



SHELLHARBOUR CITY COUNCIL

COMMUNITY SATISFACTION SURVEY 2019

The Preliminary Results Report provides a snapshot of the results for each question of the Community Satisfaction Survey while the full report is being prepared. This allows Shellharbour City Council the opportunity to highlight areas which require greater focus and deeper analysis in the full report.

Analysis of open-ended responses will be included in the full report.

SAMPLE PROFILE



Gender	%	#
Male	48%	288
Female	52%	313
Age	%	#
18 to 34 years	27%	163
35 to 49 years	25%	152
50 to 64 years	25%	153
65+ years	22%	133

Length of time living in the Shellharbour area	%	#
6 months to 1 year	0.2%	1
1 to 5 years	8%	46
6 to 10 years	9%	55
11 to 15 years	10%	60
More than 15 years	73%	439

Base: All respondents (n=601)

Q: What is your gender?

Q: What is your age?

Q: How long have you lived in the Shellharbour area?

SAMPLE PROFILE – SUBURB

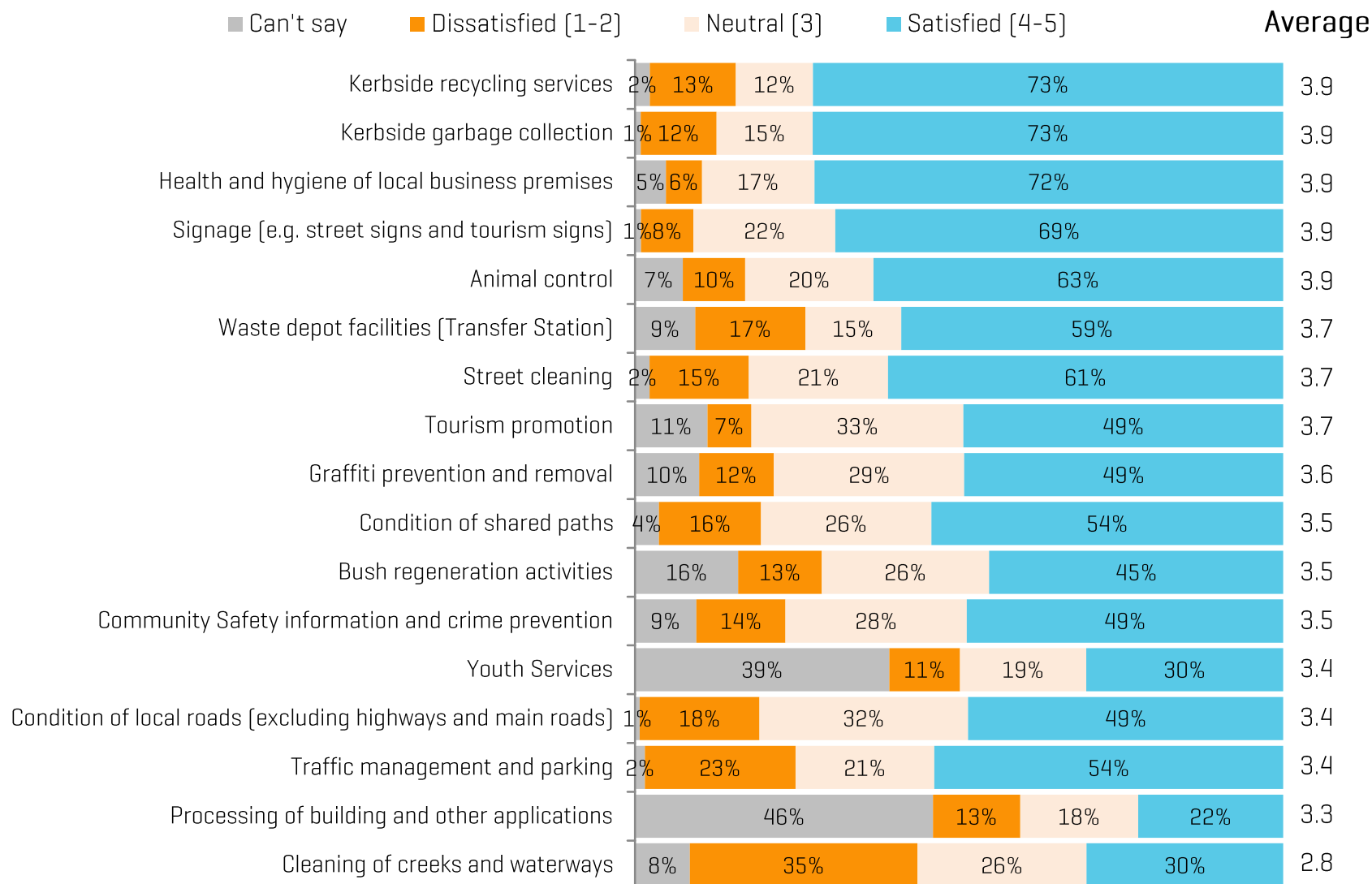
Suburb	%	#	Suburb	%	#
Albion Park	22%	131	Shell Cove	7%	40
Oak Flats	12%	70	Lake Illawarra	4%	27
Flinders	9%	53	Blackbutt	4%	27
Albion Park Rail	9%	52	Barrack Point	1%	7
Barrack Heights	8%	48	Calderwood	0.8%	5
Warilla	8%	47	Dunmore	0.5%	3
Mount Warrigal	7%	44	Tullimbar	0.5%	3
Shellharbour	7%	44	Shellharbour City Centre	0.2%	1

Base: All respondents [n=601]

Q: Which suburb do you live in?

COUNCIL SERVICES & FACILITIES

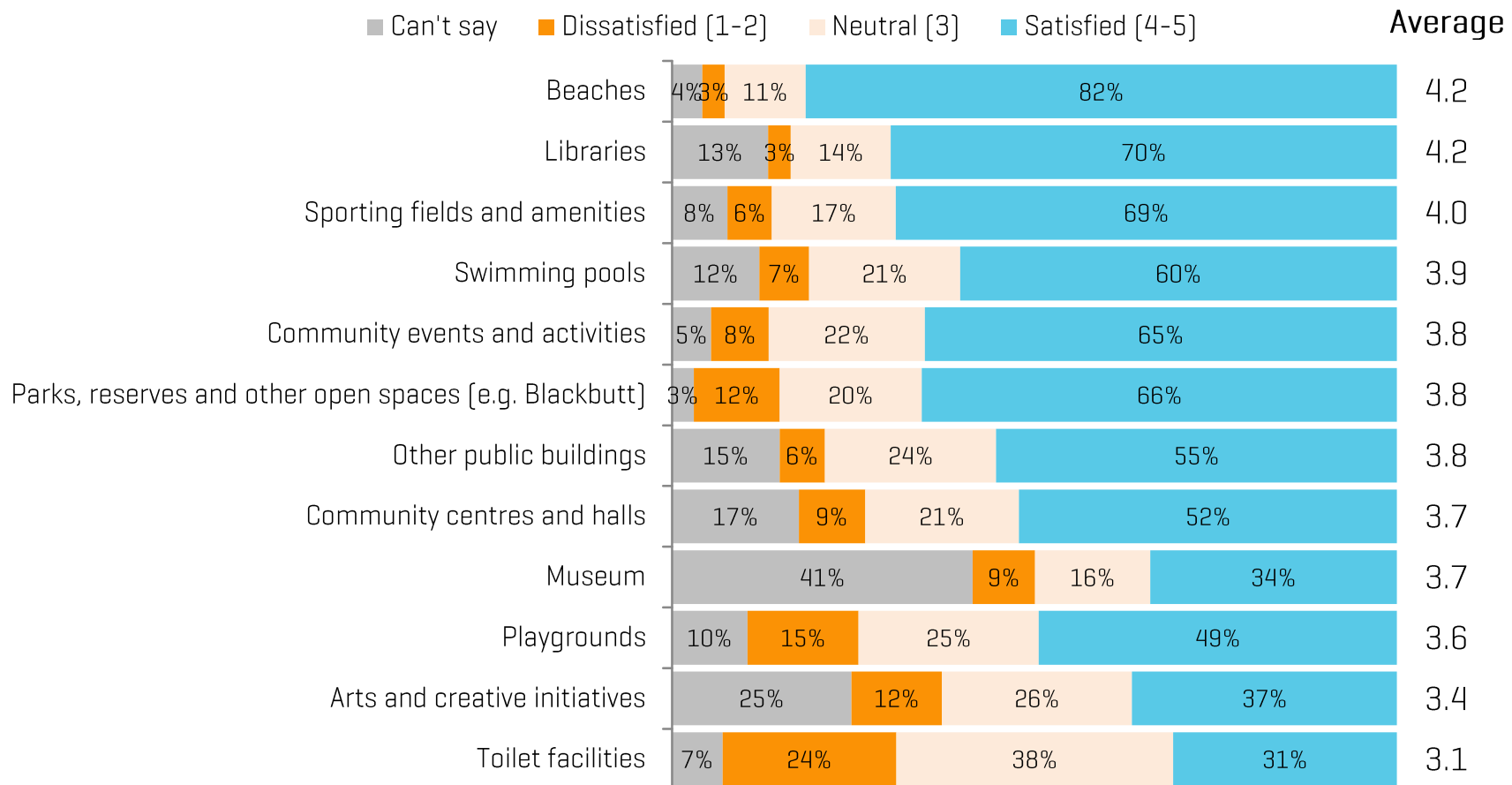
OPERATIONAL NEEDS



Base: All respondents [n=601]

Q: Please rate your satisfaction with the following using a 5-point scale where 1 means you are 'very dissatisfied' and 5 means you are 'very satisfied'.

