



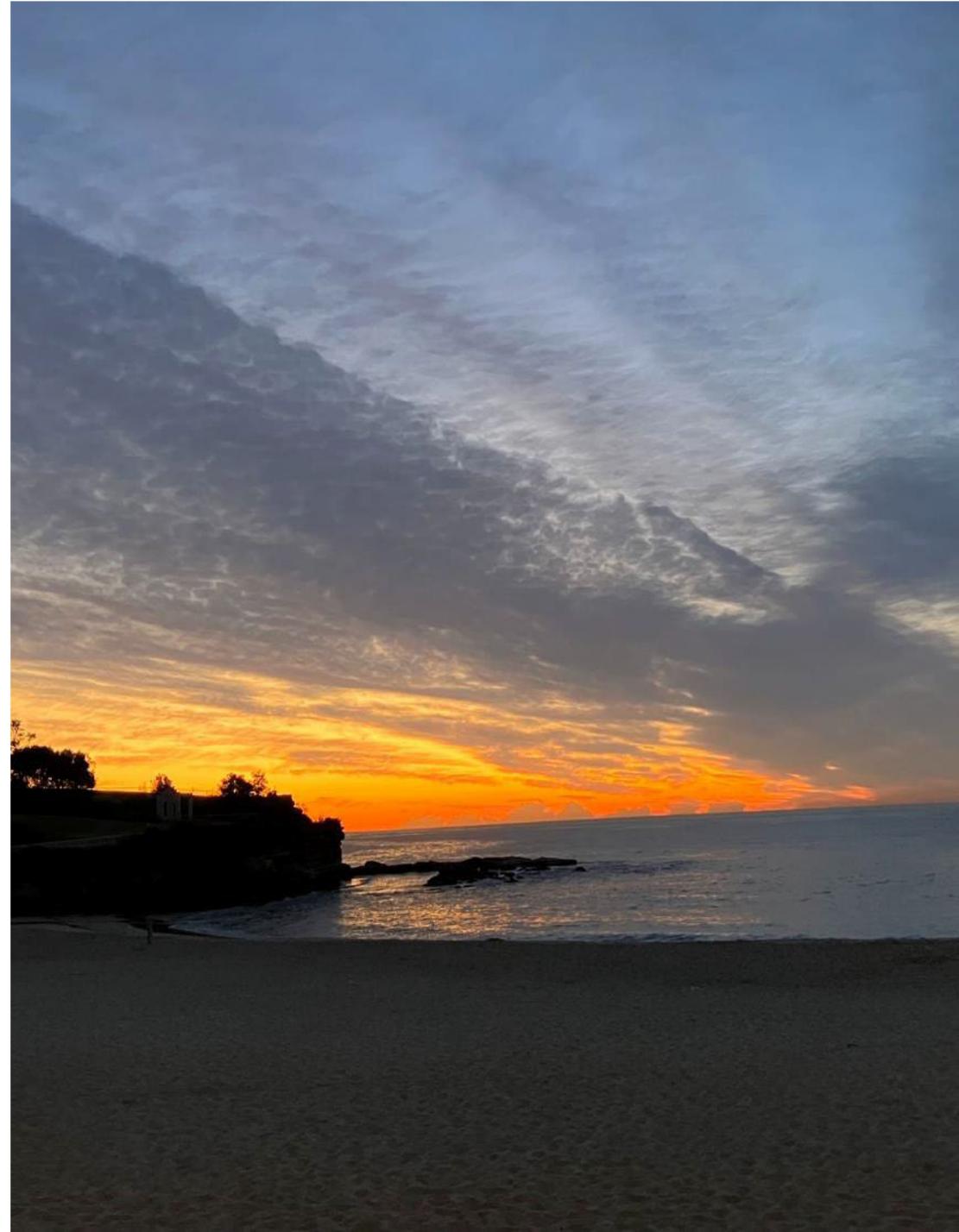
Randwick City Council

Community Research – 2023

Prepared by: Micromex Research
Date: November 2023

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Research Objectives

In October 2023, Randwick Council commissioned Micromex Research to conduct a random telephone survey with residents living in the Randwick Local Government Area (LGA).

Why?

- Identify the community's overall level of satisfaction with Council performance and quality of life living in Randwick
- Assess and establish the community's priorities, level of agreement with statements and satisfaction in relation to Council activities, services, and facilities
- Explore resident experiences contacting Council, and accessing information about Council services and facilities
- Identify the residents' awareness and support of the Environmental Levy in the Randwick area

How?

- Telephone survey (mobiles=602, landlines=148) to N=750 residents
- We use a 5 point scale (e.g. 1 = not at all satisfied, 5 = very satisfied)
- Greatest margin of error +/- 3.6% at the 95% confidence level

When?

- Fieldwork conduction: 25th October 2023 – 10th November 2023

Methodology and Sample



Sample selection and error

A total of 750 resident interviews were completed. 713 of the 750 respondents were chosen by means of a computer based random selection process using the Australian marketing lists, Sample Pages, List Brokers and Lead Lists. The remaining 37 respondents were 'number harvested' via face-to-face intercept at several locations around the Randwick LGA, i.e. Woolworths Matraville, Pacific Square Maroubra, UNSW/UNSW Anzac Pde Light rail station Randwick and Corner of Perouse Road and St Pauls St near the restaurants Randwick.

A sample size of 750 residents provides a maximum sampling error of plus or minus 3.6% at 95% confidence. This means that if the survey was replicated with a new universe of N=750 residents, 19 times out of 20 we would expect to see the same results, i.e. +/- 3.6%.

For the survey under discussion the greatest margin of error is 3.6%. This means, for example, that an answer such as 'yes' (50%) to a question could vary from 46.4% to 53.6%.

Interviewing

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

Data analysis

The data within this report was analysed using Q Professional.

Within the report, ▲▼ and blue and red font colours are used to identify statistically significant differences between groups, i.e., gender, age, etc.

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.

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

Ratings questions

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

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

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

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

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

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

Micromex LGA Benchmark

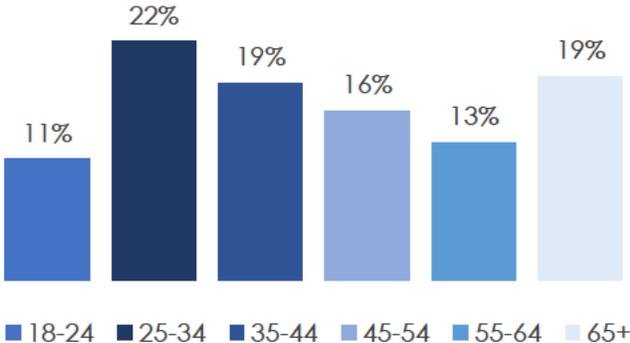
Micromex has developed Community Satisfaction Benchmarks using normative data from 75 unique councils, more than 175 surveys and over 93,000 interviews since 2012.

Sample Profile

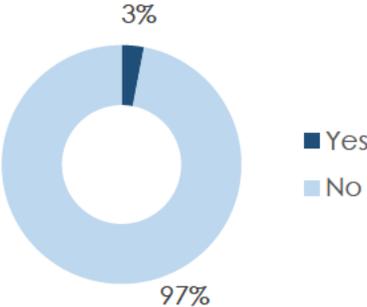
Gender



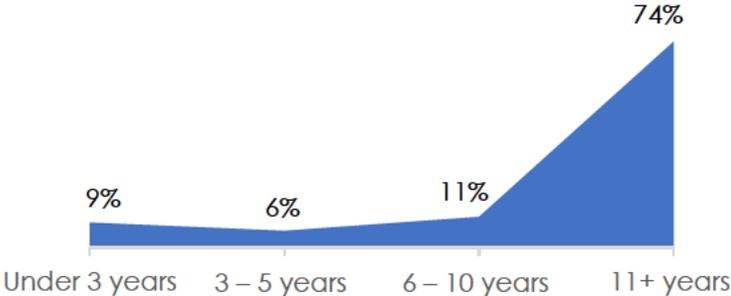
Age



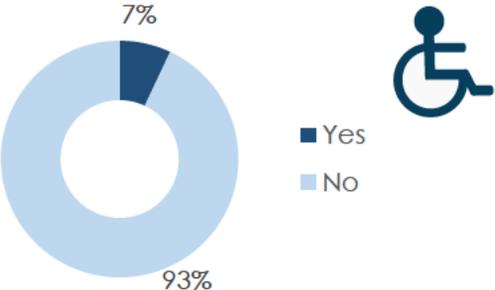
Aboriginal or Torres Strait Islander origin



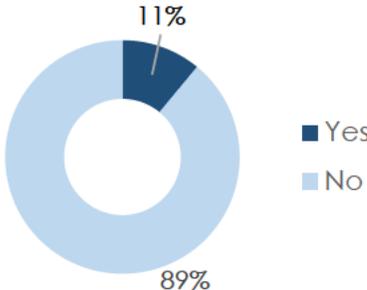
Time lived in the area



Do you identify as having a disability?

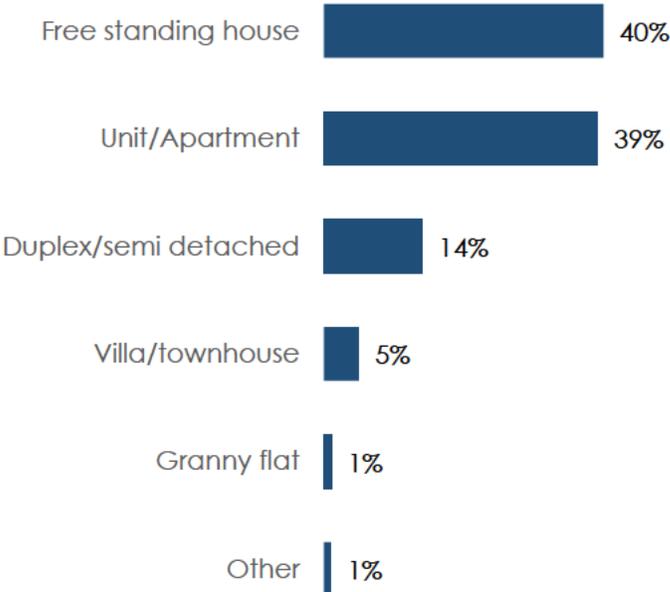


Do you care for someone with a disability?



Sample Profile

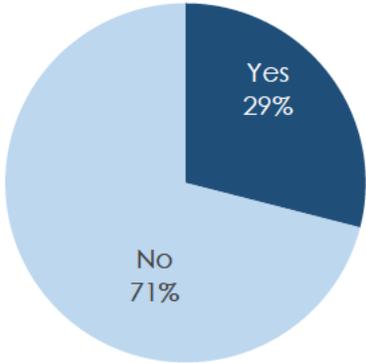
Household type



Suburb

Suburb	%
Maroubra	26%
Randwick	23%
Coogee	10%
Kingsford	9%
Kensington	6%
Matraville	6%
South Coogee	5%
Clovelly	4%
Little Bay	3%
Malabar	3%
Chifley	2%
La Perouse	1%
Phillip Bay	1%

Do you speak a language other than English at home?*



*Please see Appendix 1 for detailed results of languages spoken at home

Summary Findings



Where are we now?

Despite many external stressors over recent years, such as the impacts of Covid, bushfires, floods and rising costs, residents' perceived quality of life and the overall satisfaction with Council's performance have remained stable.

- Resident's overall satisfaction with Council's performance was significantly higher than our Micromex Bespoke Benchmark.
- Of the 43 services/facilities measured, 33 received a 'good performance' score (with 80% or more residents at least somewhat satisfied with Council's performance in that area).

According to an open-ended question asking top priorities facing the Randwick City LGA, in the eyes of residents, connectivity, overpopulation/overdevelopment and environmental issues are top 3 priority areas.

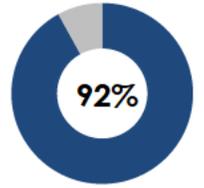
A regression analysis indicates that communication with Council, environmental protection and management of development are key drivers of satisfaction. Improvements in these areas will strengthen community positivity towards the performance of Randwick City Council.

Further, based on 2 expanded regression models involving satisfaction of contact and communication (see Slide 36), it is clear that every resident interaction with the organisation is an opportunity to shape community perception around the performance of the organisation.

Key Measures:

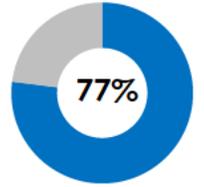
Overall satisfaction

92% of residents were at least somewhat satisfied with Council's performance



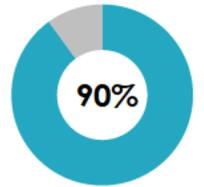
Satisfaction with Contact with Council

77% of residents who had contacted with Council in the last 12 months were at least somewhat satisfied with the contact



Quality of Life in the LGA

90% of residents rated their quality of life as 'good' to 'excellent'



Top Priority Areas



Connectivity
(e.g. congestion,
public transport
and parking)



Management of
overdevelopment/
overpopulation



Environmental
issues (e.g. climate
change, bushland
protection)

Top Drivers of Overall Satisfaction



- Council's response time to requests for service



- Environmental management



- Opportunity to participate in decision-making processes



- Ocean pools



- How Council plans for and assesses development

Satisfaction Scorecard

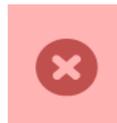
33 of the 43 services/ facilities received a satisfaction rating of 80% or more. Encouragingly, none of 43 services/ facilities received a satisfaction rating of 60% or lower.



Good performance
(T3B sat score ≥80%)



Monitor
(T3B sat score 60%-79%)



Needs improvement
(T3B sat score <60%)

Sport and Recreation	Caring for our Environment	Urban & Economic Development
Ovals and sporting facilities	Protection of natural bushland	How Council plans for and assesses development
Ocean pools	Tree preservation	Attractiveness of town centres
Local Parks	Environmental awareness and education	Vitality of town centres
Children's Playgrounds	Water and energy saving measures	Protection of heritage buildings and items
Beaches		
Council libraries		
Des Renford Leisure Centre (DRLC)		
Coastal open spaces and walkways		
Art & Culture	Transport, Roads & Drainage	Communication and Customer Service
Festivals and events	Traffic management in the Randwick LGA	Council's response time to requests for service
Cultural activities	Maintaining local roads	Council's provision of information to residents about activities and services
Museums	Maintaining footpaths	Community consultation
Alfresco dining	Constructing cycleways	Opportunity to participate in decision-making processes
Pop-up activations	The availability of car parking in the town centres in the Randwick City area	
Caring for the Community	Council's Regulatory Services	Strategic Planning
Community centres and halls	Health inspections at food premises etc.	Long term planning for the City
Information on community services	Rangers and parking patrols	
Home Modification and Maintenance Service	Regulation and enforcement	
Community safety	Environmental management	
		Public Place Waste Services
		Provision of public place litter bins
		Street cleaning
		Beach cleaning
		Town centre cleaning

Environmental Levy



92%

Of respondents were at least somewhat supportive to continue the Environmental Levy.

Environmental Levy
Sustaining our City
for the next 20 years



Top Reasons for being Supportive

- Supportive of environmental projects and protection of the environment
- Importance of the environment and these projects to the local community
- Levy is AFFORDABLE for the services/facilities provided
- Responsibility for environmental preservation and maintenance



Top Reasons for being not Supportive

- Opposition to the levy due to cost
- Council/the Government should pay for environmental initiatives
- Some environmental projects are not needed/disagree with some projects
- Council needs to be more transparent about where funding is used
- Need improvements to other services/facilities outside of the environmental projects



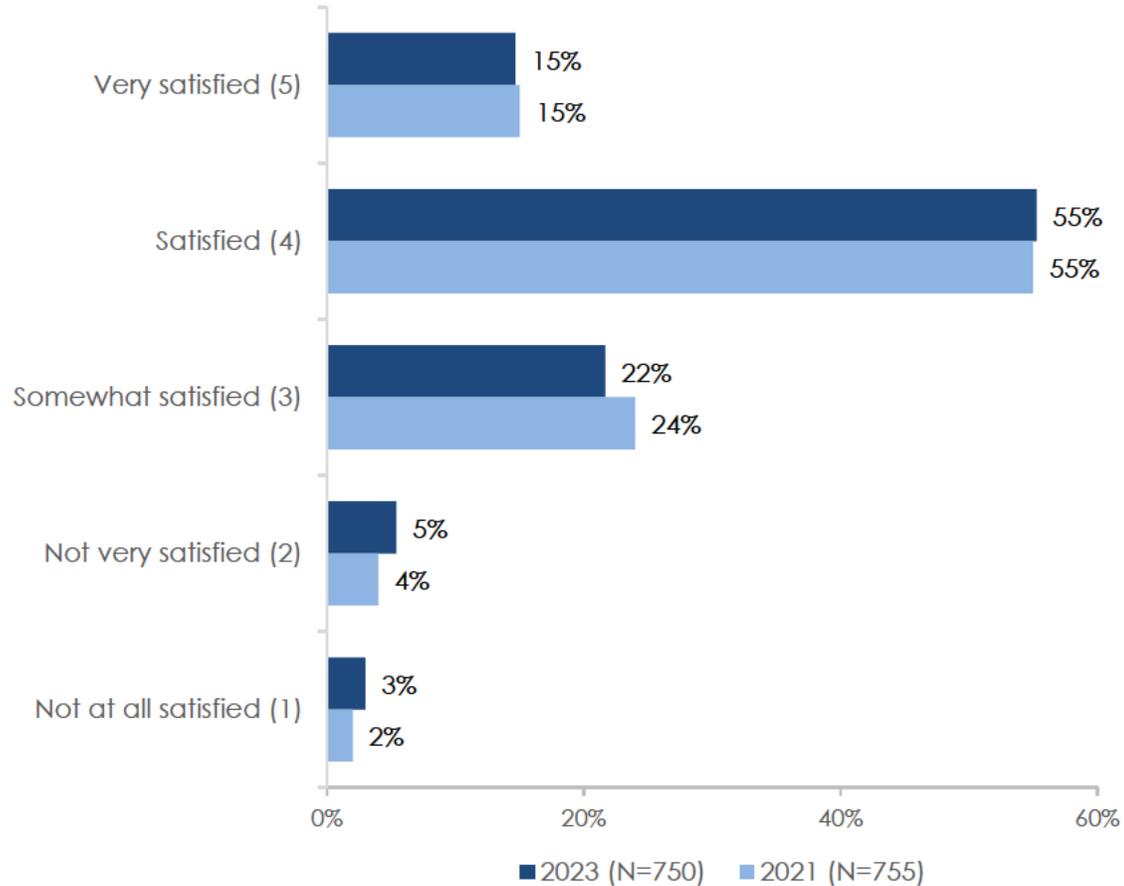
Section One

Living in the Randwick LGA

This section examines residents' overall satisfaction with Council's performance and quality of life living in the Randwick LGA. There is also a focus on the highest priorities for Randwick Council in the next 3 years and residents' perceptions of specific statements about living in Randwick.

Overall Satisfaction

92% of residents were at least somewhat satisfied with Council's performance for the last 12 months, which has remained stable since 2017. Further, comparing to our Bespoke Benchmark, residents living in Randwick City were significantly more likely to be satisfied with Council's performance.



	2023	2021	2017	2014	2012	2010
Mean rating	3.73	3.77	3.75	3.80	3.65	3.70
Base	750	755	603	1,005	1,000	995

	Randwick City Council	Micromex LGA Bespoke Benchmark*
Top 3 Box %	92%	88%
Mean rating	3.73	3.52
Base	750	7,581

*Note: Details of Bespoke Benchmark is provided in the Appendix.

Q17a. Overall, for the last 12 months, how satisfied 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
A significantly higher/lower percentage/rating (by year/group)

Overall Satisfaction

Based on demographics, younger residents (18-24) were more likely to be satisfied with Council's performance, whilst residents who have disability or care for someone with a disability were less positive towards Council's performance.

	Overall	Gender		Age						Time Live in Area			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	Under 3 years	3 – 5 years	6 – 10 years	11+ years
Top 3 Box %	92%	89%	94%	100%	90%	94%	93%	84%	90%	96%	93%	94%	91%
Mean rating	3.73	3.67	3.79	3.95	3.76	3.80	3.74	3.49	3.66	3.99	3.91	3.90	3.66
Base	750	361	389	85	168	139	119	96	143	68	46	84	552

	Overall	Speak a Language other than English at Home		Disabled or caring for someone with a disability		Housing Type		
		Yes	No	Yes	No	Free Standing House	Unit/ Apartment/ Villa/ Townhouse	Duplex/ semi detached
Top 3 Box %	92%	90%	92%	84%	93%	90%	93%	93%
Mean rating	3.73	3.71	3.74	3.40	3.80	3.66	3.79	3.72
Base	750	216	534	123	627	300	328	106

Reasons for Level of Satisfaction with Council

Based on an open-ended question asking the reasons for level of satisfaction with Council, 43% of residents who were satisfied/very satisfied stated that they were generally happy with Council's performance, while 44% of residents who were not satisfied mentioned that they were not satisfied with Council's actions, funding distribution and accountability.

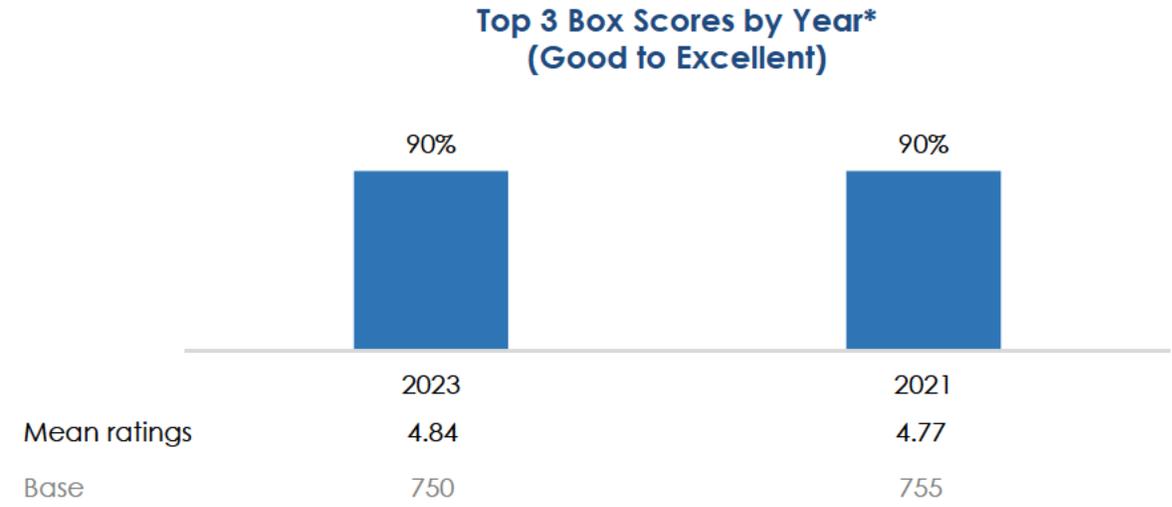
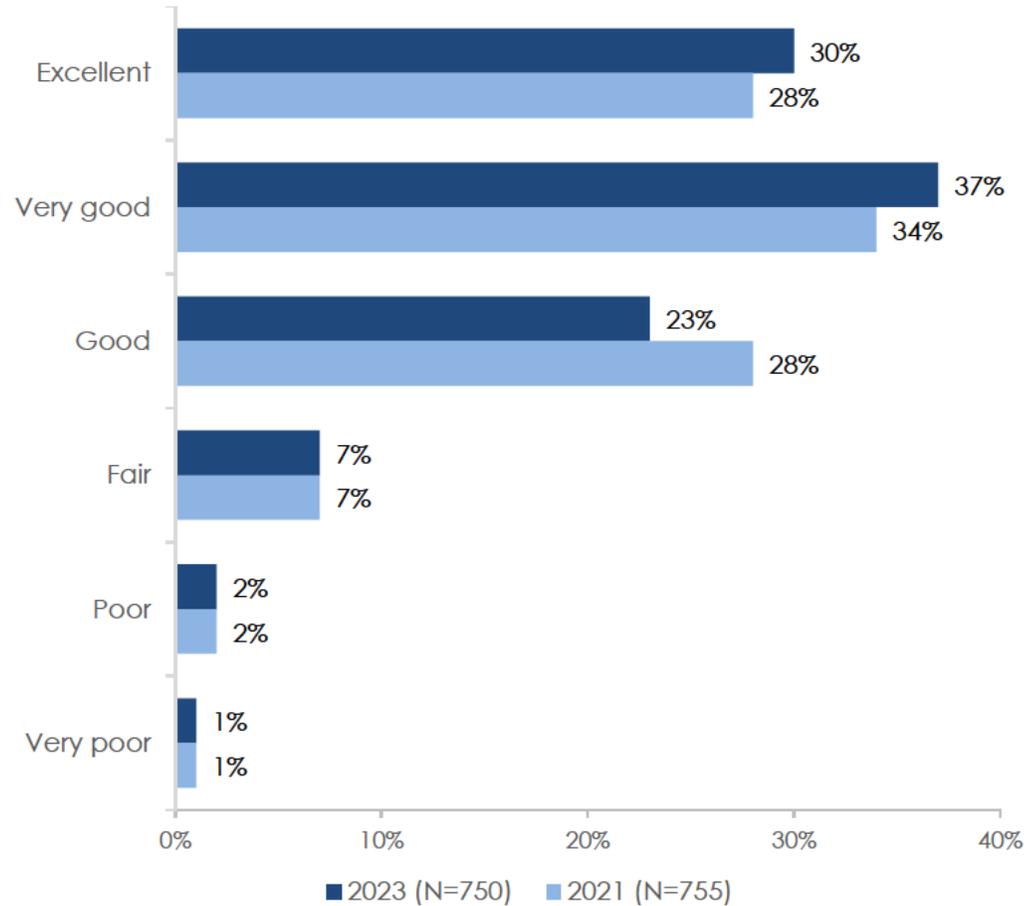
Satisfied/Very satisfied (70%)	N=524	Total %
Happy with Council performance	43%	30%
General maintenance and cleanliness	17%	12%
Good Council communication/engagement	17%	12%
Good customer service/responsiveness	13%	9%
Quality services/facilities	10%	7%

Somewhat satisfied (22%)	N=163	Total %
Dissatisfaction with Council's actions, fund distribution, accountability	23%	5%
Lack of Council communication/engagement	16%	3%
Happy with Council performance	13%	3%
Room for improvement	12%	3%
Improved services/facilities	10%	2%
Poor waste management	10%	2%

Not at all satisfied/not very satisfied (8%)	N=63	Total %
Dissatisfaction with Council's actions, fund distribution, accountability	44%	4%
Poor customer services/response times	20%	2%
Lack of Council communication/engagement	17%	1%
Poor road Maintenance	14%	1%
Improved cleanliness/maintenance	12%	1%
Parking availability/management	11%	1%
Footpath maintenance	11%	1%
Poor waste management	10%	1%
Animal management	10%	1%

Quality of Life

90% of residents rated their quality of life as 'good' to 'excellent', a positive result which is on par with 2021. Comparing to our Bespoke Benchmark statistically, residents in Randwick City rated their quality of life lower than the Benchmark.



