Inner West Council

Community Research

Prepared by: Micromex Research
Date: July 2021

Table of Contents

INNER WEST

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Background & Methodology

Objectives (Why?)

- Understand and identify community priorities for the Inner West LGA

- Identify the community's overall level of satisfaction with Council performance

- Explore and understand resident experiences contacting Council

- Identify the community's level of agreement with statements regarding the Inner West area

Sample (How?)

- Telephone survey (landline and mobile) to N = 1002 residents

- 209 acquired through number harvesting

- We use a 5 point scale (e.g. 1 = not at all satisfied, 5 = very satisfied)

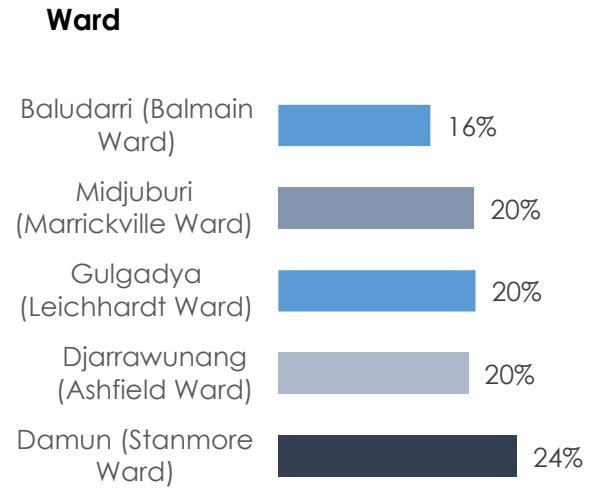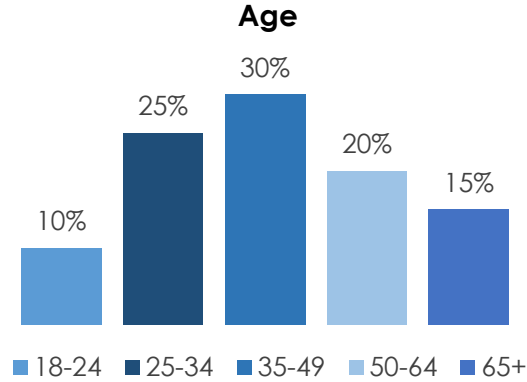- Greatest margin of error +/- 3.1%

Timing (When?)

- Implementation 4th May– 25th June 2021

Sample Profile

The sample was weighted by age and gender to reflect the 2016 ABS community profile of Inner West Council.

Gender

Female 51%

Male 48%

Non-binary/gender fluid 1%

Different identity <1%

Age

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

Ward

Ward	%
Baludarri (Balmain Ward)	16%
Midjuburi (Marrickville Ward)	20%
Gulgadya (Leichhardt Ward)	20%
Djarrawunang (Ashfield Ward)	20%
Damun (Stanmore Ward)	24%

Ratepayer status

Ratepayer 65%

Non-ratepayer 35%

Time lived in the area

- Less than 2 years: 8%
- 2-5 years: 13%
- 6-10 years: 16%
- 11-20 years: 26%
- More than 20 years: 37%

Summary and Next Steps

Top Challenges Facing the Inner West Council Area in the Next 10 Years

Managing development/ adequate planning/ overdevelopment (38%)

Environmental protection/ managing pollution/ climate change/ maintaining and provision of green open spaces (31%)

Traffic management/ congestion (27%)

Availability of/ access to/ improving public transport (15%)

Housing affordability/ availability (13%)

Performance Indicators

60% of residents describe Council's community engagement as at least good

80% of residents are at least somewhat satisfied with Council's integrity and decision making

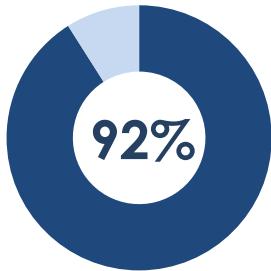**88% of residents perceive that Council is at least somewhat caring**

85% of residents perceive that Council is at least somewhat creative

87% of residents perceive that Council is at least somewhat just

Overall Satisfaction

92%

92% of Inner West Council residents are at least somewhat satisfied with the performance of Council in the last 12 months.

T3B

2021	2018	2017	2016
92%	91%	90%	85%

Mean rating: 3.58 | 3.58 | 3.49 | 3.42

Top 5 importance and satisfaction areas

Top 5 Importance	Top 5 Satisfaction
Access to public transport	Library services
Household garbage collection	Swimming pools and aquatic centres
Encouraging recycling	Maintenance of local parks, playgrounds and sporting fields
Safe public spaces	Community centres and facilities
Protecting the natural environment	Household garbage collection

Drivers of Satisfaction

The primary drivers of satisfaction are the manner with which Council communicates, interacts and engages with the community.

Specifically:

Council's integrity and decision making

Community's ability to influence Council's decision making

Long term planning for Council area

Provision of Council information to the community

Detailed Results

1. Performance of Council

1. Performance of Council

2. Contact with Council

3. Living in the Inner West

4. WestConnex Project

5. Councils Services and Facilities

6. Service Area Analysis

This section explores residents' perceptions of Council's key performance indicators.

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Overall Satisfaction

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?

	2021	2018	Male	Female	18-24	25-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Mean rating	3.58	3.58	3.54	3.63	3.69	3.82▲	3.55	3.39▼	3.44▼	3.53	3.68▲
Base	1002	1003	483	519	103	246	302	202	148	646	356

	Ward					Time lived in the area			
	Ashfield	Leichhardt	Balmain	Stanmore	Marrickville	Less than 2 years	2-5 years	6-10 years	More than 10 years
Mean rating	3.63	3.56	3.49	3.58	3.64	3.79	3.77▲	3.74▲	3.48▼
Base	196	203	156	245	202	83	130	157	632
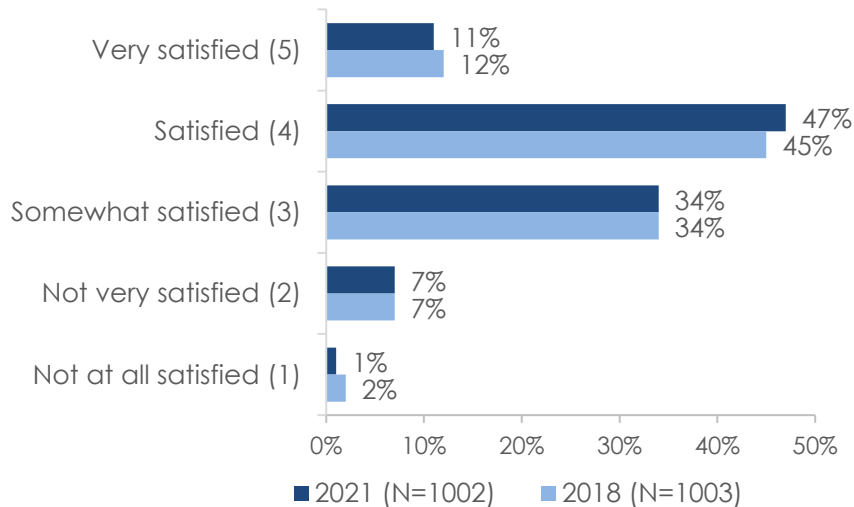
	Inner West Council 2021	Inner West Council 2018	Inner West Council 2017	Inner West Council 2016	Micromex LGA Benchmark - Metro
Mean rating	3.58	3.58	3.49	3.42	3.55
T3 Box	92%	91%	90%	85%	89%
Base	1002	1003	1002	1008	37,950

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

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

92% of residents are at least somewhat satisfied with the L12M performance of Council.
Satisfaction has remained consistent with 2018 data and Micromex's Metro benchmark.

Council's Community Engagement

Q4b. How would you describe Council's community engagement?
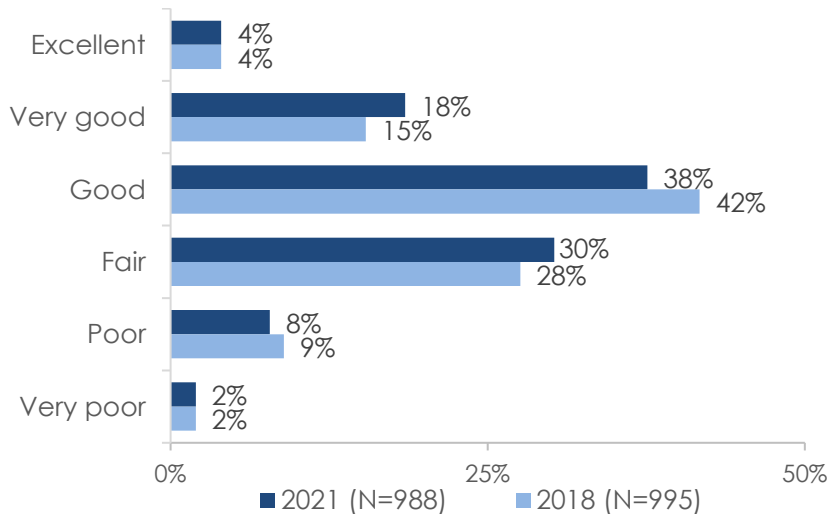
	2021	2018	Male	Female	18-24	25-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Mean rating	3.75	3.72	3.72	3.78	4.03▲	3.92▲	3.69	3.56▼	3.68	3.65	3.94▲
Base	988	995	479	508	103	241	300	198	145	639	349

	Ward					Time lived in the area			
	Ashfield	Leichhardt	Balmain	Stanmore	Marrickville	Less than 2 years	2-5 years	6-10 years	More than 10 years
Mean rating	3.70	3.80	3.62	3.76	3.85	4.01	3.99▲	3.82	3.65▼
Base	194	199	155	242	198	82	129	155	623

Excellent: 4% (2021), 4% (2018)
Very good: 18% (2021), 15% (2018)
Good: 38% (2021), 42% (2018)
Fair: 30% (2021), 28% (2018)
Poor: 8% (2021), 9% (2018)
Very poor: 2% (2021), 2% (2018)

■ 2021 (N=988) ■ 2018 (N=995)

	Inner West Council 2021	Inner West Council 2018	Inner West Council 2017	Inner West Council 2016
Mean rating	3.75	3.72	3.61	3.52
T3 Box	60%	61%	58%	58%
Base	988	995	994	1000

Scale: 1 = very poor, 6 = excellent
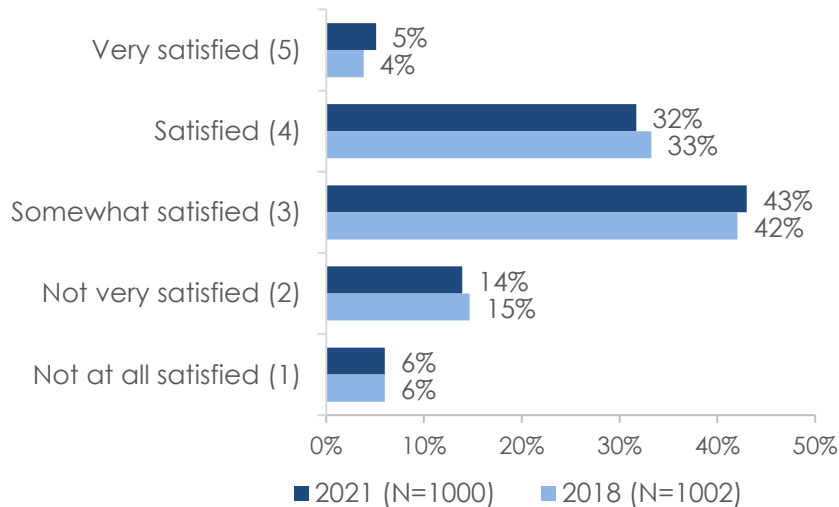
▲▼ = A significantly higher/lower rating (by group)

60% of residents rated Council's community engagement as good-excellent. Younger age groups were significantly more likely to give a higher rating.

Council's Integrity and Decision Making

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

	2021	2018	Male	Female	18-24	25-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Mean rating	3.17	3.14	3.17	3.16	3.33	3.44▲	3.11	2.91▼	3.08	3.08	3.33▲
Base	1000	1002	483	518	103	245	302	202	148	646	354

	Ward					Time lived in the area			
	Ashfield	Leichhardt	Balmain	Stanmore	Marrickville	Less than 2 years	2-5 years	6-10 years	More than 10 years
Mean rating	3.18	3.17	2.98▼	3.21	3.25	3.35	3.46▲	3.26	3.06▼
Base	196	203	156	245	200	82	130	157	632

Very satisfied (5): 5% / 4%
Satisfied (4): 32% / 33%
Somewhat satisfied (3): 43% / 42%
Not very satisfied (2): 14% / 15%
Not at all satisfied (1): 6% / 6%

■ 2021 (N=1000) ■ 2018 (N=1002)

	Inner West Council 2021	Inner West Council 2018	Inner West Council 2017	Inner West Council 2016
Mean rating	3.17	3.14	3.04	2.96
T3 Box	80%	79%	75%	70%
Base	1000	1002	1000	1007

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

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

Satisfaction with Council's integrity and decision making rose slightly. Those living in Balmain were significantly less satisfied when compared to those in other wards.

2. Contact With Council

1. Performance of Council

2. Contact with Council

3. Living in the Inner West

4. WestConnex Project

5. Councils Services and Facilities

6. Service Area Analysis

This section explores residents' experiences contacting Inner West Council

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Method of Contact with Council

Q2a. In the last year have you contacted Inner West Council for any reason apart from paying rates?

	Overall	Male	Female	18-24	25-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Yes %	51%	47%	54%	15%▼	38%▼	56%▲	68%▲	60%▲	59%▲	35%
Base	1002	483	519	103	246	302	202	148	646	356

	Ward					Time lived in the area			
	Ashfield	Leichhardt	Balmain	Stanmore	Marrickville	Less than 2 years	2-5 years	6-10 years	More than 10 years
Yes %	54%	48%	60%▲	44%	49%	28%▼	31%▼	53%	57%▲
Base	196	203	156	245	202	83	130	157	632
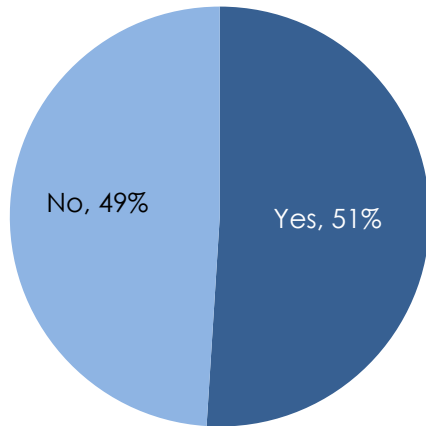
No, 49%

Yes, 51%

	Inner West Council 2021	Inner West Council 2018	Inner West Council 2017	Inner West Council 2016
Yes	51%	51%	36%	37%
Base	1002	1003	1002	1008

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

51% of residents have contacted Council in the past 12 months. 18-34 year old's were significantly less likely to have contacted Council.

Method of Contact with Council

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

Other specified	Count
Snap Send Solve	6
At a Council meeting	3
In person	3
Other Council app	3
Ombudsman	1
Responding to a survey	1
Spoke to Councillor	1
Through a third party	1

Online at Council's website — 2021: 48%, 2018: 43%
Telephone — 2021: 48%▼, 2018: 62%
Email — 2021: 23%▼, 2018: 42%
Visited a service centre — 2021: 10%▼, 2018: 28%
Online at Council's engagement website — 2021: 3%
Council's Waste App — 2021: 2%▼, 2018: 10%
Letter in the post — 2021: 1%▼, 2018: 10%
Council's social media — 2021: <1%
Other — 2021: 3%, 2018: 5%
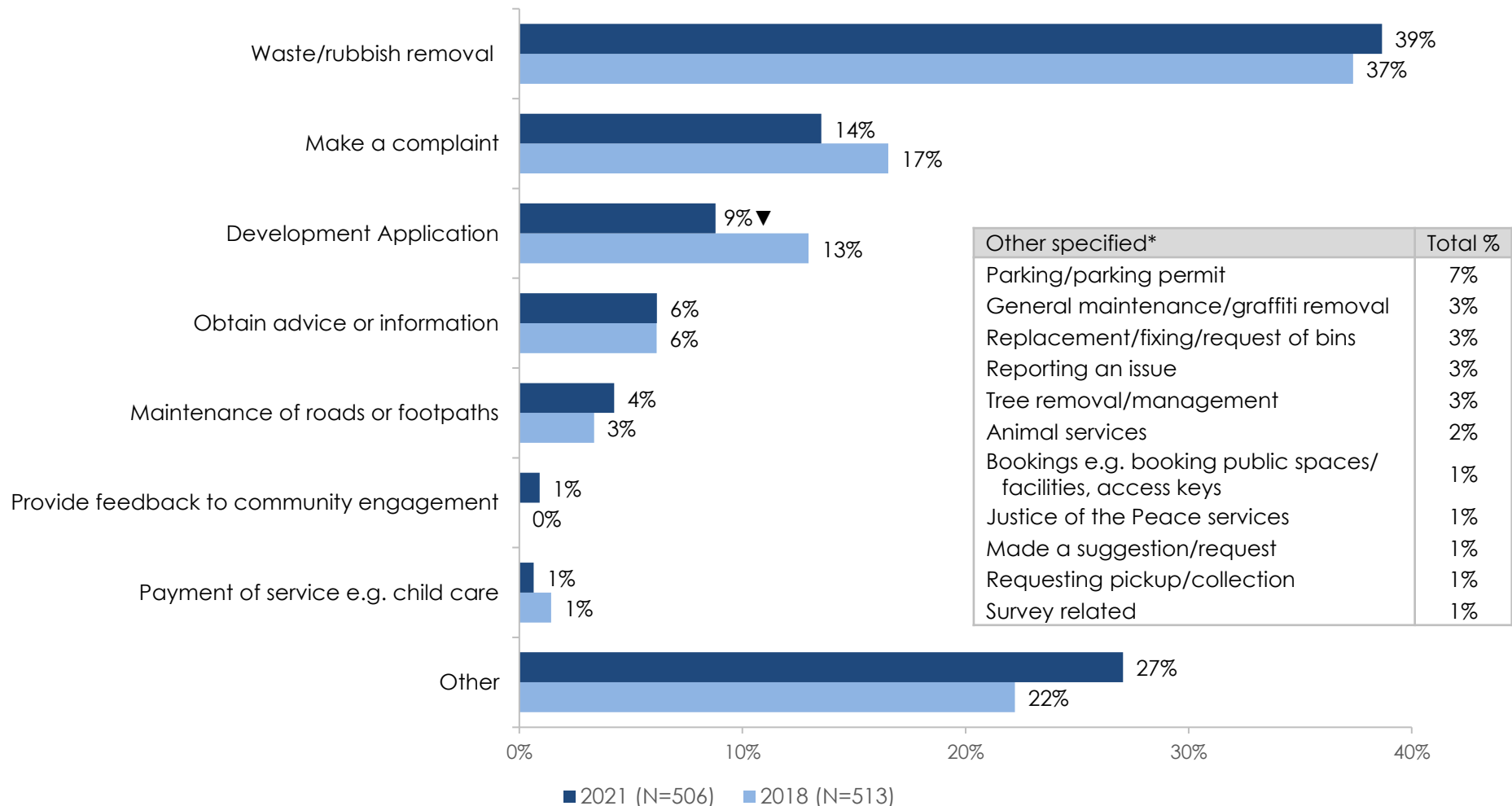
■ 2021 (N=506)   ■ 2018 (N=513)

Please see Appendix A for Responses by Demographics

▲▼ = A significantly higher/lower percentage(by 2018)

Significant drops were seen across several different methods of contact. In particular phone and email saw large reductions in use.

