



Central Coast Council Consultation Summary – Maintaining Services and Rates 2021

30 January 2022



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Consultation Summary – Maintaining Services and Rates 2021

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Report on outcomes of community engagement conducted on Council services, preferences on proposed Special Variation (SV) and developed scenarios.

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Table of Contents

Executive Summary	4
1. Background	5
2. Engagement Strategy	6
2.1 Approach.....	6
2.2 Engagement methods.....	6
2.3 Summary of community awareness and engagement program	8
2.4 Addressing challenges	14
3. Community Views	16
3.1 Service Levels and Impacts.....	16
3.2 Support for the SV solution	19
3.3 Alternative solutions.....	21
3.4 Awareness of Council’s financial difficulties	21
4. Council’s response.....	22
4.1 Service Levels and Impacts.....	22
4.2 Support for the SV solution	23
4.3 Alternative solutions.....	24
4.4 Awareness of Council’s financial difficulties	24
5. Next steps.....	25
6. Appendices.....	26

Executive Summary

This report advises Council of the outcomes of the community awareness and engagement strategy, 'Maintaining Services and Rates.' The strategy was delivered from October 2021 to February 2022, actioning Council's resolution of the 28 September 2021 Council Meeting to formally notify the Independent Pricing and Regulatory Tribunal (IPART) of its intention to apply to maintain the temporary Special Variation approved in May 2021 for the Central Coast local government area (LGA), and consult with the community.

The implementation of this strategy followed Council's ongoing dialogue with the community and multiple opportunities to give feedback over the last 12 months about Council's 2021 IPART submission. It was also implemented in the context of high levels of community awareness of Council's financial situation and actions taken under the Recovery Plan to address it, including a proposal to maintain services and rates. The November/December 2021 market research confirmed high rates of community awareness with 89% awareness in respondents.

Council also implemented extensive and wide-reaching communications to ensure residents and ratepayers were aware of how to provide feedback, ask questions and find information about the current proposal.

Council engaged via business and community association stakeholder meetings; responded to direct submissions; and explored usage and satisfaction in services, whether future investment should be more/same/less; and identification of services that could be reduced, if they needed to be via representative and opt-in open community surveys. Council also undertook a process to work with a Community Reference Group (CRG) who helped shape the messaging and information provided to the community about this proposal. Both the CRG members and Council found the process invaluable to aid understanding of different viewpoints about this proposal.

At the conclusion of the service level and scenario engagement, Council engaged on the draft strategic documents that form the basis of Council's planning, actions and budgets.

The significant community consultation and research undertaken showed there is strong support from the community across all quantitative surveys to maintain services, including support for more investment in services. Further detail is provided in this report, including the Appendices with analysis by the research company who undertook the independent surveys.

This report also summarises the community feedback and how Council responded to this feedback about support for the Special Variation proposal to maintain rates and alternative solutions, plus response to submissions about Council's draft strategic documents.

1. Background

Council commenced the community awareness and consultation program on the 'Maintaining Service and Rates' proposal in October 2021 following the decision of the Council on 28 September to formally notify IPART of its intention to apply in 2022 to maintain the temporary SV of 15% including rate peg. Whilst this marked the start of the formal consultation program, Council through Administrator Mr Rik Hart had been raising preliminary awareness with the community in media interviews and communications shortly following IPART's determination about the temporary SV increase in May 2021 through to September 2021. This was consistently informed to the community as part of Council's ongoing updates about the financial recovery actions and messaging about the focus of recovery being the long term financial and service sustainability of the Council.

Council designed a phased community awareness and consultation strategy heeding the advice of IPART in its May 2021 report that *"during this 3 year period, the Council will be able to implement its proposed business Recovery Plan , consult with its ratepayers regarding appropriate service levels....."*

Consultation was also built on the foundations of the earlier engagement program that was undertaken in late 2020 that led to IPART approving the temporary 15% increase.

What we heard in 2020-21 – Securing Your Future

The levels of community support and reasons for and against a rate increase were established during the late 2020 consultation and more broadly the community said they wanted Council to fix the problem, maintain services and create a sustainable pathway forward for Council. This helped form the backbone of Council's strategy to continually inform the community about what actions were being taken towards financial recovery at the same time that Council engaged with residents to better understand their view on what services were important and their expectations around service levels.

Furthermore, it is noted that the community had multiple opportunities to comment on the SV over the past 12 months and Council responded through answering direct customer queries, media enquiries and undertaking proactive communications. Even though the proposal to maintain the SV is a repeat application of the 2021 proposal, Council has undertaken comprehensive community consultation again with added layer of depth about understanding the community views on service levels.

2. Engagement Strategy

2.1 Approach

The phased approach for engagement which included both information for awareness and consultation on services and the proposal:

Phase 1 – Community awareness and information. This included issuing newsletters, media releases, setting up a dedicated website page, meeting with business and industry leader and community group members to detail the proposal and consultation process. This awareness was built up from May 2021, with formal commencement in September 2021 and continued through to February 2022.

Phase 2 – Consultation. This included a representative community telephone and online survey, and open community survey to explore usage and satisfaction in services and whether future investment should be more/same/less; and identification of services that could be reduced, if they needed to be. Consultation occurred over November and December 2021.

Phase 3 – Public Exhibition. This included consultation on the proposed financial scenarios and impacts on services and programs to Council's Delivery Program and Operational Plan. The draft documents that were placed on public exhibition were Draft Revised Community Strategic Plan, Draft Delivery Program and Operational Plan, Draft Fees and Charges, Draft Long Term Financial Plan, Draft Workforce Management Strategy, and Draft Revised Asset Management Strategy.

Public Exhibition process occurred during December 2021 and January 2022.

Phase 4 - Report to Council. Report to Council on results of consultation and public exhibition feedback, scenarios for consideration of the Council on whether to formally apply to IPART for an SV.

2.2 Engagement methods

To address Council's engagement purpose, a variety of engagement methods were undertaken.

The purpose of engagement:

- Seek statistically representative community survey sample on the proposed SV options and understand level of investment for service levels to inform Council's submission to IPART
- Seek community feedback on the proposed SV scenarios and Community Strategic Plan update, Delivery Program and Resourcing Strategy to inform Council's submission to IPART
- Engage with Community Representative Group to provide advice and guidance on our strategy to ensure the contribution of the voice and vision of the community
- Engage with impacted stakeholders on service impacts of the different scenarios.

Community Reference Group

Council convened a Community Reference Group (CRG) of representative residents to provide advice and guidance on our strategy to ensure the contribution of the voice and vision of the community. Through three meetings (two virtual and one face-to-face), the Community Reference Group helped shape the key messages and gave advice on information materials - what information the community needed to help them provide feedback on services and how to present that information. The outcomes of the quantitative research about service levels were discussed and feedback provided about how Council could approach prioritising service levels based on the community feedback.

The group was coordinated by the independent market research company engaged by Council to assist with the engagement actions and they utilised a professional industry standard process to select the CRG members and communicated directly with the members. Terms of Reference defined the CRG purpose, conduct of meetings, access to and dealing with information and end date of the CRG.

Stakeholders Analysis and Initiatives

Council serves an extensive community with a group of 121,000 ratepayers and a residential population extending above 340,000. Council team undertook a stakeholder analysis to address a range of approaches for engagement, as well as being mindful of the impacts of COVID-19. Due to COVID-19 impacts, we conducted engagement both through virtual and face-to-face ways.

Utilising a variety of mass communication tools helped to inform the widest possible number of people about the proposal and how they could participate. This included printed newsletters, advertorials, newsletters, social media, information videos, fact sheets, website content on online engagement platform, media coverage, Administrator Open Office sessions, direct customer responses and an online survey and public exhibition submission open to all the community.

All communication materials carried the call-to-action to Council's 24/7 online engagement platform page 'Maintaining services and rates' at yourvoiceourcoast.com with access to fact sheets, FAQs, information videos, timeline, submission form, contact details, online community survey link and copies of the IP&R documents.

We also engaged with different groups of stakeholders with notification to political representatives of Council's intention to apply to IPART; specialist newsletter to over 8,000 community and sporting groups, Administrator meetings with community groups and associations and by convening a face-to-face forum of 11 local business leaders.

The Administrator invited anyone in the community to attend one of the planned Open Office session times with him to discuss the maintaining services and rates proposal and promoted this via his Administrator social media page, Administrator columns in the local newspaper, media releases and through his regular local media interviews. The invitation was also extended directly to 55 community and sporting associations through an email from the Office of the Administrator on 29 October 2021.

To ensure we captured a representative view across all sections of our community, we also undertook a telephone survey with 744 respondents and recontact online survey with 336 respondents. Supplemented by a further online open survey to enable all residents the same opportunity to complete the detailed recontact survey with 740 respondents.

2.3 Summary of community awareness and engagement program

This table summarises the activities to create community awareness and capture community feedback/input throughout each stage of the engagement strategy.

Method	Activity	Outcome and reach
Phase 1 - Community awareness and information (September to December 2021)		
Mailout of Coast Connect quarterly newsletter or digital version sent to all residential and business ratepayers in October 2021 with the second quarter rates notice to inform on what Council was planning to do.	Following Council's decision on 28 September 2021 to notify IPART of its intended proposal. The newsletter included details on where to find more information via Council's online engagement platform, yourvoiceourcoast.com and register interest to participate in ongoing community consultation.	121,000 ratepayers
Maintaining services and rates website page live from 28 September 2021. This outlined all stages of the community awareness and engagement program at Council's online engagement platform, yourvoiceourcoast.com	Content updated throughout stages of community awareness and engagement program and included frequently asked questions, fact sheets and links to the online community survey.	21,405 website page visits between 28 September and 15 December 2021 with 35,214 page views and 8,146 document downloads. Represents an average 268 website visits per day.
Media releases issued on 28 September and 22 November 2021 generating media interviews.	Information about stages of consultation, how to participate and provide feedback and responding to media enquiries for more information.	Generated media coverage across local print, digital, television news and radio media outlets.

<p>Newspaper advertorial inclusion in six weekly Coast Connect in local Coast Community Newspapers since October 2021</p>	<p>Information about stages of consultation, how to participate, survey open and provide feedback.</p>	<p>Estimated reach of 54,000 weekly with distribution at local shopping centres, community facilities and retail outlets.</p>
<p>Social media posts and animation campaign across Council and the Administrator Facebook page targeting local residents and ratepayers</p>	<p>Information about the proposal, promotion of survey and providing direct link to youvoiceourcoast.com page</p>	<p>Social media campaign reach of 210,523 in November 2021.</p>
<p>Story inclusion in seven weekly Coast Connect newsletters distributed to around 12,000 subscribers.</p>	<p>Information about stages of consultation, how to participate, survey open and provide feedback</p>	<p>29 September; 3, 17, 24 November and 1, 10 & 16 December 2021 Average opening rate of 27.5%</p>
<p>Direct email sent to 8,549 recipients including community groups and associations in November 2021</p>	<p>Information about stages of consultation, how to participate, survey open and provide feedback.</p>	<p>8,549 recipients</p>
<p>Customer query responses – Special Variation</p>	<p>Individual responses to direct customer queries through Service Request process. Trending queries utilised to update the FAQs online</p>	<p>71 responses</p>
<p>Customer phone enquiries – Rates and Water Billing</p>	<p>Customer Enquiries all channels phone, online, in person or through online contact centre service request between 1 October - 17 December 2021. Please note: we do not have separate reporting for General Rates and Water Rates.</p>	<p>1734 resident contacts seeking billing information, enquiry on rates, copy of account status, copy of rates or water notice, overdue rates information. 299 resident arrangements to pay.</p>

<p>Staff communication via newsletters, intranet content and CEO video messages, and face-to face group meetings for all Council staff since October 2021</p>	<p>Information about stages of consultation, likely impacts of proposal and answering staff queries</p>	<p>Weekly</p>
<p>Business leaders' forum held face-to-face on 27 October 2021</p>	<p>Representing the regional and local business chambers, tourism industry, surf lifesaving, Coast Shelter and Darkinjung Land Council. Meet with business leaders to explain the current financial situation and proposed response</p>	<p>11 attendees</p>
<p>Community group and individual meetings with the Administrator and CEO in November and December</p>	<p>Face-to-face meetings with information provided on financial situation, recovery plan progress and open discussion on Council's proposed application to IPART.</p>	<p>34 people attended 9 Administrator Open Office face-to-face meetings and 364 people attended an additional 8 face-to-face Community Association and other group meetings with Administrator. There have been 48 email submissions received and responded to.</p>
<p>Community Reference Group</p>	<p>Group of 16 residents formed through an independent process and managed by external research company.</p>	<p>Met 3 times from November 2021 to January 2022</p>

Method	Activity	Outcome and reach
Phase 2 – Consultation (November -December 2021)		
Representative community telephone and reconnect online survey administered by an external research company conducted in November 2021	Explored awareness of Council’s financial difficulties; exploration of usage and satisfaction in services and whether future investment should be more / same / less; and identification of services that could be reduced, if they needed to be.	Telephone survey with 744 respondents and online recontact survey with 336 of the telephone survey respondents
Opt-in community online survey administered by an external research company and conducted from 22 November to 13 December 2021	Content similar to the above survey and open for anyone to complete	722 respondents

Method	Activity	Outcome and reach
Phase 3 – Public exhibition IP&R documents (22 December 2021-21 January 2022)		
Media releases issued on 13 and 20 December 2021 & 20 January 2022 generating media interviews.	Information about the Extraordinary Council Meeting and how the community can provide feedback about the proposed scenarios on public exhibition	Generated media coverage across local print, digital, television news and radio media outlets.
Newspaper advertorial inclusion in two weekly Coast Connect in local Coast Community Newspapers since December 2022	Information about how to provide feedback about the proposed scenarios on public exhibition	Estimated reach of 54,000 weekly with distribution at local shopping centres, community facilities and retail outlets.

<p>Social media posts and animation campaign across Council Facebook, LinkedIn and Twitter pages targeting local residents and ratepayers</p>	<p>Information about the IP&R documents and how to provide feedback about the proposed scenarios on public exhibition and providing direct link to youvoiceourcoast.com page</p>	<p>Reach of 53,567 Facebook followers; 9,100 Linked-in followers and 6,240 Twitter followers</p>
<p>Story inclusion in two weekly Coast Connect newsletters distributed to around 12,000 subscribers</p>	<p>Information about the IP&R documents and how to provide feedback about the proposed scenarios on public exhibition and providing direct link to youvoiceourcoast.com page</p>	<p>23 December 2021 and 19 January 2022. Average opening rate of 25.7%</p>
<p>Maintaining services and rates website page at Council's online engagement platform, youvoiceourcoast.com</p>	<p>Content updated with three new pages for each of the IP&R documents and an online submission form for feedback. Also, an online rates brochure explaining the scenarios and an explanatory video.</p>	<p>5,065 website page visits between 20 December 2021 and 21 January 2022 with 9,237 page views and 1,754 document downloads. Represents an average 153 website visits per day.</p>
<p>Submissions received for the Draft Revised Community Strategic Plan (CSP), Draft Delivery Program 2022-2025 (including Operational Plan 2022-23) and Draft Fees and Charges 2022-23, and Draft Resourcing Strategy (which includes the Long Term Financial Plan, Asset Management Strategy and Workforce Management Strategy)</p>	<p>See Appendix 6.5 for detail of the areas that submissions covered for each document</p>	<p>66 submissions across all documents</p>

<p>Mailout of Coast Connect quarterly newsletter or digital version sent to all residential and business ratepayers in February 2022 with the third quarter rates notice to update about Council’s proposal</p>	<p>The newsletter included an update on Council’s financial recovery plan and details on where to find more information via Council’s online engagement platform, yourvoiceourcoast.com to stay up to date with any further opportunities to provide feedback.</p>	<p>121,000 ratepayers</p>
<p>Staff communication via newsletters, intranet content and CEO video messages</p>	<p>Information about the stage of the proposal and addressing staff concerns about job insecurity.</p>	<p>Fortnightly</p>
<p>Letter to stakeholder groups advising of IPART process for submission and Extraordinary Council Meeting on 3 February 2022.</p>	<p>Information about the proposal</p>	<p>Ongoing response to queries</p>

2.4 Addressing challenges

Timing of Engagement

The challenge facing Council for Phase 3 of the engagement was the timeframes set by IPART for SV submissions, and the required actions that form part of the submission process. This meant that at the conclusion of the service level and scenario engagement, there was a short window to engage on the strategic documents that form the basis of Council's planning, actions and budgets.

This meant that Council had no choice but to place these documents on public exhibition over the Christmas and New Year holiday period. However, this was well mitigated due to the fact that this is a repeat application from last year; the community had the extra benefit of being able to clearly see what the financial impact will be on their rates, as the SV is already included in the rates; and they had the benefit of being through this process for the prior 12 months. In addition, the community will have further opportunity to have their say through the IPART process following Council's submission, as well these important documents will be re-exhibited in April 2022 to allow for further consultation.

Fixing financial management and sharing the burden

Some members of the community communicated their expectation that Council needed to fix the financial mismanagement and deliver improved productivity and efficiency savings.

However, \$120 million of the \$200 million restricted funds deficit (that Council uncovered in late 2020 had not been spent without the appropriate approvals and is required to now reimburse) was spent maintaining Water and Sewer services at a level equivalent to pre-2018. This \$120million was not reimbursed from the community through their water and sewer rates as a result of IPART's Water and Sewer determination in 2018 which instead reduced these rates significantly. Furthermore \$69 million was spent on additional capital projects that the community benefited from earlier than should have occurred as there were no unrestricted funds available to spend on these capital projects at that time.

In 2019-20 Council spent \$242m on the capital works program, which was \$69m more than the average capital spend over the previous two financial years of 2017-18 and 2018-19. The additional spend included:

- \$11m for acquisition of land for playing fields in Wadalba to cater for new housing developments in that area
- \$5m additional open space and recreation projects, including upgrades to amenities' buildings, redevelopment of Adcock Park, floodlight installations, and new district playspaces
- \$7m additional road infrastructure projects including road upgrades to improve safety, such as \$3.3m Carlton Rd
- Acquisition of land to build the Gosford Regional Library
- Approximately \$6m additional expenditure on buildings included in the \$485k on disability access at community halls, upgrades to public toilets, roof replacements at surf clubs and improvements to community facilities.
- Additional \$20m on Water and Sewer infrastructure, including commencement of the Mardi to Warnervale Trunk Main.

The SV proposal seeks to only recover 30% of the cost of these community benefits from the community, as the remaining 70% has been achieved by Council through restructuring the organisation, sale of assets and cost containment actions as outlined in the Recovery Plan.

Productivity improvements and balancing service levels

Council knew that it would be challenged by the timeframe to address some components of IPART's requirements and demonstrate all actions in response to the previous determination in May 2021.

Council undertook extensive work on the Service Level Catalogue and engaged with residents on service levels through surveys, seeking feedback on satisfaction with services and where Council could invest same/more/less in services. Council also communicated through a Productivity Fact Sheet the significant productivity improvements that have been made through better management of staff time, technological improvements that have transitioned manual processes into digital ones, and better equipment to help staff do their jobs effectively and efficiently. These productivity improvements over a number of years have ensured the necessary cost-cutting measures, including a reduction in staff numbers have meant minimal service reductions for the community. Some of these productivity gains will continue to have an ongoing positive impact on improved service delivery and the community will see the benefits year on year.

Council continues to be committed to reducing the burden on ratepayers and has built into its service delivery model performance improvements across the diverse range of activities and productivity / efficiency savings targets have been identified within the budget.

The community awareness program was consistently underpinned by ongoing and consistent communication updating about Council's Recovery Plan to demonstrate Council's commitment and the change that had been achieved in a relatively short period of time since the financial situation was uncovered in late 2020.

Increase in land values means no more revenue for Council

Through customer enquiries and submissions received, along with feedback from the Community Reference Group members, there is some misunderstanding about what revenue Council receives from rates in relation to land values. Residents were raising concerns that once land values are re-evaluated by the NSW Valuer General, that Council will receive more revenue so therefore there is no need to seek to maintain the SV for a further period as Council does not need the revenue. Noting that at the time of consulting, there were also regular news reports about the large increase in property values on the Central Coast over the last twelve months also creating confusion about land tax versus the finite nature of revenue Council can collect via rates.

3. Community Views

3.1 Service Levels and Impacts

Council asked respondents about service and asset investment, in particular the surveys asked about:

- Awareness of Council's current financial difficulties
- Satisfaction with Council's overall performance and quality of services provided
- Initial identification of services (unaided) that could be reduced if needed
- More detailed exploration (aided) of 47 services:
 - Usage of 47 Council services in the last 2 to 3 years
 - Satisfaction with those 47 services
 - Whether future investment in each of the 47 services should be more / same / less.

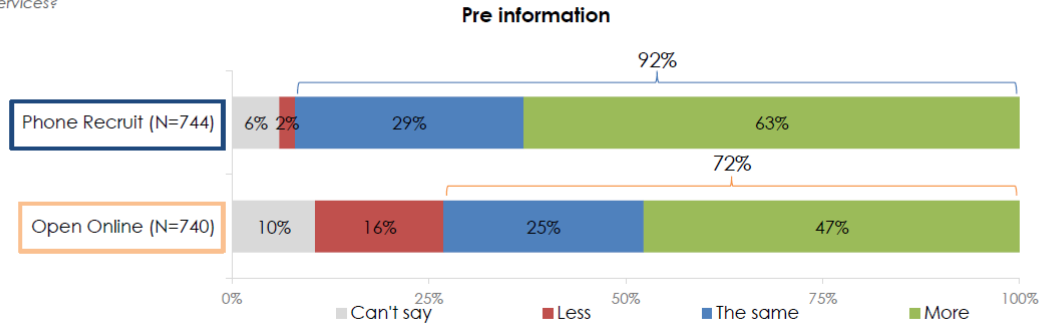
Below is a summary of the overall perceptions:

- When asked on the Phone Survey whether Council needs to invest Less/Same/More in services generally, 92% of residents selected Same or More –only 2% selected Less (with 6% Can't say).
- On the Online Recontact Survey (when the same question was repeated), the Less score jumped to 18%. However, this means there were still 82% of residents who selected the Same or More.
- In the Online Reconnect Survey (opt-in), the highest 'less' investment in services score is 36%, meaning that at least 64% or more of respondents want the same or more investment for each service.
- When asked on the Online Recontact Survey whether Council needs to invest Less/Same/More in assets, 27% of residents felt that Council could invest Less in new assets –whilst 73% would like to see the Same or More investment.
- When asked the same question on the Open Online Survey community members are potentially 'conflicted': whilst 58% of them chose 'reduce services' (compared to 38% choosing 'apply for SV extension') when asked to choose between the two options, a clear majority (between 70-72%) indicated on separate questions that overall they want Council to invest the same/more in services. Open-ended responses suggest those who prefer reduction in services rather than an SV extension think Council should be responsible for finding a financial solution and/or they don't want too or can't afford an increase in rates.

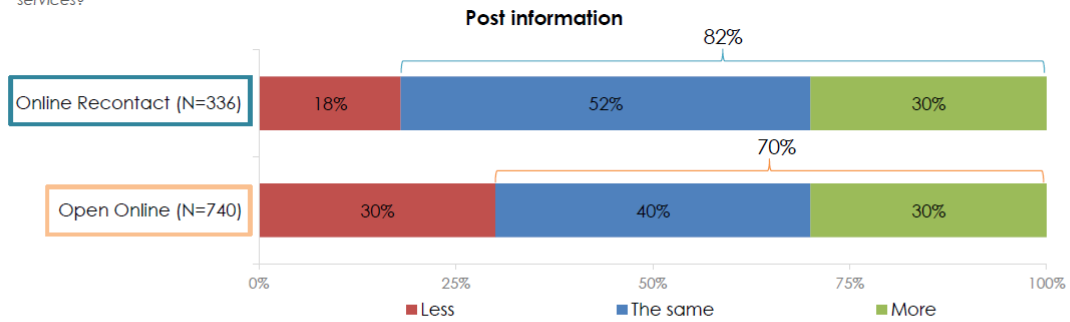
Diagram 1 – Extract from page 13, Service Delivery Research, Stage 3 Open Online Survey Comparison Report, 21 January 2022

Level of Investment for the Current Range of Services

Q3b. And overall, based on current service levels, do you think Council needs to invest more/the same/less than it currently does in providing its range of services?



Q8b. And overall, based on current service levels, do you think Council needs to invest more/the same/less than it currently does in providing its range of services?



Pre information, Open Online respondents were significantly more likely than the Stage 1/2 sample to state they think Council needs to invest less than it currently does into providing its range of services – although the majority (72%) wanted service levels to be the same or more.

Post information, the gap between the two samples closes – although even amongst the Open Online sample a clear majority (70%) still wanted service levels to be the same or more.

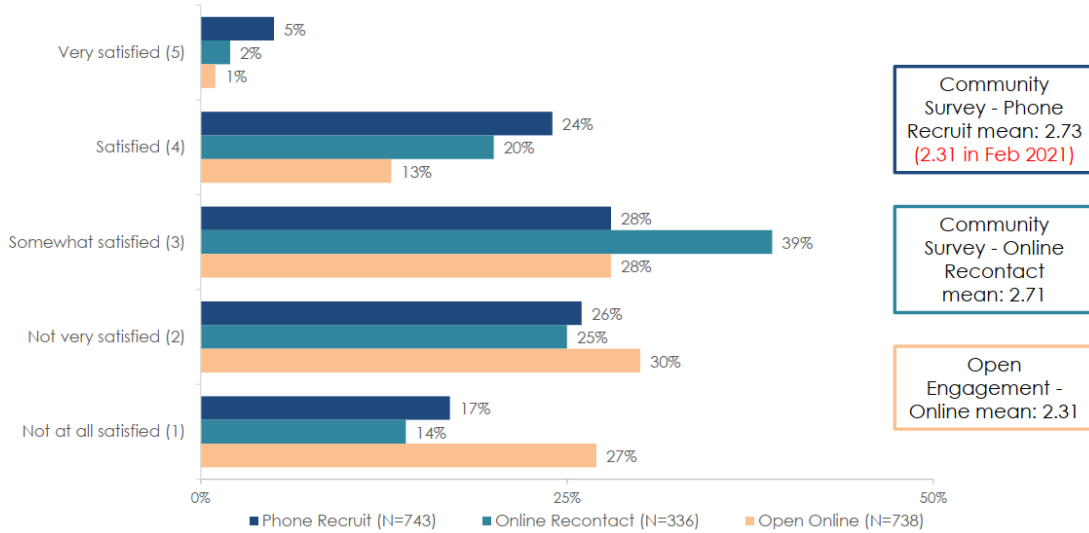
Respondents were also asked to provide feedback on 47 current Council services, including whether or not you have used or relied upon each Council service in your local area in the past two to three years; how satisfied, if at all, you are with Council’s performance of that service in your local area (even if you haven’t used it recently); and based on what you now know about Council’s financial situation, whether you feel that Council should invest less, the same, or more than they currently spend on that service.

The following diagram compares results of usage, satisfaction ratings and the less/same/more investment questions, between the Open Online sample of 740 respondents and the Community Survey - Online Recontact sample of 336 respondents.

Diagram 2 – Extract from page 11, Service Delivery Research, Stage 3 Open Online Survey Comparison Report, 21 January 2022

Overall Satisfaction with Council Performance

Q3c. Overall, for the last 12 months, how satisfied, if at all, are you with the performance of Council, not just on one or two issues, but across all responsibility areas?



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

Overall satisfaction with the performance of Council was significantly lower for the Open Online sample than it was for the Stage 1/2 sample, with over half (57%) stating they were not very/not at all satisfied.

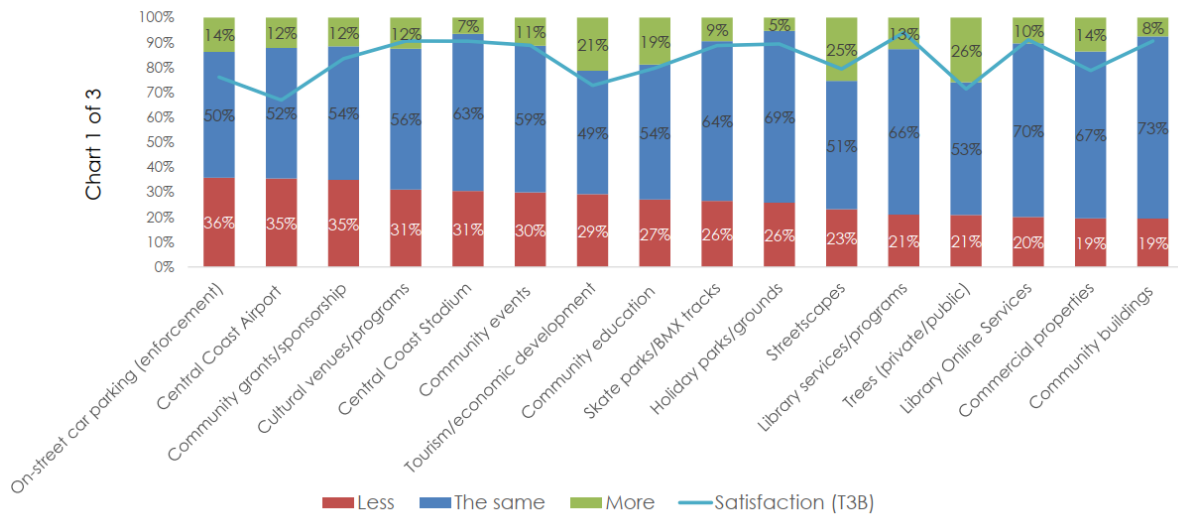
Diagram 3 – Extract from page 44, Service Delivery Research, Stage 1 and 2, Phone Survey and Recontact Survey Report, 27 January 2022.

Level of Investment AFTER Knowing About the Current Financial Situation – Total Online Sample

Q1. Based on what you now know about Council's financial situation, for each service could you please provide the answers for:

**How satisfied, if at all, you are with Council's performance of that service in your local area (even if you haven't used it recently).

**And based on what you now know about Council's financial situation, whether you feel that Council should invest less, the same, or more than they currently spend on that service.



Sample: Online

- The highest 'less' investment score is 36%, meaning that at least 64% or more of respondents want the same or more investment for each service.
- In fact, consistent with the earlier 'overall services investment' question where the combined Same and More score was 82%, the combined 'Same' and 'More' scores for the individual services range from 64%

Diagram 4 – Extract from page 21, Service Delivery Research, Stage 3 Open Online Survey Comparison Report, 21 January 2022.

Comparisons – Usage/Satisfaction/Investment

Summary of Differences Between Open Engagement – Online and Community Survey – Online Recontact Results

Top 5 largest differences for 'Usage' %	Used in past 2-3 years		
	Open Online	Online Recontact	Difference
Assessing and determining development applications	30%	19%	11%
Dealing with Council/Customer service – be it face to face, phone or online	78%	68%	10%
Library Online Services – audiobooks, e-learning and education programs	31%	21%	10%
Library services and programs	49%	40%	9%
Maintaining and minor upgrades to existing skate parks and BMX tracks - 25 skate parks, 4 BMX tracks	19%	27%	-9%
Average across all 47 services	49%	48%	1%

Top 5 largest differences for 'Satisfaction' %	Satisfaction (T3B%)		
	Open Online	Online Recontact	Difference
Central Coast Airport at Warnervale	40%	67%	-27%
Urban planning - planning for population growth, new housing, suburb amenity and a changing environment	44%	63%	-19%
Council-run childcare	71%	90%	-19%
Community development - partnerships with community and not-for-profit groups such as health and wellbeing programs	70%	88%	-18%
Assessing and determining development applications	49%	66%	-17%
Average across all 47 services	74%	82%	-8%

Top 5 largest differences for 'More/same investment' %	More/same investment		
	Open Online	Online Recontact	Difference
Community development - partnerships with community and not-for-profit groups such as health and wellbeing programs	56%	82%	-26%
Central Coast Airport at Warnervale	41%	65%	-24%
Managing Central Coast Stadium	46%	69%	-23%
Community events staged and managed by Council, such as Chromefest, Lakes Festival, Harvest Festival	51%	70%	-19%
Council-run childcare	65%	83%	-18%
Average across all 47 services	74%	83%	-9%

There are some differences in service usage by sample type – although in terms of overall average usage per service, both the Open Online sample and the Stage 2 Online Re-contact sample had very similar results (49% v 48%). However, for satisfaction and investment, Open Online respondents were more likely on average to be less satisfied and want less investment in Council services, when compared to Stage 2 Online Re-contact respondents. Please see the next 4 slides for differences for all three metrics compared across the 47 services.

21

For business leaders in response to an open-ended question about service levels, the four main service themes that emerged where they wanted to see more or the same level of investment were infrastructure/maintenance and management to ensure the area remains visually appealing and core services were maintained; planning and development to ensure the growth of the region for infrastructure development and generation of employment; tourism to ensure visitor spending does not reduce and waste management as an important service.

In considering service changes, several themes emerged from residents and business leaders including Council looking at outsourcing some services to seek costs efficiency and business efficiencies achieved through other means such as collaborating with other Councils, sharing of equipment and consolidating events.

3.2 Support for the SV solution

Overall, the quantitative surveys showed the following results:

- On the Online Recontact Survey (representative sample), we asked a forced preference question—whether respondents would prefer an extension of the existing

three-year SV for another seven years—or whether they would prefer a reduction in service levels. Results were polarised – with 49% selecting Reduced services and 47% selecting SV Extension. A further 4% skipped the question (we deliberately did not force an answer here for those who simply couldn't decide). This polarised response is seemingly at odds with the earlier measures- particularly that 82% of Online respondents indicated on a separate question that Council should invest the Same or More in services generally.

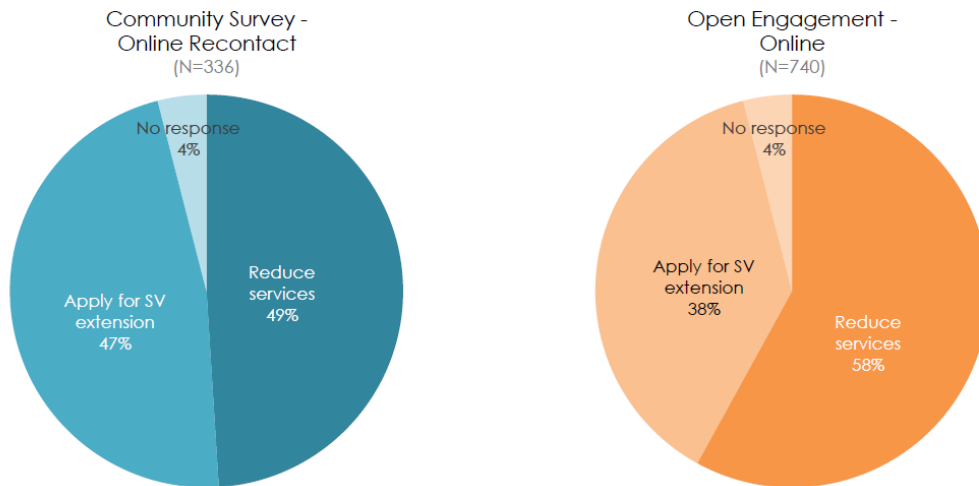
- The sense we have is that a number of those who chose the reduced services option on the head-to-head preference question may be doing so due to dissatisfaction with Council more-so than a real desire to see service levels drop.
- Open Online respondents were significantly more likely than the Online Recontact respondents to prefer that Council reduce services in order to address Council's financial situation, with 58% selecting Reduced services and 38% selecting SV extension. (A further 4% again skipped the question).
- Again, the respondents were at odds, with a clear majority (between 70-72%) indicating on separate questions that overall they want Council to invest the same/more in services.

In terms of some direct comments from a key stakeholder group, 9 out of 12 business leaders favoured the notion of extending the rate increase for an additional 7 years rather than reducing services when asked this forced preference question in the meeting on 27 October 2021.

Diagram 4 – Extract from page 12, Service Delivery Research, Stage 3 Open Online Survey Comparison Report, 21 January 2022

Preferred Option to Address Financial Situation

- Q9a. And now that you know more about the range of services offered by Council, which one of the following options would you prefer Council to pursue in order to help address the financial situation?
- Reduce service levels to meet the shortfall
 - Request IPART to extend the current one-off 13% Special Variation rates increase for an extra seven years - this would maintain the current increase of \$3.20 per week for the next nine years) for the average household. The exact amount you will pay will vary depending on the rating category for your parcel of land and the value of your land as determined by the NSW Valuer General.



Open Online respondents were significantly more likely than Stage 2 Online Re-contact respondents to prefer that Council reduce services in order to address Council's financial situation.

30

3.3 Alternative solutions

When looking at open-ended reasons why some respondents want Council to reduce services, the Open Online sample was generally more likely to provide a range of responses – with two thirds saying it is because of 'Council mismanagement/lack of trust in Council/fix it internally/Council's responsibility'.

Themes

- State Government assistance
- Renegotiating the commercial loans
- Hybrid solutions: some rate increase combined with more cost cutting or selling assets
- Provide more options for community to consider

3.4 Awareness of Council's financial difficulties

There is high awareness within the community of Council's financial difficulties, with 89% aware. This is up from 80% awareness when a similar question was asked in February 2021. Council had a clear strategy to include information about Council's financial difficulties in the surveys so that residents understood the context of the questions that they were being asked.

4. Council's response

4.1 Service Levels and Impacts

Council considered the feedback from the survey respondents and the Community Reference Group (CRG) to consider options around reducing services that the community considered could be reduced, In the service areas where Council can spend less the savings realised would not meet Council's target of \$25.8 million annually, and some of these services are highly valued for the social benefits that they deliver such as access to community facilities and access to community programs. The amount of savings for those services equated to approximately \$5m annually. Council will incorporate this community feedback as it explores further ways to find efficiencies and reinvest in services that the community identified where more investment was needed.

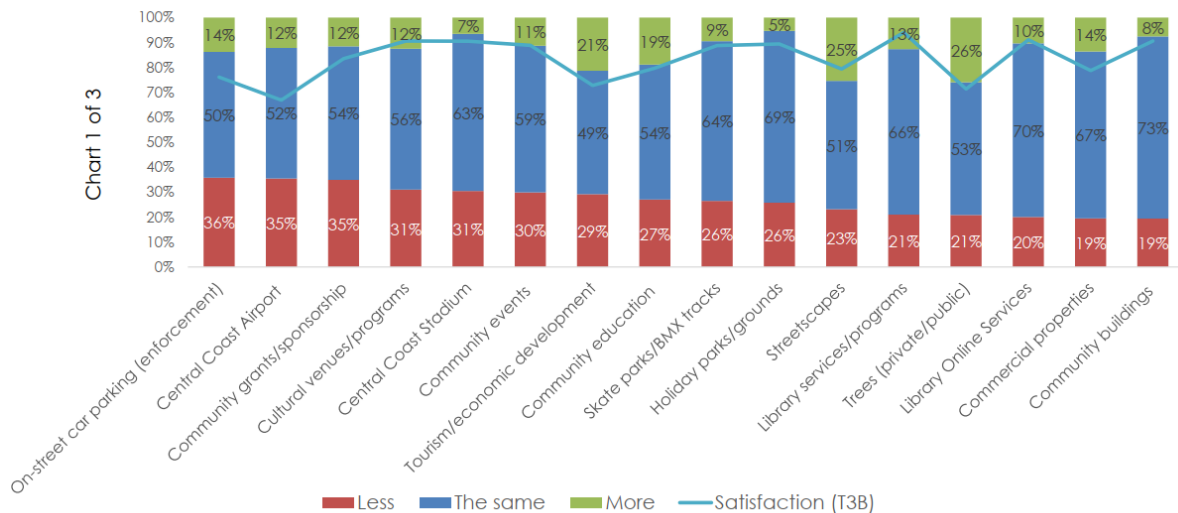
Council acknowledges that the community wants Council to improve service delivery and that Council has not met some of the community expectation about the level of productivity improvements and timeliness of the benefits to flow to the community; for example gains made through the implementation of better technology to enhance services to the community.

Council's challenge with the community feedback about changing some service levels to find savings and at the same time deliver the benefits of productivity improvements so that other services are maintained, is the timeframe to deliver that outcome is not viable under the current conditions of Council needing to meet the emergency loan repayments.

As noted in Diagram 3 – Extract from page 44, Service Delivery Research, Stage 1 and 2, Phone Survey and Recontact Survey Report, 27 January 2022. Diagram 3 –

Level of Investment AFTER Knowing About the Current Financial Situation – Total Online Sample

Q1. Based on what you now know about Council's financial situation, for each service could you please provide the answers for:
 **How satisfied, if at all, you are with Council's performance of that service in your local area (even if you haven't used it recently).
 **And based on what you now know about Council's financial situation, whether you feel that Council should invest less, the same, or more than they currently spend on that service.



Sample: Online

- The highest 'less' investment score is 36%, meaning that at least 64% or more of respondents want the same or more investment for each service.
- In fact, consistent with the earlier 'overall services investment' question where the combined Same and More score was 82%, the combined 'Same' and 'More' scores for the individual services range from 64%

Council will incorporate this community feedback further into Council's planned Service Review Program as it explores further ways to find efficiencies and reinvest in services that the community identified where more investment was needed.

Council acknowledges that the community wants Council to improve service delivery and that Council has not met some of the community expectation about the level of productivity improvements and timeliness of the benefits to flow to the community; for example gains made through the implementation of better technology to enhance services to the community. Please note information under Facts in this report.

Council's challenge with the community feedback about changing some service levels to find savings and at the same time deliver the benefits of productivity improvements so that other services are maintained, is the timeframe to deliver that outcome is not viable under the current conditions of Council needing to meet the emergency loan repayments.

4.2 Support for the SV solution

Council considered community feedback from the representative telephone and online surveys and open community online survey and feedback from stakeholders across the other engagement activities, and responded by developing five proposed financial scenarios and impacts on services and programs and placing on public exhibition the Draft Revised

Community Strategic Plan, Draft Delivery Program and Operational Plan, Draft Fees and Charges, Draft Long Term Financial Plan, Draft Workforce Management Strategy, and Draft Revised Asset Management Strategy.

Council did not make any changes to its proposal to maintain the SV, as this scenario met the majority of the community expectations from the representative phone and recontact survey, and the online open survey to maintain services. Council acknowledged through the outline of the scenarios in the Long Term Financial Plan the difficulties of the community desire to both maintain the services and decrease the rates.

If the current rates are not maintained as outlined in Council's proposal to maintain the SV, Council will have an average annual income loss of \$25.8 million. This means Council will need to reduce or cease many services. Council did develop a Service Level analysis and included this in the Delivery Program to demonstrate the impact on reduce service option under the Deteriorate Scenario.

4.3 Alternative solutions

The trend in community commentary about having more options to consider started with the first Community Reference Group meeting in October 2020 and continued through meetings the Administrator had with community associations and in his Open Office meetings with residents, via direct customer queries to Council and through the surveys. Council responded to this feedback by developing three (3) scenarios of Baseline Scenario, Maintain Special Variation (SV) Scenario and Deteriorate Scenario which were included in the Long Term Financial Plan. In addition, two (2) non-budgeted alternative scenarios of Enhance Scenario and Less than seven (7) years extension Scenario were considered based on this community feedback, but not included in the Long Term Financial Plan.

4.4 Awareness of Council's financial difficulties

Given the high levels of awareness of Council's financial difficulties, Council's main response to this feedback was to ensure that specific questions about matters arising from the financial situation were addressed in the direct responses to customer queries.

Council also utilised the following standard response letter as a base to explain the steps that Council had taken to address the financial situation. Furthermore, Council acknowledged the community anger and concerns over the financial situation through the changes proposed to the revised draft Community Strategic Plan.

5. Next steps

Following a decision of Council on whether or not to make a submission to IPART, Council will submit a proposal to IPART. Should Council submit a proposal, IPART will conduct their own consultation and the community can provide feedback direct to IPART, prior to their determination in May 2022.

The community will have a further opportunity to have their say on Council's strategic documents when these are re-exhibited in April 2022.

6. Appendices

- 1 Service Delivery Research – Qualitative Components – CRG Workshops 1, 2 and 3 and Business Leaders Roundtable
- 2 Service Delivery Research Stages 1 & 2 Telephone Recruit and Online Recontact Report
- 3 Service Delivery Research – Stage 3 Open Online Survey Comparison Report
- 4 Customer Response Report
- 5 Summary of Submissions for the Draft Revised Community Strategic Plan (CSP), Draft Delivery Program 2022-2025 (including Operational Plan 2022-23) and Draft Fees and Charges 2022-23, and Draft Resourcing Strategy (which includes the Long Term Financial Plan, Asset Management Strategy and Workforce Management Strategy)



Central Coast Council

Service Delivery Research: Qualitative Components

- *Community Reference Group Workshops 1, 2 & 3*
- *Business Leaders Roundtable*

Prepared by: Micromex Research

Date: January 28, 2022





Table of Contents

<u>Background and Methodology</u>	3
<u>In Summary</u>	4
<u>Community Reference Group Session 1</u>	12
<u>Questionnaire Feedback</u>	14
<u>Other General Comments</u>	21
<u>Community Reference Group Session 2</u>	25
<u>General Discussion</u>	27
<u>Service Areas</u>	32
<u>Rate Increase</u>	41
<u>Fact Sheet</u>	48
<u>Community Reference Group Session 3</u>	54
<u>Overview</u>	56
<u>Business Leaders Roundtable</u>	66
<u>'Forced' Preference</u>	68
<u>Service Levels and Impacts</u>	71
<u>Key Points of Discussion</u>	79
<u>Finalised Questionnaires</u>	90



Background & Methodology

Central Coast Council has commissioned Micromex Research to undertake a broad-ranging community engagement program about Council-provided services.

The full program consists of:

- **Quantitative elements:** A phone recruit/online re-contact in-depth community survey (and a separate hybrid 'open online' version) – see separate reports.
- **Qualitative elements:**
 - Several meetings with a Community Reference Group (CRG)
 - A business round-table

This report summarises the above qualitative elements.

- **Council-run activities:** Other activities undertaken specifically by Council, such as community group meetings with Council's Administrator, etc.





In Summary...

In Summary...



Community Reference Group 1

The first Community Reference Group Workshop was more focused on the structure and wording of the draft community survey, however, during general discussions the CRG raised issues around communicating the message, accountability, transparency and alternative solutions.

A number of the CRG participants were very well informed (asking about issues such as Section 7.11 contributions, the impact of Council's exposure to CFD's, etc) – in essence, wanting transparency around these issues. But at the same time they were saying terminology around 'rate harmonization' etc would be hard for some to follow. This dissonance is symptomatic of the communication challenges facing Council.



In Summary...



Community Reference Group 2

The second Community Reference Group Workshop focused on the results of the Surveys, feedback on the Surveys, communication and proposed actions and the implications of these actions.

In summary, Participants felt the survey was lengthy and overwhelming although relevant. Some realized the severity of Council's situation after being exposed to the proposed Fact Sheet (see slide 52 for verbatim comments) and feel Council should work on communicating this better to the community and better communicate the breakdown of rate changes as residents are only concerned about the dollar value (see slide 47 for verbatim comments) and how it will affect them (e.g.: simplified, attention-grabbing information of breakdown and spend included in the rates notice).

Other themes that emerged in Session 2 (some of which were explored further in Session 3) include:

- A number of participants felt it would be very interesting to know how the reserved funds were spent (see slides 30-31 for CRG 2 comments) – this may help the community to put the financial situation into a real-life context – that is, were the funds spent on unnecessary services or did they go towards services (such as disability services) that really benefitted from them? (See also slides 57-58 for further CRG 3 discussion)
- Some participants felt that rather than try to identify particular services to be reduced/cut, why can't Council apply an equal reduction across all non-core services? (See slides 34 and 36 of CRG 2 – and slides 59-60 for follow-up CRG 3 discussion)
- Some participants felt that if they knew the economic value of each service to Council, it would make it easier to identify areas to reduce. (A breakdown of spend and the discussion with CRG 2 Participants for some service areas can be found on slides 32-40)



In Summary...



Community Reference Group 2 (continued)

Other themes (continued):

- The community seemingly doesn't realise that the rates for an individual property are not based on the absolute (unimproved) value of the property but rather that property's value relative to the average for the LGA (see slide 46 for verbatim comments).
- When it comes to communicating SV options (i.e.: SV only runs for three years versus SV is extended for an additional seven years), a mix of tables and charts may be required. Whilst not specifically stated in the session, our sense is that a step-by-step explanation of key facts is required – perhaps break-out bubbles pointing to key figures for one year.



In Summary...



Community Reference Group 3

The third CRG mainly focused on feedback for improving communications such as ensuring the information is accessible (social media, direct mail outs), attention-grabbing (use of infographics, video explanations), transparent (explaining in detail how much is allocated to each service area, potential cost reductions and the implications) and utilizing the community to help deliver the message (using community leaders, community groups and working with students to assist reaching younger audiences).

Other key findings include:

- The purpose of the CRG was not to measure whether participants supported a reduction in services or an SV extension, as this had been thoroughly quantitatively explored in the separate phone/online quantitative surveys. However, the sense we got from CRG Sessions 2 and 3 was:
 - Some participants were surprised and even shocked at the extent of services flagged to be cut/reduced (based on Council's Fact Sheet). Participants were concerned about long-term impacts such as costs and potentially losing a service entirely, i.e. never being able to reopen again
 - Some participants were more understanding of Council's situation – and more open to listening to Council's position – as a result of the iterative CRG process.



In Summary...



Community Reference Group 3

Other key findings (continued):

- Sessions 2 and 3 clearly highlighted that the community – even those in the GRG who are arguably more engaged than residents in general – struggle to identify ways to reduce service levels, other than notionally applying an equal reduction across all services. Any future exploratory work with the CRG or the community more broadly should provide a range of service reduction options for them to consider (as we did with the Fact Sheet) rather than asking them to develop solutions
- Participants felt that Council's Fact Sheet (which lists where service cuts/reductions could be made) is worth sharing with the community – but that it will need to be explained very carefully.
- A number of Participants also reacted positively when told how the \$189m of restricted reserve funds had been used by Council (i.e.: they shouldn't have been used, but they have been used for a range of legitimate services/facilities). The point here is that simply telling the community that the funds weren't wasted is not sufficient – actually showing how the funds were used has a more meaningful impact.

Comments about the CRG engagement process itself were very positive as Participants indicated they feel much more informed and have a greater understanding of Council. That said, it should be acknowledged that only eight of the 17 participants from CRG 1 attended CRG 3, so it is possible that those who dropped out since Session 1 were less enamored with the process...



In Summary...

Business Leaders



9 out of 12 Business Leaders favoured the notion of extending the rate increase for an additional 7 years rather than reducing services. On a separate questionnaire completed by Business leaders tourism was the one area where they felt Council's involvement could be reduced.

Business Leaders are seemingly happy to be involved in this advocacy process and indicated they are happy to put up their hand to help support the actions of Council and reach out to their members, as long as the information is simplified, resident-focused and positive.



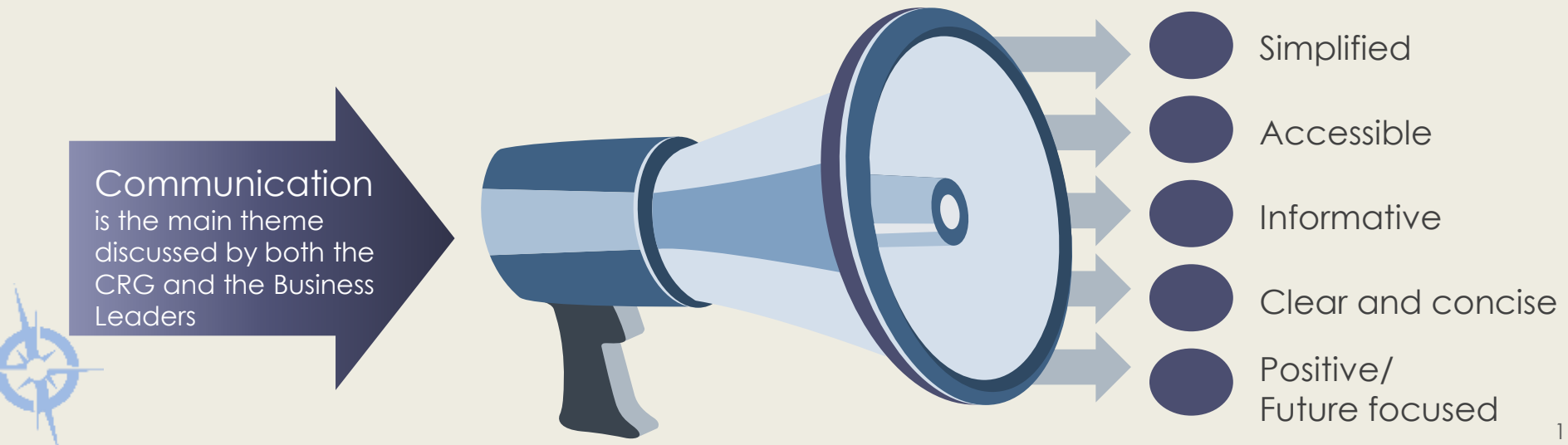
In Summary...

Work on Communication Strategies for More Effective Communication

Residents and Business Leaders frequently suggested ways to improve the messaging from Council to the general community. Key themes include; simplified messaging with clear and concise information (preferably in dot points that can be easily understood and distributed), not using 'Council terminology' (e.g. residents did not understand 'harmonization'), having the information more accessible, informative (complete transparency particularly around actions taken to reduce costs) and having the messaging less on the 'Council clean up' but rather resident-focused that is positive, taking action and future focused by informing of plans and potential/likely impacts.

The feedback from CRG 2 suggests Council would need to use a mix of charts, tables and text to explain financial calculations – there was no single solution that appealed to all participants.

The challenge for Council is that whilst this CRG was arguably more engaged than the community in general (i.e.: they chose to participate), even they were unaware of the various draft strategy documents Council had on display in late December 2021/early January 2022 (Micromex sent emails to all CRG participants advising them of the public exhibition on December 20 – but none said they received the email; they were also told about it at CRG Session 2) – which could reflect a mix of factors such as reach of Council's communication campaign, but also general community engagement.





Community Reference Group

- Session 1

Workshop 1

Date: October 21, 2021

Time: 6pm – 8pm

Location: Online

Attendance: 17 Residents

The first Workshop was held to engage with and involve community members in:

- Understanding Council's financial situation (to help inform future deliberations)
- Review key questions from the draft community surveys.





Questionnaire Feedback

One objective of the first CRG workshop was to obtain feedback from the attendees around the draft phone recruit/online re-contact questionnaires (including background information that was included in the questionnaires, and selected key questions), to check for comprehension and issues that may have been missed (a cognitive test of sorts).

The following slides highlight key questions as they were in draft form, the community feedback during discussion, and the revised questions.

Community Feedback on Q4 (Phone Recruit)

From this:

Q4 Approximately one year ago, it was discovered that Central Coast Council was facing financial difficulties. Council had been spending more money than it was receiving, both before and after amalgamation. The money came from restricted funds. (A restricted fund is a reserve account that contains money that can only be used for specific purposes.) The money was not lost rather it was spent on infrastructure and services that directly benefited the community. Prior to this call, were you aware that Council was facing financial difficulties?

- Yes
- No
- Not sure

Community Feedback:

“The use of ‘amalgamation’ should be simplified – not language that everyone will understand – will lower socio-economic groups be able to understand the question”

“Give some examples of what infrastructure the money had been spent on e.g., those in the Northern part would have seen different things to those in the Southern part”

“Maybe explaining verbally over the phone what a reserve account is e.g., liked Rik’s analogies of using savings account, credit card, etc.”

“‘The money was not lost’ sounds a bit defensive”

“Can we just leave out everything from the 3rd sentence onwards and then just ask the question?”

To this:

Q4 Approximately one year ago, it was discovered that Central Coast Council was facing financial difficulties. These difficulties were not related to COVID-19 – rather, Council had been spending more money than it was receiving, both before and after the previous Gosford and Wyong Councils were merged in 2016. The money came from restricted funds. A restricted fund is a reserve account that contains money that can only be used for specific purposes – it’s a little like a household using money it had set aside for a home deposit on something else. The money was not lost rather it was spent on infrastructure such as roads and a range of services that directly benefited the community. Prior to this call, were you aware that Council was facing financial difficulties?

- Yes
- No
- Not sure

Community Feedback on Q5a/b (Phone Recruit)

From this:

Q5a. Council has implemented a number of measures to manage costs and increase income to address the situation and long-term financial sustainability. This process is estimated to take some time.

For instance, there have been significant staff reductions, restrictions on spending, and the sale of some assets. The spend on infrastructure has also been reduced.

In May 2021 the Independent Pricing and Regulatory Tribunal (IPART) approved a temporary rate increase of 15%, which was the standard 2% per annum rate peg that applies to all Councils, plus an additional one-off 13% increase that remains in the rate base for three years, after which it will be removed and rates will drop. Their financial recovery will take much longer than three years and if rates reduce at the end of three years, Council will have a shortfall in their budget of approximately \$25.8 million for the following seven years. To balance the budget, they will need more revenue or reduce services levels.

Which one of the following options would you prefer Council to pursue in order to help address the financial situation? (Prompt, SR, Flip first two codes)

- Reduce service levels in some areas in order to realise more savings
- Request IPART to extend the current one-off 13% Special Variation rates increase for an extra seven years - this would maintain the current increase of between (\$xxx and \$xxx per year for the next nine years) for the average household
- (Do NOT Prompt) Mix of both options
- (Do NOT Prompt) Neither/Some other solution: _____
- (Do NOT Prompt) Can't say/Not sure

Q5b. [If 'Reduce service levels' or 'Mix of both' on Q5a, ask] Which particular services do you feel Council could invest less in? (Record each different service in a separate box)

Community Feedback:

"Too lengthy/too complicated for an average rate payer to comprehend and give a meaningful answer"

"People are only seeing financial difficulties as coming about in the 12-18 months due to covid, do we want to specify this has come prior to that"

"Having examples here may help people to use that information and inform their response"

"The term 'harmonised' is your language. I think it needs to be stated clearly that Wyong and Gosford rates are now the same"

"I appreciate not 'leading' participants... but it is also important to provide people with the information they require to provide an informed response. Providing a generic list of services wouldn't be leading... it would be leading if you only provided a selection.. but I feel I'm with Allan on this one. We want these responses to be as reliable as possible. I'm also a new home owner and may not have been as aware of all available services.."

Community Feedback on Q5a/b (Phone Recruit)

Community Feedback (Cont.):

"Mention specific examples of assets"

"Do we know how much longer than the 3 years it will be?"

"Explain why the information is important – they might be hesitant to do the online survey based on the length of these questions"

"A complicated question to be read over the phone"

"I don't agree with it being vague. I work in a Community Centre and the services we provide to community are VITAL (I'm actually a Financial Counsellor). If the Community were not informed of services provided via Community Centres, and were to use this example...they could be potentially disadvantaging themselves and/or the community in the process without being aware"

"My only concern is we're paying more for less to dig ourselves out of a hole and I think the original survey that I did online said 'would you be prepared to pay more to maintain the level of services that you're getting now and an additional amount to repay the debt'. That doesn't seem to have been what the solution has been as we're paying more for less"

To this:

Note: Council changed the format based on CRG feedback and internal discussions.

Also, Micromex specifically left this question as unaided/with no examples because the subsequent online questionnaire lists out 47 services.

Q5. Council has implemented a number of measures to manage costs to address the situation and long-term financial sustainability. This process is estimated to take up to ten years.

For instance, there have been significant staff reductions, restrictions on spending, and the sale of some assets. The spend on infrastructure such as roads, bridges, buildings, etc has also been reduced.

In July this year rates notices were issued to households, and they were impacted by two factors:

- The first factor was that rates were made permanently consistent across the Central Coast LGA – this meant a reduction in rates for some, and an increase for others – but overall this did not generate any additional income for Council, it was simply making rates more consistent across the LGA.
- The second factor is that in May 2021 the Independent Pricing and Regulatory Tribunal (IPART) approved a temporary rate increase of 15%, which was the standard 2% per annum rate peg that applies to all Councils, plus an additional one-off 13% increase that remains in the rate base for three years, after which it will be removed and rates will drop. Council's financial recovery will take much longer than three years and if rates reduce at the end of three years, Council will have a shortfall in their budget of approximately \$25.8 million annually for the following seven years.

To balance the budget, Council will need to extend the current three-year rate increase for a further seven years in order to generate more revenue – or they will need to reduce services levels even further than has already been done.

If Council is forced to reduce service levels further, which, if any, particular services do you feel they could invest less in? (Record each different service in a separate box)

.....
.....
.....

Community Feedback on Q1 (Online Recontact)

From this:

Q1. The following tables list many – but not all – of the services Council provides to the community. Based on what you now know about Council's financial situation, for each service could you please provide three answers:

****Whether or not you (or any children in your household [if children in H/H based on Q2e of PHONE Survey]) have used or relied upon that Council service in your local area in the past 12 months,**

****How satisfied, if at all, you are with Council's performance of that service in your local area (even if you haven't used it recently).**

****And whether you feel that Council should invest less, the same, or more than they currently spend on that service. (Programmer: Discuss with me the possibility of flipping Investment scale.)**

(Randomise services)

	Yes, Not, Used Used		Satisfaction					Investment*			
			NAAS	NVS	SS	S	VS	CS	L	S	M
a. Central Coast Airport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Full list of services is as follows...

Service	
Central Coast Airport at Wamervale	
Animal management - pounds, rangers, registration, inspections	
Lifeguard services -15 beaches, 1 ocean pool, 2 outdoor pools and 2 indoor pools)	
Beach cleaning	
Bins in public reserves, beaches and parks	
Maintaining and minor upgrades to existing road and pedestrian bridges	
Building inspections and compliance for new buildings and renovations	
On-street car parking including enforcement and regulation	
Off-street parking stations – management, ease of use and cleanliness, opening hours	
Burial services and maintaining cemeteries	
Managing Central Coast Stadium – event organisation, security, ticketing, maintenance, promotion	
Council-run childcare	
Coastal management - coastal erosion, dune care)	
Commercial waste and recycling collection	
Community development - partnerships with community and not-for-profit groups	

Community education - litter, waste, road safety and environment education	
Community grants and sponsorship	
Community programs - (youth, seniors, youth centre at Erina)	
Compliance - food and health inspectors, building inspectors, enforcement, backyard swimming pools	
Cultural venues and programs - Theatre, Gallery	
Assessing and determining development applications	
Community events staged and managed by Council	
Managing and operating 4 holiday parks and 1 camping ground	
Customer service -face to face, phone and online	
Managing and operating leisure centres, pools and tennis courts (indoor and outdoor)	
Library services and programs (12 libraries including mobile library service, events and education programs in libraries)	
Library Online Services – audiobooks, e-learning and education programs	
Natural bushland Reserves (trails, firebreaks, vegetation management, bushcare, etc)	
Natural Disaster and Emergency Management – incident management, community information, clean-up	
Maintaining and minor upgrades to existing parks, sports fields, recreational, reserves, outdoor gyms	
Maintaining and minor upgrades to existing pedestrian and bike Paths including drinking fountains and seating along the way	
Maintaining and minor upgrades to existing playgrounds	
Maintaining and minor upgrades to existing roads including potholes, kerb and gutters and roadside mowing	
Maintaining and minor upgrades to existing skate parks and BMX tracks - 25 skate parks, 4 BMX tracks	
Installing new and maintaining existing street lighting	
Designing, building and maintaining street scapes - signs, signpost, bus shelters, plants, fencing	
Cleaning and maintaining public toilets	
Tourism and economic development - industry services and destination marketing, economic programs and Gosford Waterfront and Employment lands development	
Town and city centre amenities - street sweeping, litter collection, gardens, graffiti management	
Traffic and safety regulation - speed signage, traffic calming and roundabouts	
Planning and managing trees on private and public land	
Urban planning - planning for population growth, new housing, suburb amenity and a changing environment	
Waste recovery facilities - tips and recycle centres)	
Estuaries, coastal lagoons, creeks and wetlands (water quality, weed control, rehabilitation)	
Maintaining and minor upgrades to existing wharves, jetties and boat ramps	
Leasing and managing commercial properties for profit	
Maintaining, leasing and managing community buildings	

Community Feedback on Q1 (Online Recontact)

Community Feedback:

"Extend usage beyond last 12 months as COVID has affected usage of services. Could say in a 'normal 12 months'?"

"People who have recently moved to the Central Coast may not be aware of all available services"

"Recycling/commercial waste – does not include return and earn"

"Suggesting services we could charge for such as commuter car parking"

"Stadium could be a revenue earner if better utilized – Sell the stadium, let someone else run it"

"What is meant by community development? Does it include community engagement? Does not make sense at all, it is too vague. Provide examples"

"Examples for community grants and sponsorship to differentiate from community programs"

"Cultural venues – include examples e.g., work with Aboriginal communities/groups. Also include the two main theatres and smaller theatres not just the stadium"

"Include nature strips and art installations with streetscapes"

"Provide examples for community buildings"

"Beach cleaning is not very clear"

"Only two options being presented such as cutting services and increasing rates"

"Examples for community programs"

"Examples for community events"

"Do we need to specify that some of these things (such as compliance) are legally mandated things? That will make an impact on people's thoughts"

"Customer service – can we say 'dealing with council'?"

"Outline what the online component of libraries is such as licensing and subscription fees"

"Under tourism can you provide an example of what an economic program is"

"Can we combine the three maintaining recreational spaces response options into one?"

"Leasing and managing commercial properties needs examples as some have no idea what it means"

"Waste recovery – include quote types and numbers as per pools"

"Group similar questions together e.g. coastal erosion and then estuaries should be one after the other"

Community Feedback on Q1 (Online Recontact)

To this:

Q1. The following tables list many – but not all – of the services Council provides to the community. Based on what you now know about Council's financial situation, for each service could you please provide three answers:

**Whether or not you (or any children in your household [if children in H/H based on Q2e of PHONE Survey]) have used or relied upon that Council service in your local area in the past two to three years,

**How satisfied, if at all, you are with Council's performance of that service in your local area (even if you haven't used it recently).

**And based on what you now know about Council's financial situation, whether you feel that Council should invest less, the same, or more than they currently spend on that service. (Programmer: Discuss with me the possibility of flipping Investment scale. Split across two or three tables)

(Randomise services)

	Used in Past 2-3 Years		Satisfaction					Investment*			
	Yes Used	Not Used	NAAS	NVS	SS	S	VS	CS	L	S	M
a. Central Coast Airport.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Full list of services is as follows...

Service
Central Coast Airport at Warnervale
Animal management - pounds, rangers, registration, inspections
Lifeguard services -15 beaches, 1 ocean pool, 2 outdoor pools and 2 indoor pools)
Beach cleaning (removing litter from the sand each morning, etc)
Bins in public reserves, beaches and parks
Maintaining and minor upgrades to existing road and pedestrian bridges
Building inspections and compliance for new buildings and renovations
On-street car parking including enforcement and regulation
Off-street parking stations/off-street commuter parking – management, ease of use and cleanliness, opening hours
Burial services and maintaining cemeteries
Managing Central Coast Stadium – event organisation, security, ticketing, maintenance, promotion
Council-run childcare
Coastal management - coastal erosion, dune care)
Council-run Commercial waste and recycling collection (excluding return and earn)
Community development - partnerships with community and not-for-profit groups such as health and wellbeing programs
Community education - litter, waste, road safety and environment education
Community grants and sponsorship such as funding for events, community programs
Community programs - youth (e.g.: youth centre at Erina), seniors (eg: meals on wheels), etc
Compliance programs that are legally required, such as food and health inspectors, building inspectors, backyard swimming pools
Cultural venues and programs - Theatre, Gallery, First Nations programs, etc
Assessing and determining development applications
Community events staged and managed by Council, such as Chromefest, Lakes Festival, Harvest Festival
Managing and operating 4 holiday parks and 1 camping ground
Dealing with Council/Customer service – be it face to face, phone or online

Managing and operating leisure centres, pools and tennis courts (indoor and outdoor)
Library services and programs (12 libraries including mobile library service, events and education programs in libraries)
Library Online Services – audiobooks, e-learning and education programs
Natural bushland Reserves (trails, firebreaks, vegetation management, bushcare, etc)
Natural Disaster and Emergency Management – incident management, community information, clean-up
Maintaining and minor upgrades to existing parks, sports fields, recreational reserves, outdoor gyms
Maintaining and minor upgrades to existing pedestrian and bike Paths including drinking fountains and seating along the way
Maintaining and minor upgrades to existing playgrounds
Maintaining and minor upgrades to existing roads including potholes, kerb and gutters and roadside mowing
Maintaining and minor upgrades to existing skate parks and BMX tracks - 25 skate parks, 4 BMX tracks
Installing new and maintaining existing street lighting
Designing, building and maintaining street scapes - signs, signpost, bus shelters, plants, fencing, nature strips, art installations, etc
Cleaning and maintaining public toilets
Tourism and economic development - industry services and destination marketing, economic programs and Gosford Waterfront and Employment lands development
Town and city centre amenities - street sweeping, litter collection, gardens, graffiti management
Traffic and safety regulation - speed signage, traffic calming and roundabouts
Planning and managing trees on private and public land
Urban planning - planning for population growth, new housing, suburb amenity and a changing environment
Waste recovery facilities - tips and recycle centres
Estuaries, coastal lagoons, creeks and wetlands (water quality, weed control, rehabilitation)
Maintaining and minor upgrades to existing wharves, jetties and boat ramps
Leasing and managing commercial properties for profit (leasing buildings that Council owns)
Maintaining, leasing and managing community buildings such as community halls



Other General Comments

Another objective of the first CRG workshop was for Council's Administrator to provide background information and answer questions from the Participants. The key questions (but not the answers) are provided on the following slides, grouped into themes where possible.

Other General Comments/Questions

Accountability/Transparency



“Did the Councilors know they were using funds they technically couldn't?”

“Has the natural growth in the rate base been accounted for?”

“How has the equalization or rate between the old Wyong Shire and Gosford Shire impacted the revenue? Has alignment been completed between the 2 prior Councils?”

“Has the reimbursement of 7.11 contributions been addressed?”

“Has there been any consideration of further budget savings to cover all/part of the ~\$23 million per annum?”

“Did Gosford Council's high exposure to CFDs as a result of the GFC impact revenue during this timeframe?”

“What was the cost of retrenching 25% of the workforce?”

“Can we get access to full audited accounts to facilitate better advice?”

“Did the reserves that were accidentally spent come from Wyong Council?”

Various questions were raised throughout the workshop that were addressed by Council's Administrator (Mr. Rik Hart) and Council's Director Corporate Affairs and CFO (Ms. Natalia Cowley). A summary of the questions that were asked for a point of interest that may continually arise throughout this consultation process are included above and on the following two slides. As can be seen above and overleaf, a range of questions around accountability and transparent information were raised in general discussions.

Other General Comments/Questions

Accountability/Transparency (Cont.)



“Was Wyong Council in financial difficulty as well as Gosford?”

“What are Council's plans for ratepayers already in financial hardship and/or ratepayers who may fall into financial hardship in the future?”

“The timeframe needs to be made clear e.g. it might seem like we have a 2 year grace period until cuts start happening”

“How are you going to control bias or confidentiality among respondents?”

“Are we able to see which non-essential services are costing the most? This would allow people to make more informed decisions on which hard choices can make the biggest difference”

“Very complex issue to ask questions about over the phone”



Other General Comments/Questions

Services/Assets



“What assets have been sold to recover part of the debt?”

“What are the services that have currently been cut or reduced?”

“Have actions been taken to ensure that assets providing community services, such as public pools are covering their own costs?”

Solutions



“Are each of the services being looked at individually for whether they can operate profitably? i.e. for compliance approvals and checks, are the fees sufficient to cover the costs of the services? The ideas being proposed sound like band aid fixes without ensuring longevity of Council and restoring it to a profitable position”

“Why are there only two options – cut services or increase rates? Have alternatives been discussed?”

“Is there a forum to discuss potential alternatives?”

“If we don't get the 7 year increase, can we re-negotiate the loan conditions so we don't have to dramatically cut services?”

“Can the State Government step in and negotiate with IPART?”

Two other themes that were raised in discussion were comments about information on assets/services and alternative solutions.



Community Reference Group

- Session 2

Workshop 2

Date: December 8, 2021

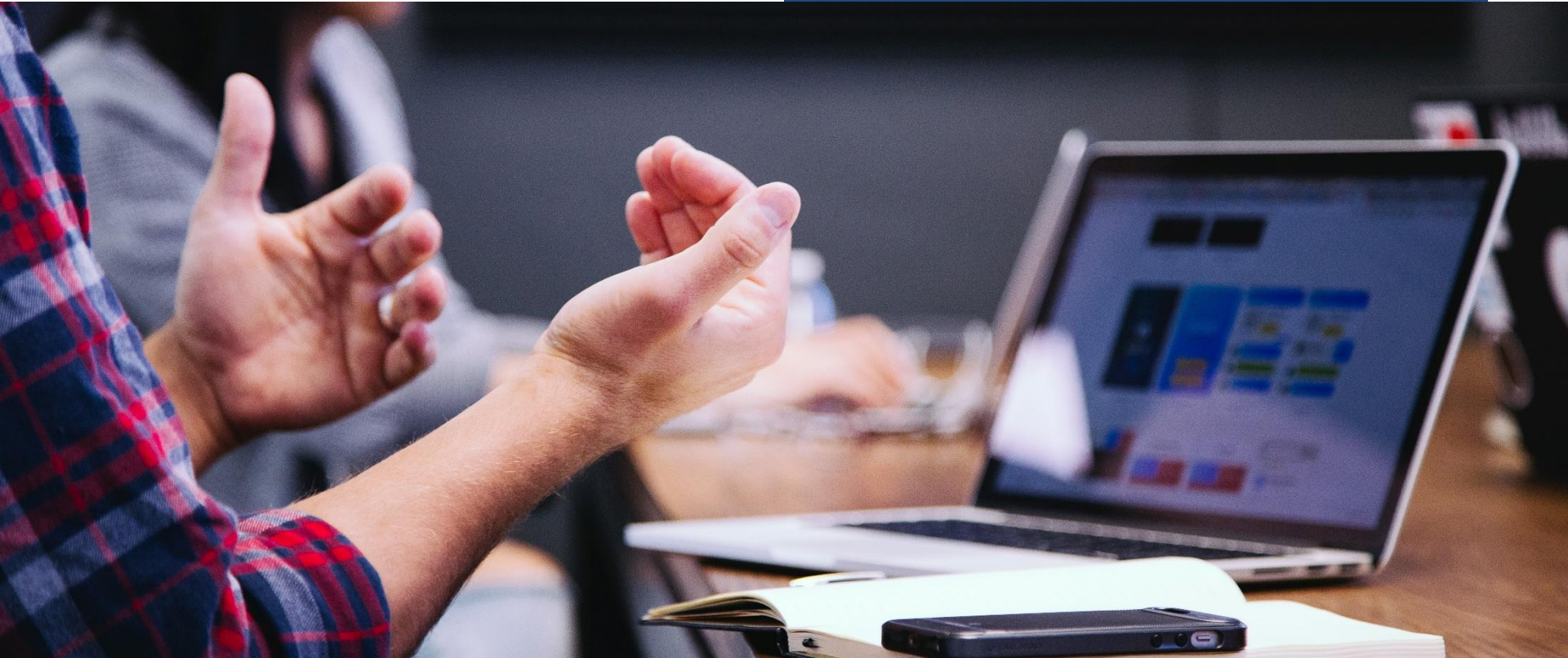
Time: 6pm – 8pm

Location: Wyong Council Building

Attendance: 9 Residents

Workshop 2 was conducted face-to-face to:

- Discuss feedback on the survey results – particularly in terms of potential service reductions for four services
- Gain initial reactions to the proposed Fact Sheet, and
- Determine the level of understanding around ways to communicate the rate increase/cost breakdown (tables v chart).





CRG Session 2: General Discussion

Before going into the objectives of the session, we had a general discussion up front to gauge attitudes, feedback on the survey and better ways for information to be distributed as a follow on from the previous session and surveys. The following four slides provide a summary of this...

A Box-Ticking Exercise?

There was mention at the start of CRG Session 2 that the process of this engagement feels like a 'box-ticking exercise'. So we asked if this was the impression they were getting (or got from the first session) and a contributing factor to reduced attendance from the first session (from 17 to 9). 4 raised their hand in agreement when asked if they felt Session 1 gave this impression.

"...I think perhaps some people haven't come this evening because there's the feeling that this is a box-ticking exercise, and that what we have to say won't necessarily be taken into consideration"

"I did. I had to really question myself, whether I fix it in time to come, because I didn't feel – it's hard online, it's always hard to deliver these sorts of things online, but I didn't feel that from my perspective that these community members were heard"

"I've been through these exercises before, and often they start with a predetermined position – I'm not going to be open with you guys about that. I'm scared that they'll cherry pick the answers they want – I'm scared that if they don't get the answers they want, then they'll just ignore it all"

At the end of the session, the Moderator asked 'based on tonight, how many think this is just a box-ticking exercise?'.
2 raised their hand.

"I think, one of the things that David said earlier, inadvertently perhaps, was that 'what we're doing now we're going to IPART.' You specifically said that, I don't know if it was unintentional; perhaps I took it out of context but the context of that was in the next 7-year period. To me, I went 'Okay, the decision has already been made', and that, with the backup of anytime anyone spoke about potential cuts to services, there was that resistance of 'well this is the impact, this is what's going to happen'... but none of that was brought up around what's going to happen in terms of rate rises and the backlash you're going to get in terms of rate rises. I find it very unbalanced"



Feedback from the Recruit/Recontact Survey

At the beginning of the session we asked Participants for feedback on the Open Online survey (if they had completed it) and although the majority were in agreement that the survey was relevant to them as community members, there were opinions that the survey was lengthy, time-consuming and frustrating in the sense of questions being asked, even if relevant.

"I think it made sense to me, but we had the benefit of having that preview and the discussion that went with it. The bit about the explanation of the funds and the pickle that we're in – to be honest, I didn't read it because I trusted that it was better, and it was wordy"

"You know when you had to say whether you used the service in the last 2-3 years, at first I went through and went 'no' and I didn't answer the next two pieces and it came up and said 'no, you have to tell us how satisfied you are with the service' I found that really difficult to rate a service that I don't use"

"But you could say you didn't know and that's fine"

"My phone took me back and it wouldn't let me finish without rating a service that I didn't use, and also then I had to say whether we should spend less, more or the same on a service that I still wasn't using"

"Can I just say there, it might be like, I don't know, an example, but it might be a service that you don't use personally but you know people do use or you know that that applies to a section of the community who would depend on that service and they, they need it – so you could still comment on whether it should be maintained"

"Can I ask a question? If I ticked 'yes I've used it' and then my second answer is 'It was terrible - I was terribly disappointed' and I could say 'Spend more money to make it better' or 'Spend less and kill it off because I don't want it anymore – I think it's so bad that it's a waste of time', how do you distinguish between those two options?"



Discussion about Communicating Information

Participants were very interested in receiving a breakdown of spending information to help them better understand the reasoning and allocation of spend. This could be as simple as having noticeable print that captures your attention in a short summary provided with the rates notice.

“Whatever we read in the newspapers or any documents here, they say that Council have said that the money was spent in a dozen ways it could be spent in the community. Is there such a thing as a breakdown of that? Did Council spend too much money building roads... if they spent money doing the disabled, they probably needed it”

Moderator: *“Would knowing the breakdown make it any better?”*

“Yes, but I see it as it's an opinion piece for my opinion and so therefore whether or not somebody else needs it, they wouldn't spend. You're looking for my opinion on this when I'm ticking those boxes”

“Maybe I'm getting this wrong, you're telling us here in this room. I think in general terms as a community outside this room, we're not seeing a lot of that communication coming down the pipe to the people. Maybe this is part of it, sort of like, I don't know... you're telling me personally now. I'm in a room with 9 people; I am not the whole of the Central Coast Council, hundreds of thousands of residents here. Is there a way then, for that to go out there? I mean, you say there's Council reports, but is there a monthly newsletter that goes out that says 'This is Council's spend on these projects this month. This is an explanation”

“I would have expected the extra money was spent pro-rata across the Council service range anyway, it wasn't like it was allocated to a particular service because they had a shortfall. It would have been that every Council service had a shortfall and money would have been spent pro-rata across every service”

“Not denying that, but I think it's just the level of communication, so that people as a community get that notification as to that happening”



Discussion about Communicating Information Cont.

"I think, if I unwrapped my rates notice and it had a big red heading 'Where did all the money go?' and you had points, I would read it because like, that's what everyone wants to know. And even if it's a really boring list, then that becomes a conversation in the community I guess"

"There'd be a level of empathy and understanding from the community members if they knew, because then they would go 'oh okay, well we understand' and then be able to... you know, be able to then support whatever then is rolled out from the next stage, where, at the moment, the communication is there...if people are interested, they can find it"

"It's got to be attention grabbing because a lot of people will go 'oh that's the thing and this is the important bit; the bit that's going to hit me in the pocket' so it does have to be attention grabbing"

"But you need to be careful how you word it, otherwise some people might perceive it as, at this point in time they've had long enough to do some clever accounting and come up with a reasonable explanation"



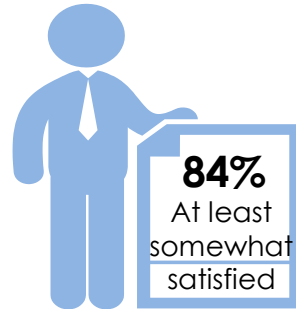
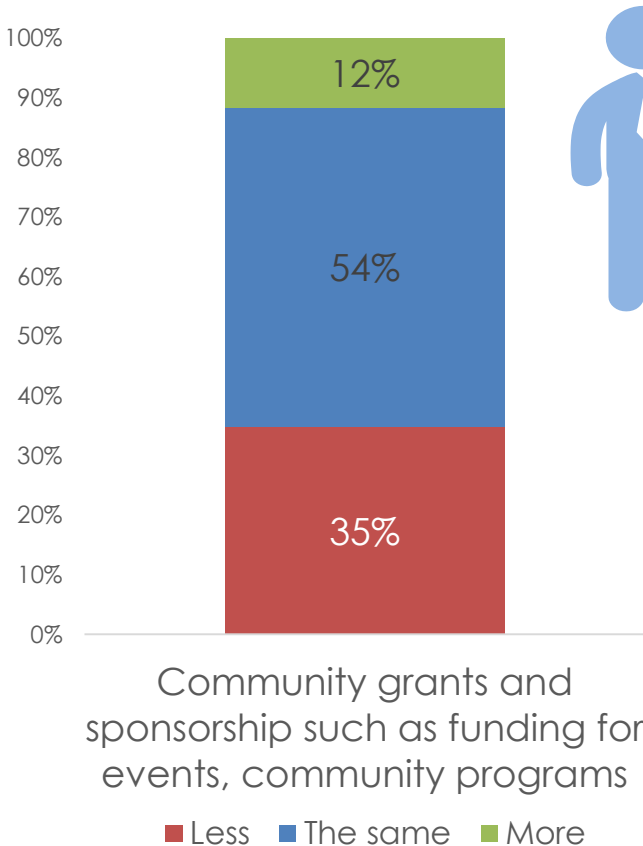


CRG Session 2: Service Areas

The aim of the second session with the CRG was to touch on results from the Recruit and Recontact Research to discuss in more detail the level of investment for 4 service areas (the agenda had 6, although time restrictions interfered with the final two) and discuss ways to better present information on the rate increase for greater understanding within the community.

