

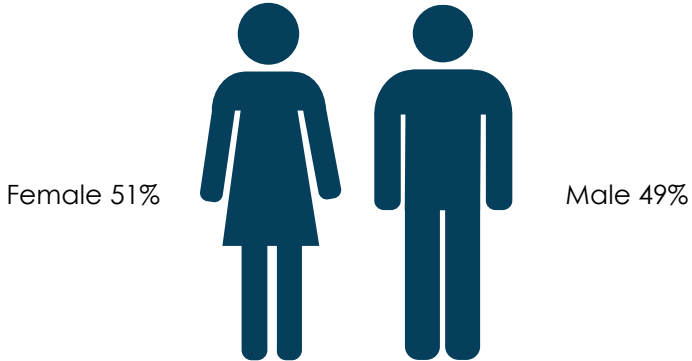


Wollondilly Shire Council

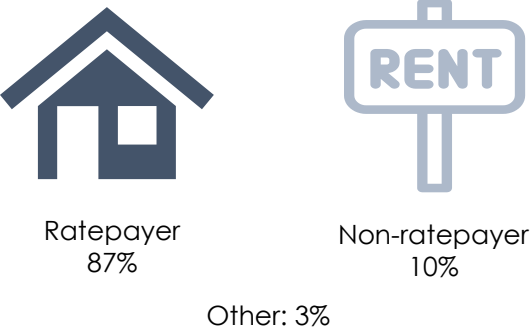
Community Research

Prepared by: Micromex Research
Date: March 2026

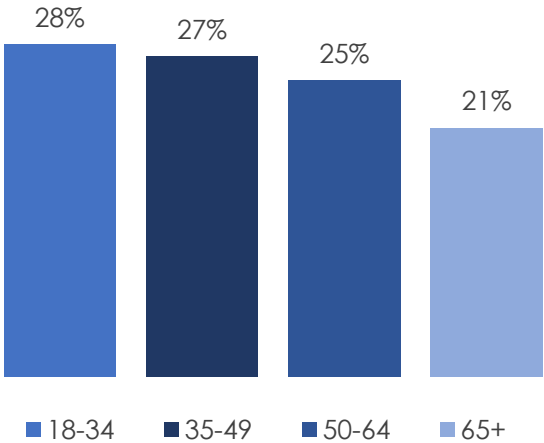
Gender



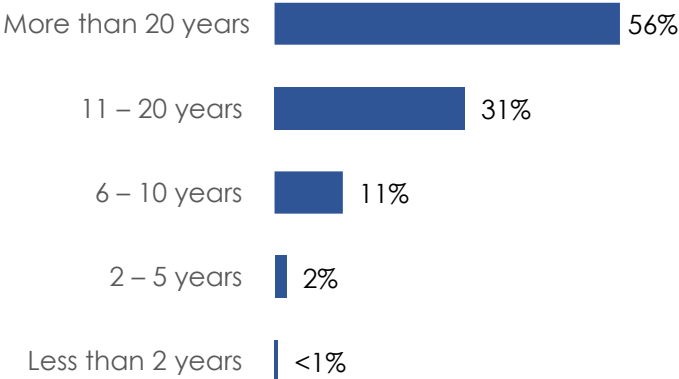
Ratepayer status



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

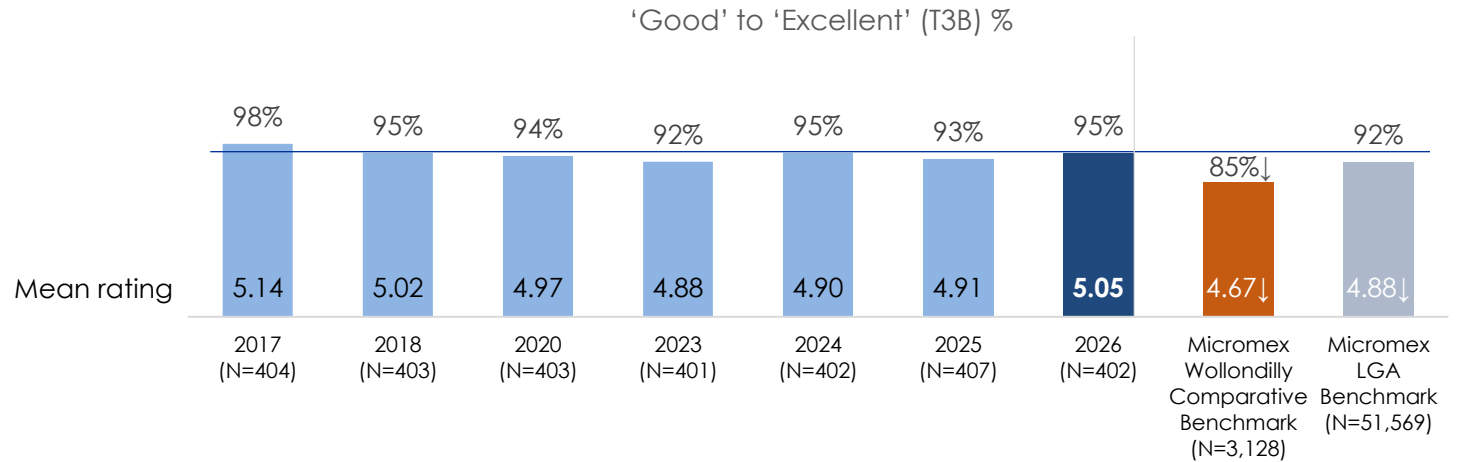
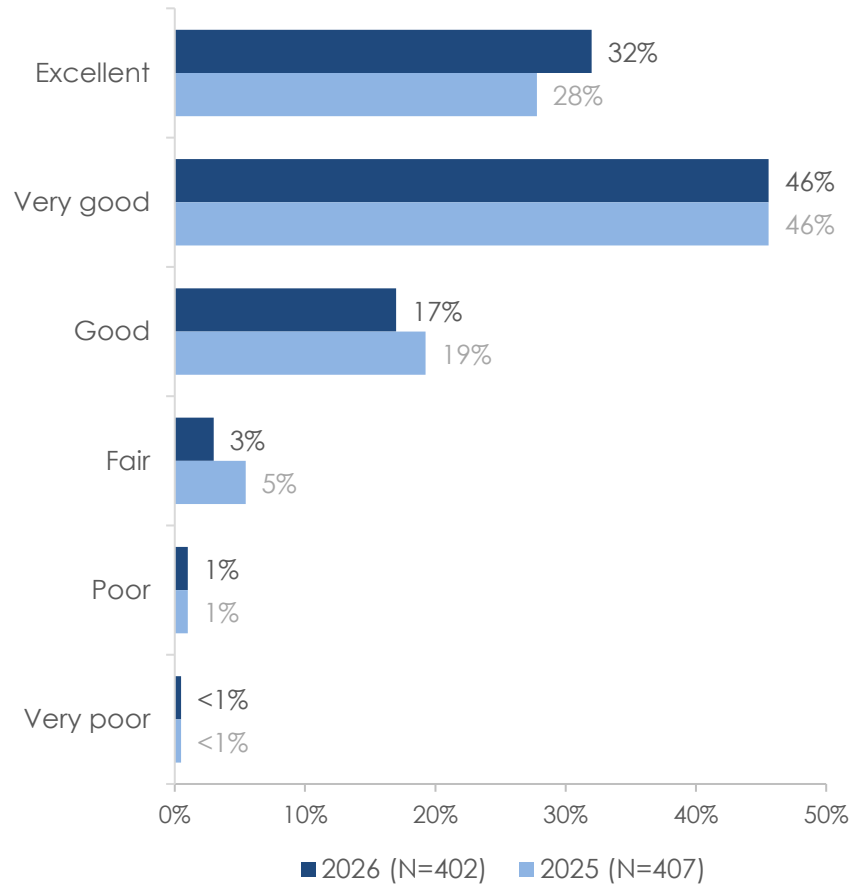
Base: N = 402
The sample was weighted by age and gender to reflect the 2021 ABS Census data for the Wollondilly Shire Council LGA.