Nature of Enquiry

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

Other specified*	Total %
Parking/parking permit	7%
General maintenance/graffiti removal	3%
Replacement/fixing/request of bins	3%
Reporting an issue	3%
Tree removal/management	3%
Animal services	2%
Bookings e.g. booking public spaces/ facilities, access keys	1%
Justice of the Peace services	1%
Made a suggestion/request	1%
Requesting pickup/collection	1%
Survey related	1%

Chart data (2021 (N=506) / 2018 (N=513)):
- Waste/rubbish removal: 39% / 37%
- Make a complaint: 14% / 17%
- Development Application: 9%▼ / 13%
- Obtain advice or information: 6% / 6%
- Maintenance of roads or footpaths: 4% / 3%
- Provide feedback to community engagement: 1% / 0%
- Payment of service e.g. child care: 1% / 1%
- Other: 27% / 22%

■ 2021 (N=506) ■ 2018 (N=513)

Please see Appendix A for Responses by Demographics
*Refer to Appendix A for responses <1%
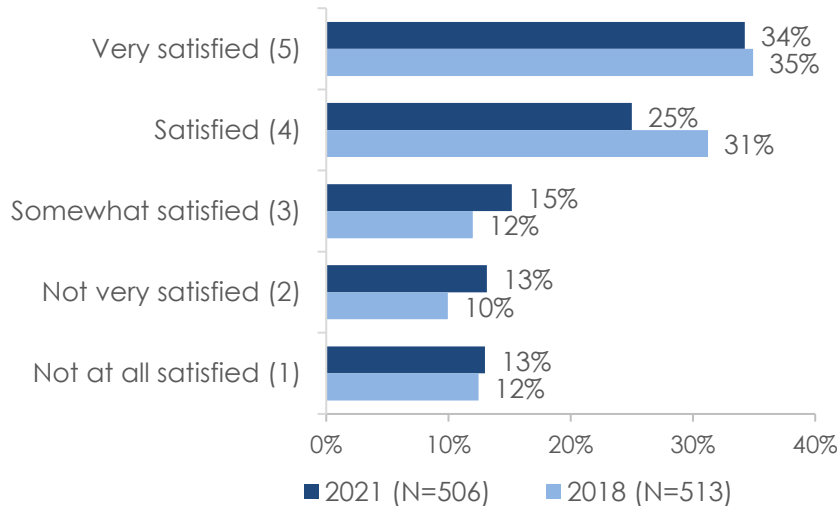
▲▼ = A significantly higher/lower percentage (by 2018)

Waste/rubbish removal continued to be the most common reason residents contacted Council. There was a significant drop in development application enquiries.

Satisfaction with Council Contact

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

	Overall 2021	Male	Female	18-24	25-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Mean rating	3.56	3.55	3.56	4.63▲	3.73	3.51	3.49	3.38	3.47	3.83▲
Base	506	228	278	16*	94	170	138	89	383	123

	Ward					Time lived in the area			
	Ashfield	Leichhardt	Balmain	Stanmore	Marrickville	Less than 2 years	2-5 years	6-10 years	More than 10 years
Mean rating	3.70	3.53	3.29▼	3.64	3.58	3.87	3.76	3.62	3.50
Base	106	98	94	109	99	23	41	83	359

Very satisfied (5): 34% (2021), 35% (2018)
Satisfied (4): 25% (2021), 31% (2018)
Somewhat satisfied (3): 15% (2021), 12% (2018)
Not very satisfied (2): 13% (2021), 10% (2018)
Not at all satisfied (1): 13% (2021), 12% (2018)

■ 2021 (N=506)   ■ 2018 (N=513)

	Inner West Council 2021	Inner West Council 2018	Inner West Council 2017	Inner West Council 2016	Micromex LGA Benchmark
Mean rating	3.56↓	3.66	3.75	3.67	3.77
T3 Box	74%	78%	80%	80%	80%
Base	506	513	363	369	23,641

*Caution low base size
Scale: 1 = not at all satisfied, 5 = very satisfied

↑↓ = A significantly higher/lower percentage (compared to the Benchmark)
▲▼ = A significantly higher/lower level of satisfaction (by group)

74% were at least somewhat satisfied with how their contact was handled.
Residents living in the Balmain ward were significantly less satisfied.

Satisfaction with Council Contact

Q2b.   (If yes in Q2a), What method did you use to contact Council?
Q2c.   (If yes in Q2a), What was the nature of your enquiry?
Q2d.   Overall, how satisfied were you with the way your contact was handled?

Satisfaction by Method of Contact	Online at Council's website	Telephone	Email	Visited a service centre	Online at Council's engagement website	Council's Waste App	Letter in the post	Council's social media	Other
Mean rating	3.74▲	3.42▼	3.01▼	3.39	3.74	4.07	2.22	2.75	2.87▼
Base	244	242	115	49	14*	8*	4*	2*	17*

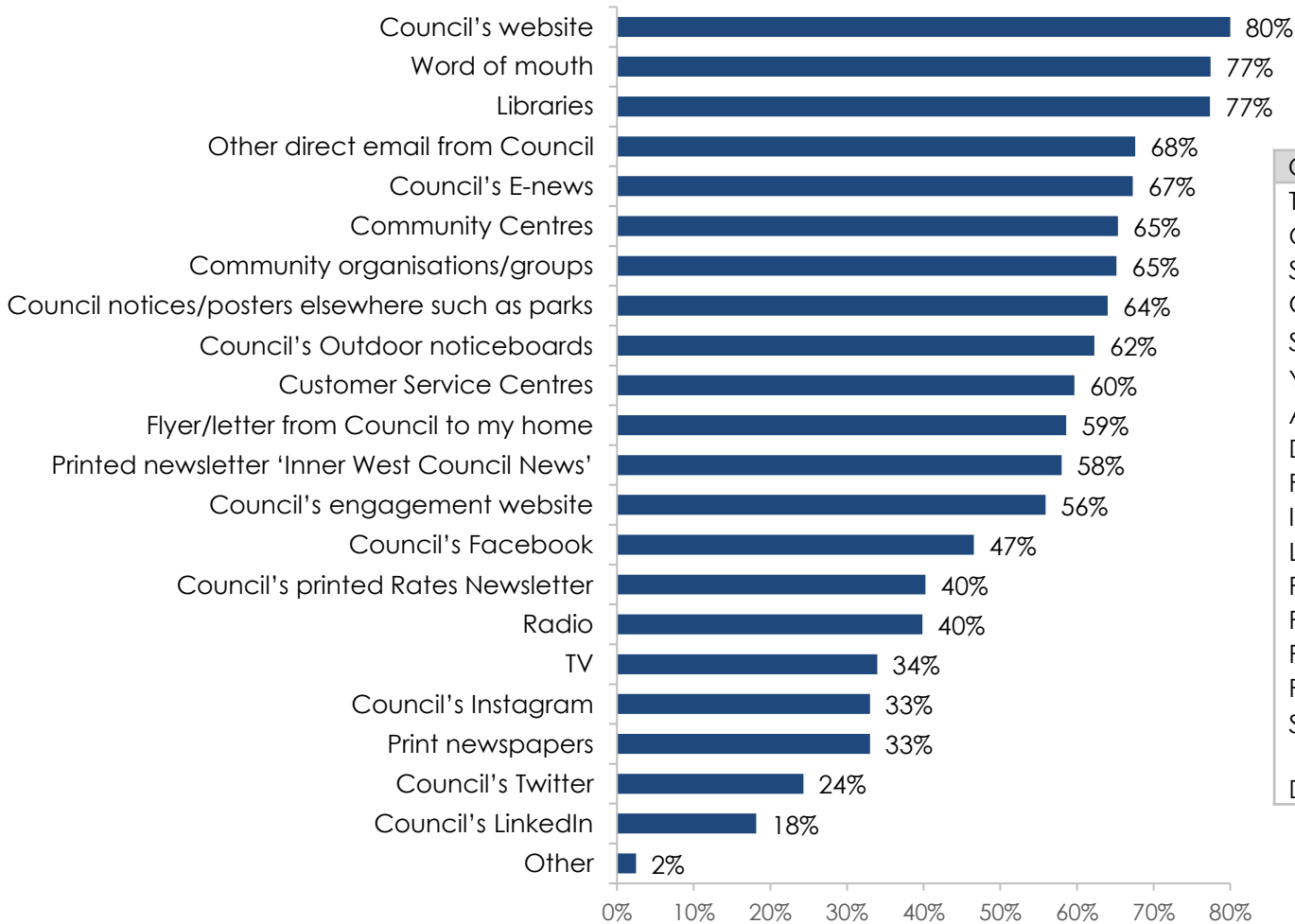| Satisfaction by Nature of Enquiry	Waste/rubbish removal	Make a complaint	Development Application	Obtain advice or information	Maintenance of roads or footpaths	Provide feedback to community engagement	Payment of service e.g. child care	Other
Mean rating	4.05▲	2.85▼	3.44	3.19	3.37	2.95	2.66	3.39
Base	196	68	45	31	22*	5*	3*	137

*Caution low base size
Scale: 1 = not at all satisfied, 5 = very satisfied

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

Residents using Council's website were significantly more satisfied with the way their contact was handled.

Receiving Information About Council

Q6. In the future, how would you prefer to receive information about Council?

Method	%
Council's website	80%
Word of mouth	77%
Libraries	77%
Other direct email from Council	68%
Council's E-news	67%
Community Centres	65%
Community organisations/groups	65%
Council notices/posters elsewhere such as parks	64%
Council's Outdoor noticeboards	62%
Customer Service Centres	60%
Flyer/letter from Council to my home	59%
Printed newsletter 'Inner West Council News'	58%
Council's engagement website	56%
Council's Facebook	47%
Council's printed Rates Newsletter	40%
Radio	40%
TV	34%
Council's Instagram	33%
Print newspapers	33%
Council's Twitter	24%
Council's LinkedIn	18%
Other	2%

Other specified	Count
Text	9
Other social media platforms	3
Schools	3
Councillors	2
Shops	2
Youtube	2
App	1
Deliberative processes	1
Facebook groups/pages	1
Improved Council website	1
Local Inner West Koori	1
Phone call	1
Podcast	1
Police Citizens Youth Club	1
Public information sessions	1
Shopping centres/local businesses	1
Don't know/nothing	1

Please see Appendix A for Responses by Demographics

Base: N=1002

Residents most preferred method of contact included Council's website, word of mouth and libraries.

3. Living in the Inner West

1. Performance of Council

2. Contact with Council

3. Living in the Inner West

4. WestConnex Project
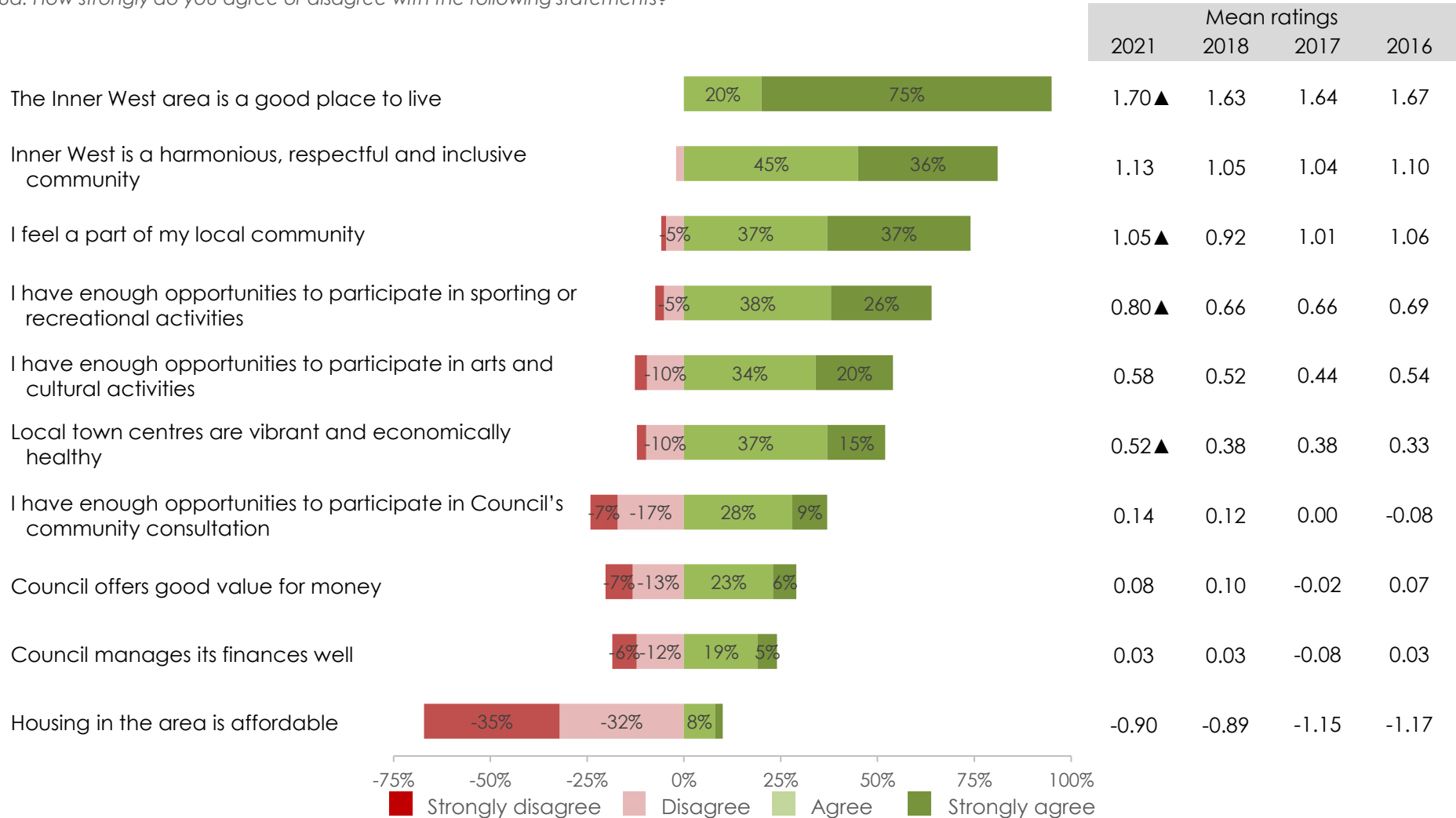
5. Councils Services and Facilities

6. Service Area Analysis

This section explores residents' experience living in the Inner West Council LGA

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Living in the Inner West

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

	Mean ratings			
	2021	2018	2017	2016
The Inner West area is a good place to live	1.70▲	1.63	1.64	1.67
Inner West is a harmonious, respectful and inclusive community	1.13	1.05	1.04	1.10
I feel a part of my local community	1.05▲	0.92	1.01	1.06
I have enough opportunities to participate in sporting or recreational activities	0.80▲	0.66	0.66	0.69
I have enough opportunities to participate in arts and cultural activities	0.58	0.52	0.44	0.54
Local town centres are vibrant and economically healthy	0.52▲	0.38	0.38	0.33
I have enough opportunities to participate in Council's community consultation	0.14	0.12	0.00	-0.08
Council offers good value for money	0.08	0.10	-0.02	0.07
Council manages its finances well	0.03	0.03	-0.08	0.03
Housing in the area is affordable	-0.90	-0.89	-1.15	-1.17

The Inner West area is a good place to live — 20% / 75%
Inner West is a harmonious, respectful and inclusive community — 45% / 36%
I feel a part of my local community — -5% / 37% / 37%
I have enough opportunities to participate in sporting or recreational activities — -5% / 38% / 26%
I have enough opportunities to participate in arts and cultural activities — -10% / 34% / 20%
Local town centres are vibrant and economically healthy — -10% / 37% / 15%
I have enough opportunities to participate in Council's community consultation — -7% -17% / 28% / 9%
Council offers good value for money — -7% -13% / 23% / 6%
Council manages its finances well — -6% -12% / 19% / 5%
Housing in the area is affordable — -35% / -32% / 8%

-75% -50% -25% 0% 25% 50% 75% 100%

■ Strongly disagree ■ Disagree ■ Agree ■ Strongly agree

Base: N=1002

Note: Data labels have not been shown for results <5%

Scale: -2 = strongly disagree, 2 = strongly agree

▲ ▼ = A significantly higher/lower level of agreement(compared to 2018)

Across many measures the Inner West is a good place to live.
Most scores are either stable or have improved.

