Wollongong City Council
Community Satisfaction Survey 2017

Prepared for
Wollongong City Council

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Summary of Findings

608 Computer Aided Telephone Interviews (CATI) were conducted with Wollongong residents aged 18 years and over.

Satisfaction with Facilities

Outdoor facilities such as beaches, parks, cycle ways, pools and the Botanic Garden were the most frequently used by Wollongong residents. Patrolled beaches had the highest usage rate (proportion of residents who used a facility within the past 12 months) at 76%. Russell Vale Golf Course was the facility with the lowest usage rate at 11%.

Respondents who used facilities (i.e. did not select 'Never') were asked to rate their satisfaction with these facilities. All Council facilities received high average satisfaction ratings, ranging from 3.9 out of 5 for children's playgrounds to 4.5 out of 5 for patrolled beaches. Very few respondents were dissatisfied with facilities. The facility with the highest proportion of dissatisfied residents was cycle ways/shared pathways at 6%. The facilities which could be benchmarked externally performed better than comparable councils.

Table 1 provides a summary of the performance of each facility measured in the Wollongong City Council Community Survey for 2017.

- **Wollongong City Council (WCC) 2017** refers to the average satisfaction score in 2017.
- **Internal benchmark** refers to the change in performance since 2014.
- **External benchmark** refers to the difference from the comparable councils' benchmarks. Not all services or facilities were able to be benchmarked externally (as indicated by *).
- **Strategic location** refers to the location in the performance / importance quadrant (See Chapter 5). Some facilities were not analysed due to low usage (as indicated by *).
- **Mediation** refers to whether the relationship between performance and overall satisfaction can be strengthened by focusing on Council's organisational skills (see Chapter 6).

Table 1 Summary – Facilities

	WCC 2017	Internal benchmark	External benchmark	Strategic location	Mediation
FACILITIES					
Patrolled beaches	4.5	⬇	*	Strategic Advantage	Not Mediated
Botanic Garden	4.4	⬌	*	Differentiator	Mediated
Illawarra Performing Arts Centre	4.4	⬌	*	Differentiator	Not Mediated
District library and community centre	4.3	⬌	*	Strategic Advantage	Mediated
Wollongong City Centre Library	4.3	⬌	⬆	Differentiator	Mediated
City Gallery	4.2	⬌	*	Differentiator	Not Mediated
Tidal rock pools	4.1	⬌	*	Differentiator	Not Mediated
Parks for active sport or recreation	4.1	⬌	⬆	Strategic Advantage	Not Mediated
Russell Vale Golf Course	4.1	⬇	*	*	Not Mediated
Public swimming pools	4.1	⬇	*	Differentiator	Not Mediated
Parks for passive recreation	4.1	⬇	⬆	Differentiator	Not Mediated
Cycle ways/shared pathways	4.0	⬌	⬆	Differentiator	Not Mediated
Council heated pools	4.0	⬌	*	Differentiator	Mediated
Community hall/centre	4.0	⬇	⬆	Differentiator	Mediated
Local branch library	3.9	⬇	*	*	Mediated
Leisure centres	3.9	⬇	*	Strategic Advantage	Mediated
Children's playgrounds	3.9	⬌	⬆	Differentiator	Not Mediated

* Not measured as a comparable facility

Satisfaction with Indirect Services

Indirect services are services facilitated by Council but are not immediately perceptible to residents. All respondents were asked to rate their satisfaction with these services.

All indirect services received low to medium average satisfaction ratings, ranging from 2.6 for planning policies that control development in the Wollongong LGA to 3.3 for protection of our natural environment. Most of these services experienced a significant decrease in satisfaction since 2014. Indirect services which could be benchmarked externally performed worse than the average of comparable councils in NSW.

Table 2 Summary – Indirect services

	WCC 2017	Internal benchmark	External benchmark	Strategic location	Mediation
INDIRECT SERVICES					
Protection of our natural environment	3.3	⬇	*	Key Vulnerability	Mediated
Management and preservation of our heritage	3.2	⬇	*	Potential Vulnerability	Mediated
Regulation of traffic flow in local area	3.2	⬄	*	Potential Vulnerability	Not Mediated
Regulation of traffic flow in city centre	3.1	⬄	⬇	Key Vulnerability	Not Mediated
Controls for development in Wollongong City Centre	3.0	⬇	*	Key Vulnerability	Mediated
Controls for development in local town/village centres	2.8	⬇	⬇	Potential Vulnerability	Mediated
Controls for residential development	2.7	⬇	⬇	Key Vulnerability	Mediated
Planning policies that control development in the Wollongong LGA	2.6	⬇	⬇	Key Vulnerability	Mediated

* Not measured as a comparable service

Satisfaction with Direct Services

Direct services are services which have an immediate, tangible impact on the lives of residents. All residents were asked to rate their satisfaction with these services.

There was a broad range of average satisfaction ratings for these services, from 2.3 for management of parking in the city centre to 4.0 for domestic, recycling and green waste collection service. Waste collection and community services received relatively high average satisfaction ratings compared to parking and maintenance services.

Table 3 Summary – Direct services

	WCC 2017	Internal benchmark	External benchmark	Strategic location	Mediation
DIRECT SERVICES					
Domestic, recycling and green waste collection service	4.0	⬇	⇔	Differentiator	Not Mediated
Customer Service Centre	3.7	⇔	*	Strategic Advantage	Not Mediated
Children services	3.6	⬇	⬆	Differentiator	Not Mediated
Services for elderly	3.6	⬇	⬆	Differentiator	Not Mediated
Waste disposal depot facilities	3.6	⬆	*	Differentiator	Not Mediated
Youth services	3.4	⬇	⬆	Potential Vulnerability	Not Mediated
Disability services	3.3	⬇	⇔	Potential Vulnerability	Not Mediated
Environmental programs and education	3.3	⬇	*	Key Vulnerability	Mediated
Domestic animal control	3.3	⇔	⬇	Potential Vulnerability	Mediated
Street cleaning	3.2	⬇	*	Key Vulnerability	Mediated
Graffiti prevention and removal	3.2	⇔	*	Potential Vulnerability	Mediated
Maintenance and cleanliness of bus shelters	3.0	⬇	⇔	Potential Vulnerability	Mediated
Management of parking in local areas	3.0	⬇	*	Potential Vulnerability	Mediated
Maintenance of footpaths	2.9	⇔	⬇	Potential Vulnerability	Mediated
Maintenance and cleanliness of public toilets	2.8	⇔	⇔	Potential Vulnerability	Not Mediated
Maintenance of local roads	2.7	⬇	⬇	Key Vulnerability	Mediated
Development application assessment process	2.6	⬇	⬇	Key Vulnerability	Mediated
Availability of parking in the city centre	2.3	⬇	⬇	Key Vulnerability	Mediated
Management of parking in the city centre	2.3	⇔	*	Key Vulnerability	Mediated

* Not measured as a comparable service

Most direct services experienced either no change or a significant decrease since 2014 with the exception of waste disposal depot facilities, which saw a significant increase. Results relating to external benchmarks were mixed. Children, elderly and youth services performed better than the average of comparable councils while maintenance of footpaths and local roads, development application assessment process and availability of parking in the city centre were worse off.

Prioritising Services

Regression analysis was used to obtain a better understanding of how the performance of services and facilities drive overall satisfaction with Wollongong City Council. This analysis allowed services and facilities to be placed into performance-importance quadrants, which identified Council's strategic advantages, differentiators as well as their potential and key vulnerabilities which require attention in the short and medium term. Wollongong City Council has a list of strategic advantages to be maintained and key vulnerabilities to be improved in the short term.

Strategic Advantages

- ▶ Patrolled beaches
- ▶ District library and community centre
- ▶ Parks/open space/sports field for active sport or recreation activity
- ▶ Leisure centres
- ▶ Customer Service Centre

Key Vulnerabilities

- ▶ Availability of parking in the city centre
- ▶ Management of parking in the city centre
- ▶ Planning policies that control development in the Wollongong LGA
- ▶ Development application assessment process
- ▶ Controls for residential development
- ▶ Maintenance of local roads
- ▶ Controls for development in Wollongong City Centre
- ▶ Regulation of traffic flow in city centre
- ▶ The hours Council public toilets are open
- ▶ Street cleaning
- ▶ Protection of our natural environment
- ▶ Environmental programs and education

Overall Satisfaction

Overall satisfaction with Wollongong City Council is 3.4 out of 5. There has been a statistically significant decrease of 0.2 pts since 2014. 49 percent of respondents were either satisfied or very satisfied with Council, down from 60% in 2014. However, there has been no statistically significant increase in the proportion of respondents who are dissatisfied. Instead, there has been a significant increase of 10% in the proportion of respondents who indicated a medium satisfaction rating of 3.0 out of 5.

Figure 1 Overall satisfaction over time
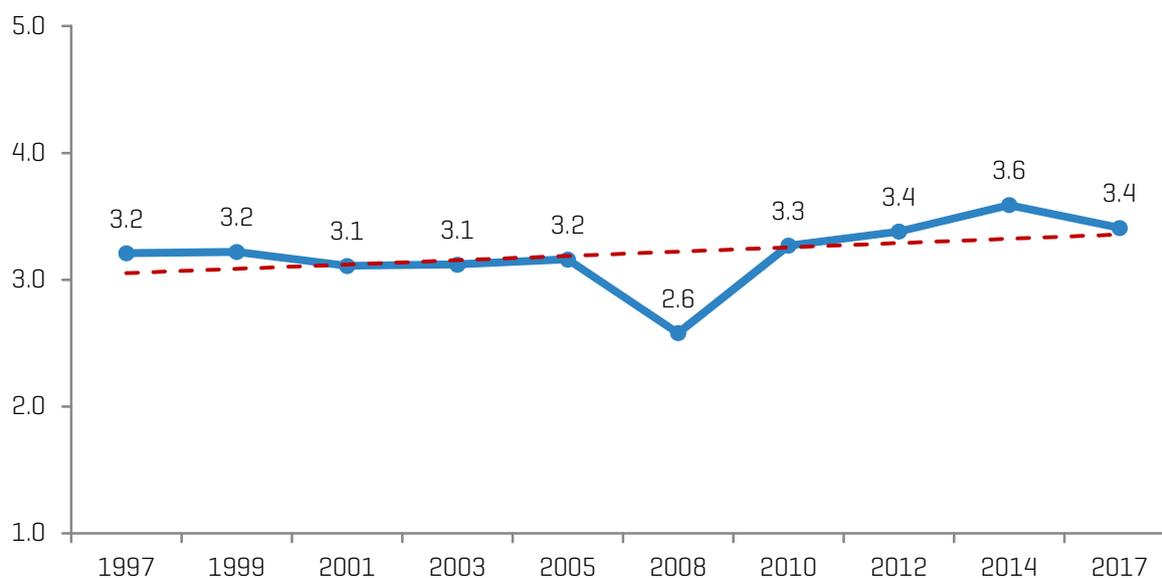
11 percent of residents were either dissatisfied or not satisfied at all with Council. The primary reasons behind dissatisfaction ratings centred on problems with Council as an organisation including communication and lack of action. Some residents who were dissatisfied cited Council ignoring specific smaller areas, while others were critical of issues related to infrastructure and maintenance.

Organisational Skills

Average overall satisfaction with organisational performance of Wollongong City Council in delivering service provision in the last 12 months was 3.4 out of 5. This measure saw a significant decrease of 0.2 pts since 2014.

The organisational skill which received the highest average satisfaction rating was Council's innovativeness in providing services for the community. This was followed by efforts to satisfy the needs of the community and effectiveness in informing the community about its services, facilities

and overall achievements. The aspects related to Council's customer service staff which received the highest average satisfaction ratings were friendliness and professionalism. For all other staff, the aspects with the highest average satisfaction ratings were friendliness and approachability.

Mediation

Services and facilities were analysed and grouped based on their association with each other. Mediation analysis was used to identify performance of which service or facility group can be strengthened by utilising Council's organisational skills and performance of which service and facility groups are not affected by Council's organisational skills.

The following groups of services and facilities are mediated by Council's organisation skills:

1. Community facilities (e.g. Wollongong City Centre Library)
2. Development services (e.g. development application assessment process)
3. Environmental services (e.g. protection of natural environment)
4. Maintenance services (e.g. maintenance of local roads)
5. Parking services (e.g. availability of parking in the city centre)

Furthermore, improvement in the performance of a service or facility within a group will improve the perceptions regarding the performance of other services and facilities within that group. For example, if satisfaction with parks is improved, we would expect to see an organic improvement in children's playgrounds due to their strong association.

Customer Services

56 percent of Wollongong residents had contacted Council within the past 12 months. Of these residents, the majority contacted Council by phone. They contact Council for reasons related to waste collection services and issues such as Council clean ups, bin replacements and enquiries regarding waste disposal facilities. Other reasons for contacting Council included enquiries regarding development applications, planning and zoning information, general complaints and queries regarding rates.

Overall, residents who contacted Council's customer service staff were satisfied with their experience, giving an average satisfaction rating of 4.0 out of 5. 72 percent of these residents were satisfied overall while only 14 percent were dissatisfied.

Communication

Respondents were asked to indicate their usual and preferred methods of receiving information from Wollongong City Council and their usual and preferred methods of contacting Council.

Methods of receiving information. Council's newsletter was the most usual method of receiving information from Council as well as the most preferred. Rates notices were the second most usual, as well as second most preferred method of communication, indicating Council are generally meeting the preferences of residents.

Methods of contact. Contacting Council via phone was both the most usual and most preferred method of contact. This was followed by email, which was the second most used method, as well as the second most preferred. Social media was rarely used by respondents as a vehicle to contact Council, indicating these platforms are more effective as sources of information for residents.

Council's website. 62 percent of Wollongong residents had visited Council's website within the past year. This proportion has increased 9% since 2014. 60% of these residents found it generally easy to find the information they were looking for (3.6 out of 5) while 14% disagreed.

Community engagement. The community engagement activity with the highest rate of participation was online surveys at 24%, followed by online submissions through Have your Say (14). However, 65% of residents indicated they had not participated in any community engagement activity over the past year.

Council events

The Council event with the highest attendance was Wollongong Australia Day celebrations with 49% indicating they or a member of their family attended this event in the past year. All Council events received high average satisfaction ratings above 4 out of 5.

Key Recommendations

1.   Wollongong City Council should position itself as a:

Skilled organisation that focuses on community needs and expectations to provide superior services and facilities

2.   **Open and honest** communication is the key. Communication should be **timely** and **ongoing**. In other words, the community should continuously be informed about Council's activities.

3.   The performance of service provision will improve if Wollongong City Council emphasises its **leadership** that enables Wollongong community to move forward.

4.   High performance in providing facilities should be maintained. Facility provision will have a greater impact on overall satisfaction if Council communicates the innovative ideas they generate to satisfy community needs.

5.   Focus on improving key vulnerabilities of service provision. Understand community **concerns** regarding protection of natural environment and plans for controlling development in Wollongong.

Introduction

IRIS Research was commissioned by Wollongong City Council to conduct a tracking study of Council's performance in the delivery of key services and facilities. Overall, the survey aimed to provide Council with an understanding of the perceptions and needs of the local community with respect to Council's services and facilities.

The broad objectives for the Community Survey process were to:

▶ Measure the importance of and satisfaction with services and facilities provided by Council
▶ Assist Council by identifying the priority issues for the community
▶ Identify key drivers of resident dissatisfaction
▶ Determine usage of current services and facilities
▶ Evaluate the consumption and satisfaction with Council's communication.

Survey Results

The following section presents the results of the survey including:

▶ Research Design
▶ Facility Usage Frequency
▶ Satisfaction with Facilities
▶ Satisfaction with Indirect Services
▶ Satisfaction with Direct Services
▶ Organisation Skills
▶ Customer Services
▶ Communication

Research Design

Sample Design

A total of 608 completed telephone interviews were collected from a random sample of residents of Wollongong City Council local government area. A geographically representative sample was collected from across the Wollongong LGA.

CATI interviews

A telephone-based survey aiming to secure a response from 600 residents throughout the Wollongong LGA was used. The survey unit was permanent residents of the area. Respondents also had to be aged 18 years or older to qualify for an interview. The 2016 Census was used to establish quotas to ensure a good distribution of responses by age and gender.

The sample base for the phone calls was the electronic White Pages. This sample is known to be sub optimal, as the churn of telephone numbers due to people moving and new numbers being added as dwellings are occupied affects about 12% to 15% of possible numbers. Furthermore, from previous research we know that the proportion of silent numbers is increasing and can be as high as 25-30% in some areas. To deal with these issues, IRIS uses a technique that starts with the population of numbers listed in the telephone book and adds new and unlisted numbers using the 'half open' method. In this method, all numbers were incremented by five to create new numbers in the 'gaps' between the listed numbers. The resultant universe of numbers was then de-duplicated to remove any numbers that may be repeated. This process was replicated five times to create a new theoretical universe of telephone numbers. This provided the opportunity for all potential numbers to be selected in the sample. This equal and known opportunity for selection is the first criterion of good random sampling.

Once the potential universe of numbers had been generated, a computer program was used to randomise the database. Following this, a sequential sample (e.g. every 110th number) was extracted from the database. The sample was geographically stratified and evenly distributed within strata. This process gave a very even distribution of potential numbers across the whole survey area. Every household therefore had an equal and known chance of selection and every part of the survey area received a fair proportional representation in the final sample drawn.

Data Collection

Interviews were conducted between 18 October and 26 October 2017. 23 interviewers worked on data collection and calls were made between 4.30 and 8.30 p.m. If the selected person was unavailable at that time to do the survey, call backs were scheduled for a later time or day. Unanswered interviews were retried three times throughout the period of the survey. These procedures ensure a good sampling process from the sample frame used so that statistical inferences could be made about the entire resident population.

Disconnected numbers and faxes reached during the selection process were excluded from the sample. The survey was implemented under Interviewer Quality Control Australia (IQCA) quality guidelines. Interviews were conducted using our computer-aided telephone interviewing (CATI) system. Continuous interviewer monitoring was used and post interview validations were conducted within five days of the close of the survey.

In addition to CATI, the **online survey** link was shared by Wollongong City Council. Consequently, 17 online responses were collected. The reports containing results of the online surveys will be shared separately.

Survey Weighting

The collected data set seldom mirrors the exact age/sex distribution of the region. In order to correct for this, the collected data set is weighted to bring it back to the ideal age/sex distribution (see Table 4).

Table 4. Data Weighting Factors

Age	Population		Ideal		Actual		Weights	
	Male	Female	Male	Female	Male	Female	Male	Female
18 to 29	17,941	16,734	67	63	6	7	11.37	9.09
30 to 49	25,354	26,188	95	98	27	53	3.57	1.88
50 to 64	18,475	19,226	69	72	94	129	0.75	0.57
65 plus	16,338	19,599	61	74	139	153	0.45	0.49

Sample Profile

In order to obtain a clear view of the sample's profile and to conduct comparison tests, demographic characteristics including gender, age, time lived in Wollongong, employment status and commuter status were collected. Table 5 details the weighted sample profile for this survey.

Table 5. Sample Profile

Gender	%	#	Time Lived in Wollongong	%	#
Male	49%	297	Less than one year	0.01%	1
Female	51%	311	1 to 5 years	2%	10
Age	%	#	6 to 10 years	6%	37
18 to 29	22%	132	11 to 15 years	4%	26
30 to 49	32%	196	More than 15 years	88%	533
50 to 64	24%	143			
65 plus years	22%	137	**Commuter Status**	%	#
Employment Status	%	#	Commutes from Woll. to work	41%	149
Work full time	32%	193	Does not commute	59%	216
Work part time	19%	115			
Work casually	4%	24	**Wards**		
Student	5%	32	Ward 1	35%	211
Home duties	4%	24	Ward 2	33%	203
Unemployed	7%	40	Ward 3	32%	192
Retired	29%	173			
Other	1%	5			

Base: All respondents (n = 608)

Internal and external benchmarking

Internal benchmarking was conducted by comparing 2017 results with the results of community surveys conducted in 2014, 2012 and 2010.

External benchmarking was conducted by comparing Wollongong City Council's latest results with other NSW councils using the IRIS database of local government survey results. IRIS has conducted community surveys for over 50 councils in recent years and has compiled a substantial database of comparators. Using an 100-point index measure, which allows the results of various councils to be compared regardless of the measurement scale used (i.e. 5-point scale, 7-point scale or 10-point scale), IRIS is able to compare where Wollongong City Council sits compared to the best and worst performing councils as well as an average of 13 metropolitan councils with similar characteristics to Wollongong.

List of services and facilities

Services and facilities provided by Wollongong City Council were included in the questionnaire to measure resident satisfaction levels. The services are measured in two categories, indirect services and direct services. Direct services are services which have an immediate, tangible impact on the lives of residents such as waste collection or maintenance of local roads. Indirect services are services which are facilitated by Council but are not as immediately perceptible to residents such as preservation of heritage and planning policies.

The list of services and facilities included in the survey are as follows.

FACILITIES

1. Cycle ways/shared pathways
2. Botanic Garden
3. Children's playgrounds
4. Parks/open space/sports field for active sport or recreation activity
5. Parks/open space/sports field for passive recreation purpose
6. City Gallery
7. Illawarra Performing Arts Centre
8. Community hall/centre
9. Wollongong City Centre library
10. District library and community centre (e.g. Thirroul, Corrimal or Dapto)
11. Local branch library (e.g. Helensburgh, Unanderra or Warrawong)
12. Leisure centres (e.g. Beaton Park, Lakeside)
13. Patrolled beaches
14. Tidal rock pools
15. Council heated pools
16. Public swimming pools (free entry)
17. Russell Vale Golf Course

INDIRECT SERVICES

1. Controls for development in local towns/village centres
2. Controls for development in Wollongong City Centre
3. Controls for residential development
4. Regulation of traffic flow in the city centre
5. Regulation of traffic flow in local area
6. Management and preservation of our heritage
7. Planning policies that control development in the Wollongong LGA
8. Protection of our natural environment

DIRECT SERVICES

1. Customer Service Centre
2. Street cleaning
3. Maintenance and cleanliness of bus shelters
4. Maintenance of footpaths
5. Maintenance of local roads
6. Maintenance and cleanliness of public toilets
7. Hours Council public toilets are open
8. Availability of parking in the city centre
9. Management of parking in the city centre
10. Management of parking in local areas
11. Waste disposal depot facilities
12. Domestic, recycling and green waste collection service
13. Development application assessment process
14. Domestic animal control
15. Graffiti prevention and removal
16. Environmental programs and education
17. Children services
18. Inclusive services
19. Services for elderly
20. Disability services
21. Youth services

1. Facility Usage Frequency

Respondents were asked to indicate how frequently they or a member of their family used facilities provided by Wollongong City Council. Frequencies ranged from 'At least monthly' through 'Never' (see Table 1.1). Facilities have been sorted by the 'Usage Rate' column. 'Usage Rate' is defined as the proportion of respondents who used a facility within the past 12 months.