Level of Investment AFTER Knowing About the Current Financial Situation – Total Online Sample

Q1. Based on what you now know about Council's financial situation, for each service could you please provide the answers for:
 **How satisfied, if at all, you are with Council's performance of that service in your local area (even if you haven't used it recently).
 **And based on what you now know about Council's financial situation, whether you feel that Council should invest less, the same, or more than they currently spend on that service.



Anticipated Annual Savings: Low (<\$500k)

Action: Stop funding community grants program

Consequences: Are consequences greater than savings?

Community driven projects will decrease - inability to support passionate community groups that do great work in the community. Often stepping in where there are no programs. Also grants help support community groups enhance some community halls and spaces through upgrading them e.g.: technology so they can be used in different ways

Sample: Online

Exhibit: This slide of results from the Stage 2 online Survey was shown to CRG attendees, the following slide provides a summary of responses...

CRG 2 Discussion: Community Grants and Sponsorship

There was a sense amongst the attendees that community grants would be an area to easily cut funding, with discussions around making the selection criteria for approved events stricter and also suggestions for the Council to support the events but the group to provide the funding. However, some participants believed that the consequences of this could potentially be greater than the savings as the funding assists with community wellbeing and raises a large amount of funding for community groups – although this can be salvaged with more community support and fundraising.

"I think, overarching, I probably sit more on the 'let's all pay a little bit more and keep all the services', but to this point directly, I was thinking about it on the drive up, like I run a household budget and community-driven projects are lovely and part of a dynamic community but like, a household budget... I like going to the movies... but if I can't afford it, I just don't do it. Like, I pay my electricity, I pay my rates, I pay my water; I don't take my kids to community things because it always costs me a fortune"

"Surely you could say "we're happy to close the roads, however, you'll need to cover the cost of us closing the roads"?"

"...our return back to the community is not a financial one; it's something that you cannot measure because it's about the wellbeing of the community, so it's the health and wellbeing. It's improving the community which you can't put a price on. So there's value in that...but it's also for organizations as a way to connect with Council, and to do additional work as well."

"You could do this by making the criteria for the grants more difficult than what it is. I'm in organizations for community grants, and I'll be honest about it. We can survive that cut, as well, but it's nice to get them; just make the criteria harder, aim to cut it by 15% or 20%."

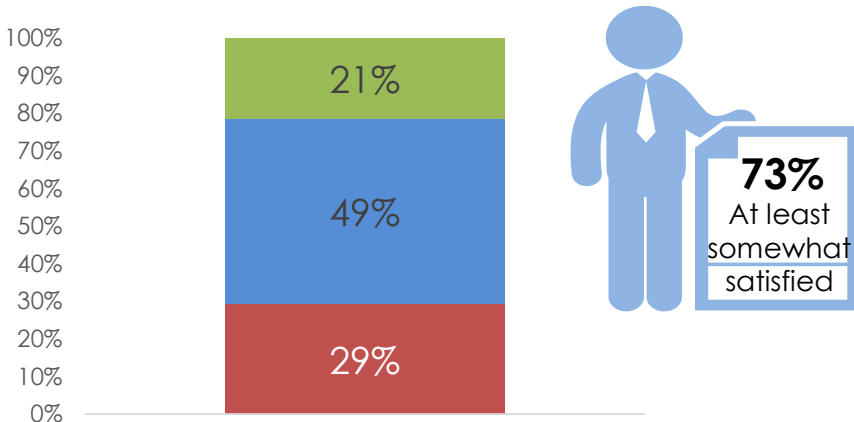
"It's not in the Council's interest to start saying 'okay, the ones that have the lowest number, 3% cutting...' the entire community, or nearly the entire community are going to get upset for taking a dollar off them; these ones are obviously, you've got some capacity to keep a part of the community happy when you cut the funding. I would just argue that, well I'm arguing against myself now, but I can see the value in sharing the pain across the entire 47 categories where it is; the ones where you can share the pain, as opposed to having some severe pain in some space and no pain in other spaces."

"... because I know that my kids benefit greatly from certain community activities that are not financially returning; but other than a wellbeing sense of community engagement, but we're talking about a financial change that has to be made accordingly, so when you have to do it that way sometimes you have to bring back the numbers whether you like it or not. And yes, it's a very unsatisfying answer to say 'get rid of it'"



Level of Investment AFTER Knowing About the Current Financial Situation – Total Online Sample

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 **How satisfied, if at all, you are with Council's performance of that service in your local area (even if you haven't used it recently).
 **And based on what you now know about Council's financial situation, whether you feel that Council should invest less, the same, or more than they currently spend on that service.



Tourism and economic development - industry services and destination marketing, economic programs, Gosford Waterfront and Employment lands development

■ Less ■ The same ■ More

Anticipated Annual Savings: High (>\$1 mill)

Actions: Stop funding all economic enabling projects such as planning the Gosford waterfront and employment lands development. Stop funding activities related to the Central Coast Economic Development Strategy, such as encouraging businesses to move to the coast. Reduced funding for tourism marketing - promotion of the Central Coast for business, visitors and investment

Consequences: What if no one steps in to fund it? Council facilitates it / helps with being a catalyst for things like planning employment lands to enable investment, tourism marketing supporting a whole industry

Sample: Online

Exhibit: This slide of results from the Stage 2 online Survey was shown to CRG attendees, the following slide provides a summary of responses ...

CRG 2 Discussion: Tourism & Economic Development

Discussion regarding tourism and economic development tended to focus on whether or not the Central Coast really is perceived to be a tourism destination, how much tourism really brings, how can it be measured and if we have the infrastructure to support it.

“Am I right in assuming that the economic benefits of this little work don't flow to the Council, except incrementally? They flow to the State and Commonwealth governments?”

“Do we have trouble attracting people to the Coast? Is that a very insular feel?”

“So, has enough been done, to this point in this area, and businesses kind of set up and ready to go, where this can be reduced or paused for a time until Council kind of gets caught up?”

“I don't think we should be saying that this should be cut entirely, but these are areas where it can be reduced and targeted and refined, and that's exactly what you're saying”

“Where is the investment from businesses who benefit from tourism into that million dollars? What do they contribute to that?”

“Our infrastructure doesn't match our tourism draw either – like, I don't know if anyone's tried to get into Terrigal, but for 6 months of the year the weather's nice. Like, the infrastructure doesn't match inviting more people to the coast is my opinion, because I can't get anywhere in summer”

“Would it be difficult to add to these, not tonight but at some point, a little bit of indication of the economic value to Council of what this spending is? E.g. this might be a multiplier of 1 or less than 1, but there might be some things that have got a multiplier of 10 or 20 on them”

“Rather than cut something entirely... pause for 12 months or for 2 years or whatever the time is and whatever the value is and make up the 26 million that way. And then my other question was coming back to, if we take out all the mandatory things and then apply the math's, what is the overall percentage then? We've said it's 11 or 11.5, what would it go up to?”

“Tourism is a totally different thing from my perspective, and I think that if Council is kicking up the investment into bringing the tourists, whatever they are, I don't necessarily subscribe to the point of view that we're a tourist destination. It's a bold statement, but I don't necessarily subscribe to it. There's a lot of people that come here who invest money into staying in high-rise apartments who are owned by businesses outside of the Central Coast”

“Why can't you give us any indication of what Council does and what Tourism NSW does for example?”

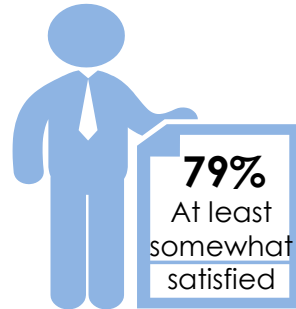
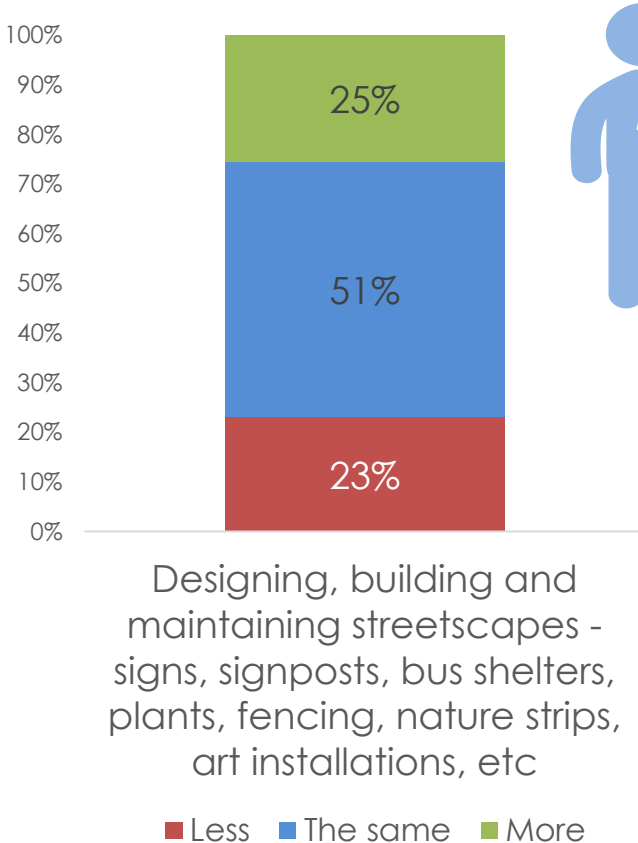


Level of Investment AFTER Knowing About the Current Financial Situation – Total Online Sample

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**And based on what you now know about Council's financial situation, whether you feel that Council should invest less, the same, or more than they currently spend on that service.



Anticipated Annual Savings: High (>\$1 mill)

Actions: A reduction in the number of street trees planted; Stop mowing 500+ grass laneways in the north of the Central Coast.
 Stop low risk footpath repairs.
 Less investment in wayfinding signs
 Further reduce roadside vegetation mowing and weed removal.
 Reduced graffiti removal only obscene/offensive
 Stop scheduling low risk illegal non-hazardous dumping and litter removal and only do if staffing available

Consequences: High impact on amenity of coast. Residents who live adjacent to grass laneways use them impacted access.
 Lots of little things add up & there will be a visible change

Sample: Online

Exhibit: This slide of results from the Stage 2 online Survey was shown to CRG attendees, the following slide provides a summary of responses ...

CRG 2 Discussion: Streetscapes

Discussion regarding designing, building and maintaining streetscapes tended to gravitate around the lack of effort of Council workers during maintenance and the responsibility of individuals maintaining their own areas. Council's CEO also explained that what the community may perceive as a simple task is just not simply the case (for example, when Wyong Road was originally upgraded by the State government it was agreed that Council would maintain it – however, there are time constraints etc around closing a State Road which significantly increases the cost for Council).

“How about we just increase the number of GPS locations and Wi-Fi in public places?”

“I have an observation on mowing, and I would agree that there's been a reduction already, but I also have to say that they do have rather long tea breaks at Norah Head”

“I saw some bloke two weeks after he'd just done it two weeks before, and he's back again and just sat up at the Fire Brigade over the road from our house doing nothing. But our neighbours, if the grass is getting long, they'll get out and they'll mow it. They don't care if it's Council's job to”

“I think I've seen indications of a reduction in the amenity of the Coast, since you've already had to shave this budget where you can already. I don't think even 11, unfortunately... I have to say though, if you're going to go and check if what's been done is hazardous, you may as well pick it up while you're there. There's no point in then saying 'not coming back to pick it up now I've checked it's not hazardous'”

“Everybody mows their nature strip – why wouldn't you? Maybe the people up the North can mow their lanes, and even if you go down between, it's one of the issues along the lake edge is that people mow their own lawns right down at the lake and take out the natural vegetation which is bad for the lake, but anyway”

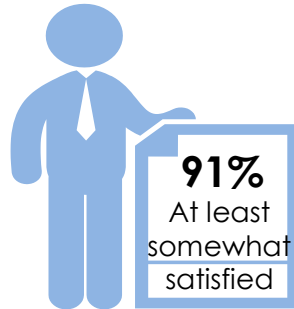
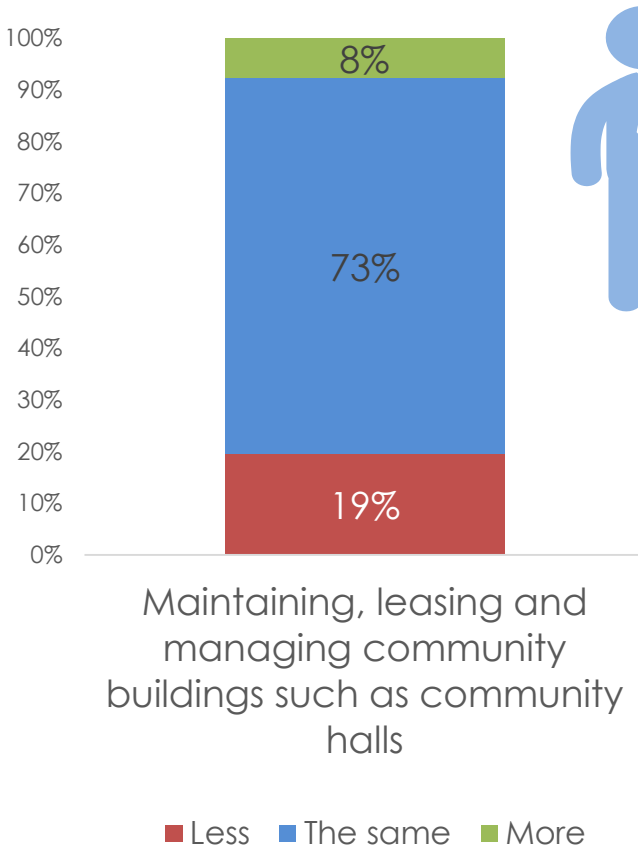


Level of Investment AFTER Knowing About the Current Financial Situation – Total Online Sample

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**And based on what you now know about Council's financial situation, whether you feel that Council should invest less, the same, or more than they currently spend on that service.



Anticipated Annual Savings: Medium (>\$500k to \$1 mill)

Actions: Stop operating the Gosford and Ettalong Seniors Centres and outsource management.
Sell up to 30 community facilities over next 10 years.
Close at least one childcare centre and sell the property.
Close at least one library and sell the property

Consequences: Community groups utilise community halls for exercise classes at low costs, groups to meet, affordable family gatherings, centres for neighbourhoods, it is one of those ones where it may be more noticed once they are gone, if any sold off - unlikely Council can afford to buy back later given land values on coast, old buildings will continue to deteriorate too so not spending on some means lose out in the end

Sample: Online

Exhibit: This slide of results from the Stage 2 online Survey was shown to CRG attendees, the following slide provides a summary of responses ...

CRG 2 Discussion: Community Buildings

Workshop participants discussed trying to understand the financial benefit of community buildings, how to determine which buildings to close and the details of Council-provided childcare. There was a lack of understanding of how many community buildings there actually are on the Central Coast and the difference between closing and selling and what the different implications would be.

"You keep saying the words 'all that will stop' and that's made of you cutting this totally, well it's not the intention I think, of anyone, to cut spending totally on these things"

"It being the building that's not in the best condition and not in a location where people go, is it going to sell anyway so are we going to reap any benefit?"

"The question I would ask is why is Council involved in childcare in the first place and why does it cost us so much money? And I also happen to know there's huge workers' compensation"

"My kids went to a Council childcare center, and they're known for their compliance and they're heaps better because they have to comply, whereas private businesses don't. Also, they do have a policy, like I had to sign to say that if a child at risk needs a spot, then I had to clear the way... so they are there for those children that are in unsafe situations as well"

"But then how saleable are they?"

(In response to Council's CEO discussing potentially cutting funding to 30 of 1,000 community buildings)

"Could you lease them for a low cost, and whoever takes the lease has the responsibility of maintaining them?"

"The 30 community facilities, what's their value?"

"So, where do those funds go to?"

"Okay, so the word is 'closing' 30, not necessarily selling?"

"If you close them, and then in 5 years it's going to cost you more money to get it up and running, because it's been sitting there for so long"

"Could you give them an ultimatum? 'You've got 12 months to start making a profit for us, otherwise we're going to close you down'?"

Then you've given them that opportunity, so when they complain and whinge that you're closing them, you've said 'you had a chance, and you didn't take it'"

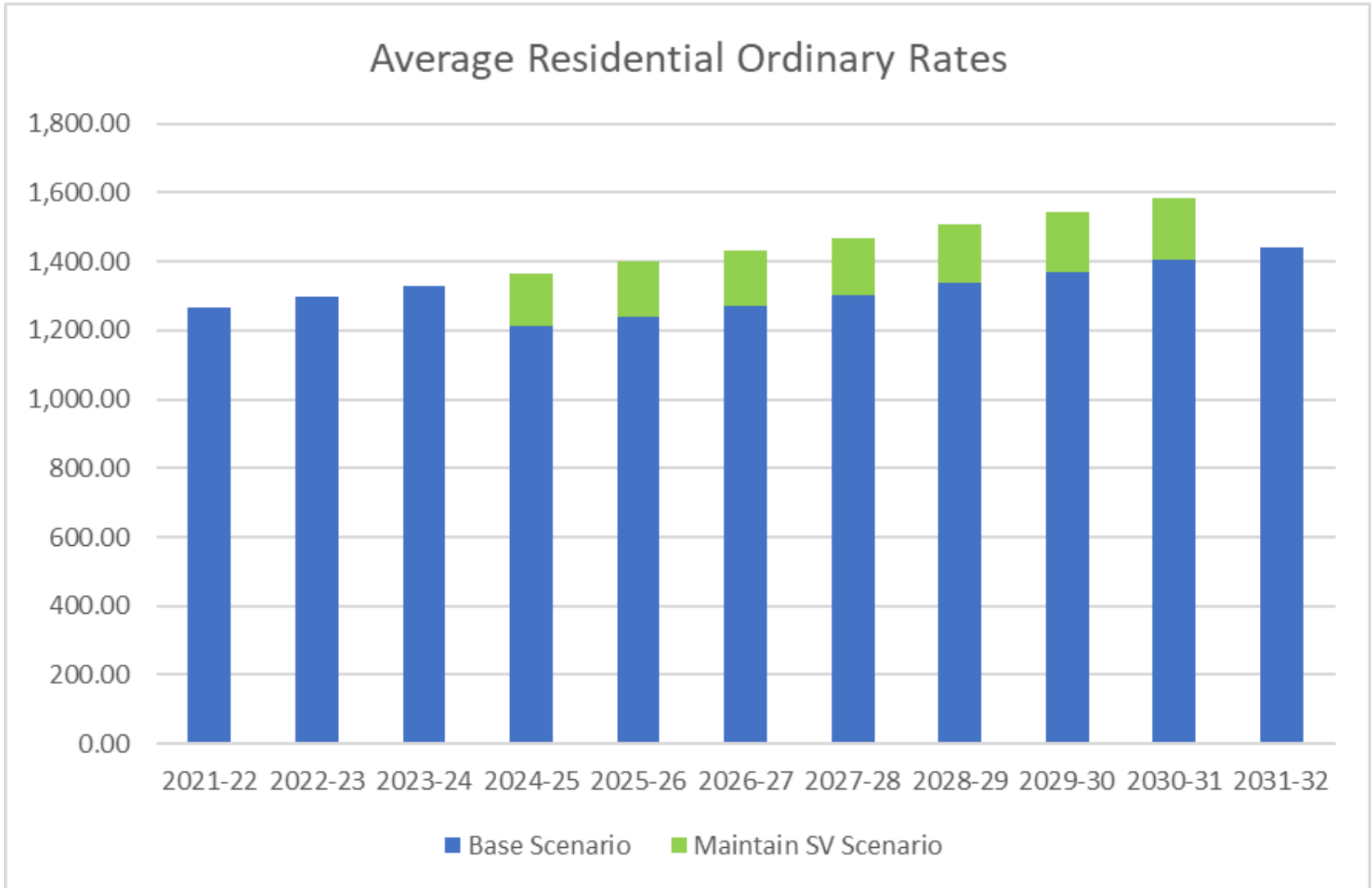




CRG Session 2: Rate Increase

The next part of the session we showed Participants two ways to present the rate increase over the proposed 10 year period (tables v chart) to get feedback and level of understanding and interpretation. The following 3 slides is what we showed Participants. Discussion points follow after...

Average Residential Ordinary Rates – Comparison of Scenarios



CRG 2 Discussion: Understanding the Rate Increase

After seeing the way the information was presented through tables and a bar graph there was initial confusion and a slightly greater understanding of the first table presented (with mention of table two “just delaying the inevitable”). Confusion tended to centre around property valuation affecting the increase in rates and the realization after seeing the breakdown that the yearly increase is not as bad as it was initially perceived to be. There was also mention that the hard part has been done so why are we concerned about it now and we should just be moving forward, however there was slight concern raised for lower income earners and those who would be more negatively impacted.

Confusion/Understanding

“I can explain the first one better”

“It's just delaying the inevitable, isn't it?”

“I think that if you took it out of the ‘going up for 10 years’ and then in 10 years’ time, when they're coming back down again, adjusted for inflation or whatever you want to call it, I think most people get that. But as to the intricacies of what it means, I don't know”

“The reality is if the rates go up, they're going to go up. They're not going to go down. Like, that's just life, so if they go up, it's part of inflation... all our bills go up. So, if it goes up in the next 10 years, it's going to just keep going up anyway”

“But are they going to come back down again, as the Council's going to lose 9%?”

“You'd almost need to have a side-by or top-and-bottom arrangement for people to understand that this is what the intention is”

Presenting the Information

*“I think you need a combination”
(of the tables and charts)*

“I think you'll find people don't understand numbers, they understand dollars. They understand what's in your pocket”

“I think if you're going to use a bar graph, you should put the absolute values with it as well. It doesn't make any sense by itself”

“Not everyone gets a bar chart”

“I think that you would have to say that, if you put either of them in there, at the end of the day you have to add a line that says absolute value... but you also have to specify that if we do the whole just ‘sticking with blue’, that this is the cost to the community, whereas if we do the green, this is what we're doing and this is how we're making sure Council is viable moving forward”

CRG 2 Discussion: Understanding the Rate Increase

Land Value

"The rate of inflation, let's be honest, the rate of property value... the increases seen in the space of the last 2 to 3 to 5 years, the special rates variation we've seen overall, for a lot of people, that's nothing. I mean, I'm just looking at the value of my property from five years ago to now. My next door neighbor just sold for about two and a half times what it was, and yes I know rates aren't based on retail sale, it's based on ongoing property values – I get that, but when you look at it in terms of the overall... the amount of money people are spending to buy properties, to sell them and the likes... for a lot of people, that's a minimal change overall to maintain that at a slightly higher increase for the period"

"...because property values are going up, they're going to pay more rates anyway so these figures are inaccurate"

"I'm saying it from a more broad view of people as they buy property – they don't necessarily understand all the time that rates are based on the government value of the land underneath the house, not the overall real estate value per se, but when you talk about people overall see their prices and their properties going up... they see, a lot more of them see and go, well, 'if the rates are going up, they're not going up by anywhere near as much as my property is by a percentage basis, so if I pay a little bit more on an ongoing incline, I'm still not paying anywhere near what the overall value of my property is if I sell it in 10 years' time"

"But for those of us who just happen to live in a place where our land goes up, we're not intending to sell... it's your home, it's something that costs a fortune to live there. My house could be worth millions but I don't want to go anywhere"

"Yeah – like, you pay a lot in rates to live on an un-curb-and-guttered road"

"The long-term here is that we've accepted this and moved on as a community as a whole, and we're seeing property values double in the space of 5 years, so to accept that we're only having 2.5% on top of that and to maintain that ongoing is a very, very different premise to going 3 years and then the door drops..."

"Are rates based on the unimproved land value?" ("yes") "Okay, so then once that revaluation is done, that is then reflected in your rates as well?" ("yes") "So, over this period of time, you're going to have VGs going through and coming in with new numbers... so there's going to be a natural increase because of land values" ("No, our rates are capped")

CRG 2 Discussion: Understanding the Rate Increase

Financial Impact

"We're talking about what, a 300 dollar... a 200 dollar a year increase on average? Obviously it's more for some of us, so it's not overly high is it? It's not more than 3 or 4 dollars for the average ratepayer, not more than 3 or 4 dollars a week for the year and when we've been through that list of things we're talking about cutting from the communities, things that are better for the community..."

"What about our retirees and our pensioners and people that don't have an income that have been in the community for a long time?"

"I agree. There is an issue for the lower income earners where the 4 dollars a week has more impact on them than it does on those of us in the workforce or who have a higher income or whatever. But conversely, those older citizens probably have a greater/more use for some of our community facilities than others. I don't know if there's ever anyone qualified for the benefit you get from what the Council does depending on your demographic"

"You've got more money to spend doing other things. But, is it worth clarifying that we're talking about an average rate increase of 4 dollars a week? It's when you put it in those terms, 4 dollars a week is not even a large latte at the local café, is it?"

"That's only one bill. What about electricity and all the other bills? That all adds up when it's 4 dollars a week for everything else it increases to"

"I mean the 15% increase, what's that going to cost us?"

"It does depend on your income, and the people who are most affected are people with limited income and very, very valuable houses"



CRG Session 2: Fact Sheet

In the final stage of the session we showed the Participants a fact sheet on the proposed service level changes. The following three slides show the fact sheet – and the slides after that provide a summary of the discussions after respondents had read through the proposed changes.

Proposed Fact Sheet

Maintaining our services

Maintaining our current levels of service relies on maintaining our rates at a minimum of the current levels for the next ten years. If the current rates are not maintained beyond June 2024, Council will have an average annual income loss of \$25.8 million. This means we will need to reduce or cease many services to find budget savings to compensate for that income loss.

We are undertaking community consultation to better understand the community view on what services are important and what the community expectations are around service levels. Should we need to reduce the budget by around \$25.8 million, we have outlined what services will need to stop or be reduced. We cannot cease any services that we are required to do under laws, or expose risks to public safety or harms the environment.

Services to stop

Beach safety and education	Stop patrols at Grant McBride Baths, The Entrance Stop patrols at 2 beaches. Stop annual funding partnership with Surf Life Saving.
Car parking stations	Outsource all free car parking stations to a private operator to convert to paid parking.
Community programs that are not funded fully by government grants including staff to deliver the programs	Stop community education programs, information materials to encourage people to look after the local environment, such as saving water or caring for the waterways. Stop road safety education program, such as safety courses for young people. Stop community safety education program, such as family violence awareness.
Community facilities	Sell up to 30 community facilities over next 10 years. Close at least one childcare centre and sell the property. Close at least one library and sell the property.
Development advisory services	Stop providing a planning development advisory service.
Economic development	Stop funding all economic enabling projects such as planning the Gosford waterfront and employment lands development. Stop funding activities related to the Central Coast Economic Development Strategy, such as encouraging businesses to move to the coast.
Grants	Stop funding community grants programme

Leisure centres and pools	Stop operating Wyong Pool. Outsource management of one recreation centre. be specific BB
Parks and playground	Remove 78 playgrounds. Stop maintaining and sell 60 parks/reserves. Stop mowing beside shared pathways on reserves or waterfront reserves unless a designated park.
Roads and drains	Stop investigating and resolving low and medium risk drainage issues. Stop investigating and resolving low and medium risk road issues including unapproved works in road reserves. Stop filling low risk potholes and undertaking low risk kerb repairs. Stop repairing low risk road shoulders and edge repairs. Stop investigating and resolving slope stability and asset condition concerns unless they are an immediate safety risk. Stop investigating and resolving low/medium risk customer enquiries.
Shared paths	Stop annual inspections of shared paths and footpaths, maintenance in response to customer complaints only. Stop undertaking low risk repairs and removal of minor debris Stop investigating and resolving low/medium risk customer enquiries
Sports programs	Stop all sports activation and staff support for clubs and associations.
Streetscapes	Stop mowing 500+ laneways in the north of the Central Coast. Stop low risk footpath repairs. Stop scheduling low risk illegal non-hazardous dumping and litter removal and only do if staffing available. Stop investigating and resolving low/medium risk customer enquiries.
Traffic and safety	Stop investigating and resolving low risk traffic issues, such as in suburban streets. Stop investigating and resolving low/medium risk customer enquiries.
Volunteers	Stop coordinating the environmental volunteering program. Close the nursery at Erina.
Water quality monitoring	Stop water quality monitoring programs for recreational and ecological health of our rivers, waterways, beaches and estuaries. Stop wrack and algae collection in Tuggerah Lakes.
Wharves and jetties	Stop maintaining and close low use wharves and jetties.

Proposed Fact Sheet

Reduce service levels

Asset management	Reduce asset management staff impacting timeframes to conduct asset safety and warranty inspections and reducing efforts towards the asset management program.
Beach cleaning	Reduce beach cleaning program by 50% with less frequency of cleaning, or only servicing main tourist beaches – Soldiers, Shelly, Terrigal and Avoca.
Bins in public place	Reduce number of bins and frequency of servicing of the 2,200 public litter bins by 25%. Remove/reduce services at bus stops, sporting ovals, foreshores, playgrounds, and beaches, and focus on town centres and high utilised pedestrian areas.
Bridges	Stop investigating and resolving low to medium risk issues. Only undertake high risk repairs.
Civic Services	Reduce response times to community with questions from Councillors, or the Administrator.
Commercial waste and recycling	Reduce hours of operation on weekends by two hours at the waste facility. Reduce services on Sundays including less staffing and stop landfilling.
Community facilities	Reduce maintenance at all community facilities.
Community information	Reduce advertising spend to distribute community information.
Customer service	Increase call wait times from <4 minutes to <6 minutes. Remove three face to face counter services at libraries. Reduced staffing leading to longer service and response times.
Dredging	Reduce scale of The Entrance channel dredging and associated sand for nourishment of nearby areas impacted by coastal erosion.
Events	Reduce number of major events and only deliver events in four areas where a business special rate level is collected – The Entrance, Gosford, Wyong and Toukley.
Green spaces	Reduce bushland maintenance team from 2 to 1 x two-person crews. Reduce biosecurity (weed management) staff from 2 to 1 staff. Only continue existing bush regeneration programs and stop bush regeneration in other sensitive natural receptor areas. Reduce weed spraying by 50% for parks, reserves and roadsides.

Internal services	Reduced staffing impacting IT system downtime / reliability of technical services; purchasing and stores management; payroll processing and project development capacity and extended project delivery. Reduce general metal fabrication, truck and trailer body fabrication, vehicle panel repairs; building trade and spray painting services, and possibly outsource some work. Reduce the provision of Rural Fire Services (RFS) planned and reactive vehicle maintenance. Reduced internal audit program to focus only on statutory mandated areas.
Land information	Increase in customer response times for geospatial and land information such as conveyancing certificates which means longer timeframes to execute a Contract of Sale when purchasing a property in the LGA. Increase in customer response times for lodging DAs or other property related transactions, name and address details for new ratepayers, water and sewer diagrams, or road naming for new subdivisions.
Libraries	Reduce programs across all libraries e.g. children's story time.
Natural disasters	Reduce the frequency of disaster preparedness community education programs. Further reduce financial contribution to the Rural Fire Service.
Pest management	Reduce management of declared pests such as foxes and rabbits on Council land.
Public toilets	Reduce cleaning staff and close about 36 public toilet blocks (30% of the 119 public toilets across the coast). Reduce cleaning by 30% at remaining public toilets. Alternatively, if full service cleaning of public toilets is maintained, about 48 public toilet blocks will need to be closed (40% of total)
Rangers for dog management	Only investigate high-priority incidents such as dog attacks. Link to what would stop. Reduce hours of operation on weekends and reduce proactive patrols.
Roads and drains	Reduce responsiveness to enquiries and issues related to the road, street furniture, bus stops and related infrastructure and services. Only investigate flooding or drainage issues where habitable property is impacted. Street sweeping confined to town centres only. Road closure requests will be delayed by up to 3 months. Road related strategy reviews delayed by up to 6/12 months.

Proposed Fact Sheet

Shared paths	Reduce strategic plan for cycling, pedestrian access and mobility. Strategy reviews delayed by 6-12 months
Sports facilities	Sell or lease 15 sporting facilities to community sporting groups.
Stormwater	Reduce servicing and cleaning of stormwater devices to once a year.
Street lighting	Reduce street lighting upgrades.
Streetscapes	Reduce staffing for enhancement projects e.g. street tree planting, including projects with community groups. Reduce frequency of southern roadside mowing and weed removal. Reduce graffiti removal and only remove obscene/offensive graffiti.
Town/city centres	Removal of contracted town centre services (security, cleaning, landscaping, reactive maintenance) and place-making activities from four town centres - Terrigal, Woy Woy, Umina and Ettalong.
Traffic and safety	Slower response times for medium risk issues, approvals and permits e.g. road occupancy licences, temporary road closures, work zones, heavy vehicle permits. Reduce line marking and regulatory sign program. Reduce project development capacity and extend project delivery timeframes Only remove weeds from traffic infrastructure when they become a sight hazard.
Tourism	Reduce spend on marketing campaigns and stop providing tourism industry services support to operators. Delay implementation of the Tourism Opportunity Plan for some projects until able to secure grant funding.
Urban planning	Slower processing of contributions plans. Reduce program of maintaining contributions plans. Limited strategic planning projects.
Youth services	Reduce youth service by 50% and outsource Erina Youth Centre.

CRG 2 Discussion: The Proposed Fact Sheet

After the Participants had read the Fact Sheet, several respondents suggested they now had a better understanding of the situation Council is in. However, for some there was a sense of hesitation as they felt threatened by the document, particularly the use of the word 'stop' and felt as though Council had already determined what they are going to do.

"Oh my god. It's doom and gloom, isn't it?"

"You don't agree to increasing it by, you know, for another seven years, then we're going to stop this, this, this, this and this – and I don't think it's like that; I feel threatened by that, saying oh, well Council got themselves into a hole. They've spent the money on the people of the Central Coast in some form or another – I think the people need to have a reduction in what's been spent on them because they've had the bonus of this money for a period of time – but you come out and say you're going to stop that, stop that, stop that if we don't get a pay rise. I think we're just living beyond our means, to tell you the truth"

"I think most of us think that it may entice people to start listening, watching them in the news, it might produce a bit of a steamroll, with people getting...vocal about it. I think you might have a bigger outrage"

"Just from tonight, from what we've talked about, from hearing some of the feedback that Council get from community members and based on the survey results – I don't think the community truly understands the significance of what Council's situation is"

"Because those results of the survey show, 'keep the same, or do more', that indicates that they do not have an understanding of what needs to be achieved and the value amount that Council needs to recover"

"I look at this and I go 'that's exactly what we need to be doing'. This aligns to what I was thinking while I was doing the survey – every point on here I go 'yes, yes, yes!'. That's what Council needs to be doing"



CRG 2 Discussion: The Proposed Fact Sheet

Making it More Useful

"Instead of the... if this was on your rate notice that said 'you currently pay this much per year, we're talking about your rates have gone up from 2020-2021 to now they went up to whatever that would be per week, and if we don't continue for the next 10 years, these are the list of things we may have to do to achieve budget viability', everyone would go, for \$2 a week, 'do it', or \$4 a week or \$8 a week. You put it in those terms..."

"It's like the original call out and the results there, when people were asked to actually say 'yes we do agree that this is where we need to go'"

"Not just the staff, even the physical infrastructure is going to go down really badly...It's a permanent one too, because you never fund to get it back"

"And we say 'okay, we're going to do this for the next 9 years – we've got to cut these services to make ends meet until we get rid of our debt.' How hard is it to put these things back into place in 10 years' time without a massive rates increase? Because they're going to have atrophied in the 10-year period, aren't they? Once they're out of Council's control, if they're ever still viable at all... they're still going to need a massive infrastructure boost to bring them back to what they are now"

Finding the Fact Sheet Threatening

"It's saying that 'Council will do this, this and this if we don't get our money'. There's got to be some sort of, to me, if you want to sell it, that document isn't a marketing document that tries to get the public, it's more threatening... if you don't agree with Council increasing their rates, this is what we will lose. Surely there's a softer way to present it to the public – not being so factual"

"Stop is a harsh word. Stop that"

"They're very harsh words, you know, 'you can't go swimming in Wyong pool anymore because you didn't pay', just like that, you know, and that's what I'm saying about that document; how that's presented. It's not marketing, it's not 'softly, softly' with the public to get them to cooperate"

"I can understand it being real, it is the numbers, but you've chosen how certain things to add up to 26 or 28 million dollars or whatever. We talked earlier about a blanket decrease on a percentage basis right across the board, so you're still offering all of the services, but a blanket decrease. There's no marketing side of this; to me, that document just sort of said 'we've chosen these items and these are the ones are going to stop"



Community Reference Group

- Session 3

Workshop 3

Date: January 24, 2022

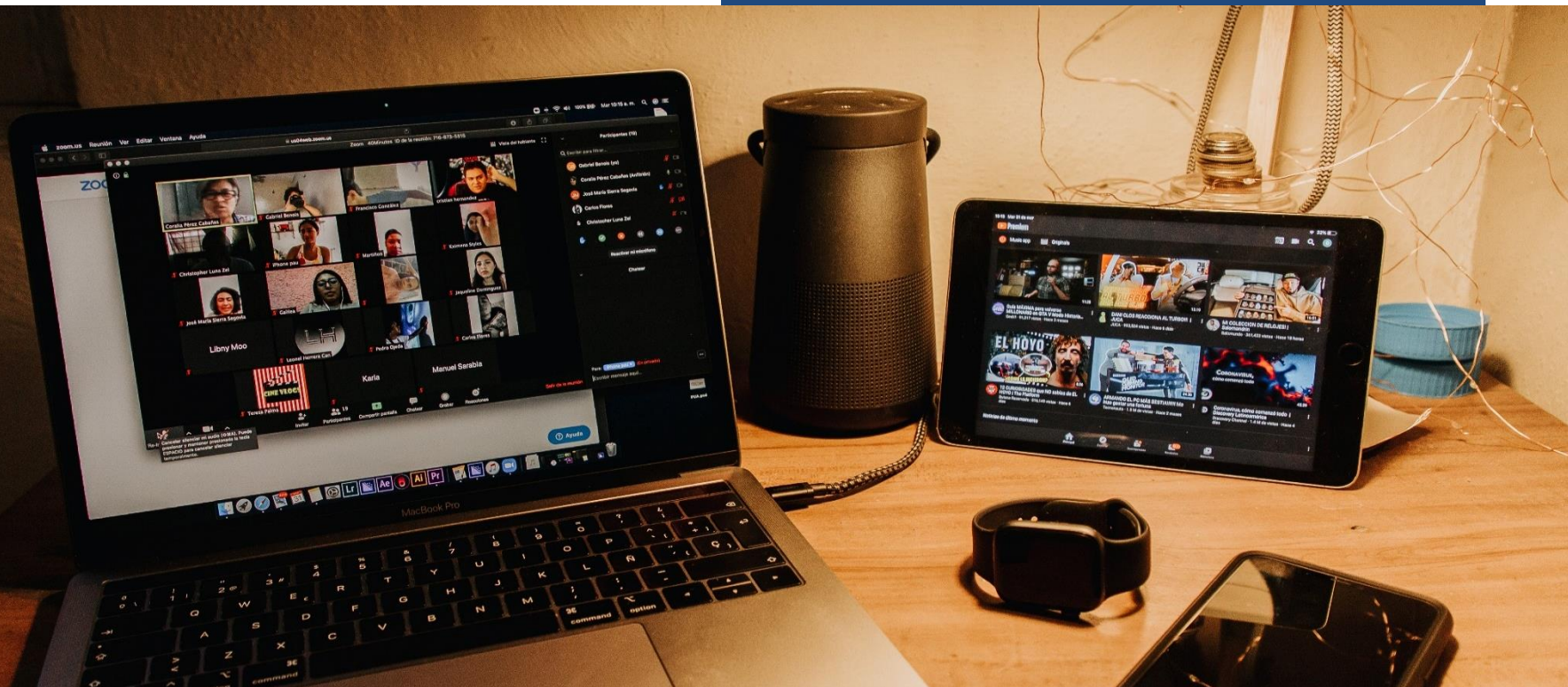
Time: 6pm – 7.30pm

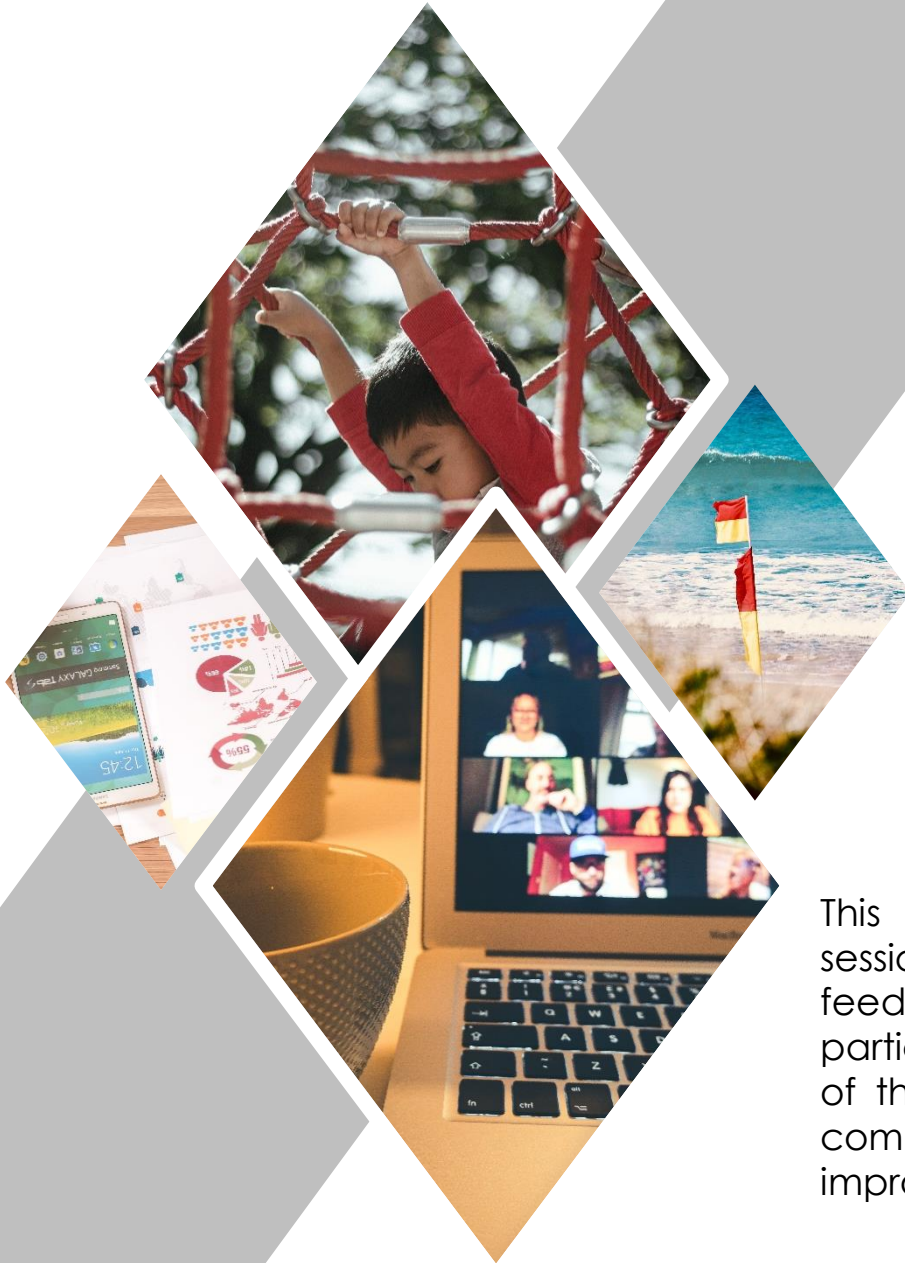
Location: Online

Attendance: 8 Residents

Workshop 3 was the final workshop held with the CRG Participants to:

- Obtain a sense of whether the CRG participants had thought/done more about Council's situation over the Christmas break (i.e.: view the draft documents on public exhibition, discuss options with friends/family, etc)
- Seek their input into how Council can determine which services to cut (if necessary), including reviewing the proposed Fact Sheet again
- Seek feedback on the messaging and engagement process.





CRG Session 3: Overview

This session had less 'structure' than previous sessions and was driven more by discussion and feedback on past results/sessions – and whether participants had created more solutions' as a result of the iterative process. We also discussed how communication, messaging and reach can be improved.

CRG 3 Discussion: Spending of the Restricted Reserve Funds

A key question raised by participants in Session 2 was 'how were those restricted reserve funds that shouldn't have been used but were used, how were they actually spent'? This was addressed by Council's CFO and CEO in Session 2, however a more detailed breakdown was provided for session 3 (see below):

- How were restricted reserve funds spent?

- \$69m used on capital works:

In 2019-20 Council spent \$242m on the capital works program, which was \$69m more than the average capital spend over the previous two financial years.

The additional spend included:

- \$11m for acquisition of land for playing fields in Wadalba to cater for new housing developments in that area
- \$5m additional open space and recreation projects, including upgrades to amenities buildings, redevelopment of Adcock Park, floodlight installations, and new district playspaces
- \$7m additional road infrastructure projects including road upgrades to improve safety, such as \$3.3m Carlton Rd
- Acquisition of land to build the Gosford Regional Library
- Approx \$6m additional expenditure on buildings including \$485k on disability access at community halls, upgrades to public toilets, roof replacements at surf clubs and improvements to community facilities.
- Additional \$20m on Water and Sewer infrastructure, including commencement of the Mardi to Warnervale Trunk Main.

- \$120m reduced revenue of water bills (IPART decision)

CRG 3 Discussion: Spending of the Restricted Reserve Funds

Once the breakdown was explained further there were further questions but there seemed to be a sense of understanding and acceptance from Participants.

"Can I ask the \$120M that went back into water, was that then spent on water and sewerage infrastructure?"

"So, it was essentially used to cover the cost of actually operating water and sewerage. So, the community got benefit out of it. I think all that information should be made as clear as possible to every rate payer"

"Why was it suddenly so much more? It seems kind of weird to me"

"I think it being explained that it was just a case of living beyond our means that it makes more sense and therefore we're going to have to pay more for the same amount of services. It hit publicly like it was in some way 'stolen' but it was more we were living beyond our means"

"Living beyond our means, not throwing a party and were certainly used appropriately"

When you hear the Council dipped into the reserves and overspent, it sounds like there's fraud or mismanagement somewhere in the loop. That explanation that this is what they did with the money, it sort of shifts the blame to IPART for taking at least \$120M for sewerage funds. I think all the things we've talked about and all the knowledge we've learned in these sessions, we need to find a way to get that to the community so they have the same understanding of what caused the issues, what the future options are and why this is such a draconian set of service reductions in a worst-case scenario

CRG 3 Discussion: Why Not Apply and Equal Reduction Across All Services?

Another key question raised by participants in Session 2 was 'why do we have to identify particular services to reduce, why not simply apply a reduction across all/most services?'

In Session 3 we revisited this with the following explanation:

- The services identified by the phone/online survey respondents (separate quantitative surveys) as ones that could potentially be reduced would not cover the \$25.8m annual shortfall Council will face if the SV is not extended – so in that sense, yes, it is better to reduce service levels across as many service categories as possible than identifying just a handful of areas.
- That was the rationale behind the development of the Fact Sheet (which was discussed in Session 2 – refer to the CRG Session 2 section earlier in this report for a copy of the Fact Sheet).
- Participants were then challenged by the Moderator to think of an alternative approach to that which is outlined in the Fact Sheet. Of course, that is a very difficult task – and participants tended to focus more on concerns around costs and the long-term risks such as not being able to get a service back as it will be more costly to bring it back once stopped/reduced for a number of years.

These issues are explored in more detail on the following slides:

CRG 3 Discussion: The Proposed Fact Sheet

When we revisited the Fact Sheet in Session 3, two main concerns were cost implications, and the potential 'shock' reaction ('pitch forks and torches') from the community at the severity of the reductions needed.

"If the Council did reduce service levels and maintenance levels, could that potentially drive-up liability insurance? And cost them more?"

"Reducing services actually comes with an increased cost"

"Even saving the \$5M, you wouldn't have to borrow as much surely and it would look like Council had done something to try and amend things"

"Being our rates currently seem higher than other areas in Sydney... is this temporary while were in trouble? We seem to be paying more and getting less"

"My reaction to that list all seems pretty shocking. Removing beach safety and ripping out playgrounds, I don't think it's going to go down real well with the general public"

"You're going to have to have a really comprehensive session with the people about everything on that list and try and make some part of the community understand it's the only way we've got to go. I imagine there will be pitch forks and torches out the front of the Council building if we try it but you're going to have to have some sort comprehensive justification"

Participants were asked: 'Does it feel right that this volume of service cuts/reductions (on fact sheet) would be required to save \$25.8M... If Council did go to the community with this document, how are you going to react to it?'

"I personally thought that would be more than \$25M"

"I think if you're going to put that out there you need to put a really good understanding of where the money is going because that's the first thing people are going to jump to, is they want to know where the current money is going to. I would just make sure the messaging is very clear on both sides"

"I think there needs to be a clear understanding of how it came to this. I think there's going to have to be some really clever communications to the community"

"I think people think that the Council just mismanaged their money and wasted it when they actually had a genuine need to spend that 200 million odd dollars"

CRG 3 Discussion: Communicating the Proposed Fact Sheet

When asked how can Council communicate the Fact Sheet, there was a variety of suggestions with the most commonly agreed upon being digitally and in an attention-grabbing, straight to the point way such as an infographic with links or places of reference to go for further information for those with a higher level of interest.

"I think it has to be electronically. It needs to say this is what we currently spend on this now and were going to reduce it to save this amount of money. So people can see what's being spent now, the percentage you will reduce it by and what it means for the outcome. If you do it electronically, you can click on service, see the detail, see the costs, how much will be saved, etc.."

"Infographics are a great idea as it's a snappy way at getting points across"

"A short, sharp and colourful explanation where high interest groups can go explore the parts they're most interested in"

"Infographics are a really good idea"

"A simplistic infographic with the 10 areas that you said, with maybe dollar figures of what it is now and what it will be and then if people want further information to dig down how it will impact them, then they can go to the website and look at that information"

"It should be on Facebook"

"If you're going to put it on social media, maybe a video explaining why and going this is why we're doing it. Showing the points in a more colourful way and saying this is what we're reducing and this is why we're reducing it. There will be people looking at this information and thinking how do I even read this and how do I digest this? It might be easier for some people to see a video and watch someone explain it"

"It might be possible to use the library network as a resource to distribute paper copies to people who won't go online"

"You will need to do some sort of mail out or local community newspapers as not everybody is online"

"Use every resource you've got to get the message out there"



CRG 3 Discussion: Improving the Engagement Process

When asked about ways to improve the engagement process with the community and effectively communicating the message, discussion tended to focus on utilizing community groups/leaders, accessible, short and easy to read information and open/honest communication.



Transparency

"By being open with everybody"

"Explain why it happened, what's going to happen and what the long-term expectations are"

"If the numbers don't add up, they don't add up. I think being open and honest and show that it's not viable the way it is, you might get 49% on board"

Community Groups

"It might be worth asking the community if they have ideas on ways things might be improved. It might be nice to ask people what they think"

"Some community groups have a specific interest and they may push their own agenda but those groups have community members. Perhaps using those groups as a way to get to community members through their common interests. It may skew the results being bombarded with the same opinion"

"I think you need to take advantage of the community leaders. There's plenty of inter-agency meetings out there, as a community leader myself, there's a bit of a disconnection with Council so we can't feed this information to our networks and contacts. I think it's a missed opportunity to pass information through"

"If the communication started with 'you're in danger of losing these services'... You will get a response. If you did that for each community group and for individuals and you started talking about the services, they rely on that are at risk. You might drive the response rate up"

"At least you're getting an initial negative response to their own risk and it gives them an awareness"

"The local school emailed a link to the P&C... and I thought that was really effective as someone who has never clicked on a survey ever. This is another example of those high interest groups e.g., here's this, circulate it to your members/neighbours"



CRG 3 Discussion: Improving the Engagement Process



Social Media/Visual

"I would suggest media, such as radio, an infographic leading to the website, NBN News, social media"

"Social media and emails with a graphic and button click"



"With social media you have to boost to get any interaction. Government tends to be suppressed on social media unless you pay for it to be boosted. There are boosts that only cost about \$15 and they can reach up to 1,500 people. There are ways to get around it that have low costs but are you willing to take those steps and reach those audiences? We are in the digital age at the moment, if we can get something out digitally, we can reach more people than we could with the newspaper. Everyone is on social media at this point"



"Is there any way to make your community engagement more entertaining? It might be the entertainment factor that is so low because there's nothing that's grabbing at people... you're going to want to listen to this as it will drive up your interest rates"



"Would you be willing to partner with TAFE students who are studying screen and media and using their knowledge and information to translate that into ways that look for ways to communicate with the community"

Other comments

"When the topic of Council comes up, they really like to have a go. Maybe you're right, if you've done all those things maybe they really aren't interested"

"I wonder if there's a lack of interest in the council from the community, its not attractive its not interesting and it's not fun"

"Mailers seem to not get missed. I'm a big fan of mailers to be honest, I know it's probably not the cheapest medium"

CRG 3 Discussion: Feedback on the CRG Approach

Session 3 Participants felt the CRG process was generally fine (particularly in-person sessions). They also felt the iterative process had given them a greater understanding of the challenges facing and role of Council.

Feedback

"I think it's been really well done; I think it's been great. I can't think of any improvement"

"I liked the face to face the best. It's been good"

"I think having the momentum of the 3, it creates the opportunity to get the information, process the information and provide the feedback. We had loads of opportunity to give feedback and have discussions"

"We spent a lot of time asking questions that Council are answering for us, perhaps if we got some information up front we could then send back written questions and then we get those answers back before the meeting"

"I think it's been well run. I couldn't make it to the second session; it would have been nice to have been able to zoom in"

"Now my interest has been peaked, I'd like to know where it all ends up. Will we know anything more after this?"

Understanding Council

"It's made me understand that there's more levels that we really don't understand. It certainly made me trust Council more"

"It's certainly given me a better understanding of the complexity of Council operations, and understanding we're in the red not because they were making mistakes, they were genuinely trying to provide a level of service"

"It's not a closed shop anymore and hopefully that's the direction Council will be going when it comes under elections. People thought this was just ticking boxes and while I didn't feel that way, I have certainly been encouraged every session"

A Box-Ticking Exercise?

"When I first came in, I did think it was a tick a box process, but I have since changed my mind"

The first session, I think the barrier was that it was online. This session is different and the second session was a whole lot better. I've always been an advocate of Council but this has allowed me to have more insight into Council and this allows us to more advocates for Council and help create the narrative out in the community. For me it's been really positive in that perspective"

"There's a lack of understanding in the community and that's Council's biggest barrier, of what Council is doing"

CRG 3 Discussion: Public Exhibition

Despite direct emails (which all eight CRG 3 Participants said they did not receive – so there may have been a technical issue) and mention at the second session, all Participants were unaware of the documents on public exhibition over late December/early January and there was mention they did not feel this was publicized enough or communicated well to the community.

(The lack of responses to the public exhibition) "It communicates to me that it wasn't publicized enough"

"I wasn't at the second meeting but I feel kind of miffed that I didn't get the opportunity to go and see them to be honest"

"They should have absolutely promoted the hell out of it, it's the most important document that's been released in the last 18 months"

"I'm just curious as to how it was promoted. I watch the news and stay on top of things, I thought but I didn't hear anything about it"



"I think between Christmas and Omicron and the complete change of lockdown it was probably lost in the background noise"

"I think it's very hitchhikers guide to the galaxy... I think people are still looking for someone to blame. I think it could have been perceived as something that was kept in the bottom drawer"

"I thought I kept on top of things. I did go searching for the Greener strategy but I was not aware of any of this and I feel quite annoyed I didn't get to see it"



Business Leaders Roundtable

Business Leaders Roundtable

Date: October 27, 2021

Time: 12.30pm – 2pm

Location: Wyong Council Building

Attendance: 12 Business Leaders

A Roundtable meeting was held with 12 Business Leaders of the Central Coast to discuss areas of investment (more/same/less investment) and potential implications of reduced service delivery for the business community and the future of the Central Coast.





'Forced' Preference

Business Leaders were asked whether they would prefer cuts to services or an extension of seven years to the SV.

Support for the SV Extension



9 out of 12 Business Leaders believe applying for the 7 year extension on the current SV is the best option moving forward.

One would like to see a third option introduced which combines the two options...

"Going ahead with rate increase but also cutting 200 staff. If we were a business, we still wouldn't have those 200 staff in here now, they would be gone. You would do it because you don't have the luxury going out and saying I'm going to charge all these people more. Yes, I agree, charge us more so when can get back on our feet but don't drag it out for as much as 10 years and cull as much as you can now. Get rid of the tourism funding, get rid of connected communities and get rid of other place managements"

None believe just introducing service cuts is the best way forward...

"Nobody thinks the services we currently get are adequate. I don't think it's going to get you out of the hole here"

One could not provide an answer of preference as they do not feel they get services...

"I live west of the M1, when we are talking about services I am thinking, what services do we have? Roads, yes. Rubbish and RFS, yes but that's it"

When the 12 Business Leaders were asked whether they would prefer cuts to services or an extension of seven years to the SV, the majority indicated they support of the SV extension.

Further verbatim responses on support for the SV are found overleaf...

Support for the SV Extension

Verbatim Responses

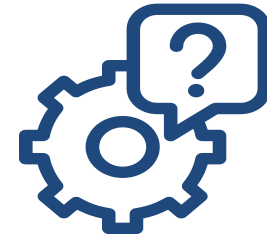
"I'd happily back the Council if I had a good thing to sell"

"Everybody understands that businesses go up and go down, but if they don't have the plan to get out of it then you won't get the business support"

"I can say the majority of us here are in agreeance that we support the rate increase (continuation) but I think that end game is really important and that's the missing communication. That's the sell, that's the message, that's the carrot at the end"

The above comments were all alluding to Council needing a plan – because if Council wants businesses to support them, businesses will want to see that plan.

See also Slides 83 and 86 for references to businesses being willing to help Council 'sell their plan'.



Service Levels and Impacts

During the workshop the Business Leaders were provided with a mini questionnaire (see next slide) that asked them to write down the most important council-provided services for their business/members, how much they believe Council's level of investment should be moving forward and the impact on their business/members if the service were to be reduced or cut completely.

Service Levels and Impacts

Central Coast Council – Business Roundtable

Most Important <u>Council-Provided Services</u> for Your Business/Association Members	Should Council Invest...	Impact on your business or association members if service had to be reduced or cut...
	More / Same / Less	
	More / Same / Less	
	More / Same / Less	
	More / Same / Less	
	More / Same / Less	

Not surprisingly (given it was an open-ended question), a myriad of different services were mentioned. However, four main 'service themes' emerged, along with some 'others':



Infrastructure/
maintenance and
management



Planning and
development



Tourism



Waste
management

Detailed responses and level of investment are provided on the five following slides...





Service Levels and Impacts: Infrastructure/ Maintenance and Management

Most important Council-provided service:	Level of Council investment:	Impact if service had to be reduced/cut:
Security & cleaning/recycling	More	Residents & visitors alike appreciate safety and cleanliness
Road/drainage infrastructure	More	Poor infrastructure leads to difficulties in transport/servicing/growth - lost opportunities to attract investment
Town centre maintenance	More	Poor maintenance/poor street appeal detracts from business and confidence. People will shop elsewhere
Suitable community assets. Fit for purpose	More	Increasing costs and decreasing ability to service more people
Roads	More	Transport and travel key to all CC businesses and community
Infrastructure management	Same	Manage infrastructure liability and risk
Necessary improvements in building and technology	Same	Efficiencies to continue
Road maintenance	Same	Reduce Council staff, sell assets/maintenance equipment and contract to local business for best price/best job competitive
Maintenance of buildings	Same	Currently joint-share operations. Council & clubs maintain to a suitable expected level for emergency & community
Environmental management	Same	Outsource to maximise value e.g. parks, gardens and fire hazard management
Get back to core Council services	Less	Most 'members' would support

Business Leaders would like to see more or the same level of investment for infrastructure and maintenance/management of the area to ensure the area remains visually appealing, core services are maintained and business operations such as potential growth and accessibility are not greatly impacted.



Service Levels and Impacts: Planning and Development

Most important Council-provided service:	Level of Council investment:	Impact if service had to be reduced/cut:
Planning & development approvals	More	Low job creation increasing commuter rates. Upheaval and move to other more business friendly regions. Private investment will cease turning off the only tap for revenue generation at the moment
Development application process/outcomes	More	The Coast needs more of the right type of developments and needs to work with applicants better to find a solution as opposed to blocking
Planning Department/Strategic Planning	More	Future planning/town centre growth/re-zoning employment lands is set back longer than the 10 years
Enhancing development & planning processes	More	Reduction in local investment/growth
Development approvals	More	Increased delay in providing investment certainty in building projects - loss of investment
Improving basic infrastructure	More	Infrastructure currently designed to suit low-rise residential communities. High cost associated with new development
Economic development	More	Ability to attract investment (public and private). Low confidence for growth by business, so will move operations to other regions
Planning	More	Delays in approvals lead to loss in investment, shortage in housing, lost opportunity to increase rate base, loss of jobs
Bringing on additional/essential employment lands	More	Reduction in employment growth
Servicing employment & residential growth opportunities	More	Loss of employment & population growth
Planning and development	Same	Not investing more but prioritising those that can strengthen growth and revenue generation. Focus planning on med-high density residential & industrial to fast track returns & build a higher revenue base (med-long term)

Business Leaders have a strong preference to increase the level of investment in planning and development to ensure the growth of the region focusing on infrastructure development, generation of employment (that remains and doesn't 'boom' then residents 'move on') and increased residential development.



Service Levels and Impacts: Tourism

Most important Council-provided service:	Level of Council investment:	Impact if service had to be reduced/cut:
Tourist facilities	More	Greatest impact with less tourists & residents seeking alternate venues
Tourism/visitor economy	More	A reduction on spend affecting the visitor economy (e.g. destination marketing, product development, event investment) will affect Central Coast's ability to compete with other regions for tourism market share
Tourism funding	Less	As a business, Council cannot afford to fund
Community & tourism	Less	Less direct investment but support continued for private drivers
Tourism	Less	CCPC began the CC Plateau Harvest Trail to enable farm resilience. Idea seconded by Council to a weekly event. Could revert to year long CCP Harvest Trail
Community/social services	Less	Too much money spent on non-core services. Events are now a luxury
Connected communities - events planning	Less	As a business, Council cannot afford to fund

2 Business Leaders believe Council should invest more into tourism as they feel reducing tourism will reduce visitor spend. However, five mentioned Council should invest less in tourism as they believe it is an expense Council cannot currently afford and should be outsourced.



Service Levels and Impacts: Waste Management

Most important Council-provided service:	Level of Council investment:	Impact if service had to be reduced/cut:
Waste management - circular practices	Same	Efficiencies by collaborating with other Councils and private organisations to introduce circular practices can keep costs down. Outsource the marketing of CC as a tourism activity using existing budget. If we aren't investing in tourism assets; we need to balance how much tourism we attract as we won't be able to service - 'region is full'.
Waste collection/recycling and furniture pick ups (residential)	Same	I think these services are adequate and very important to maintain. Cuts to these lead to more cost and low morale due to untidiness and illegal dumping
Rubbish/waste	Same	Changing demographics has made this service essential. Used to do it on property (burn, compost and bury) - change the environmental policy

Waste management is seen to be an important service (it was also mentioned on the 'Maintenance and Management' slide – see Slide 73), however, there appears to be no need to invest more in this area.

Service Levels and Impacts:

Other Services

Most important Council-provided service:	Level of Council investment:	Impact if service had to be reduced/cut:
Opportunities for Social Enterprise Businesses	More	Long-term youth unemployment. People stuck in welfare dependency - lack of local skills development
Free parking	Same	Downturn in visitation
Joint share equipment	Same	Currently joint-share emergency equipment needs to continue for both sides
Life saving operations	Same	Consider consolidation or outsourcing to somewhere like ALS
RFS/Fire	Same	CC Plateau forms *water for* most fire events of magnitude. Barrier to high populated areas
Community grants program	Less	The community grants programs should be invested in helping organisations become up-skilled to be more efficient and sustainable as opposed to handing out money
Project management	Less	Too many staff, get paid too much money, contract out required construction. Too many people not making the call

Opportunities to outsource were further mentioned through Social Enterprise Businesses, outsourcing life saving operation expenses and contracting out construction projects.

Key 'Impact' Themes

Following on from the previous slides (which were grouped in themes based on 'service type') we have also identified some themes based on participant suggestions around the impacts if particular services were to be cut. These include:

Outsourcing:

Business Leaders mentioned opportunities to outsource or look for PPP's for some costs/services, such as waste management, marketing and working with contractors and other Councils. (See also Slide 88)

Business Efficiencies:

Business Leaders are concerned about reduced services impacting their business efficiencies and suggest ways to avoid this e.g., collaborating with other Councils (as mentioned above), joint-sharing equipment, adequate forward planning, reducing frequency of events to reduce costs, etc.

Customer Attraction:

Another concern is the reduction in services that will potentially impact the ability to attract more customers, e.g., lack of maintenance of public space and limited parking outside of a business may deter potential customers, reduced investment in tourism will reduce the number of visitors to the area, etc.

Growth:

Business Leaders raised concerns about reducing investment resulting in reducing growth and development of the region which in turn reduces growth of businesses e.g., limited availability of workers and a skilled workforce, residential growth of the area and keeping people on the Coast long term.



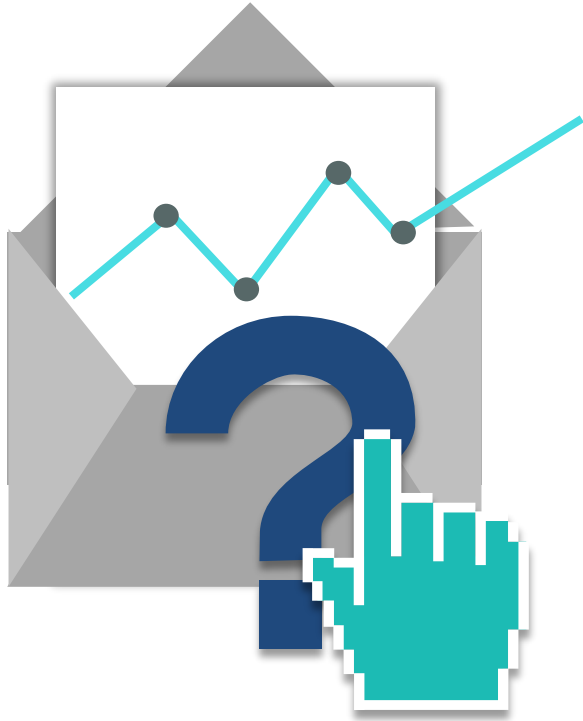


Key Points of Discussion

The next section groups common themes of discussion that were recurring throughout the Business Leaders workshop. The two major areas of interest to be addressed include communication by Council and future growth/opportunity of the region.



Key Themes: Communication



Business Leaders believe one of Council's greatest downfalls is its ability to communicate effectively, particularly when it comes to dealing with a difficult situation. It was discussed that Council should remove the messaging focus of 'justified anger' and the focus on Council's efforts to improve the situation to have a more positive spin that focusses on the residents and forward planning of the area.

This change of direction should include delivering a message that highlights the vision of the area and how the changes made today impact the area and residents of the Coast in the future.

Business Leaders also believe Council can improve their communication strategy via a greater distribution of information that is easily accessible and understood by the average resident (i.e. there is a perception amongst these business leaders that at the moment only the 'invested' 2% are going out of their way to seek information and have an understanding of the information that is being provided). Effective messaging should be simplistic (such as dot points, clear, concise and straight to the point) and available through a range of different mediums.

Business Leaders also suggested that if the messaging was made simple (preferably in dot point form) they would be happy to distribute to increase the level of reach within the community.

Key Themes: Communication

Verbatim Responses

"I think communication is what lets this council down – there are alternatives and opportunities. We work out what we think might be the best way forward, what could potential alternatives be and how could we do that, but the general public needs to understand what are the outcomes of these and how quickly are we going to hit those outcomes? They accept the SRV but will want to know what they get out of it and how will they be impacted, how it will affect growth of the community and when is it going to impact the growth. How soon will I see the impact and what are you going to do if I don't see the impact? There's a lack of accountability, there's a lack of communication. These are the sort of things I think we need to focus on"

"It has been so badly managed and communicated when it comes to prosecuting the message and argument. The headline 'Does it Resonate?' and explain the efficiencies and the core savings. We had a merger that didn't come together, the community stayed apart, no savings, no efficiencies, etc."

"The messaging needs it be really positive moving forward"

"Quality communication is still only going to the 2% of the region that actually reads it. It's the same 2% that complain about everything. How do we get the facts out to the rest to distribute the positive message?"

"Communication is too cluttered and overcooked (bombarded on Facebook and website) it needs to be stripped down information and simplified with the core key messages to be widely distributed"

"Key to communication is: authenticity, transparency and hope. Business will understand the need to extend rates, this is not the issue you need to convert them on. The average resident is your biggest antagonist. Businesses want the strategy and plan for how we are going to survive and thrive to gain confidence to continue investing in their growth. Their key levers are planning & approvals and economic development strategies. Businesses need clarity and guidelines, they will do the rest with helping us to generate revenue for the region"



Key Themes: Communication

Verbatim Responses

“Communicate core facts and get back to basics. You have got to communicate or you're going to lose this battle”

“Community sentiment and communication challenge. There are currently two unmet needs in the market; we have a public enquiry and we have really low confidence because of the perceived lack of transparency. If you're trying to create the change and want the community to come along with this situation, they have to swallow some pretty big bitter pills and the pills keep coming. My suggestion around communication strategies is the same way business approaches transformation; what's the climate you're trying to address? The community wants transparency and authenticity and something to look forward to. If you don't also include what the vision is it will be viewed as a short-term thing. If they can't see we have structure in place you will not get the community and this includes the business community and the business community will not expand here and they will shut shop and move elsewhere. Businesses are sitting still right now and are just waiting. We have gone through COVID quite well as a community because we are largely manufacturing and those businesses have been thriving. We've got through COVID as an economy really well. We need to build the narrative and let the community know they're about to swallow a big pill but there is also a vision”

“You're not in a great position at the moment for people to go proactively looking for the information and it is very cluttered as well. You need the backing for some of these big decisions, you need trusted local businesses to back you publicly because the reputation of Council is damaged”

“Communicate core facts and get back to basics. You have got to communicate or you're going to lose this battle”

“The pragmatic thing is, is that you're in a financial hole and you need to work your way out of it, but the tough decisions are easier to communicate while you're under administration. Absolutely the tough decisions need to be made but it is about having that forward projection about what will this mean in a decade's time. So, the people are actually able to focus on that”



Key Themes: Communication

Verbatim Responses

“Give us some key bullet points of key savings and positive points and we will do it, we make a submission. We will go out to our members and give them a positive light on what Council's doing under administration and thank goodness they're there. And give us a bit more facts so we can actually frame out own letter off to the submission and send it. Make it easy for us and we will do it”

“It's about prosperity, at the moment what we're hearing is cost cutting and expenses. I think the language now needs to shift to prosperity”

“No one cares about comparing to other LGA's. The vast majority just want a simple message”

“We acknowledge your work there. You're in God's country doing God's work but that needs to get out of the messaging. It needs to be acknowledged, it's fantastic but as a ratepayer they just get upset because they hear and just think of the mess, they don't want to hear about the hard work going into it they just want outcomes and positive messaging”

“In 6 weeks how do you communicate to the general public that we want to maintain the same level of service with the bill you're currently paying. You can't sell doom and gloom. Nobody is interested in what's going to happen if we can't get it”

“The current State Gov have handled crisis & recovery extremely well with their PR & Crisis Comms. Invest in a quality crisis comms consultancy to help you with this narrative and turn community view around. Think 'an election' - how do you influence and change people, etc. It will be worth your money in the long term”



Key Themes: Future Growth and Opportunity

Business Leaders frequently discussed opportunities to further grow the region and removing the focus from tourism and rather rebranding the Central Coast as a 'powerhouse' or 'industrial hub'.

There was a great desire for Council to work with businesses to bring people to the Coast through higher density living (particularly as a potential opportunity for increased revenue through rates) and maintaining employment on the Coast to keep the spend of disposable income local rather than in Sydney or Newcastle. There was mention of how Council could entice businesses to operate on the Coast rather than relocating to Sydney/Newcastle.

Business Leaders believe there are great future investment opportunities for infrastructure (such as establishing and attracting industry and the increase of apartment blocks) and services for longevity of the region. This can also be achieved by reaching out to businesses to potentially create Public Private Partnerships to reduce the financial strain on Council to ensure development is not held back for a further 10 years (as these Business Leaders realized that realistically it will be longer than 10 years due to time delays and the complexity of large developments and approvals).



Key Themes: Future Growth and Opportunity

Verbatim Responses

“We need to draw people in, we need to increase the rate of growth, not only in population but business and industry tourism”

“If we have learnt one thing from COVID is that you cannot put all your money into the tourism basket, it's a huge risk. Invest in sustainable and essential services/businesses to keep spend here. Growth won't get us out, building buildings won't get us out of it either. It happens too much on the Central Coast where people just pack up and move, skills and longer-term development needs to be invested in and have more thought around any infrastructure projects”

“We realized this years ago so we moved into building and advertised to get people here. Wyong Shire had a boom of growth now we're down to 1%, we lost all our industry. The Central Coast doesn't have an icon/ a major drawcard, it's not industry, it's not anything else, it's actually people living here - we are a domestic market”

“What incentive could Council give businesses to relocate here to bring employment here on the Coast?”

“The reality is, we have the Administrator now, this is the time to make the hard decisions to set the right foundation. We need to bring people along for the journey. I want to report we are going through a bit a transition right now, a bit of transformational change, we have to tighten the screws in this point in time, but it's not about spending less or more but spending more efficiently and effectively by targeting particular areas to get that growth. How do we stabilize what we currently have, how do we draw in revenue into the future and create an environment of employment (most work in Syd or Newcastle). Now is the time to lay the foundation and infrastructure to attract business and industry”

“Industrial is the way forward, getting investment coming back through and being able to communicate the vision before we get an elected Council back in”



Key Themes: Future Growth and Opportunity

Verbatim Responses

“In terms of accelerating for the whole Central Coast and obviously the financial position of the Central Coast Council, future growth & opportunity in terms of infrastructure is going to be critical to a whole range of things. Not just growing for us as actual businesses on the Coast but also for supporting the long-term fiscal position of the Central Coast Council. How can we work symbiotically to support outcomes for everyone?”

“There is some concern for no infrastructure for 10 years, we're obviously behind and if there's opportunity for follow up meetings with this group to discuss how we can attack that funding, maybe a third-party entity to deliver that project. The community doesn't want to see more asset sales but they don't understand”

“When we look at the political environment in this point in time it's an interesting dynamic. We're coming out of the COVID situation and we have a federal election coming up in March. Government both at the State and Federal levels are throwing money in terms of COVID, for projects and programs that will start to generate infrastructure development and a whole range of things that will have an impact on employment and have an ongoing economic return. What I want to hear is whether or not most of that funding and investing is going to potentially new infrastructure or whether or not there is capacity to be able to leverage that to be able to upgrade the current infrastructure which would enable future growth and development. I would like the development of additional industrial infrastructure and not just rely on the tourism aspects but really creating the Central Coast as an industrial powerhouse. Given the fact we are sitting between 2 major ports and potentially 2 major international airports. With the M1 motorway with one of the Nation's biggest road infrastructure projects we are pretty much in a prime position. The reason I ask about the here and now is that the money is going out here and now”



Key Themes: Confidence



Business Leaders expressed an increasing lack in confidence with Council. They believe this lack of confidence can be improved by continuing to work with the Business Leaders and implementing an effective communication strategy that targets the business and general community.

Although the level of confidence is continuing to decrease overtime with the increasing negative news in the media, it is important to continue to reassure the community and maintain that positive focus through messaging and visioning. Another area to assist with maintaining confidence is to ensure that the decisions/strategies implemented now will be continued and supported by the incoming elected Council.

“We are losing stakeholder engagement, Council has a terrible name locally and nationally, we have terrible name and we need to change that as it's fundamental to most of our businesses”

“Your stakeholder confidence has plummeted. Along with community confidence”

“Whatever you decide, how are you going to make sure those decisions are locked in so they don't get overturned when the elected Council takes over?”

“The very sections of your Council that you need to be working well to promote development approvals are so far behind the 8 ball – You're understaffed and overworked and you're getting DA's coming out of your ears and its difficult for us as urban planners where it takes 8 months for a development application”



Key Themes: Other Opportunities



Business Leaders also suggested a few additional opportunities that Council could explore such as outsourcing costs. This could include having events hosted by external suppliers, State Government taking more ownership over infrastructure and involving the community more in local projects on a volunteer basis. There was understanding that actions like this will not solve the current problem at hand (i.e. within the 6 week time period) but can be considered and put into motion now to reduce costs in the long run.

“Some would argue that tourism events won’t be core business for Council – Plenty of Councils outsource it”

“If you have State Government grants for infrastructure and they retain the ownership and therefore they have the maintenance of that”

“Can you try and take a more positive spin and take it back to the community and community engagement? Respect the value of volunteers and then you can have an award structure to get people involved and recognized. E.g., getting the community involved in mowing, etc. If you want it to look better then take it on and do it...”

“You have got to be careful about what is focused on. Maybe it’s worth actively not fixing some things to prove that you are saving money (e.g. the street signs with new logos on them - the community sees it as wasting money)”



Key Themes: Opportunities

There were also comments on the divide between the North and the South and the lack of understanding between the two areas (there appears to be a continued sense of 'us vs them' mentality). Implementing strategies to reduce this divide and continue working on coming together as one should prove beneficial across the region.

"What surprises us is the lack of understanding. There is still a difference between the North and South"

"Gosford and Wyong Councils for the last 20 years have had a bad reputation. They just fight each other"

"The residents (Wyong Shire) don't understand they are less impacted by this rate increase than the former Gosford"

"We (Wyong) were impacted by that a lot longer and accepted a rate increase to get to a point that we went backwards and now you (Gosford) have to do the same thing"

"Now we (Gosford) are paying 40% more than you (Wyong) are..."

"I don't think we need to talk about the differences we need to talk about the similarities"

Another notable opportunity is the understanding and 'push' by Business Leaders to implement the hard decisions whilst Council is under Administration.

"The reality is, we have the Administrator now, this is the time to make the hard decisions to set the right foundation"

"The pragmatic thing is that you're in a financial hole and you need to work your way out of it, but the tough decisions are easier to communicate while you're under administration"





Finalised Questionnaires

This section shows the final questionnaires used after feedback with the participants in Session 1 and was used in the surveys that provided the results to discuss in Session 2

Central Coast Council
Services Survey – Phone Recruit
Draft 8 – November 1, 2021

Good morning/afternoon/evening, my name is _____ from Micromex Research, an independent research company, and we are conducting a survey on behalf of Central Coast Council. The survey will take about 10 minutes.

For demographic purposes, we are firstly looking for those aged 18-34 as they are more difficult to get hold of. Who would be the best person in your house to speak to?

If no: We encourage everyone 18 years and over to participate, would you be willing to assist with this please?

If no: Thank you anyway for your time.

If yes: Can I please confirm that you do live in the Central Coast Council area?

If no: Unfortunately you are not eligible for the research. Thank you for your time.

If yes: I just need to confirm that neither you nor an immediate family member work for Central Coast Council.

If yes: Unfortunately you are not eligible for the research. Thank you for your time.

If no: Council wants your opinion on a range of services that they deliver across the local government area.

What we'd like to do is ask you some questions now – this should take no more than ten minutes – and then we will email you a link to an online questionnaire which will contain some additional information and questions, which we will need you to answer over the next few days. If you complete both this phone survey and the follow-up online survey, you will be entered in the draw to win one of five \$100 EFTPOS cards.

Council is very interested in obtaining your views and this will assist in understanding the community's position on the delivery of services. Would you be willing to participate in both the phone and the follow-up online surveys?

FAQs

How long will the survey take?

This phone survey will take up to 10 minutes – and then the follow-up online survey will take approximately 12-15 minutes – and if you complete both surveys in the next few days, you will go into the draw to win one of five \$100 EFTPOS cards.

What are the questions about?

Questions are about a range of services delivered by Council.

Section 1: Recruitment and Demographics

Q1. So that we can send you the follow-up online survey link, may I please have your:

First name:
Best contact telephone number:
Email:

And to ensure we have interviewed a good cross section of the community, I'd like to begin with some general questions about you...

