime prevention	94%	4.70
Long-term planning for the Shire	93%	4.69
Domestic waste management collection	93%	4.63

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

Lower importance	T2 Box	Mean
Support for arts and culture*	50%	3.43
Library services*	51%	3.43
Bike paths	56%	3.54
Supporting tourism	56%	3.62
Festival and events' programs*	58%	3.62

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
Support for arts and culture	94%	3.89
Library services	93%	4.25
Supporting community groups	93%	3.80
Festival and events' programs	92%	3.91
Provision of information about fires, floods and natural hazards to enable preparedness	91%	3.93
Ovals and sportsgrounds	91%	3.87
Children's services	91%	3.63

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

Lower satisfaction	T3 Box	Mean
Maintaining Council roads	28%	2.01
Planning for future development and growth	48%	2.54
Access to local waste disposal facilities	54%	2.68
Development approvals and building regulation	56%	2.68
Long-term planning for the Shire	61%	2.79

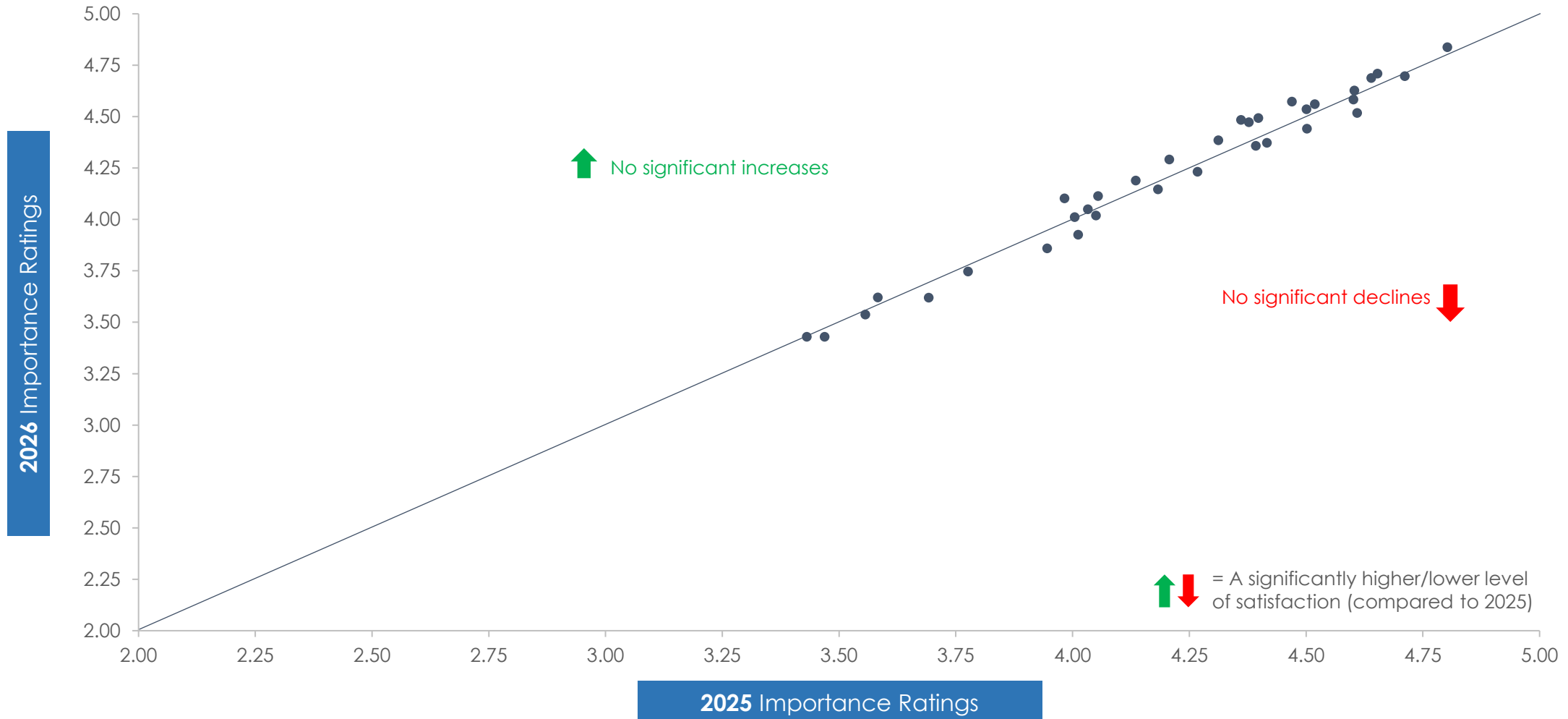
T3B = somewhat satisfied/satisfied/very satisfied
Scale: 1 = not at all satisfied, 5 = very satisfied

*Please note that, due to an order effect, the past three-year aggregate results were used for 2026 in this section for the following measures: 'Library services', 'Festival and events programs', 'Children's services', 'Supporting community groups', 'Community safety and crime prevention'. And 'Support for arts and culture'

Services and Facilities – Importance: Comparison by Year

The below chart compares the mean importance ratings for 2026 vs 2025.

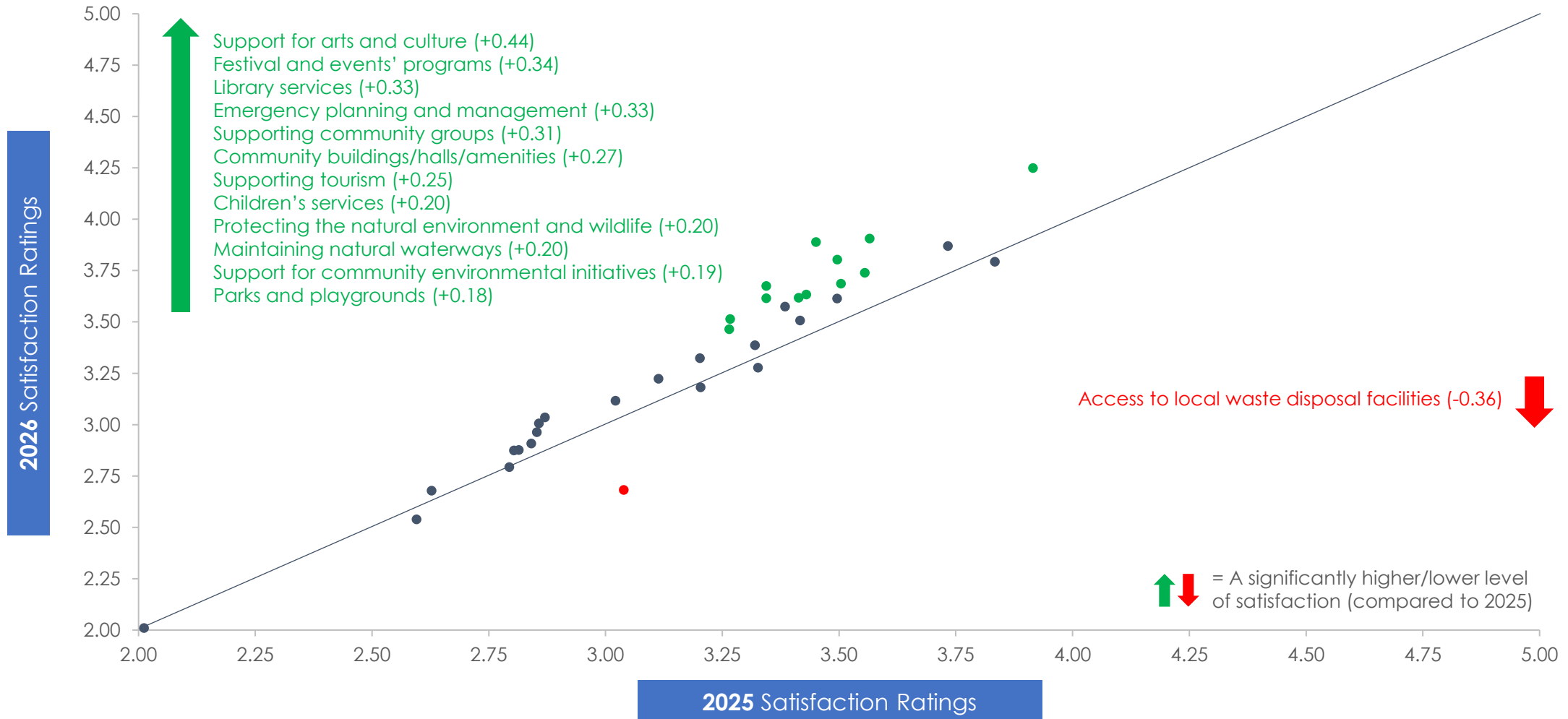
Importance scores were very similar to 2025, with no statistically significant increases or decreases for any of the 34 comparable services and facilities.



Services and Facilities – Satisfaction: Comparison by Year

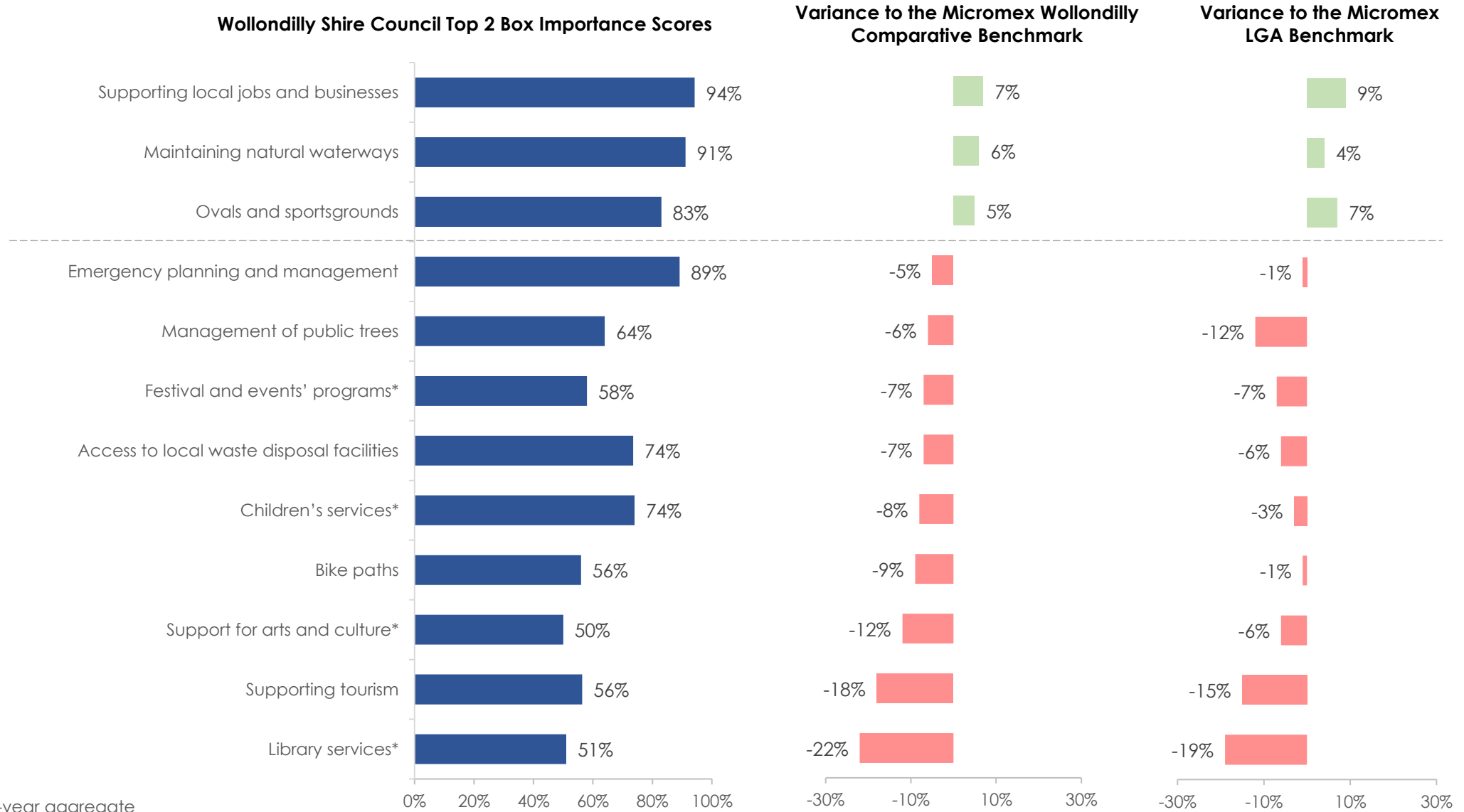
The below chart compares the mean satisfaction ratings for 2026 vs 2025.

Satisfaction significantly increased for 12 of the 34 comparable services and facilities, there were also a significant decrease in satisfaction for the accessibility to local waste disposal facilities.



Summary Importance Comparison to the Benchmark

The chart to the right shows the variance between Wollondilly Shire Council top 2 box importance scores and the MMX Wollondilly Comparative Benchmark/LGA Benchmark. Services/facilities shown in the chart have larger positive and negative gaps.

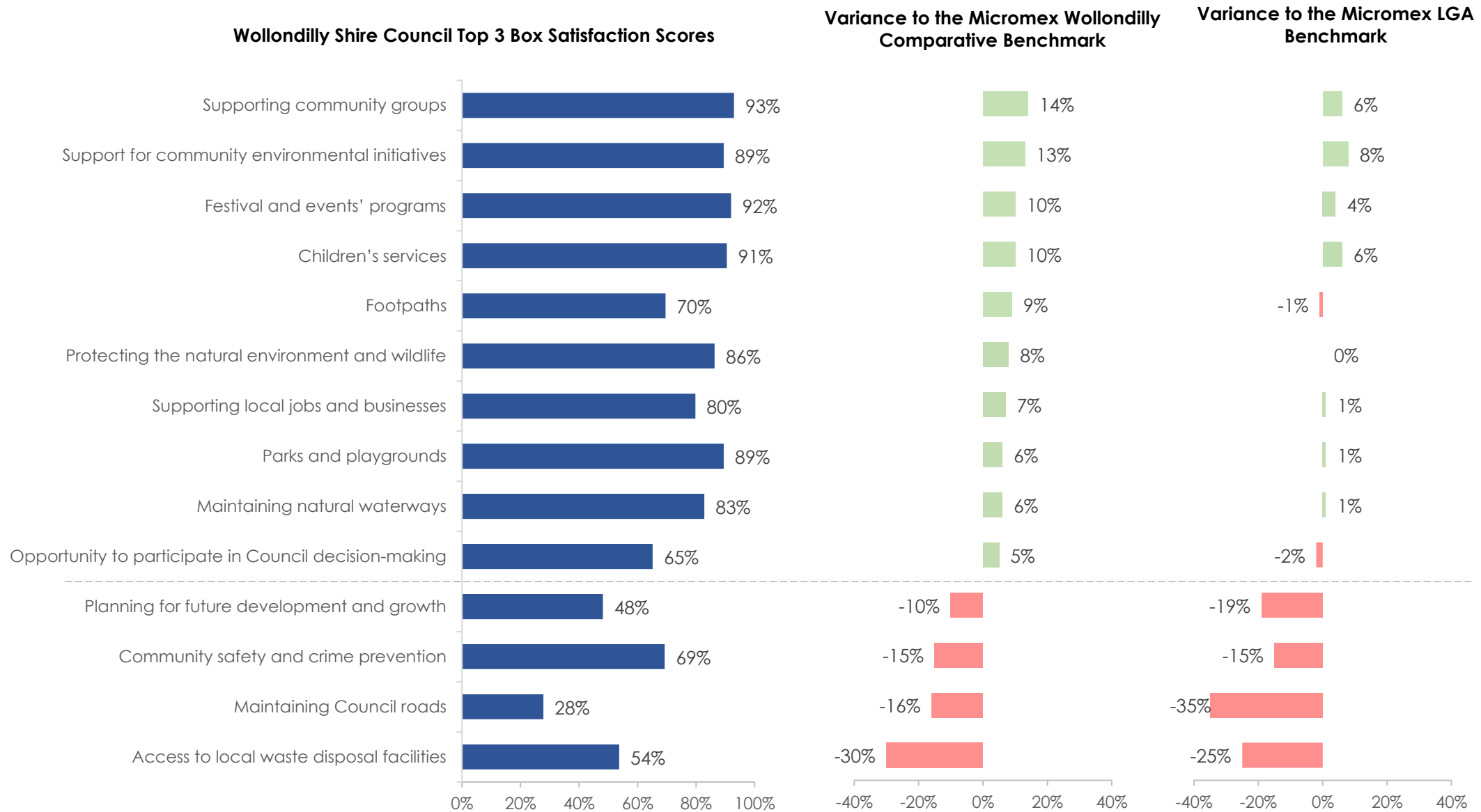


*Asterisk where data represents past-3-year aggregate

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

Summary Satisfaction Comparison to the Benchmark

The chart to the right shows the variance between Wollondilly Shire Council top 3 satisfaction scores and the MMX Wollondilly Comparative Benchmark/LGA Benchmark. Services/facilities shown in the chart have larger positive and negative gaps.



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

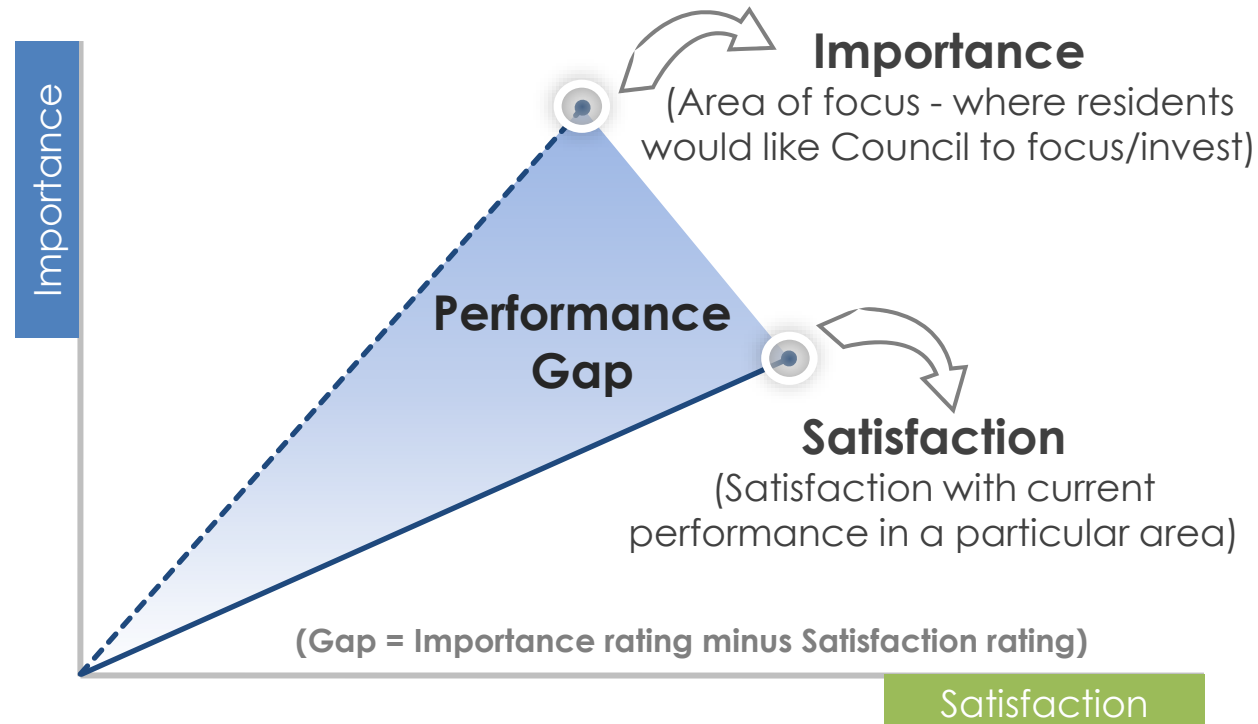
Performance Gap Analysis

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 Wollondilly 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 resident satisfaction for all of these areas is between 28% and 69%. Consistent with 2025, maintaining Council roads, planning and development, and community safety/crime prevention received the highest performance gaps.

Service Area	Service/Facility	Importance T2 Box	Satisfaction T3 Box	Performance Gap (Importance – Satisfaction)
Place and Landscape	Maintaining Council roads	96%	28%	68%
Place and Landscape	Planning for future development and growth	86%	48%	38%
Performance	Long-term planning for the Shire	93%	61%	32%
People	Community safety and crime prevention	94%	69%	25%
Place and Landscape	Development approvals and building regulation	78%	56%	22%
Performance	Decisions are made in the interests of the community	88%	67%	21%
Environment	Access to local waste disposal facilities	74%	54%	20%

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, Wollondilly Council residents rated the importance of services and facilities on par with the two benchmarks. While their satisfaction ratings were on par with the comparative benchmark, they were slightly lower than the overall LGA benchmark.