	Randwick City Council	Micromex LGA Bespoke Benchmark
Top 3 Box %	90%	96%
Mean rating	4.84	5.21
Base	750	5,740

*Note: 2014 was not included in YoY comparison due to a different scale (5 points scale)

Quality of Life

Multilingual residents rated their quality of life higher, while residents who identify with a disability or care for someone who has a disability were more likely to rate their quality of life lower.

	Overall	Gender		Age						Time Live in Area			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	Under 3 years	3 – 5 years	6 – 10 years	11+ years
Top 3 Box %	90%	90%	90%	88%	89%	90%	92%	94%	88%	92%	83%	93%	89%
Mean rating	4.84	4.88	4.80	5.03	4.83	4.84	4.85	4.86	4.72	4.87	4.85	5.00	4.81
Base	750	361	389	85	168	139	119	96	143	68	46	84	552

	Overall	Speak a Language other than English at Home		Disabled or caring for someone with a disability		Housing Type		
		Yes	No	Yes	No	Free Standing House	Unit/ Apartment/ Villa/ Townhouse	Duplex/ semi detached
Top 3 Box %	90%	85%	92%	74%	93%	90%	88%	92%
Mean rating	4.84	4.56	4.95	4.24	4.95	4.92	4.72	5.02
Base	750	216	534	123	627	300	328	106

Scale: 1 = very poor, 6 = excellent

A significantly higher/lower rating (by group)

Top Priority Areas for Council to Focus On

Based on an open-ended question asking the highest priority issues facing the Randwick, the most frequently mentioned priorities focused on connectivity (e.g. traffic management and congestion, public transport, parking), management of overdevelopment and overpopulation and environment issues. Further, the provision of services and facilities, cost of living and housing availability are also priorities.

Example Verbatims

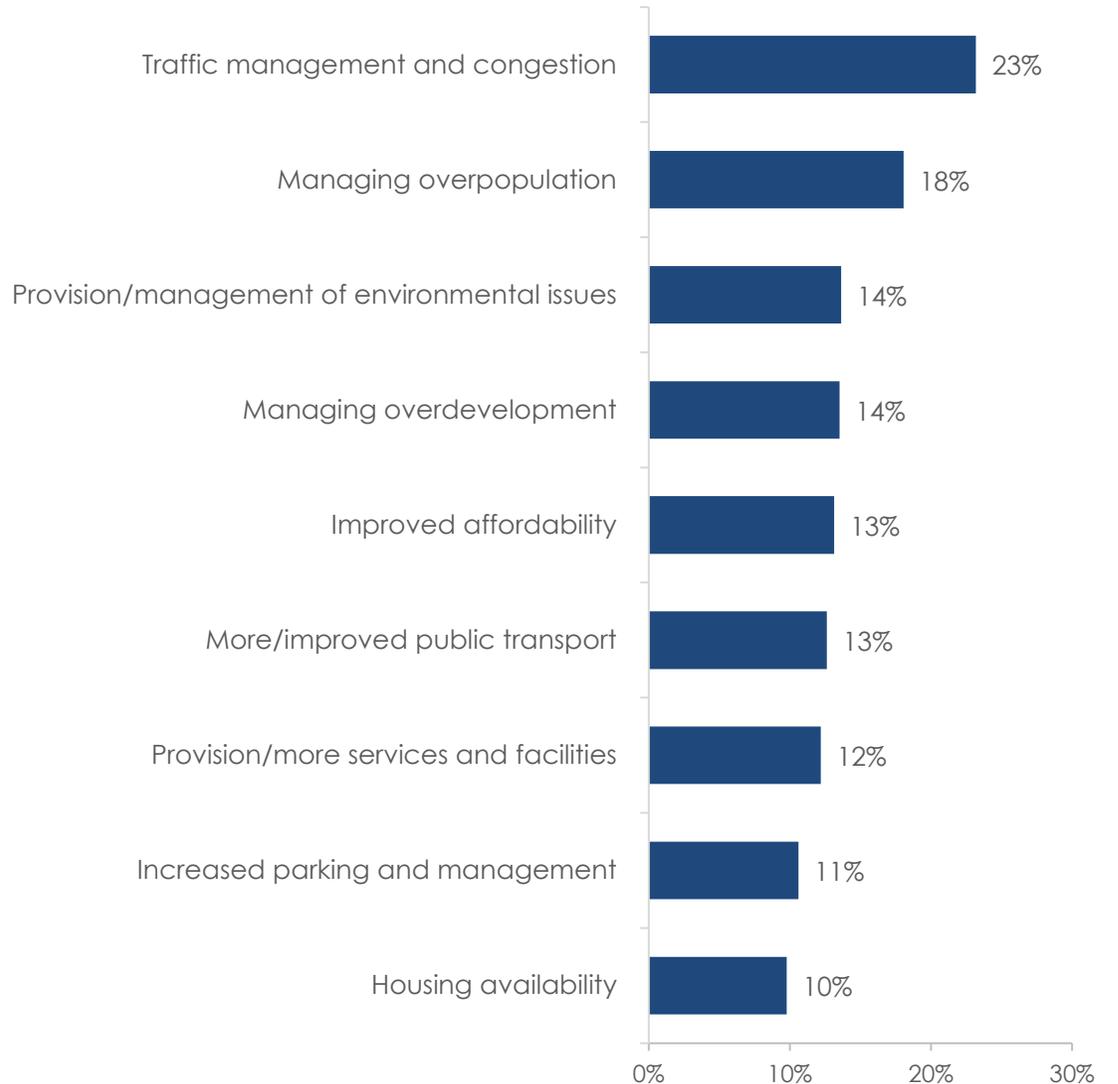
“Managing traffic and transport”

“Maintaining a high quality of services for a highly diverse and increasing population”

“Urban over-development and increase in population density”

“Accommodation for people, given that a lot of people coming into the area”

“Protecting the natural environment and local bushland”



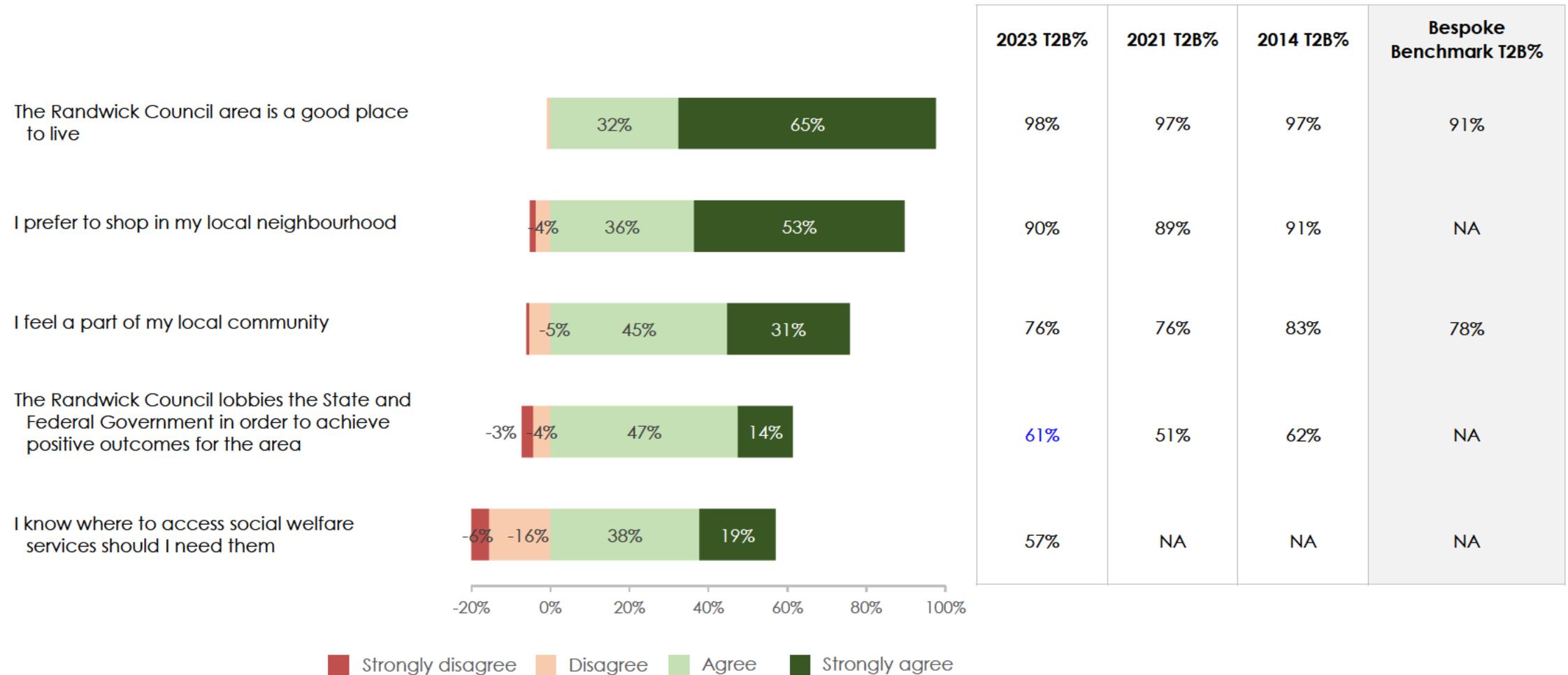
Base: N= 750

Q18. During the next 3 years, what do you think will be the highest priority issues facing the Randwick local government area?

Note: Only top measures are shown in the chart, please see the full results in Appendix 1 17

Agreement Statements

Almost all residents living in Randwick agreed that the Randwick Council area is a good place to live, while the accessibility of social welfare services still has some room for improvement. Encouragingly, significantly more residents agreed that Randwick Council lobbies the State and Federal Government in order to achieve positive outcomes for the area compared to 2021.



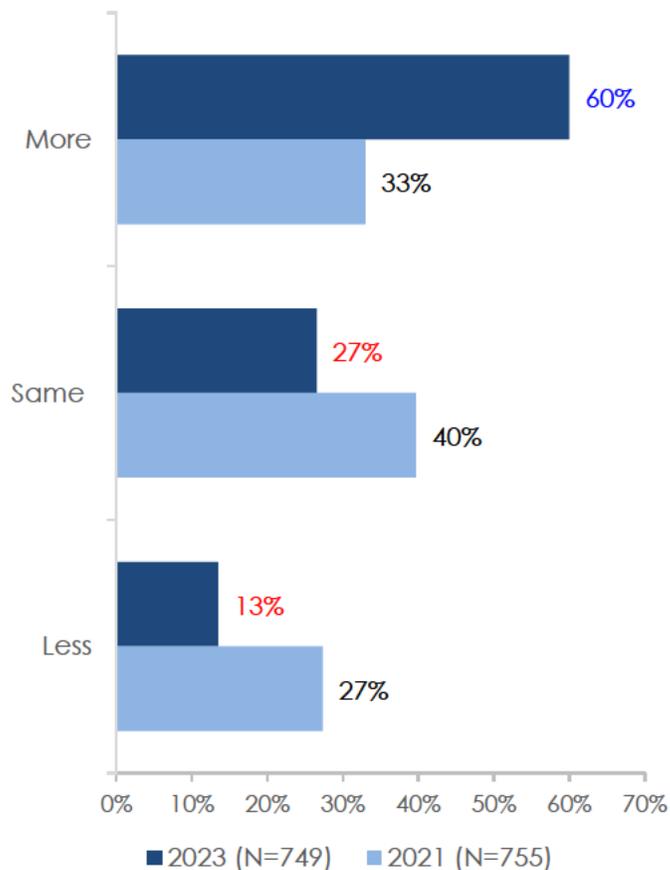
Base: N= 750

Q19. How strongly do you agree or disagree with the following statements:

Note: <3% was not shown in the chart, please see results by demographics in Appendix 1
A significantly higher/lower percentage (compared to 2021)

Shopping Habits

Local spend has increased amongst residents compared to 2021, this is more pronounced for disabled residents and carers of disabled people. However, interestingly, residents who live in duplex/ semi-detached houses were less likely to spend more on shopping compared to residents who live in other types of houses.



	Overall	Gender		Age						Time Live in Area			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	Under 3 years	3 – 5 years	6 – 10 years	11+ years
More	60%	58%	62%	67%	66%	56%	57%	51%	61%	65%	63%	52%	60%
Base	749	361	388	85	168	139	119	96	143	68	46	84	551

	Overall	Speak a Language other than English at Home		Disabled or caring for someone with a disability		Housing Type		
		Yes	No	Yes	No	Free Standing House	Unit/ Apartment/ Villa/ Townhouse	Duplex/ semi detached
More	60%	63%	59%	69%	58%	61%	63%	49%
Base	749	216	534	123	627	300	328	106



Section Two

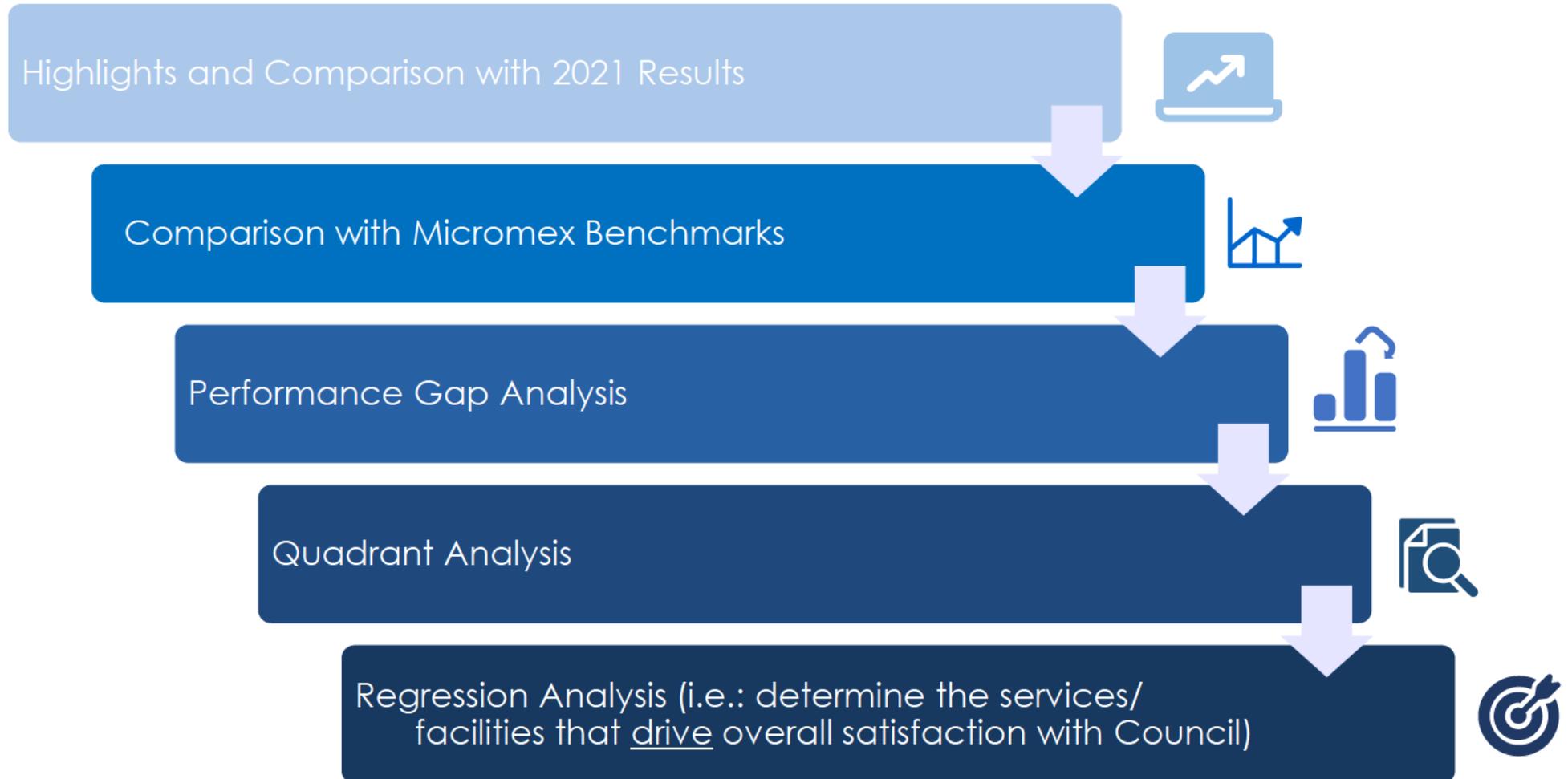
Summary of Council Services/Facilities

This section summarises the importance and satisfaction ratings for the 43 services and facilities. In this section we explore trends to past research and comparative norms.

Council Services and Facilities

A major component of the 2023 Community Survey was to assess perceived Importance of, and Satisfaction with 43 Council-provided services and facilities – the equivalent of 86 separate questions!

We have utilised the following techniques to summarise and analyse these 86 questions:



Importance & Satisfaction – Highest/Lowest Rated Services/Facilities

A core element of this community survey was the rating of 43 facilities/services in terms of Importance and Satisfaction. The analysis below identifies the highest and lowest rated services/facilities in terms of importance and satisfaction.

Importance

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

Higher importance	T2 Box	Mean
Beach cleaning	93%	4.65
Maintaining footpaths	92%	4.58
Maintaining local roads	91%	4.59
Coastal open spaces and walkways	90%	4.50

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

Lower importance	T2 Box	Mean
Museums	41%	3.14
Community centres and halls	41%	3.25
Pop-up activations	44%	3.36
Home Modification and Maintenance Service	46%	3.33

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

Satisfaction

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

Higher satisfaction	T3 Box	Mean
Beaches	97%	4.38
Des Renford Leisure Centre (DRLC)	97%	4.21
Coastal open spaces and walkways	96%	4.25
Ocean pools	95%	4.25
Council libraries	95%	4.25

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

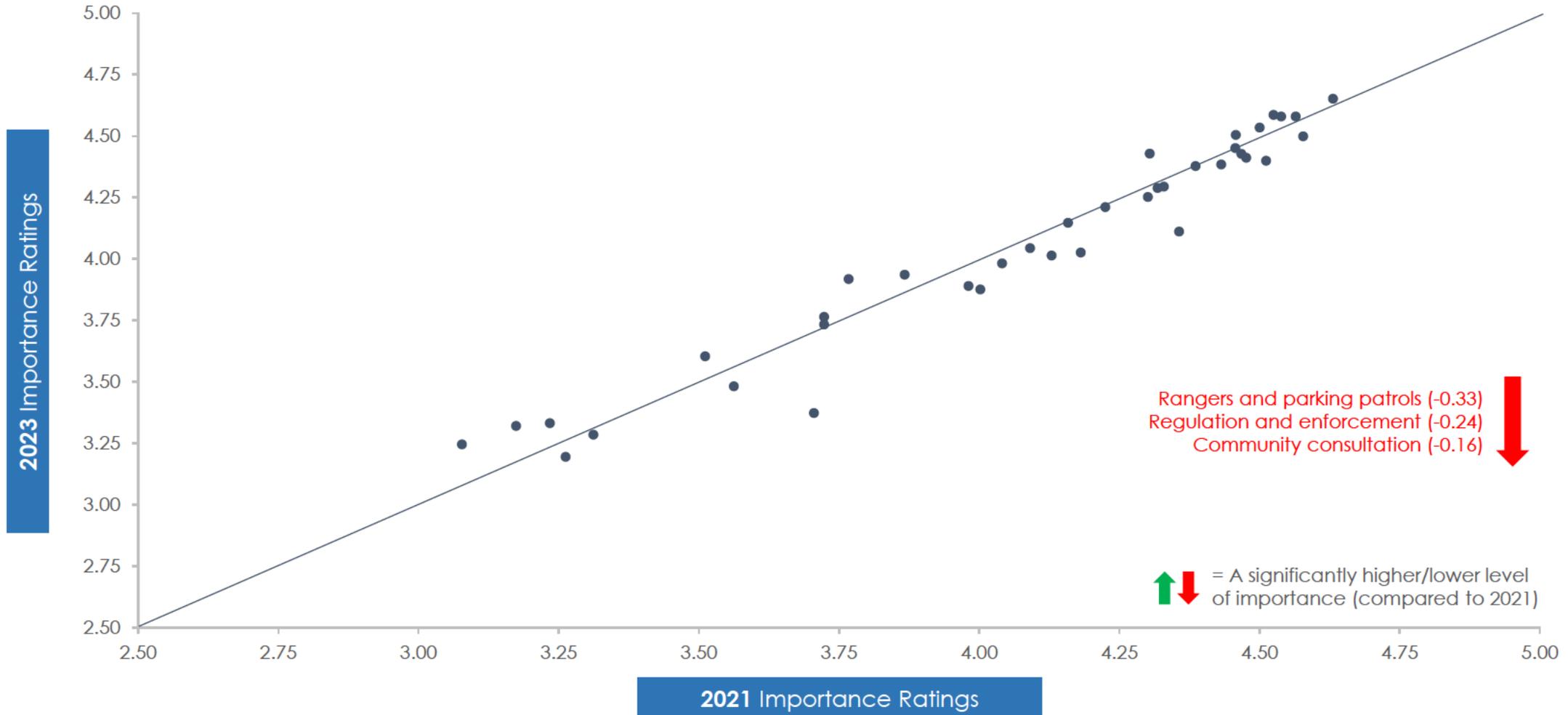
Lower satisfaction	T3 Box	Mean
How Council plans for and assesses development	68%	3.07
The availability of car parking in the town centres in the Randwick City area	70%	3.03
Traffic management in the Randwick LGA	73%	3.14
Constructing cycleways	73%	3.15
Opportunity to participate in decision-making processes	73%	3.17

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

Services and Facilities – Importance: Comparison by Year

The below chart compares the mean importance ratings for 2023 vs 2021.