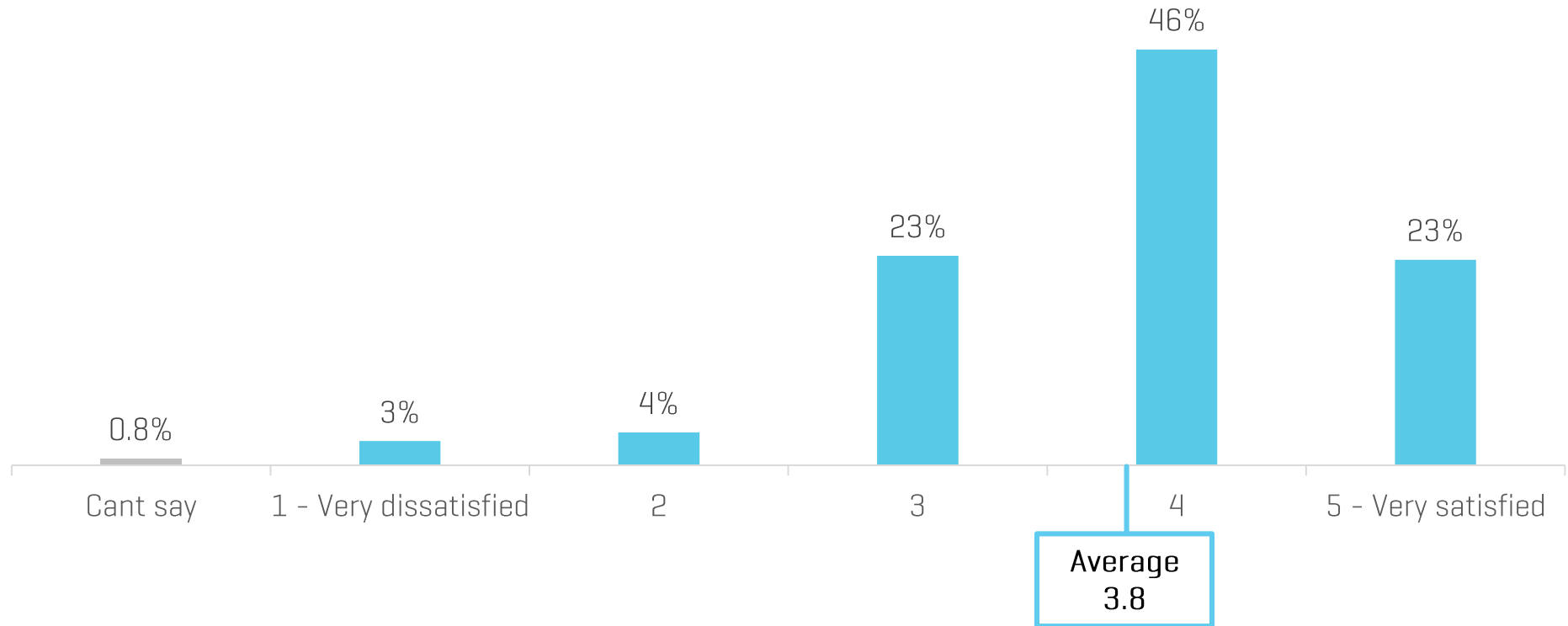
RECREATIONAL BENEFITS



Base: All respondents (n=601)

Q: Please rate your satisfaction with the following using a 5-point scale where 1 means you are 'very dissatisfied' and 5 means you are 'very satisfied'.

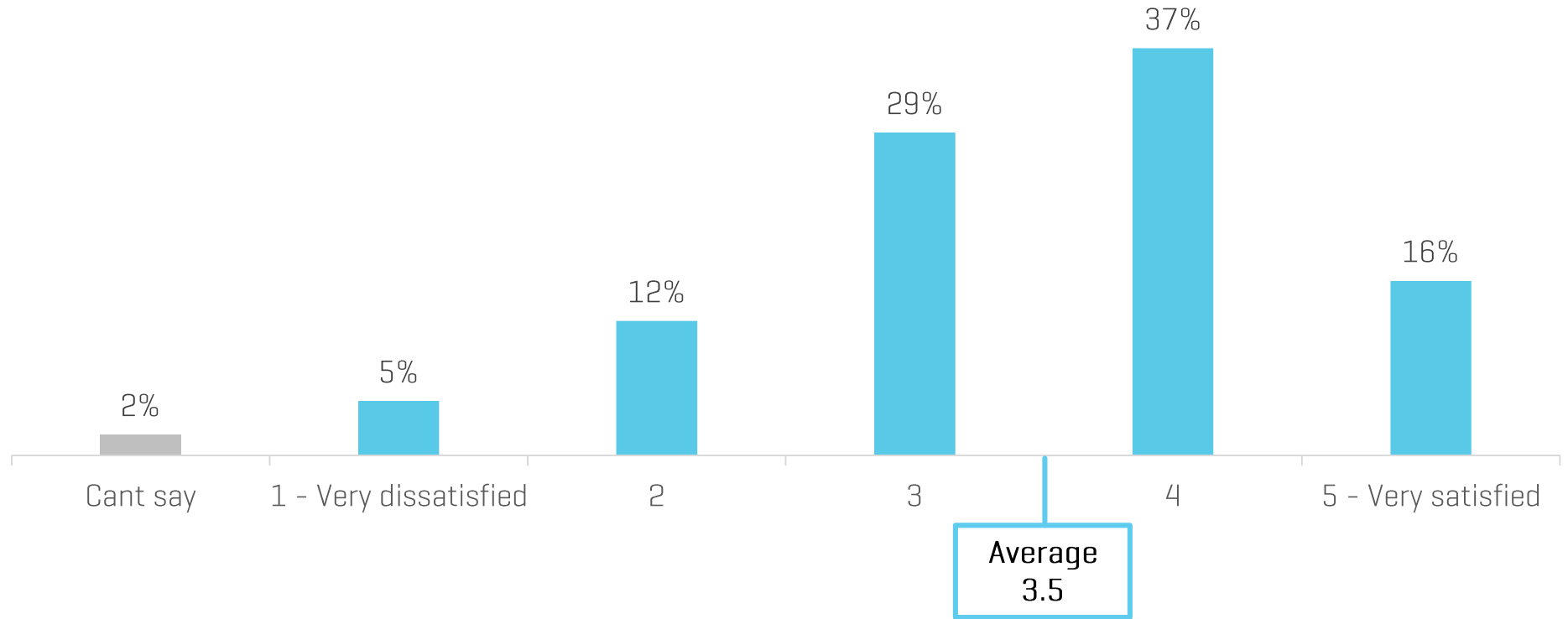
OVERALL SATISFACTION WITH APPEARANCE OF SHELLHARBOUR CITY COUNCIL AREA



Base: All respondents (n=601)

Q: Using the same scale, satisfied are you with the appearance of the Shellharbour City Council area?