	Wollondilly Shire Council	Micromex Wollondilly Comparative Benchmark	Micromex Comparable LGA Benchmark
Average Importance	78%	80%	78%
Average Satisfaction	77%	76%	80%

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

Explaining the 4 quadrants (overleaf)

Attributes in the top right quadrant, **CELEBRATE**, such as 'provision of information about fires, floods and natural hazards to enable preparedness', 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 'maintaining Council roads' 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.

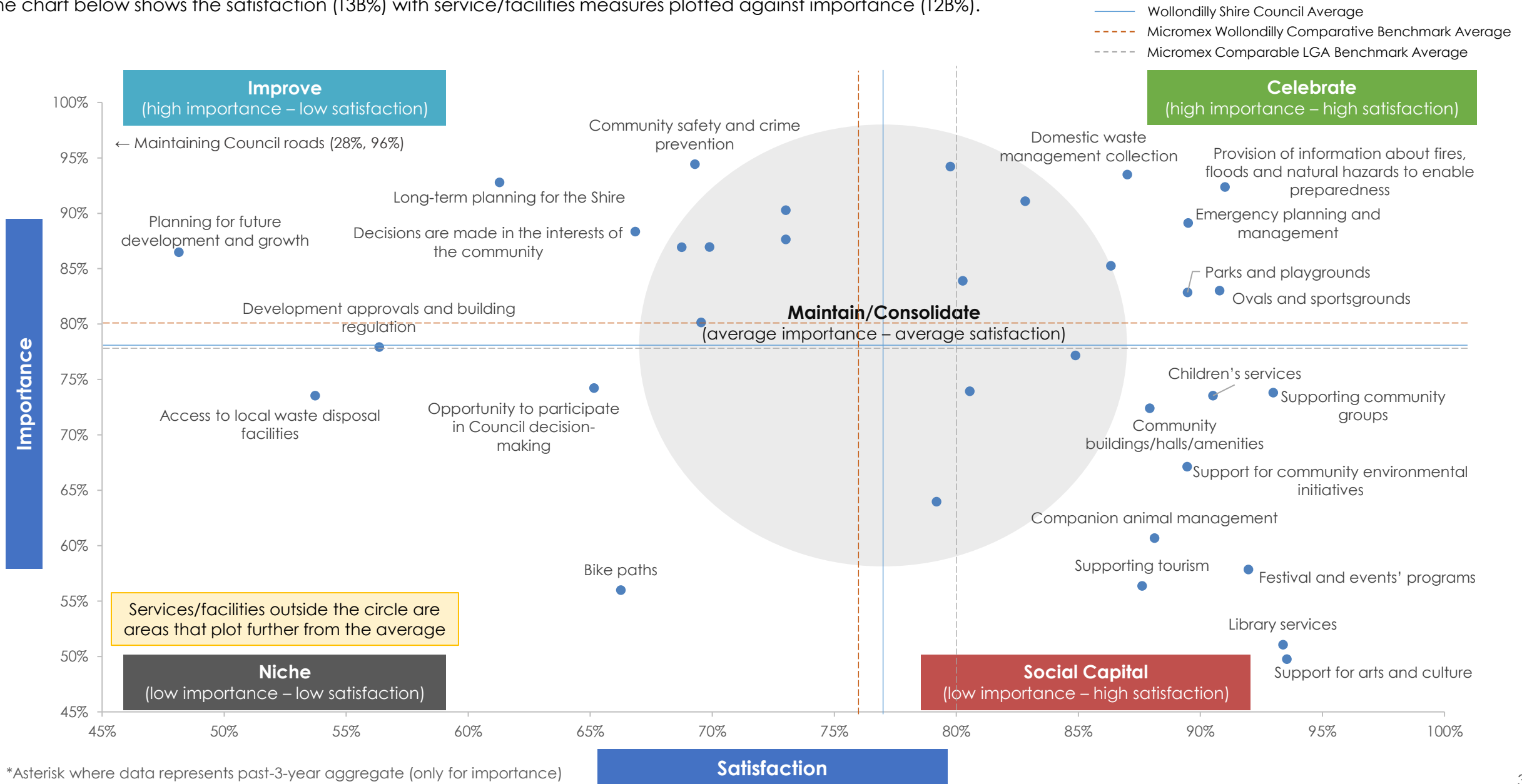
Attributes in the bottom left quadrant, **NICHE**, such as 'bike paths', are of a relatively lower priority (and the word 'relatively' should be stressed – they are still important). These areas tend to be important to a particular segment of the community.

Finally, attributes in the bottom right quadrant, **SOCIAL CAPITAL**, such as 'support for arts and culture', 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.

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

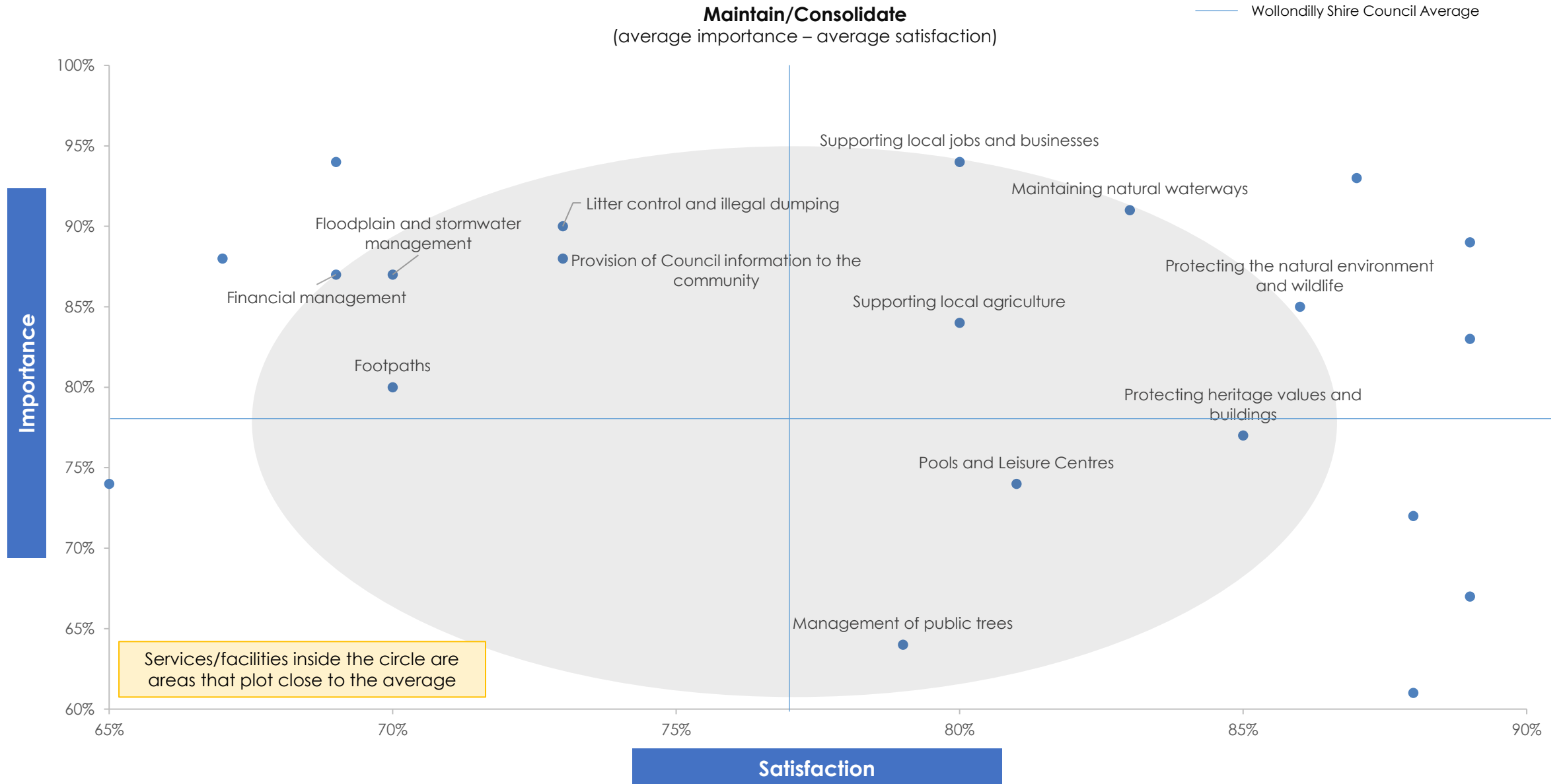
Quadrant Analysis – Mapping Priority Against Delivery

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



Quadrant Analysis – Mapping Priority Against Delivery

Following on the previous Slide, the chart below shows the measures in the 'maintain/consolidate' area.



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 'maintaining Council roads', it will often be found in the **IMPROVE** quadrant. This is because, perceptually, the condition of local roads can always be better.

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

Therefore, in order to identify how Wollondilly 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.

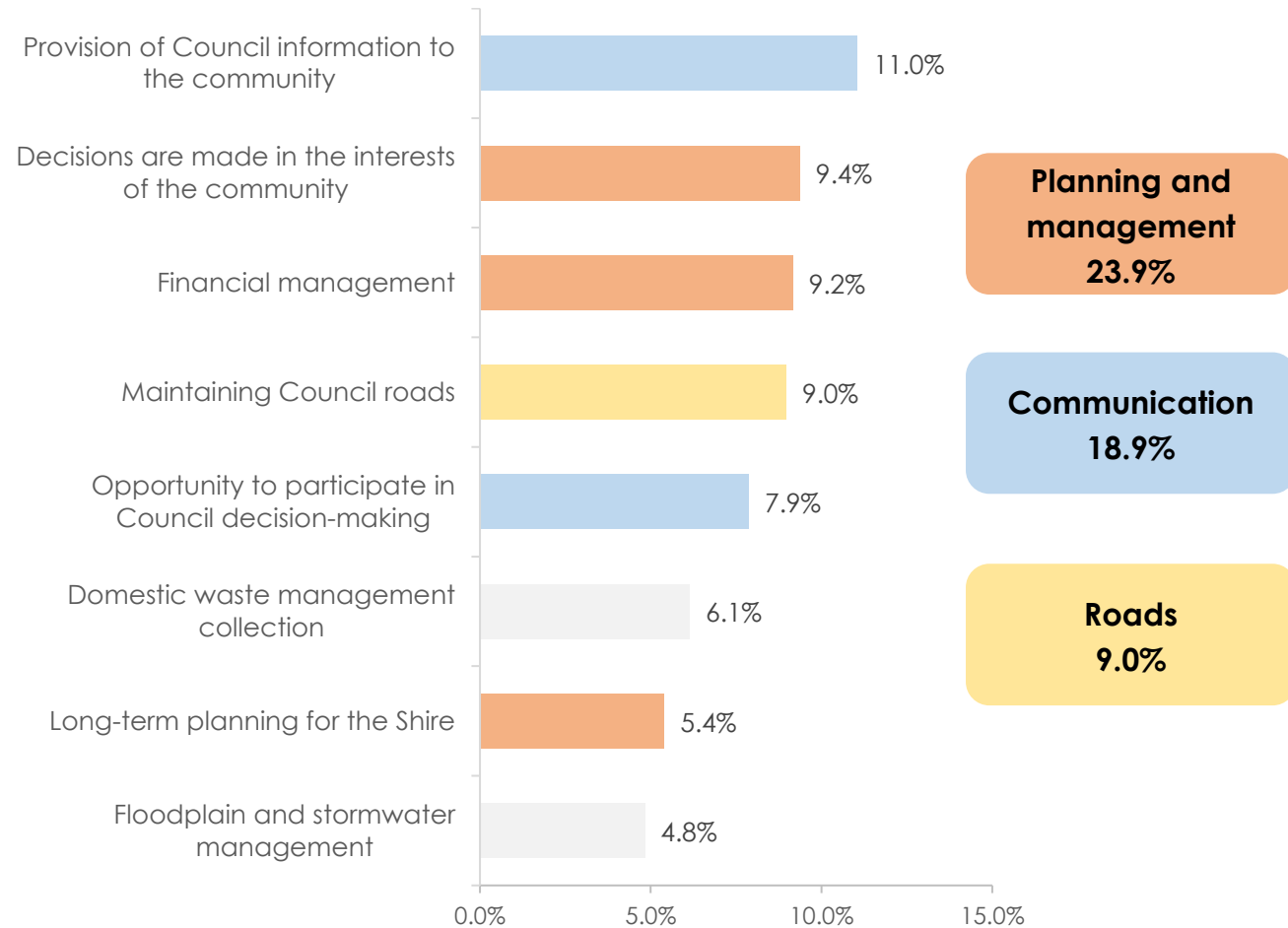
What Does This Mean?

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.



Top 8 Drivers Summarised

These top 8 services/facilities (so 23% of the 35 services/facilities) account for over 60% of the variation in overall satisfaction.

Investigating the measures separately, provision of Council information to the community is the most important driver of overall satisfaction, followed by decision are made in the interests of the community and financial management.

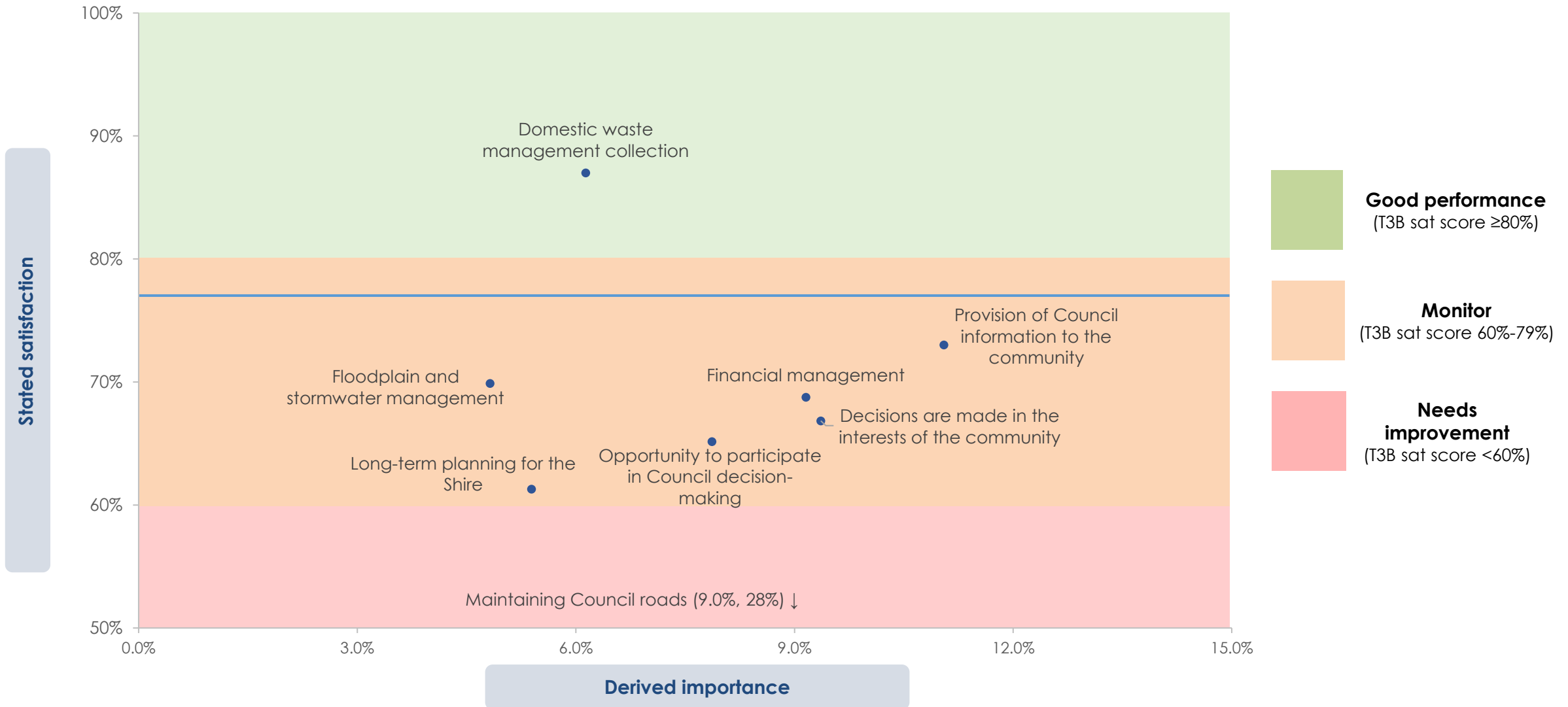
Further, after summarizing them into several thematical groups, planning and management is the most important driver category. Communication and roads are also key contributors.

Barriers R² value = 0.43
 Optimisers R² value = 0.34

Dependent Variable: Q3a. 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) and derived importance (Regression result) to identify the level of contribution of each measure. Any services/facilities below the blue line (which is the average satisfaction score of all services/facilities) could potentially be benchmarked to target in future research to elevate satisfaction levels in these areas.



Note: Blue line represents the average top 3 box (at least somewhat satisfied) of all 35 measures

Key Contributors to Barriers/Optimisers

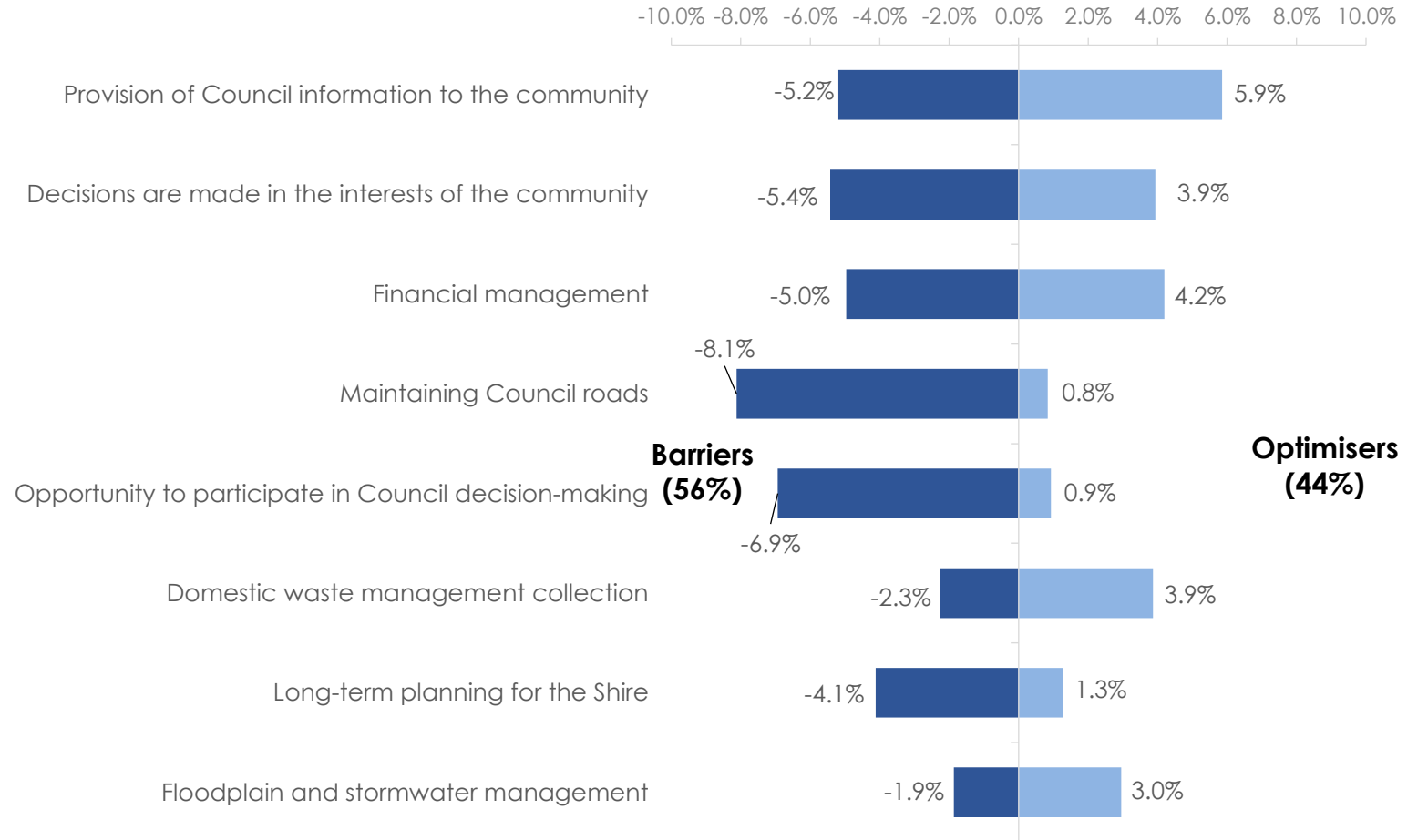
Different levers address the different levels of satisfaction across the community

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)