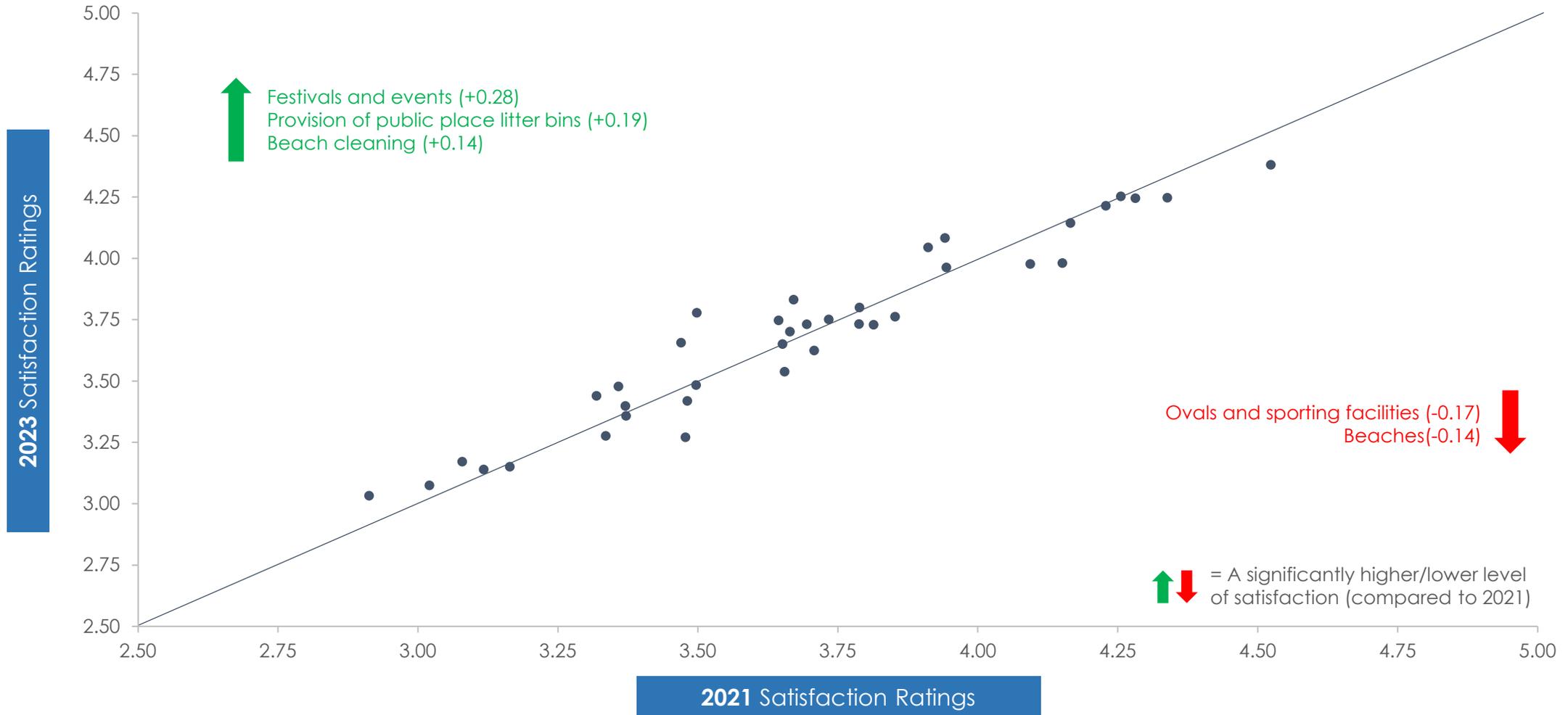
No measures significantly increased in importance compared to 2021, while there were significant decreases in importance for 3 of the 38 services and facilities.



Services and Facilities – Satisfaction: Comparison by Year

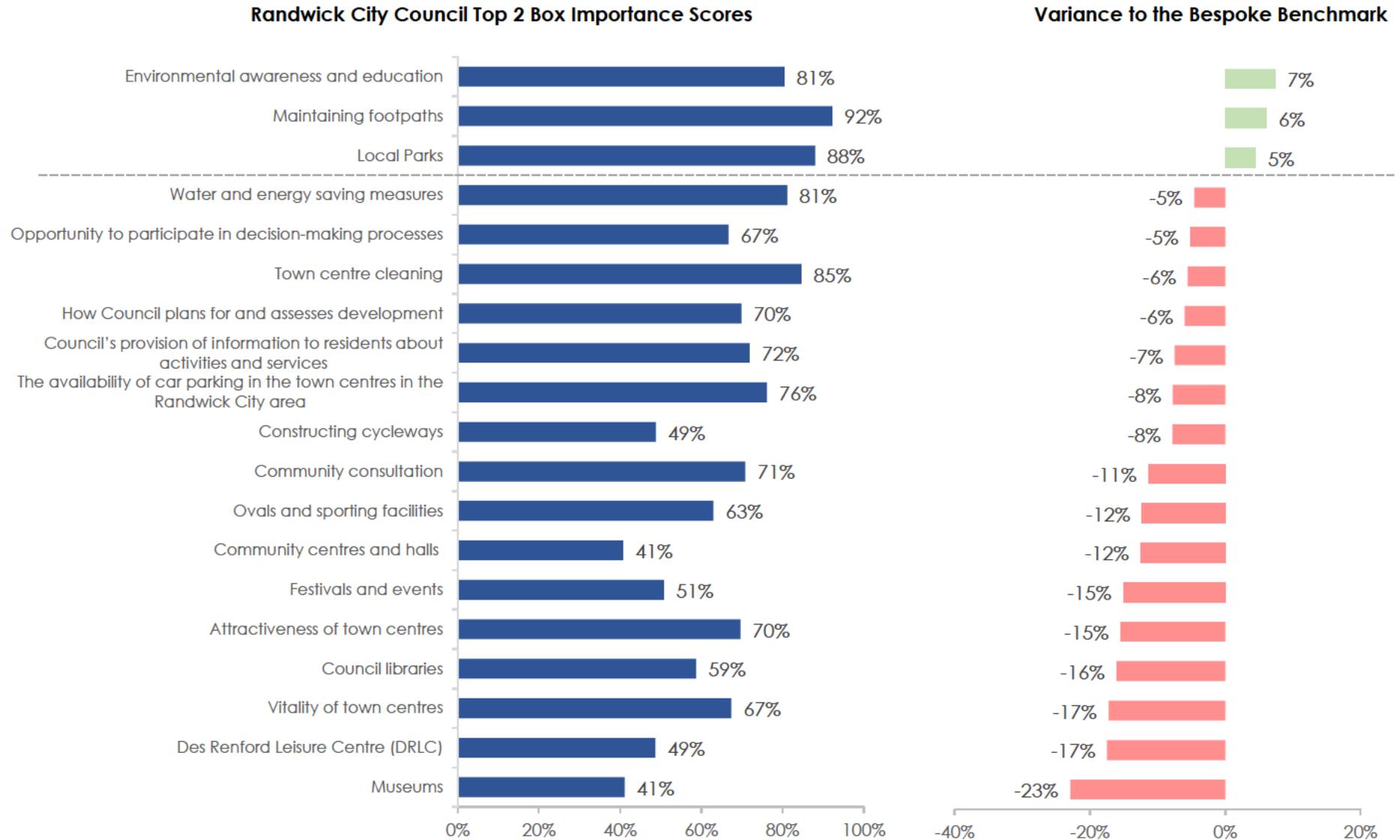
The below chart compares the mean satisfaction ratings for 2023 vs 2021.

Satisfaction significantly increased for 3 of the 38 comparable services and facilities, there were also significant decreases in satisfaction for 2 of the 38 services and facilities.



Summary Importance Comparison to the Bespoke Benchmark

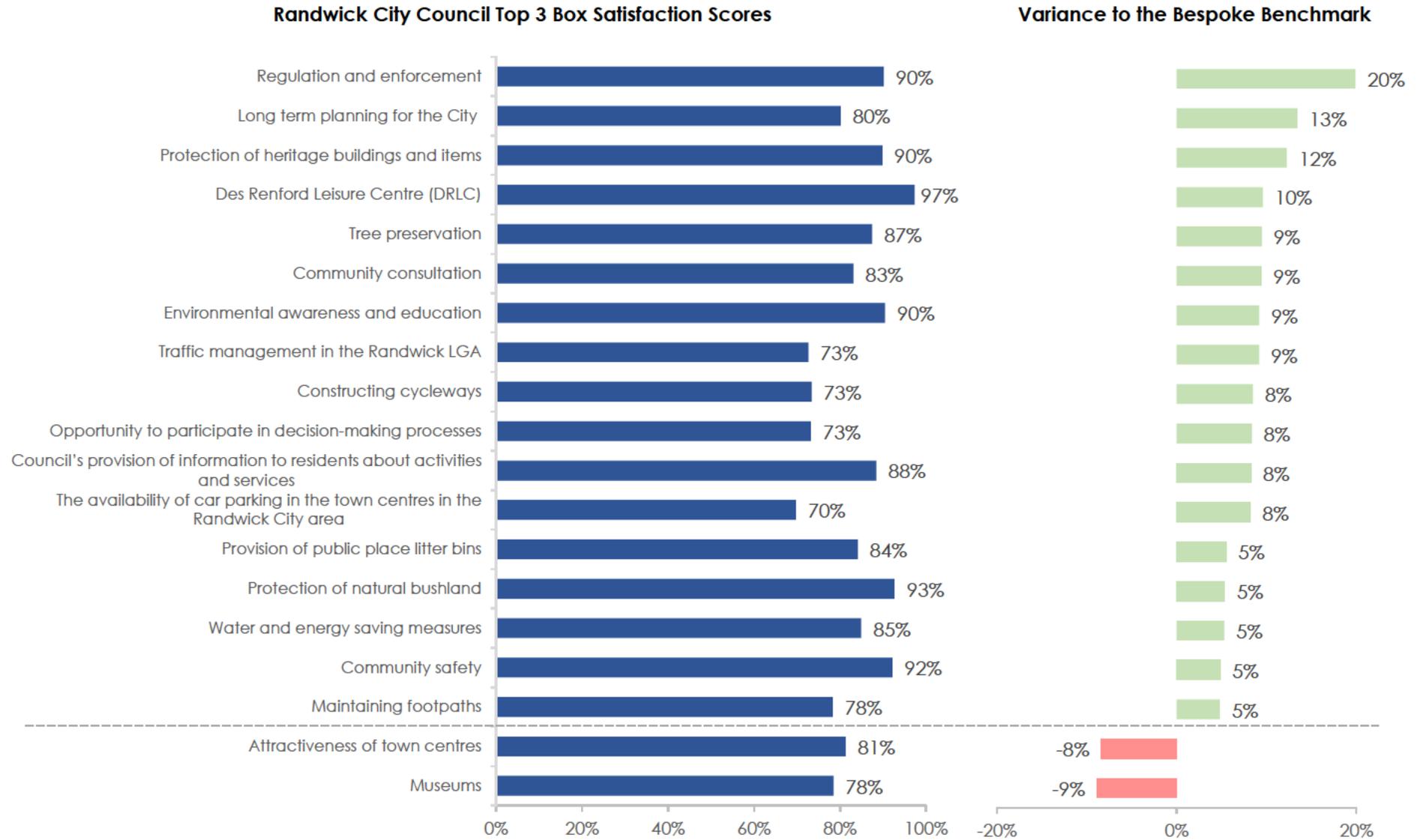
The chart to the right shows the variance between Randwick City Council top 2 box importance scores and the Bespoke Benchmark. Services/facilities shown in the below chart highlight larger positive and negative gaps.



Note: Only services/facilities with a variance of +/- 5% to the Benchmark have been shown above. Please see Appendix 1 for detailed list
 Top 2 box = important/very important

Summary Satisfaction Comparison to the Bespoke Benchmark

The chart to the right shows the variance between Randwick City Council top 3 satisfaction scores and the Bespoke Benchmark. Services/facilities shown in the chart to the right highlight larger positive and negative gaps.



Note: Only services/facilities with a variance of +/- 5% to the Benchmark have been shown above. Please see Appendix 1 for detailed list
 Top 3 box = at least somewhat satisfied

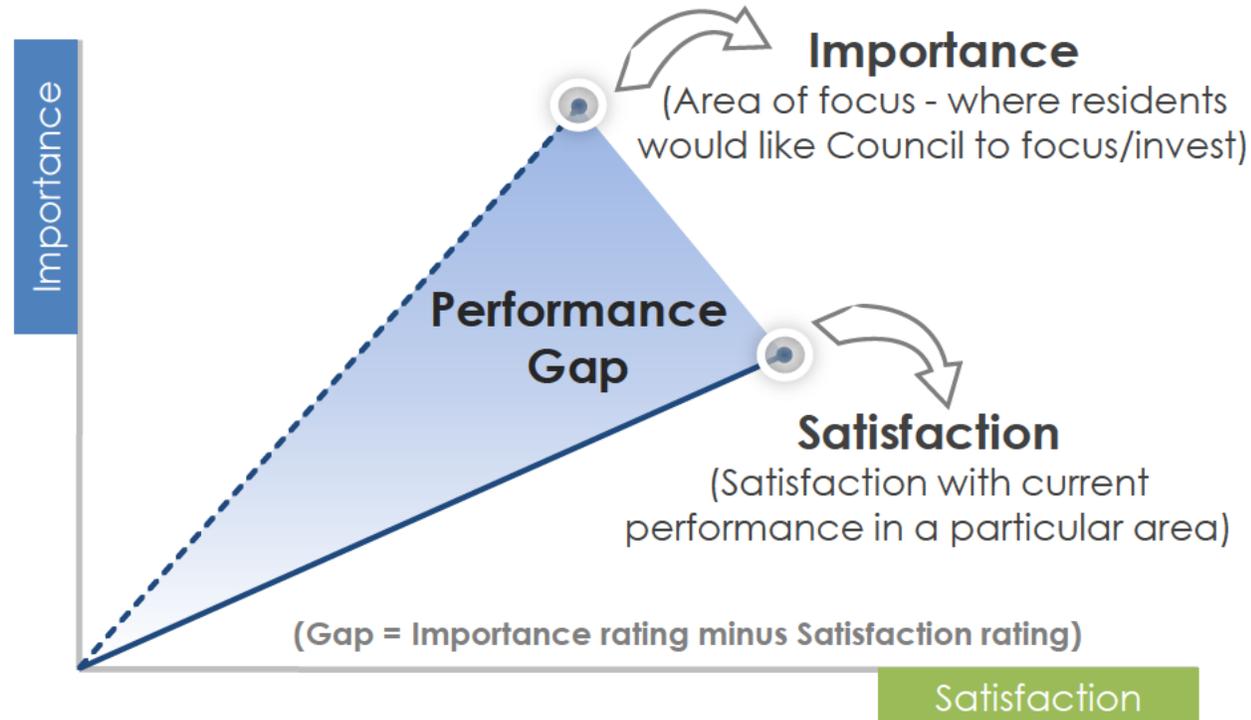
Performance Gap Analysis

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

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

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

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



Performance Gap Analysis

When we examine the largest performance gaps, we can identify that all of the services or facilities have been rated as high in importance, whilst residents' satisfaction for all of these areas is between 70% and 85%.

Measures regarding connectivity have the largest performance gaps, which include local roads, footpaths, traffic and parking.

Service Area	Service/Facility	Importance T2 Box	Satisfaction T3 Box	Performance Gap (Importance – Satisfaction)
Transport, Roads & Drainage	Maintaining local roads	91%	76%	15%
Transport, Roads & Drainage	Maintaining footpaths	92%	78%	14%
Transport, Roads & Drainage	Traffic management in the Randwick LGA	85%	73%	12%
Transport, Roads & Drainage	The availability of car parking in the town centres in the Randwick City area	76%	70%	6%
Strategic Planning	Long term planning for the City (e.g., 20 year Randwick City Plan)	84%	80%	4%
Public Place Waste Services	Provision of public place litter bins	87%	84%	3%
Public Place Waste Services	Street cleaning	87%	85%	3%
Urban & Economic Development	How Council plans for and assesses development (i.e., development applications)	70%	68%	2%

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

Quadrant Analysis

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

This analysis is completed by plotting the variables on x and y axes, defined by stated importance and rated satisfaction. We aggregate the top 2 box importance scores and top 3 satisfaction scores for stated importance and rated satisfaction to identify where the facility or service should be plotted.

On average, Randwick City Council residents rated services/facilities less important than our Benchmark, and their satisfaction was, on average, higher.

	Randwick City Council	Micromex Comparable Bespoke Benchmark
Average Importance	71%	80%
Average Satisfaction	86%	81%

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

Explaining the 4 quadrants (overleaf)

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

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

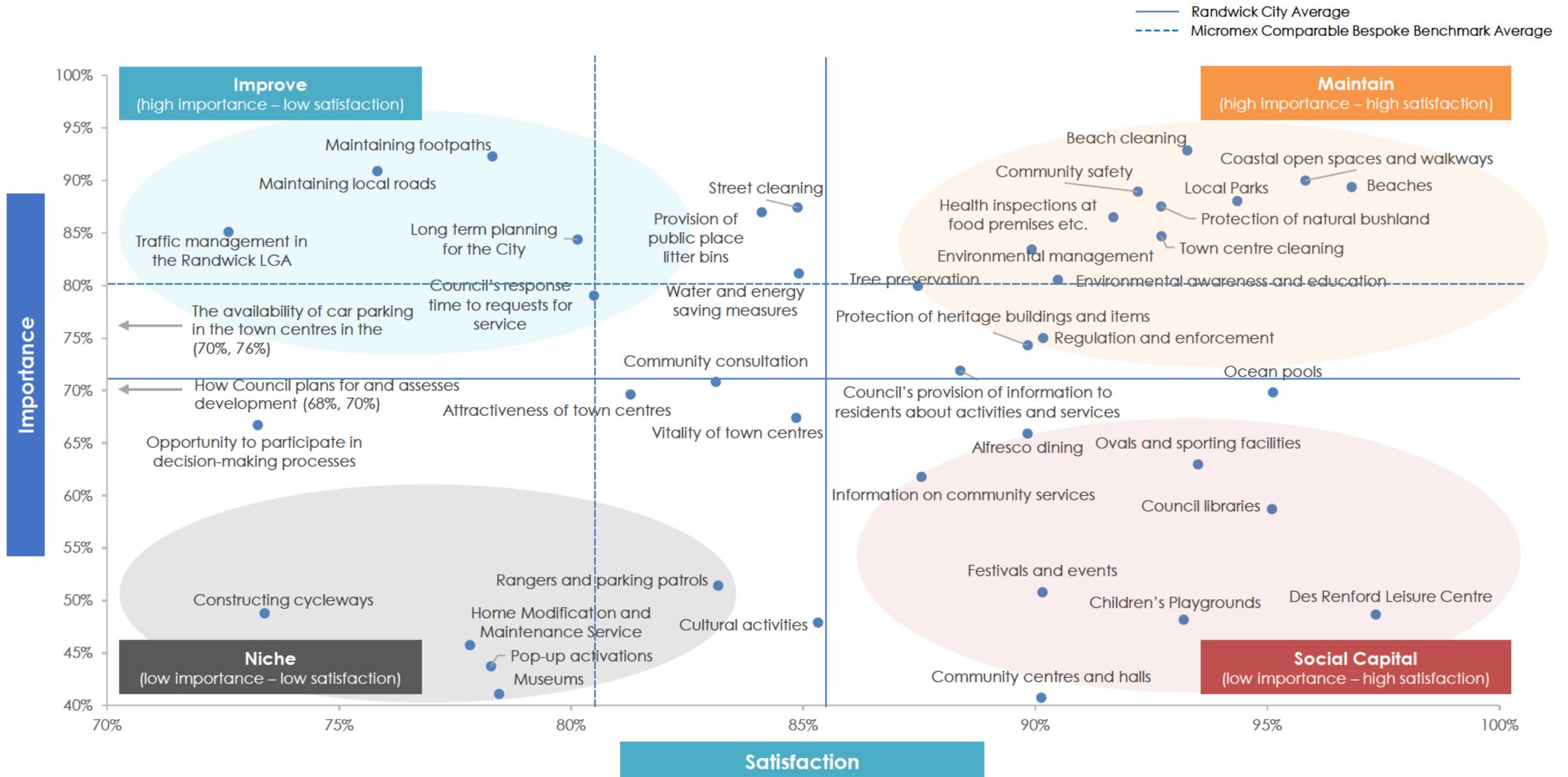
Attributes in the bottom left quadrant, **NICHE**, such as 'Constructing Cycleways', are of a relatively lower priority (and the word 'relatively' should be stressed – they are still important). These areas tend to be important to a particular segment of the community.

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

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

Quadrant Analysis – Importance VS Satisfaction

The chart below shows the satisfaction (T3B%) with service/facilities measures plotted against importance (T2B%).



Advanced Regression Analysis

The outcomes identified in stated importance/satisfaction analysis often tend to be obvious and challenging. No matter how much focus a council dedicates to 'maintaining local roads', it will often be found in the **IMPROVE** quadrant. This is because, perceptually, the condition of local roads can always be better.

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

Therefore, in order to identify how Randwick City Council can actively drive overall community satisfaction, we conducted further analysis

Explanation of Analysis

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

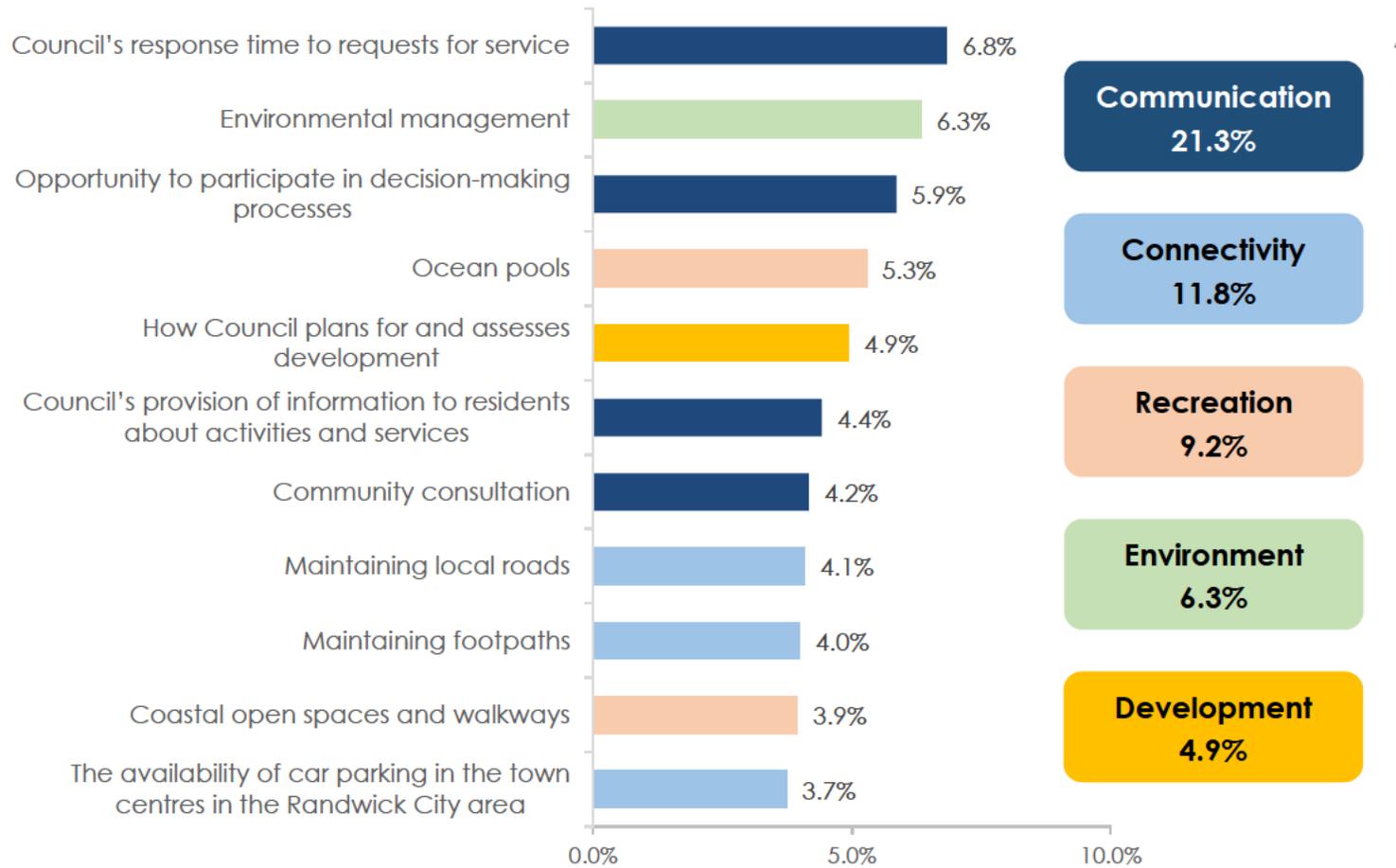
What Does This Mean?

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



Key Drivers of Overall Satisfaction with Council

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



The results in the chart to the left identify which services/facilities contribute most to overall satisfaction. If Council can improve satisfaction scores across these services/facilities, they are likely to improve their overall satisfaction score.

We categorized these important key drivers into 5 summarized groups (see different colours), communication between residents and Council and connectivity are the most important drivers of overall satisfaction, however, as shown on Slide 28, connectivity currently has the largest performance gap (high importance but low satisfaction), which suggests that there is still potential for Randwick City to lift overall satisfaction by improving connectivity.

In addition, recreation, environment and development are also important priorities.