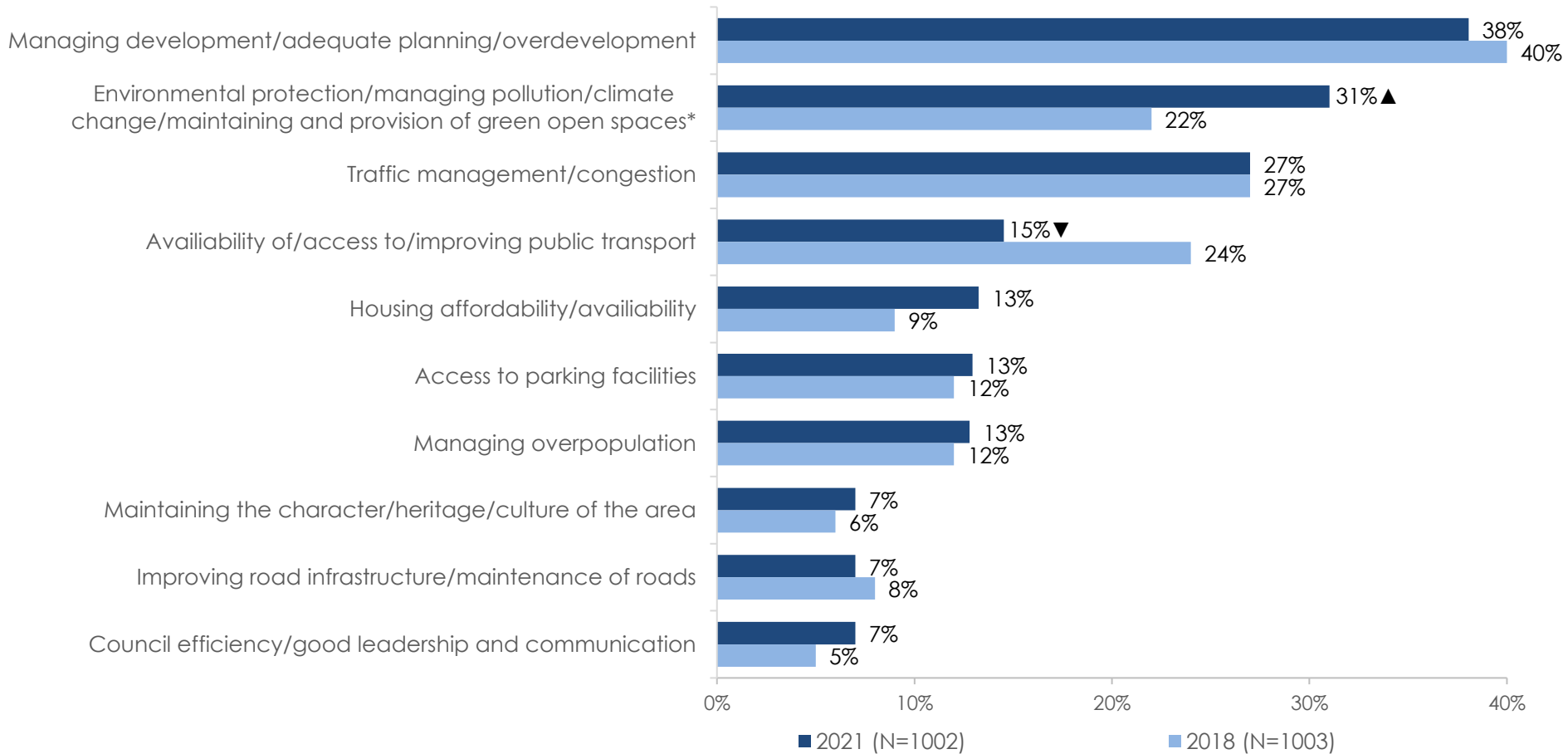# Living in the Inner West Compared to the Micromex Benchmark

The chart below shows the variance between Inner West Councils top 2 box agreement scores and the Micromex Benchmark. Measures shown in the below chart highlight larger positive and negative gaps.

Inner West Top 2 Box Agreement Scores

Measure	Score
Inner West is a harmonious, respectful and inclusive community	81%
The Inner West area is a good place to live	95%
I have enough opportunities to participate in sporting or recreational activities	64%
I have enough opportunities to participate in arts and cultural activities	54%
I feel a part of my local community	74%
Council offers good value for money	29%
Housing in the area is affordable	10%

Variance to the Metro Benchmark

Measure	Variance
Inner West is a harmonious, respectful and inclusive community	20%
The Inner West area is a good place to live	10%
I have enough opportunities to participate in sporting or recreational activities	7%
I have enough opportunities to participate in arts and cultural activities	7%
I feel a part of my local community	6%
Council offers good value for money	-2%
Housing in the area is affordable	-4%

Majority of comparable measures exceed the Micromex's benchmark.

Top Priority Areas for Council to Focus On

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

Priority Area	2021 (N=1002)	2018 (N=1003)
Managing development/adequate planning/overdevelopment	38%	40%
Environmental protection/managing pollution/climate change/maintaining and provision of green open spaces*	31%▲	22%
Traffic management/congestion	27%	27%
Availiability of/access to/improving public transport	15%▼	24%
Housing affordability/availiability	13%	9%
Access to parking facilities	13%	12%
Managing overpopulation	13%	12%
Maintaining the character/heritage/culture of the area	7%	6%
Improving road infrastructure/maintenance of roads	7%	8%
Council efficiency/good leadership and communication	7%	5%

■ 2021 (N=1002)   ■ 2018 (N=1003)

Please see Appendix A for results <7%

*2018 data did not include climate change

▲▼ = A significantly higher/lower percentage (compared to 2018)

Managing the challenge of population growth remains the a key problem area for the community. There has been a significant increase in residents prioritisation towards environmental protections.

Sense of Safety in the Area

Q8b.   Do you feel safe in the following situations?

	Overall	Male	Female	18-24	25-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
During the day	98%	97%	98%	100%	97%	98%	97%	98%	98%	98%
After dark	77%	87%▲	67%	93%▲	72%	74%	77%	81%	77%	76%
Base	1002	483	519	103	246	302	202	148	646	356

	Ward					Time lived in the area			
	Ashfield	Leichhardt	Balmain	Stanmore	Marrickville	Less than 2 years	2-5 years	6-10 years	More than 10 years
During the day	97%	98%	98%	99%▲	95%▼	99%	96%	99%	98%
After dark	69%▼	79%	82%	82%	72%	84%	80%	76%	75%
Base	196	203	156	245	202	83	130	157	632

During the day

No, 2%

Yes, 98%

After dark

No, 23%

Yes, 77%
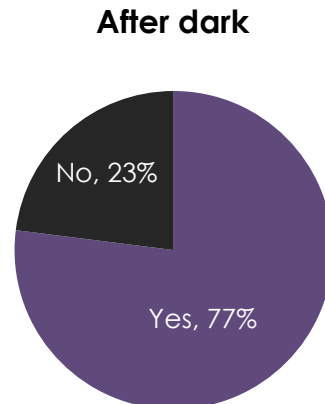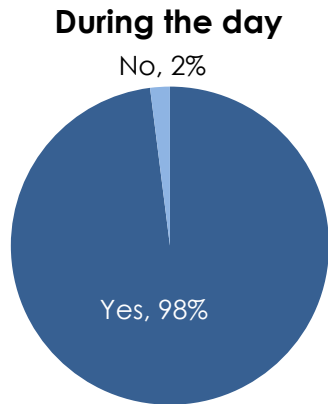
Yes %	Inner West Council 2021	Inner West Council 2018	Inner West Council 2017	Inner West Council 2016
During the day	98%	98%	99%	99%
After dark	77%	79%	83%	81%
Base	1002	1002	1002	1008

▲▼ = A significantly higher/lower feeling of safety (by group)

98% of residents felt safe alone in their local area during the day while 77% felt the same way if it were at night. Those living in Ashfield felt significantly less safe in their area at night.

Community Strategic Measures - Caring

Q10a. 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 2021	Male	Female	18-24	25-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Mean rating	3.41	3.42	3.41	3.72▲	3.58▲	3.40	3.18▼	3.27▼	3.32	3.58▲
Base	1002	483	519	103	246	302	202	148	646	356

	Ward					Time lived in the area			
	Ashfield	Leichhardt	Balmain	Stanmore	Marrickville	Less than 2 years	2-5 years	6-10 years	More than 10 years
Mean rating	3.33	3.42	3.29	3.46	3.52	3.70▲	3.69▲	3.47	3.30▼
Base	196	203	156	245	202	83	130	157	632
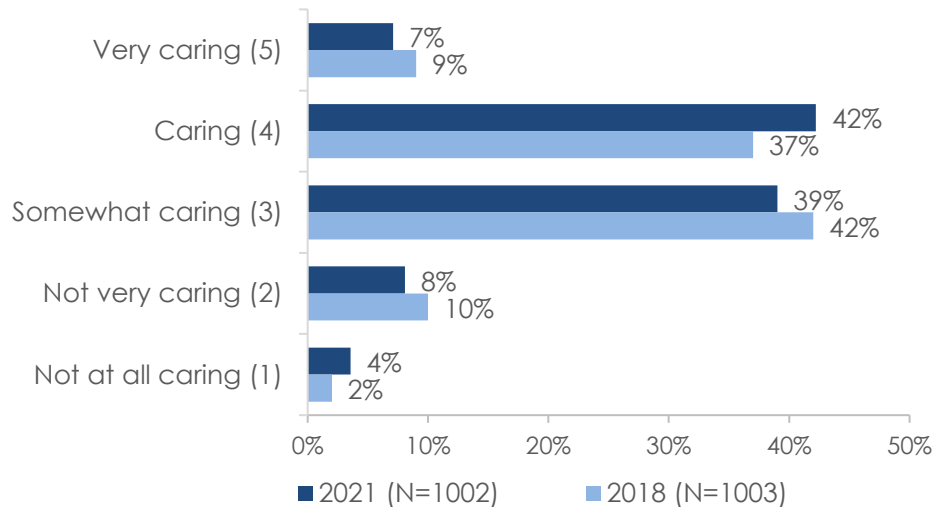
	Inner West Council 2021	Inner West Council 2018
Mean rating	3.41	3.40
T3 Box	88%	88%
Base	1002	1003

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

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

88% of resident believe Inner West Council is at least somewhat caring. Younger age groups and newcomers to the area were significantly more likely to believe that Council were caring.

Community Strategic Measures - Creative

Q10b. 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 2021	Male	Female	18-24	25-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Mean rating	3.37	3.31	3.42	3.62	3.50▲	3.36	3.17▼	3.27	3.27	3.55▲
Base	1002	483	519	103	246	302	202	148	646	356

	Ward					Time lived in the area			
	Ashfield	Leichhardt	Balmain	Stanmore	Marrickville	Less than 2 years	2-5 years	6-10 years	More than 10 years
Mean rating	3.31	3.37	3.07▼	3.49▲	3.50	3.56	3.64▲	3.40	3.28▼
Base	196	203	156	245	202	83	130	157	632
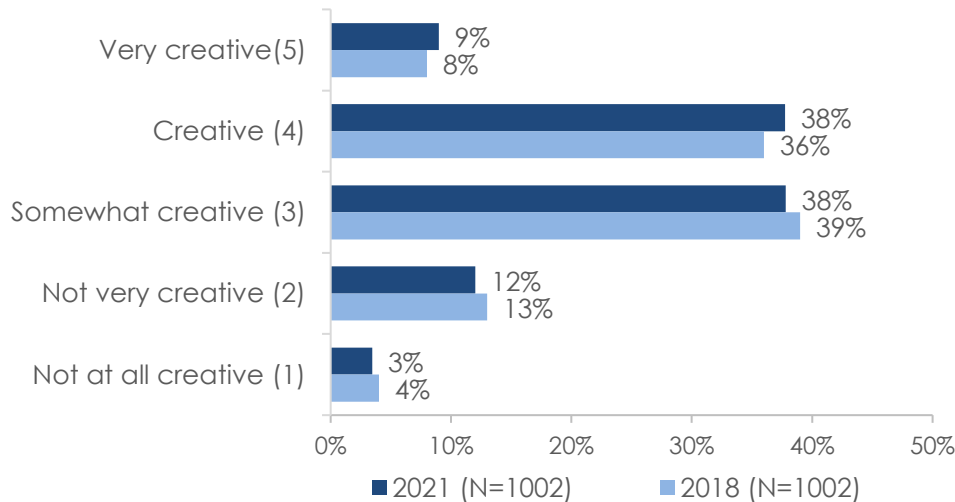
	Inner West Council 2021	Inner West Council 2018
Mean rating	3.37	3.32
T3 Box	85%	83%
Base	1002	1002

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

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

There has been a slight increase since 2018, with 85% of residents stating Council is at least somewhat creative. Again, younger residents and newcomers are more likely to believe so.

Community Strategic Measures - Just

Q10c. 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 2021	Male	Female	18-24	25-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Mean rating	3.36	3.35	3.38	3.61▲	3.64▲	3.30	3.13▼	3.19▼	3.27	3.53▲
Base	1002	483	519	103	246	302	202	148	646	356

	Ward					Time lived in the area			
	Ashfield	Leichhardt	Balmain	Stanmore	Marrickville	Less than 2 years	2-5 years	6-10 years	More than 10 years
Mean rating	3.32	3.33	3.20▼	3.42	3.50▲	3.71▲	3.63▲	3.45	3.24▼
Base	196	203	156	245	202	83	130	157	632

Very just(5): 8%▼ (2021), 12% (2018)
Just (4): 38% (2021), 40% (2018)
Somewhat just (3): 40%▲ (2021), 35% (2018)
Not very just (2): 10% (2021), 10% (2018)
Not at all just (1): 4% (2021), 3% (2018)

■ 2021 (N=1002) ■ 2018 (N=1003)
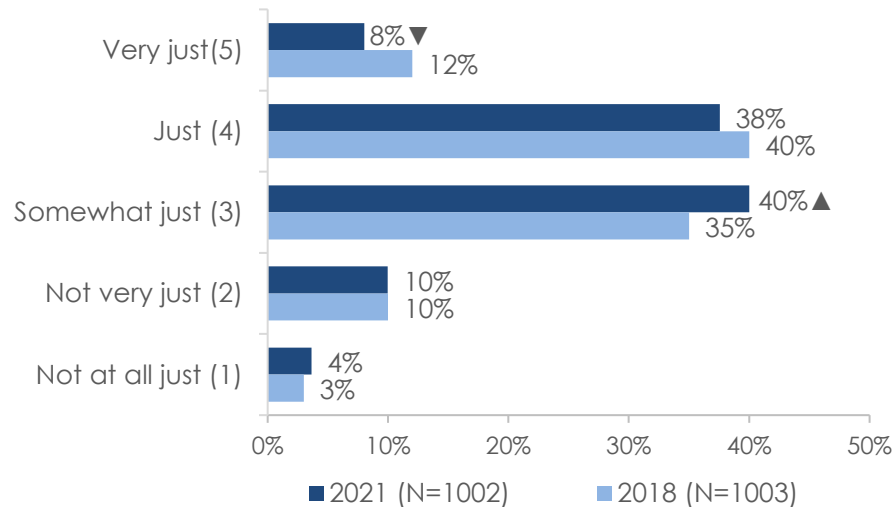
	Inner West Council 2021	Inner West Council 2018
Mean rating	3.36▼	3.47
T3 Box	87%	87%
Base	1002	1003

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

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

Residents perceptions of Council being "Just" saw residents ratings shifting from "very just" and "just" down to somewhat just, this resulting in a significant drop in the mean rating when compared to 2018 research. Younger age groups and those who had been in the area for less than 5 years were significantly more likely to think that Council were just.

27

4. WestConnex Project

1. Performance of Council

2. Contact with Council

3. Living in the Inner West

4. WestConnex Project

5. Councils Services and Facilities

6. Service Area Analysis

This section explores residents' awareness and support for the WestConnex project

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Awareness of the WestConnex Project

Q9ab. 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

	Overall 2021	Male	Female	18-24	25-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Aware %	95%	95%	95%	91%	94%	96%	98%▲	94%	97%▲	93%
Base	1002	483	519	103	246	302	202	148	646	356

	Ward					Time lived in the area			
	Ashfield	Leichhardt	Balmain	Stanmore	Marrickville	Less than 2 years	2-5 years	6-10 years	More than 10 years
Aware %	91%▼	98%▲	97%	98%▲	92%	82%▼	93%	98%	97%▲
Base	196	203	156	245	202	83	130	157	632
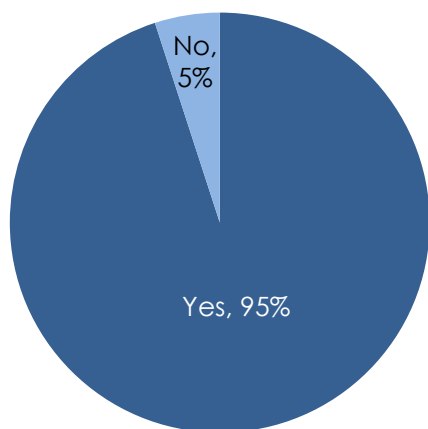
No, 5%
Yes, 95%

	Inner West Council 2021	Inner West Council 2018	Inner West Council 2017	Inner West Council 2016
Aware of the project	95%	97%	96%	97%
Base	1002	1003	1002	1008

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

Awareness of the has remained consistent.

Support for the WestConnex Project

Q9ab. 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

	Overall 2021	Male	Female	18-24	25-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Mean rating	3.07	3.19▲	2.95	2.89	3.11	3.16	3.12	2.87	3.07	3.08
Base	975	476	499	98	239	296	199	143	633	342

	Ward					Time lived in the area			
	Ashfield	Leichhardt	Balmain	Stanmore	Marrickville	Less than 2 years	2-5 years	6-10 years	More than 10 years
Mean rating	3.18	3.12	3.06	2.97	3.04	2.89	3.25	3.35▲	2.98▼
Base	189	203	153	238	192	72	126	155	622
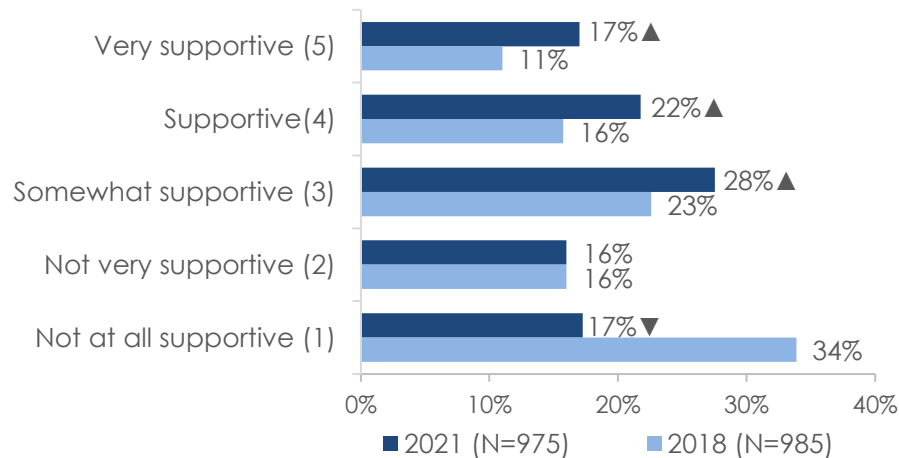
	Inner West Council 2021	Inner West Council 2018	Inner West Council 2017	Inner West Council 2016
Mean rating	3.07▲	2.55	2.54	2.41
T3 Box	74%▲	50%	48%	43%
Base	975	985	997	1003

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

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

Support for the WestConnex project has risen significantly since 2018 research.

5. Council Services and Facilities

1. Performance of Council

2. Contact with Council

3. Living in the Inner West

4. WestConnex Project

5. Councils Services and Facilities

6. Service Area Analysis

This section explores several factors relating to Council's services and facilities.

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Council Services and Facilities

A major component of the 2021 Community Survey was to assess perceived Importance of, and Satisfaction with 41 Council-provided services and facilities – the equivalent of 82 separate questions!

