



SHELLHARBOUR CITY COUNCIL

COMMUNITY SATISFACTION SURVEY 2019

ONLINE RESULTS

The Community Satisfaction Survey 2019 was available online from 9 September to 23 September 2019. 246 completed responses were collected.

This report contains the results of the online survey. Due to the number of respondents all open-ended responses have been provided to Council in a separate report.

SAMPLE PROFILE



SAMPLE PROFILE – DEMOGRAPHICS

Gender	%	#
Male	28%	68
Female	72%	177
Other	0.4%	1
Age	%	#
18 to 34 years	20%	48
35 to 49 years	46%	112
50 to 64 years	24%	58
65+ years	11%	28

Length of time living in the Shellharbour area	%	#
Less than 6 months	2%	4
6 months to 1 year	3%	7
1 to 5 years	8%	20
6 to 10 years	13%	32
11 to 15 years	10%	24
More than 15 years	65%	159

Base: All respondents (n=246)

Q: What is your gender?

Q: What is your age?

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

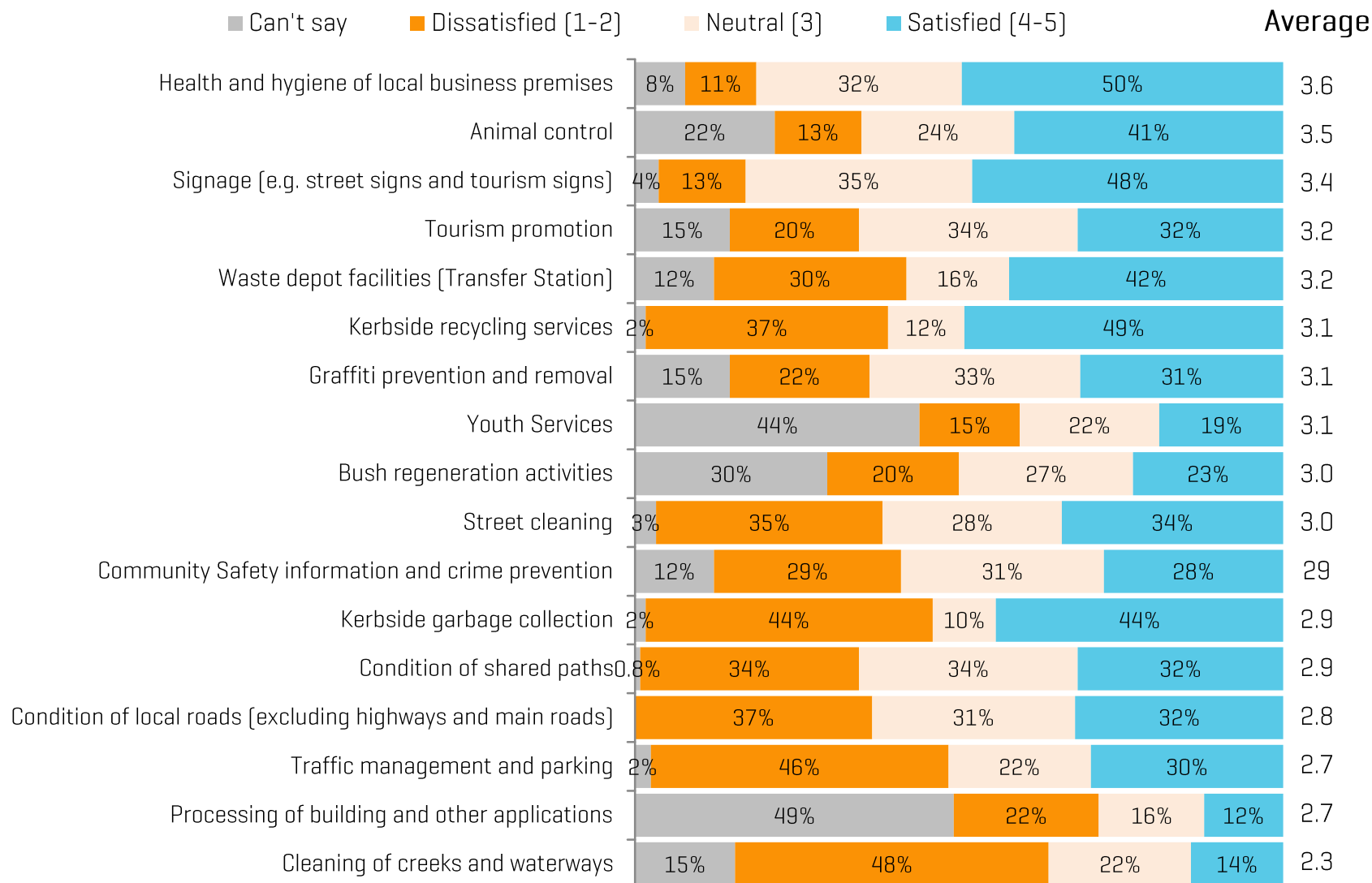
Suburb	%	#	Suburb	%	#
Albion Park	46%	112	Calderwood	3%	7
Albion Park Rail	11%	27	Lake Illawarra	3%	7
Tullimbar	6%	15	Mount Warrigal	2%	5
Shell Cove	5%	13	Barrack Point	1%	3
Flinders	4%	11	Blackbutt	1%	3
Oak Flats	4%	11	Tongarra	0.8%	2
Barrack Heights	4%	9	Yellow Rock	0.8%	2
Warilla	4%	9	Shellharbour City Centre	0.4%	1
Shellharbour	3%	8	Other	0.4%	1

Base: All respondents [n=246]

Q: Which suburb do you live in?

COUNCIL SERVICES & FACILITIES

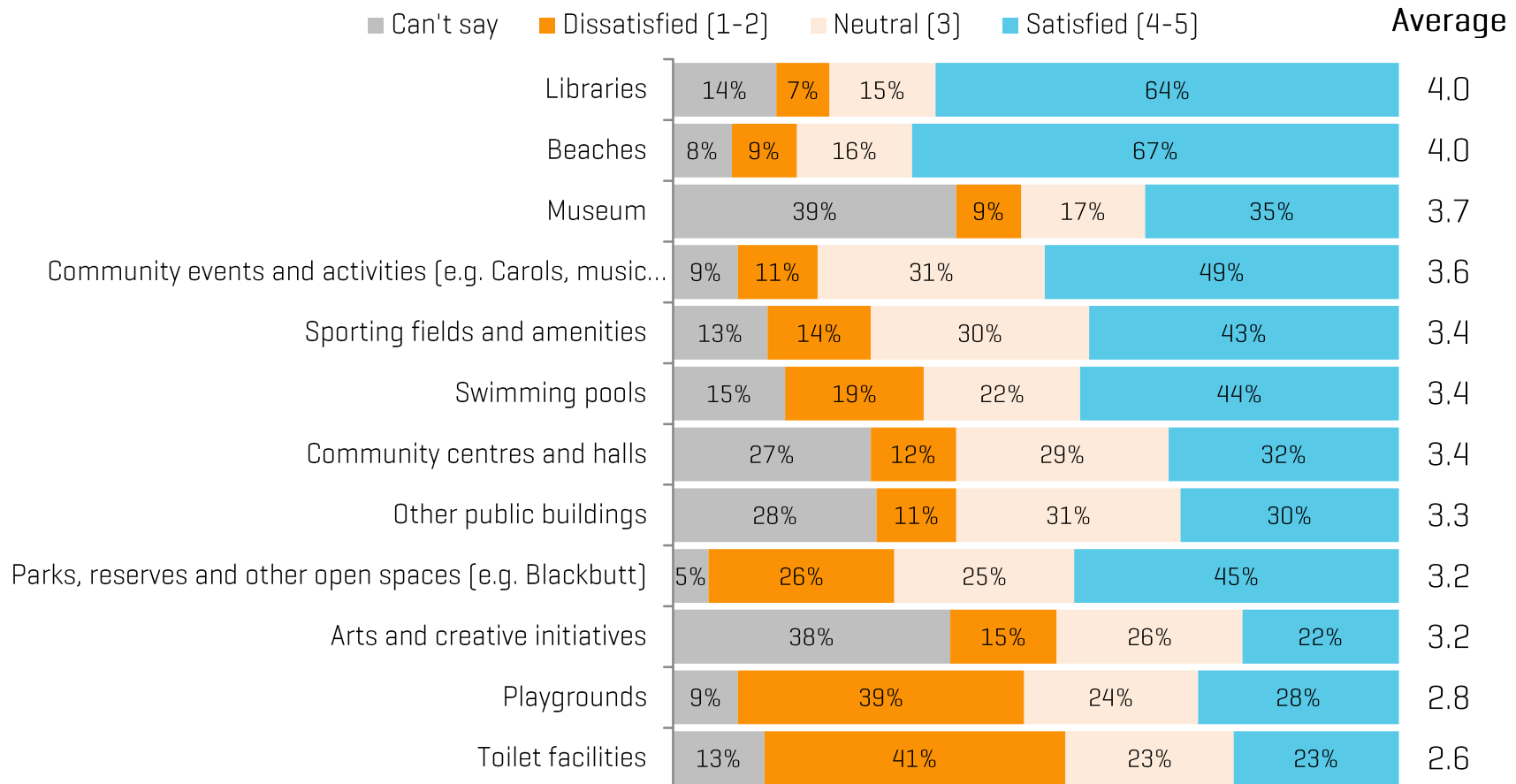
OPERATIONAL NEEDS



Base: All respondents (n=246)

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'.