The most frequently used facilities were outdoors including parks, cycle ways, beaches, playgrounds and pools. The least used facility was Russell Vale Golf Course.

According to **comparison tests**:

▸ Male respondents were significantly more likely to use *Russell Vale Golf Course* at least monthly while female respondents were more likely to use *community hall/centre* at least monthly. Female residents are significantly more likely to never use *parks/open space/sports field for passive recreation purpose* or *Russell Vale Golf Course* compared to male respondents.

▸ Residents in the 30 to 49 year age group are more likely to use *children's playgrounds* and *patrolled beaches* at least monthly while those aged 50 to 64 years are more likely to visit the *City Gallery* on a monthly basis.

▸ Respondents aged 18 to 29 years are more likely to use *tidal rock pools* up to 9 times a year, while residents aged 30 to 49 years are more likely to use *Russell Vale Golf Course* and *Council heated pools* up to nine times a year.

▸ Residents aged 65 years and over are more likely to never use a multitude of outdoor facilities including *parks, cycle ways/shared pathways, patrolled beaches, tidal rock pools, Council heated pools, public swimming pools (free entry)* and *leisure centres (e.g. Beaton Park, Lakeside)*.

▸ Full time workers are more likely to use *parks/open space sports fields for active sport or recreation activity* and *patrolled beaches* at least monthly.

▸ Retired residents are significantly more likely to never use outdoor facilities.

▸ Respondents who commute outside of Wollongong for work are more likely to use *local branch library (e.g. Helensburgh, Unanderra or Warrawong)* up to nine times a year.

▸ Residents who have lived in Wollongong for less than five years were more likely to use the *City Gallery* at least monthly.

Table 1.1 Facility Usage

	At least monthly	Up to 9 times a year	Not in the last 12 months	Never	Usage Rate (Last 12 months)
Patrolled beaches	54%	21%	4%	20%	76%
Parks for passive recreation	58%	18%	3%	21%	76%
Parks for active sport or recreation	56%	15%	4%	24%	71%
Cycle ways/shared pathways	56%	15%	5%	24%	71%
Tidal rock pools	30%	26%	4%	39%	56%
Botanic Garden	10%	45%	17%	28%	55%
Children's playgrounds	31%	17%	4%	49%	48%
Public swimming pools	22%	21%	7%	50%	43%
Illawarra Performing Arts Centre	5%	37%	14%	44%	42%
District library and community centre	17%	22%	6%	55%	39%
Wollongong City Centre Library	12%	25%	9%	54%	37%
Council heated pools	14%	13%	6%	66%	28%
Community hall/centre	6%	19%	9%	66%	25%
Leisure centres	9%	16%	10%	65%	25%
City Gallery	1%	19%	23%	58%	20%
Local branch library	9%	10%	4%	77%	19%
Russell Vale Golf Course	6%	5%	4%	85%	11%

Base: All respondents (n=608)

2. Satisfaction with Facilities

Respondents who used a facility provided by Wollongong City Council at least 'Not in the last 12 months' were asked to rate their satisfaction with that particular facility. A 5-point scale was used where '1' meant very dissatisfied and '5' meant very satisfied.

Users of facilities provided by Council were generally satisfied, with all facilities receiving high average satisfaction ratings. *Patrolled beaches* were the most satisfactory facilities provided by Council with an average rating of 4.5 out of 5 [see Figure 2.1]. 89 percent of respondents who used *patrolled beaches* were satisfied with these facilities. *Patrolled beaches* also recorded the highest usage rate, with 80 percent of respondents using these facilities.

The facilities with the next highest average satisfaction ratings were *Botanic Garden* [4.4] and *Illawarra Performing Arts Centre* [4.4].

According to **comparison tests**,

▸ Residents aged 18 to 29 years were significantly more satisfied with *Illawarra Performing Arts Centre* and significantly less satisfied with *local branch library* compared to other age groups.

▸ Respondents aged 65 plus years were significantly more satisfied with *children's playgrounds* compared to other age groups.

▸ Looking at employment status, residents who work full time were significantly less satisfied with *parks/open space/sports field for passive recreation purpose* and *parks/open space/sports field for active sport or recreation.*

▸ Retired residents were significantly more satisfied with *Botanic Garden*, *Council heated pools* and *children's playgrounds.*

▸ There were no significant differences by gender, commuter status or length of time living in Wollongong.

Figure 2.1 Satisfaction with Facilities

Facility	Dissatisfied (1-2)	Neutral (3)	Satisfied (4-5)	Average
Patrolled beaches (n=472)	1%	10%	89%	4.5
Botanic Garden (n=427)		10%	90%	4.4
Illawarra Performing Arts Centre (n=319)	1%	13%	86%	4.4
District library and comm. Centre (n=257)		20%	79%	4.3
Wollongong City Centre Library (n=268)		15%	85%	4.3
City Gallery (n=233)	1%	23%	76%	4.2
Tidal rock pools (n=355)	3%	19%	78%	4.1
Parks for passive recreation (n=473)	3%	19%	79%	4.1
Russell Vale Golf Course (n=77)	1%	22%	77%	4.1
Public swimming pools (n=294)	1%	27%	72%	4.1
Parks for active sport/recreation (n=453)	3%	20%	78%	4.1
Cycle ways/shared pathways (n=451)	6%	20%	75%	4.0
Council heated pools (n=195)	3%	29%	68%	4.0
Community hall/centre (n=196)	4%	26%	70%	4.0
Local branch library (n=124)	2%	30%	68%	3.9
Leisure centres (n=203)	2%	30%	68%	3.9
Children's playgrounds (n=303)	2%	32%	66%	3.9

Base: Respondents who had used each facility

Internal Benchmarking

Table 2.1 compares results for 2017 with the results of previous community surveys including 2014, 2012 and 2010. A year-on-year increase or decrease of 0.2 or more is regarded as a statistically significant change in satisfaction.

Facilities saw either no change or a significant decrease due to the high average satisfaction scores set in 2014. The facilities which saw the biggest significant decreases include *public swimming pools (free entry)* and *local branch library (e.g. Helensburgh, Unanderra or Warrawong)*, both down 0.5 pts.

Table 2.1 Internal Benchmarks – Facilities (mean scores)

	2010	2012	2014	2017	Significant change since 2014
Patrolled beaches	4.2	4.6	4.7	4.5	⬇
Botanic Garden	4.4	4.6	4.5	4.4	⇔
Illawarra Performing Arts Centre	4.1	4.2	4.3	4.4	⇔
District library and community centre (e.g. Thirroul, Corrimal or Dapto)	4.3	4.3	4.4	4.3	⇔
Wollongong City Centre library	4.3	4.5	4.2	4.3	⇔
City Gallery	3.9	4.0	4.2	4.2	⇔
Tidal rock pools	-	3.9	4.1	4.1	⇔
Parks/open space/sports field for active sport or recreation activity	-	4.1	4.2	4.1	⇔
Russell Vale Golf Course	3.9	4.1	4.4	4.1	⬇
Public swimming pools (free entry)	3.8	4.2	4.5	4.1	⬇
Parks/open space/sports field for passive recreation purpose	-	4.2	4.3	4.1	⬇
Cycle ways/shared pathways	-	3.9	4.1	4.0	⇔
Council heated pools	-	4.2	4.2	4.0	⇔
Community hall/centre	3.7	4.0	4.2	4.0	⬇
Local branch library (e.g. Helensburgh, Unanderra or Warrawong)	4.0	4.1	4.4	3.9	⬇
Leisure centres (e.g. Beaton Park, Lakeside)	4.0	4.2	4.3	3.9	⬇
Children's playgrounds	-	4.1	4.1	3.9	⇔

Table 2.2 compares the breakdown in ratings for facilities for 2017 with the previous results from 2014. The facilities which saw an increase in the proportion of satisfied respondents were *Illawarra Performing Arts Centre* and *tidal rock pools*.

Table 2.2 Internal Comparisons – Facilities (percentages)

	2014			2017		
	Dissat. [1-2]	Neutral [3]	Sat. [4-5]	Dissat. [1-2]	Neutral [3]	Sat. [4-5]
Patrolled beaches	1%	5%	94%	1%	10%	89%
Botanic Garden	-	9%	91%	-	10%	90%
Illawarra Performing Arts Centre	1%	15%	84%	1%	13%	86%
District library and community centre (e.g. Thirroul, Corrimal or Dapto)	1%	12%	87%	-	20%	79%
Wollongong City Centre library	1%	12%	87%	-	15%	85%
City Gallery	4%	11%	85%	1%	23%	76%
Tidal rock pools	4%	23%	73%	3%	19%	78%
Parks/open space/sports field for active sport or recreation activity	5%	12%	83%	3%	19%	79%
Russell Vale Golf Course	-	4%	96%	1%	22%	77%
Public swimming pools [free entry]	2%	7%	91%	1%	27%	72%
Parks/open space/sports field for passive recreation purpose	3%	12%	85%	3%	20%	78%
Cycle ways/shared pathways	7%	13%	80%	6%	20%	75%
Council heated pools	4%	21%	75%	3%	29%	68%
Community hall/centre	1%	21%	78%	4%	26%	70%
Local branch library (e.g. Helensburgh, Unanderra or Warrawong)	3%	5%	92%	2%	30%	68%
Leisure centres (e.g. Beaton Park, Lakeside)	3%	9%	88%	2%	30%	68%
Children's playgrounds	3%	22%	75%	2%	32%	66%

External benchmarking

Satisfaction results for facilities provided by Wollongong City Council have been benchmarked to allow for comparisons with other councils. Table 2.3 compares Council with the best and worst performing councils as well as an average of all councils comparable to Wollongong City Council in New South Wales. Not all facilities were able to be benchmarked as some are applicable only to Wollongong City Council. A difference of 4 pts indicates a significant difference between Council and the comparable council.

All facilities provided by Council outperformed the comparable council. The average difference between Council and comparable councils was 11 pts. The biggest gap between Council and comparable councils was *cycle ways/shared pathways,* which was 18 pts.

The satisfaction results for *children's playgrounds* in 2017 are now at the same level of best performing Councils.

Table 2.3 External Benchmarks – Facilities

	Wollongong City Council 2017	Comparable Councils	Best Performing Council	Worst Performing Council
Wollongong City Centre Library	84	77	86	66
Parks/open space/sports field for passive recreation purpose	80	69	88	58
Children's playgrounds	79	67	79	60
Parks/open space/sports field for active sport or recreation activity	78	70	87	60
Community hall/centre	75	65	77	56
Cycle ways/shared pathways	74	56	76	43

3. Satisfaction with Indirect Services

Respondents were asked to rate their satisfaction with these services provided by Wollongong City Council using a 5-point scale where '1' meant very dissatisfied and '5' meant very satisfied.

Protection of natural environment received the highest average satisfaction rating at 3.3 out of 5 [see Figure 3.1]. 42 percent of residents were satisfied with this service. This was followed by *management and preservation of our heritage* (3.2) and *traffic flow in local area* (3.2).

Services related to planning and development scored relatively low average satisfaction scores. *Controls for residential development* (2.7) and *planning policies that control development in the Wollongong LGA* (2.6) received the lowest average satisfaction ratings. 38 percent of residents were either dissatisfied or very dissatisfied with *controls for residential development. Planning policies that control development in the Wollongong LGA* was the only indirect service where dissatisfied residents (47%) made up the largest proportion of respondents.

According to **comparison tests**,

▸ Residents who identified their employment status as 'Home duties / Unemployed / Student / Other' were significantly more satisfied with *regulation of traffic flow in local area.*

▸ Respondents who have lived in Wollongong for less than five years were significantly more satisfied with *planning policies that control development in the Wollongong LGA.*

▸ There were no significant differences by gender, age, or commuter status.

Figure 3.1 Satisfaction with indirect services
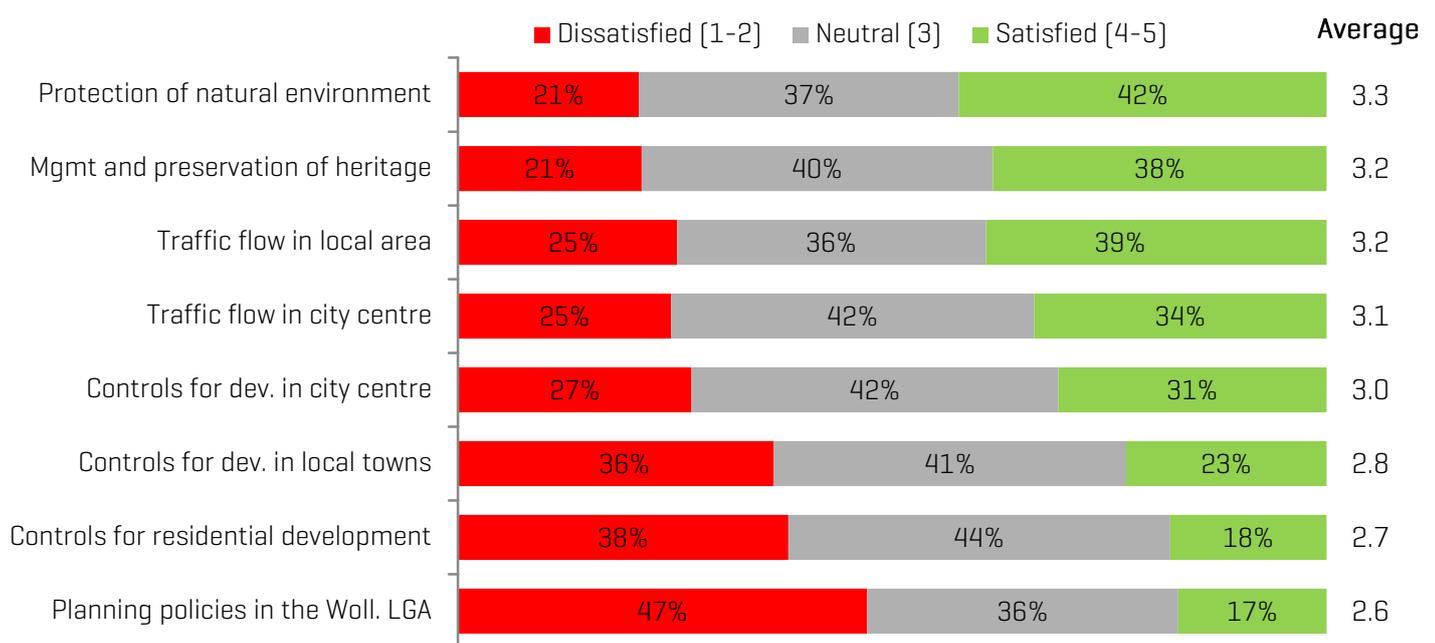
Base: All respondents (n=608)

Internal benchmarking

Wollongong City Council's satisfaction results for indirect services have been compared with previous results from 2014, 2012 and 2010. A year-on-year increase or decrease of 0.2 pts indicates a significant change in satisfaction. Table 3.1 provides the internal benchmarked results for indirect services.

With the exception of *regulation of traffic flow in local area* and *regulation of traffic flow in city centre*, all indirect services saw a significant decrease in satisfaction since 2014. The service which experienced the biggest decrease was *controls for residential development*, down 0.6 pts.

Table 3.1 Internal Benchmarks – Indirect services (mean scores)

	2010	2012	2014	2017	Significant change since 2014
Protection of our natural environment	3.4	3.4	3.6	3.3	↓
Management and preservation of our heritage	3.3	3.2	3.5	3.2	↓
Regulation of traffic flow in local area	3.2	3.2	3.3	3.2	⇔
Regulation of traffic flow in city centre	3.0	3.2	3.1	3.1	⇔
Controls for development in Wollongong City Centre	3.0	2.8	3.2	3.0	↓
Controls for development in local town/village centres	3.0	3.1	3.3	2.8	↓
Controls for residential development	3.1	3.0	3.3	2.7	↓
Planning policies that control development in the Wollongong LGA	3.0	2.8	3.0	2.6	↓

Table 3.2 compares the breakdown in ratings for indirect services for 2017 with the previous results from 2014. There was no indirect service which saw an increase in the proportion of residents who were satisfied. *Regulation of traffic flow in city centre* was the only indirect service which saw no change in the proportion of residents who were dissatisfied.

Table 3.2 Internal Benchmarks – Indirect services (percentages)

	2014			2017		
	Dissat. [1-2]	Neutral [3]	Sat. [4-5]	Dissat. [1-2]	Neutral [3]	Sat. [4-5]
Protection of our natural environment	13%	30%	57%	21%	37%	42%
Management and preservation of our heritage	15%	33%	52%	21%	40%	38%
Regulation of traffic flow in local area	19%	39%	42%	25%	36%	39%
Regulation of traffic flow in city centre	25%	39%	36%	25%	42%	34%
Controls for development in Wollongong City Centre	25%	38%	38%	27%	42%	31%
Controls for development in local towns	19%	40%	41%	36%	41%	23%
Controls for residential development	22%	34%	44%	38%	44%	18%
Planning policies in the Woll. LGA	29%	39%	32%	47%	36%	17%

External benchmarking

Satisfaction results for 2017 have been benchmarked to compare Wollongong City Council with the best and worst performing councils as well as an amalgam of comparable councils in New South Wales. Table 3.3 provides the benchmarked results for indirect services. A difference of 4 pts indicates a significant difference between Council and the comparable councils.

All indirect services performed worse than comparable councils. The average difference between the comparable council and Wollongong City Council was 13 pts.

Table 3.3 External Benchmarks – Indirect services

	Wollongong City Council 2017	Comparable Councils	Best Performing Council	Worst Performing Council
Regulation of traffic flow in City Centre	53	57	66	50
Controls for development in local town/village centres	47	64	87	47
Controls for residential development	43	55	60	43
Planning policies that control development in the Wollongong LGA	41	60	60	41

4. Satisfaction with Direct Services

Respondents were asked to indicate their satisfaction with direct services provided by Wollongong City Council using a 5-point scale where '1' meant very dissatisfied and '5' meant very satisfied.

Domestic, recycling and green waste collection service received the highest average satisfaction rating at 4.0 out of 5 (see Figure 4.1). Over three quarters (78%) of Wollongong residents were satisfied with these services. This was followed by *Customer Service Centre* (3.7) and *waste disposal depot facilities* (3.6).

Services related to roads and parking received low average satisfaction ratings. *Availability of parking in City Centre* and *management of parking in City Centre* received the lowest average satisfaction ratings at 2.3. For both services, the majority of respondents were dissatisfied.

According to **comparison tests**,

- Residents who identified their employment status as 'Home duties / Unemployed / Student / Other' were significantly more satisfied with *regulation of traffic flow in local area* and significantly less satisfied with *graffiti removal and prevention* compared to other residents.
- There were no significant differences by gender, age, commuter status or length of time lived in Wollongong.

Figure 4.1 Satisfaction with direct services

	Dissatisfied [1-2]	Neutral [3]	Satisfied [4-5]	Average
Waste collection services	10%	12%	78%	4.0
Customer Service Centre	10%	30%	60%	3.7
Children services	14%	28%	59%	3.6
Inclusive services	5%	46%	50%	3.6
Services for elderly	12%	29%	59%	3.6
Waste disposal depot facilities	17%	27%	56%	3.6
Youth services	13%	35%	52%	3.4
Disability services	17%	39%	44%	3.3
Environ. programs and education	24%	33%	42%	3.3
Domestic animal control	25%	28%	47%	3.3
Street cleaning	27%	32%	42%	3.2
Graffiti prevention and removal	23%	36%	41%	3.2
Public toilets-open hours	25%	45%	30%	3.1
Maintenance of bus shelters	26%	44%	30%	3.0
Mgmt of parking in local areas	34%	28%	37%	3.0
Maintenance of footpaths	37%	30%	32%	2.9
Maintenance of public toilets	40%	34%	25%	2.8
Maintenance of local roads	41%	36%	23%	2.7
DA assessment process	49%	28%	23%	2.6
Availability of parking in City Centre	59%	23%	18%	2.3
Mgmt of parking in City Centre	58%	26%	16%	2.3

Base: All respondents (n=608)

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Internal benchmarking

Table 4.1 compares the results for direct services for 2017 with previous results from 2014, 2012 and 2010. A change in mean score of 0.2 pts is considered a significant change in satisfaction. *Waste disposal depot facilities* saw a significant increase in average satisfaction. All other direct services saw either no change or a statistically significant decrease in average satisfaction since 2014. *Inclusive services* and *the hours Council public toilets are open* were re-worded in the 2017 survey and thus cannot be compared with previous results.

Table 4.1 Internal Benchmarks – Direct services (mean scores)

	2010	2012	2014	2017	Significant change since 2014
Domestic, recycling and green waste collection service	4.1	4.2	4.2	4.0	⬇
Customer Service Centre	3.5	3.6	3.8	3.7	⇔
Children services	3.9	4.0	4.2	3.6	⬇
Services for elderly	3.8	4.5	4.2	3.6	⬇
Waste disposal depot facilities	3.4	3.4	3.4	3.6	⬆
Youth services	3.6	3.3	4.2	3.4	⬇
Disability services	3.3	4.2	4.2	3.3	⬇
Environmental programs and education	3.4	3.4	3.6	3.3	⬇
Domestic animal control	3.3	3.3	3.4	3.3	⇔
Street cleaning	3.3	3.3	3.4	3.2	⬇
Graffiti prevention and removal	3.0	3.1	3.3	3.2	⇔
Maintenance and cleanliness of bus shelters	3.0	3.2	3.3	3.0	⬇
Management of parking in local areas	3.2	3.1	3.2	3.0	⬇
Maintenance of footpaths	2.9	3.0	3.0	2.9	⇔
Maintenance and cleanliness of public toilets	2.5	2.6	2.9	2.8	⇔
Maintenance of local roads	2.8	2.8	3.1	2.7	⬇
Development application assessment process	2.9	2.9	3.0	2.6	⬇
Availability of parking in the city centre	2.5	2.5	2.5	2.3	⬇
Management of parking in the city centre	2.3	2.5	2.4	2.3	⇔

Table 4.2 compares the breakdown in ratings for direct services for 2017 with the previous results from 2014. The services which saw a statistically increase in mean score have been highlighted.

For *waste disposal depot facilities*, the proportion of respondents who were dissatisfied decreased 4% and the proportion of satisfied residents increased 3%.