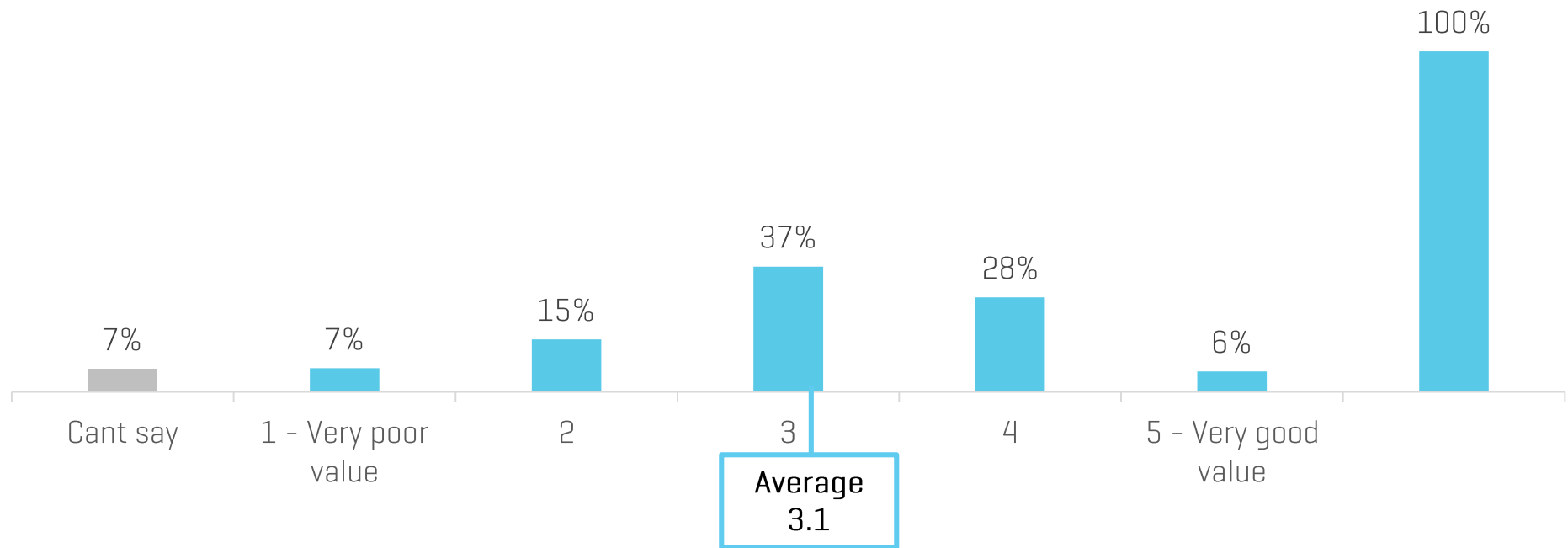
OVERALL SATISFACTION WITH SHELLHARBOUR CITY COUNCIL



Base: All respondents (n=601)

Q: Overall, how satisfied are you with Shellharbour City Council?

ARE SERVICES AND FACILITIES VALUE FOR MONEY?

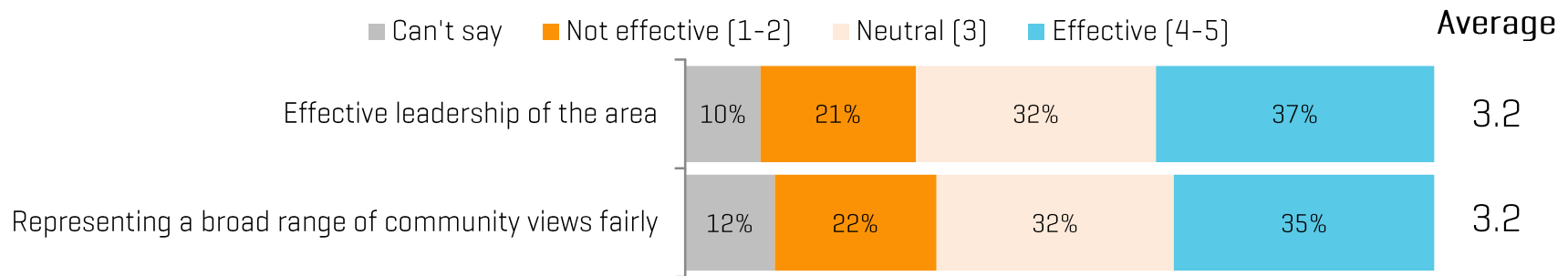


Base: All respondents [n=601]

Q: Are the services and facilities provided by Shellharbour Council value for money in terms of what your household pays in rates and other Council charges? Please answer using a 1 to 5 scale where 1 means 'very poor value' and 5 means 'very good value'.

COUNCILLORS

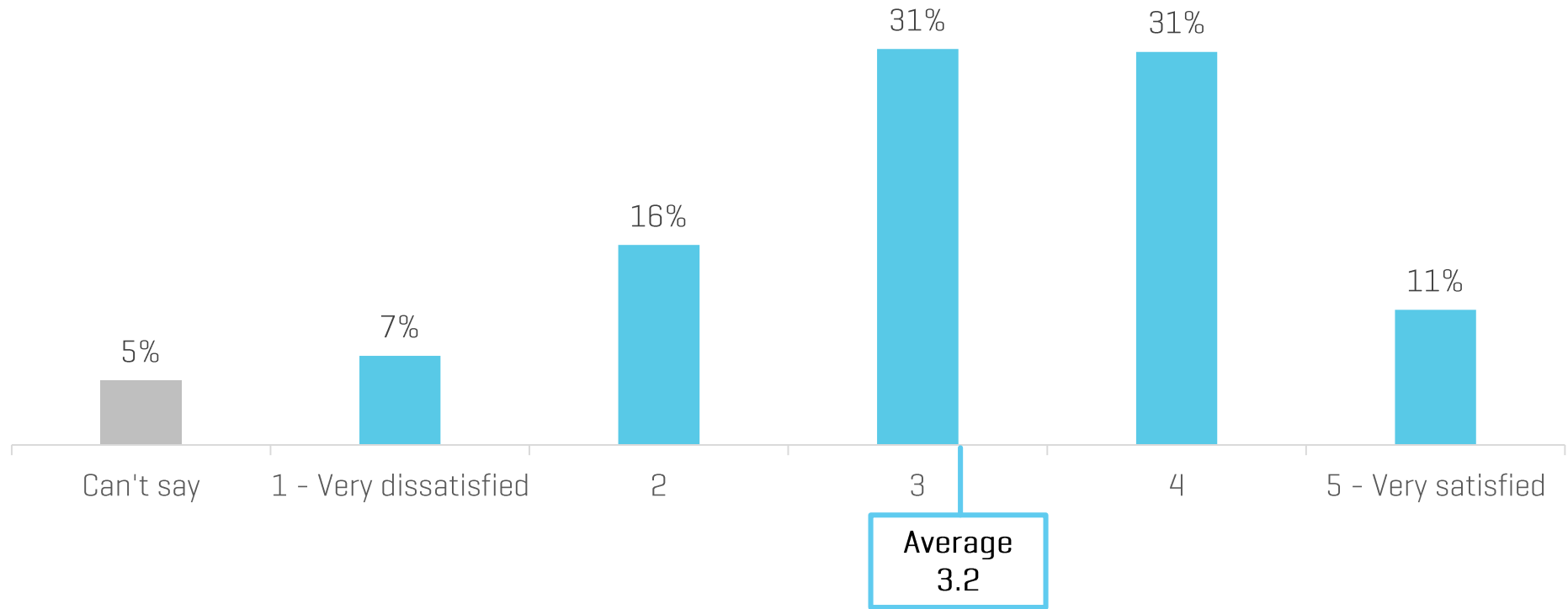
EFFECTIVENESS OF COUNCILLORS



Base: All respondents (n=601)

Q: Using a scale of 1 to 5, where 1 is 'not at all effective' and 5 is 'highly effective', thinking about Shellharbour Councillors, how would you rate their effectiveness in the following areas?

OVERALL SATISFACTION WITH PERFORMANCE OF COUNCILLORS

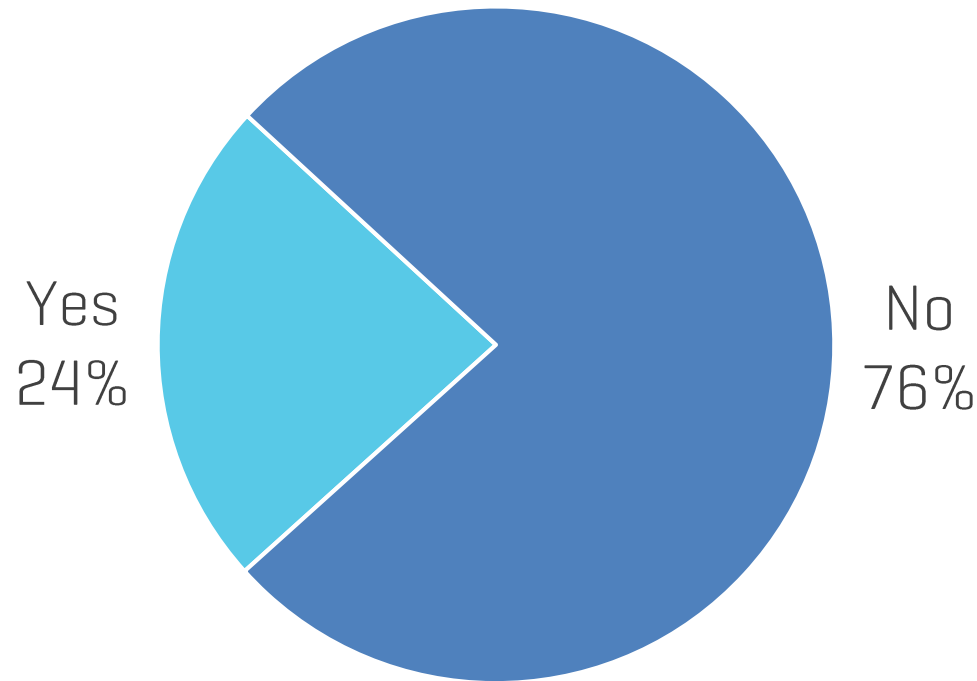


Base: All respondents (n=601)

Q: Using a 1 to 5 scale, how satisfied are you with the overall performance of Councillors?