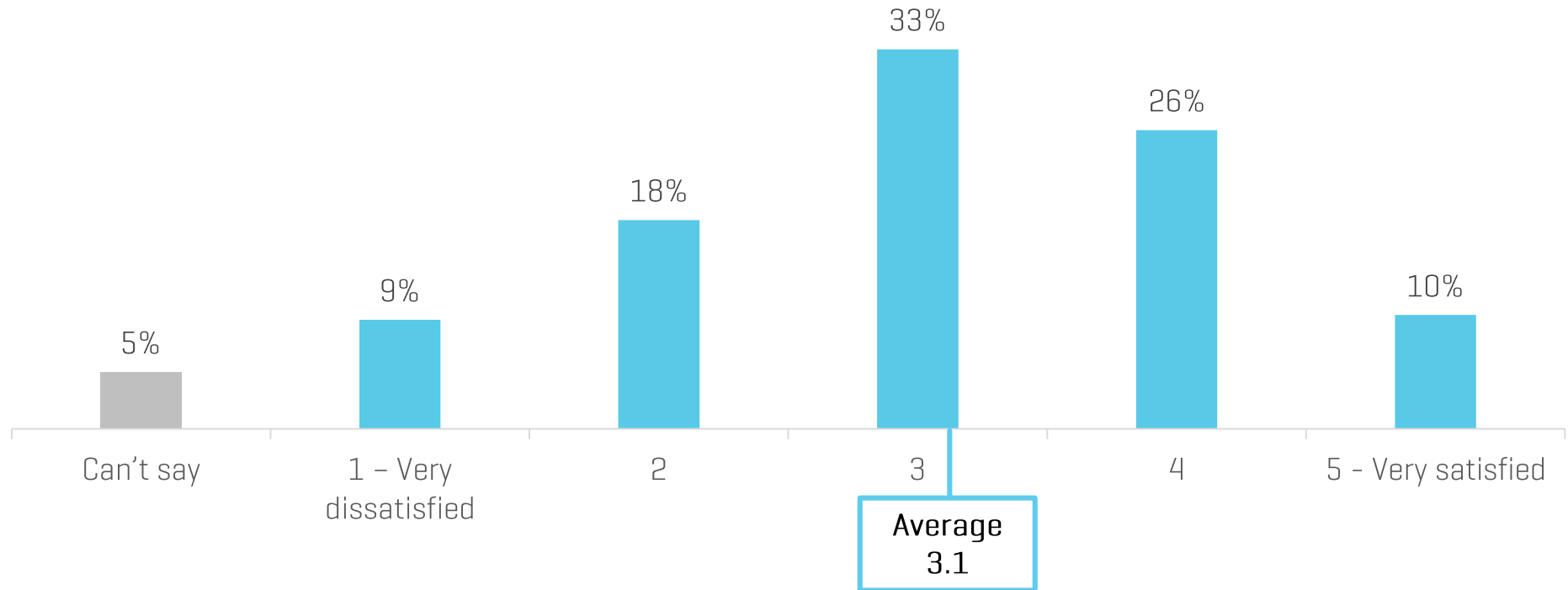
RECREATIONAL BENEFITS



Base: All respondents (n=246)

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'.

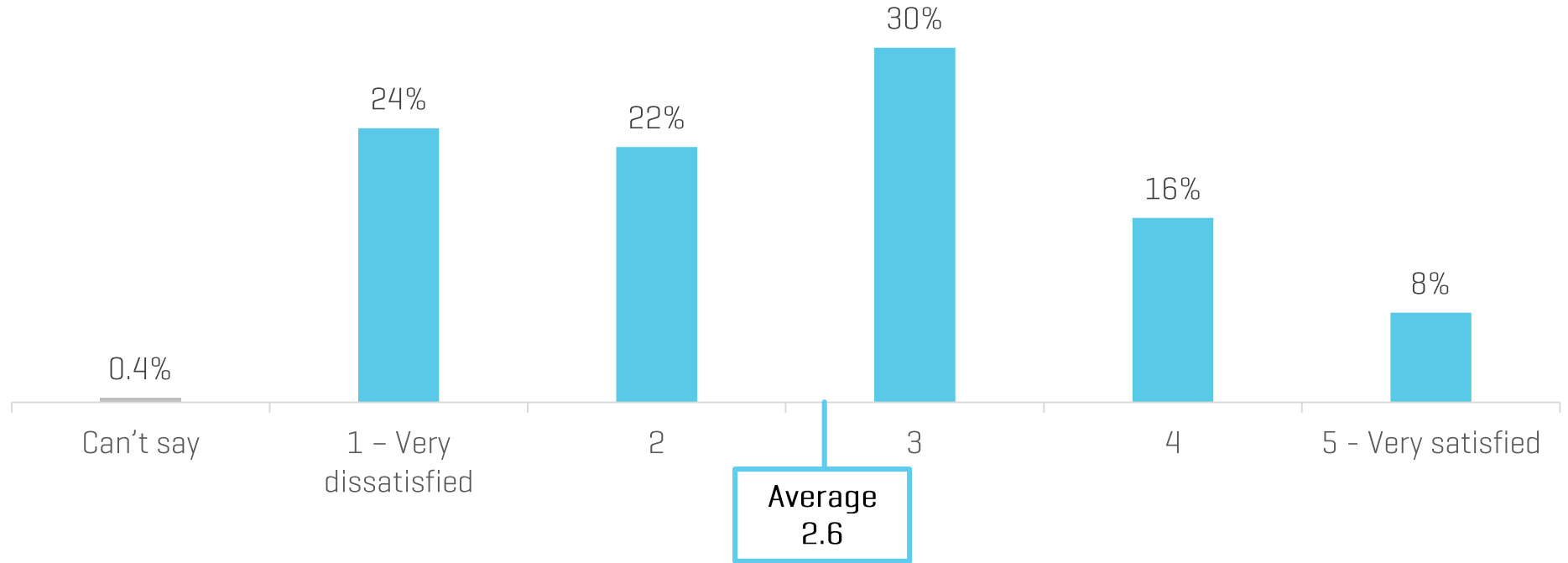
OVERALL SATISFACTION WITH APPEARANCE OF SHELLHARBOUR CITY COUNCIL AREA



Base: All respondents (n=246)

