



RESEARCH REPORT

Wollongong City Council Community Satisfaction Survey

October 2025



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Cover image: Aerial view of City Beach



1. EXECUTIVE SUMMARY

In 2025, Wollongong City Council was the best scoring NSW metro LGA on record for 10 out of 21 services and facilities.

Among the key findings:

Overall Satisfaction

Overall satisfaction with Council remained stable compared to previous years (having stayed within a 3.3-3.7 range since 2010). Although the mean score of 3.4 was slightly below the average of comparable councils, 50% of residents were satisfied with Council's overall performance, with 10% very satisfied. In fact, despite Wollongong experiencing seven declared natural disasters since 2019, including two in 2024. Wollongong has resisted a decline in overall satisfaction seen in most other NSW LGAs since the floods of 2022, when a resulting decrease in road surface quality fed through strongly to overall satisfaction scores.

Services and Facilities

Thirteen of 18 facilities recorded excellent satisfaction scores (4.0 or above on a 1-5 scale). The facility recording the highest average satisfaction rating was the Botanic Garden (4.6), with 88% of users satisfied. This was followed by Patrolled beaches (4.4), Libraries (4.3), Ocean pools (4.3) and Illawarra Performing Arts Centre and Town hall (4.3). Of facilities, Crown Street Mall recorded the lowest average rating (3.2), with 40% of users satisfied.

Facilities that stood out in 2025 for being both above-average performing and used by an above-average proportion of residents were Parks and open spaces, and Patrolled beaches. Crown Street Mall stood out for having above-average usage but below-average satisfaction.

When compared to the previous survey, 12 of 15 facilities recorded consistent satisfaction scores with 2023. Whilst Community centre at Thirroul, Corrimal or Dapto, and Russell Vale Golf Course recorded declines in satisfaction

since the last survey, both facilities still recorded a high mean satisfaction score.

Services did not reach as high as facilities, although five of 29 services recorded a mean score of 4.0 or above. Only four services recorded a mean score below the neutral satisfaction rating of 3.0.

The highest rated services were Council lifeguard services (4.4), Green waste collection (4.3) and Library services (4.3). All waste-related services recorded extremely high satisfaction scores. The lowest were Provision of parking in high demand areas (2.5) and Development Application assessment process (2.7).

Benchmarks

Wollongong City Council performed extremely well against the 15 NSW metro Councils measured by Taverner Research. Of 21 facilities and services that could be directly measured, Wollongong was "top of class" in 10, and above average in a further four. It was below average in two (Management and preservation of our heritage, and Regulation of traffic flow in local area), and bottom in one (Development application assessment process).

Organisational Metrics

Informing the community about its services and facilities, and The use of rates, had significantly higher satisfaction means in 2025 than 2023.

Council Staff

Seventy-one percent of residents surveyed were satisfied with Council staff's professionalism, and fifty-seven percent were satisfied with their responsiveness. Staff's effectiveness had a higher satisfaction mean in 2025 than 2023.



1. EXECUTIVE SUMMARY

Customer Services

Forty-two percent of residents contacted Council at least a few times a year. Nine percent of residents surveyed in 2025 were in contact with Council monthly or more. Sixty-six percent gave a rating of 4 or 5 out of five in 2025 for overall satisfaction with customer service. In 2025, 44% of residents surveyed felt customer service could not be improved.

Communication

Residents would prefer to be informed more by direct email and be informed less by rates notice. In different types of conducting business with Council, Online/via Council website was preferred by more than half of residents surveyed in 2025 for four of the five types.



2. BACKGROUND

Taverner Research Group (TRG) was commissioned by Wollongong City Council to conduct its 2025 Community Satisfaction Survey. This survey, conducted every two years, tracks Council's performance in service delivery, identifies priority areas and evaluates Council's customer services, organisational metrics, and communication.

The objectives for the 2025 Community Satisfaction Survey process were to:

- Measure the satisfaction with services and facilities provided by Council
- Compare levels of satisfaction for Council's services and facilities with previous results and with similar councils
- Assist Council in identifying service priorities for the community
- Identify future priorities for Council to focus on
- Evaluate Council's customer services and communication



3. RESEARCH DESIGN

The Wollongong City Council Community Satisfaction Survey 2025 sought to collect 600 completed responses from a random sample of adult residents in the Wollongong City Local Government Area (LGA). The reported results have a margin of error of $\pm 4.0\%$ at the 95% confidence level. This means that if we repeated the survey 100 times, in 95 times the results will be within 4.0% of the true population value.

Computer-Aided Telephone Interviews (CATI)

A telephone based (CATI) survey was used to secure a response from 550 residents throughout the Wollongong Local Government Area (LGA). There were 466 responses collected from mobile phones (85% of the total telephone interviews). The survey population was residents of the Wollongong LGA aged 18 years or older. The 2021 Census was used to establish quotas to ensure a good distribution of responses by age and gender. To qualify for a survey, residents had to have lived in the Wollongong LGA for more than six months and not be an employee or Councillor with Wollongong City Council.

Interviews were conducted from 1 to 17 September 2025. Calls were made between 4.30pm and 8.30pm weekdays. Fifteen interviewers from TRG's Wollongong CATI facility conducted interviews over the course of the data collection period. The survey was implemented according to ISO 20252 standards. Continuous interviewer monitoring was used to monitor for quality control. The survey questionnaire was provided to Council in a separate document titled '7406 Wollongong CSS telephone questionnaire v2'. Median length of interview was 21 minutes and 47 seconds.

Online Panel

An online survey was used to secure a response from 50 residents throughout the Wollongong LGA. The same questionnaire and qualifiers were employed.

A randomly sampled, reputable panel (<https://www.pureprofile.com/>) was engaged, to improve participation by younger cohorts (and resulting in smaller weight factors in 2025). Panellists answered from 3 to 7 September 2025, inclusive.

The 5% of online respondents who completed in the fastest time (hence the least likely to be giving sufficient consideration to the questions) were removed to improve overall data quality.



3. RESEARCH DESIGN

Survey Weighting

The collected data often cannot mirror the exact age/sex distribution of a region. To allow for this, the collected random/representative data set is weighted to bring it back to the ideal age/sex distribution based on the population of the Wollongong LGA.

Table 1, below, reports the weighting factors for the sample. Using a high number of mobile phone numbers resulted in better access to young respondents. Successful data collection and age targeting led to minimal data weighting factors which are well within accepted statistical standards.

Table 1 Survey Weighting

AGE	POPULATION		IDEAL		ACTUAL		WEIGHTS	
	MALE	FEMALE	MALE	FEMALE	MALE	FEMALE	MALE	FEMALE
18 to 49	47,410	46,241	165	160	68	109	2.41	1.47
50 to 64	19,275	19,806	67	69	77	79	0.87	0.87
65 plus	18,418	21,723	64	75	115	149	0.55	0.51
TOTAL	85,103	87,770	296	304	260	337		



3. RESEARCH DESIGN

Sample Profile

In order to obtain a clear view of the sample's profile and to conduct comparison tests, demographic characteristics were collected. **Table 2** (below) details the weighted sample profile for this survey.

Table 2 Sample Profile

GENDER	%	n
Male	49%	294
Female	51%	305
Non-binary	1%	3
AGE	%	n
18-34 years	9%	53
35-49 years	45%	272
50-64 years	23%	138
65+ years	23%	139
LENGTH OF TIME LIVED IN WOLLONGONG LGA	%	n
Up to 5 years	3%	19
6 to 10 years	4%	25
11 to 15 years	10%	63
More than 15 years	82%	495
WARD	%	n
Ward 1	37%	220
Ward 2	32%	191
Ward 3	32%	192
IDENTIFY AS	%	n
First Nations	2%	11
Culturally and Linguistically Diverse	9%	56
With Disability	7%	41
None/Prefer not to say	83%	502



3. RESEARCH DESIGN

How To Read This Report

This report provides the results of the random/representative survey component of the Wollongong City Council Community Satisfaction Survey 2025.

Terminology

The term **'residents'** is used to describe the respondents of the survey. These respondents are permanent residents of the Wollongong Local Government Area (LGA) aged 18 years and over.

The term **'customers'** is used to describe residents that have contacted Wollongong City Council at least once in the past 12 months and completed the Customer Services section of the survey.

'Average' is used to denote the mean score for rating scale questions. For example, 'average satisfaction' refers to the mean satisfaction score. This applies for questions using an agreement scale.

'Comparable Council' is used to describe the average of fifteen NSW metropolitan councils with comparable characteristics (in terms of being larger and/or more urban Councils in or in proximity to Sydney) to Wollongong City Council which is used for external benchmarking purposes.

Statistically significant differences

Throughout the report differences between groups are described as significant differences if they reached statistical significance using an error rate of $\alpha=0.05$. This means that if repeated independent random samples of similar size were obtained from a population in which there was no actual difference, less than five percent (5%) of the samples would show a difference as large or larger than the one obtained.

Sub-group commentary is shown in italics throughout the report, to differentiate it from other findings.

Appendix 1 – Subgroup Analysis (pp.63) contains full analysis of statistically significant differences among subgroups.

Notes on data aggregation

Aggregated data reporting in commentary may be different (+/- 1%) to the sum of the individual components shown in a chart or commentary due to rounding.

The sum of the displayed results to single response questions may not add to 100 percent due to rounding of the individual responses.

4. OVERALL SATISFACTION



This section of the report covers overall satisfaction with Wollongong City Council. It includes subgroup analysis, comparisons with previous results (internal benchmarks) and comparisons with councils with similar characteristics to Wollongong City Council (external benchmarks).

4.1. PERFORMANCE OF WOLLONGONG CITY COUNCIL

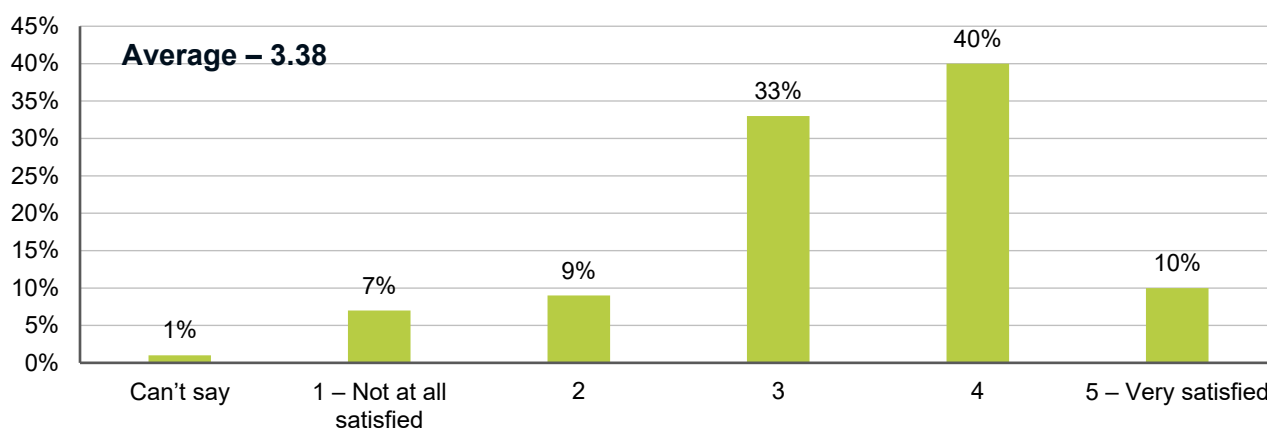
Residents were asked to rate their satisfaction with the overall performance of Wollongong City Council using a five-point scale where 1 meant 'not at all satisfied' and 5 meant 'very satisfied'. In total, 50% of residents were satisfied with the overall performance of Council, with 10% providing the highest rating of 5. Sixteen percent (16%) were dissatisfied while 33% provided a neutral rating of 3.

These results combined for a medium average satisfaction of 3.38 out of 5 (see **Figure 1** below).

Figure 1 Satisfaction with Wollongong City Council's Overall Performance

Q4 Using the same 1 to 5 scale, how satisfied are you with Wollongong City Council's overall performance?

Base: All respondents 2025 (n=600)



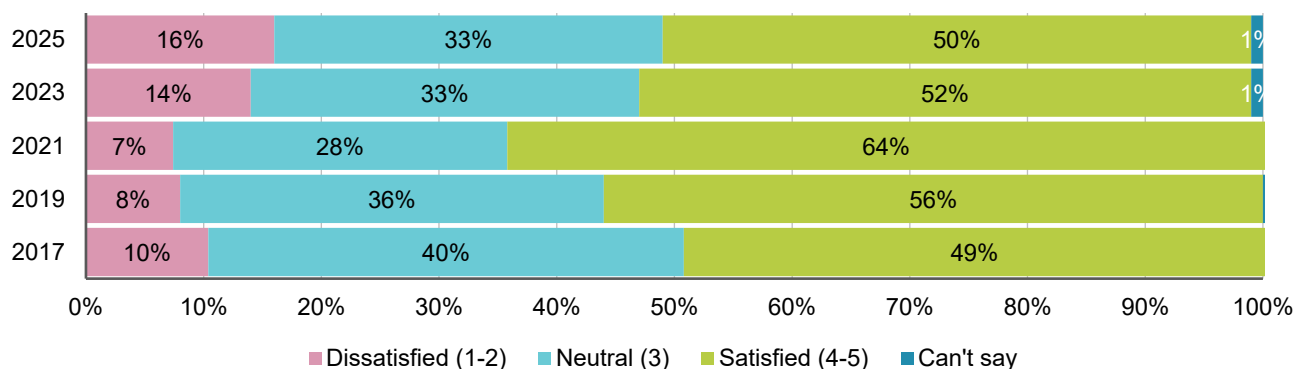
Residents surveyed in 2025 aged 65+ years were significantly more satisfied than those aged 50-64.

Figure 2 below compares the breakdown in ratings for 2025 with previous results since 2017.

Figure 2 Overall Satisfaction with Council – Internal Benchmark (percentages)

Q4 Using the same 1 to 5 scale, how satisfied are you with Wollongong City Council's overall performance?

Base: All respondents





4. OVERALL SATISFACTION

Figure 3 below compares average satisfaction with the overall performance of Council over time. Average overall satisfaction was essentially stable, decreasing 0.09 pts to 3.38 since 2023.

Figure 3 Overall Satisfaction with Council – Internal Benchmark (means)

Q4 Using the same 1 to 5 scale, how satisfied are you with Wollongong City Council's overall performance?

Base: All respondents



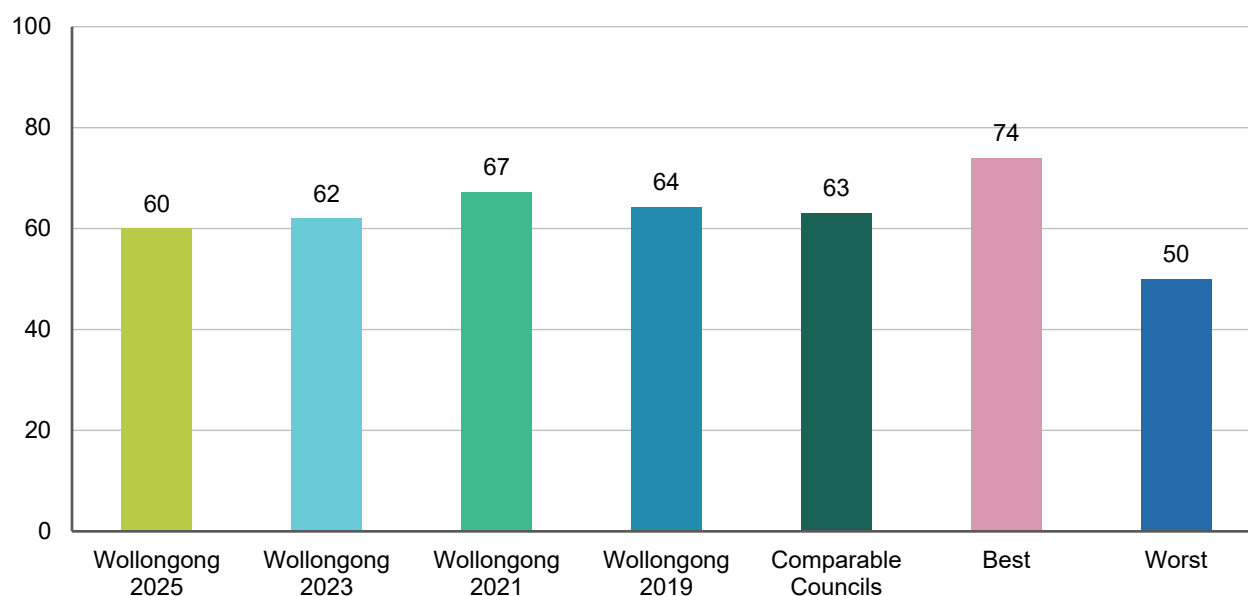
Figure 4 below compares the benchmarked result (out of 100) for overall satisfaction with Council versus an average of comparable metropolitan councils in NSW as well as the best and worst results on the Taverner Research Group benchmark database.

Overall satisfaction with the performance of Wollongong City Council in 2025 was slightly below the average of comparable councils in NSW (60 vs. 63).

Figure 4 Overall Satisfaction with Council – External Benchmarks

Q4 Using the same 1 to 5 scale, how satisfied are you with Wollongong City Council's overall performance?

Base: All respondents





4. OVERALL SATISFACTION

4.2. REASONS FOR DISSATISFACTION

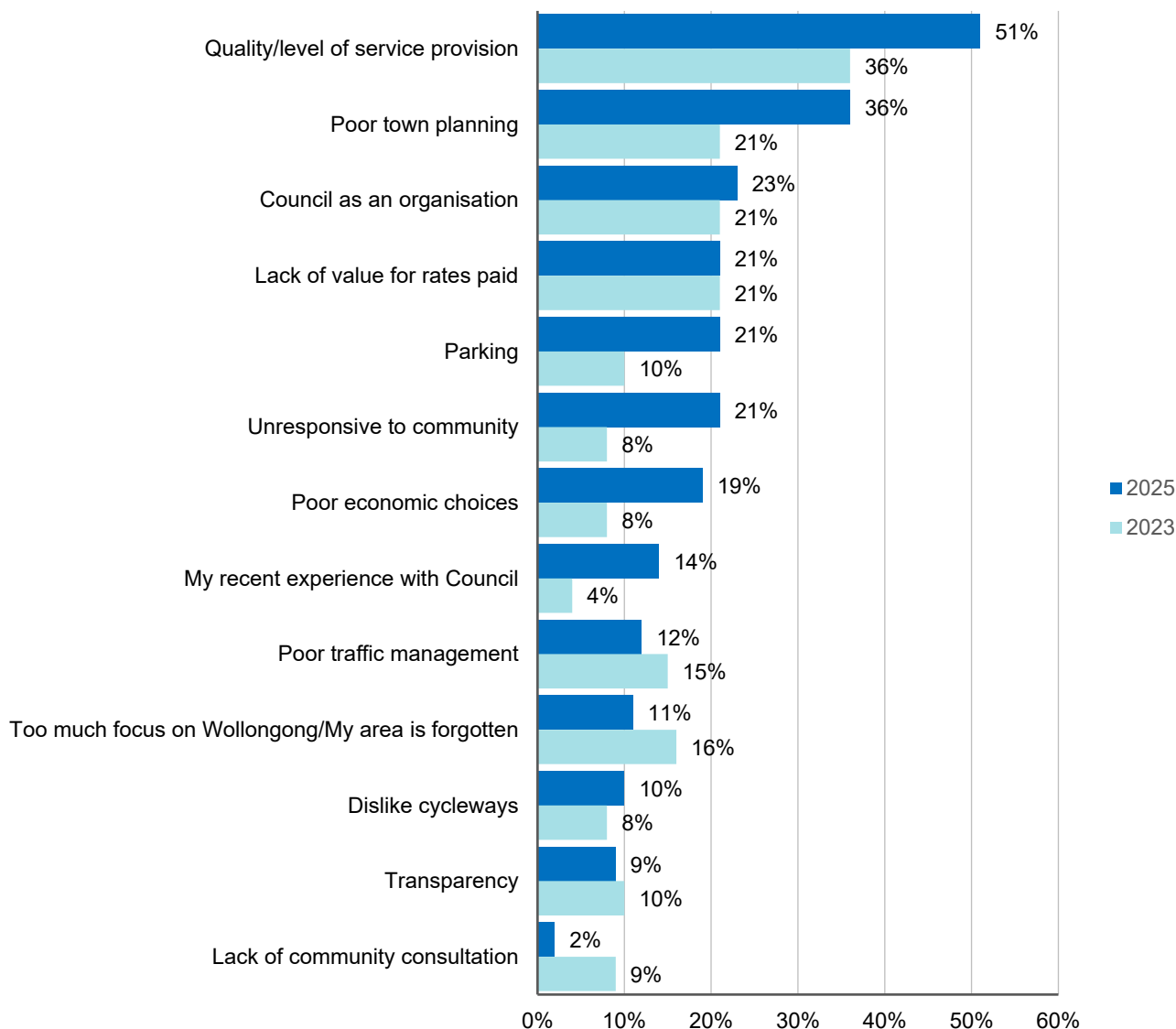
Respondents that provided an overall satisfaction rating of 1 or 2 (not satisfied) were asked to provide a reason for their rating. These open-ended responses were classified into themes (see **Figure 5**, below). Responses could be classified into more than one theme. Results should be treated with caution due to the small sample sizes (n=86 residents in 2025). A full list of responses has been provided to Council in a separate report.

There were significantly more mentions in 2025 (compared to 2023) of Quality/level of service provision, Poor town planning, Parking, Unresponsive to community, Poor economic choices, and My recent experience with Council, and significantly fewer mentions of Lack community consultation.

Figure 5 Reasons for Dissatisfaction

Q5 Why did you give that rating?

Base: Dissatisfied overall (2023 n=87, 2025 n=86)





5. COUNCIL SERVICES & FACILITIES

This section reports on the services and facilities provided by Wollongong City Council. Residents were asked to rate their usage of and satisfaction with 18 facilities, as well as their satisfaction with 29 services provided by Council.

Facilities

1. Wollongong Art Gallery
2. Illawarra Performing Arts Centre and Town Hall
3. Parks and open spaces
4. Sports fields and facilities
5. Russell Vale Golf Course (The Vale)
6. Children's playgrounds
7. Wollongong Botanic Garden
8. Wollongong libraries
9. Community centre at Thirroul, Corrimal or Dapto
10. Community hall/centre
11. Patrolled beaches
12. Ocean rock pools
13. Council heated pools (Beaton Park, Corrimal, Dapto)
14. Public swimming pools (free entry)
15. Leisure centres (Beaton Park and Lakeside)
16. Dog on or off-leash beaches and/or parks
17. Wollongong Waste Depot (Whytes Gully)
18. Crown Street Mall

Services

1. Development application assessment process
2. Management and preservation of our heritage
3. Protection of our natural environment
4. Environmental programs and education
5. Domestic animal control in public places
6. Regulation of traffic flow in local area
7. Regulation of traffic flow in city centre
8. Compliance and regulation of parking
9. Provision of parking in high demand areas (e.g. city centre, foreshore)
10. Maintenance of local roads



5. COUNCIL SERVICES & FACILITIES

11. Maintenance of footpaths
12. Maintenance of cycleways
13. Maintenance of shared use paths
14. Street cleaning
15. Public bin collection
16. Availability of footpaths
17. Availability of cycleways
18. Availability of shared use paths
19. Maintenance and cleanliness of bus shelters
20. Condition/cleanliness of public toilets
21. Location/availability of public toilets
22. Domestic waste collection service (i.e. red bin)
23. Recycling waste collection service (i.e. yellow bin)
24. Green waste, including the food organics collection service (FOGO) (i.e. green bin)
25. Customer Service Centre
26. Graffiti prevention and removal
27. Library services
28. Wollongong Art Gallery exhibitions
29. Council lifeguard services (Monday to Saturday)

5.1. FACILITIES USAGE

Residents were asked to indicate how frequently they or a person in their household usually used 18 facilities provided by Wollongong City Council. Frequencies ranged from 'at least monthly' through 'never' (see **Table 3**, next page). Facilities have been sorted by the 'usage rate', which is the proportion of residents who have used the facility during the past 12 months.

Crown Street Mall had the highest usage rate (90%), followed closely by Parks and open spaces (89%). Crown Street Mall was used at least monthly by 55% of residents surveyed in 2025, whilst Parks and open spaces were used at least monthly by 66% of residents.

The facility with the lowest usage rate was Russell Vale Golf Course (12%). The next lowest was Wollongong Art Gallery (26%).



5. COUNCIL SERVICES & FACILITIES

Table 3 Facilities Usage

	AT LEAST MONTHLY	UP TO 9 TIMES A YEAR	UP TO 6 TIMES A YEAR	UP TO 3 TIMES A YEAR	USAGE RATE	NOT IN THE LAST 12 MTHS	NEVER	CAN'T SAY
Crown Street Mall	55%	8%	11%	16%	90%	5%	4%	0%
Parks and open spaces	66%	7%	8%	8%	89%	6%	5%	0%
Patrolled beaches	47%	13%	11%	11%	82%	11%	7%	0%
Wollongong Waste Depot (Whytes Gully)	5%	4%	14%	40%	64%	18%	18%	0%
Sports fields and facilities	43%	4%	6%	8%	61%	19%	19%	1%
Botanic Garden	9%	6%	11%	34%	60%	29%	11%	0%
Ocean rock pools	27%	7%	9%	16%	58%	21%	21%	0%
Dog on or off-leash beaches and/or parks	37%	5%	5%	8%	55%	14%	30%	1%
Wollongong libraries	19%	6%	8%	20%	54%	24%	23%	0%
Public swimming pools (free entry)	24%	9%	8%	13%	54%	22%	24%	0%
Children's playgrounds	29%	3%	7%	10%	49%	24%	26%	1%
Illawarra Performing Arts Centre and Town Hall	4%	3%	10%	29%	46%	29%	25%	0%
Council heated pools	14%	4%	7%	13%	38%	24%	37%	1%
Leisure centres (Beaton Park and Lakeside)	15%	3%	4%	14%	37%	29%	34%	0%
Community hall/centre	7%	2%	4%	19%	32%	33%	34%	1%
Community centre at Thirroul, Corrimal or Dapto	5%	2%	4%	18%	29%	30%	42%	0%
Wollongong Art Gallery	2%	1%	3%	21%	26%	34%	40%	0%
Russell Vale Golf Course (The Vale)	3%	1%	2%	6%	12%	24%	64%	0%

Male residents surveyed in 2025 had significantly higher usage rates than females for Parks and open spaces, Wollongong Waste Depot, Sports fields and facilities, and Russell Vale Golf Course. The usage rate for Crown Street Mall, Parks and open spaces, Patrolled beaches, Wollongong Waste Depot, Sports fields and facilities, Wollongong Botanic Garden, Ocean rock pools, Dog on or off-leash beaches and/or parks, Public swimming pools (free entry), and Leisure centres (Beaton Park and Lakeside) decreased significantly with age.

The usage rate for Wollongong libraries was higher for those under 50 years than those aged 50-64. The usage rate for Children's playgrounds, and Council heated pools (Beaton Park, Corrimal, Dapto), were higher for those under 50 years than those older. The usage rate for Russell Vale Golf Course was higher for those aged 50-64 than those older.



5. COUNCIL SERVICES & FACILITIES

Ward 1 had higher usage rates for Patrolled beaches, Ocean rock pools, Community hall/centre, and Russell Vale Golf Course than other wards. Ward 2 had higher usage rates for Wollongong Botanic Garden, and Leisure centres (Beaton Park and Lakeside), than other wards.

Those who had lived in the LGA less than 15 years had higher usage rates for Ocean rock pools, Wollongong libraries, and Illawarra Performing Arts Centre and Town Hall. Those in Culturally and Linguistically Diverse (CALD) households had a higher usage rate for Patrolled beaches.

Those who did not identify as with disability had higher usage rates for Patrolled beaches, Wollongong Waste Depot, Sports fields and facilities, Dog on or off-leash beaches and/or parks, Public swimming pools (free entry), Children's playgrounds, and Leisure centres (Beaton Park and Lakeside).

Table 4, below, compares facility usage rates for 2025 with previous survey results. The largest increase between 2023 and 2025 was of 14 percentage points for Dog on or off-leash beaches and/or parks. There were only two facilities that showed a decrease between 2023 and 2025 (Botanic Garden and Russell Value Golf Course), of one percentage point each.

