



Inner West Council

Community Satisfaction Research

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Summary and Recommendations

Summary and Recommendations

Summary

A positive result for Inner West Council.

Overall satisfaction, ratings of community engagement and residents' satisfaction with Council's integrity and decision making have all significantly improved over the 2016 baselines.

- Residents are at least 'moderately' satisfied with 36 of the 41 services and facilities
- Over the past 12 months, perception of Council's value for money and financial management have also significantly improved

95% of the community indicates that they believe that the Inner West is a good place to live. As with many metropolitan LGA's they feel that the core challenge facing the area is mitigating the impact development and population growth.

- WestConnex remains contentious
- Housing affordability remains problematic

The regression analysis identified that the key drivers of overall satisfaction revolve around planning, engagement and physical connectivity.

Recommendations

The 2018 community survey results indicate that Inner West Council is on a healthy trajectory.

In order to build and consolidate on these results Council needs to:

- ***Continue to engage/communicate Council's planning, leadership and advocacy regarding the long term management/mitigation of development***
- ***Further engage/explore opportunities and innovation in the area of public and active transport***
- ***Maintain core operational services such as maintenance of local infrastructure and public spaces to ensure a high standard of presentation and functionality***





Background and Methodology

Background and Methodology

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

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

To facilitate this, Micromex Research updated the 2017 questionnaire to enable Council to effectively analyse attitudes and trends within the community.

Questionnaire

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

A copy of the questionnaire is provided in Appendix B.

Data collection

The survey was conducted during the period 12th September – 2nd October 2018 from 4:30pm to 8:30pm Monday to Friday, and from 10am to 4pm Saturday.

Survey area

Inner West Council Local Government Area.

Sample selection and error

A total of 1,003 resident interviews were completed. 824 of the 1,003 respondents were selected by means of a computer based random selection process using the electronic White Pages and SamplePages. The remaining 179 respondents were 'number harvested' via face-to-face intercept at a number of areas around the Inner West LGA, i.e. Addison Road Markets, Ashfield Train Station, Coles Leichhardt, Marrickville Train Station, Stanmore Train Station and Woolworths Balmain.

A sample size of 1,003 residents provides a maximum sampling error of plus or minus 3.1% at 95% confidence. This means that if the survey was replicated with a new universe of N=1,003 residents, 19 times out of 20 we would expect to see the same results, i.e. +/- 3.1%.

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

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

Interviewing

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



Background and Methodology

Prequalification

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

Data analysis

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

Ratings questions

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

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

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

Percentages

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

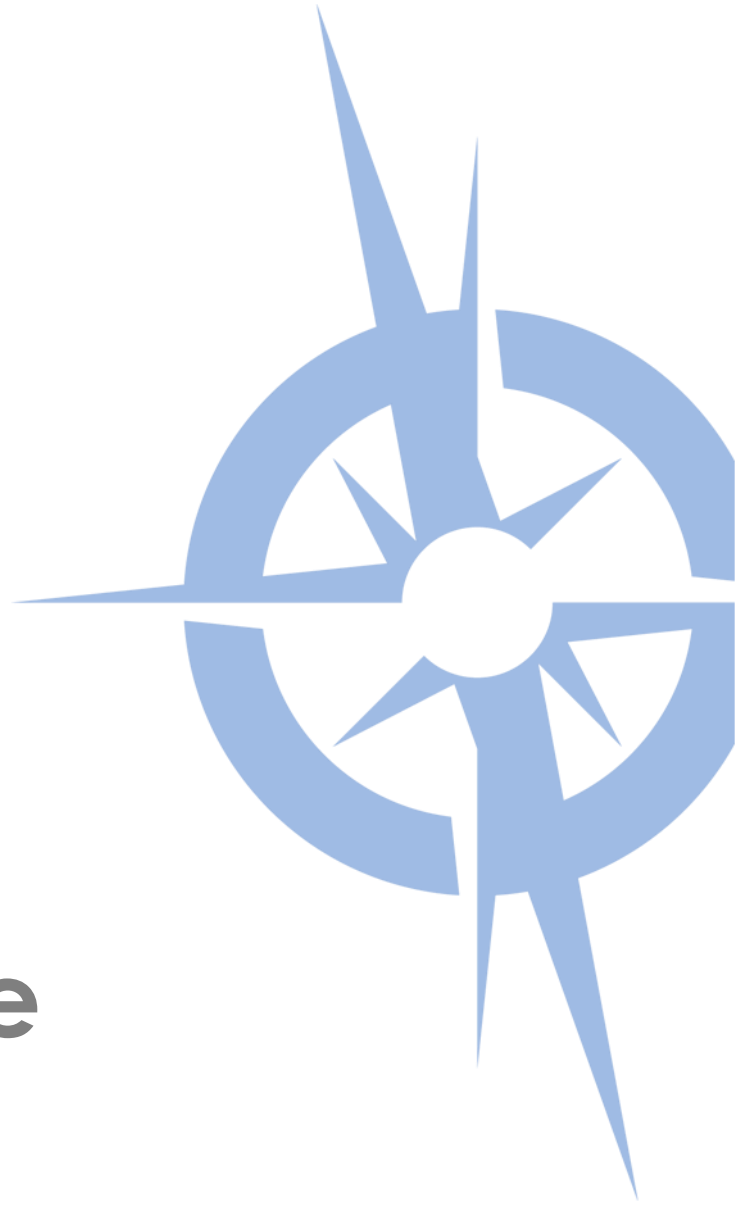
Micromex Benchmarks

These benchmarks are based on 60 LGAs that we have conducted community research for, and were revised in 2017 to ensure the most recent comparable data. Since 2008, Micromex has worked for over 70 NSW councils and conducted 100+ community satisfaction surveys across NSW.

NSW LGA Brand Scores Benchmark

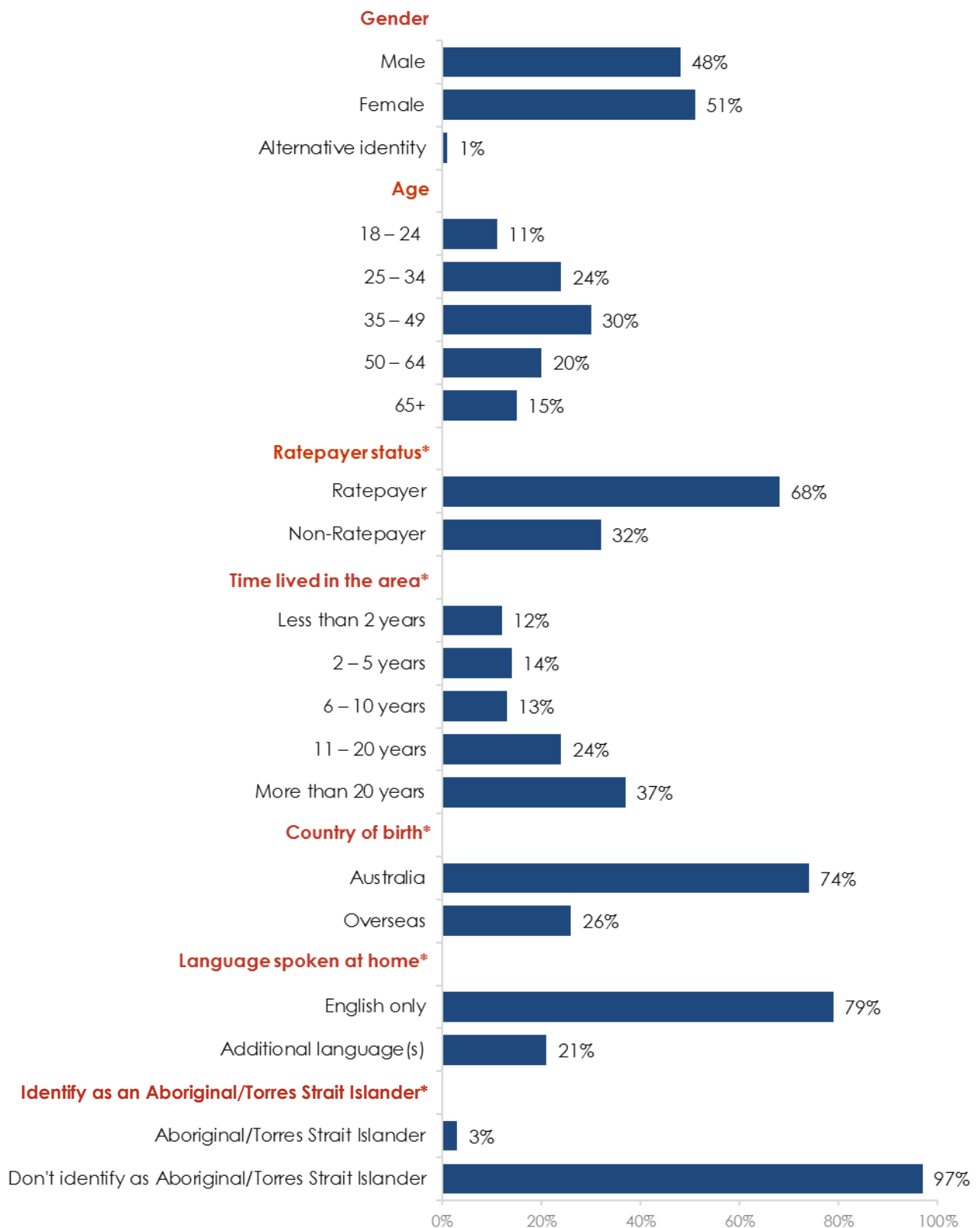
These benchmarks are based on a branding research study conducted by Micromex in 2017, in which residents from all 129 LGAs were interviewed in order to establish a normative score.





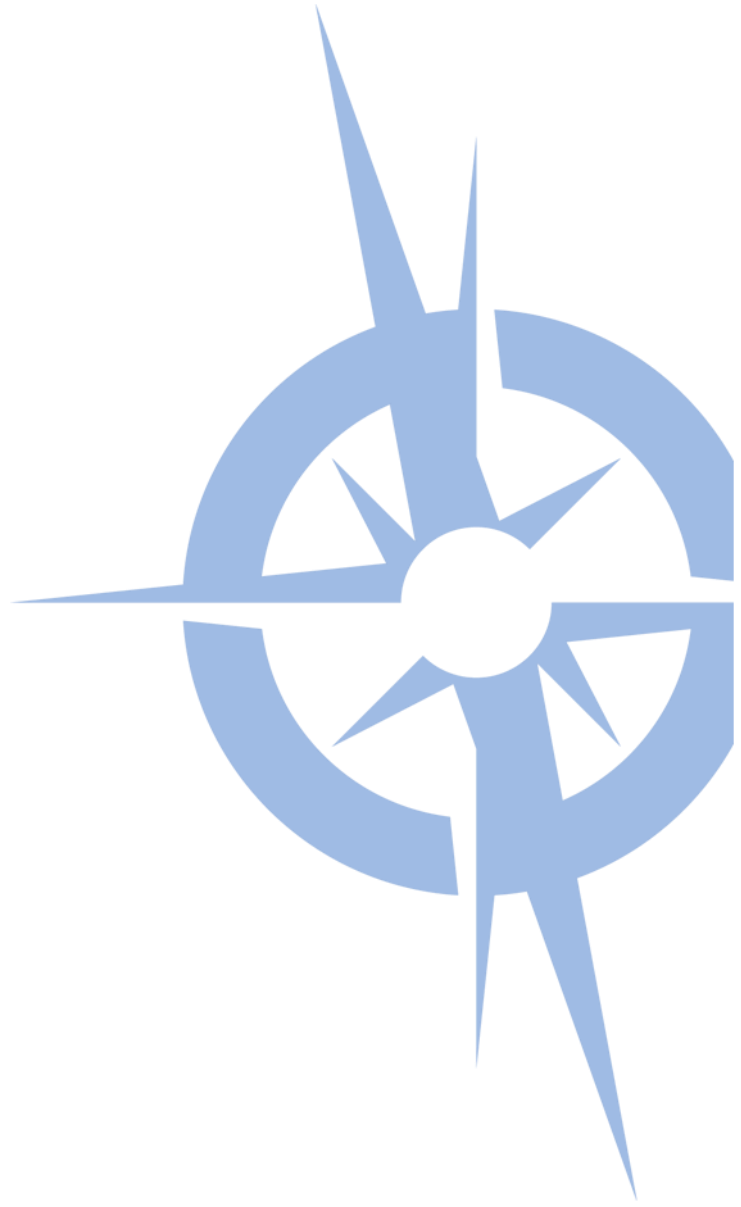
Sample Profile

Sample Profile



Base: N = 1,003

*Note: 4 people did not answer 'ratepayer status', 1 person did not answer 'time lived in the area', 2 people did not answer 'country of birth', 2 people did not answer 'language spoken at home' and 3 people did not answer 'do you identify as ATSI'. A sample size of 1,003 residents provides a maximum sampling error of plus or minus 3.1% at 95% confidence. The sample has been weighted by age and gender to reflect the 2016 ABS community profile of Inner West Council.



Key Findings

Key Findings

Key Community Performance Indicators Quick Stats



Residents were at least 'moderately satisfied' with **36/41** services and facilities



Community perceptions significantly increased for:

Value for money



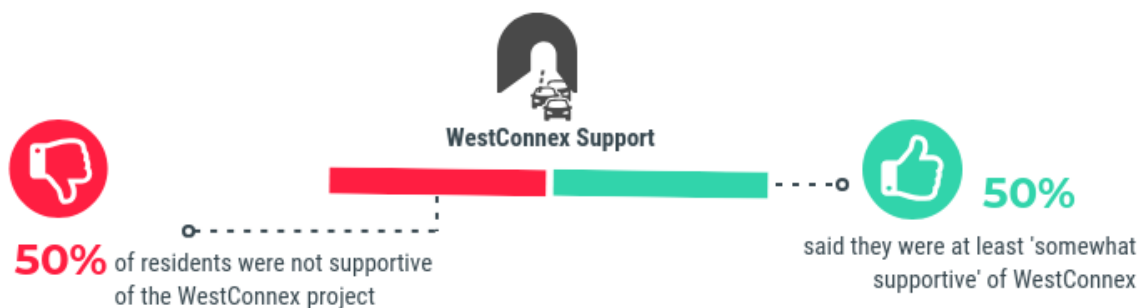
Council manages its finances well



Housing in the area is affordable, however, although agreement levels have increased, 67% still believe housing is not affordable



Ratings of community engagement and residents' satisfaction with Council's integrity and decision making have both significantly improved over the 2016 baselines



Key Findings

Overview (Overall satisfaction)

Summary

91% of residents indicated they were at least 'somewhat satisfied' with the performance of Council, with significantly more selecting the top box 'very satisfied' in 2018.

Satisfaction with the overall performance has significantly increased in 2018. The mean score is now in line with our metro LGA benchmarks.

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

	Overall 2018	Male	Female	18 – 24	25 – 34	35 – 49	50 – 64	65+
Mean ratings	3.58	3.52	3.64	3.82	3.72	3.48▼	3.45▼	3.58

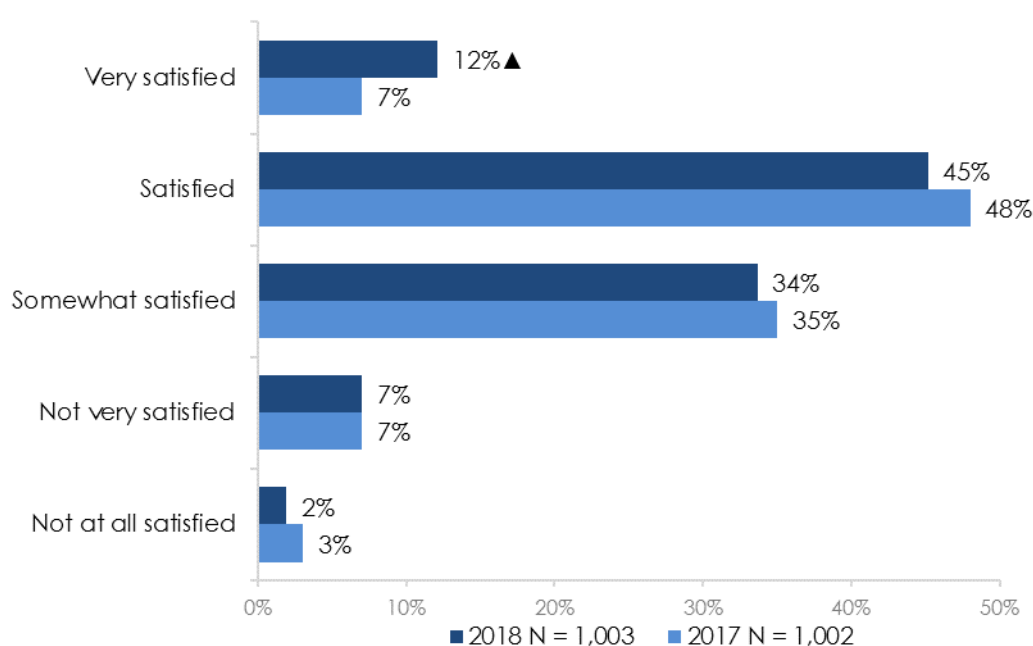
	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
Mean ratings	3.49	3.61	3.47	3.67	3.66	3.52	3.72▲

	Overall 2018	Overall 2017	Overall 2016
Mean ratings	3.58▲	3.49	3.42

NSW LGA BRAND SCORES	Inner West Council	Metro	All of NSW
Mean ratings	3.58	3.55	3.42▼

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

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



Key Findings

Overview (Council's community engagement)

Summary

Resident perceptions of Council's community engagement have steadily improved over the 3 year reporting period.

61% believe Council's community engagement as being good to excellent.

Whilst the overall mean result is not significantly greater compared to 2017, it is significantly greater than the 2016 measure.

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

	Overall 2018	Male	Female	18 – 24	25 – 34	35 – 49	50 – 64	65+
Mean ratings	3.72	3.62	3.81▲	3.67	3.74	3.71	3.67	3.81

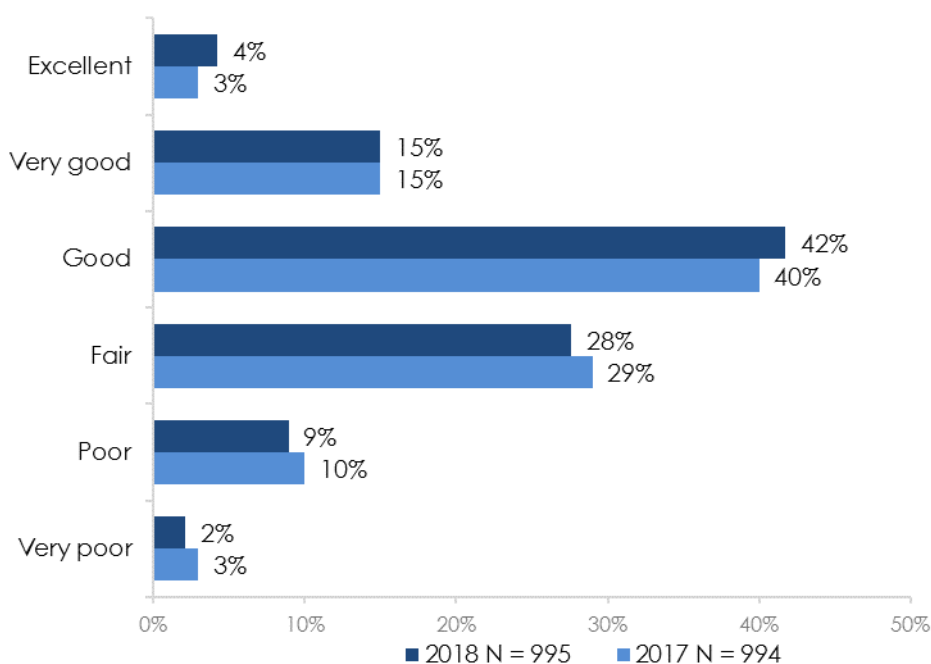
	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
Mean ratings	3.64	3.66	3.65	3.89	3.75	3.70	3.76

	Overall 2018	Overall 2017	Overall 2016
Mean ratings	3.72↑	3.61	3.52↓

Scale: 1 = very poor, 6 = excellent

▲▼ = A significantly higher/lower rating (by group)

↑↓ = A significantly higher/lower rating compared to 2016



Key Findings

Overview (Council's integrity and decision making)

Summary

Satisfaction with Council's integrity and decision making has been trending upwards since 2016, with 79% of residents indicating they were at least 'somewhat satisfied'.

Similar to community engagement the result is significantly higher than 2016.

Q5. How satisfied are you with Council's integrity and decision making?

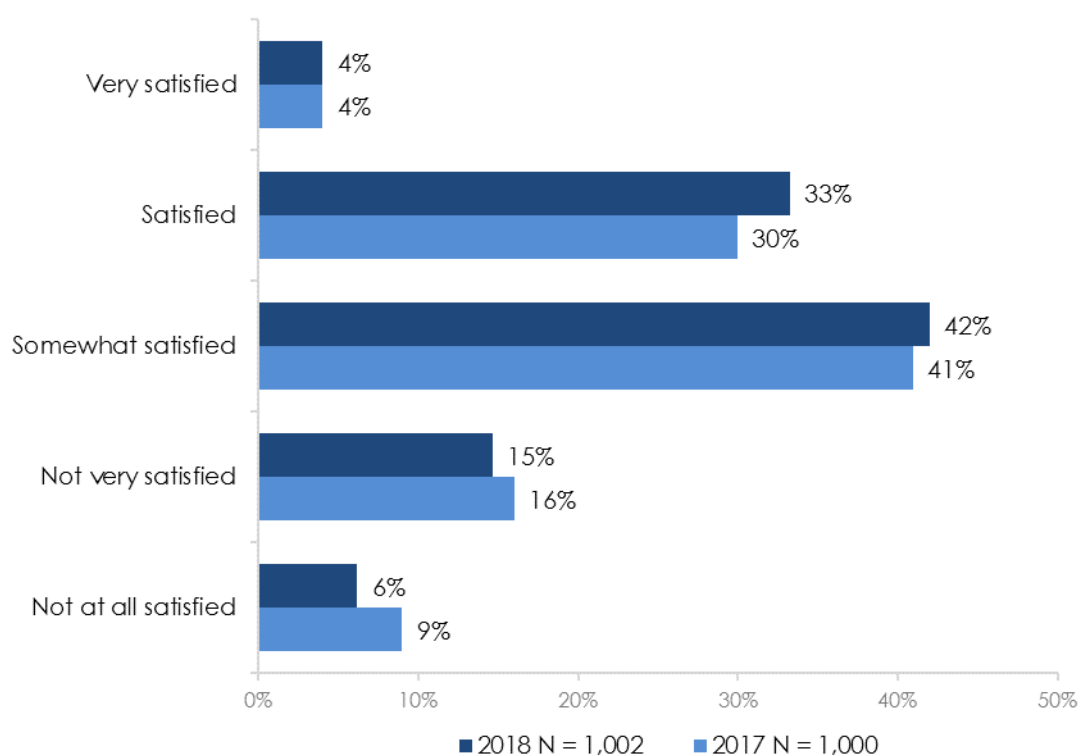
	Overall 2018	Male	Female	18 – 24	25 – 34	35 – 49	50 – 64	65+
Mean ratings	3.14	3.12	3.16	3.37	3.10	3.09	3.06	3.26▲

	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
Mean ratings	3.06	3.19	3.11	3.17	3.18	3.13	3.15

	Overall 2018	Overall 2017	Overall 2016
Mean ratings	3.14↑	3.04	2.96↓

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

▲▼ = A significantly higher/lower level of satisfaction (by group)
 ↑↓ = A significantly higher/lower rating compared to 2016



Key Findings

Key Importance Trends

Compared to the previous research conducted in 2017, there were significant **increases** in residents' levels of **importance** for 8 of the comparable 41 services and facilities provided by Council. These were:

	2018	2017
Removal of illegally dumped rubbish	4.45	4.34
Maintenance of local parks, playgrounds and sporting fields	4.43	4.29
Provision of council information to the community	4.36	4.25
Availability of sporting ovals, grounds and facilities	4.07	3.54
Swimming pools and aquatic centres	3.97	3.51
Community centres and facilities	3.80	3.61
Council's childcare service and programs	3.75	3.56
Cycleways	3.55	3.35

Note: 5 of these 8 services/facilities were from the 'Caring, Happy, Healthy Communities' service unit.