We have utilised the following techniques to summarise and analyse these 82 questions:

2.1. Highlights and Comparison with 2018 Results

2.2. Comparison with Micromex Benchmarks

2.3. Performance Gap Analysis

2.4. Quadrant Analysis

2.5. Regression Analysis (i.e.: determine the services/ facilities that <u>drive</u> overall satisfaction with Council)

2.1 Services and Facilities – <u>Importance</u> – Comparison by Year

Q3.   *Please indicate your level of importance with the following over the last 12 months.*

2021 Importance Ratings (y-axis)

2018 Importance Ratings (x-axis)

Chart labels:
- Encouraging recycling
- Supporting local jobs and business
- Safe public spaces
- Environmental education programs and initiatives e.g. community gardens
- Long term planning for Council area
- Supporting local artists and creative industries
- Managing development in the area
- Promoting pride in the community
- Protection of low rise residential areas
- Festival and events programs
- Availability of sporting ovals, grounds and facilities
- Swimming pools and aquatic centres
- Building heights in town centres

= A significantly higher/lower level of importance (compared to 2018)

The above chart compares the mean importance ratings for 2021 vs 2018.

Importance significantly increased for 7 of the 41 comparable services and facilities, there were also significant decreases in importance for 6 of the 41 services and facilities.

2.1 Services and Facilities – <u>Satisfaction</u> – Comparison by Year

Q3.   *Please indicate your level of satisfaction with the following over the last 12 months.*

2021 Satisfaction Ratings

2018 Satisfaction Ratings

Library services

Swimming pools and aquatic centres

Access to public transport

Building heights in town centres

Festival and events programs

Encouraging recycling

Stormwater management and flood mitigation

Tree management

= A significantly higher/lower level of satisfaction (compared to 2018)
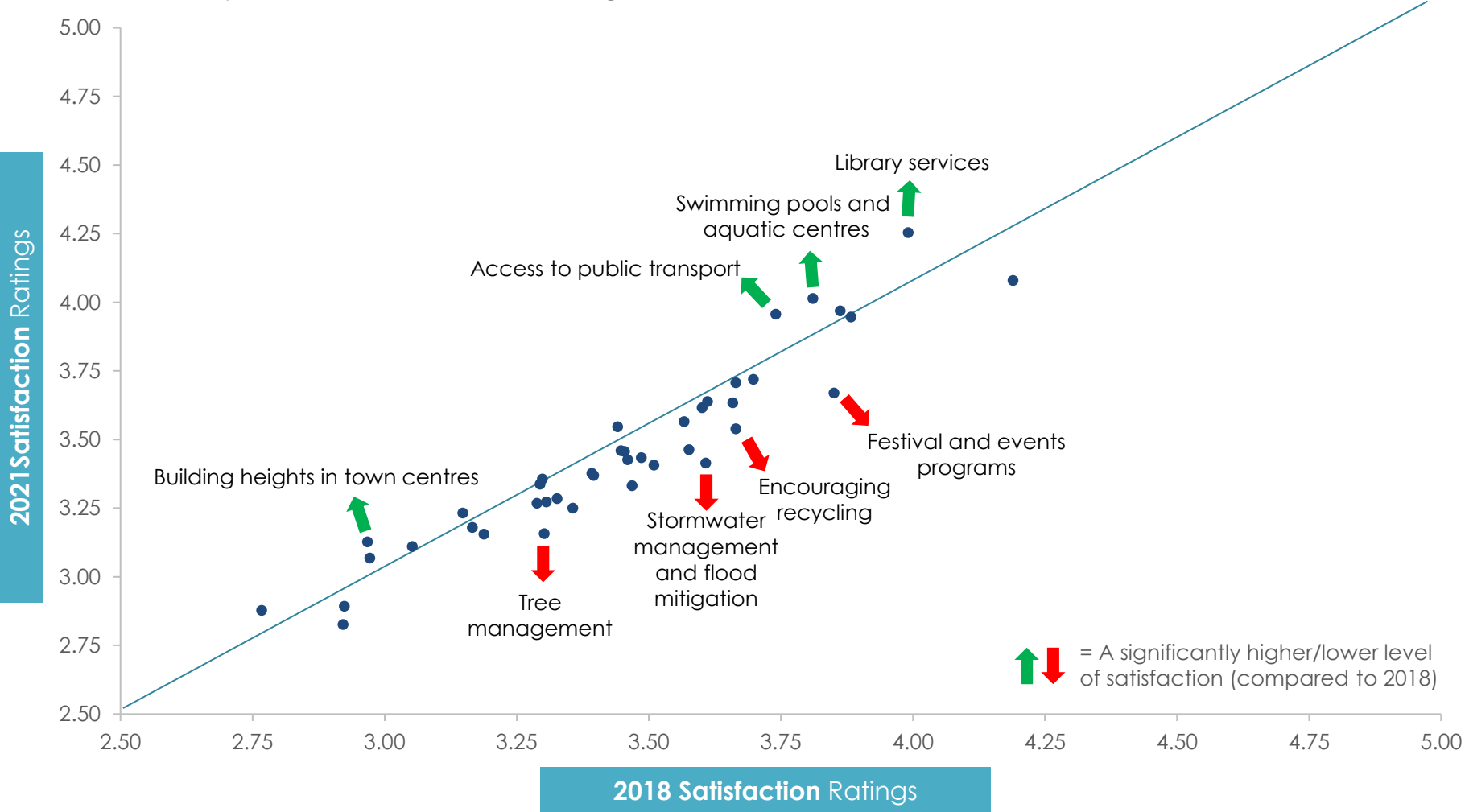
The above chart compares the mean satisfaction ratings in 2021 vs 2018.

Satisfaction increased for 4 of the 41 comparable services and facilities. There were also 4 measures that experienced a decrease in resident satisfaction from previous research.

34

2.1. Importance & Satisfaction – Highest/Lowest Rated Services/Facilities

Importance

Satisfaction

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

Higher importance	T2 Box	Mean
Access to public transport	95%	4.73
Household garbage collection	94%	4.66
Encouraging recycling	92%	4.63
Safe public spaces	92%	4.63
Protecting the natural environment (e.g. bush care)	90%	4.60

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

Higher satisfaction	T3 Box	Mean
Library services	97%	4.25
Swimming pools and aquatic centres	93%	4.01
Maintenance of local parks, playgrounds and sporting fields	93%	3.95
Community centres and facilities	93%	3.72
Household garbage collection	92%	4.08
Availability of sporting ovals, grounds and facilities	92%	3.97

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

Lower importance	T2 Box	Mean
Graffiti removal	44%	3.27
Cycleways	54%	3.45
Building heights in town centres	57%	3.66
Community education programs e.g. English classes, author talks, cycling	60%	3.68
Festival and events programs	60%	3.71
Flood management	60%	3.78

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

Lower satisfaction	T3 Box	Mean
Management of parking	62%	2.83
Managing development in the area	65%	2.88
Community's ability to influence Council's decision making	68%	2.89
Building heights in town centres	71%	3.13
Cycleways	72%	3.07
Tree management	72%	3.16
Maintaining footpaths	72%	3.18

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

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

A core element of this community survey was the rating of 41 facilities/services in terms of Importance and Satisfaction. The above analysis identifies the highest and lowest rated services/facilities in terms of importance and satisfaction.

2.2 <u>Importance</u> Compared to the Micromex Benchmark

The chart below shows the variance between Inner West Council top 2 box importance scores and the Micromex Benchmark. Services/facilities shown in the below chart highlight larger positive and negative gaps.

Inner West Council Top 2 Box Importance Scores

Variance to the Metro Benchmark

Service/Facility	Top 2 Box Importance	Variance
Protection of heritage buildings and items	82%	9%
Library services	79%	7%
Protecting the natural environment (e.g. bush care)	90%	6%
Environmental education programs and initiatives e.g. community gardens	79%	6%
Building heights in town centres	57%	-6%
Long term planning for Council area	82%	-6%
Availability of sporting ovals, grounds and facilities	70%	-7%
Community education programs e.g. English classes, author talks, cycling	60%	-7%
Management of parking	75%	-7%
Provision of services for older residents	69%	-7%
Removal of illegally dumped rubbish	83%	-7%
Stormwater management and flood mitigation	74%	-7%
Support and programs for volunteers and community groups	64%	-8%
Flood management	60%	-21%
Graffiti removal	44%	-27%

Note: Only services/facilities with a variance of +/- %6 to the Benchmark have been shown above. Please see Appendix A for detailed list

2.2 <u>Satisfaction</u> Compared to the Micromex Benchmark

The chart below shows the variance between Inner West Council top 3 box satisfaction scores and the Micromex Benchmark. Services/facilities shown in the below chart highlight larger positive and negative gaps.

Inner West Council Top 3 Box Satisfaction Scores   **Variance to the Metro Benchmark**

Service/Facility	Top 3 Box Score	Variance
Protection of low rise residential areas	78%	12%
Appearance of your local area	90%	7%
Swimming pools and aquatic centres	93%	7%
Access to public transport	91%	6%
Safe public spaces	91%	6%
Traffic management and road safety	78%	6%
Long term planning for Council area	79%	5%
Promoting pride in the community	88%	5%
Encouraging recycling	84%	-5%
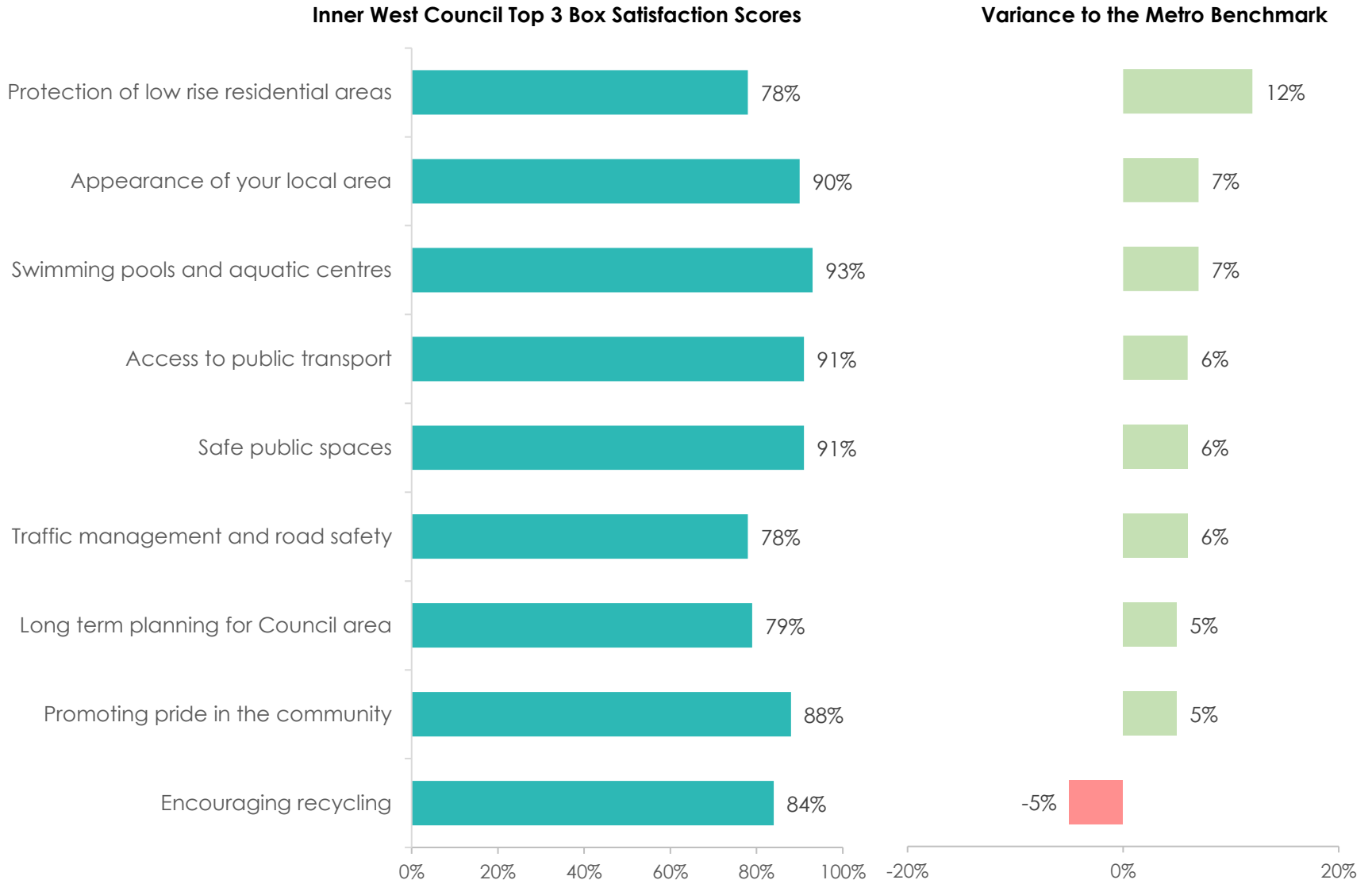
Note: Only services/facilities with a variance of +/- %5 to the Benchmark have been shown above. Please see Appendix A for detailed list

2.3. Performance Gap Analysis

PGA establishes the gap between importance and satisfaction. This is calculated by subtracting the top 3 satisfaction score from the top 2 importance score. In order to measure performance gaps, respondents are asked to rate the importance of, and their satisfaction with, each of a range of different services or facilities on a scale of 1 to 5, where 1 = low importance or satisfaction and 5 = high importance or satisfaction. These scores are aggregated at a total community level.

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

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

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

Importance
(Area of focus - where residents would like Council to focus/invest)

Performance Gap

Satisfaction
(Satisfaction with current performance in a particular area)

(Gap = Importance rating minus Satisfaction rating)
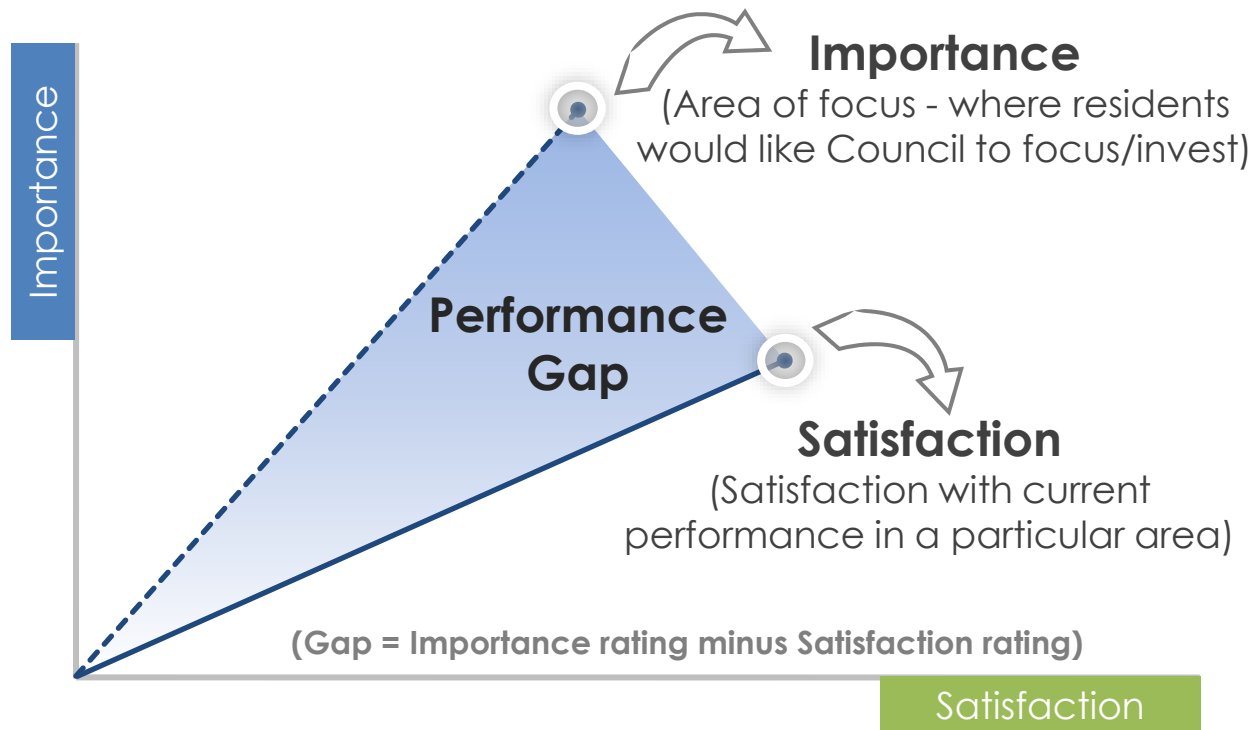
2.3. Performance Gap Analysis

When we examine the largest performance gaps, we can identify that all of the services or facilities have been rated as high in importance, whilst resident satisfaction for all of these areas is between 62% and 85%.

Majority of the top performance gaps relate to getting around the Inner West Council area. Council's decision making, development, and environmental concerns are also key areas for potential improvement.

Service Area	Service/Facility	Importance T2 Box	Satisfaction T3 Box	Performance Gap (Importance – Satisfaction)
Progressive local leadership	Community's ability to influence Council's decision making	84%	68%	16%
Unique, liveable, networked neighbourhoods	Maintaining footpaths	87%	72%	15%
Unique, liveable, networked neighbourhoods	Managing development in the area	80%	65%	15%
Unique, liveable, networked neighbourhoods	Management of parking	75%	62%	13%
Unique, liveable, networked neighbourhoods	Maintaining local roads (excluding major routes)	87%	75%	12%
Unique, liveable, networked neighbourhoods	Traffic management and road safety	87%	78%	9%
An ecologically sustainable Inner West	Encouraging recycling	92%	84%	8%
An ecologically sustainable Inner West	Tree management	78%	72%	6%
Progressive local leadership	Provision of Council information to the community	83%	78%	5%
An ecologically sustainable Inner West	Protecting the natural environment (e.g. bush care)	90%	85%	5%
An ecologically sustainable Inner West	Removal of illegally dumped rubbish	83%	78%	5%

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.

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

On average, Inner West Council residents rated services/facilities were on par with the Micromex Metropolitan Benchmark.

	Inner West Council	Micromex Comparable Regional Benchmark
Average Importance	76%	77%
Average Satisfaction	83%	82%

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

Explaining the 4 quadrants (overleaf)

Attributes in the top right quadrant, **MAINTAIN,** such as '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 'maintaining footpaths' are key concerns in the eyes of your residents. In the vast majority of cases you should aim to improve your performance in these areas to better meet the community's expectations.