Table 4.2 Internal Benchmarks – Direct services (percentages)

| | 2014 | | | 2017 | | |
	Dissat. [1-2]	Neutral [3]	Sat. [4-5]	Dissat. [1-2]	Neutral [3]	Sat. [4-5]
Domestic, recycling and green waste collection service	6%	12%	82%	10%	12%	78%
Customer Service Centre	7%	33%	60%	10%	30%	60%
Children services	3%	22%	75%	14%	28%	59%
Services for elderly	2%	16%	81%	12%	29%	59%
Waste disposal depot facilities	21%	26%	53%	**17%**	**27%**	**56%**
Youth services	-	22%	78%	13%	35%	52%
Disability services	6%	13%	81%	17%	39%	44%
Environmental programs and education	12%	34%	55%	24%	33%	42%
Domestic animal control	21%	32%	48%	25%	28%	47%
Street cleaning	18%	31%	51%	27%	32%	42%
Graffiti prevention and removal	17%	38%	44%	23%	36%	41%
Maintenance and cleanliness of bus shelters	16%	43%	41%	26%	44%	30%
Management of parking in local areas	21%	36%	43%	34%	28%	37%
Maintenance of footpaths	30%	34%	36%	37%	30%	32%
Maintenance and cleanliness of public toilets	32%	45%	22%	40%	34%	25%
Maintenance of local roads	28%	35%	37%	41%	36%	23%
Development application assessment process	29%	40%	30%	49%	28%	23%
Availability of parking in the city centre	49%	33%	18%	59%	23%	18%
Management of parking in the city centre	57%	23%	20%	58%	26%	16%

External benchmarking

Satisfaction results for 2017 have been benchmarked to compare Council with the best and worst performing councils as well as an amalgam of all comparable councils in New South Wales. A difference of 4 pts indicates a significant difference between Council and the comparable council. Table 4.3 provides the benchmarked results for applicable services within this category.

Community services including *children services, services for elderly* and *youth services* performed better than the comparable council. The biggest difference was for *services for elderly*, which was 6 pts higher than the comparable council.

Domestic animal control, maintenance of footpaths, maintenance of local roads, development application assessment process and *availability of parking in city centre* performed worse than the comparable councils.

Table 4.3 External Benchmarks –Direct services

	Wollongong City Council 2017	Comparable Council	Best Performing Council	Worst Performing Council
Domestic, recycling and green waste collection service	78	76	91	59
Children services	69	65	74	57
Services for elderly	68	62	82	46
Youth services	62	57	73	41
Disability services	61	60	69	50
Domestic animal control	59	64	72	46
Maintenance and cleanliness of bus shelters	54	57	66	52
Maintenance and cleanliness of public toilets	48	49	71	40
Maintenance of footpaths	46	55	70	43
Maintenance of local roads	45	54	70	34
Development application assessment process	42	52	75	38
Availability of parking in the city centre	33	52	68	33

5. Council Performance

5.1. Overall satisfaction

Respondents were asked to indicate their overall satisfaction with Wollongong City Council using a 5-point scale where '1' meant not at all satisfied and '5' meant very satisfied.

Figure 5.1 shows the distribution of responses across the scale. 49% of residents reported they are satisfied or highly satisfied with the overall performance of Council. This resulted in a medium level mean score of 3.4 out of 5.

According to comparison tests, there are no significant differences in overall satisfaction among subgroups.

Figure 5.1 Overall Satisfaction

1 – Very dissatisfied ⟵―――――――――⟶ 5 – Very satisfied

Base: All respondents (n=608)
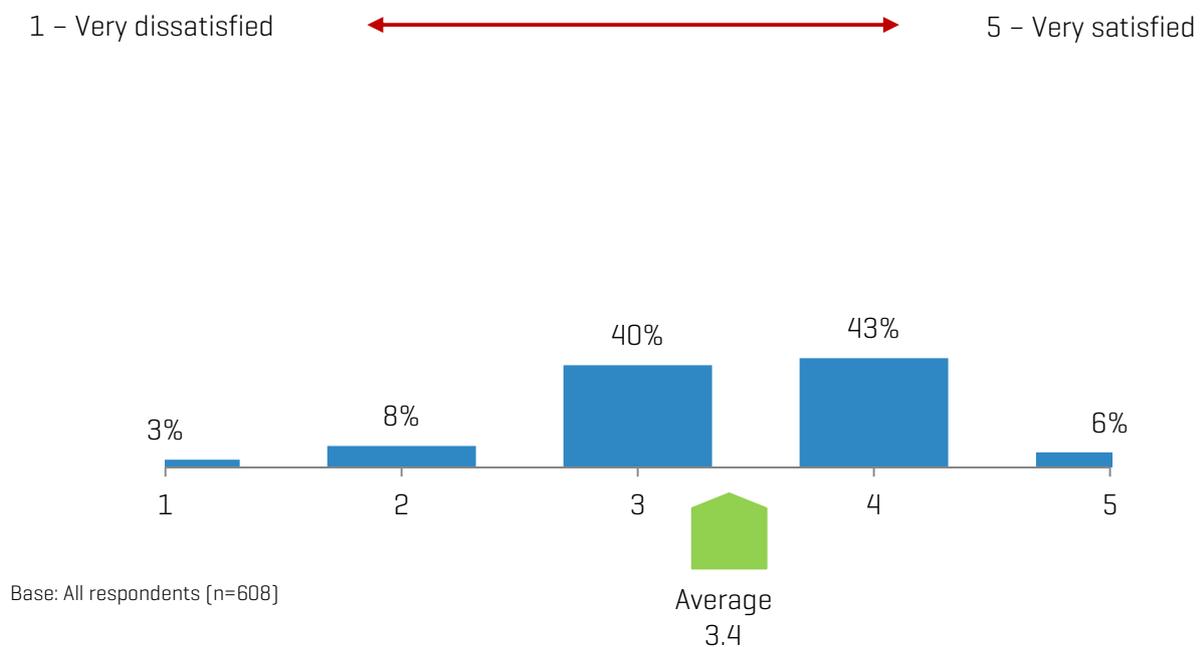
Average 3.4

Figure 5.2 compares the breakdown of responses with the 2014 results. There has been a statistically significant decrease of **0.2 pts** in average overall satisfaction since 2014 due to fewer residents giving high satisfaction ratings of '4' (down 6%) or '5' (down 5%). However, there has been no statistically significant increase in the proportion of respondents who are dissatisfied. Instead, there has been a significant increase of 10% in the proportion of respondents who indicated a medium satisfaction rating of '3'.

Figure 5.2 Overall Satisfaction – Comparison with 2014

1 – Very dissatisfied ←————————————→ 5 – Very satisfied

2014 – 3.6 (n=503)
2017 – 3.4 (n=608)

■ 2014 ■ 2017
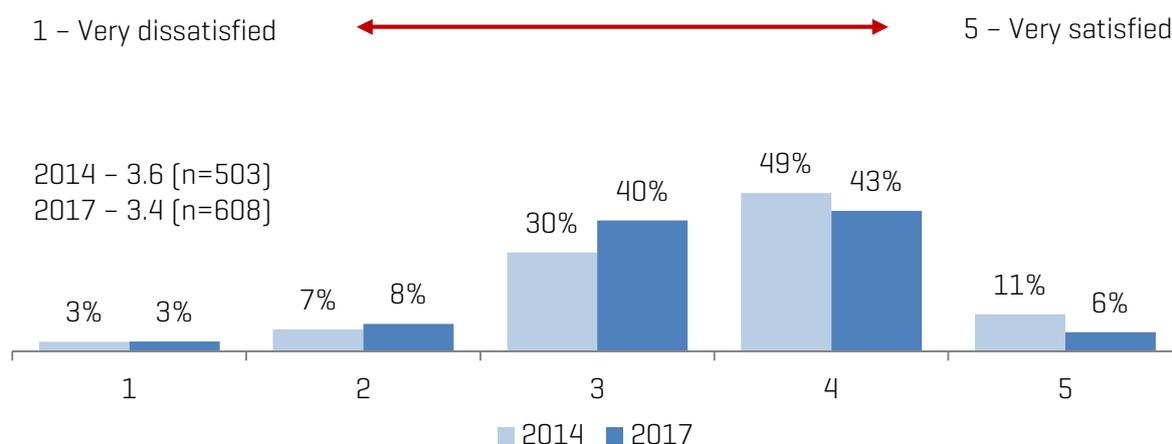
Issues influencing dissatisfaction

Respondents who indicated they are dissatisfied with Wollongong City Council by providing an overall satisfaction rating of '1' or '2' were asked to explain why they gave that rating. 70 respondents gave a reason why they are dissatisfied. The verbatim responses can be found in Appendix B.1.

There were four general themes which covered these responses. Table 5.1 provides detail of the content of these themes and the number of responses within each theme.

Table 5.1 Issues influencing dissatisfaction

Problems with Council (n=32)	Almost half of the reasons provided for low overall satisfaction ratings related to problems with Council as an organisation and Council processes.
	Some of these respondents had negative perceptions of Council's communication efforts. They felt Council does not communicate enough with them and are unwilling to listen to the community.
	Other respondents were critical of Council's organisational performance. Some felt Council was top heavy and too reliant on committees while others felt they do not see the results of work and that Council could do better.
Ignoring areas (n=18)	A smaller proportion of residents felt Council allocates resources to the city centre to the detriment of small areas such as Helensburgh.
Infrastructure/development /maintenance (n=17)	A similar number of residents were critical of infrastructure and maintenance such as footpaths, parking, cleanliness, roads and public transport.
Waste collection (n=3)	Finally, a small amount of residents were dissatisfied due to waste collection services such as roadside clean ups.

Internal Benchmarking

Figure 5.3 compares average overall satisfaction with preceding data. Overall satisfaction has trended upwards but experienced a decrease in 2017.

Figure 5.3 Overall Satisfaction – Internal Benchmarking
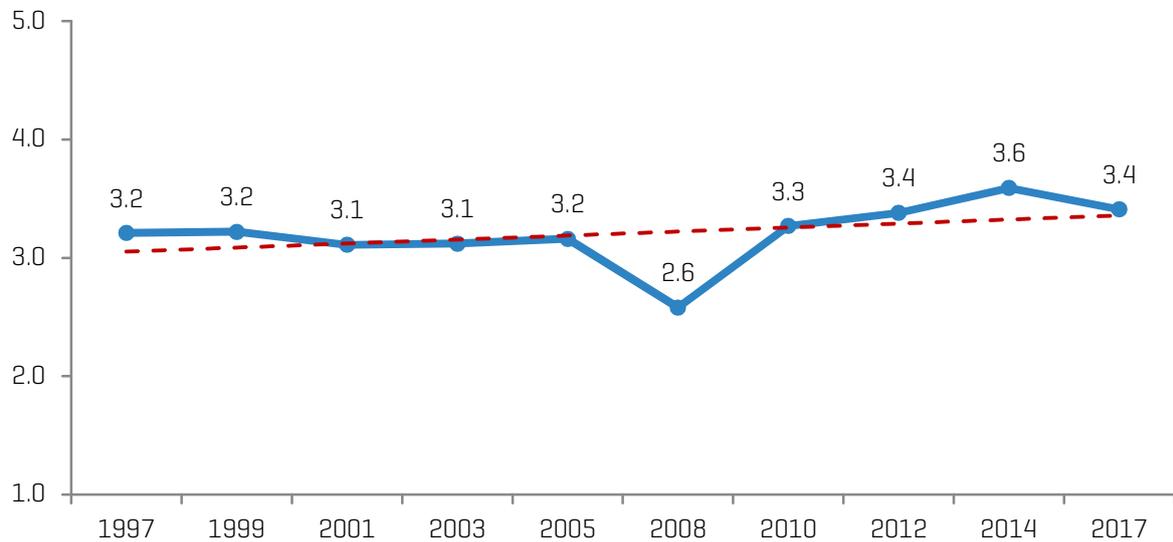
External Benchmarking

Figure 5.4 shows the benchmarked result for Wollongong City Council (61 out of 100). A 100-point index is calculated in order to be able to compare Council, which uses a 5-point scale, with other councils which use different scales such as a 7-point or 10-point scale. Overall satisfaction among the Wollongong community is lower relative to comparable councils in NSW.

Figure 5.4 Overall satisfaction - External Benchmarking
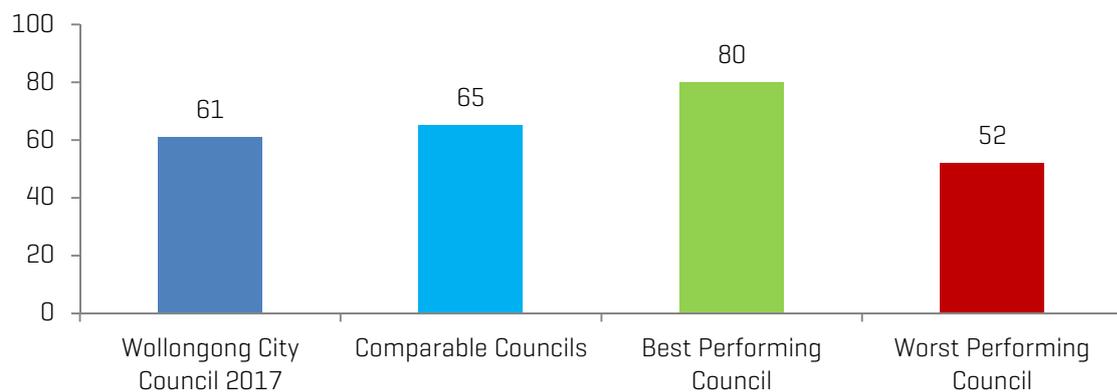
5.2. Residents' Wish List

Residents were asked to name three key areas which they would like Council to focus on over the next three years.

The most mentioned comments were related to roads including maintenance and upgrades of roads and traffic flow (see Figure 5.5). 54 percent of respondents, who mentioned roads, suggested it as the first key improvement area. Similarly, parking including availability, management and cost of parking suggested as the first key improvement area by 49 percent who mentioned it.

Figure 5.5 Key improvement areas

Table 5.2 provides insight into the most common themes evident in the verbatim responses. The full verbatim responses are available in Appendix B.2.

Table 5.2 Major Themes – Key Areas

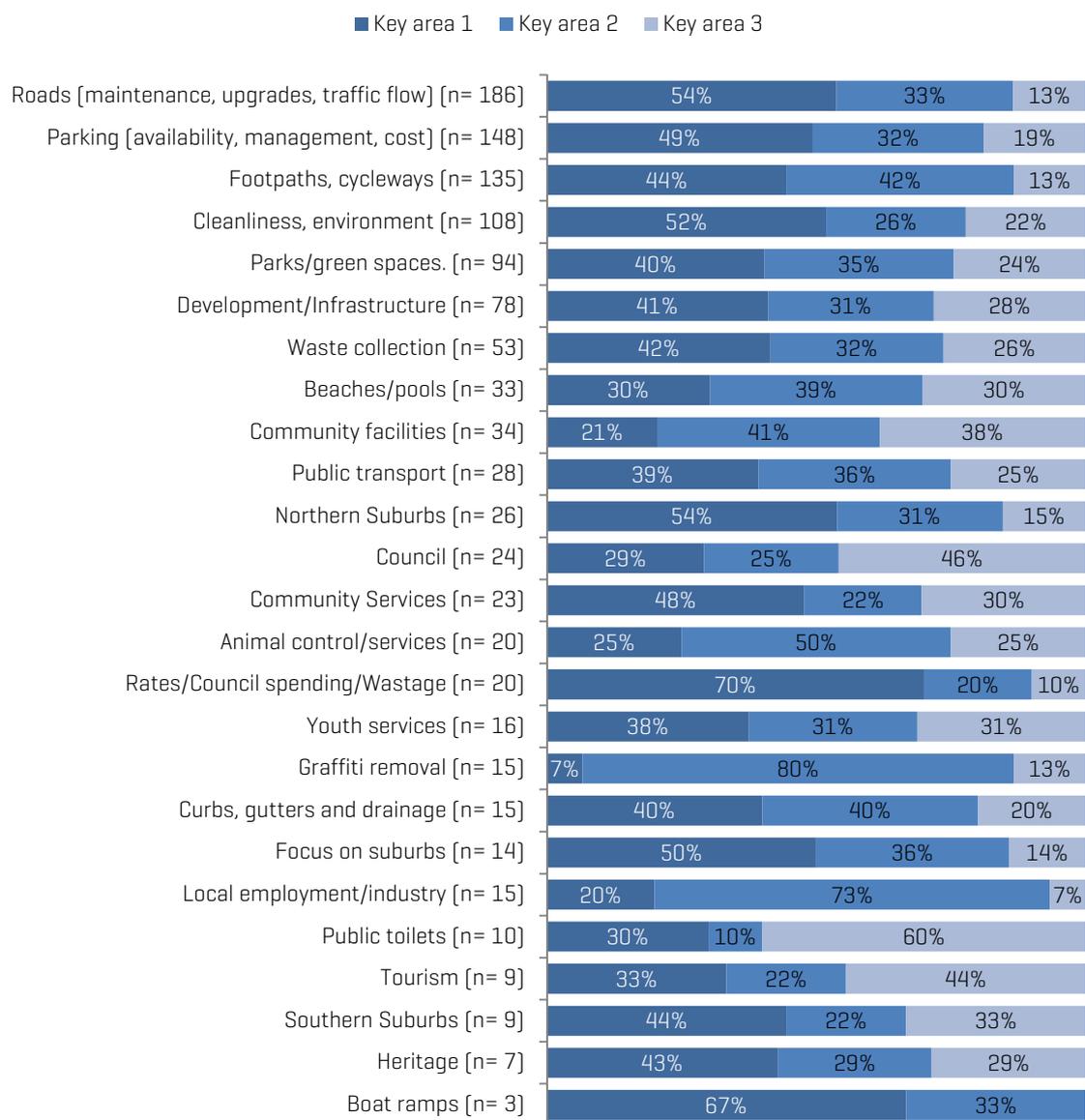|	
Roads (n=186)	Roads and traffic was the most common key area named by respondents. They cited maintenance of local roads, traffic flow and required upgrades as the main issues within this key area.
	The bulk of responses related to roads were concerned with the general maintenance of local roads. Issues such as potholes and resurfacing were brought up. Residents would prefer if maintenance was carried out regularly to avoid the build-up of such issues.
	Improved traffic flow was another concern of local residents. Areas which residents cited this as a problem include the CBD, Figtree, and northern suburbs such as Bulli, Thirroul, Austinmer and Wombarra.
	An issue brought up by fewer respondents within this category was required upgrades. The most common required upgrade cited was an overpass into Dapto.
Parking (n=148)	Parking was the second most common key area named by respondents. Issues related to parking centred on availability and cost.
	Residents would like Council to focus on the availability of parking in areas such as the CBD and University of Wollongong, train stations and WIN Stadium when events take place. A smaller number of residents also cited a lack of disabled and elderly parking.
	Respondents felt parking in the CBD, especially Wollongong Central, was too expensive and wanted Council to focus on reducing the cost over the next three years.
Footpaths, cycle ways (n=135)	Responses related to footpaths and cycle ways mostly concerned maintenance and provision.
	Most responses within this theme were centred on general maintenance of footpaths. Some areas specifically cited by residents included Dapto, Lake Heights, Helensburgh and the northern suburbs.
	Residents also want Council to focus on providing more footpaths over the next three years.
	A relatively small number of respondents wanted Council to focus on finishing the Blue Mile promenade.
Cleanliness (n=108)	Residents would also like Council to focus on cleanliness in terms of the CBD, local areas and the environment. These residents want Council to focus on streets, beaches, creeks, waterways, roads and the CBD in general.
	Specific areas cited by respondents include Bulli, Lake Illawarra and Bellambi.
Parks/green spaces. (n=94)	Another key area for Council to focus on was maintenance, provision and upgrades for parks, sporting fields and playgrounds.
	These residents wanted Council to focus on improving the current facilities as well as providing more children's playgrounds.
Waste collection (n=53)	Responses related to waste collection services focused on increasing the number of rubbish bins, improving green waste collection and increasing the frequency of kerbside rubbish pick up and recycling collection.
Development and infrastructure (n=78)	Responses related to development and infrastructure wanted Council to focus on more effective planning before development in the CBD and local areas. They would also like Council to focus on providing infrastructure for growth areas.

5.3. Residents' 10-Year Vision

Residents were also asked what they would like Wollongong to look like in 10 years' time. The major themes evident within these responses are provided in Table 5.3. The full verbatim responses are available in Appendix B2.

Table 5.3 Major Themes – 10-year Vision

Less high rise development (n=91)	The most common theme named by respondents was slowing high rise development, particularly in the CBD and around beaches. These residents disliked the appearance of these buildings in Wollongong as well as the lack of sunlight caused by high rise. Some residents specifically stated they did not want Wollongong to look 'like the Gold Coast'.
Cleanliness (n=60)	Residents wanted Wollongong to look a clean, liveable and inviting city in 10 years' time. Residents did not only want Wollongong to be tidier in general but also to improve the facades of buildings, prevent graffiti and continue to improve safety.
A green city (n=47)	Another key theme centred a green city; one filled with parks, gardens and trees. These residents want Council to keep existing green areas and increase the provision of these facilities.
A modern, vibrant city (n=47)	Some residents want Wollongong to become a more modern and vibrant city in terms of arts, nightlife, restaurants and infrastructure. Common words used by these respondents included 'vibrant', 'modern', 'progressive', 'cosmopolitan' and 'sophisticated'. Residents also cited larger, global cities such as Paris, London, Abu Dhabi, Sydney and Melbourne as inspiration.
Maintain the status quo (n=37)	A similar number of residents wanted Wollongong to stay the same as it is now in terms of appearance and to focus on improving existing services and facilities.
Improve CBD (n=24)	Some residents wanted to see improvement in the city centre and the mall over the next 10 years. Suggestions included opening up Crown Street to traffic, revamping the mall and Piccadilly, and increasing the number of restaurants, cafes and pop up shops in the CBD.
A tourist destination (n=18)	A smaller number of residents wanted Wollongong to focus on becoming a tourist destination over the next decade. This included improving the appearance of the city and drive services and facilities to be more friendly to tourists.

5.4. Overall satisfaction model

In addition to the analysis of satisfaction with service provision, regression analysis was used to obtain a better understanding of overall satisfaction with Wollongong City Council. In previous reports, the importance of services and facilities was measured using a 5-point scale. This method was subject to measurement problems as most services and facilities would receive consistently high importance ratings. Regression analysis indicates derived importance, which is the strength of the relationship between a particular service or facility and overall satisfaction. Derived importance scores can be found in Appendix 1.

5.5. Quadrant analysis

Regression analysis identified the services and facilities that are important in generating overall satisfaction. In order to design strategies to improve the performance of individual services and facilities, the performance of each service is analysed by its importance. Services and facilities are then prioritised by their position in performance vs. importance quadrants.