Q2a. Please stop me when I read out your age bracket: Prompt

- 18 – 24
- 25 – 34
- 35 – 49
- 50 – 59
- 60 – 69
- 70 – 84
- 85 years and over

Q2b. What is your gender? (Do NOT Prompt)

- Male
- Female
- Indeterminate/Intersex/Unspecified
- Prefer not to say

Q2c. How long have you lived in the Central Coast Council area? Prompt

- Less than one year
- 1 – 2 years
- 3 – 5 years
- 6 – 10 years
- 11 – 20 years
- More than 20 years

Q2d. Which suburb do you live in?

Budgewoi Ward

- | | | |
|--|---|--|
| <input type="radio"/> Blue Haven | <input type="radio"/> Frazer Park | <input type="radio"/> Mannering Park |
| <input type="radio"/> Budgewoi | <input type="radio"/> Freemans | <input type="radio"/> Norah Head |
| <input type="radio"/> Budgewoi Peninsula | <input type="radio"/> Gorokan* | <input type="radio"/> Noraville |
| <input type="radio"/> Buff Point | <input type="radio"/> Gwandalan | <input type="radio"/> Point Wolstoncroft |
| <input type="radio"/> Canton Beach | <input type="radio"/> Halekulani | <input type="radio"/> San Remo |
| <input type="radio"/> Chain Valley Bay | <input type="radio"/> Hamlyn Terrace* | <input type="radio"/> Summerland Point |
| <input type="radio"/> Charmhaven | <input type="radio"/> Kingfisher Shores | <input type="radio"/> Toukley |
| <input type="radio"/> Colongra | <input type="radio"/> Lake Haven | <input type="radio"/> Woongarah |
| <input type="radio"/> Doyalson | <input type="radio"/> Lake Munmorah | <input type="radio"/> Wybung |

Gosford East

- | | | |
|-------------------------------------|--|---|
| <input type="radio"/> Avoca Beach | <input type="radio"/> Hardys Bay | <input type="radio"/> Pretty Beach |
| <input type="radio"/> Bensville | <input type="radio"/> Holgate | <input type="radio"/> Saratoga |
| <input type="radio"/> Bouldi | <input type="radio"/> Killcare | <input type="radio"/> Spencer |
| <input type="radio"/> Box Head | <input type="radio"/> Killcare Heights | <input type="radio"/> Springfield |
| <input type="radio"/> Copacabana | <input type="radio"/> Kinumber | <input type="radio"/> St Huberts Island |
| <input type="radio"/> Daleys Point | <input type="radio"/> Kinumber South | <input type="radio"/> Ten Mile Hollow |
| <input type="radio"/> Davistown | <input type="radio"/> MacMasters Beach | <input type="radio"/> Terrigal |
| <input type="radio"/> Empire Bay | <input type="radio"/> Matcham | <input type="radio"/> Wagstaffe |
| <input type="radio"/> Erina | <input type="radio"/> Mount Elliot* | <input type="radio"/> Wamberal* |
| <input type="radio"/> Erina Heights | <input type="radio"/> North Avoca | <input type="radio"/> Yattalunga |
| <input type="radio"/> Green Point | <input type="radio"/> Picketts Valley | |

Gosford West

- | | | |
|--|---|---------------------------------------|
| <input type="radio"/> Bar Point | <input type="radio"/> Horsfield Bay | <input type="radio"/> Phegans Bay\ |
| <input type="radio"/> Blackwall | <input type="radio"/> Kariong | <input type="radio"/> Point Clare |
| <input type="radio"/> Booker Bay | <input type="radio"/> Koolewong | <input type="radio"/> Point Frederick |
| <input type="radio"/> Calga | <input type="radio"/> Little Wobby | <input type="radio"/> Somersby |
| <input type="radio"/> Central Mangrove | <input type="radio"/> Lower Mangrove | <input type="radio"/> Tascott |
| <input type="radio"/> Cheero Point | <input type="radio"/> Mangrove Creek | <input type="radio"/> Umina Beach |
| <input type="radio"/> Chittaway Point | <input type="radio"/> Mangrove Mountain | <input type="radio"/> Upper Mangrove |
| <input type="radio"/> Cogra Bay | <input type="radio"/> Marlow | <input type="radio"/> Wendoree Park |
| <input type="radio"/> East Gosford | <input type="radio"/> Mooney Mooney | <input type="radio"/> West Gosford |
| <input type="radio"/> Ettalong Beach | <input type="radio"/> Mooney Mooney Creek | <input type="radio"/> Wisemans Ferry |
| <input type="radio"/> Glenworth Valley | <input type="radio"/> Mount White | <input type="radio"/> Wandabyne |
| <input type="radio"/> Gosford | <input type="radio"/> Patonga | <input type="radio"/> Way Way |
| <input type="radio"/> Greengrove | <input type="radio"/> Pearl Beach | <input type="radio"/> Way Way Bay |
| <input type="radio"/> Gunderman | <input type="radio"/> Peats Ridge | |

Wyong

- | | | |
|---|-------------------------------------|------------------------------------|
| <input type="radio"/> Alison | <input type="radio"/> Lemon Tree | <input type="radio"/> Tacoma |
| <input type="radio"/> Bushells Ridge | <input type="radio"/> Lisarow | <input type="radio"/> Tacoma South |
| <input type="radio"/> Cedar Brush Creek | <input type="radio"/> Little Jiliby | <input type="radio"/> Tuggerah |
| <input type="radio"/> Dooralong | <input type="radio"/> Mardi | <input type="radio"/> Tuggerawang |
| <input type="radio"/> Durren Durren | <input type="radio"/> Mount Elliot* | <input type="radio"/> Wadalba |
| <input type="radio"/> Gorokan* | <input type="radio"/> Narara | <input type="radio"/> Wallarah |
| <input type="radio"/> Halloran | <input type="radio"/> Niagara Park | <input type="radio"/> Warnervale |
| <input type="radio"/> Hamlyn Terrace* | <input type="radio"/> North Gosford | <input type="radio"/> Watanobbi |
| <input type="radio"/> Jiliby | <input type="radio"/> Ourimbah | <input type="radio"/> Wyoming |
| <input type="radio"/> Kangy Angy | <input type="radio"/> Palm Grove | <input type="radio"/> Wyong |
| <input type="radio"/> Kanwal | <input type="radio"/> Palmdale | <input type="radio"/> Wyong Creek |
| <input type="radio"/> Kiar | <input type="radio"/> Ravensdale | <input type="radio"/> Wyongah |
| <input type="radio"/> Kulnura | <input type="radio"/> Rocky Point | <input type="radio"/> Yarramalong |

The Entrance

- | | | |
|--|---------------------------------------|--|
| <input type="radio"/> Bateau Bay | <input type="radio"/> Glenning Valley | <input type="radio"/> The Entrance North |
| <input type="radio"/> Berkeley Vale | <input type="radio"/> Killarney Vale | <input type="radio"/> Toowoong Bay |
| <input type="radio"/> Blue Bay | <input type="radio"/> Long Jetty | <input type="radio"/> Tumby Umbi |
| <input type="radio"/> Chittaway Bay | <input type="radio"/> Magenta | <input type="radio"/> Wamberal* |
| <input type="radio"/> Forresters Beach | <input type="radio"/> Shelly Beach | |
| <input type="radio"/> Fountaindale | <input type="radio"/> The Entrance | |

(Programmer: Terminate if not on the CC. We will have approx. quotas of 140 per Ward. We may also need to be able to allocate residents according to previous Gosford/Wyong LGA [as we did for the SV survey earlier this year])

* Crosses ward

Q2e. How many children aged under 18 years, if any, live in your home? (SR)

- None
- One
- Two
- Three
- Four
- Five or more

Q2f. Which of the following best describes the home where you are currently living? Prompt

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

Q2g. Are you of Aboriginal and/or Torres Strait Islander origin?

- Yes
- No
- (Do NOT Prompt) Prefer not to say

Q2h. Do you or anyone in your household identify as living with disability?

- Yes
- No
- (Do NOT Prompt) Prefer not to say

Q2i. Which of the following best describes your current employment status? Prompt

- Currently in full time paid employment
- Currently in part time paid employment (at least 10 hours a week)
- Currently in casual paid employment
- Studying at school, TAFE or university
- Retired from paid employment
- Currently looking for paid employment
- Home duties
- Other (please specify)

Q2j. Are you... Prompt (MR)

- An owner of a Central Coast business
- A senior manager of a Central Coast business
- An employee of a Central Coast business
- (Do NOT Prompt) None of these

Section 2: General Attitudes

Q3a. Councils provide many services to their communities – too many to list here – but we don't just mean the customer service they provide when you contact them but also all the services they provide out in the community... Overall, how satisfied, if at all, are you with the quality of services currently provided by Central Coast Council? Prompt

- Very satisfied
- Satisfied
- Somewhat satisfied
- Not very satisfied
- Not at all satisfied
- (Do NOT Prompt) Can't say

Q3b. And overall, based on current service levels, do you think Council needs to invest **more/the same/less** than it currently does in providing its range of services? *Prompt* (FLIP order of **red** text)

- More
- Same
- Less
- (Do NOT Prompt) Can't say

Q3c. Overall, for the last 12 months, how satisfied, if at all, are you with the performance of Council, not just on one or two issues, but across all responsibility areas? *Prompt*

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

Q4 Approximately one year ago, it was discovered that Central Coast Council was facing financial difficulties. These difficulties were not related to COVID-19 – rather, Council had been spending more money than it was receiving, both before and after the previous Gosford and Wyong Councils were merged in 2016. The money came from restricted funds. A restricted fund is a reserve account that contains money that can only be used for specific purposes – it's a little like a household using money it had set aside for a home deposit on something else. The money was not lost rather it was spent on infrastructure such as roads and a range of services that directly benefited the community. Prior to this call, were you aware that Council was facing financial difficulties?

- Yes
- No
- Not sure

Q5. Council has implemented a number of measures to manage costs to address the situation and long-term financial sustainability. This process is estimated to take up to ten years.

For instance, there have been significant staff reductions, restrictions on spending, and the sale of some assets. The spend on infrastructure such as roads, bridges, buildings, etc has also been reduced.

In July this year rates notices were issued to households, and they were impacted by two factors:

- The first factor was that rates were made permanently consistent across the Central Coast LGA – this meant a reduction in rates for some, and an increase for others – but overall this did not generate any additional income for Council, it was simply making rates more consistent across the LGA.
- The second factor is that in May 2021 the Independent Pricing and Regulatory Tribunal (IPART) approved a temporary rate increase of 15%, which was the standard 2% per annum rate peg that applies to all Councils, plus an additional one-off 13% increase that remains in the rate base for three years, after which it will be removed and rates will drop. Council's financial recovery will take much longer than three years and if rates reduce at the end of three years, Council will have a shortfall in their budget of approximately \$25.8 million annually for the following seven years.

To balance the budget, Council will need to extend the current three-year rate increase for a further seven years in order to generate more revenue – or they will need to reduce services levels even further than has already been done.

If Council is forced to reduce service levels further, which, if any, particular services do you feel they could invest less in? (Record each different service in a separate box)

.....

.....

.....

.....

You should receive an email from us with the link for the online survey in the next week or so – if it's not in your Inbox, please check your 'Junk' folder as it may have accidentally gone in there! Please try to complete the online survey in the next few days after you receive it – remember, if you complete the online survey promptly you will go in the draw to win one of five \$100 EFTPOS Cards.

Thank you very much for your time. Enjoy the rest of your evening.

**Central Coast Council
Services Survey – ONLINE Recontact
November 8, 2021**

Email

Thank you for taking the time on the phone earlier to answer our questions about local service levels and for agreeing to complete this follow-up online survey.

As we mentioned on the phone, Central Coast Council has commissioned Micromex Research to undertake this online survey with residents to better understand the community's position on current service levels across the LGA.

To go into the prize draw to win 1 of 5 \$100 EFTPOS cards, please complete the online survey by **[TBA]**.

The survey should take only 12-15 minutes, and your responses will go directly to Micromex Research where they will be added to those of others and reported in aggregated format – your individual responses will not be sent to Council.

Note: If you can't complete the questionnaire in one session, simply hit the save button and close. When you're ready to come back to it, use the same link and password below and you will pick up at the point where you left off.

Link:
Password:

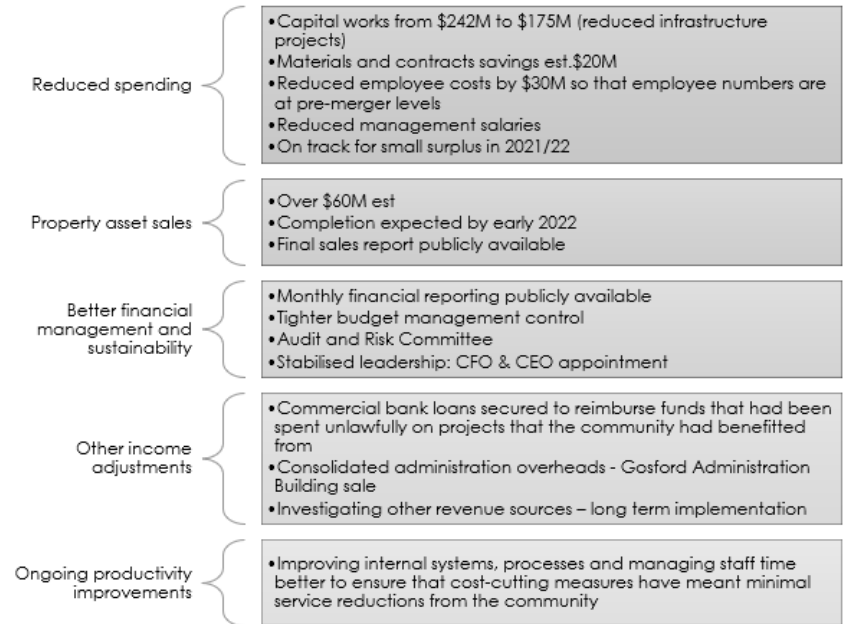
We look forward to receiving your feedback and thank you for your assistance with this important research.

Introduction

Central Coast Council has been working on their financial recovery since November 2020.

Council has implemented measures to manage costs to help fix the financial problem. The following diagram outlines these actions.

Diagram: Central Coast Council actions to fix the financial problems



Council has done everything they can behind the scenes to reduce costs without largely impacting on services to the community. These actions have got Council back from the brink, but there is more to do. The commercial loans are the backbone of the recovery and Council is required to repay these within 10 years. To do this, and continue to be able to deliver services at the current level, Council is proposing to apply to maintain the current rates for an additional seven years, or ten years in total.

This will allow Council to demonstrate to the commercial lenders that they are able to pay back the loans and maintain the current service levels for the Central Coast community. During this time, Council will continually work on being more productive so that the community has ongoing benefits from improved service levels.

If rates reduce at the end of three years, there will be shortfall of \$25.8 million per year for the following seven years and Council will need to reduce service levels even further than has already been done.

What has happened so far

In July this year rates notices were issued to households, and they were impacted by two factors:

- The first factor was that rates were made permanently consistent across the Central Coast LGA – this meant a reduction in rates for some, and an increase for others – but overall this did not generate any additional income for Council, it was simply making rates more consistent across the LGA.
- The second factor is that in May 2021 the Independent Pricing and Regulatory Tribunal (IPART) approved a temporary rate increase of 15%, which was the standard 2% per annum rate peg that applies to all Councils, plus an additional one-off 13% increase that remains in the rate base for three years, after which it will be removed and rates will drop. Council's financial recovery will take much longer than three years and if rates reduce at the end of three years, Council will have a shortfall in their budget of approximately \$25.8 million annually for the following seven years. To balance the budget, they will need more revenue or reduce services levels.

Options

Council is proposing to make an application to the Independent Pricing and Regulatory Tribunal (IPART) to maintain the current level of rates for a further seven years beyond June 2024. This will allow Council to maintain current service levels, continue to find more service efficiencies and pay back loans.

Council wants to understand the community views on what services are important, what are the appropriate service levels and whether or not the community supports maintaining rates and services at current levels. This will help Council decide if it formally applies to IPART in February 2022.

Community involvement

The purpose of this survey is to understand your preferences about maintaining rates and services and help you be aware of the implications a reduction in Council rates will mean to the services you use daily.

Q1. The following tables list many – but not all – of the services Council provides to the community. Based on what you now know about Council's financial situation, for each service could you please provide three answers:

****Whether or not you (or any children in your household [if children in H/H based on Q2e of PHONE Survey]) have used or relied upon that Council service in your local area in the past two to three years,**

****How satisfied, if at all, you are with Council's performance of that service in your local area (even if you haven't used it recently).**

****And based on what you now know about Council's financial situation, whether you feel that Council should invest less, the same, or more than they currently spend on that service. (Programmer: Discuss with me the possibility of flipping Investment scale. Split across two or three tables)**

(Randomise services)

	Used in Past 2-3 Years		Satisfaction					Investment*			
	Yes Used	Not Used	NAAS	NVS	SS	S	VS	CS	L	S	M
a. Central Coast Airport.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Full list of services is as follows...

Service
Central Coast Airport at Warnervale
Animal management - pounds, rangers, registration, inspections
Lifeguard services -15 beaches, 1 ocean pool, 2 outdoor pools and 2 indoor pools)
Beach cleaning (removing litter from the sand each morning, etc)
Bins in public reserves, beaches and parks
Maintaining and minor upgrades to existing road and pedestrian bridges
Building inspections and compliance for new buildings and renovations
On-street car parking including enforcement and regulation
Off-street parking stations/off-street commuter parking – management, ease of use and cleanliness, opening hours
Burial services and maintaining cemeteries
Managing Central Coast Stadium – event organisation, security, ticketing, maintenance, promotion
Council-run childcare
Coastal management - coastal erosion, dune care)
Council-run Commercial waste and recycling collection (excluding return and earn)
Community development - partnerships with community and not-for-profit groups such as health and wellbeing programs
Community education - litter, waste, road safety and environment education
Community grants and sponsorship such as funding for events, community programs
Community programs - youth (e.g.: youth centre at Erina), seniors (eg: meals on wheels), etc
Compliance programs that are legally required, such as food and health inspectors, building inspectors, backyard swimming pools
Cultural venues and programs - Theatre, Gallery, First Nations programs, etc
Assessing and determining development applications
Community events staged and managed by Council, such as Chromefest, Lakes Festival, Harvest Festival
Managing and operating 4 holiday parks and 1 camping ground
Dealing with Council/Customer service – be it face to face, phone or online

Managing and operating leisure centres, pools and tennis courts (indoor and outdoor)
Library services and programs (12 libraries including mobile library service, events and education programs in libraries)
Library Online Services – audiobooks, e-learning and education programs
Natural bushland Reserves (trails, firebreaks, vegetation management, bushcare, etc)
Natural Disaster and Emergency Management – incident management, community information, clean-up
Maintaining and minor upgrades to existing parks, sports fields, recreational reserves, outdoor gyms
Maintaining and minor upgrades to existing pedestrian and bike Paths including drinking fountains and seating along the way
Maintaining and minor upgrades to existing playgrounds
Maintaining and minor upgrades to existing roads including potholes, kerb and gutters and roadside mowing
Maintaining and minor upgrades to existing skate parks and BMX tracks - 25 skate parks, 4 BMX tracks
Installing new and maintaining existing street lighting
Designing, building and maintaining street scapes - signs, signpost, bus shelters, plants, fencing, nature strips, art installations, etc
Cleaning and maintaining public toilets
Tourism and economic development - industry services and destination marketing, economic programs and Gosford Waterfront and Employment lands development
Town and city centre amenities - street sweeping, litter collection, gardens, graffiti management
Traffic and safety regulation - speed signage, traffic calming and roundabouts
Planning and managing trees on private and public land
Urban planning - planning for population growth, new housing, suburb amenity and a changing environment
Waste recovery facilities - tips and recycle centres
Estuaries, coastal lagoons, creeks and wetlands (water quality, weed control, rehabilitation)
Maintaining and minor upgrades to existing wharves, jetties and boat ramps
Leasing and managing commercial properties for profit (leasing buildings that Council owns)
Maintaining, leasing and managing community buildings such as community halls

Q2. Based on what you now know about Council's financial situation, when it comes to building brand new assets such as parks, playgrounds, footpaths, bridges, roads, skate parks, wharves, etc, do you feel that Council should invest less, the same, or more than they currently spend on those types of services? (SR, Flip response codes)

- More
- The same
- Less

Q3a. Now that you have worked through that list of services, overall how satisfied, if at all, are you with the quality of services currently provided by Central Coast Council? (SR)

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

Q3b. And overall, based on current service levels, do you think Council needs to invest more/the same/less than it currently does in providing its range of services? (SR, Flip order of first three codes)

- More
- Same
- Less

Q4a. And now that you know more about the range of services offered by Council, which one of the following options would you prefer Council to pursue in order to help address the financial situation? (SR, Flip, Programmer, please discuss with me – we MAY make this a NON-forced answer)

- Reduce service levels to meet the shortfall
- Request IPART to extend the current one-off 13% Special Variation rates increase for an extra seven years - this would maintain the current increase of \$3.20 per week for the next nine years) for the average household. The exact amount you will pay will vary depending on the rating category for your parcel of land and the value of your land as determined by the NSW Valuer General.

Q4b. Why do you say that? (Please provide as much detail as possible Programmer: May ask this even if they 'skip' Q4a)

Q5a. Overall, for the last 12 months, how satisfied, if at all, are you with the performance of Council, not just on one or two issues, but across all responsibility areas? (SR)

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

Q5b. And how satisfied, if at all, are you with this community consultation undertaken by Council? (SR)

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

Q6a. Would you like to enter the draw to win one of 5 \$100 gift cards?

- Yes
- No (Go to end)

Q6b. In order to enter the draw, in 10 words or less please tell us about your favourite Council service in the Central Coast area...

Thank you for your time and assistance. 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, this survey has been conducted by Micromex Research on behalf of Central Coast Council. For more information please contact Council through the Online Customer Service Centre at centralcoast.nsw.gov.au or phone 1300 463 954.

The information contained herein is believed to be reliable and accurate, however, no guarantee is given as to its accuracy and reliability, and no responsibility or liability for any information, opinions or commentary contained herein, or for any consequences of its use, will be accepted by Micromex Research, or by any person involved in the preparation of this report.



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Central Coast Council

Service Delivery Research:
*Stages 1 and 2 Telephone Recruit and
Online Recontact*



Prepared by: Micromex Research
Date: January 27, 2022



Table of Contents

<u>Background and Methodology</u>	3
<u>Summary Results</u>	9
<u>Detailed Results</u>	13
<u>1. Overall Metrics</u>	14
<u>2. Individual Services</u>	32
<u>3. Other Metrics</u>	62
<u>Appendix A: Additional Analyses, including Demographic Analyses of all 47 Services</u>	69
<u>Appendix B: Further Demographics and Background & Methodology</u>	175
<u>Appendix C: Identified Submission</u>	179
<u>Appendix D: Questionnaires</u>	186



Background & Methodology

Background:

Central Coast Council commissioned Micromex Research to undertake a multi-stage community engagement program to better understand community expectations around a range of services provided by Council. The program included both qualitative and quantitative engagements, with most stages analysed in separate reports.

From a **quantitative** perspective, this Stage 1 and 2 Report summarises the following Recruit/Recontact stages:

- Stage 1: Telephone survey with N=744 residents. This initial phone survey provided a sense of how the broader community feels about Council services at a high level.
- Stage 2: Online recontact survey with 336 of the Stage 1 phone respondents. This recontact survey included a more detailed explanation of Council's financial difficulties and a list of 47 services that could be potentially reduced so respondents could then provide more informed/considered survey responses.

A separate Stage 3 Report covers the third stage of quantitative engagement. Council wished to allow those in the community that were not included in the Stage 1 sample to have their say as well. So Micromex developed a hybrid online-only survey which asked a mix (but not all) of the Stage 1 and 2 questions – and Council promoted this open-online survey. 740 surveys were received (see separate 'Stage 3' report).



Background & Methodology

Why?

- This Report explores community:
 - Awareness of Council's current financial difficulties
 - Satisfaction with Council's overall performance and quality of services provided
 - Initial identification of services (unaided) that could be reduced if needed
 - More detailed exploration (aided) of 47 services:
 - Usage of 47 Council services in the last 2 to 3 years
 - Satisfaction with those 47 services
 - Whether future investment in each of the 47 services should be more / same / less

How?

- Two stage mixed-mode design:
 - Stage 1: Telephone survey with N=744 residents (including 17 acquired through number harvesting [the remaining 727 were acquired through Australian Marketing Lists])

The Stage 1 phone survey provided initial 'top-of-mind' awareness, satisfaction responses and potential service reductions that reflect the broader community
 - Stage 2: Online recontact survey with 336 of the Stage 1 phone respondents.

The Stage 2 online survey included a more detailed explanation of Council's financial difficulties and a detailed list of 47 services that could be potentially reduced so respondents could then provide more informed/considered survey responses.



Background & Methodology

When?

- Participants were recruited to take part in the survey via the Stage 1 telephone interviews between November 3-12, 2021
- The online survey link was available between November 8-30, 2021

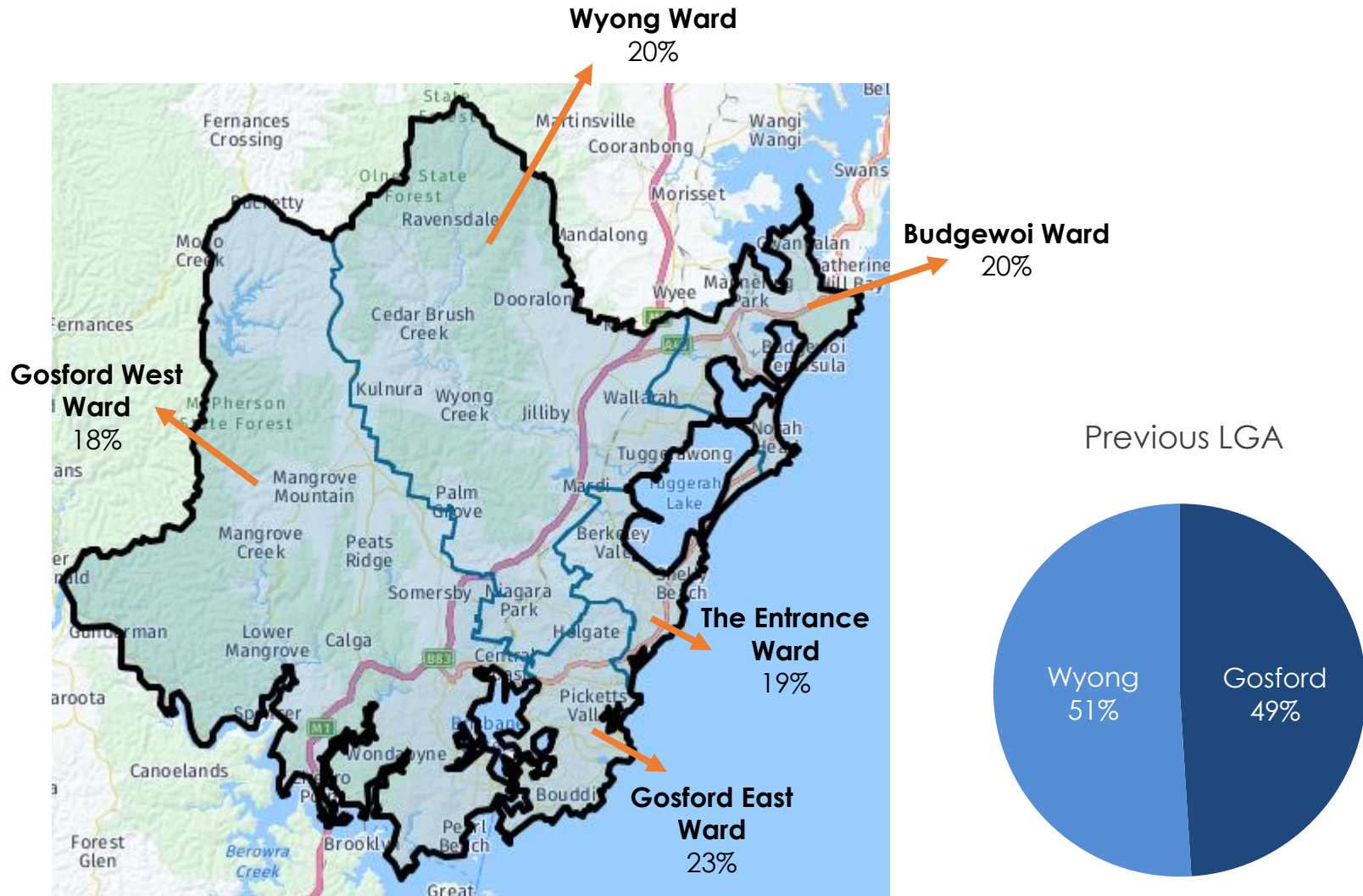
Analysis:

- As we have two stages in this Report with different base sizes, we have analysed results by 3 separate samples:
 - Stage 1 Phone results can be looked at in terms of:
 - All 744 respondents who completed the Phone Survey → **'Phone Recruit'**
 - The 336 respondents who completed both the Phone and the Online surveys, we can specifically look at their phone results → **'Phone (who also did online)'**
 - The Stage 2 Online results can only be looked at in terms of the 336 who completed the online survey → **'Online Recontact'**.

Note: Please refer to the bottom left hand corner of analysis slides to identify the survey type/sample (for instance, are the results based only on the Phone survey, only on the Online survey, or on both).

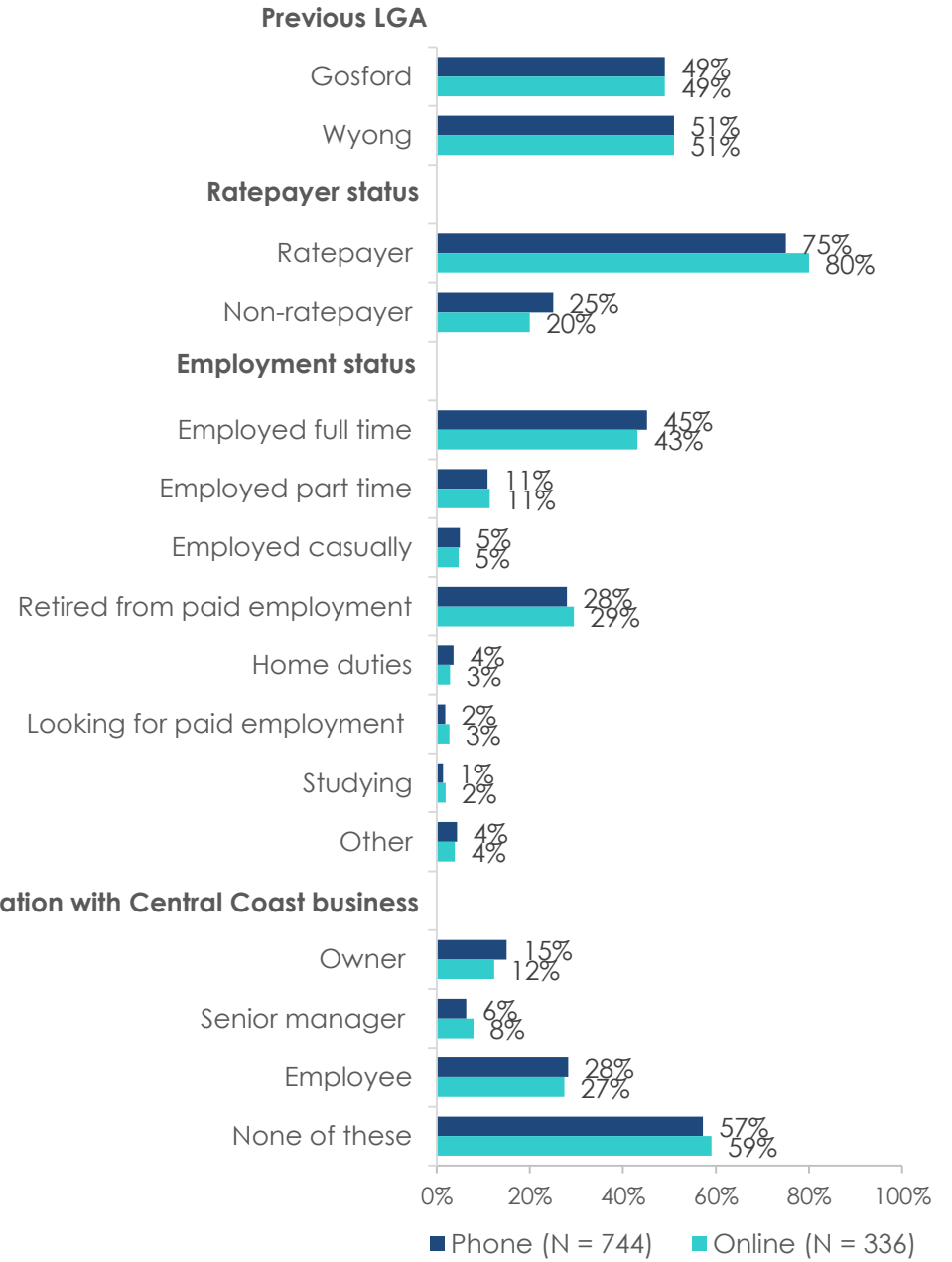
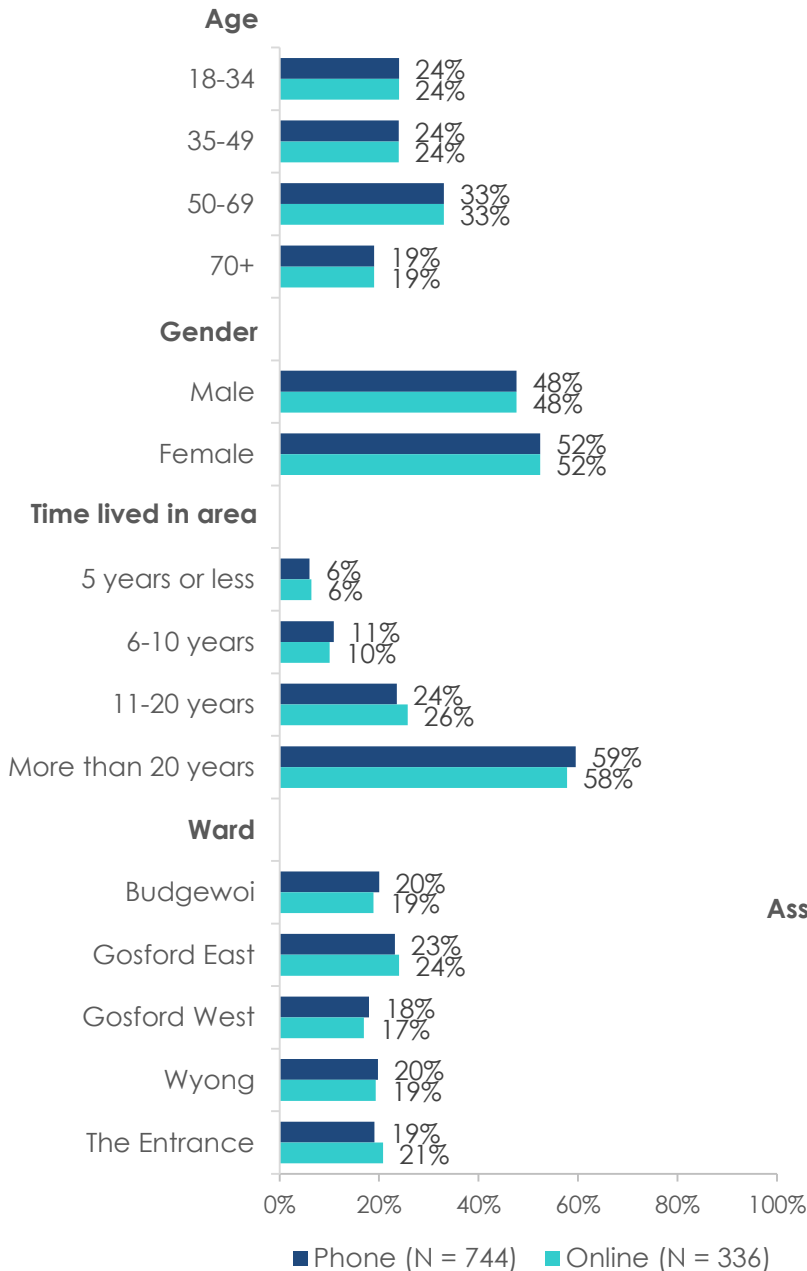


Ward Profile



Broad quotas of the initial phone interviews were set to achieve roughly equal sample sizes per Ward (percentages above are based on data weighted by age and gender).

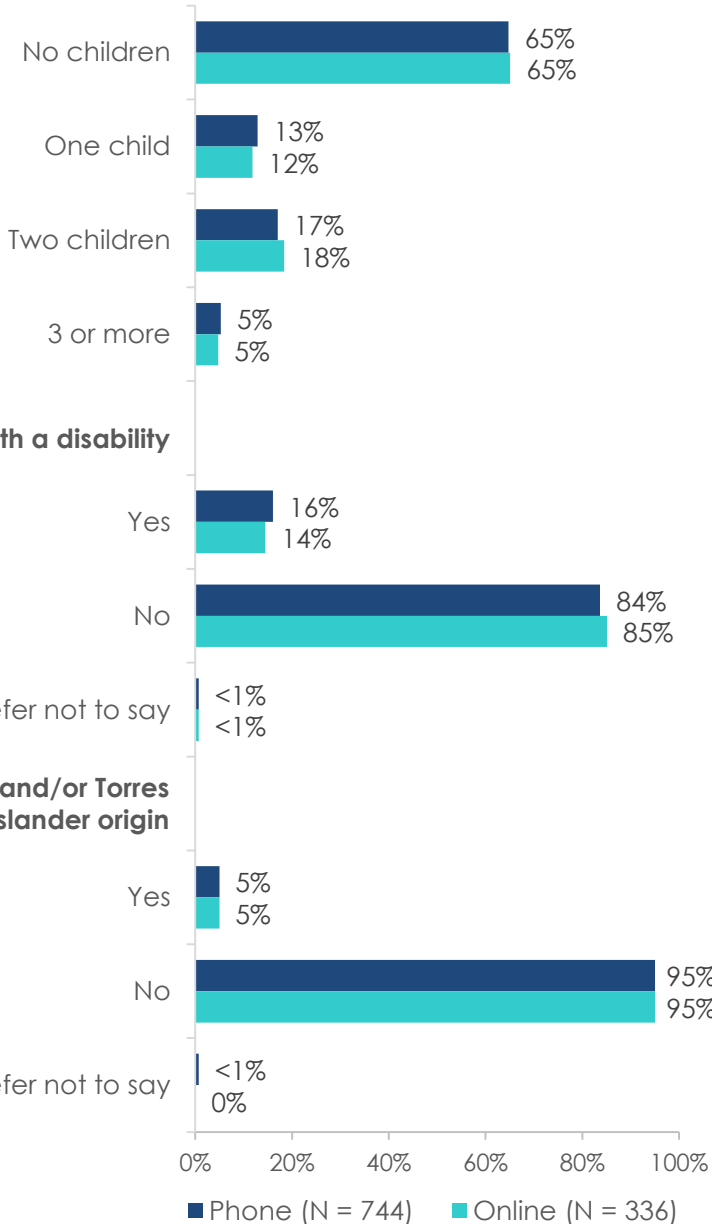
Sample Profile



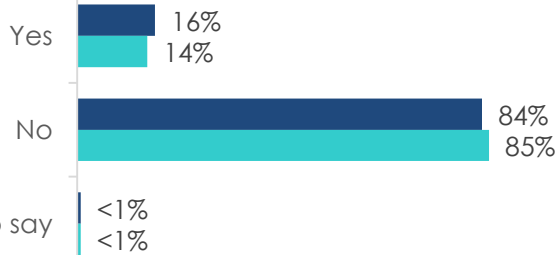
Based on data weighted by age and gender.

Sample Profile

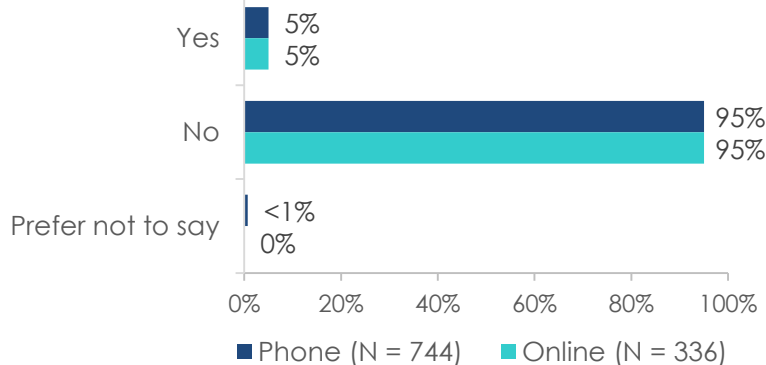
Children in household



Identify with a disability



Aboriginal and/or Torres Strait Islander origin



	Phone	Online		Phone	Online
Bateau Bay	4%	4%	Charmhaven	1%	1%
Terrigal	4%	5%	Chittaway Bay	1%	1%
Woy Woy	4%	3%	Copacabana	1%	<1%
Avoca Beach	3%	3%	Davistown	1%	1%
Blue Haven	3%	3%	Gorokan	1%	1%
Killarney Vale	3%	3%	Gosford	1%	1%
Lisarow	3%	3%	Green Point	1%	1%
The Entrance	3%	2%	Halekulani	1%	1%
Berkeley Vale	2%	2%	Kariong	1%	1%
Budgewoi	2%	1%	Lake Haven	1%	0%
East Gosford	2%	1%	Long Jetty	1%	2%
Erina	2%	1%	MacMasters Beach	1%	<1%
Ettalong Beach	2%	2%	Manning Park	1%	2%
Hamlyn Terrace	2%	2%	North Avoca	1%	1%
Kanwal	2%	1%	Ourimbah	1%	<1%
Kincumber	2%	2%	Point Clare	1%	1%
Lake Munmorah	2%	2%	San Remo	1%	2%
Mardi	2%	2%	Saratoga	1%	1%
Narara	2%	2%	Summerland Point	1%	1%
Noraville	2%	1%	Tascott	1%	1%
Springfield	2%	2%	The Entrance North	1%	1%
Tumbi Umbi	2%	3%	Toukley	1%	1%
Umina Beach	2%	2%	Wadalba	1%	1%
Wyoming	2%	1%	Wamberal	1%	1%
Bensville	1%	2%	Watanobbi	1%	1%
Blackwall	1%	1%	Woongarah	1%	1%
Buff Point	1%	1%	Wyong	1%	1%
Chain Valley Bay	1%	<1%			

Based on data weighted by age and gender.

Please see Appendix B for complete list of suburbs 8



Summary Results

Reduce Services v SV Extension

In order to pay back commercial loans – and continue to be able to deliver services at the current level – Central Coast Council is proposing to apply to IPART to maintain the current rates SV for an additional seven years, or ten years in total. If an extension is not possible, Council believes service levels will have to be reduced.



So what does the community say?

- **Overall Satisfaction with Services:** Based on the Phone survey, the majority (77%) of residents are at least Somewhat Satisfied with the quality of services overall. However, there is a sizeable minority (22%) who are Not very/Not at all satisfied.

Based on the Online re-contact survey (when the same question was repeated), once respondents had time to consider Council's financial situation and its range of services in detail, there was a softening of overall satisfaction with services – dissatisfaction did not increase, but there was a very noticeable shift from the Satisfied/Very satisfied codes to Somewhat satisfied.

- **Overall Service Investment Perceptions:** When asked on the Phone survey whether Council needs to invest Less/Same/More in services generally, 92% of residents selected Same or More – only 2% selected Less (with 6% Can't say).

On the online recontact survey (when the same question was repeated), the Less score jumped significantly to 18%. However, this means there were still 82% of residents who selected the Same or More

- **Overall Asset Investment Perceptions:** Similar to the above, on the Online recontact survey, 27% of residents felt that Council could invest Less in new Assets – whilst 73% would like to see the Same or More investment.

(This 'Reduced Services v SV Extension' discussion is continued overleaf)

- **Head-to-head Preference:** On the online survey, we asked a forced preference question – whether respondents would prefer an extension of the existing three-year SV for another seven years – or whether they would prefer a reduction in service levels. Results were polarised – with 49% selecting Reduced services and 47% selecting SV Extension. A further 4% skipped the question (we deliberately did not force an answer here for those who simply couldn't decide).



This polarised response is seemingly at odds with the earlier measures – particularly that 82% of Online respondents indicated on a separate question that Council should invest the Same or More in services generally:

- First, it is worth noting that of the 165 respondents who selected Reduced services on the head-to-head question, a majority (69%) indicated on the earlier question that Council should invest the Same or More in services
- Secondly, the 165 respondents who selected Reduced services on the head-to-head question were actually less satisfied with services overall, suggesting they could potentially be expected to favour the SV Extension over a reduction in service levels
- Thirdly, when the 165 respondents who selected Reduced services on the head-to-head question were asked an open-ended question about why they chose that option, 49% said it was because of 'Council mismanagement/lack of trust in Council/fix it internally/ Council's responsibility'.

The sense we have is that a number of those who chose the Reduced services option on the head-to-head preference question may be doing so due to dissatisfaction with Council more-so than a real desire to see service levels drop.

Other Headline Findings...

Awareness of Financial Situation

There is high awareness within the community of Council's financial difficulties, with 89% aware. This is up from 80% awareness when a similar question was asked in February this year.

Individual Services

When asked on an open-ended question on the initial Phone survey about which services residents believe Council should invest less in, one in five residents made mention of reducing staffing costs e.g. wages, number of staff, cars, etc.

13% indicated they would like to see more investment/action taken and 9% stated they do not wish to see any further cuts made as they see the importance of services and they are already reduced. Other areas for potential reduction identified were improving internal efficiencies and parks.

After being exposed in more detail of Council's financial situation and action taken to address the situation, residents still generally believe that there should be the same or more investment across the 47 service areas. Service areas with higher levels of 'less' investment include: on-street parking, Central Coast Airport, community grants and sponsorship, cultural venues, Central Coast Stadium and community events.



Overall Satisfaction

There were moderately low levels of satisfaction for the performance of Council. Results are below our normative data, however they are above the result received in the SV Research in February earlier this year.



Detailed Results



Overall Metrics



Summary Results

Detailed Results

1. Overall Metrics

2. Individual Services

3. Other Metrics

Appendix A: Additional Analyses

Appendix B: Further Demographics and Background & Methodology

Appendix C: Identified Submission

Appendix D: Questionnaires

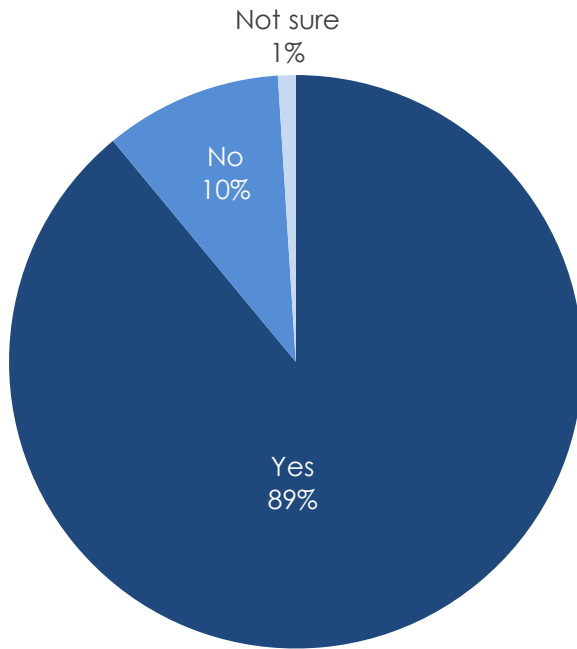


Awareness of Council's Financial Difficulties

Q4

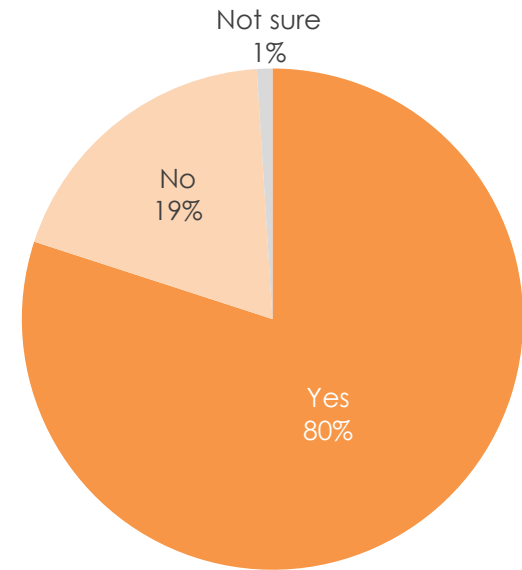
Approximately one year ago, it was discovered that Central Coast Council was facing financial difficulties. These difficulties were not related to COVID-19 – rather, Council had been spending more money than it was receiving, both before and after the previous Gosford and Wyong Councils were merged in 2016. The money came from restricted funds. A restricted fund is a reserve account that contains money that can only be used for specific purposes – it's a little like a household using money it had set aside for a home deposit on something else. The money was not lost rather it was spent on infrastructure such as roads and a range of services that directly benefited the community. Prior to this call, were you aware that Council was facing financial difficulties?

Current Research



Base: N = 744

SV Research (Feb 2021)



Base: N = 404

Sample: Phone

The vast majority of residents (89%) were aware of Council's financial difficulties prior to the call – awareness has increased from 80% in February this year.

Awareness of Council's Financial Difficulties

Q4 Approximately one year ago, it was discovered that Central Coast Council was facing financial difficulties. These difficulties were not related to COVID-19 – rather, Council had been spending more money than it was receiving, both before and after the previous Gosford and Wyong Councils were merged in 2016. The money came from restricted funds. A restricted fund is a reserve account that contains money that can only be used for specific purposes – it's a little like a household using money it had set aside for a home deposit on something else. The money was not lost rather it was spent on infrastructure such as roads and a range of services that directly benefited the community. Prior to this call, were you aware that Council was facing financial difficulties?

	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Yes	89%	79%▼	95%▲	94%▲	87%	92%	87%	93%▲	79%	88%	92%
No	10%	20%▲	4%▼	6%▼	12%	8%	11%	6%	20%▲	12%▲	6%
Not sure	1%	2%	1%	0%	1%	0%	1%	1%	1%	1%	1%
Base	744	179	178	246	141	354	390	561	183	482	262

	Overall	Ward					Time lived in area			CC Business		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years	CC Business owner	Senior manager/employee of CC Business	None of these
Yes	89%	85%	94%▲	93%	90%	85%	80%▼	90%	92%▲	93%	91%	88%
No	10%	13%	5%▼	6%	10%	15%▲	19%▲	9%	8%▼	6%	9%	12%
Not sure	1%	2%	1%	1%	1%	0%	2%	1%	1%	1%	1%	1%
Base	744	149	172	134	147	142	126	175	443	112	239	426

Sample: Phone Please see Appendix A for results by further demographics

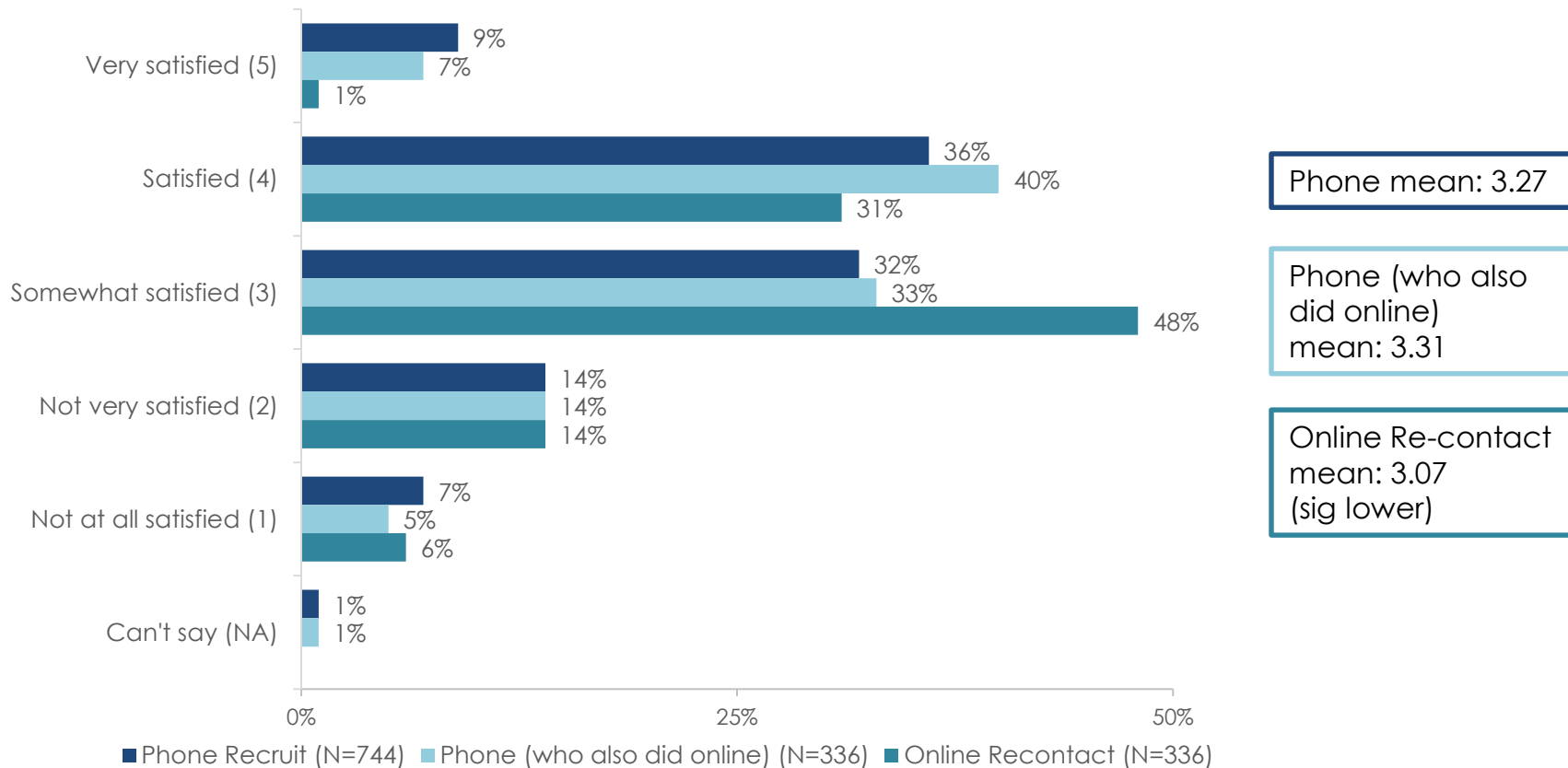
▲▼ = Significantly higher/lower percentage (by group)

Residents aged 18-34, non-ratepayers and those who have lived in the area for 10 years or less were significantly less likely than other residents to be aware prior to the call that Council is currently facing financial difficulties.

Overall Satisfaction with Quality of Services

Q3a (Phone). Councils provide many services to their communities – too many to list here – but we don't just mean the customer service they provide when you contact them but also all the services they provide out in the community... Overall, how satisfied, if at all, are you with the quality of services currently provided by Central Coast Council?

Q3a (Online). Now that you have worked through that list of services, overall how satisfied, if at all, are you with the quality of services currently provided by Central Coast Council?



Phone mean: 3.27

Phone (who also did online) mean: 3.31

Online Re-contact mean: 3.07 (sig lower)

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

Note: 'Can't say' responses are not included in the mean and was not an option online

Sample: Phone & Online

Very similar satisfaction scores for total phone sample (N=744, mean of 3.27) and the phone results for the subset of the 744 who also did the online survey (N=336, mean of 3.31).

However, there is a noticeable 'softening' of satisfaction (i.e.: more selections of 'somewhat satisfied') on the online survey (after respondents have been exposed to more information and the detailed list of services).

Overall Satisfaction with Quality of Services – PHONE

Q3a (Phone). Councils provide many services to their communities – too many to list here – but we don't just mean the customer service they provide when you contact them but also all the services they provide out in the community... Overall, how satisfied, if at all, are you with the quality of services currently provided by Central Coast Council?

	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Mean	3.27	3.52▲	3.28	3.08▼	3.25	3.29	3.24	3.18▼	3.54	3.27	3.26
Base	731	179	175	239	137	348	383	548	183	470	260

	Overall	Ward					Time lived in area			CC Business Senior manager/employee of CC Business		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years	CC Business owner	Senior manager/employee of CC Business	None of these
Mean	3.27	3.19	3.28	3.36	3.15	3.37	3.40	3.36	3.19▼	3.15	3.40▲	3.22
Base	731	147	170	130	144	139	124	174	433	112	238	413

	Overall	Employment status			Aboriginal and/or Torres Strait Islander origin		Do you or anyone in your household identify as living with disability?	
		Employed	Retired	Other	Yes	No/Prefer not to say	Yes	No/Prefer not to say
Mean	3.27	3.33	3.16	3.21	3.26	3.27	3.22	3.28
Base	731	451	199	80	37	694	115	615

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

Sample: Phone

Based on the initial Phone survey, satisfaction with the quality of services was higher amongst younger residents, non-ratepayers, those who have lived in the area for 10 years or less and those located in Gosford West and The Entrance.

Overall Satisfaction with Quality of Services – ONLINE

Q3a (Online). Now that you have worked through that list of services, overall how satisfied, if at all, are you with the quality of services currently provided by Central Coast Council?

	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Mean	3.07	3.08	3.14	3.06	3.01	3.12	3.03	3.02▼	3.28	3.07	3.08
Base	336	81	80	111	64	160	176	268	68	219	117

	Overall	Ward					Time lived in area			CC Business Senior manager/employee of CC Business		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years	CC Business owner	Senior manager/employee of CC Business	None of these
Mean	3.07	3.06	2.98	3.27▲	2.89	3.20	3.15	3.17	3.01	3.06	3.07	3.08
Base	336	63	81	57	65	70	55	87	194	41	110	198

	Overall	Employment status			Aboriginal and/or Torres Strait Islander origin		Do you or anyone in your household identify as living with disability?	
		Employed	Retired	Other	Yes	No/Prefer not to say	Yes	No/Prefer not to say
Mean	3.07	3.09	3.04	3.06	3.43	3.06	3.08	3.07
Base	336	199	99	38	15	321	49	287

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

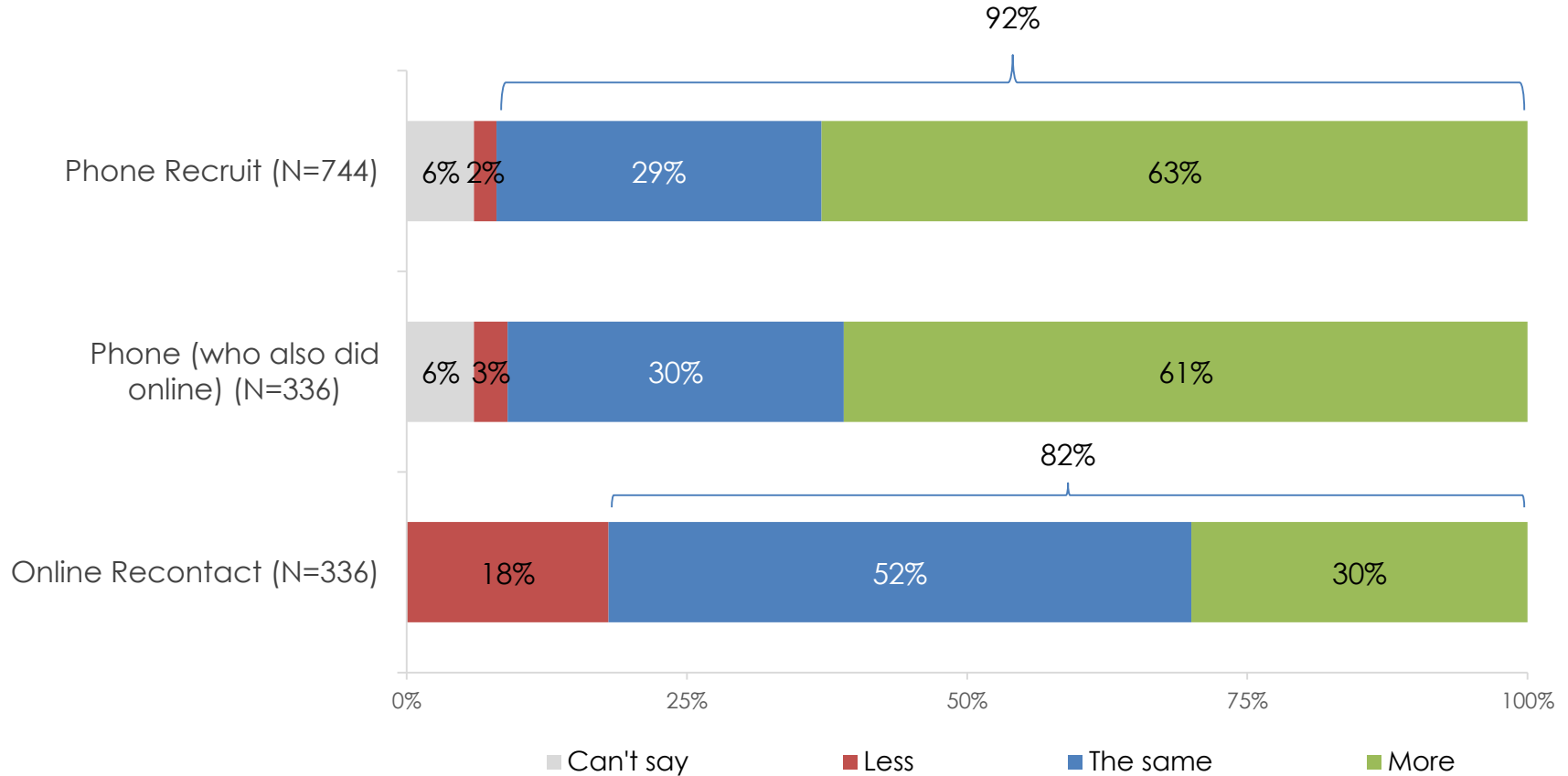
▲▼ = Significantly higher/lower rating (by group)

Sample: Online

For the Online Recontact respondents, satisfaction with the quality of services was significantly higher for non-ratepayers and those in Gosford West.

Level of Investment for the Current Range of Services

Q3b. And overall, based on current service levels, do you think Council needs to invest more/the same/less than it currently does in providing its range of services?



Sample: Phone & Online

Note: 'Can't say' was not included in the online survey

The 'invest less' score increases noticeably on the online survey compared to the phone survey, after respondents had been exposed to more information and the detailed list of services.

However, whilst on the online survey the 'invest more' score has dropped noticeably and the 'Same' score has increased noticeably, 4 in 5 residents still do not want a reduction in services.

Level of Investment for the Current Range of Services

Q3b. And overall, based on current service levels, do you think Council needs to invest more/the same/less than it currently does in providing its range of services?

	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	2%	2%	3%	2%	2%	4%	2%	3%	2%	3%	2%
Same	29%	38%▲	27%	23%▼	28%	32%▲	25%	27%	32%	30%	25%
More	63%	57%	65%	67%	62%	60%	67%	64%	62%	61%	67%
Can't say	6%	3%	5%	7%	7%	4%	7%	6%	4%	6%	5%
Base	744	179	178	246	141	354	390	561	183	482	262

	Overall	Ward					Time lived in area			CC Business		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years	CC Business owner	Senior manager/employee of CC Business	None of these
Less	2%	2%	3%	2%	2%	3%	1%	4%	2%	6%▲	2%	2%
Same	29%	26%	31%	24%	34%	27%	28%	34%	27%	28%	33%	26%▼
More	63%	69%	59%	65%	58%	66%	62%	58%	66%	58%	62%	66%
Can't say	6%	3%	6%	9%	6%	4%	9%	4%	5%	7%	3%▼	7%
Base	744	149	172	134	147	142	126	175	443	112	239	426

Sample: Phone Please see Appendix A for results by further demographics

▲ ▼ = Significantly higher/lower percentage (by group)

Amongst the Phone Recruit sample, residents who own a business on the Central Coast were significantly more likely to select 'invest less' – although even then the vast majority of this group (94%) did not want less investment.

Level of Investment for the Current Range of Services

Q3b. And overall, based on current service levels, do you think Council needs to invest more/the same/less than it currently does in providing its range of services?

	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	18%	21%	20%	20%	11%▼	16%	20%	19%	16%	20%	16%
Same	52%	39%	50%	55%	65%▲	55%	49%	54%	43%	55%	47%
More	30%	40%	30%	25%	24%	29%	31%	27%	41%	25%	38%▲
Base	336	81	80	111	64	160	176	268	68	219	117

	Overall	Ward					Time lived in area			CC Business		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years	CC Business owner	Senior manager/employee of CC Business	None of these
Less	18%	10%▼	19%	15%	25%	23%	21%	23%	16%	25%	19%	17%
Same	52%	57%	48%	60%	47%	50%	46%	52%	54%	40%	58%	50%
More	30%	34%	33%	25%	28%	28%	33%	26%	31%	35%	23%	33%
Base	336	63	81	57	65	70	55	87	194	41	110	198

Sample: Online Please see Appendix A for results by further demographics

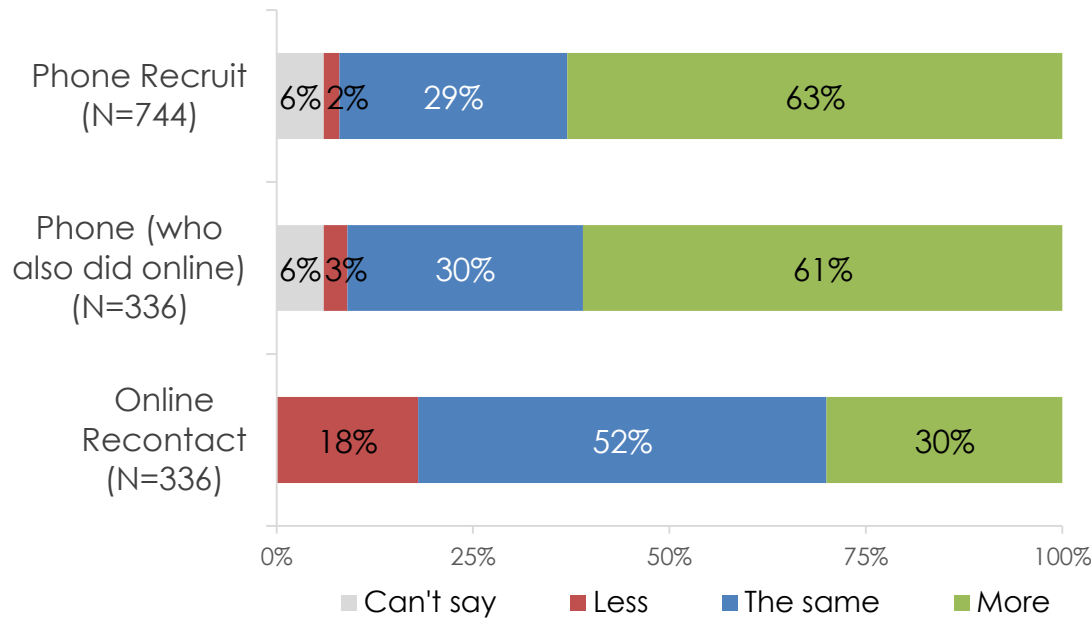
▲ ▼ = Significantly higher/lower percentage (by group)

For the Online respondents, those aged 70+ and those located in Budgewoi were significantly more likely to believe Council should invest less than it currently does in its range of services. Households with children were significantly more likely to state more investment.

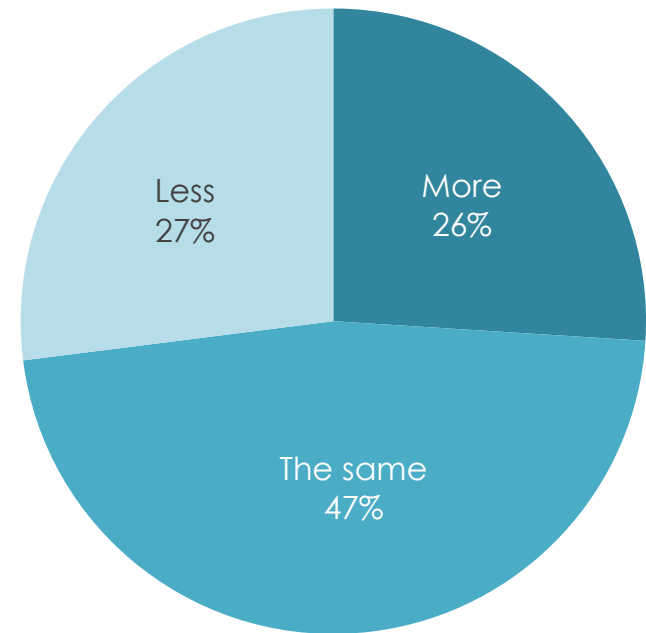
Level of Investment for Brand New Assets

Q2. Based on what you now know about Council's financial situation, when it comes to building brand new assets such as parks, playgrounds, footpaths, bridges, roads, skate parks, wharves, etc., do you feel that Council should invest less, the same, or more than they currently spend on those types of services?

Q3b. Investment in range of services



Online Recontact (N=336)



Sample: Online

Similar to the overall services question (chart at left above taken from Slide 19), after being informed of Council's current financial situation, 27% of residents would like to see less investment in new assets – whilst 73% would like to see investment remain the same (47%) or increase (26%).

Level of Investment for Brand New Assets

Q2. Based on what you now know about Council's financial situation, when it comes to building brand new assets such as parks, playgrounds, footpaths, bridges, roads, skate parks, wharves, etc., do you feel that Council should invest less, the same, or more than they currently spend on those types of services?

	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	27%	29%	25%	30%	23%	24%	30%	28%	25%	32%▲	19%
Same	47%	29%▼	45%	46%	57%▲	42%	46%	45%	39%	46%	40%
More	26%	41%▲	30%	24%	20%▼	34%	24%	27%	36%	22%	41%▲
Base	336	81	80	111	64	160	176	268	68	219	117

	Overall	Ward					Time lived in area			CC Business		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years	CC Business owner	Senior manager/employee of CC Business	None of these
Less	27%	19%	21%	35%	30%	35%	32%	32%	24%	37%	30%	25%
Same	47%	51%	48%	39%	37%	42%	42%	39%	46%	36%	40%	46%
More	26%	30%	31%	26%	33%	23%	27%	29%	29%	27%	30%	28%
Base	336	63	81	57	65	70	55	87	194	41	110	198

Sample: Online Please see Appendix A for results by further demographics

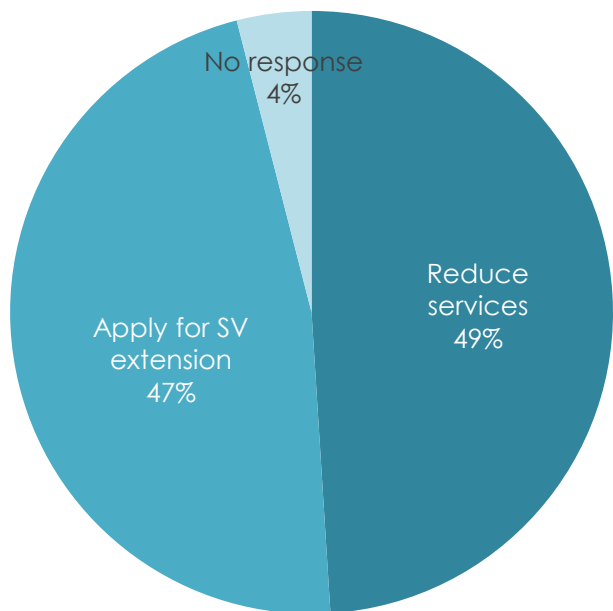
▲▼ = Significantly higher/lower percentage (by group)

This question was only asked of the Online respondents. Only households without children were significantly more likely than other residents to state Council should invest less in building brand new assets.

Preferred Option to Address Financial Situation

- Q4a. And now that you know more about the range of services offered by Council, which one of the following options would you prefer Council to pursue in order to help address the financial situation?
- Reduce service levels to meet the shortfall
 - Request IPART to extend the current one-off 13% Special Variation rates increase for an extra seven years - this would maintain the current increase of \$3.20 per week for the next nine years) for the average household. The exact amount you will pay will vary depending on the rating category for your parcel of land and the value of your land as determined by the NSW Valuer General.

Online Recontact
(N=336)



Q3b...	Q4a.			
	Total (N=336)	Apply for SV extension (N=159)	Reduce services (N=165)	No response (N=12)
Less	18%	6%▼	31%▲	7%
The same	52%	59%▲	47%	24%▼
More	30%	35%	22%▼	69%▲

Sample: Online

▲ ▼ = Significantly higher/lower percentage (by preference)

Based on a head-to-head preference for either an extension of the existing SV or a reduction in services, the community was polarised. As broad context, our regional norms for forced preference questions around two-choice SRV's are generally polarised – 43% rate peg only and 57% some form of SRV. Of the 165 online respondents who selected 'reduce services' (table at right), 31% indicated on an earlier question that they would like Council to invest less on services generally – which means 69% of this group would like Council to invest the same or more on services generally.

Preferred Option to Address Financial Situation

Q3a (Online). Now that you have worked through that list of services, overall how satisfied, if at all, are you with the quality of services currently provided by Central Coast Council?

Satisfaction with quality of services (Q3a)	Overall	Q4a. Preference		
		Apply for SV extension	Reduce services	No response
Very satisfied/satisfied	32%	39%▲	27%	6%▼
Somewhat satisfied	48%	46%	51%	48%
Not at all/not very satisfied	20%	15%	22%	45%▲
Mean rating	3.07	3.18▲	3.01	2.42▼
Base	336	159	165	12

Sample: Online

▲ ▼ = Significantly higher/lower percentage (by preference)

Following on from the previous slide, the 165 online respondents who selected 'reduce services' were somewhat less satisfied than were those who preferred the SV extension option with the overall quality of current services.

Preferred Option to Address Financial Situation

Q4a. And now that you know more about the range of services offered by Council, which one of the following options would you prefer Council to pursue in order to help address the financial situation?

- Reduce service levels to meet the shortfall
- Request IPART to extend the current one-off 13% Special Variation rates increase for an extra seven years - this would maintain the current increase of \$3.20 per week for the next nine years) for the average household. The exact amount you will pay will vary depending on the rating category for your parcel of land and the value of your land as determined by the NSW Valuer General.

	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Apply for SV	47%	39%	41%	48%	65%▲	50%	45%	49%	41%	51%	41%
Reduce	49%	58%	59%	44%	33%▼	46%	52%	47%	55%	44%	59%▲
No response	4%	3%	0%	8%▲	2%	4%	3%	3%	4%	5%▲	0%
Base	336	81	80	111	64	160	176	268	68	219	117

	Overall	Ward					Time lived in area			CC Business		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years	CC Business owner	Senior manager/employee of CC Business	None of these
Apply for SV	47%	52%	43%	44%	48%	51%	60%	38%	48%	53%	40%	50%
Reduce	49%	46%	56%	54%	44%	45%	38%	61%▲	47%	46%	59%▲	45%
No response	4%	2%	1%	2%	8%▲	4%	3%	1%▼	5%	2%	1%▼	5%▲
Base	336	63	81	57	65	70	55	87	194	41	110	198

Sample: Online

▲ ▼ = Significantly higher/lower percentage (by group)

Although certainly not statistically significant (at the 95% confidence level), there is some sense in the data that ratepayers may be more likely than non-ratepayers to prefer the SV extension option.

There is also a sense that older residents may be more likely to favour the SV extension option, whilst younger residents seemingly favour the reduced services option.

Preferred Option to Address Financial Situation

- Q4a. And now that you know more about the range of services offered by Council, which one of the following options would you prefer Council to pursue in order to help address the financial situation?
- Reduce service levels to meet the shortfall
 - Request IPART to extend the current one-off 13% Special Variation rates increase for an extra seven years - this would maintain the current increase of \$3.20 per week for the next nine years) for the average household. The exact amount you will pay will vary depending on the rating category for your parcel of land and the value of your land as determined by the NSW Valuer General.

	Overall	Employment status			Aboriginal and/or Torres Strait Islander origin		Do you or anyone in your household identify as living with disability?	
		Employed	Retired	Other	Yes	No/Prefer not to say	Yes	No/Prefer not to say
Apply for SV	47%	44%	57%▲	38%	69%	46%	48%	47%
Reduce	49%	55%▲	37%▼	52%	18%	51%	42%	50%
No response	4%	1%▼	6%	10%	13%	3%	11%▲	2%
Base	336	199	99	38	15	321	49	287

Sample: Online

▲▼ = Significantly higher/lower percentage (by group)

Employed residents were more likely to prefer a reduction in services, whilst retirees were more in favour of the SV extension.

Reason for Preferred Option

Q4a. And now that you know more about the range of services offered by Council, which one of the following options would you prefer Council to pursue in order to help address the financial situation?

Q4b. Why do you say that?

	Overall	Apply for SV extension	Reduce services	Can't say
Council mismanagement/lack of trust in Council/fix it internally/Council's responsibility	38%	27%▼	49%▲	45%
Services are needed/important for livability, quality of life and growth	18%	35%▲	3%▼	6%
Cuts can be made elsewhere/money sourced elsewhere/work with organisations and the community	15%	8%▼	22%▲	13%
Don't want to/cannot afford to pay more/will impact lower income earners	14%	6%▼	22%▲	0%
No other way/get back on track/needs to happen	12%	20%▲	4%▼	0%
Improve efficiencies	10%	9%	11%	13%
Should be more than 2 options/unfair/don't like either option/alternatives	9%	8%	9%	25%▲
Failing to provide as is	7%	9%	5%	14%
Reasonable amount to pay	7%	15%▲	0%▼	0%
Depending on the services/certain services should be cut	6%	3%	9%	0%
Shift priorities/focus on what's important	6%	1%▼	12%▲	6%
Comments about the amalgamation e.g. should not have merged, an issue since the merge, focus on particular areas, too big	5%	6%	4%	12%
Maintain what we have/nothing new	4%	5%	2%	0%
State Government e.g. they should be accountable/their fault/help with funding	3%	2%	4%	5%
Comments about the survey	2%	1%	3%	6%
Concerns/needs to be guarantees	1%	1%	1%	0%
Don't use the services/rather not pay for services I don't use	1%	1%	2%	6%
Services are good	1%	0%	2%	0%
Stick to core services	1%	1%	2%	0%
Don't lose staff	<1%	0%	0%	6%▲
Other comments	9%	9%	9%	7%
Don't know	5%	3%	6%	24%▲
Base	336	159	165	12

Sample: Online Please see Appendix A for results by demographics

▲ ▼ = Significantly higher/lower percentage (by preference)

By far the dominant comment overall when asked to explain their preferred option (be it SV Extension or Reduced services) focused on Council's mismanagement/Council's responsibility to fix etc – 38% of the total online sample mentioned this – and 49% of those who preferred the 'Reduce services' option mentioned it.

Reason for Preferred Option: Ratepayer Status

- Q4a. And now that you know more about the range of services offered by Council, which one of the following options would you prefer Council to pursue in order to help address the financial situation?
- Q4b. Why do you say that?

	Overall	Apply for SV Extension		Reduce Services	
		Ratepayer	Non ratepayer	Ratepayer	Non ratepayer
Council mismanagement/lack of trust in Council/fix it internally/Council's responsibility	38%	29%	19%	55%▲	30%
Services are needed/important for livability, quality of life and growth	18%	37%	23%	3%	2%
Cuts can be made elsewhere/money sourced elsewhere/work with organisations and the community	15%	7%	12%	21%	25%
Don't want to/cannot afford to pay more/will impact lower income earners	14%	3%	21%▲	23%	19%
No other way/get back on track/needs to happen	12%	21%	20%	4%	6%
Improve efficiencies	10%	10%	0%	12%	8%
Should be more than 2 options/unfair/don't like either option/alternatives	9%	10%	2%	11%	2%
Failing to provide as is	7%	9%	8%	7%	0%
Reasonable amount to pay	7%	14%	21%	0%	0%
Depending on the services/certain services should be cut	6%	4%	0%	11%	0%
Shift priorities/focus on what's important	6%	1%	0%	12%	10%
Base	336	132	28	127	38

Sample: Online

▲ ▼ = Significantly higher/lower percentage (by group)

The purpose of the above table is to compare the main open-ended responses by ratepayers/non-ratepayers. The relatively small sample sizes for non-ratepayers make it difficult to find too many differences – although it does appear that ratepayers are more likely than non-ratepayers to mention Council mismanagement.

Reason for Preferred Option: Level of Investment

Q4a. And now that you know more about the range of services offered by Council, which one of the following options would you prefer Council to pursue in order to help address the financial situation?

Q4b. Why do you say that?

Filtered to those who selected ' Reduce Services '	Q3b. Investment in Services		
	Overall	Less	The same/ More
Council mismanagement/lack of trust in Council/fix it internally/Council's responsibility	49%	63%▲	42%
Services are needed/important for livability, quality of life and growth	3%	0%	4%
Cuts can be made elsewhere/money sourced elsewhere/work with organisations and the community	22%	24%	21%
Don't want to/cannot afford to pay more/will impact lower income earners	22%	14%	25%
No other way/get back on track/needs to happen	4%	0%	6%
Improve efficiencies	11%	17%	9%
Should be more than 2 options/unfair/don't like either option/alternatives	9%	9%	8%
Failing to provide as is	5%	6%	5%
Reasonable amount to pay	0%	0%	0%
Depending on the services/certain services should be cut	9%	8%	9%
Shift priorities/focus on what's important	12%	21%▲	7%
Base	165	51	113

Sample: Online

▲ ▼ = Significantly higher/lower percentage (by group)

The above table again examines the main open-ended reasons for preference – but based only on those who preferred the 'Reduce services' option – and cross analysed by overall investment perceptions. Those who said 'less' investment on Q3b and 'reduce services' on Q4a were significantly more likely than the others who selected 'reduce services' to mention Council mismanagement as a reason – and that Council should shift priorities/focus on what's important.



Summary Results

Detailed Results

1. Overall Metrics

2. Individual Services

3. Other Metrics

Appendix A: Additional Analyses

Appendix B: Further Demographics and Background & Methodology

Appendix C: Identified Submission

Appendix D: Questionnaires

Phone Recruit Background Information (Q5)

The following information was provided to Phone respondents before they were asked Q5:

"Council has implemented a number of measures to manage costs to address the situation and long-term financial sustainability. This process is estimated to take up to ten years.