There were also significant **decreases** in importance for 2 of the comparable services/facilities:

	2018	2017
Programs and support for newly arrived and migrant communities	3.83	3.97
Festival and events programs	3.50	3.67

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

Key Satisfaction Trends

Over the same period there was an increase in residents' levels of **satisfaction** across 6 of the comparable 41 services and facilities provided by Council, these were:

	2018	2017
Protection of heritage buildings and items	3.44	3.23
Programs and support for newly arrived and migrant communities	3.33	3.16
Tree management	3.30	3.12
Protection of low rise residential areas	3.15	2.95
Community's ability to influence Council's decision making	2.92	2.71
Management of parking	2.92	2.74

There were no significant decreases in satisfaction compared to 2017.

Please refer to page 89 for all services and facilities.

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



Key Findings

Importance

The following services/facilities received the highest importance ratings:

Top 5 for Importance	
Access to public transport	4.79
Household garbage collection	4.69
Protecting the natural environment	4.59
Safe public spaces	4.54
Encouraging recycling	4.52

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

Satisfaction

The following services/facilities received the highest satisfaction ratings:

Top 5 Satisfaction	
Household garbage collection	4.19
Library services	3.99
Maintenance of local parks, playgrounds and sporting fields	3.88
Availability of sporting ovals, grounds and facilities	3.86
Festivals and events programs	3.85

The following services/facilities received the lowest satisfaction ratings:

Bottom 5 Satisfaction	
Managing development in the area	2.77
Management of parking	2.92
Community's ability to influence Council's decision making	2.92
Building heights in town centres	2.97
Cycleways	2.97

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



Key Findings

Identifying Priorities via Specialised Analysis (Explanation)

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

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

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

Step 1. Performance Gap Analysis (PGA)

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

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

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

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

For example, 'removal of illegally dumped rubbish' was given an importance score of 4.45, which indicates that it is considered an area of 'very high' importance by residents. At the same time it was given a satisfaction score of 3.51, which indicates that residents have a 'moderate' level of satisfaction with Inner West Council's performance and focus on that measure.

In the case of a performance gap such as for 'festival and events programs' (3.50 importance vs. 3.85 satisfaction), we can identify that the facility/service has 'moderate' importance to the broader community, but for residents who feel that this facility is important, it is providing a 'moderately high' level of satisfaction.



Key Findings

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

Performance Gap Ranking

Ranking 2017	Ranking 2018	Service/ Facility	Importance Mean	Satisfaction Mean	Performance Gap
2	1	Managing development in the area	4.43	2.77	1.66
1	2	Community's ability to influence Council's decision making	4.39	2.92	1.47
3	3	Long term planning for council area	4.45	3.05	1.40
4	4	Maintaining footpaths	4.48	3.17	1.31
5	5	Traffic management and road safety	4.51	3.29	1.22
6	6	Maintaining local roads (excluding major routes)	4.40	3.19	1.21
7	7	Management of parking	4.07	2.92	1.15
13	8	Access to public transport	4.79	3.74	1.05
16		Provision of council information to the community	4.36	3.31	1.05
10	10	Support for people with a disability	4.33	3.29	1.04
9	11	Protecting the natural environment (e.g. bush care)	4.59	3.58	1.01
8		Protection of low rise residential areas	4.16	3.15	1.01
13	13	Building heights in town centres	3.96	2.97	0.99
16	14	Removal of illegally dumped rubbish	4.45	3.51	0.94
20	15	Safe public spaces	4.54	3.61	0.93
15	16	Supporting local jobs and business	4.33	3.45	0.88
12		Tree management	4.18	3.30	0.88
22	18	Encouraging recycling	4.52	3.66	0.86
11	19	Protection of heritage buildings and items	4.26	3.44	0.82
16	20	Appearance of your local area	4.30	3.60	0.70
23		Environmental education programs and initiatives	4.06	3.36	0.70
19	22	Provision of services for older residents	4.06	3.40	0.66
29	23	Cycleways	3.55	2.97	0.58
29	24	Maintenance of local parks, playgrounds and sporting fields	4.43	3.88	0.55
32	25	Household garbage collection	4.69	4.19	0.50
21		Programs and support for newly arrived and migrant communities	3.83	3.33	0.50
24	27	Maintenance and cleaning of town centres	4.15	3.66	0.49
25	28	Youth programs and activities	3.87	3.39	0.48
26	29	Stormwater management and flood mitigation	4.05	3.61	0.44
28	30	Support and programs for volunteers and community groups	3.89	3.49	0.40
27	31	Supporting local artists and creative industries	3.73	3.45	0.28
40	32	Availability of sporting ovals, grounds and facilities	4.07	3.86	0.21
36	33	Flood management	3.66	3.47	0.19
34	34	Council's childcare service and programs	3.75	3.57	0.18
33		Community education programs	3.64	3.46	0.18
41	36	Swimming pools and aquatic centres	3.97	3.81	0.16
35	37	Library services	4.13	3.99	0.14
31		Promoting pride in the community	3.80	3.66	0.14
36	39	Community centres and facilities	3.80	3.70	0.10
38		Graffiti removal	3.40	3.30	0.10
39	41	Festival and events programs	3.50	3.85	-0.35

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



Key Findings

When we examine the largest performance gaps, we can identify that all of the services or facilities have been rated as 'high' to 'extremely high' in importance. Resident satisfaction for all of these areas is between 2.77 and 3.74, which indicates that their satisfaction for these measures is 'moderately low' to 'moderately high'.

Ranking	Service/ Facility	Importance Mean	Satisfaction Mean	Performance Gap
1	Managing development in the area	4.43	2.77	1.66
2	Community's ability to influence Council's decision making	4.39	2.92	1.47
3	Long term planning for council area	4.45	3.05	1.40
4	Maintaining footpaths	4.48	3.17	1.31
5	Traffic management and road safety	4.51	3.29	1.22
6	Maintaining local roads (excluding major routes)	4.40	3.19	1.21
7	Management of parking	4.07	2.92	1.15
8	Access to public transport	4.79	3.74	1.05
	Provision of council information to the community	4.36	3.31	1.05
10	Support for people with a disability	4.33	3.29	1.04

The key outcomes of this analysis would suggest that, while there are opportunities to improve satisfaction across a range of services/facilities, 'managing development in the area' is the area of least relative satisfaction.

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



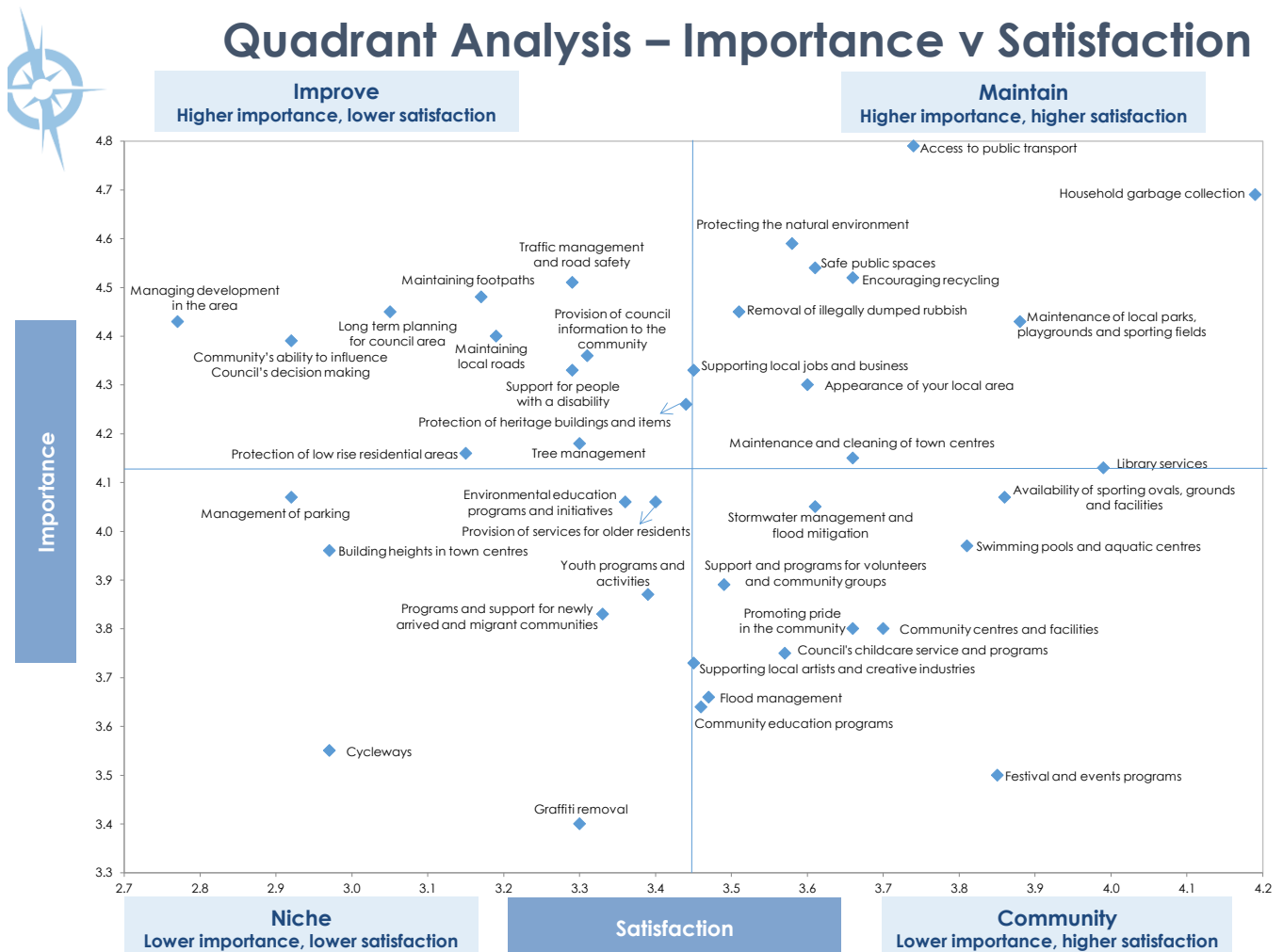
Key Findings

Quadrant Analysis

Step 2. Quadrant Analysis

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

This analysis is completed by plotting the variables on x and y axes, defined by stated importance and rated satisfaction. We aggregate the mean scores for stated importance and rated satisfaction to identify where the facility or service should be plotted. For these criteria, the average stated importance score was 4.13 and the average rated satisfaction score was 3.45. Therefore, any facility or service that received a mean stated importance score of ≥ 4.13 would be plotted in the higher importance section and, conversely, any that scored < 4.13 would be plotted into the lower importance section. The same exercise is undertaken with the satisfaction ratings above, equal to or below 3.45. Each service or facility is then plotted in terms of satisfaction and importance, resulting in its placement in one of four quadrants.



Key Findings

Explaining the 4 quadrants

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

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

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

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

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

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

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

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

The Shapley Value Regression

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

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

What Does This Mean?

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



Key Findings

Key Drivers of Satisfaction with Inner West Council

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

These top 12 services/facilities account for over 60% of overall satisfaction with Council. This indicates that the remaining 29 attributes we obtained measures on have only a limited impact on the community's satisfaction with Inner West Council's performance. Therefore, whilst all 41 service/facility areas are important, only a number of them are significant drivers of the community's overall satisfaction with Council.

These Top 12 Indicators Contribute to over 60% of Overall Satisfaction with Council



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

These 12 services/facilities are the key community priorities and by addressing these, Inner West Council will improve overall community satisfaction. The score assigned to each area indicates the percentage of influence each attribute contributes to overall satisfaction with Council.

In the above chart, 'safe public spaces contributes 3.1% towards overall satisfaction, while 'community's ability to influence decision making' (10.4%) is a far stronger driver, contributing over three times as much to overall satisfaction with Council.

Key Findings

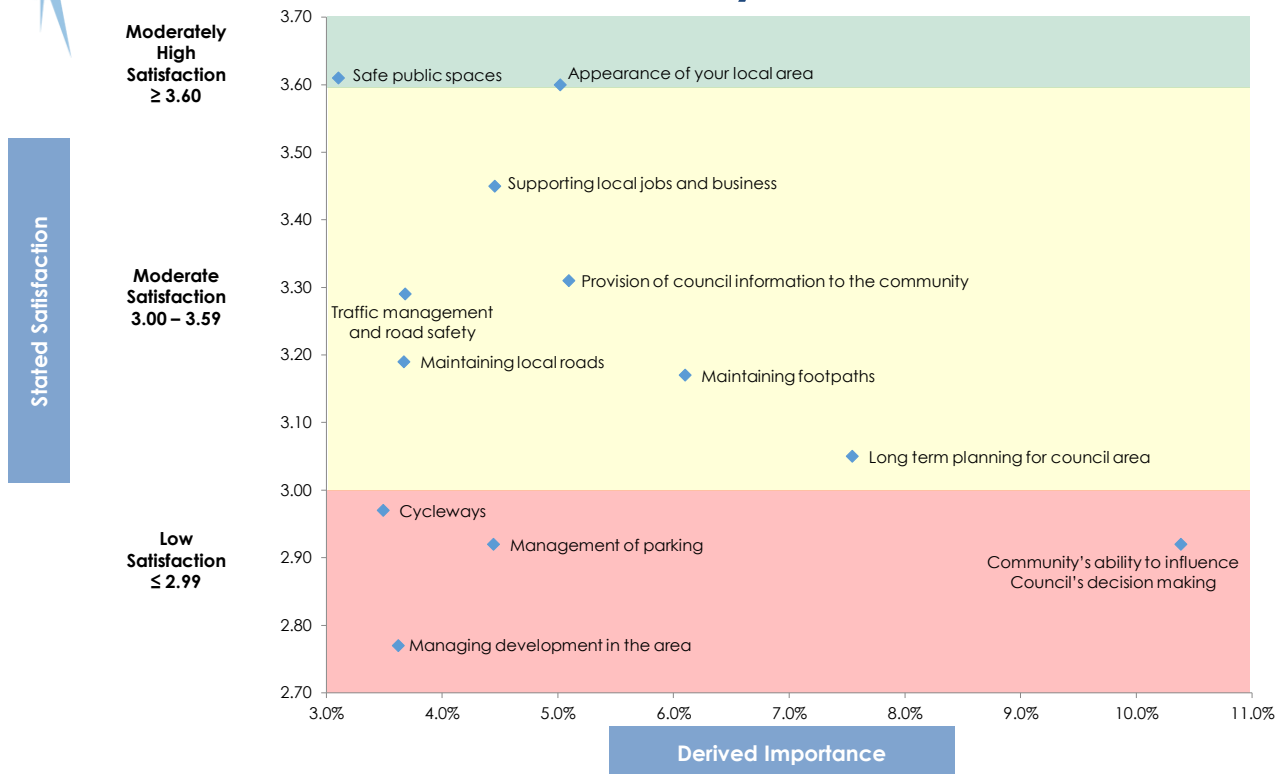
Clarifying Priorities

By mapping satisfaction against derived importance we can see that, for some of the core drivers, Council is already providing 'moderately high' or greater levels of satisfaction, i.e. 'safe public spaces' and the 'appearance of your local area'. Council should look to maintain/consolidate their delivery in these areas.

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



Mapping Stated Satisfaction and Derived Importance Identifies the Community Priority Areas



This analysis indicates that areas such as 'supporting local jobs and business', 'provision of council information to the community', 'traffic management and road safety', 'maintaining local roads', 'maintaining footpaths' and 'long term planning for council area' could possibly be targeted for optimisation.

Furthermore, areas such as 'cycleways', 'management of parking', 'community's ability to influence Council's decision making' and 'managing development in the area' are issues Council should be looking to understand resident expectations and/or more actively inform/engage residents of Council's position and advocacy across these areas.



Key Findings

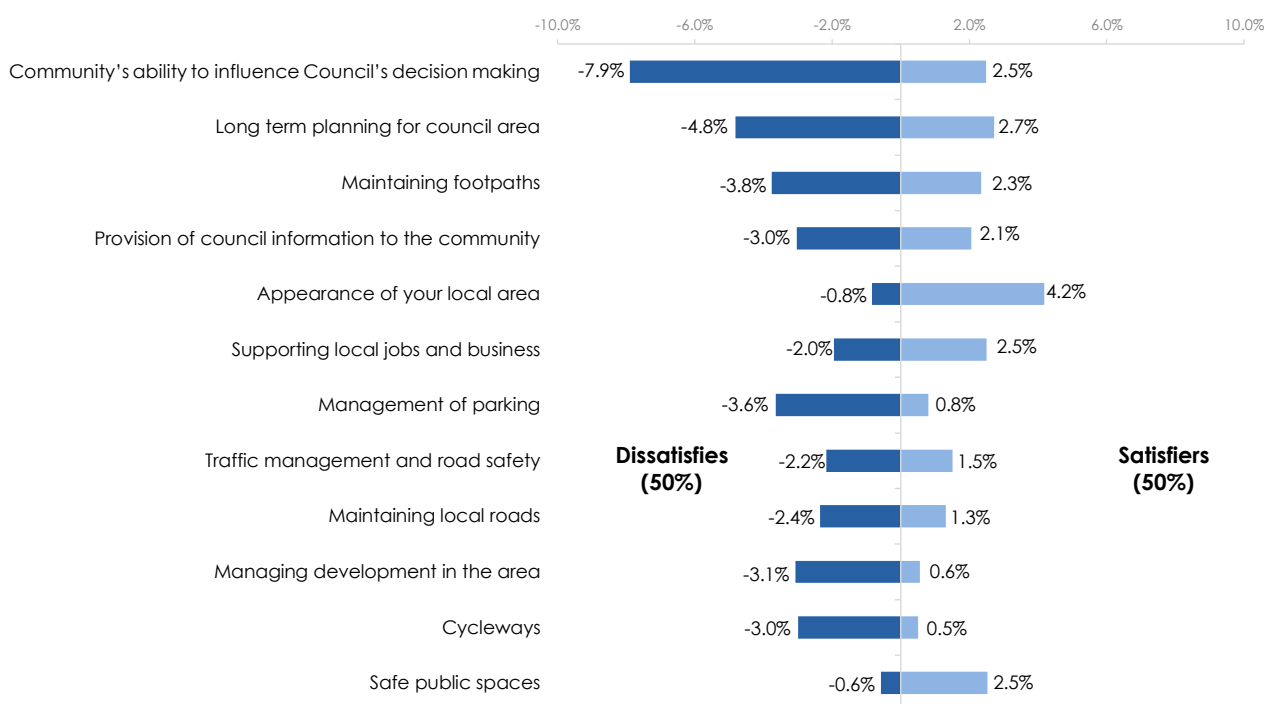
Advanced Shapley Outcomes

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

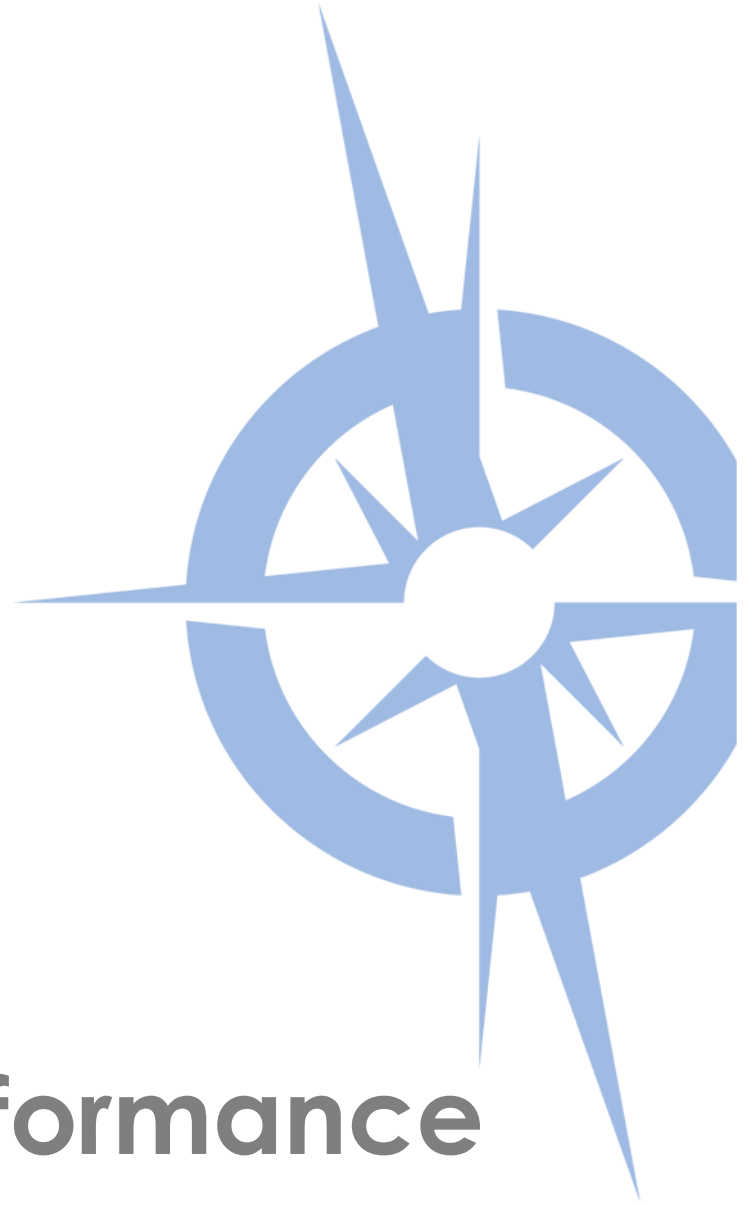
The scores on the negative indicate the contribution the driver makes to impeding transition towards satisfaction. If we can address these areas we will see a lift in our future overall satisfaction results, as we will positively transition residents who are currently 'not at all satisfied' towards being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

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

Key Contributors to Barriers/Optimisers



Different levers address the different levels of satisfaction across the community



Section A – Council's Performance

Overall Satisfaction with Council's Performance

Summary

91% of residents indicated they were at least 'somewhat satisfied' with the performance of Council, with significantly more selecting the top box 'very satisfied' in 2018.

Satisfaction with the overall performance has significantly increased in 2018. The mean score is now in line with our metro LGA benchmarks.

Non-ratepayers were significantly more satisfied, whilst those aged 35-64 were significantly less likely to be satisfied.