Quadrant analysis is a useful way of simultaneously analysing the importance of a service in terms of explaining overall satisfaction with Council and the performance of services in creating satisfaction. To do this, mean satisfaction scores are plotted against derived importance scores for each Council service. To form quadrants, the average derived importance scores and average satisfaction scores across all services and facilities were calculated. Consequently, services or facilities with a mean satisfaction score less than the overall average were classified as having 'low' performance. Conversely, services or facilities with a mean score above the average satisfaction score were classified as having 'high' performance.

The four quadrants located in the scatterplots have a specific interpretation (see Figure 5.6).

I.   The upper right quadrant (high importance – high performance) represents **strategic advantages**. These high performers should be maintained.

II. The upper left quadrant (high importance – low performance) denotes **key vulnerabilities**. The services located in this area should be considered as primary opportunities to improve.

III. The lower left quadrant (low importance – low performance) represents **potential vulnerabilities**. Services located in this area should be given secondary consideration for improvement.

IV. The lower right quadrant (low importance – high performance) is often interpreted as representing the **potential differentiators**. Further investments in improvement of these services should be considered carefully. Before making any investment decisions, the perceptions regarding the importance of these services should be improved among residents.

Figure 5.6 Interpretation of quadrants

II HIGH IMPORTANCE – LOW PERFORMANCE [Key Vulnerabilities]	I HIGH IMPORTANCE – HIGH PERFORMANCE [Strategic Advantages]
III LOW IMPORTANCE – LOW PERFORMANCE [Potential Vulnerabilities]	IV LOW IMPORTANCE – HIGH PERFORMANCE [Potential Differentiators or Overinvestments]

IMPORTANCE
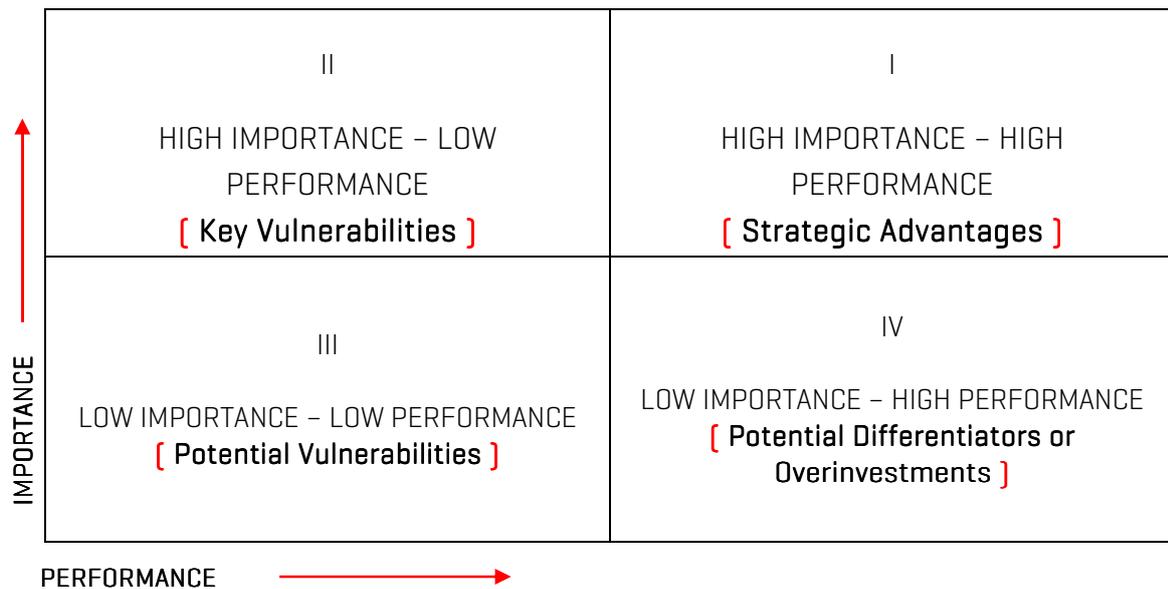
PERFORMANCE ⟶

5.6. Prioritising Services

The individual performance and importance of services and facilities is examined in Figure 5.7. Since the label of each service is too long to include in the quadrant map, the services and facilities are numbered. The names of the services according to their location can be seen in Figure 5.8.

Figure 5.7 Quadrant analysis
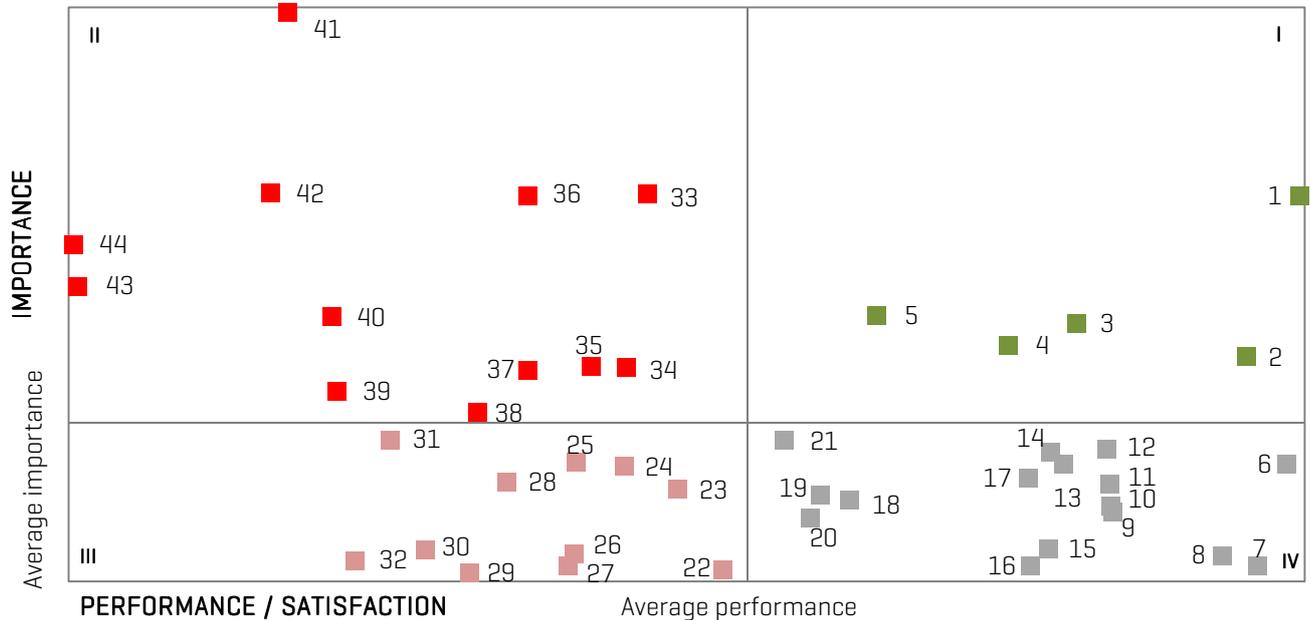
Figure 5.8 Strategic location of services and facilities

KEY VULNERABILITIES	STRATEGIC ADVANTAGES
[43] Management of parking in the city centre [44] Availability of parking in city centre [41] Development application assessment process [42] Planning policies that control development [40] Controls for residential development [39] Maintenance of local roads [38] Controls for development in Wollongong City Centre [37] Regulation of traffic flow in city centre [36] The hours Council public toilets are open [35] Street cleaning [34] Protection of our natural environment [33] Environmental programs and education	[1] Patrolled beaches [2] District library and community centre [3] Parks/open space/sports field for active sport or recreation activity [4] Leisure centres [5] Customer Service Centre
POTENTIAL VULNERABILITIES	**DIFFERENTIATORS**
[22] Youth services [23] Disability services [24] Domestic animal control [25] Graffiti prevention and removal [26] Management and preservation of our heritage [27] Regulation of traffic flow in local area [28] Maintenance and cleanliness of bus shelters [29] Management of parking in local areas [30] Maintenance of footpaths [31] Controls for development in local towns/village centres [32] Maintenance and cleanliness of public toilets	[6] Botanic Garden [7] Illawarra Performing Arts Centre [8] Wollongong City Centre Library [9] Parks/open space/sports field for passive recreation purpose [10] City Gallery [11] Public swimming pools (free entry) [12] Tidal rock pools [13] Council heated pools [14] Domestic, recycling and green waste collection (service [15] Children's playgrounds [16] Cycle ways/shared pathways [17] Community hall/centre [18] Children services [19] Services for elderly [20] Inclusive services [21] Waste disposal depot facilities

Strategic advantages

These facilities have a high impact on overall satisfaction and are above-average performers. The performance of these facilities should be maintained.

- *Patrolled beaches* and *district library and community centre* are the highest performing strategic advantages.
- *Parks/open space/sports field for passive recreation purpose, leisure centres (e.g. Beaton Park, Lakeside]* and *Customer Service Centre* are Council's other strategic advantages.

Key vulnerabilities

These services have a high impact on overall satisfaction but have performed below average.

- *Development application assessment process, planning policies that control development in the Wollongong LGA, management of parking in the city centre* and *availability of parking in the city centre* are the lowest performing services with a high impact on overall satisfaction. These services are Council's foremost priorities.
- *Environmental programs and education, protection of natural environment* and *street cleaning* are services which are close to average performance. Improvement in the performance of these services while their importance is maintained will turn them into strategic advantages.
- *Regulation of traffic flow in city centre, controls for development in Wollongong City Centre* and *maintenance of local roads* are low-performing services with importance close to the average. These are Council's secondary priorities.

Potential vulnerabilities

Both the performance and importance of these services are below average.

- *Controls for development in local towns/village centres, graffiti prevention and removal* and *domestic animal control* are the potential vulnerabilities which are closest to average importance. The performance of these services should be monitored carefully in case they become key vulnerabilities over time.
- *Youth services* and *disability services* are close to average performance. These services can be become differentiators if their performance improves.

Differentiators

Council's differentiators are made up of facilities, community services and waste services. These services and facilities are above-average performers but have a below-average effect on overall satisfaction. The performance of these services and facilities should be maintained and their importance emphasised to the community in order to convert them into strategic advantages over time.

- *Tidal rock pools, domestic, recycling and green waste collection service* and *waste disposal depot facilities* are the differentiators which are closest to average importance.

This section focuses on the skills of Wollongong City Council as an organisation in delivering service provision.

5.7. Perceptions of Council's organisational skills

Respondents were asked to rate their satisfaction with aspects related to Wollongong City Council using a 5-point scale where '1' meant very dissatisfied and '10' meant very satisfied. Residents of Wollongong are generally satisfied or neutral towards Council's organisational performance.

Residents were most satisfied with Council's *innovativeness in providing services for the community* with an average satisfaction rating of 3.3 out of 5 (see Figure 5.9). This was followed by *efforts to satisfy the need of the community* (3.2) and *effectiveness in informing the community about its services, facilities and overall achievements.*

According to **comparison tests**,

▸ Residents aged 65 plus years were significantly more satisfied with *innovativeness in providing services for the community* and *providing leadership that enables and moves the community forward* compared to other age groups.

▸ Retired respondents are significantly more satisfied with *providing leadership that enables and moves the community forward.*

Figure 5.9 Satisfaction with aspects of Council's organisational performance

Legend: ■ Dissatisfied (1-2) ■ Neutral (3) ■ Satisfied (4-5)

Aspect	Dissatisfied (1-2)	Neutral (3)	Satisfied (4-5)	Average
Innovativeness in providing services for the community	16%	42%	42%	3.3
Efforts to satisfy the needs of the community	21%	41%	38%	3.2
Effectiveness in informing the community about its services, facilities and overall achievements	28%	30%	42%	3.2
Organisational skills in providing services	23%	37%	40%	3.1
Honesty	23%	40%	36%	3.1
Responsiveness in keeping me informed on the progress of my requests	30%	29%	40%	3.0
Effectiveness in understanding the community expectations related to services and facilities	31%	42%	27%	3.0
The way that the community's money is spent by Council	33%	38%	30%	2.9
Providing leadership that enables and moves the community forward	34%	38%	28%	2.9

Base: All respondents (n=608)

5.8. Mediation analysis

Detailed analysis was conducted to identify the services and facilities which Council can use the organisation skills outlined in Section 5.7 to strengthen the relationship between performance and overall satisfaction.

The categorisation of services and facilities in Figure 5.9 are based on the perceptions of respondents and how they associate certain services and facilities with others. Since the services and facilities within each group are highly related with each other, improvements made in one service or facility would improve the perceptions of the performance of other services or facilities within the same group. For example, if satisfaction with *parks/open space/sports field for passive recreation purpose* is improved, we would expect to see improvements in *children's playgrounds* as well.

Facilities are categorised in four groups including **outdoor**, **community**, **foreshore**, and **arts** facilities (see Table 5.4).

Table 5.4 Group of facilities

Outdoor Facilities	Fields for active sport or recreation
	Fields for passive recreation
	Russell Vale Golf Course
	Children's playgrounds
Community Facilities	Botanic Garden
	Wollongong City Centre Library
	District library and community centre
	Local branch library
	Community hall/centre
	Council heated pools
	Leisure centres
Foreshore Facilities	Cycle ways/shared pathways
	Patrolled beaches
	Tidal rock pools
	Public swimming pools (free entry)
Arts Facilities	City Gallery
	Illawarra Performing Arts Centre

Direct and indirect services are categorised in seven groups including **development**, **community**, **environmental**, **maintenance**, **parking**, **traffic** and **public toilets**, and **waste** and **customer** services (see Table 5.5).

Table 5.5 Group of services

Development Services	Applications
	Planning policies
	Controls for residential development
	Development in local towns/village
	Development in Wollongong
Community Services	Children services
	Youth services
	Services for elderly
	Disability services
	Inclusive services
Environmental Services	Heritage management and preservation
	Natural environment protection
	Environmental programs and education
	Domestic animal control
Maintenance Services	Maintenance of local roads
	Street cleaning
	Maintenance of footpaths
	Maintenance and cleanliness of bus shelters
	Graffiti prevention and removal
Parking Services	Management of parking in the city centre
	Management of parking in local areas
	Availability of parking in city centre
Traffic and Public Toilets	The hours Council public toilets are open
	Regulation of traffic flow in local area
	Regulation of traffic flow in city centre
	Maintenance and cleanliness of public toilets
Waste and Customer Services	Domestic, recycling, green waste collection
	Waste disposal depot facilities
	Customer Service Centre

Results showed the organisational skills of Wollongong City Council facilitate the relationship between service provision and overall satisfaction (see Figure 5.10). Investments to improve performance of service provision should be made while taking the organisational skills of Council into consideration. In this respect, Council can act as a facilitator to strengthen the relationship between performance and overall satisfaction.

Mediation analysis shows that **community facilities** are mediated by Council's organisational skills. To strengthen the relationship between overall satisfaction and facilities within this category such as *Wollongong City Centre Library* and *community hall centre*, Council should also focus on improving organisation skills such as *the way the community's money is used by Council* and *innovativeness*.

Development services are also mediated by Council's organisational skills. Efforts to improve satisfaction with services within this category such as *development assessment application process* and *planning policies that control development in the Wollongong LGA* will be strengthened by utilising organisational skills such as *effectiveness in understanding the community expectations related to services and facilities* and *honesty*.

A further service category mediated by organisational skills is **environmental services** such as *efforts to satisfy the needs of the community* and *leadership*. Improvement in these organisational skills will strengthen the relationship between this category of services and overall satisfaction.

Maintenance services are mediated by Council's organisational skills. To improve the performance of services within this category such as *maintenance of local roads* and *street cleaning*, Council should also consider aspects related to Council performance such as *organisational skills in providing services* and *responsiveness*.

Parking services are mediated by Council's organisational skills. Improvement in the performance of these services can be facilitated by strengthening organisational skills such as *responsiveness* and *efforts to satisfy the needs of the community*.

The remaining categories of services and facilities are not mediated by aspects related to Council's organisational performance. This means resident satisfaction with these services and facilities is not strengthened by efforts of Council to communicate their organisational skills to the community. For instance, the performance of foreshore facilities (i.e. cycle ways/shared pathways, patrolled beaches, tidal rock pools) is not facilitated by Council's organisational efforts. Residents would be satisfied or dissatisfied with those facilities even the organisations skills are not communicated directly. Similarly, community (i.e. children, youth or disability services) services are not mediated by Council's organisational skills because residents are satisfied or dissatisfied with those services without considering Council's organisational capacity.

Figure 5.10 Wollongong City Council - Service provision mediation model

Fields for active sport or recreation
Fields for passive recreation
Russell Vale Golf Course
Children's playgrounds

Botanic Garden
Wollongong City Centre Library
District library and community centre
Local branch library
Community hall/centre
Council heated pools
Leisure centres

Cycle ways/shared pathways
Patrolled beaches
Tidal rock pools
Public swimming pools (free entry)

City Gallery
Illawarra Performing Arts Centre

Applications
Planning policies
Controls for residential development
Development in local towns/village
Development in Wollongong

Children services
Youth services
Services for elderly
Disability services
Inclusive services

Heritage management and preservation
Natural environment protection
Environmental programs and education
Domestic animal control

Maintenance of local roads
Street cleaning
Maintenance of footpaths
Maintenance and cleanliness of bus shelters
Graffiti prevention and removal

Management of parking in the city centre
Management of parking in local areas
Availability of parking in city centre

The hours Council public toilets are open
Regulation of traffic flow in local area
Regulation of traffic flow in city centre
Maintenance and cleanliness of public toilets

Domestic, recycling, green waste collection
Waste disposal depot facilities
Customer Service Centre

Innovativeness

Efforts to satisfy the needs

Effectiveness in informing the community

Organisational skills
Honesty

Responsiveness

Understanding the community expectations related

The way that the community's money is spent

Leadership

(61%)
Overall Satisfaction

6. Organisational Skills

6.1. Overall satisfaction with organisational performance

Respondents were asked to indicate their agreement with the statement 'I am satisfied with the overall performance of Wollongong City Council over the past 12 months' using a 5-point scale where '1' meant strongly disagree and '5' meant strongly agree.

An average agreement rating of 3.4 out of 5 indicates residents are generally satisfied with the organisational performance of Council over the past 12 months [Figure 6.3]. Half [50%] of all respondents indicated they agree [37%] or strongly agree [13%] while only 17% disagreed.

Comparison tests show,

‣ Respondents aged 65 years and over were significantly more satisfied compared to other age groups. 62% of this age group was satisfied with Council's organisational performance.

‣ There were no significant differences by gender, employment status, commuter status or time lived in Wollongong.

Figure 6.1 Overall satisfaction with Council's organisational performance

'I am satisfied with the overall performance of Wollongong City Council over the past 12 months.'

Base: All respondents (n=608)
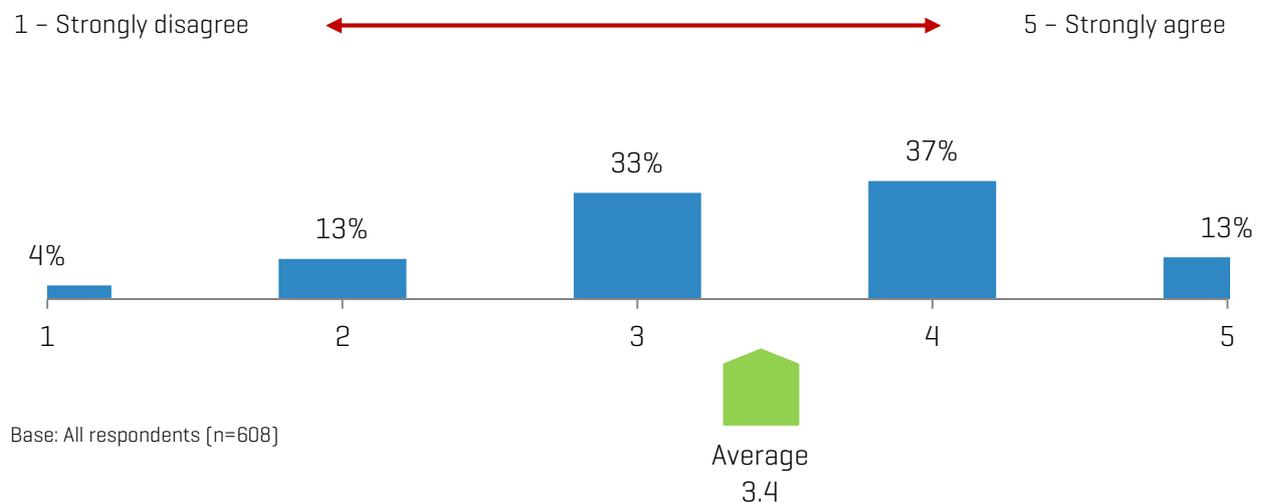
Figure 6.4 compares the breakdown of responses with the 2014 results. There has been a statistically significant decrease in the mean score of **0.2 pts** primarily due to a considerable fall of 24% in the proportion of residents who gave a high satisfaction rating of '4'. Other results were mixed. There was a significant increase in the proportion of residents who gave a '5' (up 6%) but a bigger jump in those who gave a medium satisfaction score of '3' (up 13%).

Figure 6.2 Council's performance – Comparison with 2014

'I am satisfied with the overall performance of Wollongong City Council over the past 12 months.'

1 – Strongly disagree   5 – Strongly agree

2014 – 3.6 (n=503)
2017 – 3.4 (n=608)
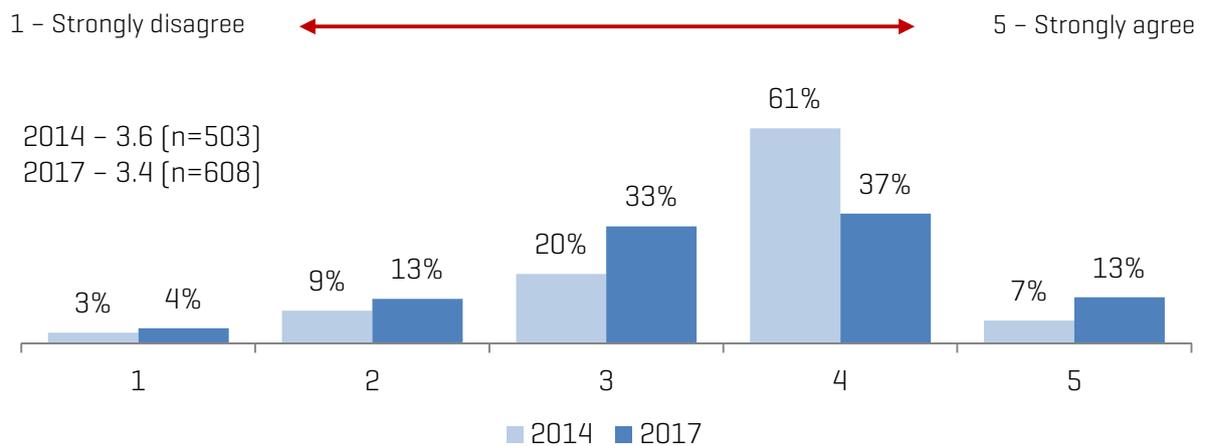
Base: All respondents (n=608)

6.2. Satisfaction with Council staff

Respondents were asked to rate their satisfaction with aspects related to both Council customer service staff and all other Council staff using a 5-point scale where '1' meant very dissatisfied and '5' meant very satisfied. Average satisfaction ratings are displayed in Figure 6.5. The breakdown in responses is contained in Table 6.1.