For instance, there have been significant staff reductions, restrictions on spending, and the sale of some assets. The spend on infrastructure such as roads, bridges, buildings, etc. has also been reduced.

In July this year rates notices were issued to households, and they were impacted by two factors:

- The first factor was that rates were made permanently consistent across the Central Coast LGA – this meant a reduction in rates for some, and an increase for others – but overall this did not generate any additional income for Council, it was simply making rates more consistent across the LGA.*
- The second factor is that in May 2021 the Independent Pricing and Regulatory Tribunal (IPART) approved a temporary rate increase of 15%, which was the standard 2% per annum rate peg that applies to all Councils, plus an additional one-off 13% increase that remains in the rate base for three years, after which it will be removed and rates will drop. Council's financial recovery will take much longer than three years and if rates reduce at the end of three years, Council will have a shortfall in their budget of approximately \$25.8 million annually for the following seven years.*

To balance the budget, Council will need to extend the current three-year rate increase for a further seven years in order to generate more revenue – or they will need to reduce services levels even further than has already been done."

Potential Services to Invest Less in

Q5. If Council is forced to reduce service levels further, which, if any, particular services do you feel they could invest less in?

		N = 744
Council/Assets	Staffing – reduce wages, reduce number of staff, no need for Council cars, etc.	20%
	Make improvements/better management/better focus/more efficient operations and workers	8%
	Contractors/consultants	2%
	Advertising	1%
	Council buildings	1%
	Equipment	1%
	Studies/research	1%
	Land/property e.g. sell off	<1%
	IT/computer systems	<1%
	Compliance/regulation/red-tape	<1%
	NET: Council/Assets	27%
Council's Main 47 Services	Maintaining and minor upgrades to existing parks, sportsfields, recreational reserves, outdoor gyms	10%
	Maintaining and minor upgrades to existing roads including potholes, kerb and gutters and roadside mowing	5%
	Maintaining and minor upgrades to existing pedestrian and bike paths	4%
	Cultural venues and programs/arts	3%
	Maintaining and minor upgrades to existing playgrounds	3%
	Tourism and economic development (including Gosford Waterfront)	3%
	Town and city centre amenities e.g. street sweeping, litter collection, gardens, graffiti	3%
	Urban planning	3%
	Designing, building and maintaining streetscapes	2%
	Community events	2%
	Library services/programs	2%
	Coastal management	1%
	Community grants and sponsorship	1%
	Council-run childcare	1%
	Maintaining, leasing and managing community buildings such as community halls	1%
	Natural bushland reserves (trails, firebreaks, vegetation management, bushcare)	1%
	Maintaining and minor upgrades to existing skate parks/BMX tracks	1%
Managing and operating leisure centres, pools and tennis courts	1%	

Sample: Phone

Overall 27% of the Phone sample stated Council should make further reductions on their end, particularly reducing staff wages, the number of staff and staff benefits such as cars. In regards to Council's main 47 services (further explored in the Online survey) 10% identified parks, sportsfields, etc. as an area to invest less in.

Potential Services to Invest Less in

Q5. If Council is forced to reduce service levels further, which, if any, particular services do you feel they could invest less in?

		N = 744
Council's Main 47 Services	Central Coast Airport at Warnervale	<1%
	Maintaining and minor upgrades to existing road and pedestrian bridges	<1%
	Building inspections and compliance for new buildings and renovations	<1%
	Off-street parking stations	<1%
	Managing Central Coast Stadium	<1%
	Community development	<1%
	Community education	<1%
	Managing and operating 4 holiday parks and 1 camping ground	<1%
	Installing and maintaining existing street lighting	<1%
	Maintaining and minor upgrades to existing wharves, jetties and boat ramps	<1%
Other service areas	Waste collection/council clean-ups/curb-side pick-ups	2%
	Non-essentials	1%
	Recreation/leisure in general	1%
	Other services	1%
	Fireworks	<1%
	Public transport and supporting infrastructure	<1%
NET: Other service areas		7%
Other comments	Less spending/services in particular areas e.g. more is invested in the Southern end	3%
	Explore other ways to generate money e.g. increase fees, outsource, sell more	2%
	Comments about the amalgamation	1%
	Stop selling assets	1%
	Don't increase rates	1%
	Happy to pay the increase in rates	1%
	Invest/spend/do more	13%
	No further cuts/not enough services currently/all services are important	9%
	Other comments	6%
NET: Other comments		30%
	Unsure/none/need more information	26%

Sample: Phone

A quarter were unsure what services to invest less in – whilst 13% stated Council should actually invest/spend/do more (not less) – and 9% believe no further cuts should be made.

Potential Services to Invest Less in

Q5. If Council is forced to reduce service levels further, which, if any, particular services do you feel they could invest less in?

Note: Only top codes have been shown for cross analysis	Overall	Age				Gender	
		18-34	35-49	50-69	70+	Male	Female
Staffing - reduce wages, reduce number of staff, no need for Council cars, etc.	20%	12%▼	22%	25%▲	17%	21%	19%
Maintaining and minor upgrades to existing parks, sports fields, recreational reserves, outdoor gyms	10%	9%	13%	9%	11%	11%	9%
Make improvements/better management/better focus/more efficient operations and workers	8%	3%▼	12%▲	8%	8%	8%	8%
Maintaining and minor upgrades to existing roads including potholes, kerb and gutters and roadside mowing	5%	8%	4%	4%	2%▼	5%	5%
Maintaining and minor upgrades to existing pedestrian and bike paths	4%	4%	3%	4%	3%	2%	5%
Town and city centre amenities e.g. street sweeping, litter collection, gardens, graffiti	3%	8%▲	2%	2%	2%	3%	4%
Tourism and economic development (including Gosford Waterfront)	3%	3%	2%	5%	2%	3%	3%
Urban planning	3%	4%	3%	3%	2%	3%	3%
Maintaining and minor upgrades to existing playgrounds	3%	4%	3%	2%	2%	2%	4%
Less spending/services in particular areas e.g. more is invested in the Southern end	3%	1%	2%	5%▲	1%	3%	2%
Cultural venues and programs/arts	3%	3%	2%	3%	1%	3%	2%
Library services/programs	2%	3%	1%	3%	2%	2%	3%
Waste collection/council clean-ups/curb-side pick-ups	2%	1%	2%	4%	3%	3%	2%
Community events	2%	2%	3%	2%	2%	2%	3%
Explore other ways to generate money e.g. increase fees, outsource, sell more	2%	1%	3%	3%	1%	4%▲	1%
Designing, building and maintaining streetscapes	2%	1%	4%▲	2%	1%	2%	2%
Contractors/consultants	2%	1%	2%	2%	2%	2%	2%
No further cuts/not enough services currently/all services are important	9%	6%	7%	10%	11%	9%	8%
Invest/spend/do more	13%	17%	11%	11%	13%	14%	11%
Unsure/none/need more information	26%	28%	25%	22%	33%▲	26%	27%
Base	744	179	178	246	141	354	390

Sample: Phone

▲▼ = Significantly higher/lower percentage (by group)

Residents aged 18-34 are less likely than older residents to identify internal reductions and significantly more likely to say reduce investment in town and city centre amenities.

Potential Services to Invest Less in

Q5. If Council is forced to reduce service levels further, which, if any, particular services do you feel they could invest less in?

Note: Only top codes have been shown for cross analysis	Overall	Budgewoi	Gosford East	Ward Gosford West	Wyong	The Entrance
Staffing - reduces wages, reduce number of staff, no need for Council cars, etc.	20%	18%	18%	14%	23%	26%
Maintaining and minor upgrades to existing parks, sports fields, recreational reserves, outdoor gyms	10%	13%	10%	9%	9%	9%
Make improvements/better management/better focus/more efficient operations and workers	8%	6%	5%	4%	14%▲	11%
Maintaining and minor upgrades to existing roads including potholes, kerb and gutters and roadside mowing	5%	7%	3%	3%	4%	7%
Maintaining and minor upgrades to existing pedestrian and bike paths	4%	0%▼	6%	3%	4%	4%
Town and city centre amenities e.g. street sweeping, litter collection, gardens, graffiti	3%	6%	4%	5%	2%	0%▼
Tourism and economic development (including Gosford Waterfront)	3%	2%	7%▲	2%	3%	1%▼
Urban planning	3%	2%	3%	5%	3%	3%
Maintaining and minor upgrades to existing playgrounds	3%	1%▼	2%	5%	3%	4%
Less spending/services in particular areas e.g. more is invested in the Southern end	3%	4%	2%	2%	4%	3%
Cultural venues and programs/arts	3%	1%	4%	2%	2%	4%
Library services/programs	2%	3%	3%	3%	2%	1%
Waste collection/council clean-ups/curb-side pick-ups	2%	2%	3%	1%	3%	2%
Community events	2%	0%▼	3%	2%	3%	2%
Explore other ways to generate money e.g. increase fees, outsource, sell more	2%	1%	3%	2%	2%	3%
Designing, building and maintaining streetscapes	2%	3%	1%	1%	1%	4%
Contractors/consultants	2%	3%	3%	1%	1%	1%
No further cuts/not enough services currently/all services are important	9%	9%	12%	10%	3%▼	8%
Invest/spend/do more	13%	12%	10%	12%	20%▲	11%
Unsure/none/need more information	26%	30%	22%	29%	22%	30%
Base	744	149	172	134	147	142

Sample: Phone

▲ ▼ = Significantly higher/lower percentage (by group)

Wyong Ward residents are more likely than other residents to state Council should invest more and make internal improvements.

Potential Services to Invest Less in

Q5. If Council is forced to reduce service levels further, which, if any, particular services do you feel they could invest less in?

Note: Only top codes have been shown for cross analysis	Overall	Ratepayer status		Children at home	
		Ratepayer	Non-ratepayer	No children	Children
Staffing - reduces wages, reduce number of staff, no need for Council cars, etc.	20%	22%▲	14%	19%	21%
Maintaining and minor upgrades to existing parks, sports fields, recreational reserves, outdoor gyms	10%	11%	8%	10%	10%
Make improvements/better management/better focus/more efficient operations and workers	8%	9%	5%	8%	7%
Maintaining and minor upgrades to existing roads including potholes, kerb and gutters and roadside mowing	5%	4%	7%	4%	6%
Maintaining and minor upgrades to existing pedestrian and bike paths	4%	4%	2%	3%	5%
Town and city centre amenities e.g. street sweeping, litter collection, gardens, graffiti	3%	3%	4%	3%	4%
Tourism and economic development (including Gosford Waterfront)	3%	4%	1%	3%	4%
Urban planning	3%	3%	3%	3%	3%
Maintaining and minor upgrades to existing playgrounds	3%	3%	2%	2%	4%
Less spending/services in particular areas e.g. more is invested in the Southern end	3%	3%	1%	3%	3%
Cultural venues and programs/arts	3%	3%	1%	2%	4%
Library services/programs	2%	3%	1%	2%	3%
Waste collection/council clean-ups/curb-side pick-ups	2%	3%	1%	3%	1%
Community events	2%	3%	1%	2%	2%
Explore other ways to generate money e.g. increase fees, outsource, sell more	2%	3%▲	0%	1%	3%
Designing, building and maintaining streetscapes	2%	2%	2%	1%	4%▲
Contractors/consultants	2%	1%	3%	2%	2%
No further cuts/not enough services currently/all services are important	9%	9%	7%	9%	7%
Invest/spend/do more	13%	12%	15%	13%	13%
Unsure/none/need more information	26%	25%	30%	29%	22%
Base	744	561	183	482	262

Sample: Phone

▲▼ = Significantly higher/lower percentage (by group)

Ratepayers were significantly more likely than non-ratepayers to state Council should invest less in staffing and explore other ways to generate money.



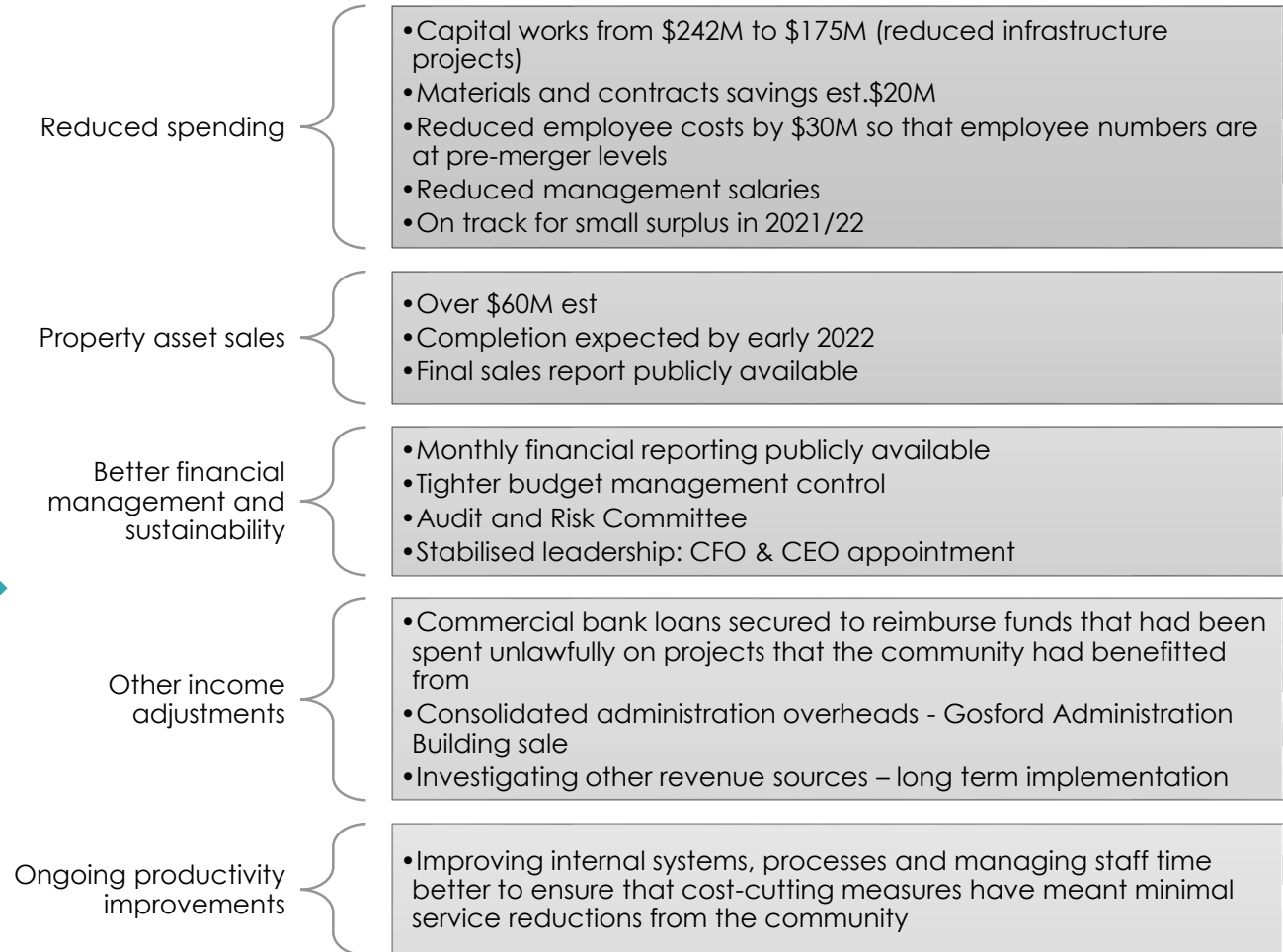
Online Recontact Background Information

Introduction:

At the start of the online re-contact survey, residents were provided with the following information (this slide and next):

“Central Coast Council has been working on their financial recovery since November 2020. Council has implemented measures to manage costs to help fix the financial problem. The following diagram outlines these actions.

Diagram: Central Coast Council actions to fix the financial problems



Online Recontact Background Information



Council has done everything they can behind the scenes to reduce costs without largely impacting on services to the community. These actions have got Council back from the brink, but there is more to do. The commercial loans are the backbone of the recovery and Council is required to repay these within 10 years.

To do this, and continue to be able to deliver services at the current level, Council is proposing to apply to maintain the current rates for an additional seven years, or ten years in total.

This will allow Council to demonstrate to the commercial lenders that they are able to pay back the loans and maintain the current service levels for the Central Coast community. During this time, Council will continually work on being more productive so that the community has ongoing benefits from improved service levels.

If rates reduce at the end of three years, there will be shortfall of \$25.8 million per year for the following seven years and Council will need to reduce service levels even further than has already been done.

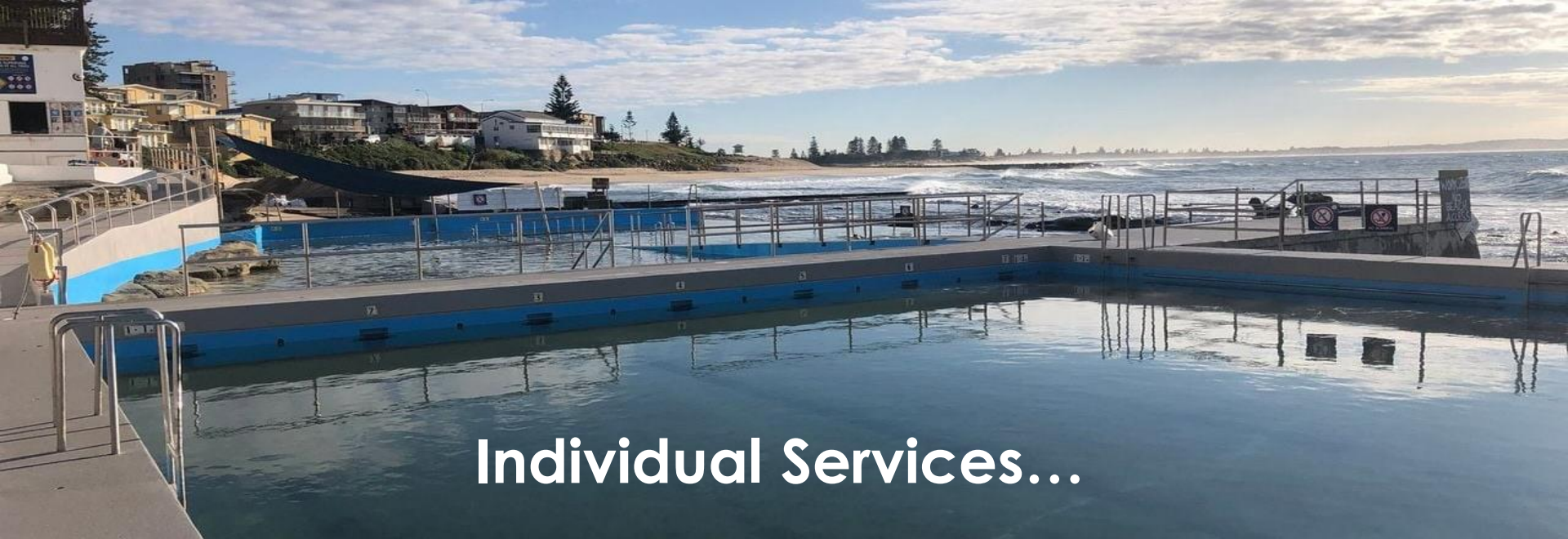
Options:

Council is proposing to make an application to the Independent Pricing and Regulatory Tribunal (IPART) to maintain the current level of rates for a further seven years beyond June 2024. This will allow Council to maintain current service levels, continue to find more service efficiencies and pay back loans.

Council wants to understand the community views on what services are important, what are the appropriate service levels and whether or not the community supports maintaining rates and services at current levels. This will help Council decide if it formally applies to IPART in February 2022.

Community involvement:

The purpose of this survey is to understand your preferences about maintaining rates and services and help you be aware of the implications a reduction in Council rates will mean to the services you use daily.



Individual Services...

Respondents were asked to provide the following feedback on 47 current Council services:

- Whether or not you have used or relied upon each Council service in your local area in the past two to three years
- How satisfied, if at all, you are with Council's performance of that service in your local area (even if you haven't used it recently)
- Based on what you now know about Council's financial situation, whether you feel that Council should invest less, the same, or more than they currently spend on that service.

The following slides summarise results of usage, satisfaction ratings and the less/same/more investment questions, based on the total Online sample of 336 respondents (see also Appendix A).

It is worth noting that respondents have not simply said More or Same for every service, they have discriminated between services – the combined 'Same' and 'More' scores for the individual services range from 64% (on-street car parking enforcement) to 96% or so (Lifeguard services, existing roads, bins in public reserves, cleaning of public toilets).

Usage – Most and Least Used Services

Q1. Please provide whether or not you or any children in your household have used or relied upon that service in your local area in the past two to three years.

Most Used Services

Traffic and safety regulation - speed signage, traffic calming and roundabouts	95%
Maintaining and minor upgrades to existing roads including potholes, kerb and gutters and roadside mowing	94%
Maintaining and minor upgrades to existing road and pedestrian bridges	91%
Bins in public reserves, beaches and parks	91%
Installing new and maintaining existing street lighting	83%
Cleaning and maintaining public toilets	83%
Council-run Commercial waste and recycling collection	82%
Town and city centre amenities - street sweeping, litter collection, gardens, graffiti management	78%
Maintaining and minor upgrades to existing pedestrian and bike paths including drinking fountains and seating along the way	77%
On-street car parking including enforcement and regulation	76%

Least Used Services

Council-run childcare	5%
Central Coast Airport at Warnervale	5%
Leasing and managing commercial properties for profit	10%
Community programs	10%
Managing and operating 4 holiday parks and 1 camping ground	16%
Burial services and maintaining cemeteries	17%
Community grants and sponsorship such as funding for events, community programs	17%
Assessing and determining development applications	19%
Community development - partnerships with community and not-for-profit groups such as health and wellbeing programs	19%
Library Online Services – audiobooks, e-learning and education programs	21%
Building inspections and compliance for new buildings and renovations	21%

Sample: Online

Please see Appendix A for the full list of services

The Online sample are more likely to be using services in relation to the roads and bins in public reserves, beaches and parks and least likely to use Council-run childcare, the Airport, commercial properties and community programs.

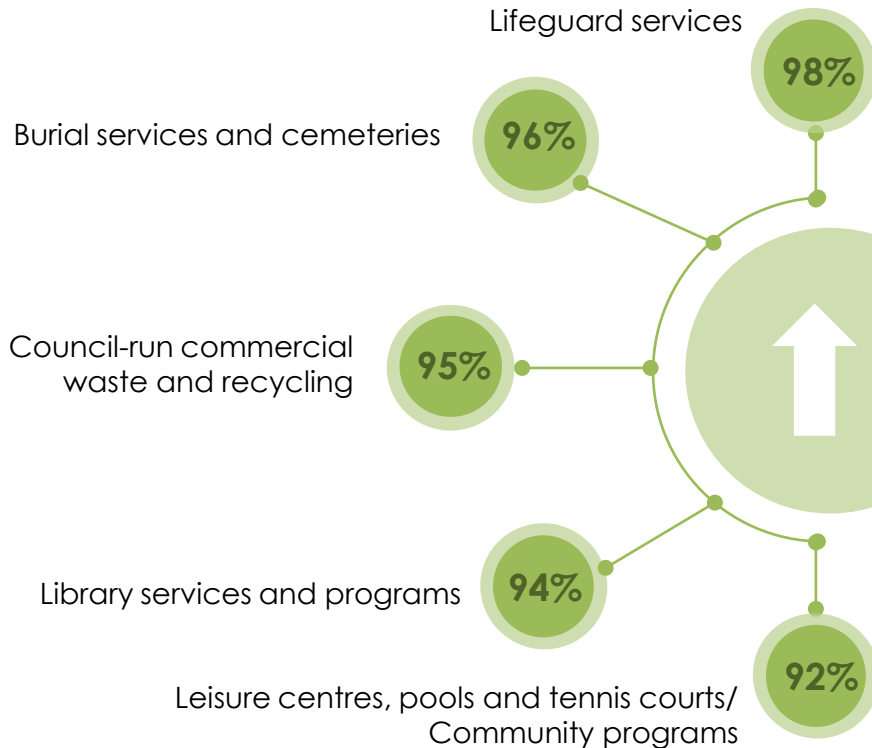
Satisfaction – Highest and Lowest Ranked

Q1. How satisfied, if at all, are you with Council's performance of that service in your local area (even if you haven't used it recently).

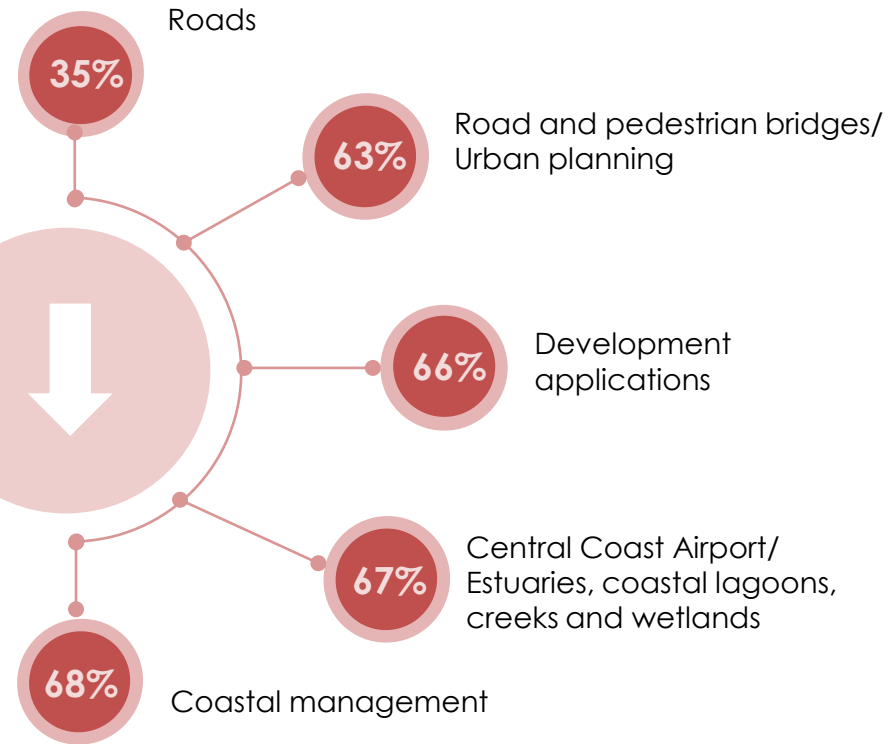
T3B%

(Somewhat satisfied/Satisfied/Very satisfied)

Top 5 Satisfaction



Bottom 5 Satisfaction



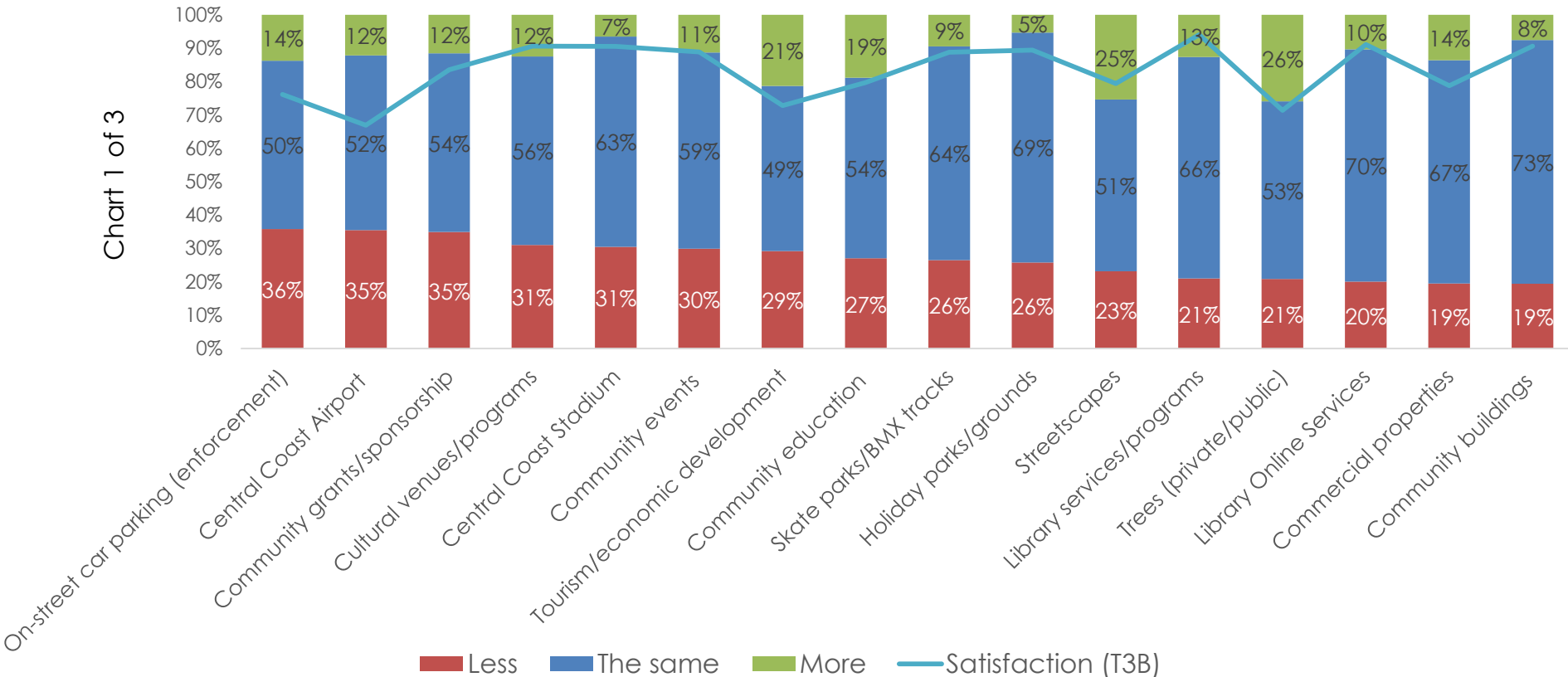
Sample: Online

Please see Appendix A for detailed list of services

Satisfaction is greatest for the lifeguard services and cemeteries and lowest for roads, bridges and urban planning.

Level of Investment AFTER Knowing About the Current Financial Situation – Total Online Sample

Q1. Based on what you now know about Council's financial situation, for each service could you please provide the answers for:
 **How satisfied, if at all, you are with Council's performance of that service in your local area (even if you haven't used it recently).
 **And based on what you now know about Council's financial situation, whether you feel that Council should invest less, the same, or more than they currently spend on that service.

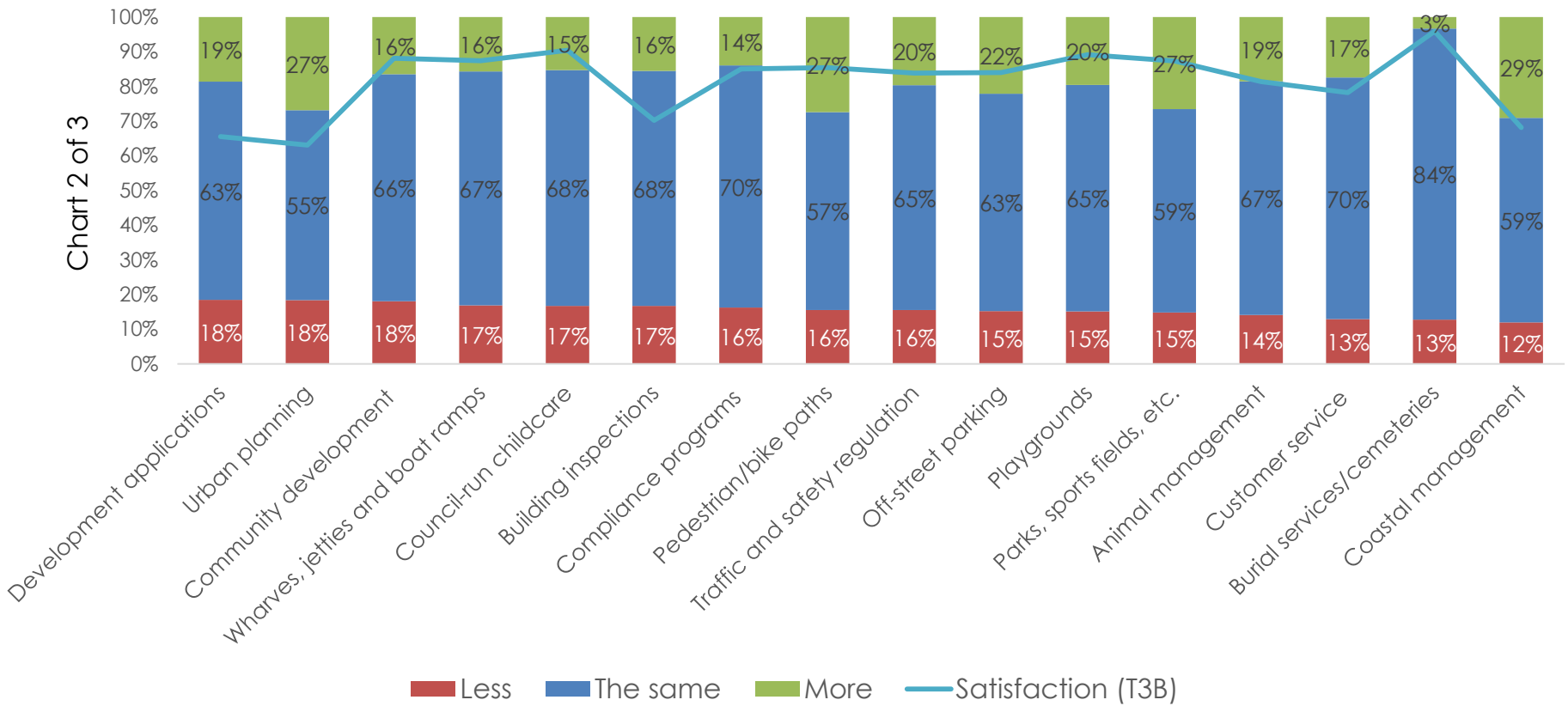


Sample: Online

- The highest 'less' investment score is 36%, meaning that at least 64% or more of respondents want the same or more investment for each service.
- In fact, consistent with the earlier 'overall services investment' question where the combined Same and More score was 82%, the combined 'Same' and 'More' scores for the individual services range from 64% (see above) to 97% (see Slide 45).

Level of Investment AFTER Knowing About the Current Financial Situation – Total Online Sample

Q1. Based on what you now know about Council's financial situation, for each service could you please provide the answers for:
 **How satisfied, if at all, you are with Council's performance of that service in your local area (even if you haven't used it recently).
 **And based on what you now know about Council's financial situation, whether you feel that Council should invest less, the same, or more than they currently spend on that service.

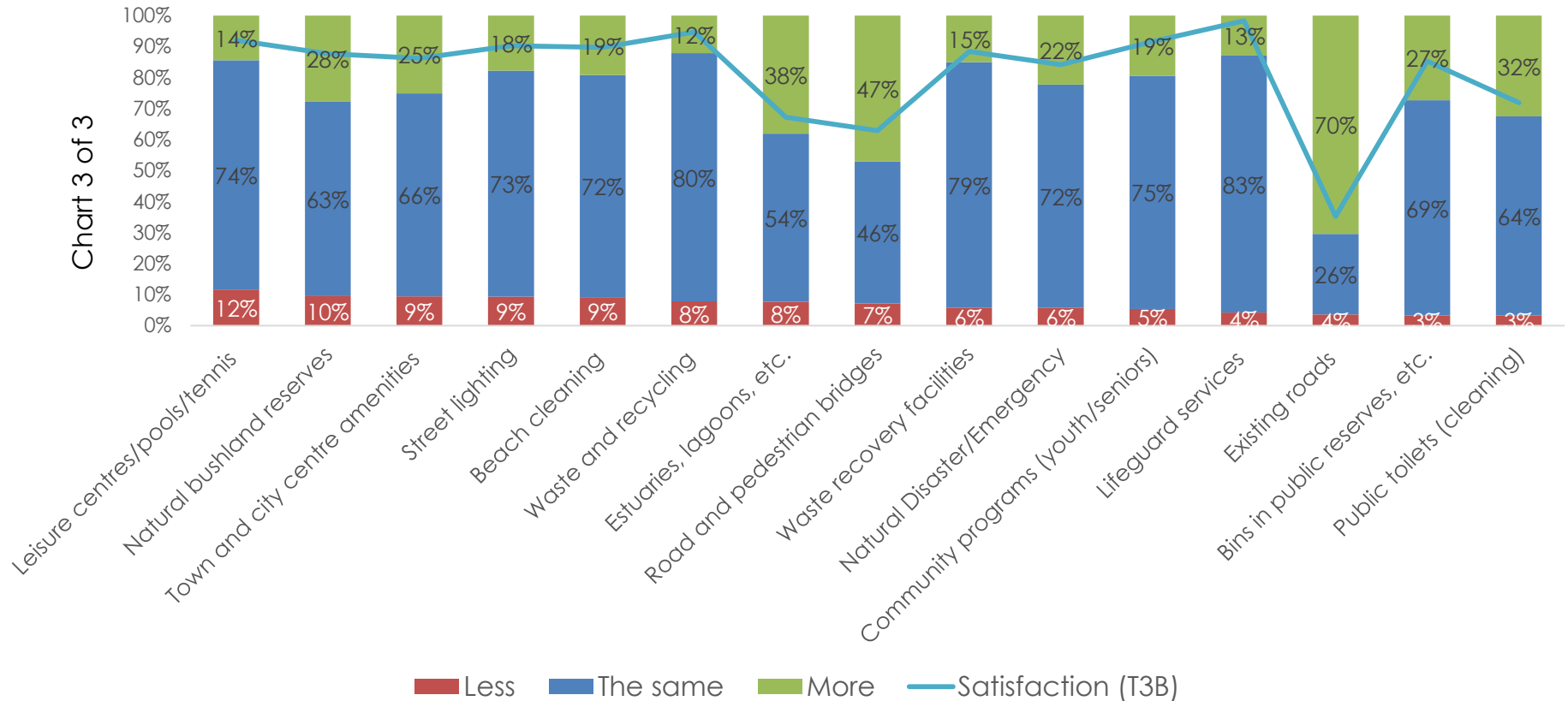


Sample: Online

The above chart is a continuation of the previous slide – ranked in order of the 'less' investment scores.

Level of Investment AFTER Knowing About the Current Financial Situation – Total Online Sample

Q1. Based on what you now know about Council's financial situation, for each service could you please provide the answers for:
 **How satisfied, if at all, you are with Council's performance of that service in your local area (even if you haven't used it recently).
 **And based on what you now know about Council's financial situation, whether you feel that Council should invest less, the same, or more than they currently spend on that service.



Sample: Online

The above chart is a continuation of the two previous slides – ranked in order of the 'less' investment scores.



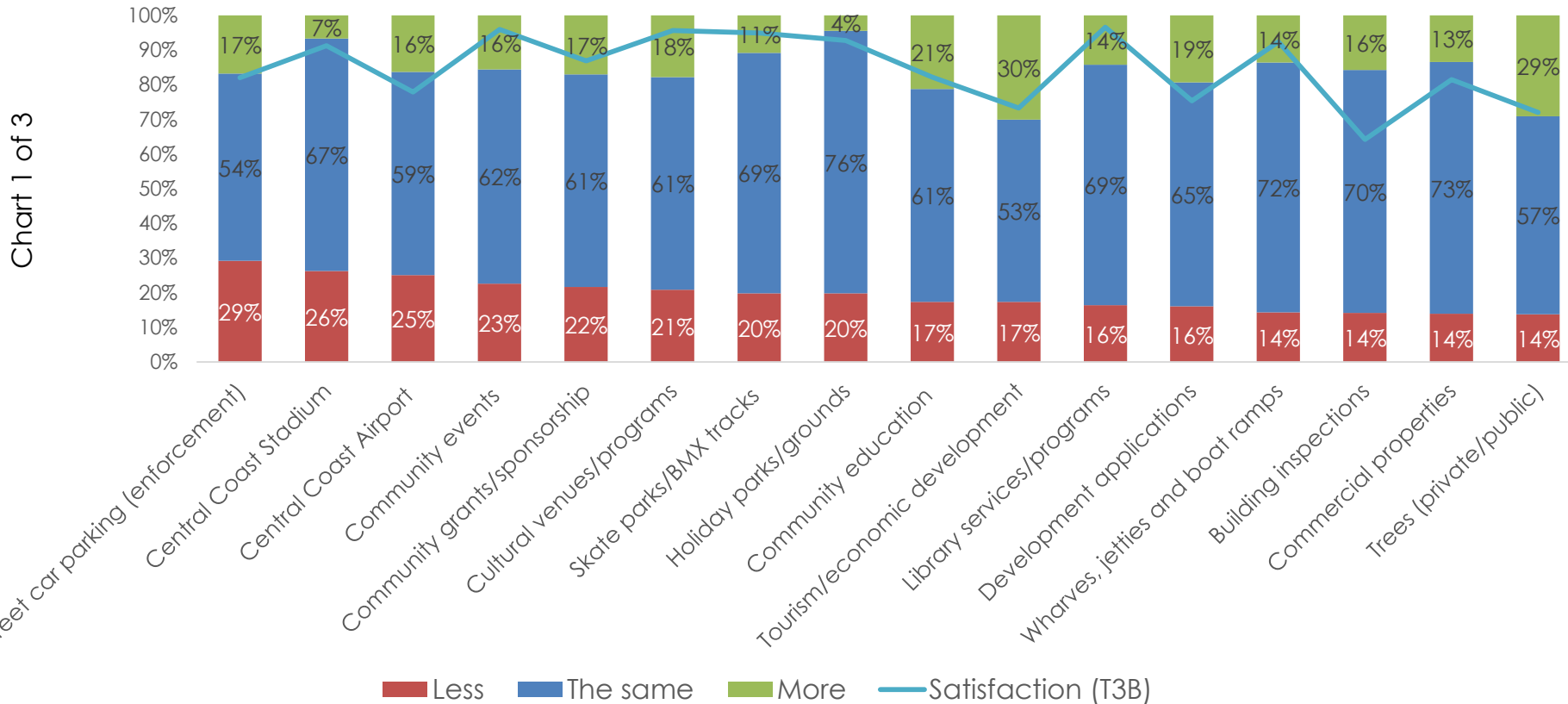
Individual Services...

The following three slides are a repeat of the previous slides – except on this occasion they are filtered to those who on the head-to-head preference question **selected the 'SV Extension' option**.

Perhaps not surprisingly, this group was generally more likely than the total sample to select the same or more investment across most services (the combined 'Same' and 'More' scores for the individual services range from 71% to 100%).

Level of Investment AFTER Knowing About the Current Financial Situation – Those Preferring the SV Extension

Q1. Based on what you now know about Council's financial situation, for each service could you please provide the answers for:
 **How satisfied, if at all, you are with Council's performance of that service in your local area (even if you haven't used it recently).
 **And based on what you now know about Council's financial situation, whether you feel that Council should invest less, the same, or more than they currently spend on that service.

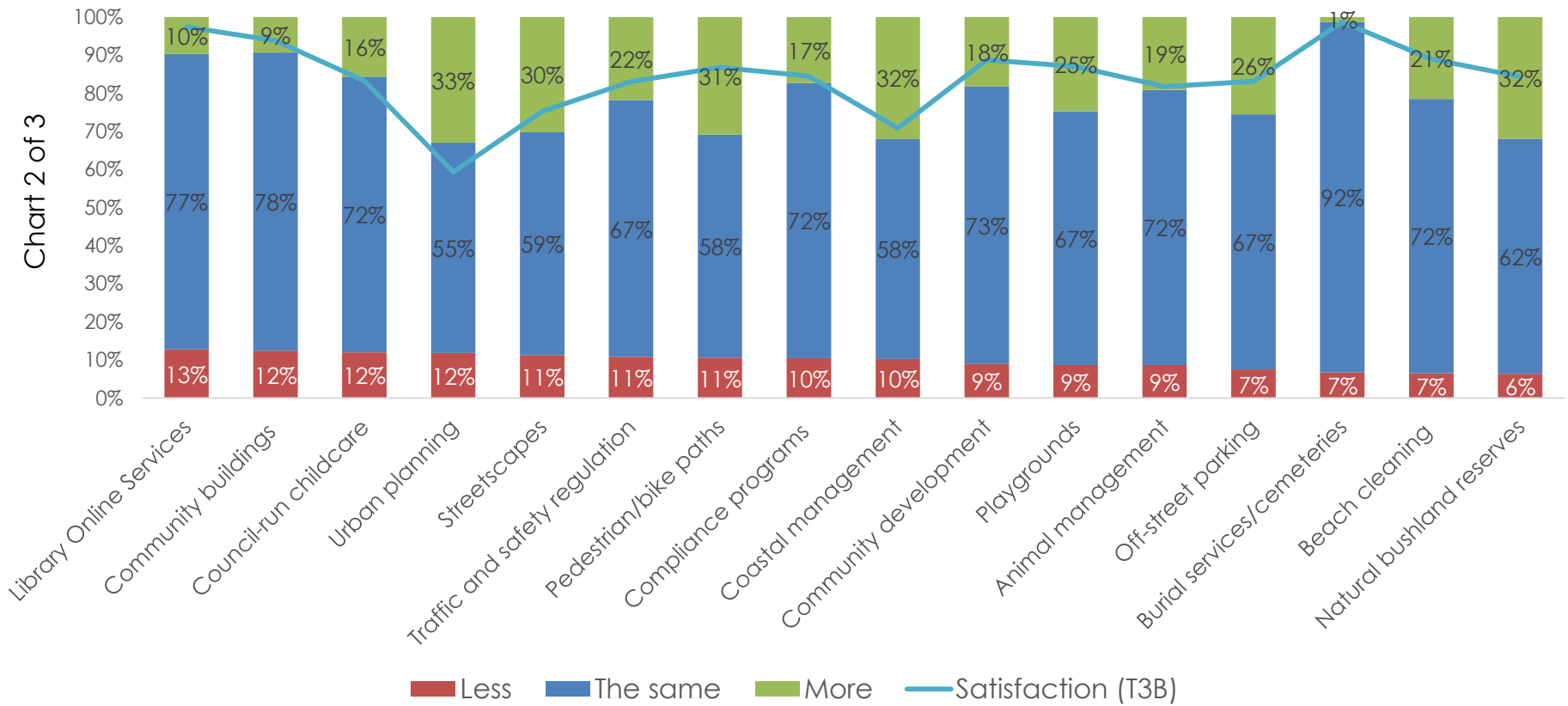


Sample: Online

For this cohort, at least 71% or more want each service to receive the same or more investment.

Level of Investment AFTER Knowing About the Current Financial Situation – Those Preferring the SV Extension

Q1. Based on what you now know about Council's financial situation, for each service could you please provide the answers for:
 **How satisfied, if at all, you are with Council's performance of that service in your local area (even if you haven't used it recently).
 **And based on what you now know about Council's financial situation, whether you feel that Council should invest less, the same, or more than they currently spend on that service.

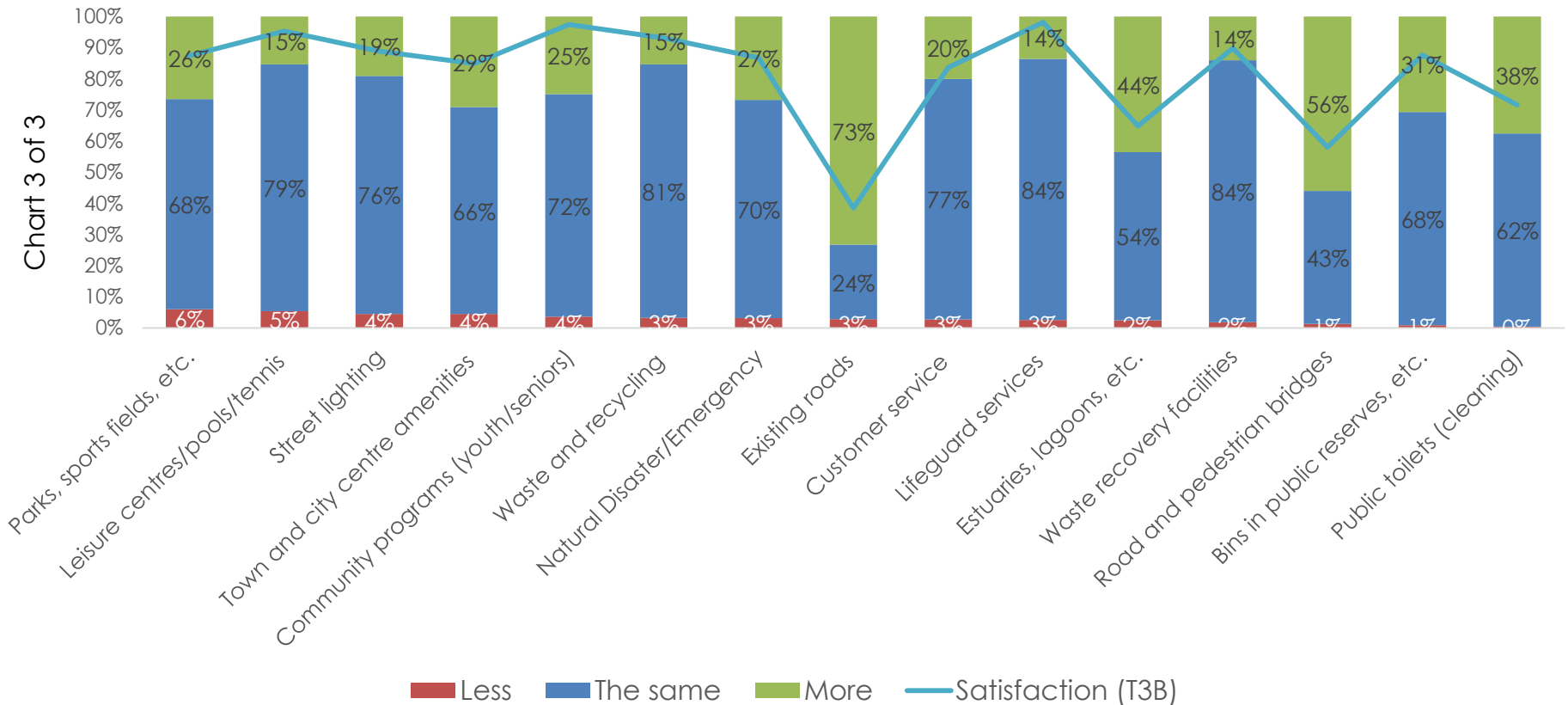


Sample: Online

The above chart is a continuation of the previous slide – ranked in order of the 'less' investment scores.

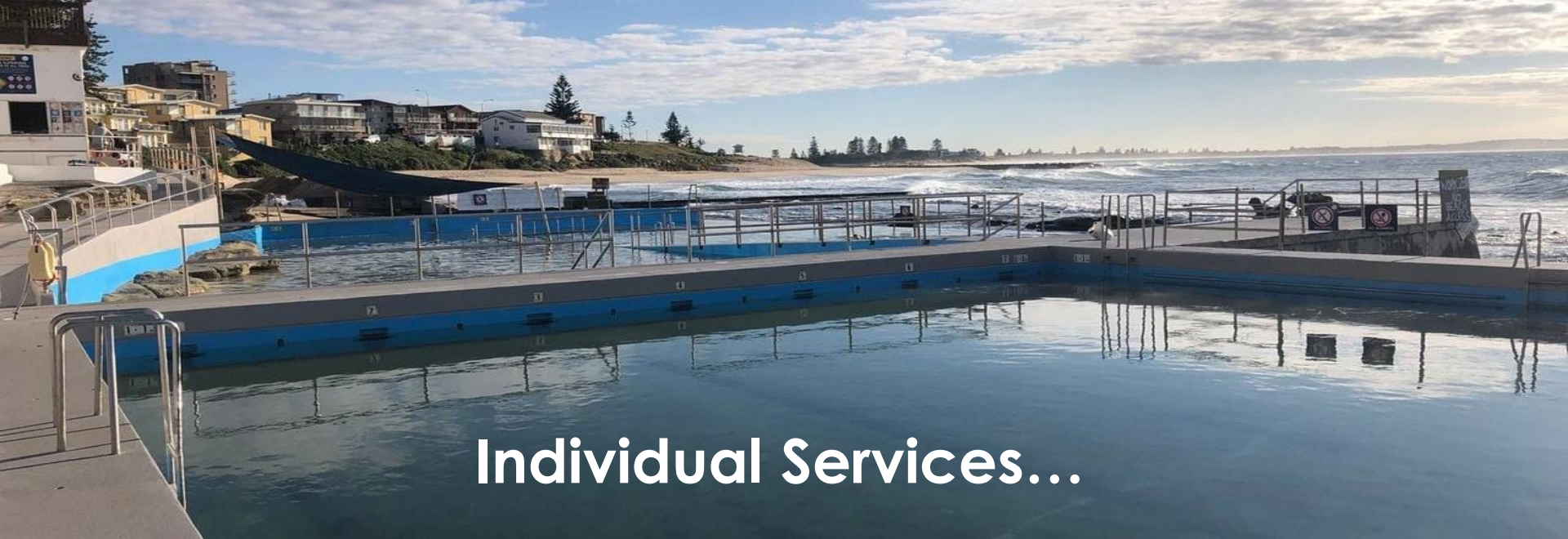
Level of Investment AFTER Knowing About the Current Financial Situation – Those Preferring the SV Extension

Q1. Based on what you now know about Council's financial situation, for each service could you please provide the answers for:
 **How satisfied, if at all, you are with Council's performance of that service in your local area (even if you haven't used it recently).
 **And based on what you now know about Council's financial situation, whether you feel that Council should invest less, the same, or more than they currently spend on that service.



Sample: Online

The above chart is a continuation of the two previous slides – ranked in order of the 'less' investment scores.



Individual Services...

The following three slides are filtered to those who on the head-to-head preference question ***selected the 'Reduce Services' option.***

This group was generally more likely than the total sample to select the Less investment option - for instance, the highest 'Less' score (48%) was given to 'Community grants/sponsorship', with 52% selecting the Same or More for this service.

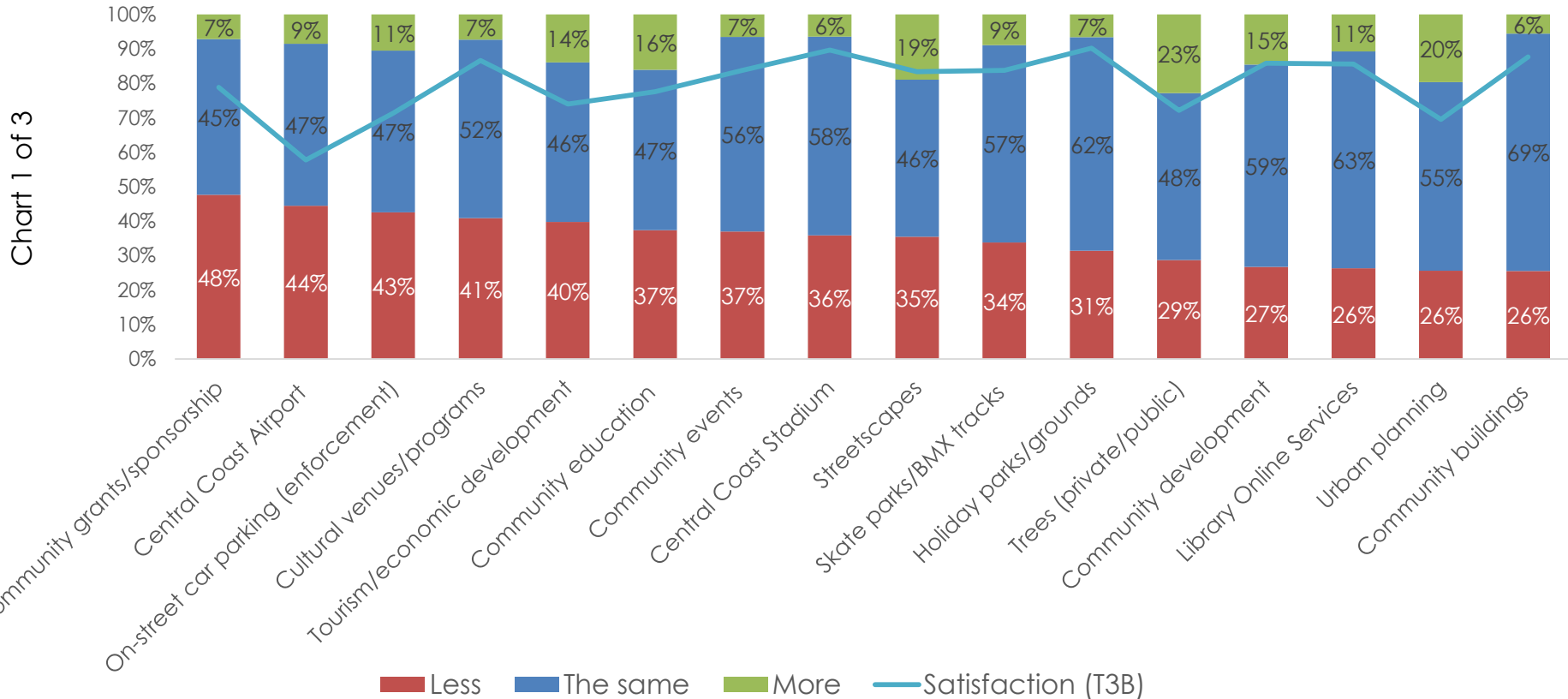
Note that this group (as with the total sample) has differentiated between services, with Less scores ranging from 48% down to 4% across the 47 services.

Level of Investment AFTER Knowing About the Current Financial Situation – Those Preferring Reduced Services

Q1. Based on what you now know about Council's financial situation, for each service could you please provide the answers for:

**How satisfied, if at all, you are with Council's performance of that service in your local area (even if you haven't used it recently).

**And based on what you now know about Council's financial situation, whether you feel that Council should invest less, the same, or more than they currently spend on that service.



Sample: Online

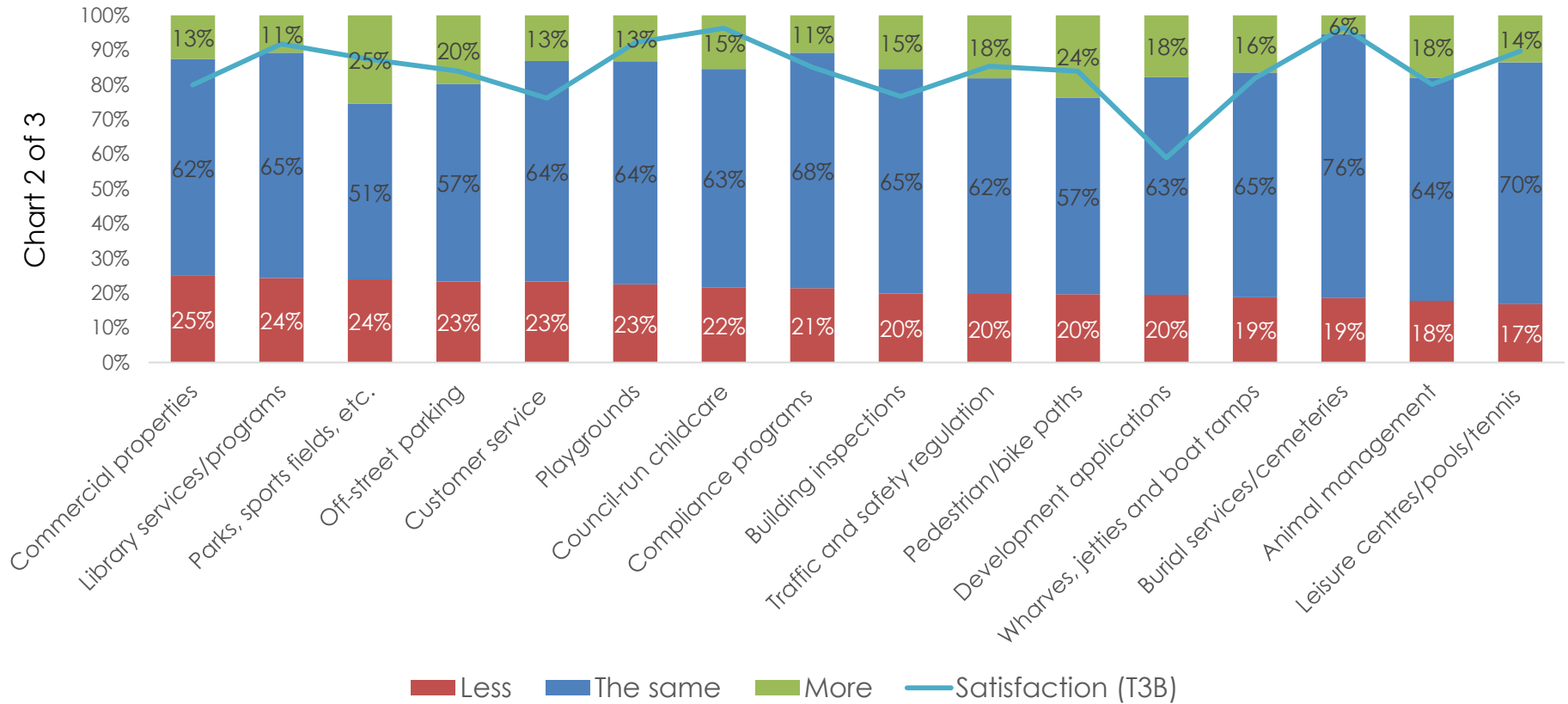
For those preferring to reduce services based on the head-to-head preference question, there are higher response rates for the 'less' investment. However, at least 52% of this cohort still selected to have the same or more investment across all 47 service areas.

Level of Investment AFTER Knowing About the Current Financial Situation – Those Preferring Reduced Services

Q1. Based on what you now know about Council's financial situation, for each service could you please provide the answers for:

**How satisfied, if at all, you are with Council's performance of that service in your local area (even if you haven't used it recently).

**And based on what you now know about Council's financial situation, whether you feel that Council should invest less, the same, or more than they currently spend on that service.



Sample: Online

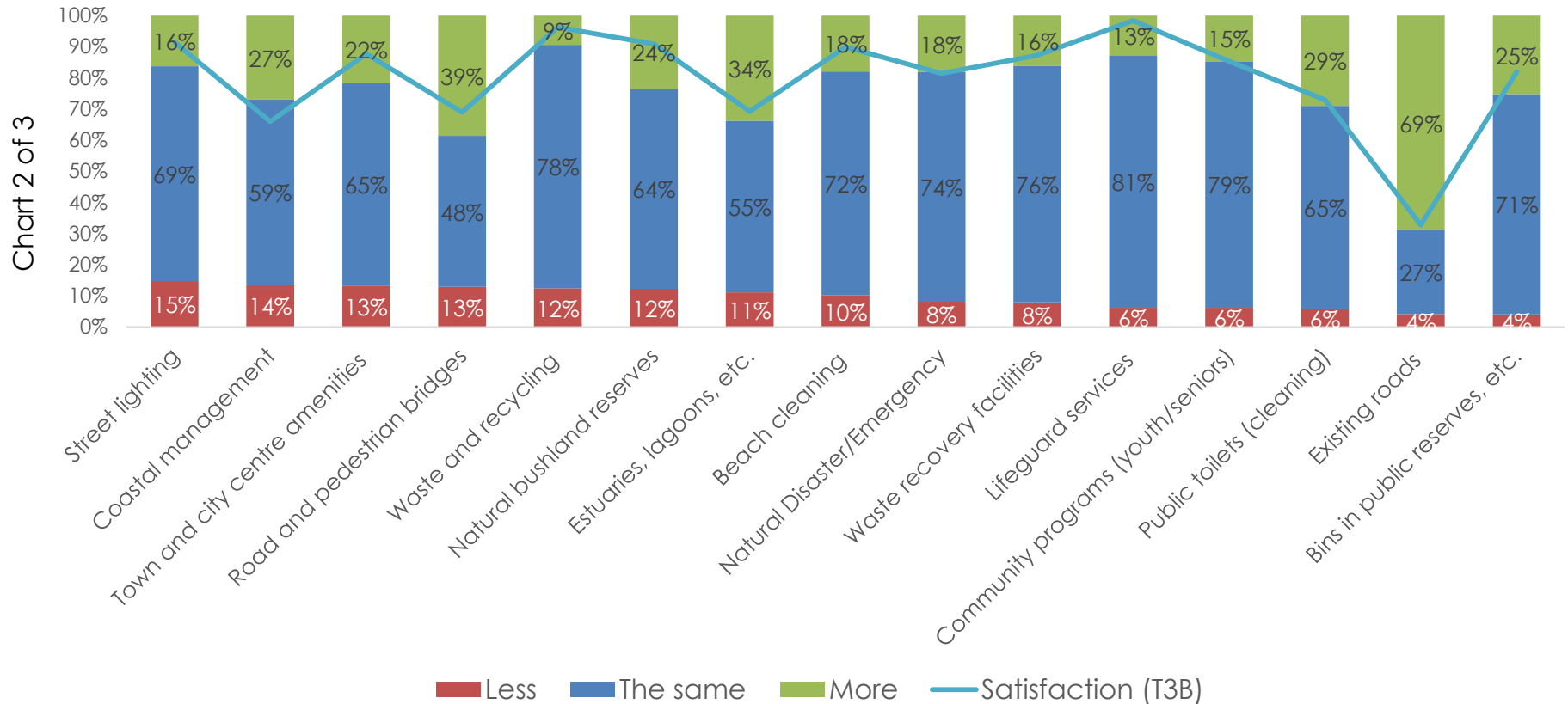
The above chart is a continuation of the previous slide – ranked in order of the 'less' investment scores.

Level of Investment AFTER Knowing About the Current Financial Situation – Those Preferring Reduced Services

Q1. Based on what you now know about Council's financial situation, for each service could you please provide the answers for:

**How satisfied, if at all, you are with Council's performance of that service in your local area (even if you haven't used it recently).

**And based on what you now know about Council's financial situation, whether you feel that Council should invest less, the same, or more than they currently spend on that service.



Sample: Online

The above chart is a continuation of the two previous slides – ranked in order of the 'less' investment scores.

Summary of Usage, Satisfaction and Investment

- Q1. Based on what you now know about Council's financial situation, for each service could you please provide the answers for:
- ** Whether or not you (or any children in your household) have used or relied upon that Council service in your local area in the past two to three years.
 - **How satisfied, if at all, you are with Council's performance of that service in your local area (even if you haven't used it recently).
 - **And based on what you now know about Council's financial situation, whether you feel that Council should invest less, the same, or more than they currently spend on that service.

Sorted on 'Less' %	Used the service	Satisfaction T3B	Less	The Same	More
On-street car parking including enforcement and regulation	76%	76%	36%	50%	14%
Central Coast Airport at Warnervale	5%	67%	35%	52%	12%
Community grants and sponsorship such as funding for events, community programs	17%	84%	35%	54%	12%
Cultural venues and programs	41%	91%	31%	56%	12%
Managing Central Coast Stadium	32%	91%	31%	63%	7%
Community events staged and managed by Council	38%	89%	30%	59%	11%
Tourism and economic development	42%	73%	29%	49%	21%
Community education - litter, waste, road safety and environment education	46%	80%	27%	54%	19%
Maintaining and minor upgrades to existing skate parks and BMX tracks	27%	89%	26%	64%	9%
Managing and operating 4 holiday parks and 1 camping ground	16%	89%	26%	69%	5%
Designing, building and maintaining streetscapes	73%	79%	23%	51%	25%
Library services and programs	40%	94%	21%	66%	13%

Sample: Online

Based on the overall Online sample, the table above (continuing over the following 3 slides) summarises usage, satisfaction and level of investment for all 47 services. For example, just 17% stated they use or have used community grants/sponsorship in the last 2-3 years, yet satisfaction is high and an area with a greater proportion of residents stating to invest 'less'.

Summary of Usage, Satisfaction and Investment

- Q1. Based on what you now know about Council's financial situation, for each service could you please provide the answers for:
- ** Whether or not you (or any children in your household) have used or relied upon that Council service in your local area in the past two to three years.
 - **How satisfied, if at all, you are with Council's performance of that service in your local area (even if you haven't used it recently).
 - **And based on what you now know about Council's financial situation, whether you feel that Council should invest less, the same, or more than they currently spend on that service.

Sorted on 'Less' %	Used the service	Satisfaction T3B	Less	The Same	More
Planning and managing trees on private and public land	48%	71%	21%	53%	26%
Library Online Services	21%	91%	20%	70%	10%
Leasing and managing commercial properties for profit (leasing buildings that Council owns)	10%	79%	19%	67%	14%
Maintaining, leasing and managing community buildings such as community halls	31%	91%	19%	73%	8%
Assessing and determining development applications	19%	66%	18%	63%	19%
Urban planning	41%	63%	18%	55%	27%
Community development - partnerships with community and not-for-profit groups such as health and wellbeing programs	19%	88%	18%	66%	16%
Maintaining and minor upgrades to existing wharves, jetties and boat ramps	46%	87%	17%	67%	16%
Council-run childcare	5%	90%	17%	68%	15%
Building inspections and compliance for new buildings and renovations	21%	70%	17%	68%	16%
Compliance programs that are legally required	22%	85%	16%	70%	14%
Maintaining and minor upgrades to existing pedestrian and bike paths including drinking fountains and seating along the way	77%	85%	16%	57%	27%

Sample: Online

Summary of Usage, Satisfaction and Investment

Q1. Based on what you now know about Council's financial situation, for each service could you please provide the answers for:

** Whether or not you (or any children in your household) have used or relied upon that Council service in your local area in the past two to three years.

**How satisfied, if at all, you are with Council's performance of that service in your local area (even if you haven't used it recently).

**And based on what you now know about Council's financial situation, whether you feel that Council should invest less, the same, or more than they currently spend on that service.

Sorted on 'Less' %	Used the service	Satisfaction T3B	Less	The Same	More
Traffic and safety regulation	95%	84%	16%	65%	20%
Off-street parking stations/off-street commuter parking	60%	84%	15%	63%	22%
Maintaining and minor upgrades to existing playgrounds	55%	89%	15%	65%	20%
Maintaining and minor upgrades to existing parks, sports fields, recreational reserves, outdoor gyms	73%	87%	15%	59%	27%
Animal management	30%	81%	14%	67%	19%
Dealing with Council/Customer service	68%	78%	13%	70%	17%
Burial services and maintaining cemeteries	17%	96%	13%	84%	3%
Coastal management	36%	68%	12%	59%	29%
Managing and operating leisure centres, pools and tennis courts (indoor and outdoor)	44%	92%	12%	74%	14%
Natural bushland reserves	74%	88%	10%	63%	28%
Town and city centre amenities	78%	86%	9%	66%	25%
Installing new and maintaining existing street lighting	83%	90%	9%	73%	18%

Sample: Online



Summary of Usage, Satisfaction and Investment

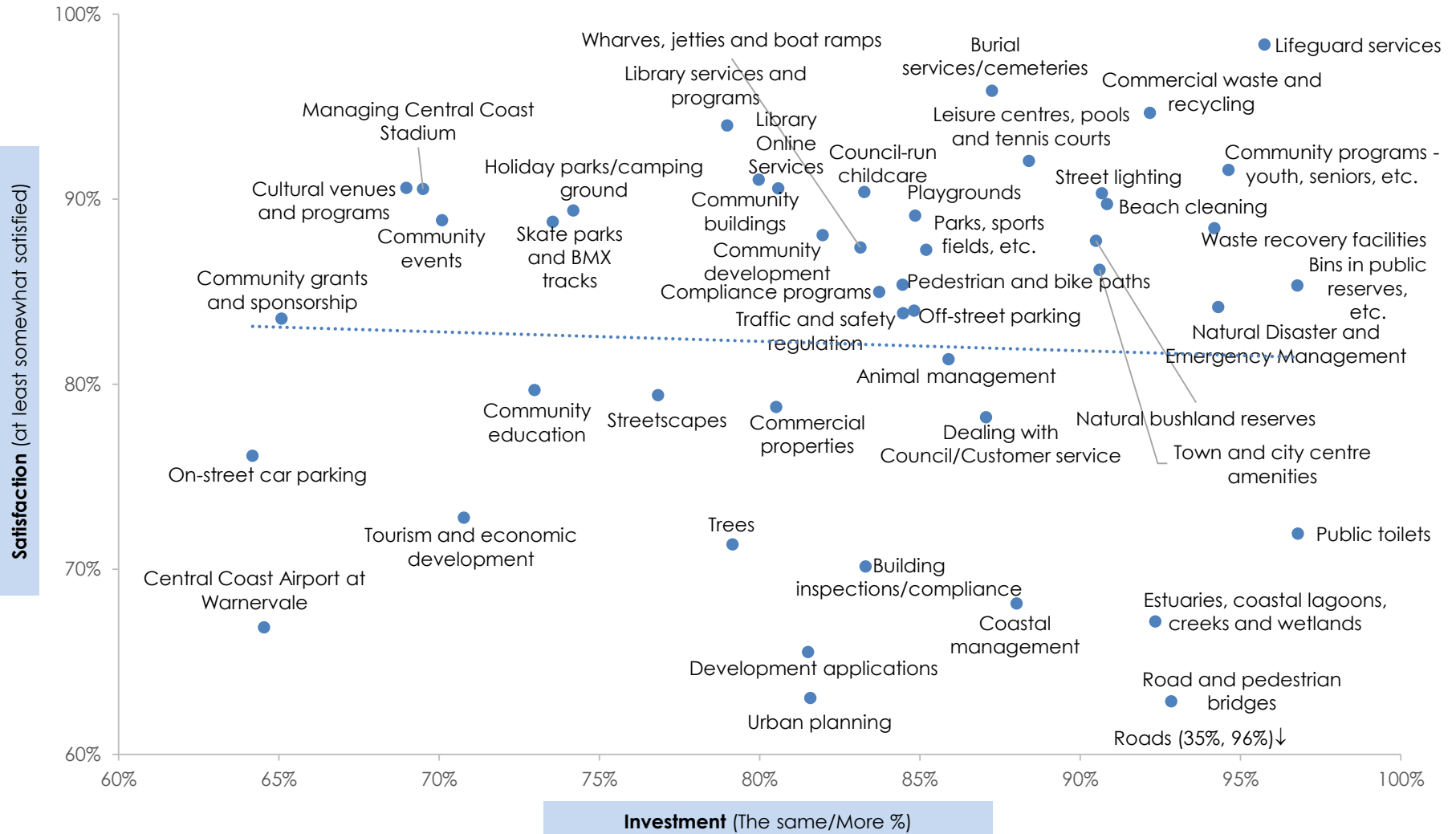
- Q1. Based on what you now know about Council's financial situation, for each service could you please provide the answers for:
- ** Whether or not you (or any children in your household) have used or relied upon that Council service in your local area in the past two to three years.
 - **How satisfied, if at all, you are with Council's performance of that service in your local area (even if you haven't used it recently).
 - **And based on what you now know about Council's financial situation, whether you feel that Council should invest less, the same, or more than they currently spend on that service.

Sorted on 'Less' %	Used the service	Satisfaction T3B	Less	The Same	More
Beach cleaning	65%	90%	9%	72%	19%
Council-run Commercial waste and recycling collection (excluding return and earn)	82%	95%	8%	80%	12%
Estuaries, coastal lagoons, creeks and wetlands	68%	67%	8%	54%	38%
Maintaining and minor upgrades to existing road and pedestrian bridges	91%	63%	7%	46%	47%
Waste recovery facilities - tips and recycle centres	71%	88%	6%	79%	15%
Natural Disaster and Emergency Management	25%	84%	6%	72%	22%
Community programs - youth, seniors, etc.	10%	92%	5%	75%	19%
Lifeguard services	69%	98%	4%	83%	13%
Maintaining and minor upgrades to existing roads including potholes, kerb and gutters and roadside mowing	94%	35%	4%	26%	70%
Bins in public reserves, beaches and parks	91%	85%	3%	69%	27%
Cleaning and maintaining public toilets	83%	72%	3%	64%	32%

Sample: Online



Satisfaction vs Investment (The Same/More)



Similar to the chart on the previous page, this chart plots satisfaction (vertical axis) against the same/more investment score (horizontal axis).

The light blue line of best fit is close to horizontal, suggesting very little correlation between the variables.

Top Reason for Reducing Services by Investment

As noted on Slide 24, based on a head-to-head preference metric 49% of the Online sample would prefer Council to reduce services (rather than extending the current SV for a further seven years)...

49% of those who preferred Council to reduce services (so 24% of the total Online sample) stated their reason for preferring Council to reduce their services rather than apply for the SV extension was 'Council mismanagement/lack of trust in Council/fix it internally/Council's responsibility' (see Slide 28).

Looking at this particular 24% (so 80 respondents), despite their view on Council what are their results on the investment question for the 47 service areas? Shown below is a summary table of the main services this group believe Council should invest 'less' in... (note: only results greater than 50% for 'less' for this group have been shown below):

	On-street car parking		Central Coast Airport		Community grants/programs	
	Overall	Reduce services/ Council's fault	Overall	Reduce services/ Council's fault	Overall	Reduce services/ Council's fault
Less	36%	56%	35%	55%	35%	55%
The same	50%	41%	52%	34%	54%	40%
More	14%	3%	12%	11%	12%	5%
Base	336	80	336	80	336	80





Summary Results

Detailed Results

1. Overall Metrics

2. Individual Services

3. Other Metrics

Appendix A: Additional Analyses

Appendix B: Further Demographics and Background & Methodology

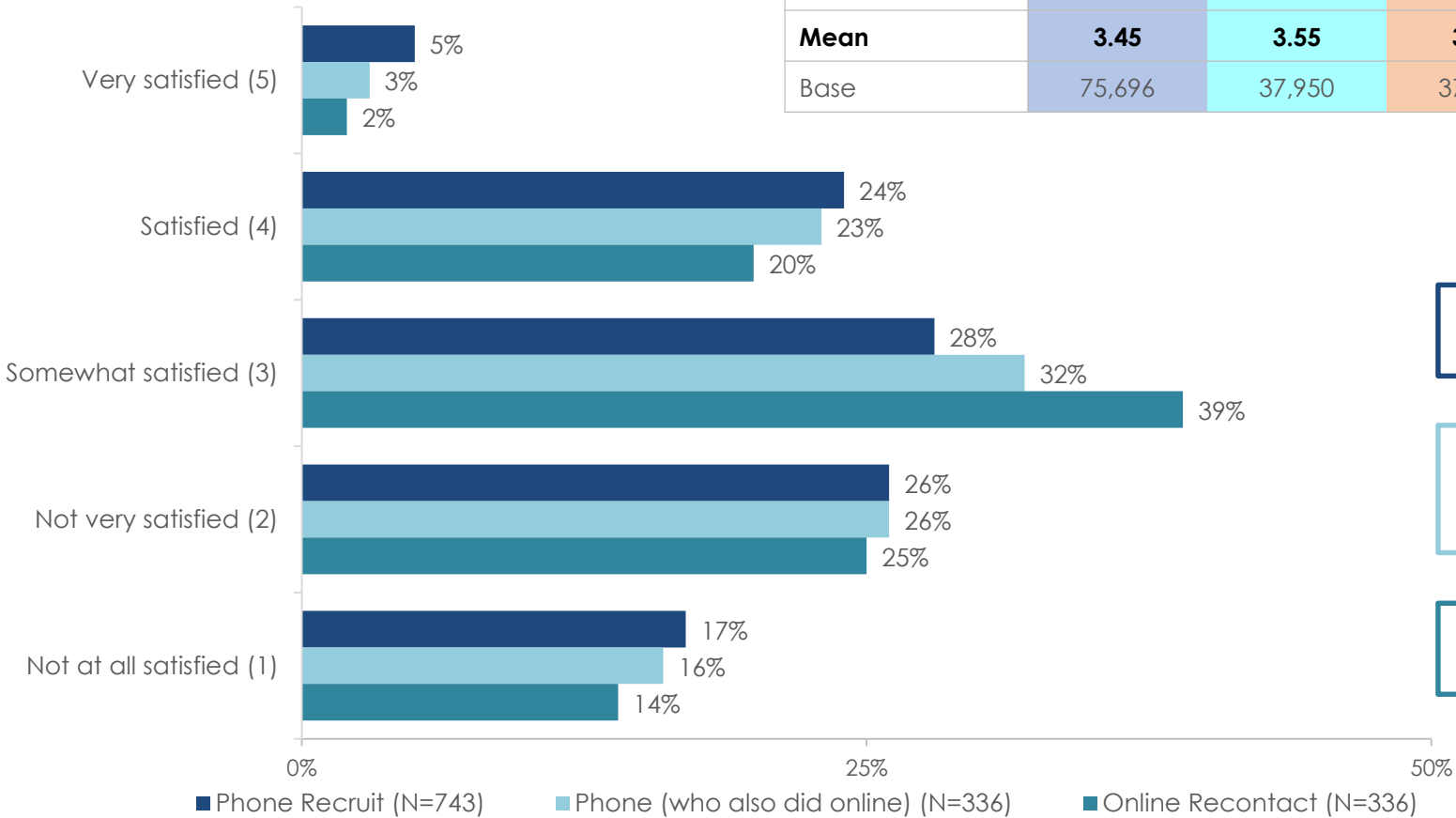
Appendix C: Identified Submission

Appendix D: Questionnaires

Overall Satisfaction with Council Performance

Q3c (Phone)/Q5a (Online). Overall, for the last 12 months, how satisfied, if at all, are you with the performance of Council, not just on one or two issues, but across all responsibility areas?

Benchmarks	Overall	Metro	Regional	Coastal/ Regional
Mean	3.45	3.55	3.35	3.38
Base	75,696	37,950	37,746	15,518



Phone mean: 2.73
(2.31 in Feb 2021)

Phone (who also did online) mean: 2.71

Online Re-contact mean: 2.72

Sample: Phone & Online

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

Whilst below our norms, based on the overall phone results there has been a significant improvement in satisfaction now compared to the SV survey in February 2021 in terms of the overall performance of Council.

Overall Satisfaction with Council Performance

Q3c (Phone). Overall, for the last 12 months, how satisfied, if at all, are you with the performance of Council, not just on one or two issues, but across all responsibility areas?