Living in the Shire

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 |

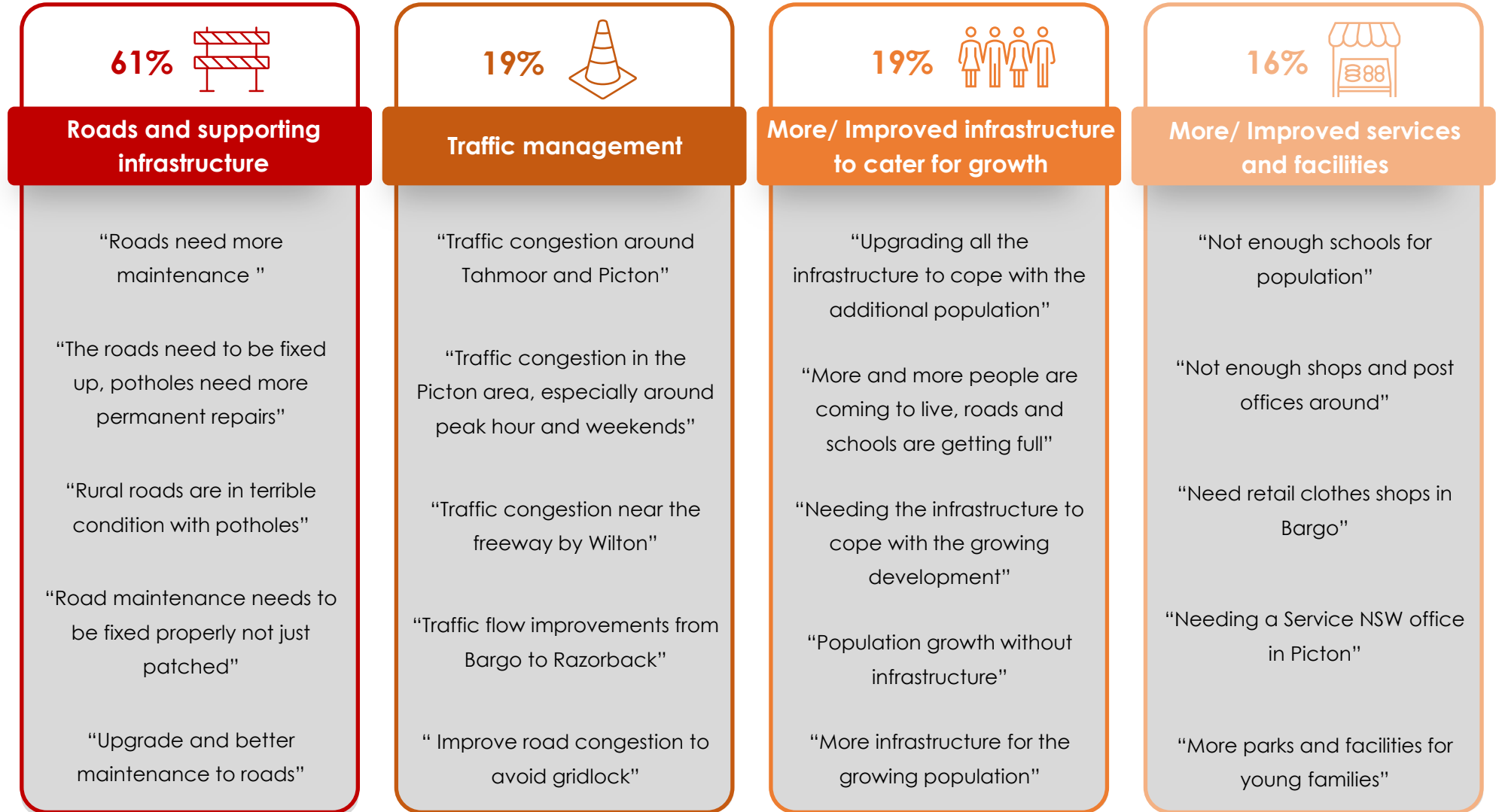
Scale: 1 = very poor, 6 = excellent

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

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

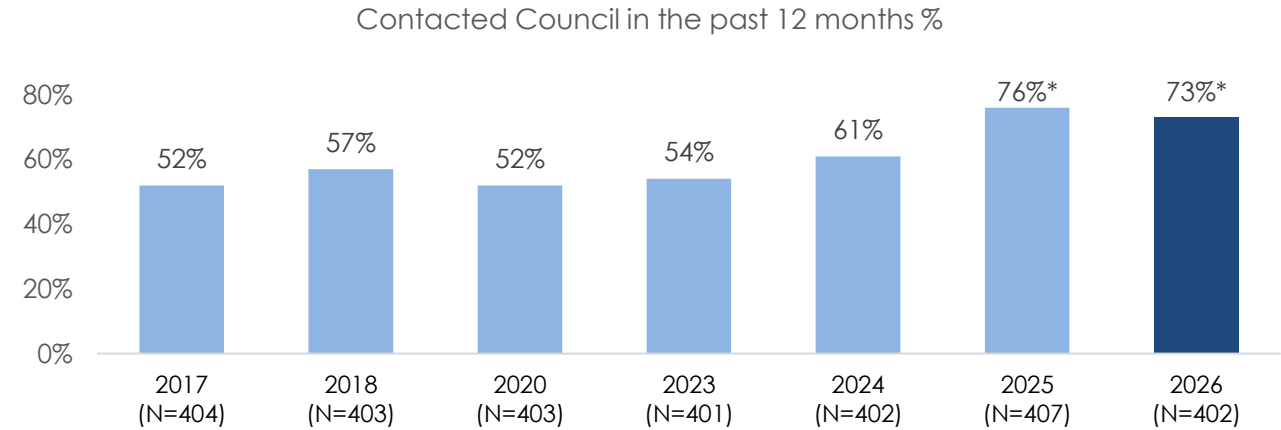
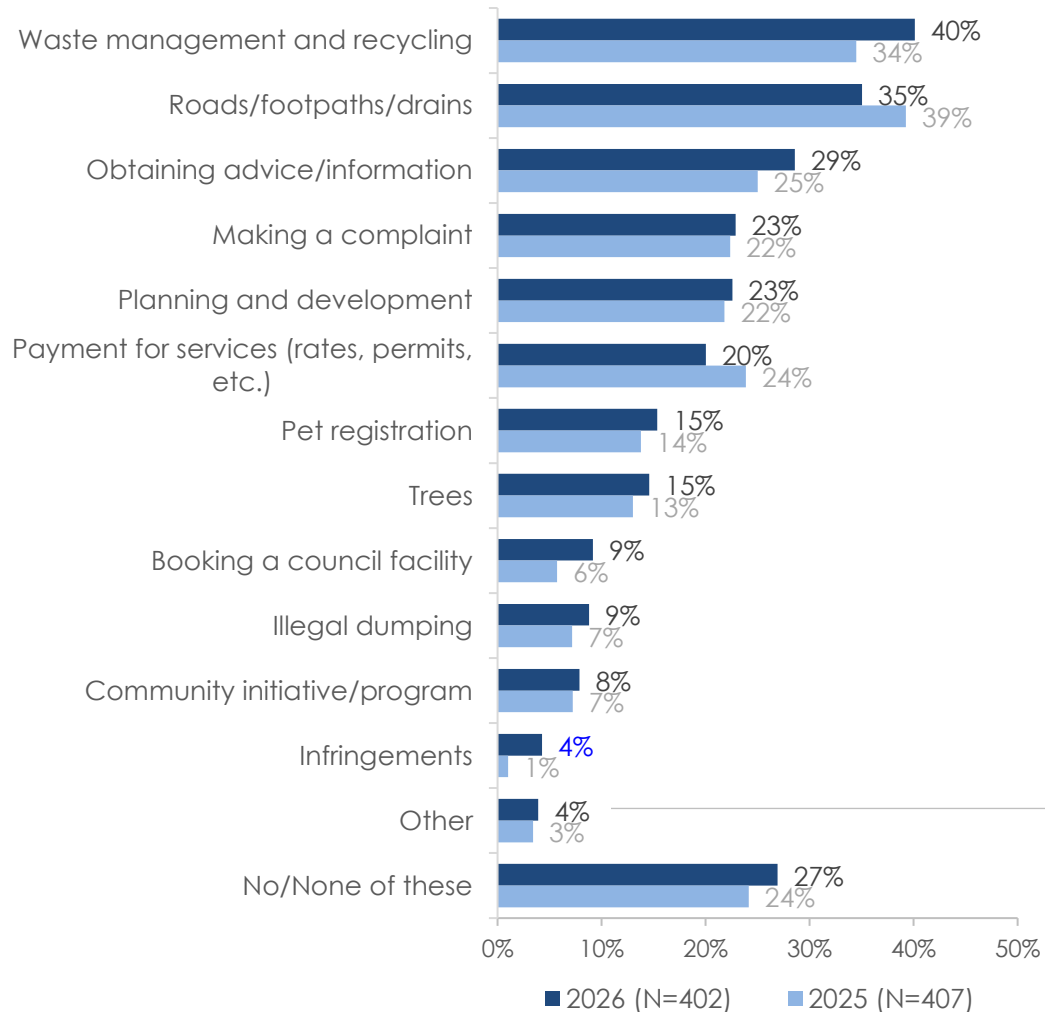
Q1b. Thinking of the next 4 years, what do you believe will be the highest priority issues within the Wollondilly Shire area?



Customer Experience