PLAYGROUNDS

To build your ideal playground, should Council reduce the number of small local playgrounds to upgrade larger playgrounds?



Yes
24%

No
76%

Open-ended responses related to playgrounds will be coded and include in the final report.

Base: All respondents (n=601)

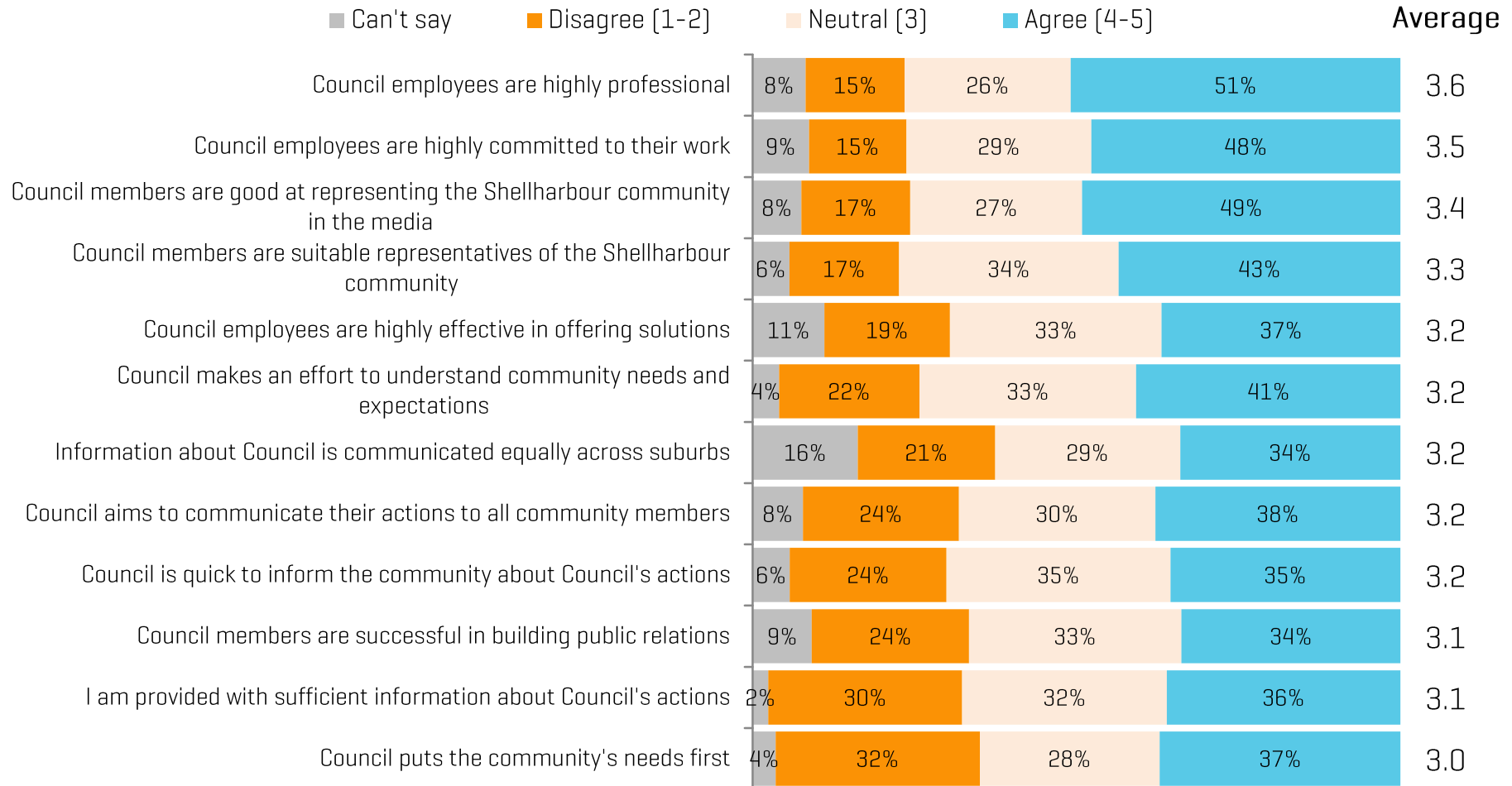
WASTE MANAGEMENT

MOST RECENT CONTACT WITH COUNCIL STAFF MEMBER

	Yes	No
Council accepts many recyclable waste materials free of charge at Dunmore Waste and Recovery Centre. Are you aware of this?	74%	26%
Are you aware that placing your food waste into your green lid FOGO wheelie bin diverts waste materials from landfill?	94%	6%
Do you play food waste in your kerbside green lid FOGO wheelie bin?	83%	17%
Compared to this time last year, do you feel more informed about Council's FOGO service?	59%	41%

ORGANISATIONAL SKILLS (MEDIATOR)

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Base: All respondents (n=601)

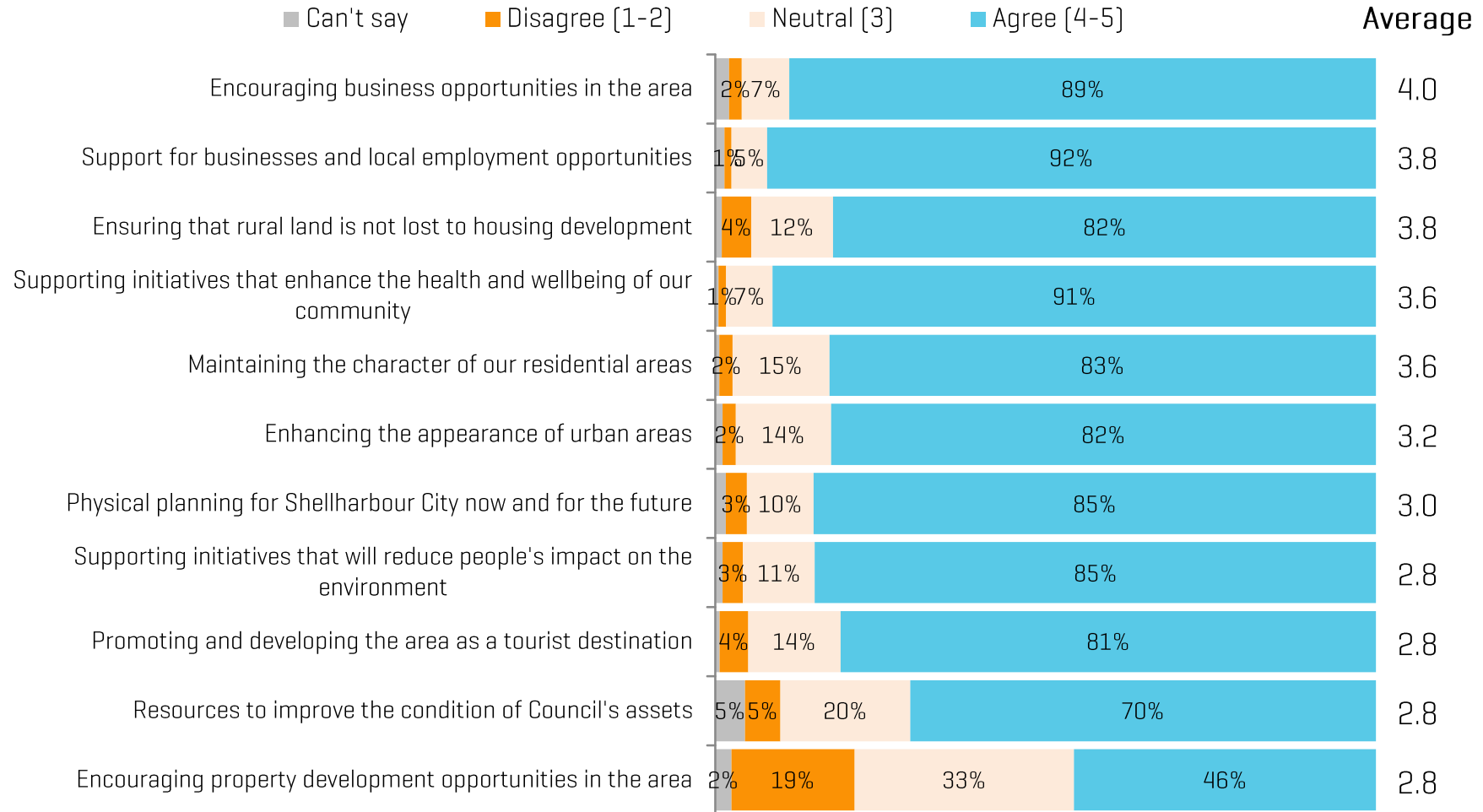
Q: Using a scale of 1 to 5, where 1 means 'strongly disagree' and 5 means 'strongly agree', please rate your agreement with the following list of aspects related to Shellharbour City Council.