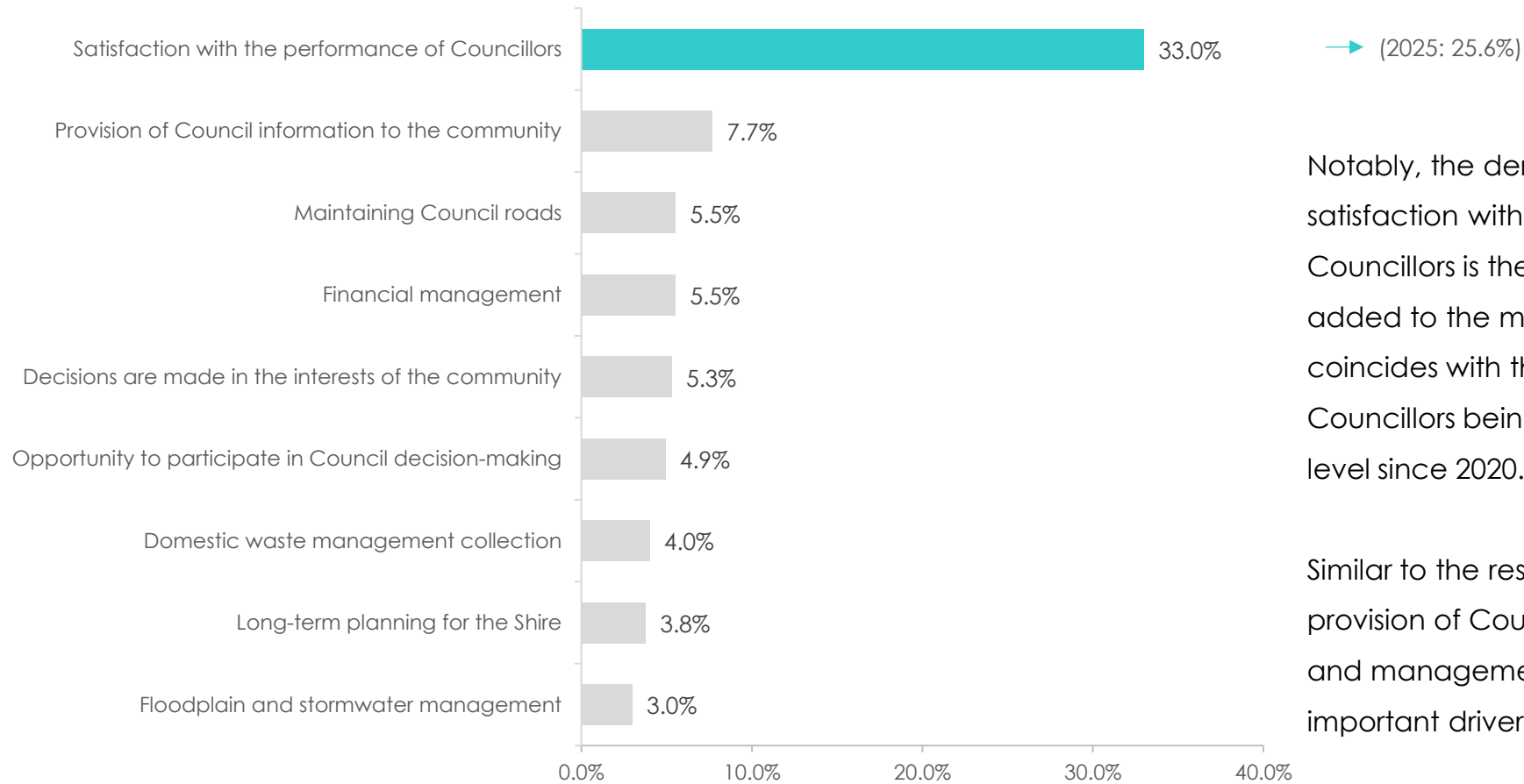


Key Drivers of Overall Satisfaction with Council – Expanded Model 1

The below chart is a re-run of the key drivers contributing to overall satisfaction, but expanding to include “Q3b. Overall, for the last 12 months, how satisfied are you with the performance of Councillors?” as a potential driver.

Satisfaction with the performance of Councillors has remained the strongest driver (2026: 33.0%, 2025: 25.6%, 2024: 23.9%, 2023: 27.3%).

Drivers of Overall Satisfaction (Re-run 1)



Notably, the derived importance of satisfaction with the performance of Councillors is the largest since it was first added to the model in 2023, this coincides with the satisfaction with Councillors being the highest reported level since 2020.

Similar to the results in the last slide, the provision of Council information, roads, and management/planning are still important drivers.

Optimiser R² value = 0.47

Barrier R² value = 0.50

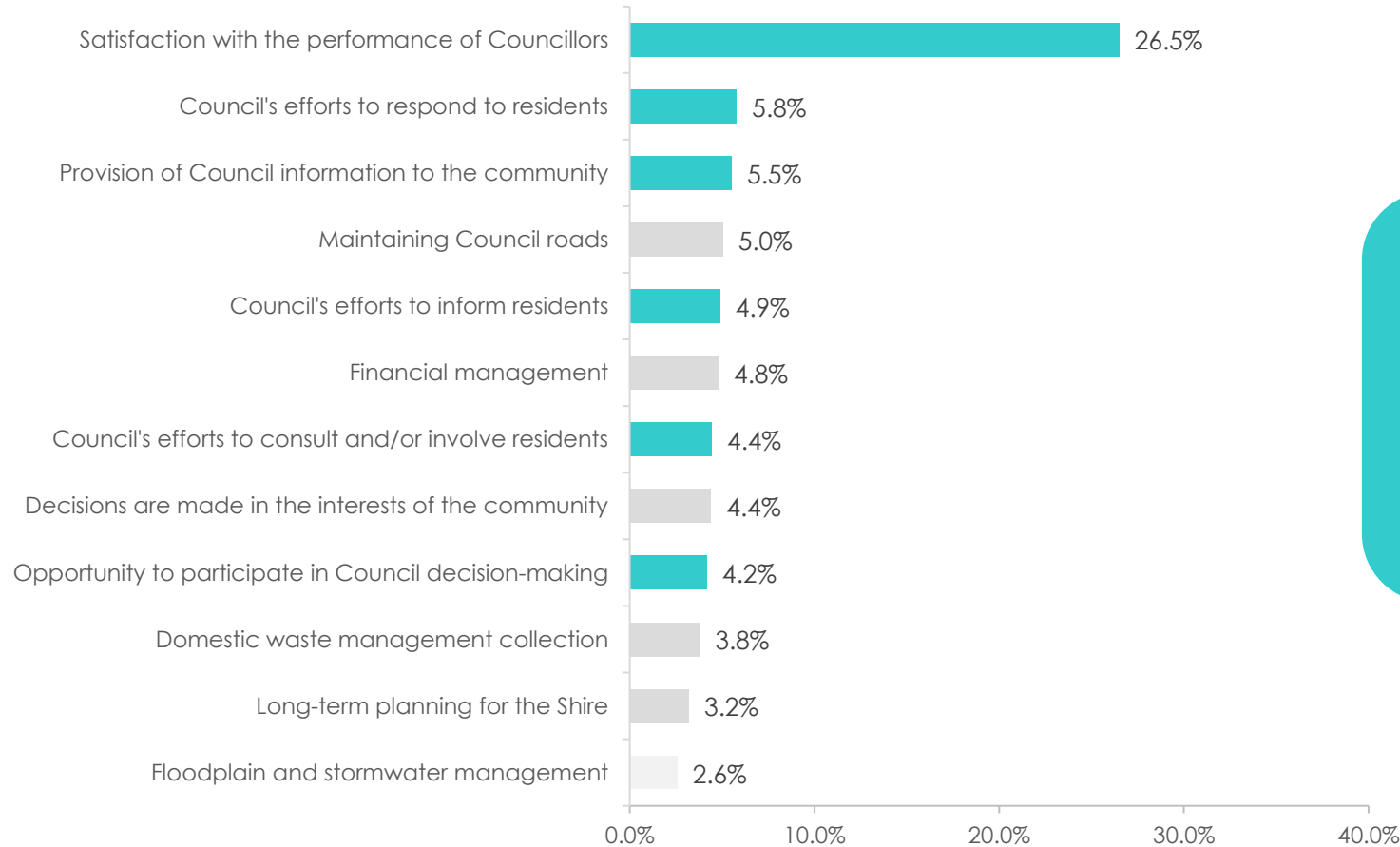
Dependent Variable: Q3a. Overall, for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues but across all responsibility areas?

Note: Please see Appendix 1 for complete list

Key Drivers of Overall Satisfaction with Council – Expanded Model 2

The previous regression model is based on the 35 services/facilities tested (Q2) and the satisfaction with the performance of Councillors. The results of this slide show a further expanded model of the key drivers contributing to overall satisfaction with Council. This analysis includes 3 more additional measures (model now totalling 39 measures) from Q4: **“Q4. Satisfaction with Council’s efforts to inform residents, consult and/or involve residents, and respond to residents”**

Drivers of Overall Satisfaction (Re-run 2)



The performance of Councillors and satisfaction with Council communication measures now accounts for 51.3% of the variation in overall satisfaction.

Optimiser R² value = 0.41

Barrier R² value = 0.56

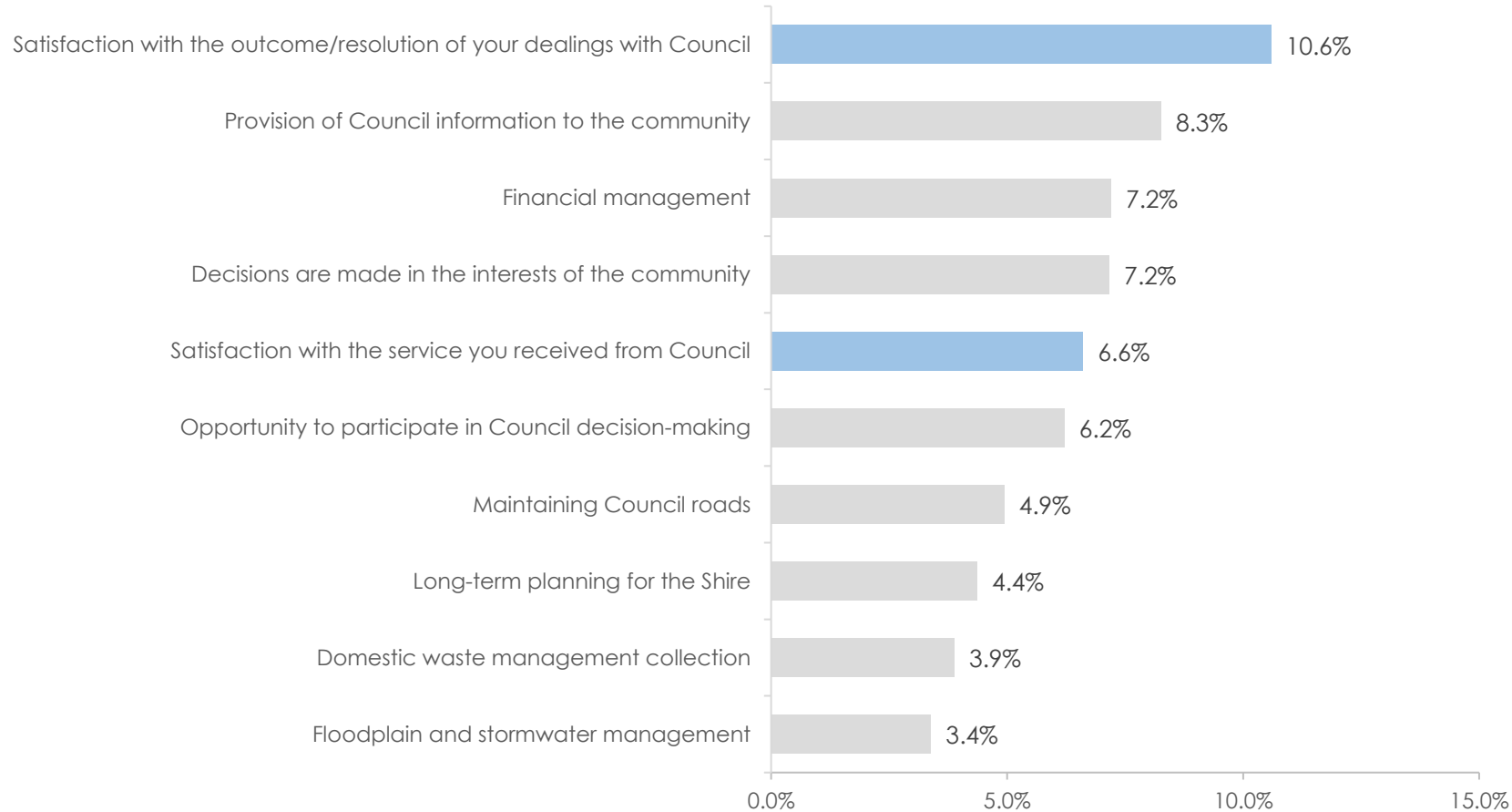
Dependent Variable: Q3a. Overall, for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues but across all responsibility areas?

Note: Please see Appendix 1 for complete list

Key Drivers of Overall Satisfaction with Council – Expanded Model 3

The previous regression models included satisfaction with the performance of Councillors and satisfaction with the level of communication from the Council. However, to understand the relationship between overall satisfaction and satisfaction with contacts among those who had contact with the Council in the past 12 months*. This analysis includes two additional measures from Q5: "Q5d. Satisfaction with **the outcome/resolution**" and "Q5e. Satisfaction with **the service received**", along with the 35 variables from Q2 (excluding Q3b and Q4).

Drivers of Overall Satisfaction (Re-run 3: Customer Experience Model)



Among those who contacted Council in the last 12 months, satisfaction with the outcome/resolution of their dealings with Council is the largest driver of their overall satisfaction with Council, followed by the provision of Council information to the community.

Optimiser R² value = 0.40

Barrier R² value = 0.50

Dependent Variable: Q3a. 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?

Note: Please see Appendix 1 for complete list

*Please also note that this model only includes the respondents who contacted Council in the last 12 months



Section Three

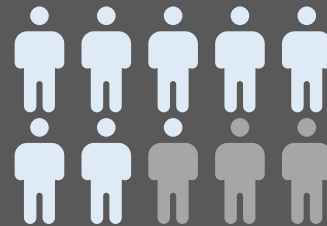
Customer Experience

This section focuses on residents' contact experience with Council, including their satisfaction with the outcome/resolution of their dealings with Council and the service they received from Council. It also explores residents' contact methods and the nature of enquiry when contacting Council.

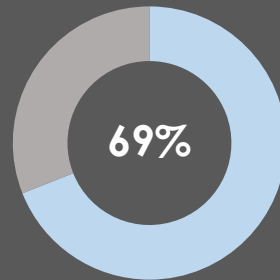


Summary: Customer Experience

73% of Wollondilly Shire residents contacted Council in the past 12 months

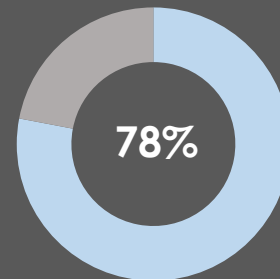


- Waste management/recycling and roads/footpaths/drains remain the most common reasons for contacting Council
- Residents usually needed an average of 3.1 attempts to resolve their issues.



Satisfaction with the Outcome/ Resolution

69% of residents who contacted Council are at least somewhat satisfied with the outcome/resolution of their contacts (72% in 2025).



Satisfaction with the Service Received

78% of residents who contacted Council are at least somewhat satisfied with the service received (80% in 2025).

Satisfaction with Phone Contact, In-Person Visits, and Online Communication:

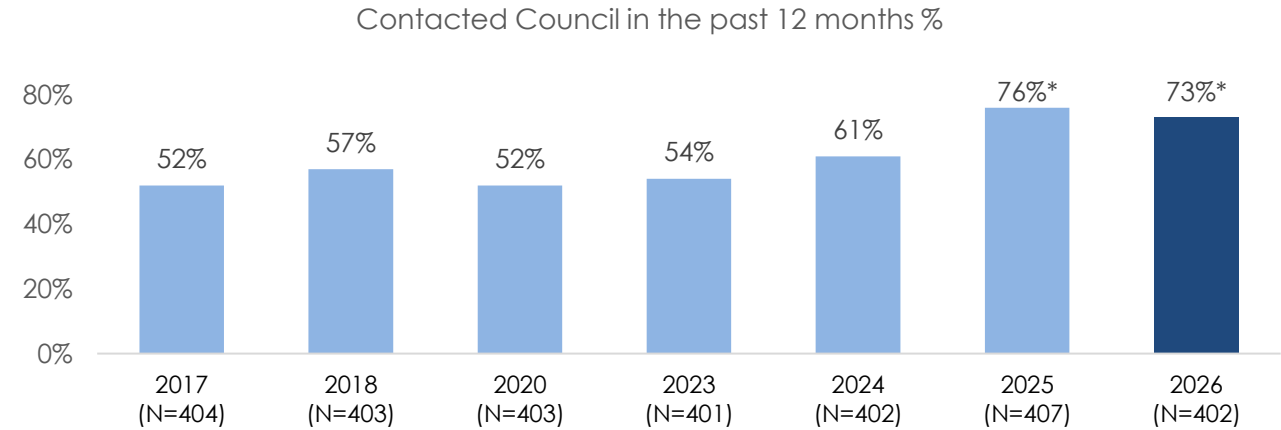
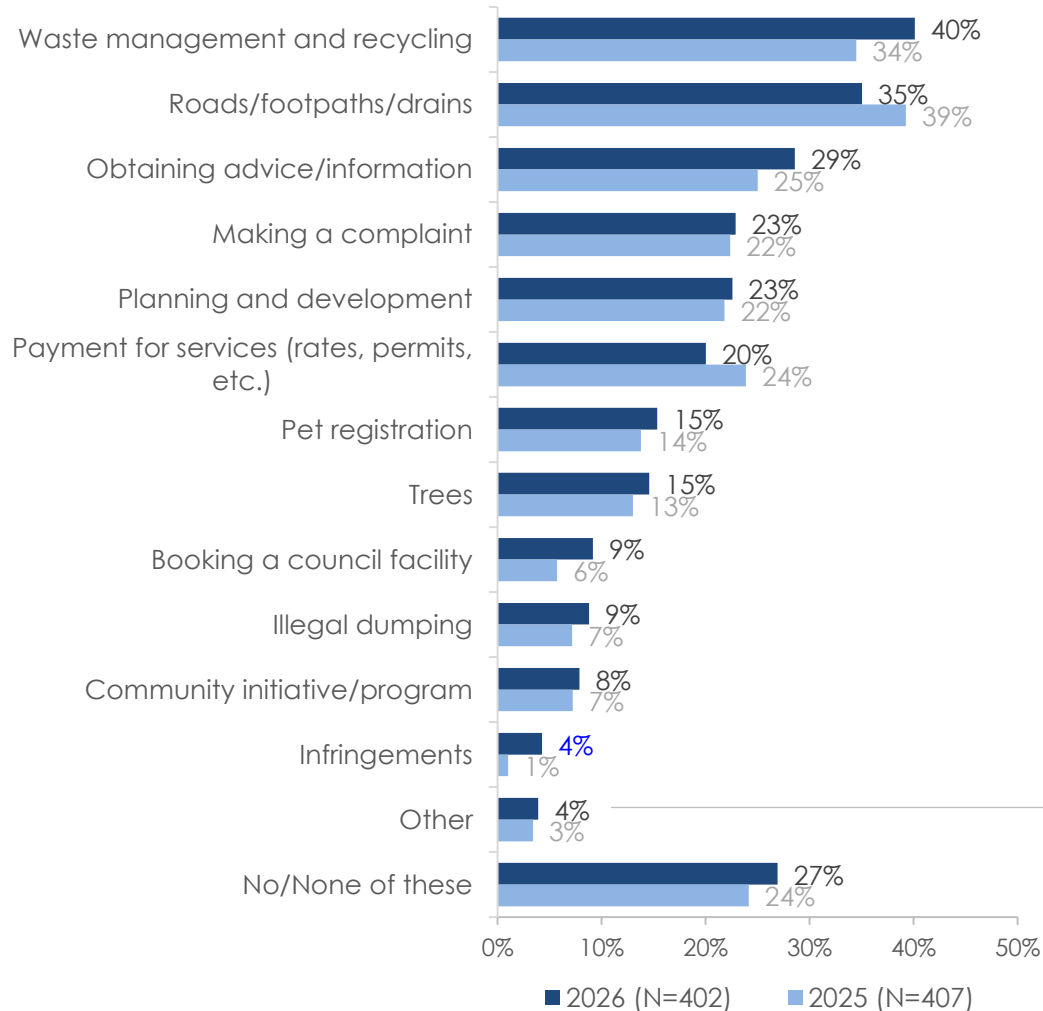
- High levels of satisfaction were seen across all measures for both residents contacted by phone/in-person and those contacted online.
- Satisfaction with wait times for staff assistance or the time taken to receive a response has increased significantly.