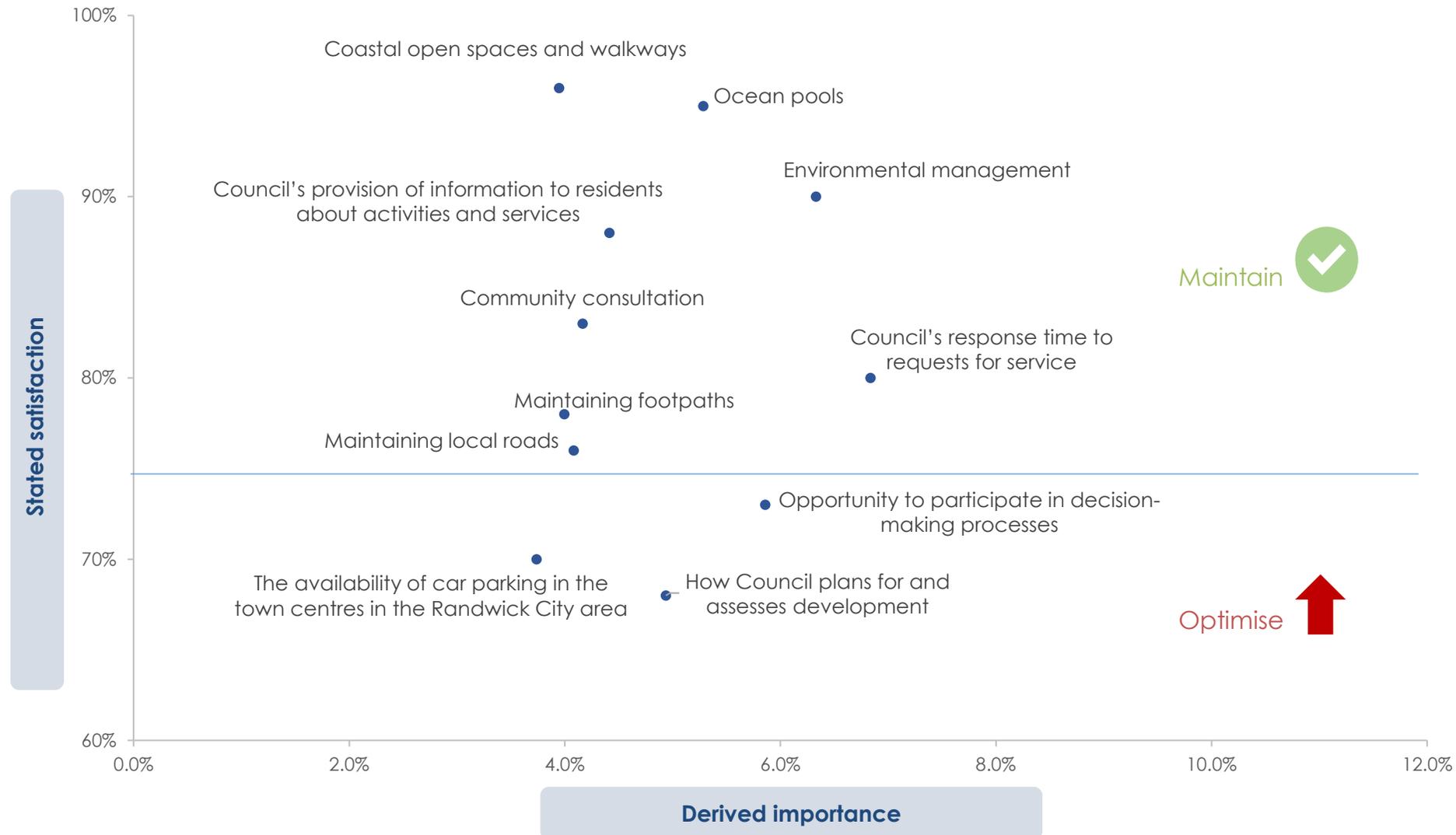
Barriers R² value = 0.31
 Optimisers R² value = 0.29

Dependent Variable: Q17a. Overall, for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues but across all responsibility areas?

Note: Please see Appendix 1 for complete list

Mapping Stated Satisfaction and Derived Importance Identifies the Community Priority Areas

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



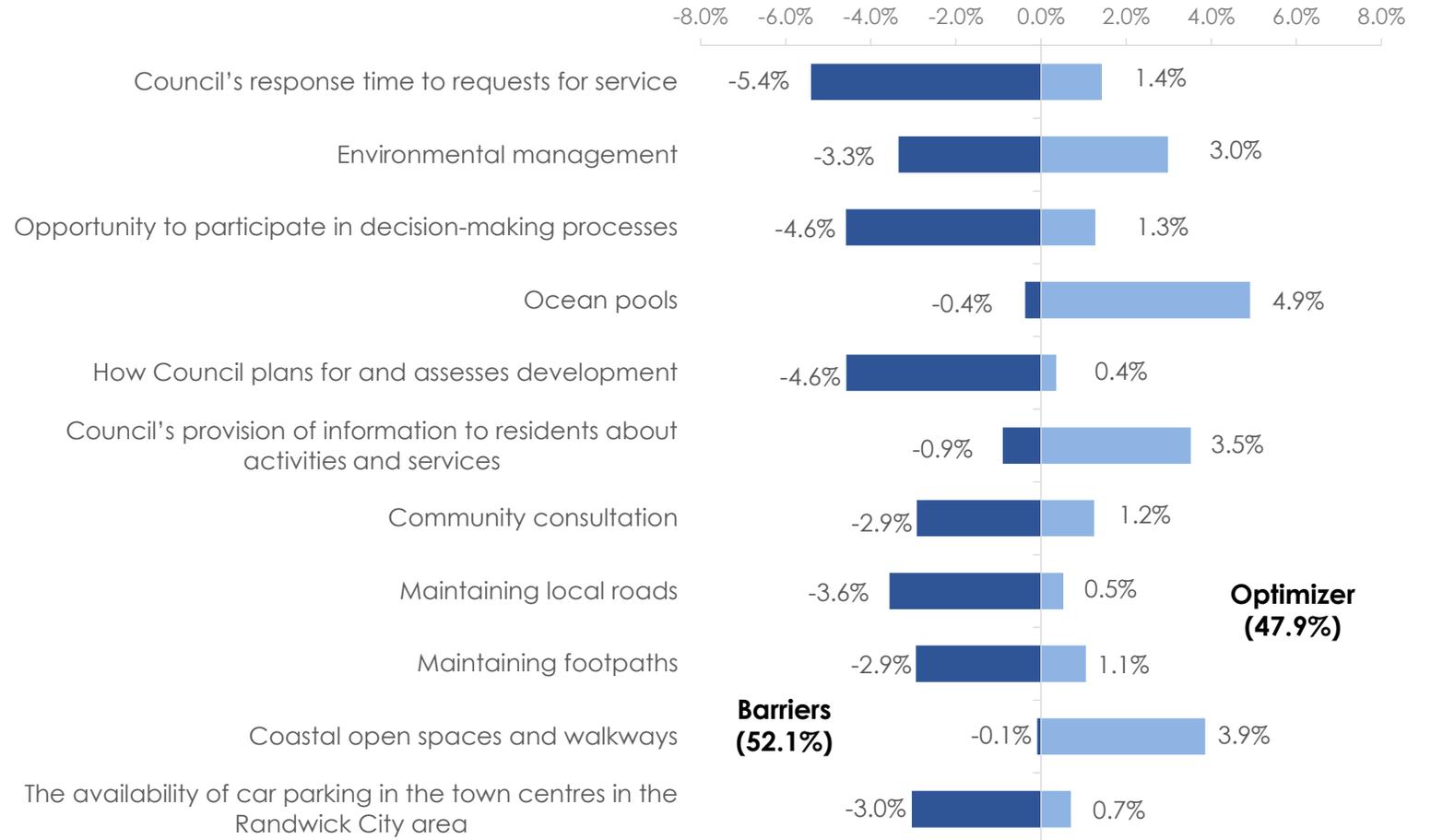
Key Contributors to Barriers/Optimisers

Different levers address the different levels of satisfaction across the community

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

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

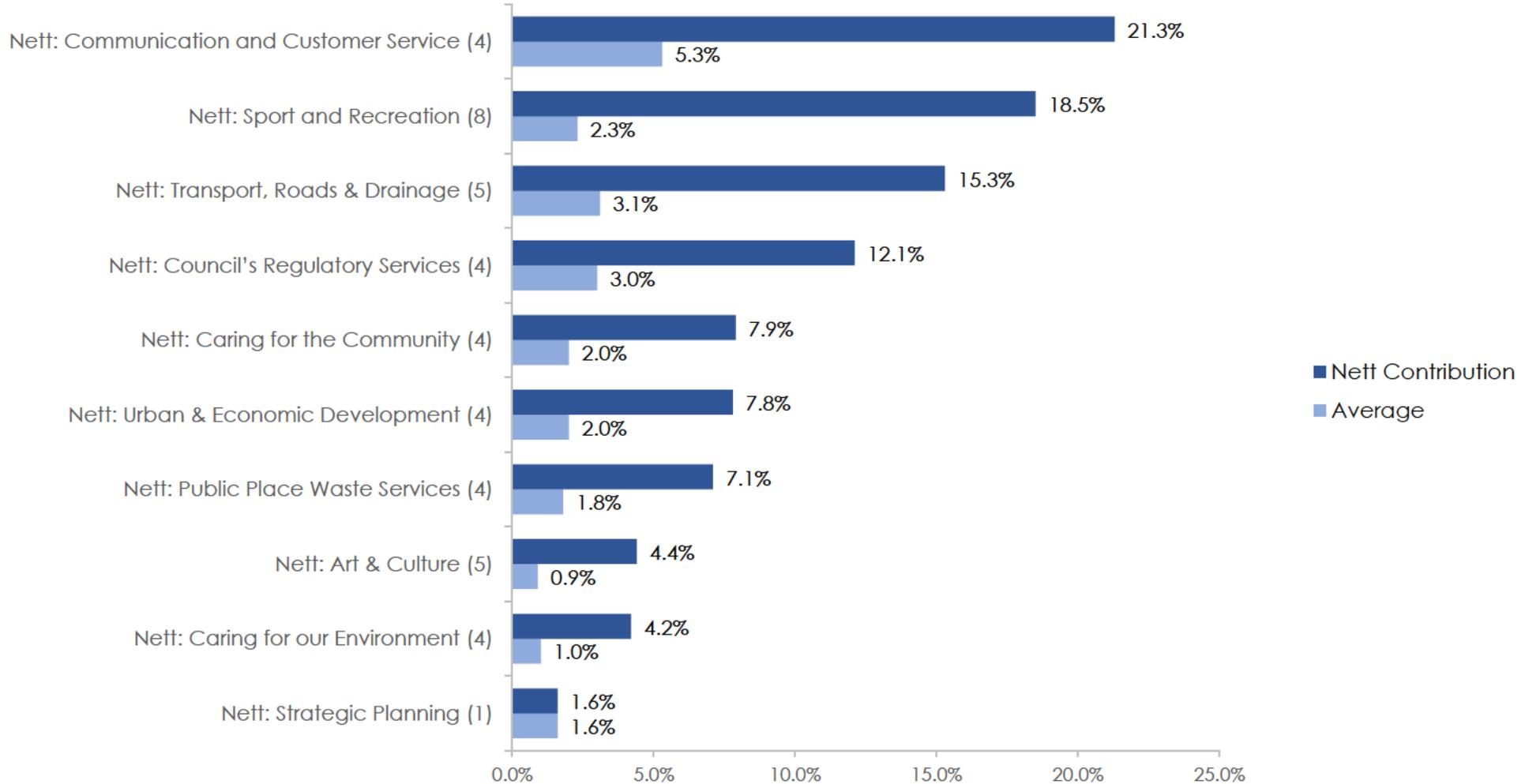
The scores on the positive indicate the contribution the driver makes towards optimising satisfaction. If Council can improve scores in these areas, they will see a lift in future overall satisfaction results, as they will positively transition residents who are currently already 'somewhat satisfied',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



Contribution to Overall Satisfaction with Council's Performance

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

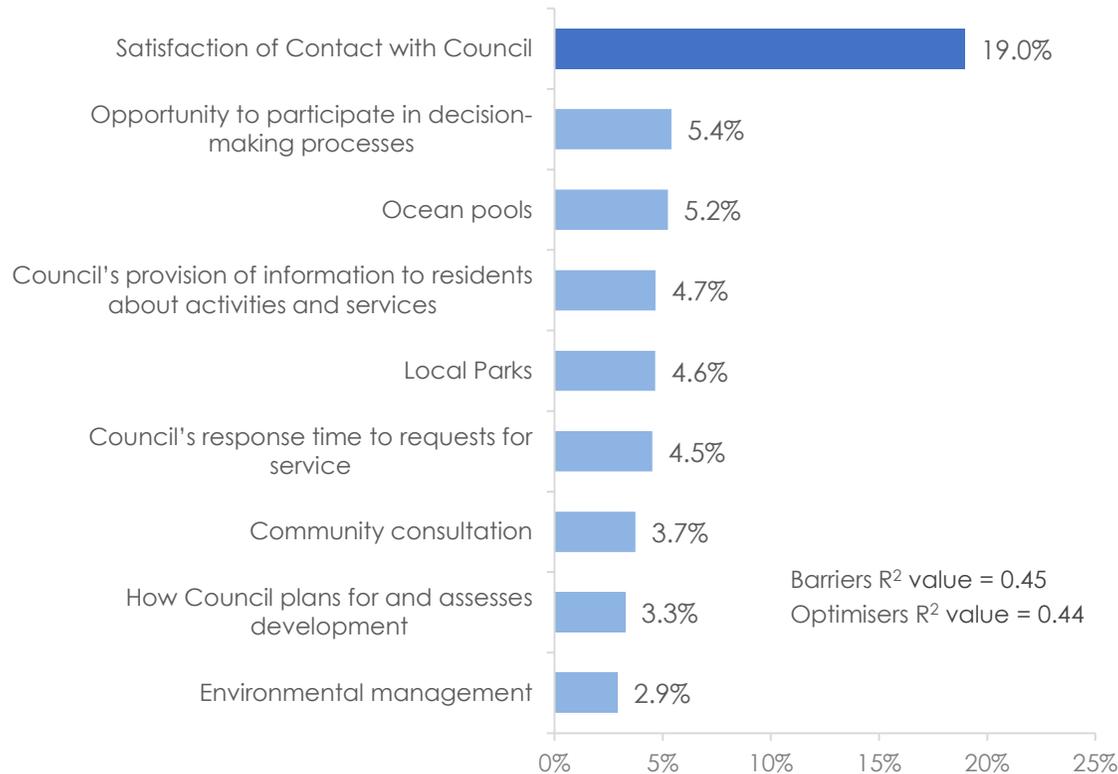
'Communication and Customer Service' (21.3%) is the key contributor toward overall satisfaction with Council's performance.



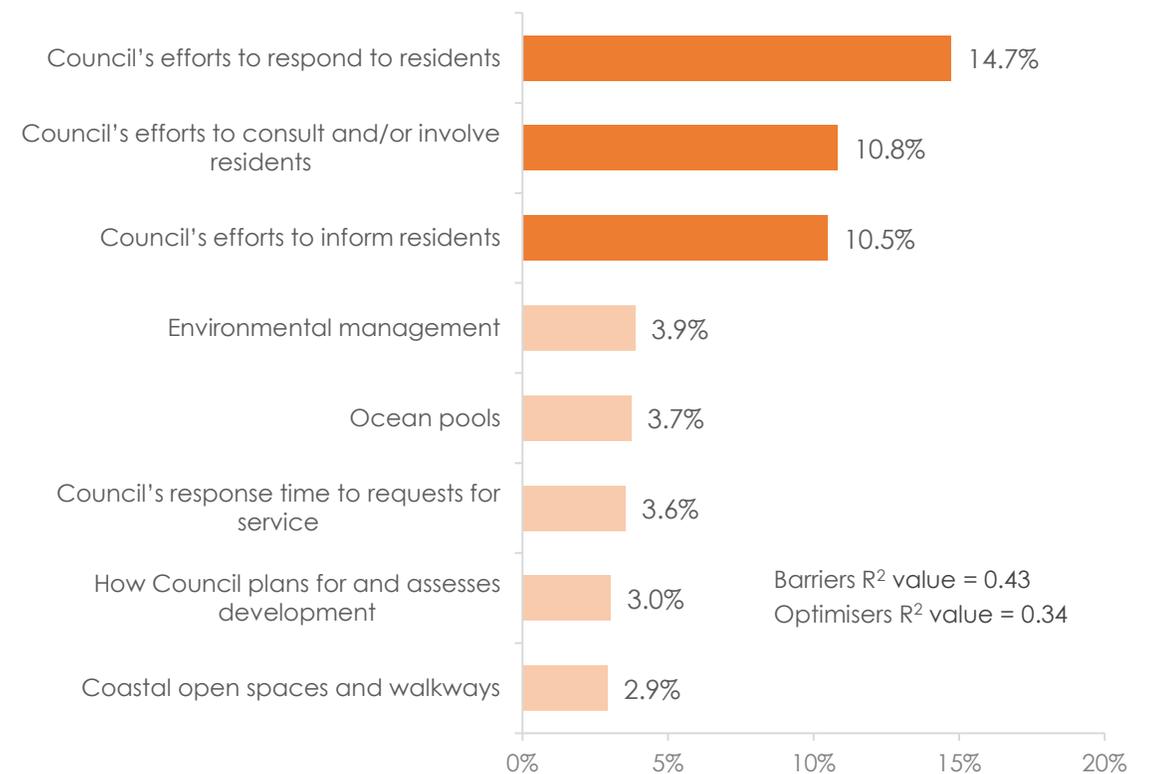
Key Drivers of Overall Satisfaction with Council – Expanded Models

By re-running two additional regressions between overall satisfaction and key drivers with the inclusion of satisfaction of contact and satisfaction with Council's efforts to communicate with residents respectively, it is clear that they are shown to have a substantial impact on residents' overall level of satisfaction with Council. This implicates that every touchpoint is an opportunity to influence perceptions of Council.

Re-run of the key drivers contributing to overall satisfaction (including contact satisfaction)*



Re-run of the key drivers contributing to overall satisfaction (including satisfaction of Council's efforts)



*Note: This regression model was filtered to those who had contact with Council in the past 12 months

Dependent Variable: Q17a.Overall, for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues but across all responsibility areas?



Contact with Council

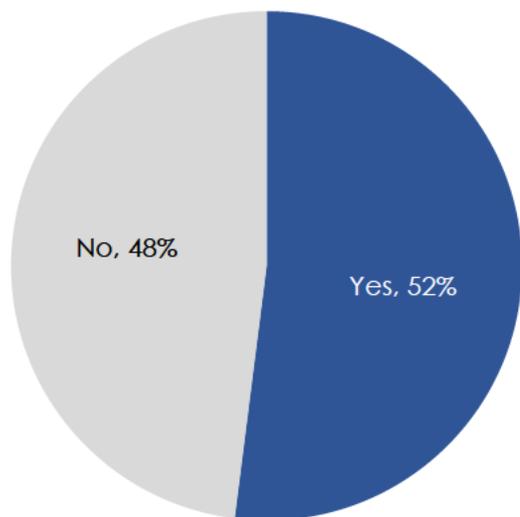
This section explores resident's methods used for contacting Council and their levels of satisfaction with contact.

Section Three

Contact with Council

52% of respondents had contacted with Council in the last 12 months, a slight increase from 2021. By age, elder residents were more likely to have had contacted Council than younger residents, whilst residents who have lived in the Randwick City area more than 11 years were more likely to have made contact. By housing type, residents who live in free standing houses were more likely to have contacted with Council in the last 12 months.

Proportion of Residents Who Contacted Council in the Last 12 Months



Base: N=750

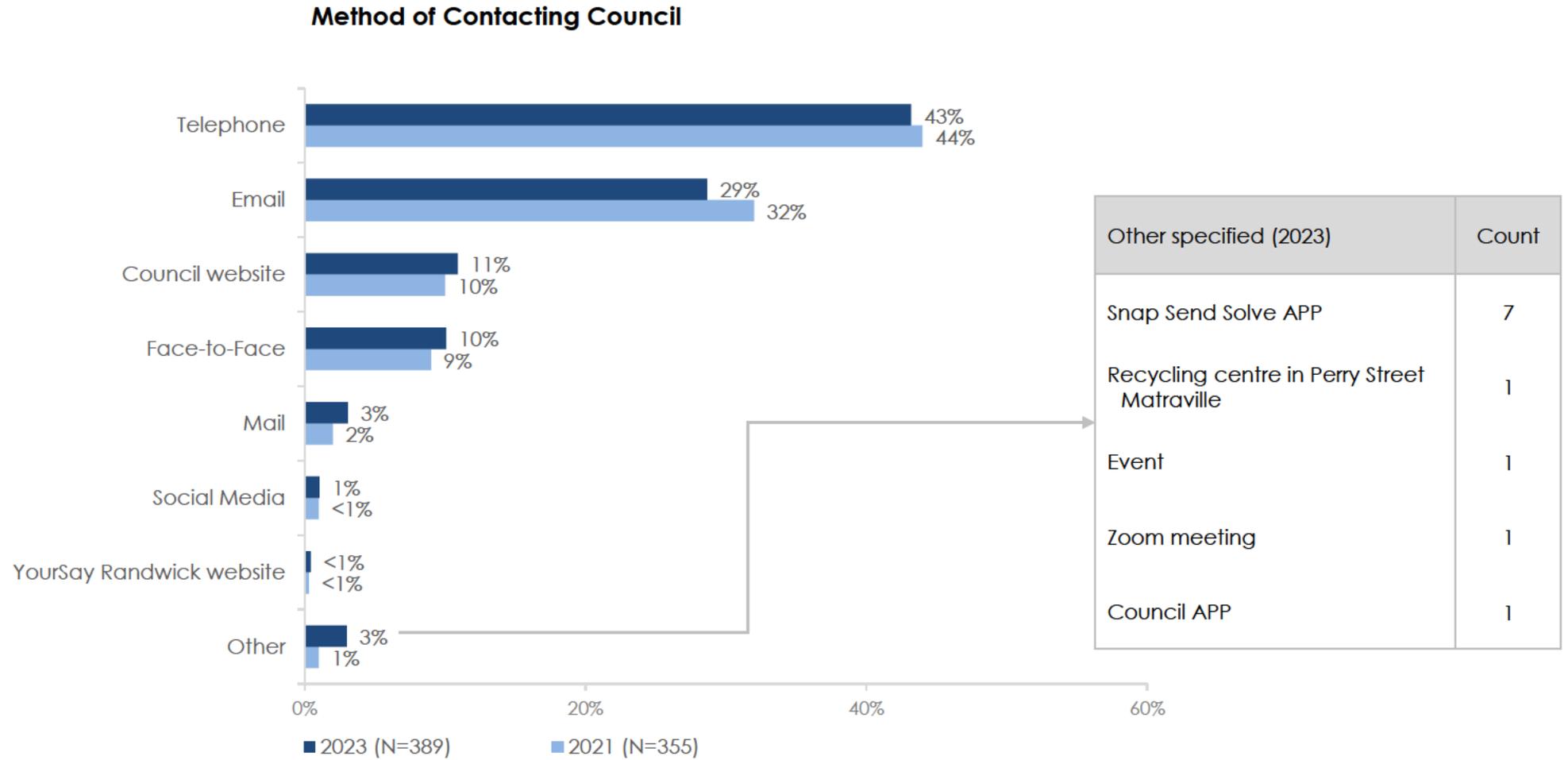
Year on year Comparison	2023	2021	2014	2012	2010
Yes %	52%	47%	47%	54%	37%
Base	750	755	1,005	1,000	1,000

	Overall	Gender		Age						Time Live in Area			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	Under 3 years	3 – 5 years	6 – 10 years	11+ years
Yes %	52%	47%	56%	20%	40%	52%	69%	67%	59%	9%	17%	58%	59%
Base	750	361	389	85	168	139	119	96	143	68	46	84	552

	Overall	Speak a Language other than English at Home		Disabled or caring for someone with a disability		Housing Type		
		Yes	No	Yes	No	Free Standing House	Unit/ Apartment/ Villa/ Townhouse	Duplex/ semi detached
Yes %	52%	46%	54%	55%	51%	59%	45%	56%
Base	750	216	534	123	627	300	328	106

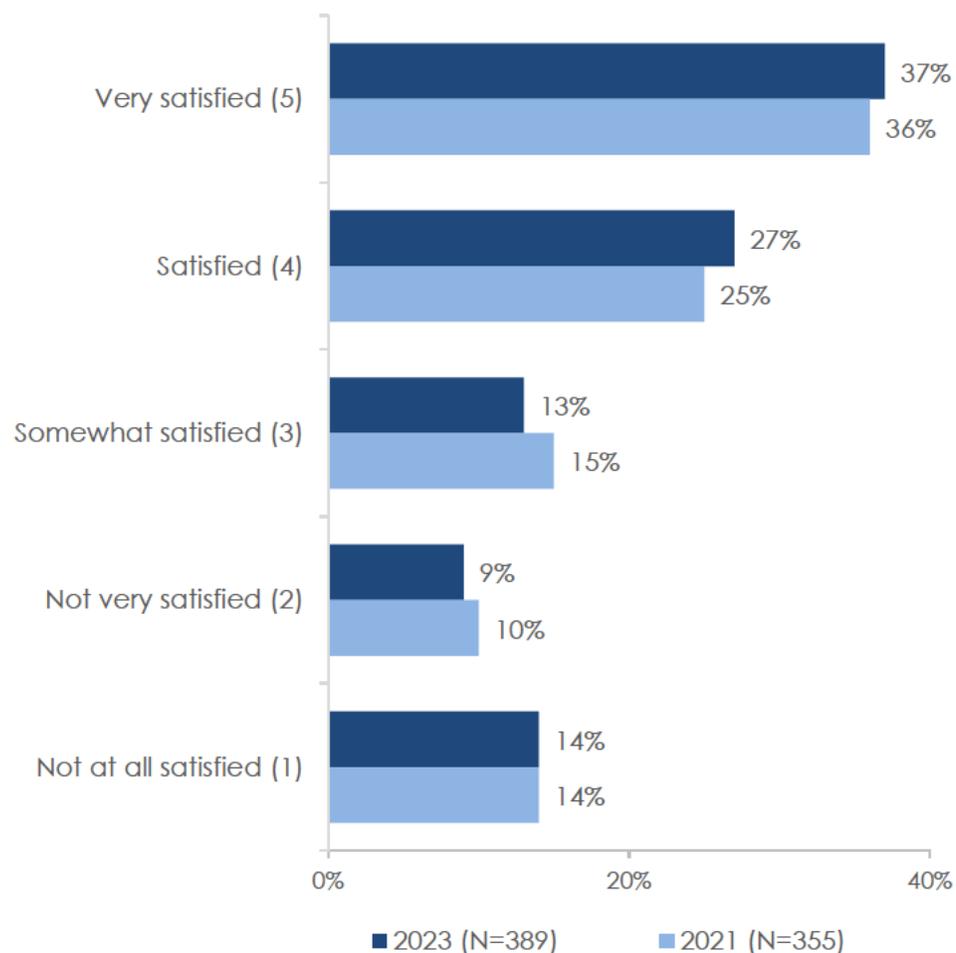
Methods of Contacting Council

Telephone has remained the most preferred method since 2021, followed by Email. By demographics (see Appendix 1), males were more likely to use telephone to contact Council while females were more inclined to use Email. Further, disabled residents or carers of disabled residents were more likely to contact Council using telephone.