	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Mean	2.73	3.06▲	2.71	2.56▼	2.64	2.79	2.68	2.61	3.10▲	2.75	2.70
Base	743	178	178	246	141	353	390	559	183	481	262

	Overall	Ward					Time lived in area			CC Business Senior manager/employee of CC Business		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years	CC Business owner	Senior manager/employee of CC Business	None of these
Mean	2.73	2.92▲	2.61	2.70	2.67	2.77	2.90	2.96▲	2.59▼	2.71	2.90▲	2.61▼
Base	743	149	172	134	147	141	126	175	442	112	238	426

	Overall	Employment status			Aboriginal and/or Torres Strait Islander origin		Do you or anyone in your household identify as living with disability?	
		Employed	Retired	Other	Yes	No/Prefer not to say	Yes	No/Prefer not to say
Mean	2.73	2.80▲	2.59▼	2.70	2.89	2.72	2.75	2.73
Base	743	453	208	82	38	705	118	625

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

Sample: Phone

Based on our Phone sample, those aged 50-69, ratepayers, those living in the area for more than 20 years and retirees are more likely than other residents to express lower levels of satisfaction with Council's performance.

Overall Satisfaction with Council Performance

Q5a (Online). Overall, for the last 12 months, how satisfied, if at all, are you with the performance of Council, not just on one or two issues, but across all responsibility areas?

	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Mean	2.72	2.79	2.87	2.61	2.64	2.79	2.66	2.69	2.84	2.68	2.81
Base	336	81	80	111	64	160	176	268	68	219	117

	Overall	Ward					Time lived in area			CC Business Senior manager/employee of CC Business		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years	CC Business owner	Senior manager/employee of CC Business	None of these
Mean	2.72	2.98▲	2.55	2.83	2.52	2.79	2.79	2.91▲	2.62▼	2.92	2.67	2.71
Base	336	63	81	57	65	70	55	87	194	41	110	198

	Overall	Employment status			Aboriginal and/or Torres Strait Islander origin		Do you or anyone in your household identify as living with disability?	
		Employed	Retired	Other	Yes	No/Prefer not to say	Yes	No/Prefer not to say
Mean	2.72	2.80	2.61	2.62	2.92	2.71	2.74	2.72
Base	336	199	99	38	15	321	49	287

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

Sample: Online

There are fewer significant differences amongst the online sample (due at least in part to smaller sample sizes) – although the pattern of responses is generally similar.

Overall Satisfaction with Council Performance

Q5a (Online). Overall, for the last 12 months, how satisfied, if at all, are you with the performance of Council, not just on one or two issues, but across all responsibility areas?

	Overall	Q4a. Forced preference			Q4. Awareness (asked in the phone survey)	
		Apply for SV extension	Reduce services	No response	Aware of financial difficulties	Not aware
Mean	2.72	2.87▲	2.63	2.02▼	2.70	2.98
Base	336	159	165	12	306	30

Sample: Online

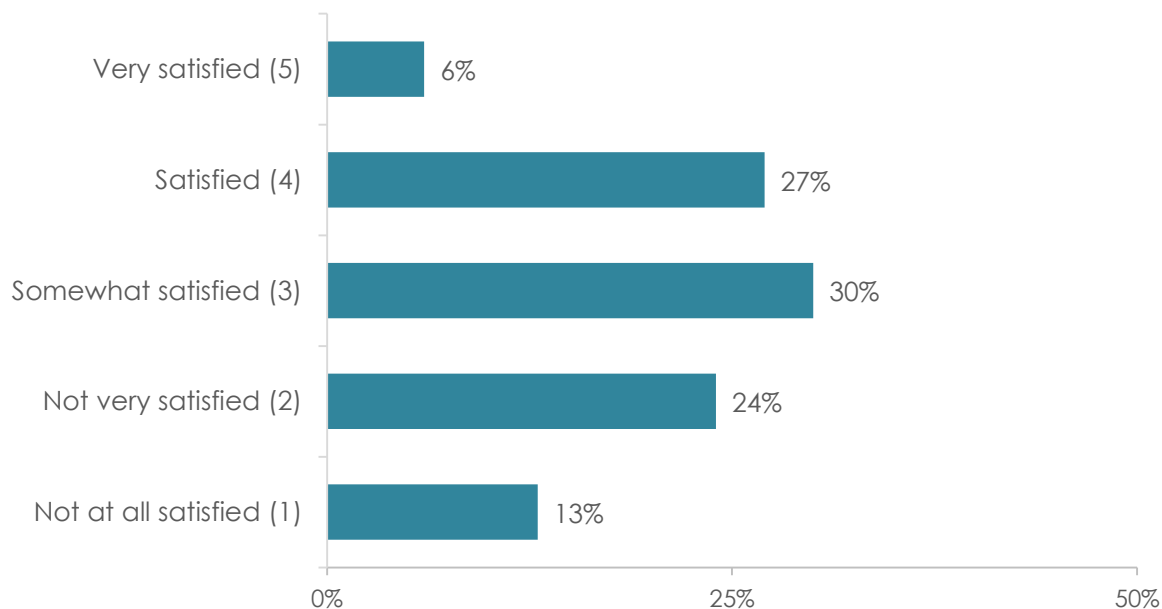
Scale: 1 = not at all satisfied, 5 = very satisfied
 ▲▼ = Significantly higher/lower rating (by group)

Amongst the Online sample, those in favour of the SV extension are significantly more satisfied with Council's performance in the last 12 months.

Satisfaction with the Community Consultation

Q5b. And how satisfied, if at all, are you with this community consultation undertaken by Council?

	Overall	Apply for SV extension	Reduce services	No response
Mean	2.89	3.08▲	2.79	1.82▼
T3B	63%	69%	60%	25%▼
Base	336	159	165	12



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

▲▼ = Significantly higher/lower rating (by group)

Base: N = 336

Sample: Online

There were mixed reviews on the level of satisfaction with this current community consultation, with 63% at least somewhat satisfied. Those who preferred the SV Extension option on the earlier head-to-head preference question were significantly more satisfied with the consultation than were other residents.

We explored this further with the CRG – and they felt the survey was generally clear/understandable and was relevant to their needs as residents.

Satisfaction with the Community Consultation

Q5b. And how satisfied, if at all, are you with this community consultation undertaken by Council?

	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Mean	2.89	3.05	3.09	2.65▼	2.88	2.97	2.83	2.88	2.96	2.86	2.96
Base	336	81	80	111	64	160	176	268	68	219	117

	Overall	Ward					Time lived in area			CC Business Senior manager/employee of CC Business		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years	CC Business owner	Senior manager/employee of CC Business	None of these
Mean	2.89	2.90	3.11	2.85	2.58▼	2.97	3.16	3.02	2.76▼	3.02	3.13▲	2.75▼
Base	336	63	81	57	65	70	55	87	194	41	110	198

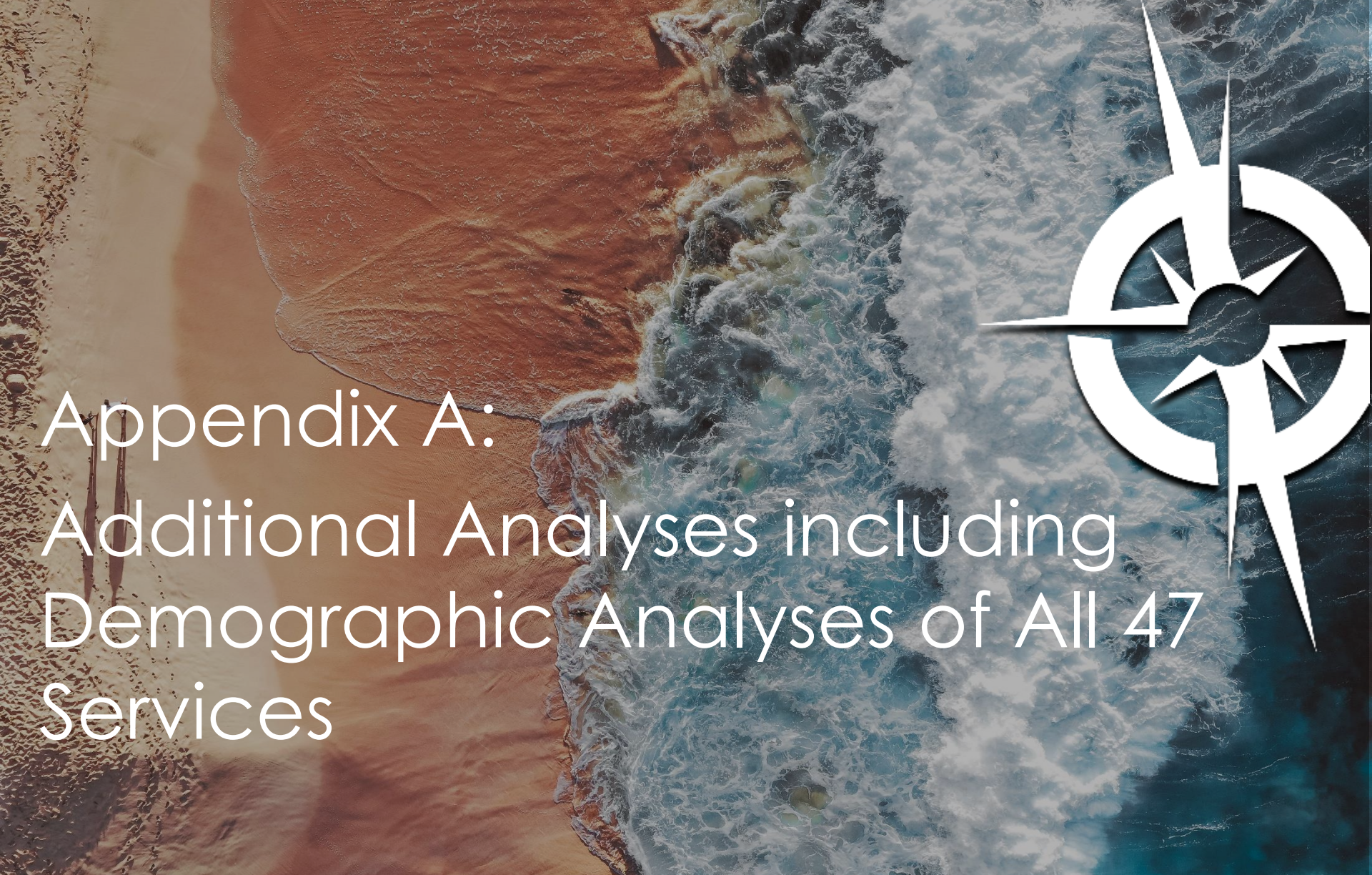
	Overall	Employment status			Aboriginal and/or Torres Strait Islander origin		Do you or anyone in your household identify as living with disability?	
		Employed	Retired	Other	Yes	No/Prefer not to say	Yes	No/Prefer not to say
Mean	2.89	3.04▲	2.71▼	2.58	2.61	2.91	2.62	2.94
Base	336	199	99	38	15	321	49	287

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

▲▼ = Significantly higher/lower rating (by group)

Sample: Online

Satisfaction with the consultation is higher for younger residents, non-ratepayers, Gosford East residents, the employed and those living in the area for 10 years or less.



Appendix A: Additional Analyses including Demographic Analyses of All 47 Services

Awareness of Council's Financial Difficulties

Q4 *Approximately one year ago, it was discovered that Central Coast Council was facing financial difficulties. These difficulties were not related to COVID-19 – rather, Council had been spending more money than it was receiving, both before and after the previous Gosford and Wyong Councils were merged in 2016. The money came from restricted funds. A restricted fund is a reserve account that contains money that can only be used for specific purposes – it's a little like a household using money it had set aside for a home deposit on something else. The money was not lost rather it was spent on infrastructure such as roads and a range of services that directly benefited the community. Prior to this call, were you aware that Council was facing financial difficulties?*

	Overall	Employment status			Aboriginal and/or Torres Strait Islander origin		Do you or anyone in your household identify as living with disability?	
		Employed	Retired	Other	Yes	No/Prefer not to say	Yes	No/Prefer not to say
Yes	89%	91%	88%	84%	89%	89%	88%	90%
No	10%	9%	10%	13%	11%	10%	12%	9%
Not sure	1%	0%	1%	3%	0%	1%	0%	1%
Base	744	454	208	82	38	706	119	625

Sample: Phone



Level of Investment for the Current Range of Services

Q3b. And overall, based on current service levels, do you think Council needs to invest more/the same/less than it currently does in providing its range of services?

	Overall	Employment status			Aboriginal and/or Torres Strait Islander origin		Do you or anyone in your household identify as living with disability?	
		Employed	Retired	Other	Yes	No/Prefer not to say	Yes	No/Prefer not to say
Less	2%	3%	3%	1%	0%	3%	0%	3%
Same	29%	31%	25%	25%	33%	28%	27%	29%
More	63%	62%	66%	65%	67%	63%	68%	62%
Can't say	6%	5%	6%	9%	0%	6%	5%	6%
Base	744	454	208	82	38	706	119	625

Sample: Phone



Level of Investment for the Current Range of Services

Q3b. And overall, based on current service levels, do you think Council needs to invest more/the same/less than it currently does in providing its range of services?

	Overall	Employment status			Aboriginal and/or Torres Strait Islander origin		Do you or anyone in your household identify as living with disability?	
		Employed	Retired	Other	Yes	No/Prefer not to say	Yes	No/Prefer not to say
Less	18%	18%	12%▼	34%▲	0%	19%	7%	20%▲
Same	52%	51%	64%▲	24%▼	47%	52%	49%	52%
More	30%	31%	23%	42%	53%	29%	44%▲	27%
Base	336	199	99	38	15	321	49	287

Sample: Online

▲▼ = Significantly higher/lower percentage (by group)



Level of Investment for Brand New Assets

Q2. Based on what you now know about Council's financial situation, when it comes to building brand new assets such as parks, playgrounds, footpaths, bridges, roads, skate parks, wharves, etc., do you feel that Council should invest less, the same, or more than they currently spend on those types of services?

	Overall	Employment status			Aboriginal and/or Torres Strait Islander origin		Do you or anyone in your household identify as living with disability?	
		Employed	Retired	Other	Yes	No/Prefer not to say	Yes	No/Prefer not to say
Less	27%	32%	20%▼	25%	19%	28%	20%	29%
Same	47%	41%	59%▲	18%▼	19%	45%▲	50%	43%
More	26%	27%	21%▼	57%▲	63%▲	27%	31%	29%
Base	336	199	99	38	15	321	49	287

Sample: Online

▲▼ = Significantly higher/lower percentage (by group)



Usage of Services

Q1. Please provide whether or not you or any children in your household have used or relied upon that service in your local area in the past two to three years.

Service	Yes used	Service	Yes used
Traffic and safety regulation	95%	Tourism and economic development	42%
Maintaining and minor upgrades to existing roads	94%	Cultural venues and programs	41%
Maintaining and minor upgrades to existing road and pedestrian bridges	91%	Urban planning	41%
Bins in public reserves, beaches and parks	91%	Library services and programs	40%
Installing new and maintaining existing street lighting	83%	Community events staged and managed by Council	38%
Cleaning and maintaining public toilets	83%	Coastal management	36%
Council-run Commercial waste and recycling collection	82%	Managing Central Coast Stadium	32%
Town and city centre amenities	78%	Maintaining, leasing and managing community buildings	31%
Maintaining and minor upgrades to existing pedestrian and bike paths	77%	Animal management	30%
On-street car parking including enforcement and regulation	76%	Maintaining and minor upgrades to existing skate parks and BMX tracks	27%
Natural bushland reserves	74%	Natural Disaster and Emergency Management	25%
Designing, building and maintaining streetscapes	73%	Compliance programs that are legally required	22%
Maintaining and minor upgrades to existing parks, sports fields, recreational reserves, outdoor gyms	73%	Building inspections and compliance for new buildings and renovations	21%
Waste recovery facilities - tips and recycle centres	71%	Library Online Services	21%
Lifeguard services	69%	Community development	19%
Estuaries, coastal lagoons, creeks and wetlands	68%	Assessing and determining development applications	19%
Dealing with Council/Customer service	68%	Community grants and sponsorship	17%
Beach cleaning	65%	Burial services and maintaining cemeteries	17%
Off-street parking stations/off-street commuter	60%	Managing and operating 4 holiday parks and 1 camping ground	16%
Maintaining and minor upgrades to existing playgrounds	55%	Community programs	10%
Planning and managing trees on private and public land	48%	Leasing and managing commercial properties for profit	10%
Maintaining and minor upgrades to existing wharves, jetties and boat ramps	46%	Central Coast Airport at Warnervale	5%
Community education	46%	Council-run childcare	5%
Managing and operating leisure centres, pools and tennis courts	44%		

Satisfaction with Services

Q1. How satisfied, if at all, are you with Council's performance of that service in your local area (even if you haven't used it recently).

	Not at all satisfied	Not very satisfied	Satisfied	Somewhat satisfied	Very satisfied	T3B	Mean	Base
Lifeguard services	1%	1%	67%	12%	19%	98%	4.03	268
Burial services and maintaining cemeteries	1%	3%	56%	29%	10%	96%	3.72	113
Council-run Commercial waste and recycling collection (excluding return and earn)	2%	3%	56%	16%	23%	95%	3.94	287
Library services and programs	3%	3%	51%	20%	23%	94%	3.88	176
Managing and operating leisure centres, pools and tennis courts (indoor and outdoor)	2%	6%	58%	24%	10%	92%	3.67	198
Community programs	3%	6%	54%	26%	12%	92%	3.66	111
Library Online Services	5%	4%	47%	24%	21%	91%	3.74	129
Cultural venues and programs	5%	5%	53%	24%	13%	91%	3.66	193
Maintaining, leasing and managing community buildings such as community halls	4%	5%	56%	28%	6%	91%	3.54	154
Managing Central Coast Stadium – event organisation, security, ticketing, maintenance, promotion	7%	2%	53%	27%	11%	91%	3.58	171
Council-run childcare	2%	8%	47%	26%	18%	90%	3.71	75
Installing new and maintaining existing street lighting	2%	8%	57%	29%	5%	90%	3.56	287
Beach cleaning	2%	8%	55%	23%	12%	90%	3.67	248
Managing and operating 4 holiday parks and 1 camping ground	5%	5%	55%	23%	12%	89%	3.62	119
Maintaining and minor upgrades to existing playgrounds	4%	7%	52%	30%	7%	89%	3.51	237

Satisfaction with Services

Q1. How satisfied, if at all, are you with Council's performance of that service in your local area (even if you haven't used it recently).

	Not at all satisfied	Not very satisfied	Satisfied	Somewhat satisfied	Very satisfied	T3B	Mean	Base
Community events staged and managed by Council	5%	6%	51%	24%	14%	89%	3.63	177
Maintaining and minor upgrades to existing skate parks and BMX tracks	6%	5%	55%	26%	7%	89%	3.53	161
Waste recovery facilities - tips and recycle centres	2%	9%	55%	27%	7%	88%	3.54	263
Community development - partnerships with community and not-for-profit groups such as health and wellbeing programs	3%	9%	53%	27%	8%	88%	3.53	122
Natural bushland reserves	5%	8%	49%	25%	14%	88%	3.60	277
Maintaining and minor upgrades to existing wharves, jetties and boat ramps	6%	6%	42%	37%	8%	87%	3.40	204
Maintaining and minor upgrades to existing parks, sports fields, recreational reserves, outdoor gyms	4%	9%	50%	31%	7%	87%	3.47	280
Town and city centre amenities - street sweeping, litter collection, gardens, graffiti management	5%	8%	44%	38%	5%	86%	3.34	288
Maintaining and minor upgrades to existing pedestrian and bike paths including drinking fountains and seating along the way	4%	10%	50%	25%	11%	85%	3.53	279
Bins in public reserves, beaches and parks	2%	12%	50%	26%	9%	85%	3.51	312
Compliance programs that are legally required	6%	9%	50%	33%	2%	85%	3.34	143
Natural Disaster and Emergency Management – incident management, community information, clean-up	11%	5%	45%	30%	9%	84%	3.36	168
Off-street parking stations/off-street commuter parking – management, ease of use and cleanliness, opening hours	2%	14%	44%	33%	6%	84%	3.39	235
Traffic and safety regulation	4%	12%	51%	28%	4%	84%	3.40	315
Community grants and sponsorship such as funding for events, community programs	5%	11%	35%	41%	8%	84%	3.29	122
Animal management	6%	12%	45%	29%	8%	81%	3.36	151

Satisfaction with Services

Q1. How satisfied, if at all, are you with Council's performance of that service in your local area (even if you haven't used it recently).

	Not at all satisfied	Not very satisfied	Satisfied	Somewhat satisfied	Very satisfied	T3B	Mean	Base
Community education - litter, waste, road safety and environment education	8%	12%	40%	32%	8%	80%	3.27	213
Designing, building and maintaining streetscapes	8%	12%	37%	38%	5%	79%	3.18	274
Leasing and managing commercial properties for profit (leasing buildings that Council owns)	8%	14%	33%	42%	4%	79%	3.12	94
Dealing with Council/Customer service	8%	13%	36%	31%	11%	78%	3.28	248
On-street car parking including enforcement and regulation	7%	17%	40%	33%	3%	76%	3.15	270
Tourism and economic development	8%	19%	35%	34%	3%	73%	3.07	186
Cleaning and maintaining public toilets	6%	22%	32%	34%	6%	72%	3.10	289
Planning and managing trees on private and public land	12%	16%	36%	32%	4%	71%	3.02	214
Building inspections and compliance for new buildings and renovations	14%	16%	36%	32%	2%	70%	2.96	131
Coastal management	12%	20%	38%	27%	4%	68%	3.01	189
Estuaries, coastal lagoons, creeks and wetlands	8%	24%	30%	34%	4%	67%	2.96	259
Central Coast Airport at Warnervale	14%	19%	30%	33%	3%	67%	2.89	89
Assessing and determining development applications	19%	16%	33%	32%	1%	66%	2.81	122
Urban planning - planning for population growth, new housing, suburb amenity and a changing environment	16%	21%	22%	39%	2%	63%	2.73	191
Maintaining and minor upgrades to existing road and pedestrian bridges	15%	22%	30%	28%	5%	63%	2.88	308
Maintaining and minor upgrades to existing roads including potholes, kerb and gutters and roadside mowing	30%	35%	15%	20%	1%	35%	2.22	327

Reason for Preferred Option

Q4a. And now that you know more about the range of services offered by Council, which one of the following options would you prefer Council to pursue in order to help address the financial situation?

Q4b. Why do you say that?

	Overall	18-34	35-49	50-69	70+
Council mismanagement/lack of trust in Council/fix it internally/Council's responsibility	38%	29%	41%	49%▲	27%▼
Services are needed/important for livability, quality of life and growth	18%	13%	20%	19%	21%
Cuts can be made elsewhere/money sourced elsewhere/work with organisations and the community	15%	24%	14%	13%	9%
Don't want to/cannot afford to pay more/will impact lower income earners	14%	19%	16%	8%▼	13%
No other way/get back on track/needs to happen	12%	16%	5%	11%	16%
Improve efficiencies	10%	8%	9%	13%	9%
Should be more than 2 options/unfair/don't like either option/alternatives	9%	5%	12%	9%	11%
Failing to provide as is	7%	5%	6%	9%	9%
Reasonable amount to pay	7%	8%	10%	3%▼	9%
Depending on the services/certain services should be cut	6%	8%	5%	4%	7%
Shift priorities/focus on what's important	6%	5%	9%	6%	4%
Comments about the amalgamation e.g. should not have merged, an issue since the merge, focus on particular areas, too big	5%	0%▼	2%	9%▲	9%
Maintain what we have/nothing new	4%	0%▼	2%	6%	6%
State Government e.g. they should be accountable/their fault/help with funding	3%	0%▼	2%	4%	7%▲
Comments about the survey	2%	0%	4%	2%	4%
Concerns/needs to be guarantees	1%	0%	2%	1%	2%
Don't use the services/rather not pay for services I don't use	1%	3%	0%	1%	2%
Services are good	1%	3%	2%	0%	1%
Stick to core services	1%	0%	2%	1%	4%▲
Don't lose staff	0%	0%	0%	1%	1%
Other comments	9%	0%▼	7%	13%▲	15%▲
Don't know	5%	10%▲	5%	1%▼	3%
Base	336	81	80	111	64

Sample: Online

▲ ▼ = Significantly higher/lower percentage (by group)

Reason for Preferred Option

Q4a. And now that you know more about the range of services offered by Council, which one of the following options would you prefer Council to pursue in order to help address the financial situation?

Q4b. Why do you say that?

	Overall	Male	Female	Ratepayer	Non-ratepayer
Council mismanagement/lack of trust in Council/fix it internally/Council's responsibility	38%	35%	41%	42%▲	25%
Services are needed/important for livability, quality of life and growth	18%	19%	17%	20%	12%
Cuts can be made elsewhere/money sourced elsewhere/work with organisations and the community	15%	16%	14%	14%	19%
Don't want to/cannot afford to pay more/will impact lower income earners	14%	9%	18%▲	12%	19%
No other way/get back on track/needs to happen	12%	11%	12%	12%	11%
Improve efficiencies	10%	12%	8%	12%	4%
Should be more than 2 options/unfair/don't like either option/alternatives	9%	11%	7%	11%▲	2%
Failing to provide as is	7%	5%	10%	8%	3%
Reasonable amount to pay	7%	8%	6%	7%	8%
Depending on the services/certain services should be cut	6%	5%	7%	7%▲	0%
Shift priorities/focus on what's important	6%	4%	9%	6%	6%
Comments about the amalgamation e.g. should not have merged, an issue since the merge, focus on particular areas, too big	5%	6%	5%	6%	2%
Maintain what we have/nothing new	4%	4%	4%	5%	0%
State Government e.g. they should be accountable/their fault/help with funding	3%	4%	2%	4%	0%
Comments about the survey	2%	2%	3%	3%	1%
Concerns/needs to be guarantees	1%	1%	1%	1%	0%
Don't use the services/rather not pay for services I don't use	1%	2%	1%	1%	3%
Services are good	1%	1%	2%	2%	0%
Stick to core services	1%	2%	0%	2%	1%
Don't lose staff	0%	0%	0%	1%	0%
Other comments	9%	8%	10%	9%	7%
Don't know	5%	6%	4%	3%	12%▲
Base	336	160	176	268	68

Sample: Online

▲ ▼ = Significantly higher/lower percentage (by group)

Reason for Preferred Option

Q4a. And now that you know more about the range of services offered by Council, which one of the following options would you prefer Council to pursue in order to help address the financial situation?

Q4b. Why do you say that?

	Overall	Budgewoi	Gosford East	Gosford West	Wyong	The Entrance
Council mismanagement/lack of trust in Council/fix it internally/Council's responsibility	38%	35%	36%	41%	42%	39%
Services are needed/important for livability, quality of life and growth	18%	15%	16%	16%	18%	25%
Cuts can be made elsewhere/money sourced elsewhere/work with organisations and the community	15%	15%	14%	10%	18%	18%
Don't want to/cannot afford to pay more/will impact lower income earners	14%	10%	17%	9%	14%	16%
No other way/get back on track/needs to happen	12%	15%	10%	14%	11%	11%
Improve efficiencies	10%	7%	10%	11%	13%	9%
Should be more than 2 options/unfair/don't like either option/alternatives	9%	4%	6%	14%	12%	10%
Failing to provide as is	7%	6%	11%	1%▼	4%	12%
Reasonable amount to pay	7%	7%	3%	5%	9%	12%
Depending on the services/certain services should be cut	6%	0%	5%	7%	1%	14%▲
Shift priorities/focus on what's important	6%	3%	8%	5%	10%	4%
Comments about the amalgamation e.g. should not have merged, an issue since the merge, focus on particular areas, too big	5%	7%	4%	3%	7%	5%
Maintain what we have/nothing new	4%	6%	3%	5%	0%	5%
State Government e.g. they should be accountable/their fault/help with funding	3%	4%	4%	2%	2%	3%
Comments about the survey	2%	1%	2%	6%▲	1%	2%
Concerns/needs to be guarantees	1%	2%	0%	2%	1%	0%
Don't use the services/rather not pay for services I don't use	1%	1%	3%	1%	2%	0%
Services are good	1%	2%	1%	0%	3%	0%
Stick to core services	1%	3%	0%	0%	2%	2%
Don't lose staff	0%	0%	0%	1%	1%	0%
Other comments	9%	7%	1%▼	10%	12%	17%▲
Don't know	5%	10%	7%	0%	2%	4%
Base	336	63	81	57	65	70

Sample: Online

▲ ▼ = Significantly higher/lower percentage (by group)

Usage/Satisfaction/Investment

Central Coast Airport at Warnervale

	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
% used	5%	3%	7%	6%	3%	7%	3%	5%	5%	4%	7%
Base	336	81	80	111	64	160	176	268	68	219	117

	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
% used	5%	7%	2%	3%	7%	7%	0%	5%	6%
Base	336	63	81	57	65	70	55	87	194

	Overall Satisfaction	User	Non-user
Not at all satisfied	14%	4%	17%
Not very satisfied	19%	22%	18%
Satisfied	30%	41%	28%
Somewhat satisfied	33%	28%	34%
Very satisfied	3%	5%	3%
T3B	67%	74%	65%
Mean	2.89	3.20	2.83
Base	89	16	73

	Overall Investment	User	Non-user	SV Extension	Reduce services	No response
Less	35%	5%	37%	25%	44%	50%
The same	52%	31%	53%	59%	47%	44%
More	12%	64%	9%	16%	9%	6%
Net: Same/More	65%	95%	63%	75%	56%	50%
Base	336	17	319	159	165	12

Satisfaction/Investment

Central Coast Airport at Warnervale

Satisfaction	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
T3B	67%	61%	55%	81%	65%	65%	69%	66%	71%	75%	55%
Mean	2.89	2.72	2.67	3.19	2.91	2.93	2.85	2.89	2.89	2.97	2.79
Base	89	21	23	28	17	47	42	73	16	53	36

Satisfaction	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
T3B	67%	67%	82%	67%	48%	74%	88%	62%	64%
Mean	2.89	2.81	3.16	2.77	2.58	3.18	3.21	2.69	2.93
Base	89	21	20	13	21	15	12	26	51

Investment	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	35%	36%	43%	34%	27%	39%	32%	39%	22%	36%	34%
The same	52%	53%	40%	58%	58%	46%	58%	50%	60%	55%	48%
More	12%	10%	18%	8%	14%	15%	10%	11%	18%	9%	18%
Net: Same/More	65%	64%	57%	66%	73%	61%	68%	61%	78%	64%	66%
Base	336	81	80	111	64	160	176	268	68	219	117

Investment	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
Less	35%	25%	36%	41%	29%	46%	44%	31%	35%
The same	52%	55%	54%	52%	57%	44%	52%	54%	52%
More	12%	19%	10%	6%	15%	10%	4%	14%	14%
Net: Same/More	65%	75%	64%	59%	71%	54%	56%	69%	65%
Base	336	63	81	57	65	70	55	87	194

Usage/Satisfaction/Investment

Animal Management

Usage	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
% used	30%	39%	31%	28%	18%	27%	31%	27%	40%	26%	36%
Base	336	81	80	111	64	160	176	268	68	219	117

Usage	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
% used	30%	41%	20%	25%	34%	29%	28%	20%	34%
Base	336	63	81	57	65	70	55	87	194

Satisfaction	Overall Satisfaction	User	Non-user
Not at all satisfied	6%	8%	3%
Not very satisfied	12%	16%	6%
Satisfied	45%	38%	57%
Somewhat satisfied	29%	27%	31%
Very satisfied	8%	11%	3%
T3B	81%	76%	91%
Mean	3.36	3.28	3.50
Base	151	97	54

Investment	Overall Investment	User	Non-user	SV Extension	Reduce services	No response
Less	14%	16%	13%	9%	18%	37%
The same	67%	48%	76%	72%	64%	44%
More	19%	36%	11%	19%	18%	19%
Net: Same/More	86%	84%	87%	91%	82%	63%
Base	336	99	237	159	165	12

Satisfaction/Investment

Animal Management

Satisfaction	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
T3B	76%	79%	85%	83%	77%	85%	77%	85%	72%	81%	82%
Mean	3.28	3.38	3.34	3.37	3.32	3.48	3.23	3.40	3.24	3.40	3.29
Base	97	42	37	48	23	77	74	111	40	96	55

Satisfaction	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
T3B	76%	77%	93%	82%	70%	84%	88%	86%	78%
Mean	3.28	3.31	3.58	3.42	3.02	3.46	3.39	3.49	3.29
Base	97	38	34	23	29	26	25	36	89

Investment	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	14%	13%	18%	13%	14%	18%	10%	14%	14%	15%	13%
The same	67%	53%	66%	76%	72%	66%	68%	71%	53%	67%	69%
More	19%	34%	16%	11%	14%	15%	21%	15%	32%	19%	18%
Net: Same/More	86%	87%	82%	87%	86%	82%	90%	86%	86%	85%	87%
Base	336	81	80	111	64	160	176	268	68	219	117

Investment	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
Less	14%	13%	8%	16%	17%	18%	9%	17%	14%
The same	67%	65%	81%	65%	64%	58%	67%	67%	67%
More	19%	23%	10%	19%	19%	24%	23%	16%	19%
Net: Same/More	86%	87%	92%	84%	83%	82%	91%	83%	86%
Base	336	63	81	57	65	70	55	87	194

Usage/Satisfaction/Investment

Lifeguard Services

Usage	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
% used	69%	79%	75%	65%	53%	65%	72%	64%	85%	60%	84%
Base	336	81	80	111	64	160	176	268	68	219	117

Usage	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
% used	69%	75%	76%	67%	54%	69%	69%	62%	71%
Base	336	63	81	57	65	70	55	87	194

Satisfaction	Overall Satisfaction	User	Non-user
Not at all satisfied	1%	1%	0%
Not very satisfied	1%	0%	3%
Satisfied	67%	67%	63%
Somewhat satisfied	12%	9%	29%
Very satisfied	19%	22%	4%
T3B	98%	99%	97%
Mean	4.03	4.09	3.68
Base	268	230	38

Investment	Overall Investment	User	Non-user	SV Extension	Reduce services	No response
Less	4%	3%	7%	3%	6%	0%
The same	83%	83%	84%	84%	81%	94%
More	13%	15%	9%	14%	13%	6%
Net: Same/More	96%	97%	93%	97%	94%	100%
Base	336	230	106	159	165	12

Satisfaction/Investment

Lifeguard Services

Satisfaction	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
T3B	98%	100%	100%	96%	97%	98%	98%	99%	97%	98%	99%
Mean	4.03	4.06	4.13	4.00	3.90	4.00	4.06	4.02	4.07	3.99	4.10
Base	268	68	69	86	44	125	143	205	63	165	103

Satisfaction	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
T3B	98%	98%	100%	97%	98%	97%	100%	99%	98%
Mean	4.03	4.15	4.21	3.85	4.01	3.89	3.97	3.95	4.08
Base	268	53	65	46	46	57	43	66	159

Investment	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	4%	0%	5%	6%	5%	6%	3%	5%	1%	5%	3%
The same	83%	90%	84%	81%	77%	80%	86%	83%	83%	81%	86%
More	13%	10%	11%	13%	18%	14%	12%	12%	16%	14%	11%
Net: Same/More	96%	100%	95%	94%	95%	94%	97%	95%	99%	95%	97%
Base	336	81	80	111	64	160	176	268	68	219	117

Investment	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
Less	4%	5%	5%	3%	4%	4%	3%	3%	5%
The same	83%	82%	81%	91%	88%	74%	81%	82%	84%
More	13%	13%	14%	6%	8%	21%	17%	15%	11%
Net: Same/More	96%	95%	95%	97%	96%	96%	97%	97%	95%
Base	336	63	81	57	65	70	55	87	194

Usage/Satisfaction/Investment

Beach Cleaning

Usage	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
% used	65%	66%	79%	61%	54%	66%	64%	66%	61%	60%	75%
Base	336	81	80	111	64	160	176	268	68	219	117

Usage	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
% used	65%	69%	78%	56%	54%	64%	65%	64%	66%
Base	336	63	81	57	65	70	55	87	194

Satisfaction	Overall Satisfaction	User	Non-user
Not at all satisfied	2%	1%	8%
Not very satisfied	8%	8%	13%
Satisfied	55%	57%	47%
Somewhat satisfied	23%	21%	31%
Very satisfied	12%	14%	0%
T3B	90%	92%	79%
Mean	3.67	3.75	3.18
Base	248	212	36

Investment	Overall Investment	User	Non-user	SV Extension	Reduce services	No response
Less	9%	8%	11%	7%	10%	30%
The same	72%	71%	73%	72%	72%	64%
More	19%	21%	16%	21%	18%	7%
Net: Same/More	91%	92%	89%	93%	90%	70%
Base	336	219	117	159	165	12

Satisfaction/Investment

Beach Cleaning

Satisfaction	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
T3B	90%	80%	96%	89%	94%	91%	89%	89%	92%	90%	89%
Mean	3.67	3.37	3.87	3.71	3.64	3.69	3.64	3.65	3.71	3.64	3.72
Base	248	53	69	81	44	119	129	202	46	157	91

Satisfaction	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
T3B	90%	97%	87%	96%	89%	83%	93%	95%	86%
Mean	3.67	3.71	3.72	3.67	3.54	3.65	3.76	3.71	3.62
Base	248	48	69	38	40	53	42	66	140

Investment	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	9%	8%	12%	10%	6%	12%	7%	8%	12%	8%	12%
The same	72%	60%	73%	77%	75%	73%	70%	75%	60%	72%	72%
More	19%	32%	15%	13%	19%	15%	23%	17%	28%	21%	17%
Net: Same/More	91%	92%	88%	90%	94%	88%	93%	92%	88%	92%	88%
Base	336	81	80	111	64	160	176	268	68	219	117

Investment	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
Less	9%	3%	4%	13%	10%	17%	4%	5%	12%
The same	72%	80%	75%	73%	69%	62%	72%	79%	68%
More	19%	17%	21%	15%	21%	21%	24%	16%	19%
Net: Same/More	91%	97%	96%	87%	90%	83%	96%	95%	88%
Base	336	63	81	57	65	70	55	87	194

Usage/Satisfaction/Investment

Bins in Public Reserves, Beaches and Parks

Usage	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
% used	91%	95%	91%	87%	91%	91%	89%	96%	90%	93%	
Base	336	81	80	111	64	160	176	268	68	219	117

Usage	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
% used	91%	89%	95%	93%	81%	95%	97%	84%	92%
Base	336	63	81	57	65	70	55	87	194

Satisfaction	Overall Satisfaction	User	Non-user
Not at all satisfied	2%	2%	0%
Not very satisfied	12%	12%	24%
Satisfied	50%	50%	69%
Somewhat satisfied	26%	27%	7%
Very satisfied	9%	9%	0%
T3B	85%	86%	76%
Mean	3.51	3.52	3.45
Base	312	302	9

Investment	Overall Investment	User	Non-user	SV Extension	Reduce services	No response
Less	3%	2%	12%	1%	4%	24%
The same	69%	68%	81%	68%	71%	65%
More	27%	29%	8%	31%	25%	11%
Net: Same/More	97%	98%	88%	99%	96%	76%
Base	336	305	31	159	165	12

Satisfaction/Investment

Bins in Public Reserves, Beaches and Parks

Satisfaction	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
T3B	85%	83%	79%	88%	91%	88%	83%	88%	77%	89%	79%
Mean	3.51	3.55	3.34	3.56	3.60	3.64	3.39	3.56	3.35	3.58	3.39
Base	312	77	78	98	59	149	163	244	68	200	112

Satisfaction	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
T3B	85%	80%	80%	97%	84%	88%	93%	80%	85%
Mean	3.51	3.45	3.39	3.82	3.42	3.53	3.51	3.47	3.53
Base	312	57	80	55	54	66	54	80	178

Investment	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	3%	3%	4%	4%	2%	4%	3%	3%	6%	4%	1%
The same	69%	63%	69%	72%	74%	74%	65%	74%	53%	72%	65%
More	27%	34%	27%	24%	24%	22%	32%	24%	41%	24%	33%
Net: Same/More	97%	97%	96%	96%	98%	96%	97%	97%	94%	96%	99%
Base	336	81	80	111	64	160	176	268	68	219	117

Investment	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
Less	3%	0%	3%	2%	2%	8%	4%	2%	3%
The same	69%	59%	67%	86%	73%	64%	73%	73%	67%
More	27%	41%	30%	12%	24%	28%	23%	24%	30%
Net: Same/More	97%	100%	97%	98%	98%	92%	96%	98%	97%
Base	336	63	81	57	65	70	55	87	194

Usage/Satisfaction/Investment

Road and Pedestrian Bridges

Usage	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
% used	91%	90%	93%	91%	90%	91%	91%	92%	87%	89%	93%
Base	336	81	80	111	64	160	176	268	68	219	117

Usage	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
% used	91%	93%	98%	84%	90%	87%	96%	85%	92%
Base	336	63	81	57	65	70	55	87	194

Satisfaction	Overall Satisfaction	User	Non-user
Not at all satisfied	15%	15%	13%
Not very satisfied	22%	23%	11%
Satisfied	30%	29%	64%
Somewhat satisfied	28%	28%	11%
Very satisfied	5%	5%	0%
T3B	63%	63%	76%
Mean	2.88	2.87	3.27
Base	308	303	6

Investment	Overall Investment	User	Non-user	SV Extension	Reduce services	No response
Less	7%	6%	14%	1%	13%	7%
The same	46%	43%	74%	43%	48%	48%
More	47%	51%	12%	56%	39%	45%
Net: Same/More	93%	94%	86%	99%	87%	93%
Base	336	305	31	159	165	12

Satisfaction/Investment

Road and Pedestrian Bridges

Satisfaction	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
T3B	63%	70%	68%	63%	47%	68%	58%	64%	60%	62%	65%
Mean	2.88	3.02	3.05	2.84	2.54	2.99	2.77	2.88	2.86	2.90	2.84
Base	308	72	73	103	60	150	159	247	61	200	109

Satisfaction	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
T3B	63%	56%	70%	74%	57%	58%	65%	68%	60%
Mean	2.88	2.79	2.97	3.18	2.57	2.89	2.98	2.97	2.81
Base	308	59	79	47	59	64	54	74	181

Investment	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	7%	5%	9%	9%	4%	7%	7%	7%	7%	8%	6%
The same	46%	53%	45%	43%	42%	45%	46%	46%	46%	50%	38%
More	47%	42%	46%	48%	54%	47%	47%	47%	46%	43%	56%
Net: Same/More	93%	95%	91%	91%	96%	93%	93%	93%	93%	92%	94%
Base	336	81	80	111	64	160	176	268	68	219	117

Investment	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
Less	7%	3%	8%	14%	4%	8%	8%	11%	5%
The same	46%	43%	49%	58%	33%	46%	48%	52%	42%
More	47%	54%	43%	29%	63%	46%	44%	37%	53%
Net: Same/More	93%	97%	92%	86%	96%	92%	92%	89%	95%
Base	336	63	81	57	65	70	55	87	194

Usage/Satisfaction/Investment

Building Inspections and Compliance for New Buildings and Renovations

Usage	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
% used	21%	29%	25%	17%	11%	21%	20%	21%	19%	17%	28%
Base	336	81	80	111	64	160	176	268	68	219	117

Usage	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
% used	21%	24%	21%	17%	20%	20%	23%	17%	22%
Base	336	63	81	57	65	70	55	87	194

Satisfaction	Overall Satisfaction	User	Non-user
Not at all satisfied	14%	14%	13%
Not very satisfied	16%	18%	15%
Satisfied	36%	38%	34%
Somewhat satisfied	32%	27%	38%
Very satisfied	2%	4%	0%
T3B	70%	68%	72%
Mean	2.96	2.99	2.94
Base	131	67	64

Investment	Overall Investment	User	Non-user	SV Extension	Reduce services	No response
Less	17%	18%	16%	14%	20%	7%
The same	68%	46%	74%	70%	65%	80%
More	16%	36%	10%	16%	15%	13%
Net: Same/More	83%	82%	84%	86%	80%	93%
Base	336	70	266	159	165	12

Satisfaction/Investment

Building Inspections and Compliance for New Buildings and Renovations

Satisfaction	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
T3B	70%	77%	70%	70%	61%	68%	72%	70%	71%	70%	70%
Mean	2.96	2.94	2.95	3.14	2.67	2.96	2.97	2.98	2.87	3.02	2.85
Base	131	36	29	43	23	63	69	107	25	86	46

Satisfaction	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
T3B	70%	76%	69%	68%	70%	66%	80%	85%	60%
Mean	2.96	2.90	2.94	2.96	2.95	3.10	3.39	3.19	2.70
Base	131	32	32	21	24	22	25	34	72

Investment	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	17%	24%	21%	13%	8%	18%	16%	16%	20%	13%	24%
The same	68%	58%	62%	74%	76%	68%	68%	69%	63%	74%	56%
More	16%	18%	16%	13%	16%	15%	16%	15%	16%	13%	20%
Net: Same/More	83%	76%	79%	87%	92%	82%	84%	84%	80%	87%	76%
Base	336	81	80	111	64	160	176	268	68	219	117

Investment	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
Less	17%	9%	17%	16%	17%	24%	19%	12%	18%
The same	68%	76%	64%	71%	66%	64%	66%	74%	65%
More	16%	14%	19%	13%	17%	13%	15%	14%	17%
Net: Same/More	83%	91%	83%	84%	83%	76%	81%	88%	82%
Base	336	63	81	57	65	70	55	87	194

Usage/Satisfaction/Investment

On-street car parking including enforcement and regulation

Usage	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
% used	76%	74%	75%	78%	76%	74%	77%	77%	74%	76%	76%
Base	336	81	80	111	64	160	176	268	68	219	117

Usage	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
% used	76%	63%	83%	72%	83%	76%	86%	70%	76%
Base	336	63	81	57	65	70	55	87	194

Satisfaction	Overall Satisfaction	User	Non-user
Not at all satisfied	7%	6%	15%
Not very satisfied	17%	16%	31%
Satisfied	40%	41%	31%
Somewhat satisfied	33%	34%	23%
Very satisfied	3%	3%	0%
T3B	76%	78%	54%
Mean	3.15	3.20	2.70
Base	270	246	24

Investment	Overall Investment	User	Non-user	SV Extension	Reduce services	No response
Less	36%	35%	39%	29%	43%	31%
The same	50%	49%	54%	54%	47%	51%
More	14%	16%	8%	17%	11%	19%
Net: Same/More	64%	65%	61%	71%	57%	69%
Base	336	255	81	159	165	12

Satisfaction/Investment

On-street car parking including enforcement and regulation

Satisfaction	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
T3B	76%	57%	75%	87%	82%	73%	79%	74%	83%	80%	70%
Mean	3.15	2.75	3.17	3.39	3.20	3.08	3.23	3.13	3.25	3.23	3.00
Base	270	64	65	91	50	134	136	216	54	175	95

Satisfaction	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
T3B	76%	77%	77%	80%	77%	70%	79%	77%	75%
Mean	3.15	3.21	3.14	3.27	3.18	2.99	3.23	3.17	3.12
Base	270	45	71	43	56	55	45	68	156

Investment	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	36%	47%	44%	31%	20%	37%	35%	36%	35%	34%	39%
The same	50%	39%	43%	57%	61%	51%	50%	51%	50%	54%	44%
More	14%	13%	13%	12%	19%	12%	15%	13%	15%	12%	17%
Net: Same/More	64%	53%	56%	69%	80%	63%	65%	64%	65%	66%	61%
Base	336	81	80	111	64	160	176	268	68	219	117

Investment	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
Less	36%	36%	37%	32%	25%	47%	42%	40%	32%
The same	50%	52%	46%	61%	55%	41%	53%	50%	50%
More	14%	12%	17%	7%	20%	12%	5%	10%	18%
Net: Same/More	64%	64%	63%	68%	75%	53%	58%	60%	68%
Base	336	63	81	57	65	70	55	87	194

Usage/Satisfaction/Investment

Off-street parking stations/off-street commuter parking

Usage	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
% used	60%	63%	57%	58%	64%	60%	60%	58%	70%	63%	55%
Base	336	81	80	111	64	160	176	268	68	219	117

Usage	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
% used	60%	49%	72%	64%	55%	58%	71%	64%	55%
Base	336	63	81	57	65	70	55	87	194

Satisfaction	Overall Satisfaction	User	Non-user
Not at all satisfied	2%	2%	0%
Not very satisfied	14%	17%	0%
Satisfied	44%	44%	49%
Somewhat satisfied	33%	31%	45%
Very satisfied	6%	6%	6%
T3B	84%	81%	100%
Mean	3.39	3.35	3.61
Base	235	199	36

Investment	Overall Investment	User	Non-user	SV Extension	Reduce services	No response
Less	15%	14%	17%	7%	23%	6%
The same	63%	56%	73%	67%	57%	88%
More	22%	30%	11%	26%	20%	7%
Net: Same/More	85%	86%	83%	93%	77%	94%
Base	336	202	134	159	165	12

Satisfaction/Investment

Off-street parking stations/off-street commuter parking

Satisfaction	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
T3B	84%	76%	86%	92%	78%	81%	87%	83%	87%	86%	80%
Mean	3.39	3.33	3.46	3.46	3.23	3.35	3.42	3.38	3.40	3.44	3.29
Base	235	53	59	77	46	111	123	185	50	152	83

Satisfaction	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
T3B	84%	81%	90%	90%	85%	71%	92%	84%	81%
Mean	3.39	3.31	3.60	3.42	3.31	3.18	3.40	3.32	3.42
Base	235	38	66	43	46	43	42	66	127

Investment	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	15%	26%	18%	11%	6%	15%	15%	14%	21%	14%	17%
The same	63%	55%	61%	73%	58%	64%	61%	64%	56%	65%	58%
More	22%	18%	22%	17%	36%	20%	24%	22%	23%	20%	25%
Net: Same/More	85%	74%	82%	89%	94%	85%	85%	86%	79%	86%	83%
Base	336	81	80	111	64	160	176	268	68	219	117

Investment	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
Less	15%	9%	17%	12%	13%	23%	21%	18%	12%
The same	63%	69%	63%	59%	65%	57%	65%	56%	65%
More	22%	22%	20%	28%	23%	19%	13%	27%	23%
Net: Same/More	85%	91%	83%	88%	87%	77%	79%	82%	88%
Base	336	63	81	57	65	70	55	87	194

Usage/Satisfaction/Investment

Burial services and maintaining cemeteries

Usage	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
% used	17%	18%	6%	21%	22%	12%	21%	14%	27%	18%	16%
Base	336	81	80	111	64	160	176	268	68	219	117

Usage	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
% used	17%	20%	11%	13%	19%	22%	12%	7%	23%
Base	336	63	81	57	65	70	55	87	194

Satisfaction	Overall Satisfaction	User	Non-user
Not at all satisfied	1%	1%	1%
Not very satisfied	3%	4%	2%
Satisfied	56%	59%	53%
Somewhat satisfied	29%	18%	41%
Very satisfied	10%	19%	3%
T3B	96%	95%	97%
Mean	3.72	3.90	3.54
Base	113	55	57

Investment	Overall Investment	User	Non-user	SV Extension	Reduce services	No response
Less	13%	7%	14%	7%	19%	13%
The same	84%	84%	84%	92%	76%	87%
More	3%	9%	2%	1%	6%	0%
Net: Same/More	87%	93%	86%	93%	81%	87%
Base	336	57	279	159	165	12

Satisfaction/Investment

Burial services and maintaining cemeteries

Satisfaction	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
T3B	96%	93%	100%	98%	92%	92%	99%	97%	93%	95%	98%
Mean	3.72	3.47	3.61	3.89	3.77	3.63	3.79	3.74	3.64	3.73	3.69
Base	113	28	19	42	25	52	60	85	28	81	32

Satisfaction	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
T3B	96%	100%	100%	96%	93%	91%	100%	100%	93%
Mean	3.72	3.74	3.71	3.92	3.72	3.58	3.74	3.64	3.74
Base	113	25	21	17	20	29	17	26	70

Investment	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	13%	15%	16%	11%	8%	15%	10%	14%	8%	12%	14%
The same	84%	82%	79%	87%	87%	80%	87%	85%	80%	85%	81%
More	3%	3%	5%	1%	5%	4%	3%	1%	11%	2%	5%
Net: Same/More	87%	85%	84%	89%	92%	85%	90%	86%	92%	88%	86%
Base	336	81	80	111	64	160	176	268	68	219	117

Investment	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
Less	13%	6%	17%	15%	5%	20%	6%	12%	15%
The same	84%	92%	78%	81%	93%	76%	94%	85%	81%
More	3%	2%	5%	4%	2%	3%	0%	3%	4%
Net: Same/More	87%	94%	83%	85%	95%	80%	94%	88%	85%
Base	336	63	81	57	65	70	55	87	194

Usage/Satisfaction/Investment

Managing Central Coast Stadium

Usage	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
% used	32%	26%	52%	25%	27%	34%	30%	33%	31%	26%	44%
Base	336	81	80	111	64	160	176	268	68	219	117

Usage	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
% used	32%	26%	43%	24%	34%	30%	30%	36%	31%
Base	336	63	81	57	65	70	55	87	194

Satisfaction	Overall Satisfaction	User	Non-user
Not at all satisfied	7%	7%	8%
Not very satisfied	2%	1%	4%
Satisfied	53%	61%	39%
Somewhat satisfied	27%	20%	38%
Very satisfied	11%	11%	11%
T3B	91%	92%	88%
Mean	3.58	3.68	3.42
Base	171	107	64

Investment	Overall Investment	User	Non-user	SV Extension	Reduce services	No response
Less	31%	23%	34%	26%	36%	12%
The same	63%	66%	61%	67%	58%	81%
More	7%	11%	4%	7%	6%	7%
Net: Same/More	69%	77%	66%	74%	64%	88%
Base	336	108	228	159	165	12

Satisfaction/Investment

Managing Central Coast Stadium

Satisfaction	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
T3B	91%	85%	97%	90%	88%	90%	92%	90%	92%	89%	92%
Mean	3.58	3.25	3.91	3.53	3.56	3.61	3.55	3.56	3.64	3.48	3.73
Base	171	43	52	47	30	90	81	134	37	101	70

Satisfaction	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
T3B	91%	91%	94%	97%	77%	93%	93%	97%	87%
Mean	3.58	3.39	3.60	3.81	3.40	3.71	3.78	3.63	3.49
Base	171	32	45	23	31	40	30	44	97

Investment	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	31%	43%	27%	27%	26%	25%	35%	32%	25%	32%	28%
The same	63%	52%	64%	68%	66%	68%	58%	63%	64%	62%	65%
More	7%	5%	9%	5%	8%	7%	6%	5%	11%	6%	7%
Net: Same/More	69%	57%	73%	73%	74%	75%	65%	68%	75%	68%	72%
Base	336	81	80	111	64	160	176	268	68	219	117

Investment	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
Less	31%	36%	25%	21%	35%	35%	38%	26%	30%
The same	63%	64%	62%	75%	61%	55%	62%	66%	62%
More	7%	0%	13%	4%	5%	9%	0%	8%	8%
Net: Same/More	69%	64%	75%	79%	65%	65%	62%	74%	70%
Base	336	63	81	57	65	70	55	87	194

Usage/Satisfaction/Investment

Council-run childcare

Usage	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
% used	5%	5%	9%	2%	2%	3%	6%	3%	9%	3%	7%
Base	336	81	80	111	64	160	176	268	68	219	117

Usage	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
% used	5%	8%	2%	6%	5%	3%	6%	3%	5%
Base	336	63	81	57	65	70	55	87	194

Satisfaction	Overall Satisfaction	User	Non-user
Not at all satisfied	2%	0%	2%
Not very satisfied	8%	0%	9%
Satisfied	47%	27%	51%
Somewhat satisfied	26%	5%	30%
Very satisfied	18%	67%	7%
T3B	90%	100%	88%
Mean	3.71	4.62	3.51
Base	75	13	62

Investment	Overall Investment	User	Non-user	SV Extension	Reduce services	No response
Less	17%	15%	17%	12%	22%	12%
The same	68%	52%	69%	72%	63%	81%
More	15%	33%	14%	16%	15%	7%
Net: Same/More	83%	85%	83%	88%	78%	88%
Base	336	15	321	159	165	12

Satisfaction/Investment

Council-run childcare

Satisfaction	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
T3B	90%	100%	86%	88%	91%	90%	91%	91%	89%	91%	90%
Mean	3.71	4.00	3.78	3.56	3.56	3.64	3.78	3.74	3.52	3.56	3.95
Base	75	15	20	26	14	40	35	63	12	47	28

Satisfaction	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
T3B	90%	92%	90%	87%	87%	95%	86%	94%	90%
Mean	3.71	3.58	3.62	3.77	3.94	3.75	3.54	3.65	3.78
Base	75	17	21	11	12	14	10	25	41

Investment	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	17%	8%	28%	16%	16%	16%	17%	20%	3%	15%	20%
The same	68%	69%	64%	72%	66%	70%	66%	67%	72%	68%	67%
More	15%	24%	9%	12%	18%	13%	17%	13%	24%	17%	13%
Net: Same/More	83%	92%	72%	84%	84%	84%	83%	80%	97%	85%	80%
Base	336	81	80	111	64	160	176	268	68	219	117

Investment	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
Less	17%	9%	18%	23%	16%	17%	7%	24%	16%
The same	68%	72%	70%	63%	71%	63%	79%	63%	67%
More	15%	19%	12%	14%	12%	19%	14%	13%	17%
Net: Same/More	83%	91%	82%	77%	84%	83%	93%	76%	84%
Base	336	63	81	57	65	70	55	87	194

Usage/Satisfaction/Investment

Coastal management

Usage	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
% used	36%	29%	48%	33%	36%	40%	34%	37%	33%	35%	39%
Base	336	81	80	111	64	160	176	268	68	219	117

Usage	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
% used	36%	41%	44%	29%	20%	45%	41%	28%	39%
Base	336	63	81	57	65	70	55	87	194

Satisfaction	Overall Satisfaction	User	Non-user
Not at all satisfied	12%	15%	8%
Not very satisfied	20%	20%	19%
Satisfied	38%	33%	44%
Somewhat satisfied	27%	28%	25%
Very satisfied	4%	4%	4%
T3B	68%	65%	73%
Mean	3.01	2.91	3.16
Base	189	114	76

Investment	Overall Investment	User	Non-user	SV Extension	Reduce services	No response
Less	12%	14%	11%	10%	14%	12%
The same	59%	49%	64%	58%	59%	69%
More	29%	37%	25%	32%	27%	19%
Net: Same/More	88%	86%	89%	90%	86%	88%
Base	336	122	214	159	165	12

Satisfaction/Investment

Coastal management

Satisfaction	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
T3B	68%	56%	70%	74%	69%	68%	69%	69%	64%	67%	70%
Mean	3.01	2.78	3.03	3.12	3.02	2.97	3.05	3.04	2.91	3.00	3.04
Base	189	38	47	63	41	98	91	148	41	134	55

Satisfaction	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
T3B	68%	57%	78%	85%	70%	53%	77%	74%	63%
Mean	3.01	2.85	3.15	3.29	3.15	2.70	3.22	3.09	2.91
Base	189	37	53	29	26	44	34	45	111

Investment	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	12%	8%	16%	13%	11%	13%	11%	13%	7%	9%	18%
The same	59%	50%	57%	64%	63%	57%	61%	60%	55%	61%	55%
More	29%	42%	27%	23%	26%	30%	28%	27%	38%	30%	27%
Net: Same/More	88%	92%	84%	87%	89%	87%	89%	87%	93%	91%	82%
Base	336	81	80	111	64	160	176	268	68	219	117

Investment	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
Less	12%	10%	3%	10%	17%	22%	7%	10%	14%
The same	59%	42%	80%	58%	62%	48%	65%	58%	57%
More	29%	48%	18%	32%	21%	30%	28%	32%	28%
Net: Same/More	88%	90%	97%	90%	83%	78%	93%	90%	86%
Base	336	63	81	57	65	70	55	87	194

Usage/Satisfaction/Investment

Council-run Commercial waste and recycling collection (excluding return and earn)

Usage	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
% used	82%	81%	80%	82%	87%	86%	78%	83%	80%	84%	79%
Base	336	81	80	111	64	160	176	268	68	219	117

Usage	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
% used	82%	82%	87%	87%	73%	81%	83%	76%	85%
Base	336	63	81	57	65	70	55	87	194

Satisfaction	Overall Satisfaction	User	Non-user
Not at all satisfied	2%	2%	6%
Not very satisfied	3%	3%	7%
Satisfied	56%	56%	42%
Somewhat satisfied	16%	15%	44%
Very satisfied	23%	24%	0%
T3B	95%	95%	87%
Mean	3.94	3.97	3.23
Base	287	276	12

Investment	Overall Investment	User	Non-user	SV Extension	Reduce services	No response
Less	8%	5%	20%	3%	12%	6%
The same	80%	82%	72%	81%	78%	87%
More	12%	13%	9%	15%	9%	7%
Net: Same/More	92%	95%	80%	97%	88%	94%
Base	336	276	60	159	165	12

Satisfaction/Investment

Council-run Commercial waste and recycling collection (excluding return and earn)

Satisfaction	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
T3B	95%	97%	94%	94%	95%	95%	94%	96%	91%	95%	94%
Mean	3.94	3.90	3.85	3.91	4.12	3.96	3.91	3.95	3.88	3.98	3.85
Base	287	66	67	97	58	142	145	233	55	193	94

Satisfaction	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
T3B	95%	93%	94%	96%	97%	94%	95%	98%	93%
Mean	3.94	3.84	3.96	3.86	3.96	4.04	3.87	4.03	3.92
Base	287	55	73	52	48	60	47	69	172

Investment	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	8%	5%	11%	10%	3%	9%	7%	8%	9%	8%	8%
The same	80%	81%	79%	77%	86%	82%	79%	84%	66%	80%	81%
More	12%	13%	11%	13%	11%	10%	14%	9%	25%	13%	11%
Net: Same/More	92%	95%	89%	90%	97%	91%	93%	92%	91%	92%	92%
Base	336	81	80	111	64	160	176	268	68	219	117

Investment	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
Less	8%	9%	8%	7%	8%	6%	8%	8%	8%
The same	80%	76%	79%	80%	85%	80%	72%	85%	80%
More	12%	15%	13%	13%	7%	13%	19%	7%	12%
Net: Same/More	92%	91%	92%	93%	92%	94%	92%	92%	92%
Base	336	63	81	57	65	70	55	87	194

Usage/Satisfaction/Investment

Community Development – Partnerships with Community and Not-for-Profit Groups

Usage	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
% used	19%	21%	14%	17%	26%	17%	21%	15%	35%	20%	17%
Base	336	81	80	111	64	160	176	268	68	219	117

Usage	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
% used	19%	33%	15%	17%	14%	18%	21%	17%	20%
Base	336	63	81	57	65	70	55	87	194

Satisfaction	Overall Satisfaction	User	Non-user
Not at all satisfied	3%	2%	5%
Not very satisfied	9%	11%	6%
Satisfied	53%	55%	51%
Somewhat satisfied	27%	23%	32%
Very satisfied	8%	10%	6%
T3B	88%	87%	89%
Mean	3.53	3.58	3.47
Base	122	63	58

Investment	Overall Investment	User	Non-user	SV Extension	Reduce services	No response
Less	18%	10%	20%	9%	27%	19%
The same	66%	52%	69%	73%	59%	61%
More	16%	38%	11%	18%	15%	19%
Net: Same/More	82%	90%	80%	91%	73%	81%
Base	336	64	272	159	165	12

Satisfaction/Investment

Community Development – Partnerships with Community and Not-for-Profit Groups

Satisfaction	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
T3B	88%	100%	81%	90%	76%	86%	90%	84%	98%	88%	89%
Mean	3.53	3.69	3.32	3.66	3.33	3.42	3.64	3.47	3.68	3.57	3.42
Base	122	34	23	38	27	62	60	88	34	89	33

Satisfaction	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
T3B	88%	96%	90%	66%	81%	96%	100%	89%	84%
Mean	3.53	3.52	3.63	3.13	3.37	3.84	4.02	3.47	3.41
Base	122	34	31	19	15	23	22	34	66

Investment	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	18%	8%	25%	20%	18%	18%	18%	22%	4%	20%	14%
The same	66%	71%	59%	65%	68%	66%	65%	65%	68%	66%	65%
More	16%	21%	16%	15%	14%	16%	17%	13%	28%	14%	22%
Net: Same/More	82%	92%	75%	80%	82%	82%	82%	78%	96%	80%	86%
Base	336	81	80	111	64	160	176	268	68	219	117

Investment	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
Less	18%	15%	17%	20%	24%	15%	16%	22%	17%
The same	66%	59%	67%	72%	64%	65%	67%	66%	65%
More	16%	26%	17%	7%	12%	19%	17%	12%	18%
Net: Same/More	82%	85%	83%	80%	76%	85%	84%	78%	83%
Base	336	63	81	57	65	70	55	87	194

Usage/Satisfaction/Investment

Community Education

Usage	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
% used	46%	58%	41%	38%	48%	41%	50%	44%	53%	47%	44%
Base	336	81	80	111	64	160	176	268	68	219	117

Usage	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
% used	46%	46%	41%	48%	47%	48%	48%	44%	46%
Base	336	63	81	57	65	70	55	87	194

Satisfaction	Overall Satisfaction	User	Non-user
Not at all satisfied	8%	6%	12%
Not very satisfied	12%	13%	9%
Satisfied	40%	39%	40%
Somewhat satisfied	32%	30%	37%
Very satisfied	8%	11%	1%
T3B	80%	80%	79%
Mean	3.27	3.34	3.10
Base	213	153	59

Investment	Overall Investment	User	Non-user	SV Extension	Reduce services	No response
Less	27%	18%	35%	17%	37%	12%
The same	54%	51%	57%	61%	47%	62%
More	19%	31%	8%	21%	16%	26%
Net: Same/More	73%	82%	65%	83%	63%	88%
Base	336	153	183	159	165	12

Satisfaction/Investment

Community Education

Satisfaction	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
T3B	80%	85%	72%	84%	75%	80%	80%	79%	81%	80%	79%
Mean	3.27	3.29	3.16	3.46	3.09	3.25	3.30	3.24	3.41	3.33	3.16
Base	213	57	46	66	44	105	108	164	49	143	69

Satisfaction	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
T3B	80%	71%	90%	79%	73%	83%	80%	85%	77%
Mean	3.27	3.07	3.61	3.24	3.04	3.31	3.37	3.51	3.15
Base	213	39	51	36	42	45	34	53	126

Investment	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	27%	21%	41%	26%	19%	29%	25%	30%	15%	24%	32%
The same	54%	53%	45%	59%	60%	53%	55%	54%	55%	57%	49%
More	19%	26%	14%	15%	21%	18%	19%	16%	30%	19%	18%
Net: Same/More	73%	79%	59%	74%	81%	71%	75%	70%	85%	76%	68%
Base	336	81	80	111	64	160	176	268	68	219	117

Investment	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
Less	27%	26%	28%	28%	25%	28%	25%	32%	25%
The same	54%	44%	54%	58%	60%	54%	54%	52%	55%
More	19%	30%	18%	14%	15%	18%	21%	16%	19%
Net: Same/More	73%	74%	72%	72%	75%	72%	75%	68%	75%
Base	336	63	81	57	65	70	55	87	194

Usage/Satisfaction/Investment

Community Grants and Sponsorship

Usage	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
% used	17%	21%	12%	14%	24%	19%	15%	17%	18%	18%	15%
Base	336	81	80	111	64	160	176	268	68	219	117

Usage	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
% used	17%	15%	18%	22%	16%	17%	12%	18%	18%
Base	336	63	81	57	65	70	55	87	194

Satisfaction	Overall Satisfaction	User	Non-user
Not at all satisfied	5%	3%	7%
Not very satisfied	11%	15%	9%
Satisfied	35%	36%	35%
Somewhat satisfied	41%	33%	46%
Very satisfied	8%	14%	3%
T3B	84%	83%	84%
Mean	3.29	3.44	3.18
Base	122	53	70

Investment	Overall Investment	User	Non-user	SV Extension	Reduce services	No response
Less	35%	31%	36%	22%	48%	37%
The same	54%	45%	55%	61%	45%	63%
More	12%	24%	9%	17%	7%	0%
Net: Same/More	65%	69%	64%	78%	52%	63%
Base	336	58	278	159	165	12

Satisfaction/Investment

Community Grants and Sponsorship

Satisfaction	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
T3B	84%	91%	74%	92%	74%	84%	83%	85%	78%	86%	77%
Mean	3.29	3.49	2.90	3.55	3.15	3.27	3.32	3.32	3.18	3.32	3.23
Base	122	26	27	39	30	62	61	100	22	85	38

Satisfaction	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
T3B	84%	85%	87%	94%	75%	77%	93%	92%	76%
Mean	3.29	3.11	3.53	3.43	3.13	3.20	3.54	3.39	3.17
Base	122	23	32	22	24	23	20	37	66

Investment	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	35%	44%	36%	30%	30%	36%	34%	38%	22%	35%	35%
The same	54%	45%	45%	64%	57%	46%	60%	53%	56%	56%	48%
More	12%	10%	19%	6%	13%	17%	6%	9%	22%	9%	17%
Net: Same/More	65%	56%	64%	70%	70%	64%	66%	62%	78%	65%	65%
Base	336	81	80	111	64	160	176	268	68	219	117

Investment	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
Less	35%	29%	38%	25%	41%	39%	31%	39%	34%
The same	54%	51%	50%	68%	47%	54%	63%	49%	53%
More	12%	20%	12%	7%	12%	7%	6%	12%	13%
Net: Same/More	65%	71%	62%	75%	59%	61%	69%	61%	66%
Base	336	63	81	57	65	70	55	87	194

Usage/Satisfaction/Investment

Community Programs (Youth, Senior, Etc.)

Usage	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
% used	10%	13%	7%	11%	9%	9%	11%	8%	20%	9%	12%
Base	336	81	80	111	64	160	176	268	68	219	117

Usage	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
% used	10%	15%	7%	9%	7%	13%	6%	11%	11%
Base	336	63	81	57	65	70	55	87	194

Satisfaction	Overall Satisfaction	User	Non-user
Not at all satisfied	3%	2%	3%
Not very satisfied	6%	12%	4%
Satisfied	54%	38%	61%
Somewhat satisfied	26%	21%	28%
Very satisfied	12%	27%	5%
T3B	92%	86%	94%
Mean	3.66	3.77	3.63
Base	111	31	80

Investment	Overall Investment	User	Non-user	SV Extension	Reduce services	No response
Less	5%	2%	6%	4%	6%	19%
The same	75%	47%	78%	72%	79%	68%
More	19%	51%	16%	25%	15%	14%
Net: Same/More	95%	98%	94%	96%	94%	81%
Base	336	34	302	159	165	12

Satisfaction/Investment

Community Programs (Youth, Senior, Etc.)