There was no statistically significant difference in average satisfaction between customer service staff and other Council staff for any aspect.

Friendliness and *professionalism* were the aspects which received the highest average satisfaction ratings for both customer service staff and other Council staff.

Figure 6.3 Satisfaction with Council staff

Base: All respondents (n=608)

40

According to **comparison tests**,

▸ Concerning customer service staff, residents aged 30 to 49 years are significantly more satisfied with *approachability*, *effectiveness* and *being solution focused* compared to other age groups.

▸ Concerning all other Council staff, part-time workers are significantly more satisfied with *professionalism*, *commitment*, *responsibility*, *work-ethic*, *effectiveness* and *being solution focused* while those who identified their employment status as 'Unemployed / Home duties / Student / Other' were significantly less satisfied with *approachability*, *commitment* and *availability*.

▸ Residents who have lived in Wollongong for 11 to 15 years are significantly more satisfied with the *effectiveness* of all other Council staff.

▸ There were no significant differences by gender or commuter status.

Table 6.1 presents the satisfaction ratings for both customer service staff and all other Council staff. *Work-ethic* was the aspect with the biggest difference in the proportion of satisfied residents at 10%. 65% of residents were satisfied with the *work-ethic* of customer service staff compared to 55% for other Council staff.

Effectiveness was the aspect with the biggest difference in the proportion of residents who were dissatisfied at 4%. 11% of residents were dissatisfied with the *effectiveness* of customer service staff compared to 7% for all other Council staff.

Table 6.1 Breakdown of satisfaction with Council staff

	Customer Service Staff			Other Staff		
	Dissat. [1-2]	Neutral [3]	Sat. [4-5]	Dissat. [1-2]	Neutral [3]	Sat. [4-5]
Friendliness	6%	18%	75%	4%	20%	76%
Professionalism	7%	17%	76%	4%	27%	69%
Commitment	9%	23%	68%	9%	26%	65%
Approachability	8%	27%	65%	5%	26%	69%
Work-ethic	10%	25%	65%	9%	36%	55%
Responsibility	10%	26%	64%	8%	31%	60%
Knowledge	10%	28%	62%	7%	30%	64%
Effectiveness	11%	31%	58%	7%	35%	58%
Availability	9%	39%	52%	7%	37%	57%
Being solution focused	12%	39%	49%	13%	32%	55%

7. Customer Services

Respondents were asked whether they had contacted Wollongong City Council in the last 12 months. 56% of all respondents indicated they had contacted Council within that timeframe.

According to **comparison tests**,

▸ Respondents aged 30 to 49 years were significantly more likely to have contacted Council in the past year compared to other age groups.

▸ Residents aged 65 plus years were significantly less likely to have contacted Council.

▸ Looking at employment status, retired residents were significantly less likely to have contacted Council over the past 12 months.

▸ The proportion of residents who have lived in Wollongong for less than 10 years who had contacted Council was significantly higher than other residents.

7.1. Method of Contact

Respondents who had contacted Wollongong City Council within the last year were asked to indicate which method of contact they had used. Two thirds (66%) of respondents contacted Council by *telephone*. This was followed by *email* at 14%.

No respondent indicated that they contacted Council via *fax, meeting with Council officer, spoke to at local park, garden or sports field* or *spoke at library.*

Table 7.1 Methods of contacting Council

Method of Contact	
Telephone	66%
Email	14%
Council's customer service centre	10%
Online (via Council's website)	8%
At the Administration Building	1%
Letter	1%
Onsite with Council officer	0.2%

Base: Respondents who contacted Council (n=344)

According to **comparison tests**,

▸ Residents aged 30 to 49 years were significantly more likely to contact Council *online (via Council's website)* compared to other age groups.

▸ Respondents aged 65 plus years were the only age group to indicate they contacted Council via a *letter*. Retired residents were also significantly more likely to select *letter*.

▸ Residents who work part time or casually were significantly less likely to use *Council's customer service centre* while those classified as 'Home duties / Unemployed / Student / Other' were less likely to use *email*.

▸ Respondents who have lived in Wollongong longer than 15 years were significantly more likely to use *Council's customer service centre*.

Table 7.2 compares the methods of contacting Council in 2017 with the previous results from 2014. There was a 7% increase in the number of residents who contacted Council by *telephone* and an 8% increase in the number who contacted Council by *email*.

Table 7.2 Methods of contacting Council – Comparison with 2014

	2014	2017
Telephone	59%	66%
Email	6%	14%
Council's customer service centre	19%	10%
Online (via Council's website)	2%	8%
At the Administration Building	-	1%
Letter	1%	1%
Onsite with Council officer	2%	0.2%
Fax	-	-
Meeting with Council officer	1%	-
Spoke to at local park, garden or sports field	1%	-
Spoke at library	4%	-

7.2. Reason for Contact

Respondents who had contacted Council were asked about the issue which prompted making contact. 294 residents gave a response. Table 7.3 provides a summary of some of the key themes surrounding why residents made contact with Council as well the number of responses within each theme. Verbatim responses can be found in Appendix B.4.

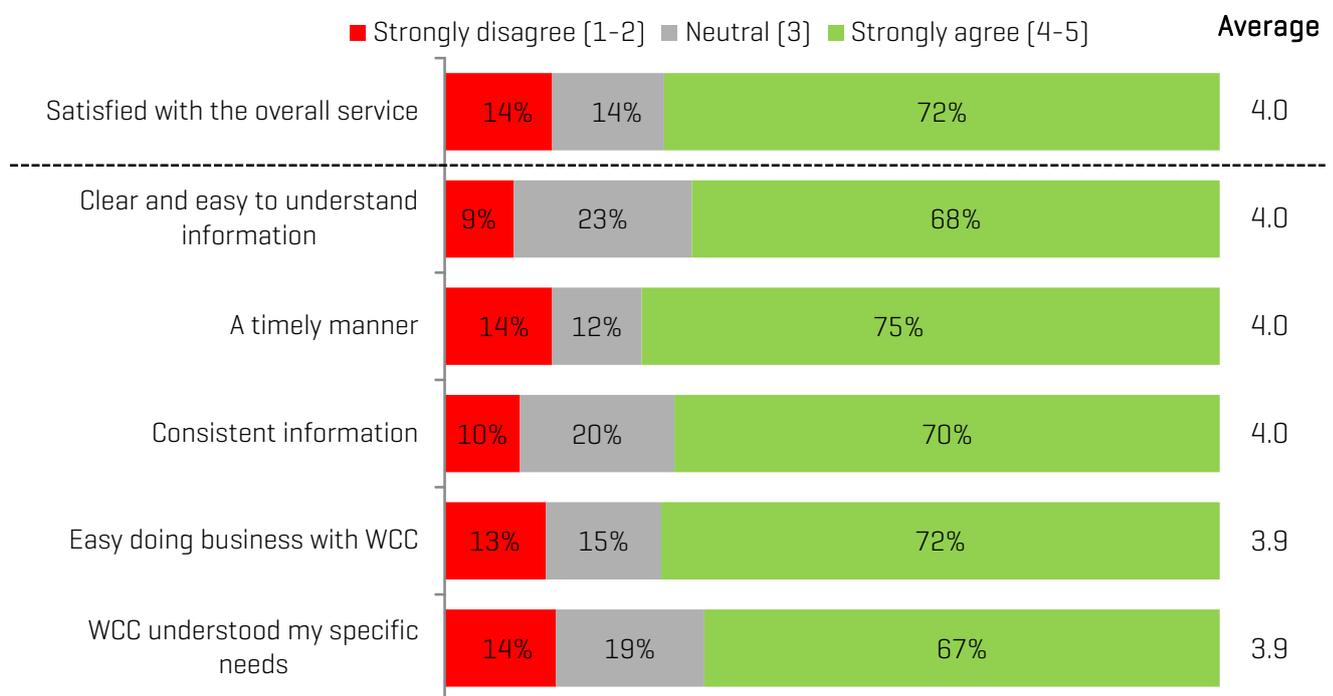**Table 7.3** Reasons for contacting Council

Waste collection services [n=85]	Services related to waste collection made up the bulk of responses. This includes organising Council clean up, replacing bins, enquiries regarding waste disposal facilities and reporting illegal dumping.
Make a complaint [n=38]	Residents who had contacted Council cited making a complaint or making Council aware of an issue as another reason. Some of the topics included noise complaints, dumped vehicles, overgrown grass and flooding.
Development applications/Planning/ Zoning information [n=36]	Another common reason for contacting Council was enquiring about development applications, checking the status of existing applications and receiving planning and zoning information.
Make an enquiry [n=28]	Some residents contacted Council to make an enquiry about topics such as elections, events and fencing requirements.
Rates [n=24]	Rates were another reason cited by respondents. This included paying rates, updating information for rates notices and making enquiries regarding rates.
Animal control [n=20]	Residents had made contact with Council to seek information regarding domestic animal registration, complain about barking dogs and advise Council of issues relating to deer.
Trees [n=17]	Some residents had contacted Council to request tree removal.

7.3. Customer Service Experience

Respondents who had contacted Wollongong City Council within the past 12 months were asked to rate their agreement with a series of statements pertaining to their experience using a 5-point scale where '1' meant strongly disagree and '5' meant strongly agree.

Overall, residents who made contact with Council's customer service staff were satisfied with their experience, giving an average satisfaction rating of 4.0 out of 5 (see Figure 7.1). Almost three quarters (72%) of these residents were satisfied overall with their experience while only 14% were dissatisfied.

Figure 7.1 Satisfaction with customer service experience

	Strongly disagree (1-2)	Neutral (3)	Strongly agree (4-5)	Average
Satisfied with the overall service	14%	14%	72%	4.0
Clear and easy to understand information	9%	23%	68%	4.0
A timely manner	14%	12%	75%	4.0
Consistent information	10%	20%	70%	4.0
Easy doing business with WCC	13%	15%	72%	3.9
WCC understood my specific needs	14%	19%	67%	3.9

Base: Respondents who contacted Council (n=344)

Comparison tests show:

▸ Residents who identified their employment status as 'Unemployed / Home duties / Student / Other' were significantly more satisfied with *Council dealt with my enquiry in a timely manner* compared to other respondents.

▸ There was no significant difference by gender, age, commuter status or time lived in Wollongong.

8. Communication

Several questions pertaining to how residents receive information from Council and how residents contact Council were asked in order to understand which methods are underutilised relative to respondent preferences.

8.1. Methods of Communication

Respondents were asked to indicate their usual and preferred methods of communication from Council (see Table 8.1).

Council's newsletter was the most usual method of receiving information as well as the most preferred. The second most usual means of receiving Council information was rates notices. This was also the second most preferred method, indicating Council are generally meeting the preferences of residents.

The most underutilised methods as judged by differences between usual and preferred relate to technology platforms. The biggest difference was Council's newsletter delivered electronically. 11% of respondents indicated this was a preferred method of receiving information while only 2% indicated they usually receive information via this method. Social media was another electronic platform which is underutilised, as it is a preferred method for 11% of residents.

Table 8.1 Usual and Preferred Methods of Communication from Council

	Usual Method	Preferred Method	Difference
Council newsletter	40%	36%	**4%**
Rates notice	37%	30%	**7%**
Council website	14%	13%	1%
Mercury newspaper	13%	9%	**4%**
Local television	11%	11%	-
Advertiser newspaper	10%	6%	**4%**
Social media	6%	11%	-5%
Local radio	6%	5%	1%
Illawarra Mercury online	5%	3%	2%
Electronic newsletter	2%	11%	**-9%**
Telephone	1%	1%	-
Libraries and/or community centres	1%	1%	-
Personal visits to the administration building	0.3%	0.3%	-
Community consultation	-	0.1%	-0.1%

Base: All respondents (n=608)

Concerning usual methods of receiving information from Council, **comparison tests** show:

▸ Residents aged 65 plus years were significantly more likely to indicate the *Mercury* and *Advertiser newspapers* and making *personal visits to the administration building* as their usual methods of receiving information from Council. They were also the age group least likely to use the *Council website* to obtain information.

▸ Respondents aged 50 to 64 years were significantly more likely to receive information via *local radio*.

▸ Residents aged 30 to 49 years were significantly more likely to use *social media* to receive information from Council.

▸ Full time workers were significantly less likely to receive information via *local television* and *local radio*. Part time and casual workers were less likely to use the *Advertiser newspaper*.

▸ Residents who identified their employment status as 'Unemployed / Home duties / Student / Other' were significantly less likely to use *rates notice* and *Advertiser newspaper*.

▸ Retired residents were more likely to receive information from *Advertiser newspaper, local radio* and making *personal visits to the administration building*.

▸ Residents who have lived in Wollongong for less than five years were more likely to use *Illawarra Mercury online* to receive information from Council.

▸ There were no significant differences by gender or commuter status.

Concerning preferred methods of receiving information from Council, **comparison tests** show:

▸ Respondents aged 65 plus years were significantly more likely to prefer *the Mercury* and *Advertiser newspapers* and less likely to prefer *Council website* and *social media*.

▸ Residents in the 50 to 64 years age group were less likely to prefer *social media* compared to younger age groups.

▸ Respondents aged 30 to 49 years were significantly more likely to prefer electronic methods such as *Council website* and *Illawarra Mercury online* as means of receiving information from Council.

▸ In terms of employment status, full time workers were less likely to prefer *local radio* and part time and casual workers were less likely to prefer the *Advertiser newspaper*.

▸ Residents who identified their employment status as 'Unemployed / Home duties / Student / Other' were less likely to prefer *rates notice* and *Advertiser newspaper*.

▸ Retired respondents were more likely to prefer the *Mercury* and *Advertiser newspapers* and less likely to prefer *social media*.

▸ There were no significant differences by gender or commuter status.

Information regarding the preferred methods of receiving information from Council was an addition to the Community Survey for 2017. As such, there can be no comparisons made with the previous report for this question.

Table 8.2 compares the usual methods of receiving information from Council for 2017 with the previous result from 2014. There was a strong increase in the proportion of residents who used *Council newsletter* and *rates notice* to receive information from Council since 2014. There was a sharp decline in the number of residents who used the *Council website* as well as the *Mercury* and *Advertiser* newspapers. *Illawarra Mercury online* was not a category available in 2014 but may account for some of this decline.

Table 8.2 Usual methods of receiving information from Council – Comparison with 2014

	2014	2017
Council newsletter	21%	40%
Rates notice	24%	37%
Council website	38%	14%
Mercury newspaper	32%	13%
Local television	13%	11%
Advertiser newspaper	24%	10%
Social media	9%	6%
Local radio	-	6%
Illawarra Mercury online	-	5%
Electronic newsletter	-	2%
Telephone	4%	1%
Libraries and/or community centres	6%	1%
Personal visits to the administration building	2%	0.3%
Community consultation	1%	-

8.2. Methods of Contact

Respondents were also asked to indicate their usual and preferred methods of contacting Council (see Table 8.3).

Contacting Council *by phone* was by far the most usual as well as the most preferred method. This was followed by *email* which was both the second most used method of contact and the second most preferred. The same proportion indicated they contact Council by making *personal visits to the customer service counter at Council's Administration Building* but this method was less preferred compared to *email*.

There was no significant underutilised method of contacting Council as the most preferred methods were also the most used. Few residents specified they would prefer to use social media to contact Council, indicating that these platforms are effective as sources of information rather than methods of contact.

Table 8.3 Usual and Preferred Methods of Contact

	Usual Method	Preferred Method	Difference
By phone	79%	84%	**-5%**
By email	16%	20%	**-4%**
Personal visits to the customer service counter at Council's Administration Building	16%	15%	1%
Online	5%	7%	-2%
In writing	0.4%	0.6%	-0.2%
Report It App	0.3%	0%	0.3%
At the library	0.2%	0.2%	-
At the community centres	0.1%	0.1%	-
By Facebook	0%	0.1%	-0.1%
By Twitter	0%	0%	-
Has never contacted Council/No preference	9%	1%	8%

Base: All respondents (n=608)

Concerning usual methods of contacting Council, **comparison tests** show,

- ▶ Female respondents were significantly more likely to have never contacted Council.
- ▶ Residents aged 30 to 49 years were more likely to contact Council *online* compared to other age groups.
- ▶ Respondents in the 65 plus years age group were significantly less likely to contact Council *by email.*
- ▶ Residents who work full time were more likely to contact Council *by email* and *online* and were less likely to have never contacted Council.
- ▶ Respondents who identified their employment status as 'Unemployed / Home duties / Student / Other' or retired were less likely to contact Council *by email.*
- ▶ Residents who do not commute outside of Wollongong for work more likely to have never contacted Council.
- ▶ There were no significant differences by length of time lived in Wollongong.

Concerning preferred methods of contacting Council, **comparison tests** show,

- ▶ Residents aged 30 to 49 years were significantly more likely to prefer contacting Council *online* while those in the 65 plus years age group were less likely to prefer this method.
- ▶ Respondents who have lived in Wollongong for less than 5 years were more likely to prefer contacting Council *by email.*
- ▶ There were no significant differences by gender, employment status or commuter status.

The Community Survey 2014 did not ask respondents for their usual and preferred methods of contacting Council. Residents in this survey who indicated they had contacted Council in the past 12 months were asked to identify their method of contact. This information is presented in Table 7.2 in Section 7.1.

8.3. Website Visitation

Respondents were asked whether they had visited Wollongong City Council's website within the last 12 months. 62% of all respondents indicated they had visited Council's website within that timeframe (see Table 8.5). This proportion has increased 9% since 2014 (53%).

Table 8.4 Respondents who have visited Council's website

Visited Council's website in the past 12 months	62%
Did not visit Council's website in the past 12 months	38%

Base: All respondents (n=608)

Comparison tests show,

▸ Residents aged 30 to 49 years were significantly more likely to have visited Council's website within the past 12 months.

▸ Respondents aged 65 plus years were less likely to have visited Council's website compared to younger age groups.

▸ Similarly, retired residents were less likely to have visited Council's website.

▸ Residents who have lived in Wollongong for 6 to 10 years were significantly more likely to have visited Council's website compared to other residents.

▸ Residents who have lived in Wollongong for more than 15 years were less likely to have done so.

▸ There were no significant differences by gender or commuter status.

Website Experience

Respondents who had visited Council's website within the past 12 months were asked whether they agree with the statement 'it was easy to find the information I was looking for' using a 5-point scale where '1' meant strongly disagree and '5' meant strongly agree.

The average agreement score was 3.6 out of 5 with 60% of respondents agreeing with the statement. Only 14% disagreed that it was easy to find the information they were looking for. This average has not changed since 2014 (3.6).

Comparison tests show,

- Respondents who have lived in Wollongong for 6 to 10 years were significantly more likely to disagree compared to other residents.
- Residents who have lived in Wollongong for more than 15 years were more likely to agree.
- There were no significant differences by gender, age, employment status or commuter status.

Table 8.5 compares the responses given in 2017 with the previous results from 2017. There has been a 6% fall in the number of respondents who disagreed with the statement as well as a 5% decrease in the number who agreed.

Table 8.5 Website experience – Comparison with 2014

	2014			2017		
	Disagree [1-2]	Neutral [3]	Agree [4-5]	Disagree [1-2]	Neutral [3]	Agree [4-5]
'It was easy to find the information I was looking for.'	20%	15%	65%	14%	26%	60%

8.4. Community Engagement Activities

Respondents were asked if they had participated in any Council community engagement activities over the past 12 months. They were able to select multiple activities.

The community engagement activity with the highest rate of participation was *completing online surveys* at 24%. This was followed by *submission online [Have your Say]* at 14%. However, almost two thirds (65%) indicated they had not participated in a community engagement activity over the past year.

Table 8.6 Participation in Community Engagement activities

Completing online surveys	24%
Submission online [Have your Say]	14%
Public Meeting	10%
Submission through public exhibition process	8%
Community Forum	7%
Kiosk	6%
Neighbourhood Forum	6%
IHAP [Independent Hearing Assessment Panel]	2%
Community engagement of the Annual Plan	1%
None	65%

Base: All respondents (n=608)

Comparison tests show,

▸ Respondents aged 65 plus years were significantly less likely to have used online activities such as *completing online surveys* and *submission online [Have your Say]* compared to younger age groups.

▸ Residents aged 50 to 64 years were more likely to have participated in *community engagement of the Annual Plan.*

▸ Retired residents were less likely to participate in *completing surveys online.*

▸ There were no significant differences by gender, commuter status or time lived in Wollongong.

Table 8.7 compares participation in community engagement activities for 2017 with the previous results from 2014. In 2014, this question was asked only to those who had answered 'yes' to a question about whether they had participated in a community engagement activity. The percentages for 2014 in Table 8.7 have been updated to reflect the proportion of the overall community for that year that had participated in these activities. Not all of the options available in 2017 were asked to respondents in the 2014 survey.

There has been an increase of 13% in the proportion of residents who had participated in *completing online surveys*. As a whole, community engagement has increased due to the 9% decrease in the proportion of residents who stated they did not participate in any community engagement activity.

Table 8.7 Participation in Community Engagement activities – Comparison with 2014

	2014	2017
Completing online surveys	11%	24%
Submission online (Have your Say)	-	14%
Public Meeting	8%	10%
Submission through public exhibition process	7%	8%
Community Forum	4%	7%
Kiosk	6%	6%
Neighbourhood Forum	4%	6%
IHAP (Independent Hearing Assessment Panel)	-	2%
Community engagement of the Annual Plan	-	1%
None	74%	65%

8.5. Council Events

Respondents were asked whether they or a member of their family attended Viva la Gong, Wollongong Australia Day celebrations or Wollongong New Year's Eve events in the past 12 months. Respondents were able to select multiple events.

The most attended Council event was Wollongong Australia Day celebrations with close to half (49%) of respondents indicating they or a member of their family attended this event. This was followed by Wollongong New Year's Eve events (38%). Viva la Gong attracted 34% of Wollongong residents while over one third (38%) did not attend any of these events in the past year.

Table 8.8 Event attendance in the past 12 months

Wollongong Australia Day celebrations	49%
Wollongong New Year's Eve events	38%
Viva la Gong	34%
None of the above	38%

Base: All respondents (n=608)

Comparison tests show,

▸ The proportion of respondents who attended *Wollongong Australia Day celebrations* and *Wollongong New Year's Eve event* was significantly lower for those in the 65 plus year age group compared to other age groups. They were also more likely to have attended none of these events in the past year.