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

	Overall 2018	Male	Female	18 – 24	25 – 34	35 – 49	50 – 64	65+
Mean ratings	3.58	3.52	3.64	3.82	3.72	3.48▼	3.45▼	3.58

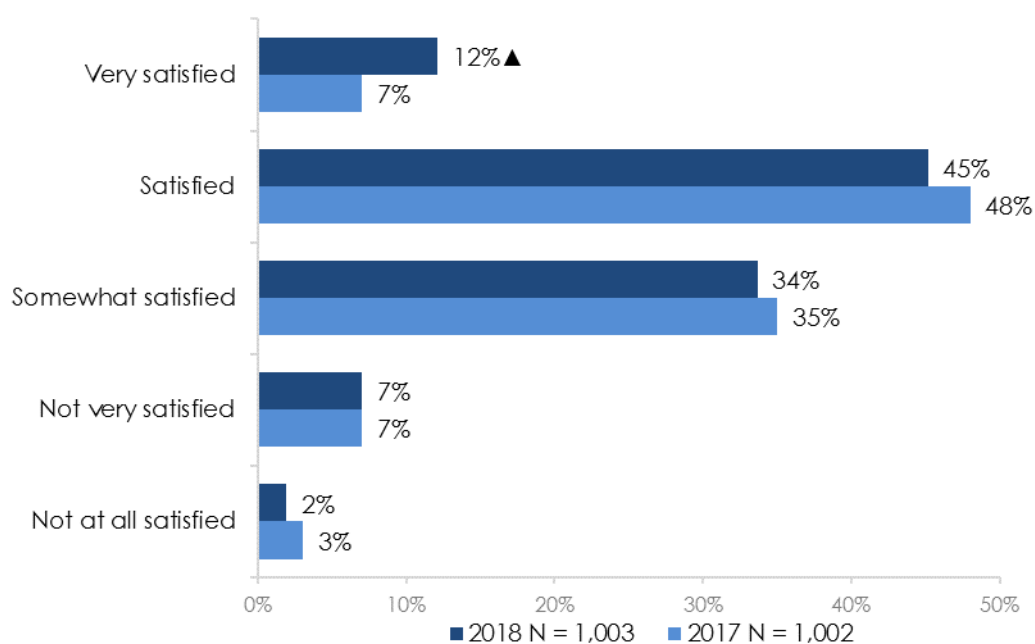
	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
Mean ratings	3.49	3.61	3.47	3.67	3.66	3.52	3.72▲

	Overall 2018	Overall 2017	Overall 2016
Mean ratings	3.58▲	3.49	3.42

NSW LGA BRAND SCORES	Inner West Council	Metro	All of NSW
Mean ratings	3.58▲	3.55	3.42▼

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

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



Council's Community Engagement

Summary

Resident perceptions of Council's community engagement have steadily improved over the 3 year reporting period.

61% believe Council's community engagement as being good to excellent.

Whilst the overall mean result is not significantly greater compared to 2017, it is significantly greater than the 2016 measure.

Females were significantly more likely to rate Council's engagement higher.

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

	Overall 2018	Male	Female	18 – 24	25 – 34	35 – 49	50 – 64	65+
Mean ratings	3.72	3.62	3.81▲	3.67	3.74	3.71	3.67	3.81

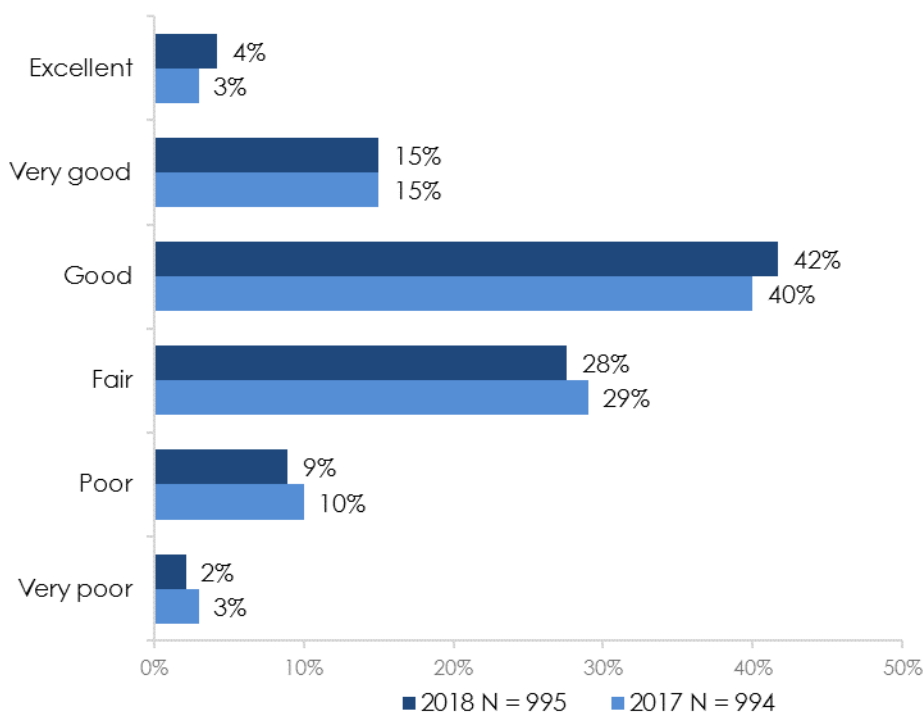
	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
Mean ratings	3.64	3.66	3.65	3.89	3.75	3.70	3.76

	Overall 2018	Overall 2017	Overall 2016
Mean ratings	3.72↑	3.61	3.52↓

Scale: 1 = very poor, 6 = excellent

▲▼ = A significantly higher/lower rating (by group)

↑↓ = A significantly higher/lower rating compared to 2016



Council's Integrity and Decision Making

Summary

Satisfaction with Council's integrity and decision making has been trending upwards since 2016, with 79% of residents indicating they were at least 'somewhat satisfied'.

Similar to community engagement the result is significantly higher than 2016.

Residents aged 65+ expressed significantly higher satisfaction levels.

Q5. How satisfied are you with Council's integrity and decision making?

	Overall 2018	Male	Female	18 – 24	25 – 34	35 – 49	50 – 64	65+
Mean ratings	3.14	3.12	3.16	3.37	3.10	3.09	3.06	3.26▲

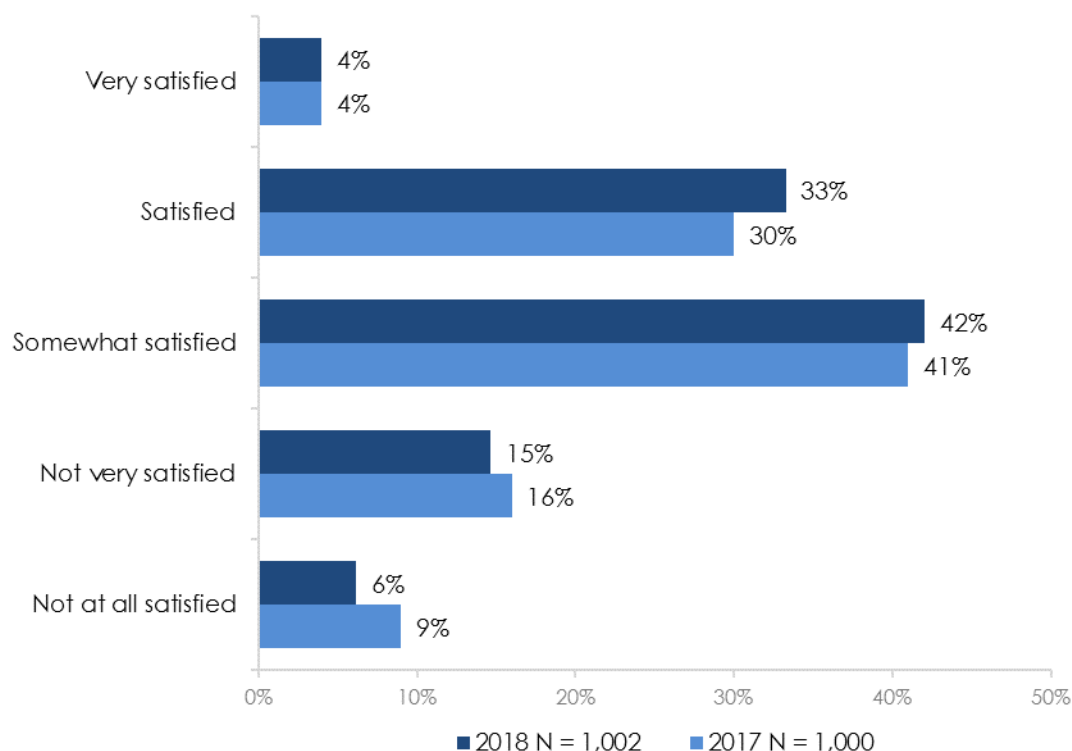
	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
Mean ratings	3.06	3.19	3.11	3.17	3.18	3.13	3.15

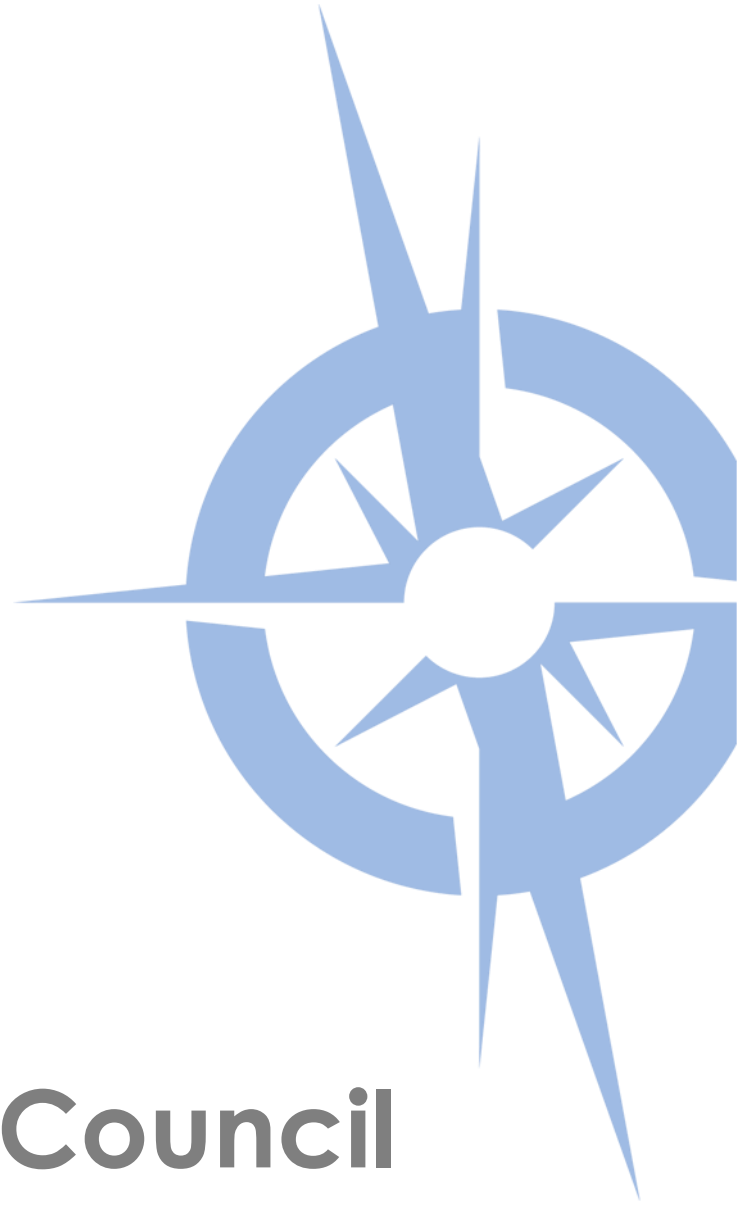
	Overall 2018	Overall 2017	Overall 2016
Mean ratings	3.14↑	3.04	2.96↓

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

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

↑↓ = A significantly higher/lower rating compared to 2016





Section B – Contact with Council

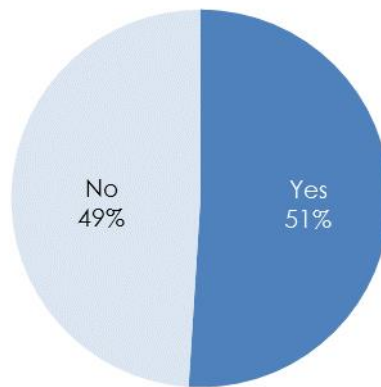
Method of Contact with Council

Summary

The proportion of residents that stated they have ever contacted Inner West Council was significantly greater in 2018, as would be expected (i.e. a 2 year period where contact may have been made, compared to a 1 year period in 2017). The primary method of contact remained by 'telephone' (62%). Contact via the 'website' (43%), 'email' (42%) and 'letter in the post' (10%) significantly increased this year.

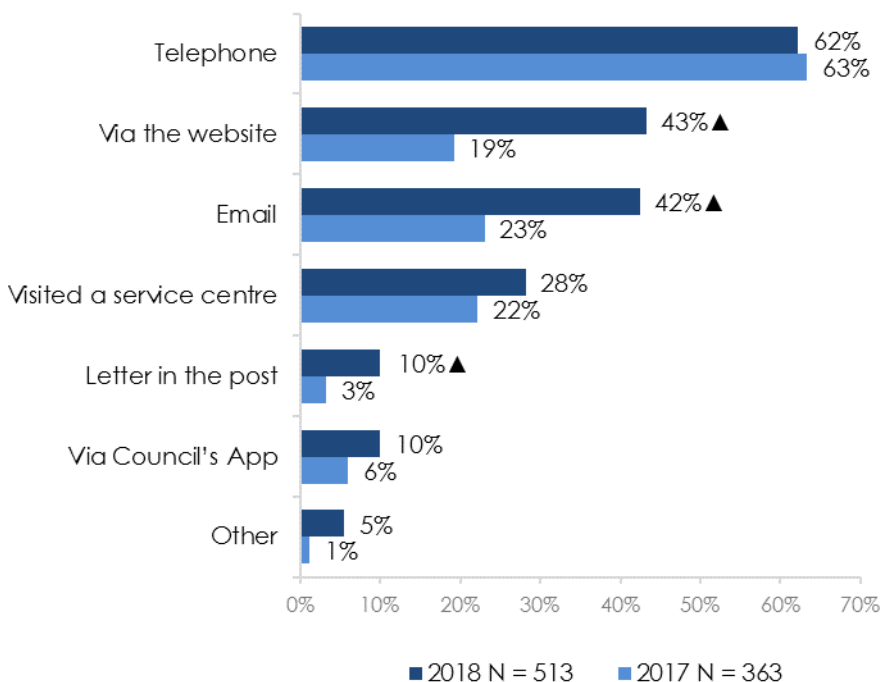
Q2a. In May 2016 the new Inner West Council was formed following a merger of the former Ashfield, Leichhardt and Marrickville Councils – you are a resident of the new Inner West Council for any reason apart from paying rates?

	2018 N = 1,003	2017 N = 1,002	2016 N = 1,008
Yes	51%▲	36%	37%
No	49%	64%	63%



Base: N = 1,003

Q2b. (If yes in Q2a), What method did you use to contact Council?



Other specified	Count
Face to face on location e.g. Council members at a fair, on the street	8
SMS	5
Social media e.g. Facebook/Twitter	5
Through another person e.g. lawyer, architect, friend	4
Council meeting	1
Survey	1

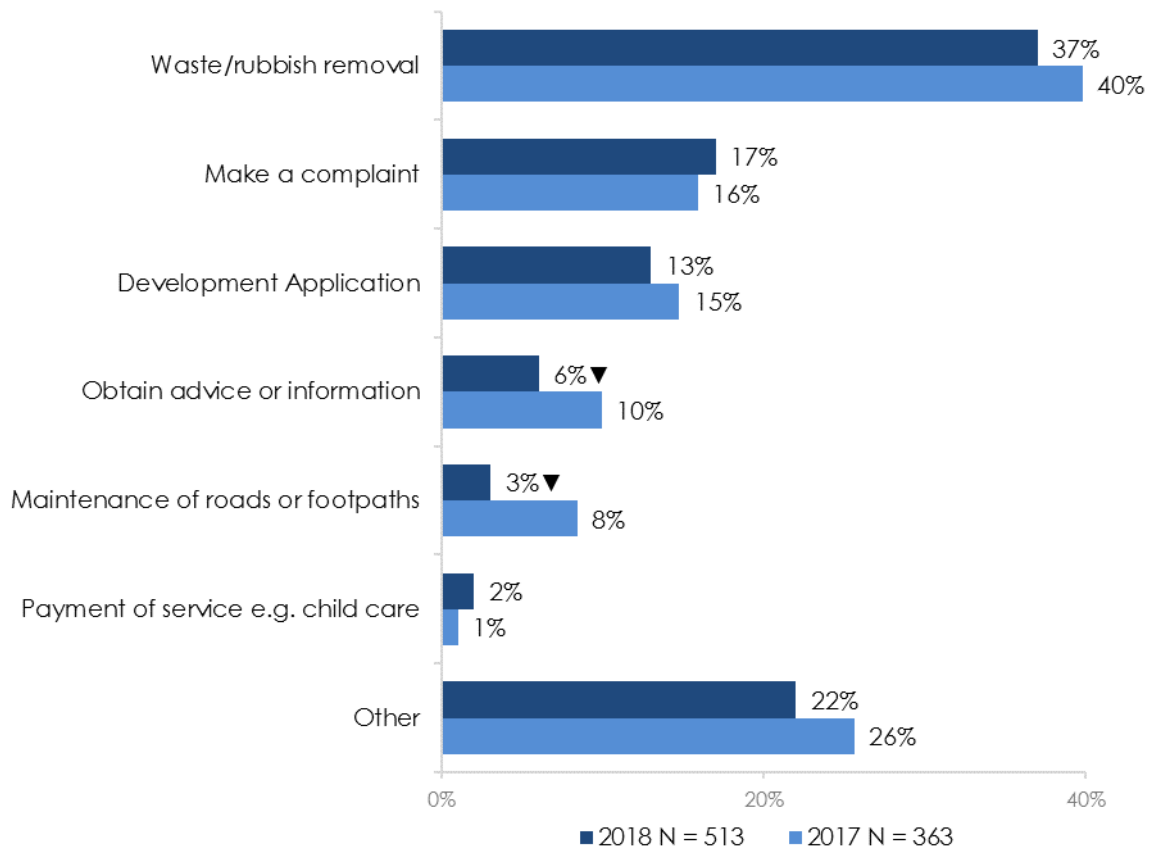
▲▼ = A significantly higher/lower percentage (by year)

Nature of Enquiry

Summary

'Waste/rubbish removal' (37%) remains the most frequent enquiry, followed by 'making a complaint' (17%). The number of enquiries relating to 'obtaining advice or information' and 'maintenance of roads or footpaths' significantly decreased in 2018.

Q2c. (If yes in Q2a), What was the nature of your enquiry?



Other specified	Count
Parking/parking permit	7%
Tree removal/management	3%
General maintenance/graffiti removal	2%
Animal services	1%
Bookings e.g. booking public spaces/ facilities, access keys	1%
Report damage/hazard	1%
Rubbish collection/illegal dumping	1%
Transportation services	1%

▲ ▼ = A significantly higher/lower percentage (by year)
Please see Appendix A for results fewer than 1%



Satisfaction with Council Contact

Summary

Satisfaction with the way the contact was handled was 'moderately high', with 78% of residents stating they were at least 'somewhat satisfied'. Residents aged 18-24 were significantly less likely to be satisfied.

Satisfaction levels were greatest for those that had made contact at the 'Service Centre', whilst those that contacted via 'email' and 'letter in the post' had lower levels of satisfaction.

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

	Overall 2018	Male	Female	18 – 24	25 – 34	35 – 49	50 – 64	65+
Mean ratings	3.66	3.60	3.71	3.00▼	3.48	3.79	3.58	3.76

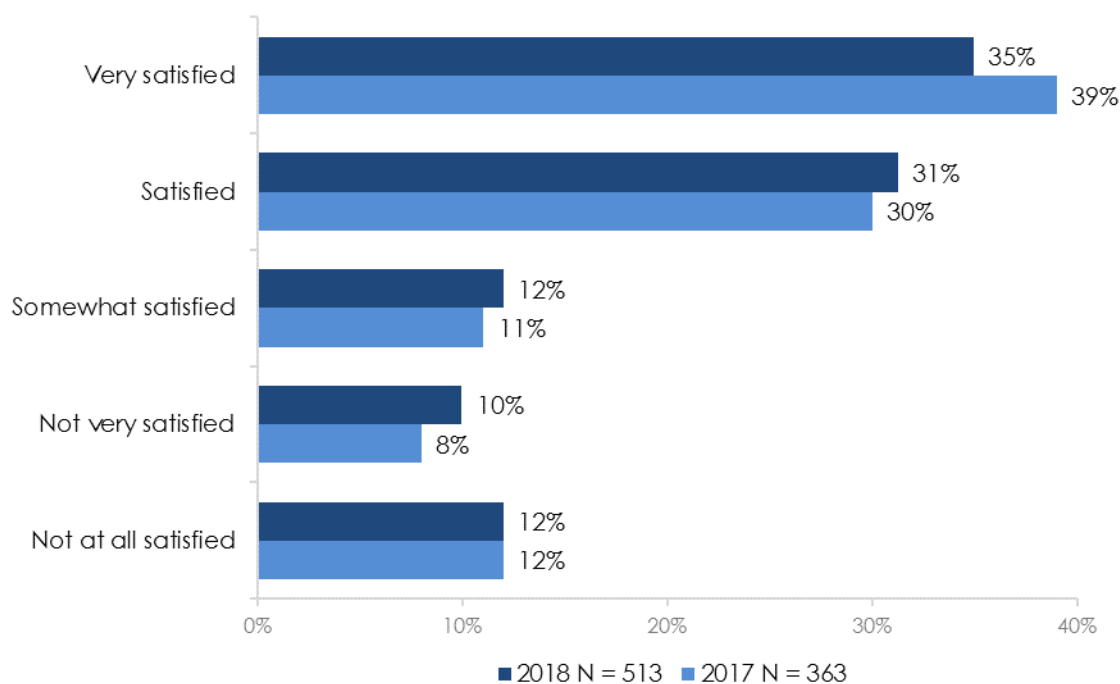
	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
Mean ratings	3.79	3.58	3.52	3.78	3.59	3.63	3.80

	Telephone	Website	Email	Service Centre	Letter in the post	Council's App
Mean ratings	3.63	3.77	3.26▼	3.82	3.08▼	3.45

	Overall 2018	Overall 2017	Overall 2016
Mean ratings	3.66	3.75	3.67

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

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



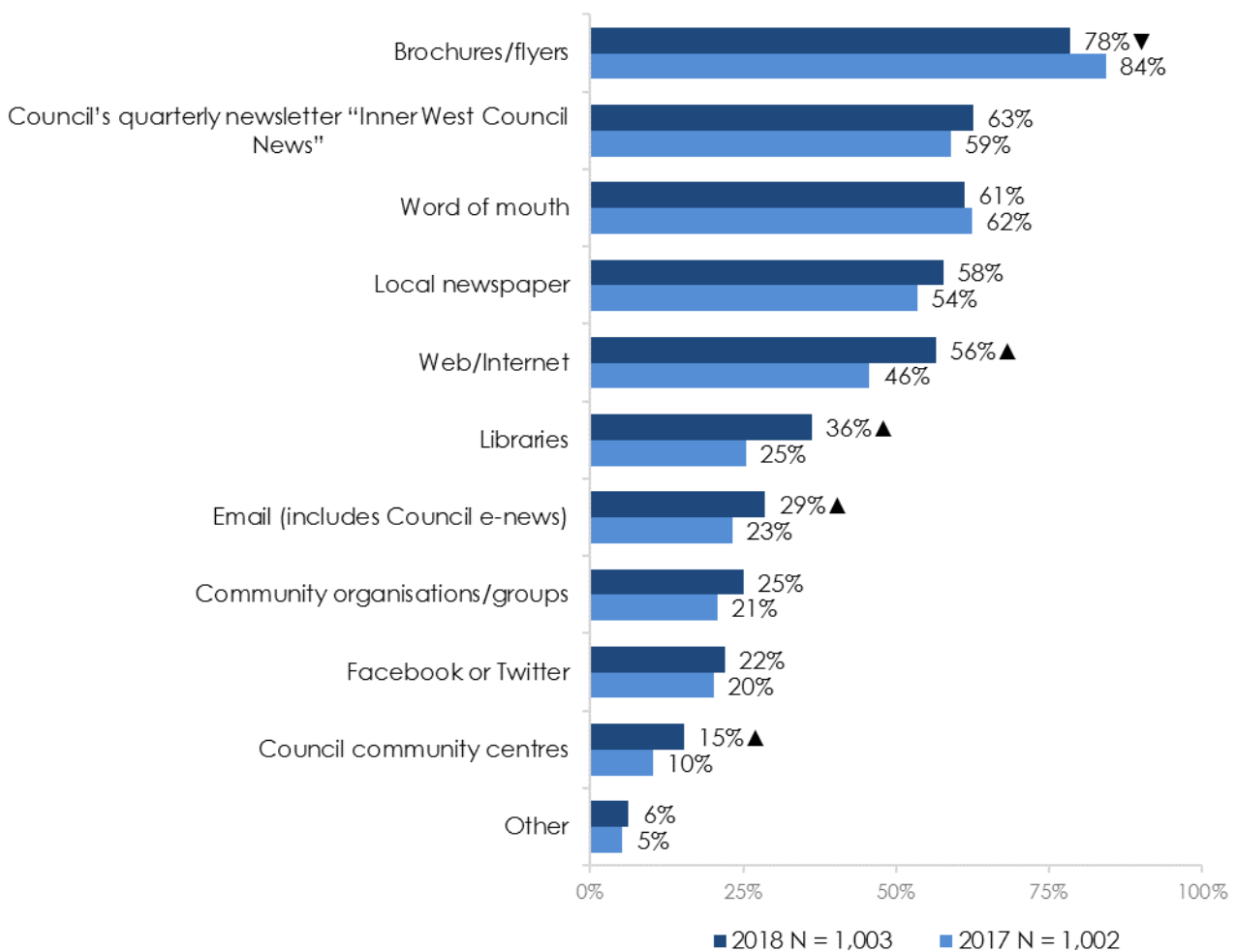
Receiving Information about Council

Summary

Although 'brochures/flyers' continues to be the primary method of receiving information about Council, it has significantly decreased from 2017 (78% cf. 84%). Sourcing information about Council through the 'web/internet', 'libraries', 'email' and 'Council community centres' significantly increased in 2018.