Table 4 Facility Usage Rate – Internal Benchmark

FACILITY USAGE RATE	2017	2019	2021	2023	2025	CHANGE SINCE 2023
Patrolled beaches	76%	78%	79%	79%	82%	+3
Botanic Garden	55%	52%	70%	61%	60%	-1
Ocean rock pools	56%	50%	52%	53%	58%	+5
Dog on or off-leash beaches and/or parks ¹	-	-	-	41%	55%	+14
Wollongong libraries	-	-	53%	51%	54%	+3
Public swimming pools (free entry)	43%	42%	52%	46%	54%	+8
Children's playgrounds	48%	45%	51%	47%	49%	+2
Illawarra Performing Arts Centre and Town Hall	42%	39%	47%	41%	46%	+5
Council heated pools	28%	31%	31%	31%	38%	+7
Leisure centres (Beaton Park and Lakeside)	25%	18%	33%	33%	37%	+4
Community hall/centre	25%	28%	27%	30%	32%	+2
Community centre at Thirroul, Corrimal or Dapto	-	-	21%	23%	30%	+7
Wollongong Art Gallery	20%	15%	24%	25%	26%	+1
Russell Vale Golf Course (The Vale)	11%	7%	11%	13%	12%	-1

¹ This was phrased only as 'off leash' in 2023



5. COUNCIL SERVICES & FACILITIES

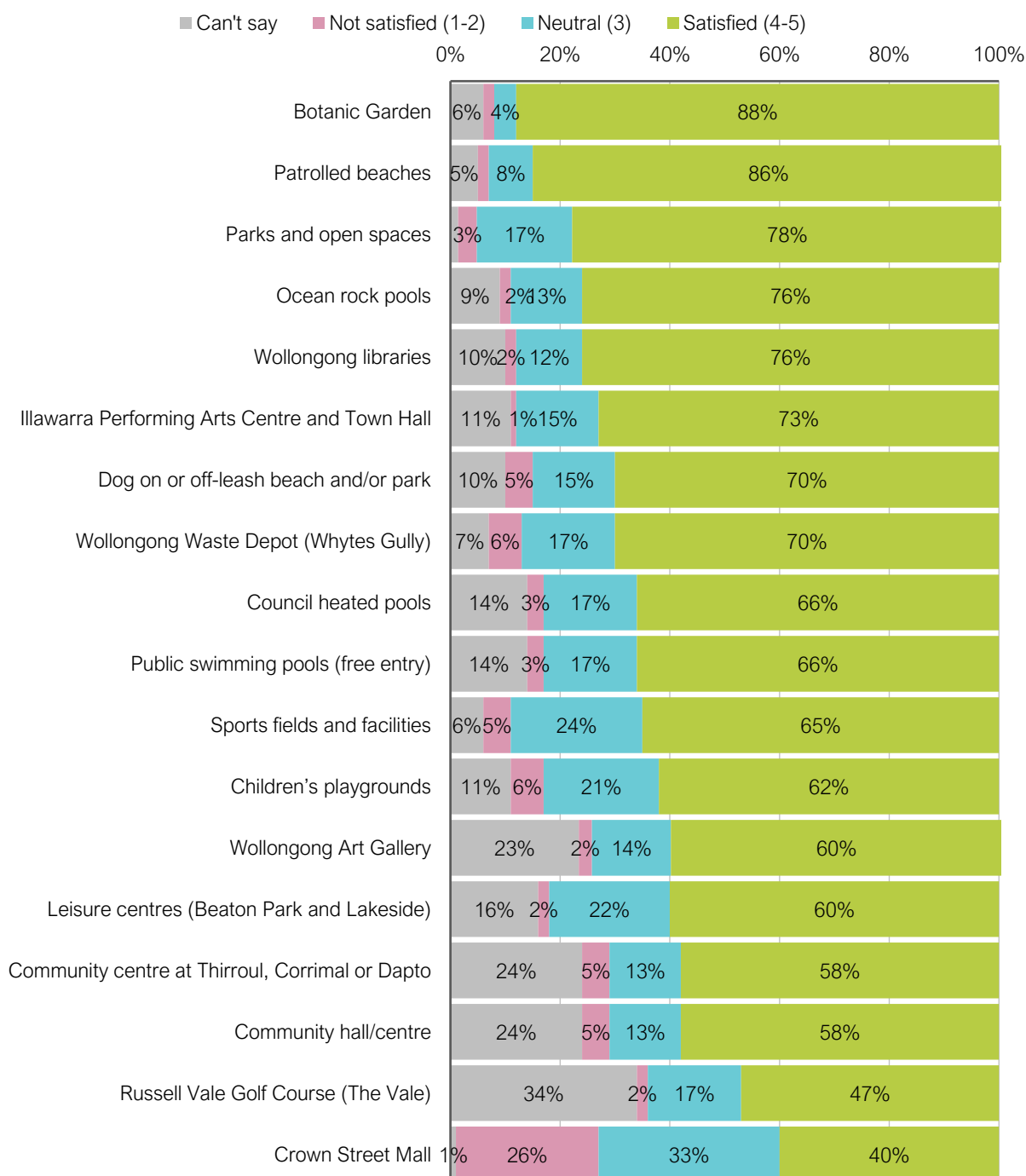
5.2. FACILITIES SATISFACTION

Residents that used a facility (i.e., did not select 'Never' or 'Can't say') were asked to rate their satisfaction with that particular facility using a five-point scale where 1 meant 'not at all satisfied' and 5 meant 'very satisfied'.

Figure 6 Facilities Satisfaction

Q2 Please rate your satisfaction with each facility you usually use using a 1 to 5 scale where 1 means 'not at all satisfied' and 5 means 'very satisfied'. [Note: Some small results not displayed]

Base: Facility users 2025 (n=209 to n=566)



5. COUNCIL SERVICES & FACILITIES



Seventeen of the eighteen Wollongong City Council facilities recorded high average satisfaction ratings (above 3.75 on a 1-5 satisfaction scale) among their user bases (see **Table 6**, next page). The facility which recorded the highest average satisfaction rating was the Botanic Garden (4.6), with 88% of users satisfied (same as in 2023). The facility with the lowest satisfaction in 2025 was Crown Street Mall, with 26% of respondents rating this a 1-2 out of 5 (**Figure 6**, previous page).

Female residents surveyed in 2025 had significantly higher satisfaction than males with Illawarra Performing Arts Centre and Town Hall, and Leisure centres (Beaton Park and Lakeside).

Respondents aged under 50 years had higher satisfaction with Dog on or off-leash beaches and/or parks, Community hall/centre, and Crown Street Mall; those aged 65+ had higher satisfaction with Wollongong libraries, Children's playgrounds, and Community hall/centre.

Respondents who had lived in the LGA less than 15 years had higher satisfaction with Dog on or off-leash beaches and/or parks, and Crown Street Mall. Those who identified as with disability had higher satisfaction with Parks and open spaces.

When correlating² the satisfaction with each Facility against satisfaction with Overall Performance, **Table 5** below shows the highest coefficients achieved (it expresses as a decimal between 0 and 1, with a score of 0.7 arbitrarily considered a meaningful correlation).

None of the facilities below showed a meaningful (0.70+) correlation.

Table 5 Facilities with the Strongest Relationship to Council's Overall Performance

FACILITY	COEFFICIENT
Children's playgrounds	0.465
Parks and open spaces	0.426
Community hall/centre	0.423
Leisure centres (Beaton Park and Lakeside)	0.409
Crown Street Mall	0.394

Table 6, next page, compares average satisfaction ratings for facilities for 2025 with previous survey results. Satisfaction for 12 of the facilities measured were in line with 2023, two facilities (Community centre at Thirroul, Corrimal or Dapto, and Russell Vale Golf Course) showed statistically significant decreases compared to 2023, and one (Wollongong Waste Depot (Whytes Gully)) increased. However, all facilities showed excellent satisfaction scores, with 13 of 18 at 4.0 or above on the 5-point satisfaction scale, and two (Botanic Garden, and Patrolled beaches) at 4.4 or above out of five.

² Pearson's correlation https://wiki.q-researchsoftware.com/wiki/Pearson%27s_Product_Moment_Correlation



5. COUNCIL SERVICES & FACILITIES

Table 6 Facilities Satisfaction – Internal Benchmark

FACILITIES	2010	2012	2014	2017	2019	2021	2023	2025	SIGNIFICANT CHANGE SINCE 2023
Botanic Garden	4.4	4.6	4.5	4.4	4.6	4.7	4.6	4.6	↔
Patrolled beaches	4.2	4.6	4.7	4.5	4.5	4.5	4.5	4.4	↔
Libraries	-	-	-	-	-	4.4	4.4	4.3	↔
Ocean rock pools	-	3.9	4.1	4.1	4.1	4.2	4.2	4.3	↔
Illawarra Performing Arts Centre and Town Hall	4.1	4.2	4.3	4.4	4.4	4.2	4.3	4.3	↔
Parks and open spaces	-	-	-	-	-	-	-	4.2	NA
Dog on or off-leash beaches and/or parks ³	-	-	-	-	-	-	4.1	4.1	↔
Wollongong Art Gallery	3.9	4.0	4.2	4.2	4.1	4.2	4.1	4.1	↔
Community centre at Thirroul, Corrimall or Dapto	-	-	-	-	-	4.2	4.3	4.1	↓
Public swimming pools (free entry)	3.8	4.2	4.5	4.1	4.2	4.1	4.1	4.1	↔
Council heated pools	-	4.2	4.2	4.0	4.1	4.1	4.1	4.1	↔
Wollongong Waste Depot (Whytes Gully)	3.4	3.4	3.4	3.6	3.7	4.0	3.8	4.0	↑
Leisure centres (Beaton Park and Lakeside)	4.0	4.2	4.3	3.9	4.2	4.1	3.9	4.0	↔
Children's playgrounds	-	4.1	4.1	3.9	3.9	3.9	3.9	3.9	↔
Russell Vale Golf Course (The Vale)	3.9	4.1	4.4	4.1	4.2	4.2	4.2	3.9	↓
Sports fields and facilities	-	-	-	-	-	-	-	3.9	NA
Community hall/centre	3.7	4.0	4.2	4.0	4.0	3.8	3.9	3.8	↔
Crown Street Mall	-	-	-	-	-	-	-	3.2	NA

³ This was phrased only as 'off leash' in 2023



5. COUNCIL SERVICES & FACILITIES

Taverner Research Group currently maintains a database of satisfaction scores of 15 metropolitan NSW councils that have conducted one or more community satisfaction surveys between 2020 and 2025. The figures below show how WCC's performance compares to its peers. In each case, the length of the bar shows the amount of variance from best to worst Council score, while the lighter green dot shows where WCC fits within that range of mean satisfaction scores.

As shown in **Figure 7**, below, Wollongong City Council in 2025 exceeded the midpoint of every one of the Facilities that could be compared to other metro NSW councils (except libraries). Five of the nine Facilities had Wollongong's performance (the dot) at the top of the bar, so the best performing metro NSW council for those five facilities.

Figure 7 Facilities – External Benchmarks





5. COUNCIL SERVICES & FACILITIES

5.3. SERVICES SATISFACTION

Respondents were asked to rate their satisfaction with 29 services using a five-point scale where 1 meant 'not at all satisfied' and 5 meant 'very satisfied' (see **Figure 8**, next page).

As in 2023, residents were most satisfied with waste services in 2025:

- Green waste, including the food organics collection service (FOGO) (85% satisfied)
- Domestic waste collection service (i.e., red bin) (84% satisfied)
- Recycling waste collection service (80% satisfied)
- Public bin collection (67% satisfied)

As in 2023, residents were least satisfied with parking/traffic/local roads:

- Provision of parking in high demand areas (city centre, foreshore) (48% not satisfied)
- Maintenance of local roads (39% not satisfied)
- Regulation of traffic flow in local area (35% not satisfied)
- Compliance and regulation of parking (31% not satisfied)

Female residents surveyed in 2025 had significantly higher satisfaction than males for Green waste, Library services, Wollongong Art Gallery exhibitions, Customer Service Centre, Compliance and regulation of parking, Regulation of traffic flow in local area, and Development application assessment process.

Respondents aged under 50 years had higher satisfaction for Street cleaning, Management and preservation of our heritage, Availability of footpaths, Location/availability of public toilets, Maintenance of footpaths, Regulation of traffic flow in city centre. And Maintenance of local roads. Those aged 65+ had higher satisfaction with Green waste, Library services, Domestic waste collection service, Recycling waste collection service, Public bin collection, and Regulation of traffic flow in city centre.

Respondents in Ward 2 had higher satisfaction for Domestic animal control in public places. Respondents who had lived in the LGA under 15 years had higher satisfaction for Regulation of traffic flow in city centre, and Maintenance of local roads.

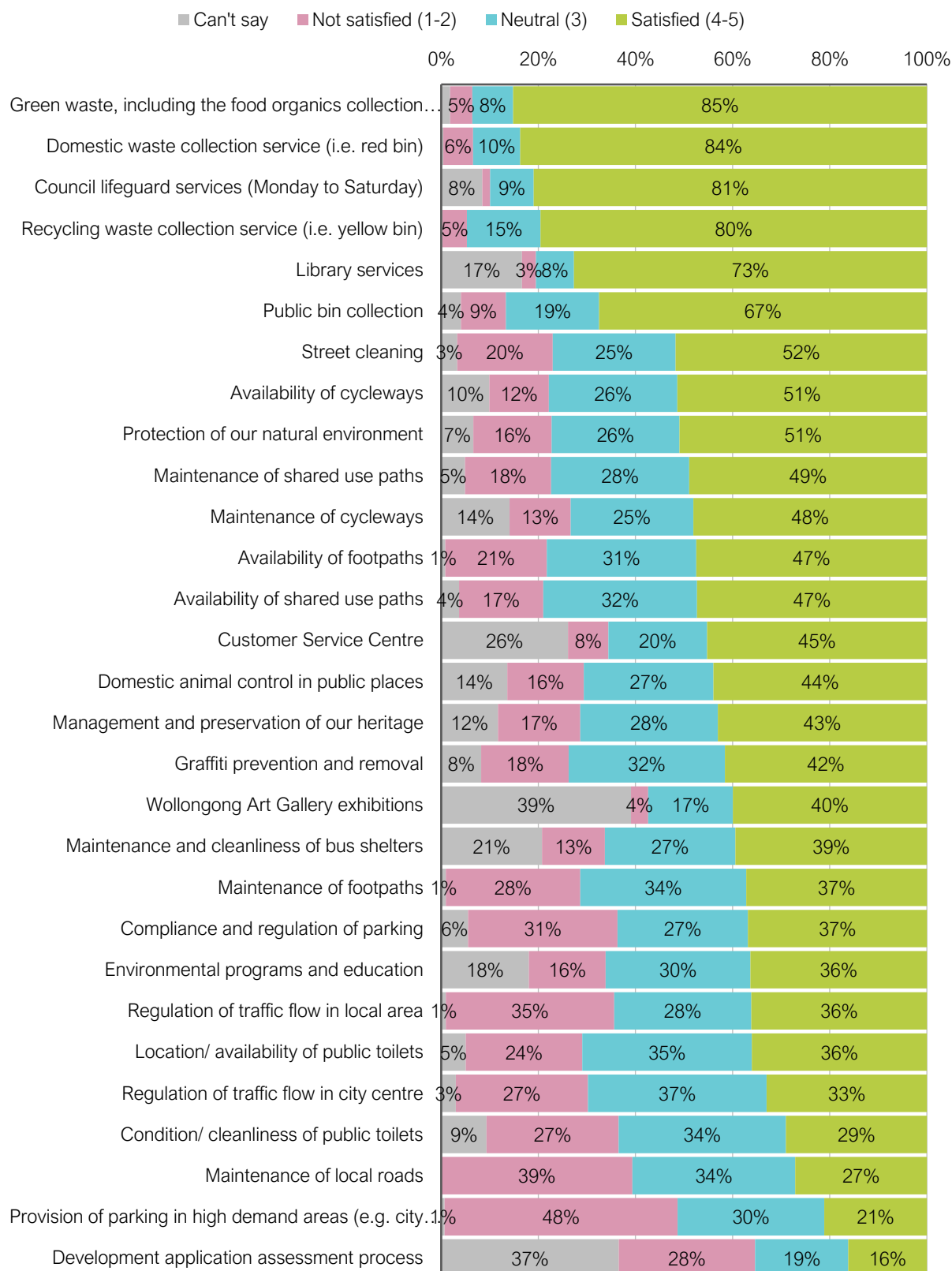


5. COUNCIL SERVICES & FACILITIES

Figure 8 Services Satisfaction

Q3 Please rate your satisfaction with the following Council services using a 1 to 5 scale where 1 means 'not at all satisfied' and 5 means 'very satisfied'.

Base: All respondents 2025 (n=600)





5. COUNCIL SERVICES & FACILITIES

Table 7 below shows the five highest correlations of Services against Overall Performance. Four of these were also among the highest in 2023, with Customer Service Centre a new entrant. In 2023, 38% of respondents could not provide a rating score for Customer Service Centre, but in 2025 this was 26% - a significant increase in provision of a rating.

Table 7 Services with the Strongest Relationship to Council's Overall Performance

SERVICE	COEFFICIENT
Maintenance of local roads	0.562
Maintenance of footpaths	0.550
Customer Service Centre	0.524
Environmental programs and education	0.524
Development application assessment process	0.510

(Note that 0.7 is generally considered the minimum co-efficient denoting a relationship between a specific service and overall satisfaction.)

Table 8 (below) and **Table 9** (next page) below compares average satisfaction results for 2025 with previous survey results. Fifteen of the 21 services that could be compared with the 2023 survey recorded a similar mean score, one service had a significantly higher mean, and four statements had significantly lower means in 2025 than 2023.

Table 8 Services Satisfaction – Internal Benchmark 1

SERVICES	2010	2012	2014	2017	2019	2021	2023	2025	SIGNIFICANT CHANGE SINCE 2023
Council lifeguard services (Monday to Saturday)	-	-	-	-	-	-	-	4.4	NA
Green waste, including the food organics collection service (FOGO)	-	-	-	-	-	4.5	4.4	4.3	↔
Library services	-	-	-	-	-	4.3	4.2	4.3	↔
Domestic waste collection service (i.e., red bin)	4.1	4.2	4.2	4.0	4.1	4.4	4.4	4.3	↔
Recycling waste collection service	-	-	-	-	-	4.3	4.3	4.2	↔
Public bin collection	-	-	-	-	-	3.9	4.0	3.9	↔
Wollongong Art Gallery exhibitions	-	-	-	-	-	-	-	3.8	NA
Customer Service Centre	3.5	3.6	3.8	3.7	3.9	3.9	3.9	3.7	↓



5. COUNCIL SERVICES & FACILITIES

Table 9 Services Satisfaction – Internal Benchmark 2

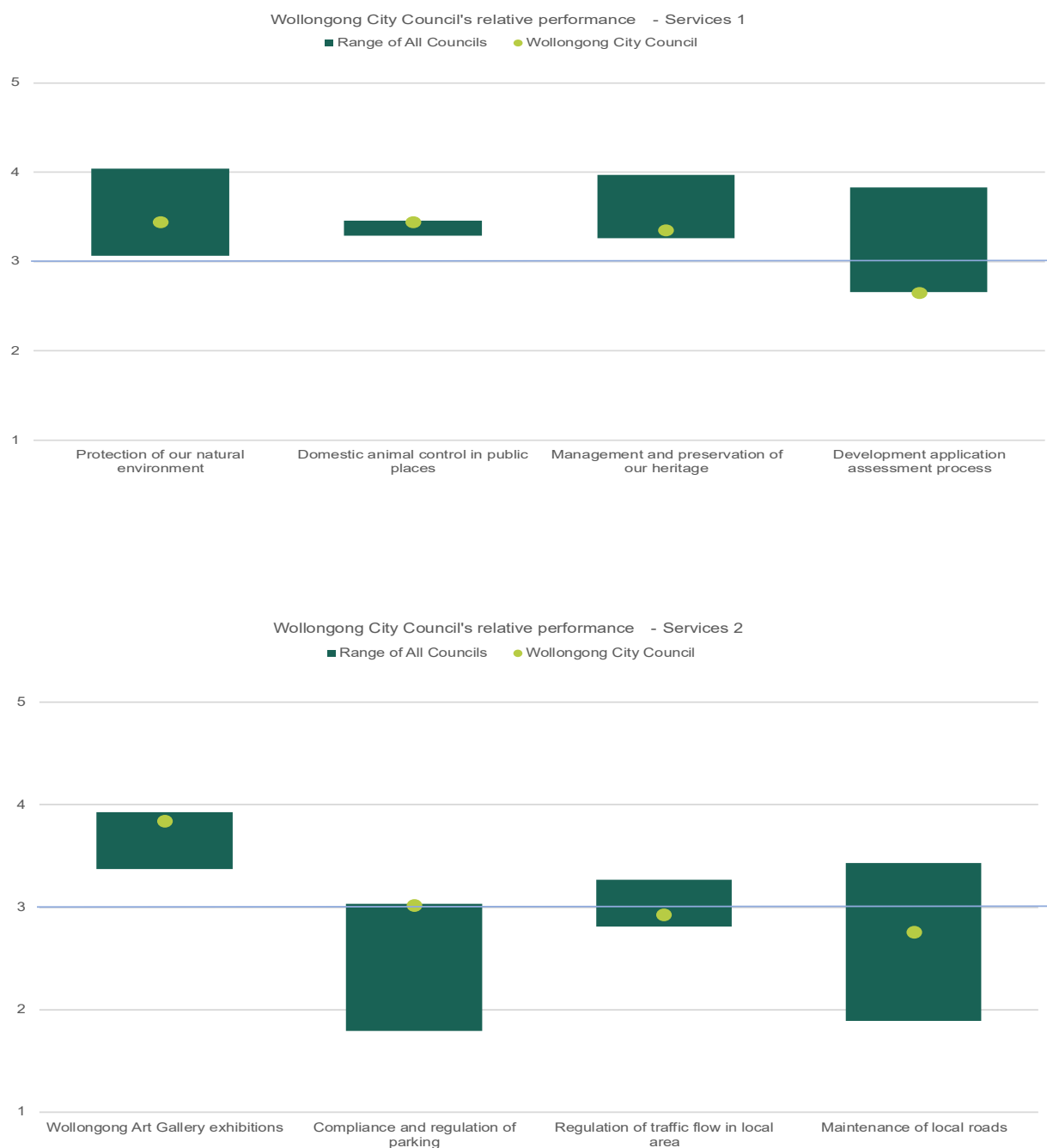
SERVICES	2010	2012	2014	2017	2019	2021	2023	2025	SIGNIFICANT CHANGE SINCE 2023
Availability of cycleways	-	-	-	-	-	-	-	3.6	NA
Maintenance of cycleways	-	-	-	-	-	-	-	3.6	NA
Street cleaning	3.3	3.3	3.4	3.2	3.7	3.7	3.6	3.4	↓
Protection of our natural environment	3.4	3.4	3.6	3.3	3.3	3.5	3.3	3.4	↔
Domestic animal control in public places	3.3	3.3	3.4	3.3	3.5	3.6	3.5	3.4	↔
Availability of shared use paths	-	-	-	-	-	-	-	3.4	NA
Maintenance and cleanliness of bus shelters	3.0	3.2	3.3	3.0	3.5	3.6	3.6	3.4	↓
Maintenance of shared use paths	-	-	-	-	-	-	-	3.4	NA
Management and preservation of our heritage	3.3	3.2	3.5	3.2	3.3	3.4	3.3	3.4	↔
Graffiti prevention and removal	3.0	3.1	3.3	3.2	3.4	3.6	3.4	3.3	↔
Availability of footpaths	-	-	-	-	-	-	-	3.3	NA
Environmental programs and education	3.4	3.4	3.6	3.3	3.3	3.5	3.4	3.3	↔
Location/availability of public toilets	-	-	-	-	-	-	-	3.1	NA
Maintenance of footpaths	-	-	-	-	-	-	-	3.1	NA
Compliance and regulation of parking	-	-	-	-	-	3.2	3.1	3.0	↔
Regulation of traffic flow in city centre	3.0	3.2	3.1	3.1	3.2	3.2	3.0	3.0	↔
Condition/cleanliness of public toilets	2.5	2.6	2.9	2.8	3.1	3.1	3.0	3.0	↔
Regulation of traffic flow in local area	3.2	3.2	3.3	3.2	3.1	3.3	3.1	2.9	↓
Maintenance of local roads	2.8	2.8	3.1	2.7	3.1	3.2	2.8	2.8	↔
Development application assessment process	2.9	2.9	3.0	2.6	2.8	2.7	2.5	2.7	↑
Provision of parking in high demand area	-	-	-	-	-	2.5	2.5	2.5	↔



5. COUNCIL SERVICES & FACILITIES

As shown in **Figure 9** below, Wollongong City Council was the best performing metro NSW council for five out of 12 services that could be benchmarked (Domestic animal control in public places, Compliance and regulation of parking, Green waste, Customer Service Centre, and Maintenance and cleanliness of bus shelters), and the lowest performing for one (Development application assessment process).

Figure 9 Services – External Benchmarks





5. COUNCIL SERVICES & FACILITIES





5. COUNCIL SERVICES & FACILITIES

5.4. ANIMAL POUND

All respondents in 2025 were asked if they were aware of Council's animal care and impounding service. In 2025, 53% had heard of it, 40% had not and 7% were unsure. *Residents surveyed aged 50 to 64 years, those who had lived in the LGA 15+ years, and those not living in a CALD household, were significantly more likely to have heard of this service.*

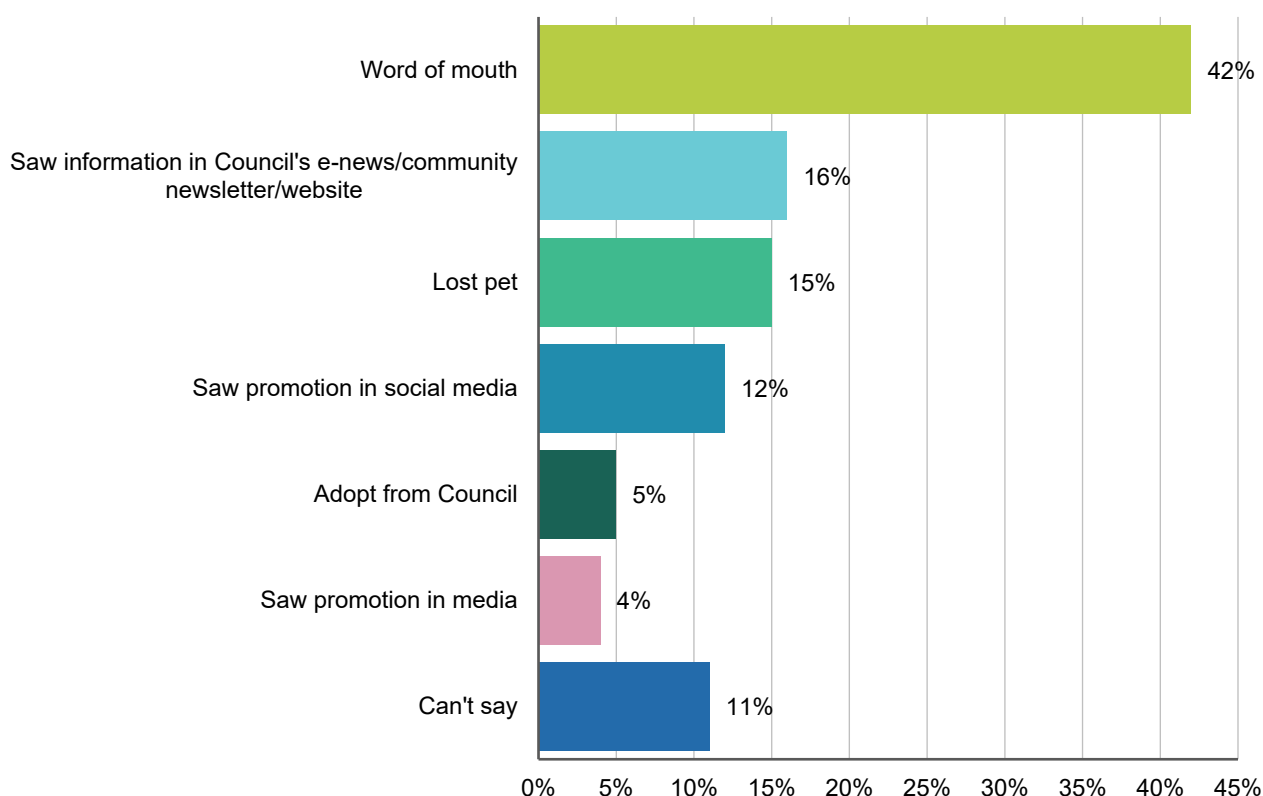
Those who were aware were asked how they found out about the service (**Figure 10**, below). Forty-two percent of these found out about the service through word of mouth.

Residents aged under 65 years were significantly more likely to have heard of the service having seen a promotion on social media.

Figure 10 How Find out about Animal Care and Impounding Service

Q6b How did you find out about this service?

Base: Respondents Aware of the Pound 2025 (n=332)





6. PRIORITISING SERVICES & FACILITIES

This section of the report aims to identify the key drivers of resident satisfaction via a deeper analysis of the relationship between overall satisfaction with Wollongong City Council and satisfaction with services and facilities as reported in the previous section.

6.1. QUADRANT ANALYSIS

Quadrant analysis simultaneously analyses the importance of a service in terms of: (a) driving overall satisfaction (also known as “derived importance”) and (b) the performance of services/facilities (or “resident satisfaction”). To do this, mean satisfaction scores are plotted against derived importance scores for each Council service/facility. Importance scores are derived from regression analysis.

To form quadrants, the average derived importance score and average satisfaction score across all services and facilities are calculated. Services and facilities with a mean satisfaction score less than the overall average are classified as ‘low’ performing while those with a mean score above the average are classified as ‘high’ performing. Similarly, services and facilities have ‘high’ or ‘low’ importance depending on their position above or below the overall average.

These scores do not suggest the service or facility is not important in the personal lives of residents. It strictly relates to importance in creating overall satisfaction with Council.

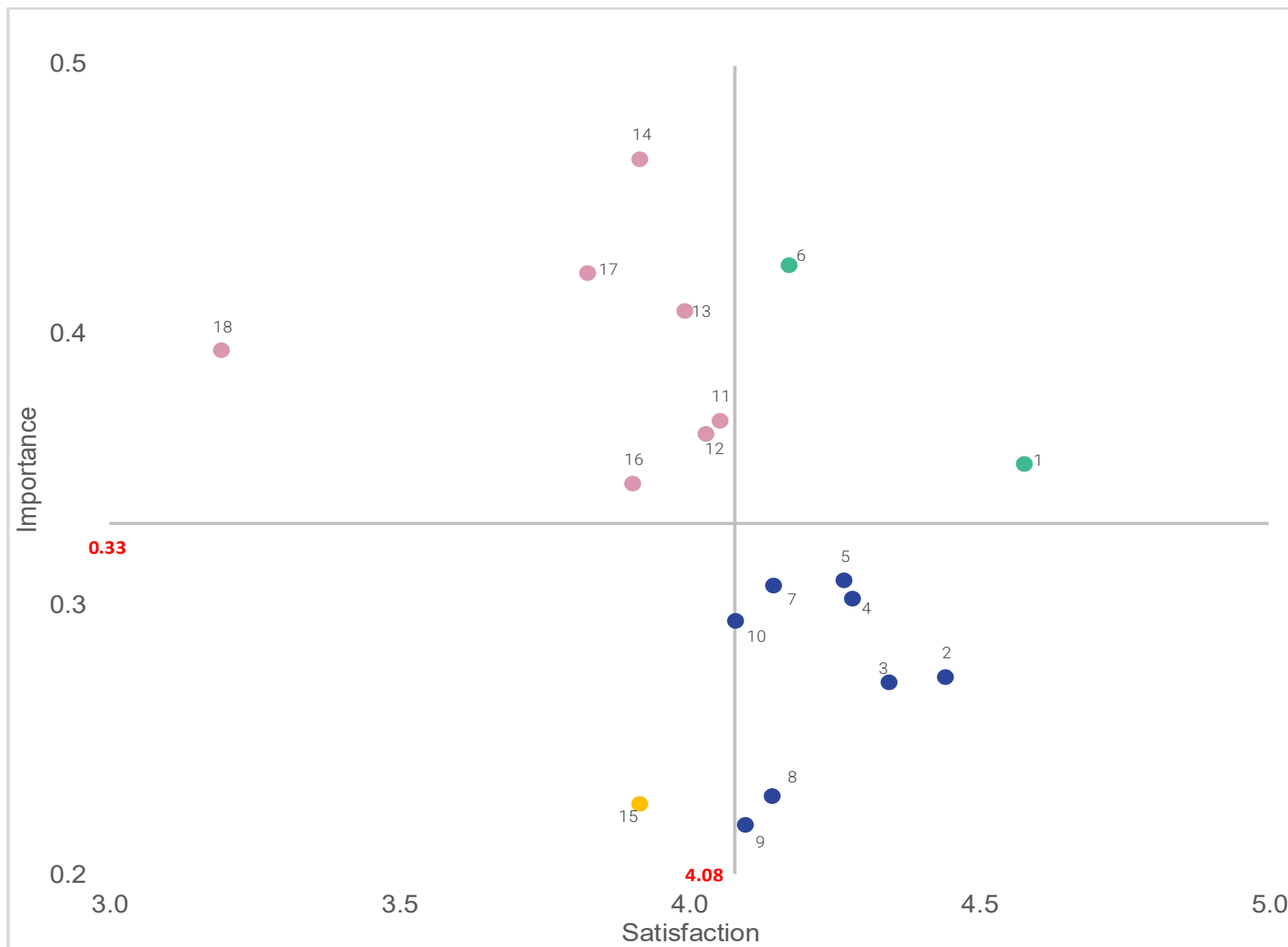
Figure 11 (over-page) is the first of Council’s performance/importance quadrants (for Facilities).