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

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

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

Improve
Higher importance, lower satisfaction

Maintain
Higher importance, higher satisfaction
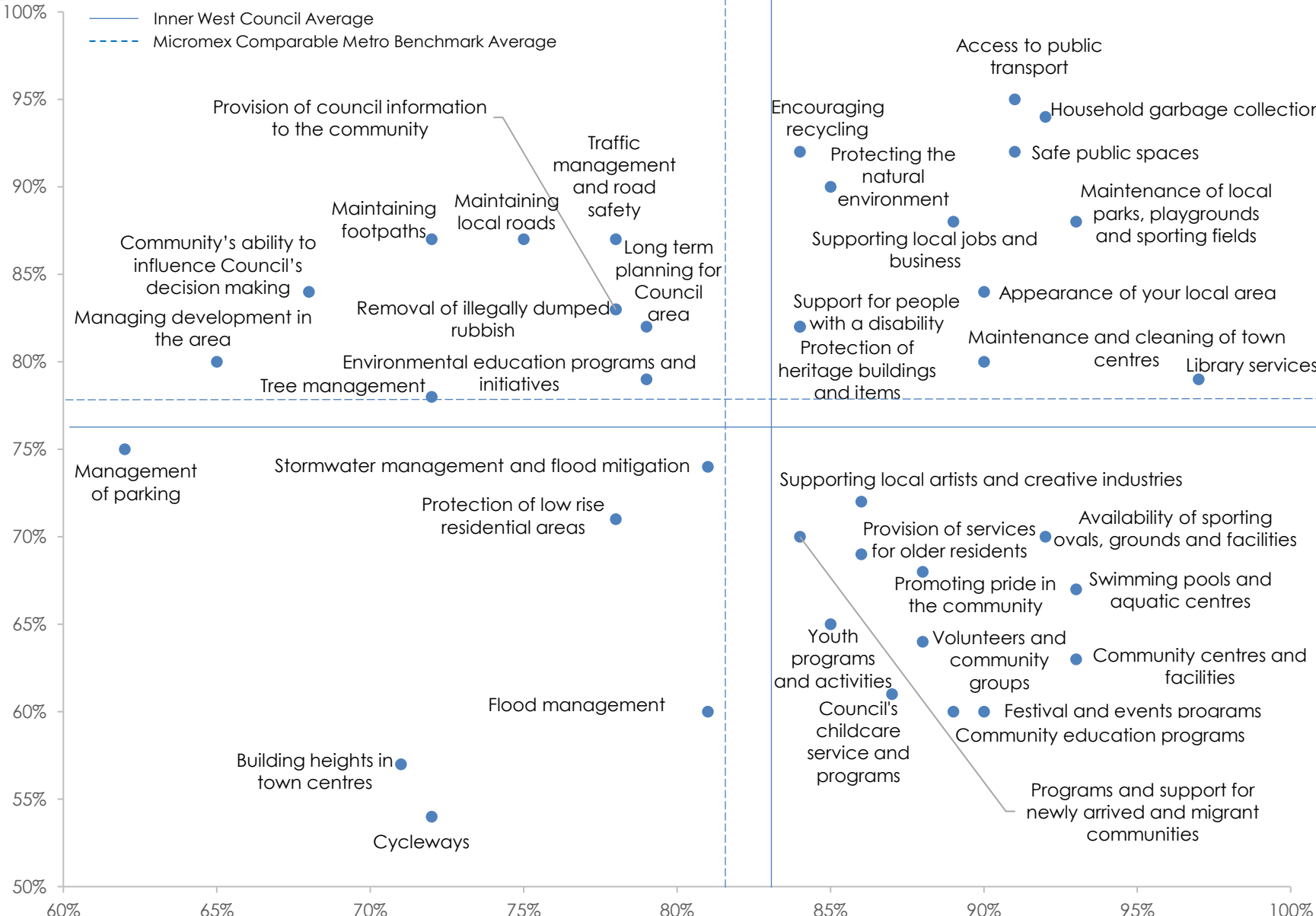
Niche
Lower importance, lower satisfaction

Satisfaction

Social Capital
Lower importance, higher satisfaction

Importance

—— Inner West Council Average
----- Micromex Comparable Metro Benchmark Average

Access to public transport
Household garbage collection
Encouraging recycling
Safe public spaces
Protecting the natural environment
Maintenance of local parks, playgrounds and sporting fields
Supporting local jobs and business
Appearance of your local area
Support for people with a disability
Maintenance and cleaning of town centres
Protection of heritage buildings and items
Library services

Provision of council information to the community
Traffic management and road safety
Maintaining footpaths
Maintaining local roads
Long term planning for Council area
Community's ability to influence Council's decision making
Removal of illegally dumped rubbish
Managing development in the area
Environmental education programs and initiatives
Tree management

Management of parking
Stormwater management and flood mitigation
Supporting local artists and creative industries
Availability of sporting ovals, grounds and facilities
Protection of low rise residential areas
Provision of services for older residents
Promoting pride in the community
Swimming pools and aquatic centres
Youth programs and activities
Volunteers and community groups
Community centres and facilities
Council's childcare service and programs
Festival and events programs
Community education programs
Flood management
Building heights in town centres
Cycleways
Programs and support for newly arrived and migrant communities

41

2.5. Advanced Regression Analysis

The outcomes identified in stated importance/satisfaction analysis often tend to be obvious and challenging. No matter how much focus a council dedicates to 'maintaining 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

Explanation of Analysis

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

What Does This Mean?

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

Identify top services/facilities that will drive overall satisfaction with Council

Map stated satisfaction and derived importance to identify community priority areas

Determine 'optimisers' that will lift overall satisfaction with Council

2.5. Key Drivers of Overall Satisfaction with Council

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

Driver	Percentage
Community's ability to influence Council's decision making	11.0%
Long term planning for Council area	9.0%
Provision of council information to the community	7.6%
Tree management	6.8%
Maintaining local roads (excluding major routes)	4.6%
Supporting local jobs and business	4.6%
Managing development in the area	3.9%
Maintenance of local parks, playgrounds and sporting fields	3.0%
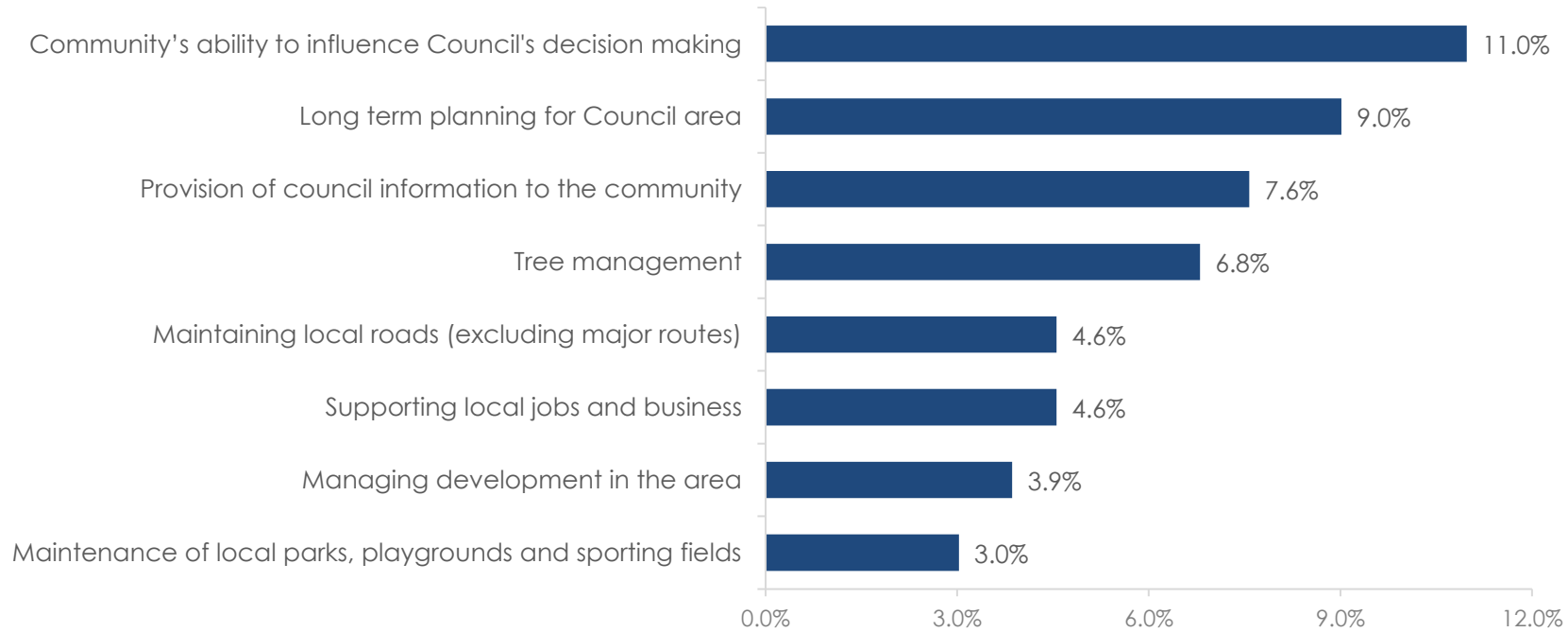
The results in the chart above identify which services/facilities contribute most to overall satisfaction. If Council can improve satisfaction scores across these services/facilities, they are likely to improve their overall satisfaction score.

These top 8 services/facilities (so 20% of the 41 services/facilities) account for over 50% of the variation in overall satisfaction. Therefore, whilst all 41 services/facilities are important, only a number of them are potentially significant drivers of satisfaction (at this stage, the other 33 services/facilities have less impact on satisfaction – although if resident satisfaction with them was to suddenly change they may have more immediate impact on satisfaction).
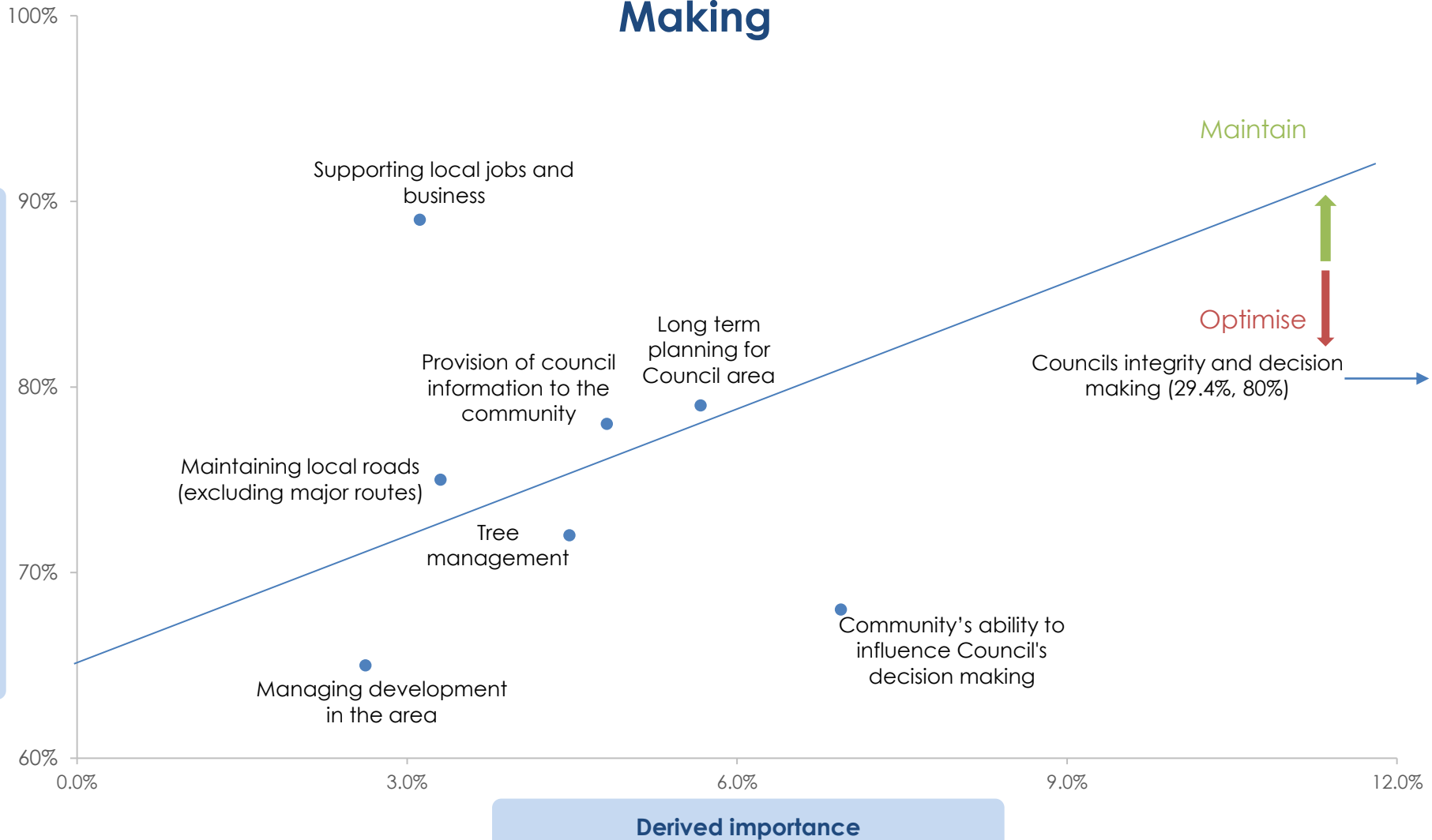
Note: Please see Appendix A for complete list

Barriers R^2 value = 30.8%
Optimisers R^2 value = 31.0%

The score assigned to each area indicates the percentage of influence each attribute contributes to overall satisfaction with Council. If Council can increase satisfaction in these areas it will improve overall community satisfaction.

2.5. Mapping Stated Satisfaction and Derived Importance Identifies the Community Priority Areas

Stated satisfaction (y-axis, 60% to 100%)
Derived importance (x-axis, 0.0% to 12.0%)

Maintain

Optimise

Maintenance of local parks, playgrounds and sporting fields

Supporting local jobs and business

Long term planning for Council area

Provision of council information to the community

Maintaining local roads (excluding major routes)

Tree management

Managing development in the area

Community's ability to influence Council's decision making

The above chart looks at the relationship between stated satisfaction (top 3 box) and derived importance (Regression result) to identify the level of contribution of each measure. Any services/facilities below the blue line (shown above) could potentially be benchmarked to target in future research to elevate satisfaction levels in these areas.

2.5. Key Contributors to Barriers/Optimisers

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

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

Driver	Barriers (49.8%)	Optimisers (50.2%)
Community's ability to influence Council's decision making	-8.6%	2.3%
Long term planning for Council area	-7.1%	1.9%
Provision of council information to the community	-4.4%	3.2%
Tree management	-2.8%	4.0%
Maintaining local roads (excluding major routes)	-3.1%	1.5%
Supporting local jobs and business	-2.4%	2.1%
Managing development in the area	-2.6%	1.3%
Maintenance of local parks, playgrounds and sporting fields	-0.1%	2.9%

Different levels address the different levels of satisfaction across the community

Contribution to Overall Satisfaction with Council's Performance

By combining the outcomes of the regression data, we can identify the derived importance of the different Nett Priority Areas. 'Unique, liveable, networked neighbourhoods' (41%) is the key contributor toward overall satisfaction with Council's performance.

Legend:
- Nett: An ecologically sustainable Inner West
- Nett: Caring, happy, healthy communities
- Nett: Creative communities and a strong economy
- Nett: Progressive local leadership
- Nett: Unique, liveable, networked neighbourhoods

Pie chart segments:
- Nett: Unique, liveable, networked neighbourhoods, 41.3%
- Nett: Progressive local leadership, 19.1%
- Nett: An ecologically sustainable Inner West, 17.2%
- Nett: Caring, happy, healthy communities, 15.9%
- 6.6%
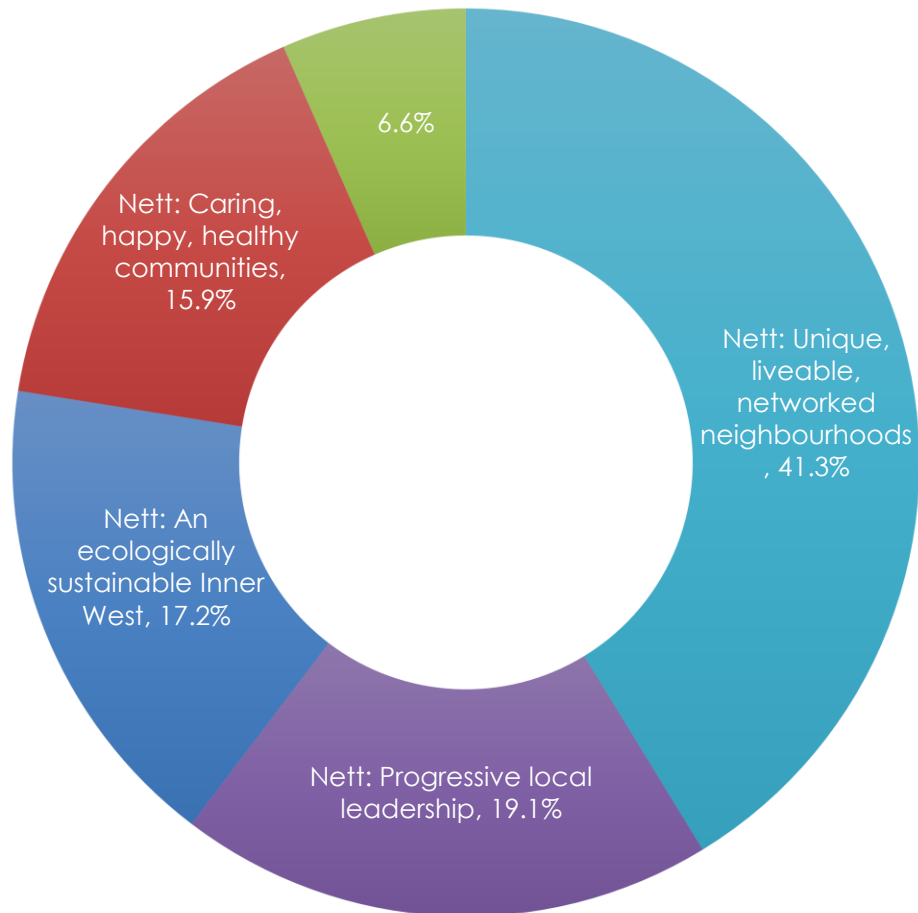
2.5. Key Drivers of Overall Satisfaction with Council Including Councils Integrity and Decision Making