Likelihood to Speak Positively:

- Nearly 1 in 4 (24%) residents who contacted Council in the past 12 months are extremely likely (rated 9–10) to speak positively about their experience to a friend or relative.

Contact in the Last 12 Months

73% of residents stated that they have contacted with Council in the last 12 months. Similar to 2025, waste management/recycling and roads/footpaths/drains were the most common reasons for contacting Council. Ratepayers are significantly more likely to contact for roads/footpaths/drains, general advice/information from Council, payment services, and planning and development.



Other specified (2026)	Count	Other specified (2026)	Count
Animal management	7	Employment	1
Report an incident	2	Fire permit	1
Cemeteries	2	Grass management	1
Grant application	2	Parking	1

*Note: A different methodology was introduced in 2025 and also used this year, where we asked about the nature of enquiry directly rather than asking, "Have you contacted Council?" to avoid misunderstanding.

A significantly higher/lower percentage (compared to 2025)
Please see Appendix 1 for results by demographics

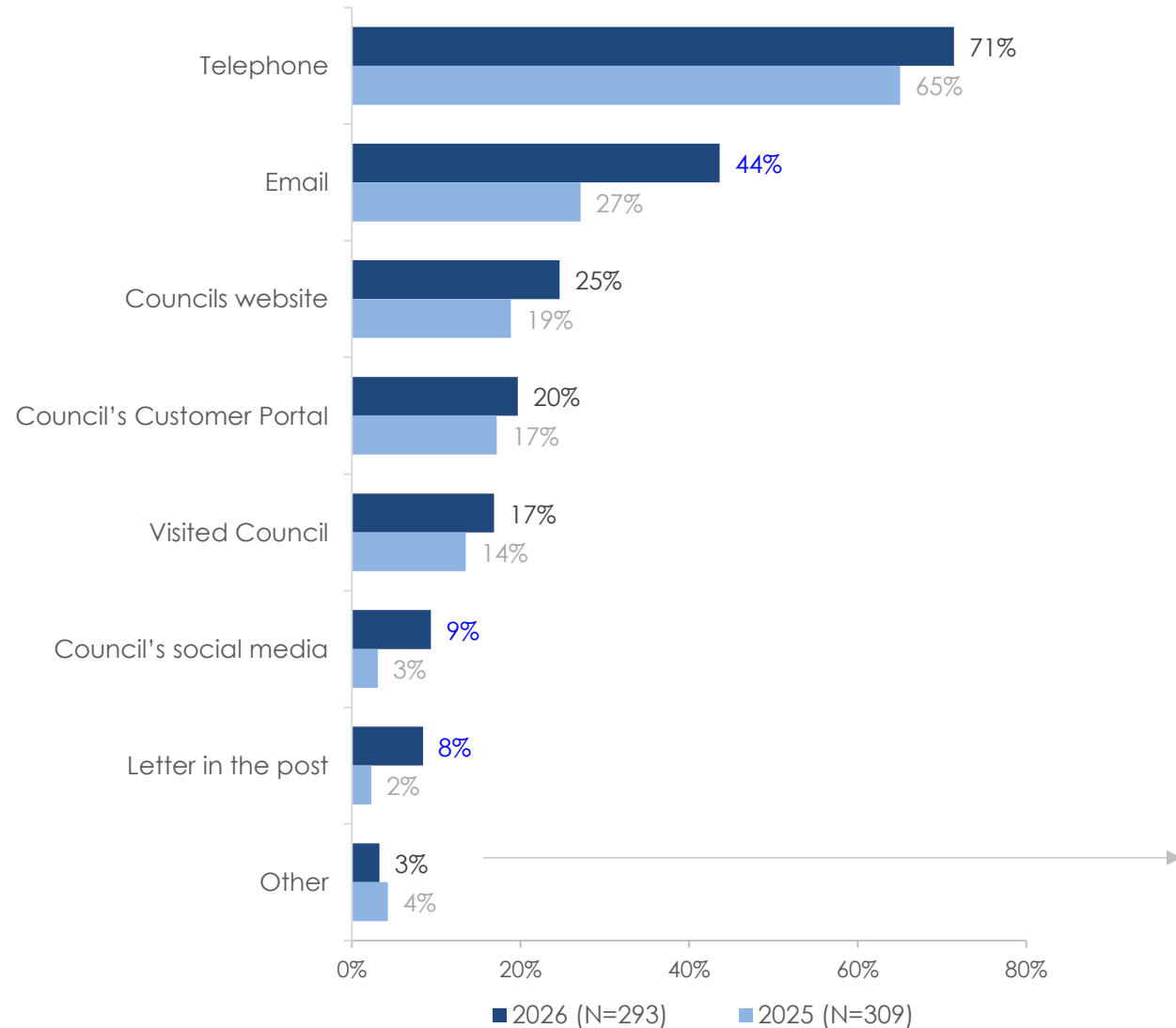
Most Recent Reason for Contacting



Waste management and recycling, and roads, footpaths and drains have remained the most common recent reasons for contacting Council.

Other specified (2026)	Count
Animal management	5
Report an incident	2
Cemeteries	2
Grant application	2
Employment	1

Contact Methods



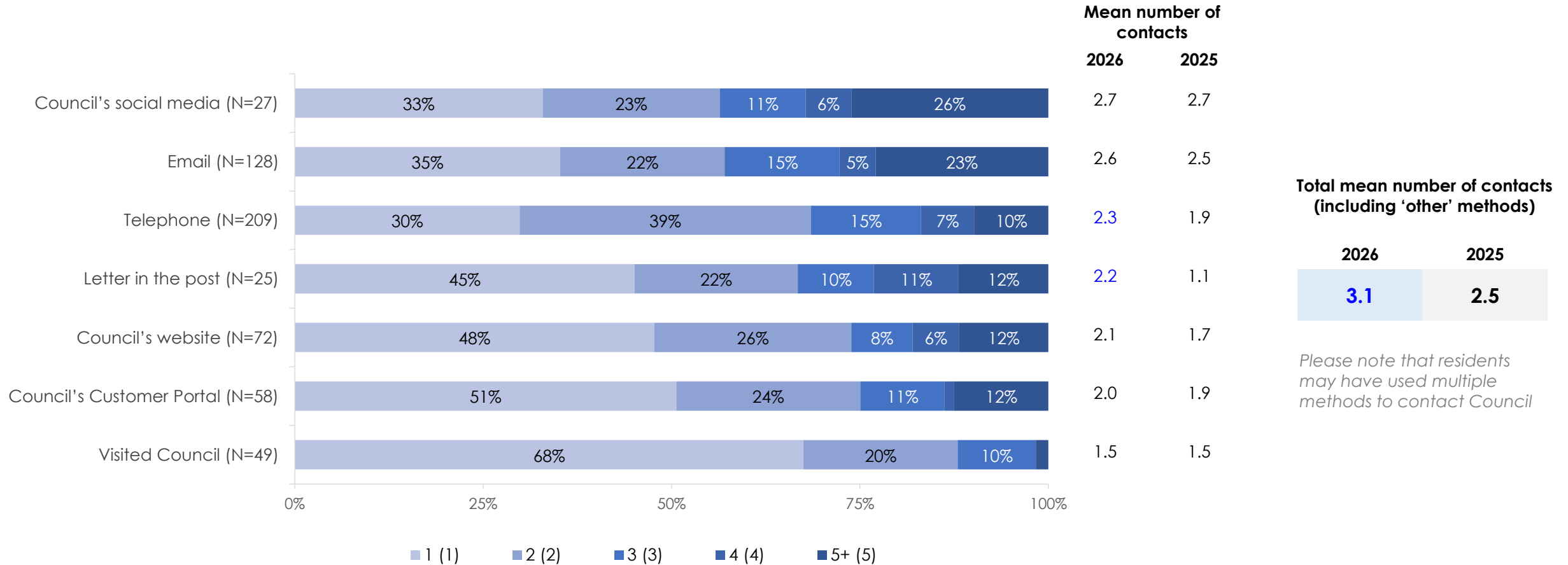
Telephone has remained the most common method to contact Council, with 71% usage. However, significantly more residents used email to contact Council compared to last year.

Younger residents are significantly more likely to contact Council via its social media.

Other specified (2026)	Count
Met the Mayor/Councillors/Council staff in other places	4
Community groups	1
Through other people (e.g., colleagues, relatives)	1
Councillors/Council staff visited property	1
The Mayor's personal social media	1
Snap Send Solve APP	1
Don't remember	1

Number of Contacts

Residents needed an average of 3.1 attempts to resolve their issues (please note that this includes contact to/from Council). This result is significantly higher than in 2025. However, significantly more residents used email and social media to contact Council this year (see last slide), and these methods usually required more attempts to resolve issues (in both 2026 and 2025).



Data <3% was not shown in the chart, 'other' methods were not shown in the chart

Q5c. Thinking of your most recent contact with Council, how many separate interactions did you have with Council through the following channels?

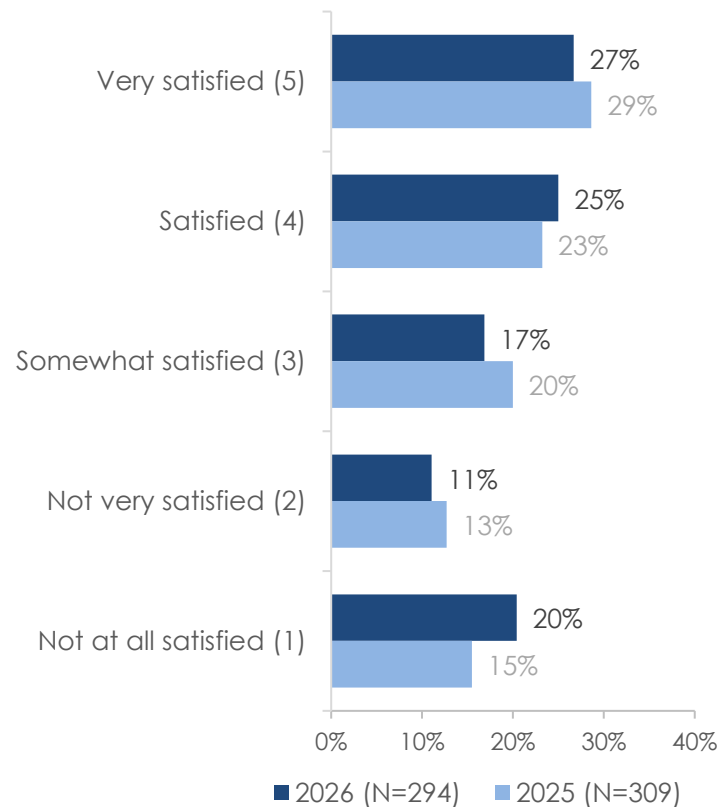
A significantly higher/lower number of contacts (compared to 2025)

Note: When calculating the average, values of 5+ were treated as 5

Please see Appendix 1 for results by demographics

Satisfaction with the Outcome/Resolution

69% of residents who contacted Council were at least somewhat satisfied with the outcome/resolution of their issue, which is on par with the result last year. Residents who made only 1 attempt to resolve their issues were significantly more likely to be happy, while satisfaction level was significantly lower among those who made 5 or more attempts. Additionally, those who made contact regarding roads/footpaths/drains and planning and development, as well as those who contacted the Council via Customer Portal and email, were significantly less likely to be satisfied.



	Overall 2026	Overall 2025	Q5c. Number of contacts				
			1	2	3	4	5+
Top 3 Box %	69%	72%	90%	67%	82%	68%	51%
Mean rating	3.26	3.37	4.01	3.33	3.54	3.36	2.59
Base	293	309	71	59	33	27	102

	Overall 2026	Q5c. Contact methods						
		Telephone	Email	Councils website	Council's Customer Portal	Visited Council	Via Council's social media	Letter in the post
Top 3 Box %	69%	66%	62%	64%	57%	66%	61%	65%
Mean rating	3.26	3.20	2.97	3.08	2.90	3.30	2.94	3.33
Base	293	209	128	72	58	49	27	25

	Overall 2026	Q5b. Most recent reason for contacting Council*				
		Waste management and recycling	Roads/ footpaths/ drains	Planning and development	Pet registration	Making a complaint
Top 3 Box %	69%	82%	56%	51%	94%	44%
Mean rating	3.26	3.75	2.66	2.86	4.25	2.32
Base	293	78	67	44	22	15

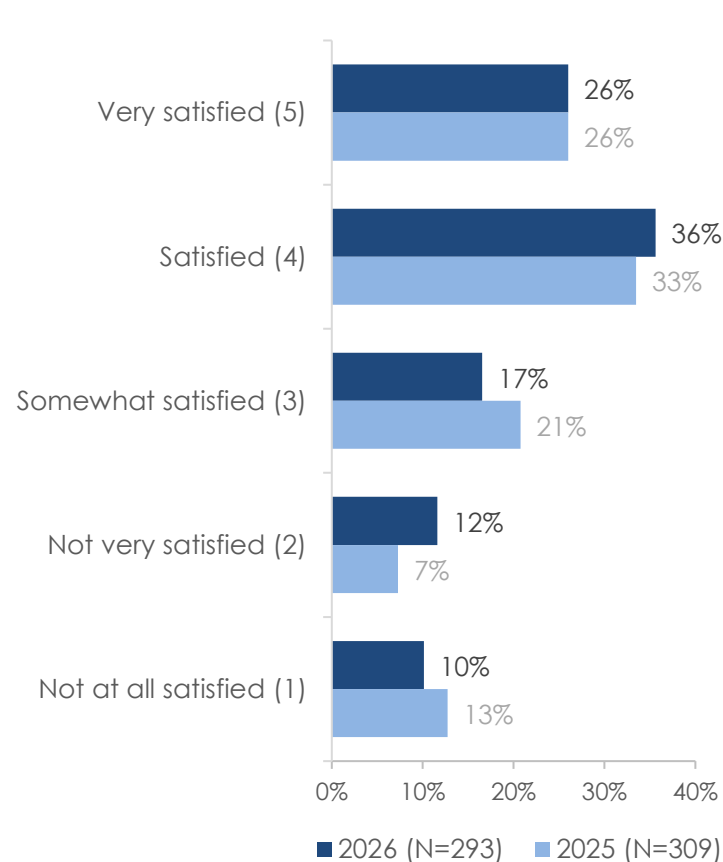
*Note: Only measures with more than 20 responses were shown in the table

Q5d. Overall, how satisfied, if at all, were you with the outcome/resolution of your dealings with Council about your issue?

Scale: 1 = not at all satisfied, 5 = very satisfied
A significantly higher/lower level of satisfaction (by group)
Please see Appendix 1 for results by demographics

Satisfaction with the Service Received from Council

78% of residents who contacted Council were at least somewhat satisfied with the services they received from Council, which is in line with 2025. Similar to satisfaction with the outcome/resolution, those who contacted about roads/footpaths/drains or planning and development, and those who contacted via Customer Portal and email were less likely to be satisfied. Additionally, satisfaction levels decrease as the number of contacts increases.



	Overall 2026	Overall 2025	Q5c. Number of contacts				
			1	2	3	4	5+
Top 3 Box %	78%	80%	94%	83%	82%	80%	63%
Mean rating	3.56	3.52	4.14	3.74	3.68	3.68	2.99
Base	293	309	71	59	33	27	102

	Overall 2026	Q5c. Contact methods						
		Telephone	Email	Councils website	Council's Customer Portal	Visited Council	Via Council's social media	Letter in the post
Top 3 Box %	78%	76%	74%	78%	68%	76%	67%	72%
Mean rating	3.56	3.51	3.30	3.49	3.21	3.64	3.07	3.35
Base	293	209	128	72	58	49	27	25

	Overall 2026	Q5b. Most recent reason for contacting Council*				
		Waste management and recycling	Roads/ footpaths/ drains	Planning and development	Pet registration	Making a complaint
Top 3 Box %	78%	84%	73%	66%	94%	55%
Mean rating	3.56	3.86	3.20	3.34	4.19	2.75
Base	293	78	67	44	22	15

*Note: Only measures with more than 20 responses were shown in the table

Q5e. And overall, how satisfied, if at all, were you with the service you received from Council?

Scale: 1 = not at all satisfied, 5 = very satisfied
A significantly higher/lower level of satisfaction (by group)
Please see Appendix 1 for results by demographics

Overall Satisfaction – By Satisfaction with Most Recent Contact

When cross analysed with contact measures, overall satisfaction with the performance of Council was lower for those who had contacted Council. Among those who made contact in the last 12 months, residents who were very satisfied/satisfied with the outcome/resolution, or service they received were significantly more likely to be satisfied with the overall performance of Council. This indicates the importance of positive interactions with residents.

Satisfaction with Performance of Council Vs. Contact with Council

Q3a. Overall Satisfaction	Overall 2026	Q5a. In the past 12 months, have you personally contacted or dealt with Wollondilly Shire Council...?	
		Yes – have had contact	No – had not contacted
Top 3 Box %	84%	83%	87%
Mean rating	3.34	3.27	3.52
Base	402	294	108

Satisfaction with Performance of Council Vs. Satisfaction with the Outcome/Resolution

Q3a. Overall Satisfaction	Overall 2026	Q5d. Overall, how satisfied, if at all, were you with the outcome/resolution of your dealings with Council about your issue?		
		Not at all/ not very satisfied	Somewhat satisfied	Very satisfied/ satisfied
Top 3 Box %	84%	74%	77%	90%
Mean rating	3.34	2.82	3.15	3.59
Base	402	92	49	152

Satisfaction with Performance of Council Vs. Satisfaction with the Service Received

Q3a. Overall Satisfaction	Overall 2026	Q5e. And overall, how satisfied, if at all, were you with the service you received from Council?		
		Not at all/ not very satisfied	Somewhat satisfied	Very satisfied/ satisfied
Top 3 Box %	84%	66%	85%	88%
Mean rating	3.34	2.65	3.20	3.51
Base	402	64	49	181

Q3a. 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?

Q5a. In the past 12 months, have you personally contacted or dealt with Wollondilly Shire Council – be it in person, over the phone, or online/via email – for any of the following issues or reasons?

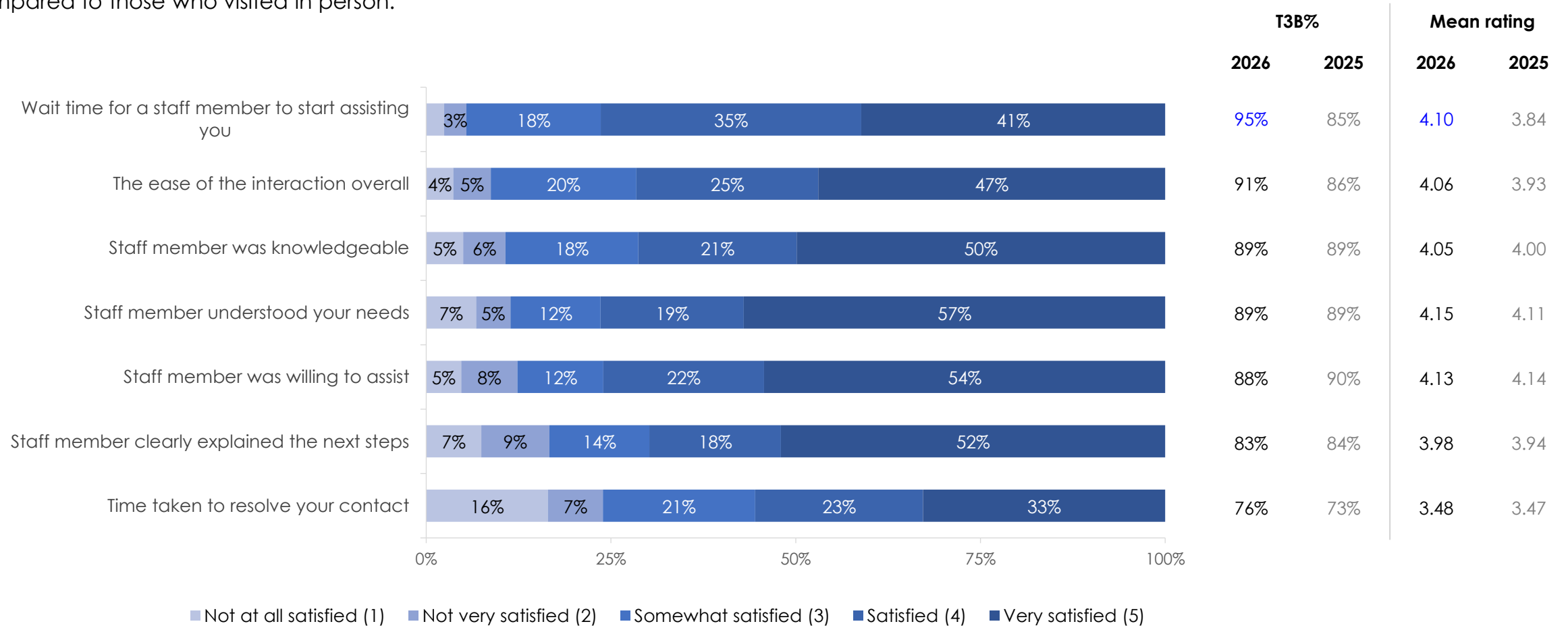
Q5d. Overall, how satisfied, if at all, were you with the outcome/resolution of your dealings with Council about your issue?