1. The upper right quadrant (high importance and high satisfaction) represents current service/facility strengths (“**Strengths to maintain**”). These have an important impact on creating overall satisfaction with Wollongong City Council and their performance is above average.
2. The upper left quadrant (high importance but low satisfaction) denotes services/facilities where satisfaction should be improved (“**Priorities for Council**”). These are services/facilities which have an important impact on creating overall satisfaction but are performing below average. These should be regarded as Council’s foremost priorities.
3. The lower left quadrant (relatively lower importance and relatively lower satisfaction) represents lower priority service/facility dimensions (“**Second order issues**”). Improvement in the performance of these services/facilities will not have a large, significant impact on overall satisfaction with Council.
4. The lower right quadrant (relatively lower importance and high satisfaction) represents Council’s differentiators (“**Opportunities**”). These are popular facilities and services which are often either “taken for granted”, or which residents don’t readily perceive as being Council-provided. There is hence potential for an improvement in the overall satisfaction score if residents can be reminded of the linkage between these services and Council efforts.



6. PRIORITISING SERVICES & FACILITIES

Figure 11 Quadrant Matrix – Facilities





6. PRIORITISING SERVICES & FACILITIES

In **Table 10** below you can see the key to the numbers in **Figure 11** (previous page). The facilities listed top right are those that are deemed of higher importance and for which residents are relatively satisfied. However, those in the top left quadrant are those which are perceived to be of higher importance yet where expectations are not presently being met.

Table 10 Quadrant Analysis – Facilities

PRIORITIES FOR COUNCIL	STRENGTHS TO MAINTAIN
11 Council heated pools (Beaton Park, Corrimal, Dapto)	1 Wollongong Botanic Garden
12 Wollongong Waste Depot	6 Parks and open spaces
13 Leisure centres (Beaton Park and Lakeside)	
14 Children's playgrounds	
16 Sports fields and facilities	
17 Community hall/centre	
18 Crown Street Mall	
SECOND ORDER ISSUES	OPPORTUNITIES
15 Russell Vale Golf Course (The Vale)	2 Patrolled beaches
	3 Wollongong libraries
	4 Ocean rock pools
	5 Illawarra Performing Arts Centre and Town Hall
	7 Dog on or off-leash beaches and/or parks
	8 Wollongong Art Gallery
	9 Community centre at Thirroul, Corrimal or Dapto
	10 Public swimming pools (free entry)

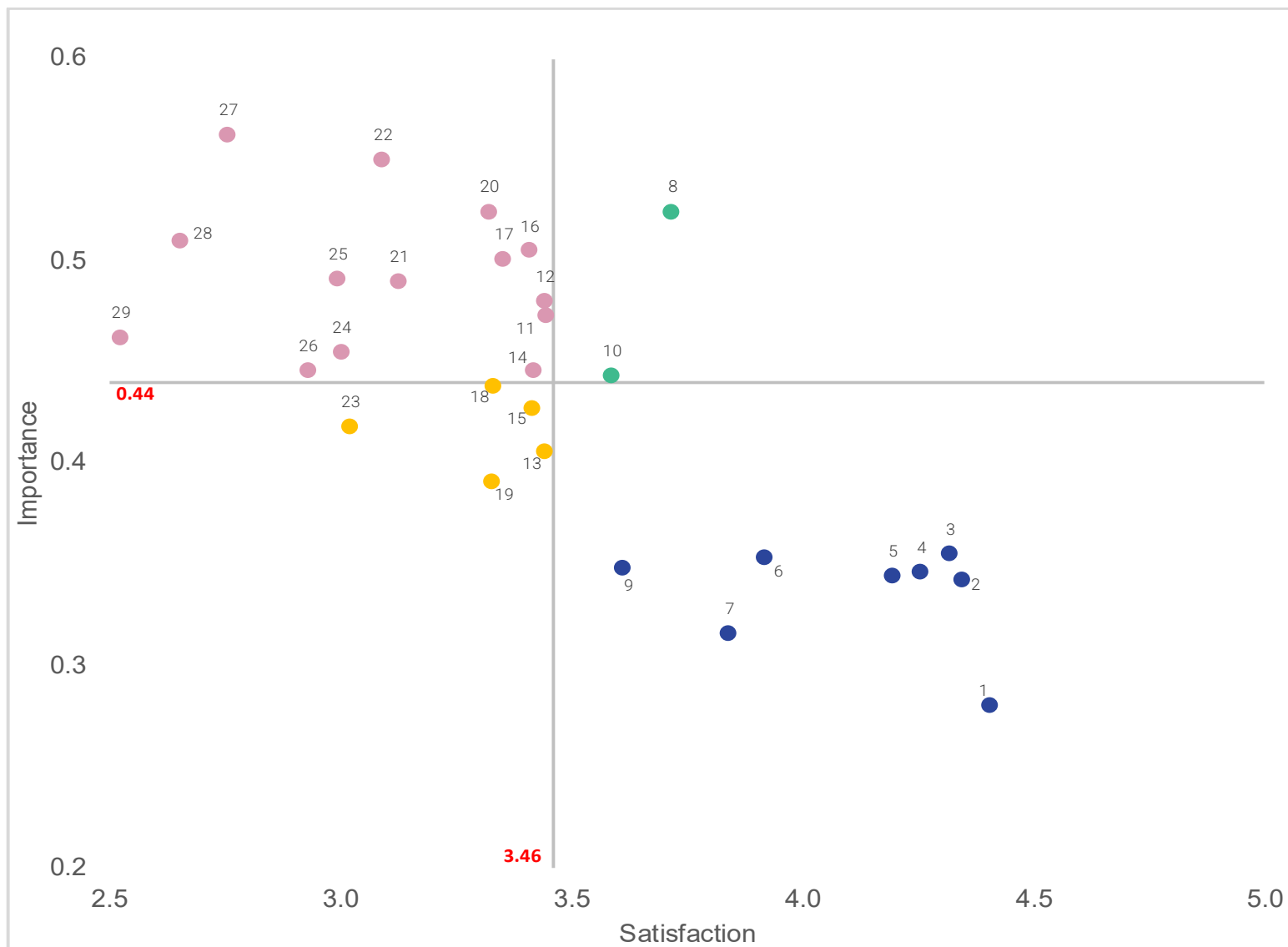
As shown in **Figure 11** (previous page), the edge of the top left (highest importance and low satisfaction) quadrant had Children's playgrounds (14) with the highest importance, and Crown Street Mall (18) with the lowest satisfaction.

The edge of the top right (highest importance and highest satisfaction) quadrant had Wollongong Botanic Garden (1) with the highest satisfaction, and Parks and open spaces (6) with the highest importance.



6. PRIORITISING SERVICES & FACILITIES

Figure 12 Quadrant Matrix – Services





6. PRIORITISING SERVICES & FACILITIES

Table 11 Quadrant Analysis – Services

PRIORITIES FOR COUNCIL	STRENGTHS TO MAINTAIN
11 Street cleaning	8 Customer Service Centre
12 Protection of our natural environment	10 Maintenance of cycleways
14 Availability of shared use paths	
16 Maintenance of shared use paths	
17 Management and preservation of our heritage	
20 Environmental programs and education	
21 Location/ availability of public toilets	
22 Maintenance of footpaths	
24 Regulation of traffic flow in city centre	
25 Condition/ cleanliness of public toilets	
26 Regulation of traffic flow in local area	
27 Maintenance of local roads	
28 Development application assessment process	
29 Provision of parking in high demand areas (e.g. city centre, foreshore)	
SECOND ORDER ISSUES	OPPORTUNITIES
13 Domestic animal control in public places	1 Council lifeguard services (Monday to Saturday)
15 Maintenance and cleanliness of bus shelters	2 Green waste, including the food organics collection service (FOGO) (i.e. green bin)
18 Graffiti prevention and removal	3 Library services
19 Availability of footpaths	4 Domestic waste collection service (i.e. red bin)
23 Compliance and regulation of parking	5 Recycling waste collection service (i.e. yellow bin)
	6 Public bin collection
	7 Wollongong Art Gallery exhibitions
	9 Availability of cycleways

As shown in **Figure 12** (previous page), the top left (high importance and low satisfaction) has Maintenance of local roads (27) with the highest importance, and Provision of parking in high demand areas (29) with the lowest satisfaction (this also occurred in 2023).

The flagship service was the Customer Service Centre (8), with the highest satisfaction among the “strengths to maintain”..



6. PRIORITISING SERVICES & FACILITIES

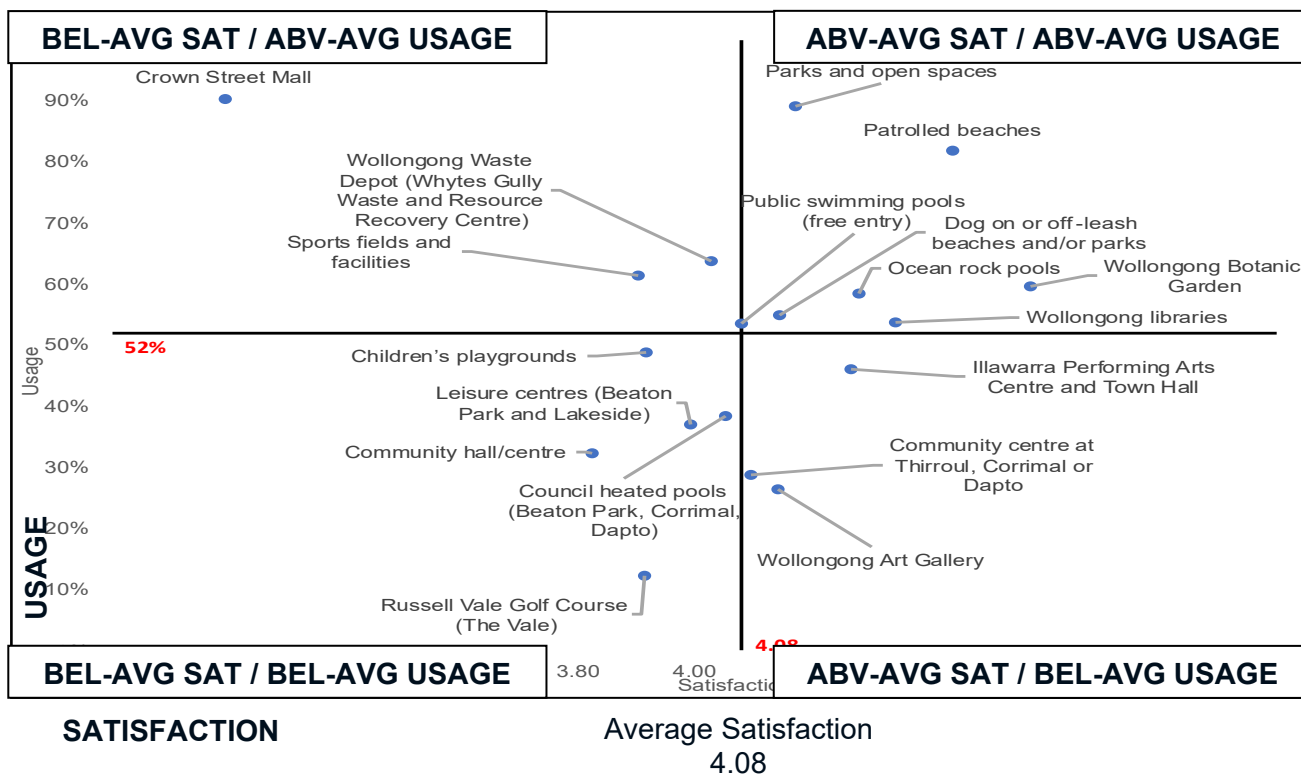
6.2. FACILITIES UTILISATION

To further analyse the relationship between performance and usage, satisfaction scores have been mapped against usage rates to determine which facilities were potentially underutilised.

The facilities provided by Council were high performing, with an average satisfaction rating among facilities of 4.08 (4.07 in 2023). The performance of facilities is referred to as 'above' or 'below' average rather than 'high' or 'low' performing.

Facilities that stood out for being both above-average performing and used by an above-average proportion of residents were Parks and open spaces, and Patrolled beaches. Crown Street Mall stood out for having above-average usage but below-average satisfaction.

Figure 13 Facilities Utilisation Matrix



7. ORGANISATIONAL METRICS



This section of the report covers Council's Organisational Metrics. It includes perceptions of Council as an organisation and satisfaction with Council's staff.

7.1. ORGANISATIONAL METRICS

Residents were asked to rate their satisfaction with ten Organisational Metrics using a five-point scale where 1 meant 'not at all satisfied' and 5 meant 'very satisfied'.

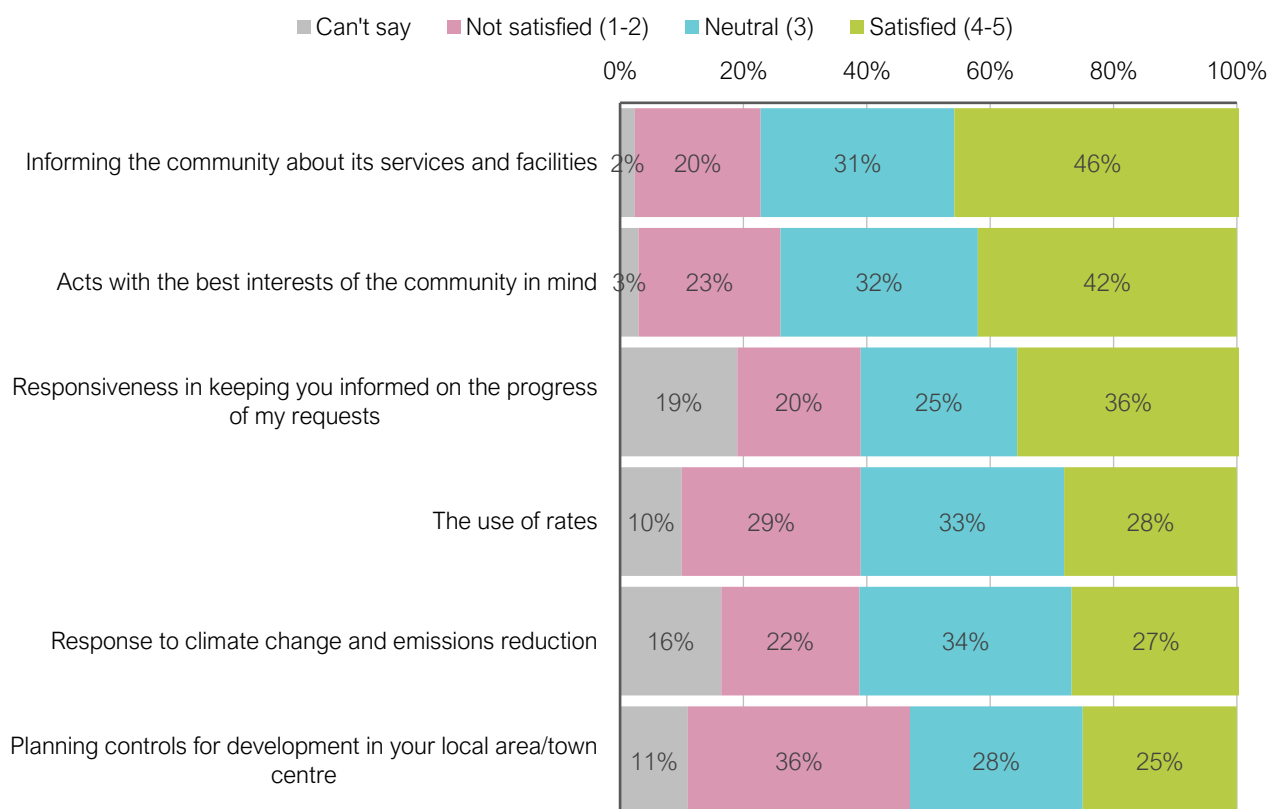
All Organisational Metrics recorded mean scores quite close to the midpoint 3.0: Informing the community about its services and facilities had the highest at 3.3, Planning controls for development in your local area/town centre had the lowest at 2.8.

Nearly one in five residents in 2025 did not provide a rating for Responsiveness in keeping me informed on the progress of my requests (19%) and Response to climate change and emissions reduction (16%), signalling an opportunity for raising awareness.

Figure 14 Satisfaction with Council's Organisational Metrics

Q6 Using a 1 to 5 scale where 1 means 'not at all satisfied' and 5 means 'very satisfied', please rate your satisfaction with Council's...

Base: All respondents 2025 (n=600)





7. ORGANISATIONAL METRICS

Residents surveyed in 2025 aged 65+ had significantly higher satisfaction than those aged 50 to 64 years with The use of rates. Those who identified as with disability were more satisfied with The use of rates than those who did not identify as such.

Table 12, below, shows that Organisational Metrics had higher correlations to Overall Performance than Facilities or Services. The top two statements (Acts with the best interests of the community in mind, and The use of rates) are near or above the arbitrary of coefficient (0.7) denoting a good relationship.

Table 12 Organisational Metrics with the Strongest Relationship to Council's Overall Performance

ORGANISATIONAL METRICS	COEFFICIENT
Acts with the best interests of the community in mind	0.731
The use of rates	0.698
Responsiveness in keeping you informed on the progress of your requests	0.596
Planning controls for development in your local area/ town centre	0.594
Informing the community about its services and facilities	0.560

Table 13, below, compares average satisfaction ratings for 2025 with previous survey results. Satisfaction in 2025 with Informing the community about its services and facilities, and Use of rates, were significantly higher than in 2023.

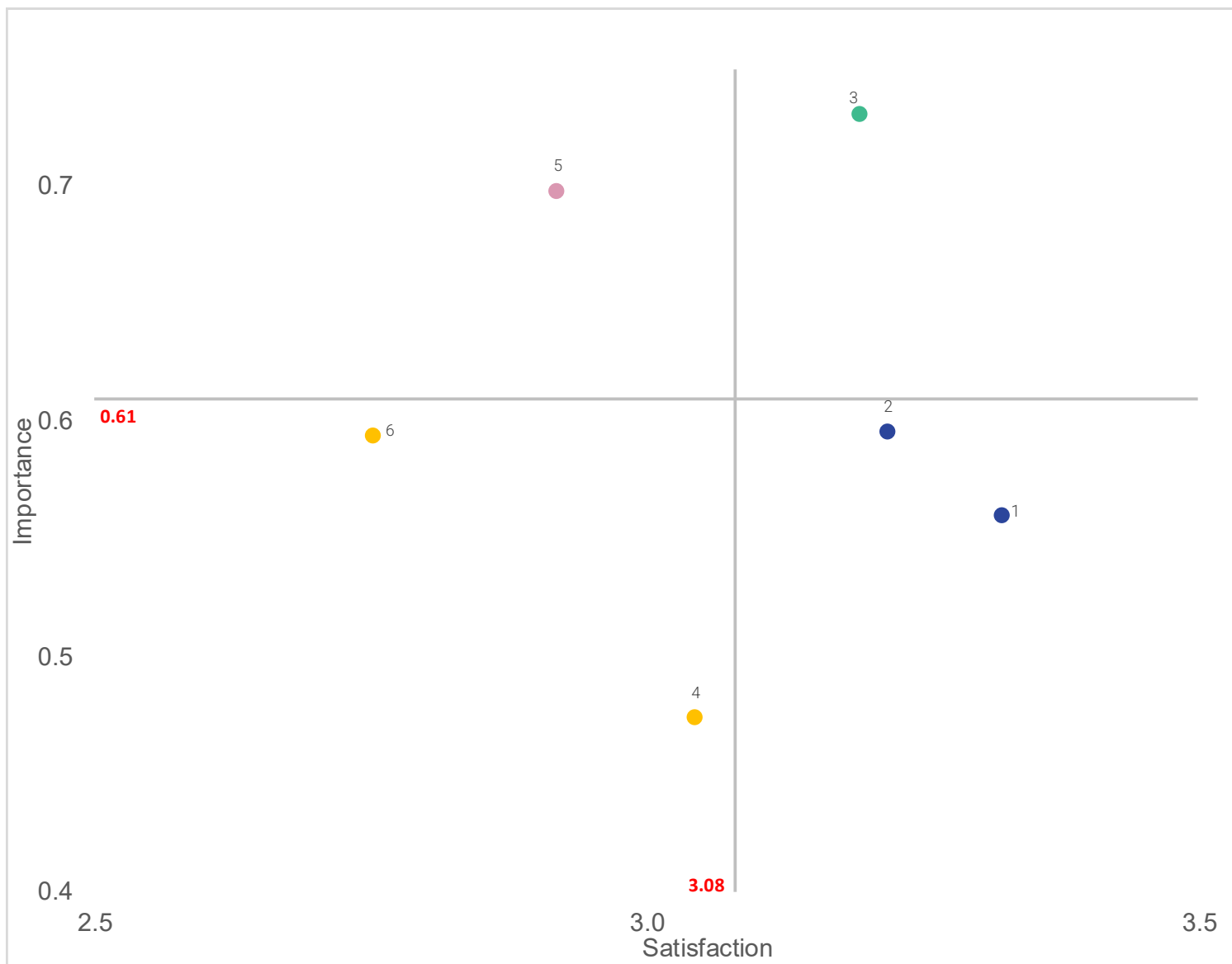
Table 13 Satisfaction with Council's Organisational Metrics – Internal Benchmark

ORGANISATIONAL METRICS	2017	2019	2021	2023	2025	SIGNIFICANT CHANGE SINCE 2023
Informing the community about its services and facilities	3.2	3.5	3.4	3.1	3.3	↑
Acts with the best interests of the community in mind	-	-	3.4	3.2	3.2	↔
Responsiveness in keeping me informed on the progress of my requests	3.0	3.4	3.2	3.1	3.2	↔
The use of rates	2.9	3.3	3.1	2.7	2.9	↑
Response to climate change and emissions reduction	-	-	-	3.1	3.0	↔
Planning controls for development in your local area/town centre	-	-	-	2.8	2.8	↔



7. ORGANISATIONAL METRICS

Figure 15 Quadrant Matrix – Organisational Metrics





7. ORGANISATIONAL METRICS

Table 14 Quadrant Analysis – Organisational Metrics

PRIORITIES FOR COUNCIL	STRENGTHS TO MAINTAIN
5 The use of rates	3 Acts with the best interests of the community in mind
SECOND ORDER ISSUES	OPPORTUNITIES
4 Response to climate change and emissions reduction	1 Informing the community about its services and facilities
6 Planning controls for development in your local area/ town centre	2 Responsiveness in keeping you informed on the progress of your requests

As shown in **Figure 15** (previous page), the top left (high importance and low satisfaction) is Use of rates (5), which also occurred in in 2023.

The flagship Organisational Metrics was Acts with the best interests of the community in mind (3).



7. ORGANISATIONAL METRICS

7.2. COUNCIL STAFF

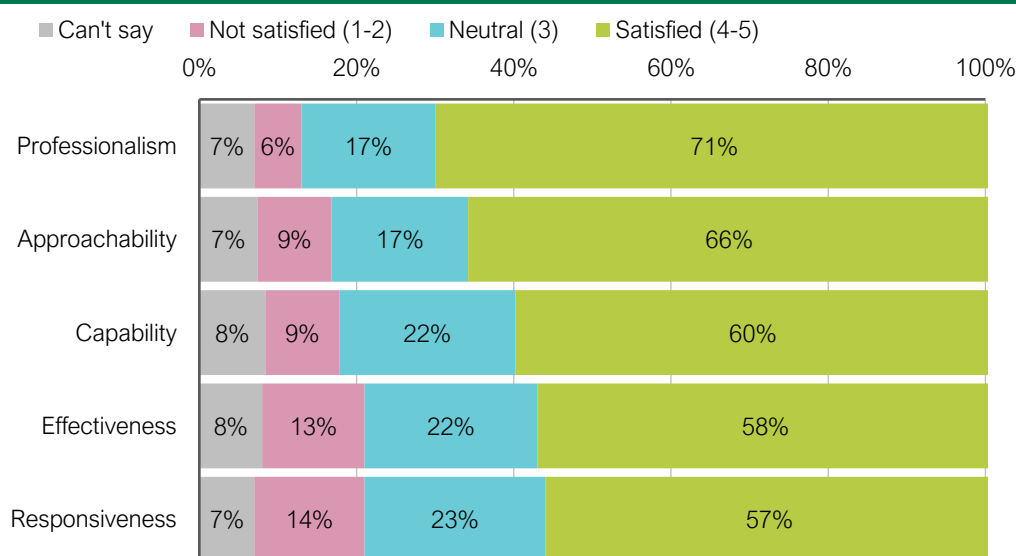
Residents were asked to rate their satisfaction with five attributes related to Council's staff, using a five-point scale where 1 meant 'not at all satisfied' and 5 meant 'very satisfied'.

Residents were most satisfied with Professionalism (mean 4.05) and least satisfied with Responsiveness (3.65).

Figure 16 Satisfaction with Council Staff

Q10 Using a 1 to 5 scale where 1 means 'not at all satisfied' and 5 means 'very satisfied', please rate your satisfaction with the following aspects related to Council's staff.

Base: All respondents 2025 (n=600)



Female residents surveyed in 2025 had significantly higher satisfaction with all five staff statements than males. Respondents aged 65+ were more satisfied with Approachability than those aged 50 to 64. Respondents in Ward 3 had higher satisfaction with Professionalism than the other two wards and had higher satisfaction with Responsiveness than those in Ward 1.

Table 15, below, compares average satisfaction ratings for 2025 with previous survey results. Two of the three statements in 2025 that could be compared with 2023 were on par with 2023 results, and one (Effectiveness) had significantly higher satisfaction.

Table 15 Satisfaction with Council Staff – Internal Benchmark

SATISFACTION WITH COUNCIL STAFF	2019	2021	2023	2025	SIGNIFICANT CHANGE SINCE 2023
Professionalism	4.0	4.0	4.0	4.1	↔
Approachability	4.0	3.9	3.8	3.9	↔
Capability	-	-	-	3.8	NA
Effectiveness	3.7	3.7	3.5	3.7	↑
Responsiveness	-	-	-	3.6	NA

8. CUSTOMER SERVICES



This section of the report covers Wollongong City Council's customer services. This includes frequency of contacting Council, agreement with statements, and verbatim comments about how the experience could be improved.

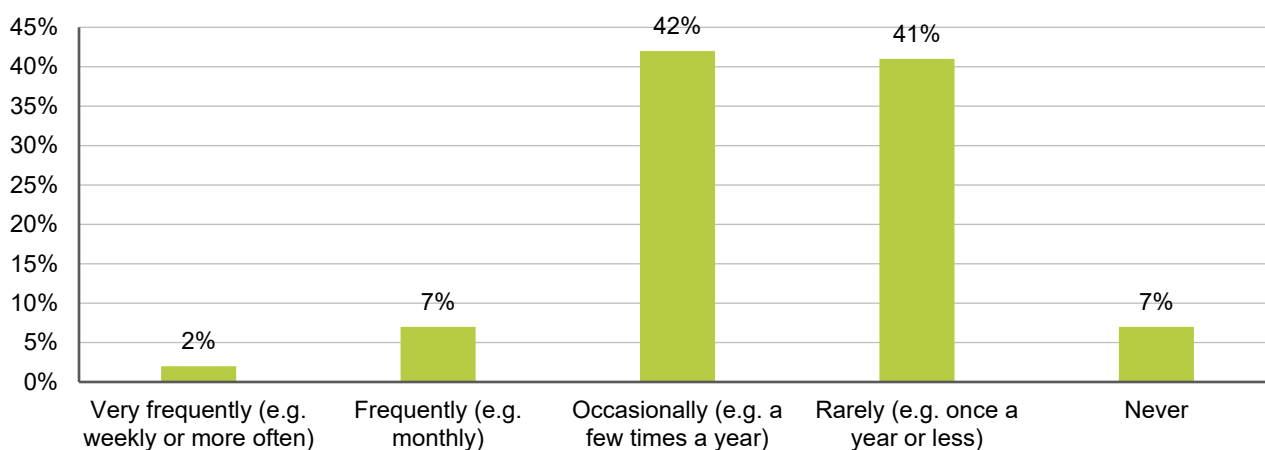
8.1. RECENT CONTACT WITH COUNCIL

Forty-two percent of residents contacted Council occasionally (a few times a year), with nine percent of residents surveyed in 2025 in contact with Council monthly or more. Seven percent had never contacted Council (**Figure 17** below).

Figure 17 Frequency of Interaction with Council

Q7 How frequently do you interact with Wollongong City Council? (This includes any contact for services, enquiries, or requests.)

Base: All respondents 2025 (n=600)



Residents in CALD households had significantly higher mentions of monthly or more often in 2025. Respondents who had lived in the LGA 15+ years, and those who did not identify as with disability, had higher mentions of more than once a year.