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

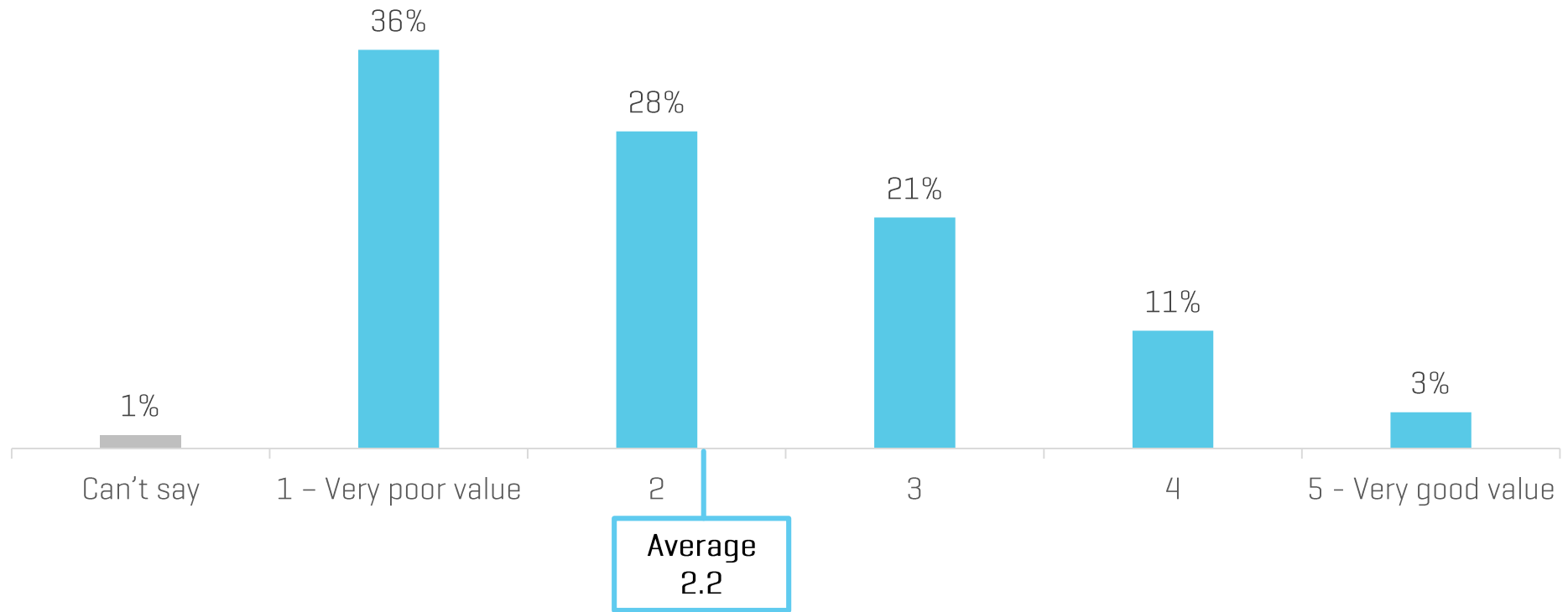
OVERALL SATISFACTION WITH SHELLHARBOUR CITY COUNCIL



Base: All respondents (n=246)

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

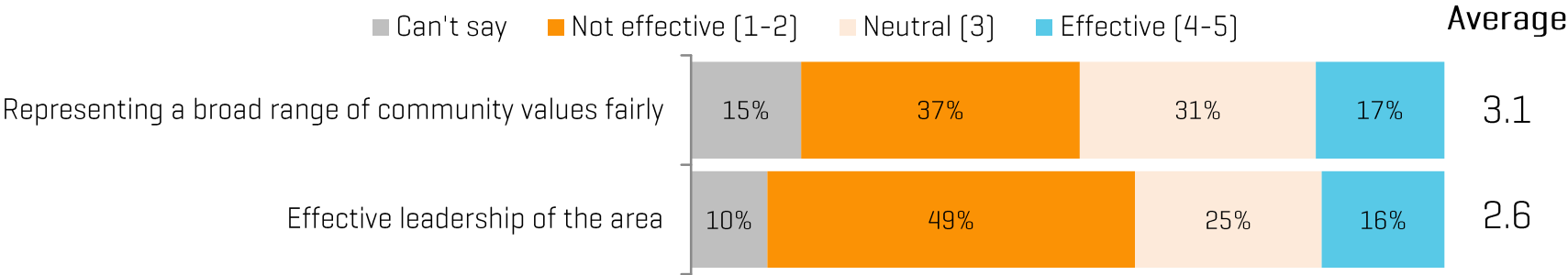
ARE SERVICES AND FACILITIES VALUE FOR MONEY?



Base: All respondents [n=246]

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'.

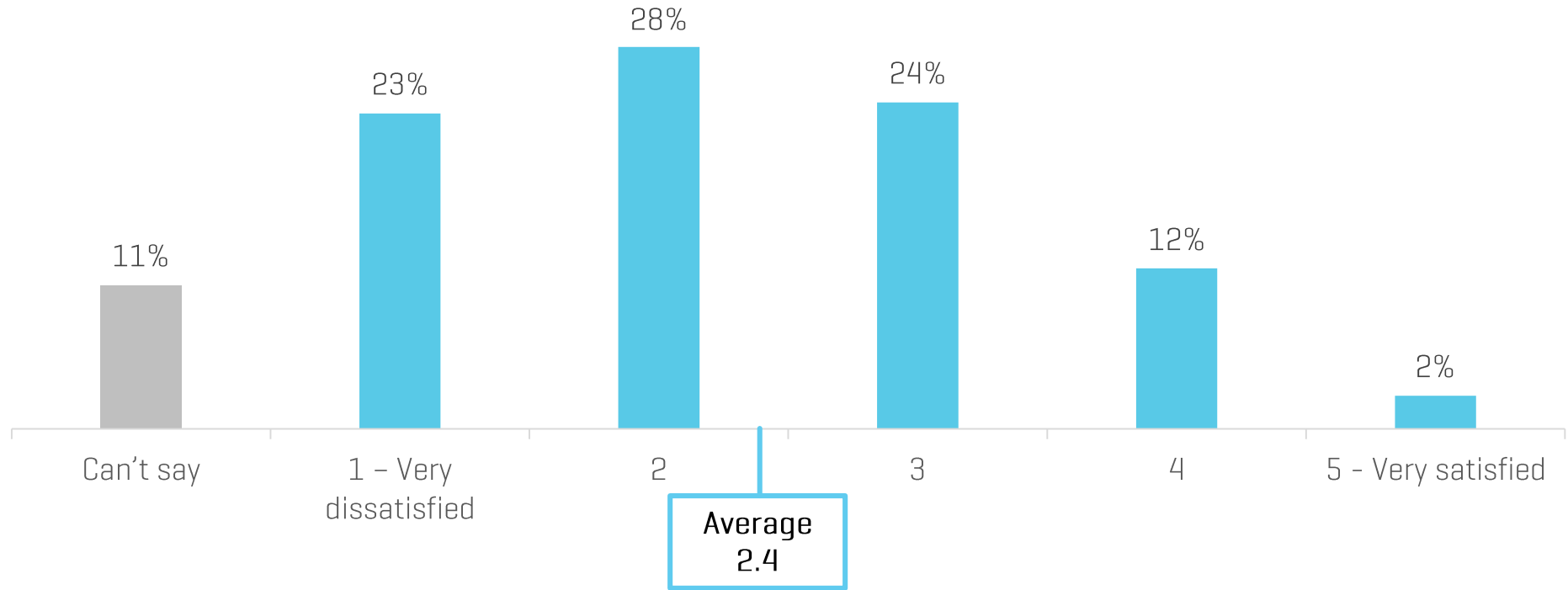
COUNCILLORS



Base: All respondents [n=246]

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

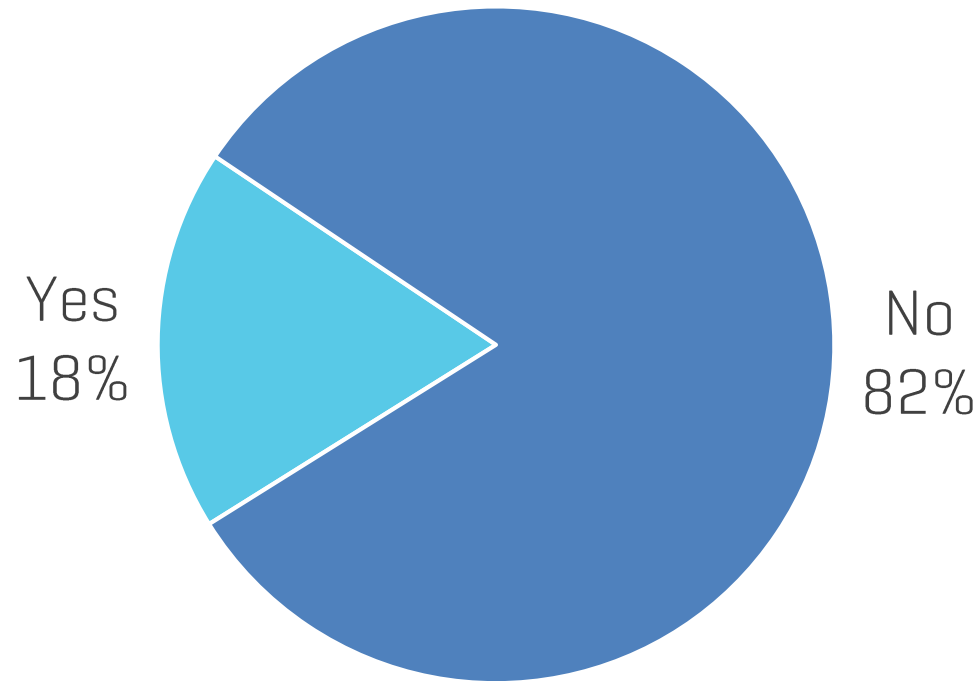


Base: All respondents (n=246)