Q5e. And overall, how satisfied, if at all, were you with the service you received from Council?

Scale: 1 = not at all satisfied, 5 = very satisfied
A significantly higher/lower level of satisfaction (by group) 53

Satisfaction with the Service Received When Contacting by Phone/Visited in Person

Consistent with 2025, high levels of satisfaction were noted across all measures this year, with significantly higher satisfaction of 'wait time for a staff member to start assisting you'. By method, those who contacted Council by phone expressed a lower level of satisfaction with 'time taken to resolve your contact' compared to those who visited in person.



■ Not at all satisfied (1) ■ Not very satisfied (2) ■ Somewhat satisfied (3) ■ Satisfied (4) ■ Very satisfied (5)

Base: N = 231

Data <3% was not shown in the chart, 'other' methods were not shown in the chart

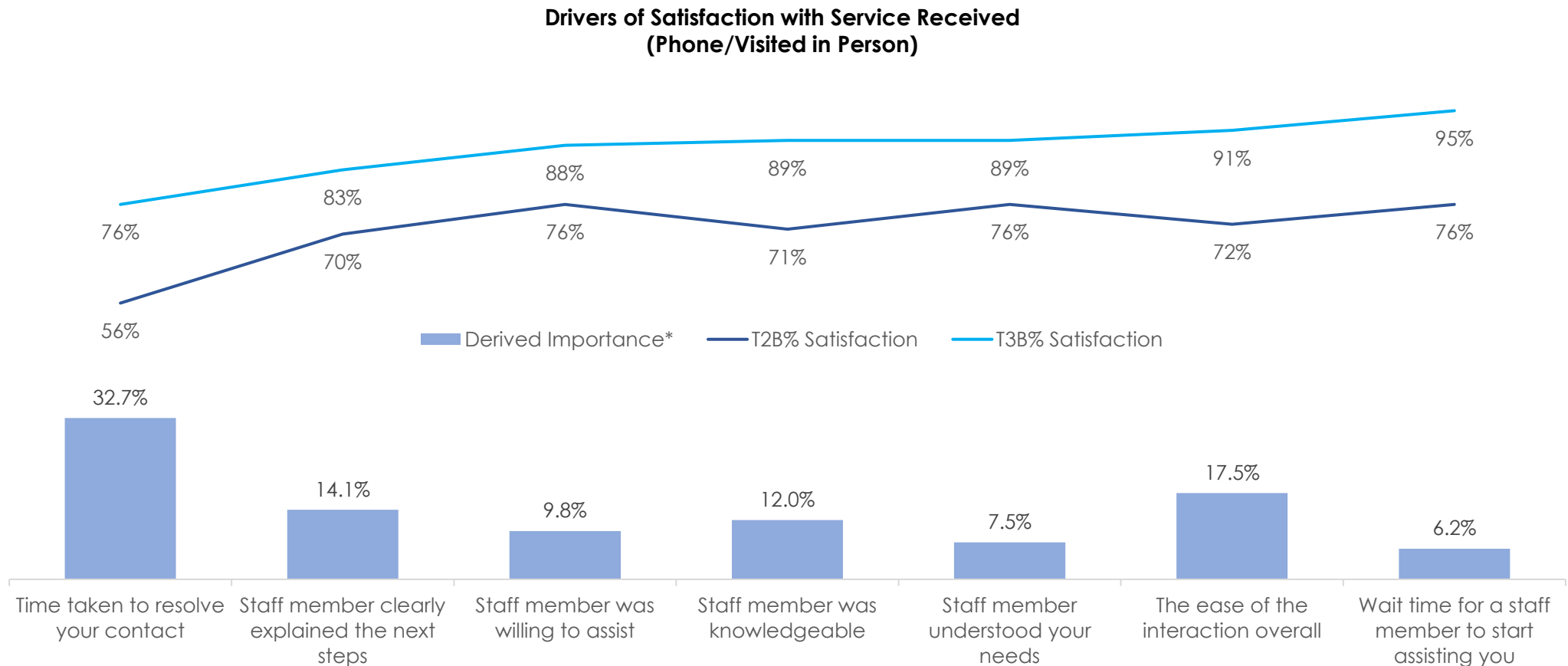
Q6a. (If by 'telephone' or 'visited Council' at Q5c), Thinking about your most recent ("phone call with" If code 1 on Q5c, "visit to" If code 2 on Q5c) Council regarding this issue, how satisfied were you with the following on a scale of 1 to 5, where 1 is not at all satisfied and 5 is very satisfied?

Scale: 1 = not at all satisfied, 5 = very satisfied
 A significantly higher/lower level of satisfaction (compared to 2025)
 Please see Appendix 1 for results by methods/demographics

Regression: Service Received When Contacting by Phone/Visited in Person

In order to identify the areas contributing most to overall satisfaction with the service received, a simple regression model was run based on the 7 measures tested (Q6a) and satisfaction with services received (Q5e).

'Time taken to resolve your contact' accounts for more than 30% of the variation in satisfaction with service received – yet it received the lowest satisfaction score across all seven measures.



R² value (by phone/visited in person) = 0.58

Dependent Variable: Q5e. And overall, how satisfied, if at all, were you with the service you received from Council?

*To ensure the robustness of the regression, all samples from 2025 and 2026 were included in the model

Ways to Improve the Phone Call/Visitation Experience

Improving staff knowledge and education has remained the most frequently mentioned way to enhance the experience among residents who contacted Council by phone or visited in person. Meanwhile, 9% mentioned that they need a better follow-up after contact. Not surprisingly, those who were not satisfied with their most recent contact were significantly more likely to suggest improving staff knowledge and training and better follow-up.

	Overall 2026	Overall 2025	Q5d. Satisfaction with the Outcome/ Resolution			Q5e. Satisfaction with the Service Received from Council		
			Not at all satisfied/ not very satisfied	Somewhat satisfied	Very satisfied/ satisfied	Not at all satisfied/ not very satisfied	Somewhat satisfied	Very satisfied/ satisfied
Improved staff knowledge and education	14%	13%	24%	22%	6%	28%	22%	7%
Service is good, no improvements needed	12%	7%	4%	0%	21%	2%	4%	18%
Better follow up with customers	9%	10%	13%	16%	5%	17%	12%	6%
Council needs to take action on customer concerns/complaints	7%	9%	13%	11%	2%	15%	9%	4%
Resolve issues more efficiently/quickly	7%	6%	17%	0%	3%	14%	10%	4%
More/better online services (e.g. DA)	5%	4%	2%	5%	6%	2%	3%	6%
Council needs to have more consideration for community members/take people seriously	5%	4%	11%	4%	1%	13%	7%	1%
Communication between Council and residents needs to be improved	4%	3%	6%	10%	1%	6%	10%	2%
Staff availability	3%	3%	2%	7%	3%	3%	3%	3%
Confirm issue/details with customer to ensure understanding/correctness	3%	4%	8%	0%	0%	8%	2%	1%
Easier access to the 'right person'	2%	3%	2%	6%	1%	4%	0%	2%
Other comments	7%	6%	11%	11%	4%	7%	7%	8%
Don't know/nothing	34%	40%	12%	18%	53%	12%	24%	45%
Base	231	225	76	37	118	51	36	144

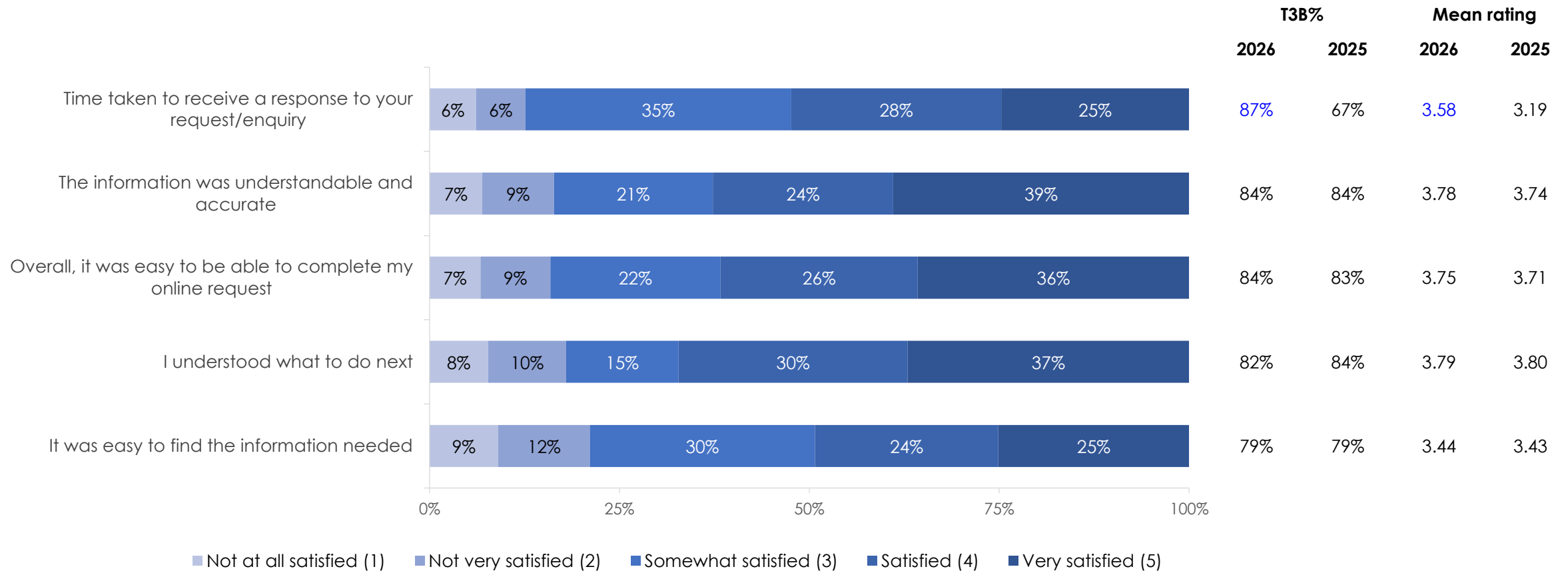
Q6a. (If by 'telephone' or 'visited Council' at Q5c), Thinking about your most recent ("phone call with" If code 1 on Q5c, "visit to" If code 2 on Q5c) Council regarding this issue, how satisfied were you with the following on a scale of 1 to 5, where 1 is not at all satisfied and 5 is very satisfied?

Q6ai. What could be done to improve your experience?

A significantly higher/lower percentage (by group) 56

Satisfaction with the Service Received When Contacting by Online Methods

Residents who made contact via online methods also expressed high levels of satisfaction across all service metrics, with a significantly higher level of satisfaction for 'time taken to receive a response to your request/enquiry' compared to 2025.



Base: N = 173

Data <3% was not shown in the chart, 'other' methods were not shown in the chart

Q6b. [Ask if by 'website', 'social media', 'email', or 'Council's Customer Portal' at Q5c] When you dealt with Council online (via website/social media/email/customer portal from Q5c), how satisfied were you with the following on a scale of 1 to 5, where 1 is not at all satisfied and 5 is very satisfied?

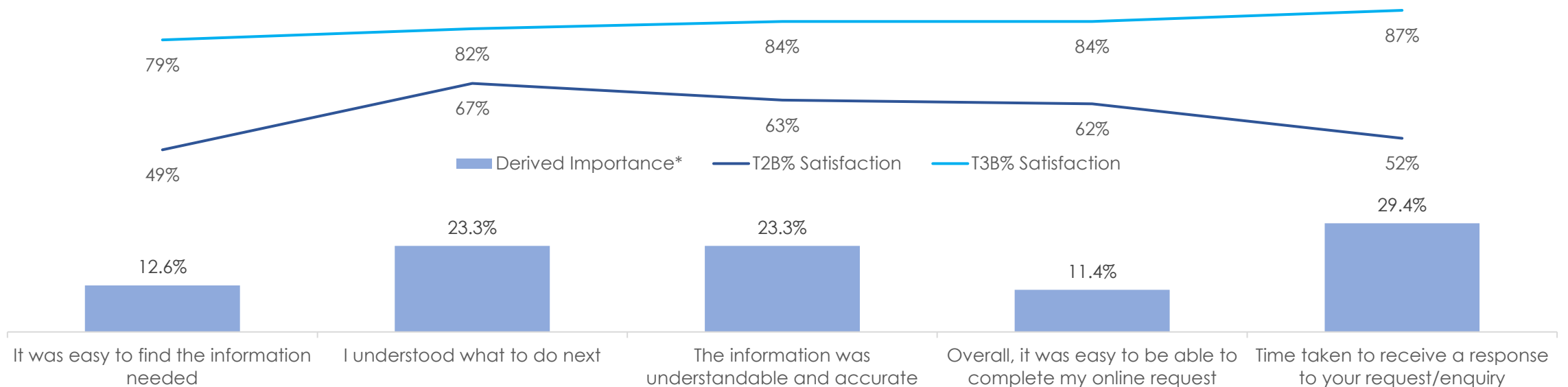
Scale: 1 = not at all satisfied, 5 = very satisfied
 A significantly higher/lower level of satisfaction (compared to 2025)
 Please see Appendix 1 for results by methods/demographics

Regression: Service Received When Contacting by Online Methods

In order to identify the areas contributing most to overall satisfaction with the service received, a simple regression model was run based on the 5 measures tested (Q6b) and satisfaction with services received (Q5e).

'Time taken to receive a response to your request/enquiry' accounts for nearly 30% of the variation in satisfaction with service received. This result is consistent with the regression conducted among respondents who contacted by phone or visited in person, as the most important driver remains the time taken to respond to or resolve the issue for both cohorts. Notably, although 'time taken to received a response to your request/enquiry' received the highest T3B score, only 52% stated they are satisfied or very satisfied.

Drivers of Satisfaction with Service Received (Online Methods)



R² value (by online methods) = 0.44

Dependent Variable: Q5e. And overall, how satisfied, if at all, were you with the service you received from Council?

*To ensure the robustness of the regression, all samples from 2025 and 2026 were included in the model

Ways to Improve the Online Contact Experience

24% of residents who contacted Council online felt that the service was good and no improvement was needed. 12% suggested that the website could be more user friendly, while 10% believed that Council could be more actionable on customer concerns/complaints.

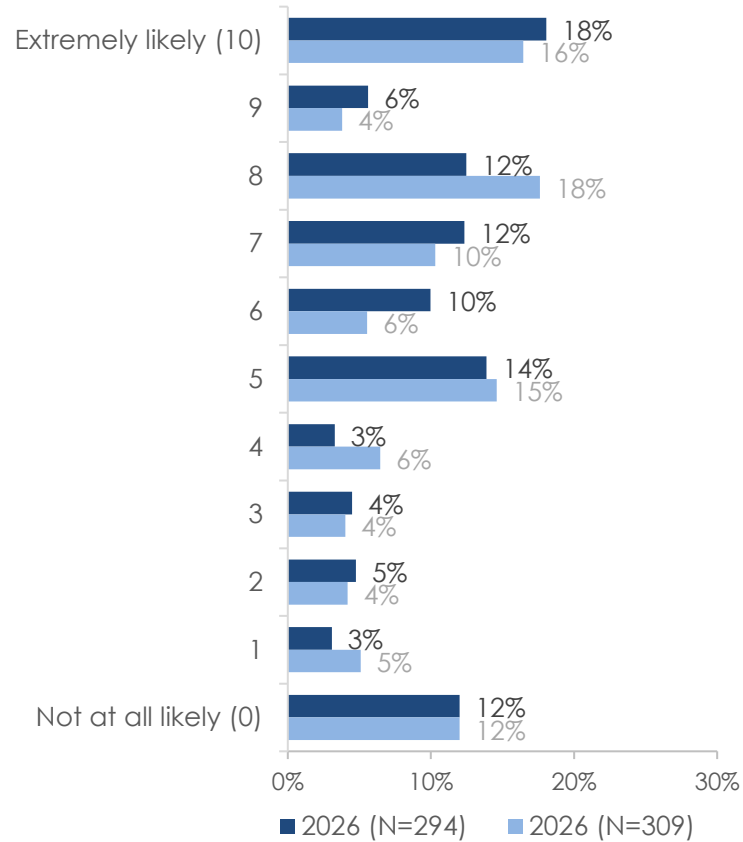
	Overall 2026	Overall 2025	Q5d. Satisfaction with the Outcome/ Resolution			Q5e. Satisfaction with the Service Received from Council		
			Not at all satisfied/ not very satisfied	Somewhat satisfied	Very satisfied/ satisfied	Not at all satisfied/ not very satisfied	Somewhat satisfied	Very satisfied/ satisfied
Service is good, no improvements needed	24%	17%	14%	14%	36%	11%	16%	33%
Website needs improvement (e.g. more user friendly)	12%	18%	7%	9%	19%	10%	0%	18%
Council to take action on customer concerns/complaints	10%	9%	23%	8%	1%	24%	8%	5%
Staff to follow up with customer and inform of resolution/reason for not being resolved	8%	16%	11%	18%	1%	15%	17%	2%
Improved staff knowledge and education	7%	3%	9%	19%	0%	8%	16%	3%
Communication between Council and residents needs to be improved	6%	3%	3%	4%	9%	5%	6%	7%
Staff response time needs improvement	6%	10%	10%	4%	3%	13%	7%	3%
More/better online services (e.g. DA)	4%	5%	6%	4%	2%	6%	2%	3%
Generic/auto email responses need to be improved	3%	1%	9%	0%	0%	6%	9%	0%
Council to have more consideration for community members/take people seriously	3%	1%	8%	0%	0%	8%	2%	1%
Resolve issues more efficiently/quickly	2%	2%	4%	2%	1%	2%	2%	3%
Confirm issue/details with customer to ensure understanding/correctness	2%	2%	4%	0%	2%	5%	0%	2%
Experiencing login difficulties	0%	2%	0%	2%	0%	0%	2%	0%
Other comments	3%	2%	6%	4%	1%	8%	4%	1%
Don't know/nothing	16%	20%	4%	14%	26%	2%	12%	23%
Base	173	143	62	35	77	43	35	96

Q6b. (If by 'website', 'social media', 'email', or 'Council's Customer Portal' at Q5c). When you dealt with Council online (via website/social media/email/customer portal from Q5c) regarding this issue, how satisfied were you with the following on a scale of 1 to 5, where 1 is not at all satisfied and 5 is very satisfied?

Q6bi. What could be done to improve your experience?

Likelihood to Speak Positively to a Friend or Relative

Nearly 1 in 4 (24%) residents who contacted Council in the past 12 months are extremely likely (rated 9–10) to speak positively about their experience to a friend or relative. Similar to satisfaction with outcomes and service received, those who contacted Council only once were significantly more likely to speak positively, while those who contacted Council 4 or 5+ times reported a significantly lower likelihood of speaking positively.