Satisfaction of Contact with Council

77% of residents who contacted Council in the last 12 months were at least somewhat satisfied with their most recent contact with Council, which is slightly higher than 2021. Based on method of contact, residents who contacted Council via Email were less likely to be satisfied, while residents were more likely to be satisfied with Council when contacting Council via the website or face-to-face.



	2023	2021	2014	2012	2010
Mean rating	3.64	3.59	3.84	3.99	4.10
Base	389	355	472	536	374

	Randwick City Council	Micromex LGA Benchmark
Top 3 Box %	77%	80%
Mean rating	3.64	3.77
Base	389	23,641

	Q11b. Method of contact with Council*			
	Telephone	Email	Council website	Face-to-face
Top 3 Box %	78%	68%	93%	90%
Mean rating	3.68	3.27	4.36	4.09
Base	168	112	42	39

*Note: Only top methods shown in the table

Q12a. Thinking about your most recent contact with Council, how satisfied were you with that contact?

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

Satisfaction of Contact with Council

Satisfaction of contact did not differ so much by gender, age or time lived in area. However, it was significantly lower for residents who are disabled or caring for someone who has a disability.

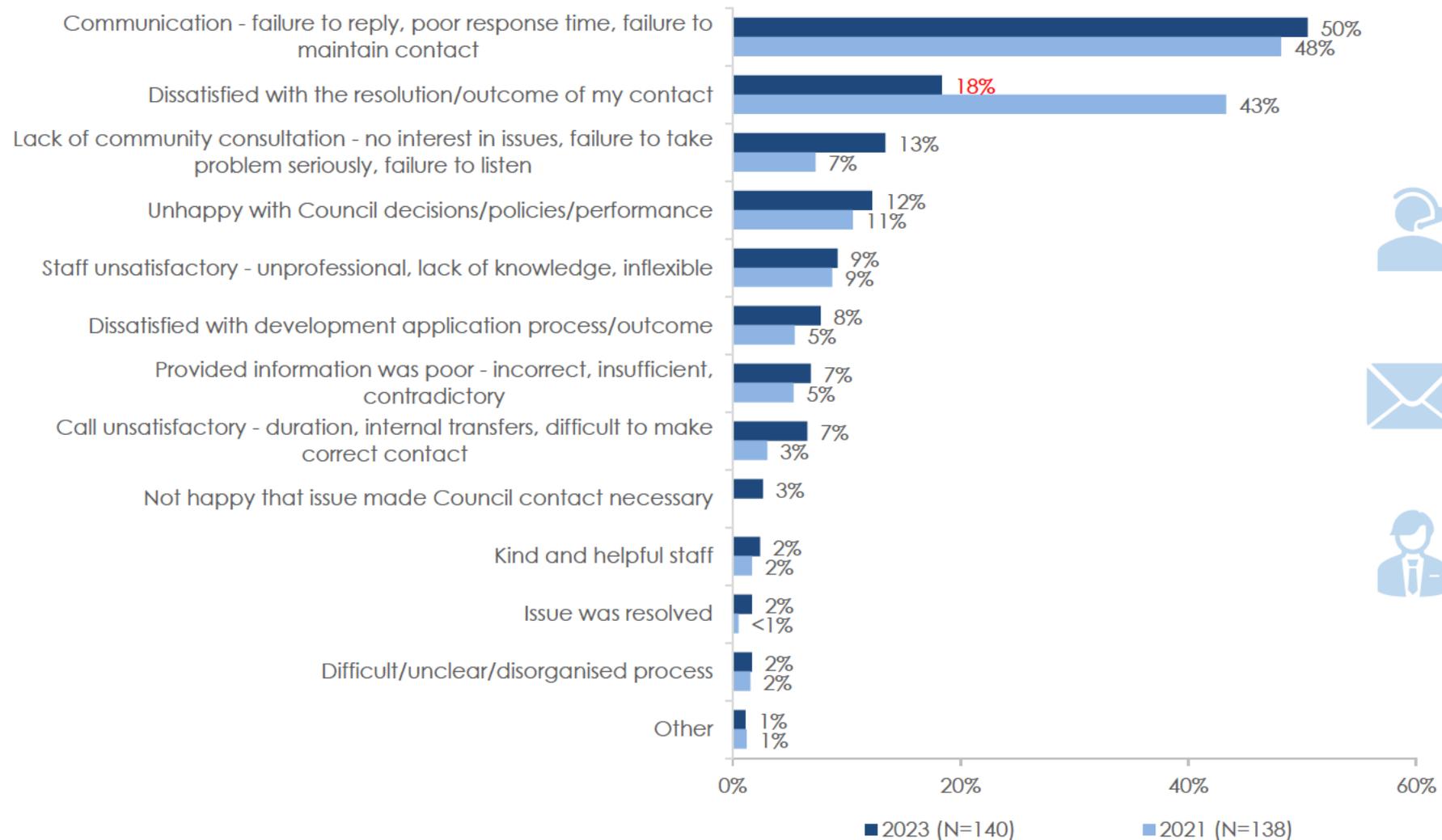
	Overall	Gender		Age						Time Live in Area			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	Under 3 years	3 – 5 years	6 – 10 years	11+ years
Top 3 Box %	77%	79%	76%	87%	81%	84%	73%	68%	77%	80%	61%	87%	76%
Mean rating	3.64	3.62	3.66	3.49	3.61	3.81	3.57	3.42	3.78	4.39	3.30	3.90	3.60
Base	389	171	218	17	67	73	83	65	85	6	8	48	326

	Overall	Speak a Language other than English at Home		Disabled or caring for someone with a disability		Housing Type		
		Yes	No	Yes	No	Free Standing House	Unit/ Apartment/ Villa/ Townhouse	Duplex/ semi detached
Top 3 Box %	77%	83%	76%	59%	81%	75%	79%	78%
Mean rating	3.64	3.65	3.64	3.11	3.75	3.54	3.74	3.69
Base	389	99	290	67	322	176	149	59

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

Reasons for Lower Satisfaction of Contact with Council

Similar to 2021, communication issue (e.g. failure to reply, poor response time and failure to maintain contact) is the most common reason for lower satisfaction of contact with Council. However, encouragingly, there was a significant decrease in the proportion of residents who were not satisfied with the resolution/ outcome of their contact compared to 2021.



Differences by Method of Contact



Those who made contact via **Telephone** have higher mentions of 'incorrect/ insufficient information' and 'call unsatisfaction'.



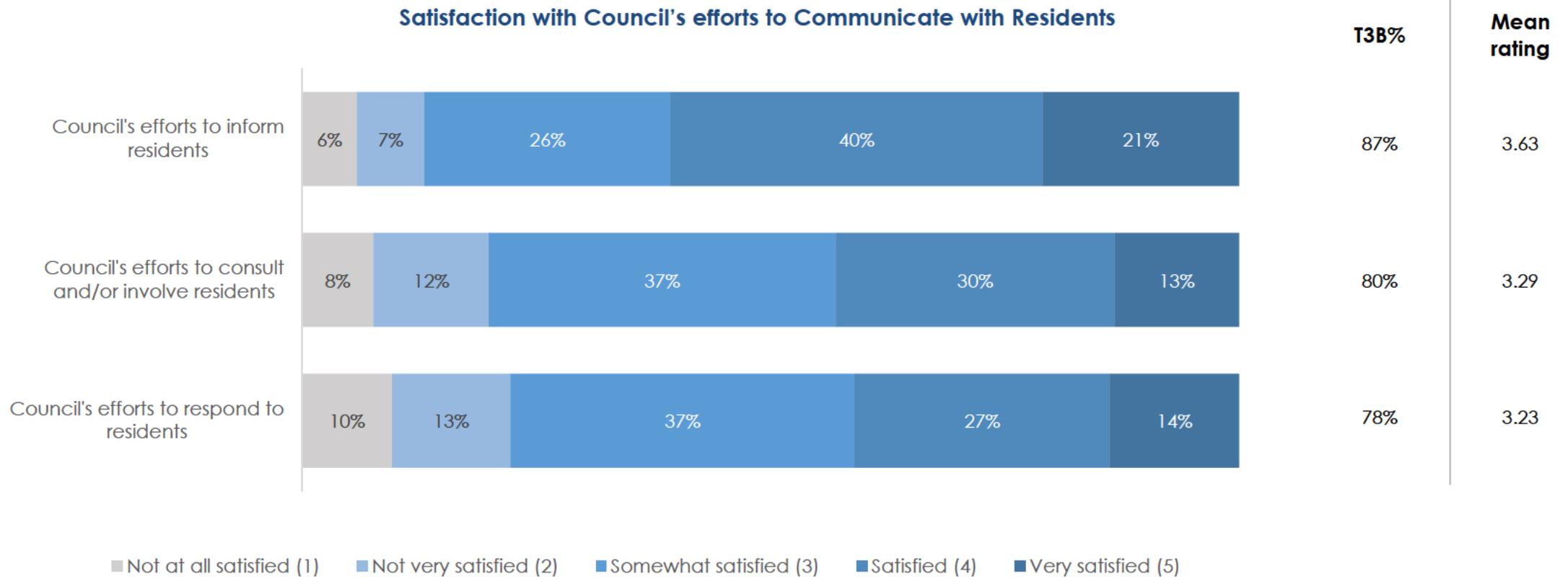
Residents who used **Council website** to contact Council have higher mentions of 'a lack of community consultation'.



Those who made contact **face-to-face** have significantly higher mentions of 'staff being unprofessional' and/or 'difficult/unclear process'.

Satisfaction with Council's efforts to Communicate with Residents

Satisfaction for all 3 criteria of communication efforts was high (78% or more of residents were at least somewhat satisfied), with the highest for Council's efforts to inform residents.



Base: N= 750

Q13. Can you please rate the following criteria regarding Council's efforts to communicate with residents? Please rate on a scale of 1 to 5, where 1 is not at all satisfied, and 5 is very satisfied.

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

Satisfaction with Council's efforts to Communicate with Residents

Elder residents (65+) were more likely to be satisfied with all of three listed criteria, while residents who are disabled or caring for someone with a disability were less likely to be satisfied across all three criteria.

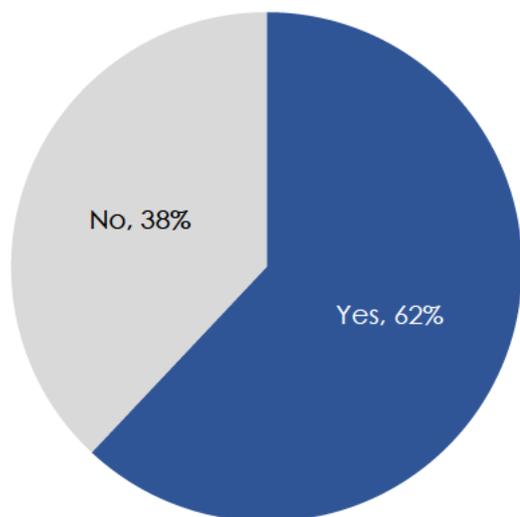
	Overall	Gender		Age						Time Live in Area			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	Under 3 years	3 – 5 years	6 – 10 years	11+ years
Council's efforts to inform residents	87%	87%	87%	80%	89%	89%	89%	81%	89%	95%	79%	94%	85%
Council's efforts to consult and/or involve residents	78%	78%	82%	75%	81%	85%	83%	71%	80%	94%	60%	92%	78%
Council's efforts to respond to residents	79%	79%	77%	80%	87%	77%	76%	64%	77%	94%	80%	83%	75%
Base	750	361	389	85	168	139	119	96	143	68	46	84	552

	Overall	Speak a Language other than English at Home		Disabled or caring for someone with a disability		Housing Type		
		Yes	No	Yes	No	Free Standing House	Unit/ Apartment/ Villa/ Townhouse	Duplex/ semi detached
Council's efforts to inform residents	87%	83%	88%	76%	89%	84%	89%	90%
Council's efforts to consult and/or involve residents	78%	78%	81%	72%	82%	78%	82%	86%
Council's efforts to respond to residents	79%	82%	76%	69%	80%	74%	81%	76%
Base	750	99	290	67	322	176	149	59

Usage of Council's Website

62% of residents had used Council's website in the last 12 months, which is significantly higher than 2021. Elder and younger residents were less likely to use Council's website compared to middle aged residents (45-64), whilst newcomers were also less likely to visit Council's website. Further, disabled residents and residents who are caring someone with disability were less likely to visit Council's website.

Proportion of Residents Who Used Council's Website in the Last 12 Months



Base: N= 750

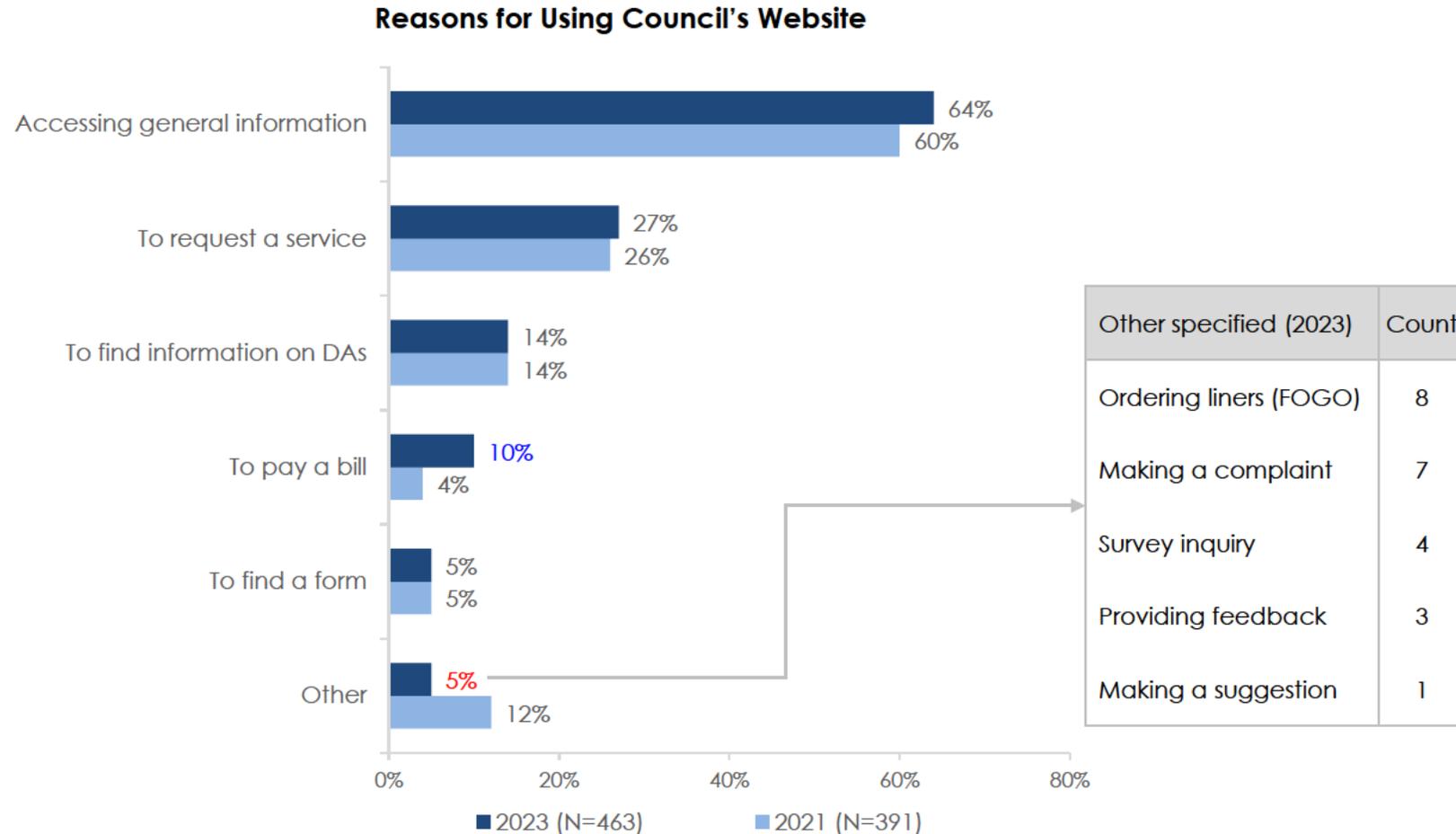
Year on year Comparison	2023	2021	2014	2012	2010
Yes %	62%	52%	53%	54%	41%
Base	750	755	1,005	1,000	1,000

	Overall	Gender		Age						Time Live in Area			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	Under 3 years	3 – 5 years	6 – 10 years	11+ years
Yes %	62%	65%	59%	38%	63%	66%	77%	75%	49%	28%	49%	83%	64%
Base	750	361	389	85	168	139	119	96	143	68	46	84	552

	Overall	Speak a Language other than English at Home		Disabled or caring for someone with a disability		Housing Type		
		Yes	No	Yes	No	Free Standing House	Unit/ Apartment/ Villa/ Townhouse	Duplex/ semi detached
Yes %	62%	57%	64%	49%	64%	65%	59%	65%
Base	750	216	534	123	627	300	328	106

Reasons for Using Council's Website

64% of residents who used Council's website aimed to access some general information, which has remained the most common reason for using the Council's website since 2021. Noticeably, a significantly larger proportion of residents started to use the Council's website to pay a bill compared to 2021.



Reasons for Using Council's Website

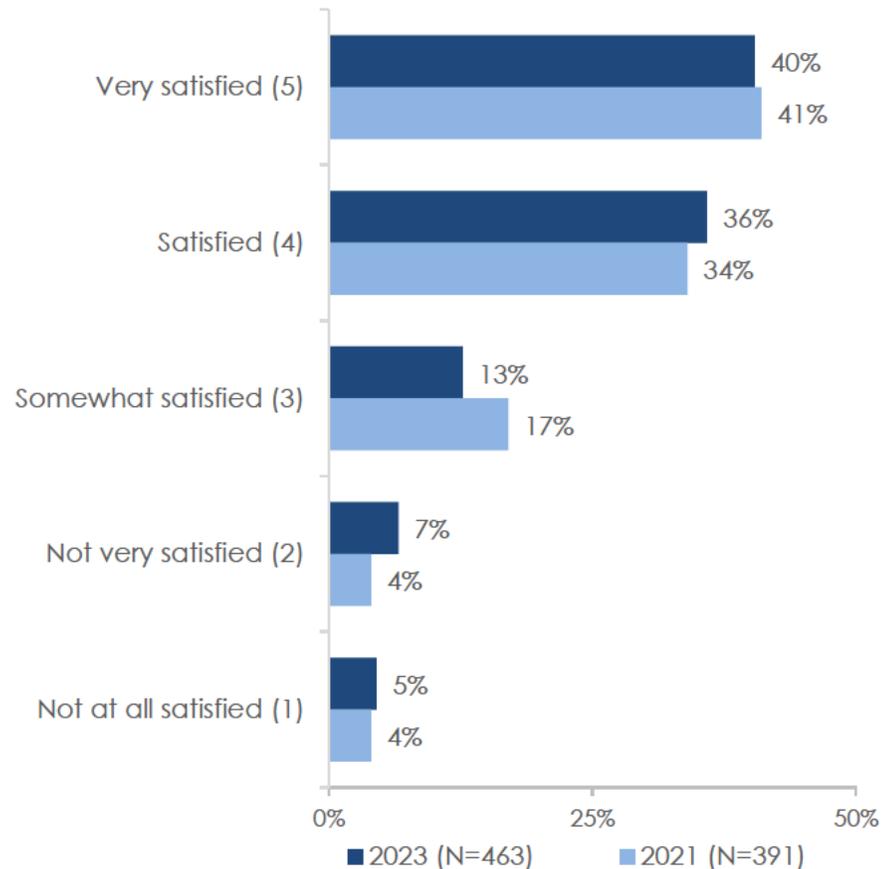
By demographics, residents who only speak English at home were more likely to pay a bill using Council's website, whilst residents living in duplex/semi-detached dwellings were more likely to search information on DAs.

	Overall	Gender		Age						Time Live in Area			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	Under 3 years	3 – 5 years	6 – 10 years	11+ years
Accessing general information	64%	66%	63%	73%	73%	59%	56%	57%	73%	74%	89%	70%	61%
To request a service	27%	24%	29%	20%	24%	29%	36%	29%	17%	23%	8%	20%	30%
To find information on DAs	14%	16%	12%	27%	6%	10%	17%	20%	18%	3%	11%	13%	15%
To pay a bill	10%	10%	10%	7%	6%	15%	11%	15%	7%	10%	0%	13%	11%
To find a form	5%	6%	4%	7%	3%	7%	5%	4%	5%	0%	2%	10%	4%
Base	463	235	229	32	105	92	92	72	70	19	23	69	353

	Overall	Speak a Language other than English at Home		Disabled or caring for someone with a disability		Housing Type		
		Yes	No	Yes	No	Free Standing House	Unit/ Apartment/ Villa/ Townhouse	Duplex/ semi detached
Accessing general information	64%	64%	64%	60%	65%	62%	66%	64%
To request a service	27%	23%	28%	34%	26%	31%	22%	30%
To find information on DAs	14%	15%	14%	17%	14%	15%	9%	28%
To pay a bill	10%	19%	7%	7%	11%	8%	13%	10%
To find a form	5%	6%	4%	1%	5%	4%	5%	6%
Base	463	122	341	60	404	195	195	69

Satisfaction with Council's Website

89% of residents were at least somewhat satisfied in meeting their objectives when visiting the website, which remains stable compared to 2021. Encouragingly, even more residents tried to pay bills using Council's website this year, 100% of them were at least somewhat satisfied in meeting their objectives.



	2023	2021	2014	2012	2010
Mean rating	4.01	4.05	3.87	3.82	3.88
Base	463	391	537	542	409

	Q14b. Reason for Using Council's Website				
	Accessing general information	To request a service	To find information on DAs	To pay a bill	To find a form
Top 3 Box %	89%	87%	81%	100%	93%
Mean rating	4.01	4.13	3.71	4.21	3.98
Base	269	118	66	47	17

Satisfaction with Council's Website

Based on mean rating, satisfaction with Council's website is significantly lower for residents who identify as having a disability and those who are caring someone with a disability.