▸ Similarly, retired residents were more likely to have not attended any of these events in the past 12 months.

▸ The proportion of residents who attended *Viva la Gong* was significantly higher for those who identified their employment status as 'Unemployed / Home duties / Student / Other'.

▸ There were no significant differences by gender, commuter status or time lived in Wollongong.

Table 8.9 compares event attendance in the past 12 months for 2017 with the previous results from 2014. Attendance at each event has increased over the past three years. The biggest increase in attendance was for *Viva la Gong*, up 12% since 2014.

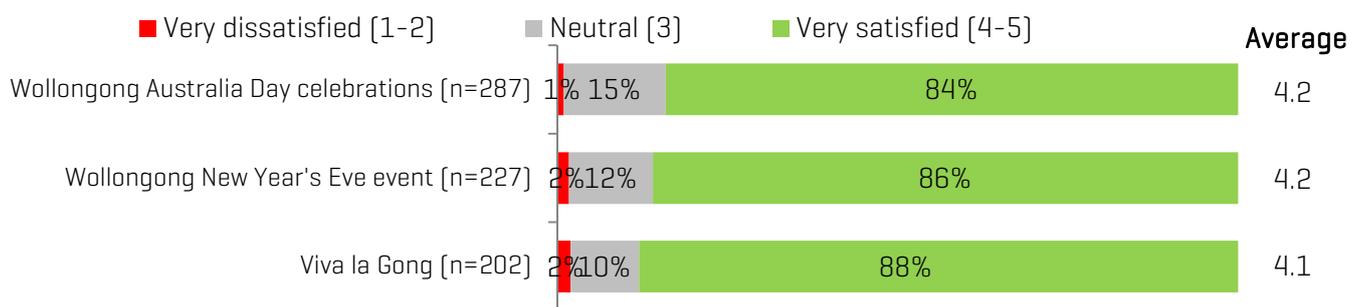**Table 8.9** Event attendance in the past 12 months – Comparison with 2014

	2014	2017
Wollongong Australia Day celebrations	42%	49%
Wollongong New Year's Eve events	34%	38%
Viva la Gong	22%	34%

Event Experience

Respondents who attended these events were asked to rate their satisfaction using a 5-point scale where '1' meant very dissatisfied and '5' meant very satisfied.

Each event received high average satisfaction ratings above 4 out of 5 (see Figure 8.1). While *Viva la Gong* had the highest proportion of satisfied attendees at 88%, the bulk of these responses were '4' rather than '5', leading to a lower mean score compared to the other events.

Figure 8.1 Satisfaction with Council events

	Very dissatisfied (1-2)	Neutral (3)	Very satisfied (4-5)	Average
Wollongong Australia Day celebrations (n=287)	1%	15%	84%	4.2
Wollongong New Year's Eve event (n=227)	2%	12%	86%	4.2
Viva la Gong (n=202)	2%	10%	88%	4.1

According to **comparison tests**,

▸ Residents who have lived in Wollongong for less than 5 years were significantly more satisfied with *Wollongong New Year's Eve event*.

▸ There were not significant differences by gender, age, employment status or commuter status.

The Community Survey 2014 measured the importance of these events rather than attendee satisfaction. Therefore, results for 2017 cannot be compared with results from the previous 2014 report.

Appendix A. Derived Importance
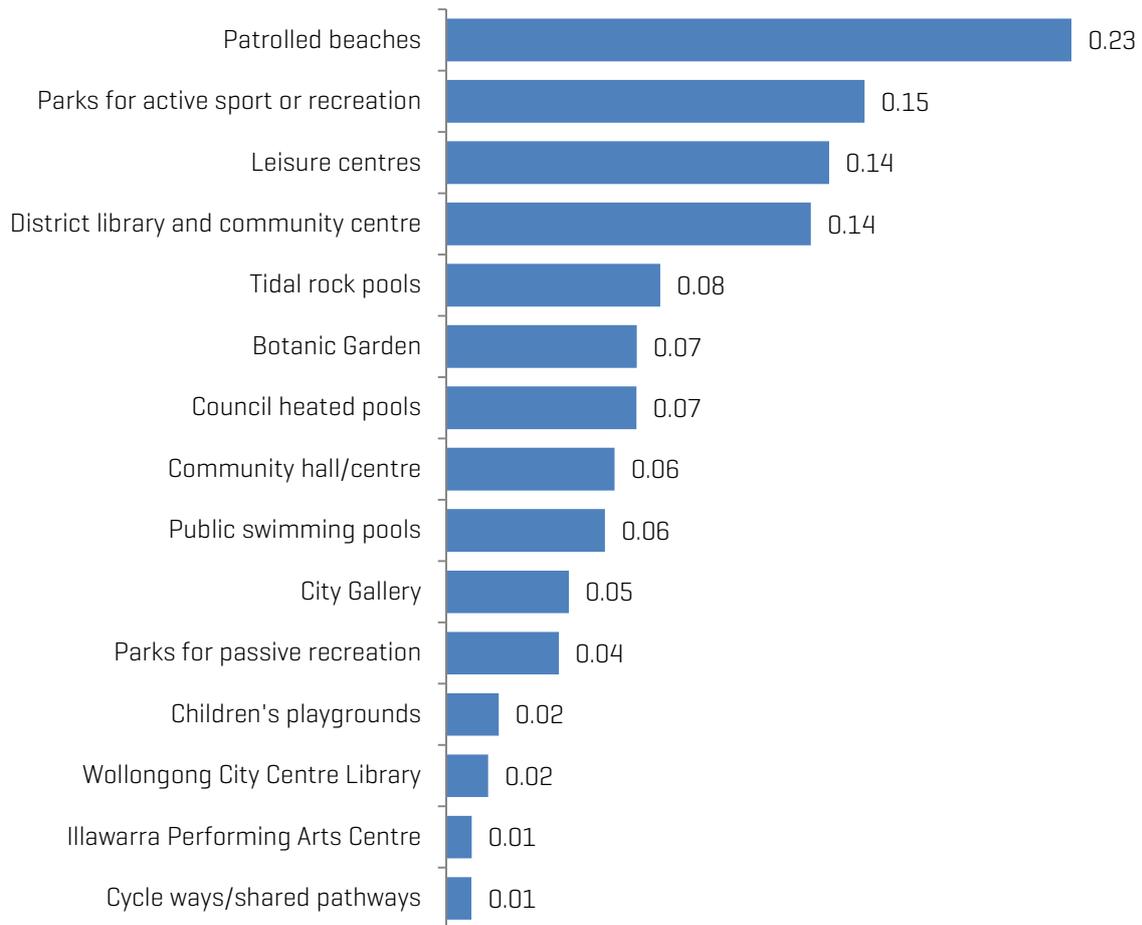
Figure A.1 – Derived importance - Facilities

Facility	Value
Patrolled beaches	0.23
Parks for active sport or recreation	0.15
Leisure centres	0.14
District library and community centre	0.14
Tidal rock pools	0.08
Botanic Garden	0.07
Council heated pools	0.07
Community hall/centre	0.06
Public swimming pools	0.06
City Gallery	0.05
Parks for passive recreation	0.04
Children's playgrounds	0.02
Wollongong City Centre Library	0.02
Illawarra Performing Arts Centre	0.01
Cycle ways/shared pathways	0.01

Figure A.2 – Derived importance – Indirect services

Service	Value
Planning policies in the Woll. LGA	0.23
Controls for residential development	0.16
Protection of natural environment	0.13
Traffic flow in city centre	0.13
Controls for dev. in city centre	0.10
Controls for dev. in local towns	0.08
Mgmt and preservation of heritage	0.02
Traffic flow in local area	0.01
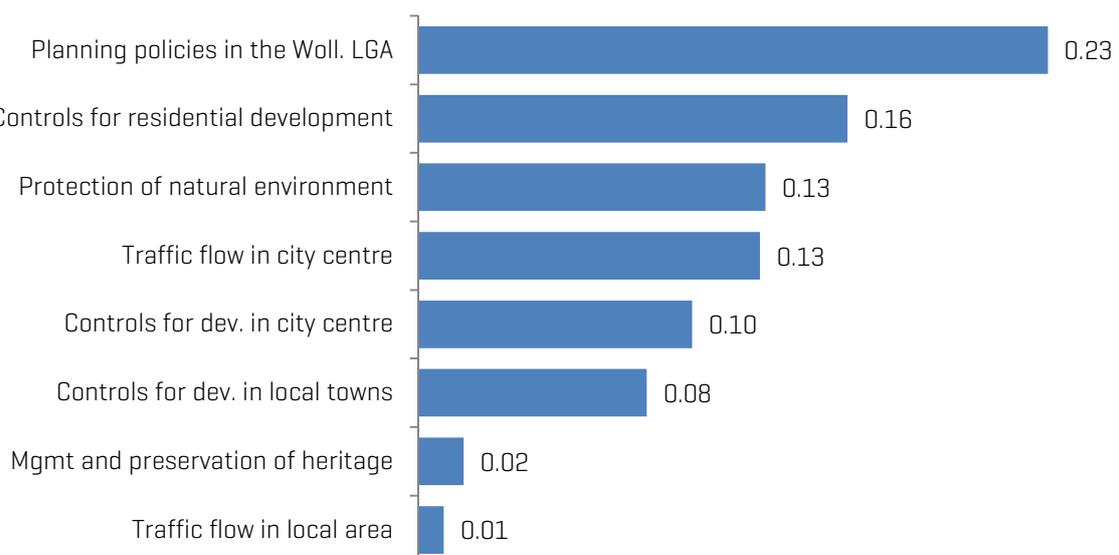
Figure A.3 Derived importance – Direct services

Service	Value
DA assessment process	0.33
Environ. programs and education	0.23
Hours public toilets are open	0.23
Availability of parking in City Centre	0.20
Mgmt of parking in City Centre	0.18
Customer Service Centre	0.16
Street cleaning	0.13
Maintenance of local roads	0.11
Waste disposal depot facilities	0.08
Waste collection services	0.08
Graffiti prevention and removal	0.07
Domestic animal control	0.07
Bus shelters	0.06
Disability services	0.06
Services for elderly	0.05
Children services	0.05
Inclusive services	0.04
Maintenance of footpaths	0.02
Mgmt of parking in local areas	0.02
Public toilets	0.01
Youth services	0.01

Appendix B. Open-Ended Responses

B.1. Open-Ended Responses – Issues influencing dissatisfaction

Problems with Council
3-4 times I've contacted council replies tardy or not at all. Bad record keeping
A bit top-heavy. Too many in offices
Appears more there into themselves
Based on traffic flow maintenance etc. they are not very effective and don't do much for community
Because they are corrupt
Because of the DA process
Can't talk to any senior officer. Buck passing to juniors can't answer the question, non-responsive
Corruptness in council
Could do better
Council are all for themselves and not for residents. Drama in street
Council could do a lot more
Council don't cater to people's needs e.g. waste disposal. Too many hoops to jump through to get anything done
Disagree with policies going thru and services provided
Do a lot of talking and not a lot of action
Don't communicate with us
Don't consider the rate payer
Don't see results of work
High rates: facilities in Stanwell Park aren't maintained despite growing tourist population: need more life guards
I do not know what they do
Live in heritage conservation area and cannot get reno's completed
Never get information of council 's activities
Not enough done to create industry in Wollongong area: too carried away with university
Not performing real well
Only do high visibility jobs not what needs doing: just doing high visibility work
Poor compliance with DCPs and development consultation
They are over governed by the union
Too involved in politics and public affairs and they are not there for that
Too much staff not enough action
Too reliant on committees: failure to make decisions in reasonable time period
Trying to get tree removed for 6 months: no one been near us
Unwillingness to listen
You never hear from them. They have made a mess of the mall

Ignoring specific areas
Don't appear to be doing much in my area
Don't do anything in Helensburgh with highest rates. Drainage. Off leash for dogs. Over development
Don't seem to do much around Horsley
Helensburgh does not get looked after very well
Helensburgh suffering, no money spent. Broke two bones in my foot on footpath
In Helensburgh: it is a forgotten suburb. Development without public consultation: lack of transport
Lived in Mt. Pleasant no footpaths and extremely high rates. Development corrupt

Lots of things could be done but they only focus on one area and ignore everything else

Need more to be done they are looking in the wrong area

Never see council: streets never cleaned: all money goes into the CBD and not suburbs

Not doing a good job - too many resources for Wollongong not enough for all other towns

Primbee is neglected

Some money could be allocated more usefully in other areas

Tend to concentrate on the city centre and neglect the suburbs

Too much focus on city centre

Too much money spent on the Blue Mile, the centre of town

Up north they are forgotten

We hardly see them up here

Infrastructure/Development/Maintenance

Because we need the lift at Unanderra railway station

Don't do enough Wollongong as a town: roads, town itself dirty, never seen it look as bad

Don't like the way there's too much development or high rise

Footpaths in Keiraville are not very good, traffic is terrible

No facilities: roads need maintenance: no footpath or adequate drainage

Parking

Pioneer footpath broken up : poorly maintained: drain - is over grown : dumped rubbish

Poor infrastructure and poor maintenance:

Problem with road extension in Dapto and council not responding to contact

Roads a disgrace: footpaths trip hazard

Roads need fixing not patching up : and footpaths are waiting to kill someone

The city is not clean

They are allowing too much ugly development : getting rid of heritage buildings

They do nothing for council tennis courts at Stanwell Park : sheds falling down: vandalism

They installed a bus stop in front of my property and refuse to maintain it

Tree control by council - unsuitable trees have been planted

Wollongong is disgusting: not like it was 60 years ago: uneven footpaths: garbage

Waste collection

Amount roadside rubbish - people dump it instead of paying for the dump fees

Annual clean up resumed to putting it out twice a year

Could invest in organic waste bins:, as Shellharbour Council does

B.2. Open-Ended Responses – Residents' Wish List

	Roads - maintenance, upgrades, traffic flow
Key area 1	Maintenance of roads (x16)
	Roads (x13)
	Local road maintenance (x7)
	Another access from the northern suburbs
	Approach by road to Wollongong needs improving and cleaning
	Better roads
	Better roads : footpaths
	Better roads systems e.g.: south towards Unanderra : Dapto
	Express ways and major traffic flow through Albion park needs improvement
	Fix roads
	Fix roads and add streetlights
	Fix roads around town
	Fix the local roads up
	Fix the roads
	Fixing pot holes on roads
	By pass for Albion park
	Bypass at Dapto
	Bom bom road Dapto
	Bridge over railway line in Dapto
	Cullen St. Unanderra needs to be resurfaced
	Improved maintenance of roads
	Improving roads and maintenance
	Improving traffic flow in fairy meadow
	Maintenance of local roads and widening for parking
	Maintenance of local roads generally
	Maintenance of smaller roads
	Resurface roads
	Road and footpath maintenance
	Road infrastructure, traffic lights etc.
	Road maintenance and footpaths, guttering
	Road maintenance, not allowing narrow roads in development area
	Road work and footpaths
	Road works
	Roads traffic conditions
	Roads - better maintenance
	Roads - fixing them as soon as they are :destroyed:
	Roads : safety : maintenance
	Roads : traffic flow Thirroul and Bulli pass
	Roads and footpaths
	Roads and footpaths, crossings at the curb dangerous, more paved paths, disability
	Roads and streets safe
	Roads around local areas
	Roads in Helensburgh -

Roads- improving and fixing

Speed limits in built up areas

Traffic control

Traffic control : flow of it

Traffic flow

Traffic flow and road maintenance

Traffic flow in Austinmer area needs improving

Traffic flow near Figtree grove

Traffic flow through Thirroul and Bulli need fixing up

Traffic in Balgownie too much speeding

Traffic in CBD

Traffic in CBD particularly Flinders St. and Keira St. :closing one lane near gateway

Traffic problems fixed through to Wombarra

Traffic to Horsley improved

Upgrade roads

Widening of some roads

Stopping as much traffic going through city

Northern suburbs: roads and footpaths

Repairing potholes in the roads

Overpass into Dapto area

Extending the share way as far north as possible

P plates slow down

Maintenance of grass on and off ramps on freeway

Should open up crown St. to traffic

Key area 2	
	Maintenance of roads [x9]
	Roads [x9]
	Road condition
	Road conjunction
	Road maintenance in Montague St. is terrible as it is heavy traffic area
	Roads after flooding
	Roads and footpaths
	Roads and gutters upgrading
	Roads in Dapto area
	Roads in Otford
	Roads in our area need repairing
	Roads need maintenance
	Local roads too may potholes
	Improving roads
	Fix the roads
	Maintain the road in Dapto area especially west Dapto
	Consideration of road widths in new development
	Laneways be concreted for safety in Dapto
	Traffic control for pedestrian access
	Traffic flow
	Traffic flow at Lawrence Hargrave drive at weekends
	Traffic flow from Bulli to Stanwell park

	Traffic flow in centre of Wollongong
	Traffic flow in fairy meadow
	Traffic flow in local areas
	Traffic flow on M1
	Traffic flow through Figtree road maintenance
	Traffic flow through in and out of the Wollongong city centre
	Looking after the M1 and dead grass
	Looking after the roads
	Look at road congestion in peak hours
	Regulation of traffic flow and parking in the CBD
	Regulation of traffic flow from Corrimal to Austinmer on princess Highway
	Keeping road and foot paths in good repair
	Keeping the roads and footpaths maintained
	Less no turn right signs
	Planning for traffic around beachside areas
	Potholes in local roads
	Control and accessibility in and around Wollongong city
	Tidy the roads pothole and seal the roads
	Return off free flow traffic thru crown St.- get rid of the mall
	The traffic - on, off ramp at Kanahooka - less traffic congestion
	Provision on the F6 onto Kanahooka road north and south
	Placement of signs
	Better local signage
Key area 3	Better maintained roads [x7]
	CBD traffic flow
	Fixing local roads : full of potholes
	Improve the traffic situation in Dapto
	Traffic flow in northern suburbs
	Traffic flow in Thirroul
	Traffic light in Burelli St.
	Maintenance of local roads
	Road maintenance: Bellambi
	Roads
	Local roads are appalling in northern suburbs
	Improve street guttering
	Lights at Virginia and Bourke street
	Move on with bridge access to west Dapto
	Installation of traffic lights instead of roundabouts
	To open the mall with one lane of slow traffic which would make it a lot safer and draw more people
	Roundabout at top of bald hill
	Water run off :roads
	Some of the local roads - potholes currently an issue
	Parking - availability, management, cost
Key area 1	Access to parking in the CBD and local suburbs
	Better long term parking
	Better parking at the beach

Cheaper parking

City Centre parking

Commuter parking areas that are close to train station

Commuter parking : lack of

Cost of parking should decrease

Disabled parking area more

Extra parking

Free parking in CBD

Free parking in the city centre

Free parking in Wollongong central

Get rid of paid parking

Get rid of parking fees in w:gong central : 5 cents each ratepayer to cover cost

Getting people back into the CBD by revising parking strategies

Car park @ Stewart St. is long overdue.

Improve parking

Limit the people parking on streets very close to bus stops at Helensburgh

More inner city parking [x2]

More multi story car parking

More free motorcycle parking

More parking

More parking at Beaton park

More parking for city workers

More parking for northern beaches

More parking in CBD

More parking in Helensburgh

More parking in key areas e.g. Ipac and entertainment centre

More parking in the central business area

More parking to keep up with medium density housing

More parking Wollongong CBD

More public parking in Wollongong esp near showground

Parking [x3]

Parking :costs too much and they should be longer time frames

Parking :lack of and marked car spaces in Helensburgh areas

Parking around the entertainment precinct

Parking around uni

Parking for disabled at local shops

Parking for the disabled

Parking free

Parking in CBD [x6]

Parking in CBD and all major shopping centres more parking

Parking in city to expensive

Parking in Keiraville: more detail: learn rules of the road

Parking in the city - more disabled

Parking in town

Parking in Wollongong [x3]

Parking in Wollongong central [x2]

Parking in Wollongong is too dear

Parking infrastructure needs a drastic overhaul

Parking to keep up with increased pop

Parking: availability not enough

Paid parking is killing the city

Providing better parking

Providing more paring :unpaid:

Removal of parking meters

Seniors parking

Satisfactory parking in CBD

Town centre parking should be free

Traffic and parking in suburban areas close to the city centre

Uni parking

Key area 2	Address parking in city centre

Additional parking in city centre

Better parking facilities

Improve parking in Harkness Ave, Keiraville due to uni students parking everywhere

Improve parking in the city

Parking

Parking : more free parking in CBD areas

Parking : should be free

Parking :lack of

Parking cheaper in the city centre

Parking facilities and signage for restrictive parking in Keiraville

Parking facilities in CBD

Parking facilities in north beach need to be open 24 hours a day

Parking in CBD

Parking in city centre

Parking in city centre when there is a function

Parking in Wollongong (x2)

Parking management in Wollongong stop fees

Parking needs more in the middle of town - unpaid that is. Why charges don't go there anymore

Parking services in Wollongong

Parking: traffic flow impeded construction vehicles

Event parking e.g. new year eve more free buses for it

Get rid of parking fees in Wollongong city centre

Get rid of parking metres

Improving parking in local area

Free parking

Less expensive parking to keep me in Wollongong instead of Shellharbour

More parking

More parking areas and more facilities in Corrimal library like Thirroul

More parking facilities e.g. hospital area

More parking in Wollongong

More parking near railway station

More free parking in CBD

	Improved parking in Wollongong city centre
	Restricting parking on Cumberland St.
	Easier parking at win entertainment centre
	On local roads the parking is bad too many cars on the street
	Eliminate paid parking spaces
	Non paid parking in the CBD - we choose not to go into Wollongong because we have to pay
	Off street parking CBD
	Reduce parking metres
	Remove paid parking in the main Wollongong area
	Constructing more parking multi-level parking
	More disabled parking at the beach
	Management of parking for w:gong harbour
Key area 3	Better parking in the CBD
	Build more free parking for entertainment goers
	Parking [x5]
	Parking complaints after office hours aren't dealt with
	Parking in the CBD [x3]
	Parking in the CBD - free please
	Parking in the city needs improving
	Cheaper parking in city centre
	Clean up parks for kids
	Clean up the parks
	Free parking in the city central
	Get rid of meter parking
	Commuter parking in some of the local area e.g. north Wollongong railway station
	Less timed parking in the city centre
	More parking officers
	More dedicated free parking
	Make more parking available in general : keep costs down
	More council car parking: proper car parking for people who want to shop
	Management of parking in CBD
	Should have 3 hours free parking
	Removing ticketed parking in Wollongong
	Shopping centres built to include parking top or bottom
	Footpaths and cycle ways - provision, maintenance
Key area 1	Better foot paths
	Better maintained footpaths
	Blue mile completed
	Blue mile finalise it
	Completing the cycle walkway at Stanwell park including stage 3
	Finish the footpaths around Wollongong
	Finishing cycle way and pathway up north
	Fix footpaths
	Fixing up the footpaths
	Footpath maintenance
	Footpaths [x11]

Footpaths - maintaining and providing more

Footpaths : maintenances of them

Footpaths and roads

Footpaths and roads fixed

Footpaths and roads Helensburgh

Footpaths better maintained

Footpaths in all areas

Footpaths in Dapto area

Footpaths on one side of each road

Cycle paths

Cycle paths network needs to be better connected

Cycle ways

Cycleway through northern suburbs

Guttering and footpaths in northern suburbs

Improve cycle and pathways to link up

Improve footpaths (x2)

Improvement of footpath, cleanliness in ground street west of Kiera street.