8.2. CUSTOMER EXPERIENCE

Respondents were asked to rate their agreement with five statements related to their experience dealing with Council's customer services, using a five-point scale where 1 meant 'strongly disagree' and 5 meant 'strongly agree'.

Agreement with the statements was in a tight band of 57-62%, with overall satisfaction with customer service being slightly higher than these (66%) (see **Figure 18**, next page).

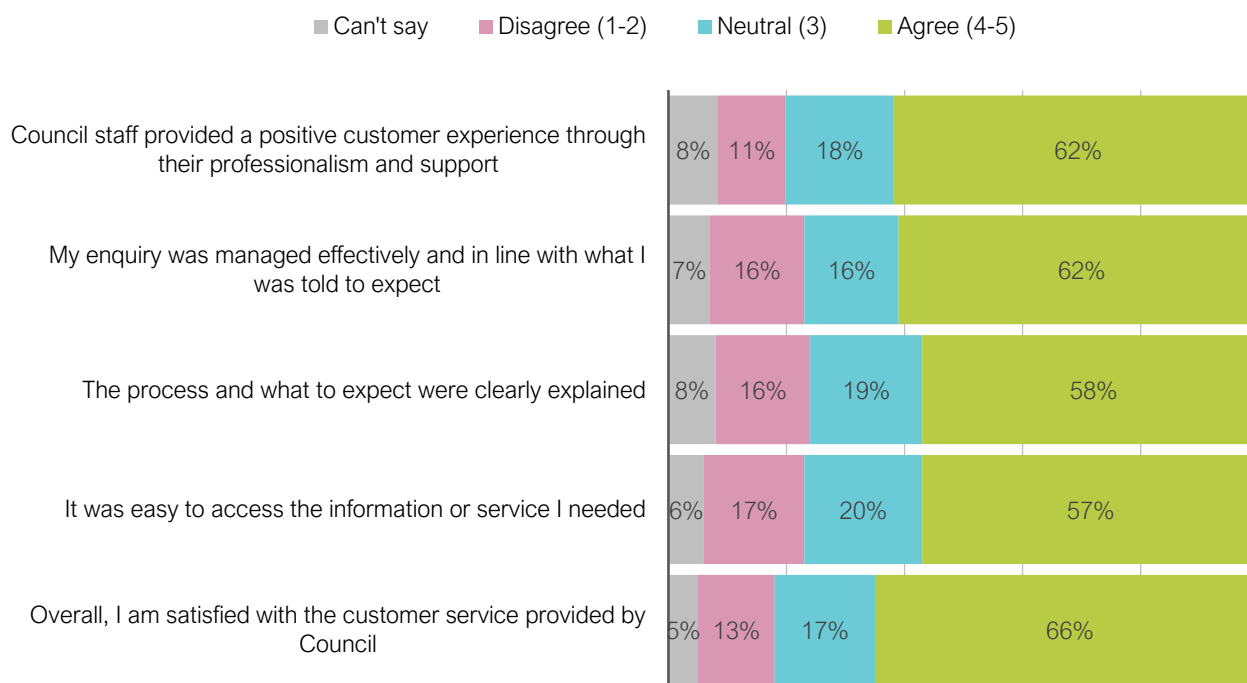


8. CUSTOMER SERVICES

Figure 18 Customer Experience

Q8 Thinking about your most recent interactions with Wollongong City Council, please rate your agreement with the following statements?

Base: All respondents 2025 (n=600)



The means for customer service statements were all ahead of the midpoint of 3.0. Correlating the four statements against the overall satisfaction statement in this question showed very high coefficients (**Table 16**).

Table 16 Customer Service Statements Means and Relationship to Overall

CUSTOMER SERVICE STATEMENTS	COEFFICIENT	MEANS
It was easy to access the information or service I needed	0.692	3.6
The process and what to expect were clearly explained	0.779	3.7
My enquiry was managed effectively and in line with what I was told to expect	0.820	3.7
Council staff provided a positive customer experience through their professionalism and support	0.827	3.8
Overall, I am satisfied with the customer service provided by Council	NA	3.8



8. CUSTOMER SERVICES

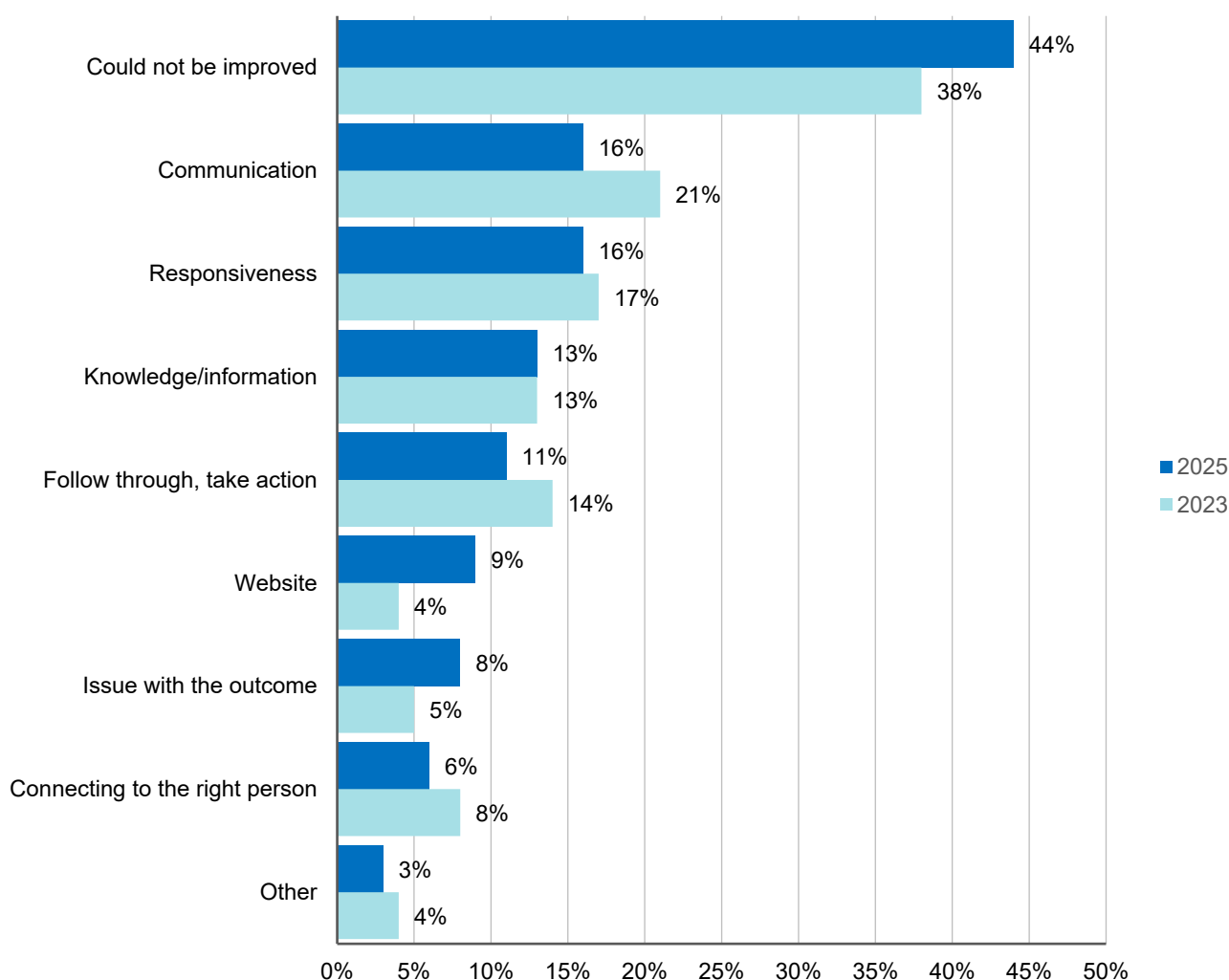
Respondents were then asked how Council's handling of their enquiry could have been improved. These open-ended responses were classified into similar themes (see **Figure 19**, below). Responses could be classified into more than one theme. A full list of responses has been provided to Council in a separate report.

As shown in **Figure 19** below, there were no significant differences between 2023 and 2025. Residents surveyed in 2025 aged under 65 years had significantly higher mentions of Website. Respondents in Ward 3 were more likely than those in other wards to say Could not be improved.

Figure 19 Improving Handling of Enquiry

Q9 What could Wollongong City Council have done differently to improve your experience in your interactions with them?

Base: Customers 2023 (n=356), All respondents 2025 (n=600)



9. COMMUNICATION



This section of the report examines Wollongong City Council's communications. It covers how residents usually receive information from Council, how they would prefer to, methods of contacting Council, community engagement activities and Council's website.

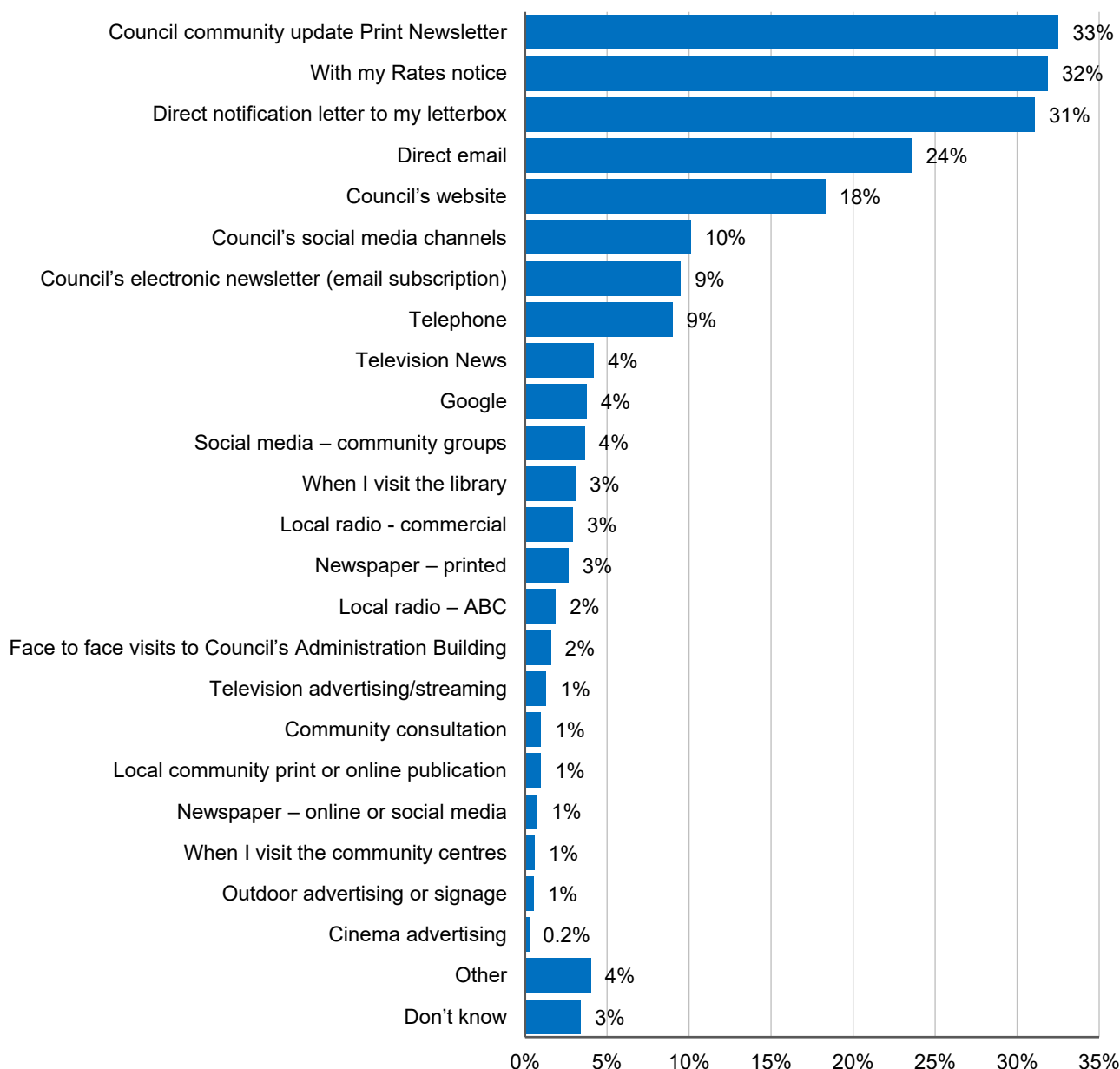
9.1. RECEIVING INFORMATION FROM WOLLONGONG CITY COUNCIL

Residents were asked to indicate how they currently receive information from Council; they were able to select multiple responses. **Figure 20** (below) lists these sources in order of most to least used in 2025. Council sources had a nett (one or more responses per respondent) of 93%, compared to External sources with 15%.

Figure 20 How Usually Receive Information

Q11a How do you usually receive information from Wollongong City Council?

Base: All respondents 2025 (n=600)





9. COMMUNICATION

Male residents surveyed had significantly higher mentions of Direct email than females; females had higher mentions of When I visit the library, and Local radio – commercial. Respondents aged under 50 had higher mentions of Google, Social media – community groups, and When I visit the library; those aged 50 to 64 years had higher mentions of Council's website; those aged under 65 years had higher mentions of Council's social media channels; those aged 65+ had higher mentions of Council community update Print Newsletter, and Newspapers – printed.

Respondents in Ward 3 had higher mentions than other wards of Local radio – commercial. Respondents who had lived in the LGA less than 15 years had higher mentions of When I visit the library. Respondents in CALD households had higher mentions of Television News, and Newspaper – printed; those not in a CALD household had higher mentions of Nett – Council sources. Those who did not identify as having disability had higher mentions of Direct email, and Council's social media channels.

How usually receive information was not asked in a comparable way in 2023 but was in 2019 and 2021. As shown in **Figure 21** (next page), all the comparable ways that residents usually receive information from Council had significant differences between 2021 and 2025, except Council's electronic newsletter (email subscription).

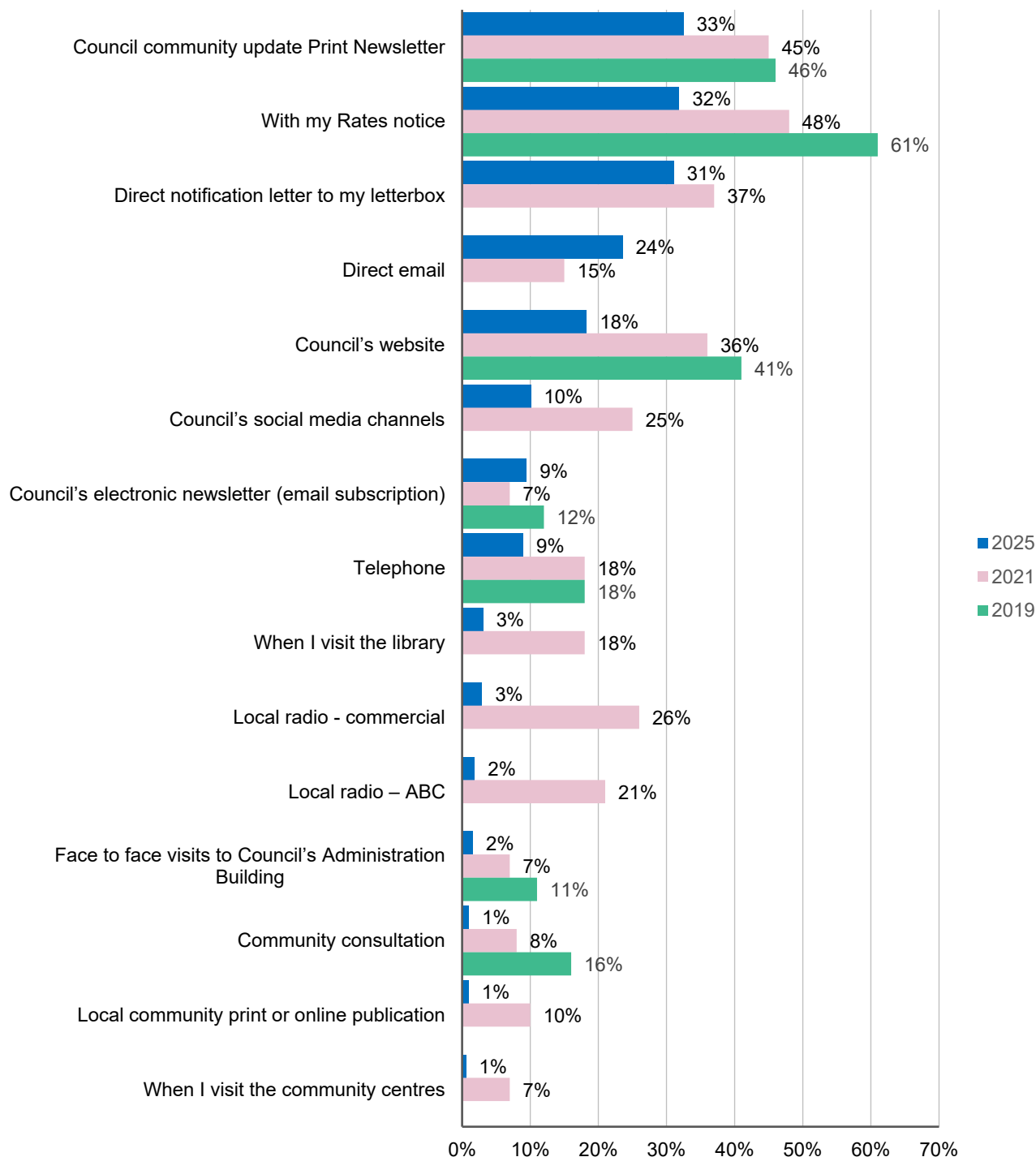


9. COMMUNICATION

Figure 21 How Usually Receive Information – Internal Benchmark

Q11a How do you usually receive information from Wollongong City Council?

Base: All respondents (n=600 in 2025, n=600 in 2021, n=614 in 2019)





9. COMMUNICATION

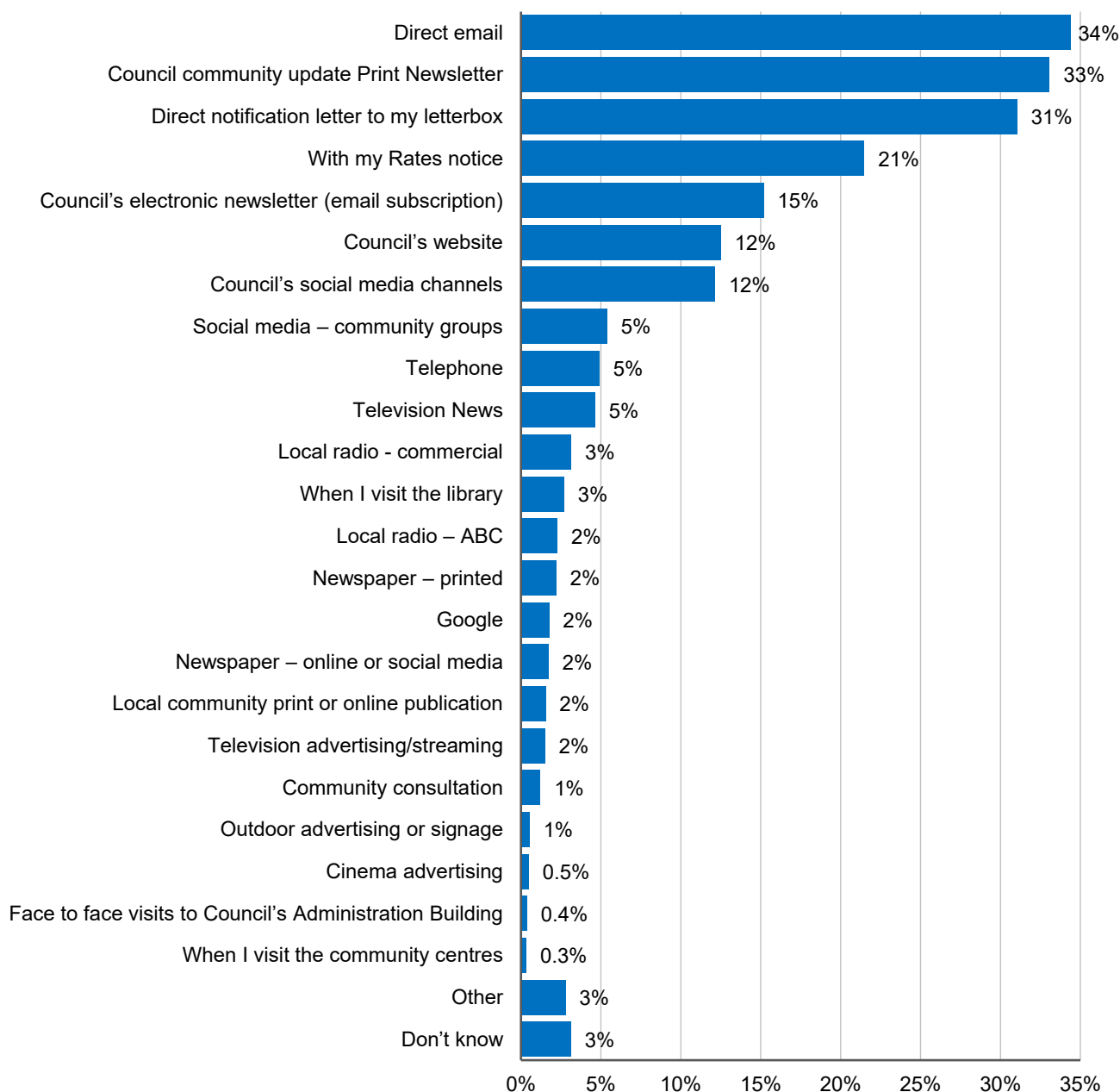
Respondents were then asked how they would **like** to receive information about Wollongong City Council. This question used the same responses as the previous question “How do you usually receive information from Wollongong City Council?”, so the gap between how residents currently get information versus how they would like to can be quantified (see **Table 17**, three pages down).

Figure 22 (below) shows how residents would like to receive information about Council. Council sources had a nett (one or more responses per respondent) of 93%, compared to External sources with 16%.

Figure 22 How Like to Receive Information

Q11b How would you like to receive information about Wollongong City Council?

Base: All respondents 2025 (n=600)





9. COMMUNICATION

Female residents surveyed had significantly higher mentions than males of When I visit the library. Respondents aged under 50 years had higher mentions of Nett – External sources, Social media – community groups, Telephone, and Local radio – commercial; respondents aged under 65 years had higher mentions of Direct email, and Council’s social media channels; those aged 65+ years had higher mentions of Council community update Print Newsletter.

Respondents in Ward 3 had higher mentions of When I visit the library, and Google. Respondents who had lived in the LGA less than 15 years had higher mentions of When I visit the library, and Google. Those in a CALD household had higher mentions of Telephone, Television News, and Outdoor advertising or signage. Those who did not identify as with disability had higher mentions of With my Rates notice.

Figure 23 (next page) shows that between 2021 and 2025 there were significant increases in responses of Council community update Print Newsletter, Direct notification letter to my letterbox, With my rates notice, and Council’s electronic newsletter (email subscription). There was a significant decrease in the response of Council’s social media channels.

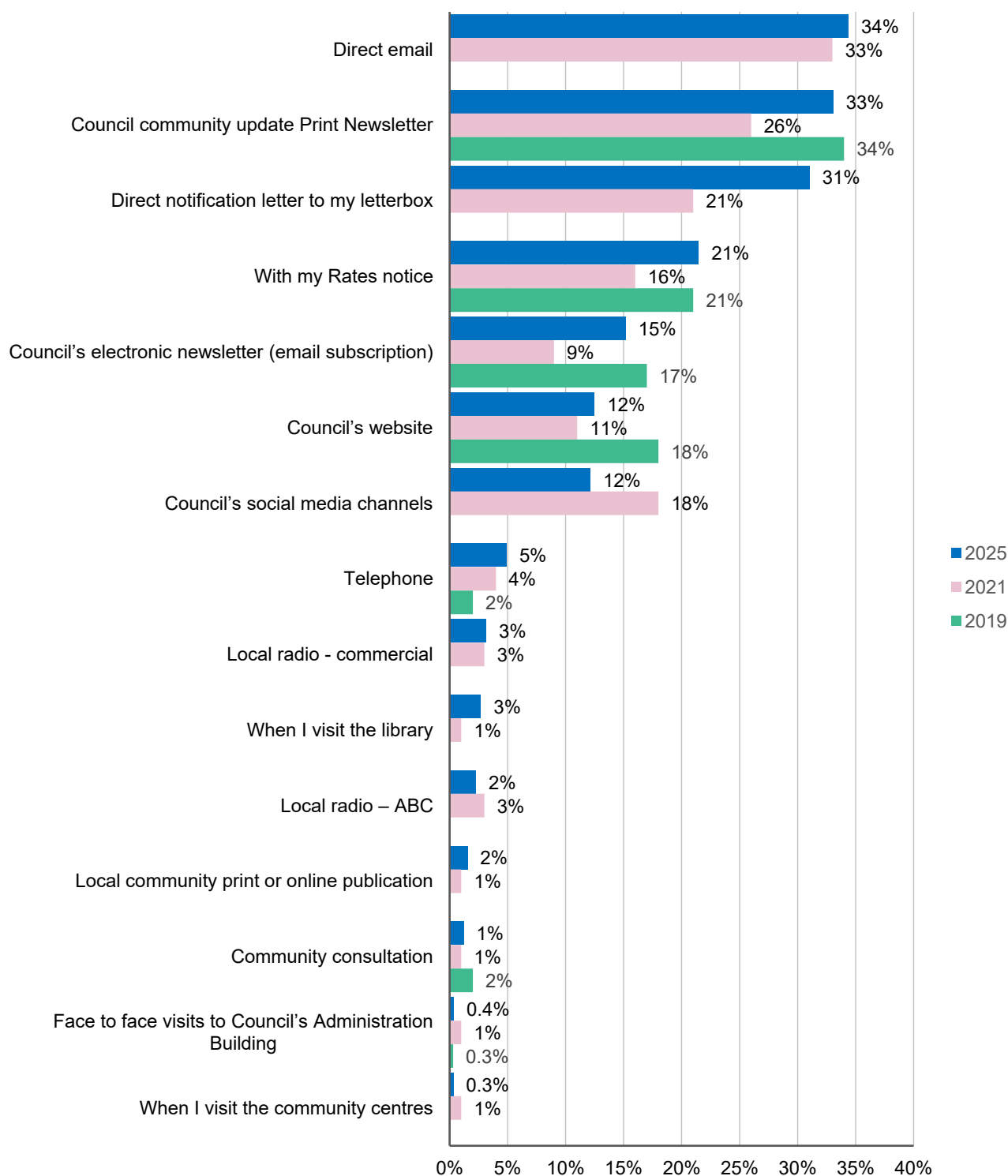


9. COMMUNICATION

Figure 23 How Like to Receive Information – Internal Benchmark

Q11b How would you like to receive information about Wollongong City Council?

Base: All respondents (n=600 in 2025, n=600 in 2021, n=614 in 2019)





9. COMMUNICATION

As shown in **Table 17** below, the largest gains between how residents currently receive information compared to how they would like to be were among the low-cost email varieties.

Table 17 Comparison of How Informed versus How Want to be Informed

SOURCE	USUALLY	LIKE TO	DIFF
Print newsletter	33%	33%	0
Rates notice	32%	21%	-11
Direct notification letter to my letterbox	31%	31%	0
Direct email	24%	34%	+10
Council's website	18%	12%	-6
Council's social media channels	10%	12%	+2
Council's electronic newsletter (email subscription)	9%	15%	+6
Telephone	9%	5%	-4
Television News	4%	5%	+1
Google	4%	2%	-2
Social media – community groups	4%	5%	+1
When I visit the library	3%	3%	0
Local radio – commercial	3%	3%	0
Newspaper – printed	3%	2%	-1
Local radio – ABC	2%	2%	0
Face to face visits to Council's Administration Building	2%	0%	-2

9.2. CHANNEL PREFER

Residents were asked their preferred method for conducting five different types of business with Council.

As shown in **Figure 24** (next page), Online was preferred by more than half of residents surveyed in 2025 for four of the five types of business with Council. Phone was preferred by 38% when Requesting Council to do something e.g., fix a pothole, and SMS was preferred by 41% to Get updates on road closures etc during natural disasters.

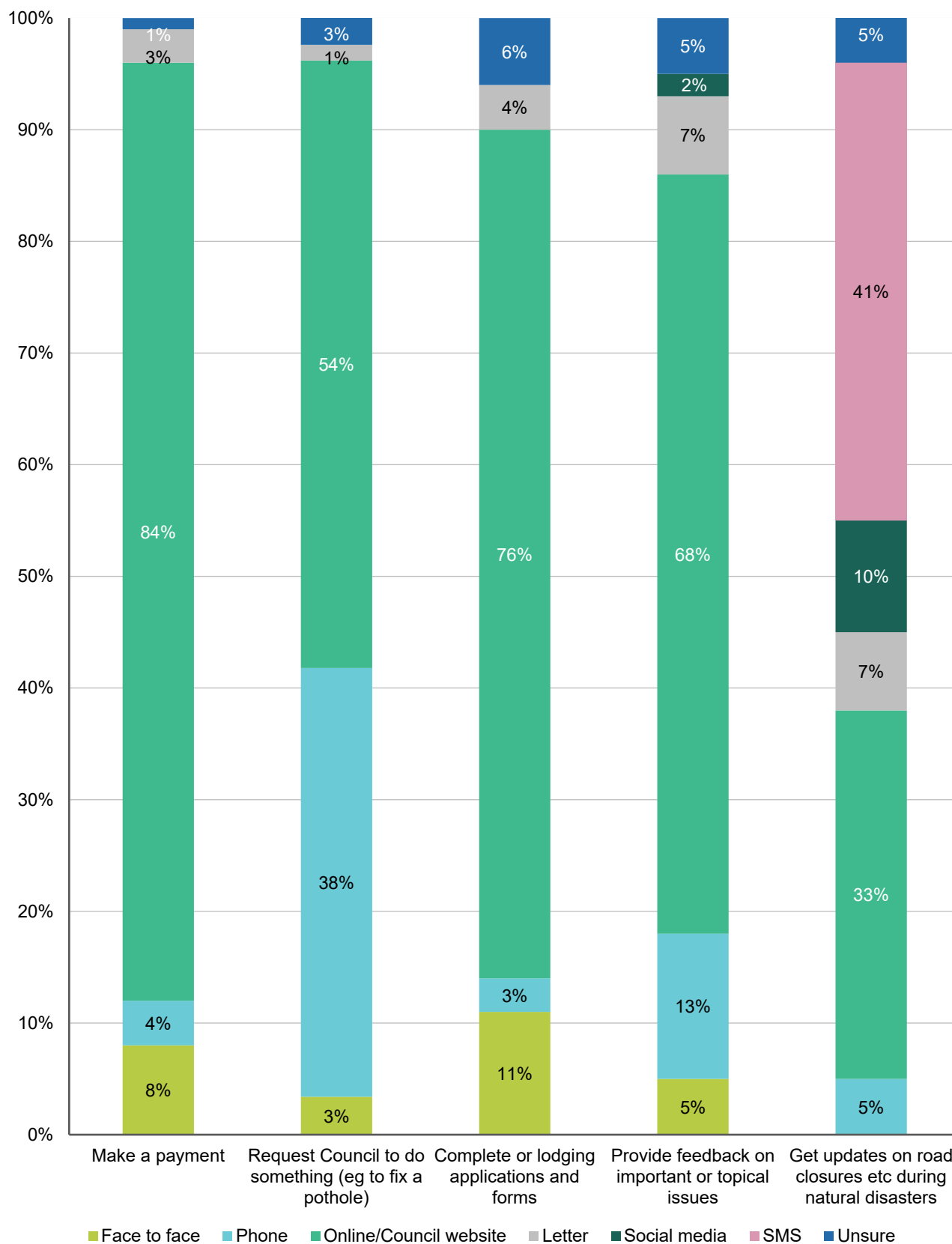


9. COMMUNICATION

Figure 24 Channel Prefer

Q12 In your dealings with Council, how would you prefer to conduct the following?