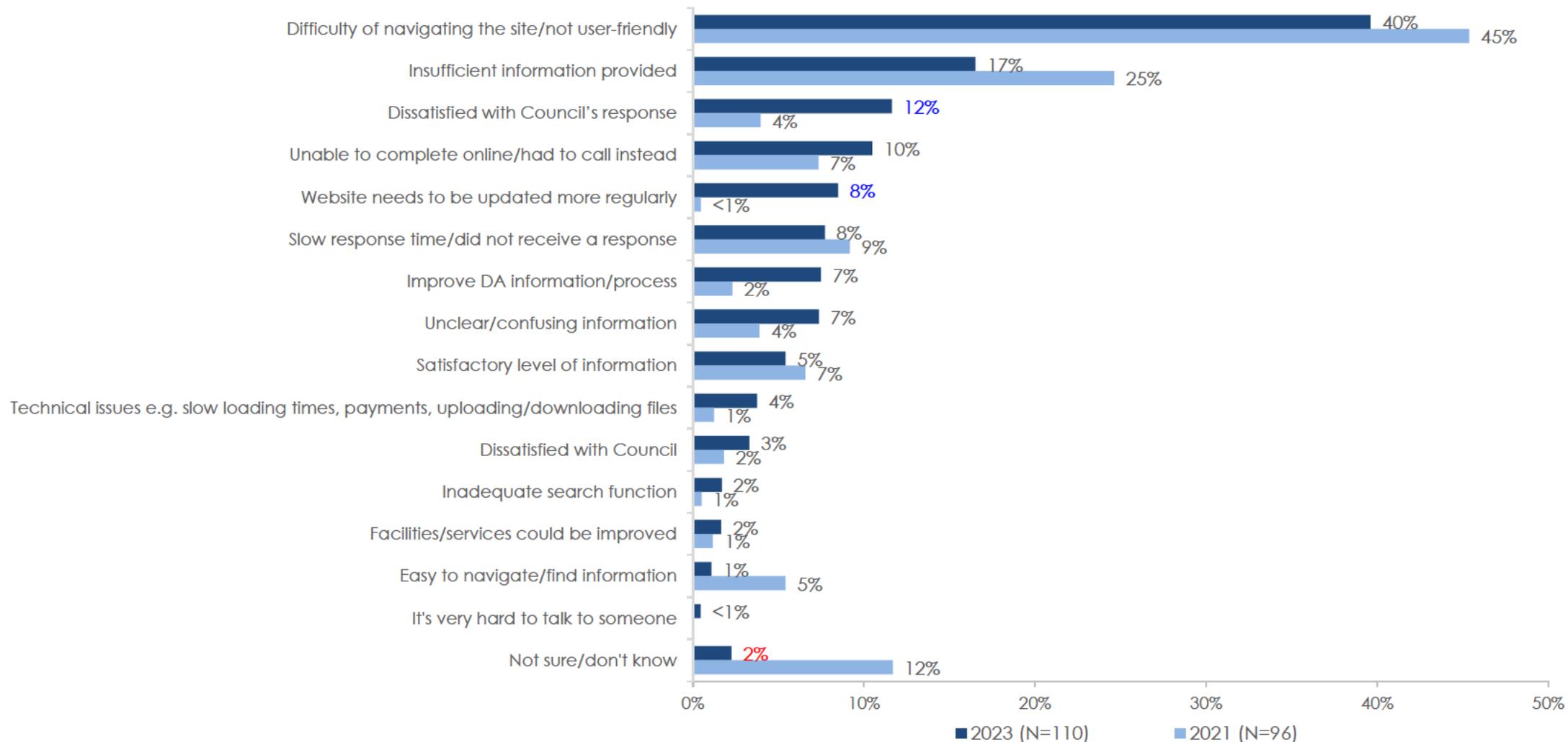
	Overall	Gender		Age						Time Live in Area			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	Under 3 years	3 – 5 years	6 – 10 years	11+ years
Top 3 Box %	89%	89%	88%	93%	85%	92%	90%	88%	88%	100%	94%	93%	87%
Mean rating	4.01	3.94	4.08	3.99	4.09	4.05	4.07	3.88	3.90	4.55	4.05	4.17	3.95
Base	463	235	229	32	105	92	92	72	70	19	23	69	353

	Overall	Speak a Language other than English at Home		Disabled or caring for someone with a disability		Housing Type		
		Yes	No	Yes	No	Free Standing House	Unit/ Apartment/ Villa/ Townhouse	Duplex/ semi detached
Top 3 Box %	89%	90%	89%	80%	90%	88%	89%	88%
Mean rating	4.01	3.97	4.02	3.56	4.08	4.01	4.06	3.86
Base	463	122	341	60	404	195	195	69

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

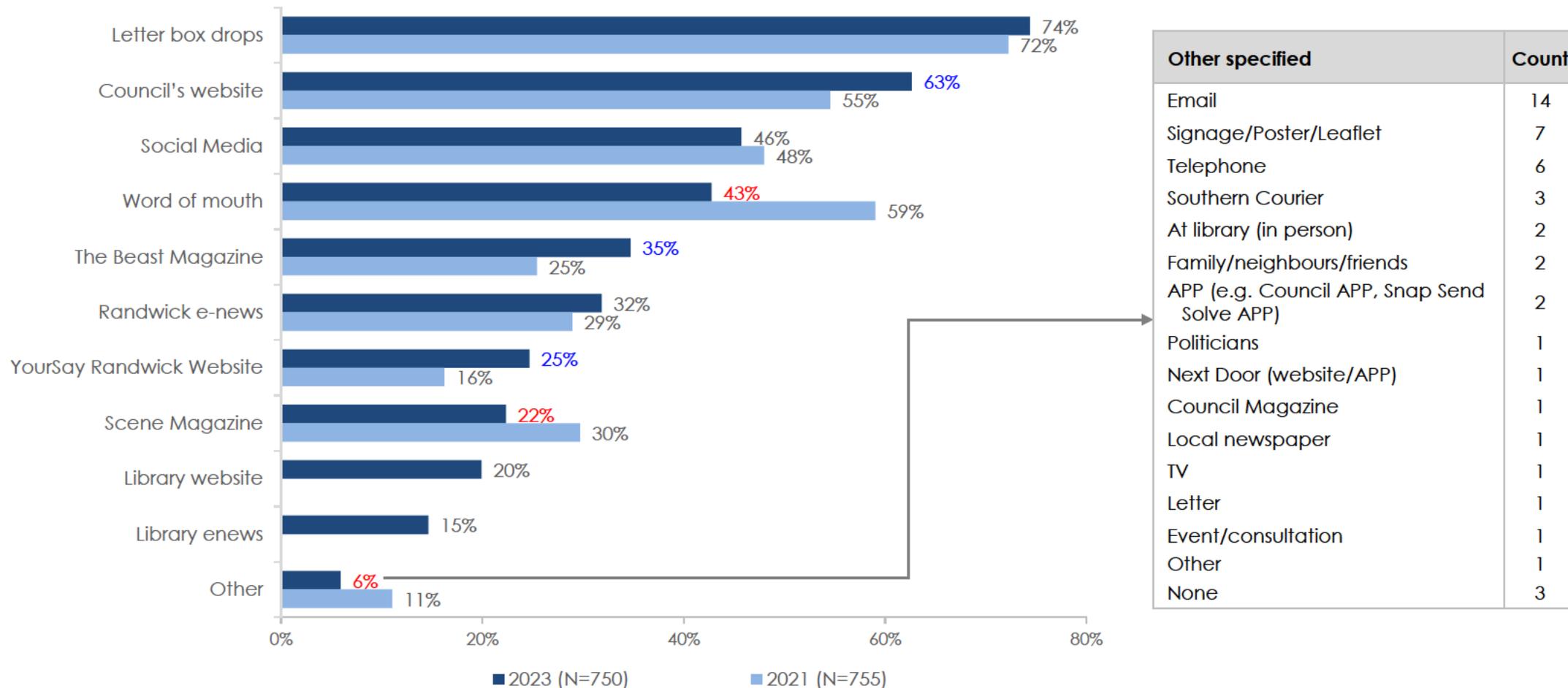
Reasons for Lower Satisfaction with Council's Website

Consistent with 2021, the most common reason for lower satisfaction with Council's website was the difficulty of navigating the site/ not user-friendly. Further, there were more residents who stated that they are not satisfied with Council's response on website and/or the website needs to be updated more frequently compared to 2021.



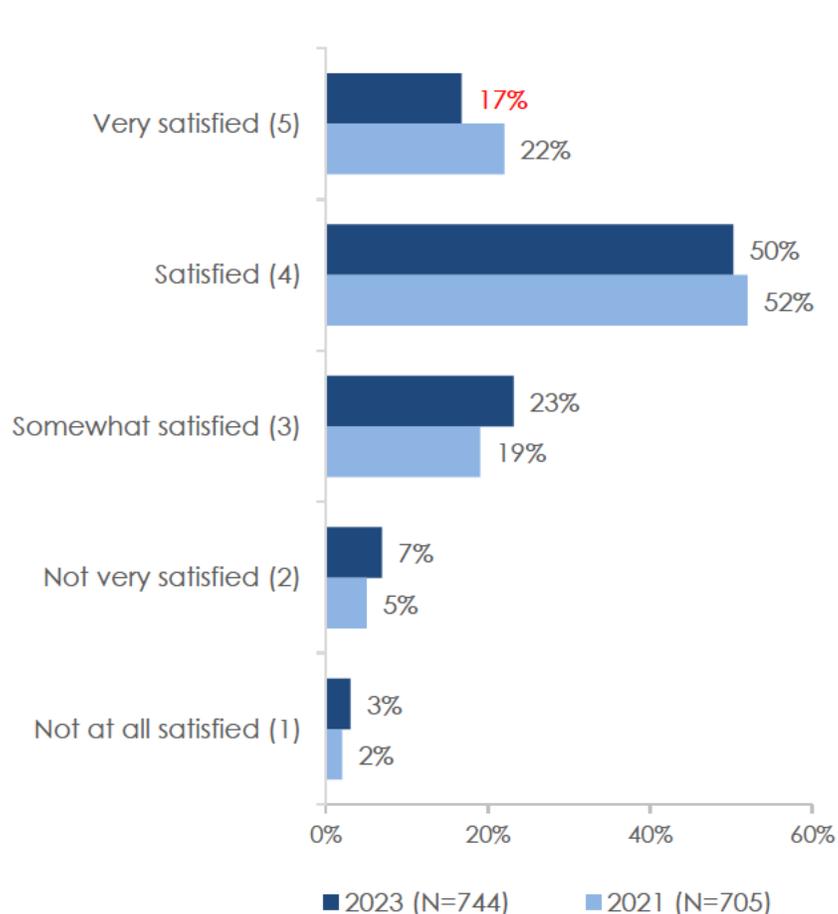
Sources of Information from Council

'Letter box drops' has remained the most preferred source of information from Council since 2021, while online channels appear more popular this year, with a significant increase in the usage of Council's website and 'YourSay' Randwick Website compared to 2021.



Satisfaction with Information About Services & Activities

90% of residents were at least somewhat satisfied with the information that they got from Council about its service and activities, which is on par with 2021 (93%). By source of information, almost all listed channels received high satisfaction scores (above 90%) except for 'Other' (83%).



	2023	2021	2014	2012	2010
Mean rating	3.71	3.86	3.84	3.84	3.78
Base	744	705	998	992	994

	Overall	Q15. Sources of information					
		Letter box drops	Council's website	Social Media	Word of mouth	The Beast Magazine	Randwick e-news
Top 3 Box %	90%	92%	93%	91%	91%	94%	97%
Mean rating	3.71	3.77	3.78	3.75	3.75	3.84	4.05
Base	744	554	466	339	318	260	238

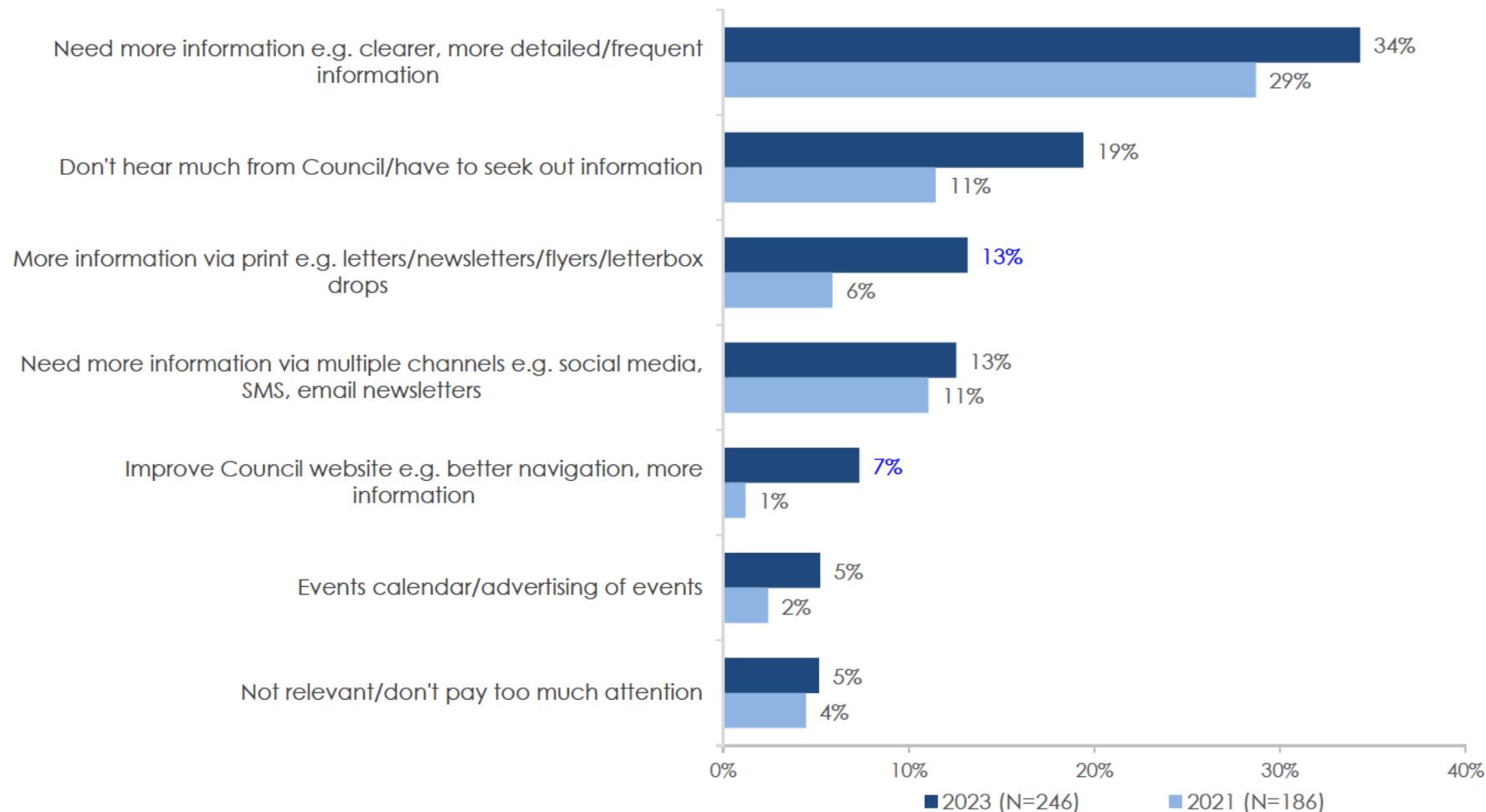
	Q15. Sources of information				
	YourSay Randwick Website	Scene Magazine	Library website	Library enews	Other
Top 3 Box %	93%	97%	94%	97%	83%
Mean rating	3.84	4.00	3.96	4.07	3.59
Base	184	168	149	109	44

Note: results exclude don't know responses, please see results by demographics in Appendix 1
 Q16a. How satisfied are you with the information that you get from Council about its services and activities?

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

Reasons for Lower Level of Satisfaction with Information

34% of residents who were not satisfied with the information from Council stated that they need more detailed/clearer/more frequent information, which has remained the most common reason for a lower satisfaction since 2021. Further, comparing to 2021, more residents complained that they did not hear much from Council and/or needed more information via print.





Section Four

The Environmental Levy

This section explores residents' awareness of the environmental levy and their support levels for the proposal.

Introduction of Environmental Levy



Before being asked about the Environmental Levy related questions, residents were read the following:

"Randwick City Council is currently seeking community feedback on a proposal to continue its Environmental Levy.

The levy has been in place for 20 years and is delivering significant improvements including harvesting stormwater to irrigate parks and sports fields, using 100% solar energy, and running regular workshops and events like Eco Living.

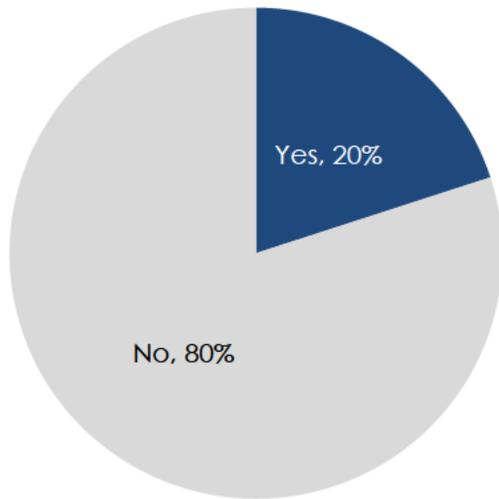
If the levy continues, about \$97 a year from an average rates bill will continue to deliver environmental improvements such as cleaner beaches, whale watching platforms and finishing the Coastal Walkway.

If the levy is not continued, ratepayers will receive an average rates reduction of \$97, but Council won't be able to deliver the same environmental projects. "

Awareness of Environmental Levy

Overall, 20% of respondents stated that they are aware of the proposal from Council. Older (65+) and long-term (have lived in Randwick more than 11 years) residents were more likely to be aware of this proposal.

Awareness of Proposal



Base: N=750

	Overall	Gender		Age						Time Live in Area			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	Under 3 years	3 – 5 years	6 – 10 years	11+ years
Yes %	20%	23%	17%	20%	7%	14%	21%	22%	37%	12%	6%	17%	22%
Base	750	361	389	85	168	139	119	96	143	68	46	84	552

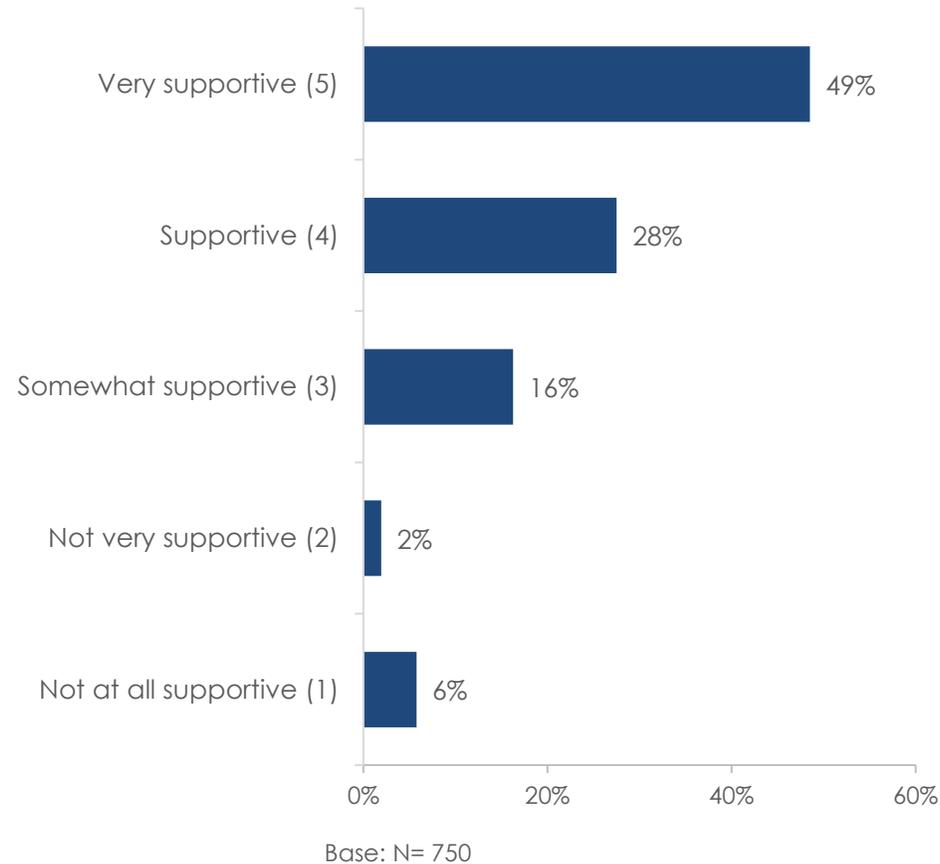
	Overall	Speak a Language other than English at Home		Disabled or caring for someone with a disability		Housing Type		
		Yes	No	Yes	No	Free Standing House	Unit/ Apartment/ Villa/ Townhouse	Duplex/ semi detached
Yes %	20%	19%	20%	26%	18%	25%	15%	23%
Base	750	216	534	123	627	300	328	106

Please see Appendix 1 for other specified responses

A significantly higher/lower percentage (by group) 56

Attitude towards Continuing Environmental Levy

92% of residents were at least somewhat supportive of the proposal to continue the Environmental Levy. However, interestingly, residents who were not aware of the proposal about Environmental Levy prior to our survey are significantly more likely to support continuing Environmental Levy.



	Q22.Are you aware of this proposal by Council to continue its Environmental Levy?	
	Yes	No
Top 3 Box %	88%	93%
Mean rating	3.90	4.16
Base	148	602

Attitude towards Continuing Environmental Levy

As shown on Slide 56, although older residents and long-term residents were more likely to be aware of this proposal, they were less likely to be supportive about continuing the Environmental Levy.

	Overall	Gender		Age						Time lived in Area			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	Under 3 years	3 – 5 years	6 – 10 years	11+ years
Top 3 Box %	92%	91%	93%	97%	96%	92%	94%	86%	88%	100%	97%	95%	91%
Mean rating	4.11	4.04	4.17	4.15	4.34	4.14	4.25	3.83	3.86	4.47	4.30	4.34	4.01
Base	750	361	389	85	168	139	119	96	143	68	46	84	552

	Overall	Speak languages other than English at home		Disabled or caring someone with a disability		Housing Type		
		Yes	No	Yes	No	Free standing house	Unit/Apartment/Villa/townhouse	Duplex/semi detached
Top 3 Box %	92%	93%	92%	86%	94%	89%	94%	95%
Mean rating	4.11	4.00	4.16	3.91	4.15	3.90	4.24	4.24
Base	750	216	534	123	627	300	328	106

Reasons for Support Level

76% of residents were supportive/very supportive of the proposal, the main reasons for being supportive were about the importance of protection of the environment, affordable Levy and responsibility for environmental preservation. Only 8% of respondents were not supportive of the proposal, which are mainly owed to the cost of the levy and/or other necessary improvement outside of environmental projects.

Supportive/Very supportive (76%)	N=570	Total %
Supportive of environmental projects and protection of the environment	47%	36%
Importance of the environment and these projects to the local community	30%	23%
Levy is AFFORDABLE for the services/facilities provided	11%	8%
Responsibility for environmental preservation and maintenance	11%	8%

Somewhat supportive (16%)	N=122	Total %
Lack of knowledge or details about the levy	25%	4%
Supportive of environmental projects and protection of the environment	16%	3%
Opposition to the levy due to cost	15%	2%
Affordability and cost of the levy	11%	2%

Not at all supportive/not very supportive (8%)	N=58	Total %
Opposition to the levy due to cost	34%	3%
Council/the Government should pay for environmental initiatives	20%	2%
Some environmental projects are not needed/disagree with some projects	15%	1%
Council needs to be more transparent about where funding is used	14%	1%
Need improvements to other services/facilities outside of the environmental projects	12%	1%



Appendix 1:

Additional Analyses

Appendix 1

Languages Spoken at Home

	N=750		N=750
English	71%	Hebrew	<1%
Mandarin	4%	Japanese	<1%
Greek	4%	Lebanese	<1%
Spanish	3%	Malay	<1%
French	2%	Nepalese	<1%
Portuguese	2%	Nepali	<1%
Arabic	1%	Persian	<1%
Bengali	1%	Polish	<1%
Cantonese	1%	Punjabi	<1%
German	1%	Saladino	<1%
Hindi	1%	Serbian	<1%
Indonesian	1%	South Indian	<1%
Italian	1%	Swedish	<1%
Russian	1%	Tamil	<1%
African	<1%	Thai	<1%
Croatian	<1%	Turkish	<1%
Czech	<1%	Ukraine	<1%
Danish	<1%	Urdu	<1%
Dutch	<1%	Vietnamese	<1%
Fijian	<1%	Walsh	<1%
Filipino	<1%	Prefer not to say	<1%

Q27a. Do you speak a language other than English at home?

Q27b. Which one?

Reasons for Level of Satisfaction with Council

Satisfied/very satisfied	N=524	Satisfied/very satisfied	N=524
Happy with Council performance	43%	Footpath maintenance	1%
General maintenance and cleanliness	17%	Improved planning for development	1%
Good Council communication/engagement	17%	Good road maintenance	1%
Good customer service/responsiveness	13%	Good place to live	1%
Quality services/facilities	10%	Improved services/facilities	1%
Maintenance of natural environment e.g. beaches, parks	9%	Improved D/A process	1%
Environmental sustainability/protection	7%	Tree maintenance	1%
Lack of Council communication/engagement	6%	Environmental issues	1%
Room for improvement	6%	Pedestrian safety	1%
Satisfied with waste and recycling including FOGO	5%	More/improved public transportation	1%
Public safety	3%	Animal management	1%
Improved cleanliness/maintenance	3%	Cycling safety	1%
Community events	3%	More dog friendly areas	<1%
Dissatisfaction with Council's actions, fund distribution, accountability	3%	Homelessness	<1%
Poor waste management	3%	Shopping precinct improvements	<1%
Parking availability/management	3%	Managing overdevelopment	<1%
Traffic congestion	2%	Other	3%
Poor customer services/response times	2%	DK/Nothing	4%
Poor road Maintenance	2%		

Q17a. Overall, for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues but across all responsibility areas?

Q15b. What is your main reason for feeling that way?