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
18%

No
82%

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

Base: All respondents (n=246)

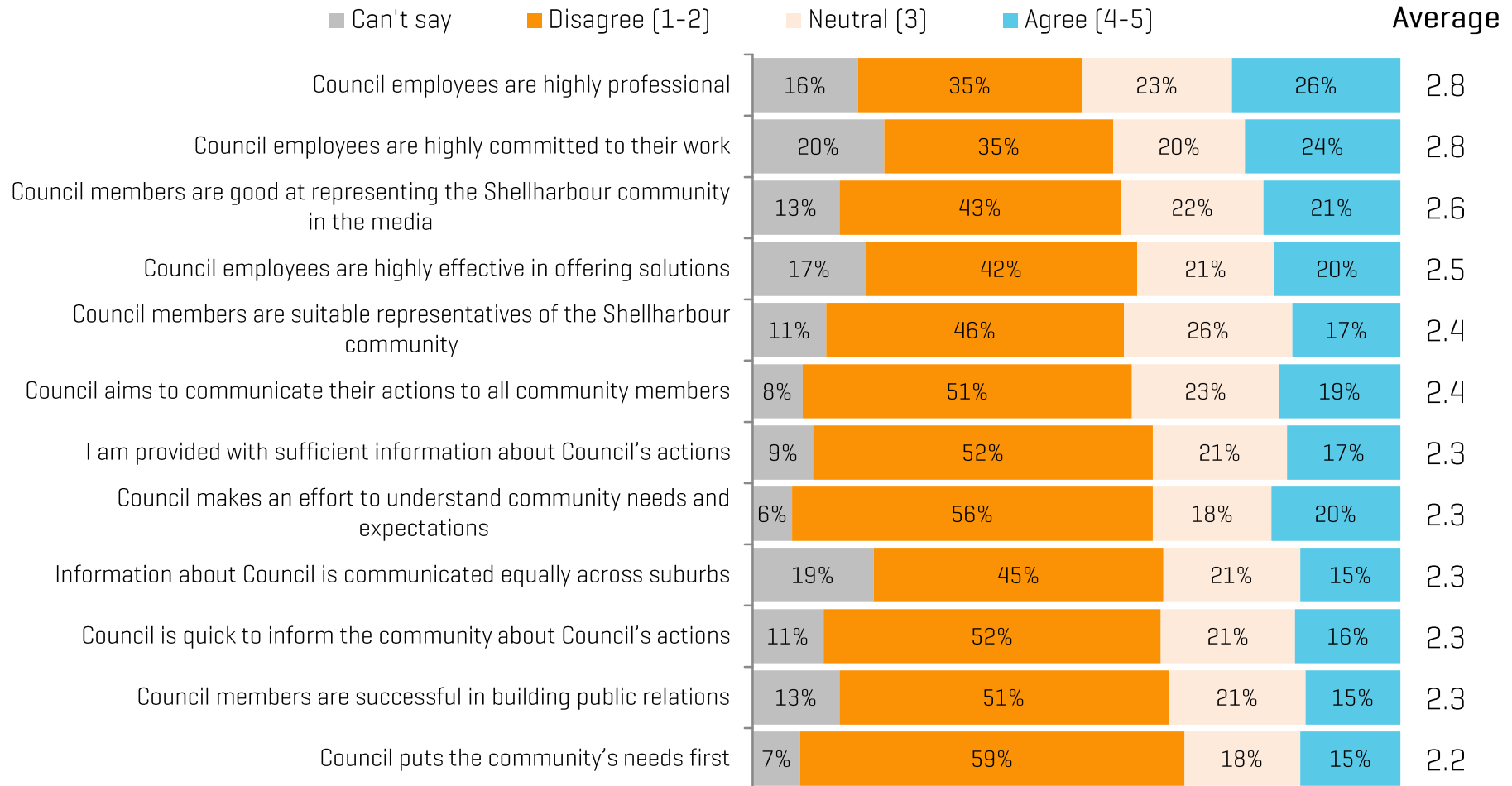
WASTE MANAGEMENT

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?	95%	5%
Do you play food waste in your kerbside green lid FOGO wheelie bin?	75%	25%
Compared to this time last year, do you feel more informed about Council's FOGO service?	43%	57%

ORGANISATIONAL SKILLS (MEDIATOR)

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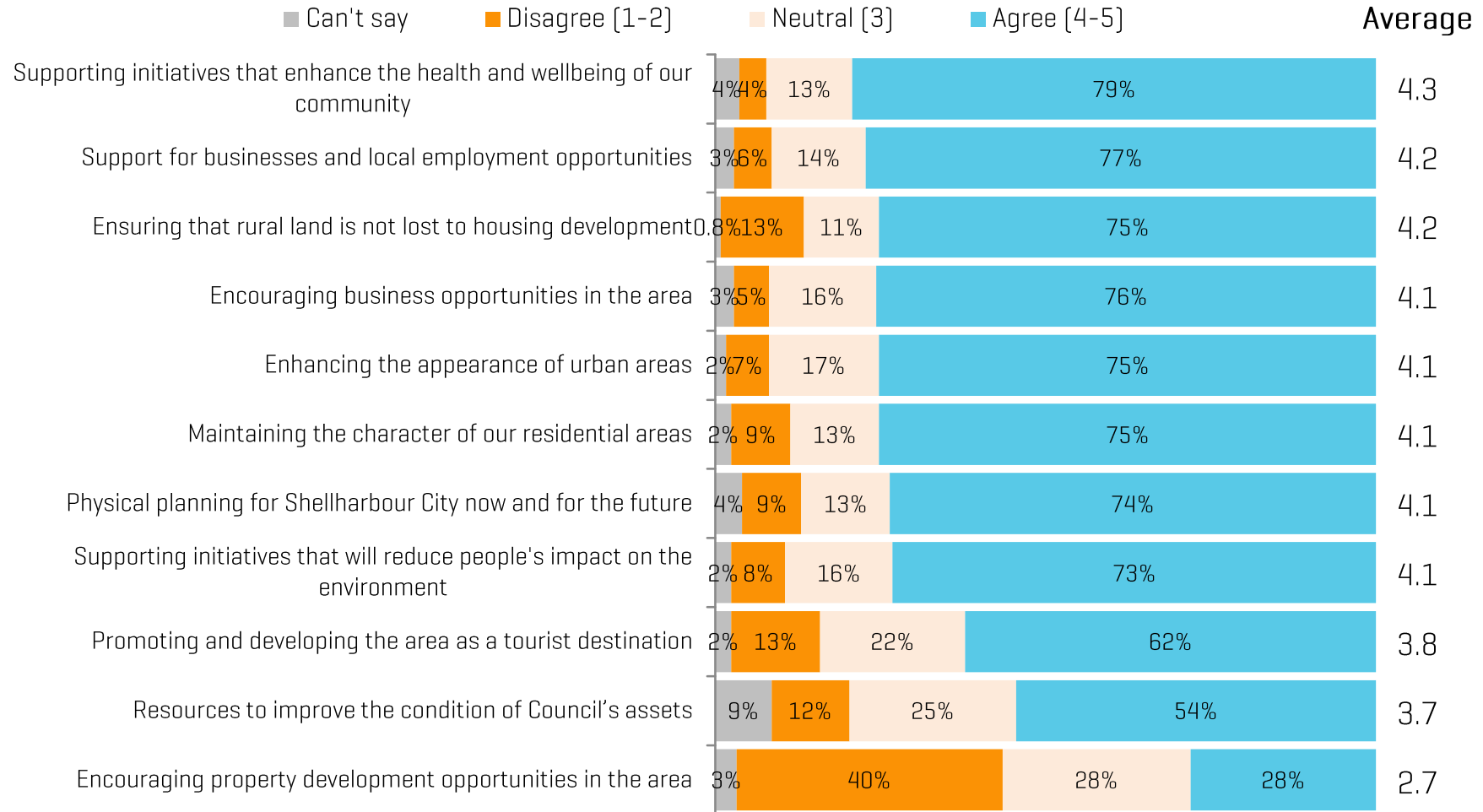
Base: All respondents (n=246)

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



In the future, Council should focus on...