Younger residents (aged 18-34) were significantly more likely to seek information through 'Facebook or Twitter', 35-49 years were significantly more likely to utilise the 'web/Internet' and 'email', whilst those aged 50+ were significantly more likely to state they receive information through traditional print media such as 'brochures/flyers', 'Council's quarterly newsletter' and the 'local paper'.

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



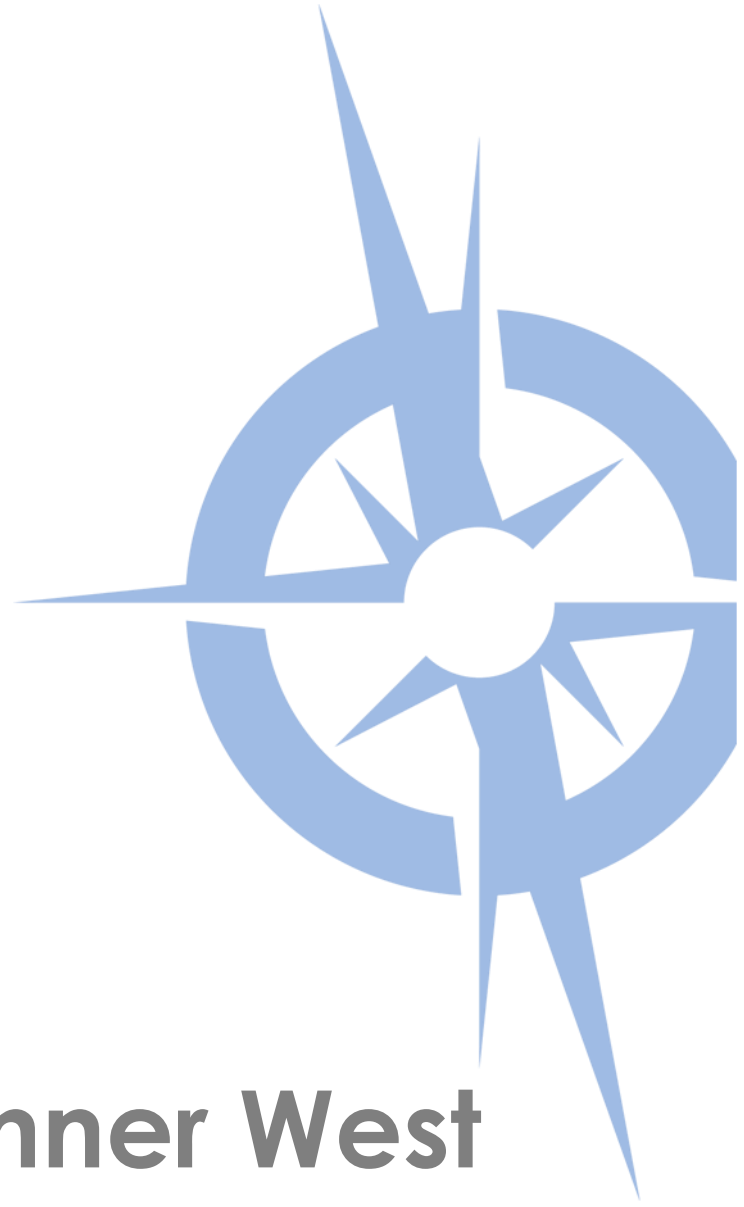
▲▼ = A significantly higher/lower percentage (by year)
 Please see Appendix A for results by demographics
 Please see next page for 'other specified'

Receiving Information about Council

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

Other specified	Count
Do not receive Council information	13
Promotional signage e.g. banners	12
Public noticeboards	11
Direct mail/rates notice	7
Personal contact with Councillors/Council booths at community events	6
Telephone	5
Through work/school/club/committee	5
Council App	1
Inner West Courier	1
Radio	1





Section C – Living in the Inner West

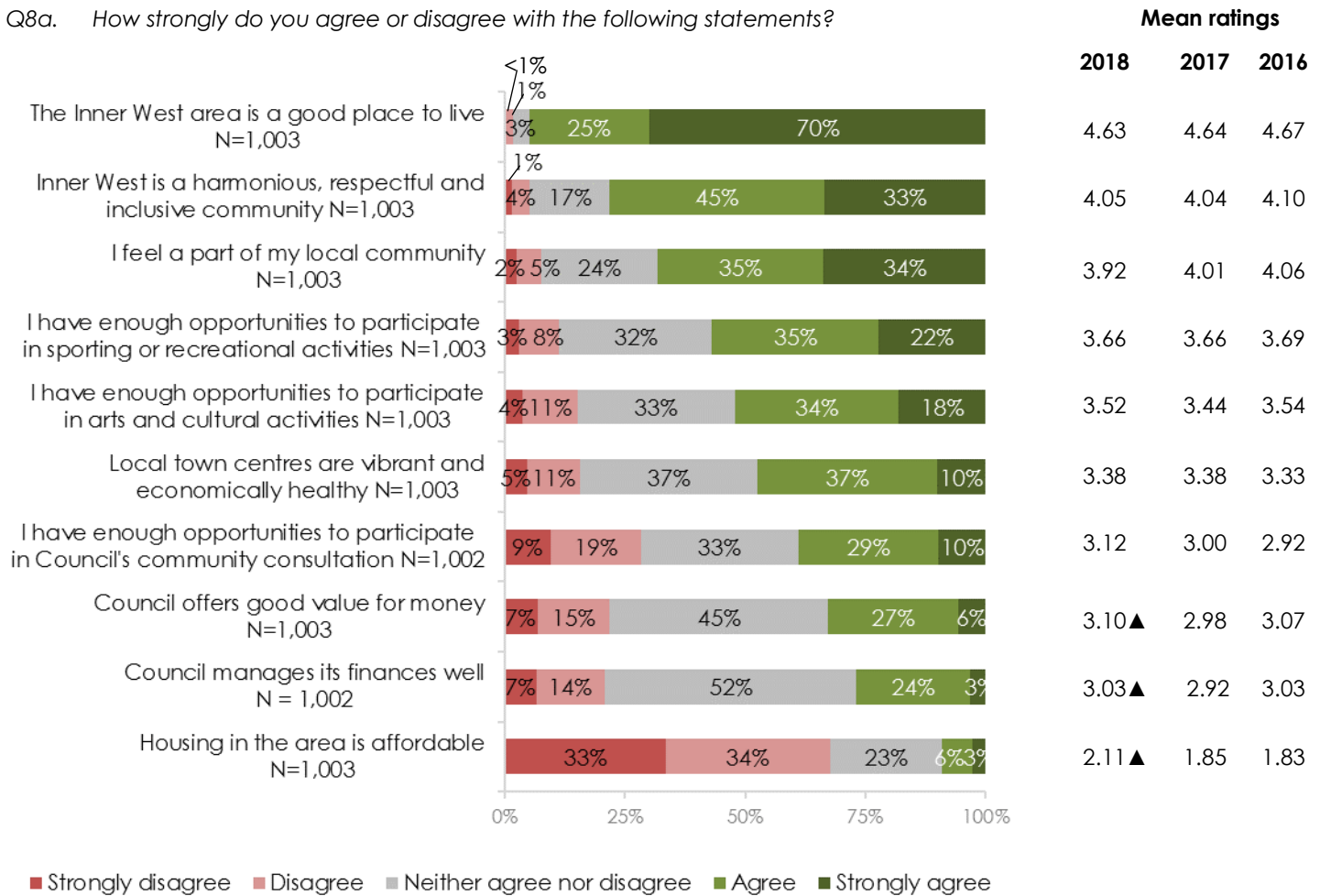
Living in the Inner West

Summary

Residents expressed 'extremely high' agreement levels with the statement 'the Inner West is a good place to live', with 70% selecting the top box 'strongly agree'. While agreement levels remain high for 'I feel part of my local community', there has been a downward shift since 2016.

Although 'housing in the area is affordable' remains to be the statement with the lowest agreement levels, it has been steadily increasing since 2016, with a significant increase in agreement in 2018. Residents' agreement level with 'Council offers good value for money' and 'Council manages its finances well' significantly increased in 2018, a positive result for Council.

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



Scale: 1 = strongly disagree, 5 = strongly agree
 ▲▼ = A significantly higher/lower level of agreement (by year)
 Please see Appendix A for results by demographics

Sense of Safety in the Area

Summary

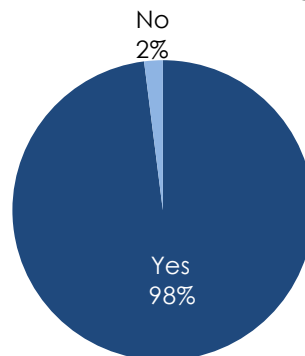
Similar to previous years, 98% of residents stated that they feel safe in the local area alone during the day.

79% state that they feel safe alone at night.

Females were significantly less likely to state they feel safe alone during the day and night. Balmain residents were significantly more likely to state they feel safe alone during the day.

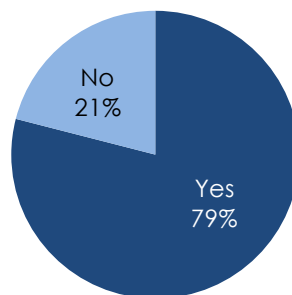
Q8b. Do you feel safe in the following situations:

In your local area alone during the day



	2018 N = 1,002	2017 N = 1,002	2016 N = 1,008
Yes	98%	99%	99%
No	2%	1%	1%

In your local area alone after dark



	2018 N = 1,002	2017 N = 1,002	2016 N = 1,007
Yes	79%▼	83%	81%
No	21%	17%	19%

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

Community Strategic Measures - Caring

Summary

88% of residents believe that Council is at least 'somewhat caring'.

Residents aged 50-64 were significantly less likely to state Council is caring.

Over the last two years, Inner West Council has developed a community strategic plan with input from more than 7,000 residents.

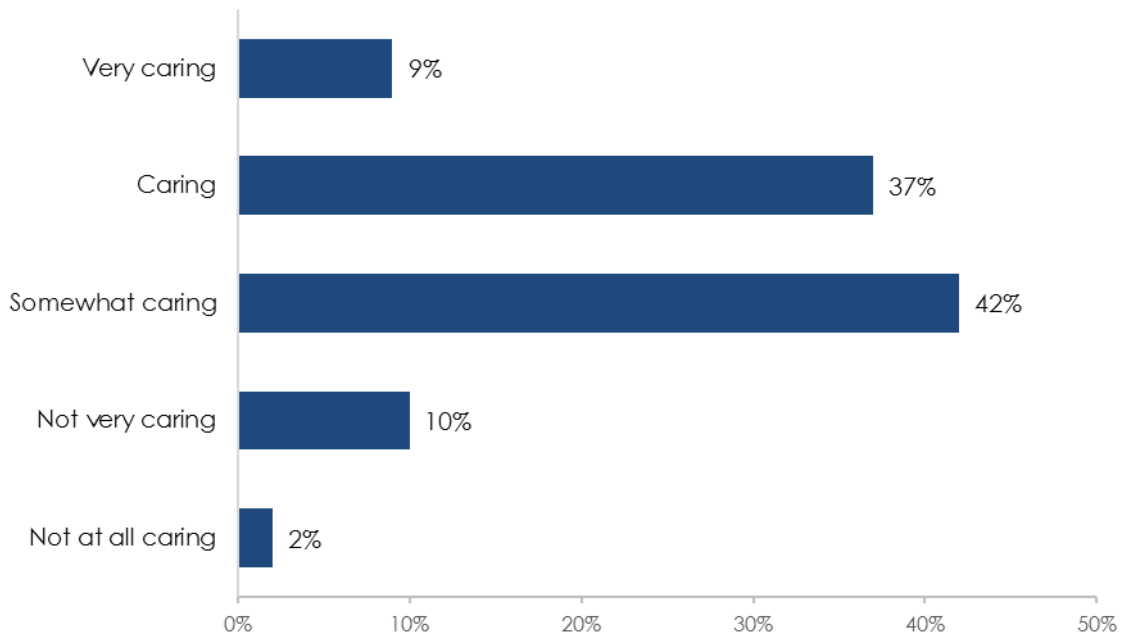
The plan is based on a guiding principle which is: "To work together in a way that is creative, caring and just".

When we say Caring we mean the council is focused on the community, the environment and the future; meeting the needs of today, as well as thinking about future generations.

Q8c. How would you rate your perceptions of Inner West Council on a scale where 1 is not at all caring and 5 is very caring?

	Overall 2018	Male	Female	18 – 24	25 – 34	35 – 49	50 – 64	65+
Mean rating	3.40	3.39	3.41	3.41	3.51	3.39	3.28▼	3.41

	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
Mean rating	3.30	3.46	3.39	3.35	3.51	3.37	3.48



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

▲▼ = A significantly higher/lower rating (by group)



Community Strategic Measures - Creative

Summary

83% of residents believe Council is at least 'somewhat creative'.

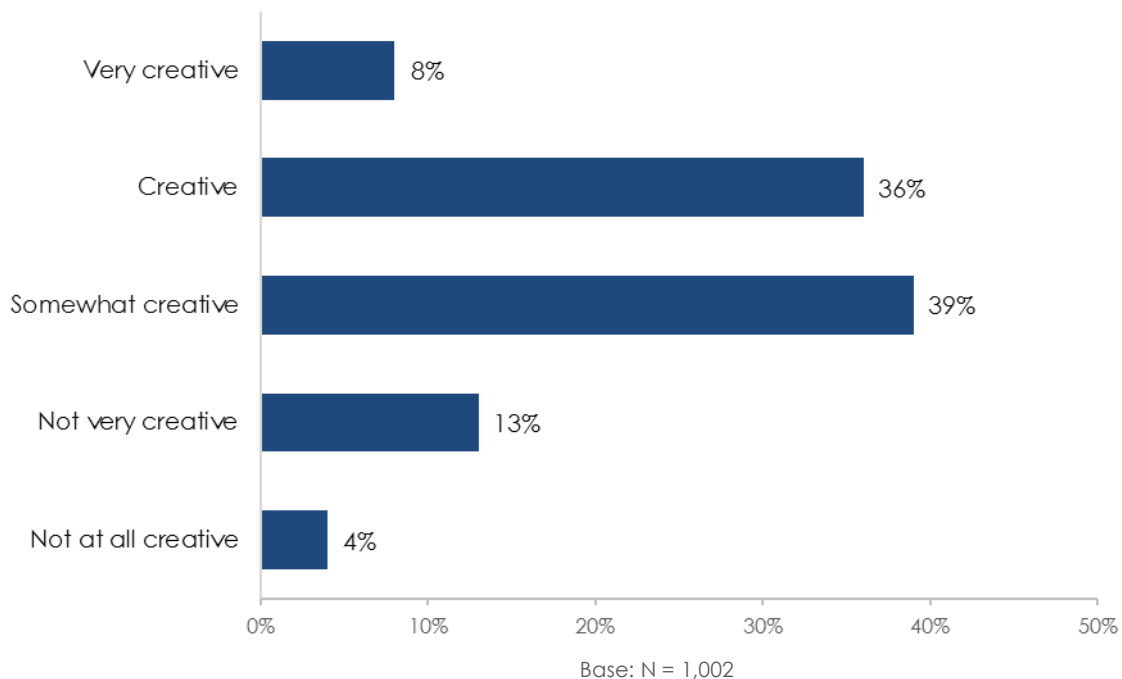
Females and Marrickville Ward residents were significantly more likely to state Council is creative, whilst those aged 50-64 and those located in the Ashfield Ward were significantly less likely.

When we say Creative we mean the council is open to innovation, looks for new ways of solving local problems, and encourages arts and creative industries.

Q8d. How would you rate your perceptions of Inner West Council on a scale where 1 is not at all creative and 5 is very creative?

	Overall 2018	Male	Female	18 – 24	25 – 34	35 – 49	50 – 64	65+
Mean rating	3.32	3.22	3.42▲	3.37	3.41	3.30	3.19▼	3.37

	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
Mean rating	3.12▼	3.33	3.16	3.43	3.52▲	3.28	3.40



Scale: 1 = not at all creative, 5 = very creative
 ▲▼ = A significantly higher/lower rating (by group)

Community Strategic Measures - Just

Summary

87% of residents feel Council is at least 'somewhat just'.

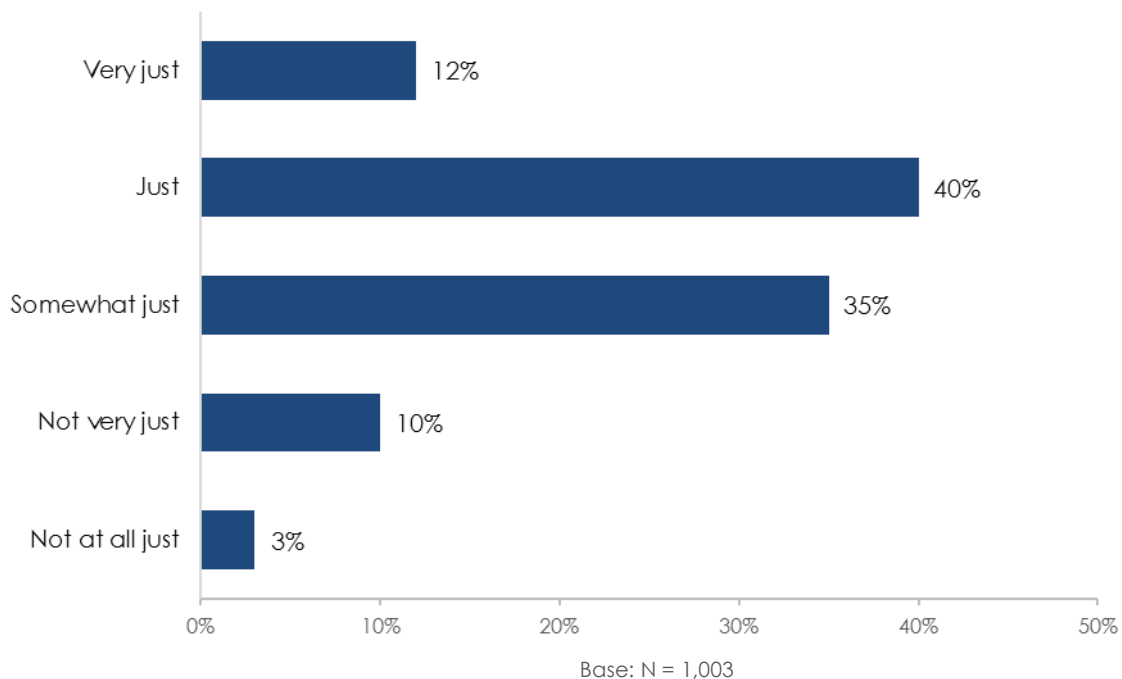
25-34 year olds were significantly more likely to state Councils decisions are just, whilst those aged 50-64 and those located in the Ashfield Ward were significantly less likely to believe Council is Just.

When we say Just we mean the council is fair in its decision-making, and ensures all members of the diverse community have equal rights, access to services and opportunities to participate in decisions.

Q8e. How would you rate your perceptions of Inner West Council on a scale where 1 is not at all just and 5 is very just?

	Overall 2018	Male	Female	18 – 24	25 – 34	35 – 49	50 – 64	65+
Mean rating	3.47	3.40	3.54	3.50	3.73▲	3.36	3.29▼	3.49

	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
Mean rating	3.31▼	3.53	3.46	3.45	3.60	3.42	3.58



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

▲▼ = A significantly higher/lower rating (by group)

Awareness of/Support for the WestConnex Project

Summary

97% of residents are aware of WestConnex. It remains a contentious issue with 50% indicating that they are not very - not at all supportive.

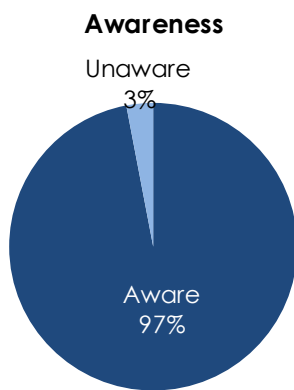
Awareness of the project is significantly higher for 50-64 year olds, ratepayers and those located in the Balmain Ward, whilst 18-24 year olds and Ashfield Ward residents were significantly less aware.