Satisfaction	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
T3B	92%	86%	88%	95%	97%	93%	90%	95%	82%	93%	87%
Mean	3.66	3.66	3.57	3.65	3.78	3.64	3.70	3.78	3.35	3.64	3.71
Base	111	32	23	33	23	57	54	82	29	77	34

Satisfaction	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
T3B	92%	76%	100%	95%	95%	97%	100%	90%	90%
Mean	3.66	3.19	3.97	3.40	3.60	4.17	3.81	3.56	3.68
Base	111	30	27	16	16	22	15	31	65

Investment	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	5%	3%	9%	6%	4%	6%	5%	5%	6%	7%	3%
The same	75%	74%	72%	77%	79%	76%	75%	79%	58%	75%	76%
More	19%	24%	19%	18%	17%	19%	20%	15%	35%	18%	21%
Net: Same/More	95%	97%	91%	94%	96%	94%	95%	95%	94%	93%	97%
Base	336	81	80	111	64	160	176	268	68	219	117

Investment	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
Less	5%	7%	3%	11%	3%	4%	8%	7%	4%
The same	75%	60%	83%	69%	82%	78%	65%	72%	80%
More	19%	33%	15%	19%	14%	18%	28%	21%	16%
Net: Same/More	95%	93%	97%	89%	97%	96%	92%	93%	96%
Base	336	63	81	57	65	70	55	87	194

Usage/Satisfaction/Investment

Compliance Programs that are Legally Required

Usage	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
% used	22%	35%	18%	20%	15%	15%	29%	22%	22%	23%	20%
Base	336	81	80	111	64	160	176	268	68	219	117

Usage	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
% used	22%	19%	26%	8%	27%	28%	32%	20%	20%
Base	336	63	81	57	65	70	55	87	194

Satisfaction	Overall Satisfaction	User	Non-user
Not at all satisfied	6%	9%	2%
Not very satisfied	9%	9%	10%
Satisfied	50%	49%	51%
Somewhat satisfied	33%	28%	37%
Very satisfied	2%	4%	0%
T3B	85%	82%	88%
Mean	3.34	3.30	3.38
Base	143	74	69

Investment	Overall Investment	User	Non-user	SV Extension	Reduce services	No response
Less	16%	18%	16%	10%	21%	23%
The same	70%	65%	71%	72%	68%	64%
More	14%	17%	13%	17%	11%	13%
Net: Same/More	84%	82%	84%	90%	79%	77%
Base	336	74	262	159	165	12

Satisfaction/Investment

Compliance Programs that are Legally Required

Satisfaction	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
T3B	85%	84%	83%	86%	87%	81%	88%	86%	83%	85%	86%
Mean	3.34	3.42	3.05	3.45	3.38	3.21	3.44	3.30	3.47	3.36	3.30
Base	143	41	33	45	24	63	80	112	30	97	46

Satisfaction	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
T3B	85%	66%	90%	97%	89%	87%	87%	90%	82%
Mean	3.34	2.85	3.50	3.54	3.34	3.52	3.29	3.44	3.31
Base	143	30	41	18	28	26	28	38	77

Investment	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	16%	18%	29%	13%	4%	14%	18%	16%	16%	12%	24%
The same	70%	61%	60%	79%	77%	70%	69%	71%	63%	75%	59%
More	14%	21%	11%	9%	19%	15%	13%	12%	20%	13%	16%
Net: Same/More	84%	82%	71%	87%	96%	86%	82%	84%	84%	88%	76%
Base	336	81	80	111	64	160	176	268	68	219	117

Investment	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
Less	16%	14%	14%	17%	18%	18%	12%	18%	17%
The same	70%	64%	71%	76%	70%	69%	75%	63%	71%
More	14%	21%	15%	7%	12%	14%	13%	19%	12%
Net: Same/More	84%	86%	86%	83%	82%	82%	88%	82%	83%
Base	336	63	81	57	65	70	55	87	194

Usage/Satisfaction/Investment

Cultural Venues and Programs

Usage	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
% used	41%	37%	29%	49%	46%	32%	48%	41%	39%	44%	35%
Base	336	81	80	111	64	160	176	268	68	219	117

Usage	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
% used	41%	48%	34%	48%	42%	34%	51%	35%	40%
Base	336	63	81	57	65	70	55	87	194

Satisfaction	Overall Satisfaction	User	Non-user
Not at all satisfied	5%	2%	10%
Not very satisfied	5%	1%	13%
Satisfied	53%	59%	40%
Somewhat satisfied	24%	20%	32%
Very satisfied	13%	18%	4%
T3B	91%	97%	76%
Mean	3.66	3.90	3.13
Base	193	133	60

Investment	Overall Investment	User	Non-user	SV Extension	Reduce services	No response
Less	31%	15%	42%	21%	41%	30%
The same	56%	63%	52%	61%	52%	57%
More	12%	21%	6%	18%	7%	12%
Net: Same/More	69%	85%	58%	79%	59%	70%
Base	336	136	200	159	165	12

Satisfaction/Investment

Cultural Venues and Programs

Satisfaction	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
T3B	91%	91%	79%	96%	93%	84%	96%	91%	89%	92%	87%
Mean	3.66	3.66	3.35	3.75	3.83	3.45	3.83	3.70	3.52	3.70	3.57
Base	193	49	39	69	36	86	107	153	40	130	64

Satisfaction	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
T3B	91%	84%	90%	98%	95%	86%	96%	93%	88%
Mean	3.66	3.44	3.68	3.67	3.95	3.61	3.87	3.58	3.63
Base	193	41	44	37	34	38	32	50	112

Investment	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	31%	34%	35%	31%	23%	39%	24%	34%	18%	30%	33%
The same	56%	53%	50%	58%	66%	51%	62%	55%	61%	58%	54%
More	12%	13%	14%	11%	11%	10%	14%	10%	21%	12%	13%
Net: Same/More	69%	66%	65%	69%	77%	61%	76%	66%	82%	70%	67%
Base	336	81	80	111	64	160	176	268	68	219	117

Investment	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
Less	31%	28%	25%	23%	37%	42%	22%	34%	32%
The same	56%	56%	63%	57%	51%	53%	61%	52%	57%
More	12%	17%	11%	20%	12%	4%	17%	14%	10%
Net: Same/More	69%	72%	75%	77%	63%	58%	78%	66%	68%
Base	336	63	81	57	65	70	55	87	194

Usage/Satisfaction/Investment

Assessing and Determining Development Applications

Usage	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
% used	19%	16%	32%	15%	12%	16%	22%	20%	14%	13%	31%
Base	336	81	80	111	64	160	176	268	68	219	117

Usage	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
% used	19%	10%	32%	12%	21%	16%	17%	20%	19%
Base	336	63	81	57	65	70	55	87	194

Satisfaction	Overall Satisfaction	User	Non-user
Not at all satisfied	19%	24%	13%
Not very satisfied	16%	14%	17%
Satisfied	33%	26%	40%
Somewhat satisfied	32%	36%	28%
Very satisfied	1%	0%	1%
T3B	66%	62%	69%
Mean	2.81	2.64	2.99
Base	122	62	60

Investment	Overall Investment	User	Non-user	SV Extension	Reduce services	No response
Less	18%	13%	20%	16%	20%	37%
The same	63%	51%	66%	65%	63%	44%
More	19%	36%	14%	19%	18%	19%
Net: Same/More	82%	87%	80%	84%	80%	63%
Base	336	64	272	159	165	12

Satisfaction/Investment

Assessing and Determining Development Applications

Satisfaction	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
T3B	66%	84%	61%	67%	47%	67%	64%	61%	89%	66%	64%
Mean	2.81	3.07	2.61	2.98	2.47	2.81	2.81	2.73	3.19	2.87	2.71
Base	122	28	33	39	22	58	65	102	20	76	46

Satisfaction	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
T3B	66%	77%	69%	56%	56%	66%	92%	71%	55%
Mean	2.81	2.93	2.75	2.78	2.80	2.83	3.47	2.99	2.54
Base	122	19	39	20	21	24	19	34	69

Investment	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	18%	24%	20%	18%	12%	18%	19%	18%	21%	18%	20%
The same	63%	60%	55%	68%	68%	67%	60%	62%	66%	66%	58%
More	19%	16%	25%	15%	20%	16%	21%	20%	12%	17%	22%
Net: Same/More	82%	76%	80%	82%	88%	82%	81%	82%	79%	82%	80%
Base	336	81	80	111	64	160	176	268	68	219	117

Investment	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
Less	18%	18%	10%	18%	15%	33%	23%	16%	19%
The same	63%	65%	69%	63%	64%	53%	66%	63%	62%
More	19%	17%	21%	19%	21%	14%	12%	21%	19%
Net: Same/More	82%	82%	90%	82%	85%	67%	77%	84%	81%
Base	336	63	81	57	65	70	55	87	194

Usage/Satisfaction/Investment

Community Events Staged and Managed by Council

Usage	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
% used	38%	39%	39%	42%	30%	40%	37%	38%	41%	36%	42%
Base	336	81	80	111	64	160	176	268	68	219	117

Usage	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
% used	38%	48%	30%	24%	40%	51%	50%	33%	38%
Base	336	63	81	57	65	70	55	87	194

Satisfaction	Overall Satisfaction	User	Non-user
Not at all satisfied	5%	3%	10%
Not very satisfied	6%	5%	10%
Satisfied	51%	50%	51%
Somewhat satisfied	24%	23%	25%
Very satisfied	14%	18%	4%
T3B	89%	92%	81%
Mean	3.63	3.76	3.31
Base	177	126	51

Investment	Overall Investment	User	Non-user	SV Extension	Reduce services	No response
Less	30%	23%	34%	23%	37%	29%
The same	59%	55%	61%	62%	56%	52%
More	11%	21%	5%	16%	7%	19%
Net: Same/More	70%	77%	66%	77%	63%	71%
Base	336	129	207	159	165	12

Satisfaction/Investment

Community Events Staged and Managed by Council

Satisfaction	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
T3B	89%	90%	90%	91%	82%	88%	90%	88%	94%	86%	94%
Mean	3.63	3.64	3.77	3.60	3.51	3.53	3.74	3.61	3.74	3.57	3.75
Base	177	40	43	63	31	89	88	141	36	115	62

Satisfaction	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
T3B	89%	86%	87%	82%	89%	96%	94%	91%	86%
Mean	3.63	3.48	3.79	3.38	3.51	3.84	3.92	3.70	3.50
Base	177	41	38	20	32	45	35	41	101

Investment	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	30%	21%	36%	31%	32%	30%	30%	32%	20%	32%	25%
The same	59%	66%	48%	60%	62%	56%	62%	60%	53%	59%	58%
More	11%	13%	16%	10%	6%	14%	9%	7%	27%	8%	17%
Net: Same/More	70%	79%	64%	69%	68%	70%	70%	68%	80%	68%	75%
Base	336	81	80	111	64	160	176	268	68	219	117

Investment	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
Less	30%	25%	33%	33%	32%	26%	22%	30%	32%
The same	59%	58%	54%	61%	54%	67%	61%	59%	58%
More	11%	17%	13%	6%	14%	6%	17%	11%	10%
Net: Same/More	70%	75%	67%	67%	68%	74%	78%	70%	68%
Base	336	63	81	57	65	70	55	87	194

Usage/Satisfaction/Investment

Managing and Operating 4 Holiday Parks and 1 Camping Ground

Usage	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
% used	16%	23%	21%	11%	9%	15%	17%	13%	28%	13%	23%
Base	336	81	80	111	64	160	176	268	68	219	117

Usage	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
% used	16%	32%	12%	20%	7%	11%	13%	14%	18%
Base	336	63	81	57	65	70	55	87	194

Satisfaction	Overall Satisfaction	User	Non-user
Not at all satisfied	5%	1%	8%
Not very satisfied	5%	9%	3%
Satisfied	55%	57%	54%
Somewhat satisfied	23%	13%	30%
Very satisfied	12%	21%	5%
T3B	89%	90%	89%
Mean	3.62	3.87	3.44
Base	119	52	67

Investment	Overall Investment	User	Non-user	SV Extension	Reduce services	No response
Less	26%	15%	28%	20%	31%	29%
The same	69%	70%	69%	76%	62%	71%
More	5%	15%	3%	4%	7%	0%
Net: Same/More	74%	85%	72%	80%	69%	71%
Base	336	54	282	159	165	12

Satisfaction/Investment

Managing and Operating 4 Holiday Parks and 1 Camping Ground

Satisfaction	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
T3B	89%	81%	95%	94%	88%	87%	92%	91%	86%	84%	98%
Mean	3.62	3.37	3.83	3.72	3.59	3.58	3.66	3.70	3.39	3.48	3.87
Base	119	34	26	39	20	56	62	89	29	74	45

Satisfaction	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
T3B	89%	81%	98%	96%	89%	85%	100%	84%	89%
Mean	3.62	3.34	3.93	3.69	3.56	3.65	3.75	3.54	3.63
Base	119	31	26	19	20	22	17	27	74

Investment	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	26%	30%	28%	26%	18%	25%	26%	26%	24%	28%	21%
The same	69%	65%	68%	68%	76%	69%	68%	70%	65%	67%	73%
More	5%	5%	3%	6%	6%	6%	5%	4%	10%	5%	6%
Net: Same/More	74%	70%	72%	74%	82%	75%	74%	74%	76%	72%	79%
Base	336	81	80	111	64	160	176	268	68	219	117

Investment	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
Less	26%	25%	29%	24%	23%	27%	29%	30%	23%
The same	69%	69%	64%	73%	70%	69%	68%	67%	70%
More	5%	6%	7%	3%	7%	4%	2%	3%	7%
Net: Same/More	74%	75%	71%	76%	77%	73%	71%	70%	77%
Base	336	63	81	57	65	70	55	87	194

Usage/Satisfaction/Investment

Dealing with Council/Customer Service

Usage	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
% used	68%	63%	62%	70%	76%	65%	70%	69%	63%	68%	68%
Base	336	81	80	111	64	160	176	268	68	219	117

Usage	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
% used	68%	73%	69%	57%	68%	69%	79%	59%	69%
Base	336	63	81	57	65	70	55	87	194

Satisfaction	Overall Satisfaction	User	Non-user
Not at all satisfied	8%	9%	4%
Not very satisfied	13%	15%	0%
Satisfied	36%	36%	28%
Somewhat satisfied	31%	28%	68%
Very satisfied	11%	12%	0%
T3B	78%	77%	96%
Mean	3.28	3.29	3.21
Base	248	228	20

Investment	Overall Investment	User	Non-user	SV Extension	Reduce services	No response
Less	13%	11%	16%	3%	23%	7%
The same	70%	66%	77%	77%	64%	52%
More	17%	23%	6%	20%	13%	42%
Net: Same/More	87%	89%	84%	97%	77%	93%
Base	336	228	108	159	165	12

Satisfaction/Investment

Dealing with Council/Customer Service

Satisfaction	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
T3B	78%	77%	80%	77%	80%	78%	79%	78%	79%	79%	78%
Mean	3.28	3.27	3.19	3.27	3.42	3.24	3.32	3.30	3.21	3.28	3.29
Base	248	55	57	84	51	117	131	200	47	163	84

Satisfaction	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
T3B	78%	63%	84%	89%	77%	80%	78%	78%	78%
Mean	3.28	2.95	3.37	3.48	3.32	3.32	3.19	3.29	3.31
Base	248	51	62	39	47	50	45	60	142

Investment	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	13%	21%	12%	11%	6%	12%	14%	14%	8%	11%	17%
The same	70%	61%	68%	72%	79%	69%	71%	70%	70%	73%	64%
More	17%	18%	20%	17%	15%	20%	15%	16%	23%	16%	20%
Net: Same/More	87%	79%	88%	89%	94%	88%	86%	86%	92%	89%	83%
Base	336	81	80	111	64	160	176	268	68	219	117

Investment	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
Less	13%	19%	12%	7%	10%	16%	5%	15%	14%
The same	70%	63%	73%	81%	65%	66%	73%	70%	68%
More	17%	18%	15%	11%	24%	18%	21%	15%	17%
Net: Same/More	87%	81%	88%	93%	90%	84%	95%	85%	86%
Base	336	63	81	57	65	70	55	87	194

Usage/Satisfaction/Investment

Managing and Operating Leisure Centres, Pools and Tennis Courts (Indoor and Outdoor)

Usage	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
% used	44%	55%	52%	36%	32%	43%	45%	40%	61%	37%	57%
Base	336	81	80	111	64	160	176	268	68	219	117

Usage	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
% used	44%	47%	42%	60%	30%	42%	45%	41%	45%
Base	336	63	81	57	65	70	55	87	194

Satisfaction	Overall Satisfaction	User	Non-user
Not at all satisfied	2%	1%	6%
Not very satisfied	6%	6%	4%
Satisfied	58%	59%	56%
Somewhat satisfied	24%	23%	28%
Very satisfied	10%	11%	7%
T3B	92%	93%	90%
Mean	3.67	3.72	3.54
Base	198	145	52

Investment	Overall Investment	User	Non-user	SV Extension	Reduce services	No response
Less	12%	6%	16%	5%	17%	23%
The same	74%	69%	78%	79%	70%	64%
More	14%	25%	6%	15%	14%	12%
Net: Same/More	88%	94%	84%	95%	83%	77%
Base	336	147	189	159	165	12

Satisfaction/Investment

Managing and Operating Leisure Centres, Pools and Tennis Courts (Indoor and Outdoor)

Satisfaction	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
T3B	92%	95%	87%	95%	90%	92%	92%	93%	89%	92%	92%
Mean	3.67	3.74	3.51	3.75	3.68	3.65	3.69	3.69	3.61	3.71	3.62
Base	198	49	53	62	34	95	103	151	46	119	79

Satisfaction	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
T3B	92%	91%	93%	94%	88%	93%	94%	92%	92%
Mean	3.67	3.54	3.79	3.78	3.42	3.75	3.79	3.58	3.68
Base	198	39	48	38	31	40	34	49	115

Investment	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	12%	18%	14%	8%	5%	11%	12%	13%	7%	12%	11%
The same	74%	61%	68%	82%	84%	73%	75%	75%	69%	78%	66%
More	14%	21%	18%	9%	11%	16%	13%	12%	24%	10%	23%
Net: Same/More	88%	82%	86%	92%	95%	89%	88%	87%	93%	88%	89%
Base	336	81	80	111	64	160	176	268	68	219	117

Investment	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
Less	12%	6%	14%	4%	14%	17%	13%	10%	12%
The same	74%	74%	74%	87%	68%	68%	75%	76%	73%
More	14%	20%	11%	9%	18%	14%	12%	14%	15%
Net: Same/More	88%	94%	86%	96%	86%	83%	87%	90%	88%
Base	336	63	81	57	65	70	55	87	194

Usage/Satisfaction/Investment

Library Services and Programs

Usage	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
% used	40%	47%	28%	39%	47%	40%	40%	41%	35%	46%	28%
Base	336	81	80	111	64	160	176	268	68	219	117

Usage	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
% used	40%	35%	35%	39%	46%	46%	50%	39%	37%
Base	336	63	81	57	65	70	55	87	194

Satisfaction	Overall Satisfaction	User	Non-user
Not at all satisfied	3%	2%	6%
Not very satisfied	3%	3%	4%
Satisfied	51%	51%	53%
Somewhat satisfied	20%	17%	30%
Very satisfied	23%	28%	6%
T3B	94%	96%	90%
Mean	3.88	4.02	3.49
Base	176	130	46

Investment	Overall Investment	User	Non-user	SV Extension	Reduce services	No response
Less	21%	12%	27%	16%	24%	37%
The same	66%	67%	66%	69%	65%	45%
More	13%	21%	7%	14%	11%	18%
Net: Same/More	79%	88%	73%	84%	76%	63%
Base	336	134	202	159	165	12

Satisfaction/Investment

Library Services and Programs

Satisfaction	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
T3B	94%	95%	91%	96%	92%	94%	94%	94%	94%	94%	95%
Mean	3.88	3.77	3.73	4.00	3.94	3.84	3.91	3.93	3.68	3.88	3.86
Base	176	47	31	58	39	81	96	137	39	129	47

Satisfaction	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
T3B	94%	89%	97%	95%	95%	93%	100%	97%	91%
Mean	3.88	3.70	3.83	3.94	4.03	3.91	3.98	4.02	3.78
Base	176	33	44	26	33	40	35	42	100

Investment	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	21%	18%	27%	23%	13%	20%	22%	22%	18%	20%	23%
The same	66%	60%	66%	69%	70%	70%	63%	68%	58%	67%	64%
More	13%	21%	7%	8%	17%	10%	15%	10%	24%	13%	13%
Net: Same/More	79%	82%	73%	77%	87%	80%	78%	78%	82%	80%	77%
Base	336	81	80	111	64	160	176	268	68	219	117

Investment	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
Less	21%	24%	21%	15%	26%	18%	9%	23%	24%
The same	66%	59%	66%	76%	64%	67%	75%	69%	63%
More	13%	17%	13%	9%	10%	15%	16%	8%	14%
Net: Same/More	79%	76%	79%	85%	74%	82%	91%	77%	76%
Base	336	63	81	57	65	70	55	87	194

Usage/Satisfaction/Investment

Library Online Services

Usage	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
% used	21%	29%	7%	22%	25%	19%	22%	19%	27%	21%	20%
Base	336	81	80	111	64	160	176	268	68	219	117

Usage	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
% used	21%	17%	14%	25%	22%	27%	27%	16%	21%
Base	336	63	81	57	65	70	55	87	194

Satisfaction	Overall Satisfaction	User	Non-user
Not at all satisfied	5%	6%	3%
Not very satisfied	4%	0%	8%
Satisfied	47%	38%	57%
Somewhat satisfied	24%	20%	28%
Very satisfied	21%	35%	4%
T3B	91%	94%	88%
Mean	3.74	3.95	3.49
Base	129	70	60

Investment	Overall Investment	User	Non-user	SV Extension	Reduce services	No response
Less	20%	8%	23%	13%	26%	30%
The same	70%	65%	71%	77%	63%	56%
More	10%	27%	6%	10%	11%	14%
Net: Same/More	80%	92%	77%	87%	74%	70%
Base	336	70	266	159	165	12

Satisfaction/Investment

Library Online Services

Satisfaction	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
T3B	91%	94%	71%	97%	93%	94%	88%	92%	89%	92%	90%
Mean	3.74	3.83	3.07	3.86	3.91	3.73	3.74	3.89	3.29	3.74	3.72
Base	129	39	20	44	26	60	69	96	33	92	37

Satisfaction	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
T3B	91%	86%	97%	86%	83%	100%	100%	85%	91%
Mean	3.74	3.16	3.96	3.64	3.76	4.10	3.75	3.54	3.83
Base	129	26	26	25	22	31	27	34	68

Investment	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	20%	26%	25%	18%	10%	25%	16%	20%	19%	20%	20%
The same	70%	53%	72%	75%	79%	66%	73%	71%	63%	70%	69%
More	10%	21%	4%	7%	11%	9%	11%	8%	18%	10%	11%
Net: Same/More	80%	74%	75%	82%	90%	75%	84%	80%	81%	80%	80%
Base	336	81	80	111	64	160	176	268	68	219	117

Investment	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
Less	20%	12%	21%	13%	26%	26%	13%	14%	25%
The same	70%	69%	69%	83%	63%	66%	80%	75%	64%
More	10%	19%	9%	4%	11%	8%	7%	10%	11%
Net: Same/More	80%	88%	79%	87%	74%	74%	87%	86%	75%
Base	336	63	81	57	65	70	55	87	194

Usage/Satisfaction/Investment

Natural Bushland Reserves

Usage	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
% used	74%	79%	81%	69%	67%	69%	78%	72%	80%	72%	78%
Base	336	81	80	111	64	160	176	268	68	219	117

Usage	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
% used	74%	72%	74%	89%	64%	71%	82%	74%	71%
Base	336	63	81	57	65	70	55	87	194

Satisfaction	Overall Satisfaction	User	Non-user
Not at all satisfied	5%	5%	5%
Not very satisfied	8%	7%	16%
Satisfied	49%	50%	43%
Somewhat satisfied	25%	24%	34%
Very satisfied	14%	15%	3%
T3B	88%	89%	79%
Mean	3.60	3.65	3.23
Base	277	247	30

Investment	Overall Investment	User	Non-user	SV Extension	Reduce services	No response
Less	10%	8%	14%	6%	12%	13%
The same	63%	60%	71%	62%	64%	61%
More	28%	32%	15%	32%	24%	26%
Net: Same/More	90%	92%	86%	94%	88%	87%
Base	336	248	88	159	165	12

Satisfaction/Investment

Natural Bushland Reserves

Satisfaction	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
T3B	88%	88%	86%	89%	87%	83%	92%	89%	84%	89%	86%
Mean	3.60	3.65	3.59	3.60	3.54	3.36	3.80	3.61	3.57	3.63	3.55
Base	277	68	72	86	50	125	152	216	61	175	102

Satisfaction	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
T3B	88%	79%	91%	96%	82%	89%	97%	88%	85%
Mean	3.60	3.44	3.54	3.84	3.46	3.70	3.84	3.70	3.48
Base	277	50	68	53	48	59	50	70	157

Investment	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	10%	8%	9%	10%	12%	11%	8%	11%	5%	9%	11%
The same	63%	55%	67%	68%	59%	62%	64%	64%	57%	64%	60%
More	28%	37%	25%	22%	29%	27%	28%	25%	38%	27%	29%
Net: Same/More	90%	92%	91%	90%	88%	89%	92%	89%	95%	91%	89%
Base	336	81	80	111	64	160	176	268	68	219	117

Investment	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
Less	10%	5%	10%	7%	9%	15%	8%	11%	9%
The same	63%	64%	66%	64%	58%	62%	65%	65%	61%
More	28%	31%	24%	29%	33%	23%	27%	24%	30%
Net: Same/More	90%	95%	90%	93%	91%	85%	92%	89%	91%
Base	336	63	81	57	65	70	55	87	194

Usage/Satisfaction/Investment

Natural Disaster and Emergency Management

Usage	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
% used	25%	29%	30%	22%	20%	26%	25%	23%	35%	24%	28%
Base	336	81	80	111	64	160	176	268	68	219	117

Usage	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
% used	25%	26%	28%	19%	28%	24%	41%	16%	25%
Base	336	63	81	57	65	70	55	87	194

Satisfaction	Overall Satisfaction	User	Non-user
Not at all satisfied	11%	14%	8%
Not very satisfied	5%	7%	3%
Satisfied	45%	38%	52%
Somewhat satisfied	30%	28%	33%
Very satisfied	9%	13%	5%
T3B	84%	79%	89%
Mean	3.36	3.29	3.43
Base	168	83	85

Investment	Overall Investment	User	Non-user	SV Extension	Reduce services	No response
Less	6%	4%	6%	3%	8%	6%
The same	72%	56%	77%	70%	74%	73%
More	22%	40%	16%	27%	18%	20%
Net: Same/More	94%	96%	94%	97%	92%	94%
Base	336	85	251	159	165	12

Satisfaction/Investment

Natural Disaster and Emergency Management

Satisfaction	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
T3B	84%	85%	83%	83%	86%	84%	84%	83%	89%	85%	83%
Mean	3.36	3.32	3.26	3.44	3.42	3.36	3.37	3.33	3.46	3.36	3.37
Base	168	45	40	50	33	83	84	128	40	112	56

Satisfaction	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
T3B	84%	75%	91%	92%	81%	82%	80%	93%	82%
Mean	3.36	3.17	3.70	3.34	3.17	3.35	3.25	3.51	3.35
Base	168	32	39	24	32	40	38	40	90

Investment	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	6%	0%	7%	9%	5%	5%	6%	7%	1%	7%	4%
The same	72%	69%	72%	77%	69%	72%	72%	72%	71%	72%	72%
More	22%	31%	21%	14%	26%	23%	22%	21%	28%	21%	25%
Net: Same/More	94%	100%	93%	91%	95%	95%	94%	93%	99%	93%	96%
Base	336	81	80	111	64	160	176	268	68	219	117

Investment	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
Less	6%	7%	4%	6%	6%	5%	8%	6%	5%
The same	72%	67%	77%	75%	71%	68%	53%	73%	77%
More	22%	26%	18%	18%	23%	26%	39%	21%	18%
Net: Same/More	94%	93%	96%	94%	94%	95%	92%	94%	95%
Base	336	63	81	57	65	70	55	87	194

Usage/Satisfaction/Investment

Parks, Sports Fields, Recreational Reserves and Outdoor Gyms

Usage	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
% used	73%	66%	80%	73%	72%	78%	68%	74%	69%	69%	80%
Base	336	81	80	111	64	160	176	268	68	219	117

Usage	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
% used	73%	59%	81%	80%	66%	75%	59%	70%	78%
Base	336	63	81	57	65	70	55	87	194

Satisfaction	Overall Satisfaction	User	Non-user
Not at all satisfied	4%	4%	4%
Not very satisfied	9%	8%	12%
Satisfied	50%	48%	60%
Somewhat satisfied	31%	32%	25%
Very satisfied	7%	8%	0%
T3B	87%	88%	85%
Mean	3.47	3.47	3.41
Base	280	242	38

Investment	Overall Investment	User	Non-user	SV Extension	Reduce services	No response
Less	15%	11%	25%	6%	24%	7%
The same	59%	55%	68%	68%	51%	52%
More	27%	34%	7%	26%	25%	42%
Net: Same/More	85%	89%	75%	94%	76%	93%
Base	336	244	92	159	165	12

Satisfaction/Investment

Parks, Sports Fields, Recreational Reserves and Outdoor Gyms

Satisfaction	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
T3B	87%	86%	85%	88%	90%	84%	90%	89%	81%	90%	83%
Mean	3.47	3.33	3.36	3.57	3.60	3.39	3.54	3.53	3.21	3.58	3.28
Base	280	64	73	92	51	138	142	224	56	175	105

Satisfaction	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
T3B	87%	72%	89%	98%	78%	96%	95%	83%	87%
Mean	3.47	3.14	3.50	3.77	3.26	3.60	3.63	3.51	3.40
Base	280	46	72	47	52	62	43	67	170

Investment	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	15%	21%	13%	13%	12%	13%	17%	14%	18%	14%	17%
The same	59%	45%	48%	71%	68%	55%	62%	64%	39%	66%	45%
More	27%	34%	39%	16%	20%	33%	21%	22%	42%	20%	38%
Net: Same/More	85%	79%	87%	87%	88%	87%	83%	86%	82%	86%	83%
Base	336	81	80	111	64	160	176	268	68	219	117

Investment	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
Less	15%	18%	12%	13%	16%	16%	9%	19%	14%
The same	59%	54%	62%	63%	50%	63%	69%	54%	58%
More	27%	27%	27%	24%	34%	20%	21%	27%	28%
Net: Same/More	85%	82%	88%	87%	84%	84%	91%	81%	86%
Base	336	63	81	57	65	70	55	87	194

Usage/Satisfaction/Investment

Pedestrian and Bike Paths including Drinking Fountains and Seating

Usage	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
% used	77%	84%	77%	75%	70%	76%	77%	75%	83%	71%	86%
Base	336	81	80	111	64	160	176	268	68	219	117

Usage	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
% used	77%	64%	81%	76%	70%	90%	82%	65%	80%
Base	336	63	81	57	65	70	55	87	194

Satisfaction	Overall Satisfaction	User	Non-user
Not at all satisfied	4%	4%	3%
Not very satisfied	10%	10%	12%
Satisfied	50%	50%	46%
Somewhat satisfied	25%	23%	39%
Very satisfied	11%	12%	0%
T3B	85%	85%	85%
Mean	3.53	3.55	3.27
Base	279	255	24

Investment	Overall Investment	User	Non-user	SV Extension	Reduce services	No response
Less	16%	14%	22%	11%	20%	24%
The same	57%	54%	68%	58%	57%	43%
More	27%	33%	10%	31%	24%	33%
Net: Same/More	84%	86%	78%	89%	80%	76%
Base	336	257	79	159	165	12

Satisfaction/Investment

Pedestrian and Bike Paths including Drinking Fountains and Seating

Satisfaction	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
T3B	85%	79%	81%	91%	90%	86%	85%	87%	78%	89%	80%
Mean	3.53	3.22	3.51	3.73	3.60	3.51	3.54	3.57	3.35	3.60	3.40
Base	279	70	68	91	50	132	147	220	59	173	105

Satisfaction	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
T3B	85%	68%	86%	93%	77%	98%	78%	87%	87%
Mean	3.53	3.10	3.51	3.81	3.29	3.83	3.38	3.50	3.58
Base	279	48	69	48	48	65	49	64	166

Investment	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	16%	19%	18%	15%	9%	15%	16%	14%	22%	15%	16%
The same	57%	48%	49%	64%	67%	53%	61%	61%	42%	61%	50%
More	27%	34%	33%	20%	24%	32%	23%	25%	36%	24%	33%
Net: Same/More	84%	81%	82%	85%	91%	85%	84%	86%	78%	85%	84%
Base	336	81	80	111	64	160	176	268	68	219	117

Investment	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
Less	16%	12%	13%	19%	12%	22%	22%	18%	12%
The same	57%	52%	59%	64%	60%	52%	45%	58%	60%
More	27%	37%	28%	17%	28%	26%	32%	24%	28%
Net: Same/More	84%	88%	87%	81%	88%	78%	78%	82%	88%
Base	336	63	81	57	65	70	55	87	194

Usage/Satisfaction/Investment

Playgrounds

Usage	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
% used	55%	61%	60%	54%	40%	56%	54%	53%	60%	46%	71%
Base	336	81	80	111	64	160	176	268	68	219	117

Usage	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
% used	55%	52%	55%	48%	52%	64%	55%	41%	60%
Base	336	63	81	57	65	70	55	87	194

Satisfaction	Overall Satisfaction	User	Non-user
Not at all satisfied	4%	4%	3%
Not very satisfied	7%	7%	6%
Satisfied	52%	52%	52%
Somewhat satisfied	30%	30%	31%
Very satisfied	7%	7%	8%
T3B	89%	89%	91%
Mean	3.51	3.50	3.57
Base	237	183	55

Investment	Overall Investment	User	Non-user	SV Extension	Reduce services	No response
Less	15%	11%	20%	9%	23%	0%
The same	65%	59%	72%	67%	64%	63%
More	20%	30%	7%	25%	13%	37%
Net: Same/More	85%	89%	80%	91%	77%	100%
Base	336	183	153	159	165	12

Satisfaction/Investment

Playgrounds

Satisfaction	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
T3B	89%	93%	79%	93%	92%	89%	89%	89%	89%	93%	84%
Mean	3.51	3.47	3.35	3.65	3.54	3.51	3.52	3.54	3.41	3.62	3.35
Base	237	60	60	78	39	118	119	186	51	142	95

Satisfaction	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
T3B	89%	86%	98%	88%	82%	88%	96%	87%	88%
Mean	3.51	3.20	3.76	3.55	3.26	3.64	3.78	3.47	3.46
Base	237	44	62	37	41	53	40	49	148

Investment	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	15%	24%	20%	8%	10%	13%	17%	13%	24%	14%	17%
The same	65%	61%	52%	73%	74%	63%	67%	69%	50%	72%	53%
More	20%	15%	28%	18%	16%	24%	16%	18%	26%	14%	30%
Net: Same/More	85%	76%	80%	92%	90%	87%	83%	87%	76%	86%	83%
Base	336	81	80	111	64	160	176	268	68	219	117

Investment	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
Less	15%	14%	14%	18%	12%	19%	18%	19%	13%
The same	65%	67%	69%	65%	64%	61%	70%	69%	62%
More	20%	19%	17%	17%	25%	20%	12%	12%	25%
Net: Same/More	85%	86%	86%	82%	88%	81%	82%	81%	87%
Base	336	63	81	57	65	70	55	87	194

Usage/Satisfaction/Investment

Roads

Usage	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
% used	94%	90%	95%	93%	99%	91%	97%	94%	94%	95%	92%
Base	336	81	80	111	64	160	176	268	68	219	117

Usage	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
% used	94%	90%	96%	89%	97%	96%	97%	89%	95%
Base	336	63	81	57	65	70	55	87	194

Satisfaction	Overall Satisfaction	User	Non-user
Not at all satisfied	30%	30%	34%
Not very satisfied	35%	36%	13%
Satisfied	15%	14%	24%
Somewhat satisfied	20%	20%	29%
Very satisfied	1%	1%	0%
T3B	35%	35%	53%
Mean	2.22	2.21	2.43
Base	327	314	12

Investment	Overall Investment	User	Non-user	SV Extension	Reduce services	No response
Less	4%	3%	7%	3%	4%	7%
The same	26%	24%	51%	24%	27%	40%
More	70%	72%	42%	73%	69%	53%
Net: Same/More	96%	97%	93%	97%	96%	93%
Base	336	315	21	159	165	12

Satisfaction/Investment

Roads

Satisfaction	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
T3B	35%	36%	33%	37%	36%	38%	32%	36%	32%	39%	29%
Mean	2.22	2.25	2.22	2.26	2.10	2.24	2.19	2.24	2.11	2.28	2.09
Base	327	77	79	108	63	154	173	260	67	213	114

Satisfaction	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
T3B	35%	40%	31%	45%	28%	35%	37%	45%	31%
Mean	2.22	2.32	2.17	2.46	2.02	2.18	2.41	2.36	2.10
Base	327	60	80	53	64	69	55	81	191

Investment	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	4%	5%	2%	6%	0%	2%	5%	3%	5%	4%	3%
The same	26%	29%	18%	29%	27%	24%	28%	27%	20%	31%	16%
More	70%	66%	80%	66%	73%	74%	67%	69%	74%	65%	81%
Net: Same/More	96%	95%	98%	94%	100%	98%	95%	97%	95%	96%	97%
Base	336	81	80	111	64	160	176	268	68	219	117

Investment	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
Less	4%	7%	3%	1%	2%	4%	3%	5%	3%
The same	26%	22%	26%	36%	15%	32%	30%	31%	23%
More	70%	71%	71%	63%	83%	64%	67%	64%	74%
Net: Same/More	96%	93%	97%	99%	98%	96%	97%	95%	97%
Base	336	63	81	57	65	70	55	87	194

Usage/Satisfaction/Investment

Skate Parks and BMX Tracks

Usage	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
% used	27%	39%	44%	17%	8%	29%	25%	24%	38%	17%	45%
Base	336	81	80	111	64	160	176	268	68	219	117

Usage	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
% used	27%	34%	33%	16%	19%	31%	38%	28%	24%
Base	336	63	81	57	65	70	55	87	194

Satisfaction	Overall Satisfaction	User	Non-user
Not at all satisfied	6%	8%	3%
Not very satisfied	5%	2%	9%
Satisfied	55%	52%	60%
Somewhat satisfied	26%	27%	25%
Very satisfied	7%	11%	2%
T3B	89%	90%	87%
Mean	3.53	3.56	3.49
Base	161	91	69

Investment	Overall Investment	User	Non-user	SV Extension	Reduce services	No response
Less	26%	15%	31%	20%	34%	14%
The same	64%	56%	67%	69%	57%	86%
More	9%	29%	2%	11%	9%	0%
Net: Same/More	74%	85%	69%	80%	66%	86%
Base	336	91	245	159	165	12

Satisfaction/Investment

Skate Parks and BMX Tracks

Satisfaction	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
T3B	89%	81%	97%	88%	91%	89%	89%	91%	81%	88%	90%
Mean	3.53	3.19	3.78	3.59	3.56	3.55	3.51	3.67	3.10	3.47	3.61
Base	161	45	46	50	20	80	80	121	39	92	68

Satisfaction	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
T3B	89%	73%	98%	87%	87%	96%	97%	89%	86%
Mean	3.53	3.17	3.82	3.45	3.18	3.84	3.69	3.61	3.44
Base	161	35	40	22	27	37	29	42	90

Investment	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	26%	32%	29%	25%	20%	24%	29%	28%	22%	28%	24%
The same	64%	53%	57%	70%	77%	64%	64%	67%	54%	66%	60%
More	9%	15%	14%	6%	3%	13%	6%	6%	25%	6%	16%
Net: Same/More	74%	68%	71%	75%	80%	76%	71%	72%	78%	72%	76%
Base	336	81	80	111	64	160	176	268	68	219	117

Investment	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
Less	26%	23%	22%	31%	30%	27%	31%	29%	24%
The same	64%	63%	68%	60%	61%	67%	63%	60%	66%
More	9%	13%	10%	9%	8%	7%	6%	12%	10%
Net: Same/More	74%	77%	78%	69%	70%	73%	69%	71%	76%
Base	336	63	81	57	65	70	55	87	194

Usage/Satisfaction/Investment

Street Lighting

Usage	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
% used	83%	87%	86%	81%	81%	87%	80%	83%	86%	82%	85%
Base	336	81	80	111	64	160	176	268	68	219	117

Usage	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
% used	83%	77%	85%	82%	83%	88%	83%	79%	86%
Base	336	63	81	57	65	70	55	87	194

Satisfaction	Overall Satisfaction	User	Non-user
Not at all satisfied	2%	2%	6%
Not very satisfied	8%	8%	5%
Satisfied	57%	56%	76%
Somewhat satisfied	29%	29%	13%
Very satisfied	5%	5%	0%
T3B	90%	90%	89%
Mean	3.56	3.55	3.59
Base	287	275	12

Investment	Overall Investment	User	Non-user	SV Extension	Reduce services	No response
Less	9%	8%	16%	4%	15%	0%
The same	73%	71%	81%	76%	69%	80%
More	18%	21%	2%	19%	16%	20%
Net: Same/More	91%	92%	84%	96%	85%	100%
Base	336	280	56	159	165	12

Satisfaction/Investment

Street Lighting

Satisfaction	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
T3B	90%	87%	90%	92%	93%	95%	86%	91%	87%	91%	88%
Mean	3.56	3.31	3.65	3.62	3.64	3.64	3.48	3.56	3.52	3.58	3.51
Base	287	68	69	95	56	143	144	229	58	186	101

Satisfaction	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
T3B	90%	81%	95%	89%	92%	92%	89%	84%	93%
Mean	3.56	3.36	3.73	3.48	3.57	3.56	3.49	3.45	3.62
Base	287	50	71	48	56	62	45	71	171

Investment	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	9%	5%	14%	10%	6%	9%	10%	10%	8%	9%	10%
The same	73%	71%	64%	77%	80%	75%	71%	76%	61%	77%	66%
More	18%	24%	21%	13%	14%	16%	19%	14%	32%	14%	24%
Net: Same/More	91%	95%	86%	90%	94%	91%	90%	90%	92%	91%	90%
Base	336	81	80	111	64	160	176	268	68	219	117

Investment	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
Less	9%	7%	11%	9%	6%	13%	12%	12%	8%
The same	73%	70%	77%	77%	80%	61%	67%	69%	76%
More	18%	23%	13%	14%	14%	26%	22%	19%	16%
Net: Same/More	91%	93%	89%	91%	94%	87%	88%	88%	92%
Base	336	63	81	57	65	70	55	87	194

Usage/Satisfaction/Investment

Designing, Building and Maintaining Streetscapes

Usage	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
% used	73%	74%	71%	73%	73%	75%	71%	72%	76%	74%	71%
Base	336	81	80	111	64	160	176	268	68	219	117

Usage	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
% used	73%	70%	67%	74%	75%	78%	75%	61%	77%
Base	336	63	81	57	65	70	55	87	194

Satisfaction	Overall Satisfaction	User	Non-user
Not at all satisfied	8%	8%	8%
Not very satisfied	12%	13%	10%
Satisfied	37%	36%	42%
Somewhat satisfied	38%	37%	40%
Very satisfied	5%	6%	0%
T3B	79%	79%	82%
Mean	3.18	3.18	3.16
Base	274	239	36

Investment	Overall Investment	User	Non-user	SV Extension	Reduce services	No response
Less	23%	22%	27%	11%	35%	12%
The same	51%	48%	62%	59%	46%	37%
More	25%	31%	12%	30%	19%	51%
Net: Same/More	77%	78%	73%	89%	65%	88%
Base	336	245	91	159	165	12

Satisfaction/Investment

Designing, Building and Maintaining Streetscapes

Satisfaction	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
T3B	79%	80%	79%	84%	70%	80%	79%	77%	89%	78%	83%
Mean	3.18	3.28	3.16	3.24	2.97	3.12	3.24	3.08	3.60	3.18	3.18
Base	274	64	63	94	54	138	136	221	53	179	96

Satisfaction	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
T3B	79%	85%	84%	79%	73%	75%	87%	80%	77%
Mean	3.18	3.34	3.31	3.14	3.00	3.07	3.46	3.25	3.07
Base	274	52	66	45	51	60	45	62	167

Investment	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	23%	16%	29%	27%	19%	21%	25%	25%	17%	24%	22%
The same	51%	53%	49%	51%	54%	51%	52%	51%	54%	48%	57%
More	25%	31%	23%	23%	26%	28%	23%	25%	29%	28%	21%
Net: Same/More	77%	84%	71%	73%	81%	79%	75%	75%	83%	76%	78%
Base	336	81	80	111	64	160	176	268	68	219	117

Investment	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
Less	23%	17%	30%	24%	23%	21%	29%	27%	20%
The same	51%	61%	46%	54%	50%	48%	52%	53%	50%
More	25%	21%	24%	22%	28%	31%	19%	20%	30%
Net: Same/More	77%	83%	70%	76%	77%	79%	71%	73%	80%
Base	336	63	81	57	65	70	55	87	194

Usage/Satisfaction/Investment

Cleaning and Maintaining Public Toilets

Usage	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
% used	83%	92%	79%	80%	82%	81%	85%	81%	90%	82%	86%
Base	336	81	80	111	64	160	176	268	68	219	117

Usage	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
% used	83%	82%	86%	80%	83%	84%	87%	76%	85%
Base	336	63	81	57	65	70	55	87	194

Satisfaction	Overall Satisfaction	User	Non-user
Not at all satisfied	6%	6%	7%
Not very satisfied	22%	22%	6%
Satisfied	32%	32%	40%
Somewhat satisfied	34%	33%	47%
Very satisfied	6%	7%	0%
T3B	72%	71%	87%
Mean	3.10	3.10	3.21
Base	289	277	12

Investment	Overall Investment	User	Non-user	SV Extension	Reduce services	No response
Less	3%	3%	6%	0%	6%	7%
The same	64%	60%	85%	62%	65%	80%
More	32%	37%	9%	38%	29%	13%
Net: Same/More	97%	97%	94%	100%	94%	93%
Base	336	279	57	159	165	12

Satisfaction/Investment

Cleaning and Maintaining Public Toilets

Satisfaction	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
T3B	72%	57%	74%	79%	78%	75%	69%	74%	64%	74%	68%
Mean	3.10	2.69	3.18	3.28	3.26	3.15	3.06	3.15	2.93	3.17	2.99
Base	289	74	66	95	54	135	154	227	63	186	103

Satisfaction	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
T3B	72%	70%	75%	62%	65%	84%	78%	67%	72%
Mean	3.10	3.13	3.15	3.01	2.91	3.28	3.35	2.95	3.10
Base	289	50	75	48	56	60	50	72	168

Investment	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	3%	3%	5%	3%	2%	3%	3%	3%	3%	4%	2%
The same	64%	55%	62%	71%	68%	67%	61%	68%	51%	69%	55%
More	32%	42%	32%	27%	30%	29%	36%	29%	46%	27%	42%
Net: Same/More	97%	97%	95%	97%	98%	97%	97%	97%	97%	96%	98%
Base	336	81	80	111	64	160	176	268	68	219	117

Investment	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
Less	3%	0%	5%	3%	1%	6%	1%	5%	3%
The same	64%	60%	64%	64%	67%	66%	69%	63%	64%
More	32%	40%	31%	33%	31%	28%	29%	32%	33%
Net: Same/More	97%	100%	95%	97%	99%	94%	99%	95%	97%
Base	336	63	81	57	65	70	55	87	194

Usage/Satisfaction/Investment

Tourism and Economic Development

Usage	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
% used	42%	40%	44%	46%	36%	42%	42%	44%	34%	42%	42%
Base	336	81	80	111	64	160	176	268	68	219	117

Usage	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
% used	42%	29%	49%	53%	39%	41%	43%	34%	46%
Base	336	63	81	57	65	70	55	87	194

Satisfaction	Overall Satisfaction	User	Non-user
Not at all satisfied	8%	10%	5%
Not very satisfied	19%	16%	27%
Satisfied	35%	36%	34%
Somewhat satisfied	34%	35%	30%
Very satisfied	3%	3%	5%
T3B	73%	74%	68%
Mean	3.07	3.07	3.07
Base	186	139	47

Investment	Overall Investment	User	Non-user	SV Extension	Reduce services	No response
Less	29%	28%	30%	17%	40%	43%
The same	49%	38%	57%	53%	46%	51%
More	21%	34%	12%	30%	14%	7%
Net: Same/More	71%	72%	70%	83%	60%	57%
Base	336	142	194	159	165	12

Satisfaction/Investment

Tourism and Economic Development

Satisfaction	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
T3B	73%	70%	81%	69%	74%	63%	82%	68%	98%	70%	79%
Mean	3.07	3.02	3.21	2.99	3.10	2.89	3.24	2.94	3.64	2.99	3.22
Base	186	41	43	71	32	92	94	153	33	123	63

Satisfaction	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
T3B	73%	79%	64%	82%	80%	64%	86%	86%	64%
Mean	3.07	3.01	2.98	3.28	3.20	2.91	3.15	3.41	2.90
Base	186	31	52	36	32	35	32	45	110

Investment	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	29%	32%	32%	30%	21%	29%	29%	31%	22%	31%	27%
The same	49%	45%	52%	45%	60%	45%	53%	48%	57%	48%	52%
More	21%	23%	16%	25%	19%	25%	18%	21%	21%	22%	21%
Net: Same/More	71%	68%	68%	70%	79%	71%	71%	69%	78%	69%	73%
Base	336	81	80	111	64	160	176	268	68	219	117

Investment	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
Less	29%	30%	36%	16%	33%	27%	33%	20%	32%
The same	49%	57%	38%	53%	46%	55%	43%	62%	46%
More	21%	12%	26%	30%	21%	18%	24%	18%	22%
Net: Same/More	71%	70%	64%	84%	67%	73%	67%	80%	68%
Base	336	63	81	57	65	70	55	87	194

Usage/Satisfaction/Investment

Town and City Centre Amenities

Usage	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
% used	78%	79%	84%	73%	80%	80%	76%	78%	79%	78%	78%
Base	336	81	80	111	64	160	176	268	68	219	117

Usage	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
% used	78%	76%	82%	76%	77%	78%	83%	67%	82%
Base	336	63	81	57	65	70	55	87	194

Satisfaction	Overall Satisfaction	User	Non-user
Not at all satisfied	5%	6%	3%
Not very satisfied	8%	9%	2%
Satisfied	44%	43%	53%
Somewhat satisfied	38%	38%	32%
Very satisfied	5%	4%	9%
T3B	86%	85%	95%
Mean	3.34	3.31	3.63
Base	288	263	25

Investment	Overall Investment	User	Non-user	SV Extension	Reduce services	No response
Less	9%	8%	14%	4%	13%	24%
The same	66%	64%	72%	66%	65%	56%
More	25%	28%	13%	29%	22%	20%
Net: Same/More	91%	92%	86%	96%	87%	76%
Base	336	263	73	159	165	12

Satisfaction/Investment

Town and City Centre Amenities

Satisfaction	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
T3B	86%	85%	89%	87%	83%	85%	87%	84%	93%	87%	84%
Mean	3.34	3.26	3.35	3.38	3.36	3.28	3.39	3.30	3.49	3.38	3.26
Base	288	68	69	94	56	139	149	229	59	190	97

Satisfaction	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
T3B	86%	87%	84%	88%	85%	88%	87%	92%	84%
Mean	3.34	3.44	3.29	3.28	3.23	3.45	3.37	3.47	3.28
Base	288	50	73	50	53	61	51	66	171

Investment	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	9%	8%	15%	10%	4%	7%	11%	8%	15%	10%	9%
The same	66%	64%	57%	69%	72%	62%	69%	67%	61%	67%	63%
More	25%	28%	29%	21%	24%	31%	20%	25%	24%	24%	28%
Net: Same/More	91%	92%	85%	90%	96%	93%	89%	92%	85%	90%	91%
Base	336	81	80	111	64	160	176	268	68	219	117

Investment	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
Less	9%	6%	9%	10%	6%	16%	12%	12%	8%
The same	66%	73%	63%	65%	63%	65%	65%	68%	64%
More	25%	20%	29%	25%	31%	20%	23%	20%	28%
Net: Same/More	91%	94%	91%	90%	94%	84%	88%	88%	92%
Base	336	63	81	57	65	70	55	87	194

Usage/Satisfaction/Investment

Traffic and Safety Regulation

Usage	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
% used	95%	92%	96%	95%	94%	94%	95%	94%	96%	95%	94%
Base	336	81	80	111	64	160	176	268	68	219	117

Usage	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
% used	95%	89%	96%	91%	99%	97%	99%	89%	96%
Base	336	63	81	57	65	70	55	87	194

Satisfaction	Overall Satisfaction	User	Non-user
Not at all satisfied	4%	4%	34%
Not very satisfied	12%	12%	31%
Satisfied	51%	52%	0%
Somewhat satisfied	28%	29%	0%
Very satisfied	4%	4%	35%
T3B	84%	85%	35%
Mean	3.40	3.41	2.70
Base	315	311	4

Investment	Overall Investment	User	Non-user	SV Extension	Reduce services	No response
Less	16%	14%	35%	11%	20%	20%
The same	65%	66%	51%	67%	62%	67%
More	20%	20%	15%	22%	18%	13%
Net: Same/More	84%	86%	65%	89%	80%	80%
Base	336	318	18	159	165	12

Satisfaction/Investment

Traffic and Safety Regulation

Satisfaction	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
T3B	84%	74%	84%	89%	87%	86%	82%	86%	76%	87%	77%
Mean	3.40	3.16	3.49	3.49	3.40	3.48	3.32	3.42	3.32	3.47	3.25
Base	315	75	75	105	61	148	167	249	66	208	107

Satisfaction	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
T3B	84%	89%	90%	94%	69%	78%	87%	83%	83%
Mean	3.40	3.43	3.56	3.58	3.06	3.35	3.46	3.43	3.36
Base	315	56	80	50	62	67	55	79	182

Investment	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	16%	16%	21%	13%	11%	13%	18%	14%	21%	15%	17%
The same	65%	57%	66%	69%	65%	68%	62%	67%	58%	68%	59%
More	20%	26%	13%	17%	24%	20%	20%	19%	21%	17%	24%
Net: Same/More	84%	84%	79%	87%	89%	87%	82%	86%	79%	85%	83%
Base	336	81	80	111	64	160	176	268	68	219	117

Investment	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
Less	16%	13%	15%	15%	22%	13%	20%	21%	12%
The same	65%	73%	68%	76%	48%	60%	60%	65%	66%
More	20%	15%	16%	9%	30%	27%	20%	14%	22%
Net: Same/More	84%	87%	85%	85%	78%	87%	80%	79%	88%
Base	336	63	81	57	65	70	55	87	194

Usage/Satisfaction/Investment

Planning and Managing Trees on Private and Public Land

Usage	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
% used	48%	34%	55%	48%	58%	52%	44%	48%	47%	50%	44%
Base	336	81	80	111	64	160	176	268	68	219	117

Usage	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
% used	48%	43%	57%	39%	45%	54%	57%	39%	50%
Base	336	63	81	57	65	70	55	87	194

Satisfaction	Overall Satisfaction	User	Non-user
Not at all satisfied	12%	15%	6%
Not very satisfied	16%	17%	14%
Satisfied	36%	33%	44%
Somewhat satisfied	32%	32%	32%
Very satisfied	4%	4%	4%
T3B	71%	68%	80%
Mean	3.02	2.94	3.27
Base	214	159	55

Investment	Overall Investment	User	Non-user	SV Extension	Reduce services	No response
Less	21%	13%	28%	14%	29%	7%
The same	53%	45%	61%	57%	48%	67%
More	26%	42%	11%	29%	23%	27%
Net: Same/More	79%	87%	72%	86%	71%	93%
Base	336	162	174	159	165	12

Satisfaction/Investment

Planning and Managing Trees on Private and Public Land

Satisfaction	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
T3B	71%	75%	78%	73%	57%	70%	73%	71%	75%	70%	75%
Mean	3.02	3.10	3.17	3.05	2.75	3.02	3.03	2.99	3.18	2.97	3.14
Base	214	42	51	75	45	112	102	175	39	148	66

Satisfaction	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
T3B	71%	76%	70%	74%	73%	66%	83%	79%	65%
Mean	3.02	3.13	2.94	3.16	3.03	2.93	3.24	3.21	2.89
Base	214	38	54	34	41	47	38	47	128

Investment	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	21%	21%	28%	19%	15%	25%	17%	23%	13%	19%	25%
The same	53%	56%	39%	59%	58%	49%	57%	51%	61%	57%	46%
More	26%	23%	32%	22%	27%	26%	26%	26%	27%	24%	29%
Net: Same/More	79%	79%	72%	81%	85%	75%	83%	77%	87%	81%	75%
Base	336	81	80	111	64	160	176	268	68	219	117

Investment	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
Less	21%	10%	21%	27%	23%	22%	20%	27%	19%
The same	53%	68%	52%	50%	46%	50%	45%	54%	55%
More	26%	22%	26%	23%	31%	27%	35%	19%	26%
Net: Same/More	79%	90%	79%	73%	77%	78%	80%	73%	81%
Base	336	63	81	57	65	70	55	87	194

Usage/Satisfaction/Investment

Urban Planning

Usage	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
% used	41%	48%	48%	37%	29%	40%	41%	43%	31%	37%	46%
Base	336	81	80	111	64	160	176	268	68	219	117

Usage	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
% used	41%	42%	42%	40%	40%	39%	46%	32%	43%
Base	336	63	81	57	65	70	55	87	194

Satisfaction	Overall Satisfaction	User	Non-user
Not at all satisfied	16%	18%	11%
Not very satisfied	21%	20%	22%
Satisfied	22%	20%	28%
Somewhat satisfied	39%	39%	39%
Very satisfied	2%	3%	0%
T3B	63%	61%	67%
Mean	2.73	2.68	2.84
Base	191	133	58

Investment	Overall Investment	User	Non-user	SV Extension	Reduce services	No response
Less	18%	16%	20%	12%	26%	7%
The same	55%	45%	61%	55%	55%	48%
More	27%	40%	18%	33%	20%	45%
Net: Same/More	82%	84%	80%	88%	74%	93%
Base	336	136	200	159	165	12

Satisfaction/Investment

Urban Planning

Satisfaction	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
T3B	63%	70%	59%	64%	56%	60%	67%	59%	79%	64%	61%
Mean	2.73	2.75	2.62	2.81	2.70	2.68	2.78	2.67	3.00	2.82	2.57
Base	191	49	45	64	32	97	93	156	35	125	66

Satisfaction	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
T3B	63%	66%	71%	59%	53%	63%	67%	76%	57%
Mean	2.73	2.74	2.93	2.69	2.46	2.75	2.83	2.93	2.62
Base	191	39	48	33	35	36	36	43	112

Investment	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	18%	13%	30%	17%	13%	20%	17%	18%	18%	18%	20%
The same	55%	53%	45%	58%	64%	52%	57%	53%	61%	56%	52%
More	27%	34%	25%	25%	23%	28%	26%	28%	21%	27%	28%
Net: Same/More	82%	87%	70%	83%	87%	80%	83%	82%	82%	82%	80%
Base	336	81	80	111	64	160	176	268	68	219	117

Investment	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
Less	18%	20%	19%	20%	12%	21%	20%	22%	16%
The same	55%	56%	58%	55%	53%	51%	61%	54%	53%
More	27%	24%	24%	25%	35%	28%	19%	24%	30%
Net: Same/More	82%	80%	81%	80%	88%	79%	80%	78%	84%
Base	336	63	81	57	65	70	55	87	194

Usage/Satisfaction/Investment

Waste Recovery Facilities

Usage	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
% used	71%	61%	78%	72%	75%	72%	70%	76%	52%	68%	77%
Base	336	81	80	111	64	160	176	268	68	219	117

Usage	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
% used	71%	68%	73%	58%	81%	74%	76%	51%	79%
Base	336	63	81	57	65	70	55	87	194

Satisfaction	Overall Satisfaction	User	Non-user
Not at all satisfied	2%	3%	0%
Not very satisfied	9%	9%	9%
Satisfied	55%	54%	63%
Somewhat satisfied	27%	27%	28%
Very satisfied	7%	7%	0%
T3B	88%	88%	91%
Mean	3.54	3.54	3.54
Base	263	238	25

Investment	Overall Investment	User	Non-user	SV Extension	Reduce services	No response
Less	6%	3%	12%	2%	8%	30%
The same	79%	79%	80%	84%	76%	56%
More	15%	18%	8%	14%	16%	14%
Net: Same/More	94%	97%	88%	98%	92%	70%
Base	336	240	96	159	165	12

Satisfaction/Investment

Waste Recovery Facilities

Satisfaction	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
T3B	88%	92%	83%	90%	90%	90%	87%	89%	88%	92%	82%
Mean	3.54	3.55	3.34	3.63	3.63	3.56	3.52	3.55	3.47	3.61	3.41
Base	263	53	67	89	53	128	134	220	42	166	96

Satisfaction	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
T3B	88%	91%	76%	93%	95%	91%	86%	84%	91%
Mean	3.54	3.56	3.18	3.62	3.75	3.67	3.50	3.44	3.59
Base	263	49	64	38	55	57	46	55	161

Investment	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	6%	5%	9%	6%	3%	6%	6%	5%	7%	5%	7%
The same	79%	76%	77%	83%	80%	79%	79%	80%	75%	82%	74%
More	15%	18%	14%	12%	17%	14%	16%	15%	17%	13%	18%
Net: Same/More	94%	95%	91%	94%	97%	94%	94%	95%	93%	95%	93%
Base	336	81	80	111	64	160	176	268	68	219	117

Investment	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
Less	6%	2%	4%	5%	6%	12%	1%	3%	8%
The same	79%	90%	69%	86%	76%	79%	90%	80%	76%
More	15%	8%	27%	9%	19%	9%	9%	16%	16%
Net: Same/More	94%	98%	96%	95%	94%	88%	99%	97%	92%
Base	336	63	81	57	65	70	55	87	194

Usage/Satisfaction/Investment

Estuaries, coastal lagoons, creeks and wetlands

Usage	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
% used	68%	69%	77%	64%	65%	65%	71%	70%	63%	68%	68%
Base	336	81	80	111	64	160	176	268	68	219	117

Usage	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
% used	68%	69%	77%	57%	57%	76%	71%	60%	71%
Base	336	63	81	57	65	70	55	87	194

Satisfaction	Overall Satisfaction	User	Non-user
Not at all satisfied	8%	9%	2%
Not very satisfied	24%	25%	23%
Satisfied	30%	28%	43%
Somewhat satisfied	34%	35%	25%
Very satisfied	4%	3%	7%
T3B	67%	66%	75%
Mean	2.96	2.91	3.30
Base	259	228	32

Investment	Overall Investment	User	Non-user	SV Extension	Reduce services	No response
Less	8%	4%	15%	2%	11%	30%
The same	54%	44%	75%	54%	55%	46%
More	38%	51%	10%	44%	34%	25%
Net: Same/More	92%	96%	85%	98%	89%	70%
Base	336	229	107	159	165	12

Satisfaction/Investment

Estuaries, coastal lagoons, creeks and wetlands

Satisfaction	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
T3B	67%	59%	78%	68%	63%	67%	67%	68%	65%	65%	72%
Mean	2.96	2.77	3.22	2.98	2.81	2.91	3.00	2.95	3.00	2.89	3.08
Base	259	62	65	84	49	120	139	209	50	171	89

Satisfaction	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
T3B	67%	74%	68%	78%	62%	58%	76%	68%	64%
Mean	2.96	3.12	3.01	3.12	2.72	2.84	3.27	3.02	2.85
Base	259	48	71	37	45	58	42	60	158

Investment	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	8%	5%	11%	8%	7%	9%	6%	7%	11%	7%	9%
The same	54%	51%	56%	55%	55%	50%	58%	57%	45%	52%	59%
More	38%	44%	33%	37%	37%	41%	35%	37%	44%	41%	33%
Net: Same/More	92%	95%	89%	92%	93%	91%	94%	93%	89%	93%	91%
Base	336	81	80	111	64	160	176	268	68	219	117

Investment	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
Less	8%	3%	8%	10%	8%	9%	2%	10%	8%
The same	54%	48%	58%	63%	54%	49%	67%	58%	49%
More	38%	50%	34%	27%	38%	41%	31%	32%	43%
Net: Same/More	92%	97%	92%	90%	92%	91%	98%	90%	92%
Base	336	63	81	57	65	70	55	87	194

Usage/Satisfaction/Investment

Maintaining and Minor Upgrades to Existing Wharves, Jetties and Boat Ramps

Usage	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
% used	46%	47%	53%	43%	41%	50%	43%	45%	53%	44%	51%
Base	336	81	80	111	64	160	176	268	68	219	117

Usage	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
% used	46%	47%	48%	46%	38%	52%	63%	35%	46%
Base	336	63	81	57	65	70	55	87	194

Satisfaction	Overall Satisfaction	User	Non-user
Not at all satisfied	6%	8%	0%
Not very satisfied	6%	6%	7%
Satisfied	42%	43%	41%
Somewhat satisfied	37%	33%	47%
Very satisfied	8%	10%	4%
T3B	87%	86%	93%
Mean	3.40	3.39	3.43
Base	204	153	51

Investment	Overall Investment	User	Non-user	SV Extension	Reduce services	No response
Less	17%	8%	25%	14%	19%	24%
The same	67%	63%	71%	72%	65%	44%
More	16%	29%	4%	14%	16%	32%
Net: Same/More	83%	92%	75%	86%	81%	76%
Base	336	155	181	159	165	12

Satisfaction/Investment

Maintaining and Minor Upgrades to Existing Wharves, Jetties and Boat Ramps

Satisfaction	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
T3B	87%	84%	83%	92%	91%	87%	88%	87%	89%	90%	83%
Mean	3.40	3.30	3.29	3.54	3.44	3.35	3.45	3.37	3.51	3.39	3.41
Base	204	51	50	66	36	101	102	157	46	132	72

Satisfaction	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
T3B	87%	79%	98%	89%	90%	78%	96%	86%	85%
Mean	3.40	3.25	3.80	3.39	3.38	3.07	3.60	3.37	3.34
Base	204	37	54	37	31	46	42	47	115

Investment	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	17%	18%	21%	16%	12%	19%	15%	18%	14%	16%	18%
The same	67%	69%	54%	73%	73%	64%	71%	66%	73%	72%	60%
More	16%	13%	25%	11%	15%	17%	14%	16%	14%	12%	23%
Net: Same/More	83%	82%	79%	84%	88%	81%	85%	82%	86%	84%	82%
Base	336	81	80	111	64	160	176	268	68	219	117

Investment	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
Less	17%	8%	21%	15%	20%	18%	11%	21%	16%
The same	67%	70%	71%	79%	70%	50%	75%	65%	66%
More	16%	22%	8%	6%	9%	32%	13%	14%	17%
Net: Same/More	83%	92%	79%	85%	80%	82%	89%	79%	84%
Base	336	63	81	57	65	70	55	87	194

Usage/Satisfaction/Investment

Leasing and managing commercial properties for profit (leasing buildings that Council owns)

Usage	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
% used	10%	8%	12%	7%	14%	11%	9%	9%	12%	9%	12%
Base	336	81	80	111	64	160	176	268	68	219	117

Usage	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
% used	10%	5%	10%	8%	14%	11%	1%	7%	13%
Base	336	63	81	57	65	70	55	87	194

Satisfaction	Overall Satisfaction	User	Non-user
Not at all satisfied	8%	5%	9%
Not very satisfied	14%	13%	14%
Satisfied	33%	35%	32%
Somewhat satisfied	42%	47%	39%
Very satisfied	4%	0%	6%
T3B	79%	82%	77%
Mean	3.12	3.13	3.12
Base	94	30	63

Investment	Overall Investment	User	Non-user	SV Extension	Reduce services	No response
Less	19%	6%	21%	14%	25%	19%
The same	67%	66%	67%	73%	62%	51%
More	14%	28%	12%	13%	13%	30%
Net: Same/More	81%	94%	79%	86%	75%	81%
Base	336	33	303	159	165	12

Satisfaction/Investment

Leasing and managing commercial properties for profit (leasing buildings that Council owns)

Satisfaction	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
T3B	79%	73%	93%	78%	72%	79%	78%	79%	77%	76%	84%
Mean	3.12	3.10	3.28	3.15	2.94	3.05	3.21	3.17	2.96	3.06	3.23
Base	94	24	20	32	18	49	44	71	22	61	33

Satisfaction	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
T3B	79%	82%	88%	82%	78%	65%	100%	97%	69%
Mean	3.12	3.14	3.31	3.16	3.10	2.91	3.46	3.52	2.92
Base	94	20	23	15	13	23	10	23	61

Investment	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	19%	19%	21%	20%	17%	15%	24%	18%	26%	21%	17%
The same	67%	58%	68%	70%	72%	67%	66%	69%	58%	67%	67%
More	14%	23%	11%	10%	11%	18%	10%	13%	16%	13%	15%
Net: Same/More	81%	81%	79%	80%	83%	85%	76%	82%	74%	79%	83%
Base	336	81	80	111	64	160	176	268	68	219	117

Investment	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
Less	19%	17%	20%	24%	18%	19%	17%	19%	20%
The same	67%	69%	71%	68%	65%	60%	75%	66%	65%
More	14%	14%	9%	8%	16%	20%	8%	14%	15%
Net: Same/More	81%	83%	80%	76%	82%	81%	83%	81%	80%
Base	336	63	81	57	65	70	55	87	194

Usage/Satisfaction/Investment

Maintaining, leasing and managing community buildings such as community halls

Usage	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
% used	31%	18%	30%	33%	41%	33%	28%	33%	20%	33%	26%
Base	336	81	80	111	64	160	176	268	68	219	117

Usage	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
% used	31%	33%	30%	25%	32%	33%	23%	28%	34%
Base	336	63	81	57	65	70	55	87	194

Satisfaction	Overall Satisfaction	User	Non-user
Not at all satisfied	4%	4%	6%
Not very satisfied	5%	6%	3%
Satisfied	56%	57%	54%
Somewhat satisfied	28%	26%	33%
Very satisfied	6%	7%	4%
T3B	91%	90%	91%
Mean	3.54	3.57	3.48
Base	154	101	52

Investment	Overall Investment	User	Non-user	SV Extension	Reduce services	No response
Less	19%	7%	25%	12%	26%	29%
The same	73%	77%	71%	78%	69%	58%
More	8%	16%	4%	9%	6%	13%
Net: Same/More	81%	93%	75%	88%	74%	71%
Base	336	103	233	159	165	12

Satisfaction/Investment



Maintaining, leasing and managing community buildings such as community halls

Satisfaction	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
T3B	91%	88%	95%	88%	92%	90%	91%	90%	93%	92%	88%
Mean	3.54	3.54	3.68	3.45	3.58	3.53	3.55	3.51	3.66	3.52	3.60
Base	154	36	31	53	33	70	84	123	31	112	42

Satisfaction	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
T3B	91%	89%	98%	93%	73%	96%	97%	96%	87%
Mean	3.54	3.45	3.72	3.48	3.18	3.75	3.60	3.61	3.51
Base	154	32	42	19	27	34	22	36	96

Investment	Overall	Age				Gender		Ratepayer status		Children at home	
		18-34	35-49	50-69	70+	Male	Female	Ratepayer	Non-ratepayer	No children	Children
Less	19%	24%	23%	18%	11%	18%	21%	19%	22%	21%	16%
The same	73%	73%	68%	73%	78%	73%	73%	75%	66%	73%	74%
More	8%	3%	9%	8%	11%	9%	6%	6%	12%	6%	10%
Net: Same/More	81%	76%	77%	82%	89%	82%	79%	81%	78%	79%	84%
Base	336	81	80	111	64	160	176	268	68	219	117

Investment	Overall	Ward					Time lived in area		
		Budgewoi	Gosford East	Gosford West	Wyong	The Entrance	10 years or less	11 – 20 years	More than 20 years
Less	19%	21%	24%	20%	17%	14%	15%	18%	21%
The same	73%	69%	65%	75%	75%	83%	77%	78%	70%
More	8%	10%	11%	5%	8%	3%	8%	5%	9%
Net: Same/More	81%	79%	76%	80%	83%	86%	85%	82%	79%
Base	336	63	81	57	65	70	55	87	194



Appendix B: Further Demographics & Background & Methodology

Background & Methodology

Sample selection and error

727 of the 744 respondents were chosen by means of a computer based random selection process using Australian Marketing Lists. The remaining 17 respondents were 'number harvested' via face-to-face intercept at several locations around the Central Coast LGA.

The sample was weighted by age and gender to reflect the 2016 ABS Census data for Central Coast Council LGA.

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, living in the area and not working for, nor having an immediate family member working for, Central Coast Council.



Background & Methodology

Data analysis

The data within this report was analysed using Q Professional.

Within the report, ▲ ▼ are used to identify statistically significant differences between groups, i.e., gender, age, ratepayer status, residential location 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.

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.



Suburb

	Phone (N = 744)	Online (N = 336)		Phone (N = 744)	Online (N = 336)		Phone (N = 744)	Online (N = 336)
Bateau Bay	4%	4%	Lake Haven	1%	0%	Koolewong	<1%	<1%
Terrigal	4%	5%	Long Jetty	1%	2%	Kulnura	<1%	<1%
Woy Woy	4%	3%	MacMasters Beach	1%	<1%	Lemon Tree	<1%	<1%
Avoca Beach	3%	3%	Manning Park	1%	2%	Little Jillyby	<1%	1%
Blue Haven	3%	3%	North Avoca	1%	1%	Lower Mangrove	<1%	0%
Killarney Vale	3%	3%	Ourimbah	1%	<1%	Magenta	<1%	<1%
Lisarow	3%	3%	Point Clare	1%	1%	Mangrove Mountain	<1%	<1%
The Entrance	3%	2%	San Remo	1%	2%	Matcham	<1%	0%
Berkeley Vale	2%	2%	Saratoga	1%	1%	Mooney Mooney	<1%	<1%
Budgewoi	2%	1%	Summerland Point	1%	1%	Mount Elliot	<1%	<1%
East Gosford	2%	1%	Tascott	1%	1%	Niagara Park	<1%	<1%
Erina	2%	1%	The Entrance North	1%	1%	Norah Head	<1%	<1%
Ettalong Beach	2%	2%	Toukley	1%	1%	North Gosford	<1%	0%
Hamlyn Terrace	2%	2%	Wadalba	1%	1%	Palm Grove	<1%	<1%
Kanwal	2%	1%	Wamberal	1%	1%	Patonga	<1%	1%
Kincumber	2%	2%	Watanobbi	1%	1%	Pearl Beach	<1%	<1%
Lake Munmorah	2%	2%	Woongarrah	1%	1%	Phegans Bay	<1%	0%
Mardi	2%	2%	Wyong	1%	1%	Point Frederick	<1%	1%
Narara	2%	2%	Alison	<1%	<1%	Pretty Beach	<1%	<1%
Noraville	2%	1%	Blue Bay	<1%	<1%	Shelly Beach	<1%	1%
Springfield	2%	2%	Booker Bay	<1%	<1%	Somersby	<1%	0%
Tumbi Umbi	2%	3%	Calga	<1%	<1%	Spencer	<1%	0%
Umina Beach	2%	2%	Canton Beach	<1%	1%	St Huberts Island	<1%	<1%
Wyoming	2%	1%	Cedar Brush Creek	<1%	0%	Tacoma	<1%	1%
Bensville	1%	2%	Chittaway Point	<1%	0%	Tacoma South	<1%	0%
Blackwall	1%	1%	Daleys Point	<1%	0%	Toowoona Bay	<1%	<1%
Buff Point	1%	1%	Durren	<1%	0%	Tuggerah	<1%	0%
Chain Valley Bay	1%	<1%	Empire Bay	<1%	1%	Tuggerawong	<1%	<1%
Charmhaven	1%	1%	Erina Heights	<1%	<1%	Wagstaffe	<1%	0%
Chittaway Bay	1%	1%	Forresters Beach	<1%	<1%	Walarah	<1%	<1%
Copacabana	1%	<1%	Fountaindale	<1%	1%	Warnervale	<1%	<1%
Davistown	1%	1%	Glenn Valley	<1%	<1%	Wendoree Park	<1%	0%
Gorokan	1%	1%	Gwandalan	<1%	<1%	West Gosford	<1%	<1%
Gosford	1%	1%	Horsfield Bay	<1%	0%	Woy Woy Bay	<1%	0%
Green Point	1%	1%	Jillyby	<1%	<1%	Wyongah	<1%	1%
Halekulani	1%	1%	Killcare	<1%	<1%	Yattalunga	<1%	1%
Kariong	1%	1%	Killcare Heights	<1%	<1%			



Appendix C: Identified Submission

One respondent completed the survey and requested their submission be identified and provided to Council. The following pages are a snapshot of the completed survey. Contact details for this respondent can be provided to Council.

Q1. So that we can send you the follow-up online survey link, may I please have you:

MUST GIVE AN EMAIL ADDRESS

First name: [REDACTED]

Best contact telephone number: [REDACTED]

Email: [REDACTED]

And to ensure we have interviewed a good cross section of the community, I'd like to begin with some general questions about you...

Q2a. Please stop me when I read out your age bracket: **Prompt**

18 - 24

25 - 34

35 - 49

50 - 59

60 - 69

70 - 84

85 years and over

Q2b. What is your gender? **Do not prompt**

Male

Female

Indeterminate/Intersex/Unspecified

Prefer not to say

Q2c. How long have you lived in the Central Coast Council area? **Prompt**

Less than one year

1 - 2 years

3 - 5 years

6 - 10 years

11 - 20 years

More than 20 years

Q2d. Which suburb do you live in?

Narara

Interviewer only - WARD

Wyong

PRESELECTED - Previous LGA

Gosford

Wyong

Q2e. How many children aged under 18 years, if any, live in your home?

None

One

Two

Three

Four

Five or more

Q2f. Which of the following best describes the home where you are currently living? **Prompt**

I/We own/are currently buying this property

I/We currently rent this property

Q2g. Are you of Aboriginal and/or Torres Strait Islander origin?

Yes

No

Prefer not to say

Q2h. Do you or anyone in your household identify as living with disability?

Yes

No

Prefer not to say

Q2i. Which of the following best describes your current employment status? **Prompt**

Currently in full time paid employment

Currently in part time paid employment (at least 10 hours a week)

Currently in casual paid employment

Studying at school, TAFE or university

Retired from paid employment

Currently looking for paid employment

Home duties

Other

Q2j. Are you... **Prompt**

An owner of a Central Coast business

A senior manager of a Central Coast business

An employee of a Central Coast business

None of these

Section 2: General Attitudes

Q3a. Councils provide many services to their communities - too many to list here - but we don't just mean the customer service they provide when you contact them but also all the services they provide out in the community... Overall, how satisfied, if at all, are you with the quality of services currently provided by Central Coast Council? **Prompt**

Not at all satisfied

Not very satisfied

Somewhat satisfied

Satisfied

Very satisfied

Can't say

Q3b. And overall, based on current service levels, do you think Council needs to invest less/the same/more than it currently does in providing its range of services? **Prompt**

- Less
 Same
 More
 Can't say

Q3b_MERGED

- More
 Same
 Less
 Can't say

Q3c. Overall, for the last 12 months, how satisfied, if at all, are you with the performance of Council, not just on one or two issues, but across all responsibility areas? **Prompt**

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

Q4. Approximately one year ago, it was discovered that Central Coast Council was facing financial difficulties. These difficulties were not related to COVID-19 – rather, Council had been spending more money than it was receiving, both before and after the previous Gosford and Wyong Councils were merged in 2016. The money came from restricted funds. A restricted fund is a reserve account that contains money that can only be used for specific purposes – it's a little like a household using money it had set aside for a home deposit on something else. The money was not lost rather it was spent on infrastructure such as roads and a range of services that directly benefited the community. Prior to this call, were you aware that Council was facing financial difficulties?

- Yes
 No
 Not sure

Q5. Council has implemented a number of measures to manage costs to address the situation and long-term financial sustainability. This process is estimated to take up to ten years.

For instance, there have been significant staff reductions, restrictions on spending, and the sale of some assets. The spend on infrastructure such as roads, bridges, buildings, etc. has also been reduced.

In July this year rates notices were issued to households, and they were impacted by two factors:

- The first factor was that rates were made permanently consistent across the Central Coast LGA – this meant a reduction in rates for some, and an increase for others – but overall this did not generate any additional income for Council, it was simply making rates more consistent across the LGA.
- The second factor is that in May 2021 the Independent Pricing and Regulatory Tribunal (IPART) approved a temporary rate increase of 15%, which was the standard 2% per annum rate peg that applies to all Councils, plus an additional one-off 13% increase that remains in the rate base for three years, after which it will be removed and rates will drop. Council's financial recovery will take much longer than three years and if rates reduce at the end of three years, Council will have a shortfall in their budget of approximately \$25.8 million annually for the following seven years.

To balance the budget, Council will need to extend the current three-year rate increase for a further seven years in order to generate more revenue – or they will need to reduce services levels even further than has already been done.

If Council is forced to reduce service levels further, which, if any, particular services do you feel they could invest **less** in?
(Record each different service in a separate box)

painting footpaths artworks

parks and recreation/playgrounds

MMX. Would you be interested in participating in our research panel?

[What is the MMX panel?](#)

Our research panel is a collection of people who have expressed interest in participating in future research projects. If we have a project that would be suitable for you, we would be in contact to invite you to participate. You are not obligated to participate, and can opt out at any time. Research projects could be anything, such as another telephone survey, a focus group, or an online task. Sometimes these projects can also come with incentives such as a cash gift, gift card, movie tickets, etc. Would you be interested in joining this panel?

[Will my details end up anywhere else?](#)

No, your details will only end up where you accept for them to do so. If you join our research panel, your details will only be used by Micromex. Even if you are invited to participate in a research project, our clients will not have access to your details.

We conduct our research in accordance with the privacy act and your information will not end up with any third parties.

- Yes
 No

I just need a few more details from you...

Surname

Postcode

You should receive an email from us with the link for the online survey in the next few days – if it's not in your Inbox, please check your 'Junk' folder as it may have accidentally gone in there! Please try to complete the online survey in the next few days after you receive it – remember, if you complete the online survey promptly you will go in the draw to win one of five \$100 EFTPOS Cards.

Thank you for your time and assistance. This market research is carried out in compliance with the Privacy Act, and the information you provided will be used only for research purposes. The research has been conducted by Micromex Research (1800 639 599) on behalf of Central Coast Council.

Record the following from phone sheet

Phone: [REDACTED]

Suburb: [REDACTED]

Interviewer only

Phone number dialed was:

Landline

Mobile

I certify this is a true, accurate and complete interview, conducted in accordance with Micromex's standards. All questions have been asked of the interviewee and answered by the interviewee as per my training for this project. I also agree to hold in confidence and not disclose to any other person the content of this questionnaire or any other information relating to this project.

Makenzie

Other

Thank you for agreeing to participate in this survey

Please enter your passcode to and click 'Next' to begin the survey

Passcode: [REDACTED]

Introduction

Central Coast Council has been working on their financial recovery since November 2020.

Council has implemented measures to manage costs to help fix the financial problem. The following diagram outlines these actions.

Diagram: Central Coast Council actions to fix the financial problems



Council has done everything they can behind the scenes to reduce costs without largely impacting on services to the community. These actions have got Council back from the brink, but there is more to do. The commercial loans are the backbone of the recovery and Council is required to repay these within 10 years. To do this, and continue to be able to deliver services at the current level, Council is proposing to apply to maintain the current rates for an additional seven years, or ten years in total.

This will allow Council to demonstrate to the commercial lenders that they are able to pay back the loans and maintain the

current service levels for the Central Coast community. During this time, Council will continually work on being more productive so that the community has ongoing benefits from improved service levels.

If rates reduce at the end of three years, there will be shortfall of \$25.8 million per year for the following seven years and Council will need to reduce service levels even further than has already been done.

What has happened so far...

In July this year rates notices were issued to households, and they were impacted by two factors:

- The first factor was that rates were made permanently consistent across the Central Coast LGA – this meant a reduction in rates for some, and an increase for others – but overall this did not generate any additional income for Council, it was simply making rates more consistent across the LGA.
- The second factor is that in May 2021 the Independent Pricing and Regulatory Tribunal (IPART) approved a temporary rate increase of 15%, which was the standard 2% per annum rate peg that applies to all Councils, plus an additional one-off 13% increase that remains in the rate base for three years, after which it will be removed and rates will drop. Council's financial recovery will take much longer than three years and if rates reduce at the end of three years, Council will have a shortfall in their budget of approximately \$25.8 million annually for the following seven years. To balance the budget, they will need more revenue or reduce services levels.

Options

Council is proposing to make an application to the Independent Pricing and Regulatory Tribunal (IPART) to maintain the current level of rates for a further seven years beyond June 2024. This will allow Council to maintain current service levels, continue to find more service efficiencies and pay back loans.

Council wants to understand the community views on what services are important, what are the appropriate service levels and whether or not the community supports maintaining rates and services at current levels. This will help Council decide if it formally applies to IPART in February 2022.

Community involvement

The purpose of this survey is to understand your preferences about maintaining rates and services and help you be aware of the implications a reduction in Council rates will mean to the services you use daily.

To continue to questions, please click the 'Next' button below.

Q1 text.

you

you (or any children in your household)

Q1. The following tables list many – but not all – of the services Council provides to the community. Based on what you now know about Council's financial situation, for each service could you please provide three answers:

A. Whether or not you have used or relied upon that Council service in your local area in the past two to three years.

B. How satisfied, if at all, you are with Council's performance of that service in your local area (even if you haven't used it recently).

C. And based on what you now know about Council's financial situation, whether you feel that Council should invest less, the same, or more than they currently spend on that service.

	Used in the past 2-3 years?	Satisfaction	Investment
Central Coast Airport at Wamervale	✔ Not used	✔ Can't say	✔ The Same
Animal management - pounds, rangers, registration, inspections	✔ Yes used	✔ Very satisfied	✔ More
Lifeguard services - 15 beaches, 1 ocean pool, 2 outdoor pools and 2 indoor pools	✔ Yes used	✔ Very satisfied	✔ The Same
Beach cleaning (removing litter from the sand each morning, etc)	✔ Not used	✔ Can't say	✔ The Same
Bins in public reserves, beaches and parks	✔ Not used	✔ Can't say	✔ The Same
Maintaining and minor upgrades to existing road and pedestrian bridges	✔ Yes used	✔ Not very satisfied	✔ More
Building inspections and compliance for new buildings and renovations	✔ Not used	✔ Not at all satisfied	✔ The Same
On-street car parking including enforcement and regulation	✔ Yes used	✔ Somewhat satisfied	✔ The Same
Off-street parking stations/off-street commuter parking - management, ease of use and cleanliness, opening hours	✔ Not used	✔ Can't say	✔ The Same
Burial services and maintaining cemeteries	✔ Not used	✔ Not at all satisfied	✔ The Same
Managing Central Coast Stadium - event organisation, security, ticketing, maintenance, promotion	✔ Yes used	✔ Very satisfied	✔ The Same
Council-run childcare	✔ Not used	✔ Can't say	✔ The Same
Coastal management - coastal erosion, dune care)	✔ Not used	✔ Not at all satisfied	✔ The Same
Council-run Commercial waste and recycling collection (excluding return and earn)	✔ Yes used	✔ Somewhat satisfied	✔ The Same
Community development - partnerships with community and not-for-profit groups such as health and wellbeing programs	✔ Not used	✔ Can't say	✔ The Same
Community education - litter, waste, road safety and environment education	✔ Not used	✔ Can't say	✔ The Same

	Used in the past 2-3 years?	Satisfaction	Investment
Community grants and sponsorship such as funding for events, community programs	✔ Not used	✔ Can't say	✔ The Same
Community programs - youth (e.g.: youth centre at Erina), seniors (eg: meals on wheels), etc	✔ Not used	✔ Can't say	✔ The Same
Compliance programs that are legally required, such as food and health inspectors, building inspectors, backyard swimming pools	✔ Not used	✔ Can't say	✔ The Same
Cultural venues and programs - Theatre, Gallery, First Nations programs, etc	✔ Yes used	✔ Satisfied	✔ The Same
Assessing and determining development applications	✔ Not used	✔ Can't say	✔ The Same
Community events staged and managed by Council, such as Chromefest, Lakes Festival, Harvest Festival	✔ Not used	✔ Can't say	✔ The Same
Managing and operating 4 holiday parks and 1 camping ground	✔ Not used	✔ Can't say	✔ The Same
Dealing with Council/Customer service - be it face to face, phone or online	✔ Yes used	✔ Somewhat satisfied	✔ The Same
Managing and operating leisure centres, pools and tennis courts (indoor and outdoor)	✔ Not used	✔ Can't say	✔ The Same
Library services and programs (12 libraries including mobile library service, events and education programs in libraries)	✔ Not used	✔ Can't say	✔ The Same
Library Online Services - audiobooks, e-learning and education programs	✔ Not used	✔ Can't say	✔ The Same
Natural bushland reserves (trails, firebreaks, vegetation management, bushcare, etc)	✔ Not used	✔ Can't say	✔ More
Natural Disaster and Emergency Management - incident management, community information, clean-up	✔ Not used	✔ Not at all satisfied	✔ The Same
Maintaining and minor upgrades to existing parks, sports fields, recreational reserves, outdoor gyms	✔ Not used	✔ Can't say	✔ The Same
Maintaining and minor upgrades to existing pedestrian and bike paths including drinking fountains and seating along the way	✔ Yes used	✔ Somewhat satisfied	✔ More
Maintaining and minor upgrades to existing playgrounds	✔ Not used	✔ Can't say	✔ The Same

	Used in the past 2-3 years?	Satisfaction	Investment
Maintaining and minor upgrades to existing roads including potholes, kerb and gutters and roadside mowing	✔ Yes used	✔ Not at all satisfied	✔ More
Maintaining and minor upgrades to existing skate parks and BMX tracks - 25 skate parks, 4 BMX tracks	✔ Not used	✔ Can't say	✔ The Same
Installing new and maintaining existing street lighting	✔ Yes used	✔ Satisfied	✔ The Same
Designing, building and maintaining streetscapes - signs, signposts, bus shelters, plants, fencing, nature strips, art installations, etc	✔ Yes used	✔ Not very satisfied	✔ The Same
Cleaning and maintaining public toilets	✔ Not used	✔ Can't say	✔ The Same
Tourism and economic development - industry services and destination marketing, economic programs, Gosford Waterfront and Employment lands development	✔ Yes used	✔ Not at all satisfied	✔ More
Town and city centre amenities - street sweeping, litter collection, gardens, graffiti management	✔ Yes used	✔ Somewhat satisfied	✔ The Same
Traffic and safety regulation - speed signage, traffic calming and roundabouts	✔ Yes used	✔ Satisfied	✔ Less
Planning and managing trees on private and public land	✔ Yes used	✔ Somewhat satisfied	✔ The Same
Urban planning - planning for population growth, new housing, suburb amenity and a changing environment	✔ Not used	✔ Can't say	✔ The Same
Waste recovery facilities - tips and recycle centres	✔ Yes used	✔ Satisfied	✔ The Same
Estuaries, coastal lagoons, creeks and wetlands (water quality, weed control, rehabilitation)	✔ Not used	✔ Can't say	✔ The Same
Maintaining and minor upgrades to existing wharves, jetties and boat ramps	✔ Yes used	✔ Somewhat satisfied	✔ Less
Leasing and managing commercial properties for profit (leasing buildings that Council owns)	✔ Not used	✔ Can't say	✔ The Same
Maintaining, leasing and managing community buildings such as community halls	✔ Not used	✔ Can't say	✔ The Same

Q2. Based on what you now know about Council's financial situation, when it comes to building brand new assets such as parks, playgrounds, footpaths, bridges, roads, skate parks, wharves, etc. do you feel that Council should invest less, the same, or more than they currently spend on those types of services?

- Less
 The same
 More

Q3a. Now that you have worked through that list of services, overall how satisfied, if at all, are you with the quality of services currently provided by Central Coast Council?

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

Q3b. And overall, based on current service levels, do you think Council needs to invest less/the same/more than it currently does in providing its range of services?

- Less
 The same
 More

Q4a. And now that you know more about the range of services offered by Council, which one of the following options would you prefer Council to pursue in order to help address the financial situation?

- Request IPART to extend the current one-off 13% Special Variation rates increase for an extra seven years - this would maintain the current
 Increase of \$3.20 per week for the next nine years for the average household. The exact amount you will pay will vary depending on the rating category for your parcel of land and the value of your land as determined by the NSW Valuer General.
 Reduce service levels to meet the shortfall

Q4a_MERGED

- Reduce service levels to meet the shortfall

- Request IPART to extend the current one-off 13% Special Variation rates increase for an extra seven years - this would maintain the current
 Increase of \$3.20 per week for the next nine years for the average household. The exact amount you will pay will vary depending on the rating category for your parcel of land and the value of your land as determined by the NSW Valuer General.

Q4b. Why do you say that?