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.



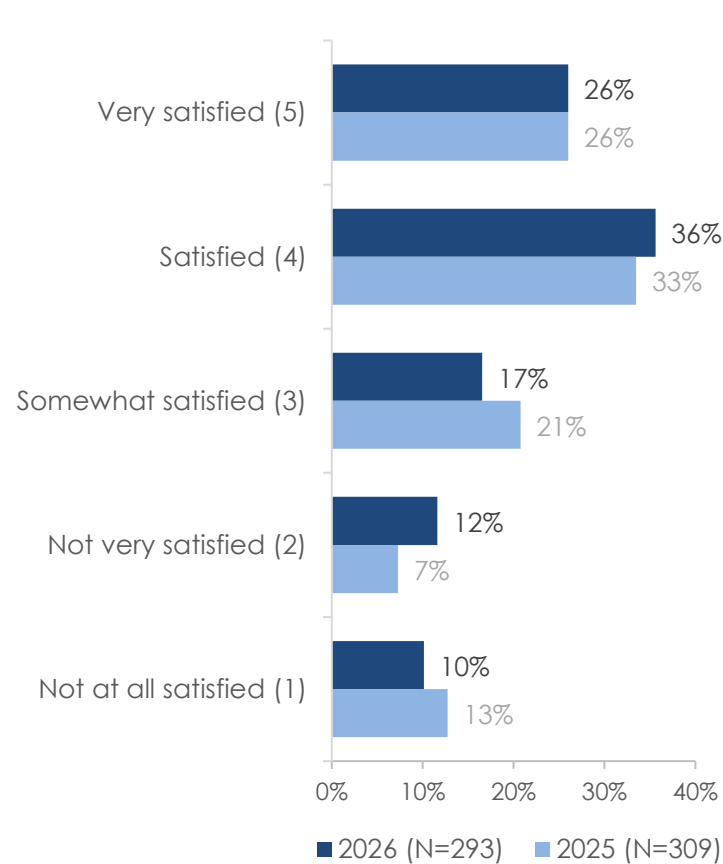
| Other specified (2026) | Count | Other specified (2026) | Count |
|------------------------|-------|------------------------|-------|
| Animal management | 7 | Employment | 1 |
| Report an incident | 2 | Fire permit | 1 |
| Cemeteries | 2 | Grass management | 1 |
| Grant application | 2 | Parking |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

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.