Q9. *WestConnex is a state government road project taking place in the local area, I'd like you to tell me if prior to this call you were aware of it, and then I will get you to rate your level of support for this project?*

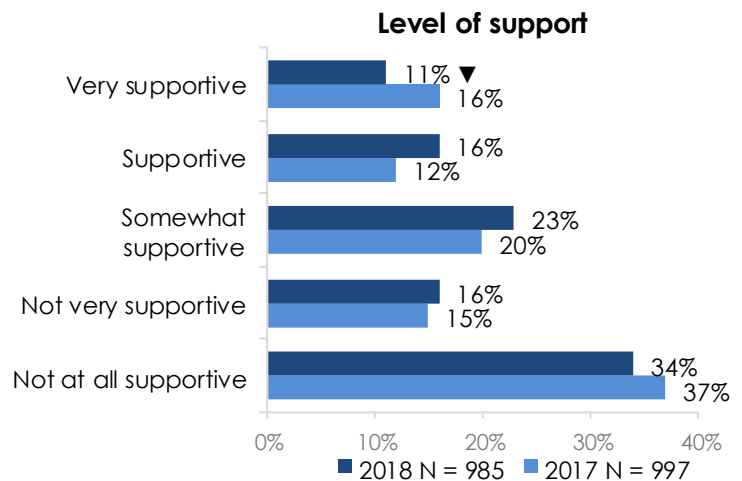
	2018	2017	2016
Aware of the project	97%	96%	97%
Mean level of support	2.55↑	2.54	2.41↓

	Male	Female	18 – 24	25 – 34	35 – 49	50 – 64	65+
Aware of the project	97%	97%	87%▼	95%	98%	100%▲	98%
Mean level of support	2.67▲	2.43	2.31	2.75	2.47	2.57	2.50

	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
Aware of the project	92%▼	100%	100%▲	98%	95%	98%▲	94%
Mean level of support	2.70	2.52	2.56	2.38	2.59	2.55	2.54



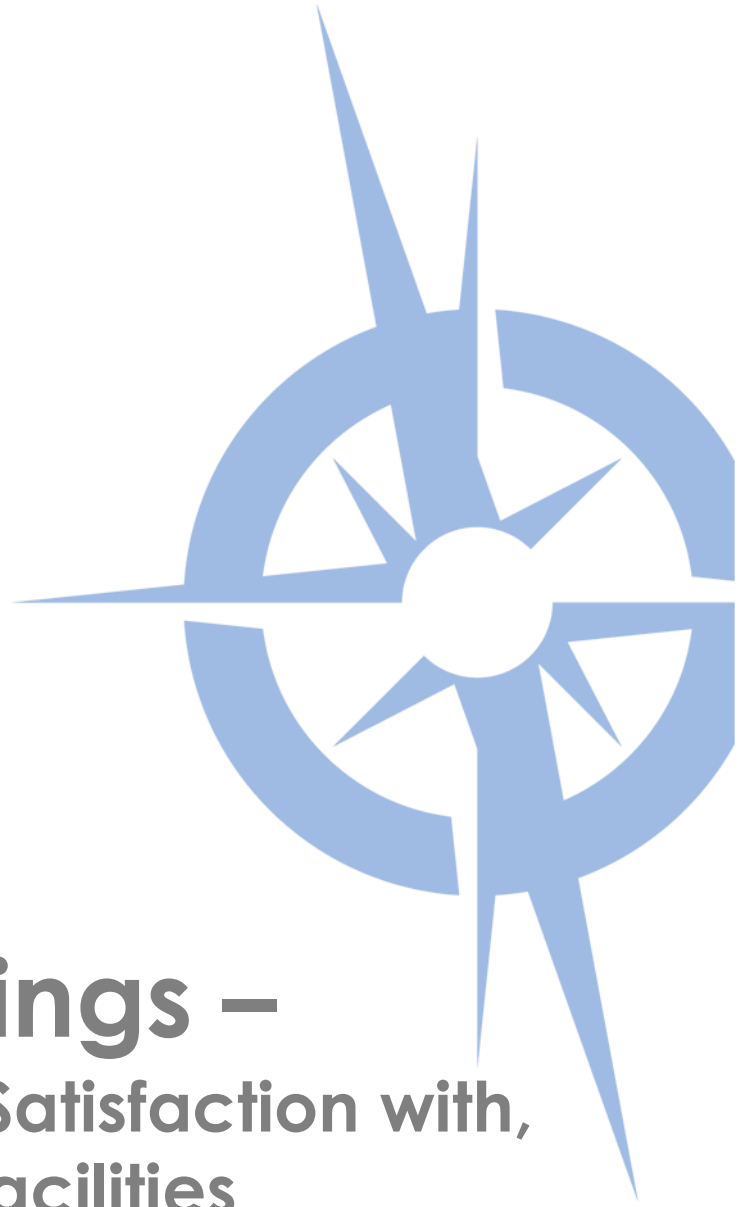
Base: N = 1,003



Base: 2018 awareness N=1,003, support N=985, 2017 awareness N=1,002, support N=997, 2016 awareness N=1,008 support N=1,003

▲▼ = A significantly higher/lower percentage/level of support (by group)

↑↓ = A significantly higher/lower rating compared to 2016

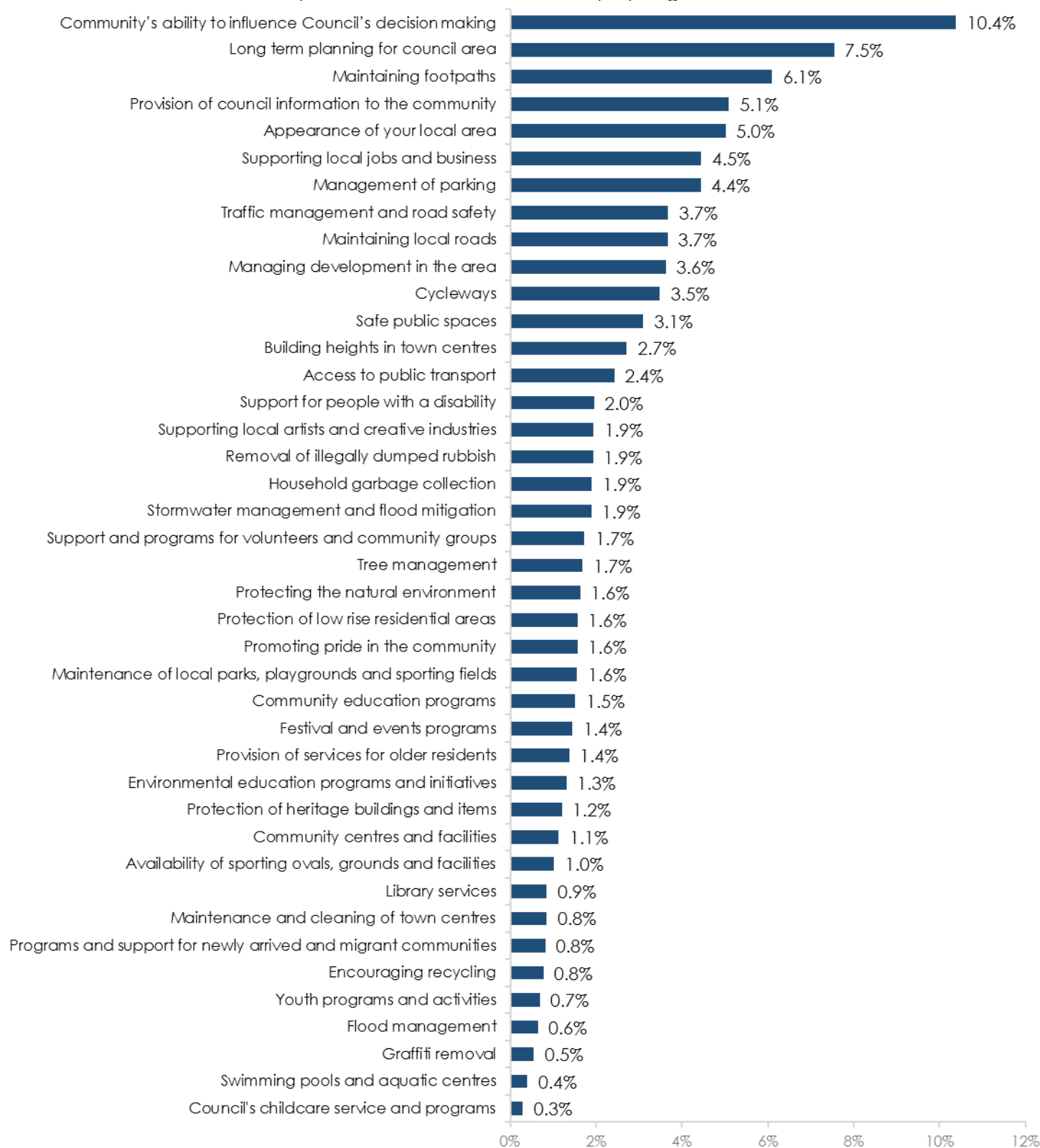


Detailed Findings – **Importance of, and Satisfaction with,** **Council Services & Facilities**

Influence on Overall Satisfaction

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

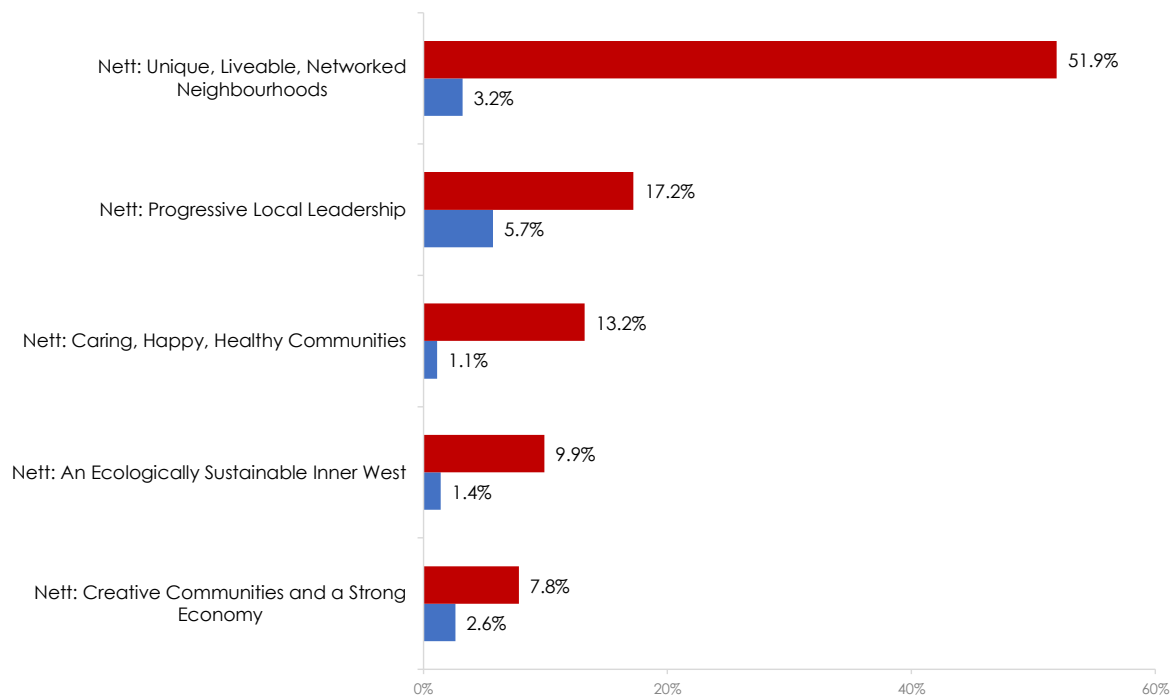
The chart below summarises the influence of the 41 facilities/services on overall satisfaction with Council's performance, based on the Shapley Regression:



Key Strategic Directions Contribution to Overall Satisfaction

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

Contribution to Overall Satisfaction with Council's Performance



'Unique, Liveable, Networked Neighbourhoods' (51.9%) is the key contributor toward overall satisfaction with Council's performance, however, each of the services/facilities grouped under this area averages 3.2%, whereas the services/facilities in the area of 'Progressive Leadership' average 5.7%.

Strategic Directions

Each of the 41 facilities/services were grouped into strategic directions as detailed below

An Ecologically Sustainable Inner West

Encouraging recycling
Environmental education programs and initiatives e.g. community gardens
Flood management
Household garbage collection
Protecting the natural environment (e.g. bush care)
Removal of illegally dumped rubbish
Tree management

Caring, happy, Healthy Communities

Availability of sporting ovals, grounds and facilities
Maintenance of local parks, playgrounds and sporting fields
Swimming pools and aquatic centres
Community centres and facilities
Provision of services for older residents
Support for people with a disability
Community education programs
Council's childcare service and programs
Library services
Programs and support for newly arrived and migrant communities
Promoting pride in the community
Youth programs and activities

Creative Communities and a Strong Economy

Festival and events programs
Supporting local artists and creative industries
Supporting local jobs and business

Progressive local leadership

Community's ability to influence Council's decision making
Provision of council information to the community
Support and programs for volunteers and community groups

Unique, Liveable, Networked Neighbourhoods

Management of parking
Cycleways
Maintaining local roads (excluding major routes)
Traffic management and road safety
Maintaining footpaths
Building heights in town centres
Managing development in the area
Graffiti removal
Maintenance and cleaning of town centres
Protection of low rise residential areas
Stormwater management and flood mitigation
Long term planning for council area
Safe public spaces
Protection of heritage buildings and items
Access to public transport
Appearance of your local area

An Explanation

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

Importance

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

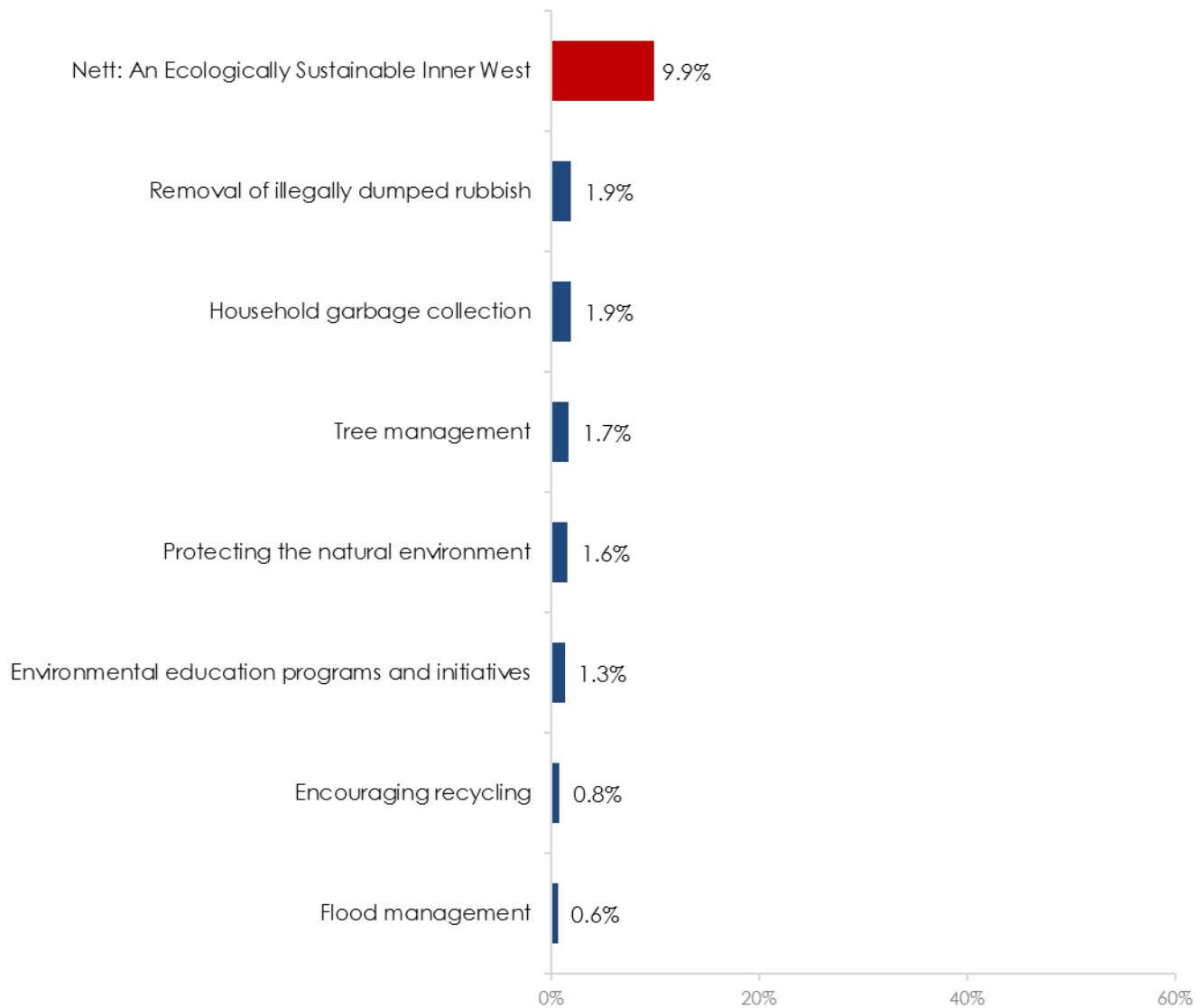
Satisfaction

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

Strategic Direction 1: An Ecologically Sustainable Inner West

Shapley Regression

Contributes to Almost 10% of Overall Satisfaction with Council



Strategic Direction 1: An Ecologically Sustainable Inner West

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

Importance – overall

Extremely high	Household garbage collection Protecting the natural environment
Very high	Encouraging recycling
High	Removal of illegally dumped rubbish Tree management
Moderately high	Environmental education programs and initiatives Flood management

Importance – by gender

Females rated 'encouraging recycling', 'environmental education programs and initiatives', 'household garbage collection' and 'protecting the natural environment' significantly more important.

Importance – by age

18 – 24 year olds felt 'protecting the natural environment' was significantly more important and 'household garbage collection' significantly less important. 35-49 year olds rated 'flood management' significantly less important.

Residents aged 50+ placed a significantly greater level of importance on 'household garbage collection' and 'tree management', those aged 65+ additionally rated the 'removal of illegally dumped rubbish' significantly more important.

Importance – by area

Stanmore Ward residents believe 'environmental education programs and initiatives' are significantly more important, whilst Balmain Ward residents rated 'flood management' significantly less important.

Importance – by ratepayer status

There were no significant differences by ratepayer status.

Importance – by year

Residents placed a significantly higher level of importance for the 'removal of illegally dumped rubbish' in 2018.



Strategic Direction 1: An Ecologically Sustainable Inner West

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-24	25-34	35-49	50-64	65+
Encouraging recycling	4.52	4.38	4.65	4.55	4.44	4.55	4.53	4.54
Environmental education programs and initiatives	4.06	3.92	4.20	4.30	4.15	4.00	3.96	4.02
Flood management	3.66	3.64	3.68	3.71	3.73	3.48	3.78	3.71
Household garbage collection	4.69	4.62	4.75	4.39	4.63	4.72	4.78	4.78
Protecting the natural environment	4.59	4.53	4.65	4.79	4.57	4.56	4.59	4.56
Removal of illegally dumped rubbish	4.45	4.43	4.46	4.22	4.38	4.46	4.53	4.57
Tree management	4.18	4.13	4.23	3.91	4.01	4.21	4.33	4.39

	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
Encouraging recycling	4.48	4.60	4.43	4.54	4.53	4.54	4.46
Environmental education programs and initiatives	3.97	3.94	3.91	4.26	4.17	4.03	4.13
Flood management	3.76	3.72	3.37	3.66	3.74	3.67	3.65
Household garbage collection	4.60	4.75	4.63	4.72	4.74	4.70	4.65
Protecting the natural environment	4.56	4.48	4.58	4.66	4.64	4.60	4.56
Removal of illegally dumped rubbish	4.41	4.45	4.52	4.38	4.47	4.49	4.36
Tree management	4.09	4.27	4.30	4.24	4.04	4.23	4.07

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

Significantly higher/lower level of importance (by group)



Strategic Direction 1: An Ecologically Sustainable Inner West

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Encouraging recycling	1%	2%	7%	23%	66%	1003
Environmental education programs and initiatives	3%	4%	18%	34%	41%	1003
Flood management	8%	10%	24%	24%	34%	1003
Household garbage collection	<1%	1%	6%	18%	76%	1003
Protecting the natural environment	1%	1%	9%	19%	71%	1002
Removal of illegally dumped rubbish	<1%	2%	10%	28%	60%	1003
Tree management	1%	3%	20%	29%	47%	1003



Strategic Direction 1: An Ecologically Sustainable Inner West

Overview of Satisfaction Rating Scores by Key Demographics

Residents were asked to rate their satisfaction with each criteria.

Satisfaction – overall

High	Household garbage collection
Moderately high	Encouraging recycling
Moderate	Protecting the natural environment
	Removal of illegally dumped rubbish
	Flood management
	Environmental education programs and initiatives
	Tree management

Satisfaction – by gender

There were no significant differences by gender.

Satisfaction – by age

Residents aged 25-34 were significantly more satisfied with 'tree management', whilst those aged 50-64 were significantly less satisfied. 50-64 years were additionally significantly less satisfied with 'flood management' but significantly more satisfied with 'household garbage collection'.

Those aged 65 and over expressed significantly higher satisfaction levels with 'encouraging recycling', 'environmental education programs and initiatives' and 'household garbage collection'.

Satisfaction – by area

Marrickville Ward residents were significantly more satisfied with 'environmental education programs and initiatives', whilst Ashfield Ward residents were significantly less satisfied. Marrickville Ward residents were additionally significantly more satisfied with 'household garbage collection'.

Those located in the Balmain Ward expressed significantly higher levels of satisfaction with 'flood management'.

Satisfaction – by ratepayer status

Non-ratepayers were significantly more satisfied with 'tree management'.

Satisfaction – by year

Residents were significantly more satisfied with 'tree management' in 2018.