	Overall 2026	Overall 2025	Q5b. Most recent reason for contacting Council*			
			Waste management and recycling	Roads/ footpaths/ drains	Planning and development	Pet registration
NPS	-27.9	-31.6	-22.0	-50.2	-39.9	8.1
Base	294	308	78	67	44	22

	Overall 2026	Q5c. Contact methods						
		Telephone	Email	Councils website	Council's Customer Portal	Visited Council	Via Council's social media	Letter in the post
NPS	-27.9	-29.5	-38.6	-35.1	-39.5	-29.4	-38.3	-29.2
Base	294	209	128	72	58	49	27	25

	Overall 2026	Q5cc. Number of contacts				
		1	2	3	4	5+
NPS	-27.9	7.9	-34.2	0.8	-54.1	-51.7
Base	294	71	59	33	27	102

	Overall 2026	Male	Female	Age Group				Ratepayer	Non-ratepayer
				18-34	35-49	50-64	65+		
NPS	-27.9	-40.9	-15.4	-22.4	-26.5	-34.3	-28.9	-29.6	-7.6
Base	294	144	150	80	85	79	50	263	27

Note: NPS is calculated by subtracting the percentage of Detractors (ratings of 0–6) from the percentage of Promoters (ratings of 9–10). Passives (ratings of 7–8) are excluded from the calculation. The final score ranges from -100 to +100

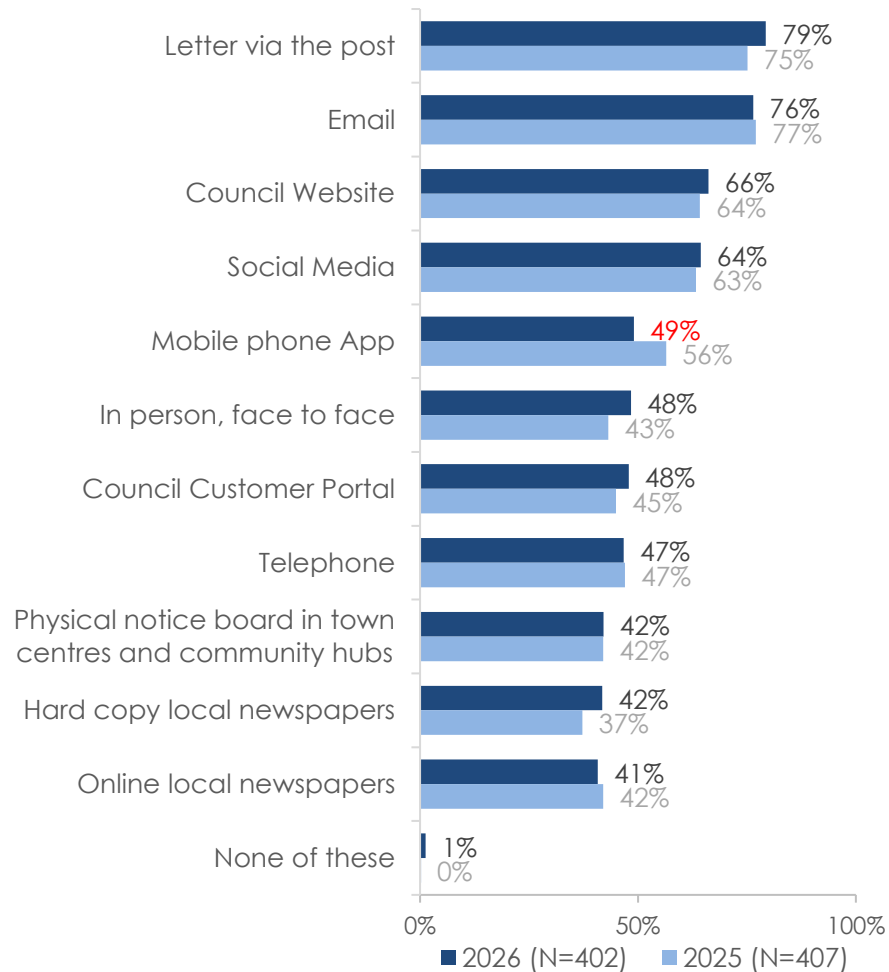
*Only measures with more than 20 responses were shown in the table

Q7. Thinking about this most recent contact with Council, how likely would you be to speak positively about the experience to a friend or relative?

Scale: 0 = not at all likely, 10 = extremely likely
A significantly higher/lower NPS (by group)

Preferred Channels to Hear from Council in the Future

Letter via post and email have remained the most preferred methods for residents to hear from Council. Younger residents are significantly more likely to prefer social media and mobile phone apps, while older residents are significantly more likely to prefer telephone and hard copy local newspapers.



	Overall 2026	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Letter via the post	79%	80%	79%	80%	79%	78%	80%	79%	83%
Email	76%	76%	77%	81%	81%	83%	57%	77%	75%
Council Website	66%	63%	70%	72%	71%	70%	47%	64%	80%
Social Media	64%	62%	67%	75%	77%	59%	40%	63%	83%
Mobile phone App	49%	51%	47%	62%	53%	44%	33%	49%	56%
In person, face to face	48%	57%	40%	47%	48%	44%	56%	46%	69%
Council Customer Portal	48%	45%	50%	47%	50%	53%	41%	47%	60%
Telephone	47%	53%	40%	45%	43%	43%	58%	45%	58%
Physical notice board in town centres and community hubs	42%	42%	42%	48%	42%	40%	37%	39%	64%
Hard copy local newspapers	42%	46%	38%	37%	35%	39%	61%	40%	53%
Online local newspapers	41%	43%	39%	43%	43%	43%	33%	38%	57%
None of these	1%	2%	1%	0%	0%	2%	4%	1%	0%
Base	402	199	203	112	107	100	83	350	39



Section Four

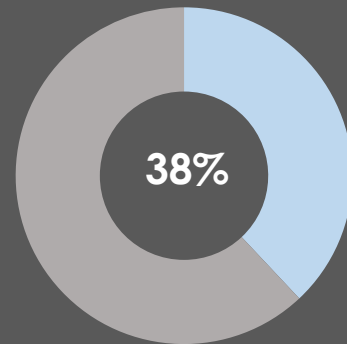
Community Forum and Council Meeting

This section explores residents' awareness of the Community Forum and Council Meeting times, as well as their preferred start times for these forums and meetings.

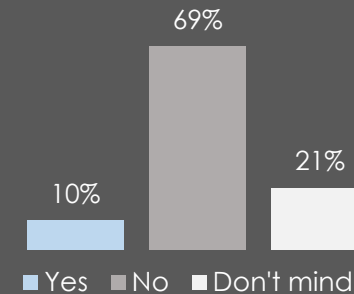


Summary: Community Forum and Council Meeting

➤ Commencement Time of **Community Forums**

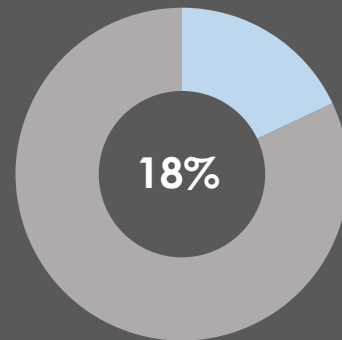


38% of residents were aware of the Community Forums commencing at 6:30pm.

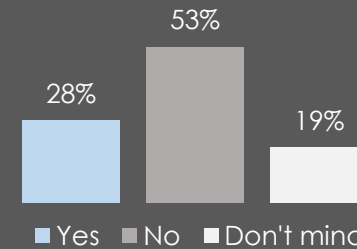


69% of residents did not prefer a different start time for Community Forums (6:30 pm). Of the 10% who did prefer a different time, the majority suggested 7:00 pm or 7:30 pm.

➤ Commencement Time of **Council Meetings**



18% of residents were aware of the Council Meetings commencing at 3:30pm.

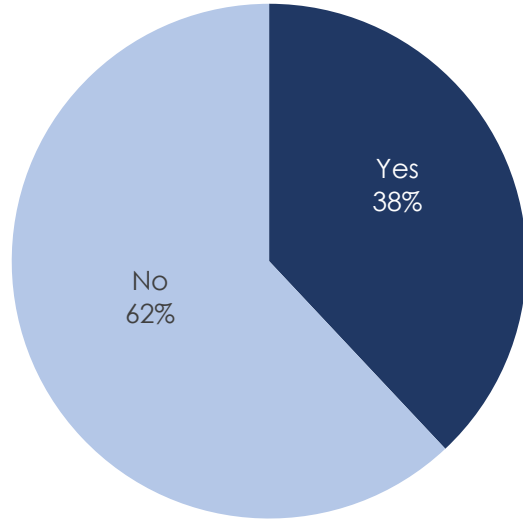


53% of residents did not have a preferred alternative time for Council Meetings (3:30 pm). Among the 28% who did prefer a different time, wanted the meetings to start after work hours (5:00–7:30 pm).

Awareness of Community Forum Time

38% of residents were aware of Community Forum sessions commencing at 6:30pm. Younger residents (those aged 18-34) were significantly less likely to be aware.

Prior to this call were you aware of Community Forum sessions?



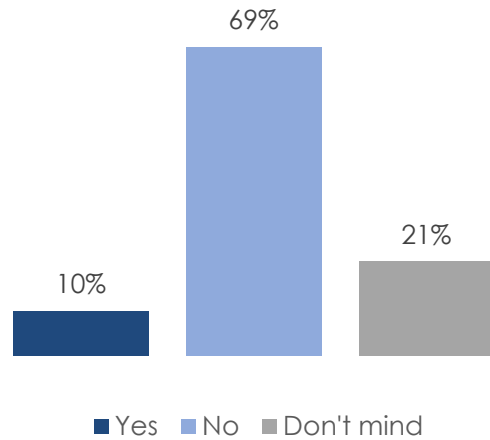
Base: N=402

	Overall 2026	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Yes %	38%	34%	42%	25%	40%	46%	45%	37%	53%
Base	402	199	203	112	107	100	83	350	39

Community Forum Start Times

Nearly 70% of residents did not prefer a different start time for Community Forums (6:30 pm). Of the 10% who did prefer a different time, the majority suggested 7:00 pm or 7:30 pm.

Would you prefer a different start time for Community Forums?



Base: N=402

	Overall 2026	Aware	Not aware
Yes %	10%	10%	10%
Base	402	153	249

If preferred a different time

What time would you prefer?*

	Count
7pm	15
7:30pm	15
7:00pm-8:30pm	4
Afternoon (e.g., 12pm, 3pm)	4
Other	3

Base: N=40

	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Yes %	6%	14%	11%	12%	9%	8%	10%	14%
Base	199	203	112	107	100	83	350	39

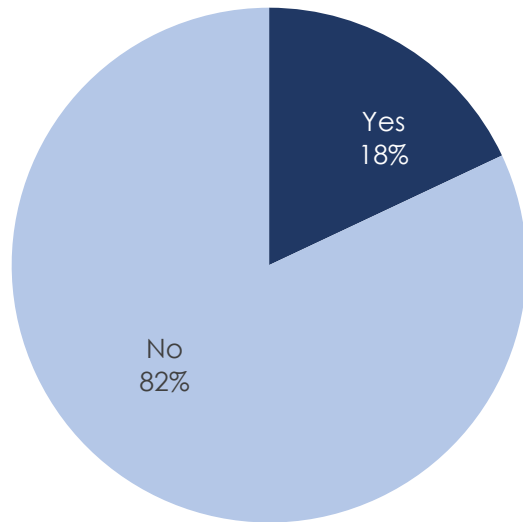
*Please note that 'what time would you prefer' was only asked for those who preferred a different start time for Community Forums

Q9b. Would you prefer a different start time for Community Forums?
 Q9c. [Ask if Q9b = Yes] What time would you prefer?

Awareness of Council Meeting Time

18% of residents were aware of Council Meetings commencing at 3:30pm. Similar to the Community Forum, younger residents were significantly less likely to be aware, while older residents reported significantly higher levels of awareness.

Prior to this call were you aware of the Council Meetings?



Base: N=402

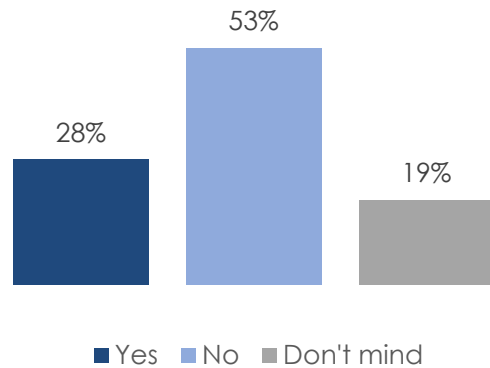
	Overall 2026	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Yes %	18%	21%	15%	6%	21%	21%	27%	18%	22%
Base	402	199	203	112	107	100	83	350	39

Q9d. Council meetings currently commence at 3.30pm and can be attended as an observer only either in person or online. These sessions can also be viewed online later. Prior to this call were you aware of that?

Council Meeting Start Times

Although 53% of residents did not have a preferred alternative time, 28% wanted Council to change the start time for Council meetings (3:30 pm), which is slightly higher than the result for Community Forums. Among those who preferred a different time, the majority wanted the meetings to start after work hours (5:00–8:00 pm).

Would you prefer a different start time for Council meetings?



Base: N=402

	Overall 2026	Aware	Not aware
Yes %	28%	21%	29%
Base	402	73	329

If preferred a different time
➔

What time would you prefer?*

	Count
6pm-7pm	40
5pm-6pm	34
7pm-8pm	20
4pm-5pm	10
Other	8

Base: N=112

*Please note that 'what time would you prefer' was only asked for those who preferred a different start time for Community Forums

	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Yes %	27%	28%	26%	29%	37%	18%	28%	37%
Base	199	203	112	107	100	83	350	39

Q9e. Would you prefer a different start time for Council Meetings?
Q9f. [Ask if Q9e = Yes] What time would you prefer?



Appendix 1

Additional Analyses

Inclusivity in Wollondilly Shire

T2B%	Overall 2026	Male	Female	18 – 34	35 – 49	50 – 64	65+	Ratepayer	Non-ratepayer
First Nations people and culture are respected and celebrated in our Shire	64%	62%	66%	70%	64%	62%	58%	62%	83%
Wollondilly Shire is harmonious, cohesive and inclusive	59%	54%	64%	67%	62%	47%	60%	58%	62%
Base	402	199	203	112	107	100	83	350	39

Satisfaction with Communication Efforts

Council's efforts to inform residents

	Overall 2026	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Top 3 Box %	78%	74%	82%	82%	72%	76%	82%	77%	84%
Mean rating	3.25	3.12	3.37	3.39	3.19	3.09	3.32	3.21	3.42
Base	402	199	203	112	107	100	83	350	39

Council's efforts to consult and/or involve residents

	Overall 2026	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Top 3 Box %	68%	64%	72%	72%	64%	64%	73%	67%	75%
Mean rating	2.99	2.86	3.12	3.18	2.90	2.83	3.06	2.96	3.12
Base	402	199	203	112	107	100	83	350	39

Council's efforts to respond to residents

	Overall 2026	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Top 3 Box %	67%	64%	70%	67%	65%	66%	70%	67%	63%
Mean rating	2.93	2.78	3.09	3.11	2.87	2.77	2.98	2.95	2.83
Base	402	199	203	112	107	100	83	350	39

Comparison to Previous Research

Service/Facility	Importance		Satisfaction	
	2026	2025	2026	2025
Library services*	3.43	3.43	4.25	3.92
Festival and events' programs*	3.62	3.69	3.91	3.57
Children's services*	4.02	4.05	3.63	3.43
Supporting community groups*	4.05	4.03	3.80	3.50
Community safety and crime prevention	4.70	4.71	3.12	3.02
Support for arts and culture*	3.43	3.47	3.89	3.45
Companion animal management	3.75	3.78	3.69	3.50
Provision of information about fires, floods and natural hazards to enable preparedness	4.64	NA	3.93	NA
Domestic waste management collection	4.63	4.60	3.79	3.83
Access to local waste disposal facilities	4.15	4.18	2.68	3.04
Management of public trees	3.86	3.95	3.39	3.32
Protecting the natural environment and wildlife	4.44	4.50	3.62	3.41
Emergency planning and management	4.52	4.61	3.67	3.34
Litter control and illegal dumping	4.56	4.52	3.22	3.11
Support for community environmental initiatives	3.93	4.01	3.58	3.38
Maintaining natural waterways	4.58	4.60	3.46	3.27
Floodplain and stormwater management	4.49	4.40	3.04	2.87
Planning for future development and growth	4.48	4.36	2.54	2.60

Service/Facility	Importance		Satisfaction	
	2026	2025	2026	2025
Development approvals and building regulation	4.19	4.14	2.68	2.63
Protecting heritage values and buildings	4.23	4.27	3.61	3.50
Maintaining Council roads	4.84	4.80	2.01	2.01
Footpaths	4.29	4.21	3.01	2.86
Bike paths	3.54	3.56	2.96	2.85
Parks and playgrounds	4.37	4.42	3.74	3.56
Ovals and sportsgrounds	4.36	4.39	3.87	3.73
Community buildings/halls/amenities	4.01	4.00	3.61	3.34
Pools and Leisure Centres	4.11	4.05	3.51	3.42
Supporting tourism	3.62	3.58	3.51	3.27
Supporting local agriculture	4.39	4.31	3.32	3.20
Supporting local jobs and businesses	4.71	4.65	3.28	3.33
Opportunity to participate in Council decision-making	4.10	3.98	2.88	2.81
Decisions are made in the interests of the community	4.57	4.47	2.91	2.84
Long-term planning for the Shire	4.69	4.64	2.79	2.79
Financial management	4.54	4.50	2.87	2.80
Provision of Council information to the community	4.47	4.38	3.18	3.20

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)

*Asterisk where data represents past-3-year aggregate (only for importance) 71

Importance Compared to the Micromex Benchmark

Service/Facility	Wollondilly Shire Council T2 box importance score	Comparative Wollondilly Benchmark T2 box importance score	Variance	Micromex LGA Benchmark T2 box importance score	Variance
Supporting local jobs and businesses	94%	87%	7%	85%	9%
Maintaining natural waterways	91%	85%	6%	87%	4%
Ovals and sportsgrounds	83%	78%	5%	76%	7%
Floodplain and stormwater management	87%	83%	4%	81%	6%
Community buildings/halls/amenities	72%	68%	4%	63%	9%
Community safety and crime prevention	94%	90%	4%	90%	4%
Maintaining Council roads	96%	92%	4%	91%	5%
Protecting the natural environment and wildlife	85%	82%	3%	84%	1%
Provision of Council information to the community	88%	85%	3%	82%	6%
Long-term planning for the Shire	93%	90%	3%	88%	5%
Planning for future development and growth	86%	83%	3%	81%	5%
Protecting heritage values and buildings	77%	75%	2%	73%	4%
Development approvals and building regulation	78%	76%	2%	73%	5%
Decisions are made in the interests of the community	88%	87%	1%	83%	5%
Pools and Leisure Centres	74%	73%	1%	69%	5%
Domestic waste management collection	93%	92%	1%	93%	0%
Financial management	87%	87%	0%	85%	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.

Importance Compared to the Micromex Benchmark

Service/Facility	Wollondilly Shire Council T2 box importance score	Comparative Wollondilly Benchmark T2 box importance score	Variance	Micromex LGA Benchmark T2 box importance score	Variance
Parks and playgrounds	83%	84%	-1%	84%	-1%
Support for community environmental initiatives	67%	69%	-2%	77%	-10%
Footpaths	80%	82%	-2%	83%	-3%
Litter control and illegal dumping	90%	92%	-2%	89%	1%
Opportunity to participate in Council decision-making	74%	77%	-3%	74%	0%
Companion animal management	61%	64%	-3%	68%	-7%
Supporting community groups*	74%	78%	-4%	74%	0%
Emergency planning and management	89%	94%	-5%	90%	-1%
Management of public trees	64%	70%	-6%	76%	-12%
Festival and events' programs*	58%	65%	-7%	65%	-7%
Access to local waste disposal facilities	74%	81%	-7%	80%	-6%
Children's services*	74%	82%	-8%	77%	-3%
Bike paths	56%	65%	-9%	57%	-1%
Support for arts and culture*	50%▼	62%	-12%	56%	-6%
Supporting tourism	56%▼	74%	-18%	71%	-15%
Library services*	51%▼	73%	-22%	70%	-19%

*Asterisk where data represents past-3-year aggregate (only for importance)

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

▲/▼ = positive/negative difference equal to/greater than 10% from Benchmark.