| | 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 |

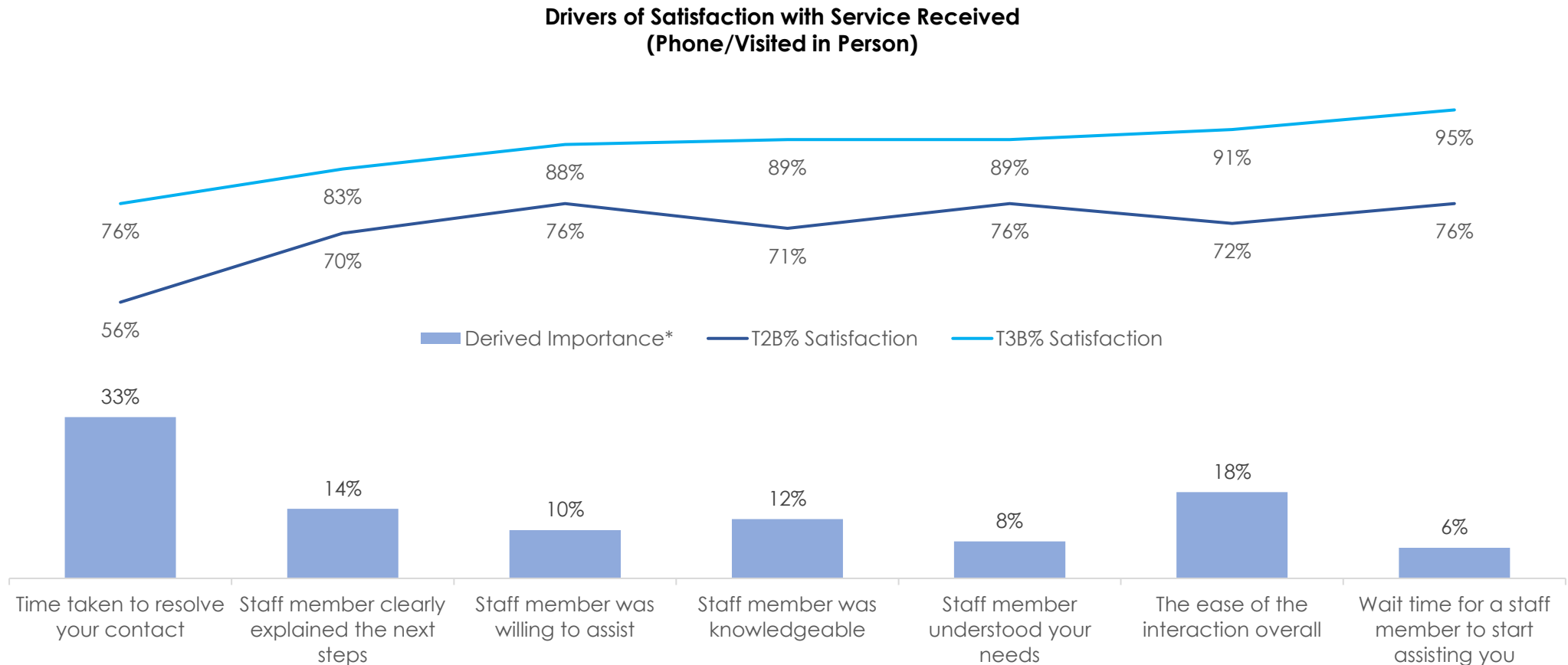
*Note: Only measures with more than 20 responses were shown in the table

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)

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

'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.



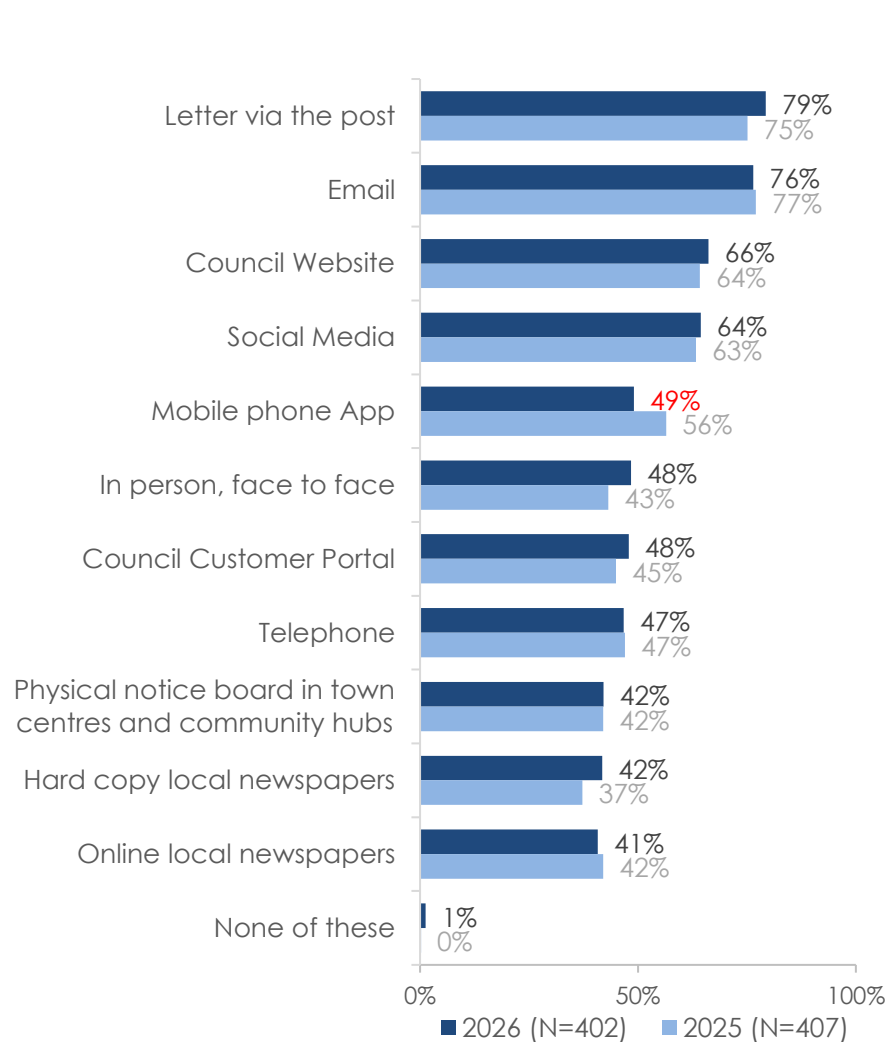
R² value (by phone/visited in person) = 0.58

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

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.

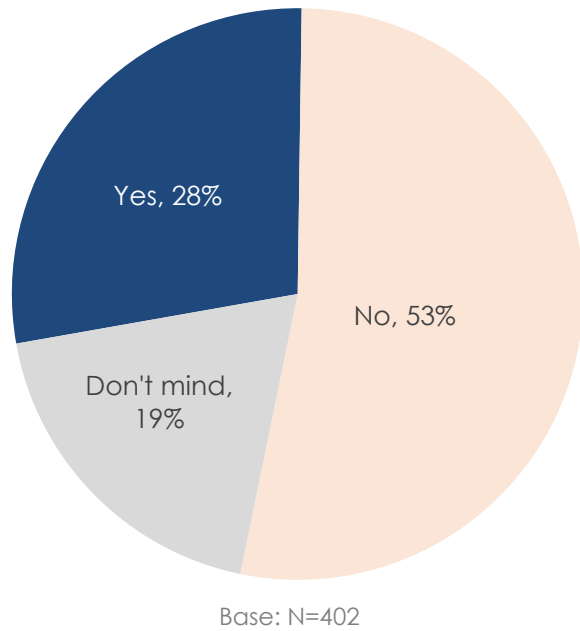


| | Overall 2026 | Male | Female | 18-34 | 35-49 | 50-64 | 65+ | Ratepayer | Non-ratepayer |
|--|--------------|------|--------|-------|-------|-------|-----|-----------|---------------|
| Letter via the post | 79% | 80% | 79% | 80% | 79% | 78% | 80% | 79% | 83% |
| Email | 76% | 76% | 77% | 81% | 81% | 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 |

Council Meeting Start Times

Only 28% wanted Council to change the start time for Council meetings (3:30 pm).

Would you prefer a different start time for Council meetings?