Lack of foot paths in lake height and Warrawong

Maintaining footpaths (x3)

More bike paths and better maintained

More cycle ways

More cycle ways around the whole of the lake

More footpaths

More footpaths and cycle ways in northern Illawarra

More footpaths in Dapto area

More footpaths required

More shared pedestrian and cycle ways

Pathways and cycle ways

Provision of footpaths

The footpaths along the foreshore

Continue cycle way in Thirroul

Continue the leisure walkways along beach front

Shared paths

Continue developing the sea frontage, walks, bike paths

Street lighting: Bellambi

Streets

Key area 2	Better footpath maintenance

Cycle ways could be upgraded and extended

Cycle way, walkway

Cycle ways and footpaths to be maintained

Cycle ways bigger

Footpath renewal in bad condition currently

Footpaths (x10)

Footpaths in Tarrawannaa

Footpaths in crown street

Footpaths in Helensburgh (x2)

Footpaths in some areas

Footpaths in some of the outer suburbs -Mt Kiera. Kerbing : guttering in northern suburbs

Footpaths in Thirroul

Footpaths maintenance

Footpaths on Corrimal St. and lower crown St. improved

Maintenance of footpaths [x2]

Maintenance of footpaths in suburbs outside city centre

Maintenance of footpaths, Bellambi

Improve cycle ways

Local footpaths need maintenance

Finish the blue mile

Extend the cycleway and widen it

Extending the shared pathways

Extension of the blue mile

Fix up the footpaths

Further development of cycle ways

More footpaths [x2]

Upgrading of footpaths cycleway in the northern suburbs

Continue with the blue mile

Control of cyclists along the blue mile

Maintain bike path at Thirroul: Sandon point, Bulli

More cycle ways around the lake

More cycle ways

Provision of footpaths in local areas

Need footpaths in new areas: hard for prams etc.

Need more footpaths

More facilities for bike riders

Provision of footpaths more extensive

Complete footpaths that have already started being built

No footpath across road from St. Frances Assisi school at Warrawong

Walkways

Safe cycling

Safety lighting on footpath : dark areas

Pavements

Provision of more St. lighting

Park street Helensburgh needs a major upgrade of footpath

Key area 3	Foot path maintenance
	Footpaths [x2]
	Footpaths and cycleway upgraded
	Completion of widening upgrading of paths around the city centre 8m not wide enough
	Identify and fix trip hazards in the footpaths
	Too many trip hazards in our footpaths
	Pathways
	More cycling ways into the city from all suburbs to encourage people to bike in
	More footpaths and repairs to maintain them
	The cycle ways in the northern sub

	Wheel chair accessibility on cycle ways i.e. barriers at road crossings
	Something done with front of old court house the footpath
	Better program for ensuring the street lights off the main roads are working
	More lighting on the cycleway in Dapto
	Separation of footpaths : cycle ways
	Upgrade and maintenance of footpaths in Stanwell park
	Lake lands oval pathway that connects to Parkside drive to lane way to concrete

	Cleanliness/environment
Key area 1	Clean harbour
	Clean city
	Clean reserves on regular basis
	Clean the Bulli more often
	Clean the sides of roads up
	Clean toilets
	Clean up all over Wollongong. E.g.: creek : buildings
	Clean up around lake Illawarra area
	Clean up entrance to Wollongong
	Clean up the city and local towns
	Clean up top end of crown street between mall and railway bridge
	Cleaning and managing road systems cycle way etc.
	Cleaning creeks
	Cleaning creeks and waterways
	Cleaning of waterways
	Cleaning out the drains- overgrown with trees, rubbish : dangerous for flooding
	Cleaning the beaches
	Cleaning the streets
	Cleaning up gardens and the look of the entry into the Wollongong area
	Cleaning up Balmaringa close, Cordeaux Heights
	Cleaning up Bellambi
	Cleaning up council land between properties : freeway retaining way e.g.: laver road Dapto
	Cleaning up natural causeways
	Cleanliness of the town
	Environment (x3)
	Environment education
	Environmental issues
	Keep the CBD clean
	Major clean ups on foot path dumping
	Areas around beach are clean from dog poo
	Making the environment for aesthetically pleasing
	Continue to keep the coastline clear
	Foreshore of lake Illawarra
	Overall cleanliness of roads in city centre
	Street cleaners
	Street cleaning
	Divestment from fossil fuels
	Containment of weed

Encouraging green corridors

Preserving the dune retention system

Protection of the environment

Less messy

Beautification of local area - rubbish dumping

Waterways like creeks to be cleaner

The escarpment keep it green and no development

The environment the escarpment weeds : pests

Sustainability

Street maintenance: grass cutting on nature strips etc.

Streets get overgrown: need weeds cleaning up

Tidying up footpaths and median strips

Shade of trees in the area preparing for the hot summer

Tree control

The scenic beauty to promote the area

Climate change

Key area 2	Address climate change
	Belmore basin clean and usable
	Caring for environment
	Keeping areas clean rubbish on side of road
	Cleaning the grass on roadside
	Cleaning toilets in shopping centres more frequently
	Cleaning up local roads
	Cleanliness of streetscape in city
	Conservation
	Drains and creeks kept clear
	Pollution
	Street cleaning and roadside trees trimmed correctly
	Planting more trees
	Maintain trees that need to be pruned and leaves need to be collected and cleaned up
	Gardening services: plants in public spaces
	Creeks need a clean more regularly
	Creeks clean up :flood prevention:
	More street sweeping
	Tree lopping on road sides to prevent hazards with trucks
	Trees near freeways retaining walls need regular maintenance.
	Sides of freeways need a clean-up
	Weed eradication e.g. lantana
	Weed removal on roadsides
	Over hanging trees on footpaths more maintaining
	More care in appearance of city :planting local species of plants
	Remove gumtrees from city mall
	For council using more solar panels and look to use more renewable energy
	Renewables
Key area 3	Clean up derelict buildings
	Cleaner streets

Cleaning of CBD restaurant precinct

Cleaning of public facilities [x2]

Cleanliness in the upper crown street

Cleaning of the streets

Keeping St. s clean

Clean all the creeks

Clean out creeks more often

Maintenance of :wild areas:

Keeping escarpment clean: back burning

More effort put into maintenance and upkeep of creeks and waterways

Burn offs for leave to residents

Environmental protection

Coastal management in general run off from creeks and estuaries in the area

Caring for waterways: Balgownie retention dam: mullet creek: storm water run off

Removal of dangerous trees

More frequent street cleaning at Otford

Tree removal without council

Street cleaning

Puckey estate creek needs more pollution control

Sink holes : better management of them

Make sustainability information more publicly available and advertised

Parks/green spaces/sporting grounds/playgrounds

Key area 1	Improving facilities at parks
	Improving parks and equipment
	Maintenance of parks and recreation areas
	More children's play equipment in parks
	Parks
	Keeping parks
	Improvement in amenities in parks - like Towradgi is good.
	More open space :
	More parks for children
	More playgrounds for kids
	Maintain parks and leisure areas to promote active lifestyles
	Maintain parks in Dapto
	Playgrounds
	More facilities like bbqs: toilets in local parks
	Better use open spaces
	More greenery -parks- in the centre of town
	Upgrade the children's facilities in the playgrounds
	More in the parks teenager basketball courts : skate parks
	Maintaining sporting facilities
	Maintaining sports grounds
	Warrawong to have services for children like a playground
	Children's playgrounds
	Children's parks, playgrounds
	Children's playgrounds need shade

	Sports grounds, ground cover, facilities
	Sporting facilities
	Sports and recreation grounds
	Sports areas for children
	Green spaces
	Greening up the area more
	Continuation of amenities e g parks and recreation
	More greenery in the city
	Gardens are important
	The parks and natural environment
	Shade in playgrounds
	Thomas Gibson park Thirroul, updated with increase in player numbers
	Should look after suburban reserves better
	Recreation facilities : to maintain the at a high level e.g. rocks children's play areas etc.
Key area 2	Clean up the parks
	Local park maintenance
	Maintaining parks
	Upgrade of kids playgrounds
	Maintenance of open space
	Maintenance of parks
	Maintenance of sporting fields - they need turf rather dirt e.g.: Beaton park
	Maintain the recreational areas
	Parks [x2]
	Parks and facilities need improvement
	Parks and public spaces maintenance
	Parks and reserves :more seating
	Parks... More outdoor areas for young kids
	Provision of parking in city CBD
	More parklands and need more cycle ways
	Park : recreation need to be more clean
	Playgrounds
	More well maintained reserves
	Rejuvenate parks and gardens
	Improvements to parks - upgraded play equipment and shade
	Better sports fields
	Clean gardens
	Continue upgrading parks
	Keep open areas as green spaces e.g. Stuart park
	Sporting facilities
	Sporting fields
	Maintain green areas
	Improved maintenance of public reserves
	Maintaining and mowing reserves
	The upkeep of parks
	More trees and green spaces
	Mowing of reserves more often

Key area 3	Public gardens
	Better parks for children
	Better playing fields
	Fixing up the parks for the kids so it will get them outside
	Sport ground management be improved e.g. closure on wet days
	Another sports field in Helensburgh
	Improve recreation areas e.g. parks: snakes in the area : unsafe
	More toilet facilities in parks
	Park, playgrounds, cleanliness
	Parks and garden maintained
	Parks updated
	Playgrounds
	Playing fields well maintained
	More fenced playgrounds for very young children
	Monitoring of national park and recreation areas in the bush: people are cutting trees down
	Focus on providing basic service accross parks
	Need to look at retention of green space in the city Centre
	General safety and cleanliness of parks and kids playgrounds and toilets
	Up grade of children's parks i.e. for all ages
	Shade provided in all parks
	Upkeep of green spaces and natural environment
	Lawn mowing of parks and median strips being kept up to date
	Putting some covering over some of the playgrounds

Development/infrastructure

Key area 1	Better planning of development
	Development
	Development of the city
	Developing tourism areas
	Development areas for tourist
	Town planning
	Planning development and traffic
	Planning residential development
	More development in the area e.g. hotels, resorts
	Infrastructure
	Infrastructure - maintenance -e.g.: roads storm water
	Infrastructure in newer suburbs
	Infrastructure roads footpaths cycleway
	Infrastructure for growing population
	Better infrastructure for developments
	The da process
	More precise notice of da requests to residents directly involved
	Control development and not allow building on small blocks
	Control development of the CBD
	Controlling development
	Urban development
	Focus on developing w:gong as a city e.g. a city in its own right

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	West end crown St. improvement
	To be more definitive in there da process
	We don't want any more high rise buildings
	Policies in regards to development applications
	Improve top end of crown street
	Make the mall better to encourage people to come into the centre
	Make better use of vacant buildings, areas
	Making sure of appropriate infrastructure to support new developments
	Replacing fences which fall over
Key area 2	Better regulation for high rise in the CBD
	Far better town planning
	Development applications - improve the parking that has to be allocated per dwelling w:h rise
	Free development information for residential
	Pull it all down and start again
	Not to many high rises in city centre
	Improved and coordinated planning
	Infrastructure to increase population, west Dapto:
	The mall …. Needs cleaning up : local consultations
	The mall more outdoor eateries
	The mall precinct CBD appearance
	Top and bottom end of Wollongong needs to be revitalised
	Redevelopment of Mt Kiera lookout
	Residential application :loosen up:
	Focus on more infrastructure for housing developments
	Dept. housing
	Upgrading the DCP to be commiserate with other local council
	More transparency in da applications
	Less restrictions on flood related properties. - over exaggerated
	Lower the high rise development let's not look like Lego land
	Greater thought to infrastructure for new residential areas
	Guidelines of building houses
	General streets
	Blue mile a waste of time
Key area 3	Apply for extension reply quicker
	Cheaper and easier for domestic development proposals
	Excessive ability to planning
	City centre
	City centre facelift to make it more attractive: more activities to get people in there
	Continuing to update city centre
	Development process to get rid of neglected building sites
	Investment of community infrastructure
	Get rid of the stadium: in the wrong place
	Change in control policies for multi storey mixed use buildings. E.g.: no commercial, shop
	More approachable with development .app. Not make it impossible
	More focus on building business buildings
	Making an effect with developing mount Kiera e.g., tourism attractions

Urban development	
Restrict development for units	
Improvement in Wollongong city centre	75
Retain escarpment :free of development	
Developing the four shore up and down the coast	
Ensuring that developers don't take precedence over residents	
Look at the infrastructure before allowing high density buildings	
Optimum population of Wollongong	
Needs to be more that a coal: steel city	

Waste collection

Key area 1	Clean up rubbish on sides of roads better street cleaning
	Collection of waste specifically around fast food areas
	Improve the green waste removal service
	More garbage bins along cycle ways
	Larger garbage bins
	Issue of rubbish : more rubbish bins around the town
	Need to get rid of waste 2 times a year at tip for free
	Reduce rates at the tip
	Reduce the cost of waste disposal
	Manage demolishing of houses material to be recycled
	Waste collection i.e. recycling should be each week instead of fortnightly
	Waste disposal
	Waste management including recycling
	Making it less expensive for using the tip
	More red bins for apartment complexes
	Frequency of recycling services
	Yellow bins emptied every week
	Composting bins
	Kerbside pick-up- return to annual pickup
	Rubbish that has been left out for clean-up days should be done promptly
	Return of the monthly kerbside rubbish pick up
	Recycling and waste disposal
Key area 2	Garbage
	Garbage dumping
	Rubbish dump fees
	Rubbish tip should be cheaper
	Better info on wat can be thrown away at the tip: recycling
	Cheaper tips fee
	More bins
	Continued improvement on recycling
	Fees for the tip to expensive
	Drop the expense of the tip
	More Council clean-up
	Lowering fees such as tip fees
	Recycling of green waste
	Waste management: to expand what you can put out at the kerb side pick up

	Stronger focus on recycling and encouraging people to do the right thing
	More regular council kerbside pickup for household good
	Ratepayers should have tip passes to drop off instead of pickup service which is messy
Key area 3	Investigate or audit domestic waste rewards for good waste reduction
	Implement green waste initiative
	More rubbish bins at sporting fields
	More rubbish collection through summer
	Rubbish collection done more carefully - too much debris left behind - careless
	Rubbish on residential properties : side of roads
	Look at green waste to include compost
	More bins and facilities at local parks and more shade
	More bins available
	Recycling
	Reduce costs for dumping rubbish at Whytes Gully
	Possibility of a Fogo bin like Shellharbour
	The cost of the tip is too expensive
	Recycling weekly at Christmas time. And tip fees excessive
	Beaches/pools
Key area 1	Swimming pools
	Longer patrols at beaches in summer
	Continuing the beautification of foreshores
	Continue to support rock pools and free swimming pools
	Local pool upgrade: Thirroul
	Free pools keep the maintenance going
	More money spent on the public swimming pools
	Making beach area more family friendly
	Beach care
	Beaches
Key area 2	Beach cleaning
	Beaches
	Look after our beaches
	Maintenance to the rock pools
	Life guards on north and south end of beach
	Rock pool : needs more cleaning
	Rock pool maintenance
	Maintaining our swimming pools
	Extend patrolled beach season
	Hot water for Austinmer beach sheds
	Improvement of rock pools and beaches
	Reclamation of beach at Coalcliff
	Tidal pools should be cleaned at least once a week in the summer e.g.: Towradgi
Key area 3	Fix up the Helensburgh pool
	Beach patrol on mm beach
	Coastline
	Extend hour of patrolled beaches
	Disabled access at beaches

	Pool : heated Pool hours open longer Pools North beach Swimming pool areas could do with a bit of a spruce up	77
	Community facilities	
Key area 1	Tallawarra power station should have facilities for the public Improved arts facilities Schools More on libraries Hospitals Maintain the great library service Suburban libraries could be growing	
Key area 2	Libraries are important Art gallery Gallery needs a director Enabling Ipac to cater more to community groups Maintain the local libraries Larger leisure centres : facilities More facilities mum and children Public facilities More active facilities along the bike track More cultural activity e g art and culture More council day care centres Public use facilities e.g. cycle ways and parks Improvement facilities Cultural activities	
Key area 3	Cultural events Community centres be open in the evenings and the community know what's going on Community building More community activities in the mall Improve local libraries Facilitate and keep improving libraries Public attractions advertised better Maintenance of recreation facilities More outdoor festival in Wollongong Children's childminding facilities - more places available Reducing costs of using facilities e.g. town hall Repairs to shed : ccp camera Hospital on level ground to enable accessibility e.g.: land at Kembla grange	
	Public transport	
Key area 1	Better access to public transport in suburban areas Improved bus service esp for elderly Increase public transport Public transport More frequent service of community bus	

	More public transport
	Transport
	Transport
	Transport to city
	Lift at Unanderra railway station
	Unanderra railway needs lift
Key area 2	Building more bus shelters with a seat to cater for the elderly
	Bus shelter in east Woonona pioneer drive
	Additional route for free shuttle
	Keep the free bus
	Lift at Unanderra railway station
	More public transport
	Increased pub transport
	Public transport could be improved
	Get more public transport
	Fix lift at Unanderra station
Key area 3	Better public transport
	Public transport
	Public transport
	Public transport
	Fix Unanderra train stations
	More bus services
	Lift Unanderra railway station
	Northern suburbs
Key area 1	Northern suburb skate park
	Fix Stanwell park tennis courts
	Big focus on northern suburbs
	Chair between McCauley's beach and Sandon point near dog poo bag
	Woonona Pallier Place have access stairs with no handrail dangerous and unsafe
	Woonona, area with reeds needs to be cleaned up
	Agreement with south Bulli coal so Russell vale golf course can progress
	Modernise Scarborough
	The kiosk in Stanwell park: needs to be large and be a town feature
	Helensburgh
	Don't neglect Helensburgh and outlying townships
	Fixing Wharton creek flood problem closes to Franklin Ave., silt build up causing flooding
	Maintenance of drainage and irrigation in Tarrawanna area
	Towradgi point
Key area 2	Better roads and guttering, footpaths in Helensburgh
	Better traffic flow in Thirroul e.g.: open the promised access from Wrexham road development
	More facilities for kids in northern suburbs
	Thirroul to Stanwell park cycleway
	Increase size of swimming pool Helensburgh
	Presentation of shops in north suburbs
	Police : need local in Helensburgh area
	In Woonona between Halley Creek and Ironbark there is a creek with cut access: needs a bridge

Key area 3	Bald hill at the top of Otford need to be restored back to how it was or at least grassed
	Focus on the northern part of the area e.g. Stanwell park
	Woonona beach carpark had campers blocking access for locals : there for weeks had washing strung up: carpark blocked
	Finish Austinmer sheds
	Council
Key area 1	Maintain services and facilities over all at a high standard
	More working together and less competing
	Better
	Actual work
	Address critical issues for residents
	Finish what they start
	Need to do maintenance better and faster
Key area 2	Addressing residents' concerns
	Take complaints about drug taking : look into it
	Government information provision
	Governance management by senior staff
	Show more interest : enthusiasm in making council property more beautiful
	Council should not allow :sky dive the beach: premises in Stuart park
Key area 3	Better communication with residents
	Council is citizen unfriendly, parking, penalising people or minor infringements:
	Governance training for councillors
	Have more intellectual councillors with business experience
	Improving Illawarra and not their own political careers
	Notifications on what on around the area: more community involvement
	More open dialogue between council and residents
	Run a round by council listen to residents
	Social history of Wollongong
	Positive response to onsite meetings
	Improve communications by local planning and assessment committee
	Community services
Key area 1	Elderly and the disabled
	Elderly services
	Building more facilities for the elderly such as retirement places in town
	Community services e.g. aged care: disability
	Mall: no shops for elderly people
	More things for the disabled people
	More support for the elderly with services and facilities
	Services for children
	Services for elderly - disability scooters need paths
	Funding for community building activities
	Integration of more community
Key area 2	Disability access
	Addressing homelessness
	Services for elderly
	More activities for the elderly

	Wider access for wheel chairs
Key area 3	More elderly care
	Cheap, free mental health services, counselling information and awareness
	Safe for the elderly
	More activities for disabled
	More aged services throughout whole of council area
	More aware of services available
	Housing refugees
	Animal control/services
Key area 1	Animal shelter
	Barking dog control
	More rangers for animal
	Dog friendly exercise area
	Eradicate deer from suburbs
Key area 2	Off leash areas including beaches
	Off leashed dogs
	Patrolling of off leash dogs
	Barking dogs needs to addressed appropriately
	Animal control
	Control of off leash beaches
	Fining people for dog dropping s :policing
	There are dogs everywhere at the beaches
	Providing parks for off leashed dog areas
	Control of hours of the off leash areas
Key area 3	Control of barking dogs
	Control of dogs, deer
	Fenced off dog leash areas
	Dogs barking in suburbia out of control
	Less restriction on dog without leads.
	Rates/council spending/wastage
Key area 1	Keep rates at a reasonable level: no big increases
	Lower the rates
	Lowering rates
	Lowering rates
	Keeping rates down
	Reducing the land rates
	Reducing the large bureaucracy
	Not wasting money on roads that go nowhere and don't serve a purpose
	Use our rates more affectively giving private enterprise a go
	Give a better reduction in rates for pensioners
	Better value for money from outdoor staff
	Rates impost on elderly
	Rebate for pensioners needs adjusting
	Return pensioner discount losses
Key area 2	Less spending
	Reducing and stabilising rates

	Spending money wisely
	Keep a tight budget and avoid unnecessary spending
Key area 3	Keeping rates down
	Lowered rates

Youth services

Key area 1	Dapto more activities for young people e.g.: cinema: outside cafes, restaurants
	More facilities for the youth
	Provide more services, jobs for youth - we need to keep them here in the Illawarra
	Youth unemployment
	Activities for youth
	Need more activities for the young people
Key area 2	Youth services
	More access and things for the youth to do
	Try to make more jobs for the young people
	More youth facilities : indoor activities, martial arts etc.
	More services for youth during holidays free swimming etc.
Key area 3	Facilities for teenagers and under
	More youth facilities
	More youth opportunities and facilities
	More services and facilities for the youth
	Skate parks