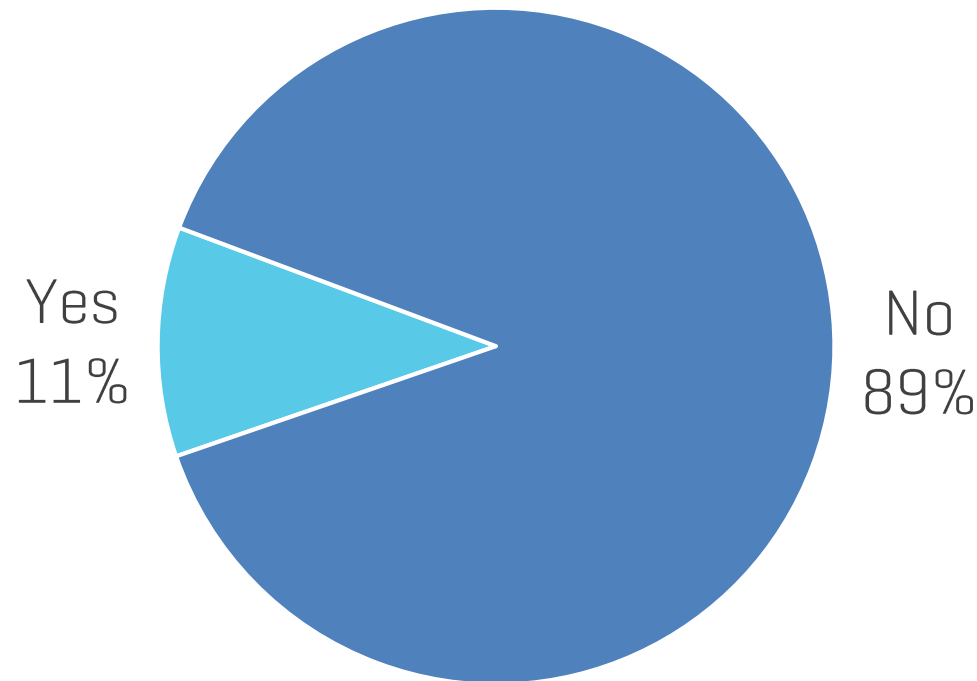


Base: All respondents (n=246)

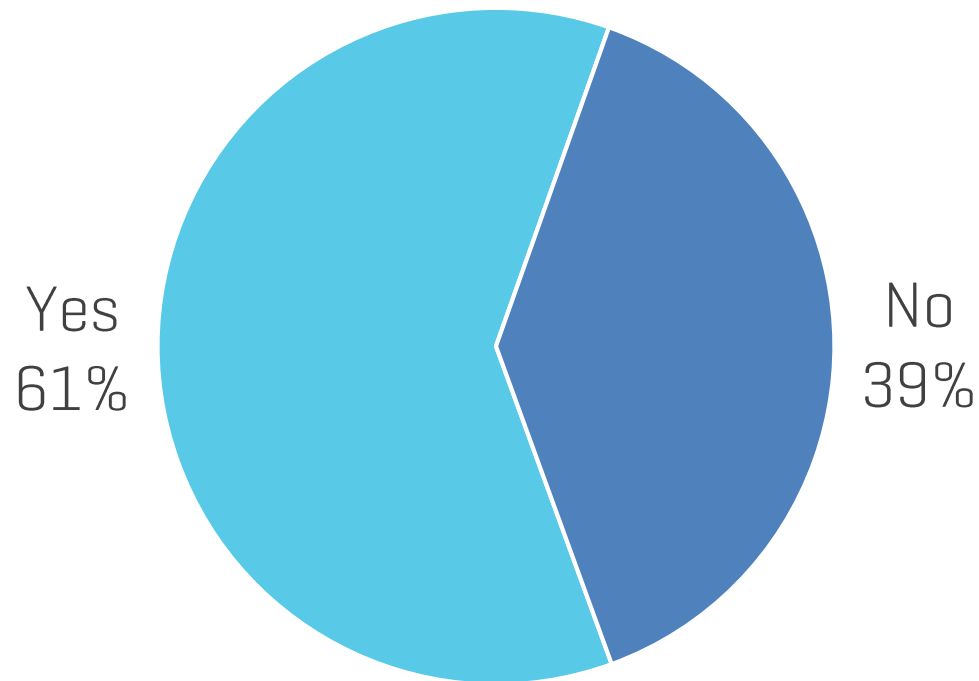
Q: Now I will read a list of statements about Council's strategic plan. Using the same scale, please rate the following statements.

CUSTOMER SERVICES

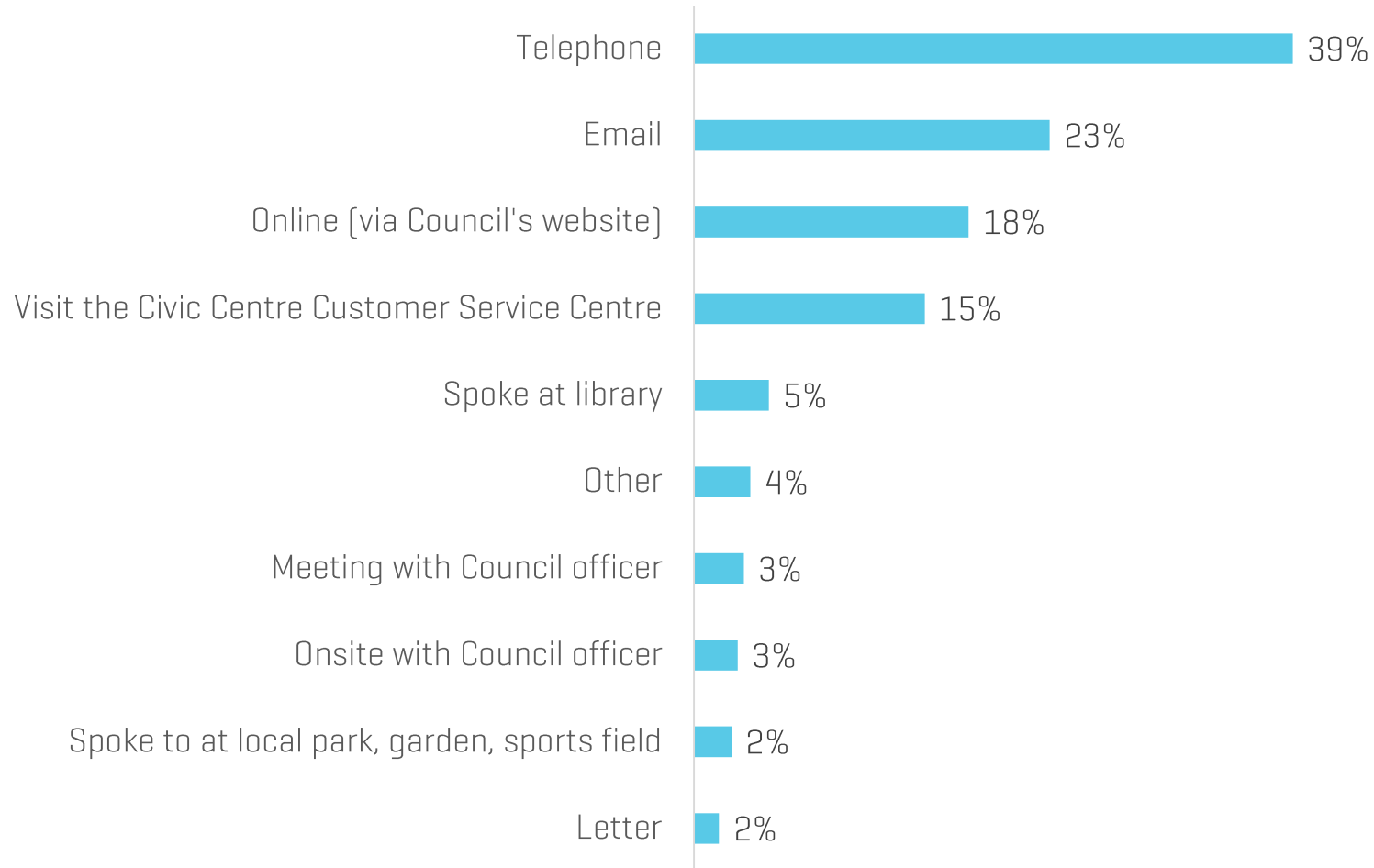
Council recently adopted a customer service charter that outlines the standards used to deliver professional, reliable and consistent customer services to meet customer expectations. Are you aware of this?