CORPORATE PLAN



ORGANISATIONAL SKILLS (MEDIATOR)

In the future, Council should focus on...

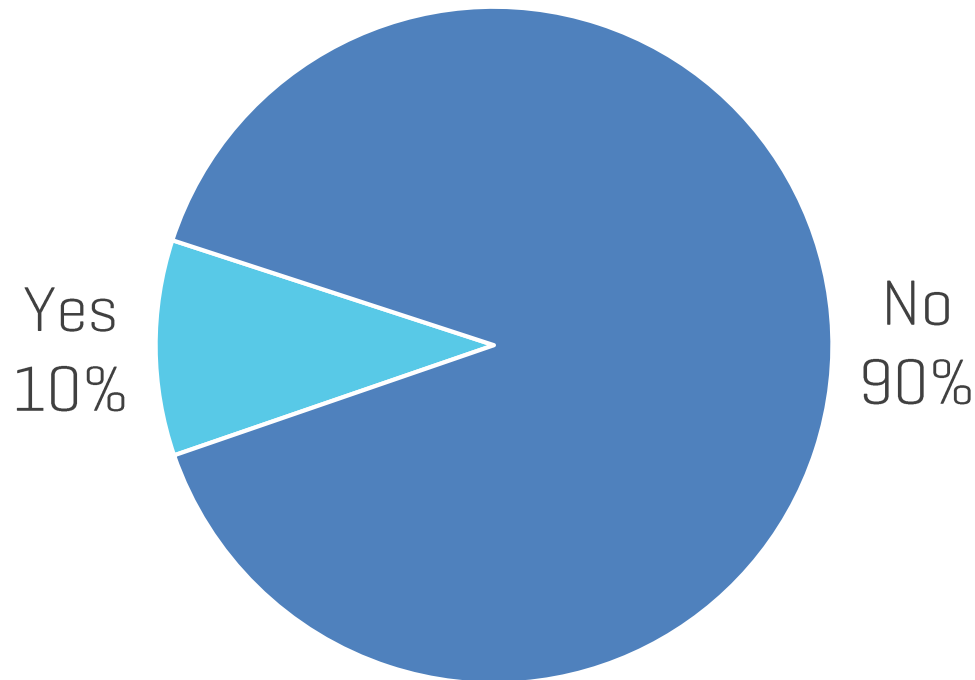


Base: All respondents (n=601)

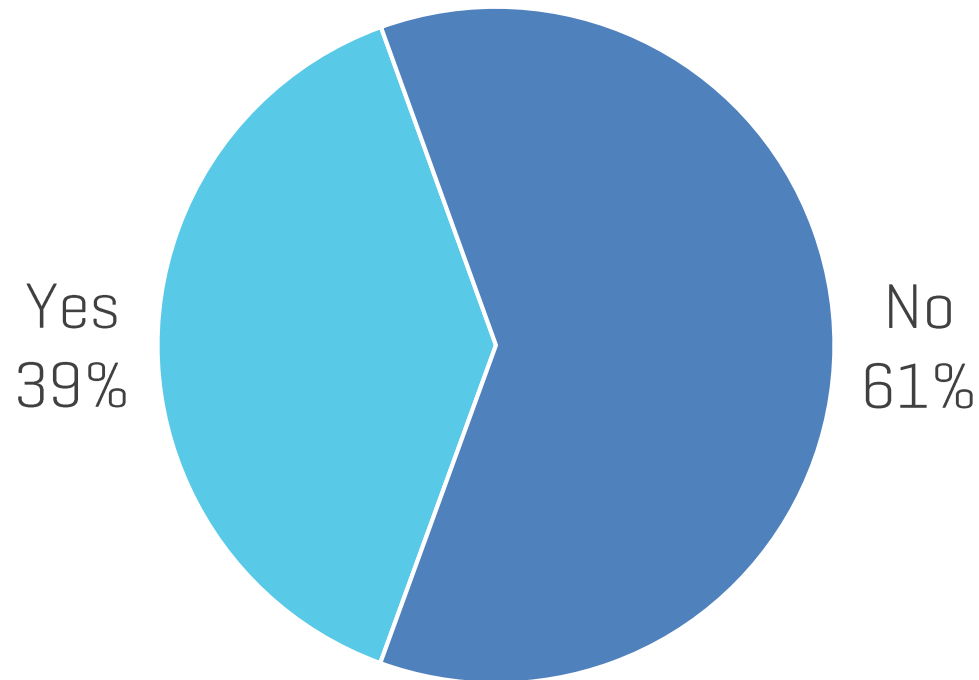
Q: Now I will read a list of statements about Council's strategic plan. Using the same scale, please rate the following statements.

CUSTOMER SERVICES

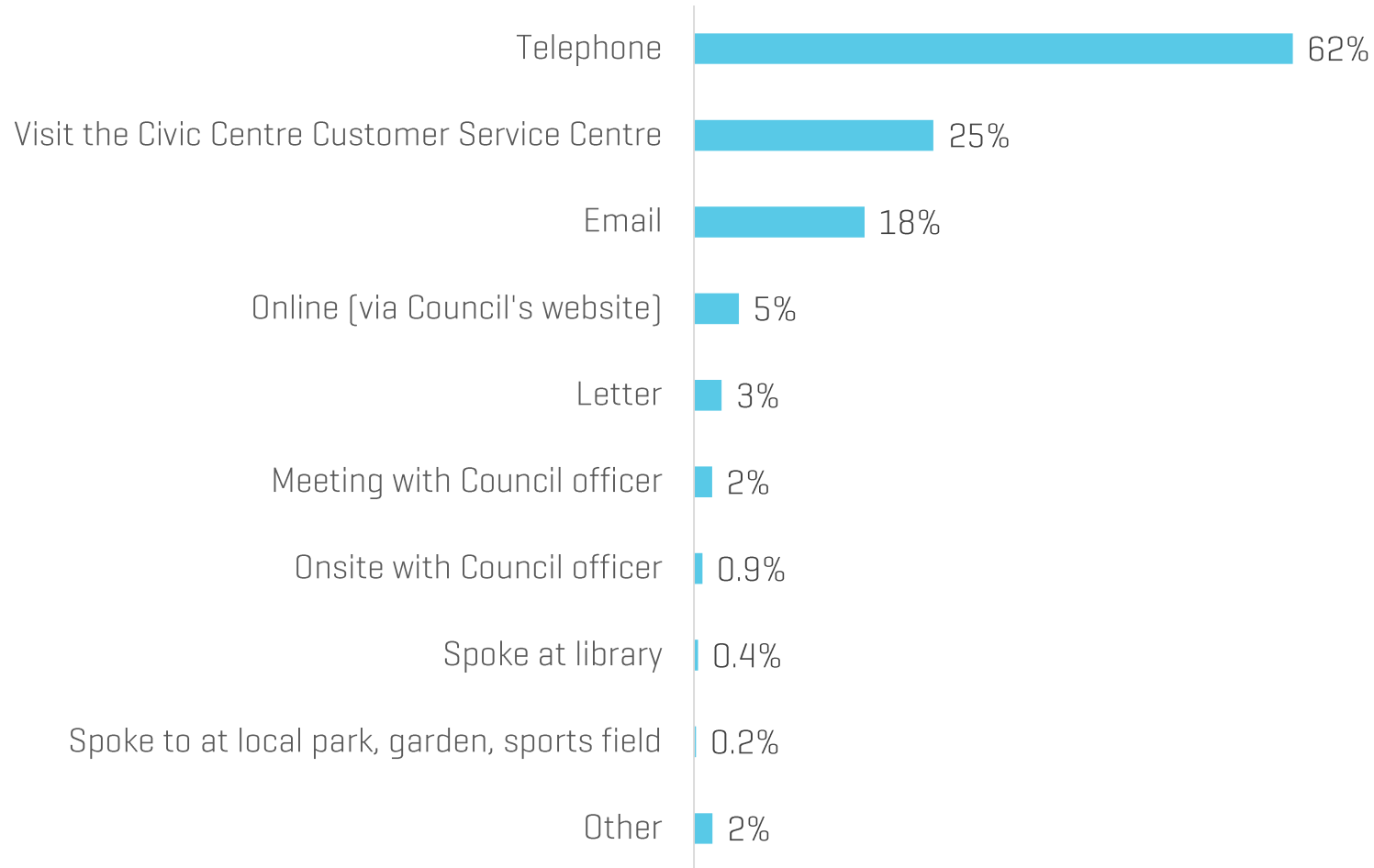
Council recently adopted a customer service charter that outlines the standards used to deliver professional, reliable and consistent customer services to meet customer expectations. Are you aware of this?