Dependent variable: Overall, how satisfied are you with the performance of Inner West Council, not just on one or two issues but across all responsibility areas?
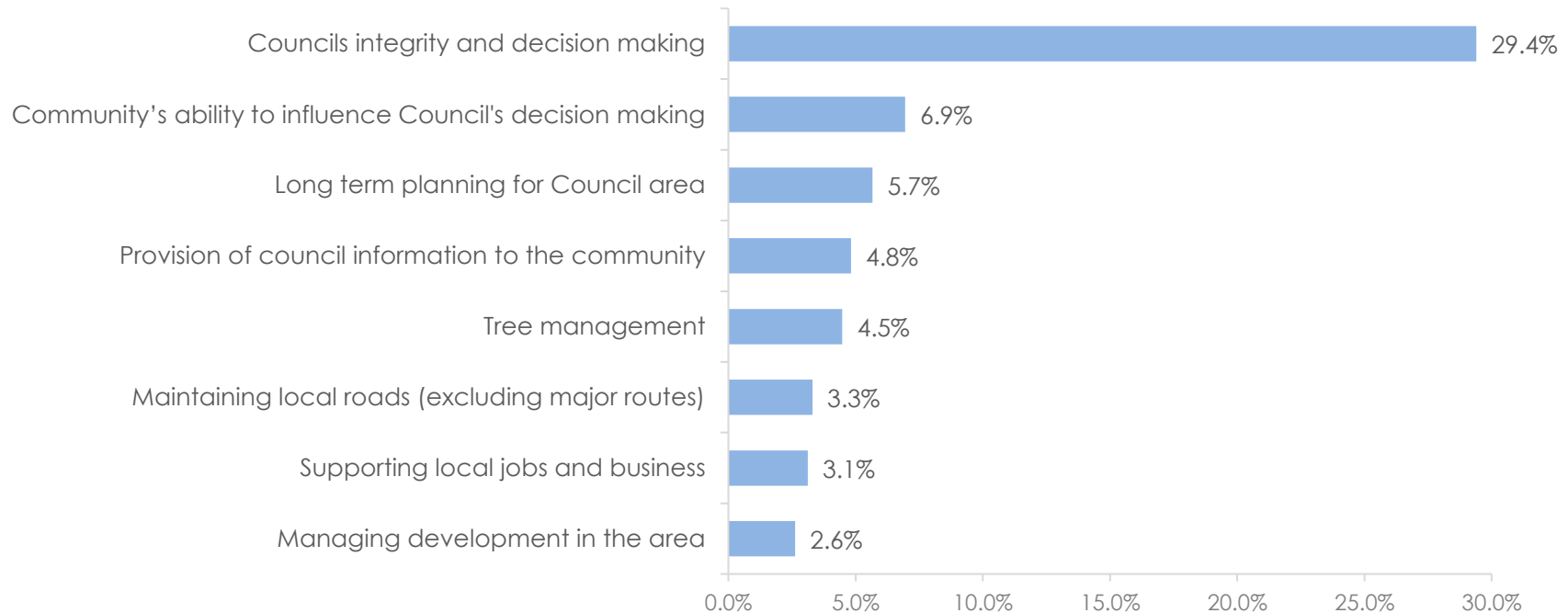
The results in the chart above identify which services/facilities contribute most to overall satisfaction. If Council can improve satisfaction scores across these services/facilities, they are likely to improve their overall satisfaction score.

These top 8 services/facilities (so 19% of the 42 services/facilities) account for over 60% of the variation in overall satisfaction. Therefore, whilst all 42 services/facilities are important, only a number of them are potentially significant drivers of satisfaction (at this stage, the other 34 services/facilities have less impact on satisfaction – although if resident satisfaction with them was to suddenly change they may have more immediate impact on satisfaction).

Barriers R^2 value = 39.2%
Optimisers R^2 value = 37.3%

Note: Please see Appendix A for complete list

This section highlights the differences made to drivers of satisfaction when Councils integrity and decision making is included. Evidentially the added dependent variable has a large impact on results, contributing over 29% to overall satisfaction.

2.5. Mapping Stated Satisfaction and Derived Importance Identifies the Community Priority Areas Including Councils Integrity and Decision Making

Stated satisfaction (y-axis, 60% to 100%)
Derived importance (x-axis, 0.0% to 12.0%)

Maintain

Optimise

Supporting local jobs and business

Long term planning for Council area

Provision of council information to the community

Councils integrity and decision making (29.4%, 80%)

Maintaining local roads (excluding major routes)

Tree management

Community's ability to influence Council's decision making

Managing development in the area

The above chart looks at the relationship between stated satisfaction (top 3 box) and derived importance (Regression result) to identify the level of contribution of each measure. Any services/facilities below the blue line (shown above) could potentially be benchmarked to target in future research to elevate satisfaction levels in these areas.

2.5. Key Contributors to Barriers/Optimisers Including Councils Integrity and Decision Making

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

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

Driver	Barriers (51.3%)	Optimisers (48.7%)
Councils integrity and decision making	-17.7%	11.7%
Community's ability to influence Council's decision making	-5.3%	1.7%
Long term planning for Council area	-4.4%	1.3%
Provision of council information to the community	-2.9%	1.9%
Tree management	-1.7%	2.7%
Maintaining local roads (excluding major routes)	-2.0%	1.3%
Supporting local jobs and business	-1.7%	1.4%
Managing development in the area	-1.8%	0.8%

Different levers address the different levels of satisfaction across the community

6. Service Area Analysis

1. Performance of Council

2. Contact with Council

3. Living in the Inner West

4. WestConnex Project

5. Councils Services and Facilities

6. Service Area Analysis

This section explores Council's performance in detail, in terms of importance and satisfaction ratings for 41 services/facilities.

INNER WEST

micromex
research

Service Areas

A core element of this community survey was the rating of 41 facilities/services in terms of Importance and Satisfaction. Each of the xx facilities/services were grouped into service areas as detailed below:

An Ecologically Sustainable Inner West	Caring, happy, healthy communities	Unique, Liveable, Networked Neighbourhoods
Encouraging recycling	Availability of sporting ovals, grounds and facilities	Management of parking
Environmental education programs and initiatives e.g. community gardens	Maintenance of local parks, playgrounds and sporting fields	Cycleways
	Swimming pools and aquatic centres	Maintaining local roads (excluding major routes)
Flood management	Community centres and facilities	Traffic management and road safety
	Provision of services for older residents	Maintaining footpaths
Household garbage collection	Support for people with a disability	Building heights in town centres
	Community education programs e.g. English classes, author talks, cycling	Managing development in the area
Protecting the natural environment (e.g. bush care)	Council's childcare service and programs	Graffiti removal
	Library services	
Removal of illegally dumped rubbish	Programs and support for newly arrived and migrant communities	Maintenance and cleaning of town centres
	Promoting pride in the community	Protection of low rise residential areas
Tree management	Youth programs and activities	Stormwater management and flood mitigation

Creative Communities and a Strong Economy	Progressive local leadership	
Festival and events programs	Community's ability to influence Council's decision making	Long term planning for Council area
Supporting local artists and creative industries	Provision of Council information to the community	Safe public spaces
Supporting local jobs and business	Support and programs for volunteers and community groups	Protection of heritage buildings and items
		Access to public transport
		Appearance of your local area

An Explanation

Importance

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

Satisfaction

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

Service Area 1: An Ecologically Sustainable Inner West

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Mean rating	Base
Encouraging recycling	1%	1%	6%	18%	74%	4.63	1002
Environmental education programs and initiatives e.g. community gardens	2%	5%	15%	28%	51%	4.21	1002
Flood management	6%	8%	26%	22%	38%	3.78	1002
Household garbage collection	0%	1%	6%	21%	73%	4.66	1002
Protecting the natural environment (e.g. bush care)	1%	2%	8%	18%	72%	4.60	1002
Removal of illegally dumped rubbish	1%	2%	15%	25%	58%	4.35	1002
Tree management	2%	3%	17%	30%	48%	4.20	1002

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

Service Area 1: An Ecologically Sustainable Inner West

Detailed Overall Response for Satisfaction

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Mean rating	Base
Encouraging recycling	3%	12%	32%	32%	20%	3.54	900
Environmental education programs and initiatives e.g. community gardens	5%	16%	38%	30%	11%	3.25	725
Flood management	6%	13%	36%	32%	13%	3.33	534
Household garbage collection	2%	5%	15%	36%	41%	4.08	938
Protecting the natural environment (e.g. bush care)	2%	12%	35%	38%	12%	3.46	847
Removal of illegally dumped rubbish	8%	14%	27%	32%	19%	3.41	805
Tree management	11%	18%	29%	30%	13%	3.16	767

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

Service Area 2: Caring, Happy, Healthy Communities

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Mean rating	Base
Availability of sporting ovals, grounds and facilities	5%	7%	18%	28%	42%	3.94	1002
Maintenance of local parks, playgrounds and sporting fields	1%	2%	10%	30%	58%	4.42	1002
Swimming pools and aquatic centres	7%	7%	19%	31%	36%	3.82	1002
Community centres and facilities	4%	7%	26%	28%	35%	3.83	1002
Provision of services for older residents	7%	5%	18%	20%	49%	4.00	1002
Support for people with a disability	3%	3%	12%	22%	60%	4.32	1002
Community education programs e.g. English classes, author talks, cycling	7%	9%	24%	29%	31%	3.68	1002
Council's childcare service and programs	14%	8%	18%	20%	41%	3.65	1002
Library services	3%	5%	14%	26%	53%	4.21	1002
Programs and support for newly arrived and migrant communities	8%	5%	18%	25%	45%	3.96	1002
Promoting pride in the community	5%	5%	22%	28%	40%	3.93	1002
Youth programs and activities	7%	6%	23%	26%	39%	3.85	1002

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

Service Area 2: Caring, Happy, Healthy Communities

Detailed Overall Response for Satisfaction

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Mean rating	Base
Availability of sporting ovals, grounds and facilities	2%	5%	18%	43%	31%	3.97	686
Maintenance of local parks, playgrounds and sporting fields	2%	5%	18%	46%	29%	3.95	872
Swimming pools and aquatic centres	2%	5%	16%	44%	33%	4.01	651
Community centres and facilities	1%	7%	29%	48%	16%	3.72	573
Provision of services for older residents	4%	10%	43%	30%	13%	3.37	501
Support for people with a disability	5%	11%	41%	31%	12%	3.34	601
Community education programs e.g. English classes, author talks, cycling	1%	10%	43%	38%	8%	3.43	472
Council's childcare service and programs	2%	10%	35%	34%	18%	3.57	442
Library services	1%	3%	13%	37%	47%	4.25	765
Programs and support for newly arrived and migrant communities	3%	13%	45%	29%	10%	3.28	461
Promoting pride in the community	3%	10%	28%	41%	19%	3.63	648
Youth programs and activities	3%	12%	42%	31%	12%	3.38	501

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

Service Area 3: Creative Communities and a Strong Economy

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Mean rating	Base
Festival and events programs	5%	7%	28%	32%	28%	3.71	1002
Supporting local artists and creative industries	3%	6%	18%	31%	41%	4.01	1002
Supporting local jobs and business	1%	1%	9%	29%	59%	4.45	1002

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

Service Area 3: Creative Communities and a Strong Economy

Detailed Overall Response for Satisfaction

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Mean rating	Base
Festival and events programs	3%	8%	27%	46%	17%	3.67	584
Supporting local artists and creative industries	3%	11%	37%	36%	13%	3.46	673
Supporting local jobs and business	3%	9%	41%	35%	13%	3.46	774

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

Service Area 4: Progressive Local Leadership

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Mean rating	Base
Community's ability to influence Council's decision making	2%	2%	12%	27%	57%	4.37	1002
Provision of Council information to the community	1%	2%	15%	29%	54%	4.33	1002
Support and programs for volunteers and community groups	2%	4%	30%	32%	32%	3.87	1002

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

Service Area 4: Progressive Local Leadership

Detailed Overall Response for Satisfaction

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Mean rating	Base
Community's ability to influence Council's decision making	13%	19%	40%	22%	6%	2.89	764
Provision of Council information to the community	6%	15%	34%	34%	10%	3.27	803
Support and programs for volunteers and community groups	3%	9%	41%	37%	10%	3.43	524

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

Service Area 5: Unique, Liveable, Networked Neighbourhoods

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Mean rating	Base
Management of parking	6%	5%	14%	26%	49%	4.07	1002
Cycleways	16%	10%	20%	22%	32%	3.45	1002
Maintaining local roads (excluding major routes)	1%	2%	11%	27%	60%	4.41	1002
Traffic management and road safety	1%	2%	11%	23%	64%	4.47	1002
Maintaining footpaths	1%	1%	11%	25%	62%	4.47	1002
Building heights in town centres	8%	11%	24%	21%	36%	3.66	1002
Managing development in the area	3%	3%	14%	27%	53%	4.24	1002
Graffiti removal	12%	17%	27%	20%	24%	3.27	1002
Maintenance and cleaning of town centres	2%	3%	14%	37%	43%	4.16	1002
Protection of low rise residential areas	5%	5%	20%	25%	46%	4.02	1002
Stormwater management and flood mitigation	3%	5%	18%	28%	46%	4.08	1002
Long term planning for Council area	2%	2%	13%	24%	58%	4.34	1002
Safe public spaces	0%	1%	7%	19%	73%	4.63	1002
Protection of heritage buildings and items	2%	5%	12%	29%	53%	4.24	1002
Access to public transport	1%	1%	4%	14%	81%	4.73	1002
Appearance of your local area	1%	1%	14%	31%	53%	4.34	1002

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

Service Area 5: Unique, Liveable, Networked Neighbourhoods

Detailed Overall Response for Satisfaction

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Mean rating	Base
Management of parking	16%	22%	32%	22%	8%	2.83	749
Cycleways	9%	19%	35%	29%	8%	3.07	527
Maintaining local roads (excluding major routes)	9%	16%	35%	31%	9%	3.16	860
Traffic management and road safety	7%	15%	33%	33%	12%	3.27	860
Maintaining footpaths	11%	17%	29%	30%	13%	3.18	870
Building heights in town centres	11%	18%	30%	30%	11%	3.13	558
Managing development in the area	14%	21%	34%	26%	5%	2.88	787
Graffiti removal	8%	15%	29%	31%	17%	3.36	430
Maintenance and cleaning of town centres	2%	8%	24%	50%	16%	3.71	798
Protection of low rise residential areas	8%	15%	35%	31%	12%	3.23	679
Stormwater management and flood mitigation	6%	13%	28%	39%	14%	3.41	693
Long term planning for Council area	6%	15%	48%	24%	7%	3.11	746
Safe public spaces	2%	7%	32%	42%	17%	3.64	901
Protection of heritage buildings and items	6%	10%	26%	40%	18%	3.55	783
Access to public transport	2%	7%	19%	38%	34%	3.96	940
Appearance of your local area	3%	7%	30%	44%	16%	3.62	841

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

Comparison to Previous Research

Service/Facility	Importance			Satisfaction		
	2021	**2018**	**2017**	**2021**	**2018**	**2017**
Encouraging recycling	4.63▲	4.52	4.51	3.54▼	3.66	3.73
Environmental education programs and initiatives e.g. community gardens	4.21▲	4.06	4.06	3.25	3.36	3.30
Flood management	3.78	3.66	3.61	3.33	3.47	3.59
Household garbage collection	4.66	4.69	4.62	4.08	4.19	4.30
Protecting the natural environment (e.g. bush care)	4.60	4.59	4.57	3.46	3.58	3.46
Removal of illegally dumped rubbish	4.35	4.45	4.34	3.41	3.51	3.48
Tree management	4.20	4.18	4.14	3.16▼	3.30	3.12
Availability of sporting ovals, grounds and facilities	3.94▼	4.07	3.54	3.97	3.86	3.82
Maintenance of local parks, playgrounds and sporting fields	4.42	4.43	4.29	3.95	3.88	3.94
Swimming pools and aquatic centres	3.82▼	3.97	3.51	4.01▲	3.81	3.82
Community centres and facilities	3.83	3.80	3.61	3.72	3.70	3.59
Provision of services for older residents	4.00	4.06	4.17	3.37	3.40	3.34
Support for people with a disability	4.32	4.33	4.38	3.34	3.29	3.31
Community education programs e.g. English classes, author talks, cycling	3.68	3.64	3.69	3.43	3.46	3.45

Scale: 1 = not at all important/not at all satisfied, 5 = very important/very satisfied
▲▼= A significantly higher level of importance/satisfaction (compared to 2018 data)

Comparison to Previous Research

Service/Facility	Importance			Satisfaction		
	2021	**2018**	**2017**	**2021**	**2018**	**2017**
Council's childcare service and programs	3.65	3.75	3.56	3.57	3.57	3.43
Library services	4.21	4.13	4.08	4.25▲	3.99	3.97
Programs and support for newly arrived and migrant communities	3.96	3.83	3.97	3.28	3.33	3.16
Promoting pride in the community	3.93▲	3.80	3.90	3.63	3.66	3.57
Youth programs and activities	3.85	3.87	3.80	3.38	3.39	3.31
Festival and events programs	3.71▲	3.50	3.67	3.67▼	3.85	3.73
Supporting local artists and creative industries	4.01▲	3.73	3.82	3.46	3.45	3.39
Supporting local jobs and business	4.45▲	4.33	4.29	3.46	3.45	3.36
Community's ability to influence Council's decision making	4.37	4.39	4.47	2.89	2.92	2.71
Provision of Council information to the community	4.33	4.36	4.25	3.27	3.31	3.39
Support and programs for volunteers and community groups	3.87	3.89	3.88	3.43	3.49	3.49
Management of parking	4.07	4.07	4.02	2.83	2.92	2.74
Cycleways	3.45	3.55	3.35	3.07	2.97	3.00
Maintaining local roads (excluding major routes)	4.41	4.40	4.48	3.16	3.19	3.17

Scale: 1 = not at all important/not at all satisfied, 5 = very important/very satisfied
▲▼= A significantly higher level of importance/satisfaction (compared to 2018 data)

Comparison to Previous Research

Service/Facility	Importance			Satisfaction		
	2021	**2018**	**2017**	**2021**	**2018**	**2017**
Traffic management and road safety	4.47	4.51	4.51	3.27	3.29	3.18
Maintaining footpaths	4.47	4.48	4.44	3.18	3.17	3.08
Building heights in town centres	3.66▼	3.96	3.85	3.13▲	2.97	2.90
Managing development in the area	4.24▼	4.43	4.41	2.88	2.77	2.83
Graffiti removal	3.27	3.40	3.35	3.36	3.30	3.38
Maintenance and cleaning of town centres	4.16	4.15	4.19	3.71	3.66	3.67
Protection of low rise residential areas	4.02▼	4.16	4.15	3.23	3.15	2.95
Stormwater management and flood mitigation	4.08	4.05	3.95	3.41▼	3.61	3.48
Long term planning for Council area	4.34▼	4.45	4.49	3.11	3.05	2.97
Safe public spaces	4.63▲	4.54	4.50	3.64	3.61	3.68
Protection of heritage buildings and items	4.24	4.26	4.27	3.55	3.44	3.23
Access to public transport	4.73	4.79	4.74	3.96▲	3.74	3.79
Appearance of your local area	4.34	4.30	4.37	3.62	3.60	3.51