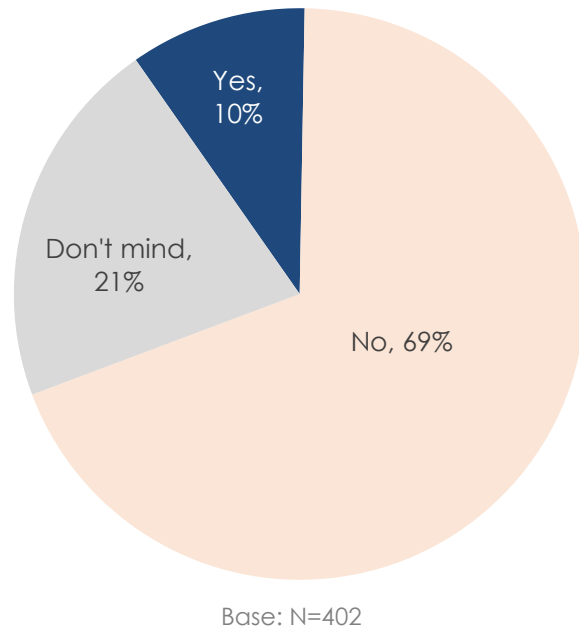


| | Male | Female | 18-34 | 35-49 | 50-64 | 65+ | Ratepayer | Non-ratepayer |
|-------|------|--------|-------|-------|-------|-----|-----------|---------------|
| Yes % | 27% | 28% | 26% | 29% | 37% | 18% | 28% | 37% |
| Base | 199 | 203 | 112 | 107 | 100 | 83 | 350 | 39 |

Community Forum Start Times

Only 10% want to alter the start time of the community forums.

Would you prefer a different start time for Community Forums?



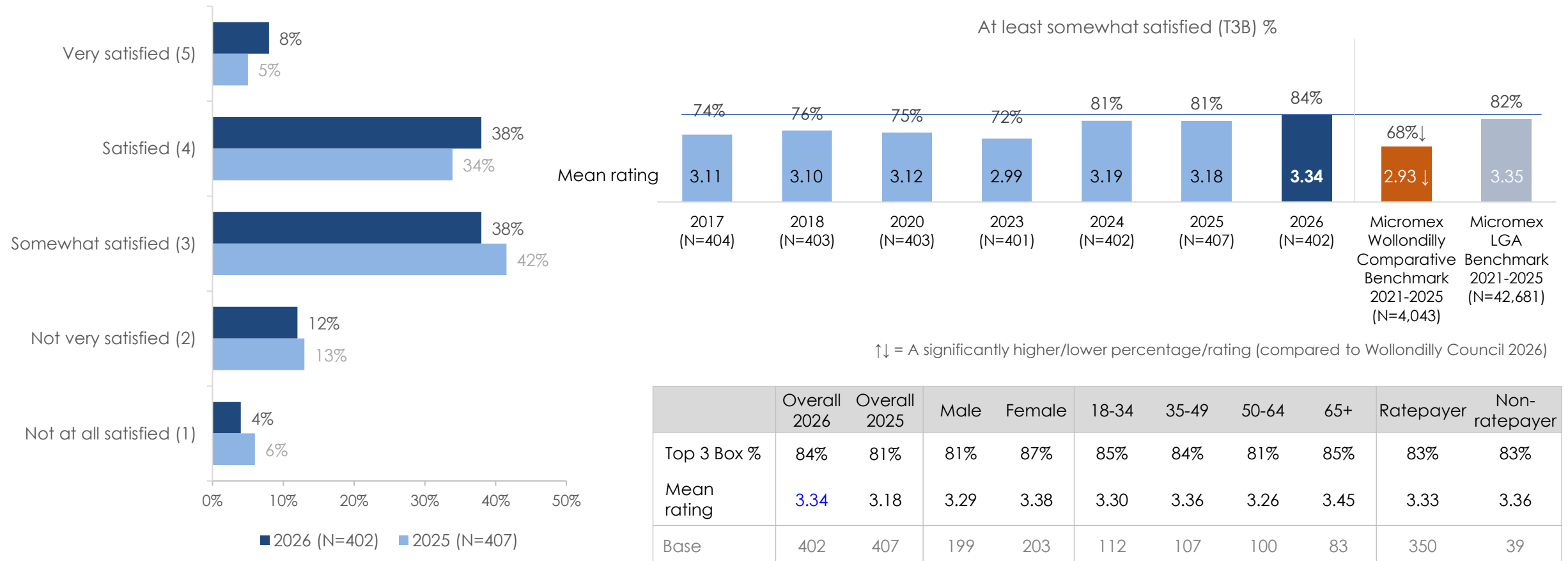
| | Male | Female | 18-34 | 35-49 | 50-64 | 65+ | Ratepayer | Non-ratepayer |
|-------|------|--------|-------|-------|-------|-----|-----------|---------------|
| Yes % | 6% | 14% | 11% | 12% | 9% | 8% | 10% | 14% |
| Base | 199 | 203 | 112 | 107 | 100 | 83 | 350 | 39 |



Community Service Priorities and Council Delivery

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.



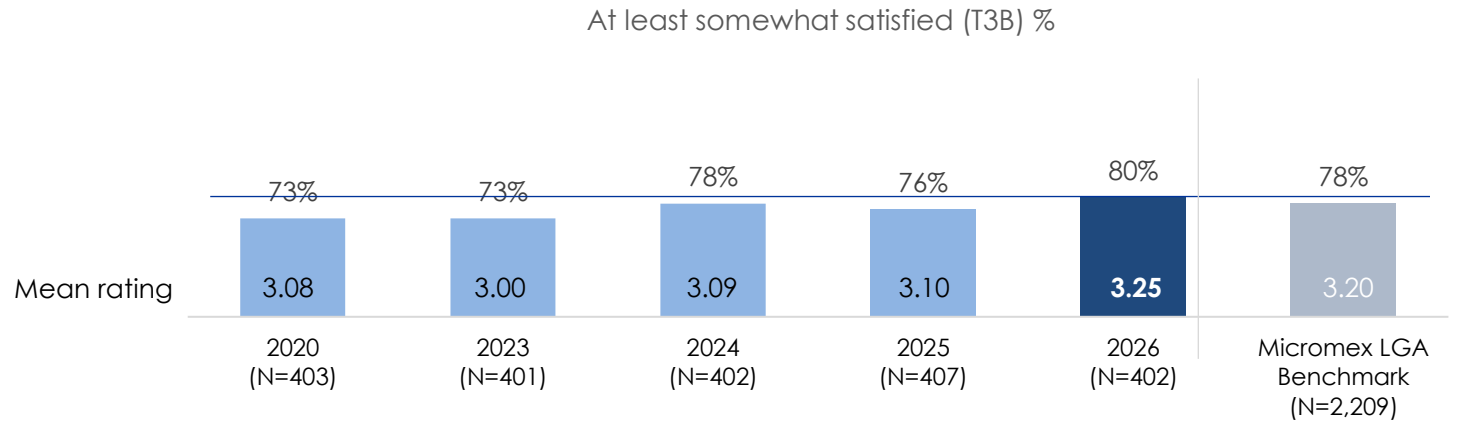
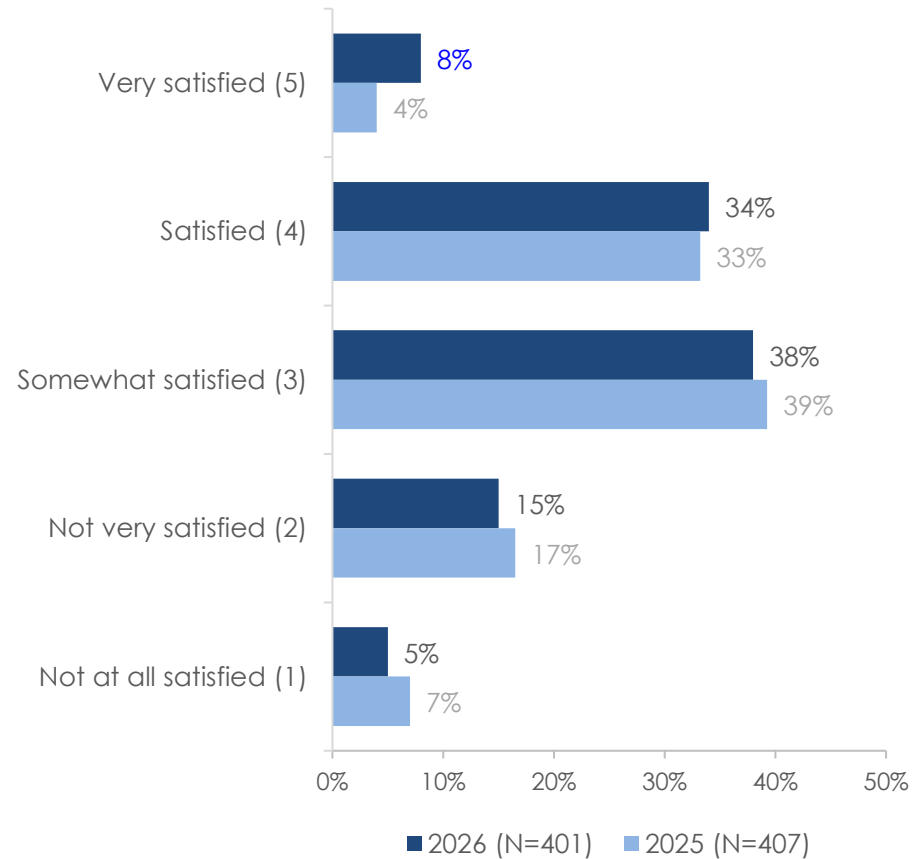
Q3a. Overall, for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues, but across all responsibility areas?