Strategic Direction 1: An Ecologically Sustainable Inner West

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-24	25-34	35-49	50-64	65+
Encouraging recycling	3.66	3.76	3.58	3.52	3.54	3.65	3.73	3.92
Environmental education programs and initiatives	3.36	3.37	3.34	3.05	3.25	3.45	3.36	3.64
Flood management	3.47	3.51	3.43	3.08	3.72	3.48	3.25	3.60
Household garbage collection	4.19	4.26	4.13	4.13	4.12	4.08	4.32	4.37
Protecting the natural environment	3.58	3.59	3.56	3.45	3.68	3.60	3.46	3.63
Removal of illegally dumped rubbish	3.51	3.56	3.46	3.69	3.43	3.51	3.44	3.62
Tree management	3.30	3.30	3.30	3.41	3.73	3.31	2.90	3.19

	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
Encouraging recycling	3.60	3.62	3.68	3.69	3.74	3.67	3.65
Environmental education programs and initiatives	3.13	3.13	3.43	3.44	3.59	3.36	3.33
Flood management	3.22	3.39	3.74	3.44	3.57	3.40	3.63
Household garbage collection	4.23	4.07	4.03	4.22	4.38	4.22	4.13
Protecting the natural environment	3.55	3.51	3.56	3.56	3.65	3.53	3.67
Removal of illegally dumped rubbish	3.40	3.48	3.57	3.62	3.53	3.54	3.44
Tree management	3.21	3.17	3.37	3.34	3.37	3.19	3.56

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

Significantly higher/lower level of satisfaction (by group)



Strategic Direction 1: An Ecologically Sustainable Inner West

Detailed Overall Response for Satisfaction

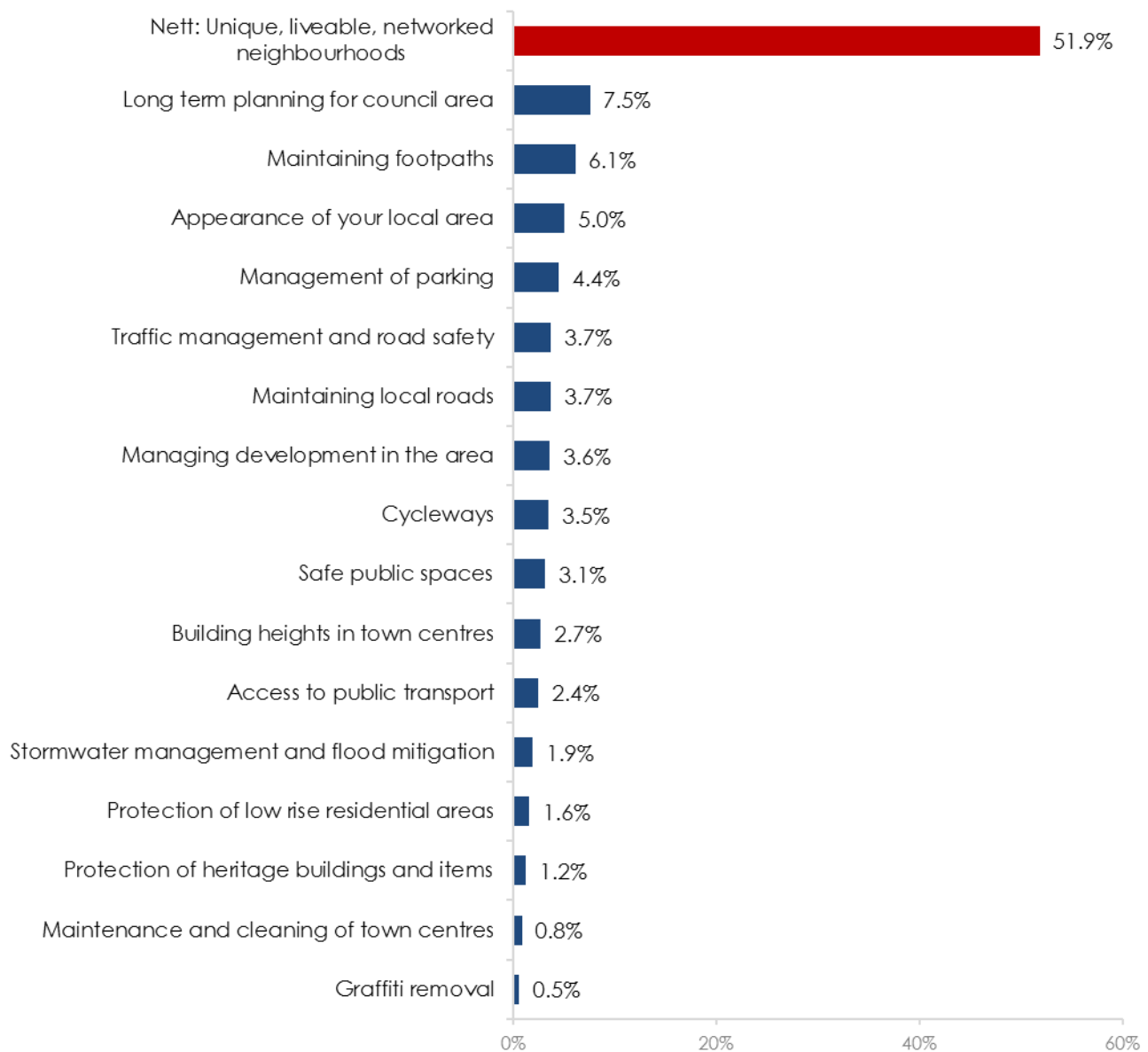
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Encouraging recycling	3%	9%	31%	32%	25%	896
Environmental education programs and initiatives	5%	16%	30%	36%	13%	741
Flood management	7%	10%	32%	34%	18%	561
Household garbage collection	2%	5%	14%	30%	49%	940
Protecting the natural environment	3%	9%	33%	38%	18%	894
Removal of illegally dumped rubbish	6%	13%	27%	33%	21%	864
Tree management	10%	13%	28%	34%	15%	761



Strategic Direction 2: Unique, Liveable, Networked Neighbourhoods

Shapley Regression

Contributes to Over 50% of Overall Satisfaction with Council



Strategic Direction 2: Unique, Liveable, Networked Neighbourhoods

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

Importance – overall

Extremely high	Access to public transport Safe public spaces
Very high	Traffic management and road safety Maintaining footpaths Long term planning for council area Managing development in the area Maintaining local roads Appearance of your local area
High	Protection of heritage buildings and items Protection of low rise residential areas Maintenance and cleaning of town centres Management of parking Stormwater management and flood mitigation Building heights in town centres
Moderate	Cycleways Graffiti removal

Importance – by gender

Females placed a significantly higher level of importance on the following:

- Traffic management and road safety
- Protection of low rise residential areas
- Safe public spaces
- Protection of heritage buildings and items
- Access to public transport

Importance – by age

18-24 year olds rated 'access to public transport' significantly more important and the following significantly less important:

- Maintaining local roads
- Building heights in town centres
- Graffiti removal
- Protection of low rise residential areas
- Appearance of your local area

Residents aged 25-34 were significantly less likely to rate the following as important:

- Maintaining footpaths
- Building heights in town centres
- Managing development in the area
- Graffiti removal
- Protection of low rise residential areas
- Appearance of your local area



Strategic Direction 2: Unique, Liveable, Networked Neighbourhoods

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

Importance – by age, continued

35-49 year olds placed a significantly higher level of importance on the following:

- Cycleways
- Maintaining local roads
- Building heights in town centres
- Managing development in the area
- Safe public spaces

Residents aged 50-64 felt 'access to public transport' was significantly less important and rated the following significantly more important:

- Building heights in town centres
- Managing development in the area
- Graffiti removal
- Protection of low rise residential areas
- Stormwater and flood mitigation
- Long term planning for council area
- Protection of heritage buildings and items
- Appearance of your local area

Those aged over the age of 64 rated 'cycleways' and 'access to public transport' significantly less important, but placed a significantly higher level of importance on the following:

- Management of parking
- Building heights in town centres
- Graffiti removal
- Maintenance and cleaning of town centres
- Protection of low rise residential areas
- Stormwater and flood mitigation
- Protection of heritage buildings and items
- Appearance of your local area

Importance – by area

Leichhardt Ward residents rated 'graffiti removal' and 'stormwater management and flood mitigation' significantly more important. Balmain Ward residents rated 'management of parking' and 'graffiti removal' significantly more important, but 'stormwater management and flood mitigation' significantly less important.

Those located in the Ashfield Ward placed a significantly lower level of importance on the 'protection of heritage buildings and items' and Stanmore Ward residents rated 'graffiti removal' significantly less important.



Strategic Direction 2: Unique, Liveable, Networked Neighbourhoods

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

Importance – by ratepayer status

Ratepayers rated the following significantly more important:

- Building heights in town centres
- Managing development in the area
- Graffiti removal
- Protection of low rise residential areas
- Long term planning for council area
- Protection of heritage buildings and items
- Appearance of your local area

Importance – by year

A significantly higher level of importance was placed on 'cycleways' in 2018.



Strategic Direction 2: Unique, Liveable, Networked Neighbourhoods

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-24	25-34	35-49	50-64	65+
Management of parking	4.07	4.00	4.13	3.95	3.94	4.11	4.10	4.21
Cycleways	3.55	3.49	3.60	3.77	3.53	3.74	3.38	3.24
Maintaining local roads	4.40	4.36	4.43	4.06	4.34	4.52	4.38	4.50
Traffic management and road safety	4.51	4.43	4.58	4.42	4.60	4.57	4.42	4.43
Maintaining footpaths	4.48	4.44	4.52	4.60	4.33	4.51	4.50	4.56
Building heights in town centres	3.96	3.90	4.01	3.43	3.56	4.11	4.29	4.22
Managing development in the area	4.43	4.45	4.41	4.09	4.17	4.60	4.58	4.54
Graffiti removal	3.40	3.38	3.43	2.67	3.05	3.54	3.63	3.89
Maintenance and cleaning of town centres	4.15	4.10	4.20	3.95	4.02	4.22	4.20	4.32
Protection of low rise residential areas	4.16	4.06	4.25	3.48	3.85	4.23	4.52	4.50
Stormwater management and flood mitigation	4.05	3.97	4.12	3.94	3.96	3.96	4.20	4.23
Long term planning for council area	4.45	4.46	4.45	4.31	4.32	4.46	4.61	4.53
Safe public spaces	4.54	4.47	4.61	4.47	4.47	4.65	4.50	4.54
Protection of heritage buildings and items	4.26	4.15	4.36	4.08	4.10	4.21	4.44	4.51
Access to public transport	4.79	4.74	4.83	4.92	4.82	4.81	4.71	4.69
Appearance of your local area	4.30	4.24	4.35	3.88	4.14	4.39	4.41	4.52

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

Significantly higher/lower level of importance (by group)



Strategic Direction 2: Unique, Liveable, Networked Neighbourhoods

Importance Mean Scores by Key Demographics

	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
Management of parking	4.18	4.01	4.30	3.87	3.98	4.13	3.93
Cycleways	3.56	3.52	3.45	3.59	3.56	3.56	3.51
Maintaining local roads	4.47	4.49	4.39	4.32	4.33	4.44	4.30
Traffic management and road safety	4.61	4.51	4.48	4.45	4.48	4.50	4.52
Maintaining footpaths	4.48	4.56	4.44	4.41	4.51	4.52	4.39
Building heights in town centres	3.93	3.84	4.08	3.87	4.07	4.19	3.48
Managing development in the area	4.44	4.42	4.50	4.33	4.49	4.58	4.13
Graffiti removal	3.39	3.69	3.66	3.09	3.32	3.58	3.03
Maintenance and cleaning of town centres	4.21	4.23	4.12	4.13	4.09	4.20	4.05
Protection of low rise residential areas	4.06	4.23	4.14	4.12	4.24	4.34	3.76
Stormwater management and flood mitigation	4.08	4.23	3.84	3.99	4.08	4.09	3.95
Long term planning for council area	4.51	4.43	4.33	4.46	4.50	4.56	4.24
Safe public spaces	4.45	4.60	4.48	4.60	4.58	4.57	4.49
Protection of heritage buildings and items	4.06	4.18	4.27	4.36	4.39	4.34	4.09
Access to public transport	4.82	4.78	4.76	4.82	4.76	4.76	4.84
Appearance of your local area	4.29	4.41	4.30	4.24	4.27	4.38	4.11

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

Significantly higher/lower level of importance (by group)



Strategic Direction 2: Unique, Liveable, Networked Neighbourhoods

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Management of parking	5%	5%	16%	25%	49%	1003
Cycleways	14%	9%	22%	21%	35%	1003
Maintaining local roads	1%	2%	10%	28%	59%	1003
Traffic management and road safety	1%	1%	9%	23%	66%	1003
Maintaining footpaths	1%	1%	10%	27%	61%	1003
Building heights in town centres	4%	9%	19%	22%	46%	1003
Managing development in the area	2%	2%	10%	21%	64%	1003
Graffiti removal	11%	15%	26%	20%	28%	1003
Maintenance and cleaning of town centres	1%	4%	17%	36%	42%	1003
Protection of low rise residential areas	3%	5%	17%	25%	51%	1003
Stormwater management and flood mitigation	3%	5%	21%	29%	43%	1003
Long term planning for council area	1%	1%	11%	22%	64%	1003
Safe public spaces	1%	1%	8%	24%	66%	1003
Protection of heritage buildings and items	3%	3%	13%	27%	54%	1002
Access to public transport	1%	1%	3%	10%	86%	1003
Appearance of your local area	1%	2%	14%	34%	49%	1003



Strategic Direction 2: Unique, Liveable, Networked Neighbourhoods

Overview of Satisfaction Rating Scores by Key Demographics

Residents were asked to rate their satisfaction with each criteria.

Satisfaction – overall

Moderately high	Access to public transport Maintenance and cleaning of town centres Safe public spaces Stormwater management and flood mitigation
Moderate	Appearance of the local area Protection of heritage buildings and items Graffiti removal Traffic management and road safety Maintaining local roads Maintaining footpaths Protection of low rise residential areas Long term planning for council area
Moderately low	Cycleways Building heights in town centres Management of parking Managing development in the area

Satisfaction – by gender

There were no significant differences by gender.

Satisfaction – by age

18-24 years expressed significantly higher satisfaction levels with 'maintaining footpaths', 'building heights in town centres' and the 'appearance of your local area'.

25-34 year olds were significantly more satisfied with the following:

- Management of parking
- Maintaining local roads
- Traffic management and road safety
- Maintaining footpaths
- Building heights in town centres
- Managing development in the area
- Maintenance and cleaning of town centres
- Protection of low rise residential areas
- Stormwater management and flood mitigation
- Long term planning for council area
- Protection of heritage buildings and items

Residents aged 35-49 expressed significantly lower levels of satisfaction with 'maintaining local roads', 'traffic management and road safety' and 'access to public transport'.



Strategic Direction 2: Unique, Liveable, Networked Neighbourhoods

Overview of Satisfaction Rating Scores by Key Demographics

Residents were asked to rate their satisfaction with each criteria.

Satisfaction – by age, continued

Those aged 50-64 were significantly less satisfied with all criteria with the exception of 'cycleways' and 'access to public transport'.

Residents aged 65+ were significantly more satisfied with 'cycleways' and 'access to public transport', but significantly less satisfied with 'maintaining footpaths'.

Satisfaction – by area

Ashfield Ward residents were significantly less satisfied with 'managing development in the area', 'protection of low rise residential areas', 'stormwater management and flood mitigation' and 'protection of heritage buildings and items'.

Leichhardt Ward residents were significantly more satisfied with 'graffiti removal', whilst Stanmore Ward residents were significantly less satisfied. Stanmore Ward residents were additionally significantly less satisfied with 'cycleways'.

Those located in the Balmain Ward expressed significantly higher levels of satisfaction with 'building heights in town centres', 'managing development in the area', 'protection of low rise residential areas', 'stormwater management and flood mitigation' and 'protection of heritage buildings and items'.

Satisfaction – by ratepayer status

Non-ratepayers were significantly more satisfied with the following:

- Management of parking
- Maintaining local roads
- Traffic management and road safety
- Maintaining footpaths
- Building heights in town centres
- Managing development in the area
- Maintenance and cleaning of town centres
- Protection of low rise residential areas
- Long term planning for council areas
- Protection of heritage buildings and items
- Appearance of your local area

Satisfaction – by year

Residents expressed significantly higher levels of satisfaction for 'management of parking', 'protection of low rise residential areas' and 'protection of heritage buildings and items' in 2018.



Strategic Direction 2: Unique, Liveable, Networked Neighbourhoods

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-24	25-34	35-49	50-64	65+
Management of parking	2.92	2.90	2.94	2.87	3.27	2.84	2.69	2.91
Cycleways	2.97	2.91	3.02	2.70	3.15	2.86	2.96	3.23
Maintaining local roads	3.19	3.23	3.15	3.31	3.46	3.05	2.97	3.25
Traffic management and road safety	3.29	3.27	3.30	3.65	3.60	3.08	3.03	3.28
Maintaining footpaths	3.17	3.12	3.21	3.59	3.45	3.10	2.85	3.00
Building heights in town centres	2.97	3.01	2.93	3.54	3.50	2.83	2.58	2.88
Managing development in the area	2.77	2.79	2.75	3.15	3.10	2.69	2.41	2.73
Graffiti removal	3.30	3.37	3.23	3.07	3.58	3.38	3.08	3.22
Maintenance and cleaning of town centres	3.66	3.61	3.71	3.76	3.92	3.60	3.53	3.56
Protection of low rise residential areas	3.15	3.13	3.16	3.31	3.67	3.04	2.80	3.13
Stormwater management and flood mitigation	3.61	3.62	3.59	3.60	3.92	3.56	3.35	3.57
Long term planning for council area	3.05	3.02	3.08	3.09	3.31	2.95	2.89	3.06
Safe public spaces	3.61	3.65	3.57	3.77	3.71	3.56	3.49	3.61
Protection of heritage buildings and items	3.44	3.47	3.41	3.77	3.71	3.48	3.04	3.34
Access to public transport	3.74	3.78	3.71	3.74	3.83	3.60	3.74	3.89
Appearance of your local area	3.60	3.63	3.57	4.18	3.77	3.54	3.31	3.56

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

Significantly higher/lower level of satisfaction (by group)



Strategic Direction 2: Unique, Liveable, Networked Neighbourhoods

Satisfaction Mean Scores by Key Demographics

	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
Management of parking	2.92	2.75	2.99	3.00	2.88	2.80	3.23
Cycleways	3.04	3.18	2.85	2.65	3.13	2.98	2.95
Maintaining local roads	3.13	3.28	3.34	3.10	3.10	3.10	3.40
Traffic management and road safety	3.19	3.32	3.37	3.23	3.33	3.17	3.55
Maintaining footpaths	3.05	3.12	3.21	3.15	3.26	3.02	3.51
Building heights in town centres	2.75	2.99	3.38	2.86	2.90	2.80	3.49
Managing development in the area	2.54	2.86	3.00	2.74	2.74	2.61	3.16
Graffiti removal	3.18	3.57	3.51	2.88	3.24	3.24	3.48
Maintenance and cleaning of town centres	3.60	3.65	3.63	3.65	3.77	3.58	3.88
Protection of low rise residential areas	2.85	3.24	3.40	3.03	3.23	3.03	3.50
Stormwater management and flood mitigation	3.38	3.63	3.85	3.54	3.68	3.53	3.78
Long term planning for council area	2.88	3.01	3.08	3.10	3.15	2.95	3.30
Safe public spaces	3.54	3.60	3.70	3.59	3.66	3.58	3.69
Protection of heritage buildings and items	3.15	3.52	3.69	3.42	3.42	3.34	3.68
Access to public transport	3.80	3.84	3.55	3.61	3.87	3.71	3.81
Appearance of your local area	3.49	3.56	3.73	3.67	3.55	3.49	3.87

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

Significantly higher/lower level of satisfaction (by group)



Strategic Direction 2: Unique, Liveable, Networked Neighbourhoods

Detailed Overall Response for Satisfaction

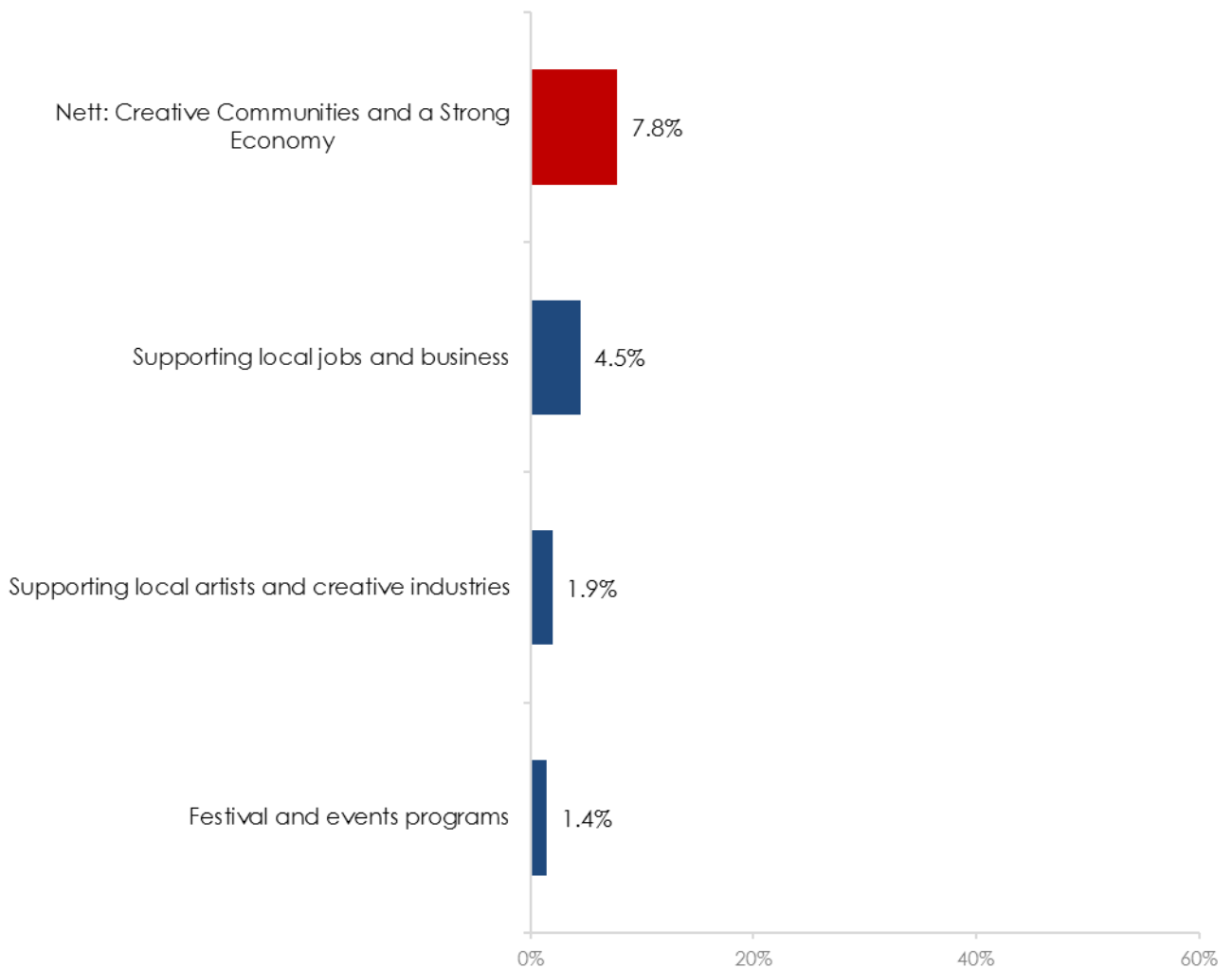
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Management of parking	14%	21%	34%	20%	11%	733
Cycleways	12%	21%	34%	23%	10%	555
Maintaining local roads	7%	18%	34%	30%	11%	865
Traffic management and road safety	7%	15%	33%	32%	13%	883
Maintaining footpaths	9%	18%	32%	28%	12%	890
Building heights in town centres	14%	21%	30%	24%	11%	676
Managing development in the area	16%	24%	34%	21%	6%	852
Graffiti removal	7%	16%	33%	29%	15%	482
Maintenance and cleaning of town centres	3%	6%	30%	43%	18%	788
Protection of low rise residential areas	10%	19%	31%	26%	14%	752
Stormwater management and flood mitigation	6%	9%	26%	39%	21%	707
Long term planning for council area	8%	16%	45%	24%	7%	849
Safe public spaces	2%	8%	31%	43%	15%	904
Protection of heritage buildings and items	7%	12%	26%	38%	16%	810
Access to public transport	4%	9%	24%	34%	29%	955
Appearance of your local area	3%	9%	31%	42%	16%	838



Strategic Direction 3: Creative Communities and a Strong Economy

Shapley Regression

Contributes to Almost 8% of Overall Satisfaction with Council



Strategic Direction 3: Creative Communities and a Strong Economy

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

Importance – overall

Very high	Supporting local jobs and business
Moderately high	Supporting local artists and creative industries
Moderate	Festival and events programs

Importance – by gender

Females rated 'festival and events programs' and 'supporting local artists and creative industries' significantly more important.

Importance – by age

Residents aged 65+ placed a significantly lower level of importance on 'festival and events programs'.

Importance – by area

Leichhardt Ward residents rated 'supporting local jobs and business' significantly more important.

Marrickville Ward residents rated 'festival and events programs' and 'supporting local artists and creative industries' significantly more important, whilst those located in the Balmain Ward rated these significantly less important.

Importance – by ratepayer status

There were no significant differences by ratepayer status.

Importance – by year

Residents felt 'festival and events programs' were significantly less important in 2018.



Strategic Direction 3: Creative Communities and a Strong Economy

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-24	25-34	35-49	50-64	65+
Festival and events programs	3.50	3.34	3.64	3.46	3.61	3.57	3.43	3.30
Supporting local artists and creative industries	3.73	3.57	3.87	3.88	3.82	3.71	3.63	3.63
Supporting local jobs and business	4.33	4.28	4.37	4.47	4.41	4.26	4.30	4.28

	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
Festival and events programs	3.55	3.46	3.20	3.52	3.71	3.45	3.59
Supporting local artists and creative industries	3.70	3.61	3.42	3.74	4.07	3.67	3.87
Supporting local jobs and business	4.34	4.48	4.20	4.22	4.40	4.29	4.41

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

Significantly higher/lower level of importance (by group)

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Festival and events programs	5%	10%	34%	31%	20%	1003
Supporting local artists and creative industries	6%	8%	25%	29%	32%	1003
Supporting local jobs and business	2%	2%	14%	27%	56%	1003



Strategic Direction 3: Creative Communities and a Strong Economy

Overview of Satisfaction Rating Scores by Key Demographics

Residents were asked to rate their satisfaction with each criteria.