Scale: 1 = not at all important/not at all satisfied, 5 = very important/very satisfied
▲▼= A significantly higher level of importance/satisfaction (compared to 2018 data)

Appendix A:
Additional Analyses

2.2 <u>Importance</u> Compared to the Micromex Benchmark

Table 1 of 2

Service/Facility	Inner West Council T2 box importance score	Micromex LGA Benchmark – Metro T2 box importance score	Variance
Protection of heritage buildings and items	82%	73%	9%
Library services	79%	72%	7%
Protecting the natural environment (e.g. bush care)	90%	84%	6%
Environmental education programs and initiatives e.g. community gardens	79%	73%	6%
Access to public transport	95%	90%	5%
Safe public spaces	92%	87%	5%
Supporting local jobs and business	88%	83%	5%
Appearance of your local area	84%	80%	4%
Programs and support for newly arrived and migrant communities	70%	66%	4%
Community centres and facilities	63%	59%	4%
Encouraging recycling	92%	89%	3%
Maintenance of local parks, playgrounds and sporting fields	88%	85%	3%
Tree management	78%	76%	2%
Maintaining footpaths	87%	86%	1%
Community's ability to influence Council's decision making	84%	83%	1%
Provision of Council information to the community	83%	82%	1%
Support for people with a disability	82%	81%	1%
Promoting pride in the community	68%	67%	1%
Swimming pools and aquatic centres	67%	67%	0%
Council's childcare service and programs	61%	61%	0%

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

2.2 <u>Importance</u> Compared to the Micromex Benchmark

Table 2 of 2

Service/Facility	Inner West Council T2 box importance score	Micromex LGA Benchmark – Metro T2 box importance score	Variance
Cycleways	54%	54%	0%
Household garbage collection	94%	95%	-1%
Traffic management and road safety	87%	88%	-1%
Festival and events programs	60%	61%	-1%
Youth programs and activities	65%	67%	-2%
Maintaining local roads (excluding major routes)	87%	90%	-3%
Managing development in the area	80%	83%	-3%
Maintenance and cleaning of town centres	80%	84%	-4%
Protection of low rise residential areas	71%	76%	-5%
Long term planning for Council area	82%	88%	-6%
Building heights in town centres	57%	63%	-6%
Removal of illegally dumped rubbish	83%	90%	-7%
Management of parking	75%	82%	-7%
Stormwater management and flood mitigation	74%	81%	-7%
Availability of sporting ovals, grounds and facilities	70%	77%	-7%
Provision of services for older residents	69%	76%	-7%
Community education programs e.g. English classes, author talks, cycling	60%	67%	-7%
Support and programs for volunteers and community groups	64%	72%	-8%
Flood management	60%▲	81%	-21%
Graffiti removal	44%▲	71%	-27%

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

2.2 <u>Satisfaction</u> Compared to the Micromex Benchmark

Table 1 of 2

Service/Facility	Inner West Council T3 box satisfaction score	Micromex LGA Benchmark – Metro T3 box satisfaction score	Variance
Protection of low rise residential areas	78%▲	66%	12%
Swimming pools and aquatic centres	93%	86%	7%
Appearance of your local area	90%	83%	7%
Access to public transport	91%	85%	6%
Safe public spaces	91%	85%	6%
Traffic management and road safety	78%	72%	6%
Promoting pride in the community	88%	83%	5%
Long term planning for Council area	79%	74%	5%
Supporting local jobs and business	89%	85%	4%
Library services	97%	94%	3%
Community centres and facilities	93%	90%	3%
Maintenance and cleaning of town centres	90%	87%	3%
Community education programs e.g. English classes, author talks, cycling	89%	86%	3%
Maintenance of local parks, playgrounds and sporting fields	93%	91%	2%
Youth programs and activities	85%	83%	2%
Availability of sporting ovals, grounds and facilities	92%	91%	1%
Protection of heritage buildings and items	84%	83%	1%
Maintaining local roads (excluding major routes)	75%	74%	1%
Building heights in town centres	71%	70%	1%
Council's childcare service and programs	87%	87%	0%

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

2.2 <u>Satisfaction</u> Compared to the Micromex Benchmark

Table 2 of 2

Service/Facility	Inner West Council T3 box satisfaction score	Micromex LGA Benchmark – Metro T3 box satisfaction score	Variance
Festival and events programs	90%	91%	-1%
Support for people with a disability	84%	85%	-1%
Environmental education programs and initiatives e.g. community gardens	79%	80%	-1%
Removal of illegally dumped rubbish	78%	79%	-1%
Cycleways	72%	73%	-1%
Management of parking	62%	63%	-1%
Household garbage collection	92%	94%	-2%
Support and programs for volunteers and community groups	88%	90%	-2%
Provision of services for older residents	86%	88%	-2%
Programs and support for newly arrived and migrant communities	84%	86%	-2%
Provision of Council information to the community	78%	80%	-2%
Graffiti removal	77%	79%	-2%
Maintaining footpaths	72%	74%	-2%
Protecting the natural environment (e.g. bush care)	85%	88%	-3%
Tree management	72%	75%	-3%
Community's ability to influence Council's decision making	68%	71%	-3%
Stormwater management and flood mitigation	81%	85%	-4%
Flood management	81%	85%	-4%
Managing development in the area	65%	69%	-4%
Encouraging recycling	84%	89%	-5%

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

Performance Gap Analysis

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

Performance Gap Ranking

Service/Facility	Importance T2 Box	Satisfaction T3 Box	Performance Gap (Importance – Satisfaction)
Community's ability to influence Council's decision making	84%	68%	16%
Maintaining footpaths	87%	72%	15%
Managing development in the area	80%	65%	15%
Management of parking	75%	62%	13%
Maintaining local roads (excluding major routes)	87%	75%	12%
Traffic management and road safety	87%	78%	9%
Encouraging recycling	92%	84%	8%
Tree management	78%	72%	6%
Protecting the natural environment (e.g. bush care)	90%	85%	5%
Provision of Council information to the community	83%	78%	5%
Removal of illegally dumped rubbish	83%	78%	5%
Access to public transport	95%	91%	4%
Long term planning for Council area	82%	79%	3%
Household garbage collection	94%	92%	2%
Safe public spaces	92%	91%	1%
Environmental education programs and initiatives e.g. community gardens	79%	79%	0%
Supporting local jobs and business	88%	89%	-1%
Protection of heritage buildings and items	82%	84%	-2%
Support for people with a disability	82%	84%	-2%
Maintenance of local parks, playgrounds and sporting fields	88%	93%	-5%
Appearance of your local area	84%	90%	-6%

Performance Gap Analysis

Performance Gap Ranking Continued…

Service/Facility	Importance T2 Box	Satisfaction T3 Box	Performance Gap (Importance – Satisfaction)
Stormwater management and flood mitigation	74%	81%	-7%
Protection of low rise residential areas	71%	78%	-7%
Maintenance and cleaning of town centres	80%	90%	-10%
Supporting local artists and creative industries	72%	86%	-14%
Programs and support for newly arrived and migrant communities	70%	84%	-14%
Building heights in town centres	57%	71%	-14%
Provision of services for older residents	69%	86%	-17%
Library services	79%	97%	-18%
Cycleways	54%	72%	-18%
Promoting pride in the community	68%	88%	-20%
Youth programs and activities	65%	85%	-20%
Flood management	60%	81%	-21%
Availability of sporting ovals, grounds and facilities	70%	92%	-22%
Support and programs for volunteers and community groups	64%	88%	-24%
Swimming pools and aquatic centres	67%	93%	-26%
Council's childcare service and programs	61%	87%	-26%
Community education programs e.g. English classes, author talks, cycling	60%	89%	-29%
Community centres and facilities	63%	93%	-30%
Festival and events programs	60%	90%	-30%
Graffiti removal	44%	77%	-33%

Influence on Overall Satisfaction

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

Facility/Service	Influence
Council's decision making and integrity	
Community's ability to influence Council's decision making	6.9%
Long term planning for Council area	5.7%
Provision of council information to the community	4.8%
Tree management	4.5%
Maintaining local roads (excluding major routes)	3.3%
Supporting local jobs and business	3.1%
Managing development in the area	2.6%
Maintenance of local parks, playgrounds and sporting fields	2.4%
Household garbage collection	2.2%
Maintenance and cleaning of town centres	2.2%
Management of parking	2.1%
Maintaining footpaths	1.8%
Protection of heritage buildings and items	1.8%
Environmental education programs and initiatives e.g. community…	1.8%
Protection of low rise residential areas	1.8%
Safe public spaces	1.7%
Library services	1.7%
Removal of illegally dumped rubbish	1.6%
Appearance of your local area	1.6%
Promoting pride in the community	1.5%
Availability of sporting ovals, grounds and facilities	1.4%
Traffic management and road safety	1.3%
Stormwater management and flood mitigation	1.3%
Provision of services for older residents	1.2%
Building heights in town centres	1.0%
Youth programs and activities	0.9%
Encouraging recycling	0.8%
Support for people with a disability	0.8%
Access to public transport	0.8%
Supporting local artists and creative industries	0.8%
Flood management	0.8%
Swimming pools and aquatic centres	0.7%
Protecting the natural environment (e.g. bush care)	0.6%
Festival and events programs	0.6%
Community centres and facilities	0.5%
Support and programs for volunteers and community groups	0.5%
Programs and support for newly arrived and migrant communities	0.4%
Community education programs e.g. English classes, author talks, cycling	0.4%
Council's childcare service and programs	0.3%
Graffiti removal	0.3%
Cycleways	0.2%

Influence on Overall Satisfaction (Including Council's Decision Making and Integrity)

The chart below summarises the influence of the 42 facilities/services on overall satisfaction with Council's performance, based on the Advanced Regression analysis:

Facility/Service	Influence
Council's decision making and integrity	29.4%
Community's ability to influence Council's decision making	6.9%
Long term planning for Council area	5.7%
Provision of council information to the community	4.8%
Tree management	4.5%
Maintaining local roads (excluding major routes)	3.3%
Supporting local jobs and business	3.1%
Managing development in the area	2.6%
Maintenance of local parks, playgrounds and sporting fields	2.4%
Household garbage collection	2.2%
Maintenance and cleaning of town centres	2.2%
Management of parking	2.1%
Maintaining footpaths	1.8%
Protection of heritage buildings and items	1.8%
Environmental education programs and initiatives e.g. community gardens	1.8%
Protection of low rise residential areas	1.8%
Safe public spaces	1.7%
Library services	1.7%
Removal of illegally dumped rubbish	1.6%
Appearance of your local area	1.6%
Promoting pride in the community	1.5%
Availability of sporting ovals, grounds and facilities	1.4%
Traffic management and road safety	1.3%
Stormwater management and flood mitigation	1.3%
Provision of services for older residents	1.2%
Building heights in town centres	1.0%
Youth programs and activities	0.9%
Encouraging recycling	0.8%
Support for people with a disability	0.8%
Access to public transport	0.8%
Supporting local artists and creative industries	0.8%
Flood management	0.8%
Swimming pools and aquatic centres	0.7%
Protecting the natural environment (e.g. bush care)	0.6%
Festival and events programs	0.6%
Community centres and facilities	0.5%
Support and programs for volunteers and community groups	0.5%
Programs and support for newly arrived and migrant communities	0.4%
Community education programs e.g. English classes, author talks, cycling	0.4%
Council's childcare service and programs	0.3%
Graffiti removal	0.3%
Cycleways	0.1%

Method of Contact with Council by Demographics

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

	Overall 2021	Male	Female	18-24	25-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Online at Council's website	48%	51%	46%	42%	65%▲	53%	41%▼	34%▼	46%	55%
Telephone	48%	44%	51%	37%	33%▼	45%	55%▲	60%▲	51%▲	39%
Email	23%	20%	25%	0%	16%	24%	26%	26%	25%▲	15%
Visited a service centre	10%	12%	7%	21%	8%	7%	10%	12%	9%	11%
Online at Council's engagement website	3%	3%	3%	0%	0%	2%	5%▲	4%	3%	1%
Council's Waste App	2%	1%	2%	0%	0%	2%	3%▲	0%	2%	0%
Letter in the post	1%	1%	1%	0%	0%	1%	0%	3%▲	1%	0%
Council's social media	<1%	<1%	<1%	0%	0%	1%	1%	0%	1%	0%
Other	3%	5%	2%	0%	0%▼	4%	7%▲	2%	3%	5%
Base	506	228	278	16*	94	170	138	89	383	123

	Ward					Time lived in the area			
	Ashfield	Leichhardt	Balmain	Stanmore	Marrickville	Less than 2 years	2-5 years	6-10 years	More than 10 years
Online at Council's website	40%	38%▼	38%▼	66%▲	57%	68%	52%	51%	46%
Telephone	46%	47%	48%	48%	50%	52%	27%▼	37%▼	52%▲
Email	25%	25%	29%	16%▼	19%	13%	12%	27%	24%
Visited a service centre	12%	15%	7%	6%	7%	7%	18%	7%	9%
Online at Council's engagement website	3%	2%	3%	2%	4%	0%	2%	2%	3%
Council's Waste App	0%	1%	1%	1%	5%▲	0%	0%	1%	2%
Letter in the post	0%	2%	2%	0%	1%	0%	0%	1%	1%
Council's social media	1%	1%	0%	0%	1%	0%	0%	0%	1%
Other	1%	3%	8%▲	1%	4%	0%	5%	4%	3%
Base	106	98	94	109	99	23*	41	83	359

*Caution low base sizes

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

Nature of Enquiry by of Demographics

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

	Overall 2021	Male	Female	18-24	25-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Waste/rubbish removal	39%	42%	36%	21%	44%	37%	39%	39%	38%	41%
Make a complaint	14%	11%	16%	0%	15%	12%	13%	19%	13%	14%
Development Application	9%	11%	7%	21%	2%▼	9%	14%▲	7%	10%	5%
Obtain advice or information	6%	6%	6%	16%	2%	7%	8%	5%	6%	6%
Maintenance of roads or footpaths	4%	4%	4%	0%	6%	4%	3%	5%	5%	2%
Provide feedback to community engagement	1%	1%	1%	0%	2%	1%	0%	1%	1%	1%
Payment of service e.g. child care	1%	1%	<1%	0%	0%	1%	1%	0%	1%	<1%
Other	27%	24%	29%	42%	29%	29%	23%	24%	26%	30%
Base	506	228	278	16*	94	170	138	89	383	123

	Ward					Time lived in the area			
	Ashfield	Leichhardt	Balmain	Stanmore	Marrickville	Less than 2 years	2-5 years	6-10 years	More than 10 years
Waste/rubbish removal	47%	22%▼	32%	46%	45%	33%	40%	28%	41%
Make a complaint	9%	13%	19%	14%	12%	11%	9%	13%	14%
Development Application	8%	12%	11%	7%	7%	14%	3%	10%	9%
Obtain advice or information	7%	4%	4%	9%	6%	11%	0%	6%	7%
Maintenance of roads or footpaths	4%	8%	3%	2%	5%	5%	4%	2%	5%
Provide feedback to community engagement	2%	1%	2%	0%	0%	0%	3%	3%▲	<1%▼
Payment of service e.g. child care	0%	1%	0%	2%▲	1%	0%	0%	0%	1%
Other	25%	39%▲	29%	19%▼	25%	26%	41%	37%▲	23%▼
Base	106	98	94	109	99	23*	41	83	359

*Caution low base sizes

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

Nature of Enquiry Other Responses

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

Other specified	Count
Dispute related	2
Food notification and safety for council approval during covid	2
Library related matters	2
Changed details	1
Green living course	1
Heritage Listing submissions	1
Lost pet	1
Objection to a Development proposal	1
Pathments	1
Rates	1
Real estate matters	1
Refund of deposit for construction	1
Renewal of a licence	1
Zuba	1
Don't know	1

Receiving Information About Council by Demographics

Q6. In the future, how would you prefer to receive information about Council?

	Overall 2021	Male	Female	18-24	25-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Council's website	80%	83%▲	77%	80%	87%▲	85%▲	78%	61%▼	78%	83%
Word of mouth	77%	78%	77%	92%▲	89%▲	76%	67%▼	65%▼	73%	85%▲
Libraries	77%	77%	77%	85%	87%▲	76%	70%▼	69%▼	74%	83%▲
Other direct email from Council	68%	69%	66%	73%	73%	69%	66%	54%▼	66%	71%
Council's E-news	67%	67%	67%	62%	76%▲	72%	64%	53%▼	64%	72%▲
Community Centres	65%	68%	63%	74%	78%▲	62%	58%▼	54%▼	61%	74%▲
Community organisations/groups	65%	66%	64%	65%	78%▲	63%	60%	55%▼	60%	74%▲
Council notices/posters elsewhere such as parks	64%	66%	62%	65%	72%▲	66%	60%	51%▼	61%	70%▲
Council's Outdoor noticeboards	62%	66%▲	59%	79%▲	76%▲	62%	50%▼	44%▼	54%	77%▲
Customer Service Centres	60%	64%▲	56%	58%	59%	57%	59%	68%▲	59%	61%
Flyer/letter from Council to my home	59%	58%	60%	64%	44%▼	57%	59%	82%▲	60%	56%
Council's bi-monthly printed newsletter 'Inner West Council News'	58%	58%	58%	52%	52%	55%	60%	75%▲	59%	56%
Council's engagement website	56%	62%▲	50%	71%	68%▲	59%	45%▼	34%▼	50%	67%▲
Council's Facebook	47%	46%	47%	85%▲	62%▲	46%	35%▼	10%▼	38%	62%▲
Council's printed Rates Newsletter	40%	40%	41%	23%▼	28%▼	38%	45%	70%▲	48%▲	26%
Radio	40%	42%	38%	48%	53%▲	36%	32%▼	30%▼	35%	49%▲
TV	34%	36%	32%	38%	49%▲	27%▼	25%▼	32%	32%	38%
Council's Instagram	33%	32%	34%	58%▲	55%▲	30%	16%▼	7%▼	26%	46%▲
Print newspapers	33%	37%	31%	41%	32%	26%▼	30%	50%▲	33%	35%
Council's Twitter	24%	27%	22%	48%▲	37%▲	23%	14%▼	5%▼	19%	34%▲
Council's LinkedIn	18%	18%	18%	32%▲	25%▲	18%	14%	3%▼	15%	24%▲
Other	2%	1%	3%▲	0%	1%	3%	4%	3%	3%	2%
Base	1002	483	519	103	246	302	202	148	646	356

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

Receiving Information About Council by Demographics

Q6. In the future, how would you prefer to receive information about Council?