Scale: 1 = not at all satisfied, 5 = very satisfied
A significantly higher/lower level of satisfaction (compared to 2025) 14

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.



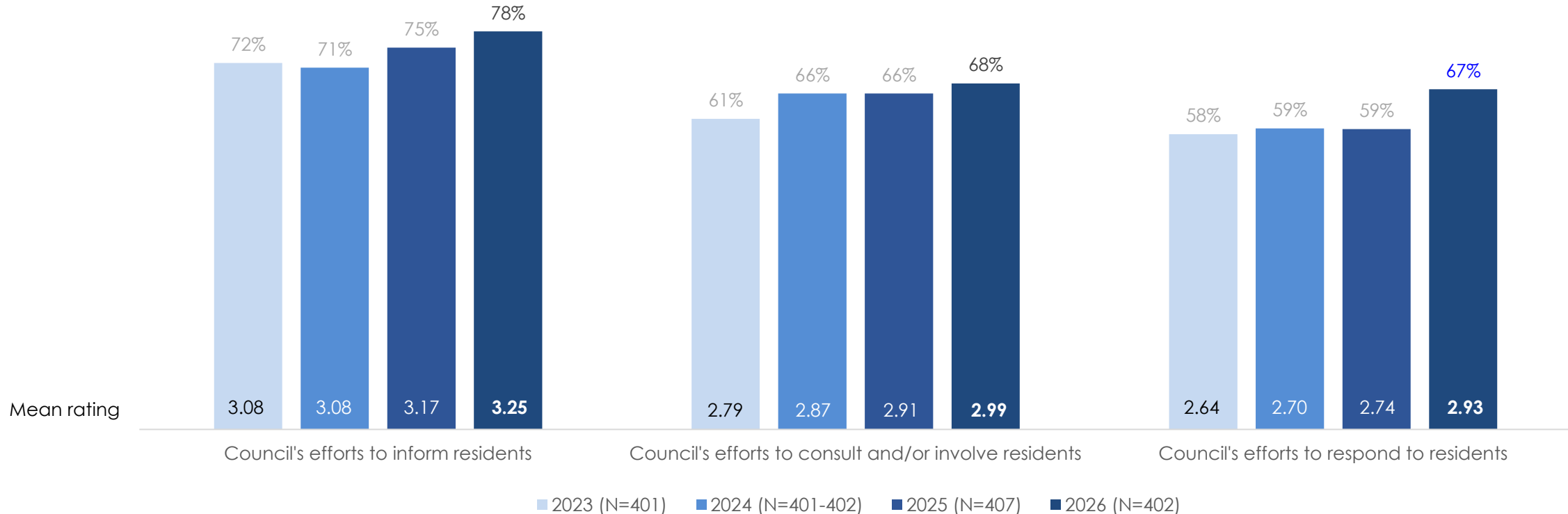
| | Overall 2026 | Overall 2025 | Male | Female | 18-34 | 35-49 | 50-64 | 65+ | Ratepayer | Non-ratepayer |
|-------------|--------------|--------------|------|--------|-------|-------|-------|------|-----------|---------------|
| Top 3 Box % | 80% | 76% | 76% | 85% | 82% | 77% | 84% | 79% | 80% | 77% |
| 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

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) 16

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'

Satisfaction Historical Trend (2020 to Now)