Base: All respondents 2025 (n=600)



9. COMMUNICATION

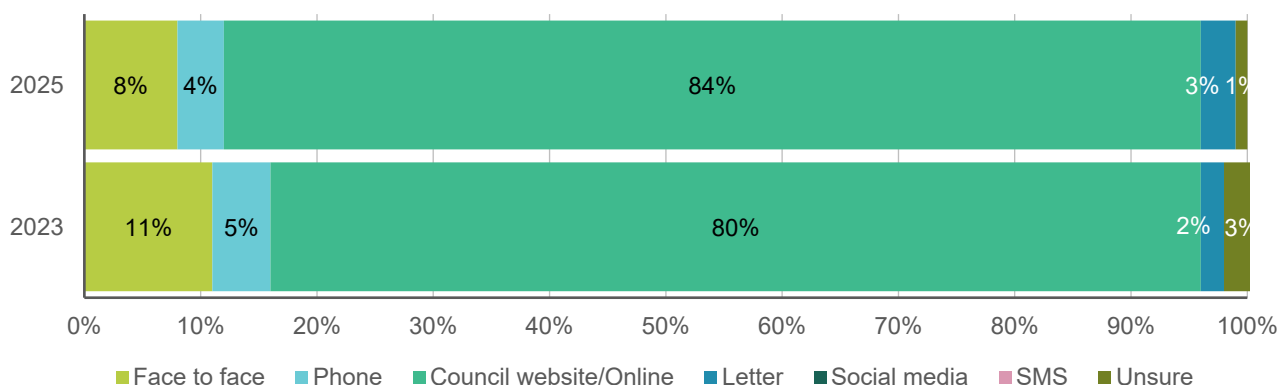


There were no significant differences between 2023 and 2025 for preference in how to Make a payment (**Figure 25**). Residents surveyed in 2025 aged under 65 years were significantly more likely to prefer Online, and those aged 65+ more likely to prefer Face to face. Respondents in Ward 1 were more likely to prefer Online than those in Ward 3. Respondents who had lived in the LGA 15+ years, and those who identified as with disability, were more likely to prefer Face to face; those who did not identify as with disability were more likely to prefer Online.

Figure 25 Method Prefer – Make a Payment (Internal Benchmark)

Q12. In your dealings with Council, how would you prefer to conduct the following...Make a payment

Base: All respondents 2023-2025

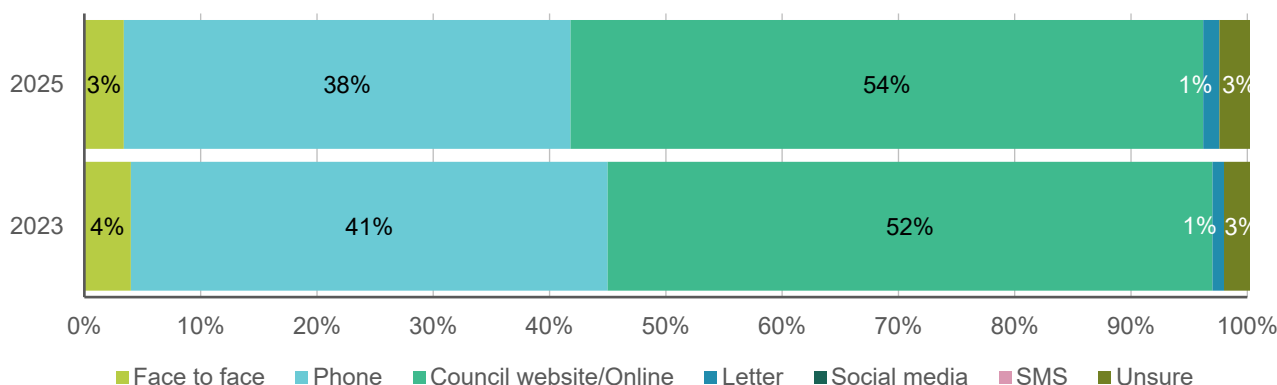


There were no significant differences between 2023 and 2025 for preference in how to Request Council to do something (**Figure 26**). Residents surveyed in 2025 aged under 65 years were significantly more likely to prefer Online, and those aged 65+ more likely to prefer Face to face, and Phone. Respondents who had lived in the LGA under 15 years were more likely to prefer Online, and those who had lived in the LGA 15+ years were more likely to prefer Face to face, and Phone. Respondents in CALD households were more likely to prefer a Letter. Those who did not identify as with disability were more likely to prefer Online.

Figure 26 Method Prefer – Request Council to Do Something (Internal Benchmark)

Q12. In your dealings with Council, how would you prefer to conduct the following...Request council to do something (e.g. to fix a pothole)

Base: All respondents 2023-2025





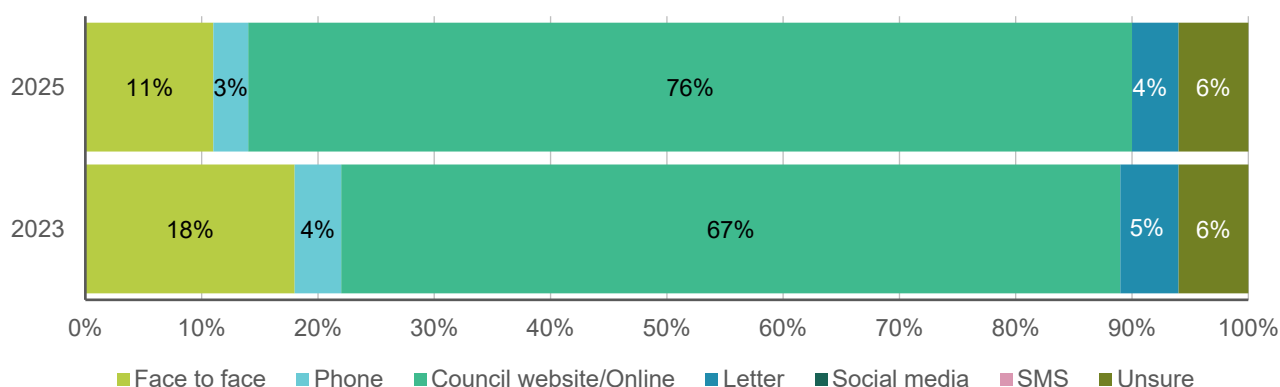
9. COMMUNICATION

Between 2023 and 2025 there was a significant increase in preference for Online when Lodging applications and forms, and a significant decrease in preference for Face to face (**Figure 27**). Residents surveyed in 2025 aged under 65 years were significantly more likely to prefer Online; those aged 50+ were more likely to prefer Face to face; and those aged 65+ were more likely than other ages to prefer a Letter. Those who identified as with disability were more likely to prefer Face to face, and those who did not identify as with disability were more likely to prefer Online.

Figure 27 Method Prefer – Lodging Applications and Forms (Internal Benchmark)

Q12. In your dealings with Council, how would you prefer to conduct the following...Complete or lodging applications and forms

Base: All respondents 2023-2025

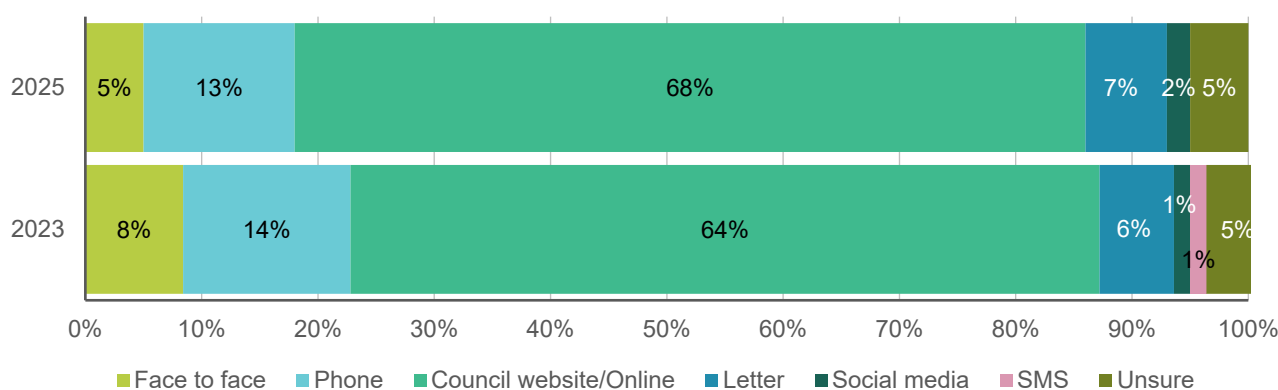


Face to face was a significantly lower preference in 2025 than in 2023 to Provide feedback on important issues (**Figure 28**). Residents surveyed in 2025 aged under 65 were significantly more likely to prefer Online; those aged 65+ were more likely to prefer a Letter. Respondents who identified as with disability were more likely to prefer a Letter; those who did not identify as with disability were more likely to prefer Online.

Figure 28 Method Prefer – Provide Feedback on Important Issues (Internal Benchmark)

Q12. In your dealings with Council, how would you prefer to conduct the following...Provide feedback on important or topical issues

Base: All respondents 2023-2025





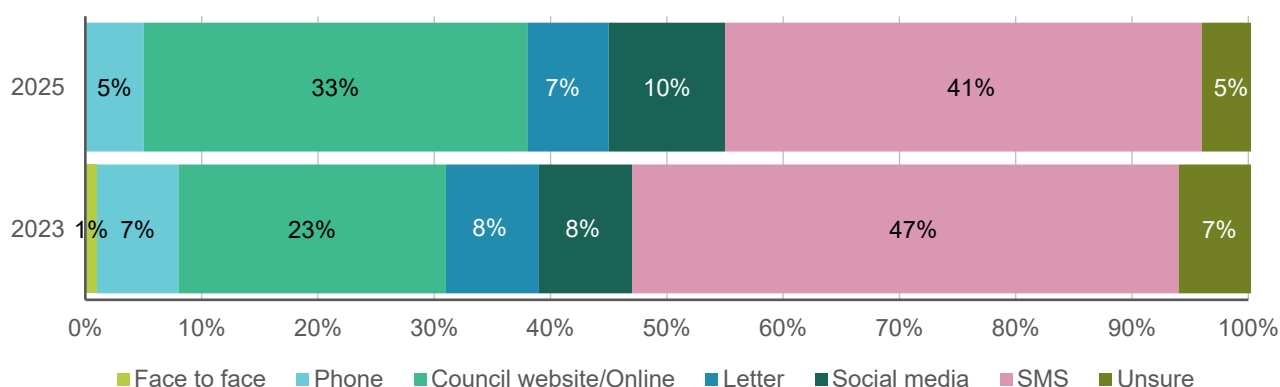
9. COMMUNICATION

Between 2023 and 2025 there was a significant increase in preference for Online to Get updates on road closures etc during natural disasters, and a significant decrease in preference for SMS (**Figure 29**). Residents surveyed in 2025 in Ward 3 were significantly more likely to prefer a Letter. Respondents in a CALD household were more likely to prefer a Letter; those not in a CALD household were more likely to prefer SMS. Those who identified as with disability were more likely to prefer a Letter, and Face to face.

Figure 29 Method Prefer – Get Updates on Road Closures Etc (Internal Benchmark)

Q12. In your dealings with Council, how would you prefer to conduct the following...Get updates on road closures etc. during natural disasters

Base: All respondents 2023-2025





9. COMMUNICATION

9.3. COMMUNITY ENGAGEMENT ACTIVITIES

Residents were read out a list of community engagement activities and were asked to indicate which they had participated in over the past 12 months (see **Figure 30**, below). They were able to select multiple responses; thus, responses do not sum to 100%.

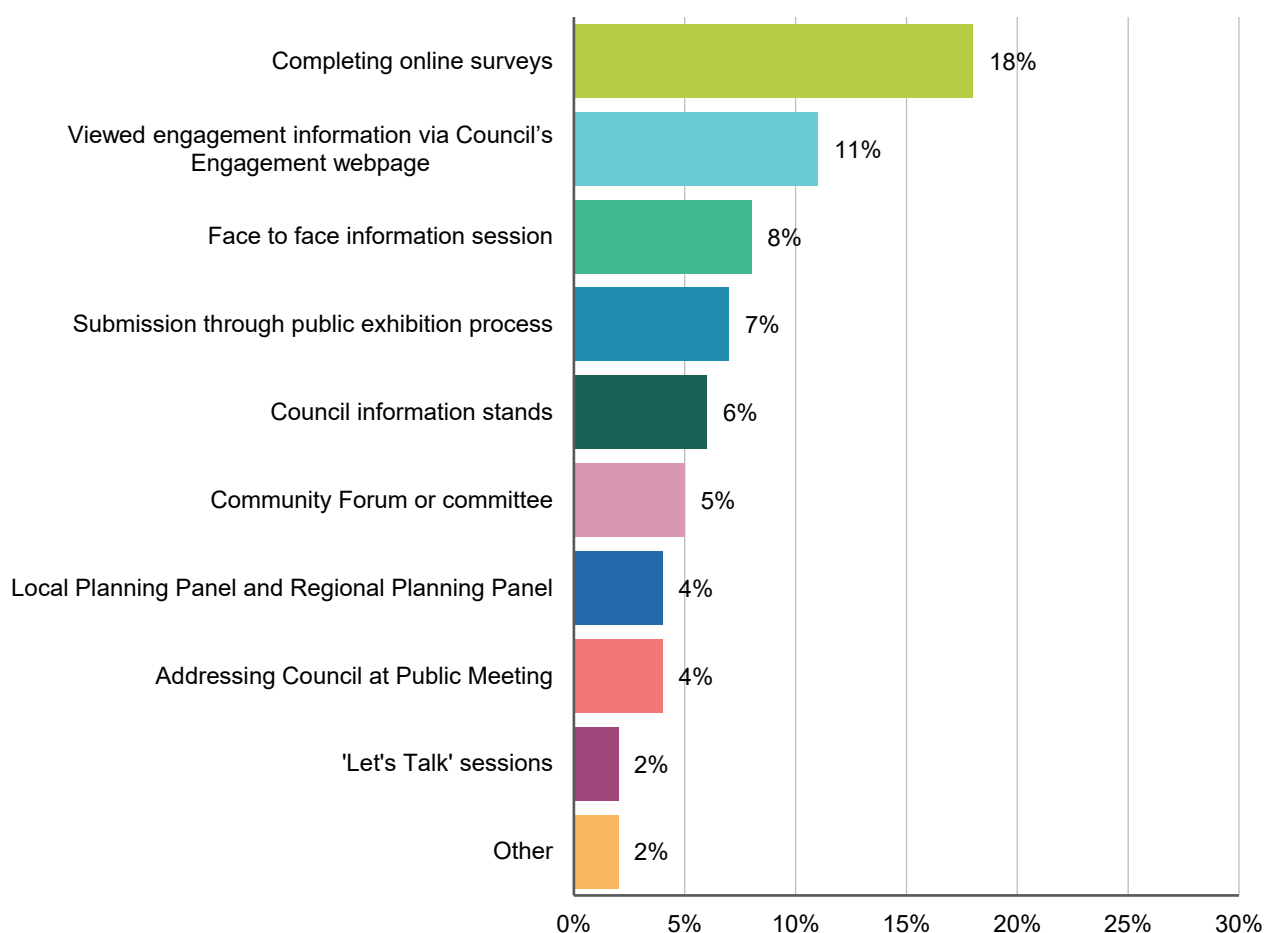
Thirty-seven percent (37%) of residents surveyed in 2025 participated in at least one Council community engagement activity in the past 12 months, down significantly from 47% in 2023. As shown in **Figure 31** (next page), there were significant decreases between 2023 and 2025 of responses for Completing online surveys, and Council information stands, and a significant increase in the response for Addressing Council at a Public meeting.

Residents surveyed in 2025 who had lived in the LGA less than 15 years were more likely than those who had lived in the LGA longer to mention 'Let's Talk' sessions.

Figure 30 Council Community Engagement Activities

Q13 In the past twelve months have you participated in any of the following Council community engagement activities?

Base: All respondents 2025 (n=600)



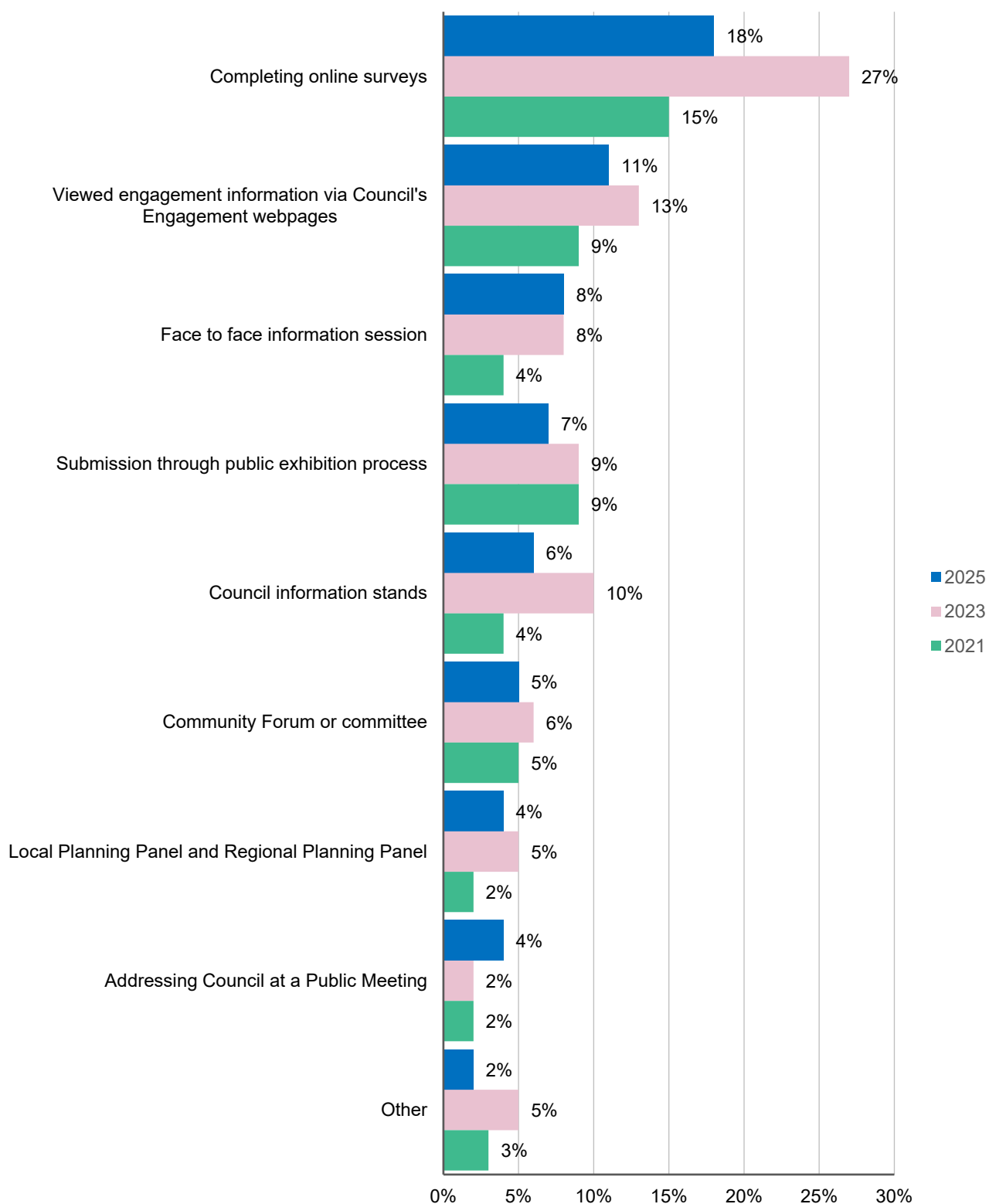


9. COMMUNICATION

Figure 31 Council Community Engagement Activities – Internal Benchmark

Q13 In the past twelve months have you participated in any of the following Council community engagement activities?

Base: All respondents (2021 n=600, 2023 n=605, 2025 n=600)





9. COMMUNICATION

9.4. COUNCIL WEBSITE

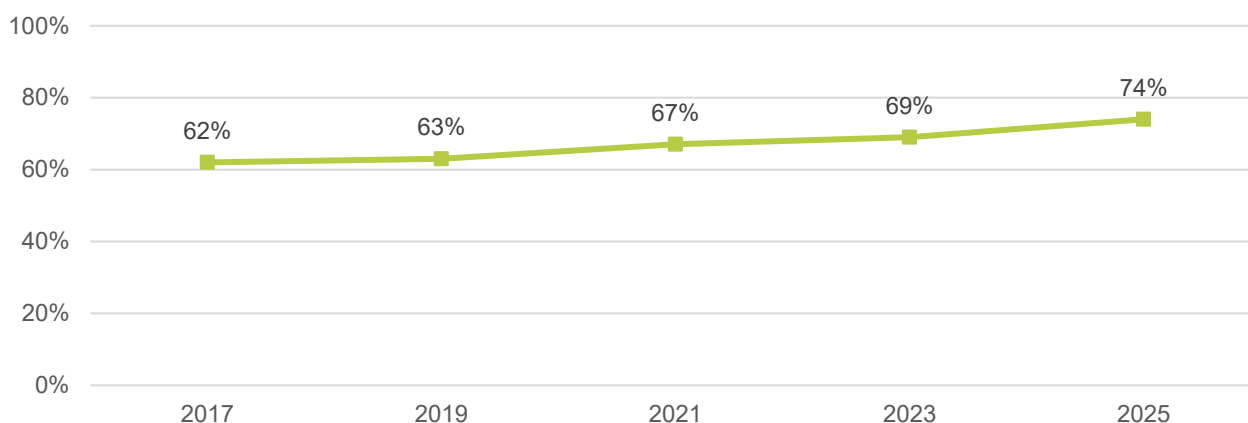
Visitation

Nearly three-quarters (74%) of residents surveyed in 2025 had visited Council's website in the past 12 months. **Figure 32** shows the slow upward trend since 2017.

Figure 32 Council Website Visitation

Q14 Have you visited Council's website in the past 12 months?

Base: All respondents



Male residents surveyed in 2025 had significantly higher visitation than females. Those aged under 65, particularly those aged 50-64, had higher visitation than those aged 65+. Those who did not identify as with disability had higher visitation than those who did identify as with disability.



9. COMMUNICATION

Website Experience

Residents who visited Council's website in the past 12 months were asked to rate their agreement with the statement 'It was easy to find the information I was looking for' using a five-point scale where 1 meant 'strongly disagree' and 5 meant 'strongly agree'.

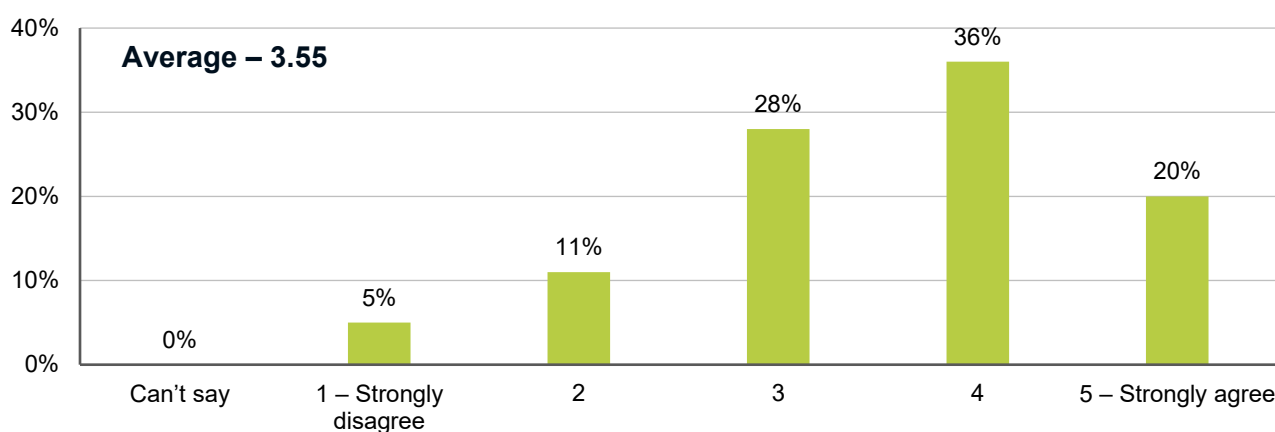
In total, 56% of website users agreed it was easy to find the information they were looking for, with 20% providing the highest rating of 5. Sixteen percent (16%) disagreed while 28% provided a neutral rating of 3.

These results combined for a medium average agreement rating of 3.55 out of 5 (3.63 in 2023). This mean has sat between 3.55 and 3.65 in every community satisfaction survey since 2014.

Figure 33 Website Experience

Q15 On a 1 to 5 scale, to what extent do you agree with this statement: 'It was easy to find the information I was looking for'.

Base: Used Council's Website 2025 (n=429)



There were no significant differences in the mean score between subgroups in 2025.

10. APPENDIX 1 – SUBGROUP ANALYSIS

The data tables in this appendix show percentages for 2025 residents surveyed, broken down by gender, age, ward and how long lived in the LGA. Anything highlighted blue or red is classed as a statistically significant difference – i.e., a difference that is unlikely to have been caused by chance alone.

Significance testing is included at 95% confidence, tested against the remainder-base (e.g., those aged 65+ are compared against those of all other age groups taken together).

Cells that are significantly higher than others in its innermost subgroup on a row are shown in BLUE text (e.g., Q1 Use Parks and open spaces Monthly for the 35-49 age group).

Cells that are significantly lower than others in its innermost subgroup on a row are shown in RED text (e.g., Q1 Use Parks and open spaces Monthly for the 65+ age group).