Satisfaction – overall

Moderately high	Festival and events programs
Moderate	Supporting local artists and creative industries
	Supporting local jobs and business

Satisfaction – by gender

There were no significant differences by gender.

Satisfaction – by age

Residents aged 65+ were significantly more satisfied with 'supporting local artists and creative industries'.

Satisfaction – by area

Marrickville Ward residents were significantly more satisfied with all criteria. Those located in the Ashfield Ward expressed significantly lower levels of satisfaction with 'supporting local artists and creative industries' and Balmain Ward residents were significantly less satisfied with 'festival and events programs'.

Satisfaction – by ratepayer status

There were no significant differences by ratepayer status.

Satisfaction – by year

There were no significant differences by year.



Strategic Direction 3: Creative Communities and a Strong Economy

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-24	25-34	35-49	50-64	65+
Festival and events programs	3.85	3.79	3.89	3.60	3.87	3.94	3.76	3.89
Supporting local artists and creative industries	3.45	3.35	3.52	3.23	3.34	3.48	3.47	3.72
Supporting local jobs and business	3.45	3.41	3.49	3.26	3.63	3.44	3.33	3.51

	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
Festival and events programs	3.77	3.67	3.50	3.97	4.13	3.90	3.77
Supporting local artists and creative industries	3.22	3.30	3.28	3.48	3.76	3.49	3.35
Supporting local jobs and business	3.34	3.30	3.40	3.52	3.65	3.48	3.40

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

Significantly higher/lower level of satisfaction (by group)

Detailed Overall Response for Satisfaction

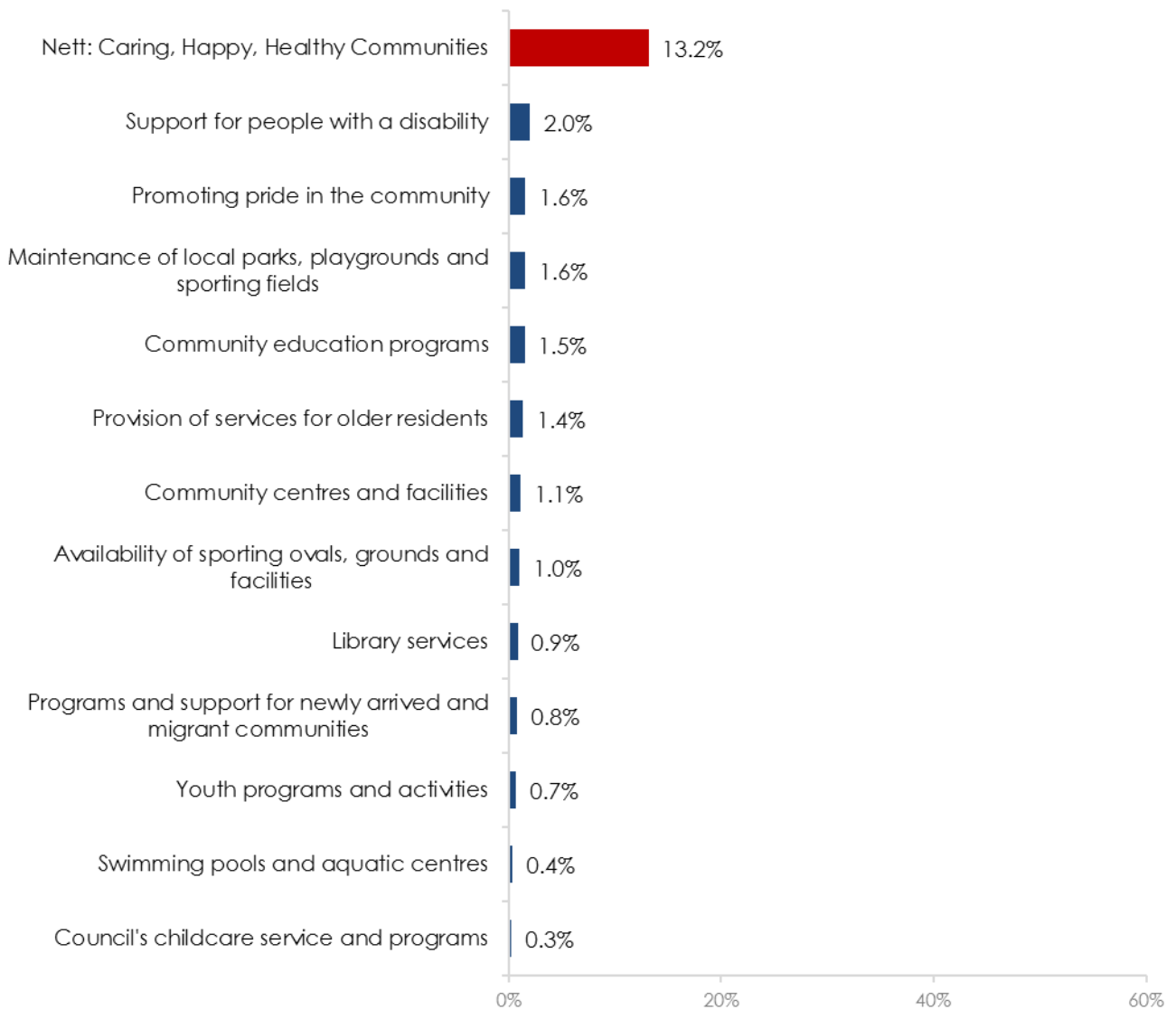
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Festival and events programs	2%	7%	20%	47%	24%	507
Supporting local artists and creative industries	4%	13%	30%	38%	14%	602
Supporting local jobs and business	4%	7%	42%	34%	13%	810



Strategic Direction 4: Caring, Happy, Healthy Communities

Shapley Regression

Contributes to Over 13% of Overall Satisfaction with Council



Strategic Direction 4: Caring, Happy, Healthy Communities

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

Importance – overall

Very high	Maintenance of local parks, playgrounds and sporting fields Support for people with a disability
High	Library services Availability of sporting ovals, grounds and facilities Provision of services for older residents Swimming pools and aquatic centres
Moderately high	Youth programs and activities Programs and support for newly arrived and migrant communities Community centres and facilities Promoting pride in the community Council's childcare service and programs Community education programs

Importance – by gender

Females placed a significantly greater level of importance on the following:

- Maintenance of local parks, playgrounds and sporting fields
- Swimming pools and aquatic centres
- Community centres and facilities
- Provision of services for older residents
- Community education programs
- Council's childcare service and programs
- Library services
- Programs and support for newly arrived and migrant communities
- Promoting pride in the community
- Youth programs and activities

Importance – by age

18-24 year olds rated 'support for people with a disability' and 'community education programs' significantly more important. 25-34 years believe 'Council's childcare service and programs' is significantly more important but 'swimming pools and aquatic centres' and 'provision of services for older residents' significantly less important.

Residents aged 35-49 placed a significantly higher level of importance on the 'availability of sporting ovals, grounds and facilities' and 'swimming pools and aquatic centres' but placed a significantly lower level of importance on the 'provision of services for older residents', 'community education programs' and 'programs and support for newly arrived and migrant communities'.

Those aged 65+ felt 'provision of services for older residents' and 'promoting pride in the community' was significantly more important but 'availability of sporting ovals, grounds and facilities' and 'Council's childcare service and programs' significantly less important.



Strategic Direction 4: Caring, Happy, Healthy Communities

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

Importance – by area

Leichhardt Ward residents rated 'maintenance of local parks, playgrounds and sporting fields' significantly more important and Marrickville Ward residents rated 'community education programs' significantly more important, whilst those located in the Balmain Ward rated 'community education programs' and 'programs and support for newly arrived and migrant communities' significantly less important.

Importance – by ratepayer status

Ratepayers placed a significantly greater level of importance on 'swimming pools and aquatic centres' and 'provision of services for older residents'.

Importance – by year

Residents in 2018 believe the 'availability of sporting ovals, grounds and facilities', 'maintenance of local parks, playgrounds and sporting fields', 'swimming pools and aquatic centres', 'community centres and facilities' and 'council's childcare service and programs' are significantly more important and 'programs and support for newly arrived and migrant communities' significantly less important.



Strategic Direction 4: Caring, Happy, Healthy Communities

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-24	25-34	35-49	50-64	65+
Availability of sporting ovals, grounds and facilities	4.07	4.04	4.11	4.25	3.96	4.27	3.98	3.85
Maintenance of local parks, playgrounds and sporting fields	4.43	4.30	4.55	4.51	4.46	4.44	4.39	4.38
Swimming pools and aquatic centres	3.97	3.82	4.11	3.71	3.75	4.19	4.01	4.00
Community centres and facilities	3.80	3.60	3.98	3.88	3.85	3.70	3.79	3.86
Provision of services for older residents	4.06	3.95	4.16	4.23	3.83	3.88	4.27	4.37
Support for people with a disability	4.33	4.28	4.37	4.65	4.20	4.23	4.41	4.39
Community education programs	3.64	3.49	3.79	4.05	3.77	3.43	3.54	3.72
Council's childcare service and programs	3.75	3.57	3.91	3.67	4.00	3.80	3.58	3.52
Library services	4.13	3.93	4.31	4.11	4.05	4.13	4.16	4.22
Programs and support for newly arrived and migrant communities	3.83	3.72	3.93	4.08	3.94	3.65	3.82	3.84
Promoting pride in the community	3.80	3.62	3.97	3.74	3.73	3.77	3.75	4.06
Youth programs and activities	3.87	3.74	3.99	3.93	3.82	3.89	3.92	3.82

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

Significantly higher/lower level of importance (by group)



Strategic Direction 4: Caring, Happy, Healthy Communities

Importance Mean Scores by Key Demographics

	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
Availability of sporting ovals, grounds and facilities	4.12	4.03	4.12	3.95	4.13	4.10	4.01
Maintenance of local parks, playgrounds and sporting fields	4.42	4.55	4.46	4.42	4.34	4.44	4.41
Swimming pools and aquatic centres	3.96	3.93	4.04	3.93	3.99	4.06	3.77
Community centres and facilities	3.86	3.71	3.70	3.78	3.91	3.79	3.80
Provision of services for older residents	4.06	4.01	3.98	4.10	4.11	4.16	3.86
Support for people with a disability	4.37	4.24	4.23	4.40	4.34	4.36	4.24
Community education programs	3.77	3.53	3.36	3.62	3.85	3.62	3.69
Council's childcare service and programs	3.74	3.81	3.69	3.70	3.79	3.74	3.74
Library services	4.19	4.11	4.13	4.13	4.08	4.13	4.12
Programs and support for newly arrived and migrant communities	3.87	3.82	3.58	3.83	3.98	3.83	3.84
Promoting pride in the community	3.76	3.91	3.64	3.72	3.97	3.83	3.71
Youth programs and activities	3.87	3.93	3.74	3.86	3.94	3.91	3.78

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

Significantly higher/lower level of importance (by group)



Strategic Direction 4: Caring, Happy, Healthy Communities

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Availability of sporting ovals, grounds and facilities	3%	4%	20%	28%	45%	1003
Maintenance of local parks, playgrounds and sporting fields	1%	1%	10%	30%	58%	1003
Swimming pools and aquatic centres	4%	6%	21%	28%	41%	1003
Community centres and facilities	3%	9%	28%	28%	33%	1003
Provision of services for older residents	4%	8%	14%	25%	49%	1003
Support for people with a disability	4%	3%	10%	23%	60%	1003
Community education programs	7%	10%	27%	26%	31%	1003
Council's childcare service and programs	10%	9%	19%	20%	42%	1003
Library services	3%	6%	14%	30%	47%	1003
Programs and support for newly arrived and migrant communities	6%	8%	20%	26%	39%	1003
Promoting pride in the community	5%	8%	26%	26%	35%	1003
Youth programs and activities	5%	6%	23%	30%	36%	1003



Strategic Direction 4: Caring, Happy, Healthy Communities

Overview of Satisfaction Rating Scores by Key Demographics

Residents were asked to rate their satisfaction with each criteria.

Satisfaction – overall

High	Library services
Moderately high	Maintenance of local parks, playgrounds and sporting fields Availability of sporting ovals, grounds and facilities Swimming pools and aquatic centres Community centres and facilities Promoting pride in the community
Moderate	Council's childcare service and programs Community education programs Provision of services for older residents Youth programs and activities Programs and support for newly arrived and migrant communities Support for people with a disability

Satisfaction – by gender

There were no significant differences by gender.

Satisfaction – by age

18-24 year olds were significantly less satisfied with 'library services' and 25-34 years were significantly more satisfied with the 'availability of sporting ovals, grounds and facilities'.

Those aged 65+ expressed significantly higher satisfaction levels with 'maintenance of local parks, playgrounds and sporting fields', 'swimming pools and aquatic centres', 'provision of services for older residents' and 'library services'.

Residents aged 50-64 expressed significantly lower levels of satisfaction with the following criteria:

- Availability of sporting ovals, grounds and facilities
- Maintenance of local parks, playgrounds and sporting fields
- Support for people with a disability
- Promoting pride in the community
- Youth programs and activities



Strategic Direction 4: Caring, Happy, Healthy Communities

Overview of Satisfaction Rating Scores by Key Demographics

Residents were asked to rate their satisfaction with each criteria.

Satisfaction – by area

Marrickville Ward residents expressed significantly higher levels of satisfaction for the following:

- Maintenance of local parks, playgrounds and sporting fields
- Swimming pools and aquatic centres
- Community centres and facilities
- Community education programs
- Library services
- Programs and support for newly arrived and migrant communities
- Promoting pride in the community
- Youth programs and activities

Ashfield Ward residents were significantly less satisfied with 'swimming pools and aquatic centres' and 'promoting pride in the community'. Leichhardt Ward residents were significantly less satisfied with 'Council's childcare service and programs' and 'youth programs and activities'.

Satisfaction – by ratepayer status

Non-ratepayers were significantly more likely to be satisfied with the 'availability of sporting ovals, grounds and facilities'.

Satisfaction – by year

Residents expressed significantly higher satisfaction levels with 'programs and support for newly arrived and migrant communities' in 2018.



Strategic Direction 4: Caring, Happy, Healthy Communities

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-24	25-34	35-49	50-64	65+
Availability of sporting ovals, grounds and facilities	3.86	3.80	3.92	3.67	4.20	3.82	3.63	3.92
Maintenance of local parks, playgrounds and sporting fields	3.88	3.84	3.92	3.77	4.04	3.84	3.70	4.03
Swimming pools and aquatic centres	3.81	3.77	3.84	3.82	3.62	3.91	3.69	4.00
Community centres and facilities	3.70	3.74	3.67	3.33	3.83	3.70	3.65	3.78
Provision of services for older residents	3.40	3.42	3.37	3.41	3.51	3.27	3.29	3.56
Support for people with a disability	3.29	3.38	3.21	3.28	3.42	3.26	3.13	3.38
Community education programs	3.46	3.48	3.44	3.26	3.55	3.48	3.43	3.50
Council's childcare service and programs	3.57	3.63	3.52	3.69	3.58	3.45	3.61	3.71
Library services	3.99	3.94	4.03	3.59	4.01	4.06	3.93	4.21
Programs and support for newly arrived and migrant communities	3.33	3.36	3.30	2.97	3.39	3.36	3.34	3.39
Promoting pride in the community	3.66	3.65	3.67	3.59	3.82	3.71	3.44	3.63
Youth programs and activities	3.39	3.44	3.35	3.30	3.43	3.44	3.25	3.51

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

Significantly higher/lower level of satisfaction (by group)



Strategic Direction 4: Caring, Happy, Healthy Communities

Satisfaction Mean Scores by Key Demographics

	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
Availability of sporting ovals, grounds and facilities	3.87	3.79	3.72	3.87	4.01	3.78	4.02
Maintenance of local parks, playgrounds and sporting fields	3.77	3.94	3.77	3.81	4.10	3.85	3.96
Swimming pools and aquatic centres	3.35	3.93	3.74	3.88	4.12	3.76	3.96
Community centres and facilities	3.64	3.50	3.68	3.68	3.91	3.74	3.63
Provision of services for older residents	3.39	3.28	3.43	3.43	3.41	3.39	3.41
Support for people with a disability	3.27	3.19	3.40	3.29	3.31	3.27	3.35
Community education programs	3.30	3.29	3.40	3.44	3.79	3.42	3.55
Council's childcare service and programs	3.49	3.23	3.69	3.59	3.73	3.58	3.52
Library services	3.94	4.06	3.97	3.84	4.17	4.03	3.90
Programs and support for newly arrived and migrant communities	3.32	3.09	3.09	3.36	3.58	3.36	3.26
Promoting pride in the community	3.31	3.45	3.65	3.82	3.97	3.59	3.82
Youth programs and activities	3.22	3.07	3.33	3.45	3.76	3.36	3.45

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

Significantly higher/lower level of satisfaction (by group)



Strategic Direction 4: Caring, Happy, Healthy Communities

Detailed Overall Response for Satisfaction

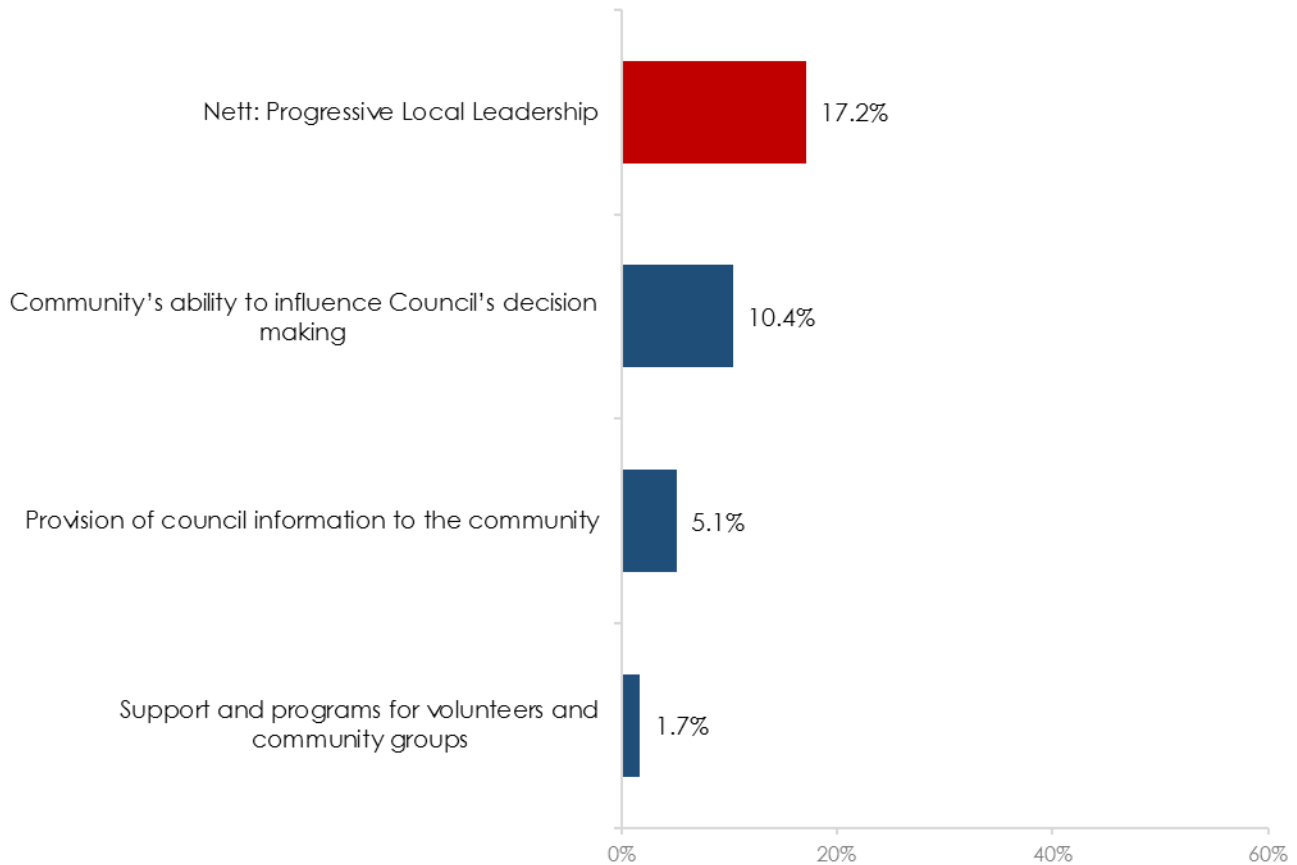
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Availability of sporting ovals, grounds and facilities	1%	6%	25%	41%	26%	725
Maintenance of local parks, playgrounds and sporting fields	2%	5%	23%	43%	27%	881
Swimming pools and aquatic centres	3%	7%	24%	36%	29%	688
Community centres and facilities	1%	8%	31%	41%	20%	604
Provision of services for older residents	5%	9%	39%	33%	13%	694
Support for people with a disability	6%	11%	42%	27%	13%	784
Community education programs	3%	8%	42%	34%	13%	550
Council's childcare service and programs	3%	8%	37%	35%	18%	584
Library services	1%	6%	17%	45%	31%	769
Programs and support for newly arrived and migrant communities	2%	15%	42%	29%	12%	590
Promoting pride in the community	4%	7%	25%	43%	20%	613
Youth programs and activities	3%	11%	42%	31%	13%	638



Strategic Direction 5: Progressive Local Leadership

Shapley Regression

Contributes to Over 17% of Overall Satisfaction with Council



Strategic Direction 5: Progressive Local Leadership

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

Importance – overall

Very high	Community's ability to influence Council's decision making Provision of council information to the community
Moderately high	Support and programs for volunteers and community groups

Importance – by gender

Females rated the 'community's ability to influence Council's decision making' and 'provision of council information to the community' significantly more important.

Importance – by age

18-24 year olds and those aged 65+ felt 'support and programs for volunteers and community groups' was significantly more important. 50-64 year olds rated the 'community's ability to influence Council's decision making' significantly more important.

Importance – by area

Ashfield Ward residents rated 'support and programs for volunteers and community groups' significantly more important, whilst Balmain residents rated it significantly less important. Those located in the Marrickville Ward were significantly more likely to rate the 'community's ability to influence Council's decision making' as more important.

Importance – by ratepayer status

There were no significant differences by ratepayer status.

Importance – by year

Residents expressed significantly levels of importance for the 'provision of council information to the community' in 2018.



Strategic Direction 5: Progressive Local Leadership

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-24	25-34	35-49	50-64	65+
Community's ability to influence Council's decision making	4.39	4.30	4.48	4.46	4.28	4.41	4.52	4.33
Provision of council information to the community	4.36	4.25	4.46	4.45	4.31	4.29	4.44	4.39
Support and programs for volunteers and community groups	3.89	3.80	3.97	4.16	3.77	3.76	3.95	4.05

	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
Community's ability to influence Council's decision making	4.33	4.33	4.38	4.35	4.54	4.43	4.33
Provision of council information to the community	4.35	4.47	4.23	4.35	4.41	4.38	4.33
Support and programs for volunteers and community groups	4.07	3.99	3.56	3.84	3.93	3.88	3.91

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

Significantly higher/lower level of importance (by group)

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Community's ability to influence Council's decision making	2%	2%	13%	22%	62%	1003
Provision of council information to the community	<1%	2%	12%	33%	53%	1003
Support and programs for volunteers and community groups	4%	5%	24%	32%	35%	1003



Strategic Direction 5: Progressive Local Leadership

Overview of Satisfaction Rating Scores by Key Demographics

Residents were asked to rate their satisfaction with each criteria.