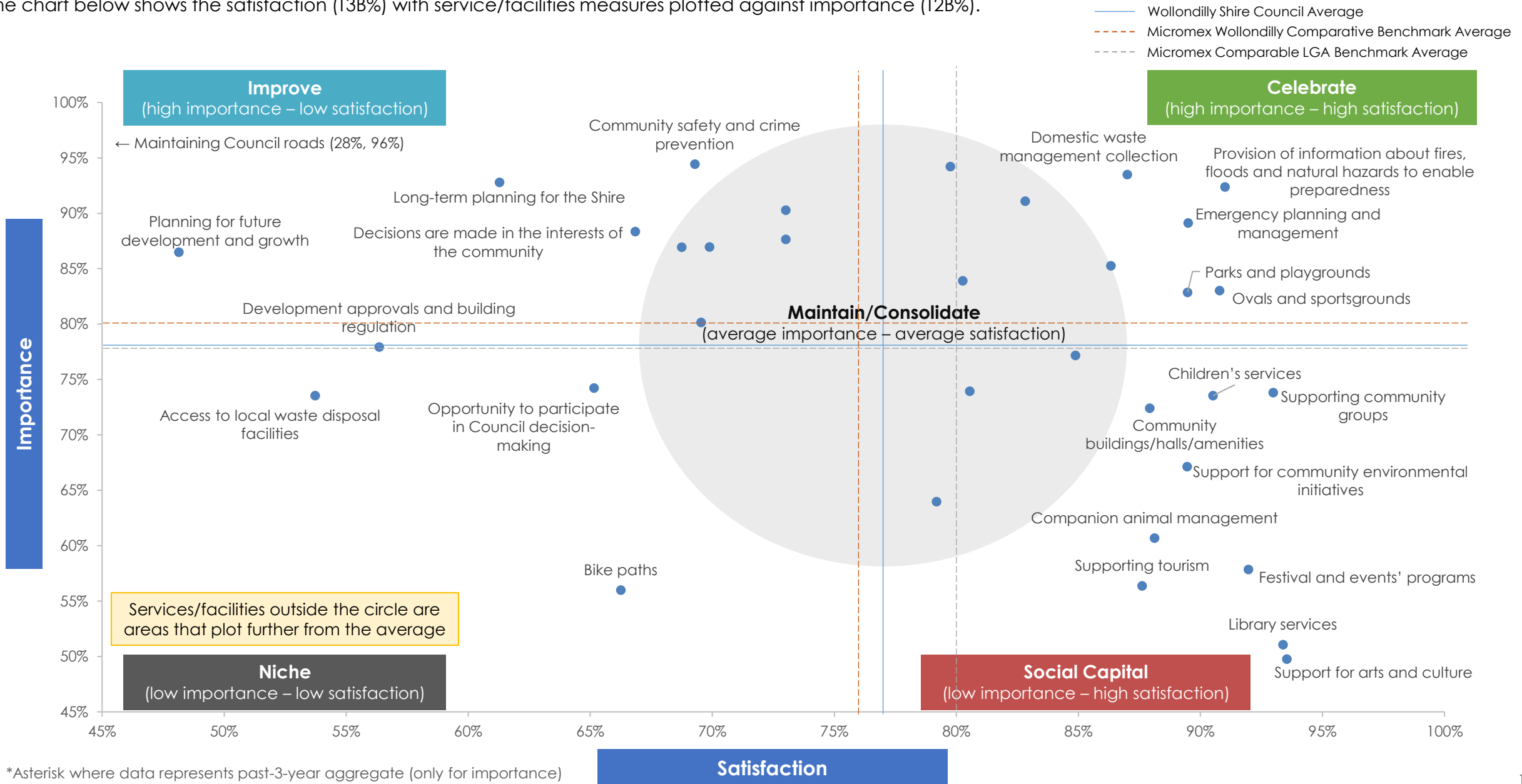
The community satisfaction survey has kept 26 service/facility statements consistent across 5 waves of research since 2020. Below we have outlined the satisfaction score for each metric for each year to allow a time-series comparison of results. This table allows us to see that **Council's 2026 satisfaction 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.

| | 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 |

Green = Highest score across the 2026-2020 period

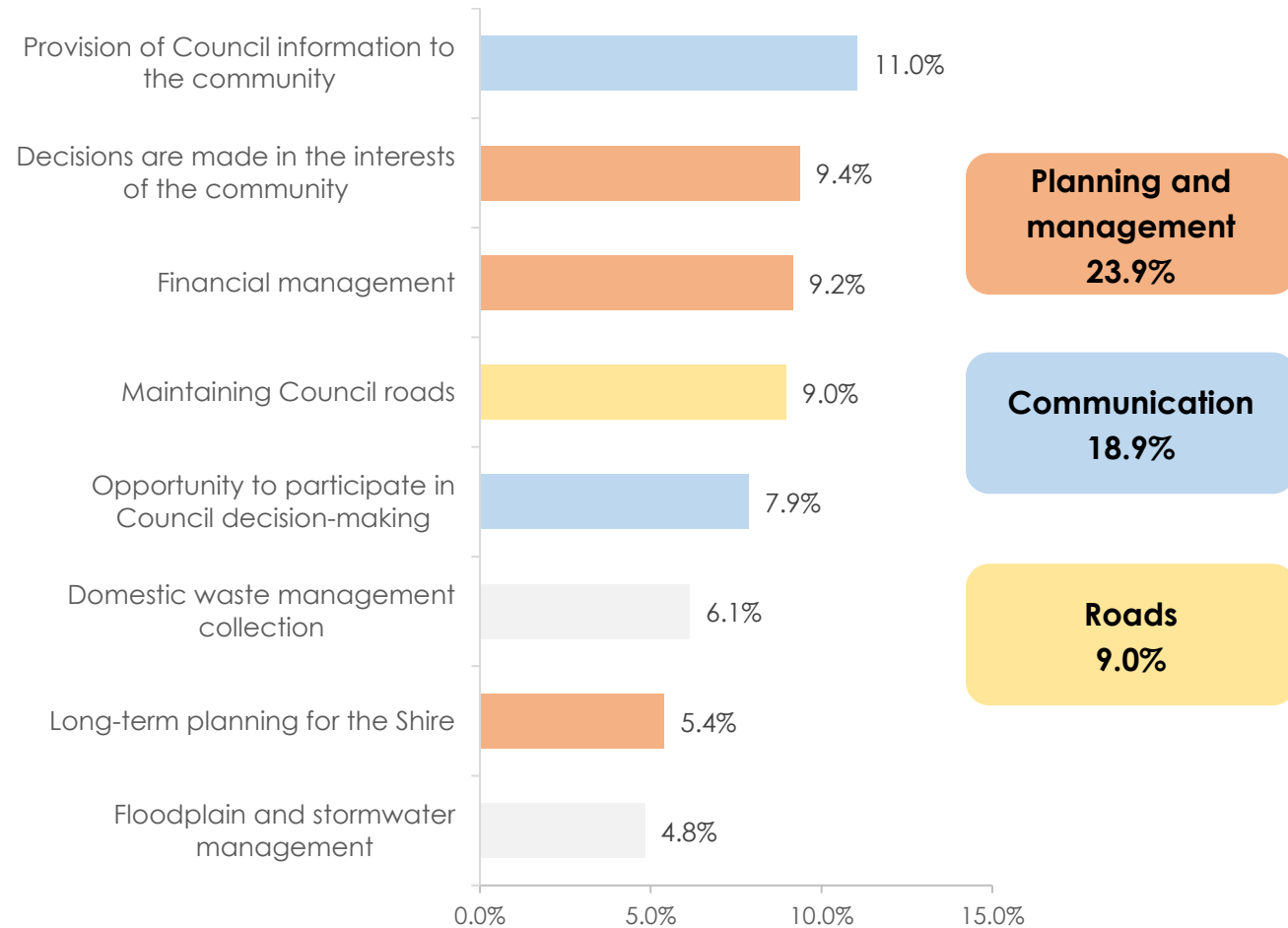
Quadrant Analysis – Mapping Priority Against Delivery

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



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.