Graffiti removal

Key area 1	Graffiti removal
Key area 2	Cleaning up graffiti
	Graffiti
	Graffiti removal
	Graffiti removal
	Graffiti removal Wisemans park area and west side of Wollongong
	Graffiti everywhere
	Graffiti
	Keeping track of graffiti
	Elimination of graffiti
	Removal of graffiti
	Berkeley needs clean up especially graffiti
	Sever penalties for graffiti
Key area 3	Graffiti removal
	Tidy the graffiti

Curbs, gutters and drainage

Key area 1	Flood mitigation
	Curb : guttering
	Curb and guttering
	Curbs and guttering
	Kerb and guttering
	Stormwater drainage in lower lying coastal area
Key area 2	Kerb guttering
	Curb : guttering

	Curb side drainage in Windang area
	Maintenance of drainage system
	Maintenance of drains, gutters
	Flash flooding :due to poor drainage services
Key area 3	Flood control
	Flooding and stormwater management
	Drain maintenance

Focus on suburbs

Key area 1	More done suburbs
	Rejuvenation of suburbs
	More maintenance on the outer suburbs
	Other suburbs then just Wollongong
	Out of Wollongong
	Decentralising: moving things out to other local areas
	Take more interest in whole area and not just Wollongong
Key area 2	Allocating expenditure and rates more evenly across suburbs
	Focus on suburbs e.g.. Beautification
	Less Wollongong centric and outer suburbs thought of
	Too much focus on CBD: more should be spent on suburbs
	Suburban footpaths and road maintenance
Key area 3	Spend more money on outer suburbs decent road to Horsley
	Encourage community involvement in their suburbs

Local employment/industry

Key area 1	Put more into local business
	Increasing and creating employment
	Need to attract larger businesses to Wollongong
Key area 2	Bigger stores like Kmart and big w
	Creating industry
	Encourage more businesses into the area
	Not enough jobs here
	Job creation
	Give more work to private enterprise
	More jobs for the area
	Unemployment problems
	Lobbying for economic investment
	Longer trading hours for shops
	Too much retail to be sustainable in the city centre
Key area 3	Better use of vacant spaces, shops

Public toilets

Key area 1	Public toilets : cleanliness
	Public toilets e.g. not enough and locked when your need them and they are dirty
	Toilets: lack and the not maintained
Key area 2	Public toilet- more of them : patrolled
Key area 3	Available public toilets
	Public toilets
	Public toilets at sporting grounds

		Public toilets maintenance and cleanliness
		Public toilets serviced more frequently e.g.: clean :toilet paper
		Public facilities e.g. toilets
	Tourism	
Key area 1		Growth tourism
		Improve tourism facilities
		The foreshore change to a visitor, tourism
Key area 2		Promoting the area
		Promotion of tourism
Key area 3		What a cable car from Mt. Keira to the city to attract tourism
		Turn the lake into more of a tourist attraction with boats
		Improved maintenance makes it more inviting for tourists
		A lot more accommodation and night life
	Southern suburbs	
Key area 1		Lake Illawarra foreshore
		More attention to port Kembla
		No flooding in Brownsville area
		Improved drainage in the area :Dapto:
Key area 2		Fix up Wentworth St. Port Kembla
		Improving sea side areas around port Kembla beach
Key area 3		Better community Centre for port Kembla
		Section in front of the Dapto mall needs improvement
		Southern approaches from the city is not being featured Shellharbour :Windang area
	Heritage	
Key area 1		More heritage protection policies
		Maintenance of old infrastructure
		Old building not to be pulled down
Key area 2		Maintain facades of historic buildings
		Look after our older buildings
Key area 3		Maintaining heritage
		Heritage
	Boat ramps	
Key area 1		Bellambi boat ramp maintained better
		Area around the boat ramps needs attention, outdoor shower, rubbish clean up
Key area 2		Upgrading boat ramp facilities

B.3. Open-Ended Responses – Residents' 10-Year Vision

Stay the same as it is now

As good as it does now. Change for the better (x4)

Best city in whole wide world

Continue to go as it is - cleaner and beautified

Happy with

Happy with the way it is now (x2)

Keep going the way it is (x2)

Like it does now (x4)

Maintain the beauty of Wollongong

More of the same

Much the same

Much the same as it is, clean beaches

Much the same as it is now

Quite nice as is, cruise ships come in more

Same as is (x7)

Same as it is now only improve the cycle ways, connect them to other cycle ways

Same as it is, more parking, smaller version of public transport, more flexible bus route

The same very attractive

The way it looks now, just with more cycle ways and more green space

The way it, s going, less hospitals on hills

Wollongong being same

The harbour and the sea front to stay as the outdoor tourist area that it is

Tourist destination

A city that is using their assets, beaches for tourism

A tourist friendly town - make the use our natural amenities escarpment, beaches, parks etc.

An inviting place for people to come to

Cosmopolitan city with an active tourist minded foreshore

Cosmopolitan, have a good vibe and welcoming, more tourism promotion, cruise ships

Great place for people to come for a day trip, a destination

Like a resort

More tourist

People friendly to make it nice visit

Place that attracts tourism

Presentable and tidy for tourist appeal

Tourist friendly and vibrancy

Wollongong as a destination for tourists, encourage more people to Wollongong

A major tourist centre

Advantage in Wollongong, tourism

Look like Hawaii, take advantage of beaches, build hotels near them, stop worrying about trees

Look like paradise

To extend its natural beauty with facilities to enhance the tourism market

A modern, vibrant city

A modern city (x2)

A go ahead town

A utopian paradise on earth

A vibrant city (x2)

A vibrant city centre with preservation of the natural environment from escarpment to beach

A vibrant environment including residential, promotion of local jobs

Centre of Wollongong to be more vibrant

More vibrant (x4)

More vibrant in Wollongong city centre and more entertainment for young people

More vibrant shopping area that is easy to get to

Nice vibrant clean city with good public facilities

Vibrant and inviting for people

Vibrant city - more restaurants - more tourist, more cruise ships- cruise terminal

Vibrant city in its own right, needs to publicise Wollongong as somewhere to come

Vibrant city that people want to go to

Vibrant, clean and healthy

Vibrant, with cafes and food, smaller bars

Modern and improved

Modern environmentally conscious and aware city

Modern infrastructure

More modern

More modern just west the CBD looks rundown

Modern, clean

Like London or Paris, clean metro, public friendly

More modern and a revamp in older areas and keep our heritage

Like Sydney

Like Sydney, nice and big

Morden clean and safe place with accessibility

More cosmopolitan and more facilities and bigger entertainment

Progressive and keeping up with everything

Progressive city

Progressive city, attract visitors

Small version of Melbourne, easy to get around, free public transport, lots activities

Smaller version of Sydney

Stylish

To not look like we are in the 1970, s, move forward

More urbanised and sophisticated

More nightlife

Taking advantage of overseas student re entertainment options for them, they go to Sydney

More cafes, outdoor dining, entertainment around beaches and harbour

More arts culture, more outdoor rec

Less high rise development

As is, not too much more high rise, city centre was fuller

Better than it does, i.e. no more high rise buildings

Keep it modern not over congested with high rise buildings

Less high rise (x2)

Less high rise and more sunlight

Less high rise building (x2)

Less high rise development

Less high rise development, cleaner and tidy beaches

Less high rise in the CBD (x2)

Less high rise in the CBD, better aesthetic of coastline

Less high rise they are too ugly

Limited high rise development in suburbs

Limits on high rise

Much the same as now, high rise in city centre but not suburbs, not any bigger

Much the same, no more high rise

No high rise buildings

No high rise development

No like Sydney

No massive development

No more developments over 8 storeys

No more extra-large development

No more high rise

No more high rise buildings

No more high rise developments

No more high rise, more open green space

No more high rise, more open space along beach front, more facilities 4 seniors, families

No more high rise, keep it as is

No more high rises, keep the country town feel

Not as much high rise development and preservation of older buildings

Not be to over populated keep the charm of a coastal town

Not built up and much the same as now

Not change much more than it is now, remain a town and not a city

Not congested

Not corrupt, working genuinely for the residents, continuing to be a good employer

Not high rise (x2)

Not like Sydney (x2)

Not like the gold coast (x4)

Not like the gold coast - no more high rise buildings along cliff road for example, more green

Not like the gold coast we are heading in that direction, need less high rise

Not so high rise, more attention to heritage

Not so many high-rises development (x2)

Not to get any bigger

Not to get to much bigger, watch overdevelopment,

Not to go any higher with high rises as it shades the beaches

Not too much high rise, plenty of green trees

Not too much high rise development

Not too much overdevelopment

Not too much overdevelopment of high rises

Not too developed

Not too developed, clean, more creative stuff

Not too many buildings

Not too many high rise (x3)

Not too many high rise buildings

Not too many high rise buildings and maintain green spaces

Not too many high rises (x2)

Not too many high rises, keep small houses, not selling out land for high rise, free bus going to Unanderra or Dapto

Not too many more high rise

Not too much more high rise along the coast

Same as now no more high rise

Slow down the rate of high rise structures, limit or introduce programs for drug use

To stay as it is and to slow down high rise development

Buildings not so tall and well kept

Control height of buildings

Less concentration of high rises in the city centre and north Wollongong

Less high buildings near beach and city centre

High-rises further away from beach

Less high density housing

Less high-rises

Less tall buildings, more, better access to tourist attractions, more facilities to attract money to the town

Keep the beauty with not too many high rise, low key area, keep beach beauty

Like its looking now, but not as many high rise buildings

Limit high-rise

Limited high rise, limited heights

Multi storeyed buildings keep them to a minimum, minimum height, west of Crown revamp

No more high-rises

Not overbuilt with apartments, more varied developed e.g. some low rise buildings

To not have multi storey buildings or horrible apartment towns

Pleasant peaceful, place to live, not too many high rise buildings

Less ugly concrete boxes

Cleanliness

A clean prosperous city

A really nice clean inviting city for people to visit - no vandalism

Attractive and clean inviting for families

Beautiful clean city we can be proud of - not too many more high rises

City a lot cleaner, spend the money where it is supposed spent, roads, clean up, etc.

Clean (x2)

Clean, better than sufficient parking for res., tourists, rangers courteous in proper uniform

Clean, modern and green corridors

Clean, modern facilities, parking availability

Clean, progressive with quality facilities

Clean, safe

Clean and bright

Clean and environmentally friendly

Clean and inviting for tourist

Clean and liveable city

Clean and safe

Clean and tidy

Clean and tidy city

Clean and tidy, no graffiti, no street art

Clean city

Clean more attractive for tourists

Clean streets, clean building, clean creeks, no drugs

Clean the top end of Wollongong and better traffic flow

Clean Towradgi rock pool more often

Clean up of shop, building fronts in the CBD, suburbs

Clean up streets, make them look cleaner and neater, standardise business signage

Clean up the area and make it attractive

Clean vibrant city

Clean, access to public parks and beaches

Clean, attractive and popular as a tourist attraction, good public transport north and south

Clean, less traffic in CBD, Crown St. filled with good businesses, a good centre for business

Clean, neat city

Clean, safe, inclusive of everybody

Clean, well-used, plenty of activities

Clean, modern, progressive

Clean, modern, safe metropolis

Cleaned up and more inviting and people friendly

Cleaner

Cleaner, tidier particularly in parks, keep grass mowed along footpaths, drains

Cleaner and a lot more maintenance of the areas, e.g. road side trees etc.

Cleaner and safer, not so many high rise

Cleaner city centre

Cleaner with less traffic, more green areas in and around skate parks, free parking in CBD

Cleaner Wollongong, more public green space facilities on the south side of Wollongong

Cleaner, less drug addicts

Cleaner, more employment

It should be a nicer place. Clean up crown street and modernise it a bit

Keep it clean keep it good

Like it tidy and clean

Neat clean and tidy

Nice clean pretty lots of parks

Tidy and clean, roads accessible and maintained, clean inviting environment and city

Keep the place neat and tidy, footpaths, streets, parks

Like it to look spic and span and safe areas

Make it look better with less graffiti and greener area to be able to walk dogs

More cleaner tourist directed

More tidy town

Neat and tidy, good development

Nice and clean, not like the gold coast

A green city - parks, gardens, trees

A bit greener, more open spaces for kids

Greener city with more parks etc., more culture in the city

Green [x2]

Green, clean and inviting for locals and tourists

Green and clean (x2)

Green and more vibrant

Green city

Green, green

Green leafy, nice beaches

Green liveable sustainable city

Green spaces, not a lot of tall buildings and large houses on small blocks of land

Greener

Greener, friendlier, more renewable energy, more community minded

Keep parks and beaches clean

Greener cleaner, no graffiti, brighter, more welcoming, better tourist info centre, streetscape tidied up

Greener in urban areas

Keep facilities maintained, plenty of parks and green space

More green, parks available

Keep green spaces and not too much overdevelopment, aesthetics of infrastructure

Keep improving with green areas and trees in the city

More green areas, more parks, gardens -creek areas cleaned up, turned into parks

More parks with easy access and more facilities, i.e. sitting areas

Lot more greenery and beautiful the city, high rises be spaced out

Lots of trees, nice green rubbish free

Maintain the green areas, get people into the city and make it vibrant

Make provision for parks green space in the city centre area

More green spaces (x2)

Parks everywhere where people, kids can roam, use bikes with a seat or two

More green spaces, less high rise

Natural green environment with more alfresco areas and more disability access

Open green spaces and less high rise overdevelopment in Wollongong CBD

Still keep a lot of green space

Taking pride in our coast line, green spaces bushland

More trees, less high rises, more parking at the beaches

Encourage more gardens and tidy and clean, employ more security for safety

More trees

Nice gardens

Happy to see the gardens on medium strips and road side kept tidy and clean

An attractive city making the most of its natural beauty

Don't care rather would like Otford to stay green

Flourish in its beautiful surroundings - visit without high costs

More planting in the suburbs

Nicer, beautiful flower boxes

Pretty

Parking

An alive city by getting rid of parking metres so people will go into the city

Better parking facilities for people to get into town and for tourist

Better parking in city centre and local shopping centres

Far better parking facilities

More free parking in city centre, more gardens and green spaces, more environmental education

More parking for events

Prosperous with better parking availability

Stay the same except for parking

Avoid overdevelopment

City as is and not any more developed in CBD, more green space

Less dense

Less development, west end improved and other areas, cheaper, free parking in city centre

Not like the gold coast or Bondi junction

Not much more developed

Not over developed

Not overdeveloped

Not overdeveloped and turn into the gold coast to maintain its natural beauty, appeal

Not overpopulated upgrading all of the city

Not so crowded

Not too over developed

Over development, not to lose charm of the city

Development done sensitively, application process improved and more helpful services, better access for disabled, elder

Well managed, considered development, healthy lake Illawarra

Well organised alternative to Sydney

Half the size of what it is now

City with far less growth in population

How it looked 10 years ago

Improvement to CBD and mall

Better development of city centre e g trees should have more shade

CBD needs sensible development

City centre to become a more of an overall area

Crown St. opened up - no vandalism, people friendly city

Develop the west end of crown St.

Get rid of the mall

Like to see more people in the shopping centres

Mall to look nice again

More cafes and restaurants to bring people into mall

More car spaces in CBD

More facilities in city centre esp free parking close to shops

More pop up shops in centre of the mall, more family orientated shopping i.e. budget costs

One long street right down crown St. with beautiful palms and slow traffic

Piccadilly end of town needs to be re done, not enough flow through in town

Shops to be opened up to bring people in there

Shops, businesses to be active in the CBD shop front not to be run down

Something like Perth has done with CBD

The city centre revamped

The older part of crown central needs brightening up

Town centres, suburbs kept better, smarter development in city, better disability access

Better development of city centre e g trees should have more shade

City more interest, life, outdoor attraction other than shopping, develop around lake Illawarra

More pedestrianised and people friendly updating the shopfronts

Main streets need to be pulled down and started again

Improve traffic flow/public transport

Advanced i.e. traffic, transport, flow

Better access for roads particularly in flooding in the south

Easier to get around

Easy to navigate

Efficient in traffic, not over developed, better planned

Extend free bus service

Flow traffic wise, streamlined, more outdoor entertainment, more tourist attraction

Have a tram to get around the city - not too many high rises, more vibrant people friendly

Have better public transport and better infrastructure

Improved traffic flow (x2)

Less cars, good public transport, easier safer access to Wollongong railway station safe @ night

Less traffic, more cyclist safety, more art focused, industry related to biotech, science

Not a car park e.g. slow traffic esp in northern suburbs

The western end of Wollongong e.g.. Traffic

Traffic moving more freely

Move about freely

A sustainable, friendly, public transport, cycling, pedestrian access city

Multicultural

Being focused on different cultures with much vibrancy

Bring more diversity making it a global city

Multi-cultural

Multi-cultural, similar to what it is

Multicultural emphasis and strengths and natural environment to be maintained

Peaceful multicultural and vibrant, .busy

General improvement

Better than what it is not like gold coast

Better than it is now

City we can be proud of, maintained of grass areas in nature strips, better parking in city centre

Consolidation of existing good features

Improved (x2)

Keep improving its great

Keep improving the way it is

Keep progressing

Keep upgrading and beautiful

Little bit different to what it is now

Thriving, bustling city with local jobs

A thriving bussing town

Bustling city

Bustling CBD

Busy with lots of jobs for the young, lots of diversity, bring people back to w, gong

Creative with new innovations, easier access for the elderly, ease in da apps

Diversified city not dependent on one industry, good mix of industries

Keep what we have today but create more opportunities for young people

More lively

More local jobs, environmental sensitive housing, affordable housing

More prosperous

Thriving city

Thriving city again, parking expensive, western end crown St. needs refreshing

Thriving community, needs more jobs available for younger generation

Maintain heritage, country feel

A city of towns building on its heritage

Heritage buildings left intact not too many high rises

Heritage kept feel, keep it green

Not over developed retain rural heritage look

To be modern but also keep the heritage feel

To preserve more of our older buildings instead of knocking them down, focus on heritage and tourist attractions

To be modern but to keep the heritage feel and building scale modest

A more village atmosphere in the suburbs

A nice country city

Country

Not as chaotic, less frantic

Beaches, foreshore

A lot more shore line, no tall buildings on shore line

Blue mile is very good and expand that

Continue with blue mile upgrade and make it vibrant and people friendly

Looking after beaches, better bike tracks, walking areas

To improve services and facilities around the beach area to keep it good and modern

Townsville i.e. they have done a fabulous job around their harbour

More high rise

A lot of nice high rise

Continue the medium density apartments,, upgrade the mall area,,

Increased high-rise and density in city centre, increased medium to high density residential clos trans

More high rise building apartments

More high rise near the beach, leave other areas as is

More inner city living, apartments,, traffic flow in city better, greatly increase public transport and reduce private

More maximisation of the use of high rise buildings. Better use of Belmore basin to include a world class mariner

B.4. Open-Ended Responses – Reasons for contacting Council

Waste Services

Annual clean up
Annual clean up service
Arrange a pickup
Arrange annual clean up
Arrange annual pick up
Bin enquiry
Bin issues
Bin lid missing: replacement
Bin replacement
Bins not being emptied
Book a clean-up
Book house hold pick up
Book in the home garbage collection
Booked a pick up
Booking a council clean-up
Booking household collection
Broken garbage bin
Broken garbage bin
Broken garbage lid
Clarification recycling facility
Collection of garbage
Council pickup
Council clean up
Council clean-up
Da Whytes Gully tip
Disposal of building products enquiry
Extra pickup for rubbish
Garbage bin replacement
Garbage pick up
Garage
Garbage bin problem
Garbage bins broken
Garbage collection
Garbage collection complaints
Garbage disposal: pickups
Garbage enquiry
Garbage pickup or waste pickup
Garbage pickup
Garbage: pick up kerb side
Green waste bin
House hold clean up
Household clean-up
Illegal dumping

Information on kerb side pick up

Kerbside pickup : information

Lost garbage bin

Non pick up of bins

Ordering a clean up

Organise kerbside pick up

Organising a council clean up

Organising a rubbish clean up

Pickup garbage

Query on opening hours for the tip and weight of rubbish you could take in

Recycling oil

Regarding bin replacements and to get email address for flood problems

Regarding dumped rubbish

Regards to bin to get fixed

Removal of asbestos and hazardous material from building sites

Removal of dumped rubbish on foot path :: hole in footpath:: wrong parking sign

Replacement of bin

Replacement of garbage bin

Replacement of garbage bin

Request for green bin

Request to book a clean-up

Rubbish

Rubbish

Rubbish in & near the creeks and the over grown drains

Rubbish being deposited at finch park at Berkeley

Rubbish collection

Rubbish collection kerb side pick up

Rubbish disposal : recycling

Rubbish dumped on the foreshore near mm beach

Rubbish on the roads

Rubbish pick up

Rubbish pick up

Rubbish pickup

Rubbish pickup

Rubbish collection pickup

Rubbish collectors damaged bins

The kerb side garbage pickup

Tip details

Waste

Waste disposal

Waste disposal

Waste removal

Make a complaint/Make a request/Give Council advice

Abandoned cars in my area

Advise that street lights were out

Collapsed retaining wall

Complaining about grass
Complaint
Complaint about a hazard
Complaint about Tallawarra power station
Complaint re: access to our street
Complaint re: unresolved issues over a decade old
Dumped vehicle
Flooding at local sports field
Flooding in the street
Graffiti and sewerage overflow
Had a slip on footpath
Have the footpaths looked after
Maintenance of Farmborough reserve
Making a complaint
Neighbourhood complaint
No street sign
Noise complaint
Noise complaint
Overgrown grass in park
Overgrown weeds
Park mowing issue
Problems with maintenance
Regarding lack of security and lightning at the park; Lakeside park
Report a car sitting in street for years : rust pouring down drain
Report a problem
Report broken fences over the waterway
Report safety issue
Request re footpaths
Resident burning leaves
Sink whole :in area
To get campers moved out of the park
Trying to receive a response about a letter
Unkempt public parks
Unsuitable trees in the mall
Vacant land being used for car wrecks

Development applications/Planning/Zoning

A DA
A development proposal
About a proposed building next door
About a residential development
Application for tree removal
Boundary adjustments
Building
Checking up on a DA application
Complaining about a DA
DA query

DA : household clean-up request
DA process
DA submissions
Development
Development application
Development approval
Development property
Extension of DA approval
Following up DA process
Get some response re: our DA submission
Info on da
Information on DA
Information on rezoning
Information re development and flood zones
Neighbour development application
Neighbourhood planning
Process of DA
Query about development
Re: building concern next door
Regards to DA
Renovation of a neighbour
Required building plan; residential
See property plans
Submission for planning
To get information for a DA
Zoning information