Have you contacted Shellharbour City Council in the last 12 months?

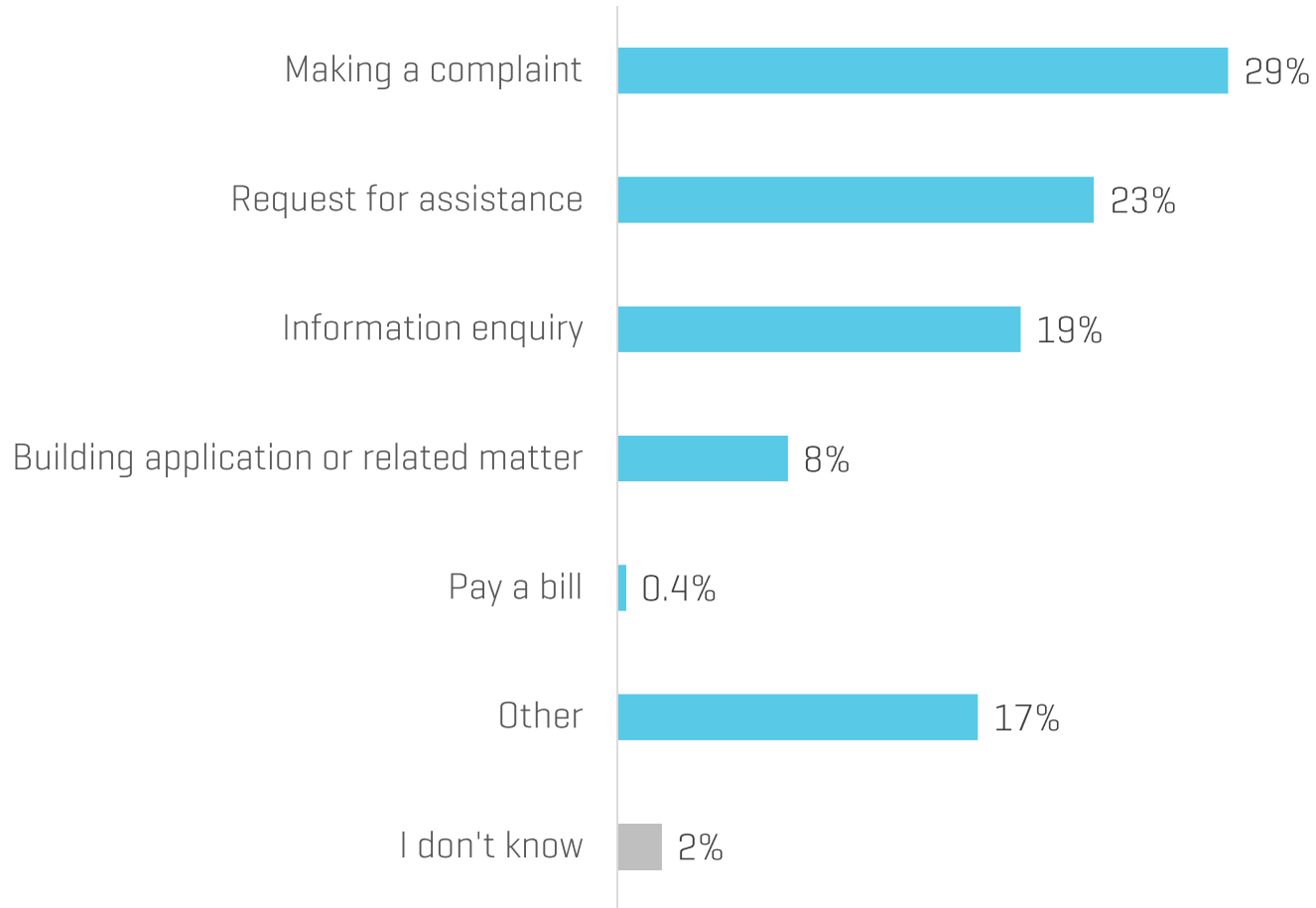


METHOD OF CONTACT



Base: Contacted Council (n=234)

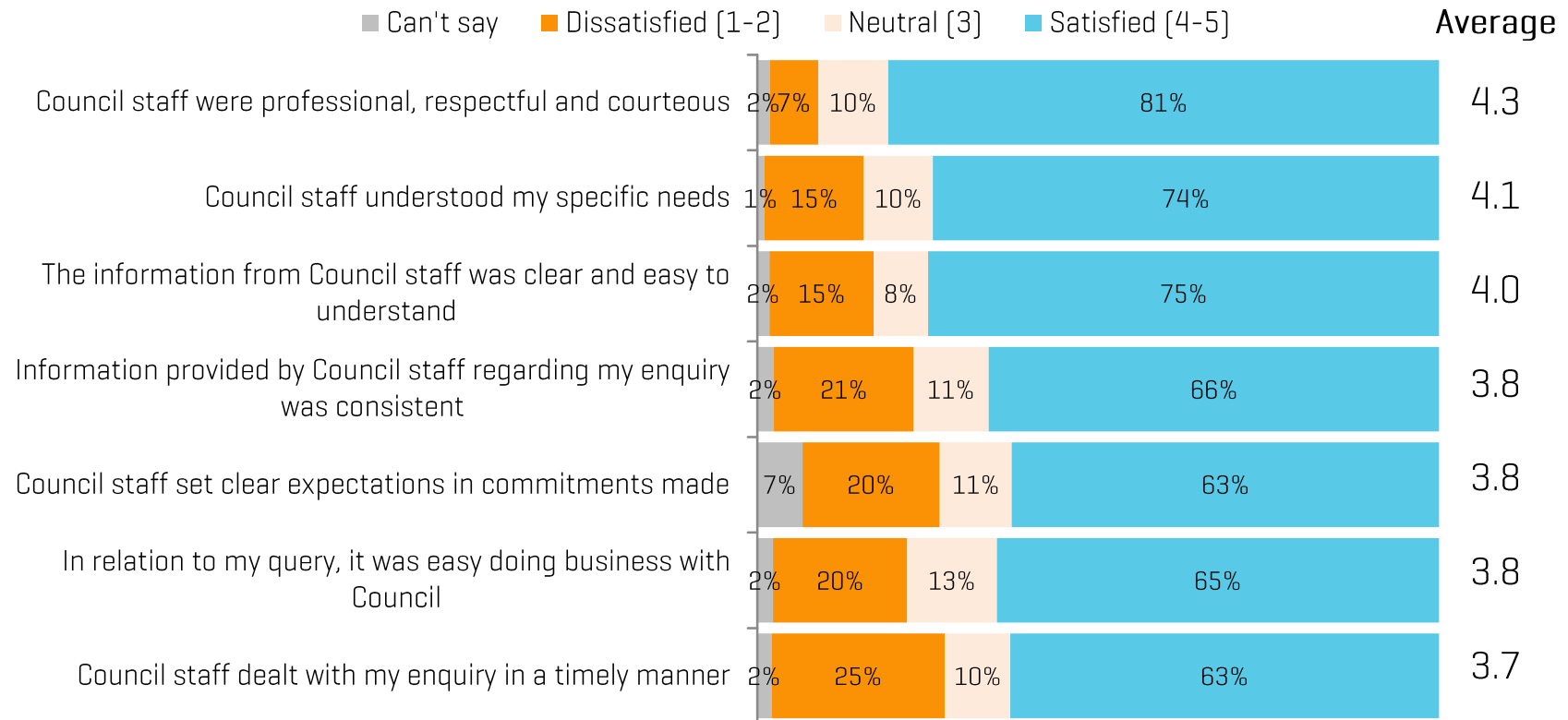
Q: How did you make contact with Shellharbour City Council [MULTIPLE CHOICE]