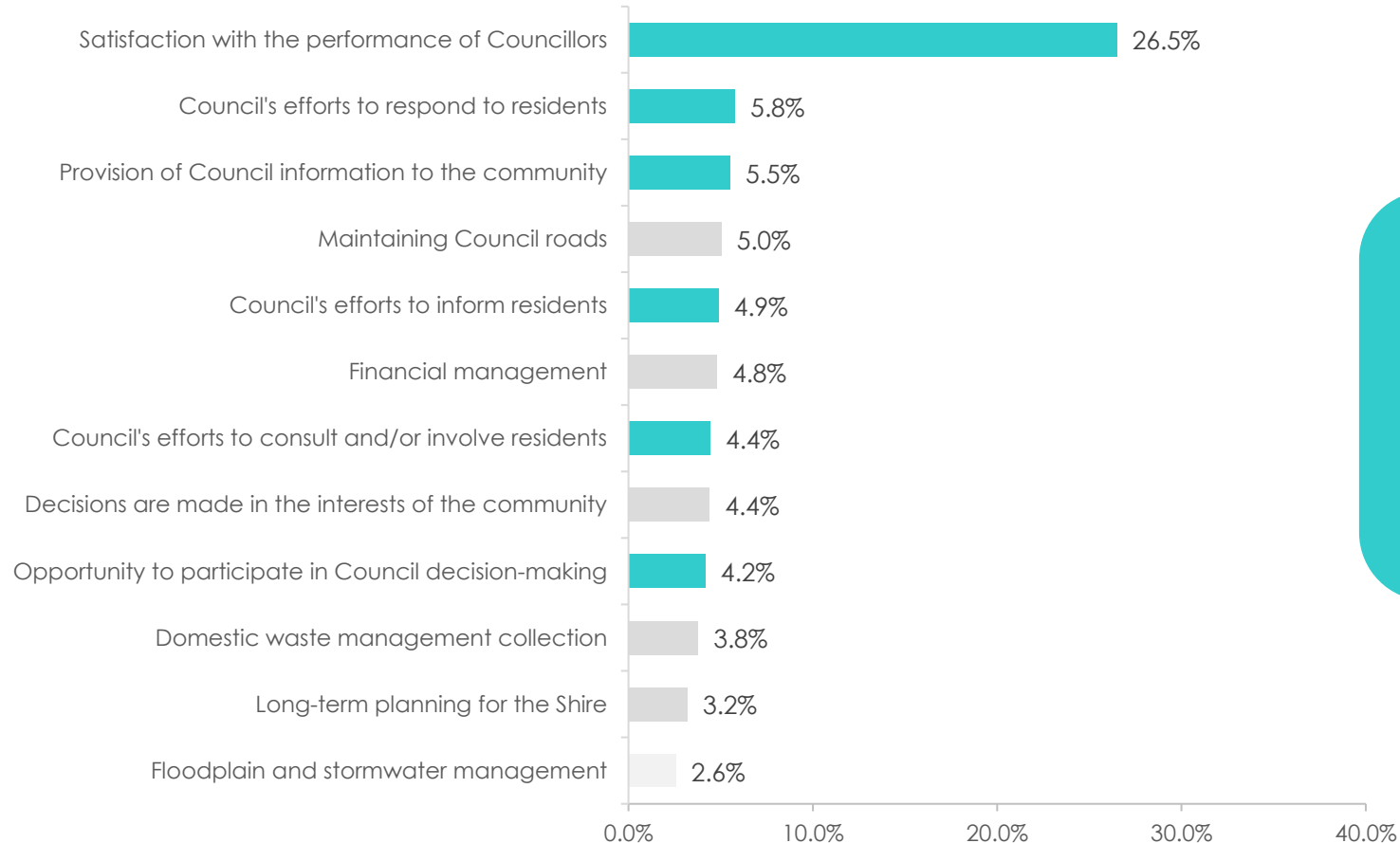
Barriers R² value = 0.43
 Optimisers R² value = 0.34

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?

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?

Summary Findings



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.

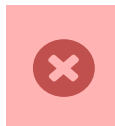
On the next slide we detail how these results compare to previous years.



Good performance
(T3B sat score ≥80%)



Monitor
(T3B sat score 60%-79%)

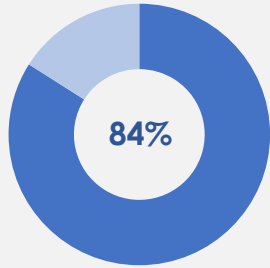


Needs improvement
(T3B sat score <60%)

| 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 |

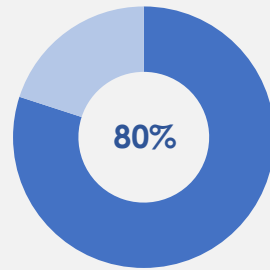
Summary Stats

Performance of Council:



Overall Satisfaction

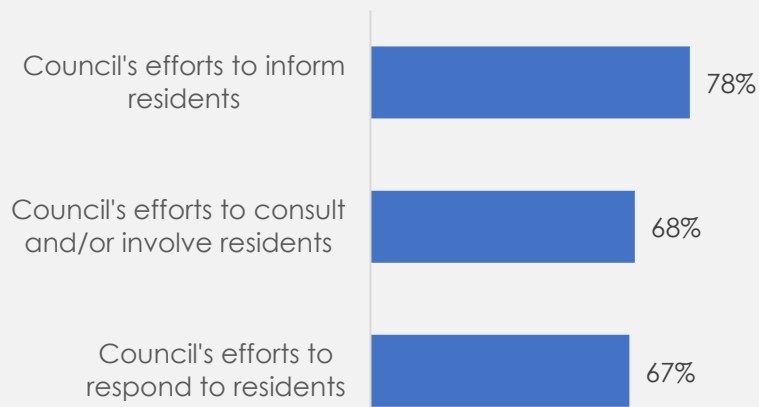
Overall, 84% of residents are at least somewhat satisfied with the performance of Council over the last 12 months (81% in 2025).



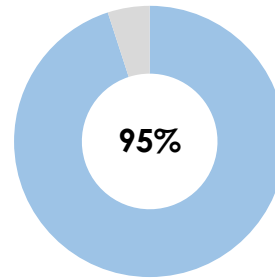
Satisfaction with Councillors

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%)

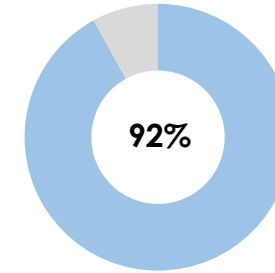


Living in the Shire



Quality of life

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

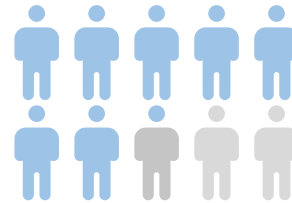


Satisfaction with the Current Shire Character and Identity

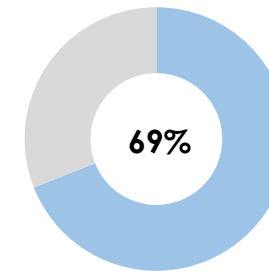
92% of residents are at least somewhat satisfied with the Shire character and identity (89% in 2025).

Customer Experience

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

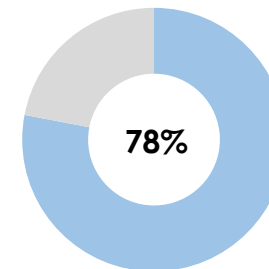


- Waste management and recycling, and roads/footpaths/drains have remained the most common recent reasons for contacting Council (same as 2025).
- Across all contact methods, it took an average of 3.1 attempts for residents to resolve their issues (2.5 in 2025).



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).



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