Reasons for Level of Satisfaction with Council

Somewhat satisfied	N=163	Somewhat satisfied	N=163
Dissatisfaction with Council's actions, fund distribution, accountability	23%	Environmental sustainability/protection	2%
Lack of Council communication/engagement	16%	Quality services/facilities	2%
Happy with Council performance	13%	Cycling safety	2%
Room for improvement	12%	Public safety	2%
Improved services/facilities	10%	Shopping precinct improvements	2%
Poor waste management	10%	Satisfied with waste and recycling including FOGO	2%
Poor road Maintenance	9%	Environmental issues	2%
Improved cleanliness/maintenance	9%	Disruption from development	2%
Poor customer services/response times	9%	Improved planning for development	1%
Traffic congestion	9%	Managing overdevelopment	1%
Parking availability/management	7%	Good road maintenance	1%
Maintenance of natural environment e.g. beaches, parks	5%	More dog friendly areas	1%
Tree maintenance	5%	Homelessness	1%
General maintenance and cleanliness	4%	Good Council communication/engagement	1%
Improved D/A process	4%	Good customer service/responsiveness	0%
Footpath maintenance	4%	Community events	0%
More/improved public transportation	4%	Heritage preservation	0%
Pedestrian safety	3%	Other	2%
No dealings with Council	2%	DK/Nothing	2%

Q17a. Overall, for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues but across all responsibility areas?

Q15b. What is your main reason for feeling that way?

Reasons for Level of Satisfaction with Council

Not at all satisfied/not very satisfied	N=63	Not at all satisfied/not very satisfied	N=63
Dissatisfaction with Council's actions, fund distribution, accountability	44%	Quality services/facilities	2%
Poor customer services/response times	20%	Tree maintenance	2%
Lack of Council communication/engagement	17%	Environmental sustainability/protection	2%
Poor road Maintenance	14%	Public safety	2%
Improved cleanliness/maintenance	12%	Happy with Council performance	2%
Parking availability/management	11%	Good road maintenance	2%
Footpath maintenance	11%	More dog friendly areas	2%
Poor waste management	10%	Good customer service/responsiveness	1%
Animal management	10%	No dealings with Council	1%
Improved services/facilities	8%	Cycling safety	1%
Traffic congestion	8%	More/improved public transportation	1%
Improved D/A process	6%	Heritage preservation	1%
Improved planning for development	6%	Disruption from development	1%
Environmental issues	5%	Good Council communication/engagement	1%
Managing overdevelopment	5%	Other	9%
Room for improvement	3%	DK/Nothing	1%

Q17a. Overall, for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues but across all responsibility areas?

Q15b. What is your main reason for feeling that way?

Top Priority Areas for Council to Focus On

	N=750		N=750
Traffic management and congestion	23%	Tree maintenance	3%
Managing overpopulation	18%	Road infrastructure	3%
Provision/management of environmental issues	14%	More community events	2%
Managing overdevelopment	14%	DA approvals and processes	2%
Improved affordability	13%	Communication/engagement from Council	2%
More/improved public transport	13%	Provision/management of cycleways	2%
Provision/more services and facilities	12%	Improved sustainability	2%
Increased parking and management	11%	On-street electric charging	2%
Housing availability	10%	Animal management	1%
Parking availability	9%	Improved accessibility for disability and aged	1%
General maintenance/improvements of the area	8%	Retain heritage	1%
Road maintenance	8%	Managing homelessness	1%
Planning developments/managing population density	8%	Improving Council response time/services	1%
Maintenance of the natural environment e.g. parks, beaches, bushlands	6%	Access to nature	1%
Infrastructure to manage population growth	6%	Zoning	1%
Management of the local economy/business	5%	Dog friendly areas	1%
Provision/maintenance of footpaths	5%	Beach maintenance	1%
Waste management/services	5%	Noise pollution	<1%
Community safety	5%	Tourism	<1%
Green space preservation	4%	Other	1%
Development to cater to population growth	3%	DK	3%
Council leadership and accountability/transparency	3%		

Agreement Statements

Top 2 Box % (Agree/Strongly Agree)	Overall	Gender		Age						Time Live in Area			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	Under 3 years	3 – 5 years	6 – 10 years	11+ years
The Randwick Council Area is a good place to live	98%	98%	97%	100%	96%	99%	98%	97%	97%	100%	100%	99%	97%
I prefer to shop in my local neighbourhood	90%	90%	89%	85%	87%	92%	90%	90%	93%	81%	78%	88%	92%
I feel a part of my local community	76%	75%	77%	68%	73%	77%	79%	82%	77%	72%	74%	83%	75%
The Randwick Council lobbies the State and Federal Government in order to achieve positive outcomes for the area	61%	61%	62%	75%	66%	57%	54%	54%	63%	76%	79%	55%	59%
I know where to access social welfare services should I need them	57%	59%	55%	72%	55%	53%	53%	52%	62%	52%	60%	58%	57%
Base	750	361	389	85	168	139	119	96	143	68	46	84	552

Agreement Statements

Top 2 Box % (Agree/Strongly Agree)	Overall	Speak a Language other than English at Home		Disabled or caring for someone with a disability		Housing Type		
		Yes	No	Yes	No	Free Standing House	Unit/ Apartment/ Villa/ Townhouse	Duplex/ semi detached
The Randwick Council Area is a good place to live	98%	98%	97%	95%	98%	97%	98%	98%
I prefer to shop in my local neighbourhood	90%	86%	91%	91%	89%	91%	89%	90%
I feel a part of my local community	76%	78%	75%	70%	77%	78%	73%	76%
The Randwick Council lobbies the State and Federal Government in order to achieve positive outcomes for the area	61%	66%	59%	62%	61%	64%	61%	52%
I know where to access social welfare services should I need them	57%	60%	56%	52%	58%	62%	52%	57%
Base	750	216	534	123	627	300	328	106

Comparison to Previous Research

Service/Facility	Importance		Satisfaction		Service/Facility	Importance		Satisfaction	
	2023	2021	2023	2021		2023	2021	2023	2021
Ovals and sporting facilities	3.73	3.72	3.98▼	4.15	Maintaining local roads	4.59	4.52	3.28	3.34
Ocean pools	3.92	3.77	4.25	4.28	Maintaining footpaths	4.58	4.54	3.40	3.37
Local Parks	4.45	4.46	4.14	4.17	Constructing cycleways	3.29	3.31	3.15	3.16
Children's Playgrounds	3.20	3.26	3.98	4.09	The availability of car parking in the town centres in the Randwick City area	4.15	4.16	3.03	2.91
Beaches	4.58	4.56	4.38▼	4.52	How Council plans for and assesses development (i.e., development applications)	3.98	4.04	3.07	3.02
Council libraries	3.60	3.51	4.25	4.26	Attractiveness of town centres	3.94	3.87	3.36	3.37
Des Renford Leisure Centre (DRLC)	3.32	3.17	4.21	4.23	Vitality of town centres	3.89	3.98	3.42	3.48
Coastal open spaces and walkways	4.50	4.58	4.25	4.34	Protection of heritage buildings and items	4.04	4.09	3.70	3.66
Festivals and events (e.g., Coogee Carols, NYE fireworks, The Spot Festival, Beach Breaks)	3.48	3.56	3.78▲	3.50	Council's response time to requests for service	4.21	4.22	3.48	3.50
Cultural activities	3.42	NA	3.58	NA	Council's provision of information to residents about activities and services	4.01	4.13	3.73	3.79
Museums	3.14	NA	3.45	NA	Community consultation	4.03▼	4.18	3.48	3.36
Alfresco dining	3.82	NA	3.68	NA	Opportunity to participate in decision-making processes	3.88	4.00	3.17	3.08
Pop-up activations (e.g., food trucks & music)	3.36	NA	3.31	NA	Health inspections at food premises etc.	4.43	4.30	3.73	3.81
Community centres and halls (e.g., Prince Henry Centre, Kensington Community Centre)	3.25	3.08	3.73	3.69	Rangers and parking patrols	3.37▼	3.70	3.65	3.65
Information on community services	3.76	3.72	3.62	3.71	Regulation and enforcement (e.g., Building compliance and fire safety)	4.11▼	4.36	3.76	3.85
Home Modification and Maintenance Service (HMMS)	3.33	3.23	3.27	3.48	Environmental management (e.g., Responding to water, air and noise pollution)	4.37	NA	3.69	NA
Community safety	4.53	4.50	3.96	3.94	Long term planning for the City (e.g., 20 year Randwick City Plan)	4.41	4.48	3.44	3.32
Protection of natural bushland	4.50	4.46	4.04	3.91	Provision of public place litter bins	4.40	4.51	3.66▲	3.47
Tree preservation	4.29	4.32	3.83	3.67	Street cleaning	4.43	4.47	3.75	3.73
Environmental awareness and education	4.25	4.30	3.75	3.64	Beach cleaning	4.65	4.63	4.08▲	3.94
Water and energy saving measures	4.29	4.33	3.54	3.65	Town centre cleaning	4.38	4.39	3.80	3.79
Traffic management in the Randwick LGA	4.38	4.43	3.14	3.12					

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

Importance Compared to the Bespoke Benchmark

Service/Facility	Randwick City T2 box importance score	Micromex LGA Bespoke Benchmark T2 box importance score	Variance
Environmental awareness and education	81%	73%	7%
Maintaining footpaths	92%	86%	6%
Local Parks	88%	84%	5%
Regulation and enforcement (e.g., Building compliance and fire safety)	75%	71%	4%
Street cleaning	87%	83%	4%
Protection of heritage buildings and items	74%	71%	3%
Protection of natural bushland	88%	85%	2%
Community safety	89%	88%	1%
Maintaining local roads	91%	90%	1%
Beach cleaning	93%	94%	-1%
Environmental management (e.g., Responding to water, air and noise pollution)	83%	84%	-1%
Tree preservation	80%	81%	-1%
Provision of public place litter bins	87%	89%	-2%
Health inspections at food premises etc.	87%	90%	-3%
Long term planning for the City (e.g., 20 year Randwick City Plan)	84%	88%	-4%
Traffic management in the Randwick LGA	85%	89%	-4%
Beaches	89%	94%	-4%
Water and energy saving measures	81%	86%	-5%
Opportunity to participate in decision-making processes	67%	72%	-5%
Town centre cleaning	85%	90%	-6%
How Council plans for and assesses development (i.e., development applications)	70%	76%	-6%
Council's provision of information to residents about activities and services	72%	79%	-7%
The availability of car parking in the town centres in the Randwick City area	76%	84%	-8%
Constructing cycleways	49%	57%	-8%
Community consultation	71%	82%	-11% ▼
Ovals and sporting facilities	63%	75%	-12% ▼
Community centres and halls (e.g., Prince Henry Centre, Kensington Community Centre)	41%	53%	-12% ▼
Festivals and events (e.g., Coogee Carols, NYE fireworks, The Spot Festival, Beach Breaks)	51%	66%	-15% ▼
Attractiveness of town centres	70%	85%	-15% ▼
Council libraries	59%	75%	-16% ▼
Vitality of town centres	67%	85%	-17% ▼
Des Renford Leisure Centre (DRLC)	49%	66%	-17% ▼
Museums	41%	64%	-23% ▼

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

Note: T2 = important/very important 69

Satisfaction Compared to the Bespoke Benchmark

Service/Facility	Randwick City T3 box satisfaction score	Micromex LGA Bespoke Benchmark T3 box satisfaction score	Variance
Regulation and enforcement (e.g., Building compliance and fire safety)	90%	70%	20%▲
Long term planning for the City (e.g., 20 year Randwick City Plan)	80%	67%	13%▲
Protection of heritage buildings and items	90%	78%	12%▲
Des Renford Leisure Centre (DRLC)	97%	88%	10%▲
Tree preservation	87%	78%	9%
Community consultation	83%	74%	9%
Environmental awareness and education	90%	81%	9%
Traffic management in the Randwick LGA	73%	63%	9%
Constructing cycleways	73%	65%	8%
Opportunity to participate in decision-making processes	73%	65%	8%
Council's provision of information to residents about activities and services	88%	80%	8%
The availability of car parking in the town centres in the Randwick City area	70%	62%	8%
Provision of public place litter bins	84%	79%	5%
Protection of natural bushland	93%	87%	5%
Water and energy saving measures	85%	80%	5%
Community safety	92%	87%	5%
Maintaining footpaths	78%	74%	5%
Street cleaning	85%	81%	4%
Beaches	97%	93%	4%
How Council plans for and assesses development (i.e., development applications)	68%	64%	4%
Environmental management (e.g., Responding to water, air and noise pollution)	90%	86%	4%
Maintaining local roads	76%	72%	4%
Town centre cleaning	93%	90%	3%
Ovals and sporting facilities	94%	91%	2%
Local Parks	94%	93%	2%
Festivals and events (e.g., Coogee Carols, NYE fireworks, The Spot Festival, Beach Breaks)	90%	89%	1%
Beach cleaning	93%	93%	1%
Community centres and halls (e.g., Prince Henry Centre, Kensington Community Centre)	90%	90%	1%
Council libraries	95%	95%	0%
Vitality of town centres	85%	85%	0%
Health inspections at food premises etc.	92%	93%	-1%
Attractiveness of town centres	81%	90%	-8%
Museums	78%	87%	-9%

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

Note: T3 = at least somewhat satisfied 70

Performance Gap Analysis

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

Performance Gap Ranking

Service/Facility	Importance T2 Box	Satisfaction T3 Box	Performance Gap (Importance – Satisfaction)
Maintaining local roads	91%	76%	15%
Maintaining footpaths	92%	78%	14%
Traffic management in the Randwick LGA	85%	73%	12%
The availability of car parking in the town centres in the Randwick City area	76%	70%	6%
Long term planning for the City (e.g., 20 year Randwick City Plan)	84%	80%	4%
Provision of public place litter bins	87%	84%	3%
Street cleaning	87%	85%	3%
How Council plans for and assesses development (i.e., development applications)	70%	68%	2%
Beach cleaning	93%	93%	0%
Council's response time to requests for service	79%	80%	-1%
Community safety	89%	92%	-3%
Water and energy saving measures	81%	85%	-4%
Health inspections at food premises etc.	87%	92%	-5%
Protection of natural bushland	88%	93%	-5%
Coastal open spaces and walkways	90%	96%	-6%
Local Parks	88%	94%	-6%
Environmental management (e.g., Responding to water, air and noise pollution)	83%	90%	-6%
Opportunity to participate in decision-making processes	67%	73%	-7%
Beaches	89%	97%	-7%
Tree preservation	80%	87%	-8%
Town centre cleaning	85%	93%	-8%
Environmental awareness and education	81%	90%	-10%

Note: T2 = important/very important
T3 = at least somewhat satisfied

Performance Gap Analysis

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

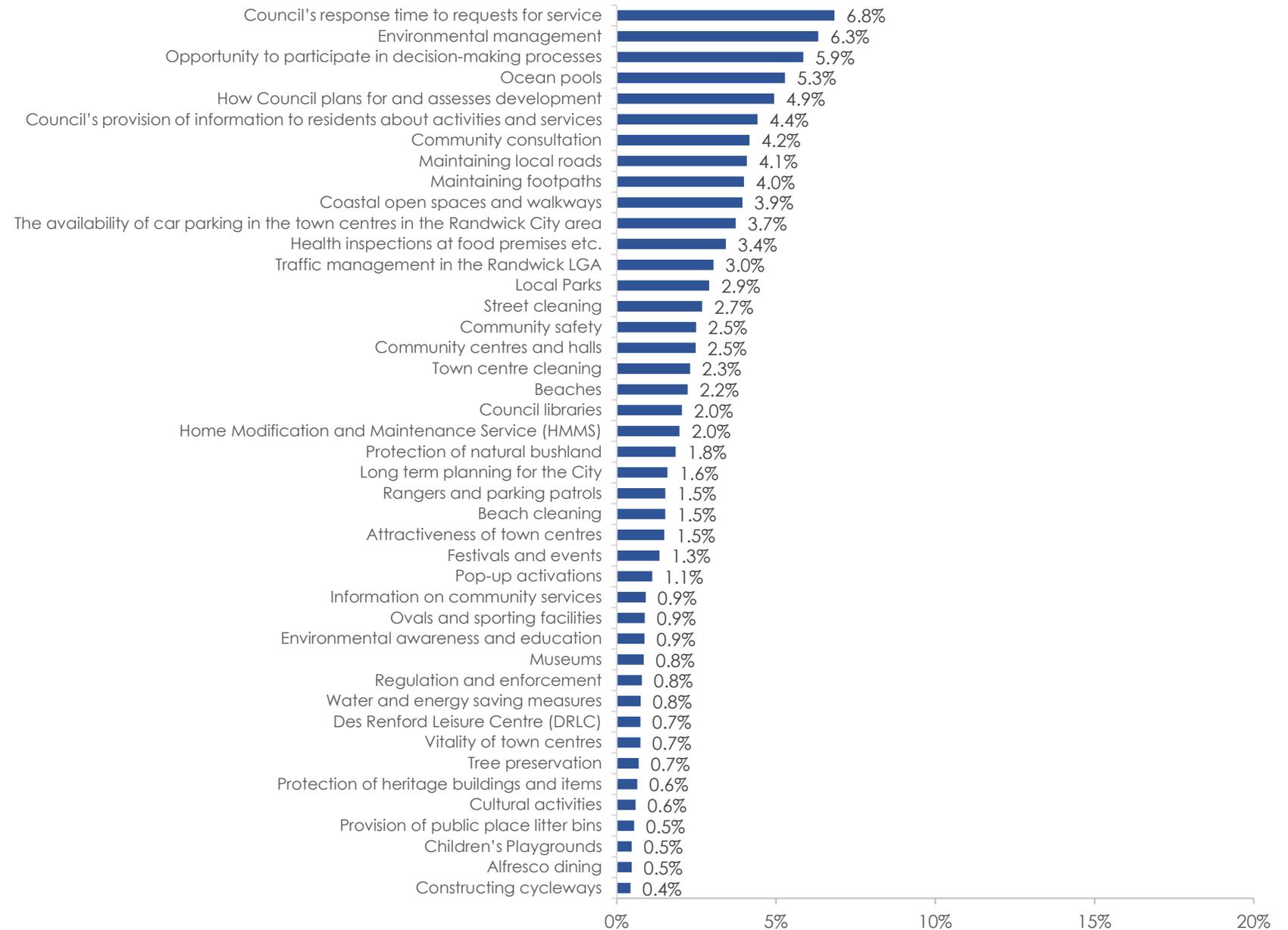
Performance Gap Ranking

Service/Facility	Importance T2 Box	Satisfaction T3 Box	Performance Gap (Importance – Satisfaction)
Attractiveness of town centres	70%	81%	-12%
Community consultation	71%	83%	-12%
Regulation and enforcement (e.g., Building compliance and fire safety)	75%	90%	-15%
Protection of heritage buildings and items	74%	90%	-16%
Council's provision of information to residents about activities and services	72%	88%	-16%
Vitality of town centres	67%	85%	-17%
Alfresco dining	66%	90%	-24%
Constructing cycleways	49%	73%	-25%
Ocean pools	70%	95%	-25%
Information on community services	62%	88%	-26%
Ovals and sporting facilities	63%	94%	-31%
Rangers and parking patrols	51%	83%	-32%
Home Modification and Maintenance Service (HMMS)	46%	78%	-32%
Pop-up activations (e.g., food trucks & music)	44%	78%	-35%
Council libraries	59%	95%	-36%
Museums	41%	78%	-37%
Cultural activities	48%	85%	-37%
Festivals and events (e.g., Coogee Carols, NYE fireworks, The Spot Festival, Beach Breaks)	51%	90%	-39%
Children's Playgrounds	48%	93%	-45%
Des Renford Leisure Centre (DRLC)	49%	97%	-49%
Community centres and halls (e.g., Prince Henry Centre, Kensington Community Centre)	41%	90%	-49%

Note: T2 = important/very important
T3 = at least somewhat satisfied

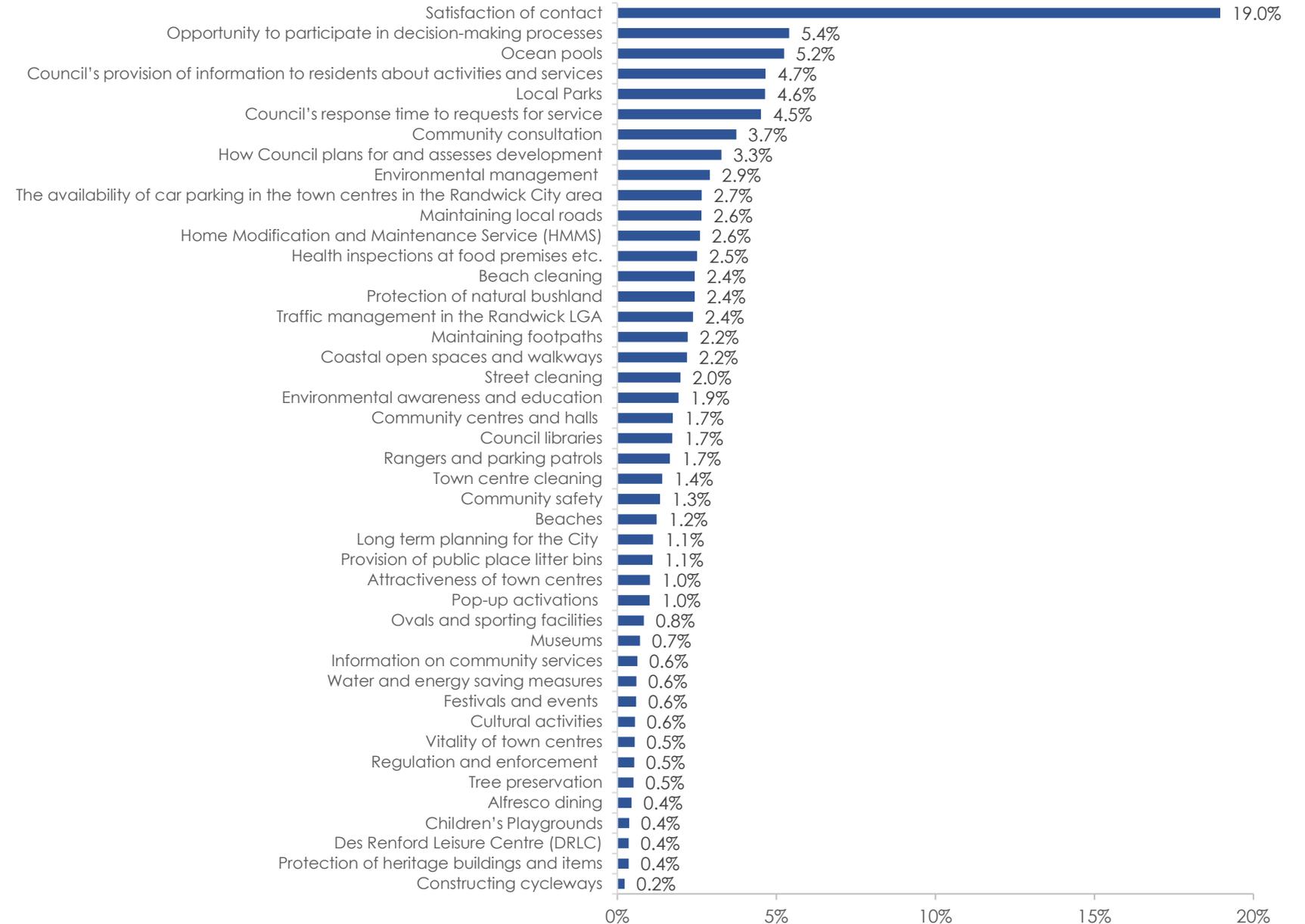
Regression Analysis – Influence on Overall Satisfaction

The chart to the right summarises the influence of the 43 facilities/services on overall satisfaction with Council's performance, based on the Advanced Regression analysis.