Base: Contacted Council (n=234)

Q: How did you make contact with Shellharbour City Council [MULTIPLE CHOICE]

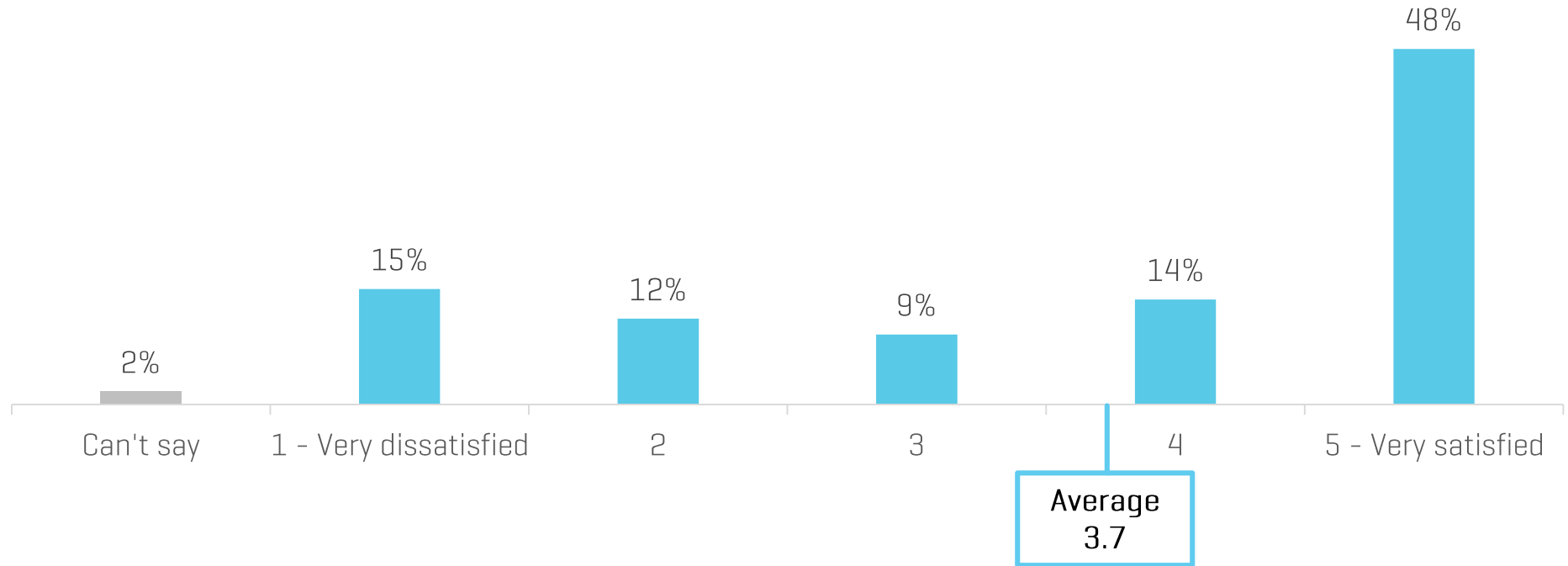
RECREATIONAL BENEFITS



Base: Contacted Council (n=234)

Q: Please rate your satisfaction with the following using a 5-point scale where 1 means you are 'very dissatisfied' and 5 means you are 'very satisfied'.

OVERALL SATISFACTION WITH PERFORMANCE WITH QUERY

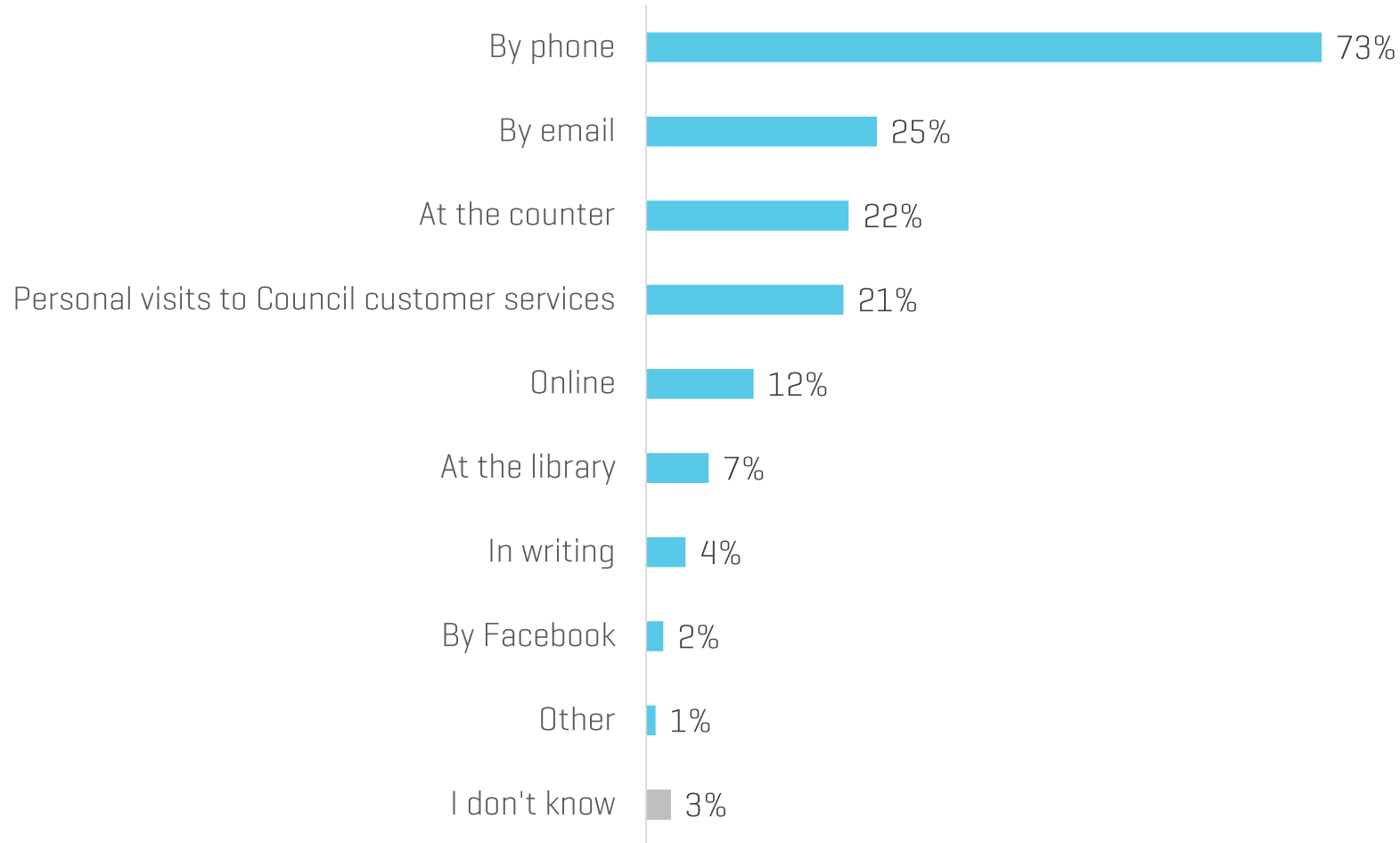


Base: Contacted Council (n=234)

Q: Overall, I was satisfied with Shellharbour City Council's performance with my query