Satisfaction – overall

Moderate	Support and programs for volunteers and community groups
Moderately low	Provision of council information to the community Community's ability to influence Council's decision making

Satisfaction – by gender

There were no significant differences by gender.

Satisfaction – by age

25-34 years expressed significantly higher satisfaction levels with 'support and programs for volunteers and community groups'. Those aged 65+ were significantly more satisfied with 'provision of council information to the community' and 50-64 year olds were significantly less satisfied with the 'community's ability to influence Council's decision making'.

Satisfaction – by area

Marrickville Ward residents were significantly more satisfied with 'support and programs for volunteers and community groups'.

Satisfaction – by ratepayer status

Non-ratepayers were significantly more satisfied with the 'community's ability to influence Council's decision making'.

Satisfaction – by year

In 2018 residents expressed significantly higher satisfaction levels with the 'community's ability to influence Council's decision making'.



Strategic Direction 5: Progressive Local Leadership

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-24	25-34	35-49	50-64	65+
Community's ability to influence Council's decision making	2.92	2.91	2.93	3.07	3.12	2.87	2.73	2.89
Provision of council information to the community	3.31	3.26	3.34	2.98	3.36	3.24	3.33	3.56
Support and programs for volunteers and community groups	3.49	3.50	3.47	3.20	3.76	3.40	3.36	3.62

	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
Community's ability to influence Council's decision making	2.81	2.78	2.98	2.92	3.08	2.83	3.13
Provision of council information to the community	3.17	3.36	3.44	3.29	3.30	3.30	3.33
Support and programs for volunteers and community groups	3.34	3.40	3.51	3.45	3.68	3.49	3.48

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

Significantly higher/lower level of satisfaction (by group)

Detailed Overall Response for Satisfaction

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Community's ability to influence Council's decision making	11%	23%	37%	21%	9%	828
Provision of council information to the community	6%	13%	35%	33%	12%	852
Support and programs for volunteers and community groups	5%	9%	35%	37%	15%	651



Comparison to Previous Research

Service/ Facility	Importance		Satisfaction	
	2018	2017	2018	2017
Encouraging recycling	4.52	4.51	3.66	3.73
Environmental education programs and initiatives	4.06	4.06	3.36	3.30
Flood management	3.66	3.61	3.47	3.59
Household garbage collection	4.69	4.62	4.19	4.30
Protecting the natural environment	4.59	4.57	3.58	3.46
Removal of illegally dumped rubbish	4.45▲	4.34	3.51	3.48
Tree management	4.18	4.14	3.30▲	3.12
Availability of sporting ovals, grounds and facilities	4.07▲	3.54	3.86	3.82
Maintenance of local parks, playgrounds and sporting fields	4.43▲	4.29	3.88	3.94
Swimming pools and aquatic centres	3.97▲	3.51	3.81	3.82
Community centres and facilities	3.80▲	3.61	3.70	3.59
Provision of services for older residents	4.06	4.17	3.40	3.34
Support for people with a disability	4.33	4.38	3.29	3.31
Community education programs	3.64	3.69	3.46	3.45
Council's childcare service and programs	3.75▲	3.56	3.57	3.43
Library services	4.13	4.08	3.99	3.97
Programs and support for newly arrived and migrant communities	3.83▼	3.97	3.33▲	3.16
Promoting pride in the community	3.80	3.90	3.66	3.57
Youth programs and activities	3.87	3.80	3.39	3.31
Festival and events programs	3.50▼	3.67	3.85	3.73
Supporting local artists and creative industries	3.73	3.82	3.45	3.39
Supporting local jobs and business	4.33	4.29	3.45	3.36
Community's ability to influence Council's decision making	4.39	4.47	2.92▲	2.71
Provision of council information to the community	4.36▲	4.25	3.31	3.39
Support and programs for volunteers and community groups	3.89	3.88	3.49	3.49
Management of parking	4.07	4.02	2.92▲	2.74
Cycleways	3.55▲	3.35	2.97	3.00
Maintaining local roads (excluding major routes)	4.40	4.48	3.19	3.17
Traffic management and road safety	4.51	4.51	3.29	3.18
Maintaining footpaths	4.48	4.44	3.17	3.08
Building heights in town centres	3.96	3.85	2.97	2.90
Managing development in the area	4.43	4.41	2.77	2.83
Graffiti removal	3.40	3.35	3.30	3.38
Maintenance and cleaning of town centres	4.15	4.19	3.66	3.67
Protection of low rise residential areas	4.16	4.15	3.15▲	2.95
Stormwater management and flood mitigation	4.05	3.95	3.61	3.48
Long term planning for council area	4.45	4.49	3.05	2.97
Safe public spaces	4.54	4.50	3.61	3.68
Protection of heritage buildings and items	4.26	4.27	3.44▲	3.23
Access to public transport	4.79	4.74	3.74	3.79
Appearance of your local area	4.30	4.37	3.60	3.51

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



Comparison to LGA Benchmarks

9 of the 38 comparable measures were rated above the benchmark threshold of 0.15.

8 of the measures were rated lower than the benchmark threshold of -0.15 (see next page), these were 'library services', 'building heights in town centres', 'graffiti removal', 'provision of services for older residents', 'encouraging recycling', 'cycleways', 'supporting local artists and creative industries' and 'managing development in the area'.

Service/Facility	Inner West Council Satisfaction Scores	Benchmark Variances
Access to public transport	3.74	0.42▲
Maintaining local roads (excluding major routes)	3.19	0.29▲
Supporting local jobs and business	3.45	0.27▲
Maintenance and cleaning of town centres	3.66	0.24▲
Stormwater management and flood mitigation	3.61	0.24▲
Traffic management and road safety	3.29	0.22▲
Appearance of your local area	3.60	0.17▲
Household garbage collection	4.19	0.17▲
Youth programs and activities	3.39	0.17▲
Protecting the natural environment	3.58	0.14
Maintenance of local parks, playgrounds and sporting fields	3.88	0.12
Safe public spaces	3.61	0.12
Festival and events programs	3.85	0.10
Flood management	3.47	0.10
Maintaining footpaths	3.17	0.08
Availability of sporting ovals, grounds and facilities	3.86	0.04
Community centres and facilities	3.70	0.04
Swimming pools and aquatic centres	3.81	0.04
Tree management	3.30	0.03
Removal of illegally dumped rubbish	3.51	0.02
Environmental education programs and initiatives	3.36	-0.01
Council's childcare service and programs	3.57	-0.04
Long term planning for council area	3.05	-0.04
Provision of council information to the community	3.31	-0.04
Protection of heritage buildings and items	3.44	-0.07
Community's ability to influence Council's decision making	2.92	-0.09
Support for people with a disability	3.29	-0.09
Programs and support for newly arrived and migrant communities	3.33	-0.10
Support and programs for volunteers and community groups	3.49	-0.11
Management of parking	2.92	-0.13

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

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

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



Comparison to LGA Benchmarks

Service/Facility	Inner West Council Satisfaction Scores	Benchmark Variances
Library services	3.99	-0.15▼
Building heights in town centres	2.97	-0.16▼
Graffiti removal	3.30	-0.19▼
Provision of services for older residents	3.40	-0.20▼
Encouraging recycling	3.66	-0.23▼
Cycleways	2.97	-0.26▼
Supporting local artists and creative industries	3.45	-0.29▼
Managing development in the area	2.77	-0.36▼

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

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

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





Demographics

Demographics

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

	%
18 – 24	11%
25 – 34	24%
35 – 49	30%
50 – 64	20%
65+	15%

Base: N = 1,003

Q11a. Which country were you born?

	%
Australia	74%
United Kingdom	7%
New Zealand	3%
India	2%
China	1%
Greece	1%
Ireland	1%
Italy	1%
Nepal	1%
Thailand	1%
United States of America	1%
Vietnam	1%
Lebanon	<1%
Malaysia	<1%
Philippines	<1%
Portugal	<1%
Other	7%

Base: N = 1,001



Demographics

Q11a. Which country were you born in?

Other specified	Count	Other specified	Count
Brazil	7	Finland	1
Fiji	6	Hong Kong	1
France	6	Hungary	1
Indonesia	6	Japan	1
Germany	4	Jordan	1
Austria	3	Kenya	1
Canada	3	Malta	1
Mongolia	3	Poland	1
Papua New Guinea	3	Russia	1
Peru	3	Serbia	1
South Africa	3	Singapore	1
Chile	2	South America	1
Columbia	2	South Korea	1
The Netherlands	2	Spain	1
Uganda	2	Sri Lanka	1
Ukraine	2	Switzerland	1
Bangladesh	1	Taiwan	1
Czech Republic	1	Taiwan	1
Denmark	1	Uruguay	1

Q11b. How long have you lived in Australia?

	% of born overseas	% of total sample
Less than 2 years	6%	2%
2 – 5 years	10%	3%
6 – 10 years	12%	3%
11 – 20 years	19%	5%
More than 20 years	53%	14%
Base	260	1,003



Demographics

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

	%
Yes	3%
No	97%

Base: N = 1,000

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

	%
Work outside the Inner West LGA	65%
Work in the Inner West LGA	16%
Retired	13%
Unemployed/Pensioner	3%
Student	2%
Home duties/carer	1%
Semi-retired/illness	<1%

Base: N = 1,002

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

	%
I/We own/are currently buying this property	68%
I/We currently rent this property	32%

Base: N = 999

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

	%
Married/de facto with children	34%
Married/de facto with no children	24%
Living alone	15%
Group household	10%
Living at home with parents	10%
Extended family household	4%
Single parent with children	3%

Base: N = 1,001



Demographics

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

	%
Less than 2 years	12%
2 – 5 years	14%
6 – 10 years	13%
11 – 20 years	24%
More than 20 years	37%

Base: N = 1,002

Q16. Gender.

	%
Male	48%
Female	51%
Alternative identity	1%

Base: N = 1,003

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

	%
Yes	21%
No	79%

Base: N = 1,001

Q17b. (If yes), which language?

	% speak another language	% total sample
Greek	20%	4%
Italian	12%	3%
Spanish	8%	2%
Portuguese	7%	2%
Cantonese	6%	1%
Vietnamese	5%	1%
Nepali	4%	1%
Arabic	3%	1%
Filipino/Tagalog	2%	<1%
Mandarin	2%	<1%
Other	39%	8%
Base	209	1,003



Demographics

Q17b. (If yes), which language?

Other specified	Count	Other specified	Count
German	13	Bahasa	1
Hindi	13	Croatian	1
French	8	Fijian	1
Polish	7	Gaelic	1
Indonesian	6	Hungarian	1
Macedonian	6	Icelandic	1
Dutch	5	Korean	1
Japanese	4	Lebanese	1
Maltese	4	Norfolk	1
Tongan	4	Persian	1
Auslan	3	Pilipino	1
Malayalam	3	Serbo-Croatian	1
Mongolian	3	Serbian	1

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

	%
Yes	10%
No	90%

Base: N = 996

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

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

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

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





Appendix A

Nature of Enquiry

Q2c. What was the nature of your enquiry?

Other specified	Count
Activities/events/seminars	3
Discussing planning and development of the area	3
Making a suggestion	3
Objecting to building proposals/requests	3
To subscribe to Council website	3
Sports and recreation survey	2
Updating information e.g. change of name, address, etc.	2
Aged assistance	1
Building Inspection/Certificate	1
Childcare wait list	1
Dispute resolution	1
Environmental award application	1
Invasion of order	1
Looking for employment	1
Neighbour was running a business in garage	1
Rebates	1
Road safety	1
Service enquiry	1
Solar installation	1
Teaching permit	1
Can't remember	2

Receiving Information about Council

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

	Overall 2018	Male	Female	18 – 24	25 – 34	35 – 49	50 – 64	65+
Brochures/flyers	78%	78%	79%	55%▼	74%	82%	87%▲	84%▲
Council's quarterly newsletter "Inner West Council News"	63%	62%	63%	23%▼	47%▼	63%	84%▲	85%▲
Word of mouth	61%	57%	65%	64%	67%	63%	59%	50%▼
Local newspaper	58%	59%	56%	48%	34%▼	59%	75%▲	77%▲
Web/Internet	56%	55%	58%	61%	58%	63%▲	54%	42%▼
Libraries	36%	31%	41%▲	42%	35%	39%	33%	34%
Email	29%	29%	28%	4%▼	25%	35%▲	32%	33%
Community organisations/groups	25%	23%	27%	30%	24%	22%	26%	27%
Facebook or Twitter	22%	21%	23%	38%▲	34%▲	20%	12%▼	7%▼
Council community centres	15%	13%	17%	14%	19%	16%	10%▼	17%
Other	6%	5%	7%	3%	14%▲	5%	3%▼	2%▼

	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
Brochures/flyers	79%	84%	81%	73%	78%	79%	77%
Council's quarterly newsletter "Inner West Council News"	57%	70%	67%	57%	65%	70%▲	46%
Word of mouth	52%▼	57%	73%▲	57%	67%	58%	67%
Local newspaper	55%	60%	61%	56%	57%	66%▲	41%
Web/Internet	59%	46%▼	51%	63%	60%	57%	56%
Libraries	46%▲	35%	28%▼	38%	32%	33%	43%
Email	26%	26%	28%	28%	33%	32%▲	21%
Community organisations /groups	24%	15%▼	24%	23%	35%▲	25%	24%
Facebook or Twitter	18%	13%▼	22%	26%	27%	17%	32%▲
Council community centres	14%	9%▼	12%	16%	22%▲	14%	18%
Other	8%	3%	9%	4%	6%	5%	9%

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

Top Priority Areas for Council to Focus On

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

Challenge	% of total respondents N=1,003
Disruption of/management of WestConnex	6%
Lack of schooling/education	6%
Maintaining the character/heritage of the area	6%
Waste collection services/control	6%
Access to quality services/facilities	5%
Council efficiency/good leadership and communication	5%
Maintaining cycleways/walkways	5%
Safety concerns e.g. road safety, increasing crime levels	5%
Creating a sense of community	3%
Drainage/street cleaning	3%
Provision of recreational facilities/night life	3%
Supporting local businesses	3%
Catering for the ageing population	2%
Childcare/youth facilities	2%
Support for the homeless and disadvantaged/mental awareness	2%
Access to gyms/sporting facilities/active lifestyle practices	1%
Climate change	1%
General maintenance	1%
Implementation of rules and regulations	1%
Improved access e.g. wheelchair/pram/elderly	1%
Increasing costs/rates/tolls	1%
Managing diversity within the community	1%
More community events/activities	1%
More health care facilities/hospitals	1%
Noise pollution/plane disruption	1%
Revitalisation of the area	1%
State Government's interference	1%
Supporting the creative arts industry	1%
The amalgamation of councils	1%

Top Priority Areas for Council to Focus On

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

Challenge	% of total respondents N=1,003
Animal/pest control	<1%
Assets being sold off for privatisation of services	<1%
Financial management/value for money	<1%
High quality of life	<1%
Keeping up to date with technology	<1%
Lack of democracy within Council	<1%
Liveable communities	<1%
Need to utilise vacant shops/industrial sites	<1%
New Council building/one main centre	<1%
Not losing the benefits we already have	<1%
Pet inclusion	<1%
Providing local job opportunities	<1%
Reduce parking fines	<1%
Reducing radio activity	<1%
To not have a council at all	<1%
Workers' rights	<1%
Nothing/don't know	6%

Living in the Inner West

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

	Overall 2018	Male	Female	18 – 24	25 – 34	35 – 49	50 – 64	65+
The Inner West area is a good place to live	4.63	4.59	4.67	4.61	4.68	4.63	4.59	4.64
Inner West is a harmonious, respectful and inclusive community	4.05	4.03	4.07	3.91	4.15	4.10	3.97	3.98
I feel a part of my local community	3.92	3.80	4.03▲	3.62	3.68▼	4.00	4.11▲	4.11▲
I have enough opportunities to participate in sporting or recreational activities	3.66	3.66	3.67	3.65	3.53	3.75	3.75	3.60
I have enough opportunities to participate in arts and cultural activities	3.52	3.45	3.58	3.24	3.56	3.46	3.59	3.64▲
Local town centres are vibrant and economically healthy	3.38	3.41	3.35	3.35	3.56▲	3.32	3.25▼	3.42
I have enough opportunities to participate in Council's community consultation	3.12	3.09	3.14	3.06	3.17	3.05	3.07	3.28▲
Council offers good value for money	3.10	3.09	3.11	3.13	3.28▲	2.95▼	2.93▼	3.32▲
Council manages its finances well	3.03	3.02	3.03	3.22	3.12	2.91▼	2.87▼	3.20▲
Housing in the area is affordable	2.11	2.10	2.12	2.33	2.29	1.92▼	1.97▼	2.24

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

Living in the Inner West

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

	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
The Inner West area is a good place to live	4.52	4.64	4.63	4.65	4.71	4.62	4.65
Inner West is a harmonious, respectful and inclusive community	3.90▼	4.06	3.95	4.08	4.23▲	4.06	4.04
I feel a part of my local community	3.58▼	3.96	4.08	3.85	4.15▲	4.02▲	3.71
I have enough opportunities to participate in sporting or recreational activities	3.47▼	3.63	3.78	3.60	3.83▲	3.74▲	3.50
I have enough opportunities to participate in arts and cultural activities	3.25▼	3.51	3.48	3.62	3.72▲	3.55	3.43
Local town centres are vibrant and economically healthy	3.31	3.26	3.36	3.43	3.51	3.35	3.44
I have enough opportunities to participate in Council's community consultation	2.88▼	3.18	3.09	3.20	3.21	3.16	3.03
Council offers good value for money	3.15	2.94	2.99	3.15	3.20	3.09	3.13
Council manages its finances well	3.04	2.90	2.97	3.03	3.14	3.03	3.03
Housing in the area is affordable	2.28	2.11	1.82▼	1.98	2.30▲	2.09	2.14

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

Sense of Safety in the Area

Q8b. Do you feel safe in the following situations:

In your local area alone during the day

	Male	Female	18 – 24	25 – 34	35 – 49	50 – 64	65+
Yes	99%▲	97%	100%	98%	97%	99%	97%
No	1%	3%▲	0%	2%	3%	1%	3%

	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
Yes	97%	99%	99%▲	99%	96%	98%	98%
No	3%	1%	1%	1%	4%	2%	2%

In your local area alone after dark

	Male	Female	18 – 24	25 – 34	35 – 49	50 – 64	65+
Yes	91%▲	67%	75%	78%	81%	79%	76%
No	9%	33%▲	25%	22%	19%	21%	24%

	Ashfield Ward	Leichhardt Ward	Balmain Ward	Stanmore Ward	Marrickville Ward	Ratepayer	Non-Ratepayer
Yes	78%	75%	84%	80%	77%	80%	76%
No	22%	25%	16%	20%	23%	20%	24%

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

Appendix B – Questionnaire



**Inner West Council
Community Survey
September 2018**

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

[If the respondent has difficulty speaking English ask if there is a family member who can translate.]

Q1. In which suburb do you live?

Ashfield Ward

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

Leichhardt Ward

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

Balmain Ward

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

Stanmore Ward

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

Marrickville Ward

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

***Suburbs cross over wards**



Q2a. In May 2016 the new Inner West Council was formed following a merger of the former Ashfield, Leichhardt and Marrickville Councils – you are a resident of the new Inner West Council. Have you contacted Inner West Council for any reason apart from paying rates?

- Yes
- No **(If no, go to Q3)**

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

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

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

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

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

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

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

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

An ecologically sustainable Inner West

	Importance					Satisfaction				
	Low 1	2	3	4	High 5	Low 1	2	3	4	High 5
Encouraging recycling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Environmental education programs and initiatives e.g. community gardens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Flood management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Household garbage collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Protecting the natural environment (e.g. bush care)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Removal of illegally dumped rubbish	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tree management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Caring, happy, healthy communities

	Importance					Satisfaction					NA
	Low 1	2	3	4	High 5	Low 1	2	3	4	High 5	
Availability of sporting ovals, grounds and facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance of local parks, playgrounds and sporting fields	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Swimming pools and aquatic centres	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community centres and facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provision of services for older residents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support for people with a disability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community education programs e.g. English classes, author talks, cycling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Council's childcare service and programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Programs and support for newly arrived and migrant communities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Promoting pride in the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Youth programs and activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Creative communities and a strong economy

	Importance					Satisfaction					NA
	Low 1	2	3	4	High 5	Low 1	2	3	4	High 5	
Festival and events programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supporting local artists and creative industries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supporting local jobs and business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Progressive local leadership

	Importance					Satisfaction					NA
	Low 1	2	3	4	High 5	Low 1	2	3	4	High 5	
Community's ability to influence Council's decision making	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provision of council information to the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support and programs for volunteers and community groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Unique, liveable, networked neighbourhoods

	Importance					Satisfaction					NA
	Low 1	2	3	4	High 5	Low 1	2	3	4	High 5	
Management of parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cycleways	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintaining local roads (excluding major routes)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Traffic management and road safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintaining footpaths	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Building heights in town centres	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing development in the area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Graffiti removal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance and cleaning of town centres	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Protection of low rise residential areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stormwater management and flood mitigation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Long term planning for council area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safe public spaces	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Protection of heritage buildings and items	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to public transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appearance of your local area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

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

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

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

Q5. How satisfied are you with Council's integrity and decision making? Prompt

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

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

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

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

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

Challenge 1:
None

Challenge 2: No others

Challenge 3:

Still thinking about your local community..

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

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

Q8b. Do you feel safe in the following situations:

	Yes	No
In your local area alone during the day	<input type="radio"/>	<input type="radio"/>
In your local area alone after dark	<input type="radio"/>	<input type="radio"/>

Community Strategic Measures

READ STATEMENT – RANDOMISE ORDER OF 8C-8E

Over the last two years, Inner West Council has developed a community strategic plan with input from more than 7,000 residents.

The plan is based on a guiding principle which is: “To work together in a way that is creative, caring and just”.

When we say **Caring** we mean the council is focused on the community, the environment and the future; meeting the needs of today, as well as thinking about future generations.

Q8c. How would you rate your perceptions of Inner West Council on a scale where 1 is not at all caring and 5 is very caring?

- 5 – Very caring
- 4
- 3
- 2
- 1 – Not at all caring

When we say **Creative** we mean the council is open to innovation, looks for new ways of solving local problems, and encourages arts and creative industries.

Q8d. How would you rate your perceptions of Inner West Council on a scale where 1 is not at all creative and 5 is very creative?

- 5 – Very creative
- 4
- 3
- 2
- 1 – Not at all creative

When we say **Just** we mean the council is fair in its decision-making, and ensures all members of the diverse community have equal rights, access to services and opportunities to participate in decisions.

Q8e. How would you rate your perceptions of Inner West Council on a scale where 1 is not at all just and 5 is very just?

- 5 – Very just
- 4
- 3
- 2
- 1 – Not at all just

Q9. Westconnex is a state government road project taking place in the local area, I'd like you to tell me if prior to this call you were aware of it, and then I will get you to rate your level of support for this project on a scale of 1 to 5, where 1 is not at all supportive and 5 is very supportive.

		Not at all supportive			Very supportive		
	Aware	1	2	3	4	5	N/A
Westconnex	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

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

Q11a. Which country were you born in?

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

Q11b. How long have you lived in Australia? Prompt

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

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

- Yes
- No

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

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

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

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



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

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

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

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

Q16. What is your gender?

- Male
- Female
- Alternative identity

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

- Yes
- No **(If no, go to Q18)**

Q17b. (If yes), which language?

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

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

- Yes
- No

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