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



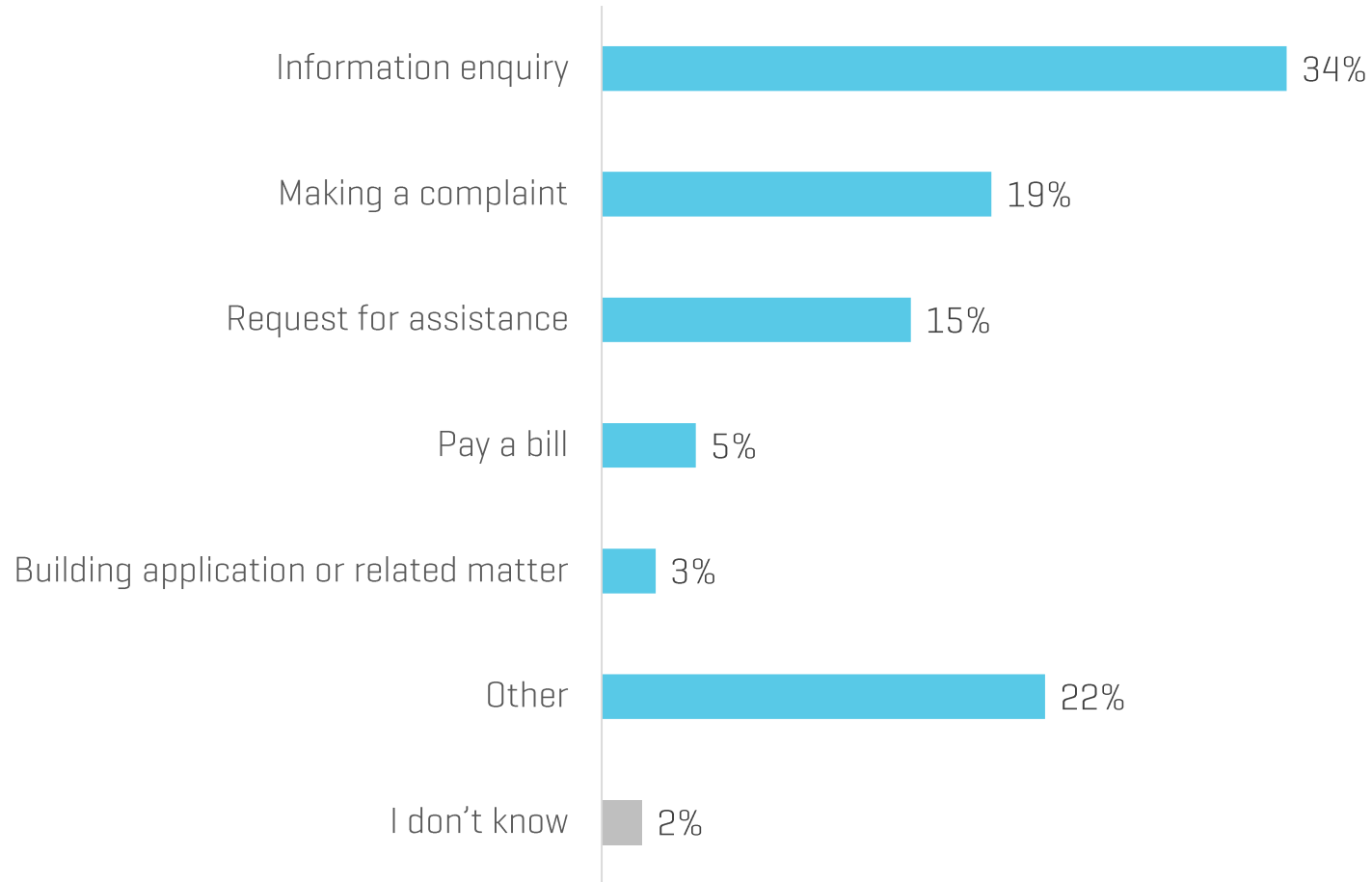
METHOD OF CONTACT



Base: Contacted Council (n=150)

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

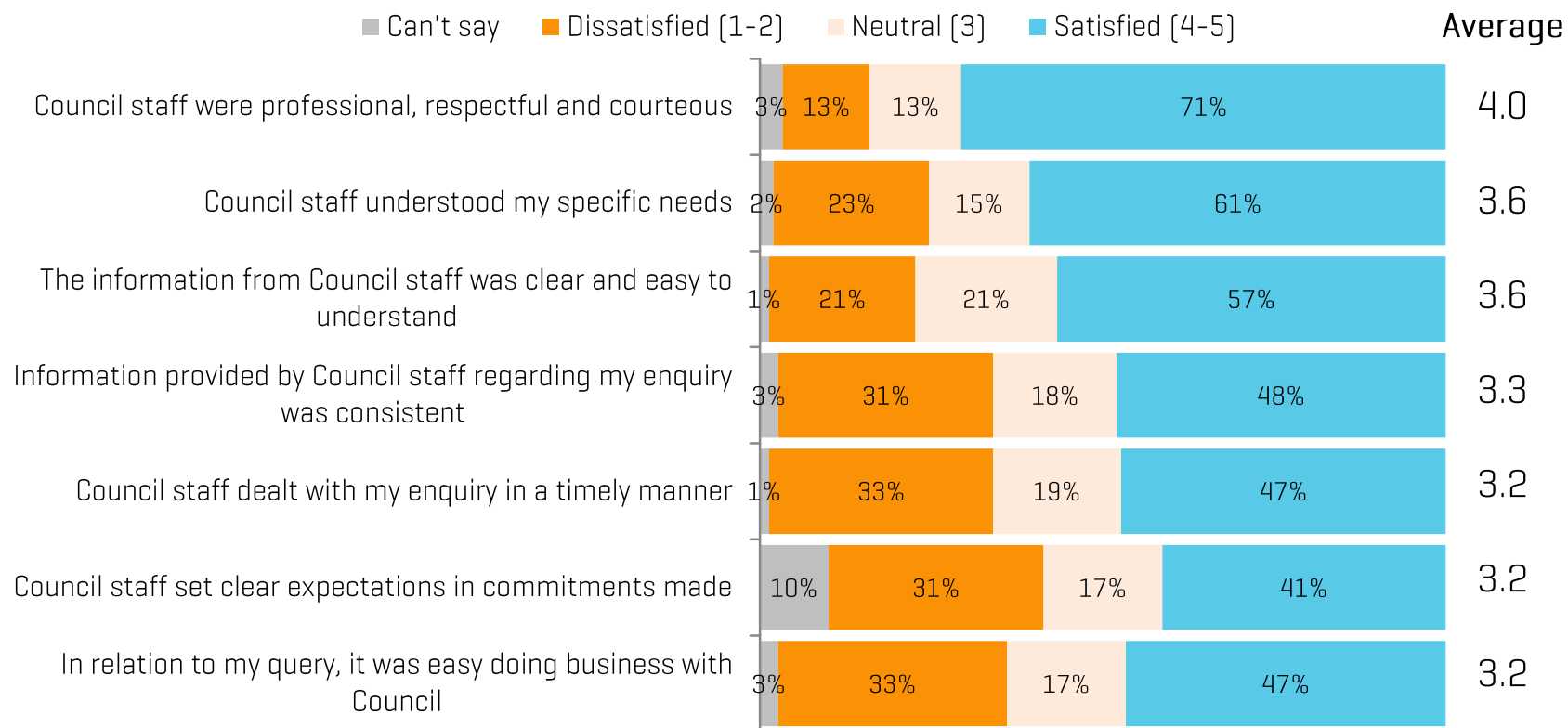
REASON FOR CONTACT



Base: Contacted Council (n=150)