Note: T2 = important/very important 73

Satisfaction Compared to the Micromex Benchmark

Service/Facility	Wollondilly Shire Council T3 box satisfaction score	Comparative Wollondilly Benchmark T3 box satisfaction score	Variance	Micromex LGA Benchmark T3 box satisfaction score	Variance
Supporting community groups	93%▲	79%	14%	87%	6%
Support for community environmental initiatives	89%▲	76%	13%	81%	8%
Festival and events' programs	92%▲	82%	10%	88%	4%
Children's services	91%▲	81%	10%	85%	6%
Footpaths	70%	61%	9%	71%	-1%
Protecting the natural environment and wildlife	86%	78%	8%	86%	0%
Supporting local jobs and businesses	80%	73%	7%	79%	1%
Parks and playgrounds	89%	83%	6%	88%	1%
Maintaining natural waterways	83%	77%	6%	82%	1%
Opportunity to participate in Council decision-making	65%	60%	5%	67%	-2%
Provision of Council information to the community	73%	69%	4%	77%	-4%
Companion animal management	88%	84%	4%	82%	6%
Bike paths	66%	62%	4%	71%	-5%
Ovals and sportsgrounds	91%	88%	3%	90%	1%
Protecting heritage values and buildings	85%	82%	3%	84%	1%
Floodplain and stormwater management	70%	67%	3%	78%	-8%
Support for arts and culture	94%	91%	3%	88%	6%

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

Note: T3 = at least somewhat satisfied 74

Satisfaction Compared to the Micromex Benchmark

Service/Facility	Wollondilly Shire Council T3 box satisfaction score	Comparative Wollondilly Benchmark T3 box satisfaction score	Variance	Micromex LGA Benchmark T3 box satisfaction score	Variance
Community buildings/halls/amenities	88%	86%	2%	88%	0%
Decisions are made in the interests of the community	67%	65%	2%	66%	1%
Supporting tourism	88%	86%	2%	84%	4%
Pools and Leisure Centres	81%	80%	1%	85%	-4%
Domestic waste management collection	87%	86%	1%	90%	-3%
Emergency planning and management	89%	89%	0%	88%	1%
Library services	93%	93%	0%	94%	-1%
Development approvals and building regulation	56%	57%	-1%	67%	-11%
Long-term planning for the Shire	61%	62%	-1%	72%	-11%
Financial management	69%	70%	-1%	72%	-3%
Litter control and illegal dumping	73%	75%	-2%	80%	-7%
Management of public trees	79%	81%	-2%	77%	2%
Planning for future development and growth	48%▼	58%	-10%	67%	-19%
Community safety and crime prevention	69%▼	84%	-15%	84%	-15%
Maintaining Council roads	28%▼	44%	-16%	63%	-35%
Access to local waste disposal facilities	54%▼	84%	-30%	79%	-25%

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

Note: T3 = at least somewhat satisfied 75

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	Importance T2 Box	Satisfaction T3 Box	Performance Gap (Importance – Satisfaction)
Maintaining Council roads	96%	28%	68%
Planning for future development and growth	86%	48%	38%
Long-term planning for the Shire	93%	61%	32%
Community safety and crime prevention	94%	69%	25%
Development approvals and building regulation	78%	56%	22%
Decisions are made in the interests of the community	88%	67%	21%
Access to local waste disposal facilities	74%	54%	20%
Financial management	87%	69%	18%
Litter control and illegal dumping	90%	73%	17%
Floodplain and stormwater management	87%	70%	17%
Provision of Council information to the community	88%	73%	15%
Supporting local jobs and businesses	94%	80%	14%
Footpaths	80%	70%	10%
Opportunity to participate in Council decision-making	74%	65%	9%
Maintaining natural waterways	91%	83%	8%
Domestic waste management collection	93%	87%	6%
Supporting local agriculture	84%	80%	4%
Provision of information about fires, floods and natural hazards to enable preparedness	92%	91%	1%

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

Performance Gap Analysis

Performance Gap Ranking (Continued)

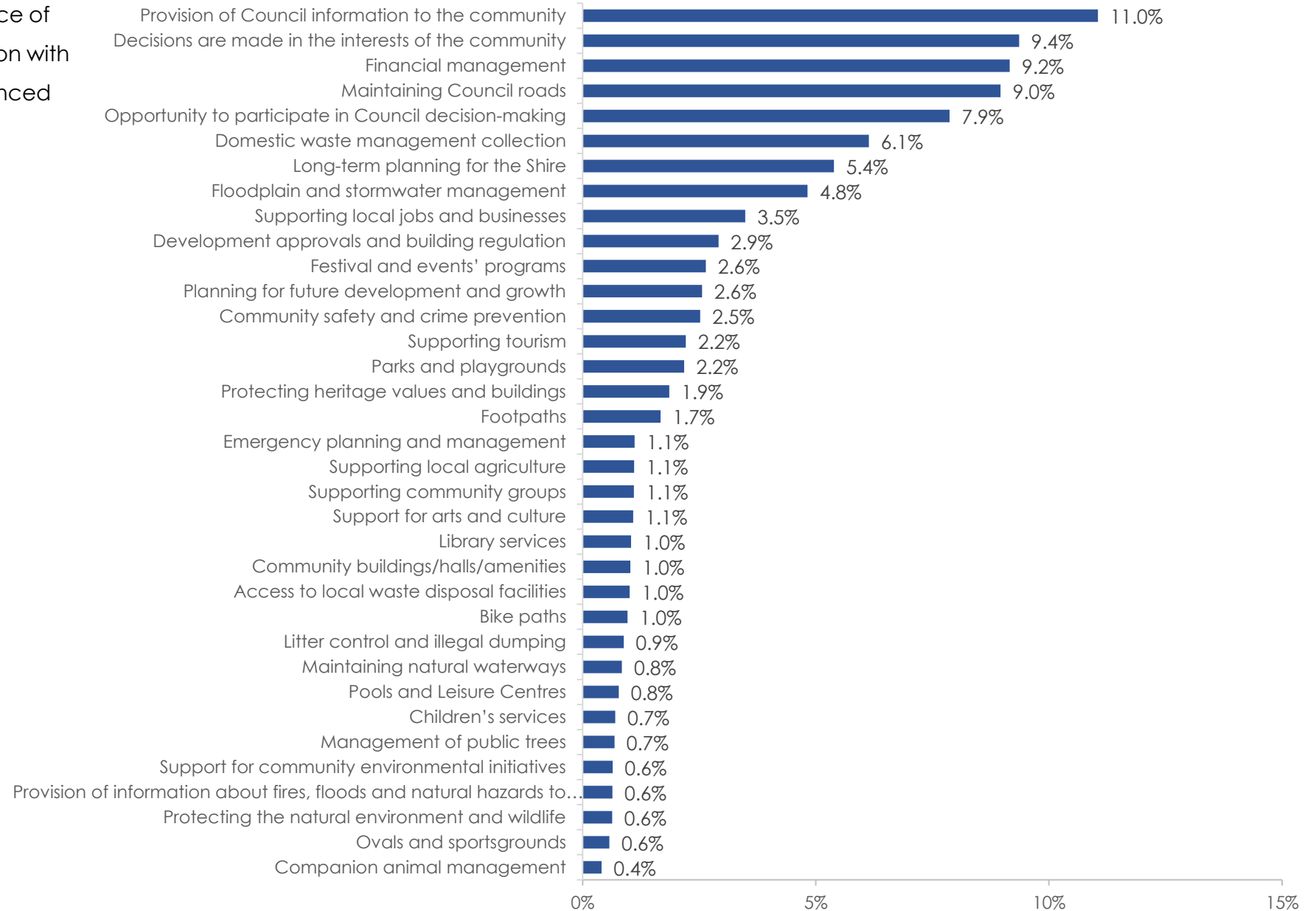
Service/Facility	Importance T2 Box	Satisfaction T3 Box	Performance Gap (Importance – Satisfaction)
Emergency planning and management	89%	89%	0%
Protecting the natural environment and wildlife	85%	86%	-1%
Parks and playgrounds	83%	89%	-6%
Pools and Leisure Centres	74%	81%	-7%
Protecting heritage values and buildings	77%	85%	-8%
Ovals and sportsgrounds	83%	91%	-8%
Bike paths	56%	66%	-10%
Management of public trees	64%	79%	-15%
Community buildings/halls/amenities	72%	88%	-16%
Children's services*	74%	91%	-17%
Supporting community groups*	74%	93%	-19%
Support for community environmental initiatives	67%	89%	-22%
Companion animal management	61%	88%	-27%
Supporting tourism	56%	88%	-32%
Festival and events' programs*	58%	92%	-34%
Library services*	51%	93%	-42%
Support for arts and culture*	50%	94%	-44%

*Asterisk where data represents past-3-year aggregate (only for importance)

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

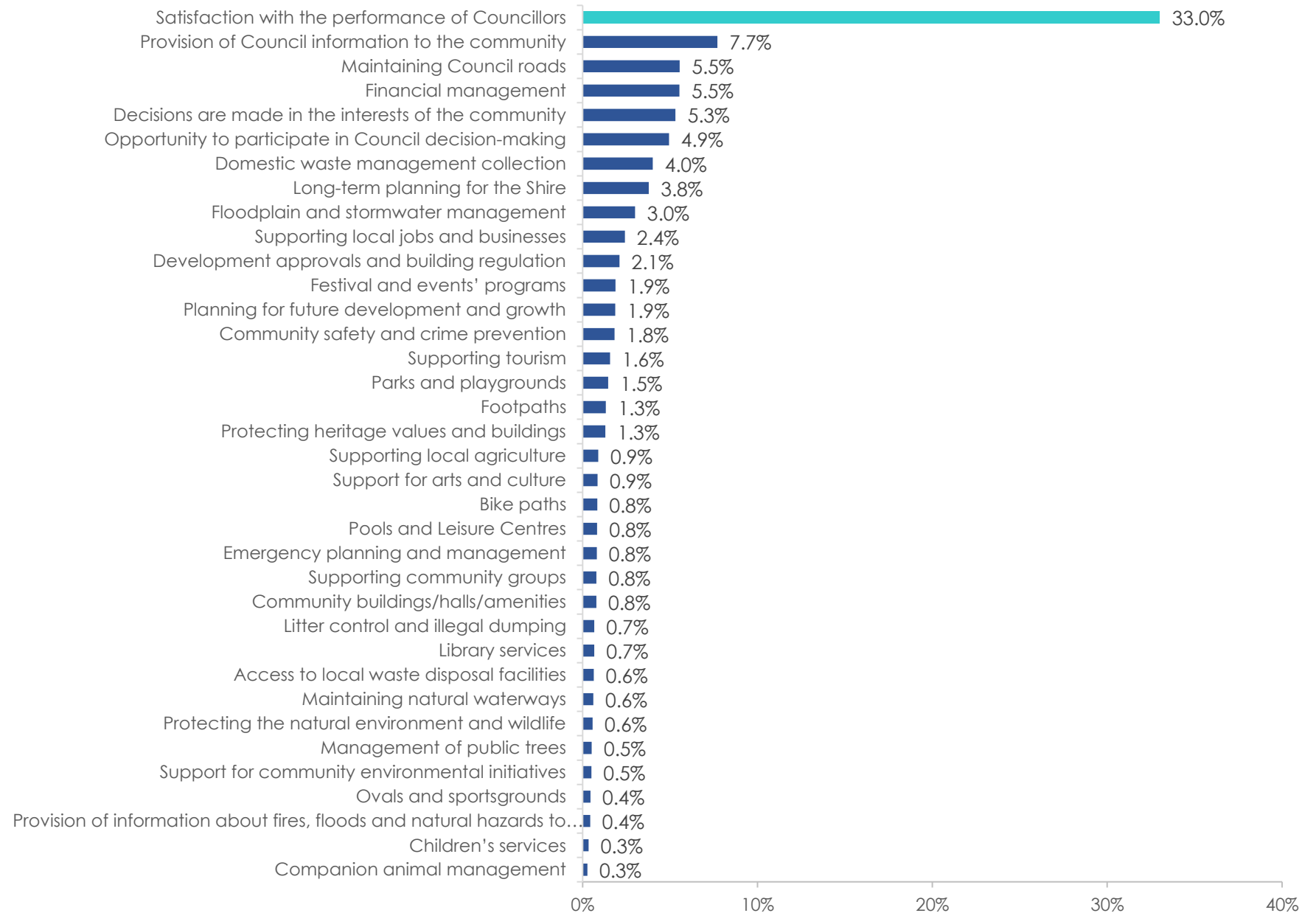
Regression Analysis – Influence on Overall Satisfaction

The chart to the right summarises the influence of the 35 facilities/ services on overall satisfaction with Council's performance, based on the Advanced Regression analysis.



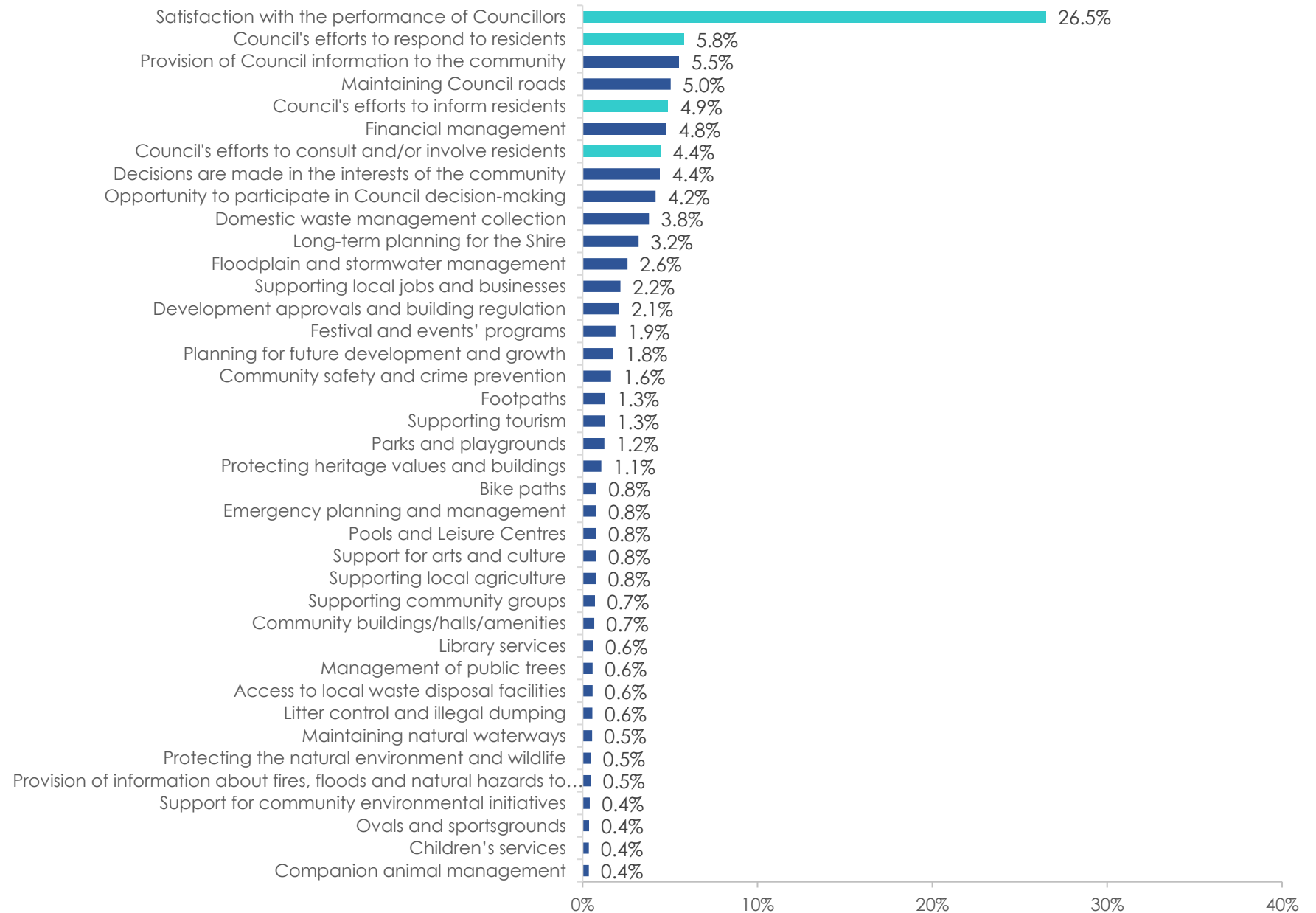
Regression Analysis – Influence on Overall Satisfaction (Expanded Model 1)

The chart to the right summarises the influence of the 35 facilities/services, with the addition of the satisfaction with the performance of Councillors, on overall satisfaction with Council's performance, based on the Advanced Regression analysis.



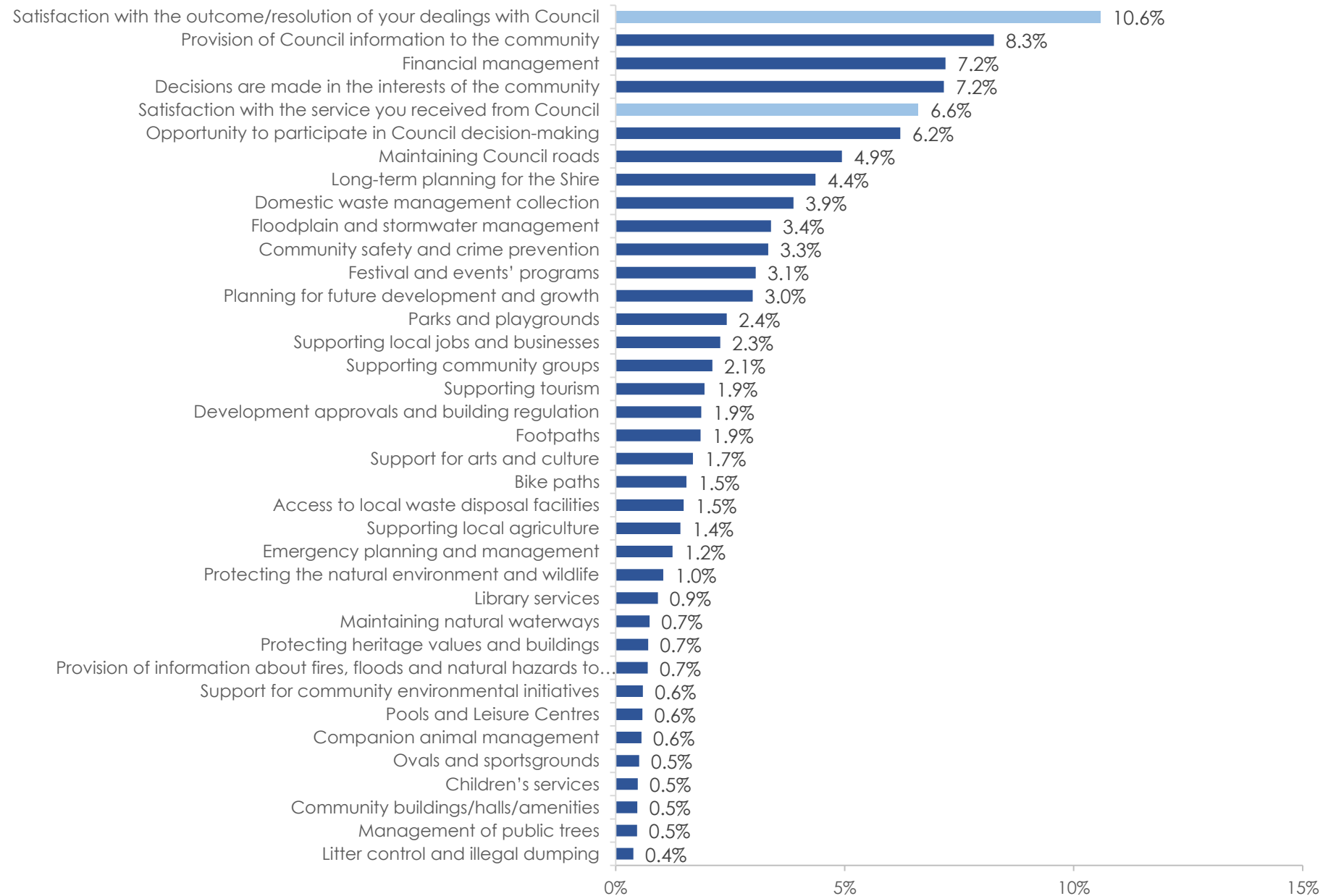
Regression Analysis – Influence on Overall Satisfaction (Expanded Model 2)

The chart to the right summarises the influence of the 35 facilities/services, the performance of Councillors, plus the 3 additional measures regarding communication, on overall satisfaction with Council's performance, based on the Advanced Regression analysis.



Regression Analysis – Influence on Overall Satisfaction (Expanded Model 3)

The chart to the right summarises the influence of the 35 facilities/services, with the addition of the satisfaction with the outcome/resolution of the dealings with Council and the satisfaction with service received (among those who contacted Council in the last 12 months), on overall satisfaction with Council's performance, based on the Advanced Regression analysis.



Contact in the Last 12 Months

	Overall 2026	Male	Female	18 – 34	35 – 49	50 – 64	65+	Ratepayer	Non-ratepayer
Waste management and recycling	40%	40%	40%	42%	43%	43%	29%	41%	41%
Roads/footpaths/drains	35%	36%	34%	29%	33%	46%	33%	38%	19%
Obtaining advice/information	29%	30%	27%	29%	32%	29%	24%	31%	14%
Making a complaint	23%	23%	22%	16%	27%	24%	25%	24%	17%
Planning and development	23%	27%	19%	25%	26%	24%	13%	24%	13%
Payment for services (rates, permits, etc.)	20%	20%	20%	21%	23%	21%	14%	22%	9%
Pet registration	15%	13%	18%	17%	17%	15%	11%	15%	24%
Trees	15%	11%	18%	16%	10%	22%	10%	16%	7%
Booking a council facility	9%	10%	9%	12%	9%	6%	11%	9%	13%
Illegal dumping	9%	8%	9%	10%	12%	8%	4%	10%	4%
Community initiative/program	8%	6%	10%	6%	9%	8%	9%	8%	10%
Infringements	4%	4%	5%	3%	6%	5%	2%	4%	7%
Other	4%	4%	4%	2%	5%	2%	7%	4%	4%
No/None of these	27%	28%	26%	29%	21%	21%	39%	25%	31%
Base	402	199	203	112	107	100	83	350	39

Q5a. In the past 12 months, have you personally contacted or dealt with Wollondilly Shire Council – be it in person, over the phone, or online/via email – for any of the following issues or reasons?