	Overall 2021	Ward					Time lived in the area			
		Ashfield	Leichhardt	Balmain	Stanmore	Marrickville	Less than 2 years	2-5 years	6-10 years	More than 10 years
Council's website	80%	83%	74%▼	78%	82%	83%	89%	84%	81%	78%▼
Word of mouth	77%	77%	79%	66%▼	82%	79%	82%	89%▲	77%	74%▼
Libraries	77%	85%▲	76%	70%▼	74%	81%	86%	86%	74%	75%
Other direct email from Council	68%	70%	66%	65%	71%	64%	68%	75%	64%	67%
Council's E-news	67%	70%	59%▼	65%	73%	68%	76%	75%	70%	64%▼
Community Centres	65%	72%▲	65%	56%▼	60%	74%▲	76%	75%	62%	63%
Community organisations/groups	65%	70%	59%	60%	64%	72%▲	74%	74%	63%	63%
Council notices/posters elsewhere such as parks	64%	67%	60%	57%▼	70%▲	63%	56%	74%	70%	62%
Council's Outdoor noticeboards	62%	68%	59%	59%	60%	65%	73%	77%▲	65%	57%▼
Customer Service Centres	60%	64%	62%	57%	49%▼	68%▲	64%	61%	50%▼	61%
Flyer/letter from Council to my home	59%	54%	68%▲	65%	50%▼	60%	54%	52%	53%	62%▲
Council's bi-monthly printed newsletter 'Inner West Council News'	58%	54%	63%	55%	54%	64%	66%	55%	51%	59%
Council's engagement website	56%	61%	50%	49%	57%	61%	75%▲	74%▲	48%	52%▼
Council's Facebook	47%	44%	50%	34%▼	49%	52%	80%▲	66%▲	46%	38%▼
Council's printed Rates Newsletter	40%	37%	42%	47%	34%▼	45%	29%	24%▼	30%▼	47%▲
Radio	40%	37%	41%	27%▼	50%▲	39%	60%▲	52%▲	34%	36%▼
TV	34%	34%	37%	23%▼	36%	37%	36%	45%▲	30%	32%
Council's Instagram	33%	31%	34%	20%▼	38%	37%	64%▲	58%▲	31%	24%▼
Print newspapers	33%	32%	37%	34%	30%	36%	38%	39%	25%▼	34%
Council's Twitter	24%	28%	18%	14%▼	27%	32%▲	45%▲	36%▲	20%	20%▼
Council's LinkedIn	18%	20%	14%	10%▼	20%	25%▲	29%	21%	17%	17%
Other	2%	3%	4%	1%	2%	2%	2%	1%	2%	3%
Base	1002	196	203	156	245	202	83	130	157	632

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

Top Priority Areas for Council to Focus On

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

Challenge	% of total respondents N=1,002
Providing adequate infrastructure to cater for the growing population	6%
Safety concerns e.g. road safety, increasing crime levels	6%
Waste collection services/control	6%
Maintaining and providing cycleways/walkways	5%
Maintenance of the area	5%
Support/access/consideration for vulnerable persons e.g. elderly, disabled, homeless, mental health	5%
Supporting local businesses	5%
Community events/areas/facilities	4%
Recycling promotion/education/options	4%
Cost of living	3%
Creating/maintaining sense of community	3%
Flooding/natural disasters	3%
Maintain/provide sporting fields and facilities	3%
More support for arts and culture	3%
Tree management	3%
Affordable/more childcare	3%
Amalgamation needs to be cancelled/area to big to manage alone	2%
Disruption of/management of WestConnex	2%
Lack of schooling/education	2%
Council fighting with/relying on State Government	1%
Dealing with illegally dumped rubbish	1%
Employment opportunities	1%
Lack/quality of public toilets	1%
More/improved libraries	1%
More/improved shopping facilities	1%
Noise pollution/plane disruption	1%
Quality amenities/liveability	1%
Support electronic vehicles	1%
Youth programs/facilities	1%

Top Priority Areas for Council to Focus On

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

Challenge	% of total respondents N=1,002
Beautifying the area	<1%
Not enough space in the area	<1%
Allowing more high rise development	<1%
Revitalising areas	<1%
Separation of Councils under the 'inner west umbrella' could be a problem.	<1%
Improved animal management	<1%
Internet services	<1%
Supporting hospitals/medical	<1%
Support for LGBTQI community	<1%
Access to services	<1%
Improve Council website	<1%
Less policing/fines	<1%
Signed drop off areas for gig economy companies e.g Uber Eats	<1%
Weather management	<1%
The size of Trinity Grammar High School	<1%
Too much input from community on DA's	<1%
Widening wealth equality gap	<1%
Ensuring students from overseas are back	<1%
Getting people to work again from the office	<1%
Less foreign shops	<1%
Don't know/nothing	3%

Appendix B:
Further Demographics &
Background & Methodology

INNER WEST

micromex
research

Further Demographics

Q1. *In which suburb do you live?*

Suburb	% of total respondents N=1,002
Marrickville	15%
Leichhardt	11%
Ashfield	9%
Stanmore	7%
Balmain	6%
Dulwich Hill	6%
Newtown	6%
Petersham	6%
Annandale	4%
Haberfield	4%
Summer Hill	4%
Lilyfield	3%
Rozelle	3%
Birchgrove	2%
Camperdown	2%
Croydon	2%
Enmore	2%
Lewisham	2%
St Peters	2%
Tempe	2%
Balmain East	1%
Croydon Park	1%
Hurlstone Park	1%
Sydenham	1%
Ashbury	<1%
Marrickville South	<1%

Q13. *What is the employment status of the main income earner in your household?*

Employment Status of Main Income Earner	% of total respondents N=1,002
Work outside the Inner West Local Government Area	61%
Work in the Inner West Local Government Area	19%
Retired	10%
Unemployed/Pensioner	4%
Student	2%
Home duties/carer	1%
Other	3%

Employment Status "Other Specified"	Count
Work inside and outside LGA	9
Self-employed	4
Work from home	3
Workers compensation	1
Mascot	1
Corporate	1
Refused	4

Further Demographics

Q15. Which of the following best describes your household status?

Household status	% of total respondents N=1,002
Married/de facto with children	31%
Married/de facto with no children	24%
Living alone	17%
Group household	11%
Living at home with parents	9%
Single parent with children	5%
Extended family household (multiple generations)	3%

Q12c. Do you identify as Aboriginal or Torres Strait Islander?
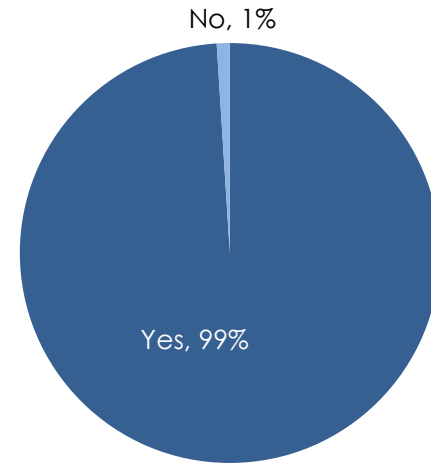
No, 1%

Yes, 99%

Q19.   Do you or anyone in your household identify as having a disability?

No, 12%

Yes, 88%
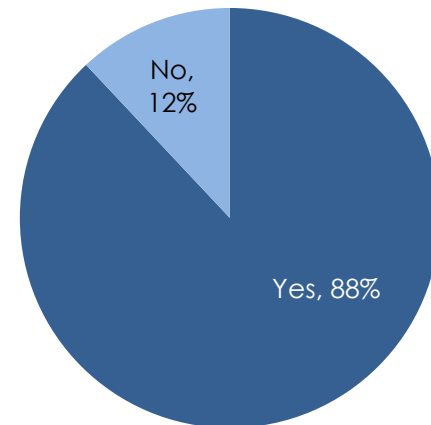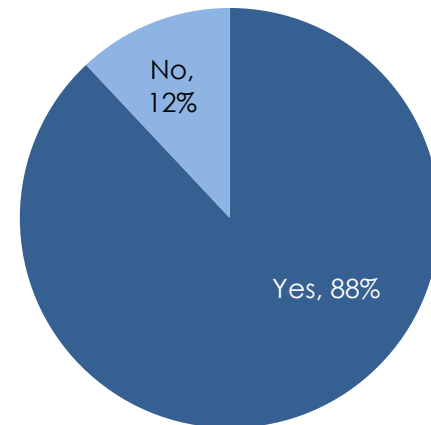
Further Demographics County of Origin

Q12a. Which country were you born in?

Country	% of total respondents N=1,002	Country	% of total respondents N=1,002
Australia	72%	Hong Kong	<1%
United Kingdom	5%	Hungary	<1%
India	2%	Iran	<1%
New Zealand	2%	Iraq	<1%
South Africa	2%	Kenya	<1%
United States of America	2%	Lebanon	<1%
Vietnam	2%	Malaysia	<1%
China	1%	Malta	<1%
France	1%	Mauritius	<1%
Ireland	1%	Mexico	<1%
Italy	1%	Nepal	<1%
Philippines	1%	Netherlands	<1%
Poland	1%	Norfolk Island	<1%
Sri Lanka	1%	Papua New Guinea	<1%
Argentina	<1%	Portugal	<1%
Armenia	<1%	Puerto Rico	<1%
Austria	<1%	Romania	<1%
Bangladesh	<1%	Russia	<1%
Belgium	<1%	Scotland	<1%
Bornia	<1%	Singapore	<1%
Brazil	<1%	South America	<1%
Canada	<1%	South East Asia	<1%
Chile	<1%	South Korea	<1%
Columbia	<1%	Sweden	<1%
Czech Republic	<1%	Taiwan	<1%
Egypt	<1%	Turkey	<1%
Eswatini	<1%	Uruguay	<1%
Fiji	<1%	Venezula	<1%
Germany	<1%	Zambia	<1%
Gibraltar	<1%	Zimbabwe	<1%
Greece	<1%	Refused	<1%

Q12b. How long have you lived in Australia?

Time lived in Australia	% of total respondents N=282
More than 20 years	60%
11-20 years	21%
6-10 years	9%
2-5 years	9%
Less than 2 years	1%

Further Demographics Languages Spoken at Home

Q18b.   Which language?

Q18a. Do you speak any language(s) other than English at home?

Language spoken	% of total respondents N=1,002	Language spoken	% of total respondents N=1,002
Greek	4%	Fijian	<1%
Italian	3%	Finnish	<1%
Spanish	2%	Hungarian	<1%
Vietnamese	2%	Indian	<1%
Arabic	1%	Japanese	<1%
Cantonese	1%	Korean	<1%
Filipino/Tagalog	1%	Lebanese	<1%
French	1%	Macedonian	<1%
German	1%	Maltese	<1%
Hindi	1%	Marathi	<1%
Mandarin	1%	Nepali	<1%
Portuguese	1%	Norfolk	<1%
Swedish	1%	Pasayan	<1%
Afrikaans	<1%	Polish	<1%
Armenian	<1%	Refused	<1%
Azerbaijani	<1%	Romanian	<1%
Bahasa	<1%	Russian	<1%
Bengali	<1%	Samoan	<1%
Chinese	<1%	Serbian	<1%
Croatian	<1%	Sinhalese	<1%
Czech	<1%	Slamish	<1%
Dutch	<1%	Swahili	<1%
Estonian	<1%	Tahitian	<1%
European	<1%	Tamil	<1%
Farsi	<1%		

No, 21%

Yes, 79%
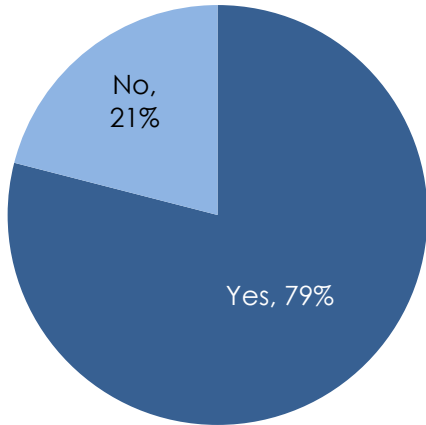
Background & Methodology

Sample selection and error

793 of the 1002 respondents were chosen by means of a computer based random selection process using the electronic White Pages and SamplePages. The remaining 209 respondents were 'number harvested' via face-to-face intercept at several locations around the Inner West LGA, i.e. Marrickville Train Station/Marrickville Road, Ashfield Train Station, Norton Plaza, Camperdown Memorial Rest Park, Stanmore Railway Station, Enmore Park and Petersham Railway Station.

A sample size of 1002 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=1002 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 46.9% to 53.1%.

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

Interviewing

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

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.

Within the report, ▲▼ and blue and red font colours are used to identify statistically significant differences between groups, i.e., gender, age, ratepayer status, ward and length of time lived in the LGA.

Significance difference testing is a statistical test performed to evaluate the difference between two measurements. To identify the statistically significant differences between the groups of means, 'One-Way Anova tests' and 'Independent Samples T-tests' were used. 'Z Tests' were also used to determine statistically significant differences between column percentages.

Background & Methodology

Ratings questions

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

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

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

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

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

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

Percentages

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

Micromex LGA Benchmark

Micromex has developed Community Satisfaction Benchmarks using normative data from over 60 unique councils, more than 130 surveys and over 75,000 interviews since 2012.

Councils Used to Create the Micromex Metro Benchmark

The Metro Benchmark was composed from the Council areas listed below:	
Auburn City Council	City of Playford
Blacktown City Council	City of Ryde
Burwood Council	Liverpool City Council
Campbelltown City Council	Marrickville Council
Canterbury-Bankstown Council	Northern Beaches Council
City of Canada Bay Council	Penrith City Council
Cumberland City Council	Randwick City Council
Devonport City Council	Rockdale Council
Fairfield City Council	Sutherland Shire Council
Georges River Council	The Hills Shire Council
Holroyd Council	Warringah Council
Inner West Council	Waverley Council
Ku-ring-gai Council	Woollahra Municipal Council

Appendix C: Questionnaire

INNER WEST

micromex research

Inner West Council
Community Survey
May 2021

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

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

Q1. In which suburb do you live? *Suburbs cross over wards*

Djarrawunang (Ashfield Ward)

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

Gulgadya (Leichhardt Ward)

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

Baludarri (Balmain Ward)

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

Damun (Stanmore Ward)

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

Midjuburi (Marrickville Ward)

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

Q2a. In the last year have you contacted Inner West Council for any reason apart from paying rates?

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

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

- O Online at Council's website
- O Online at Council's engagement website
- O Telephone
- O Visited a service centre
- O Letter in the post
- O Email
- O Council's social media
- O Council's Waste App
- O Other (please specify)............................

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

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

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

- O Very satisfied
- O Satisfied
- O Somewhat satisfied
- O Not very satisfied
- O 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	O	O	O	O	O	O	O	O	O	O
Environmental education programs and initiatives e.g. community gardens	O	O	O	O	O	O	O	O	O	O
Flood management	O	O	O	O	O	O	O	O	O	O
Household garbage collection	O	O	O	O	O	O	O	O	O	O
Protecting the natural environment (e.g. bush care)	O	O	O	O	O	O	O	O	O	O
Removal of illegally dumped rubbish	O	O	O	O	O	O	O	O	O	O
Tree management	O	O	O	O	O	O	O	O	O	O

Caring, happy, healthy communities

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

Creative communities and a strong economy

	Importance					Satisfaction				
	Low 1	2	3	4	High 5	Low 1	2	3	4	High 5
Festival and events programs	O	O	O	O	O	O	O	O	O	O
Supporting local artists and creative industries	O	O	O	O	O	O	O	O	O	O
Supporting local jobs and business	O	O	O	O	O	O	O	O	O	O

Progressive local leadership

	Importance					Satisfaction				
	Low 1	2	3	4	High 5	Low 1	2	3	4	High 5
Community's ability to influence Council's decision making	O	O	O	O	O	O	O	O	O	O
Provision of council information to the community	O	O	O	O	O	O	O	O	O	O
Support and programs for volunteers and community groups	O	O	O	O	O	O	O	O	O	O

Unique, liveable, networked neighbourhoods

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

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*

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

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

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

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

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

Q6. In the future, how would you prefer to receive information about Council? *Prompt*

- ○ Flyer/letter from Council to my home
- ○ Council's bi-monthly printed newsletter 'Inner West Council News'
- ○ Council's printed Rates Newsletter
- ○ Council's website
- ○ Council's engagement website
- ○ Council's E-news
- ○ Other direct email from Council
- ○ Council's Facebook
- ○ Council's Twitter
- ○ Council's Instagram
- ○ Council's LinkedIn
- ○ Customer Service Centres
- ○ Libraries
- ○ Community Centres
- ○ Council's Outdoor noticeboards
- ○ Council notices/posters elsewhere such as parks
- ○ Print newspapers
- ○ Radio
- ○ TV
- ○ Community organisations/groups
- ○ Word of mouth
- ○ Other (please specify)..............................

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

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

Challenge 1: .... None

Challenge 2: .... No others

Challenge 3: ....

Still thinking about your local community..

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

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

Q8b. Do you feel safe in the following situations: *Prompt*

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

Q9ab. 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 projects on a scale of 1 to 5, where 1 is not at all supportive and 5 is very supportive.

	Aware	Not at all supportive 1	2	3	4	Very supportive 5	N/A
WestConnex	○	○	○	○	○	○	○

Community Strategic Measures

RANDOMISE ORDER OF Q10a-Q10c

Inner West Council's community strategic plan was developed with input from more than 7,000 residents, and adopted in 2018.

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 Council is focused on the community, the environment and the future; meeting the needs of today, as well as thinking about future generations.

Q10a. 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 Council is open to innovation, looks for new ways of solving local problems, and encourages arts and creative industries.

Q10b. 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 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.

Q10c. 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

Now just some questions about you.

Q11. Please stop me when I read out your age group. *Prompt*

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

Q12a. Which country were you born in?

- Australia   (Go to Q12c)
- China
- Greece
- India
- Ireland
- Italy
- Lebanon
- Malaysia
- Nepal
- New Zealand
- Philippines
- Portugal
- Thailand
- United Kingdom
- United States of America
- Vietnam
- Other (please specify) ....

Q12b. 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

Q12c. Do you identify as Aboriginal or Torres Strait Islander? *Prompt*

- Yes
- No

Q13. 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) ....

Q14. 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

Q15. 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)

Q16. 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

Q17. What is your identified gender?

- Female
- Male
- Non binary/gender fluid
- Different identity

Q18a. Do you speak any language(s) other than English at home?

- Yes
- No   (If no, go to Q19)

Q18b. Which language?

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

Q19. 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.

micromex
research

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