10. APPENDIX 1 – SUBGROUP ANALYSIS

S6. How long have you lived in the Wollongong area? by RS Supertables banner

Column %	Gender				Age				Ward			Length lived in Wollongong LGA		
	Total	Male	Female		18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10 years	11 to 15 years	>15 years
Less than 6 months	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
6 months to 1 year	0%	0%	0%	3%	0%	0%	0%	0%	0%	1%	0%	3%	0%	0%
2 to 5 years	2%	1%	3%	13%	4%	1%	0%	1%	4%	1%	38%	0%	0%	0%
6 to 10 years	3%	2%	4%	7%	7%	1%	2%	2%	3%	5%	59%	0%	0%	0%
11 to 15 years	8%	8%	9%	17%	13%	9%	4%	10%	7%	7%	0%	100%	0%	0%
More than 15 years	86%	89%	84%	60%	76%	89%	94%	86%	85%	87%	0%	0%	100%	100%
Column n	600	260	337	30	148	158	264	229	190	181	34	49	517	

D1. Age group by RS Supertables banner

Column %	Gender			Age				Ward			Length lived in Wollongong LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10 years	11 to 15 years	>15 years
18 to 34 years	5%	4%	6%	100%	0%	0%	0%	1%	8%	7%	21%	10%	3%
35 to 49 years	25%	22%	27%	0%	100%	0%	0%	23%	21%	31%	50%	39%	22%
50 to 64 years	26%	30%	23%	0%	0%	100%	0%	28%	32%	19%	12%	29%	27%
65 plus years	44%	44%	44%	0%	0%	0%	100%	48%	40%	43%	18%	22%	48%
(Prefer not to say) DO NOT READ OUT	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Column n	600	260	337	30	148	158	264	229	190	181	34	49	517

D2. What is your gender identity? by RS Supertables banner

Column %	Gender			Age				Ward			Length lived in Wollongong LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10 years	11 to 15 years	>15 years
Male	43%	100%	0%	33%	39%	49%	44%	47%	45%	37%	24%	41%	45%
Female	56%	0%	100%	63%	61%	50%	56%	53%	55%	61%	71%	59%	55%
Non-binary	1%	0%	0%	3%	0%	1%	0%	0%	0%	2%	6%	0%	0%
(Prefer not to say) DO NOT READ OUT	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Column n	600	260	337	30	148	158	264	229	190	181	34	49	517

D3 Do you identify as: by RS Supertables banner

Column %	Gender			Age				Ward			Length lived in Wollongong LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10 years	11 to 15 years	>15 years
Aboriginal and/or Torres Strait Islander	2%	2%	1%	3%	3%	2%	0%	1%	1%	2%	3%	0%	2%
Speaking a language other than English at home	7%	9%	6%	7%	13%	9%	3%	5%	11%	7%	6%	10%	7%
Person with disability	8%	6%	8%	13%	4%	8%	9%	7%	9%	8%	18%	4%	7%
None of these + Prefer not to say	84%	84%	85%	77%	82%	81%	88%	87%	81%	83%	74%	88%	85%
Column n	600	260	337	30	148	158	264	229	190	181	34	49	517



10. APPENDIX 1 – SUBGROUP ANALYSIS

ward by RS Supertables banner													
Column %	Total	Gender		Age				Ward			Length lived in Wollongong LGA		
		Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10 years	11 to 15 years	>15 years
Ward 1	38%	41%	36%	10%	36%	40%	42%	100%	0%	0%	24%	47%	38%
Ward 2	32%	33%	31%	50%	26%	38%	29%	0%	100%	0%	44%	29%	31%
Ward 3	30%	26%	33%	40%	38%	22%	30%	0%	0%	100%	32%	24%	31%
Column n	600	260	337	30	148	158	264	229	190	181	34	49	517

- Wollongong Art Gallery by RS Supertables banner													
Column %	Total	Gender		Age				Ward			Length lived in Wollongong LGA		
		Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10 years	11 to 15 years	>15 years
At least monthly	2%	1%	3%	3%	1%	0%	5%	3%	2%	0%	0%	2%	2%
Up to 9 times a year	1%	0%	2%	0%	2%	1%	0%	1%	3%	0%	0%	4%	1%
Up to 6 times a year	3%	3%	2%	0%	2%	6%	3%	3%	5%	1%	3%	1%	3%
Up to 3 times a year	21%	21%	20%	16%	23%	18%	19%	20%	20%	21%	28%	29%	19%
Not in the last 12 months	34%	31%	36%	39%	29%	35%	38%	31%	34%	36%	40%	24%	34%
(Never) DO NOT READ OUT	40%	44%	37%	42%	43%	39%	35%	43%	35%	42%	29%	39%	41%
(Can't say) DO NOT READ OUT	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Column n	600	260	337	30	148	158	264	229	190	181	34	49	517

Q1 Facilities usage - Illawarra Performing Arts Centre and Town Hall by RS Supertables banner													
Column %	Total	Gender		Age				Ward			Length lived in Wollongong LGA		
		Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10 years	11 to 15 years	>15 years
At least monthly	4%	3%	6%	5%	4%	2%	7%	3%	8%	1%	7%	7%	4%
Up to 9 times a year	3%	3%	3%	0%	4%	2%	3%	1%	4%	4%	0%	7%	3%
Up to 6 times a year	10%	9%	11%	3%	12%	8%	10%	15%	10%	4%	15%	22%	8%
Up to 3 times a year	29%	28%	30%	27%	26%	37%	29%	28%	28%	33%	29%	37%	28%
Not in the last 12 months	29%	31%	27%	31%	26%	32%	31%	28%	25%	34%	18%	8%	33%
(Never) DO NOT READ OUT	25%	27%	22%	35%	27%	20%	20%	26%	24%	23%	32%	19%	25%
(Can't say) DO NOT READ OUT	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%
Column n	600	260	337	30	148	158	264	229	190	181	34	49	517

Q1 Facilities usage - Parks and open spaces by RS Supertables banner													
Column %	Total	Gender		Age				Ward			Length lived in Wollongong LGA		
		Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10 years	11 to 15 years	>15 years
At least monthly	66%	70%	61%	69%	77%	63%	46%	70%	63%	63%	77%	69%	64%
Up to 9 times a year	7%	6%	7%	6%	6%	7%	7%	8%	8%	4%	3%	6%	7%
Up to 6 times a year	8%	7%	10%	3%	8%	11%	10%	6%	9%	10%	8%	11%	8%
Up to 3 times a year	8%	9%	8%	10%	4%	10%	14%	7%	8%	10%	7%	5%	9%
Not in the last 12 months	6%	5%	7%	7%	2%	6%	12%	3%	5%	10%	1%	2%	7%
(Never) DO NOT READ OUT	5%	3%	6%	6%	3%	3%	10%	5%	6%	4%	5%	8%	4%
(Can't say) DO NOT READ OUT	0%	0%	0%	0%	0%	0%	1%	0%	1%	0%	0%	0%	0%
Column n	600	260	337	30	148	158	264	229	190	181	34	49	517



10. APPENDIX 1 – SUBGROUP ANALYSIS

Q1 Facilities usage - Sports fields and facilities by RS Supertables banner														
Column %	Total	Gender		Age				Ward			Length lived in Wollongong LGA			
		Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10 years	11 to 15 years	>15 years	
At least monthly	43%	49%	37%	35%	58%	39%	19%	47%	39%	40%	40%	55%	41%	
Up to 9 times a year	4%	3%	5%	0%	4%	5%	5%	5%	4%	4%	0%	2%	5%	
Up to 6 times a year	6%	7%	6%	3%	8%	5%	6%	6%	6%	6%	7%	0%	7%	
Up to 3 times a year	8%	11%	6%	12%	7%	9%	10%	8%	6%	11%	13%	13%	8%	
Not in the last 12 months	19%	16%	22%	21%	13%	23%	25%	17%	19%	22%	13%	12%	20%	
(Never) DO NOT READ OUT	19%	15%	22%	27%	10%	18%	35%	16%	25%	16%	26%	16%	18%	
(Can't say) DO NOT READ OUT	1%	0%	1%	3%	1%	1%	0%	1%	1%	0%	0%	2%	1%	
Column n	600	260	337	30	148	158	264	229	190	181	34	49	517	

Q1 Facilities usage - Russell Vale Golf Course (The Vale) by RS Supertables banner														
Column %	Total	Gender		Age				Ward			Length lived in Wollongong LGA			
		Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10 years	11 to 15 years	>15 years	
At least monthly	3%	4%	2%	5%	3%	3%	4%	5%	3%	2%	3%	4%	3%	
Up to 9 times a year	1%	1%	1%	0%	1%	1%	1%	2%	0%	0%	0%	4%	1%	
Up to 6 times a year	2%	2%	2%	0%	2%	3%	0%	4%	1%	0%	0%	0%	2%	
Up to 3 times a year	6%	9%	3%	7%	7%	8%	2%	8%	6%	4%	0%	8%	6%	
Not in the last 12 months	24%	29%	19%	16%	23%	30%	22%	17%	28%	27%	17%	22%	25%	
(Never) DO NOT READ OUT	64%	54%	73%	73%	64%	54%	69%	63%	62%	67%	79%	62%	63%	
(Can't say) DO NOT READ OUT	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
Column n	600	260	337	30	148	158	264	229	190	181	34	49	517	

Q1 Facilities usage - Children's playgrounds by RS Supertables banner														
Column %	Total	Gender		Age				Ward			Length lived in Wollongong LGA			
		Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10 years	11 to 15 years	>15 years	
At least monthly	29%	31%	28%	29%	43%	16%	15%	32%	20%	35%	27%	37%	28%	
Up to 9 times a year	3%	3%	4%	0%	4%	3%	3%	5%	3%	2%	3%	2%	3%	
Up to 6 times a year	7%	6%	7%	6%	7%	6%	6%	6%	5%	8%	5%	9%	6%	
Up to 3 times a year	10%	9%	10%	7%	8%	12%	11%	5%	18%	6%	13%	0%	11%	
Not in the last 12 months	24%	20%	28%	23%	19%	34%	27%	22%	26%	26%	21%	28%	24%	
(Never) DO NOT READ OUT	26%	29%	23%	35%	17%	29%	37%	29%	25%	23%	31%	24%	26%	
(Can't say) DO NOT READ OUT	1%	2%	0%	0%	1%	1%	0%	0%	2%	0%	0%	0%	1%	
Column n	600	260	337	30	148	158	264	229	190	181	34	49	517	

Q1 Facilities usage - Wollongong Botanic Garden by RS Supertables banner														
Column %	Total	Gender		Age				Ward			Length lived in Wollongong LGA			
		Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10 years	11 to 15 years	>15 years	
At least monthly	9%	7%	11%	17%	12%	3%	7%	5%	14%	9%	24%	5%	8%	
Up to 9 times a year	6%	5%	6%	10%	7%	4%	4%	4%	7%	7%	15%	11%	4%	
Up to 6 times a year	11%	8%	13%	17%	11%	11%	7%	10%	16%	7%	11%	8%	11%	
Up to 3 times a year	34%	37%	31%	25%	36%	38%	31%	38%	32%	31%	21%	45%	34%	
Not in the last 12 months	29%	29%	29%	22%	25%	34%	34%	29%	25%	33%	19%	25%	30%	
(Never) DO NOT READ OUT	11%	14%	8%	9%	8%	10%	17%	14%	6%	12%	9%	7%	11%	
(Can't say) DO NOT READ OUT	0%	0%	1%	0%	1%	1%	0%	0%	0%	1%	0%	0%	1%	
Column n	600	260	337	30	148	158	264	229	190	181	34	49	517	



10. APPENDIX 1 – SUBGROUP ANALYSIS

Q1 Facilities usage - Wollongong libraries by RS Supertables banner													
		Gender		Age				Ward			Length lived in Wollongong LGA		
Column %	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10 years	11 to 15 years	>15 years
At least monthly	19%	17%	21%	14%	19%	15%	26%	23%	16%	18%	18%	34%	17%
Up to 9 times a year	6%	7%	5%	0%	9%	5%	3%	6%	8%	4%	0%	13%	6%
Up to 6 times a year	8%	9%	8%	12%	9%	7%	8%	9%	8%	9%	10%	2%	9%
Up to 3 times a year	20%	21%	19%	20%	24%	17%	16%	21%	22%	16%	33%	17%	19%
Not in the last 12 months	24%	22%	25%	32%	17%	32%	24%	23%	22%	26%	20%	24%	24%
(Never) DO NOT READ OUT	23%	24%	21%	22%	21%	25%	23%	18%	23%	27%	15%	9%	25%
(Can't say) DO NOT READ OUT	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	3%	0%	0%
Column n	600	260	337	30	148	158	264	229	190	181	34	49	517

Q1 Facilities usage - Community centre at Thirroul, Corrimal or Dapto by RS Supertables banner														
		Gender		Age					Ward			Length lived in Wollongong LGA		
Column %	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10 years	11 to 15 years	>15 years	
At least monthly	5%	3%	8%	0%	4%	6%	9%	7%	3%	6%	2%	8%	5%	
Up to 9 times a year	2%	3%	1%	0%	2%	3%	1%	1%	0%	4%	0%	1%	2%	
Up to 6 times a year	4%	6%	2%	0%	4%	3%	7%	4%	3%	5%	5%	1%	4%	
Up to 3 times a year	18%	18%	18%	13%	19%	16%	19%	19%	17%	17%	28%	22%	16%	
Not in the last 12 months	30%	28%	31%	35%	33%	28%	22%	25%	30%	35%	30%	30%	29%	
(Never) DO NOT READ OUT	42%	43%	40%	52%	38%	44%	42%	44%	47%	34%	34%	38%	43%	
(Can't say) DO NOT READ OUT	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
Column n	600	260	337	30	148	158	264	229	190	181	34	49	517	

Q1 Facilities usage - Community hall/centre by RS Supertables banner													
		Gender		Age				Ward			Length lived in Wollongong LGA		
Column %	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10 years	11 to 15 years	>15 years
At least monthly	7%	10%	4%	0%	11%	3%	7%	7%	5%	10%	9%	1%	8%
Up to 9 times a year	2%	1%	3%	0%	4%	1%	1%	1%	2%	3%	3%	4%	2%
Up to 6 times a year	4%	4%	4%	5%	3%	6%	5%	5%	3%	4%	9%	6%	3%
Up to 3 times a year	19%	14%	23%	23%	18%	23%	14%	24%	14%	18%	21%	20%	18%
Not in the last 12 months	33%	33%	34%	39%	31%	37%	33%	28%	38%	34%	26%	38%	33%
(Never) DO NOT READ OUT	34%	36%	31%	34%	32%	30%	39%	34%	35%	31%	32%	32%	34%
(Can't say) DO NOT READ OUT	1%	2%	0%	0%	2%	0%	0%	0%	3%	0%	0%	0%	1%
Column n	600	260	337	30	148	158	264	229	190	181	34	49	517

Q1 Facilities usage - Patrolled beaches by RS Supertables banner													
		Gender		Age				Ward			Length lived in Wollongong LGA		
Column %	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10 years	11 to 15 years	>15 years
At least monthly	47%	45%	48%	38%	57%	53%	25%	56%	46%	37%	52%	64%	44%
Up to 9 times a year	13%	15%	11%	24%	16%	8%	8%	14%	11%	14%	3%	15%	14%
Up to 6 times a year	11%	13%	9%	13%	10%	11%	12%	9%	17%	8%	15%	8%	11%
Up to 3 times a year	11%	10%	12%	14%	11%	12%	10%	11%	7%	16%	18%	0%	12%
Not in the last 12 months	11%	10%	11%	7%	3%	12%	25%	6%	13%	14%	9%	6%	11%
(Never) DO NOT READ OUT	7%	6%	9%	5%	3%	4%	19%	5%	7%	10%	1%	7%	8%
(Can't say) DO NOT READ OUT	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Column n	600	260	337	30	148	158	264	229	190	181	34	49	517



10. APPENDIX 1 – SUBGROUP ANALYSIS

Q1 Facilities usage - Ocean rock pools by RS Supertables banner													
		Gender		Age				Ward			Length lived in Wollongong LGA		
Column %	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10 years	11 to 15 years	>15 years
At least monthly	27%	25%	28%	26%	32%	28%	14%	44%	18%	16%	41%	42%	23%
Up to 9 times a year	7%	6%	7%	15%	8%	3%	4%	8%	6%	5%	3%	14%	6%
Up to 6 times a year	9%	6%	12%	17%	7%	12%	6%	9%	10%	8%	13%	10%	8%
Up to 3 times a year	16%	20%	13%	20%	21%	11%	11%	13%	22%	15%	19%	17%	16%
Not in the last 12 months	21%	20%	22%	10%	17%	25%	28%	12%	22%	30%	6%	15%	23%
(Never) DO NOT READ OUT	21%	23%	18%	12%	15%	20%	36%	15%	22%	26%	18%	3%	23%
(Can't say) DO NOT READ OUT	0%	0%	0%	0%	0%	0%	1%	0%	1%	0%	0%	0%	0%
Column n	600	260	337	30	148	158	264	229	190	181	34	49	517

Q1 Facilities usage - Council heated pools (Beaton Park, Corrimal, Dapto) by RS Supertables banner																
		Gender		Age				Ward			Length lived in Wollongong LGA					
Column %	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10 years	11 to 15 years	>15 years			
At least monthly	14%	14%	15%	17%	19%	9%	9%	16%	15%	11%	24%	12%	14%			
Up to 9 times a year	4%	5%	3%	0%	7%	1%	1%	3%	3%	6%	0%	0%	5%			
Up to 6 times a year	7%	8%	7%	7%	11%	4%	4%	7%	6%	9%	19%	7%	6%			
Up to 3 times a year	13%	13%	13%	19%	15%	13%	6%	15%	12%	11%	0%	19%	13%			
Not in the last 12 months	24%	21%	27%	20%	18%	34%	26%	19%	26%	28%	25%	13%	25%			
(Never) DO NOT READ OUT	37%	39%	35%	32%	29%	38%	53%	39%	38%	33%	32%	45%	36%			
(Can't say) DO NOT READ OUT	1%	1%	0%	5%	0%	0%	1%	0%	0%	1%	0%	4%	0%			
Column n	600	260	337	30	148	158	264	229	190	181	34	49	517			

Q1 Facilities usage - Public swimming pools (free entry) by RS Supertables banner													
		Gender		Age				Ward			Length lived in Wollongong LGA		
Column %	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10 years	11 to 15 years	>15 years
At least monthly	24%	25%	24%	16%	34%	20%	13%	27%	19%	27%	17%	32%	24%
Up to 9 times a year	9%	9%	9%	10%	14%	5%	2%	9%	5%	12%	13%	8%	9%
Up to 6 times a year	8%	6%	9%	8%	8%	8%	7%	6%	8%	9%	10%	7%	7%
Up to 3 times a year	13%	12%	13%	13%	16%	10%	9%	13%	14%	11%	13%	21%	12%
Not in the last 12 months	22%	20%	23%	23%	13%	29%	30%	18%	27%	20%	22%	12%	23%
(Never) DO NOT READ OUT	24%	28%	21%	27%	15%	28%	39%	27%	25%	21%	25%	19%	25%
(Can't say) DO NOT READ OUT	0%	0%	1%	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Column n	600	260	337	30	148	158	264	229	190	181	34	49	517

Q1 Facilities usage - Leisure centres (Beaton Park and Lakeside) by RS Supertables banner														
		Gender		Age				Ward			Length lived in Wollongong LGA			
Column %	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10 years	11 to 15 years	>15 years	
At least monthly	15%	16%	14%	25%	19%	12%	6%	10%	23%	13%	25%	13%	14%	
Up to 9 times a year	3%	2%	4%	3%	5%	1%	2%	3%	3%	3%	3%	2%	3%	
Up to 6 times a year	4%	6%	3%	0%	6%	6%	3%	4%	7%	3%	0%	5%	5%	
Up to 3 times a year	14%	12%	17%	20%	18%	12%	8%	13%	15%	16%	23%	20%	13%	
Not in the last 12 months	29%	28%	29%	20%	26%	37%	28%	24%	23%	39%	19%	24%	30%	
(Never) DO NOT READ OUT	34%	36%	33%	32%	27%	32%	52%	45%	30%	26%	30%	36%	35%	
(Can't say) DO NOT READ OUT	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	
Column n	600	260	337	30	148	158	264	229	190	181	34	49	517	



10. APPENDIX 1 – SUBGROUP ANALYSIS

Q1 Facilities usage - Dog on or off-leash beaches and/or parks by RS Supertables banner													
	Gender		Age				Ward			Length lived in Wollongong LGA			
Column %	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10 years	11 to 15 years	>15 years
At least monthly	37%	39%	36%	36%	49%	33%	19%	49%	31%	30%	53%	52%	34%
Up to 9 times a year	5%	4%	5%	3%	7%	3%	2%	3%	6%	6%	3%	4%	5%
Up to 6 times a year	5%	4%	6%	3%	4%	6%	7%	2%	8%	5%	10%	0%	5%
Up to 3 times a year	8%	8%	8%	26%	6%	8%	5%	7%	5%	12%	7%	4%	8%
Not in the last 12 months	14%	14%	14%	12%	9%	17%	23%	9%	15%	20%	14%	8%	15%
(Never) DO NOT READ OUT	30%	31%	29%	21%	25%	30%	44%	30%	33%	27%	13%	31%	31%
(Can't say) DO NOT READ OUT	1%	1%	1%	0%	0%	3%	1%	1%	1%	0%	0%	1%	1%
Column n	600	260	337	30	148	158	264	229	190	181	34	49	517

Q1 Facilities usage - Wollongong Waste Depot (Whytes Gully Waste and Resource Recovery Centre) by RS Supertables banner													
	Gender		Age				Ward			Length lived in Wollongong LGA			
Column %	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10 years	11 to 15 years	>15 years
At least monthly	5%	6%	4%	0%	7%	4%	4%	1%	8%	6%	3%	2%	5%
Up to 9 times a year	4%	4%	4%	7%	4%	6%	1%	2%	4%	7%	3%	0%	5%
Up to 6 times a year	14%	17%	12%	19%	15%	18%	8%	13%	14%	17%	10%	15%	15%
Up to 3 times a year	40%	42%	38%	35%	46%	35%	36%	43%	39%	38%	51%	29%	41%
Not in the last 12 months	18%	17%	18%	13%	14%	18%	28%	15%	18%	21%	9%	24%	18%
(Never) DO NOT READ OUT	18%	14%	22%	23%	14%	19%	23%	26%	16%	11%	23%	29%	16%
(Can't say) DO NOT READ OUT	0%	0%	1%	3%	1%	0%	0%	0%	1%	1%	0%	0%	1%
Column n	600	260	337	30	148	158	264	229	190	181	34	49	517

Q1 Facilities usage - Crown Street Mall by RS Supertables banner													
	Gender		Age				Ward			Length lived in Wollongong LGA			
Column %	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10 years	11 to 15 years	>15 years
At least monthly	55%	58%	53%	73%	63%	51%	38%	53%	70%	43%	66%	56%	54%
Up to 9 times a year	8%	8%	9%	7%	11%	6%	5%	9%	8%	8%	15%	7%	8%
Up to 6 times a year	11%	10%	12%	15%	10%	10%	12%	15%	7%	10%	5%	19%	11%
Up to 3 times a year	16%	16%	15%	6%	11%	20%	25%	13%	9%	25%	6%	7%	18%
Usage Rate	90%	92%	89%	100%	96%	87%	79%	91%	94%	87%	92%	89%	90%
Not in the last 12 months	5%	4%	6%	0%	2%	7%	13%	4%	3%	8%	3%	6%	5%
(Never) DO NOT READ OUT	4%	4%	5%	0%	3%	6%	8%	5%	3%	5%	5%	6%	4%
(Can't say) DO NOT READ OUT	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Column n	600	260	337	30	148	158	264	229	190	181	34	49	517



10. APPENDIX 1 – SUBGROUP ANALYSIS

Q2 Facilities satisfaction - numeric by RS Supertables banner													
Average	Total	Gender		Age				Ward			Length lived in Wollongong LGA		
		Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10 years	11 to 15 years	>15 years
Q2 Facilities satisfaction - Wollongong Botanic Garden	4.58	4.51	4.64	4.66	4.58	4.48	4.64	4.56	4.63	4.54	4.79	4.51	4.57
Q2 Facilities satisfaction - Patrolled beaches	4.44	4.39	4.49	4.42	4.53	4.33	4.37	4.47	4.49	4.37	4.36	4.28	4.47
Q2 Facilities satisfaction - Wollongong libraries	4.35	4.25	4.42	4.20	4.33	4.27	4.52	4.27	4.46	4.32	4.48	4.16	4.36
Q2 Facilities satisfaction - Ocean rock pools	4.28	4.22	4.34	4.48	4.32	4.21	4.13	4.22	4.39	4.25	4.46	4.27	4.27
Q2 Facilities satisfaction - Illawarra Performing Arts Centre and Town Hall	4.27	4.10	4.41	3.98	4.27	4.25	4.38	4.31	4.26	4.22	4.41	4.44	4.23
Q2 Facilities satisfaction - Parks and open spaces	4.17	4.13	4.23	4.25	4.13	4.14	4.27	4.20	4.23	4.08	4.57	3.79	4.18
Q2 Facilities satisfaction - Dog on or off-leash beaches and/or parks	4.15	4.04	4.25	4.41	4.22	4.02	3.88	4.13	4.06	4.24	4.42	4.28	4.10
Q2 Facilities satisfaction - Wollongong Art Gallery	4.14	4.05	4.22	4.07	4.18	4.00	4.24	4.27	4.14	4.00	4.16	4.37	4.11
Q2 Facilities satisfaction - Community centre at Thirroul, Corrimal or Dapto	4.10	3.98	4.21	3.87	4.07	4.06	4.25	4.27	4.01	4.00	4.25	3.98	4.10
Q2 Facilities satisfaction - Public swimming pools (free entry)	4.08	4.08	4.10	4.06	4.09	4.04	4.12	4.07	4.09	4.09	3.96	4.18	4.08
Q2 Facilities satisfaction - Council heated pools (Beaton Park, Corrimal, Dapto)	4.05	4.03	4.08	4.25	4.06	3.96	4.02	3.93	4.12	4.12	4.13	3.97	4.05
Q2 Facilities satisfaction - Wollongong Waste Depot	4.03	3.98	4.10	4.08	4.04	3.91	4.11	4.03	3.96	4.09	4.32	4.00	4.01
Q2 Facilities satisfaction - Leisure centres (Beaton Park and Lakeside)	3.99	3.85	4.13	4.06	3.98	4.00	4.00	3.92	4.02	4.03	4.10	3.87	4.00
Q2 Facilities satisfaction - Children's playgrounds	3.92	3.87	3.96	3.88	3.80	4.08	4.11	3.91	4.01	3.83	4.46	3.86	3.88
Q2 Facilities satisfaction - Russell Vale Golf Course (The Vale)	3.92	3.88	4.01	3.64	3.95	3.85	4.05	4.16	3.78	3.72	3.61	3.68	3.97
Q2 Facilities satisfaction - Sports fields and facilities	3.90	3.87	3.94	4.38	3.92	3.77	3.82	3.88	3.86	3.97	4.10	4.09	3.86
Q2 Facilities satisfaction - Community hall/centre	3.83	3.82	3.84	4.08	3.85	3.50	4.05	3.79	3.78	3.90	3.97	4.08	3.78
Q2 Facilities satisfaction - Crown Street Mall	3.19	3.28	3.13	3.25	3.34	3.00	3.05	3.25	3.01	3.31	3.51	3.50	3.13



10. APPENDIX 1 – SUBGROUP ANALYSIS

Q3 Services satisfaction - Numeric by RS Supertables banner													
		Gender		Age				Ward			Length lived in Wollongong LGA		
Average	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10 years	11 to 15 years	>15 years
Green waste, including the food organics collection service (FOGO) (i.e. green bin)	4.35	4.25	4.44	4.23	4.32	4.23	4.54	4.40	4.31	4.32	4.34	4.33	4.35
Domestic waste collection service (i.e. red bin)	4.26	4.22	4.29	4.23	4.15	4.23	4.50	4.23	4.31	4.23	4.47	4.14	4.25
Council lifeguard services (Monday to Saturday)	4.41	4.37	4.45	4.38	4.43	4.37	4.41	4.46	4.42	4.33	4.67	4.16	4.41
Recycling waste collection service (i.e. yellow bin)	4.20	4.12	4.26	4.18	4.08	4.15	4.47	4.22	4.09	4.28	4.18	4.09	4.21
Library services	4.32	4.22	4.41	4.15	4.34	4.18	4.47	4.29	4.39	4.28	4.48	4.14	4.33
Public bin collection	3.92	3.83	4.02	3.69	3.91	3.82	4.12	3.90	3.88	3.98	4.08	3.68	3.94
Street cleaning	3.45	3.44	3.44	3.45	3.65	3.26	3.22	3.39	3.56	3.39	4.04	3.39	3.40
Availability of cycleways	3.61	3.59	3.65	3.88	3.66	3.49	3.53	3.64	3.64	3.55	3.66	3.32	3.65
Protection of our natural environment	3.44	3.37	3.52	3.46	3.48	3.41	3.39	3.45	3.47	3.41	3.92	3.40	3.40
Maintenance of shared use paths	3.41	3.40	3.43	3.83	3.44	3.26	3.34	3.38	3.47	3.38	3.82	3.30	3.38
Maintenance of cycleways	3.59	3.54	3.65	3.86	3.64	3.46	3.49	3.59	3.67	3.49	3.98	3.37	3.58
Availability of footpaths	3.33	3.38	3.29	3.77	3.42	3.17	3.14	3.20	3.36	3.45	3.56	3.18	3.33
Availability of shared use paths	3.42	3.39	3.45	3.79	3.47	3.26	3.33	3.30	3.51	3.47	3.78	3.42	3.39
Customer Service Centre	3.72	3.56	3.88	3.72	3.60	3.74	3.92	3.64	3.72	3.82	3.76	3.46	3.75
Domestic animal control in public places	3.44	3.38	3.51	4.19	3.41	3.36	3.31	3.24	3.61	3.52	3.85	3.40	3.41
Management and preservation of our heritage	3.35	3.28	3.44	3.30	3.53	3.18	3.20	3.30	3.30	3.47	3.78	3.09	3.35
Graffiti prevention and removal	3.33	3.31	3.36	3.07	3.41	3.26	3.35	3.46	3.27	3.23	3.53	3.22	3.33
Wollongong Art Gallery exhibitions	3.84	3.61	4.06	4.04	3.76	3.80	3.98	3.79	3.96	3.79	4.15	3.87	3.81
Maintenance and cleanliness of bus shelters	3.42	3.41	3.44	3.30	3.45	3.35	3.47	3.52	3.45	3.27	3.61	3.31	3.41
Maintenance of footpaths	3.09	3.10	3.08	3.56	3.23	2.86	2.86	3.02	3.08	3.18	3.66	3.01	3.05
Compliance and regulation of parking	3.02	2.86	3.19	3.13	3.01	3.00	3.04	3.16	3.04	2.85	3.62	2.99	2.97
Environmental programs and education	3.32	3.24	3.41	3.41	3.32	3.23	3.40	3.29	3.29	3.39	3.70	3.04	3.32
Regulation of traffic flow in local area	2.93	2.79	3.06	2.95	2.97	2.76	3.02	2.90	3.01	2.88	3.31	3.12	2.87
Location/ availability of public toilets	3.13	3.13	3.12	3.49	3.19	2.93	3.05	3.12	3.17	3.09	3.54	3.09	3.09
Regulation of traffic flow in city centre	3.00	2.92	3.09	2.89	3.11	2.76	3.08	3.16	2.92	2.91	3.41	3.15	2.95
Condition/ cleanliness of public toilets	2.99	3.03	2.97	2.88	3.00	2.91	3.13	3.02	3.05	2.91	3.25	2.99	2.97
Maintenance of local roads	2.76	2.77	2.76	3.00	2.86	2.52	2.69	2.74	2.88	2.65	3.56	2.70	2.69
Provision of parking in high demand areas (e.g. city centre, foreshore)	2.52	2.62	2.44	2.54	2.62	2.37	2.48	2.68	2.46	2.41	3.11	2.53	2.47
Development application assessment process	2.66	2.48	2.85	2.56	2.85	2.43	2.48	2.65	2.48	2.85	3.37	2.66	2.60



10. APPENDIX 1 – SUBGROUP ANALYSIS

Q4 overall sat - numeric by RS Supertables banner													
Average	Total	Gender		Age				Ward			Length lived in Wollongong LGA		
		Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10 years	11 to 15 years	>15 years
Q4 overall sat - numeric	3.38	3.31	3.46	3.54	3.38	3.22	3.49	3.38	3.35	3.41	3.81	3.37	3.35
Column n	595.00	257.00	335.00	30.00	147.00	158.00	260.00	225.00	190.00	180.00	34.00	48.00	513.00