A significantly higher/lower percentage (by group)

Most Recent Reason for Contacting Council

	Overall 2026	Male	Female	18 – 34	35 – 49	50 – 64	65+	Ratepayer	Non-ratepayer
Waste management and recycling	27%	26%	27%	29%	29%	24%	21%	25%	42%
Roads/footpaths/drains	23%	26%	20%	17%	20%	30%	27%	24%	19%
Planning and development	15%	17%	13%	21%	14%	14%	10%	16%	10%
Pet registration	7%	6%	9%	6%	10%	8%	6%	8%	8%
Making a complaint	5%	4%	7%	2%	5%	6%	8%	5%	0%
Payment for services (rates, permits, etc.)	5%	3%	7%	9%	6%	3%	0%	4%	10%
Obtaining advice/information	4%	3%	5%	4%	6%	4%	2%	4%	3%
Trees	4%	3%	5%	4%	2%	5%	6%	4%	0%
Illegal dumping	2%	3%	2%	2%	3%	1%	5%	3%	0%
Booking a council facility	2%	3%	1%	3%	0%	2%	3%	2%	0%
Community initiative/program	1%	2%	1%	2%	1%	1%	2%	1%	5%
Infringements	1%	1%	1%	0%	1%	2%	0%	1%	0%
Other	4%	5%	3%	2%	4%	1%	10%	4%	3%
Base	293	143	150	80	85	78	50	262	27

Contact Methods

	Overall 2026	Male	Female	18 – 34	35 – 49	50 – 64	65+	Ratepayer	Non-ratepayer
Telephone	71%	72%	71%	67%	75%	69%	77%	72%	72%
Email	44%	45%	42%	46%	43%	45%	39%	45%	27%
Council's website	25%	27%	23%	26%	25%	25%	21%	25%	23%
Council's Customer Portal	20%	19%	20%	10%	23%	25%	21%	20%	18%
Visited Council	17%	20%	14%	15%	18%	19%	14%	18%	11%
Council's social media	9%	7%	12%	18%	8%	8%	0%	8%	26%
Letter in the post	8%	9%	8%	6%	14%	6%	8%	8%	12%
Other	3%	6%	0%	2%	3%	3%	6%	3%	3%
Base	293	143	150	80	85	78	50	262	27

Q5c. Thinking of your most recent contact with Council, how many separate interactions did you have with Council through the following channels?

A significantly higher/lower percentage (by group)

Number of Contacts

Mean number of contacts	Overall 2026	Male	Female	18 – 34	35 – 49	50 – 64	65+	Ratepayer	Non-ratepayer
Council's social media (N=27)	2.7	2.8	2.6	2.5	2.8	3.0	NA	2.5	3.4
Email (N=128)	2.6	2.8	2.4	2.7	2.7	2.3	2.7	2.6	3.0
Telephone (N=209)	2.3	2.4	2.1	2.3	2.4	2.3	2.2	2.2	2.7
Letter in the post (N=25)	2.2	2.2	2.2	3.7	2.0	1.8	1.8	2.1	2.8
Council's website (N=72)	2.1	2.0	2.2	2.1	2.3	2.0	1.9	2.0	2.5
Council's Customer Portal (N=58)	2.0	2.5	1.5	1.8	2.2	1.9	2.0	1.9	3.0
Visited Council (N=49)	1.5	1.6	1.3	1.4	1.3	1.4	2.2	1.5	1.6
Base	293	143	150	80	85	78	50	262	27

Satisfaction with the Outcome/Resolution and Service Received

Satisfaction with the Outcome/Resolution

	Overall 2025	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Top 3 Box %	69%	67%	70%	74%	69%	68%	60%	69%	66%
Mean rating	3.26	3.18	3.35	3.32	3.42	3.12	3.15	3.27	3.21
Base	294	144	150	80	85	79	50	263	27

Satisfaction with the Service Received

	Overall 2025	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Top 3 Box %	78%	76%	81%	80%	75%	81%	76%	79%	74%
Mean rating	3.56	3.45	3.67	3.56	3.59	3.52	3.58	3.57	3.46
Base	294	144	150	80	85	79	50	263	27

Satisfaction with the Service Received When Contacting by Phone/Visited in Person

T3B% (at least somewhat satisfied)	Overall 2026	By phone	Visited Council	Male	Female	18 – 34	35 – 49	50 – 64	65+	Ratepayer	Non-ratepayer
Wait time for a staff member to start assisting you	95%	94%	96%	91%	98%	94%	94%	94%	98%	94%	96%
The ease of the interaction overall	91%	91%	91%	92%	91%	90%	89%	93%	94%	91%	92%
Staff member was knowledgeable	89%	88%	92%	87%	92%	91%	89%	87%	90%	89%	89%
Staff member understood your needs	89%	88%	90%	87%	90%	88%	90%	86%	90%	89%	86%
Staff member was willing to assist	88%	88%	87%	85%	90%	88%	89%	81%	94%	87%	92%
Staff member clearly explained the next steps	83%	83%	83%	84%	82%	80%	81%	90%	84%	83%	86%
Time taken to resolve your contact	76%	74%	84%	72%	80%	80%	70%	73%	84%	76%	75%
Base	231	209	49	113	119	61	70	60	41	208	22

Q6a. (If by 'telephone' or 'visited Council' at Q5c), Thinking about your most recent ("phone call with" If code 1 on Q5c, "visit to" If code 2 on Q5c) Council regarding this issue, how satisfied were you with the following on a scale of 1 to 5, where 1 is not at all satisfied and 5 is very satisfied?

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

Satisfaction with the Service Received When Contacting by Online Methods

T3B% (at least somewhat satisfied)	Overall 2026	Email	Council's website	Council's Customer Portal	Council's social media	Male	Female	18 – 34	35 – 49	50 – 64	65+	Ratepayer	Non-ratepayer
Time taken to receive a response to your request/enquiry	87%	87%	87%	88%	94%	87%	88%	91%	86%	88%	81%	86%	95%
The information was understandable and accurate	84%	82%	87%	84%	76%	83%	84%	92%	80%	79%	85%	83%	90%
Overall, it was easy to be able to complete my online request	84%	81%	88%	85%	82%	88%	81%	89%	81%	83%	85%	84%	90%
I understood what to do next	82%	81%	85%	82%	65%	86%	79%	85%	78%	84%	81%	81%	95%
It was easy to find the information needed	79%	75%	84%	82%	70%	78%	80%	81%	77%	79%	81%	78%	81%
Base	173	128	72	58	27	81	92	50	53	49	21	155	16

Q6b. [Ask if by 'website', 'social media', 'email', or 'Council's Customer Portal' at Q5c] When you dealt with Council online (via website/social media/email/customer portal from Q5c), how satisfied were you with the following on a scale of 1 to 5, where 1 is not at all satisfied and 5 is very satisfied?

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

Councils Used to Create the Benchmarks

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

Albury City Council	Coffs Harbour City Council	Lismore City Council	Richmond Valley Council
Ballina Shire Council	Cumberland City Council	Lithgow City Council	Singleton Shire Council
Bathurst Regional Council	Devonport City Council	Liverpool City Council	Sutherland Shire Council
Bayside Council	Dungog Shire Council	Liverpool Plains Shire Council	Tamworth Regional Council
Blacktown City Council	Eurobodalla Shire Council	Maitland City Council	Tenterfield Shire Council
Bland Shire Council	Fairfield City Council	MidCoast Council	The Hills Shire Council
Blue Mountains City Council	Forbes Shire Council	Mid-Western Regional Council	Tweed Shire Council
Burwood Council	Georges River Council	Moree Plains Shire Council	Upper Hunter Shire Council
Byron Shire Council	Glen Innes Severn Shire Council	Murray River Council	Wagga Wagga City Council
Cabonne Shire Council	Hawkesbury City Council	Murrumbidgee Council	Walgett Shire Council
Campbelltown City Council	Hawkesbury City Council	Muswellbrook Shire Council	Waverley Council
Canterbury-Bankstown Council	Hunter's Hill Council	Narrabri Shire Council	Weddin Shire Council
Central Coast Council	Inner West Council	Narrandera Shire Council	Willoughby City Council
Cessnock City Council	Kempsey Shire Council	North Sydney	Wingecarribee Shire Council
City of Canada Bay Council	Ku-ring-gai Council	Northern Beaches Council	Woollahra Municipal Council
City of Newcastle	Lachlan Shire Council	Parkes Shire Council	Yass Valley Council
City of Parramatta Council	Lake Macquarie City Council	Penrith City Council	
City of Playford	Lane Cove Council	Port Macquarie-Hastings Council	
City of Ryde	Leeton Shire Council	Randwick City Council	

Wollondilly Comparative Benchmark

Blue Mountains City Council

Cessnock City Council

Hawkesbury City Council

Lithgow City Council

Tweed Shire Council

Wingecarribee Shire Council



Appendix 2

Questionnaire

**Wollondilly Shire Council
Community Survey
Final 2026**

Good morning/afternoon/evening, my name is _____ and I'm calling on behalf of Wollondilly Shire Council from a company called Micromex. We are conducting a survey on a range of local issues – the survey will take about 15 minutes, would now be a good time to share your opinions?

QA1. Are you or an immediate family member an elected Councillor, or employed by Wollondilly Shire Council? (SR)

Position	Answers	Notes
1	Yes	
2	No	

**QA2. Which town or village do you live in?
(If respondent says Other, please ask "Which town or village you are nearest to?") (SR)**

Position	Answers	Notes
1	Appin	
2	Bargo	
3	Belimbla Park	
4	Brownlow Hill	
5	Blue Mountains National Park	
6	Burraborang Valley	
7	Buxton	
8	Cataract	
9	Camden Park	
10	Cawdor	
11	Couridjah	
12	Darkes Forest	
13	Douglas Park	
14	Glenmore	
15	Lakesland	
16	Maldon	
17	Menangle	
18	Mount Hunter	
19	Mowbray Park	
20	Nattai	
21	Oakdale	
22	Orangeville	
23	Pheasants Nest	
24	Picton	
25	Razorback	
26	Silverdale	
27	Tahmoor	
28	The Oaks	
29	Theresa Park	
30	Thirlmere	
31	Wallacia	

32	Warragamba	
33	Werombi	
34	Wilton	
35	Yanderra	
36	Yerranderie	

Section A – Priority Issues

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

Position	Answers	Notes
1		5 lines

Q1b. Thinking of the next 4 years, what do you believe will be the highest priority issues within the Wollondilly Shire area? (TEXT)

Position	Answers	Notes
1		5 lines

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

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

Q1d. Thinking of your experience with living here how satisfied are you with the current Shire character and identity? Prompt (SR)

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

Q1e. Do you have a disaster preparedness plan?

Position	Answers	Notes
1	Yes	
2	No	

Q1f. In the last 12 months, have you undertaken any volunteering work across the community i.e. School P&C, Sporting Clubs, RFS etc.?

Position	Answers	Notes
1	Yes	
2	No	

Q1g. On a scale of 1 to 5, where 1 is strongly disagree and 5 is strongly agree, how strongly do you agree or disagree with the following statements? Prompt

Scale	Answers	Notes
1	Strongly disagree	
2	Disagree	
3	Neither agree nor disagree	
4	Agree	
5	Strongly agree	

Position	Answers	Notes
1	Wollondilly Shire is harmonious, cohesive and inclusive	
2	First Nations people and culture are respected and celebrated in our Shire	

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 5 is high importance and where 1 is low satisfaction and 5 is high satisfaction. I can't put comments here, so give me numbers when prompted and we can get through this part quickly. *Prompt. Randomise pillars*
Note: Only ask satisfaction if 4 or 5 for importance

People

Position	Answers	Importance					Satisfaction					
		Low 1	2	3	4	High 5	Low 1	2	3	4	High 5	NA
1	Library services											
2	Festival and events' programs											
3	Children's services											
4	Supporting community groups											
5	Community safety and crime prevention											
7	Support for arts and culture											
6	Companion animal management											
7	Provision of information about fires, floods and natural hazards to enable preparedness											

Environment

Position	Answers	Importance					Satisfaction					
		Low 1	2	3	4	High 5	Low 1	2	3	4	High 5	NA
1	Domestic waste management collection											
2	Access to local waste disposal facilities											
3	Management of public trees											
4	Protecting the natural environment and wildlife											
5	Emergency planning and management											
6	Litter control and illegal dumping											
7	Support for community environmental initiatives											
8	Maintaining natural waterways											

Place and Landscape

Position	Answers	Importance					Satisfaction					
		Low 1	2	3	4	High 5	Low 1	2	3	4	High 5	NA
1	Floodplain and stormwater management											
2	Planning for future development and growth											
3	Development approvals and building regulation											
4	Protecting heritage values and buildings											
5	Maintaining Council roads											
6	Footpaths											
7	Bike paths											
8	Parks and playgrounds											
9	Ovals and sportsgrounds											
10	Community buildings/halls/amenities											
11	Pools and Leisure Centres											

Economy

Position	Answers	Importance					Satisfaction					
		Low 1	2	3	4	High 5	Low 1	2	3	4	High 5	NA
1	Supporting tourism											
2	Supporting local agriculture											
3	Supporting local jobs and businesses											

Performance

Position	Answers	Importance					Satisfaction				
		Low	3	4	High	5	Low	2	3	High	NA
1	Opportunity to participate in Council decision-making										
2	Decisions are made in the interests of the community										
3	Long-term planning for the Shire										
4	Financial management										
5	Provision of Council information to the community										

Q3a. 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	

Q3b. Overall, for the last 12 months, how satisfied are you with the performance of Councillors? *Prompt (SR)*

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

Q4. Can you please rate the following criteria regarding Council's efforts to communicate with residents? Please rate on a scale of 1 to 5, where 1 is not at all satisfied, and 5 is very satisfied. *Prompt (SCALE)*

Scale	Answers	Notes
1	1 - Not at all satisfied	
2	2	
3	3	
4	4	
5	5 - Very satisfied	

Position	Answers	Notes
1	Council's efforts to inform residents	
2	Council's efforts to consult and/or involve residents	
3	Council's efforts to respond to residents	

Section C – Customer Experience (CX)

Q5a. In the past 12 months, have you personally contacted or dealt with Wollondilly Shire Council – be it in person, over the phone, or online/via email – for any of the following issues or reasons? Please answer yes or no as I read each one. *Prompt, MR*

Position	Answers	Notes
1	Payment for services (rates, permits, etc.)	
2	Waste management and recycling	
3	Trees	
4	Planning and development	
5	Roads/footpaths/drains	
6	Obtaining advice/information	
7	Booking a council facility	
8	Pet registration	
9	Illegal dumping	
10	Making a complaint	
11	Infringements	
12	Community initiative/program	
13	Other (please specify)	Go to Q5ai
14	(Do NOT Prompt) No/None of these	Exclusive (Skip to Q8)

Q5ai. Other (Please specify) (TEXT)

Position	Answers	Notes
1		5 lines

Q5b. [Ask if more than one selected on Q5a] Which one of those issues was your most recent reason for contacting Council? (Only show and prompt for the items selected on Q5a. SR)

Position	Answers	Notes
1	Payment for services (rates, permits, etc.)	
2	Waste management and recycling	
3	Trees	
4	Planning and development	
5	Roads/footpaths/drains	
6	Obtaining advice/information	
7	Booking a council facility	
8	Pet registration	
9	Illegal dumping	
10	Making a complaint	
11	Infringements	
12	Community initiative/program	
13	Other (please specify)	Piped from Q5ai
14	(Do NOT Prompt) No/None of these	Exclusive

Q5c. Thinking of your most recent contact with Council, how many separate interactions did you have with Council through the following channels? Please answer as I read each option. *Prompt*

Position	Answers	0	1	2	3	4	5 or more
1	Telephone						
2	Visited Council						
3	Letter in the post						
4	Email						
5	Council's social media						
6	Council's website						
7	Council's Customer Portal						
8	Other (Please specify)	Go to Q5ci					

Q5ci. Other (Please specify) (TEXT)

Position	Answers	Notes
1		5 lines

Q5d. Overall, how satisfied, if at all, were you with the outcome/resolution of your dealings with Council about your issue? *Prompt*

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

Q5e. And overall, how satisfied, if at all, were you with the service you received from Council? *Prompt*

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

Q6a. [Ask if by 'telephone' or 'visited Council' at Q5c] Thinking about your most recent phone call (If code 1 on Q5c) or visit (If code 2 on Q5c) to Council, how satisfied were you with the following on a scale of 1 to 5, where 1 is not at all satisfied and 5 is very satisfied?

(Prompt, Randomise)

(if both codes 1 and 2 on Q6c, likely create logic to ask about 'visit Council' as this is rarer)

Position	Answers	Not at all Satisfied					Very Satisfied							
		1	2	3	4	5	1	2	3	4	5			
1-Time	Wait time for a staff member to start assisting you													
2-Time/resolution	Time taken to resolve your contact													
3 - Responsive	Staff member was willing to assist													
4 - Responsive	Staff member understood your needs													
5 - Accuracy	Staff member was knowledgeable													
6 - Accuracy/resolution	Staff member clearly explained the next steps													
7 - Access	The ease of the interaction overall	Always asked last												

Q6ai. What could be done to improve your experience?

Position	Answers	Notes
1		5 lines

Q6b. [Ask if by 'website' 'social media', 'email', or 'Council's Customer Portal' at Q5c] When you dealt with Council online (via website/social media/email/customer portal from Q5c), how satisfied were you with the following on a scale of 1 to 5, where 1 is not at all satisfied and 5 is very satisfied? *(Prompt, randomise)*

Position	Answers	Not at all Satisfied					Very Satisfied							
		1	2	3	4	5	1	2	3	4	5			
1 - Time	Time taken to receive a response to your request/enquiry													
2 - Accuracy	The information was understandable and accurate													
3 - Resolution	I understood what to do next													
4 - Access	It was easy to find the information needed													
5 - Access	Overall, it was easy to be able to complete my online request	Always asked last												

Q6bi. What could be done to improve your experience?

Position	Answers	Notes
1		5 lines

Q7. Thinking about this most recent contact with Council, how likely would you be to speak positively about the experience to a friend or relative? Please answer on a scale of 0 to 10, where 0 is 'Not at all likely' and 10 is 'Extremely likely'. (SR)

Value	Answers	Notes
0	Not at all likely	
1		
2		
3		
4		
5		
6		
7		
8		
9		
10	Extremely likely	

Q8. [Ask All] How would you most prefer to hear from Council in the future? Please answer yes or no as I read each one. (Prompt, randomise, MR)

Value	Answers	Notes
1	Letter via the post	
2	Social Media	
3	Mobile phone App	
4	Telephone	
5	Email	
6	Council Website	
7	In person, face to face	
8	Council Customer Portal	
9	Online local newspapers	
10	Hard copy local newspapers	
11	Physical notice board in town centres and community hubs	
12	None of these (Do not prompt)	Exclusive

New Section – Community Forum and Council Meeting start times

The Mayor and Councillors hold two public meetings each month. A Community Forum where members of the public can come and speak on the Agenda items and other matters of interest, and a Council Meeting where the Council formally considers and makes decisions on the Agenda.

Q9a. Community Forum sessions currently commence at 6:30pm and community members can speak to the forum online or in person. These sessions can also be viewed online later.

Prior to this call were you aware of that?

Position	Answers	Notes
1	Yes	
2	No	

Q9b. Would you prefer a different start time for Community Forums?

Position	Answers	Notes
1	Yes	
2	No	
3	Don't mind	

Q9c. [Ask if Q9b = Yes] What time would you prefer?

Position	Answers	Notes
1		1 line

Q9d. Council meetings currently commence at 3.30pm and can be attended as an observer only either in person or online. These sessions can also be viewed online later.

Prior to this call were you aware of that?

Position	Answers	Notes
1	Yes	
2	No	

Q9e. Would you prefer a different start time for Council Meetings?

Position	Answers	Notes
1	Yes	
2	No	
3	Don't mind	

Q9f. [Ask if Q9e = Yes] What time would you prefer?

Position	Answers	Notes
1		1 line

Section E – Demographic and Profiling Questions

Q10a. 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	

Q10b. 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	
3	Other (please specify)	

Q10c. How long have you lived in the Wollondilly 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	

Q10d. Gender (determine by voice): (SR)

Position	Answers	Notes
1	Male	
2	Female	

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 we are developing a register of interest for future consultations.

Q11a. Would you be interested in registering your interest in being contacted by Wollondilly Shire Council to participate in future consultations? (SR)

Position	Answers	Notes
1	Yes	
2	No	Go to end

Q11b. May I please confirm your contact details? (SR)

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. Just to remind you, I am calling from Micromex Research (1800 639 599) on behalf of Wollondilly Shire Council.



micromex
research

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