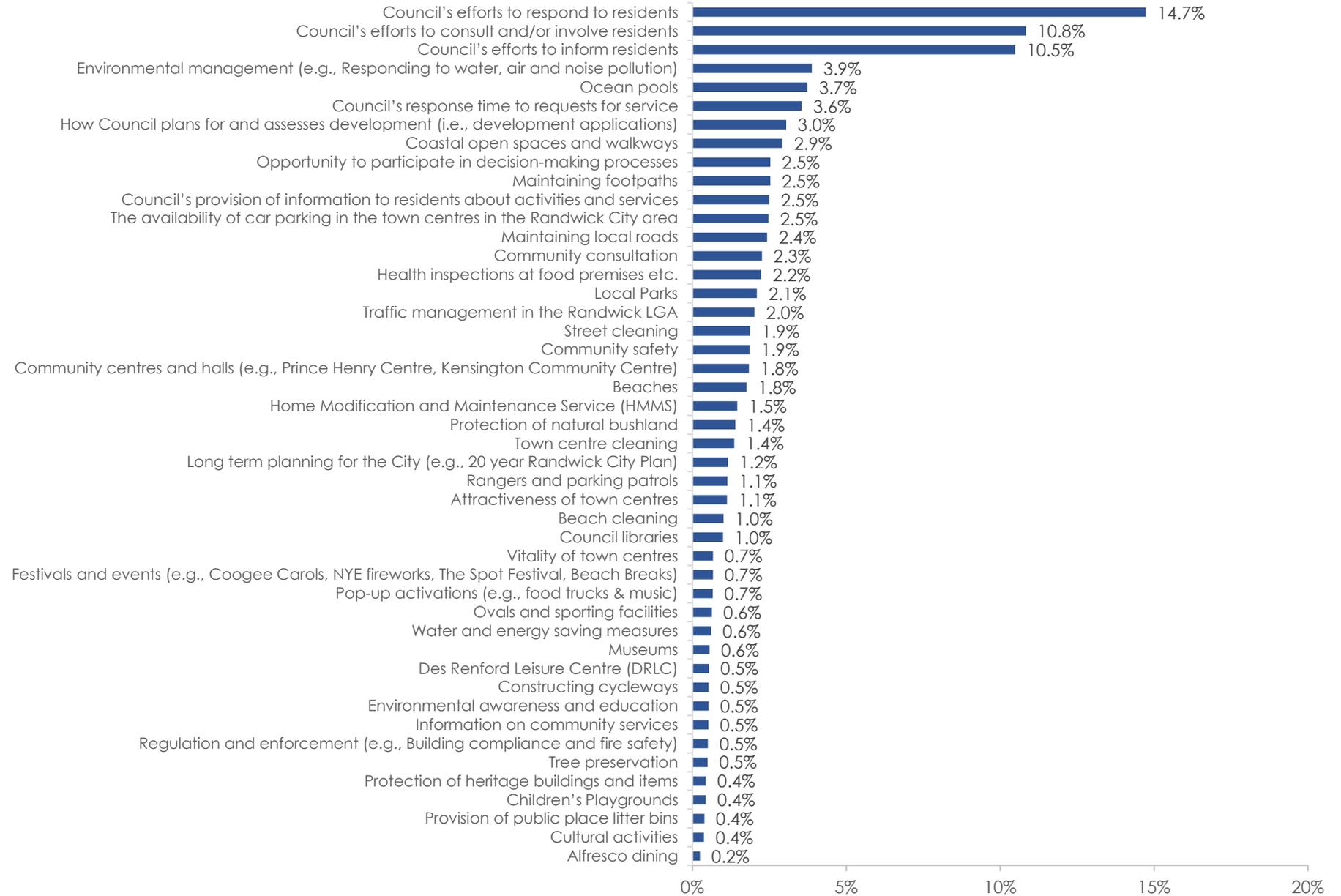
Regression Analysis – Influence on Overall Satisfaction (Expanded Model 1)

The chart to the right summarises the influence of the 43 facilities/ services and satisfaction with contact on overall satisfaction with Council's performance, based on the Advanced Regression analysis.



Regression Analysis – Influence on Overall Satisfaction (Expanded Model 2)

The chart to the right summarises the influence of the 43 facilities/services and 3 measures of satisfaction with the Council's efforts to communicate with residents on overall satisfaction with Council's performance, based on the Advanced Regression analysis.



Methods of Contacting Council

	Overall	Gender		Age						Time Live in Area			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	Under 3 years	3 – 5 years	6 – 10 years	11+ years
Telephone	43%	50%	38%	75%	34%	38%	34%	48%	53%	28%	39%	27%	46%
Email	29%	19%	36%	0%	32%	30%	35%	29%	23%	0%	61%	42%	26%
Council website	11%	13%	9%	0%	20%	12%	14%	8%	4%	72%	0%	12%	10%
Face-to-Face	10%	12%	9%	13%	5%	10%	10%	9%	15%	0%	0%	12%	10%
Mail	3%	3%	3%	13%	5%	4%	1%	0%	4%	0%	0%	3%	3%
Social Media	1%	0%	2%	0%	5%	0%	1%	0%	0%	0%	0%	0%	1%
YourSay Randwick website	<1%	0%	1%	0%	0%	2%	1%	0%	0%	0%	0%	2%	<1%
Other	3%	2%	3%	0%	0%	3%	3%	5%	2%	0%	0%	2%	3%
Base	389	171	218	17	67	73	83	65	85	6	8	48	326

	Overall	Speak a Language other than English at Home		Disabled or caring for someone with a disability		Housing Type		
		Yes	No	Yes	No	Free Standing House	Unit/ Apartment/ Villa/ Townhouse	Duplex/ semi detached
Telephone	43%	48%	41%	65%	39%	46%	40%	44%
Email	29%	29%	29%	20%	30%	30%	29%	25%
Council website	11%	7%	12%	2%	13%	8%	13%	9%
Face-to-Face	10%	7%	11%	8%	10%	9%	9%	18%
Mail	3%	8%	1%	3%	3%	3%	5%	0%
Social Media	1%	0%	1%	1%	1%	2%	0%	0%
YourSay Randwick website	<1%	0%	1%	0%	1%	0%	<1%	2%
Other	3%	1%	3%	1%	3%	2%	3%	1%
Base	389	99	290	67	322	176	149	59

Sources of Information from Council

	Overall	Gender		Age						Time Live in Area			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	Under 3 years	3 – 5 years	6 – 10 years	11+ years
Letter box drops	74%	72%	77%	55%	72%	77%	78%	80%	80%	57%	50%	78%	78%
Council's website	63%	64%	62%	50%	59%	70%	76%	74%	48%	35%	49%	67%	67%
Social Media	46%	45%	47%	70%	53%	50%	50%	36%	22%	52%	50%	49%	44%
Word of mouth	43%	42%	43%	53%	47%	49%	42%	34%	32%	56%	24%	45%	42%
The Beast Magazine	35%	31%	38%	18%	30%	32%	39%	40%	46%	32%	24%	46%	34%
Randwick e-news	32%	29%	35%	13%	17%	36%	38%	40%	46%	22%	12%	35%	34%
YourSay Randwick Website	25%	24%	25%	17%	25%	28%	25%	29%	23%	18%	14%	28%	26%
Scene Magazine	22%	21%	23%	8%	7%	17%	25%	29%	48%	7%	16%	19%	25%
Library website	20%	16%	23%	20%	18%	24%	12%	14%	28%	31%	8%	22%	19%
Library enews	15%	12%	17%	10%	9%	20%	9%	13%	24%	14%	0%	20%	15%
Other	6%	4%	7%	5%	4%	5%	7%	6%	8%	0%	10%	9%	6%
Base	750	361	389	85	168	139	119	96	143	68	46	84	552

Sources of Information from Council

	Overall	Speak a Language other than English at Home		Disabled or caring for someone with a disability		Housing Type		
		Yes	No	Yes	No	Free Standing House	Unit/ Apartment/ Villa/ Townhouse	Duplex/ semi detached
Letter box drops	74%	68%	77%	76%	74%	78%	72%	76%
Council's website	63%	63%	63%	47%	66%	64%	58%	75%
Social Media	46%	53%	43%	36%	48%	43%	47%	51%
Word of mouth	43%	41%	44%	39%	43%	43%	42%	41%
The Beast Magazine	35%	29%	37%	35%	35%	30%	39%	38%
Randwick e-news	32%	33%	31%	37%	31%	34%	29%	36%
YourSay Randwick Website	25%	37%	20%	23%	25%	25%	23%	29%
Scene Magazine	22%	21%	23%	30%	21%	25%	20%	23%
Library website	20%	25%	18%	24%	19%	21%	20%	18%
Library enews	15%	16%	14%	15%	14%	15%	13%	18%
Other	6%	7%	5%	8%	5%	5%	6%	7%
Base	750	216	534	123	627	300	328	106

Satisfaction with Information About Services & Activities

	Overall	Gender		Age						Time Live in Area			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	Under 3 years	3 – 5 years	6 – 10 years	11+ years
Top 3 Box %	90%	89%	92%	90%	88%	93%	92%	87%	90%	96%	81%	98%	89%
Mean rating	3.71	3.62	3.79	3.60	3.59	3.81	3.80	3.60	3.80	3.92	3.26	4.01	3.67
Base	744	357	387	83	168	139	118	94	143	68	46	84	546

	Overall	Speak a Language other than English at Home		Disabled or caring for someone with a disability		Housing Type		
		Yes	No	Yes	No	Free Standing House	Unit/ Apartment/ Villa/ Townhouse	Duplex/ semi detached
Top 3 Box %	90%	87%	91%	84%	91%	88%	91%	92%
Mean rating	3.71	3.61	3.75	3.45	3.76	3.73	3.71	3.71
Base	744	215	529	122	622	297	327	105

Note: results exclude don't know responses
 Scale: 1 = not at all satisfied, 5 = very satisfied
 A significantly higher/lower percentage/rating (by group)

Reasons for Lower Level of Satisfaction with Information

	N=246		N=246
Need more information e.g. clearer, more detailed/frequent information	34%	Do not use Council website/don't have an opinion	1%
Don't hear much from Council/have to seek out information	19%	Council needs to take more action/follow through	1%
More information via print e.g. letters/newsletters/flyers/letterbox drops	13%	Environmental considerations	1%
Need more information via multiple channels e.g. social media, SMS, email newsletters	13%	Information about Council services/facilities/activities	1%
Improve Council website e.g. better navigation, more information	7%	Poor time management	<1%
Events calendar/advertising of events	5%	More local advertising e.g. signage, radio, TV	<1%
Not relevant/don't pay too much attention	5%	Unclear who to contact for specific issues	<1%
Council do a good job	4%	Lack of information from Councillors themselves	<1%
Improve transparency and accuracy of information	4%	Opportunities to provide feedback	<1%
More community engagement/consultation opportunities and face-to-face interactions	4%	Better CALD outreach and engagement	<1%
Improve customer service/experience when contacting Council	4%	Provide more COVID-19/support and vaccine information	<1%
Room for improvement	3%	Provide more information about flora and fauna in parks/playgrounds	<1%
Provide personalised information	3%	More information about Council spending/resource allocation	<1%
Provide more information on DAs/development	2%	Too much money wasted on newsletter	<1%
Improve awareness of available information/information sources	2%	More diversity of information e.g. long-term vision/future planning	<1%
Better content/presentation of information e.g. simpler, easier to read	1%	Provide more information in local newspapers	<1%
Greater distribution of local newspapers e.g. Southern Courier, The Beast	1%	Other	1%
Maintenance of the areas	1%	Not sure/don't know	2%
More specific, localised communications about each area	1%	Prefer not to say	2%

Q16a. How satisfied are you with the information that you get from Council about its services and activities?

Q16b. (If somewhat – not at all satisfied), Why do you say that ?

Reasons for Support Level

Supportive/very supportive	N=570	Supportive/very supportive	N=570
Supportive of environmental projects and protection of the environment	47%	Services are needed	1%
Importance of the environment and these projects to the local community	30%	Opposition to the levy due to cost	1%
Levy is AFFORDABLE for the services/facilities provided	11%	Financial hardship and affordability for low-income residents	1%
Responsibility for environmental preservation and maintenance	11%	Some environmental projects are not needed/disagree with some projects	1%
Satisfied with Council's environmental initiatives and projects	8%	Support for the levy if it is used properly	1%
Sustainability and protection of the environment for future generations	5%	Ratepayers should be responsible	1%
Funding is needed to finish incomplete projects, e.g. Coastal Walkway	4%	Affordability and cost of the levy	1%
Lack of knowledge or details about the levy	2%	The levy is beneficial to tourism in the area	1%
It has been in place for many years, I am supportive of it continuing	2%	Council could be doing more in this space	<1%
Council needs to be more transparent about where funding is used	2%	Non-ratepayers need to contribute to these projects/initiatives as well	<1%
Council/the Government should pay for environmental initiatives	2%	Other	2%
Need improvements to other services/facilities outside of the environmental projects	1%	Don't know/Unsure	1%

Q23a. How supportive, if at all, are you of the proposal to continue the Environmental Levy?

Q23b. Why do you say that?

Reasons for Support Level

Somewhat supportive	N=122	Somewhat supportive	N=122
Lack of knowledge or details about the levy	25%	Satisfied with Council's environmental initiatives and projects	2%
Supportive of environmental projects and protection of the environment	16%	Council/the Government should pay for environmental initiatives	2%
Opposition to the levy due to cost	15%	Levy is AFFORDABLE for the services/facilities provided	2%
Affordability and cost of the levy	11%	Funding is needed to finish incomplete projects, e.g. Coastal Walkway	2%
Council needs to be more transparent about where funding is used	9%	No longer use these facilities	1%
Some environmental projects are not needed/disagree with some projects	7%	Responsibility for environmental preservation and maintenance	1%
Financial hardship and affordability for low-income residents	6%	Support for the levy if it is used properly	<1%
Need improvements to other services/facilities outside of the environmental projects	6%	Other	6%
It has been in place for many years, I am supportive of it continuing	4%	Don't know/Unsure	9%
Importance of the environment and these projects to the local community	3%		

Q23a. How supportive, if at all, are you of the proposal to continue the Environmental Levy?

Q23b. Why do you say that?

Reasons for Support Level

Not at all supportive/not very supportive	N=58	Not at all supportive/not very supportive	N=58
Opposition to the levy due to cost	34%	Affordability and cost of the levy	6%
Council/the Government should pay for environmental initiatives	20%	Not interested in environmental protection	6%
Some environmental projects are not needed/disagree with some projects	15%	No longer use these facilities	3%
Council needs to be more transparent about where funding is used	14%	Non-ratepayers need to contribute to these projects/initiatives as well	3%
Need improvements to other services/facilities outside of the environmental projects	12%	Council could be doing more in this space	1%
Financial hardship and affordability for low-income residents	7%	Importance of the environment and these projects to the local community	1%
Supportive of environmental projects and protection of the environment	7%	Other	8%
Lack of knowledge or details about the levy	6%	Don't know/Unsure	2%

Q23a. How supportive, if at all, are you of the proposal to continue the Environmental Levy?

Q23b. Why do you say that?

Council's Used to Create the Bespoke Benchmark

The Bespoke Benchmark was composed from the Council areas listed below:	
Bayside Council	Sutherland Shire Council
Georges River Council	Woollahra Municipal Council
Northern Beaches Council	Waverley Council



Appendix 2:
Questionnaire

Appendix 2

**Randwick City Council
Community Satisfaction Survey
October 2023**

Instructions	
(SR)	Single Response
(MR)	Multiple Responses
(TEXT)	Textbox
(DROP)	Dropdown
(SCALE)	Scale
(SCALE MR)	3D Matrix

Instructions	
Position	Order
Value	Rating
[directions]	Logic

Study Parameters	
Topic	Community Satisfaction Research
Method	CATI
Sample Size	N=750
Interview Duration	20 minutes

Notable programming codes	
Red	
Blue	
White	
Gray 95	
Alice Blue	
Exclusive	</exclusive>

Good afternoon/evening, my name is from Micromex Research. We are conducting a survey for Randwick City Council about the services and facilities provided by Council and are interested in the views of local residents. Would you have approximately 15 or so minutes to assist?

Just to give you some background, the information you give will be used for research purposes and is completely confidential. Your input will help Council to better understand and meet the diverse needs of its residents.

Before we start, I just have to make sure you qualify for an interview. Firstly, is your household in the Randwick City Council area? [If necessary, read out the list of suburbs below.] **[IF NOT, TERMINATE INTERVIEW]**

Have you lived in the Randwick City Council area for longer than 6 months and are you over the age of 18? **[IF NOT, TERMINATE INTERVIEW]**

Great, you qualify for an interview! I just have to inform you that my supervisor may monitor this call for quality control purposes and that all information given will remain strictly confidential in accordance with the privacy act.

QA. Which suburb do you live in? (SR)

Position	Answers	Notes
1	Chifley	
2	Clovelly	
3	Coogee	
4	Kensington	
5	Kingsford	
6	La Perouse	
7	Little Bay	
8	Malabar	
9	Maroubra	
10	Matraville	
11	Phillip Bay	
12	Randwick	
13	South Coogee	

Q8. Council's Regulatory Services

Position	Answers	Importance					Satisfaction					
		Low		High			Low		High			NA
		1	2	3	4	5	1	2	3	4	5	
1	Health inspections at food premises etc.											
2	Rangers and parking patrols											
3	Regulation and enforcement (e.g., Building compliance and fire safety)											
4	Environmental management (e.g., Responding to water, air and noise pollution)											

Q9. Strategic Planning

Position	Answers	Importance					Satisfaction					
		Low		High			Low		High			NA
		1	2	3	4	5	1	2	3	4	5	
1	Long term planning for the City (e.g., 20 year Randwick City Plan)											

Q10. Public Place Waste Services

Position	Answers	Importance					Satisfaction					
		Low		High			Low		High			NA
		1	2	3	4	5	1	2	3	4	5	
1	Provision of public place litter bins											
2	Street cleaning											
3	Beach cleaning											
4	Town centre cleaning											

Part B. Customer service Indicators – Contact with Council over the last year

Q11a. Did you have any direct contact with Council in the last 12 months, either by telephone, face-to-face contact, email or mail? (SR)

Position	Answers	Notes
1	Yes	
2	No	(Go to Q13)

Q11b. Concerning the last time you contacted Council, did you use: (SR)

Position	Answers	Notes
1	Telephone	
2	Face-to-Face	
3	Mail	
4	Email	
5	Council website	
6	YourSay Randwick website	
7	Social media (Facebook, Instagram)	
8	Other (please specify)	Go to Q11bi

Q11bi. Other (Please specify). (TEXT)

Position	Answers	Notes
1		1 Line

Q12a. Thinking about your most recent contact with Council, how satisfied were you with that contact? (SR)

Value	Answers	Notes
5	Very satisfied	(Go to Q13)
4	Satisfied	(Go to Q13)
3	Somewhat satisfied	
2	Not very satisfied	
1	Not at all satisfied	

Q12b. Why do you say that? (TEXT)

Position	Answers	Notes
1		5 Lines

Q13. Can you please rate the following criteria regarding Council's efforts to communicate with residents? Please rate on a scale of 1 to 5, where 1 is not at all satisfied, and 5 is very satisfied. Prompt (SCALE)

Value	Answers	Notes
5	Very satisfied	
4	Satisfied	
3	Somewhat satisfied	
2	Not very satisfied	
1	Not at all satisfied	

Position	Answers	Notes
1	Council's efforts to inform residents	
2	Council's efforts to consult and/or involve residents	
3	Council's efforts to respond to residents	

Q14a. Have you visited Council's website in the last 12 months? (SR)

Position	Answers	Notes
1	Yes	
2	No	(Go to Q15)

Q14b. Thinking of the last time you accessed the site, what was your reason for using the site? Prompt (MR)

Position	Answers	Notes
1	To request a service	
2	To find information on DAs	
3	To pay a bill	
4	To find a form	
5	Accessing general information e.g., about events/waste collection	
6	Other (please specify)	Go to Q14bi

Q14bi. Other (Please specify). (TEXT)

Position	Answers	Notes
1		5 lines

Q14c. How satisfied were you in meeting your objectives when visiting the website? Prompt (SR)

Value	Answers	Notes
5	Very satisfied	(Go to Q15)
4	Satisfied	(Go to Q15)
3	Somewhat satisfied	
2	Not very satisfied	
1	Not at all satisfied	

Q14d. Why do you say that? (TEXT)

Position	Answers	Notes
1		5 Lines

Q15. Please indicate from the following list how you get information from Council. Please answer yes or no as I read each one. Prompt (MR)

Position	Answers	Notes
1	Council's website	
2	Letter box drops	
3	Word of mouth	
4	The Beast Magazine	
5	Social Media	
6	Library website	
7	Library enews	
8	Randwick e-news	
9	YourSay Randwick Website	
10	Scene Magazine	
11	Other (please specify)	Go to Q15i

Q15i. Other (Please specify). (TEXT)

Position	Answers	Notes
1		5 Lines

Q16a. How satisfied are you with the information that you get from Council about its services and activities? Prompt (SR)

Value	Answers	Notes
5	Very satisfied	(Go to Q17a)
4	Satisfied	(Go to Q17a)
3	Somewhat satisfied	
2	Not very satisfied	
1	Not at all satisfied	
0	Don't know (Do not prompt)	Go to Q17a

Q16b. Why do you say that? (TEXT)

Position	Answers	Notes
1		5 Lines

Part C. Priority Issues

Q17a. Overall, for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues but across all responsibility areas? Prompt (SR)

Value	Answers	Notes
5	Very satisfied	
4	Satisfied	
3	Somewhat satisfied	
2	Not very satisfied	
1	Not at all satisfied	

Q17b. What is your main reason for feeling that way? Probe fully on all issues mentioned (TEXT)

Position	Answers	Notes
1		5 Lines

Q18. During the next 3 years, what do you think will be the highest priority issues facing the Randwick local government area? Probe fully on all issues mentioned (TEXT)

Position	Answers	Notes
1		5 Lines

Q19. How strongly do you agree or disagree with the following statements: Prompt (SR)

"The Randwick Council area is a good place to live"

Value	Answers	Notes
5	Strongly agree	
4	Agree	
3	Neither	
2	Disagree	
1	Strongly disagree	

"I feel a part of my local community"

Value	Answers	Notes
5	Strongly agree	
4	Agree	
3	Neither	
2	Disagree	
1	Strongly disagree	

"I know where to access social welfare services should I need them"

Value	Answers	Notes
5	Strongly agree	
4	Agree	
3	Neither	
2	Disagree	
1	Strongly disagree	

Q19. How strongly do you agree or disagree with the following statements: Prompt (SR) (Cont'd)

"I prefer to shop in my local neighbourhood"

Value	Answers	Notes
5	Strongly agree	
4	Agree	
3	Neither	
2	Disagree	
1	Strongly disagree	

"The Randwick Council lobbies the State and Federal Government in order to achieve positive outcomes for the area"

Value	Answers	Notes
5	Strongly agree	
4	Agree	
3	Neither	
2	Disagree	
1	Strongly disagree	

Q20. Thinking of your current shopping and purchasing habits in your local area (within Randwick City), are you spending the same, more or less than this time last year? (SR)

Position	Answers	Notes
1	More	
2	Same	
3	Less	

Q21. Thinking about your life and personal circumstances, overall, how would you rate your quality of life? (SR)

Value	Answers	Notes
6	Excellent	
5	Very good	
4	Good	
3	Fair	
2	Poor	
1	Very poor	

Part D. Environmental Levy

Randwick City Council is currently seeking community feedback on a proposal to continue its Environmental Levy.

The levy has been in place for 20 years and is delivering significant improvements including harvesting stormwater to irrigate parks and sports fields, using 100% solar energy, and running regular workshops and events like Eco Living.

If the levy continues, about \$97 a year from an average rates bill will continue to deliver environmental improvements such as cleaner beaches, whale watching platforms and finishing the Coastal Walkway.

If the levy is not continued, ratepayers will receive an average rates reduction of \$97, but Council won't be able to deliver the same environmental projects.

Q22. Are you aware of this proposal by Council to continue its Environmental Levy? (SR)

Position	Answers	Notes
1	Yes	
2	No	

Q23a. How supportive, if at all, are you of the proposal to continue the Environmental Levy? (SR)

Value	Answers	Notes
5	Very supportive	
4	Supportive	
3	Somewhat supportive	
2	Not very supportive	
1	Not at all supportive	

Q23b. Why do you say that? (TEXT)

Position	Answers	Notes
1		.5 Lines

Part E. Demographic Information

Could you please now assist with the following demographic information?

Q24. What is your gender? (SR)

Position	Answers	Notes
1	Male	
2	Female	
3	Gender diverse	
4	Prefer not to say	

Q25. Are you: Prompt (SR)

Position	Answers	Notes
1	18-24 years	
2	25-34 years	
3	35-44 years	
4	45-54 years	
5	55-64 years	
6	65 years and older	

Q26. How many years have you lived in the Randwick LGA? Prompt (SR)

Position	Answers	Notes
1	Under 3 years	
2	3 – 5 years	
3	6 – 10 years	
4	11+ years	

Q27a. Do you speak a language other than English at home? (SR)

Position	Answers	Notes
1	Yes	
2	No	(Go to Q28)

Q27b. Which one? (SR)

Position	Answers	Notes
1	Cantonese	
2	Greek	
3	Indonesian	
4	Italian	
5	Mandarin	
6	Other (please specify)	Go to Q27bi

Q27bi. Other (Please specify). (TEXT)

Position	Answers	Notes
1		1 Line

Q28. Are you of Aboriginal or Torres Strait Islander origin? (SR)

Position	Answers	Notes
1	Yes	
2	No	

Q29. Do you have a disability or impairment? (SR)

Position	Answers	Notes
1	Yes	
2	No	

Q30. Do you care for someone with a disability or impairment? (SR)

Position	Answers	Notes
1	Yes	
2	No	

Q31. Do you live in a: Prompt (SR)

Position	Answers	Notes
1	Free standing house	
2	Duplex/semi detached	
3	Villa/townhouse	
4	Unit/Apartment	
5	Granny flat	
6	Other (please specify)	Go to Q31i

Q31i. Other (Please specify) (TEXT)

Position	Answers	Notes
1		1 Line

Q32a. Randwick Council is looking to conduct some workshops with residents about your experience of Council services. Are you interested in being involved in these? (SR)

Position	Answers	Notes
1	Yes	
2	No	Go to End

Q30b. (If yes), please advise: (TEXT)

Position	Answers	Notes
1	First name	1 Line
2	Phone number	1 Line
3	Email address	1 Line

Thank you for taking the time to complete this survey. Your opinions are important to Randwick Council and they will use this information to provide residents with a better city.

Please be assured that your personal details are confidential and treated with the utmost respect. Results for this survey are aggregated, and no individual details are released.

If you have any questions about this survey, or would like to know more about Randwick Council's community research program, please contact Council's Manager, Communications Mr Joshua Hay on 1300722542 or via email council@randwick.nsw.gov.au.



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