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

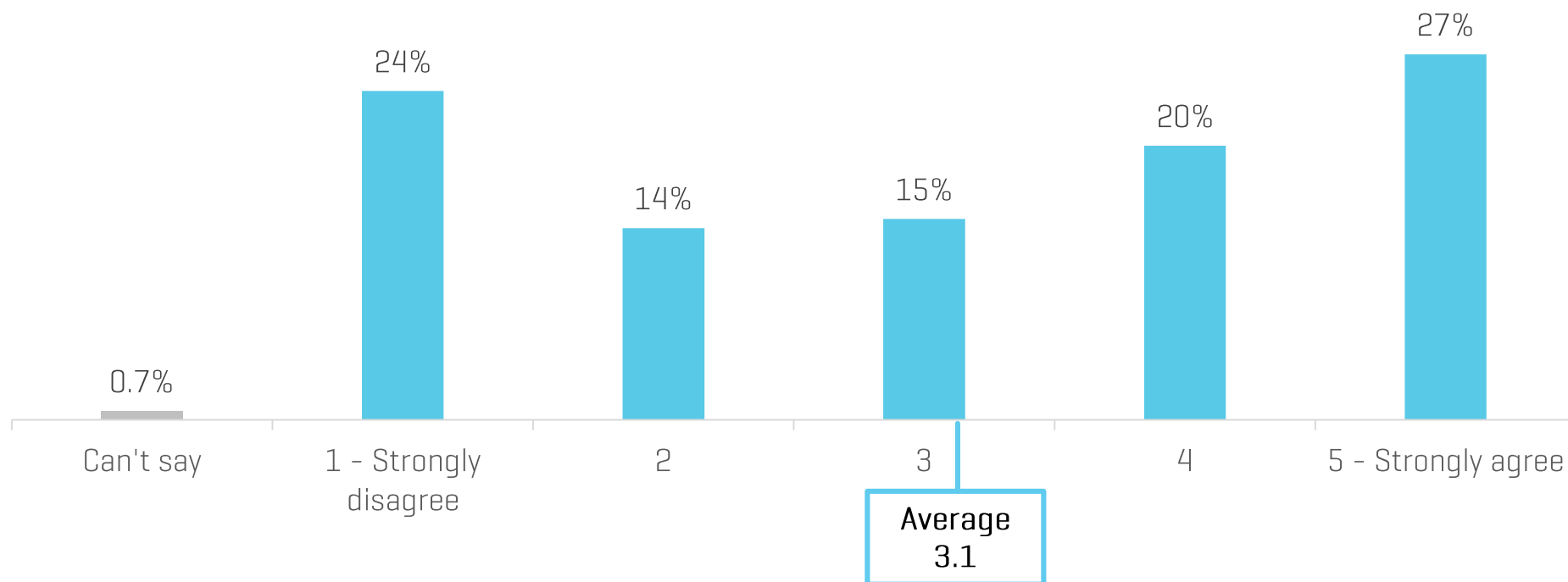
RECREATIONAL BENEFITS



Base: Contacted Council (n=150)

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

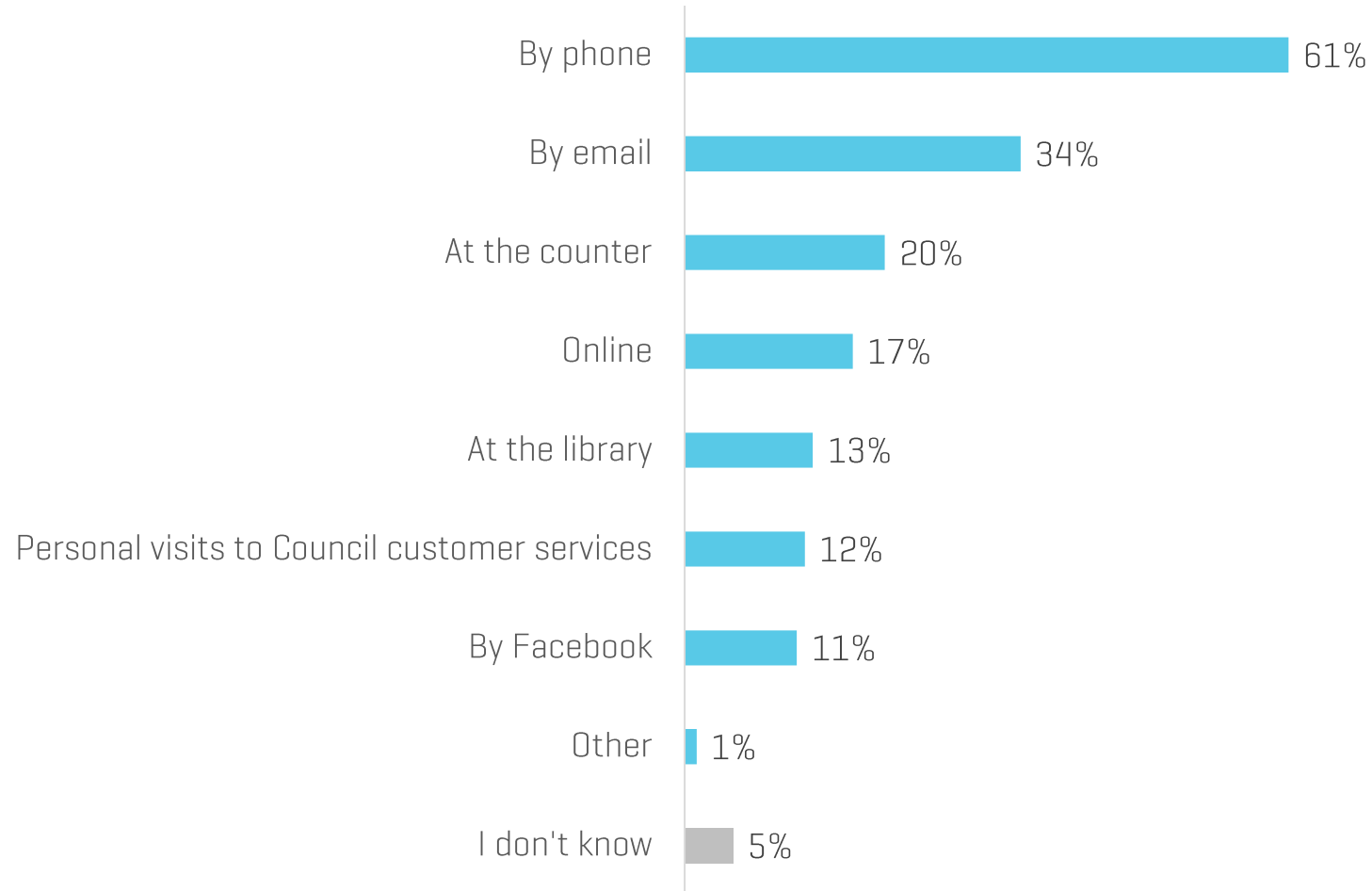


Base: Contacted Council (n=150)