COMMUNICATION

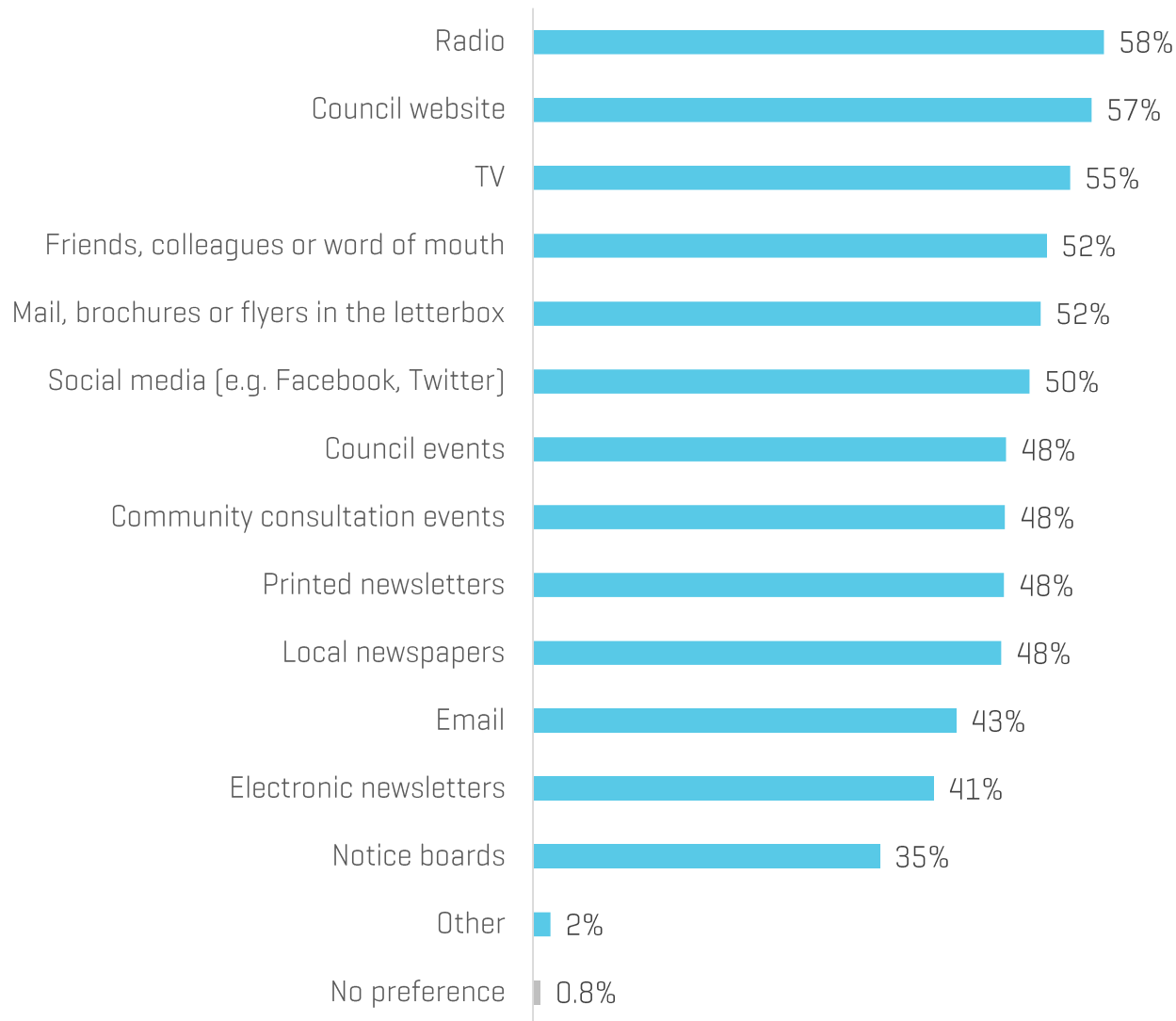
USUAL METHODS OF CONTACTING COUNCIL



Base: All respondents (n=601)

Q: How do you usually contact Shellharbour City Council? [READ OUT] [MULTIPLE CHOICE]

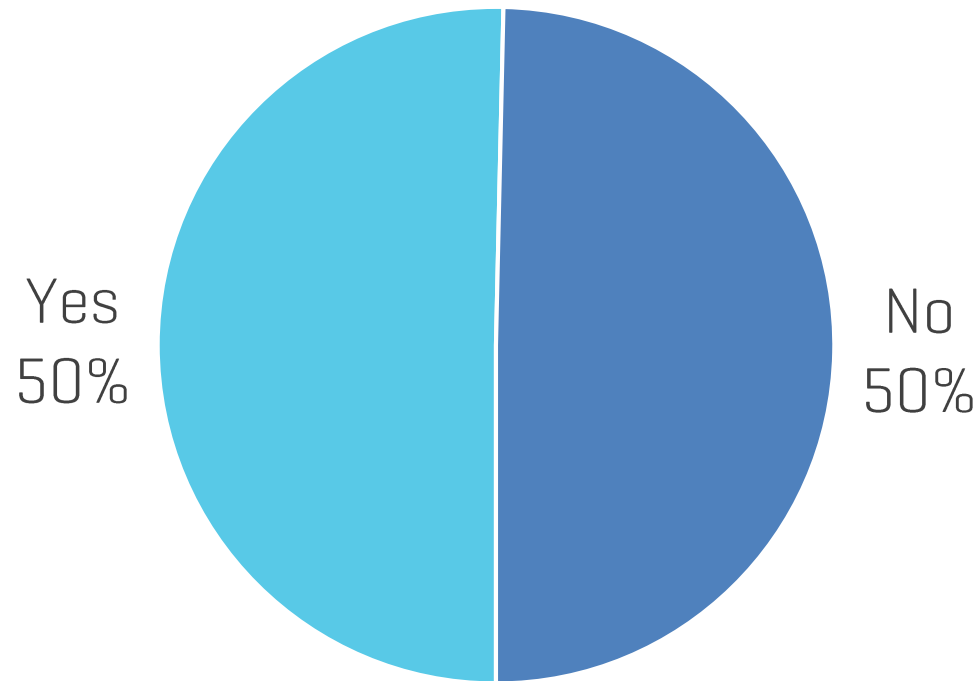
USUAL METHODS OF CONTACTING COUNCIL



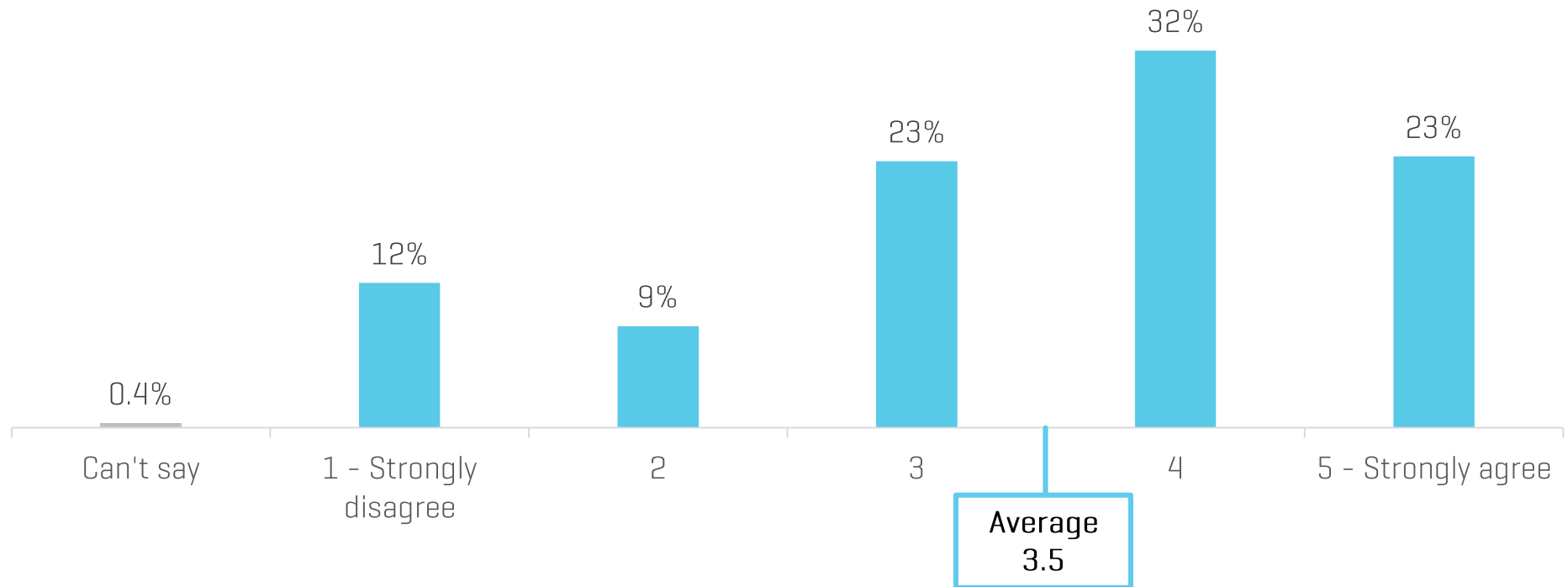
Base: All respondents (n=601)

Q: How would you like to find out about Council news and information? [READ OUT] [MULTIPLE CHOICE]

Have you visited Council's website in the past 12 months?



EASE OF FINDING INFORMATION ON WEBSITE



Base: Visited Council website (n=303)

Q: On a 1 to 5 scale, to what extent do you agree with the statement, 'It was easy to find the information I was looking for on the website'.