Q5 coding by RS Supertables banner													
Column %	Total	Gender		Age				Ward			Length lived in Wollongong LGA		
		Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10 years	11 to 15 years	>15 years
Quality/level of service provision	51%	50%	54%	100%	51%	46%	40%	41%	58%	56%	50%	72%	48%
Poor town planning	36%	35%	38%	0%	44%	23%	44%	38%	26%	44%	50%	40%	35%
Council as an organisation	23%	26%	18%	23%	22%	24%	27%	31%	18%	20%	0%	4%	27%
Lack of value for rates paid	21%	27%	15%	38%	25%	19%	7%	30%	17%	17%	50%	44%	17%
Parking	21%	17%	28%	0%	24%	31%	7%	15%	46%	5%	0%	17%	23%
Unresponsive to community	21%	22%	18%	0%	25%	16%	23%	19%	17%	27%	0%	0%	25%
Poor economic choices	19%	24%	14%	38%	15%	23%	20%	28%	20%	10%	0%	5%	22%
My recent experience with Council	14%	12%	17%	0%	12%	15%	23%	11%	7%	23%	0%	4%	16%
Poor traffic management	12%	9%	16%	38%	9%	15%	7%	6%	14%	17%	0%	12%	12%
Too much focus on Wollongong/My area is forgotten	11%	5%	18%	0%	9%	15%	13%	16%	2%	13%	50%	12%	9%
Dislike cycleways	10%	12%	7%	0%	12%	11%	3%	18%	8%	3%	0%	0%	12%
Transparency	9%	7%	10%	0%	11%	4%	13%	3%	12%	12%	50%	0%	9%
Lack of community consultation	2%	2%	1%	0%	0%	0%	10%	2%	2%	2%	0%	5%	1%
Gibberish	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
No comment	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Not sure	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Column n	85	39	45	3	26	26	30	30	26	29	2	10	73

Q6 Organisational Skills - numeric by RS Supertables banner													
Average	Total	Gender		Age				Ward			Length lived in Wollongong LGA		
		Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10 years	11 to 15 years	>15 years
Informing the community about its services and facilities	3.32	3.26	3.38	3.35	3.29	3.28	3.41	3.35	3.35	3.27	3.59	3.15	3.32
Responsiveness in keeping you informed on the progress of your requests	3.22	3.16	3.28	3.37	3.23	3.08	3.28	3.18	3.26	3.23	3.66	3.04	3.20
Acts with the best interests of the community in mind	3.19	3.11	3.28	3.34	3.21	3.05	3.25	3.21	3.18	3.20	3.78	3.05	3.16
Response to climate change and emissions reduction	3.04	3.01	3.08	3.32	3.04	2.98	3.02	3.04	2.94	3.14	3.33	2.72	3.05
The use of rates	2.92	2.85	3.00	3.06	2.89	2.75	3.11	2.88	2.99	2.89	3.51	2.47	2.92
Planning controls for development in your local area/ town centre	2.75	2.65	2.86	2.90	2.82	2.64	2.68	2.58	2.82	2.88	3.43	2.58	2.72
Column n	387.00	178.00	209.00	12.00	100.00	108.00	167.00	153.00	118.00	116.00	19.00	30.00	338.00



10. APPENDIX 1 – SUBGROUP ANALYSIS

Q8 Customer service - numeric by RS Supertables banner														
		Gender		Age				Ward			Length lived in Wollongong LGA			
Average	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10 years	11 to 15 years	>15 years	
It was easy to access the information or service I needed	3.61	3.50	3.73	3.71	3.55	3.59	3.73	3.56	3.53	3.76	3.68	3.45	3.63	
The process and what to expect were clearly explained	3.66	3.55	3.77	3.97	3.57	3.60	3.75	3.57	3.59	3.81	3.69	3.77	3.64	
My enquiry was managed effectively and in line with what I was told to expect	3.73	3.63	3.84	4.11	3.70	3.62	3.76	3.61	3.73	3.88	3.77	3.65	3.74	
Council staff provided a positive customer experience through their professionalism and support	3.85	3.73	3.96	4.15	3.78	3.80	3.92	3.77	3.73	4.05	3.90	3.88	3.84	
Overall, I am satisfied with the customer service provided by Council	3.82	3.66	3.97	4.24	3.76	3.71	3.87	3.69	3.74	4.04	4.00	3.93	3.79	
Column n	523.00	229.00	291.00	26.00	133.00	138.00	226.00	203.00	162.00	158.00	27.00	43.00	453.00	

Q9 coding by RS Supertables banner														
		Gender		Age				Ward			Length lived in Wollongong LGA			
Column %	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10 years	11 to 15 years	>15 years	
Could not be improved	44%	42%	45%	57%	41%	40%	49%	37%	43%	53%	34%	48%	44%	
Responsiveness	16%	16%	17%	10%	18%	18%	14%	21%	13%	15%	18%	11%	17%	
Communication	16%	17%	15%	22%	14%	16%	17%	18%	13%	16%	26%	10%	16%	
Knowledge/information	13%	13%	12%	13%	14%	12%	9%	11%	16%	11%	14%	8%	13%	
Follow through, take action	11%	10%	12%	7%	12%	9%	12%	14%	11%	8%	13%	9%	11%	
Website	9%	11%	6%	0%	12%	10%	4%	11%	7%	8%	7%	10%	9%	
Issue with the outcome	8%	9%	7%	3%	7%	8%	12%	10%	8%	5%	5%	5%	9%	
Connecting to the right person	6%	4%	8%	3%	7%	8%	4%	6%	8%	5%	9%	0%	7%	
No comment	2%	1%	2%	3%	1%	3%	2%	2%	2%	1%	0%	2%	2%	
Gibberish	0%	1%	0%	0%	1%	0%	0%	0%	0%	1%	0%	4%	0%	
Other	3%	3%	2%	0%	4%	1%	2%	2%	2%	3%	3%	8%	2%	
Not sure	4%	3%	5%	3%	3%	4%	4%	3%	5%	3%	8%	8%	3%	
Column n	600	260	337	30	148	158	264	229	190	181	34	49	517	

Q10 Staff statements - numeric by RS Supertables banner														
		Gender		Age				Ward			Length lived in Wollongong LGA			
Average	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10 years	11 to 15 years	>15 years	
Professionalism	4.1	3.9	4.2	4.2	4.1	4.0	4.1	3.9	4.0	4.3	4.2	4.0	4.0	
Approachability	3.9	3.8	4.1	4.1	3.9	3.8	4.1	3.9	3.8	4.1	4.1	4.0	3.9	
Effectiveness	3.7	3.5	3.9	3.7	3.6	3.7	3.8	3.6	3.6	3.9	4.0	3.6	3.7	
Capability	3.8	3.6	3.9	3.7	3.7	3.8	3.9	3.7	3.6	3.9	4.0	3.5	3.8	
Responsiveness	3.6	3.4	3.9	3.6	3.6	3.7	3.8	3.5	3.6	3.9	3.9	3.4	3.7	
Column n	530.0	235.0	295.0	27.0	133.0	141.0	229.0	201.0	170.0	159.0	27.0	43.0	460.0	



10. APPENDIX 1 – SUBGROUP ANALYSIS

Q11a How do you usually receive information from Wollongong City Council?1 by RS Supertables banner													
Column %	Gender			Age				Ward			Length lived in Wollongong LGA		
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10 years	11 to 15 years	>15 years
Council community update Print Newsletter (delivered to letterboxes)	33%	29%	36%	24%	35%	25%	39%	36%	26%	35%	41%	31%	32%
With my Rates notice	32%	29%	35%	13%	37%	33%	28%	36%	29%	31%	33%	16%	34%
Direct notification letter to my letterbox	31%	31%	31%	27%	28%	33%	36%	30%	35%	29%	22%	24%	33%
Direct email	24%	28%	19%	31%	21%	26%	23%	28%	19%	23%	15%	26%	24%
Council's website	18%	19%	17%	13%	20%	23%	13%	19%	19%	17%	20%	21%	18%
Council's social media channels (Facebook, Instagram, LinkedIn)	10%	10%	10%	15%	13%	10%	3%	11%	9%	11%	15%	10%	10%
Council's electronic newsletter (email subscription)	9%	9%	10%	10%	9%	13%	7%	12%	8%	8%	16%	7%	9%
Telephone	9%	9%	9%	12%	7%	11%	10%	8%	13%	7%	7%	14%	9%
Television News	4%	4%	4%	0%	4%	4%	6%	4%	3%	6%	3%	0%	5%
Google	4%	3%	4%	6%	5%	3%	1%	3%	3%	6%	11%	6%	3%
Social media - community groups	4%	2%	5%	6%	5%	3%	1%	4%	1%	6%	7%	7%	3%
When I visit the library	3%	0%	6%	3%	5%	1%	1%	1%	3%	5%	15%	5%	2%
Local radio - commercial	3%	1%	5%	0%	5%	1%	2%	1%	3%	6%	7%	2%	3%
Newspaper - printed	3%	3%	2%	0%	1%	3%	6%	2%	4%	2%	3%	1%	3%
Local radio - ABC	2%	2%	2%	0%	2%	1%	3%	2%	2%	2%	0%	4%	2%
Face to face visits to Council's Administration Building	2%	2%	1%	0%	1%	3%	3%	1%	3%	0%	1%	1%	2%
Television advertising/streaming	1%	1%	2%	0%	2%	1%	1%	1%	0%	3%	3%	0%	1%
Community consultation	1%	1%	1%	3%	1%	0%	0%	0%	1%	2%	0%	0%	1%
Local community print or online publication	1%	1%	1%	0%	1%	1%	2%	1%	1%	1%	5%	0%	1%
Newspaper - online or social media	1%	0%	1%	0%	1%	0%	1%	1%	2%	0%	3%	0%	1%
When I visit the community centres	1%	0%	1%	3%	1%	0%	0%	0%	1%	1%	0%	2%	0%
Outdoor advertising or signage	1%	0%	1%	0%	1%	1%	0%	0%	0%	1%	0%	1%	0%
Cinema advertising	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%
Other (specify)	4%	4%	4%	7%	2%	5%	6%	5%	5%	2%	2%	6%	4%
Don't know	3%	3%	4%	0%	4%	3%	5%	2%	6%	2%	8%	0%	3%
Column n	600	260	337	30	148	158	264	229	190	181	34	49	517



10. APPENDIX 1 – SUBGROUP ANALYSIS

Q11b How would you like to receive information about Wollongong City Council?1 by RS Supertables banner														
Column %	Gender		Age				Ward			Length lived				
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10 years	11 to 15 years	>15 years	
Direct email	34%	34%	36%	32%	41%	36%	39%	24%	37%	35%	31%	33%	40%	34%
Council community update Print Newsletter (delivered to letterboxes)	33%	31%	35%	18%	36%	24%	41%	37%	29%	32%	35%	29%	33%	
Direct notification letter to my letterbox	31%	32%	31%	41%	27%	27%	39%	29%	32%	32%	33%	28%	31%	
With my Rates notice	21%	20%	23%	7%	23%	25%	20%	25%	17%	21%	26%	11%	22%	
Council's electronic newsletter (email subscription)	15%	13%	17%	16%	14%	21%	11%	16%	19%	11%	34%	7%	14%	
Council's website	12%	15%	10%	16%	12%	15%	9%	10%	13%	15%	26%	15%	11%	
Council's social media channels (Facebook, Instagram, LinkedIn)	12%	10%	14%	13%	17%	11%	3%	11%	13%	13%	25%	7%	12%	
Social media – community groups	5%	3%	7%	13%	8%	2%	2%	4%	5%	8%	7%	0%	6%	
Telephone	5%	6%	4%	14%	6%	1%	3%	3%	7%	4%	3%	13%	4%	
Television News	5%	5%	4%	3%	5%	5%	4%	3%	6%	5%	10%	0%	5%	
Local radio - commercial	3%	2%	4%	0%	6%	1%	1%	2%	3%	4%	7%	0%	3%	
When I visit the library	3%	0%	5%	6%	4%	0%	1%	1%	2%	6%	13%	2%	2%	
Local radio – ABC	2%	2%	2%	0%	3%	1%	3%	3%	3%	1%	3%	4%	2%	
Newspaper – printed	2%	3%	2%	0%	2%	1%	4%	2%	2%	3%	5%	2%	2%	
Google	2%	2%	1%	3%	3%	1%	0%	0%	2%	3%	9%	4%	1%	
Newspaper – online or social media	2%	1%	2%	0%	3%	0%	1%	1%	3%	2%	9%	0%	1%	
Local community print or online publication	2%	2%	1%	0%	3%	0%	1%	2%	1%	2%	0%	3%	1%	
Television advertising/streaming	2%	2%	1%	0%	2%	1%	1%	2%	0%	2%	9%	0%	1%	
Community consultation	1%	2%	1%	0%	2%	0%	1%	0%	2%	1%	9%	0%	1%	
Outdoor advertising or signage	1%	0%	1%	0%	1%	1%	0%	1%	1%	0%	2%	0%	0%	
Cinema advertising	0%	0%	1%	0%	1%	0%	0%	0%	0%	2%	0%	0%	1%	
Face to face visits to Council's Administration Building	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	
When I visit the community centres	0%	0%	1%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%	
Other (specify)	3%	3%	3%	0%	3%	3%	2%	4%	2%	2%	1%	2%	3%	
Don't know	3%	3%	3%	6%	1%	6%	3%	3%	5%	2%	3%	6%	3%	
Column n	600	260	337	30	148	158	264	229	190	181	34	49	517	

Q12 Make a payment by RS Supertables banner														
Column %	Gender		Age				Ward			Length lived				
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10 years	11 to 15 years	>15 years	
Online	80%	78%	81%	71%	85%	85%	68%	86%	80%	73%	77%	88%	79%	
Face to face	8%	7%	9%	13%	3%	6%	18%	7%	6%	12%	1%	2%	10%	
Council website	4%	5%	3%	7%	4%	4%	2%	2%	3%	6%	7%	4%	4%	
Phone	4%	5%	2%	9%	2%	3%	6%	2%	5%	5%	1%	4%	4%	
Letter	3%	3%	2%	0%	4%	1%	3%	1%	5%	3%	14%	0%	2%	
Social media (Facebook etc)	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%	
SMS	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
Unsure	1%	1%	2%	0%	1%	1%	2%	2%	2%	1%	0%	2%	1%	
Column n	600	260	337	30	148	158	264	229	190	181	34	49	517	



10. APPENDIX 1 – SUBGROUP ANALYSIS

Q12 Request Council to do something (e.g. fix a pothole) by RS Supertables banner													
	Gender			Age				Ward			Length lived		
Column %	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10 years	11 to 15 years	>15 years
Online	46%	44%	49%	36%	58%	50%	24%	50%	42%	46%	53%	49%	45%
Phone	38%	41%	35%	46%	28%	36%	55%	39%	36%	37%	13%	34%	40%
Council website	8%	7%	9%	13%	9%	6%	5%	5%	9%	10%	22%	15%	6%
Face to face	3%	3%	3%	3%	1%	4%	7%	2%	5%	2%	0%	0%	4%
Letter	1%	1%	1%	0%	1%	1%	2%	0%	3%	1%	3%	0%	1%
SMS	0%	0%	0%	3%	0%	0%	0%	0%	0%	1%	0%	0%	0%
Social media (Facebook etc)	0%	0%	1%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%
Unsure	3%	4%	2%	0%	3%	3%	5%	3%	4%	2%	9%	2%	3%
Column n	600	260	337	30	148	158	264	229	190	181	34	49	517

Q12 Complete or lodging applications and forms by RS Supertables banner													
	Gender			Age				Ward			Length lived		
Column %	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10 years	11 to 15 years	>15 years
Online	66%	68%	65%	61%	76%	72%	45%	70%	66%	62%	71%	64%	66%
Face to face	11%	9%	13%	13%	5%	14%	20%	10%	15%	9%	1%	9%	12%
Council website	9%	8%	10%	15%	11%	6%	6%	9%	8%	10%	21%	13%	8%
Letter	4%	5%	3%	0%	3%	3%	9%	4%	5%	4%	6%	2%	4%
Phone	3%	4%	2%	12%	1%	1%	5%	2%	2%	6%	0%	6%	3%
Social media (Facebook etc)	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%
SMS	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unsure	6%	5%	6%	0%	3%	4%	15%	5%	4%	7%	1%	5%	6%
Column n	600	260	337	30	148	158	264	229	190	181	34	49	517

Q12 Provide feedback on important or topical issues by RS Supertables banner													
	Gender			Age				Ward			Length lived		
Column %	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10 years	11 to 15 years	>15 years
Online	60%	58%	62%	47%	65%	67%	49%	59%	62%	60%	51%	51%	62%
Phone	13%	16%	11%	25%	13%	9%	13%	15%	12%	12%	10%	26%	12%
Council website	8%	7%	8%	15%	8%	8%	5%	7%	8%	8%	19%	15%	6%
Letter	7%	7%	7%	0%	4%	4%	17%	7%	7%	6%	14%	1%	7%
Face to face	5%	4%	6%	6%	4%	5%	6%	4%	5%	5%	0%	2%	5%
Social media (Facebook etc)	2%	2%	2%	5%	2%	2%	1%	3%	1%	2%	5%	0%	2%
SMS	0%	1%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%
Unsure	5%	6%	5%	3%	4%	4%	9%	5%	5%	6%	1%	5%	6%
Column n	600	260	337	30	148	158	264	229	190	181	34	49	517



10. APPENDIX 1 – SUBGROUP ANALYSIS

	Gender			Age				Ward			Length lived		
Column %	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10 years	11 to 15 years	>15 years
SMS	41%	40%	42%	37%	42%	49%	33%	43%	45%	34%	26%	47%	41%
Online	29%	30%	27%	37%	31%	27%	24%	30%	30%	26%	38%	29%	28%
Social media (Facebook etc)	10%	8%	12%	7%	13%	6%	10%	11%	9%	11%	14%	4%	11%
Letter	7%	7%	6%	7%	6%	4%	9%	4%	5%	12%	5%	5%	7%
Phone	5%	6%	4%	5%	3%	5%	7%	5%	2%	7%	7%	5%	4%
Council website	4%	4%	4%	7%	3%	4%	5%	2%	3%	6%	10%	9%	3%
Face to face	0%	0%	0%	0%	0%	1%	1%	1%	0%	0%	0%	1%	0%
Unsure	5%	5%	4%	0%	2%	5%	11%	4%	6%	5%	0%	1%	5%
Column n	600	260	337	30	148	158	264	229	190	181	34	49	517

	Gender			Age				Ward			Length lived		
Column %	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10 years	11 to 15 years	>15 years
Completing online surveys	18%	18%	18%	25%	17%	20%	16%	16%	21%	17%	26%	16%	18%
Viewed engagement information via Council's Engagement webpage	11%	10%	11%	6%	12%	13%	9%	11%	13%	9%	11%	4%	12%
Face to face information session	8%	10%	6%	0%	9%	6%	9%	11%	4%	8%	11%	9%	7%
Submission through public exhibition process	7%	7%	6%	6%	6%	9%	6%	7%	7%	7%	11%	10%	6%
Council information stands	6%	7%	6%	0%	8%	5%	6%	6%	5%	7%	3%	7%	6%
Community Forum or committee	5%	6%	4%	0%	6%	8%	4%	4%	5%	6%	7%	1%	6%
Addressing Council at Public Meeting	4%	5%	2%	5%	3%	3%	5%	3%	4%	4%	0%	5%	4%
Local Planning Panel and Regional Planning Panel	4%	4%	3%	0%	6%	3%	1%	4%	1%	5%	7%	0%	4%
'Let's Talk' sessions	2%	3%	1%	0%	3%	1%	2%	2%	4%	0%	11%	2%	1%
Other (please specify)	2%	3%	2%	5%	1%	3%	3%	2%	5%	1%	0%	5%	2%
None	63%	62%	65%	59%	65%	59%	67%	61%	64%	66%	50%	65%	64%
Column n	600	260	337	30	148	158	264	229	190	181	34	49	517

	Gender			Age				Ward			Length lived		
Column %	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10 years	11 to 15 years	>15 years
Yes	74%	79%	70%	64%	76%	88%	61%	81%	71%	70%	55%	81%	75%
No	26%	21%	30%	36%	24%	12%	39%	19%	29%	30%	45%	19%	25%
Column n	600	260	337	30	148	158	264	229	190	181	34	49	517



10. APPENDIX 1 – SUBGROUP ANALYSIS

Q15 On a 1 to 5 scale where 1 is strongly disagree and 5 is strongly agree, to what extent do you agree with this statement: 'It was easy to find the information I was looking for.' by RS Supertables banner													
Column %	Gender		Age				Ward			Length lived			
	Total	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 plus years	Ward 1	Ward 2	Ward 3	<10 years	11 to 15 years	>15 years
1 - Strongly disagree	5%	6%	3%	0%	4%	8%	4%	6%	3%	4%	0%	2%	5%
2 - Disagree	11%	10%	12%	11%	14%	10%	6%	12%	14%	7%	22%	10%	11%
3 - Neither agree nor disagree	28%	33%	22%	26%	29%	28%	27%	26%	25%	34%	28%	29%	28%
4 - Agree	36%	32%	40%	39%	32%	37%	42%	36%	38%	34%	34%	36%	36%
5 - Strongly agree	20%	18%	22%	24%	21%	17%	21%	20%	20%	20%	16%	23%	20%
(Can't say) DO NOT READ OUT	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%
Column n	429	203	225	18	111	139	161	177	137	115	17	41	371

11. APPENDIX 2 – RANDOM VS. OPT-IN RESULTS

As detailed in Section 3, Research Design, an online version of the CATI (Telephone) survey was made available to all WCC residents via a link on the WCC website, inclusion in two e-newsletter editions, and social media organic posts and advertising campaign.

By survey completion deadline, 391 residents had taken the opportunity to provide feedback via the online version of the survey.

Table 18, next page, shows the mean satisfaction scores (using a 1-5 satisfaction scale, where 1=Not at all satisfied and 5=Very satisfied). Where there is a statistically significant difference between satisfaction scores in the random and opt-in surveys, this is denoted by a score in **red** for the lower ranked mean and **blue** for the higher ranked.

By and large, satisfaction scores of the opt-in sample were lower than those for the random survey. This is quite typical of Council community satisfaction surveys, as opt-in results tend to be biased towards those with strong views (and hence less likely to capture the “middle ground” encountered via the random sampling methodology).

In this instance, opt-in participants provided significantly lower scores for 33 of the 48 facilities and services (including overall satisfaction).

Other results (for all quantitative questions) are shown side-by-side in subsequent Tables in this Appendix. Qualitative comments/feedback will be supplied to Council in a separate spreadsheet.



11. APPENDIX 2 – RANDOM VS. OPT-IN RESULTS

Table 18 Summary of Satisfaction Means – Random versus Opt-in

	RANDOM	OPT-IN		RANDOM	OPT-IN
Overall satisfaction	3.4	2.9	Regulation of traffic flow in local area	2.9	2.4
Wollongong Art Gallery	4.1	4.0	Regulation of traffic flow in city centre	3.0	2.5
Illawarra Performing Arts Centre and Town Hall	4.3	4.1	Compliance and regulation of parking	3.0	2.6
Parks and open spaces	4.2	3.9	Provision of parking in high demand areas	2.5	2.2
Sports fields and facilities	3.9	3.7	Maintenance of local roads	2.8	2.4
Russell Vale Golf Course	3.9	4.1	Maintenance of footpaths	3.1	2.4
Children's playgrounds	3.9	3.8	Maintenance of cycleways	3.6	2.9
Wollongong Botanic Garden	4.6	4.4	Maintenance of shared use paths	3.4	2.7
Wollongong libraries	4.3	4.3	Street cleaning	3.4	2.9
Community centres at Thirroul, Corrimal or Dapto	4.1	4.0	Public bin collection	3.9	3.7
Community hall	3.8	3.7	Availability of footpaths	3.3	2.6
Patrolled beaches	4.4	4.3	Availability of cycleways	3.6	3.0
Ocean rock pools	4.3	4.2	Availability of shared use paths	3.4	2.7
Council heated pools (Beaton Park, Corrimal, Dapto)	4.1	3.9	Maintenance and cleanliness of bus shelters	3.4	2.9
Public swimming pools	4.1	4.1	Condition/cleanliness of public toilets	3.0	2.7
Leisure centres (Beaton Park and Lakeside)	4.0	3.8	Location/availability of public toilets	3.1	2.7
Dog on or off-leash beaches and/or parks	4.1	3.7	Domestic waste collection service (i.e. red bin)	4.3	4.1
Wollongong Waste Depot (Whytes Gully)	4.0	3.9	Recycling waste collection service (i.e. yellow bin)	4.2	4.1
Crown Street Mall	3.2	2.6	Green waste collection	4.3	4.0
Development application assessment process	2.7	2.1	Customer Service Centre	3.7	3.4
Management and preservation of our heritage	3.4	2.7	Graffiti prevention and removal	3.3	2.9
Protection of our natural environment	3.4	3.0	Library services	4.3	4.3
Environmental programs and education	3.3	3.1	Wollongong Art Gallery exhibitions	3.8	3.7
Domestic animal control in public places	3.4	2.9	Council lifeguard services (Monday to Saturday)	4.4	4.2



11. APPENDIX 2 – RANDOM VS. OPT-IN RESULTS

S4. What is the name of the suburb where you live?

Column %	Random	Opt-in
Austinmer	2%	2%
Avon	0%	0%
Avondale	1%	0%
Balgownie	3%	2%
Bellambi	2%	1%
Berkeley	2%	2%
Brownsville	0%	1%
Bulli	4%	4%
Cataract	0%	0%
Cleveland	0%	0%
Clifton	0%	0%
Coalcliff	0%	0%
Coledale	1%	1%
Coniston	1%	1%
Cordeaux	0%	0%
Cordeaux Heights	3%	2%
Corrimal	2%	3%
Cringila	1%	0%
Dapto	6%	5%
Darkes Forest	0%	0%
Dombarton	0%	0%
East Corrimal	1%	1%
Fairy Meadow	1%	3%
Farmborough Heights	2%	2%
Fernhill	1%	0%
Figtree	6%	5%
Garie	0%	0%
Gwynneville	2%	1%
Haywards Bay	1%	1%
Helensburgh	4%	3%
Horsley	6%	4%
Huntley	0%	0%
Kanahooka	2%	4%
Keiraville	2%	3%
Kembla Grange	0%	1%
Kembla Heights	0%	0%
Koonawarra	1%	1%
Lake Heights	1%	1%
Lilyvale	0%	0%
Maddens Plains	0%	0%
Mangerton	3% ↑	0% ↓
Marshall Mount	0%	0%
Mount Keira	1%	2%
Mount Kembla	1%	1%
Mount Ousley	1%	1%
Mount Pleasant	1%	2%
Mount Saint Thomas	1%	1%
North Wollongong	1%	3%
Otford	0%	0%
Palona	0%	0%
Port Kembla	4%	1%
Primbee	1%	0%
Russell Vale	1%	1%
Scarborough	0%	0%
Spring Hill	0%	0%
Stanwell Park	1%	1%
Stanwell Tops	0%	0%
Stream Hill	0% ↓	3% ↑
Tarrawanna	1%	1%
Thirroul	5%	3%
Towradgi	1%	3%
Unanderra	3%	1%
Warrawong	0%	1%
West Wollongong	2%	2%
Windang	2%	1%
Wollongong	6% ↓	17% ↑
Wombarra	1%	0%
Wongawilli	0%	0%
Woonona	6%	4%
Woronora Dam	0%	0%
Yallah	0%	0%
(None of these)	0%	0%
Column n	600	391

ward by sample source		
Column %	Random	Opt-in
Ward 1	37%	32%
Ward 2	32% ↓	42% ↑
Ward 3	32%	26%
Column n	600	391

S6. How long have you lived in the Wollongong area?