Please provide as much detail as possible - each box will expand as you fill it

It's a "no brainer" - but we are being forced into it. Who would want to reduce service levels. We are not given any other option. My husband and I moved to Gosford from Sydney in 1974 when in our mid twenties at which time it was banded about by Gosford Council that they would be doing something with the waterfront. To this day nothing has happened other than the water park for kids on the other side of the road. Now 72 and 74 we are still waiting. Newcastle cleaned up their waterfront many years ago and it is a great place to visit. We have travelled around Queensland recently and cannot believe the stunning waterfronts, particularly Townsville, Cairns and Yeppoon - all free swimming pools overlooking their waterfronts with Townsville also having many other attractions. In Cairns whilst in the free swimming pool we watched on a massive TV screen over the pool Arlarna Titmus win the GOLD - the atmosphere was electric with everyone cheering and clapping. We were just stunned as we know we live on a fabulous foreshore with nothing to really show for it. I watched an ad on TV about a week ago promoting tourism with special rates for 3 or 4 night stays in NSW to get people travelling - it highlighted the Southern Highlands, Sydney, Newcastle, the Hunter Valley and Port Stephens as well as other further north destinations -- NOT ONE WORD ABOUT THE CENTRAL COAST - just beggars belief.

Q5a. Overall, for the last 12 months, how satisfied, if at all, are you with the performance of Council, not just on one or two issues, but across all responsibility areas?

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

Q5b. And how satisfied, if at all, are you with this community consultation undertaken by Council?

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

Q6a. Would you like to enter the draw to win one of 5 \$100 gift cards?

Yes

No

Q6b. In order to enter the draw, in 10 words or less please tell us about your favourite Council service in the Central Coast area...

The 6 kerbside collections offered each year to ratepayers.

Thank you for your time and assistance. 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, this survey has been conducted by Micromex Research on behalf of Central Coast Council.

For more information please contact Council through the Online Customer Service Centre at centralcoast.nsw.gov.au or phone 1300 463 954.

To submit your response, please select the 'submit' button below. This may take up to 30 seconds.

micromex
research

Survey powered by [Micromex Research](#)



Appendix D: Questionnaires

Central Coast Council
Services Survey – Phone Recruit
Draft 8 – November 1, 2021

Good morning/afternoon/evening, my name is _____ from Micromex Research, an independent research company, and we are conducting a survey on behalf of Central Coast Council. The survey will take about 10 minutes.

For demographic purposes, we are firstly looking for those aged 18-34 as they are more difficult to get hold of. Who would be the best person in your house to speak to?

If no: We encourage everyone 18 years and over to participate, would you be willing to assist with this please?

If no: Thank you anyway for your time.

If yes: Can I please confirm that you do live in the Central Coast Council area?

If no: Unfortunately you are not eligible for the research. Thank you for your time.

If yes: I just need to confirm that neither you nor an immediate family member work for Central Coast Council.

If yes: Unfortunately you are not eligible for the research. Thank you for your time.

If no: Council wants your opinion on a range of services that they deliver across the local government area.

What we'd like to do is ask you some questions now – this should take no more than ten minutes – and then we will email you a link to an online questionnaire which will contain some additional information and questions, which we will need you to answer over the next few days. If you complete both this phone survey and the follow-up online survey, you will be entered in the draw to win one of five \$100 EFTPOS cards.

Council is very interested in obtaining your views and this will assist in understanding the community's position on the delivery of services. Would you be willing to participate in both the phone and the follow-up online surveys?

FAQs

How long will the survey take?

This phone survey will take up to 10 minutes – and then the follow-up online survey will take approximately 12-15 minutes – and if you complete both surveys in the next few days, you will go into the draw to win one of five \$100 EFTPOS cards.

What are the questions about?

Questions are about a range of services delivered by Council.

Section 1: Recruitment and Demographics

Q1. So that we can send you the follow-up online survey link, may I please have your:

First name:
Best contact telephone number:
Email:

And to ensure we have interviewed a good cross section of the community, I'd like to begin with some general questions about you...

Q2a. Please stop me when I read out your age bracket: Prompt

- 18 – 24
- 25 – 34
- 35 – 49
- 50 – 59
- 60 – 69
- 70 – 84
- 85 years and over

Q2b. What is your gender? (Do NOT Prompt)

- Male
- Female
- Indeterminate/Intersex/Unspecified
- Prefer not to say

Q2c. How long have you lived in the Central Coast Council area? Prompt

- Less than one year
- 1 – 2 years
- 3 – 5 years
- 6 – 10 years
- 11 – 20 years
- More than 20 years

Q2d. Which suburb do you live in?

Budgewoi Ward

- | | | |
|--|---|--|
| <input type="radio"/> Blue Haven | <input type="radio"/> Frazer Park | <input type="radio"/> Mannerling Park |
| <input type="radio"/> Budgewoi | <input type="radio"/> Freemans | <input type="radio"/> Norah Head |
| <input type="radio"/> Budgewoi Peninsula | <input type="radio"/> Gorokan* | <input type="radio"/> Noraville |
| <input type="radio"/> Buff Point | <input type="radio"/> Gwandalan | <input type="radio"/> Point Wolstoncroft |
| <input type="radio"/> Canton Beach | <input type="radio"/> Halekulani | <input type="radio"/> San Remo |
| <input type="radio"/> Chain Valley Bay | <input type="radio"/> Hamlyn Terrace* | <input type="radio"/> Summerland Point |
| <input type="radio"/> Charmhaven | <input type="radio"/> Kingfisher Shores | <input type="radio"/> Toukley |
| <input type="radio"/> Colongra | <input type="radio"/> Lake Haven | <input type="radio"/> Woongarah |
| <input type="radio"/> Doyalson | <input type="radio"/> Lake Munmorah | <input type="radio"/> Wybung |

Gosford East

- | | | |
|-------------------------------------|--|---|
| <input type="radio"/> Avoca Beach | <input type="radio"/> Hardys Bay | <input type="radio"/> Pretty Beach |
| <input type="radio"/> Bensville | <input type="radio"/> Holgate | <input type="radio"/> Saratoga |
| <input type="radio"/> Boudi | <input type="radio"/> Killcare | <input type="radio"/> Spencer |
| <input type="radio"/> Box Head | <input type="radio"/> Killcare Heights | <input type="radio"/> Springfield |
| <input type="radio"/> Copacabana | <input type="radio"/> Kincumber | <input type="radio"/> St Huberts Island |
| <input type="radio"/> Daleys Point | <input type="radio"/> Kincumber South | <input type="radio"/> Ten Mile Hollow |
| <input type="radio"/> Davistown | <input type="radio"/> MacMasters Beach | <input type="radio"/> Terrigal |
| <input type="radio"/> Empire Bay | <input type="radio"/> Matcham | <input type="radio"/> Wagstaffe |
| <input type="radio"/> Erina | <input type="radio"/> Mount Elliot* | <input type="radio"/> Wamberal* |
| <input type="radio"/> Erina Heights | <input type="radio"/> North Avoca | <input type="radio"/> Yattalunga |
| <input type="radio"/> Green Point | <input type="radio"/> Picketts Valley | |

Gosford West

- Bar Point
- Blackwall
- Booker Bay
- Calga
- Central Mangrove
- Cheero Point
- Chittaway Point
- Cogra Bay
- East Gosford
- Ettalong Beach
- Glenworth Valley
- Gosford
- Greengrove
- Gunderman
- Horsfield Bay
- Kariong
- Koolewong
- Little Wobby
- Lower Mangrove
- Mangrove Creek
- Mangrove Mountain
- Marlow
- Mooney Mooney
- Mooney Mooney Creek
- Mount White
- Patonga
- Pearl Beach
- Peats Ridge
- Phegans Bay
- Point Clare
- Point Frederick
- Somersty
- Tascott
- Umina Beach
- Upper Mangrove
- Wendoree Park
- West Gosford
- Wisemans Ferry
- Wondabyne
- Woy Woy
- Woy Woy Bay

Wyong

- Alison
- Bushells Ridge
- Cedar Brush Creek
- Dooralong
- Durren Durren
- Gorakan*
- Halloran
- Hamlyn Terrace*
- Jilliby
- Kangy Angy
- Karwal
- Kiar
- Kulnura
- Lemon Tree
- Lisarow
- Little Jilliby
- Mardi
- Mount Elliot*
- Narara
- Niagara Park
- North Gosford
- Ourimbah
- Palm Grove
- Palmdale
- Ravensdale
- Rocky Point
- Tacoma
- Tacoma South
- Tuggerah
- Tuggerawong
- Wadalba
- Wallarah
- Warnervale
- Watanobbi
- Wyoming
- Wyong
- Wyong Creek
- Wyongah
- Yarramalong

The Entrance

- Bateau Bay
- Berkeley Vale
- Blue Bay
- Chittaway Bay
- Forresters Beach
- Fountaindale
- Glenning Valley
- Killamey Vale
- Long Jetty
- Magenta
- Shelly Beach
- The Entrance
- The Entrance North
- Toowoong Bay
- Tumby Umbi
- Wamberal*

(Programmer: Terminate if not on the CC. We will have approx. quotas of 140 per Ward. We may also need to be able to allocate residents according to previous Gosford/Wyong LGA [as we did for the SV survey earlier this year])

* Crosses ward

Q2e. How many children aged under 18 years, if any, live in your home? (SR)

- None
- One
- Two
- Three
- Four
- Five or more

Q2f. Which of the following best describes the home where you are currently living? Prompt

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

Q2g. Are you of Aboriginal and/or Torres Strait Islander origin?

- Yes
- No
- (Do NOT Prompt) Prefer not to say

Q2h. Do you or anyone in your household identify as living with disability?

- Yes
- No
- (Do NOT Prompt) Prefer not to say

Q2i. Which of the following best describes your current employment status? Prompt

- Currently in full time paid employment
- Currently in part time paid employment (at least 10 hours a week)
- Currently in casual paid employment
- Studying at school, TAFE or university
- Retired from paid employment
- Currently looking for paid employment
- Home duties
- Other (please specify)

Q2j. Are you... Prompt (MR)

- An owner of a Central Coast business
- A senior manager of a Central Coast business
- An employee of a Central Coast business
- (Do NOT Prompt) None of these

Section 2: General Attitudes

Q3a. Councils provide many services to their communities – too many to list here – but we don't just mean the customer service they provide when you contact them but also all the services they provide out in the community... Overall, how satisfied, if at all, are you with the quality of services currently provided by Central Coast Council? Prompt

- Very satisfied
- Satisfied
- Somewhat satisfied
- Not very satisfied
- Not at all satisfied
- (Do NOT Prompt) Can't say

Q3b. And overall, based on current service levels, do you think Council needs to invest **more/the same/less** than it currently does in providing its range of services? *Prompt* (FLIP order of red text)

- More
- Same
- Less
- (Do NOT Prompt) Can't say

Q3c. Overall, for the last 12 months, how satisfied, if at all, are you with the performance of Council, not just on one or two issues, but across all responsibility areas? *Prompt*

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

Q4 Approximately one year ago, it was discovered that Central Coast Council was facing financial difficulties. These difficulties were not related to COVID-19 – rather, Council had been spending more money than it was receiving, both before and after the previous Gosford and Wyong Councils were merged in 2016. The money came from restricted funds. A restricted fund is a reserve account that contains money that can only be used for specific purposes – it's a little like a household using money it had set aside for a home deposit on something else. The money was not lost rather it was spent on infrastructure such as roads and a range of services that directly benefited the community. Prior to this call, were you aware that Council was facing financial difficulties?

- Yes
- No
- Not sure

Q5. Council has implemented a number of measures to manage costs to address the situation and long-term financial sustainability. This process is estimated to take up to ten years.

For instance, there have been significant staff reductions, restrictions on spending, and the sale of some assets. The spend on infrastructure such as roads, bridges, buildings, etc has also been reduced.

In July this year rates notices were issued to households, and they were impacted by two factors:

- The first factor was that rates were made permanently consistent across the Central Coast LGA – this meant a reduction in rates for some, and an increase for others – but overall this did not generate any additional income for Council, it was simply making rates more consistent across the LGA.
- The second factor is that in May 2021 the Independent Pricing and Regulatory Tribunal (IPART) approved a temporary rate increase of 15%, which was the standard 2% per annum rate peg that applies to all Councils, plus an additional one-off 13% increase that remains in the rate base for three years, after which it will be removed and rates will drop. Council's financial recovery will take much longer than three years and if rates reduce at the end of three years, Council will have a shortfall in their budget of approximately \$25.8 million annually for the following seven years.

To balance the budget, Council will need to extend the current three-year rate increase for a further seven years in order to generate more revenue – or they will need to reduce services levels even further than has already been done.

If Council is forced to reduce service levels further, which, if any, particular services do you feel they could invest less in? (Record each different service in a separate box)

.....

.....

.....

.....

You should receive an email from us with the link for the online survey in the next week or so – if it's not in your Inbox, please check your 'Junk' folder as it may have accidentally gone in there! Please try to complete the online survey in the next few days after you receive it – remember, if you complete the online survey promptly you will go in the draw to win one of five \$100 EFTPOS Cards.

Thank you very much for your time. Enjoy the rest of your evening.

Email

Thank you for taking the time on the phone earlier to answer our questions about local service levels and for agreeing to complete this follow-up online survey.

As we mentioned on the phone, Central Coast Council has commissioned Micromex Research to undertake this online survey with residents to better understand the community's position on current service levels across the LGA.

To go into the prize draw to win 1 of 5 \$100 EFTPOS cards, please complete the online survey by **[TBA]**.

The survey should take only 12-15 minutes, and your responses will go directly to Micromex Research where they will be added to those of others and reported in aggregated format – your individual responses will not be sent to Council.

Note: If you can't complete the questionnaire in one session, simply hit the save button and close. When you're ready to come back to it, use the same link and password below and you will pick up at the point where you left off.

Link:
Password:

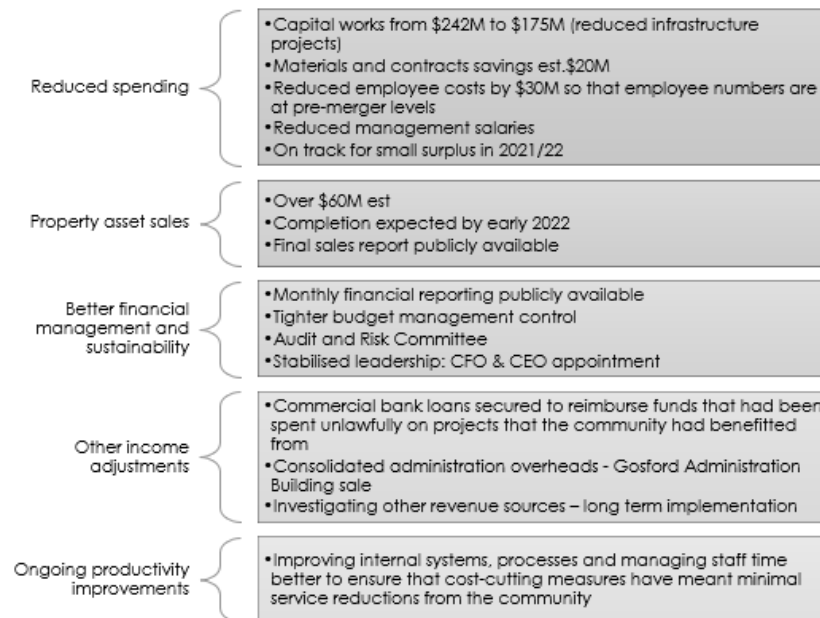
We look forward to receiving your feedback and thank you for your assistance with this important research.

Introduction

Central Coast Council has been working on their financial recovery since November 2020.

Council has implemented measures to manage costs to help fix the financial problem. The following diagram outlines these actions.

Diagram: Central Coast Council actions to fix the financial problems



Council has done everything they can behind the scenes to reduce costs without largely impacting on services to the community. These actions have got Council back from the brink, but there is more to do. The commercial loans are the backbone of the recovery and Council is required to repay these within 10 years. To do this, and continue to be able to deliver services at the current level, Council is proposing to apply to maintain the current rates for an additional seven years, or ten years in total.

This will allow Council to demonstrate to the commercial lenders that they are able to pay back the loans and maintain the current service levels for the Central Coast community. During this time, Council will continually work on being more productive so that the community has ongoing benefits from improved service levels.

If rates reduce at the end of three years, there will be shortfall of \$25.8 million per year for the following seven years and Council will need to reduce service levels even further than has already been done.

What has happened so far

In July this year rates notices were issued to households, and they were impacted by two factors:

- The first factor was that rates were made permanently consistent across the Central Coast LGA – this meant a reduction in rates for some, and an increase for others – but overall this did not generate any additional income for Council, it was simply making rates more consistent across the LGA.
- The second factor is that in May 2021 the Independent Pricing and Regulatory Tribunal (IPART) approved a temporary rate increase of 15%, which was the standard 2% per annum rate peg that applies to all Councils, plus an additional one-off 13% increase that remains in the rate base for three years, after which it will be removed and rates will drop. Council's financial recovery will take much longer than three years and if rates reduce at the end of three years, Council will have a shortfall in their budget of approximately \$25.8 million annually for the following seven years. To balance the budget, they will need more revenue or reduce services levels.

Options

Council is proposing to make an application to the Independent Pricing and Regulatory Tribunal (IPART) to maintain the current level of rates for a further seven years beyond June 2024. This will allow Council to maintain current service levels, continue to find more service efficiencies and pay back loans.

Council wants to understand the community views on what services are important, what are the appropriate service levels and whether or not the community supports maintaining rates and services at current levels. This will help Council decide if it formally applies to IPART in February 2022.

Community involvement

The purpose of this survey is to understand your preferences about maintaining rates and services and help you be aware of the implications a reduction in Council rates will mean to the services you use daily.

Q1. The following tables list many – but not all – of the services Council provides to the community. Based on what you now know about Council's financial situation, for each service could you please provide three answers:

****Whether or not you (or any children in your household [if children in H/H based on Q2e of PHONE Survey]) have used or relied upon that Council service in your local area in the past two to three years,**

****How satisfied, if at all, you are with Council's performance of that service in your local area (even if you haven't used it recently).**

****And based on what you now know about Council's financial situation, whether you feel that Council should invest less, the same, or more than they currently spend on that service. (Programmer: Discuss with me the possibility of flipping Investment scale. Split across two or three tables)**

(Randomise services)

	Used in Past 2-3 Years		Satisfaction					Investment*			
	Yes Used	Not Used	NAAS	NVS	SS	S	VS	CS	L	S	M
a. Central Coast Airport.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Full list of services is as follows...

Service
Central Coast Airport at Warnervale
Animal management - pounds, rangers, registration, inspections
Lifeguard services -15 beaches, 1 ocean pool, 2 outdoor pools and 2 indoor pools)
Beach cleaning (removing litter from the sand each morning, etc)
Bins in public reserves, beaches and parks
Maintaining and minor upgrades to existing road and pedestrian bridges
Building inspections and compliance for new buildings and renovations
On-street car parking including enforcement and regulation
Off-street parking stations/off-street commuter parking – management, ease of use and cleanliness, opening hours
Burial services and maintaining cemeteries
Managing Central Coast Stadium – event organisation, security, ticketing, maintenance, promotion
Council-run childcare
Coastal management - coastal erosion, dune care)
Council-run Commercial waste and recycling collection (excluding return and earn)
Community development - partnerships with community and not-for-profit groups such as health and wellbeing programs
Community education - litter, waste, road safety and environment education
Community grants and sponsorship such as funding for events, community programs
Community programs - youth (e.g.: youth centre at Erina), seniors (eg: meals on wheels), etc
Compliance programs that are legally required, such as food and health inspectors, building inspectors, backyard swimming pools
Cultural venues and programs - Theatre, Gallery, First Nations programs, etc
Assessing and determining development applications
Community events staged and managed by Council, such as Chromefest, Lakes Festival, Harvest Festival
Managing and operating 4 holiday parks and 1 camping ground
Dealing with Council/Customer service – be it face to face, phone or online

Managing and operating leisure centres, pools and tennis courts (indoor and outdoor)
Library services and programs (12 libraries including mobile library service, events and education programs in libraries)
Library Online Services – audiobooks, e-learning and education programs
Natural bushland reserves (trails, firebreaks, vegetation management, bushcare, etc)
Natural Disaster and Emergency Management – incident management, community information, clean-up
Maintaining and minor upgrades to existing parks, sports fields, recreational reserves, outdoor gyms
Maintaining and minor upgrades to existing pedestrian and bike paths including drinking fountains and seating along the way
Maintaining and minor upgrades to existing playgrounds
Maintaining and minor upgrades to existing roads including potholes, kerb and gutters and roadside mowing
Maintaining and minor upgrades to existing skate parks and BMX tracks - 25 skate parks, 4 BMX tracks
Installing new and maintaining existing street lighting
Designing, building and maintaining streetscapes - signs, signposts, bus shelters, plants, fencing, nature strips, art installations, etc
Cleaning and maintaining public toilets
Tourism and economic development - industry services and destination marketing, economic programs, Gosford Waterfront and Employment lands development
Town and city centre amenities - street sweeping, litter collection, gardens, graffiti management
Traffic and safety regulation - speed signage, traffic calming and roundabouts
Planning and managing trees on private and public land
Urban planning - planning for population growth, new housing, suburb amenity and a changing environment
Waste recovery facilities - tips and recycle centres
Estuaries, coastal lagoons, creeks and wetlands (water quality, weed control, rehabilitation)
Maintaining and minor upgrades to existing wharves, jetties and boat ramps
Leasing and managing commercial properties for profit (leasing buildings that Council owns)
Maintaining, leasing and managing community buildings such as community halls

Q2. Based on what you now know about Council's financial situation, when it comes to building brand new assets such as parks, playgrounds, footpaths, bridges, roads, skate parks, wharves, etc, do you feel that Council should invest less, the same, or more than they currently spend on those types of services? (SR, Flip response codes)

- More
- The same
- Less

Q3a. Now that you have worked through that list of services, overall how satisfied, if at all, are you with the quality of services currently provided by Central Coast Council? (SR)

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

Q3b. And overall, based on current service levels, do you think Council needs to invest more/the same/less than it currently does in providing its range of services? (SR. Flip order of first three codes)

- More
- The same
- Less

Q4a. And now that you know more about the range of services offered by Council, which one of the following options would you prefer Council to pursue in order to help address the financial situation? (SR, Flip. Programmer, please discuss with me – we MAY make this a NON-forced answer)

- Reduce service levels to meet the shortfall
- Request IPART to extend the current one-off 13% Special Variation rates increase for an extra seven years - this would maintain the current increase of \$3.20 per week for the next nine years) for the average household. The exact amount you will pay will vary depending on the rating category for your parcel of land and the value of your land as determined by the NSW Valuer General.

Q4b. Why do you say that? (Please provide as much detail as possible Programmer: May ask this even if they 'skip' Q4a)

Q5a. Overall, for the last 12 months, how satisfied, if at all, are you with the performance of Council, not just on one or two issues, but across all responsibility areas? (SR)

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

Q5b. And how satisfied, if at all, are you with this community consultation undertaken by Council? (SR)

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

Q6a. Would you like to enter the draw to win one of 5 \$100 gift cards?

- Yes
- No (Go to end)

Q6b. In order to enter the draw, in 10 words or less please tell us about your favourite Council service in the Central Coast area...

Thank you for your time and assistance. 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, this survey has been conducted by Micromex Research on behalf of Central Coast Council. For more information please contact Council through the Online Customer Service Centre at centralcoast.nsw.gov.au or phone 1300 463 954.

The information contained herein is believed to be reliable and accurate, however, no guarantee is given as to its accuracy and reliability, and no responsibility or liability for any information, opinions or commentary contained herein, or for any consequences of its use, will be accepted by Micromex Research, or by any person involved in the preparation of this report.



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Central Coast Council

Service Delivery Research:
Stage 3: 'Open Online' Survey
Comparison Report



Prepared by: Micromex Research
Date: January 21, 2022

micromex
research

Table of Contents

<u>Background and Methodology</u>	3
<u>Overview</u>	6
<u>Detailed Results</u>	8
<u>1. Overall Metrics</u>	9
<u>2. Individual Services</u>	14
<u>3. Other Metrics</u>	28
<u>Appendix A: Questionnaire</u>	33

Background & Methodology

Background:

Central Coast Council commissioned Micromex Research to undertake a multi-stage community engagement program to better understand community expectations around a range of services provided by Council. The program included both qualitative and quantitative engagements, with most stages analysed in separate reports.

From a **quantitative** perspective, Micromex had already conducted a two-stage survey with the community:

- Stage 1: Telephone survey with N=744 residents. This initial phone survey provided a sense of how the broader community feels about Council services at a high level.
- Stage 2: Online recontact survey with 336 of the Stage 1 phone respondents. This recontact survey included a more detailed explanation of Council's financial difficulties and a list of 47 services that could be potentially reduced so respondents could then provide more informed/considered survey responses.

Stages 1 and 2 are summarised in a separate report.

This Stage 3 Report covers the third stage of quantitative engagement. Council wished to allow those in the community that were not included in the Stage 1 sample to have their say as well. So Micromex developed a hybrid online- only survey which asked a mix (but not all) of the Stage 1 and 2 questions. 740 surveys were received.

It is important to note that this open online survey was:

- Opt-in and completely open to the public (ie: there was no sample design, residents could potentially complete the survey more than once, etc)
- The survey was accessed via Council's website which had information about Council's financial situation etc – so respondents may have read some of that information prior to completing the survey
- As was the case with Stage 2, certain questions were skippable – this was deliberate as if respondents really couldn't answer, we didn't want to force a response.

Background & Methodology

Objectives:

- This Report explores community:
 - Awareness of Council's current financial difficulties
 - Satisfaction with Council's overall performance and quality of services provided
 - Initial identification of services (unaided) that could be reduced if needed
 - More detailed exploration (aided) of 47 services:
 - Usage of 47 Council services in the last 2 to 3 years
 - Satisfaction with those 47 services
 - Whether future investment in each of the 47 services should be more / same / less

When?

- The open online survey was available to the community from November 21st to December 12th, 2021 (Stage 1 ran between November 3-12, 2021 and the Stage 2 Online Recontact survey link was available November 8-30, 2021).

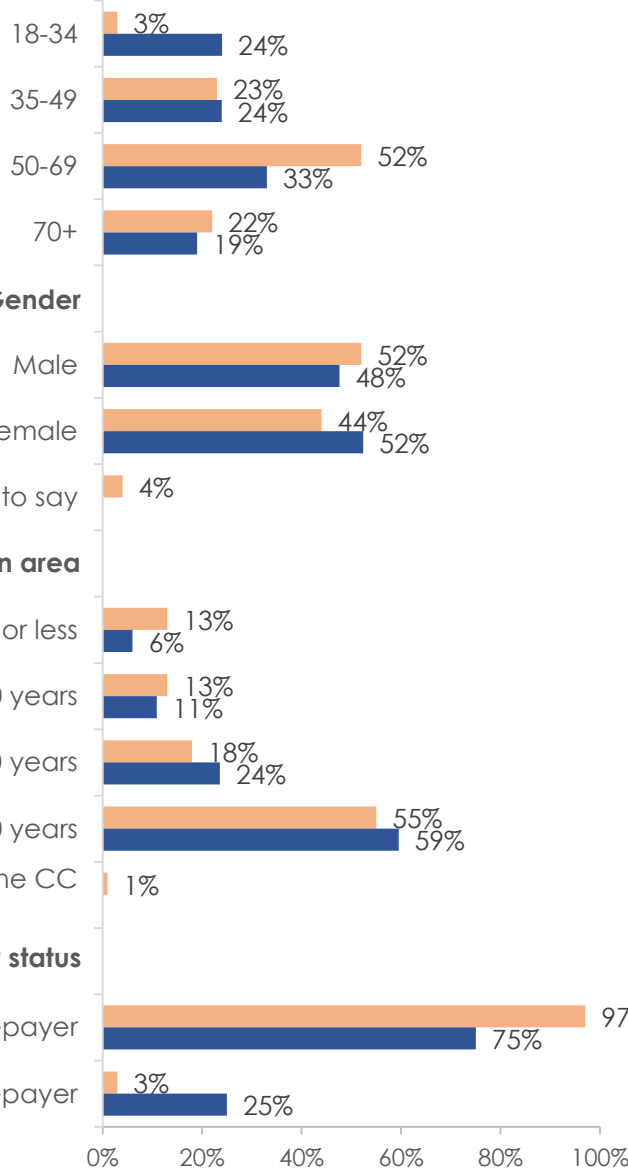
Analysis:

- As we have three stages in this report with different base sizes, we have analysed results by 3 separate samples:
 - Stage 3 open online results: N=740 → **'Open Online' (Open Engagement – Online)**
 - Stage 1 phone results: N=744 → **'Phone Recruit' (Community Survey – Phone Recruit)**
 - The Stage 2 online recontact results: N=336 → **'Online Recontact' (Community Survey – Online Recontact).**

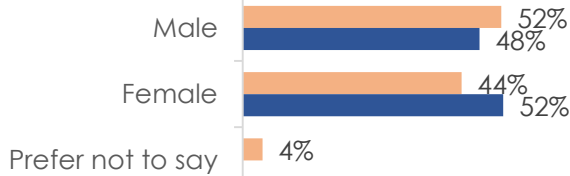


Sample Profile

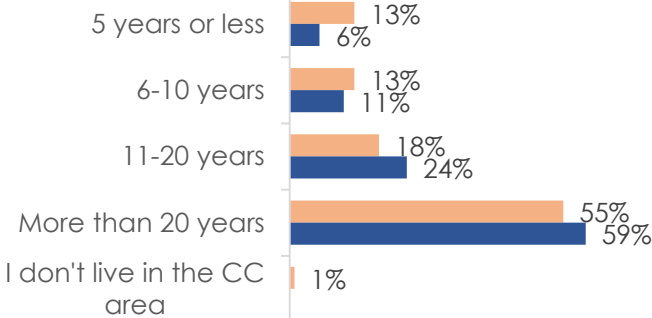
Age



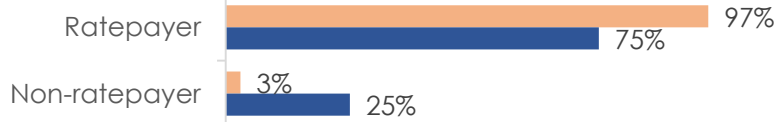
Gender



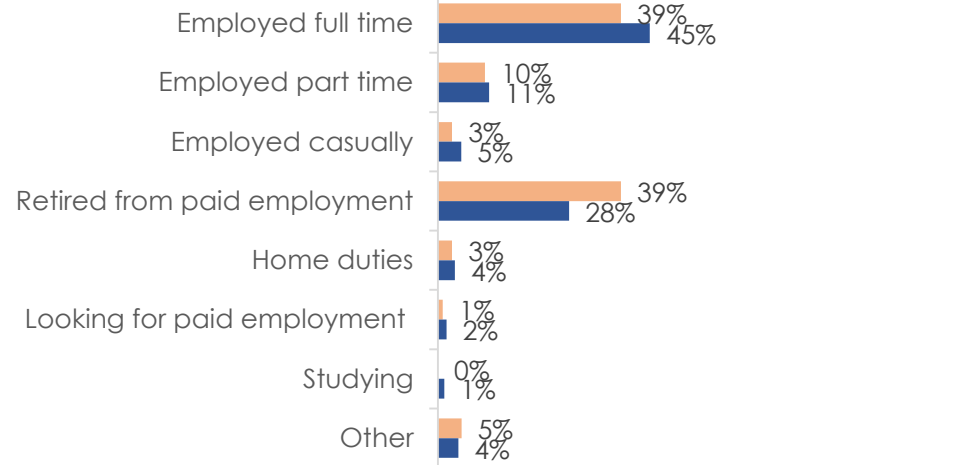
Time lived in area



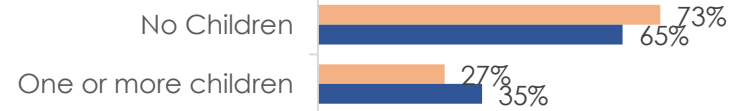
Ratepayer status



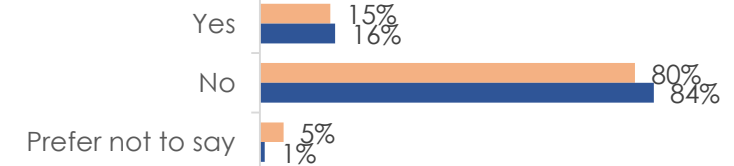
Employment status



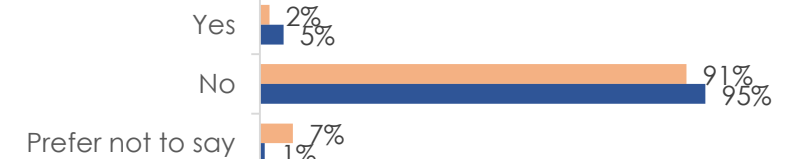
Children in household



Identify with a disability



Aboriginal and/or Torres Strait Islander origin



Note: Open Online data was not weighted, Phone Recruit was weighted by age and gender

Overview...



Overview

Overall, the Stage 3 Open Online sample appears to be generally more negative in their responses than was the Stage 1/2 community sample. For instance, compared to the Stages 1/2 community sample, the Stage 3 Open Online respondents were:

- Less satisfied overall with the quality of services:
 - And based on 47 specific services, their average satisfaction ratings were lower
- Less likely to say that overall Council should invest more/the same in its range of services:
 - And based on 47 specific services, their average 'invest same/more' score is noticeably lower – mainly driven by much lower 'invest same/more' scores on those services that they are less likely to use
- Less likely to say that overall Council should invest more/the same in new assets
- When asked to choose between applying for an SV extension or a reduction in services, they were significantly more likely to select 'reduce services'
- Less satisfied with Council's overall performance

It is relatively common to see differences in results between survey samples (i.e.: Our Stage 1/2 sample) and opt-in engagement samples (i.e.: Stage 3 Open Online), primarily because opt-in respondents often have more awareness and/or a vested interest in the topic being surveyed. What this Open Online study shows is the importance of engaging with these more aware/engaged community members who may not otherwise be heard.

Interestingly, even these more aware/engaged community members are potentially 'conflicted': whilst 58% of them chose 'reduce services' (compared to 38% choosing 'apply for SV extension') when asked to choose between the two options (see Slide 30), a clear majority (between 70-72%) indicated on separate questions that overall they want Council to invest the same/more in services (see Slide 13). Open-ended responses suggest those who prefer a reduction in services rather than an SV extension think Council should be responsible for finding a financial solution and/or they don't want to or can't afford an increase in rates.



Detailed Results



Overall Metrics



Background & Methodology

Detailed Results

1. Overall Metrics

2. Individual Services

3. Other Metrics

Appendix A: Questionnaire



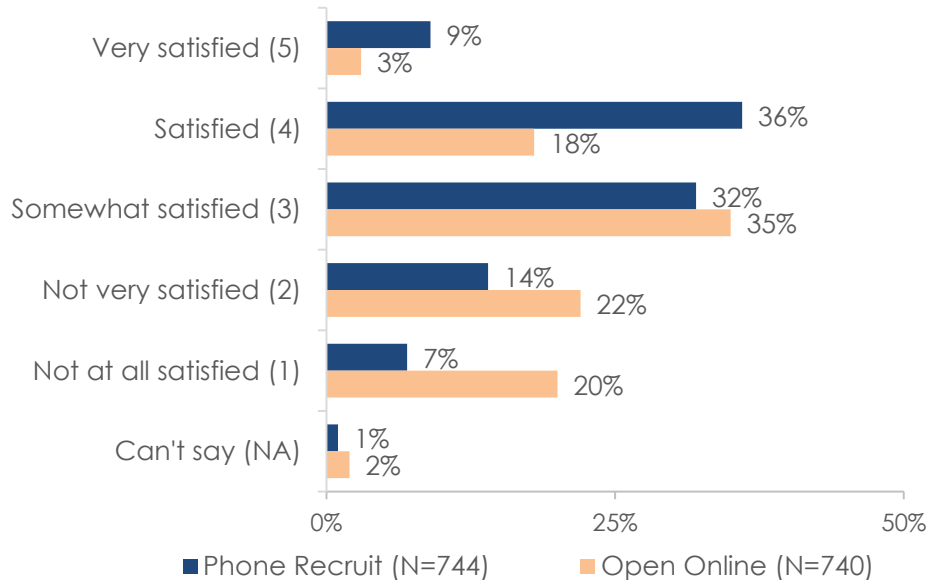
Overall Satisfaction with Quality of Services

Q3a. Councils provide many services to their communities – too many to list here – but we don't just mean the customer service they provide when you contact them but also all the services they provide out in the community... Overall, how satisfied, if at all, are you with the quality of services currently provided by Central Coast Council?

Q8a. Now that you have worked through that list of services, overall how satisfied, if at all, are you with the quality of services currently provided by Central Coast Council?

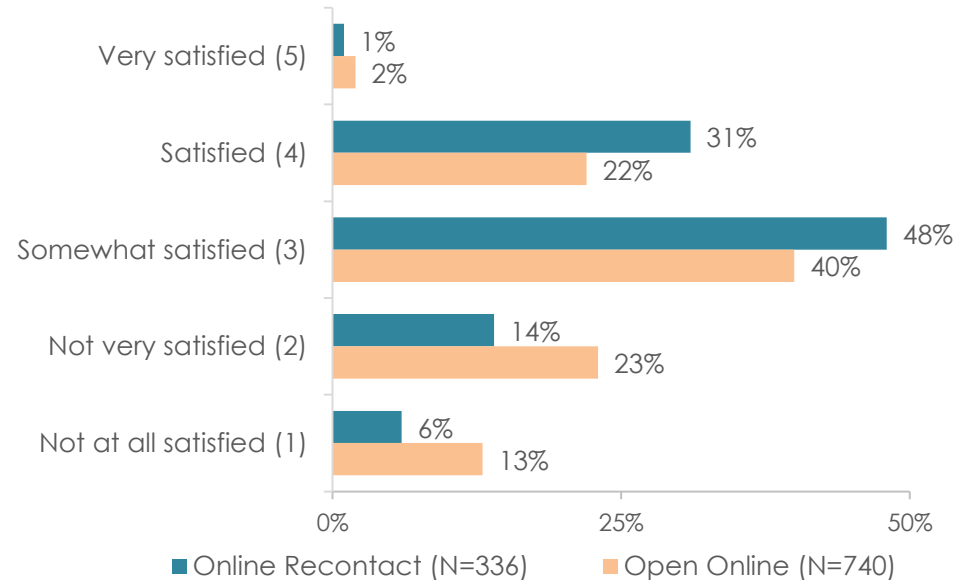
Pre information

	Community Survey – Phone Recruit	Open Engagement - Online
Mean	3.27**	2.61



Post information

	Community Survey - Online Recontact	Open Engagement - Online
Mean	3.07	2.77



**Mean for Phone who did Online Recontact (pre information): 3.31

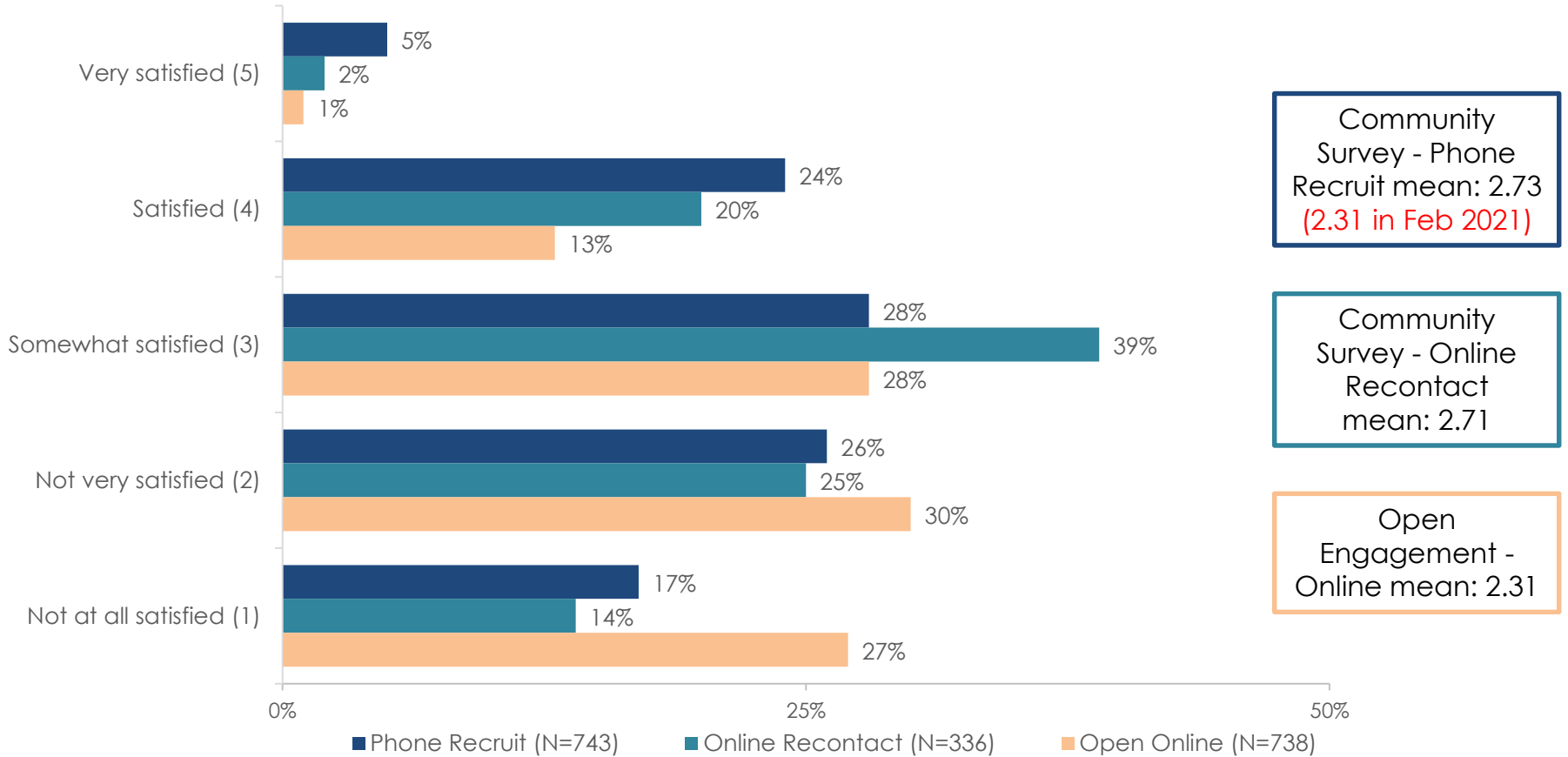
Note: 'Can't say' responses are not included in the mean and was not an option for post information
Scale: 1 = not at all satisfied, 5 = very satisfied

Key take-outs include:

- Open Online respondents had significantly lower overall satisfaction with quality of services, both pre and post.
- After respondents were shown information about Councils financial situation and asked their opinions on 47 Council services, overall satisfaction with services for Open Online respondents increased marginally. In contrast, overall service satisfaction for the Phone Recruit respondents that were re-contacted online dropped significantly.

Overall Satisfaction with Council Performance

Q3c. Overall, for the last 12 months, how satisfied, if at all, are you with the performance of Council, not just on one or two issues, but across all responsibility areas?



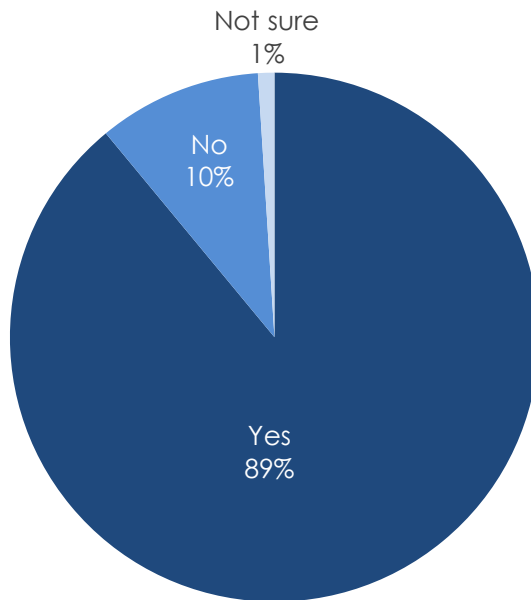
Scale: 1 = not at all satisfied, 5 = very satisfied

Overall satisfaction with the performance of Council was significantly lower for the Open Online sample than it was for the Stage 1/2 sample, with over half (57%) stating they were not very/not at all satisfied.

Awareness of Council's Financial Difficulties

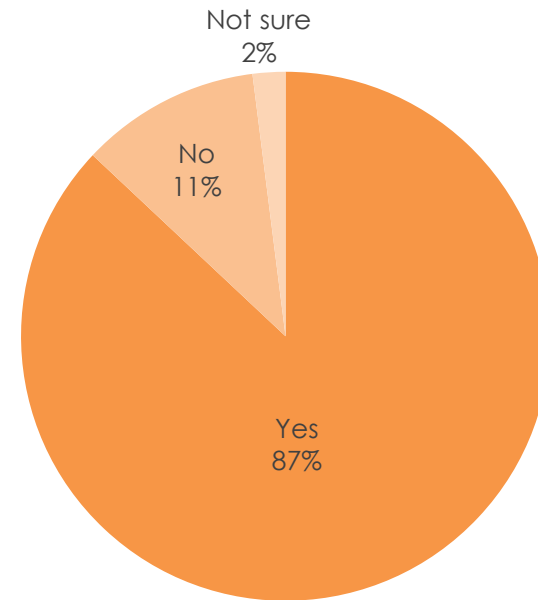
Q4. *Approximately one year ago, it was discovered that Central Coast Council was facing financial difficulties. These difficulties were not related to COVID-19 – rather, Council had been spending more money than it was receiving, both before and after the previous Gosford and Wyong Councils were merged in 2016. The money came from restricted funds. A restricted fund is a reserve account that contains money that can only be used for specific purposes – it's a little like a household using money it had set aside for a home deposit on something else. The money was not lost rather it was spent on infrastructure such as roads and a range of services that directly benefited the community. Prior to this call, were you aware that Council was facing financial difficulties?*

Community Survey –
Phone Recruit



Base: N = 744

Open Engagement –
Online



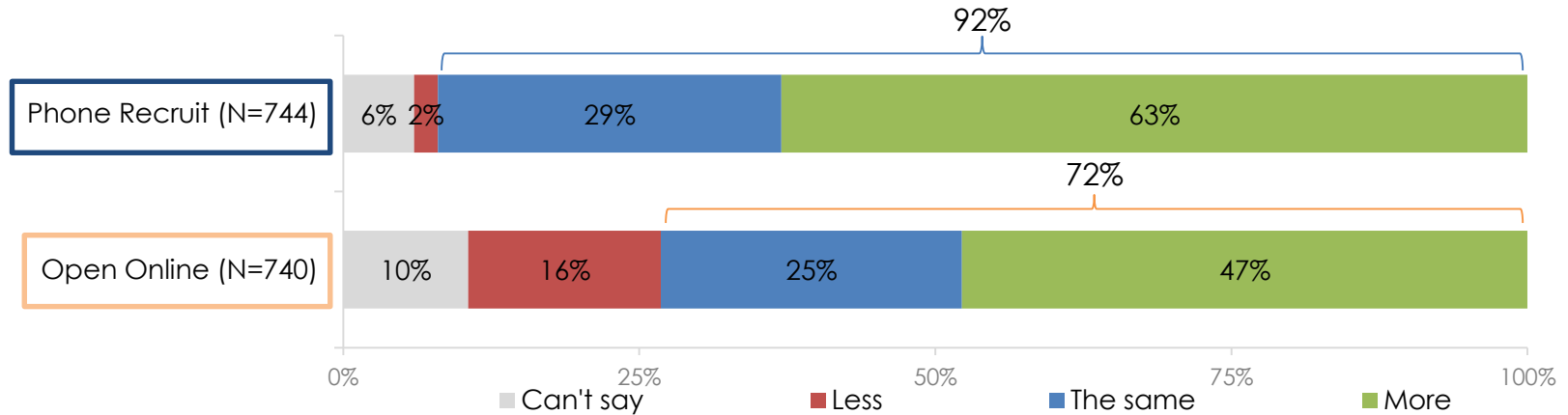
Base: N = 739

Awareness levels of Councils financial difficulties was consistent across the Phone Recruit and Open Online respondents.

Level of Investment for the Current Range of Services

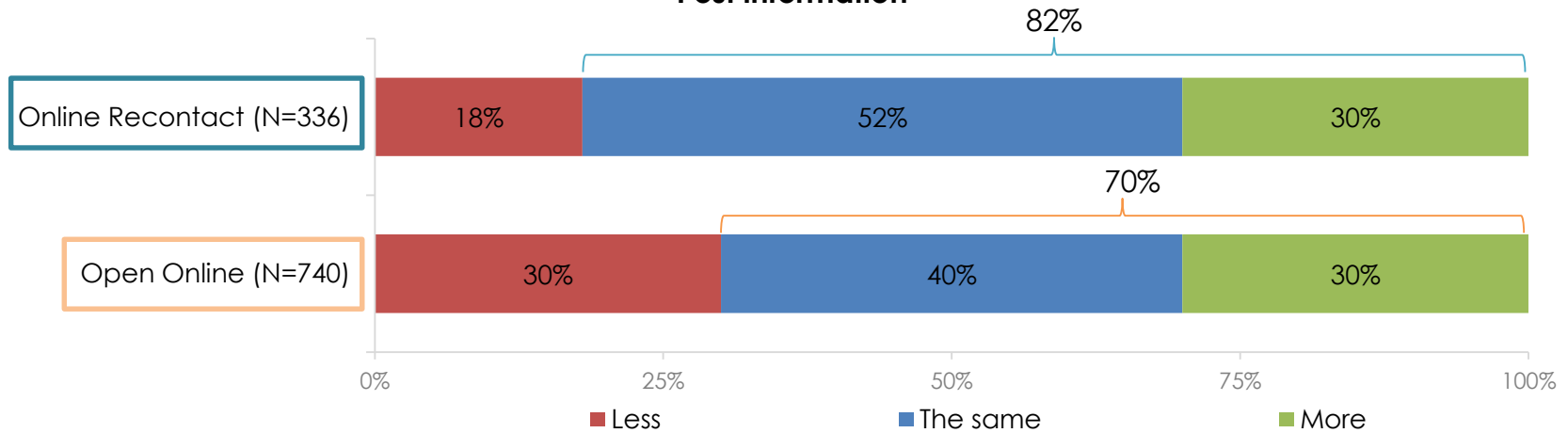
Q3b. And overall, based on current service levels, do you think Council needs to invest more/the same/less than it currently does in providing its range of services?

Pre information



Q8b. And overall, based on current service levels, do you think Council needs to invest more/the same/less than it currently does in providing its range of services?

Post information



Pre information, Open Online respondents were significantly more likely than the Stage 1/2 sample to state they think Council needs to invest less than it currently does into providing its range of services – although the majority (72%) wanted service levels to be the same or more.

Post information, the gap between the two samples closes – although even amongst the Open Online sample a clear majority (70%) still wanted service levels to be the same or more.

Individual Services



Background & Methodology

Detailed Results

1. Overall Metrics

2. Individual Services

3. Other Metrics

Appendix A: Questionnaire





Open Online Background Information

Introduction:

Midway through the Open Online survey (after some of the broad metrics on the previous slides were asked), residents were provided with the following information (this slide and next):

“Central Coast Council has been working on their financial recovery since November 2020. Council has implemented measures to manage costs to help fix the financial problem. The following diagram outlines these actions.

Diagram: Central Coast Council actions to fix the financial problems



Reduced spending

- Capital works from \$242M to \$175M (reduced infrastructure projects)
- Materials and contracts savings est.\$20M
- Reduced employee costs by \$30M so that employee numbers are at pre-merger levels
- Reduced management salaries
- On track for small surplus in 2021/22

Property asset sales

- Over \$60M est
- Completion expected by early 2022
- Final sales report publicly available

Better financial management and sustainability

- Monthly financial reporting publicly available
- Tighter budget management control
- Audit and Risk Committee
- Stabilised leadership: CFO & CEO appointment

Other income adjustments

- Commercial bank loans secured to reimburse funds that had been spent unlawfully on projects that the community had benefitted from
- Consolidated administration overheads - Gosford Administration Building sale
- Investigating other revenue sources – long term implementation

Ongoing productivity improvements

- Improving internal systems, processes and managing staff time better to ensure that cost-cutting measures have meant minimal service reductions from the community

Open Online Background Information

Council has done everything they can behind the scenes to reduce costs without largely impacting on services to the community. These actions have got Council back from the brink, but there is more to do. The commercial loans are the backbone of the recovery and Council is required to repay these within 10 years.

To do this, and continue to be able to deliver services at the current level, Council is proposing to apply to maintain the current rates for an additional seven years, or ten years in total.

This will allow Council to demonstrate to the commercial lenders that they are able to pay back the loans and maintain the current service levels for the Central Coast community. During this time, Council will continually work on being more productive so that the community has ongoing benefits from improved service levels.

If rates reduce at the end of three years, there will be shortfall of \$25.8 million per year for the following seven years and Council will need to reduce service levels even further than has already been done.

In July this year rates notices were issued to households, and they were impacted by two factors:

- The first factor was that rates were made permanently consistent across the Central Coast LGA – this meant a reduction in rates for some, and an increase for others – but overall this did not generate any additional income for Council, it was simply making rates more consistent across the LGA.*
- The second factor is that in May 2021 the Independent Pricing and Regulatory Tribunal (IPART) approved a temporary rate increase of 15%, which was the standard 2% per annum rate peg that applies to all Councils, plus an additional one-off 13% increase that remains in the rate base for three years, after which it will be removed and rates will drop. Council's financial recovery will take much longer than three years and if rates reduce at the end of three years, Council will have a shortfall in their budget of approximately \$25.8 million annually for the following seven years.*

Open Online Background Information

The background of the slide features a close-up, shallow depth-of-field photograph of various coins and banknotes. In the upper right, several coins are scattered on a light-colored surface. In the lower right, a stack of colorful banknotes is visible, including a purple 50 Euro note and a blue 20 Euro note. The overall aesthetic is clean and professional, with a white background and a dark blue diagonal overlay on the left side.

Options:

Council is proposing to make an application to the Independent Pricing and Regulatory Tribunal (IPART) to maintain the current level of rates for a further seven years beyond June 2024. This will allow Council to maintain current service levels, continue to find more service efficiencies and pay back loans.

Council wants to understand the community views on what services are important, what are the appropriate service levels and whether or not the community supports maintaining rates and services at current levels. This will help Council decide if it formally applies to IPART in February 2022.

Community involvement:

The purpose of this survey is to understand your preferences about maintaining rates and services and help you be aware of the implications a reduction in Council rates will mean to the services you use daily.

Potential Services to Invest Less in

Q5. If Council is forced to reduce service levels further, which, if any, particular services do you feel they could invest less in?

		Open Online	Online Recontact
Council/ Assets	Staffing – reduce wages, reduce number of staff, no need for Council cars, etc.	32%	20%
	Make improvements/better management/better focus/more efficient operations and workers	25%	8%
	Contractors/consultants	5%	2%
	Council buildings	5%	1%
	Advertising	4%	1%
	Land/property e.g. sell off	4%	<1%
	Studies/research	3%	1%
	Equipment	1%	1%
	IT/computer systems	1%	<1%
	Compliance/regulation/red-tape	1%	<1%
	NET: Council/Assets	52%	27%
Council's Main 47 Services	Library services/programs	9%	2%
	Maintaining and minor upgrades to existing parks, sportsfields, recreational reserves, outdoor gyms	9%	10%
	Cultural venues and programs/arts	9%	3%
	Urban planning	9%	3%
	Tourism and economic development (including Gosford Waterfront)	8%	3%
	Community events	7%	2%
	Community grants and sponsorship	6%	1%
	Council-run childcare	6%	1%
	Maintaining and minor upgrades to existing roads including potholes, kerb and gutters and roadside mowing	5%	5%
	Community education	4%	<1%
	Managing and operating leisure centres, pools and tennis courts	3%	1%
	Central Coast Airport at Warnervale	3%	<1%
	Managing Central Coast Stadium	3%	<1%
Maintaining and minor upgrades to existing pedestrian and bike paths	3%	4%	
	Base	740	744

Difference higher/lower than 5% (compared by sample)

Based on an open-ended question, respondents were asked what services, if any, Council could invest less in (results above and next slide). The Open Online respondents were significantly more likely than Samples 1/2 to mention savings within Council (net of 52% v 27%) – in particular, the two largest differences were ‘staffing’ (32% v 20%) and ‘make improvements/better management/better focus/more efficient operations and workers’ (25% v 8%).

Potential Services to Invest Less in

Q5. If Council is forced to reduce service levels further, which, if any, particular services do you feel they could invest less in?

		Open Online	Online Recontact
Council's Main 47 Services	Waste recovery facilities	2%	0%
	Designing, building and maintaining streetscapes	2%	2%
	Community programs	2%	0%
	Lifeguard services	2%	0%
	Maintaining, leasing and managing community buildings such as community halls	2%	1%
	Managing and operating 4 holiday parks and 1 camping ground	2%	<1%
	Town and city centre amenities e.g. street sweeping, litter collection, gardens, graffiti	2%	3%
Other service areas	Non-essentials	10%	1%
	Waste collection/council clean-ups/curb-side pick-ups	6%	2%
	Recreation/leisure in general	3%	1%
	Other services	2%	1%
	Fireworks	1%	<1%
	Public transport and supporting infrastructure	<1%	<1%
	NET: Other service areas	19%	7%
Other comments	No further cuts/not enough services currently/all services are important	9%	9%
	Less spending/services in particular areas e.g. more is invested in the Southern end	5%	3%
	Explore other ways to generate money e.g. increase fees, outsource, sell more	4%	2%
	Comments about the amalgamation	4%	1%
	Invest/spend/do more	3%	13%
	Stop selling assets	1%	1%
	Don't increase rates	1%	1%
	Happy to pay the increase in rates	0%	1%
	Other comments	6%	6%
		NET: Other comments	27%
	Unsure/none/need more information	12%	26%
	Base	740	744

Difference higher/lower than 5% (compared by sample)

Open Online respondents were significantly less likely to state 'unsure/none/need more information'. This may reflect a methodology difference (ie: the Open Online sample had been exposed to a lot more background information within the survey than were Stage 1 phone respondents – and they could think about and type in answers at their leisure) – and/or it may reflect that the Open Online respondents who chose to seek out the survey were already more informed about Council services.



Individual Services...

Respondents were asked to provide the following feedback on 47 current Council services:

- Whether or not you have used or relied upon each Council service in your local area in the past two to three years
- How satisfied, if at all, you are with Council's performance of that service in your local area (even if you haven't used it recently)
- Based on what you now know about Council's financial situation, whether you feel that Council should invest less, the same, or more than they currently spend on that service.

The following slides compare results of usage, satisfaction ratings and the less/same/more investment questions, between the Open Online sample of 740 respondents and the Community Survey - Online Recontact sample of 336 respondents.

Comparisons – Usage/Satisfaction/Investment

Summary of Differences Between Open Engagement – Online and Community Survey – Online Recontact Results

Top 5 largest differences for 'Usage' %	Used in past 2-3 years		
	Open Online	Online Recontact	Difference
Assessing and determining development applications	30%	19%	11%
Dealing with Council/Customer service – be it face to face, phone or online	78%	68%	10%
Library Online Services – audiobooks, e-learning and education programs	31%	21%	10%
Library services and programs	49%	40%	9%
Maintaining and minor upgrades to existing skate parks and BMX tracks - 25 skate parks, 4 BMX tracks	19%	27%	-9%
Average across all 47 services	49%	48%	1%

Top 5 largest differences for 'Satisfaction' %	Satisfaction (T3B%)		
	Open Online	Online Recontact	Difference
Central Coast Airport at Warnervale	40%	67%	-27%
Urban planning - planning for population growth, new housing, suburb amenity and a changing environment	44%	63%	-19%
Council-run childcare	71%	90%	-19%
Community development - partnerships with community and not-for-profit groups such as health and wellbeing programs	70%	88%	-18%
Assessing and determining development applications	49%	66%	-17%
Average across all 47 services	74%	82%	-8%

Top 5 largest differences for 'More/same investment' %	More/same investment		
	Open Online	Online Recontact	Difference
Community development - partnerships with community and not-for-profit groups such as health and wellbeing programs	56%	82%	-26%
Central Coast Airport at Warnervale	41%	65%	-24%
Managing Central Coast Stadium	46%	69%	-23%
Community events staged and managed by Council, such as Chromefest, Lakes Festival, Harvest Festival	51%	70%	-19%
Council-run childcare	65%	83%	-18%
Average across all 47 services	74%	83%	-9%

There are some differences in service usage by sample type – although in terms of overall average usage per service, both the Open Online sample and the Stage 2 Online Re-contact sample had very similar results (49% v 48%).

However, for satisfaction and investment, Open Online respondents were more likely on average to be less satisfied and want less investment in Council services, when compared to Stage 2 Online Re-contact respondents.

Please see the next 4 slides for differences for all three metrics compared across the 47 services.

Comparisons – Usage/Satisfaction/Investment (1 of 4)

Q6. Based on what you now know about Council's financial situation, for each service could you please provide the answers for:

** Whether or not you (or any children in your household) have used or relied upon that Council service in your local area in the past two to three years.

**How satisfied, if at all, you are with Council's performance of that service in your local area (even if you haven't used it recently).

**And based on what you now know about Council's financial situation, whether you feel that Council should invest less, the same, or more than they currently spend on that service.

Sorted on 'Usage' %	Used in past 2-3 years			Satisfaction (T3B%)			More/same investment		
	Open Online	Online Recontact	Difference	Open Online	Online Recontact	Difference	Open Online	Online Recontact	Difference
Maintaining and minor upgrades to existing roads including potholes, kerb and gutters and roadside mowing	96%	94%	2%	36%	35%	1%	95%	96%	-2%
Traffic and safety regulation - speed signage, traffic calming and roundabouts	94%	95%	-1%	78%	84%	-6%	80%	84%	-5%
Maintaining and minor upgrades to existing road and pedestrian bridges	91%	91%	0%	55%	63%	-8%	92%	93%	-1%
Bins in public reserves, beaches and parks	87%	91%	-4%	83%	85%	-2%	91%	97%	-6%
Installing new and maintaining existing street lighting	83%	83%	-1%	85%	90%	-5%	86%	91%	-5%
Council-run Commercial waste and recycling collection (excluding return and earn)	80%	82%	-2%	92%	95%	-3%	87%	92%	-5%
Maintaining and minor upgrades to existing pedestrian and bike paths including drinking fountains and seating along the way	80%	77%	3%	82%	85%	-3%	82%	84%	-3%
Town and city centre amenities - street sweeping, litter collection, gardens, graffiti management	79%	78%	1%	79%	86%	-7%	88%	91%	-3%
Cleaning and maintaining public toilets	79%	83%	-5%	74%	72%	2%	93%	97%	-4%
Dealing with Council/Customer service – be it face to face, phone or online	78%	68%	10%	69%	78%	-9%	83%	87%	-4%
Natural bushland reserves (trails, firebreaks, vegetation management, bushcare, etc)	75%	74%	1%	83%	88%	-5%	85%	90%	-5%
Waste recovery facilities - tips and recycle centres	75%	71%	4%	83%	88%	-5%	89%	94%	-5%

Sample: Online

Difference **higher/lower** than 5% (compared by sample)

Importantly, this slide and the next three are ranked based on Usage levels from the Open Online survey (highest to lowest). The above services have the higher usage levels – and they tend to have similar results when comparing Open Online with the Stage 2 Online Re-contact sample.

Interestingly, 'Dealing with Council/Customer service...' was more likely to be used by Open Online respondents – and they were less satisfied, compared to the Stage 2 Online Re-contact sample.

Comparisons – Usage/Satisfaction/Investment (2 of 4)

Q6. Based on what you now know about Council's financial situation, for each service could you please provide the answers for:

** Whether or not you (or any children in your household) have used or relied upon that Council service in your local area in the past two to three years.

**How satisfied, if at all, you are with Council's performance of that service in your local area (even if you haven't used it recently).

**And based on what you now know about Council's financial situation, whether you feel that Council should invest less, the same, or more than they currently spend on that service.

Sorted on 'Usage' %	Used in past 2-3 years			Satisfaction (T3B%)			More/same investment		
	Open Online	Online Recontact	Difference	Open Online	Online Recontact	Difference	Open Online	Online Recontact	Difference
Designing, building and maintaining streetscapes - signs, signposts, bus shelters, plants, fencing, nature strips, art installations, etc	74%	73%	1%	71%	79%	-8%	69%	77%	-8%
On-street car parking including enforcement and regulation	71%	76%	-5%	71%	76%	-5%	60%	64%	-4%
Maintaining and minor upgrades to existing parks, sports fields, recreational reserves, outdoor gyms	71%	73%	-2%	83%	87%	-4%	81%	85%	-4%
Beach cleaning	70%	65%	5%	88%	90%	-2%	82%	91%	-8%
Estuaries, coastal lagoons, creeks and wetlands (water quality, weed control, rehabilitation)	69%	68%	<1%	68%	67%	1%	86%	92%	-6%
Lifeguard services - 15 beaches, 1 ocean pool, 2 outdoor pools and 2 indoor pools	64%	69%	-5%	94%	98%	-4%	83%	96%	-12%
Off-street parking stations/off-street commuter parking – management, ease of use and cleanliness, opening hours	59%	60%	-1%	75%	84%	-9%	75%	85%	-10%
Planning and managing trees on private and public land	52%	48%	4%	59%	71%	-12%	73%	79%	-6%
Maintaining and minor upgrades to existing wharves, jetties and boat ramps	51%	46%	4%	82%	87%	-5%	80%	83%	-3%
Library services and programs	49%	40%	9%	89%	94%	-5%	70%	79%	-9%
Maintaining and minor upgrades to existing playgrounds	48%	55%	-6%	87%	89%	-2%	78%	85%	-7%
Cultural venues and programs - Theatre, Gallery, First Nations programs, etc	47%	41%	6%	83%	91%	-8%	57%	69%	-12%

Sample: Online

Difference higher/lower than 5% (compared by sample)

Open Online respondents, when compared to the Stage 2 Online Re-contact sample, were more likely to use 'library services and programs' and 'cultural venues and programs' but were marginally less satisfied and were significantly more likely to want less investment.

Comparisons – Usage/Satisfaction/Investment (3 of 4)

Q6. Based on what you now know about Council's financial situation, for each service could you please provide the answers for:

** Whether or not you (or any children in your household) have used or relied upon that Council service in your local area in the past two to three years.

**How satisfied, if at all, you are with Council's performance of that service in your local area (even if you haven't used it recently).

**And based on what you now know about Council's financial situation, whether you feel that Council should invest less, the same, or more than they currently spend on that service.

Sorted on 'Usage' %	Used in past 2-3 years			Satisfaction (T3B%)			More/same investment		
	Open Online	Online Recontact	Difference	Open Online	Online Recontact	Difference	Open Online	Online Recontact	Difference
Managing and operating leisure centres, pools and tennis courts (indoor and outdoor)	45%	44%	1%	89%	92%	-3%	76%	88%	-12%
Community education - litter, waste, road safety and environment education	43%	46%	-3%	69%	80%	-11%	55%	73%	-18%
Coastal management - coastal erosion, dune care	42%	36%	6%	60%	68%	-8%	73%	88%	-15%
Community events staged and managed by Council, such as Chromefest, Lakes Festival, Harvest Festival	41%	38%	2%	79%	89%	-10%	51%	70%	-19%
Urban planning - planning for population growth, new housing, suburb amenity and a changing environment	40%	41%	<1%	44%	63%	-19%	72%	82%	-10%
Tourism and economic development	39%	42%	-3%	60%	73%	-13%	56%	71%	-15%
Maintaining, leasing and managing community buildings such as community halls	33%	31%	2%	79%	91%	-12%	75%	81%	-5%
Managing Central Coast Stadium	32%	32%	-1%	74%	91%	-17%	46%	69%	-23%
Library Online Services – audiobooks, e-learning and education programs	31%	21%	10%	87%	91%	-4%	71%	80%	-9%
Assessing and determining development applications	30%	19%	11%	49%	66%	-17%	78%	82%	-3%
Natural Disaster and Emergency Management – incident management, community information, clean-up	29%	25%	4%	83%	84%	-1%	86%	94%	-9%
Building inspections and compliance for new buildings and renovations	28%	21%	8%	54%	70%	-16%	81%	83%	-2%

Sample: Online

Difference **higher/lower** than 5% (compared by sample)

As we get to the services with lower usage levels, we start seeing more cases where the Open Online respondents are significantly less likely to be satisfied with the services and less likely to want more/the same investment.

Comparisons – Usage and Satisfaction (4 of 4)

Q6. Based on what you now know about Council's financial situation, for each service could you please provide the answers for:

** Whether or not you (or any children in your household) have used or relied upon that Council service in your local area in the past two to three years.

**How satisfied, if at all, you are with Council's performance of that service in your local area (even if you haven't used it recently).

**And based on what you now know about Council's financial situation, whether you feel that Council should invest less, the same, or more than they currently spend on that service.

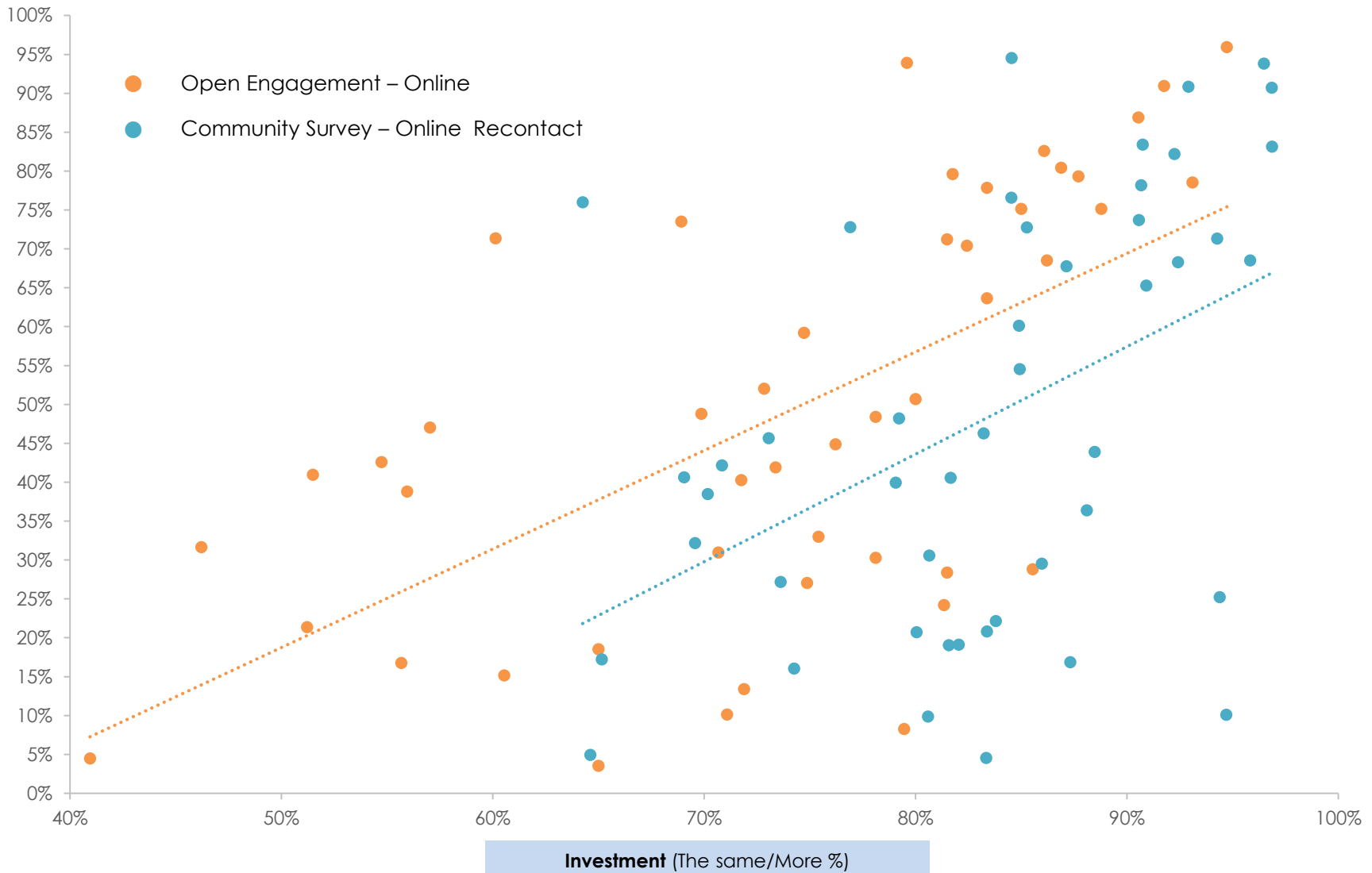
Sorted on 'Usage' %	Used in past 2-3 years			Satisfaction (T3B%)			More/same investment		
	Open Online	Online Recontact	Difference	Open Online	Online Recontact	Difference	Open Online	Online Recontact	Difference
Animal management - pounds, rangers, registration, inspections	27%	30%	-2%	68%	81%	-13%	75%	86%	-11%
Compliance programs that are legally required, such as food and health inspectors, building inspectors, backyard swimming pools	24%	22%	2%	77%	85%	-8%	81%	84%	-2%
Community grants and sponsorship such as funding for events, community programs	21%	17%	4%	69%	84%	-15%	51%	65%	-14%
Maintaining and minor upgrades to existing skate parks and BMX tracks - 25 skate parks, 4 BMX tracks	19%	27%	-9%	81%	89%	-8%	65%	74%	-9%
Community development - partnerships with community and not-for-profit groups such as health and wellbeing programs	17%	19%	-2%	70%	88%	-18%	56%	82%	-26%
Managing and operating 4 holiday parks and 1 camping ground	15%	16%	-1%	80%	89%	-9%	61%	74%	-14%
Burial services and maintaining cemeteries	13%	17%	-3%	86%	96%	-10%	72%	87%	-15%
Leasing and managing commercial properties for profit (leasing buildings that Council owns)	10%	10%	<1%	64%	79%	-15%	71%	81%	-9%
Community programs - youth (e.g.: youth centre at Erina), seniors (eg: meals on wheels), etc	8%	10%	-2%	82%	92%	-10%	79%	95%	-15%
Central Coast Airport at Warnervale	4%	5%	<1%	40%	67%	-27%	41%	65%	-24%
Council-run childcare	4%	5%	-1%	71%	90%	-19%	65%	83%	-18%

Sample: Online

Difference **higher/lower** than 5% (compared by sample)

In the least used 11 services of the 47 total services (based on usage by the Open Online sample – although their usage levels here are not too dissimilar to the Stage 2 Online Recontact sample), Open Online respondents' satisfaction and investment is significantly lower in virtually all cases.

Usage vs Investment (The Same/More)

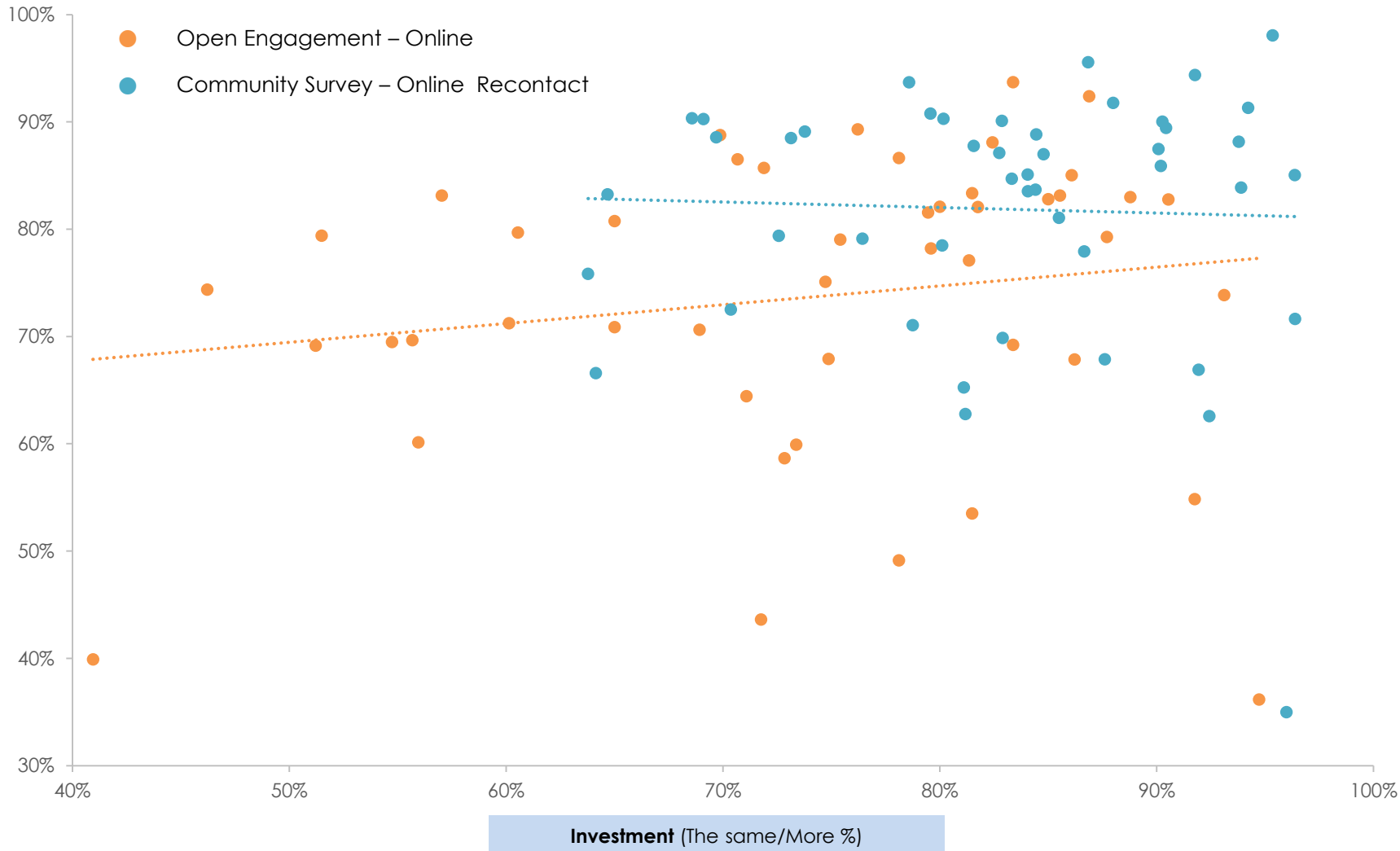


The above chart plots usage (vertical axis) against the same/more investment score (horizontal axis) for all the services, with results for the Open Online survey (orange) compared to the Stage 2 Online Re-contact Survey (blue).

Whilst this is certainly not a correlation analysis, the two trend lines suggest that as usage levels increase, so too do invest same/more scores.

Satisfaction vs Investment (The Same/More)

Satisfaction (at least somewhat satisfied)



Similar to the chart on the previous page, this chart plots satisfaction (vertical axis) against the same/more investment score (horizontal axis), with results for the Open Online survey (orange) compared to the Stage 2 Online Re-contact Survey (blue).

The results from both surveys suggest that there is very little correlation between satisfaction and investment.

Other Metrics



Background & Methodology

Detailed Results

1. Overall Metrics

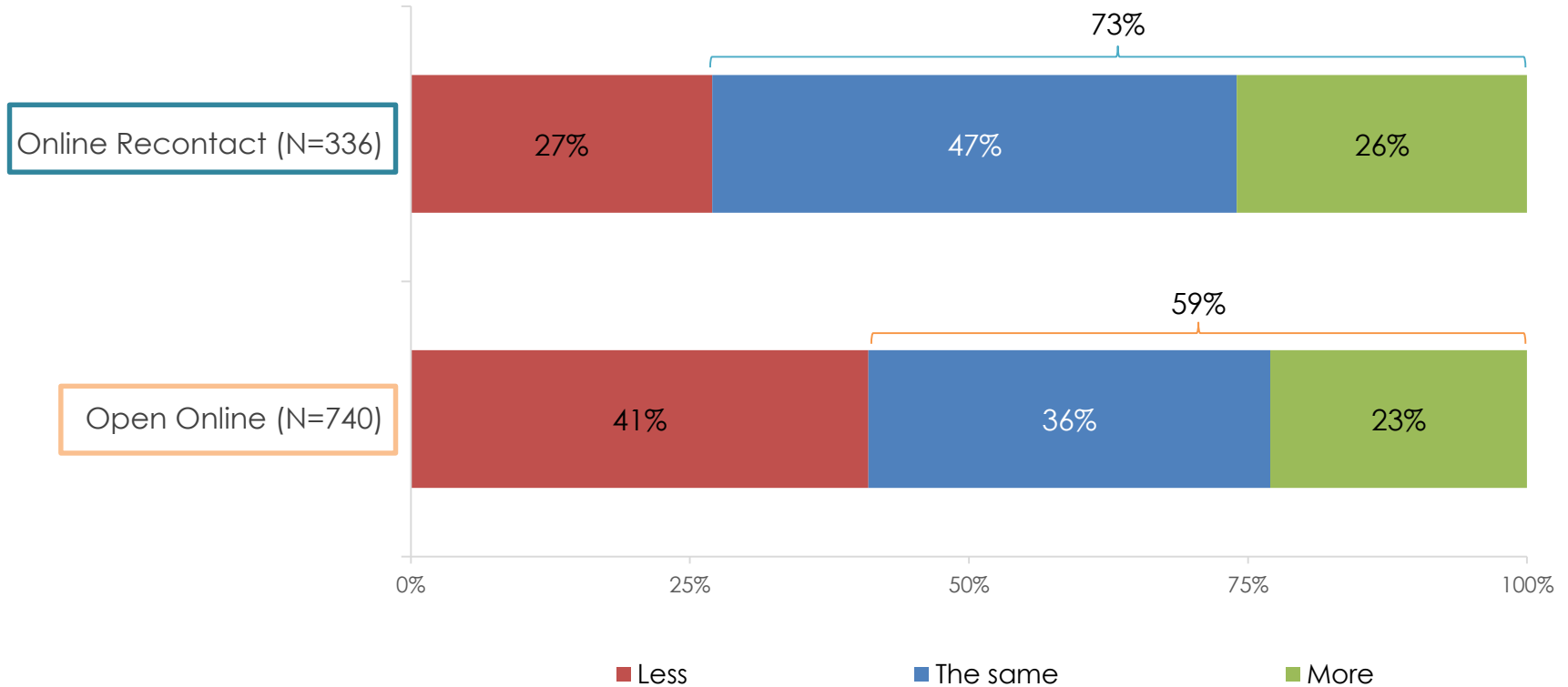
2. Individual Services

3. Other Metrics

Appendix A: Questionnaire

Level of Investment for Brand New Assets

Q7. Based on what you now know about Council's financial situation, when it comes to building brand new assets such as parks, playgrounds, footpaths, bridges, roads, skate parks, wharves, etc, do you feel that Council should invest less, the same, or more than they currently spend on those types of services?