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

COMMUNICATION

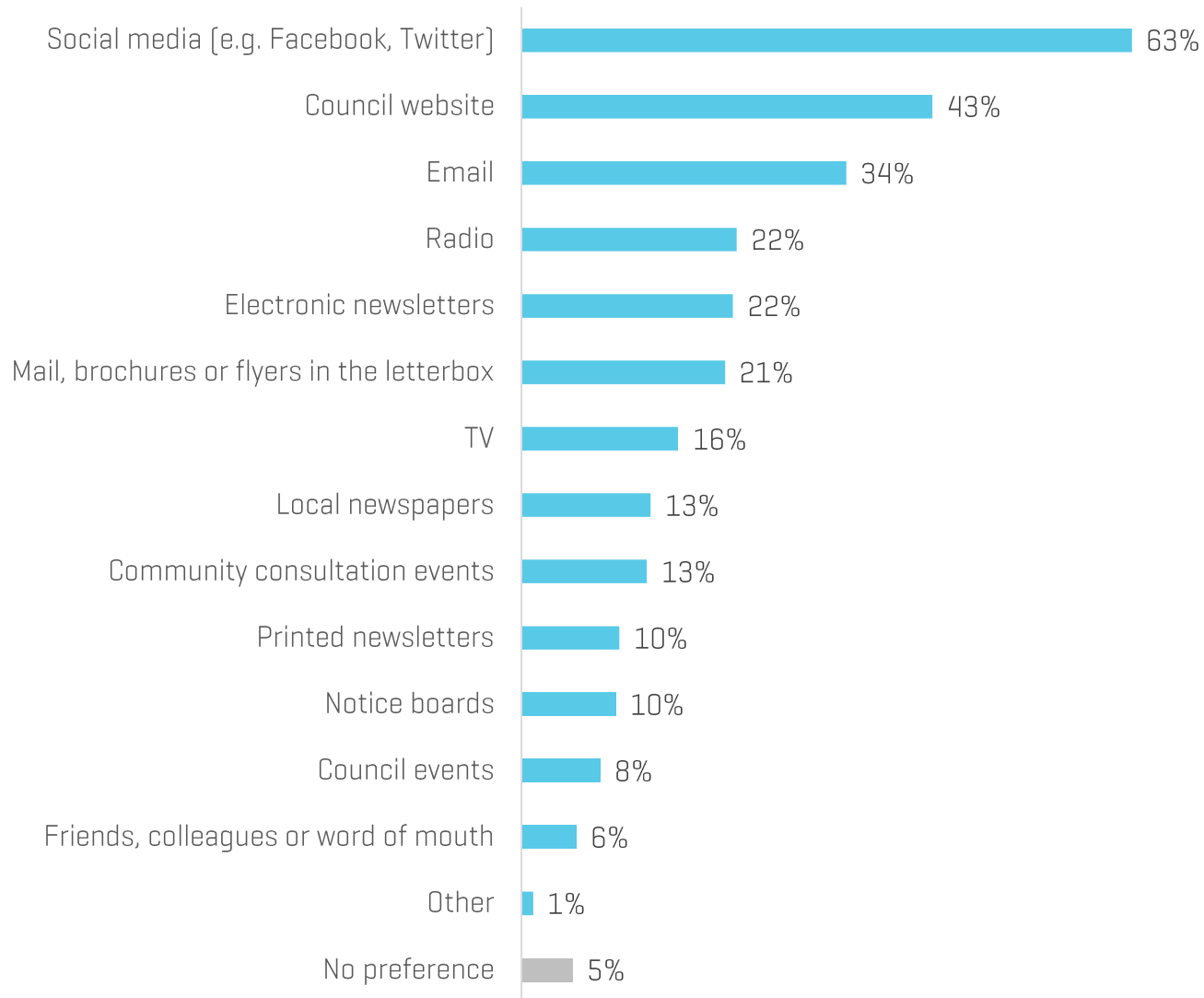
USUAL METHODS OF CONTACTING COUNCIL



Base: All respondents (n=246)

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

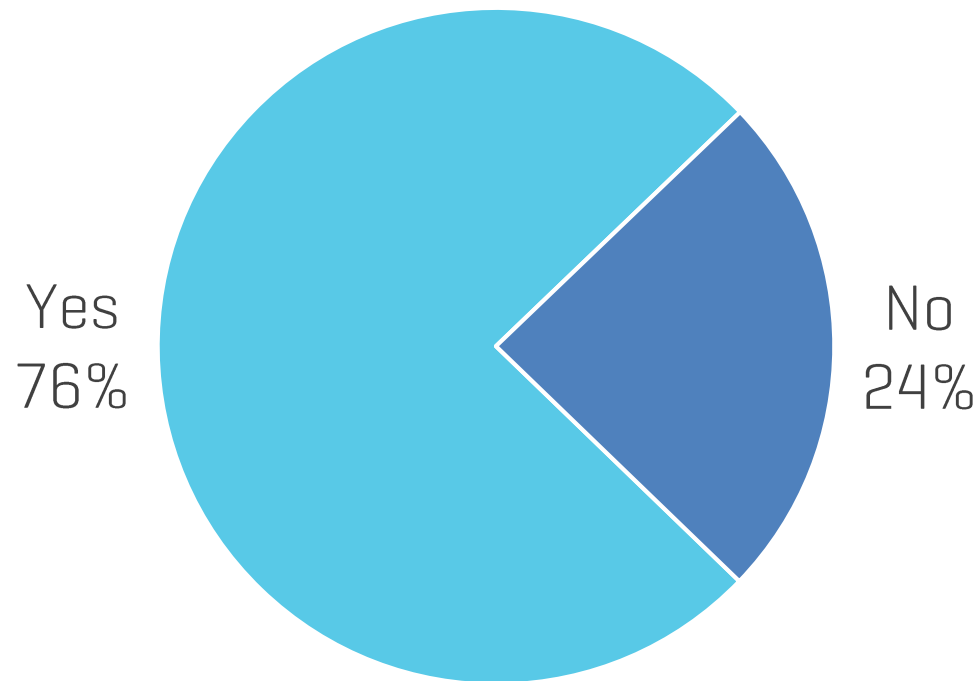
USUAL METHODS OF CONTACTING COUNCIL



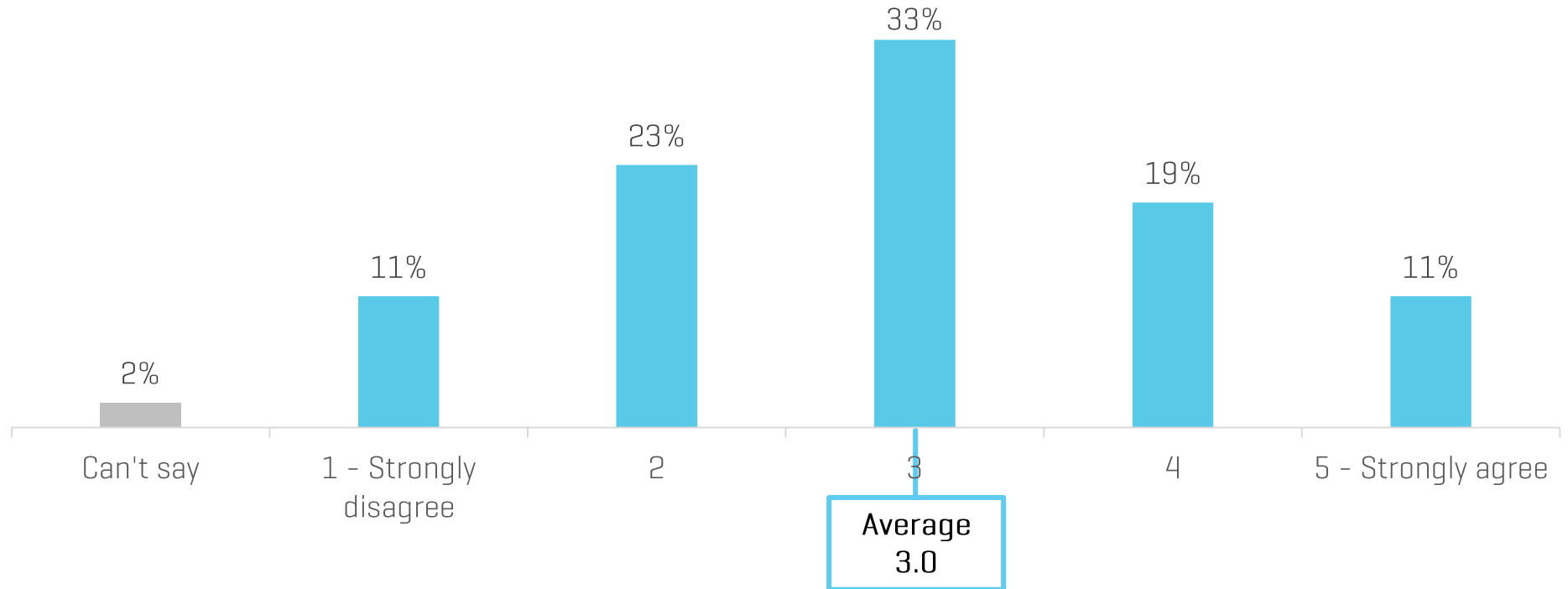
Base: All respondents (n=601)

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

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



EASE OF FINDING INFORMATION ON WEBSITE



Base: Visited Council website (n=186)

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'.