Column %	Random	Opt-in
Less than 6 months	0%	0%
6 months to 1 year	0%	1%
2 to 5 years	3% ↓	10% ↑
6 to 10 years	4% ↓	9% ↑
11 to 15 years	10%	7%
More than 15 years	82% ↑	72% ↓
Column n	600	391

D1. Age group by sample source		
Column %	Random	Opt-in
18 to 34 years	9%	8%
35 to 49 years	45% ↑	17% ↓
50 to 64 years	23% ↓	33% ↑
65 plus years	23% ↓	40% ↑
(Prefer not to say) DO NOT READ OUT	0% ↓	2% ↑
Column n	600	391

D2. What is your gender identity? by sample source		
Column %	Random	Opt-in
Male	49% ↑	33% ↓
Female	51% ↓	63% ↑
Non-binary	0%	1%
(Prefer not to say) DO NOT READ OUT	0% ↓	4% ↑
Column n	600	391

Q1 Wollongong Art Gallery by sample source		
Column %	Random	Opt-in
At least monthly	2%	4%
Up to 9 times a year	1%	3%
Up to 6 times a year	3%	4%
Up to 3 times a year	21%	19%
Not in the last 12 months	34%	28%
(Never) DO NOT READ OUT	40%	39%
(Can't say) DO NOT READ OUT	0% ↓	3% ↑
Column n	600	391



11. APPENDIX 2 – RANDOM VS. OPT-IN RESULTS

Q1 Illawarra Performing Arts Centre and Town Hall by sample

Column %	Random	Opt-in
At least monthly	4%	5%
Up to 9 times a year	3%	5%
Up to 6 times a year	10%	12%
Up to 3 times a year	29%	28%
Not in the last 12 months	29%	26%
(Never) DO NOT READ OUT	25%	22%
(Can't say) DO NOT READ OUT	0%	1%
Column n	600	391

Q1 Wollongong Botanic Garden by sample source

Column %	Random	Opt-in
At least monthly	9% ↓	16% ↑
Up to 9 times a year	6%	6%
Up to 6 times a year	11%	11%
Up to 3 times a year	34%	28%
Not in the last 12 months	29%	23%
(Never) DO NOT READ OUT	11%	14%
(Can't say) DO NOT READ OUT	0%	2%
Column n	600	391

Q1 Ocean rock pools by sample source

Column %	Random	Opt-in
At least monthly	27%	28%
Up to 9 times a year	7%	8%
Up to 6 times a year	9%	7%
Up to 3 times a year	16%	13%
Not in the last 12 months	21%	18%
(Never) DO NOT READ OUT	21%	26%
(Can't say) DO NOT READ OUT	0%	1%
Column n	600	391

Q1 Parks and open spaces by sample source

Column %	Random	Opt-in
At least monthly	66%	69%
Up to 9 times a year	7%	8%
Up to 6 times a year	8%	6%
Up to 3 times a year	8%	9%
Not in the last 12 months	6%	3%
(Never) DO NOT READ OUT	5%	3%
(Can't say) DO NOT READ OUT	0% ↓	3% ↑
Column n	600	391

Q1 Wollongong libraries by sample source

Column %	Random	Opt-in
At least monthly	19% ↓	28% ↑
Up to 9 times a year	6%	8%
Up to 6 times a year	8%	9%
Up to 3 times a year	20%	15%
Not in the last 12 months	24%	20%
(Never) DO NOT READ OUT	23%	18%
(Can't say) DO NOT READ OUT	0%	2%
Column n	600	391

Q1 Council heated pools (Beaton Park, Corrimal, Dapto) by s

Column %	Random	Opt-in
At least monthly	14%	15%
Up to 9 times a year	4%	4%
Up to 6 times a year	7%	5%
Up to 3 times a year	13%	9%
Not in the last 12 months	24%	23%
(Never) DO NOT READ OUT	37%	43%
(Can't say) DO NOT READ OUT	1%	1%
Column n	600	391

Q1 Sports fields and facilities by sample source

Column %	Random	Opt-in
At least monthly	43% ↑	28% ↓
Up to 9 times a year	4% ↓	8% ↑
Up to 6 times a year	6%	7%
Up to 3 times a year	8%	13%
Not in the last 12 months	19%	15%
(Never) DO NOT READ OUT	19% ↓	28% ↑
(Can't say) DO NOT READ OUT	1%	2%
Column n	600	391

Q1 Community centre at Thirroul, Corrimal or Dapto by sam

Column %	Random	Opt-in
At least monthly	5%	6%
Up to 9 times a year	2%	2%
Up to 6 times a year	4%	5%
Up to 3 times a year	18%	15%
Not in the last 12 months	30% ↑	22% ↓
(Never) DO NOT READ OUT	42%	48%
(Can't say) DO NOT READ OUT	0% ↓	2% ↑
Column n	600	391

Q1 Public swimming pools (free entry) by sample source

Column %	Random	Opt-in
At least monthly	24%	26%
Up to 9 times a year	9%	10%
Up to 6 times a year	8%	6%
Up to 3 times a year	13%	9%
Not in the last 12 months	22%	17%
(Never) DO NOT READ OUT	24%	31%
(Can't say) DO NOT READ OUT	0%	1%
Column n	600	391

Q1 Russell Vale Golf Course (The Vale) by sample source

Column %	Random	Opt-in
At least monthly	3%	4%
Up to 9 times a year	1%	1%
Up to 6 times a year	2%	2%
Up to 3 times a year	6% ↑	3% ↓
Not in the last 12 months	24% ↑	12% ↓
(Never) DO NOT READ OUT	64% ↓	78% ↑
(Can't say) DO NOT READ OUT	0%	1%
Column n	600	391

Q1 Community hall/centre by sample source

Column %	Random	Opt-in
At least monthly	7%	8%
Up to 9 times a year	2%	3%
Up to 6 times a year	4%	3%
Up to 3 times a year	19%	15%
Not in the last 12 months	33%	26%
(Never) DO NOT READ OUT	34%	39%
(Can't say) DO NOT READ OUT	1% ↓	5% ↑
Column n	600	391

Q1 Leisure centres (Beaton Park and Lakeside) by sample so

Column %	Random	Opt-in
At least monthly	15%	14%
Up to 9 times a year	3%	2%
Up to 6 times a year	4%	3%
Up to 3 times a year	14% ↑	8% ↓
Not in the last 12 months	29%	27%
(Never) DO NOT READ OUT	34% ↓	45% ↑
(Can't say) DO NOT READ OUT	0% ↓	1% ↑
Column n	600	391

Q1 Children's playgrounds by sample source

Column %	Random	Opt-in
At least monthly	29% ↑	22% ↓
Up to 9 times a year	3% ↓	8% ↑
Up to 6 times a year	7%	6%
Up to 3 times a year	10%	8%
Not in the last 12 months	24%	21%
(Never) DO NOT READ OUT	26% ↓	34% ↑
(Can't say) DO NOT READ OUT	1%	2%
Column n	600	391

Q1 Patrolled beaches by sample source

Column %	Random	Opt-in
At least monthly	47%	41%
Up to 9 times a year	13%	16%
Up to 6 times a year	11%	9%
Up to 3 times a year	11%	14%
Not in the last 12 months	11%	9%
(Never) DO NOT READ OUT	7%	10%
(Can't say) DO NOT READ OUT	0%	0%
Column n	600	391

Q1 Dog on or off-leash beaches and/or parks by sample sou

Column %	Random	Opt-in
At least monthly	37% ↑	25% ↓
Up to 9 times a year	5%	5%
Up to 6 times a year	5%	4%
Up to 3 times a year	8%	6%
Not in the last 12 months	14%	9%
(Never) DO NOT READ OUT	30% ↓	50% ↑
(Can't say) DO NOT READ OUT	1%	1%
Column n	600	391



11. APPENDIX 2 – RANDOM VS. OPT-IN RESULTS

Q1 Wollongong Waste Depot (Whytes Gully Waste and Resc

Column %	Random	Opt-in
At least monthly	5%	2%
Up to 9 times a year	4%	3%
Up to 6 times a year	14%	12%
Up to 3 times a year	40%	39%
Not in the last 12 months	18%	25%
(Never) DO NOT READ OUT	18%	18%
(Can't say) DO NOT READ OUT	0%	1%
Column n	600	391

Q2 Sports fields and facilities by sample source

Column %	Random	Opt-in
1 - Not at all satisfied	2%	4%
2	3%	7%
3	26%	30%
4	42%	33%
5 - Very satisfied	28%	26%
Column n	414	246

Q2 Community centre at Thirroul, Corrimal or Dapto

Column %	Random	Opt-in
1 - Not at all satisfied	1%	0%
2	5%	6%
3	17%	19%
4	36%	40%
5 - Very satisfied	41%	35%
Column n	268	159

Q1 Crown Street Mall by sample source

Column %	Random	Opt-in
At least monthly	55%	47%
Up to 9 times a year	8% ↓	15% ↑
Up to 6 times a year	11%	9%
Up to 3 times a year	16%	15%
Not in the last 12 months	5%	6%
(Never) DO NOT READ OUT	4%	7%
(Can't say) DO NOT READ OUT	0%	1%
Column n	600	391

Q2 Russell Vale Golf Course (The Vale) by sample s

Column %	Random	Opt-in
1 - Not at all satisfied	2%	0%
2	0%	4%
3	26%	20%
4	47%	43%
5 - Very satisfied	25%	34%
Column n	125	56

Q2 Community hall/centre by sample source

Column %	Random	Opt-in
1 - Not at all satisfied	1%	5%
2	7%	8%
3	28%	28%
4	35%	34%
5 - Very satisfied	29%	26%
Column n	294	172

Q2 Wollongong Art Gallery by sample source

Column %	Random	Opt-in
1 - Not at all satisfied	1%	1%
2	2% ↓	9% ↑
3	18%	16%
4	38%	36%
5 - Very satisfied	40%	38%
Column n	289	193

Q2 Children's playgrounds by sample source

Column %	Random	Opt-in
1 - Not at all satisfied	1%	4%
2	5%	8%
3	24%	24%
4	40%	35%
5 - Very satisfied	30%	29%
Column n	356	215

Q2 Patrolled beaches by sample source

Column %	Random	Opt-in
1 - Not at all satisfied	0%	0%
2	2%	4%
3	8%	12%
4	33%	29%
5 - Very satisfied	57%	55%
Column n	490	336

Q2 Illawarra Performing Arts Centre and Town Hall

Column %	Random	Opt-in
1 - Not at all satisfied	0%	0%
2	1% ↓	6% ↑
3	17%	18%
4	35%	32%
5 - Very satisfied	47%	44%
Column n	413	262

Q2 Wollongong Botanic Garden by sample source

Column %	Random	Opt-in
1 - Not at all satisfied	0%	1%
2	2%	2%
3	4% ↓	11% ↑
4	27%	34%
5 - Very satisfied	66% ↑	53% ↓
Column n	486	312

Q2 Ocean rock pools by sample source

Column %	Random	Opt-in
1 - Not at all satisfied	1%	1%
2	1%	3%
3	15%	19%
4	37%	30%
5 - Very satisfied	47%	47%
Column n	391	264

Q2 Parks and open spaces by sample source

Column %	Random	Opt-in
1 - Not at all satisfied	1%	3%
2	2% ↓	6% ↑
3	17%	21%
4	36%	35%
5 - Very satisfied	43%	35%
Column n	546	362

Q2 Wollongong libraries by sample source

Column %	Random	Opt-in
1 - Not at all satisfied	1%	0%
2	1%	4%
3	13%	11%
4	30%	31%
5 - Very satisfied	54%	54%
Column n	413	285

Q2 Council heated pools (Beaton Park, Corrimal, Da

Column %	Random	Opt-in
1 - Not at all satisfied	1%	2%
2	2%	7%
3	20%	22%
4	44%	37%
5 - Very satisfied	33%	32%
Column n	277	176



11. APPENDIX 2 – RANDOM VS. OPT-IN RESULTS

Q2 Public swimming pools (free entry) by sample source

Column %	Random	Opt-in
1 - Not at all satisfied	1%	1%
2	2%	4%
3	20%	21%
4	41%	32%
5 - Very satisfied	36%	41%
Column n	344	243

Q3 Development application assessment process by sample source

Column %	Random	Opt-in
1 - Not at all satisfied	25% ↓	36% ↑
2	19% ↓	29% ↑
3	30% ↑	21% ↓
4	16%	12%
5 - Very satisfied	9% ↑	2% ↓
Column n	362	162

Q3 Regulation of traffic flow in local area by sample source

Column %	Random	Opt-in
1 - Not at all satisfied	17% ↓	33% ↑
2	18%	19%
3	28%	24%
4	28% ↑	16% ↓
5 - Very satisfied	9%	7%
Column n	591	379

Q2 Leisure centres (Beaton Park and Lakeside) by sample source

Column %	Random	Opt-in
1 - Not at all satisfied	0%	1%
2	3%	8%
3	26%	24%
4	40%	38%
5 - Very satisfied	31%	29%
Column n	285	160

Q3 Management and preservation of our heritage by sample source

Column %	Random	Opt-in
1 - Not at all satisfied	9% ↓	25% ↑
2	10% ↓	17% ↑
3	32%	26%
4	34% ↑	23% ↓
5 - Very satisfied	15% ↑	9% ↓
Column n	528	306

Q3 Regulation of traffic flow in city centre by sample source

Column %	Random	Opt-in
1 - Not at all satisfied	12% ↓	28% ↑
2	16% ↓	23% ↑
3	38% ↑	26% ↓
4	28% ↑	18% ↓
5 - Very satisfied	6%	6%
Column n	570	359

Q2 Dog on or off-leash beaches and/or parks by sample source

Column %	Random	Opt-in
1 - Not at all satisfied	1% ↓	7% ↑
2	4% ↓	10% ↑
3	17%	18%
4	36%	32%
5 - Very satisfied	42%	33%
Column n	328	177

Q3 Protection of our natural environment by sample source

Column %	Random	Opt-in
1 - Not at all satisfied	8% ↓	14% ↑
2	9% ↓	15% ↑
3	28% ↓	37% ↑
4	40% ↑	25% ↓
5 - Very satisfied	15% ↑	9% ↓
Column n	560	347

Q3 Compliance and regulation of parking by sample source

Column %	Random	Opt-in
1 - Not at all satisfied	17% ↓	27% ↑
2	15%	18%
3	28%	30%
4	26% ↑	15% ↓
5 - Very satisfied	13%	10%
Column n	562	338

Q2 Wollongong Waste Depot by sample source

Column %	Random	Opt-in
1 - Not at all satisfied	2%	4%
2	4%	6%
3	19%	21%
4	39%	38%
5 - Very satisfied	36%	31%
Column n	431	281

Q3 Environmental programs and education by sample source

Column %	Random	Opt-in
1 - Not at all satisfied	8%	9%
2	12% ↓	21% ↑
3	36%	33%
4	29%	25%
5 - Very satisfied	15%	11%
Column n	473	245

Q3 Provision of parking in high demand areas (e.g. city centre) by sample source

Column %	Random	Opt-in
1 - Not at all satisfied	26% ↓	39% ↑
2	23%	22%
3	30% ↑	23% ↓
4	16% ↑	11% ↓
5 - Very satisfied	5%	5%
Column n	592	376

Q2 Crown Street Mall by sample source

Column %	Random	Opt-in
1 - Not at all satisfied	10% ↓	24% ↑
2	17%	21%
3	33% ↑	26% ↓
4	26%	22%
5 - Very satisfied	15% ↑	6% ↓
Column n	555	357

Q3 Domestic animal control in public places by sample source

Column %	Random	Opt-in
1 - Not at all satisfied	8% ↓	21% ↑
2	10% ↓	16% ↑
3	31%	29%
4	31% ↑	22% ↓
5 - Very satisfied	19% ↑	12% ↓
Column n	513	302

Q3 Maintenance of local roads by sample source

Column %	Random	Opt-in
1 - Not at all satisfied	17% ↓	29% ↑
2	22%	25%
3	34% ↑	25% ↓
4	22%	16%
5 - Very satisfied	5%	5%
Column n	600	384



11. APPENDIX 2 – RANDOM VS. OPT-IN RESULTS

Q3 Maintenance of footpaths by sample source		
Column %	Random	Opt-in
1 – Not at all satisfied	11% ↓	30% ↑
2	16%	22%
3	35%	28%
4	27% ↑	14% ↓
5 – Very satisfied	11% ↑	6% ↓
Column n	591	373

Q3 Availability of footpaths by sample source		
Column %	Random	Opt-in
1 – Not at all satisfied	9% ↓	27% ↑
2	12% ↓	20% ↑
3	31% ↑	24% ↓
4	33% ↑	22% ↓
5 – Very satisfied	15% ↑	8% ↓
Column n	594	381

Q3 Location/ availability of public toilets by sample		
Column %	Random	Opt-in
1 – Not at all satisfied	8% ↓	22% ↑
2	17%	21%
3	37%	34%
4	30% ↑	16% ↓
5 – Very satisfied	8%	7%
Column n	560	344

Q3 Maintenance of cycleways by sample source		
Column %	Random	Opt-in
1 – Not at all satisfied	5% ↓	17% ↑
2	10% ↓	18% ↑
3	29%	31%
4	34% ↑	21% ↓
5 – Very satisfied	22% ↑	12% ↓
Column n	500	250

Q3 Availability of cycleways by sample source		
Column %	Random	Opt-in
1 – Not at all satisfied	5% ↓	18% ↑
2	9% ↓	14% ↑
3	29%	31%
4	34% ↑	21% ↓
5 – Very satisfied	23% ↑	15% ↓
Column n	529	272

Q3 Domestic waste collection service (i.e. red bin) l		
Column %	Random	Opt-in
1 – Not at all satisfied	1%	3%
2	5%	6%
3	10%	15%
4	35%	31%
5 – Very satisfied	49%	45%
Column n	597	380

Q3 Maintenance of shared use paths by sample sou		
Column %	Random	Opt-in
1 – Not at all satisfied	7% ↓	24% ↑
2	12% ↓	19% ↑
3	30%	28%
4	36% ↑	22% ↓
5 – Very satisfied	15% ↑	7% ↓
Column n	570	356

Q3 Availability of shared use paths by sample source		
Column %	Random	Opt-in
1 – Not at all satisfied	6% ↓	22% ↑
2	12% ↓	20% ↑
3	33%	29%
4	32% ↑	19% ↓
5 – Very satisfied	17% ↑	9% ↓
Column n	570	346

Q3 Recycling waste collection service (i.e. yellow bi		
Column %	Random	Opt-in
1 – Not at all satisfied	1% ↓	4% ↑
2	4%	5%
3	15%	18%
4	34%	27%
5 – Very satisfied	46%	46%
Column n	597	375

Q3 Street cleaning by sample source		
Column %	Random	Opt-in
1 – Not at all satisfied	8% ↓	19% ↑
2	12%	16%
3	26%	32%
4	34% ↑	22% ↓
5 – Very satisfied	20% ↑	11% ↓
Column n	576	360

Q3 Maintenance and cleanliness of bus shelters by		
Column %	Random	Opt-in
1 – Not at all satisfied	4% ↓	13% ↑
2	12% ↓	22% ↑
3	34%	32%
4	37% ↑	23% ↓
5 – Very satisfied	12%	9%
Column n	461	245

Q3 Green waste, including the food organics collect		
Column %	Random	Opt-in
1 – Not at all satisfied	2% ↓	6% ↑
2	3%	6%
3	9% ↓	15% ↑
4	33%	28%
5 – Very satisfied	54% ↑	45% ↓
Column n	590	364

Q3 Public bin collection by sample source		
Column %	Random	Opt-in
1 – Not at all satisfied	2% ↓	6% ↑
2	8%	8%
3	20%	24%
4	37%	30%
5 – Very satisfied	33%	31%
Column n	571	359

Q3 Condition/ cleanliness of public toilets by samp		
Column %	Random	Opt-in
1 – Not at all satisfied	9% ↓	20% ↑
2	21%	21%
3	38%	32%
4	25%	18%
5 – Very satisfied	7%	9%
Column n	524	315

Q3 Customer Service Centre by sample source		
Column %	Random	Opt-in
1 – Not at all satisfied	5%	10%
2	6%	13%
3	28%	25%
4	35%	29%
5 – Very satisfied	27%	23%
Column n	444	245



11. APPENDIX 2 – RANDOM VS. OPT-IN RESULTS

Q3 Graffiti prevention and removal by sample source

Column %	Random	Opt-in
1 – Not at all satisfied	7% ↓	14% ↑
2	13% ↓	21% ↑
3	35%	33%
4	31% ↑	21% ↓
5 – Very satisfied	14%	11%
Column n	540	289

Q6 Informing the community about its services and

Column %	Random	Opt-in
1 – Not at all satisfied	7% ↓	12% ↑
2	14%	18%
3	32%	35%
4	35% ↑	25% ↓
5 – Very satisfied	13%	10%
Column n	589	377

Q6 Planning controls for development in your local

Column %	Random	Opt-in
1 – Not at all satisfied	18% ↓	33% ↑
2	22%	26%
3	32%	26%
4	22% ↑	11% ↓
5 – Very satisfied	6%	3%
Column n	531	317

Q3 Library services by sample source

Column %	Random	Opt-in
1 – Not at all satisfied	1%	1%
2	2%	5%
3	9%	12%
4	38%	29%
5 – Very satisfied	49%	53%
Column n	493	305

Q6 Responsiveness in keeping you informed on the

Column %	Random	Opt-in
1 – Not at all satisfied	11% ↓	18% ↑
2	14% ↓	23% ↑
3	31%	31%
4	31% ↑	16% ↓
5 – Very satisfied	14%	11%
Column n	489	279

Q6a Are you aware of Council's animal care

Column %	Random	Opt-in
Yes	53%	57%
Unsure	7% ↓	21% ↑
No	40% ↑	22% ↓
Column n	600	391

Q3 Wollongong Art Gallery exhibitions by sample source

Column %	Random	Opt-in
1 – Not at all satisfied	3%	6%
2	3% ↓	10% ↑
3	29%	24%
4	38%	33%
5 – Very satisfied	27%	27%
Column n	363	211

Q6 The use of rates by sample source

Column %	Random	Opt-in
1 – Not at all satisfied	14% ↓	31% ↑
2	18%	23%
3	37% ↑	26% ↓
4	24% ↑	16% ↓
5 – Very satisfied	7%	5%
Column n	541	335

Q6b How did you find out about the service? by sample source

Column %	Random	Opt-in
Lost pet	15% ↑	6% ↓
Adopt from Council	5%	6%
Saw promotion in media	4%	8%
Saw promotion on social media	12%	18%
Saw information in Council's e-news/comm	16%	24%
Word of mouth	42%	35%
Can't say	11%	19%
Column n	332	221

Q3 Council lifeguard services (Monday to Saturday)

Column %	Random	Opt-in
1 – Not at all satisfied	0%	1%
2	1%	4%
3	10%	15%
4	34%	30%
5 – Very satisfied	55%	50%
Column n	528	302

Q6 Acts with the best interests of the community in

Column %	Random	Opt-in
1 – Not at all satisfied	10% ↓	27% ↑
2	14% ↓	26% ↑
3	33% ↑	24% ↓
4	33% ↑	17% ↓
5 – Very satisfied	10% ↑	5% ↓
Column n	580	366

Q7 How frequently do you interact with Wollongong City Council? (This in

Column %	Random	Opt-in
Very frequently (e.g. weekly or more often)	2%	5%
Frequently (e.g. monthly)	7%	11%
Occasionally (e.g. a few times a year)	42%	45%
Rarely (e.g. once a year or less)	41%	36%
Never	7%	4%
Column n	600	391

Q4 Using the same 1 to 5 scale, how satisfied are yo

Column %	Random	Opt-in
1 – Not at all satisfied	7% ↓	16% ↑
2	9% ↓	16% ↑
3	33%	39%
4	40% ↑	22% ↓
5 – Very Satisfied	10%	8%
Column n	595	387

Q6 Response to climate change and emissions redu

Column %	Random	Opt-in
1 – Not at all satisfied	12% ↓	21% ↑
2	15%	18%
3	41%	36%
4	23%	19%
5 – Very satisfied	10%	7%
Column n	504	258

Q8 It was easy to access the information or service I needed

Column %	Random	Opt-in
1 = Strongly disagree	6%	8%
2 = Disagree	12%	13%
3 = Neither agree nor disagree	21%	27%
4 = Agree	35%	42%
5 = Strongly agree	26% ↑	10% ↓
Column n	562	354



11. APPENDIX 2 – RANDOM VS. OPT-IN RESULTS

Q8 The process and what to expect were clearly explained by

Column %	Random	Opt-in
1 = Strongly disagree	6%	6%
2 = Disagree	11%	15%
3 = Neither agree nor disagree	21%	26%
4 = Agree	36%	43%
5 = Strongly agree	26% ↑	10% ↓
Column n	549	337

Q8 My enquiry was managed effectively and in line with what

Column %	Random	Opt-in
1 = Strongly disagree	7%	11%
2 = Disagree	10%	14%
3 = Neither agree nor disagree	17% ↓	24% ↑
4 = Agree	36%	38%
5 = Strongly agree	30% ↑	13% ↓
Column n	554	340

Q8 Council staff provided a positive customer experience that

Column %	Random	Opt-in
1 = Strongly disagree	5%	8%
2 = Disagree	7%	9%
3 = Neither agree nor disagree	20%	22%
4 = Agree	33% ↓	45% ↑
5 = Strongly agree	35% ↑	17% ↓
Column n	546	340

Q8 Overall, I am satisfied with the customer service provided

Column %	Random	Opt-in
1 = Strongly disagree	5%	10%
2 = Disagree	8%	12%
3 = Neither agree nor disagree	17% ↓	24% ↑
4 = Agree	38%	40%
5 = Strongly agree	31% ↑	14% ↓
Column n	570	365

Q10 Professionalism by sample source

Column %	Random	Opt-in
1 – Not at all satisfied	3% ↓	8% ↑
2	3% ↓	8% ↑
3	17% ↓	24% ↑
4	35% ↑	27% ↓
5 – Very satisfied	36% ↑	19% ↓
(Can't say) DO NOT READ OUT	7% ↓	14% ↑
Column n	600	391

Q10 Approachability by sample source

Column %	Random	Opt-in
1 – Not at all satisfied	3% ↓	6% ↑
2	7%	10%
3	17% ↓	25% ↑
4	33%	27%
5 – Very satisfied	34% ↑	18% ↓
(Can't say) DO NOT READ OUT	7% ↓	13% ↑
Column n	600	391

Q10 Effectiveness by sample source

Column %	Random	Opt-in
1 – Not at all satisfied	5% ↓	14% ↑
2	9% ↓	14% ↑
3	22%	26%
4	35% ↑	20% ↓
5 – Very satisfied	23% ↑	13% ↓
(Can't say) DO NOT READ OUT	8% ↓	13% ↑
Column n	600	391

Q10 Capability by sample source

Column %	Random	Opt-in
1 – Not at all satisfied	4% ↓	11% ↑
2	5% ↓	12% ↑
3	22%	26%
4	37% ↑	21% ↓
5 – Very satisfied	24% ↑	14% ↓
(Can't say) DO NOT READ OUT	8% ↓	15% ↑
Column n	600	391

Q10 Responsiveness by sample source

Column %	Random	Opt-in
1 – Not at all satisfied	6% ↓	11% ↑
2	8% ↓	14% ↑
3	23%	25%
4	32% ↑	24% ↓
5 – Very satisfied	24% ↑	14% ↓
(Can't say) DO NOT READ OUT	7% ↓	12% ↑
Column n	600	391

Q11a How do you usually receive information from Wollongong City Council?

Column %	Random	Opt-in
Council's website	18% ↓	46% ↑
Council community update Print Newsletter (delivered to letterbox)	33%	34%
Council's electronic newsletter (email subscription)	9% ↓	19% ↑
Council's social media channels (Facebook, Instagram, YouTube)	10% ↓	34% ↑
Direct email	24% ↑	9% ↓
Direct notification letter to my letterbox	31% ↑	14% ↓
With my Rates notice	32% ↓	42% ↑
Community consultation	1% ↓	6% ↑
Face to face visits to Council's Administration Building	2% ↓	6% ↑
Telephone	9%	10%
When I visit the library	3% ↓	19% ↑
When I visit the community centres	1% ↓	5% ↑
Local radio - commercial	3% ↓	11% ↑
Local radio - ABC	2% ↓	18% ↑
Television News	4% ↓	14% ↑
Newspaper – printed	3% ↓	10% ↑
Newspaper – online or social media	1% ↓	14% ↑
Local community print or online publication	1% ↓	8% ↑
Google	4% ↓	11% ↑
Television advertising/streaming	1%	3%
Cinema advertising	0%	1%
Outdoor advertising or signage	1% ↓	7% ↑
Social media – community groups	4% ↓	20% ↑
Other (specify)	4%	3%
Don't know	3%	3%
Column n	600	391

Q11b How would you like to receive information about Wollongong City Council?

Column %	Random	Opt-in
Council's website	12% ↓	42% ↑
Council community update Print Newsletter (delivered to letterbox)	33%	32%
Council's electronic newsletter (email subscription)	15% ↓	31% ↑
Council's social media channels (Facebook, Instagram, YouTube)	12% ↓	29% ↑
Direct email	34% ↑	20% ↓
Direct notification letter to my letterbox	31% ↑	18% ↓
With my Rates notice	21% ↓	37% ↑
Community consultation	1% ↓	14% ↑
Face to face visits to Council's Administration Building	0% ↓	3% ↑
Telephone	5%	3%
When I visit the library	3% ↓	16% ↑
When I visit the community centres	0% ↓	7% ↑
Local radio - commercial	3% ↓	13% ↑
Local radio - ABC	2% ↓	23% ↑
Television News	5% ↓	17% ↑
Newspaper – printed	2% ↓	10% ↑
Newspaper – online or social media	2% ↓	15% ↑
Local community print or online publication	2% ↓	12% ↑
Google	2% ↓	7% ↑
Television advertising/streaming	2% ↓	5% ↑
Cinema advertising	0%	2%
Outdoor advertising or signage	1% ↓	11% ↑
Social media – community groups	5% ↓	22% ↑
Other (specify)	3%	1%
Don't know	3%	4%
Column n	600	391



11. APPENDIX 2 – RANDOM VS. OPT-IN RESULTS

Q12 Make a payment by sample source		
Column %	Random	Opt-in
Face to face	8%	7%
Phone	4%	5%
Council website	4% ↓	10% ↑
Online	80% ↑	70% ↓
Letter	3%	1%
Social media (Facebook etc)	0%	0%
SMS	0%	0%
Unsure	1% ↓	6% ↑
Column n	600	391

Q12 Request Council to do something (e.g. fix a pothole) b		
Column %	Random	Opt-in
Face to face	3% ↓	9% ↑
Phone	38% ↑	25% ↓
Council website	8% ↓	16% ↑
Online	46%	42%
Letter	1%	1%
Social media (Facebook etc)	0% ↓	2% ↑
SMS	0% ↓	4% ↑
Unsure	3%	2%
Column n	600	391

Q12 Complete or lodging applications and forms by sample		
Column %	Random	Opt-in
Face to face	11% ↓	17% ↑
Phone	3%	4%
Council website	9%	14%
Online	66% ↑	51% ↓
Letter	4%	3%
Social media (Facebook etc)	0%	1%
SMS	0% ↓	1% ↑
Unsure	6%	8%
Column n	600	391

Q12 Provide feedback on important or topical issues by sample		
Column %	Random	Opt-in
Face to face	5% ↓	9% ↑
Phone	13% ↑	8% ↓
Council website	8% ↓	13% ↑
Online	60% ↑	49% ↓
Letter	7%	7%
Social media (Facebook etc)	2% ↓	6% ↑
SMS	0% ↓	3% ↑
Unsure	5%	4%
Column n	600	391

Q12 Get updates on road closures etc. during natural disasters		
Column %	Random	Opt-in
Face to face	0% ↓	3% ↑
Phone	5%	5%
Council website	4% ↓	10% ↑
Online	29% ↑	21% ↓
Letter	7%	9%
Social media (Facebook etc)	10% ↓	19% ↑
SMS	41% ↑	30% ↓
Unsure	5%	4%
Column n	600	391

Q13 In the past 12 months have you participated in any

Column %	Random
Viewed engagement information via Council website	11% ↓
Community Forum or committee	5% ↓
Face to face information session	8%
'Let's Talk' sessions	2%
Local Planning Panel and Regional Planning Panel	4%
Addressing Council at Public Meeting	4%
Council information stands	6% ↓
Submission through public exhibition process	7% ↓
Completing online surveys	18% ↓
Other (please specify)	2%
None	63% ↑
Column n	600

Q14 Have you visited Council's website in the past 12 months?

Column %	Random	Opt-in
Yes	74% ↓	88% ↑
No	26% ↑	12% ↓
Column n	600	391

Q15 On a 1 to 5 scale where 1 is strongly disagree and 5 is strongly agree

Column %	Random	Opt-in
1 - Strongly disagree	5%	6%
2 - Disagree	11%	17%
3 - Neither agree nor disagree	28%	33%
4 - Agree	36%	35%
5 - Strongly agree	20% ↑	8% ↓
(Can't say) DO NOT READ OUT	0%	1%
Column n	429	344

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