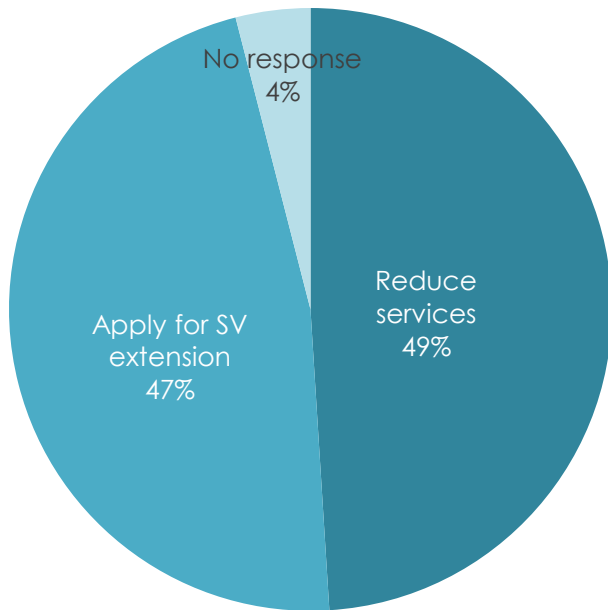


59% of Open Online respondents feel Council should invest the same or more when it comes to building brand new assets such as parks, playgrounds, footpaths, bridges, roads, skate parks, wharves, etc. Open Online respondents were less likely to feel that Council should invest the same or more when compared to Stage 2 Online Re-contact respondents.

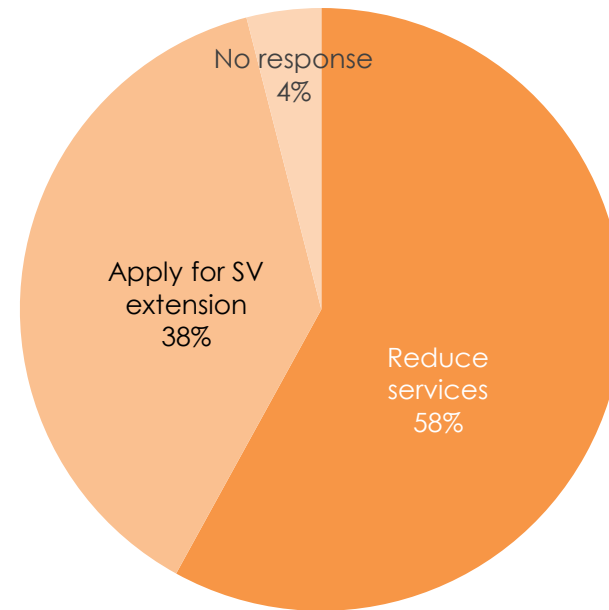
Preferred Option to Address Financial Situation

- Q9a. And now that you know more about the range of services offered by Council, which one of the following options would you prefer Council to pursue in order to help address the financial situation?
- Reduce service levels to meet the shortfall
 - Request IPART to extend the current one-off 13% Special Variation rates increase for an extra seven years - this would maintain the current increase of \$3.20 per week for the next nine years) for the average household. The exact amount you will pay will vary depending on the rating category for your parcel of land and the value of your land as determined by the NSW Valuer General.

Community Survey -
Online Recontact
(N=336)



Open Engagement -
Online
(N=740)



Open Online respondents were significantly more likely than Stage 2 Online Re-contact respondents to prefer that Council reduce services in order to address Council's financial situation.

Preferred Option to Address Financial Situation

Q9b. Why do you say that?

Reason For Choosing Option In Q9a.

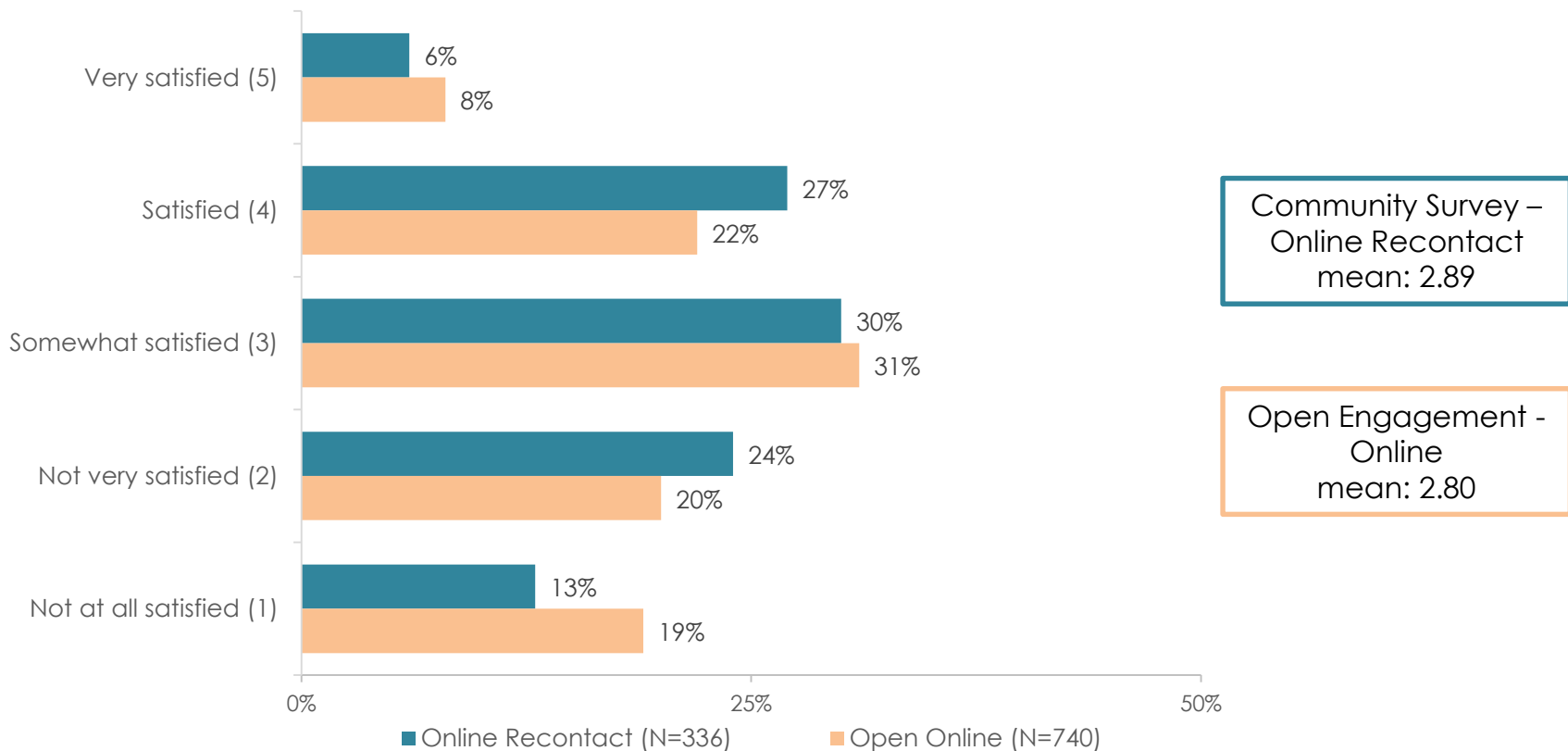
	Reduce services		Apply for SV extension	
	Open Online	Online Recontact	Open Online	Online Recontact
Council mismanagement/lack of trust in Council/fix it internally/Council's responsibility	65%	49%	24%	27%
Don't want to/cannot afford to pay more/will impact lower income earners	48%	22%	8%	6%
Improve efficiencies	25%	11%	14%	9%
Cuts can be made elsewhere/money sourced elsewhere/work with organisations and the community	23%	22%	12%	8%
Failing to provide as is	17%	5%	21%	9%
No other way/get back on track/needs to happen	5%	4%	37%	20%
Shift priorities/focus on what's important	15%	12%	13%	1%
Should be more than 2 options/unfair/don't like either option/alternatives	14%	9%	7%	8%
Services are needed/important for livability, quality of life and growth	2%	3%	32%	35%
Maintain what we have/nothing new	6%	2%	21%	5%
State Government e.g. they should be accountable/their fault/help with funding	13%	4%	7%	2%
Concerns/needs to be guarantees	8%	1%	14%	1%
Depending on the services/certain services should be cut	12%	4%	3%	6%
Comments about the amalgamation e.g. should not have merged, an issue since the merge, focus on particular areas, too big	12%	9%	5%	3%
Comments about the survey	9%	3%	4%	1%
Stick to core services	10%	2%	3%	1%
Reasonable amount to pay	0%	0%	16%	15%
Don't use the services/rather not pay for services I don't use	3%	2%	1%	1%
Services are good	1%	2%	3%	0%
Don't lose staff	0%	<1%	0%	0%
Other comments	2%	9%	2%	9%
Don't know	1%	6%	1%	3%
Base	430	165	278	159

Difference higher/lower than 5% (compared by sample)

When looking at open-ended reasons why some respondents want Council to reduce services, the Open Online sample was generally more likely to provide a range of responses – with two thirds saying it is because of ‘Council mismanagement/lack of trust in Council/fix it internally/Council's responsibility’.

Satisfaction with the Community Consultation

Q10. And how satisfied, if at all, are you with this community consultation undertaken by Council?



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

Satisfaction with the community consultation was on par across the two samples.



Appendix A: Questionnaire

Thank you for your interest in this important community engagement.

Central Coast Council is keen to better understand the community's position on current service levels across the LGA.

Council has commissioned Micromex Research to undertake this online survey with residents – your data will go directly to Micromex Research, your individual identified responses will not come to Council. Micromex will add all the responses together and report in aggregated format.

The survey should take only 12-15 minutes and must be completed in one sitting as partially completed surveys cannot be saved for later use.

We look forward to receiving your feedback and thank you for your assistance with this important research.

Section 1: Demographics

First, some general questions about you...

Q1. Do you or an immediate family member work for Central Coast Council?

- Yes
- No (Note: NO termination)

Q2a. Which one of these age groups do you fit into? (SR)

- Under 16 (terminate)
- 16 – 17 years
- 18 – 24
- 25 – 34
- 35 – 49
- 50 – 59
- 60 – 69
- 70 – 84
- 85 years and over

Q2b. What is your gender? (SR)

- Male
- Female
- Indeterminate/Intersex/Unspecified
- Prefer not to say

Q2c. How long have you lived in the Central Coast Council area? (SR)

- Less than one year
- 1 – 2 years
- 3 – 5 years
- 6 – 10 years
- 11 – 20 years
- More than 20 years
- I don't live in the Central Coast area (Note: NO termination – but skip to Q2e)

Q2d. Which suburb do you live in?

Budgewoi Ward

- | | | |
|--|---|--|
| <input type="radio"/> Blue Haven | <input type="radio"/> Frazer Park | <input type="radio"/> Mantering Park |
| <input type="radio"/> Budgewoi | <input type="radio"/> Freemans | <input type="radio"/> Norah Head |
| <input type="radio"/> Budgewoi Peninsula | <input type="radio"/> Gorakan* | <input type="radio"/> Noraville |
| <input type="radio"/> Buff Point | <input type="radio"/> Gwandalan | <input type="radio"/> Point Wolstoncroft |
| <input type="radio"/> Canton Beach | <input type="radio"/> Halekulani | <input type="radio"/> San Remo |
| <input type="radio"/> Chain Valley Bay | <input type="radio"/> Hamlyn Terrace* | <input type="radio"/> Summerland Point |
| <input type="radio"/> Charmhaven | <input type="radio"/> Kingfisher Shores | <input type="radio"/> Toukley |
| <input type="radio"/> Colongra | <input type="radio"/> Lake Haven | <input type="radio"/> Woongarah |
| <input type="radio"/> Doyalson | <input type="radio"/> Lake Munmorah | <input type="radio"/> Wybung |

Gosford East

- | | | |
|-------------------------------------|--|---|
| <input type="radio"/> Avoca Beach | <input type="radio"/> Hardys Bay | <input type="radio"/> Pretty Beach |
| <input type="radio"/> Bensville | <input type="radio"/> Holgate | <input type="radio"/> Saratoga |
| <input type="radio"/> Bouldi | <input type="radio"/> Killcare | <input type="radio"/> Spencer |
| <input type="radio"/> Box Head | <input type="radio"/> Killcare Heights | <input type="radio"/> Springfield |
| <input type="radio"/> Copacabana | <input type="radio"/> Kincumber | <input type="radio"/> St Huberts Island |
| <input type="radio"/> Daleys Point | <input type="radio"/> Kincumber South | <input type="radio"/> Ten Mile Hollow |
| <input type="radio"/> Davistown | <input type="radio"/> MacMasters Beach | <input type="radio"/> Terrigal |
| <input type="radio"/> Empire Bay | <input type="radio"/> Matcham | <input type="radio"/> Wagstaffe |
| <input type="radio"/> Erina | <input type="radio"/> Mount Elliot* | <input type="radio"/> Wamberal* |
| <input type="radio"/> Erina Heights | <input type="radio"/> North Avoca | <input type="radio"/> Yattalunga |
| <input type="radio"/> Green Point | <input type="radio"/> Picketts Valley | |

Gosford West

- | | | |
|--|---|---------------------------------------|
| <input type="radio"/> Bar Point | <input type="radio"/> Horsfield Bay | <input type="radio"/> Phegans Bay |
| <input type="radio"/> Blackwall | <input type="radio"/> Kariong | <input type="radio"/> Point Clare |
| <input type="radio"/> Booker Bay | <input type="radio"/> Koolewong | <input type="radio"/> Point Frederick |
| <input type="radio"/> Calga | <input type="radio"/> Little Wobby | <input type="radio"/> Somersby |
| <input type="radio"/> Central Mangrove | <input type="radio"/> Lower Mangrove | <input type="radio"/> Tascott |
| <input type="radio"/> Cheero Point | <input type="radio"/> Mangrove Creek | <input type="radio"/> Umina Beach |
| <input type="radio"/> Chittaway Point | <input type="radio"/> Mangrove Mountain | <input type="radio"/> Upper Mangrove |
| <input type="radio"/> Cogra Bay | <input type="radio"/> Marlow | <input type="radio"/> Wendoree Park |
| <input type="radio"/> East Gosford | <input type="radio"/> Mooney Mooney | <input type="radio"/> West Gosford |
| <input type="radio"/> Ettalong Beach | <input type="radio"/> Mooney Mooney Creek | <input type="radio"/> Wisemans Ferry |
| <input type="radio"/> Glenworth Valley | <input type="radio"/> Mount White | <input type="radio"/> Wondabyne |
| <input type="radio"/> Gosford | <input type="radio"/> Patonga | <input type="radio"/> Woy Woy |
| <input type="radio"/> Greengrove | <input type="radio"/> Pearl Beach | <input type="radio"/> Woy Woy Bay |
| <input type="radio"/> Gunderman | <input type="radio"/> Peats Ridge | |

Wyong

- | | | |
|---|--------------------------------------|------------------------------------|
| <input type="radio"/> Alison | <input type="radio"/> Lemon Tree | <input type="radio"/> Tacoma |
| <input type="radio"/> Bushells Ridge | <input type="radio"/> Lisarow | <input type="radio"/> Tacoma South |
| <input type="radio"/> Cedar Brush Creek | <input type="radio"/> Little Jilliby | <input type="radio"/> Tuggerah |
| <input type="radio"/> Dooralong | <input type="radio"/> Mardi | <input type="radio"/> Tuggerawang |
| <input type="radio"/> Durren Durren | <input type="radio"/> Mount Elliot* | <input type="radio"/> Wadalba |
| <input type="radio"/> Gorakan* | <input type="radio"/> Narara | <input type="radio"/> Wallarah |
| <input type="radio"/> Halloran | <input type="radio"/> Niagara Park | <input type="radio"/> Warnervale |
| <input type="radio"/> Hamlyn Terrace* | <input type="radio"/> North Gosford | <input type="radio"/> Watanobbi |
| <input type="radio"/> Jilliby | <input type="radio"/> Ourimbah | <input type="radio"/> Wyoming |
| <input type="radio"/> Kangy Angy | <input type="radio"/> Palm Grove | <input type="radio"/> Wyong |
| <input type="radio"/> Kanwal | <input type="radio"/> Palmdale | <input type="radio"/> Wyong Creek |
| <input type="radio"/> Kiar | <input type="radio"/> Ravensdale | <input type="radio"/> Wyongah |
| <input type="radio"/> Kulnura | <input type="radio"/> Rocky Point | <input type="radio"/> Yarramalong |

The Entrance

- | | | |
|--|---------------------------------------|--|
| <input type="radio"/> Bateau Bay | <input type="radio"/> Glenning Valley | <input type="radio"/> The Entrance North |
| <input type="radio"/> Berkeley Vale | <input type="radio"/> Killarney Vale | <input type="radio"/> Toowoong Bay |
| <input type="radio"/> Blue Bay | <input type="radio"/> Long Jetty | <input type="radio"/> Tumby Umbi |
| <input type="radio"/> Chittaway Bay | <input type="radio"/> Magenta | <input type="radio"/> Wamberal* |
| <input type="radio"/> Forresters Beach | <input type="radio"/> Shelly Beach | |
| <input type="radio"/> Fountaindale | <input type="radio"/> The Entrance | |

Q2e. How many children aged under 18 years, if any, live in your home? (SR)

- None
- One
- Two
- Three
- Four
- Five or more

Q2f. Which of the following best describes the home where you are currently living? (SR)

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

Q2g. Are you of Aboriginal and/or Torres Strait Islander origin? (SR)

- Yes
- No
- Prefer not to say

Q2h. Do you or anyone in your household identify as living with disability? (SR)

- Yes
- No
- Prefer not to say

Q2i. Which of the following best describes your current employment status? (SR)

- Currently in full time paid employment
- Currently in part time paid employment (at least 10 hours a week)
- Currently in casual paid employment
- Studying at school, TAFE or university
- Retired from paid employment
- Currently looking for paid employment
- Home duties
- Other (please specify)

Q2j. Are you... (MR)

- An owner of a Central Coast business
- A senior manager of a Central Coast business
- An employee of a Central Coast business
- None of these

Section 2: General Attitudes

Q3a. Councils provide many services to their communities – too many to list here – but we don't just mean the customer service they provide when you contact them but also all the services they provide out in the community... Overall, how satisfied, if at all, are you with the quality of services currently provided by Central Coast Council? (SR, Flip)

- Very satisfied
- Satisfied
- Somewhat satisfied
- Not very satisfied
- Not at all satisfied
- (Do NOT Prompt) Can't say

Q3b. And overall, based on current service levels, do you think Council needs to invest more/the same/less than it currently does in providing its range of services? (SR, FLIP order of red text and flip answer codes below)

- More
- Same
- Less

Q3c. Overall, for the last 12 months, how satisfied, if at all, are you with the performance of Council, not just on one or two issues, but across all responsibility areas? (SR, Flip)

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

Q4. Approximately one year ago, it was discovered that Central Coast Council was facing financial difficulties. These difficulties were not related to COVID-19 – rather, Council had been spending more money than it was receiving, both before and after the previous Gosford and Wyong Councils were merged in 2016. The money came from restricted funds. A restricted fund is a reserve account that contains money that can only be used for specific purposes – it's a little like a household using money it had set aside for a home deposit on something else. The money was not lost rather it was spent on infrastructure such as roads and a range of services that directly benefited the community. Prior to completing this survey, were you aware that Council was facing financial difficulties?

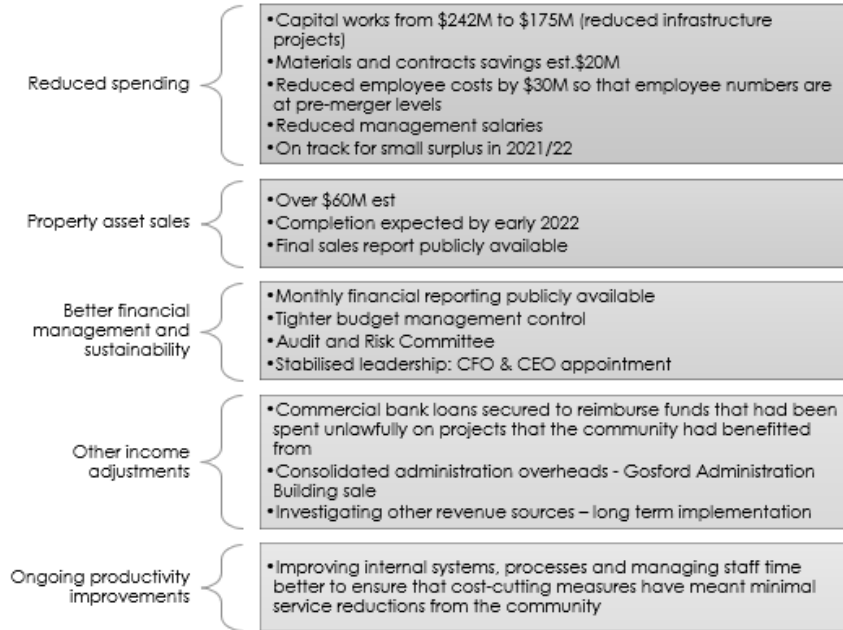
- Yes
- No

Introduction

Central Coast Council has been working on their financial recovery since November 2020.

Council has implemented measures to manage costs to help fix the financial problem. The following diagram outlines these actions.

Diagram: Central Coast Council actions to fix the financial problems



Council has done everything they can behind the scenes to reduce costs without largely impacting on services to the community. These actions have got Council back from the brink, but there is more to do. The commercial loans are the backbone of the recovery and Council is required to repay these within 10 years. To do this, and continue to be able to deliver services at the current level, Council is proposing to apply to maintain the current rates for an additional seven years, or ten years in total.

This will allow Council to demonstrate to the commercial lenders that they are able to pay back the loans and maintain the current service levels for the Central Coast community. During this time, Council will continually work on being more productive so that the community has ongoing benefits from improved service levels.

If rates reduce at the end of three years, there will be shortfall of \$25.8 million per year for the following seven years and Council will need to reduce service levels even further than has already been done.

What has happened so far

In July this year rates notices were issued to households, and they were impacted by two factors:

- The first factor was that rates were made permanently consistent across the Central Coast LGA – this meant a reduction in rates for some, and an increase for others – but overall this did not generate any additional income for Council, it was simply making rates more consistent across the LGA.
- The second factor is that in May 2021 the Independent Pricing and Regulatory Tribunal (IPART) approved a temporary rate increase of 15%, which was the standard 2% per annum rate peg that applies to all Councils, plus an additional one-off 13% increase that remains in the rate base for three years, after which it will be removed and rates will drop. Council’s financial recovery will take much longer than three years and if rates reduce at the end of three years, Council will have a shortfall in their budget of approximately \$25.8 million annually for the following seven years. To balance the budget, they will need more revenue or reduce services levels.

Options

Council is proposing to make an application to the Independent Pricing and Regulatory Tribunal (IPART) to maintain the current level of rates for a further seven years beyond June 2024. This will allow Council to maintain current service levels, continue to find more service efficiencies and pay back loans.

Council wants to understand the community views on what services are important, what are the appropriate service levels and whether or not the community supports maintaining rates and services at current levels. This will help Council decide if it formally applies to IPART in February 2022.

Community involvement

The purpose of this survey is to understand your preferences about maintaining rates and services and help you be aware of the implications a reduction in Council rates will mean to the services you use daily.

Q5. If Council is forced to reduce service levels further, which, if any, particular services do you feel they could invest less in? (Record each different service in a separate box)

.....

Q6. The following tables list many – but not all – of the services Council provides to the community. Based on what you now know about Council's financial situation, for each service could you please provide three answers:

***Whether or not you (or any children in your household [if children in H/H based on Q2e of PHONE Survey]) have used or relied upon that Council service in your local area in the past two to three years.

***How satisfied, if at all, you are with Council's performance of that service in your local area (even if you haven't used it recently).

***And based on what you now know about Council's financial situation, whether you feel that Council should invest less, the same, or more than they currently spend on that service. (Programmer: Discuss with me the possibility of flipping Investment scale. Split across two or three tables)

(Randomise services)

	Used in Past 2-3 Years		Satisfaction						Investment*		
	Yes Used	No Used	NAAS	NVS	SS	S	VS	CS	L	S	M
a. Central Coast Airport.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Full list of services is as follows...

Service
Central Coast Airport at Warnervale
Animal management - pounds, rangers, registration, inspections
Lifeguard services -15 beaches, 1 ocean pool, 2 outdoor pools and 2 indoor pools]
Beach cleaning (removing litter from the sand each morning, etc)
Bins in public reserves, beaches and parks
Maintaining and minor upgrades to existing road and pedestrian bridges
Building inspections and compliance for new buildings and renovations
On-street car parking including enforcement and regulation
Off-street parking stations/off-street commuter parking – management, ease of use and cleanliness, opening hours
Burial services and maintaining cemeteries
Managing Central Coast Stadium – event organisation, security, ticketing, maintenance, promotion
Council-run childcare
Coastal management - coastal erosion, dune care)
Council-run Commercial waste and recycling collection (excluding return and earn)
Community development - partnerships with community and not-for-profit groups such as health and wellbeing programs
Community education - litter, waste, road safety and environment education
Community grants and sponsorship such as funding for events, community programs
Community programs - youth (e.g.: youth centre at Erina), seniors (eg: meals on wheels), etc
Compliance programs that are legally required, such as food and health inspectors, building inspectors, backyard swimming pools
Cultural venues and programs - Theatre, Gallery, First Nations programs, etc
Assessing and determining development applications
Community events staged and managed by Council, such as Chromefest, Lakes Festival, Harvest Festival
Managing and operating 4 holiday parks and 1 camping ground
Dealing with Council/Customer service – be it face to face, phone or online

Managing and operating leisure centres, pools and tennis courts (indoor and outdoor)
Library services and programs (12 libraries including mobile library service, events and education programs in libraries)
Library Online Services – audiobooks, e-learning and education programs
Natural bushland reserves (trails, firebreaks, vegetation management, bushcare, etc)
Natural Disaster and Emergency Management – incident management, community information, clean-up
Maintaining and minor upgrades to existing parks, sports fields, recreational reserves, outdoor gyms
Maintaining and minor upgrades to existing pedestrian and bike paths including drinking fountains and seating along the way
Maintaining and minor upgrades to existing playgrounds
Maintaining and minor upgrades to existing roads including potholes, kerb and gutters and roadside mowing
Maintaining and minor upgrades to existing skate parks and BMX tracks - 25 skate parks, 4 BMX tracks
Installing new and maintaining existing street lighting
Designing, building and maintaining streetscapes - signs, signposts, bus shelters, plants, fencing, nature strips, art installations, etc
Cleaning and maintaining public toilets
Tourism and economic development - industry services and destination marketing, economic programs, Gosford Waterfront and Employment lands development
Town and city centre amenities - street sweeping, litter collection, gardens, graffiti management
Traffic and safety regulation - speed signage, traffic calming and roundabouts
Planning and managing trees on private and public land
Urban planning - planning for population growth, new housing, suburb amenity and a changing environment
Waste recovery facilities - tips and recycle centres
Estuaries, coastal lagoons, creeks and wetlands (water quality, weed control, rehabilitation)
Maintaining and minor upgrades to existing wharves, jetties and boat ramps
Leasing and managing commercial properties for profit (leasing buildings that Council owns)
Maintaining, leasing and managing community buildings such as community halls

Q7. Based on what you now know about Council's financial situation, when it comes to **building brand new assets** such as parks, playgrounds, footpaths, bridges, roads, skate parks, wharves, etc, do you feel that Council should invest less, the same, or more than they currently spend on those types of services? (SR, Flip response codes)

- More
- The same
- Less

Q8a. Now that you have worked through that list of services, **overall** how satisfied, if at all, are you with the quality of services currently provided by Central Coast Council? (SR)

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

Q8b. And overall, based on current service levels, do you think Council needs to invest more/the same/less than it currently does in providing its range of services? (SR. Flip order of first three codes)

- More
- The same
- Less

Q9a. And now that you know more about the range of services offered by Council, which one of the following options would you prefer Council to pursue in order to help address the financial situation? (SR, Flip. Programmer, please discuss with me – we MAY make this a NON-forced answer)

- Reduce service levels to meet the shortfall
- Request IPART to extend the current one-off 13% Special Variation rates increase for an extra seven years - this would maintain the current increase of \$3.20 per week for the next nine years) for the average household. The exact amount you will pay will vary depending on the rating category for your parcel of land and the value of your land as determined by the NSW Valuer General.

Q9b. Why do you say that? (Please provide as much detail as possible. Programmer: May ask this even if they 'skip' Q9a)

.....

Q10. And how satisfied, if at all, are you with this community consultation undertaken by Council? (SR)

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

Thank you for your time and assistance. 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, this survey has been conducted by Micromex Research on behalf of Central Coast Council. For more information please contact Council through the Online Customer Service Centre at centralcoast.nsw.gov.au or phone 1300 463 954.

The information contained herein is believed to be reliable and accurate, however, no guarantee is given as to its accuracy and reliability, and no responsibility or liability for any information, opinions or commentary contained herein, or for any consequences of its use, will be accepted by Micromex Research, or by any person involved in the preparation of this report.

Appendix 4 – Consultation Summary Report

Summary of Submissions for *Maintaining Services and Rates*

A community awareness and engagement program for the special variation was undertaken and known as the *Maintaining Services and Rates* initiative. This commenced from 28 September and concluded on 21 January 2022. Through Council's online engagement platform, Your Voice Our Coast, a *Maintaining Services and Rate* page was set-up, which detailed the stages of the community engagement program and activities to be undertaken.

During the awareness and engagement program, a total of 71 direct customer queries were received, 47 of these were received between the 28 September 2021 and 21 December 2021 and the remaining 18 were received between the 22 December 2021 and 21 January 2022 (i.e. the public exhibition of the Integrated Planning and Reporting documents). Formal responses have been provided back to 71 customer queries.

The following table summarises the key themes raised in these customer queries.

Theme	Number of Customer Queries
Against	34
General Council Concern	25
For	10
Affordability	2
Total	71*

*Six submissions were received after the closing date

The following table covers those submissions in more detail and the response that Council has provided to address the matters raised.

Theme	Council's Response
Objections to the Special Variation, such as: <ul style="list-style-type: none"> Community shouldn't have to pay for poor management Suggestions on other savings and cost measures Suggestions on other sales of assets Better productivity and efficiency 	Objection is noted and acknowledgement of the frustration and disappointment, appreciate candour and sharing of their views. Provided details of Council's recovery plan and other material to explain the need for the SV, including: <ul style="list-style-type: none"> Further information regarding assets sales, link to Council's website 'Asset Sales Program' and advice in relation to Council's property sales report, first published on 23 November 2021, with on-going updates to Council, most recently December 2021. Provided details on suspension of Councillors and Public Inquiry, including a link to the <i>Office of Local Government</i> Public Inquiry website. Advised of Administrator's submission-in-reply to Commissioner with link to recommendations. Information provided regarding Council's productivity improvements, available in the published <i>Productivity Improvements</i> Fact Sheet (copies enclosed). Explained that Council cannot put at risk its financial sustainability and loan repayment ability. Council must continue to demonstrate to commercial lenders the ability to repay the loans and maintain the current service levels for the Central Coast community. Re-affirmed that if the current rates are not maintained beyond the current SV in 2023-24, Council will have an average annual ordinary rates income loss of \$25.8 million. This means Council will need to reduce or cease many services among other strategies.

Theme	Council's Response
<p>Support for the Special Variation, such as:</p> <ul style="list-style-type: none"> • Support for keeping libraries open • Suggestions on other savings and cost measures • Impact on our community 	<p>Support is noted and thanks given for support and appreciation of the services that Central Coast Council delivers. Suggestions included the submissions of support to Council included:</p> <ul style="list-style-type: none"> • Encourage Council to apply to IPART for an additional Infrastructure Levy to help fund infrastructure. • Support for maintaining service levels at their current level / in order for Council to continue delivering services. • Expression of support for paying reasonable yearly rates. • Agree with approach that residents provide views on potential service cuts.
<p>General queries / comments on Council functions, such as:</p> <ul style="list-style-type: none"> • Rate Harmonisation • CEO / Senior staff remuneration • Accountability and transparency • Public Inquiry • Amalgamation • Question about the community engagement program • Specific enquiries about projects or other Council initiatives / matters 	<p>Rates Harmonisation is used by the NSW Government to refer to the process of adopting a single, fair rating structure across an entire Council area, as required by legislation. All amalgamated councils in NSW were required to review their rate structures by July 2021.</p> <p>The CEO and senior staff remunerations is based on the market, considering size and scale or the role and the risk that is associated for each position. As required under the Local Government Act 1993 and Local Government General Regulation 2005 all councils are required to disclose the remuneration of its CEO and senior staff for the financial year in the Annual Report. Council's Annual Reports are available on the website: https://www.centralcoast.nsw.gov.au/council/forms-and-publications/annual-reports</p> <p>It is important to understand that, while spending restricted funds for purposes other than what they were collected for may be a breach of the Local Government Act, it is not illegal and therefore criminal consequences do not apply. The consequences of unlawful spending of restricted funds may include the paying back of the restricted funds or other such sanctions to ensure the restricted funds are used in accordance with the requirements of the Act. On 2 December 2020, Administrator Dick Persson released a '30 Day Interim Report' to the Central Coast community, assuring that there was no evidence that theft or corruption had occurred. Since this Report, the NSW Government is conducting Public Inquiry into Central Coast Council and looking at whether:</p> <ul style="list-style-type: none"> • the governing body acted in a manner that maximised the success of gaining efficiencies and financial savings from the merger process, • the governing body disregarded the financial consequences of its decisions, and • the governing body's decisions since 2017 contributed to the financial position which the Council now finds itself in. <p>The outcomes of the Public Inquiry will be issued via the Office of Local Government website here: www.olg.nsw.gov.au/public-inquiries/central-coast-council-public-inquiry. While this is underway, Council is continuing its financial recovery and making sure Council can keep operating. Amalgamations or de-amalgamations are a matter for the State Government.</p> <p>Where a specific enquiry was made a response was provided back to the customer.</p>
<p>Affordability</p>	<p>Council understands that a rate rise will hit sections of the community harder than others. Council provides rebates and hardship assistance for those having trouble paying their rates and encourage the community to refer to Council's Debt Recovery and Hardship Policy which includes pensioner rebates as well as personalised payment plans.</p>

Appendix 5 – Summary of Submissions for the Draft Revised Community Strategic Plan (CSP), Draft Delivery Program 2022-2025 (including Operational Plan 2022-23) and Draft Fees and Charges 2022-23, and Draft Resourcing Strategy (which includes the Long Term Financial Plan, Asset Management Strategy and Workforce Management Strategy)

The above documents were publicly exhibited for a period of 31 days, from Wednesday 22 December 2021 to Friday 21 January 2022. These were publicly available on Council’s online engagement platform (Your Voice Our Coast), with a page dedicated to each document. Hard copies were also available at Council’s Wyong Administration Office and the Gosford Customer Service Centre.

During exhibition, Council received a total of 66 submissions across all documents. The results of the public exhibition is detailed in the table below, and a summary of the submissions received for each document follows.

Document / Project	YVOC* visits	Max visits per day	YVOC document downloads	Submissions Received	
				YVOC	Other means (Ask / Post)
Revised Community Strategic Plan	35	7	105	14	2**
Delivery Program (including Operational Plan) and Fees and Charges	60	12	173	33	5**
Resourcing Strategy	26	6	69	12	0
Total:				59	7
				66 received in total	

* YVOC – Your Voice Our Coast (Council’s online engagement platform)

** 2 late submissions were received in total. These were accepted and considered along with all the submissions.

Summary of Submissions for the Draft Revised CSP

The Draft Revised Community Strategic Plan was publicly exhibited from Wednesday 22 December 2021 to Friday 21 January 2022. During exhibition 16 submissions were received, noting that one submission was received after the closing date. The submissions covered several matters, with the following table providing a summary of the submissions and whether there will be a change to the Revised Community Strategic Plan. Note: Some submissions that have been received do not relate to the Draft Revised CSP itself, but as they were received via the CSP exhibition page they are included under the CSP table. They were still reviewed and duly considered regardless of the page they were received by.

Draft Plan Page No.	Summary of Submissions / Matters Raised	Number of Submissions	Staff Recommendation
N/A	Suggestions / Comments on the overall CSP, including wording changes / inclusions to the Objectives, layout and format of the document	7*	No change to the draft Plan. Council has made amendments to the CSP based on a two phased approach. This Phase (Phase 1) was to include only minor amendments to reflect the community’s sentiment and acknowledgement of Council’s financial responsibility on behalf of the community. The next Phase (Phase 2) will be the

Draft Plan Page No.	Summary of Submissions / Matters Raised	Number of Submissions	Staff Recommendation
			comprehensive review of the whole CSP. This will occur once the local government elections for the Central Coast have been held and will include community engagement. The feedback that has been provided will be used as part of Phase 2 and will help shape the comprehensive review of the CSP.
N/A	Suggestions / Comments on the need to focus on job creation on the Central Coast	1	<p>No change to the draft Plan.</p> <p>In developing the Community Strategy Plan population growth and the need to create more jobs has been included. The Objectives under the Smart Theme focus on the local economy and facilitating economic development to increase local employment and create more jobs. To support this, Council has developed and adopted an Economic Development Strategy and Economic Resilience Framework, which includes a range of short, medium and long term actions that will effectively stimulate job creation and support existing businesses and industry sectors. The strategy also takes into account the COVID-19 pandemic and the specific impact it has had on the Central Coast. Council's focus in implementing the strategy is on projects that are low-effort, but high-impact. The strategy is available on Council's website and can be viewed at: https://www.centralcoast.nsw.gov.au/council/forms-and-publications/strategies-and-plans.</p> <p>Council has made only minor amendments to the CSP that reflect the community's sentiment and acknowledgement of Council's financial responsibility on behalf of the community. The comprehensive review of the whole CSP will occur once the local government elections for the Central Coast have been held and will include community engagement. The feedback that has been provided will be used as part of Phase 2 and will help shape the comprehensive review of the CSP.</p>
35	Support for the changes, but comment on including all Directors in the financial accountability measure	1	<p>No change to the draft Plan.</p> <p>The revisions to the CSP and the leadership accountability is based on the Local Government Act 1993 and the delegated functions of Council, which places the CEO / General Manager as the accountable officer. As per Sections 335 and 337 of the Act, the operations and day-to-day management of Council is the responsibility of the CEO / General Manager. This also includes implementing lawful decisions and the appointment and dismissal of senior staff.</p>
3-4 and 21	Comments on the overall dissatisfaction with CSP, in particular to remove the	1	<p>No change to the draft Plan.</p> <p>An Acknowledgement of Country is an opportunity for anyone to show respect for Traditional Owners</p>

Draft Plan Page No.	Summary of Submissions / Matters Raised	Number of Submissions	Staff Recommendation
	Acknowledgement of Country, Aboriginal and Torres Strait Island Commitment Statement, and Sustainability Development Goals		and the continuing connection of Aboriginal and Torres Strait Islander peoples to Country. Council includes this acknowledgement to reaffirm the commitment to honouring the history and ongoing contribution of Aboriginal and Torres Strait Islander peoples to the Central Coast. The Sustainable Development Goals have been prepared by the United Nations and are represented globally, but can also be matters that are dealt with at a much smaller community scale. These will be reviewed as part of the comprehensive CSP. The feedback that has been provided will be used as part of Phase 2 and will help shape the comprehensive review of the CSP.
N/A	Objection to SV / Comment on the need for better financial accountability within Council	2	<p>No change to the draft Plan.</p> <p>Council has taken decisive actions in a short space of time since uncovering our financial problems in October 2020. We have made changes to the organisation by appointing a new Chief Executive Officer and Chief Financial Officer and now have tighter budget management controls and transparent monthly financial reporting that is publicly available on Council's website. We have also implemented measures to manage costs including reducing staffing by \$30 million, reducing materials and contracts by \$20 million, capping capital works programs at \$175 million, selling at least \$60 million in property assets and obtaining \$150 million in emergency bank loans to reimburse the \$200 million in restricted funds that had been spent unlawfully on projects that the community had benefited from. We have done everything we can behind the scenes to reduce costs with minimum service reductions to the community. This includes a focus on productivity improvements, such as improving internal systems, processes, equipment and better management of staff time. Some of these productivity improvements will continue to have an ongoing positive impact on improved service delivery and the community will see the benefits year on year. These cost management measures made up 70% of what we needed to do to satisfy the external lenders that we were getting Council finances back on track. The other 30% came from the temporary 13% special rate variation (plus 2% rate peg) approved by the Independent Pricing and Regulatory Tribunal (IPART) in May 2021. This temporary increase is for three years only. The external loans are the backbone of our financial recovery and we are required to repay these within ten years. To do this and continue to be able to deliver services at the current level, Council is proposing to apply to maintain the current rates for an additional seven</p>

Draft Plan Page No.	Summary of Submissions / Matters Raised	Number of Submissions	Staff Recommendation
			<p>years, or ten years in total. If rates reduce at the end of three years, there will be shortfall of \$25.8 million annually on average for the following seven years and we will need to reduce services to meet this shortfall. We have met or exceeded all the targets set as part of the recovery plan and we are taking every possible action to ensure the long-term financial sustainability of Council. Five scenarios have been considered by Council, with three included in the 10 year Long Term Financial Plan (LTFP), which details financial projections based on key assumptions. The three scenarios include a scenario based on the continuation of the 15% (including the 2% rate peg) Special Variation (SV), a baseline case scenario without the SV from the 2024-25 financial year, but still maintaining service levels, and a distressed scenario assuming the reduction of the SV and a wholesale further restructuring of the organisation and reduction and / or stopping of many services.</p> <p>The LTFP shows that with the 15% SV continuing, Council will be able to stay on its clear path to financial recovery and sustainability and maintain at least the current service delivery for the community. In terms of accountability, the NSW Government is conducting a formal Public Inquiry into Central Coast Council which is looking at whether:</p> <ul style="list-style-type: none"> • the governing body acted in a manner that maximised the success of gaining efficiencies and financial savings from the merger process, • the governing body disregarded the financial consequences of its decisions, and • the governing body's decisions since 2017 contributed to the financial position which the Council now finds itself in. <p>The outcomes of the Public Inquiry will be issued via the Office of Local Government website here: www.olg.nsw.gov.au/public-inquiries/central-coast-council-public-inquiry. While this is underway, Council is continuing its financial recovery and making sure Council can keep operating.</p>
N/A	Comment to demerge Central Coast Council	2	<p>No change to the draft Plan.</p> <p>Noted. Council amalgamations and demergers are a decision of the State Government.</p>
49 (Fees and Charges)	Comment on Fees and Charges, in particular for tree removal (Ref: 0609)	1	<p>No change to the draft Fees and Charges.</p> <p>The matters raised in this submission are under consideration and will be further reflected in a review of the policies pertaining to both public and private tree removal.</p>
N/A	Request for capital works projects at Toukley	1	<p>No change to the draft Plan.</p> <p>In recent years Council has developed two planning documents to guide our ongoing provision of an</p>

Draft Plan Page No.	Summary of Submissions / Matters Raised	Number of Submissions	Staff Recommendation
			<p>active transport network for Central Coast residents and visitors, these are; The Bike Plan and a Pedestrian Access and Mobility Plan (PAMP). The purpose of these documents is to provide a safe, high quality and well connected network that enables pedestrians and cyclists of all abilities to move efficiently and conveniently throughout the Central Coast while also increasing the continuity and connectivity of existing facilities and encouraging the use of active transport. These documents can be viewed on Council's website at: https://www.centralcoast.nsw.gov.au/council/forms-and-publications/strategies-and-plans. In addition to the above documents which contain a number of projects, Council has identified pathways in a number of streets within the Toukley area including within First Avenue, Ninth Avenue, Jones Avenue, Leonard Avenue and Fravent Street. The delivery of pathways is undertaken as part of Council's Capital Works Program. Infrastructure such as pathways / footpaths are prioritised against technical criteria which results in a ranking of projects. As funding is limited, budget allocations are made to projects with the highest priority. These pathway / footpath projects have been assessed in line with this project and are currently not the highest priority and unlikely to be undertaken for many years. Council acknowledges the communities desire for street trees on local roads. Many factors such as appropriate tree species, on-going responsibility for maintaining street trees, safety concerns for pedestrians and motorists, location of utilities and potential impacts on infrastructure such as footpaths, kerbs and private property must be considered. Council recently adopted the Greener Places Strategy which can be viewed at: https://www.centralcoast.nsw.gov.au/council/forms-and-publications/strategies-and-plans. The Strategy includes action 2.4: Coordinate community street greening activities where Council is approached by six or more properties in a street. At this time, Council has not identified any funding for allocation to this action.</p>

* One submission was received after the closing date

Summary of Submissions for the Draft Delivery Program 2022-2025 (including Operational Plan 2022-23) and Draft Fees and Charges 2022-23

The Draft Delivery Program 2022-2025 (including Operational Plan 2022-23) and Draft Fees and Charges for 2022-23 was publicly exhibited from Wednesday 22 December 2021 to Friday 21 January 2022. During exhibition 38 submissions were received. The submissions covered several matters, with the following table providing a summary of the submissions and whether there will be a change to the Delivery Program 2022-2025 (including Operational Plan 2022-23) or the Fees and Charges for 2022-23. Note: Some submissions that have been received do not relate to the Draft Delivery Program or Draft Fees and Charges, but as they were received via the Delivery Program exhibition page they are included under the Delivery Program table. They were still reviewed and duly considered regardless of the page they were received by.

Draft Plan / Fees and Charges Page No.	Summary of Submissions / Matters Raised	Number of Submissions	Staff Recommendation
54 (Fees and Charges)	Comment on fees for Development Application pre-lodgement meetings (Ref: 0652)	1*	<p>No change to the draft Fees and Charges.</p> <p>The structure of the fee has previously been reviewed and amended. This will be considered as part the next exhibition of the Fees and Charges 2022-23, which is planned for April 2022.</p>
30-31, 36-105	Comment on the prioritisation of activities detailed in the Draft Delivery Program, lack of quantifiable details and productivity improvements	1	<p>No change to the draft Plan.</p> <p>The activities listed in the Delivery Program have been prioritised based on current stage of completion, resource availability and with consideration to public need, safety and risk. The Delivery Program (including the Operational Plan) is in response to the Community Strategic Plan that has identified the communities wishes and aspirations into the future. A further review of the Delivery Program will be undertaken with another exhibition planned for April 2022. The feedback you have provided will be used to inform this review and the amendments to the Delivery Program. Council has a Corporate Strategic Plan which is an organisational document that details the activities that will be undertaken to improve productivity and achieve further efficiency gains.</p>
N/A	Comment regarding how capital works program is developed for roads and drainage	1	<p>No change to the draft Plan.</p> <p>Council prepares an Operational Plan for each financial year which is displayed to the public and approved by Council prior to implementation. Requests for new infrastructure, such as kerb and gutter, are predominantly listed for consideration of funding through Council's Capital Works Program. All works are prioritised against technical criteria which results in a ranking of projects. As funding is limited, budget allocations are made to projects with the highest ranking. As part of Council's Financial Recovery Plan, Council is concentrating on delivering capital works which have existing grant or developer contribution funding.</p>

Draft Plan / Fees and Charges Page No.	Summary of Submissions / Matters Raised	Number of Submissions	Staff Recommendation
			Residents may apply to Council to construct kerb and gutter at their property frontage(s). Since the works will be undertaken within the road reserve, approval by the roads authority in accordance with the NSW Roads Act is required. Should residents require further information regarding private construction of kerb and gutter, they may contact Council by telephone on 1300 463 954, or email ask@centralcoast.nsw.gov.au for further information regarding this process and relevant approvals.
N/A	Comment regarding how capital works program is developed for water and sewer	1	<p>No change to the draft Plan.</p> <p>There are a range of planned investments to improve the reliability of Council's sewerage network, reduce discharges to the environment and ensure compliance with Council's relevant Environmental Protection Licences regulated by the NSW EPA. These include the renewal of sewer pipelines, upgrades and renewal of ageing sewer pump stations and the upgrade of key sewage treatment plants including Charmhaven and Gwandalan to cater for a growing region. Further details can be found within Council's recent Pricing Proposal to the NSW Independent Pricing and Regulatory Tribunal (IPART). Visit: https://www.ipart.nsw.gov.au/pricing-proposal-2022-central-coast-council-water-price-review</p>
N/A	Comment regarding park maintenance mowing	1	<p>No change to the draft Plan.</p> <p>Council aims to mow every park or reserve every 3 weeks in high growth periods and every 5 weeks in low growth periods. This can be impacted by weather or staff resources. When a site scheduled is missed, it will be maintained on the next round of servicing. It is endeavoured that a site does not get missed two consecutive times. During the December period, Council has been impacted with staffing issues due to resignations, leave and COVID-19 restrictions.</p>
N/A	Comment to demerge	1	<p>No change to the draft Plan.</p> <p>Noted. Council amalgamations and demergers are a decision of the State Government.</p>
N/A	General comments on the Fees and Charges	1	<p>No change to the draft Plan.</p> <p>To meet escalating costs each year Council considers a percentage increase to be applied to non-regulated Fees and Charges. This is normally in line with CPI forecast for the coming year. Not all categories are increased by CPI. Council's Fees and Charges document includes a list of Pricing Policies and each fee within the Schedule of Fees and Charges has been determined using one of five pricing policies. Depending on the Pricing Policy of the Fee or Charge this will determine what increase can be applied. Fees and Charges in category 1 are set by regulation are not increased by CPI, they are set by</p>

Draft Plan / Fees and Charges Page No.	Summary of Submissions / Matters Raised	Number of Submissions	Staff Recommendation
			<p>legislation, out of Council's control e.g. IPART. Fees and Charges in Category 2 are benchmarked market price fees and not automatically increased by CPI. Fees and Charges in categories 3 and 4 are based on cost recovery and Fees and Charges in category 5 are set at a level to make a contribution towards the cost of providing the service. Each Fee and Charge is individually assessed each year to determine the appropriate amount to be charged in line with the Pricing Policy. Each area of the business assesses, benchmarks and recommends a price for the coming year for the non-regulated Fees and Charges. In relation to the fees quoted Surf School Operators item: 0030 and item 0031, Elite School Operators item 0032, and Stand Up Paddleboard (SUP) Operators items 0033 and 0034 they have been proposed to increase by 1.75% in 2022-23, as detailed below:</p> <ul style="list-style-type: none"> • 0030– proposed to increase from \$1,898.15 to \$1,931.37 • 0031 – proposed to increase from \$1,333.00 to \$1,356.33 • 0032– proposed to increase from \$3,412.43 to \$3,472.15 • 0033– proposed to increase from \$1,898.15 to \$1,931.37 • 0034 – proposed to increase from \$1,333.00 to \$1,356.33
N/A	Comments on the need to focus on water, sewage, drainage, waste remove, roads, safety, environment and park management rather than community or economic activity	1	<p>No change to the draft Plan.</p> <p>The activities as listed in the Delivery Program have been prioritised based on current stage of completion, resource availability and with consideration to public need, safety and risk. The Delivery Program (including the Operational Plan) is in response to the Community Strategic Plan that has identified the communities wishes and aspirations into the future. The engagement process that was undertaken for the Community Strategic Plan captured the importance that the community placed on programs and activities that connect people through festivals and general events. The community also express for the need to promote “buy” local and encourage business development.</p>
41, 84, 96, 102, 144	Comments on the Traffic Committee (Ref: DP_199), Library Service Strategy (Ref: DP_110), Road side maintenance (Ref: DP_128), Faster rail proposition paper (Ref: DP_190), Footpaths projects, The Entrance Channel, planning controls for	1	<p>No change to the draft Plan.</p> <p>Following amalgamation the former Local Traffic Committee's were aligned to operate as a single Committee meeting monthly. Due to the size of the local government area and stakeholders involved in the Committee's operations, alternate meetings focus on items within the Gosford, Terrigal and The Entrance electorates and Wyong, Swansea and The Entrance. Due to the makeup of the Committee, matters for The Entrance electorate are considered at both meetings. Monthly face-to-face meetings were regularly being held,</p>

Draft Plan / Fees and Charges Page No.	Summary of Submissions / Matters Raised	Number of Submissions	Staff Recommendation
	The Entrance, and the Affordable Housing Strategy (Ref: DP_077)		<p>prior to the NSW Health Order restrictions and a direction from Transport for NSW in relation to the holding of face-to-face meetings. Local Traffic Committee matters have been assessed via an email system during the pandemic, however it is expected that regular monthly face-to-face meetings will re-commence early in 2022 and in accordance with NSW Health safe practices.</p> <p>The Library Services Strategy was being developed last year and is now ready to go to Council. It is anticipated this will be in March. The strategy outlines actions for the operations of the service over the next 5 years and once adopted will be on the Council website. The Library Collection Management Strategy only relates to the physical and digital collection for the Library and determines how and why we purchase items for the collection. It does not determine or include Library branch numbers, operational hours or sizes. The Operational hours of the branches have been temporarily reduced as a direct result of the Covid-19 pandemic and available resources. It is intended that they will be staged to return to pre-pandemic operational hours this year, resources allowing.</p> <p>Council will continue to work with State Government to improve the maintenance of roadside vegetation.</p> <p>Transport for NSW is currently developing the Fast Rail Network Strategy for NSW. This could significantly improve connectivity within the region and between Newcastle and Greater Sydney, and has the potential to deliver a 30 to 60 minute travel time between Gosford and Sydney. The Strategy will present a blueprint for how Fast Rail could be delivered and includes the potential Northern corridor from Sydney to Newcastle and Port Macquarie. In line with its Delivery Plan, Council intends to use existing resources to deliver a short position paper outlining its perspective on possible strategic planning impacts of a future fast rail system, including consideration of station locations and opportunities for land-use changes. Matters to be considered include the status of the future Warnervale station under Fast Rail proposals, and the land-use and integrated transport implications for Tuggerah-Wyong and Gosford centres. This document will assist in future consultation and advocacy in relation to the Fast Rail project. As part of the \$5,740,000 proposed within the 2022/23 Operational Plan, Council is planning to carry out construction of shared pathway at Magenta and Tuggerawong foreshore as well as undertake a footpath/shared pathway renewal program. Additionally, Council is proposing to provide footpath as part of road upgrade projects in: Del Monte Place, Copacabana; Ridgway Road, Avoca Beach; Tramway Road, View Street and Elgata Avenue, North Avoca; Steyne Road, Saratoga; Davistown Road, Davistown; Lushington Street, East Gosford; Springwood Street,</p>

Draft Plan / Fees and Charges Page No.	Summary of Submissions / Matters Raised	Number of Submissions	Staff Recommendation
			<p>Ettalong Beach; Shelly Beach Road, Empire Bay; Kala Avenue and Walu Avenue, Budgewoi. These projects include drainage, kerb and gutter, footpath and new road pavement and are predominantly grant funded projects. The Entrance Channel is a complex and dynamic system, and although it is recognised that it needs to be managed in such a way to ensure flood waters can escape the system when required, excessive removal of sediments from this sediment compartment can have other disastrous effects such as increasing coastal recession at The Entrance North. The Manly Hydraulics Laboratory is currently completing a Tuggerah Lakes Entrance Management Study which will include development of an Interim Entrance Management Procedure on behalf of Council which is an action from the Tuggerah Lakes Floodplain Risk Management Plan. Completion of the study and procedure is expected in mid-2022, after which, it will be in operation to guide management of the channel until a formal Plan/Strategy can be developed through the Tuggerah Lakes Coastal Management Program. For more information on this visit: https://www.yourvoiceourcoast.com/waterways. In regards to flood signage for Tuggerah Lakes, these works will be undertaken by 30 June 2022 and involves additional flood education sign at the Saltwater Creek Boardwalk, near existing educational signage. Planning controls for The Entrance will be reviewed as part of the Comprehensive LEP. There are a number of studies to be undertaken as part of this process, which are all prioritised based on dependencies, resourcing and budget. The Entrance is part of this process. Council will consider bringing this forward if priority adjustments present the opportunity, but at this stage it will be considered as part of future Delivery Programs. Council is currently finalising the overall process to gauge interest from Tier One Community Housing Providers in a potential model for an affordable housing development on the Council owned site on Ashton Avenue. When that process has been undertaken Council will determine what support or contribution is appropriate to progress with a suitable development.</p>
35 -55 (RS)**	Compliment on draft documents and comment on the SV scenarios	1	<p>No change to the draft Plan.</p> <p>Thank you for your support. In order for Council to become financially sustainable we need to repay the loans. If rates reduce at the end of three years, there will be shortfall of \$25.8 million annually on average for the following seven years. The Baseline Scenario shows that to pay the loans, still meet service level, as well as receive a reduction in rate income would mean Council would be in a receivership situation again. This is a catastrophic situation and was required to be presented. The Deteriorate Scenario, again shows the repayment of loans</p>

Draft Plan / Fees and Charges Page No.	Summary of Submissions / Matters Raised	Number of Submissions	Staff Recommendation
			and rate income drop, but factors in the need to accommodate this. The surplus is to meet our loan agreement and the only way Council is able to do this is through a reduction in employee costs (\$16.4 million) and material and services (\$11.5 million). Whilst a surplus is achieved and the loan would be repaid, it would inevitably mean another restructure and would result in a decrease in services or stopping some services altogether, which would have an impact on the standard of living on the Central Coast.
144, 150 and 129 (Fees and Charges)	Corrections to the document (spelling and other errors)	2	<p>Amendment to the draft Plan and Fees and Charges</p> <p>Thank you for providing these corrections. These have been updated in the final version.</p>
N/A	Objection to desalination plant at Toukley	1	<p>No change to the draft Plan.</p> <p>The Draft Central Coast Water Security Plan has identified a long term need for desalination on the central coast to manage a growing population and mitigate the likely impacts of climate change into the future. The plan also confirms the need to progress desalination if a severe and prolonged drought were to occur.</p> <p>The Council's three year operational plan does not require investment in the delivery of any desalination related assets, only the continuation of initial feasibility and planning studies. The Central Coast Chronicle new article you have referenced is misleading in this regard and we recommend you visit the Central Coast Water Security Plan project engagement page via the below link to review the available information. This link includes the Draft Water Security Plan, frequently asked questions and supporting fact sheets: https://www.yourvoiceourcoast.com/all-projects/planning-our-water-future#:~:text=The%20plan%20includes%20a%20series,water%20security%20for%20the%20future .</p>
N/A	Objection to SV / Comment on the need for better financial accountability within Council	13	<p>No change to the draft Plan.</p> <p>Noted. Council has taken decisive actions in a short space of time since uncovering our financial problems in October 2020. We have made changes to the organisation by appointing a new Chief Executive Officer and Chief Financial Officer and now have tighter budget management controls and transparent monthly financial reporting that is publicly available on Council's website. We have also implemented measures to manage costs including reducing staffing by \$30 million, reducing materials and contracts by \$20 million, capping capital works programs at \$175 million, selling at least \$60 million in property assets and obtaining \$150 million in emergency bank loans to reimburse the \$200 million in restricted funds that had been spent unlawfully on projects that the community had benefited from. We</p>

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			<p>have done everything we can behind the scenes to reduce costs with minimum service reductions to the community. This includes a focus on productivity improvements, such as improving internal systems, processes, equipment and better management of staff time. Some of these productivity improvements will continue to have an ongoing positive impact on improved service delivery and the community will see the benefits year on year. These cost management measures made up 70% of what we needed to do to satisfy the external lenders that we were getting Council finances back on track. The other 30% came from the temporary 13% special rate variation (plus 2% rate peg) approved by the Independent Pricing and Regulatory Tribunal (IPART) in May 2021. This temporary increase is for three years only. The external loans are the backbone of our financial recovery and we are required to repay these within ten years. To do this and continue to be able to deliver services at the current level, Council is proposing to apply to maintain the current rates for an additional seven years, or ten years in total. If rates reduce at the end of three years, there will be shortfall of \$25.8 million annually on average for the following seven years and we will need to reduce services to meet this shortfall. We have met or exceeded all the targets set as part of the recovery plan and we are taking every possible action to ensure the long-term financial sustainability of Council. Five scenarios have been considered by Council, with three included in the 10 year Long Term Financial Plan (LTFP), which details financial projections based on key assumptions. The three scenarios include a scenario based on the continuation of the 15% (including the 2% rate peg) Special Variation (SV), a baseline case scenario without the SV from the 2023-24 financial year, but still maintaining service levels, and a distressed scenario assuming the reduction of the SV and a wholesale further restructuring of the organisation and reduction and / or stopping of many services.</p> <p>The LTFP shows that with the 15% SV continuing, Council will be able to stay on its clear path to financial recovery and sustainability and maintain at least the current service delivery for the community.</p> <p>In terms of accountability, the NSW Government is conducting a formal Public Inquiry into Central Coast Council which is looking at whether:</p> <ul style="list-style-type: none"> • the governing body acted in a manner that maximised the success of gaining efficiencies and financial savings from the merger process, • the governing body disregarded the financial consequences of its decisions, and • the governing body's decisions since 2017 contributed to the financial position which the Council now finds itself in.

Draft Plan / Fees and Charges Page No.	Summary of Submissions / Matters Raised	Number of Submissions	Staff Recommendation
			<p>The outcomes of the Public Inquiry will be issued via the Office of Local Government website here: www.olg.nsw.gov.au/public-inquiries/central-coast-council-public-inquiry. While this is underway, Council is continuing its financial recovery and making sure Council can keep operating.</p>
N/A	Objection to the selling of Council assets	1	<p>No change to the draft Plan.</p> <p>The sale of Council assets is crucial to improve Council's financial position, provide assurance to our lenders and to support the ongoing sustainability of Council and the services we provide to the community. The evaluation process has included the review of proposed sites against Council resolutions and historical records, ensuring that:</p> <ul style="list-style-type: none"> • Council retains ownership of land that is needed for its current and future service delivery • That any sale would not contravene legislative requirements • Consultation is undertaken with internal and external stakeholders affected by the disposal of these assets • Consultation and discussion is had with the independent Property Advisory Committee. <p>Council conducted community consultation from 30 April 2021 to 28 May 2021 and the community consultation outcomes and advice from the independent property experts was used to inform Council on the preferred options.</p>
N/A	Objection to water and sewer increases	1	<p>No change to the draft Plan.</p> <p>Noted. The current water, sewer and stormwater rates, which were significantly reduced by IPART in its 2019 determination, are not financially sustainable. As it stands, the current pricing levels will see ratepayers having to subsidise the operations of the water, sewer and stormwater drainage businesses. But even worse there will be insufficient funds to invest in maintenance and upgrades to ensure the community can be provided with a safe, clean and reliable water supply as well as an effective sewer and drainage system that does not harm the environment. The proposal to IPART is suggesting to return prices for these services similar to 2018-19 levels, with an allowance for subsequent inflation.</p>
163	Request for car park upgrade at Avoca to be brought forward (Ref: R226)	1	<p>No change to the draft Plan.</p> <p>The development of the Capital Works Program considers project prioritisation across the entire local government area while operating within a fixed budget for each of the Operational Plan years. The timing of the projects can be impacted by many different reasons including environmental issues, approvals and changing needs. Council will consider bring this project forward if priority adjustments present the opportunity.</p>

Draft Plan / Fees and Charges Page No.	Summary of Submissions / Matters Raised	Number of Submissions	Staff Recommendation
N/A	Request for electric vehicle infrastructure	1	<p>No change to the draft Plan.</p> <p>Council adopted its Sustainability and Climate Action Plan (SCAP) on the 25 January 2022. The Plan includes 27 Actions within five themes, relating to natural systems, water and energy efficiency, community empowerment, waste reduction and improved strategic planning. The actions include initiatives that are currently underway and those that will be started over the next five years. Through the implementation of the actions within the Plan the Central Coast Council aims to reduce its environmental footprint and mitigate the effects of a changing climate. Council has committed to the following actions to help ensure the take up of no emissions vehicles:</p> <ul style="list-style-type: none"> • Action 5b: Amend planning controls to require medium and high density development to set minimum energy efficiency benchmarks, storm-water reuse, and other sustainability measures such as provision of electric charging infrastructure and carbon offsetting. Coordinate with the NSW Department of Planning, Industry and Environment's Design and Place State Environmental Planning Policy (SEPP). • Action 5d: Identify the most suitable public locations for fast charging infrastructure for electric vehicles throughout the region considering EV infrastructure as part of Council's Integrated Transport Strategy for the Region. • Action 5e: Lobby for new electric and hydrogen powered busses on the coast. Working closely with Busways and other privatised public transport providers across the Central Coast.
N/A	Request for inclusion of fees on private land for weed compliance	1	<p>No change to the draft Plan.</p> <p>This administrative fee proposed would be applied to landowners when Council needs to manage priority weeds on private land. The proposed fee would be applied only where 100% grant funding has been provided to undertake the appropriate control works on the identified priority weed(s). Listing the proposed fee in Council's draft fees and charges removes the need for a specific Council resolution to undertake work on private land as per Section 67 of the Local Government Act 1993. This then allows priority weed control works to progress once grant funds and landowner agreement have been provided. NSW Government funds are made available for the management of priority weeds on both public and private land. Council applies for grant funding for the management of listed priority weeds across tenure where necessary in the recognition that if untreated priority weeds are likely to spread to other land or waterways on the Central Coast. Council's experience has been that the</p>

Draft Plan / Fees and Charges Page No.	Summary of Submissions / Matters Raised	Number of Submissions	Staff Recommendation
			<p>use of grant funds to control priority weeds on private land has resulted in positive outcomes in terms of new priority weed incursions and where priority weeds occur across property boundaries. The Biosecurity Act 2015 has provisions for an authorised officer under the Act to undertake action related to an individual biosecurity direction or a biosecurity direction on any premises and to recover costs under certain circumstances. These provisions of the Act can be applied to landowners who fail to comply with an individual biosecurity direction or a biosecurity undertaking. The inclusion of the administrative fee 0611 Works on Private Land, which would apply for grant funded priority weed control works only, does not conflict with the provisions of the Biosecurity Act 2015 that provide for the recovery of costs for works undertaken by or for an authorised officer under the Act.</p>
N/A	Request for maintenance works at Pearl Beach Arboretum	2	<p>No change to the draft Plan.</p> <p>Council recognises that walking trails, including bridges, are assets that are valued by the community. Council currently has limited capacity to fund the replacement of capital items. The replacement of many assets valued by the community cannot currently occur. All works are prioritised and as Council's financial capacity improves, the program to replace capital assets used by the community will increase.</p>
N/A	Request for maintenance works at Saratoga Oval	1	<p>No change to the draft Plan.</p> <p>Maintenance of all sports facilities are considered operational and therefore not identified individually within the Operational Plan and the budget allowance for these facilities considers safety and useability. Saratoga Oval has been identified as not appropriate for sports use due to the high salt content, no fall for drainage and tidal inundation of sea water onto the grounds. The AFL association and club were made aware that Council could not provide the level of maintenance required to keep Saratoga Oval to an equivalent level in comparison to others due to the factors above. For this reason, Council offered an alternative location, however, Saratoga AFL and Association declined, knowing that the grounds will be in a lower level of condition in comparison to other grounds across the coast. There are likely to be prolonged periods in which Council cannot get access to the grounds due to the above challenges, however, Saratoga will get the equivalent amount of maintenance time as other grounds. Whilst viewing the aerial imagery of the oval for the past decade, the wear patterns appear to correlate more with the weather than with car usage.</p>
N/A	Support for Maintain SV scenario, but	2	<p>No change to the draft Plan.</p>

Draft Plan / Fees and Charges Page No.	Summary of Submissions / Matters Raised	Number of Submissions	Staff Recommendation
	comment on the need to ensure services are maintained		Thank you for your support on the SV. We are taking every possible action to ensure the long-term financial sustainability of Council. Council's proposed continuation of the SV to the end of the 2030-31 financial year will only allow Council to maintain services at current levels, not enhance them. If you have any specific safety or maintenance concerns please contact Council's Customer Service Centre by telephoning 1300 463 954 or emailing ask@centralcoast.nsw.gov.au to make a report for investigation and response.
N/A	Support for the Enhance Scenario	1	No change to the draft Plan. Noted. Thank you for your support on the Enhance Scenario.
8, 9, 16, 18, 19, 22, 24, 29, 33, 54, 55, 111, 112, 114, 144, 178	Various comments and observations regarding the Scenarios, activities listed, request for further details or inclusions, and objections to other projects or Council operations	1	Amendment to the draft Plan Council has made amendments to the CSP based on a two phased approach. This Phase (Phase 1) was to include only minor amendments to reflect the community's sentiment on the financial situation only. The next Phase (Phase 2) will be the comprehensive review of the whole CSP. This will occur once the local government elections for the Central Coast have been held and will include community engagement. The engagement undertaken as part of the inaugural CSP is still valid and for this reason no further amendments have been proposed to the CSP. In order for Council to become financially sustainable we need to repay the loans. If rates reduce at the end of three years, there will be shortfall of \$25.8 million annually on average for the following seven years. The Baseline Scenario shows that to pay the loans, still meet service level, as well as receive a reduction in rate income would mean Council would be in a receivership situation again. This is a catastrophic situation and was required to be presented. The Deteriorate Scenario, again shows the repayment of loans and rate income drop, but factors in the need to accommodate this. The surplus is to meet our loan agreement and the only way Council is able to do this is through a reduction in employee costs (\$16.4 million) and material and services (\$11.5 million). Whilst a surplus is achieved and the loan would be repaid, it would inevitably mean another restructure and ultimately mean a decrease in services or stopping some services altogether, which would have an impact on the standard of living on the Central Coast. For full details please refer to the Long Term Financial Plan, which is contained in the Resourcing Strategy. To better explain this amendments have been made to the Draft Delivery Program and Draft Resourcing Strategy. The activities listed in the Delivery Program have been prioritised based on current stage of completion, resource availability and with consideration to public need, safety and risk. The Delivery Program (including the

Draft Plan / Fees and Charges Page No.	Summary of Submissions / Matters Raised	Number of Submissions	Staff Recommendation
			Operational Plan) is in response to the Community Strategic Plan that has identified the communities wishes and aspirations into the future. A further review of the Delivery Program will be undertaken with another exhibition planned for April 2022. The feedback you have provided will be used to inform this review and the amendments to the Delivery Program.

* One submission was received after the closing date

** RS = Resourcing Strategy

Summary of Submissions for the Draft Resourcing Strategy

The Draft Resourcing was publicly exhibited from Wednesday 22 December 2021 to Friday 21 January 2022. During exhibition 12 submissions were received, noting that one submission was received after the closing date. The submissions covered several matters, with the following table providing a summary of the submissions and whether there will be a change to the Resourcing Strategy. Note: Some submissions that have been received do not relate to the Draft Resourcing Strategy, but as they were received via the Resourcing Strategy exhibition page they are included under the Resourcing Strategy table. They were still reviewed and duly considered regardless of the page they were received by.

Draft Strategy Page No.	Summary of Submissions / Matters Raised	Number of Submissions	Staff Recommendation
134 (DP/OP*)	Comment on reducing employee benefits and oncosts	1	<p>No change to the draft Strategy.</p> <p>Council's employee costs are 33% of total expenditure and represent salary and wages paid to staff and other direct staff costs such as superannuation, payroll tax, fringe benefits tax and workers compensation. Employee costs are indexed by Council award increases and other legislative changes such as increases to compulsory superannuation guarantee levy payments. Council recognises that employee costs are one of the biggest expenses for an organisation which is why every effort has been made to reduce these. To reduce employee costs further could mean a breach of workforce conditions. If rates reduce at the end of three years (June 2024), there will be shortfall of \$25.8 million annually and another restructure will be necessary. This would ultimately result in a reduction or stopping of services.</p>
N/A	Comment on the Water Authority and lack of funding from State Government	1	<p>No change to the draft Strategy.</p> <p>The proposed SV only applies to Council's General Fund, with water, sewer and drainage as separate funds that can only be used for that purpose. IPART also regulates the prices that we can charge for water, sewerage and stormwater drainage prices and this is a separate process. IPART has commenced its own community consultation about Council's water and sewer pricing proposal that was submitted to IPART in September 2021. It is important to remember that every dollar that we receive from your water, sewerage and stormwater drainage rates can only be spent on water, sewerage and stormwater drainage services such as water mains renewals, the upgrade of water and sewer treatment plants and stormwater management to ensure the ongoing health of our waterways. As identified in the Administrator's reply to the public hearings for the Public Inquiry, various State Government agencies were approached to provide relief. The response from these agencies was to seek commercial loans. While there were difficulties in securing bank loans due to Council's near receivership, \$150 million was secured in December 2020. These loans are the backbone of our financial recovery, with the proposed SV providing longer term financial stability. To see the Administrator's reply to the public hearings, visit: https://www.centralcoast.nsw.gov.au/council/news/media-releases/administrator-releases-submission-reply-to-public-inquiry-central-coast.</p>

Draft Strategy Page No.	Summary of Submissions / Matters Raised	Number of Submissions	Staff Recommendation
N/A	Comment to demerge Central Coast Council	1	No change to the draft Strategy. Noted. Council amalgamations and demergers are a decision of the State Government.
N/A	Comments on lack of funding provided by State Government	1	No change to the draft Strategy. As identified in the Administrator's reply to the public hearings for the Public Inquiry, various State Government agencies were approached to provide relief. The response from these agencies was to seek commercial loans. While there were difficulties in securing bank loans due to Council's near receivership, \$150 million was secured in December 2020. These loans are the backbone of our financial recovery, with the proposed SV providing longer term financial stability. To see the Administrator's reply to the public hearings, visit: https://www.centralcoast.nsw.gov.au/council/news/media-releases/administrator-releases-submission-reply-to-public-inquiry-central-coast . State and Federal Government grants are available for operating and capital purposes, but it should be noted that some of the grants are for the delivery of specific services and others are general grants or "untied" grants which means Council can use the funding based on local priorities. Specific purpose grant are restricted and cannot be used for any purpose other than that identified in the funding agreement. These are used to fund works such as roads, bushfire prevention, waste and recycling, child care, library services and recreational facilities. Many of the specific purpose grants received by Council are capital and non-recurrent in nature. Capital grants are provided to Council to fund renewal or upgrade works on Council assets or for the purchase or construction of new assets. Council will continue to seek and apply for funding opportunities in order to deliver its activities and projects for the community.
107	Comments on the equal opportunity statement in the Workforce Management Strategy	1	Amendment to the draft Strategy. Thank you for your recommendation, Council operates all of its recruitment in accordance with the Local Government Act 1993. To better represent our intentions, wording in the Resourcing Strategy's Workforce Management Strategy has been amended.
14-17, 23-55	Comments on the SV scenarios in the Long Term Financial Plan and comments on the dissatisfaction with the community consultation survey	1	No change to the draft Strategy. The Long Term Financial Plan (LTFP) has been prepared in accordance with the Local Government Act 1993 and the Office of Local Government Guidelines. The 10 year LTFP has been exhibited using three different scenarios of Baseline, Maintain and Deteriorate. Two non-budgeted scenarios were considered, but given their lack of viability on the community and on the organisation, they have not been forecasted. Maintaining the Special Variation of Council's general income beyond the current three-year period for an additional seven years will allow Council to: <ul style="list-style-type: none"> • Demonstrate to commercial lenders that Council is able to meet ongoing loan commitments • Maintain services at least current levels

Draft Strategy Page No.	Summary of Submissions / Matters Raised	Number of Submissions	Staff Recommendation
			<ul style="list-style-type: none"> Embed further productivity improvements across the organisation Establish an ongoing business improvement and service review program. <p>In order for Council to become financially sustainable we need to repay the loans. If rates reduce at the end of three years, there will be shortfall of \$25.8 million annually on average for the following seven years. The Baseline Scenario shows that to pay the loans, still meet service level, as well as receive a reduction in rate income would mean Council would be in a receivership situation again. This is a catastrophic situation and was required to be presented. The Deteriorate Scenario, again shows the repayment of loans and rate income drop, but factors in the need to accommodate this. The only way Council is able to do this is through a reduction in employee costs (\$16.4 million) and material and services (\$11.5 million). This would inevitably mean another restructure and would result in a decrease in services or stopping some services altogether. Comments on the community consultation survey have been noted.</p>
N/A	Comments regarding material costs, consultants and overtime	1	<p>No change to the draft Strategy.</p> <p>Under section 217(1)(a2) of the Local Government (General) Regulation 2005 requires council to publish all contracts awarded over \$150,000 in its Annual Report. The Annual Report for the previous financial years is available on Council's website - https://www.centralcoast.nsw.gov.au/council/forms-and-publications/annual-reports. The development and costing of all projects consider several costings variable, such as materials, labour, fuel, plant hire etc. Resource and in-house skills also influence if out sourcing to external contracts will provide the best financial and quality project deliverables. Consistent with good governance principles Council considers that a project cost estimate comprises three components: the base estimate, a contingency allowance, and an escalation allowance. Overtime has already been reduced and is prioritised and carefully monitored. As well as a Quarterly Financial Report, Council has also introduced Monthly Financial Reporting, which is available for public view on Council's website: https://www.centralcoast.nsw.gov.au/council/forms-and-publications/finance-monthly-reports</p>
N/A	Comments on environmental volunteering	1	<p>No change to the draft Strategy.</p> <p>Council is supportive of the approach of improving coastal vegetation as a means to enhance environmental values and resilience to storms and climate change. In some areas on the Central Coast native dune planting and restoration alone is not sufficient to protect private and public assets from the effects of storm erosion and wave inundation. This is the case for the Wamberal embayment where the preferred actions outlined in the existing Coastal Zone Management Plan is a revetment wall coupled with sand nourishment. Community consultation was undertaken during 2020 and 2021 and details can be found at: https://www.yourvoiceourcoast.com/wamberalerosion.</p>

Draft Strategy Page No.	Summary of Submissions / Matters Raised	Number of Submissions	Staff Recommendation
			Council supports a number of coastal Environmental Volunteer groups on the Central Coast including the Wamberal Bushcare Group who work in the dunes to the south of Wamberal Lagoon.
N/A	Objection to SV / Comment on the need for better financial accountability within Council	3	<p>No change to the draft Strategy.</p> <p>Council has taken decisive actions in a short space of time since uncovering our financial problems in October 2020. We have made changes to the organisation by appointing a new Chief Executive Officer and Chief Financial Officer and now have tighter budget management controls and transparent monthly financial reporting that is publicly available on Council's website. We have also implemented measures to manage costs including reducing staffing by \$30 million, reducing materials and contracts by \$20 million, capping capital works programs at \$175 million, selling at least \$60 million in property assets and obtaining \$150 million in emergency bank loans to reimburse the \$200 million in restricted funds that had been spent unlawfully on projects that the community had benefited from. We have done everything we can behind the scenes to reduce costs with minimum service reductions to the community. This includes a focus on productivity improvements, such as improving internal systems, processes, equipment and better management of staff time. Some of these productivity improvements will continue to have an ongoing positive impact on improved service delivery and the community will see the benefits year on year. These cost management measures made up 70% of what we needed to do to satisfy the external lenders that we were getting Council finances back on track. The other 30% came from the temporary 13% special rate variation (plus 2% rate peg) approved by the Independent Pricing and Regulatory Tribunal (IPART) in May 2021. This temporary increase is for three years only. The external loans are the backbone of our financial recovery and we are required to repay these within ten years. To do this and continue to be able to deliver services at the current level, Council is proposing to apply to maintain the current rates for an additional seven years, or ten years in total. If rates reduce at the end of three years, there will be shortfall of \$25.8 million annually on average for the following seven years and we will need to reduce services to meet this shortfall. We have met or exceeded all the targets set as part of the recovery plan and we are taking every possible action to ensure the long-term financial sustainability of Council. Five scenarios have been considered by Council, with three included in the 10 year Long Term Financial Plan (LTFP), which details financial projections based on key assumptions. The three scenarios include a scenario based on the continuation of the 15% (including the 2% rate peg) Special Variation (SV), a baseline case scenario without the SV from the 2023-24 financial year, but still maintaining service levels, and a distressed scenario assuming the reduction of the SV and a wholesale further restructuring of the organisation and reduction and / or stopping of many services.</p>

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			<p>The LTFP shows that with the 15% SV continuing, Council will be able to stay on its clear path to financial recovery and sustainability and maintain at least the current service delivery for the community.</p> <p>In terms of accountability, the NSW Government is conducting a formal Public Inquiry into Central Coast Council which is looking at whether:</p> <ul style="list-style-type: none"> • the governing body acted in a manner that maximised the success of gaining efficiencies and financial savings from the merger process, • the governing body disregarded the financial consequences of its decisions, and • the governing body's decisions since 2017 contributed to the financial position which the Council now finds itself in. <p>The outcomes of the Public Inquiry will be issued via the Office of Local Government website here: www.olg.nsw.gov.au/public-inquiries/central-coast-council-public-inquiry. While this is underway, Council is continuing its financial recovery and making sure Council can keep operating.</p>
N/A	Question on sale of Council assets (Patonga Campgrounds)	1	<p>No change to the draft Strategy.</p> <p>The Patonga Camping Grounds is not part of Council's asset sales program.</p>

* Draft Delivery Program 2022-2025 (including Operational Plan 2022-23)