

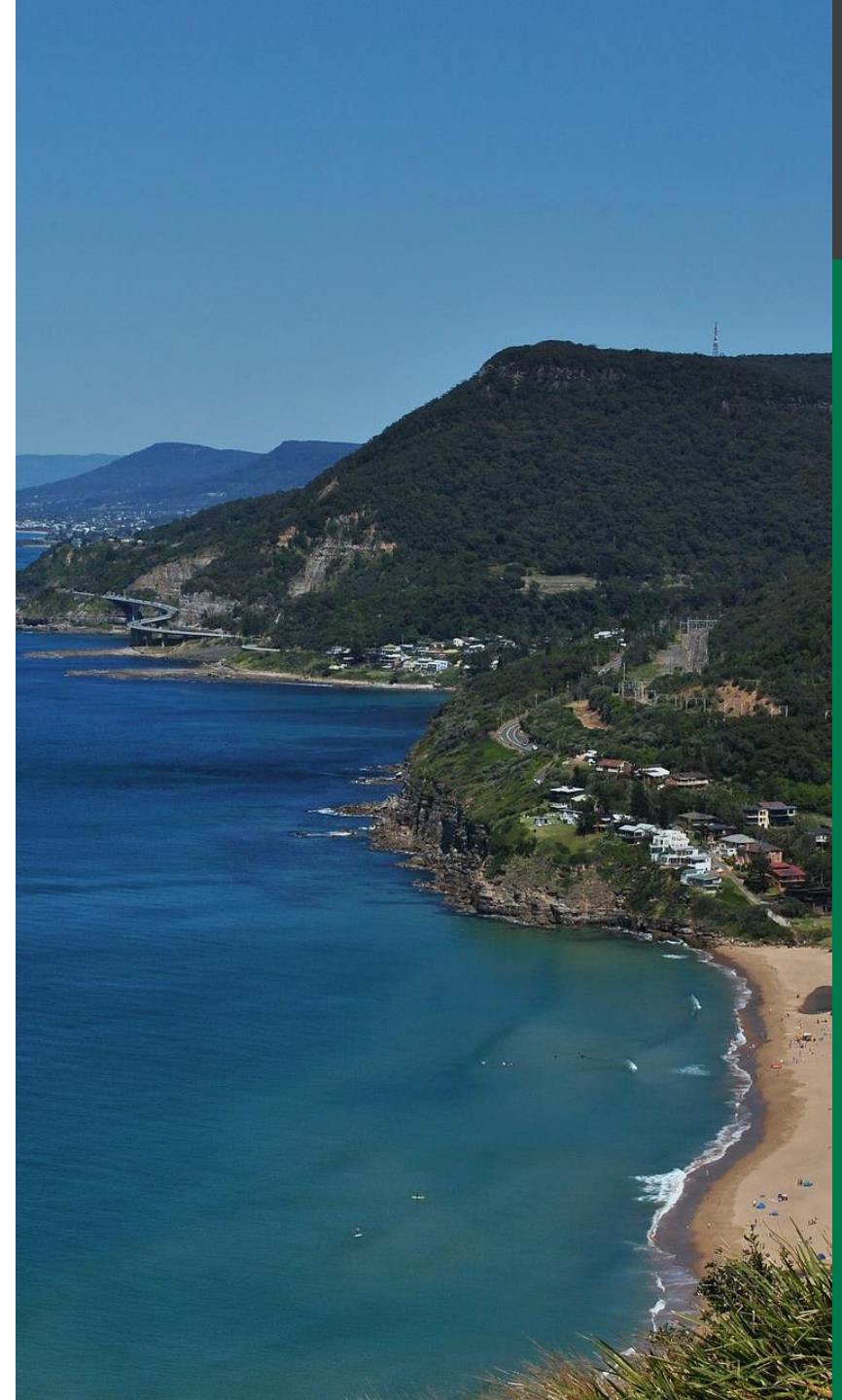
Wollongong City Council

Community Satisfaction Survey 2021 Online Results

Prepared by: IRIS Research (Taverner Research Group)

Project reference: 6201

Version: 01



Background

The Wollongong City Council Community Satisfaction Survey 2021 was available online from 13 September to 27 September 2021. 171 completed responses were collected.

This report contains the results of the online survey. Note, these results are reflective of those residents who self-selected to participate and not representative of the community.

Sample Profile – Demographics

Age	%	N
18 to 34 years	11%	18
35 to 49 years	19%	33
50 to 64 years	32%	54
65 plus years	36%	61
Prefer not to say	3%	5

Gender	%	N
Male	42%	71
Female	57%	97
Prefer not to say	2%	3

D1 Please stop me when I read out the age group you are in.
D2 Which gender do you identify with?

Base:
All respondents (n=171)
30/11/2021

Sample Profile – Demographics

Employment Status	%	N
Work full time	30%	51
Work part time	13%	22
Work casually	5%	8
Self-employed	6%	11
Retired	37%	64
Unemployed	4%	6
Student	2%	4
Home duties	0.6%	1
Other	2%	3
Prefer not to say	0.6%	1

Lived in Wollongong	%	N
6 months to 1 year	1%	2
2 to 5 years	5%	9
6 to 10 years	8%	13
11 to 15 years	7%	12
More than 15 years	79%	135

Commutes from Wollongong LGA to work in another council area	%	N
Yes	18%	31
No	82%	140

D3 What is your employment status?

S4 How long have you lived in the Wollongong area?

D4 Do you commute from the Wollongong local government area to work in another council area?

Base:

All respondents (n=171)

30/11/2021

Sample Profile – Suburb

Suburb	N	Suburb	N	Suburb	N
Austinmer	2	Figtree	18	North Wollongong	7
Avondale	1	Figtree Heights	1	Port Kembla	3
Balgownie	1	Gwynneville	5	Primbee	5
Bulli	2	Helensburgh	1	Russell Vale	1
Coledale	2	Kanahooka	2	Tarrawanna	1
Coniston	1	Keiraville	16	Thirroul	10
Cordeaux Heights	3	Kembla Grange	1	Warrawong	3
Corrimal	6	Lake Heights	7	West Wollongong	5
Dapto	3	Mangerton	3	Windang	9
East Corrimal	5	Mount Keira	3	Wollongong	24
Fairy Meadow	2	Mount Kembla	2	Wongawilli	1
Farmborough Heights	3	Mount Pleasant	2	Woonona	7
Fernhill	1	Mount Saint Thomas	2		

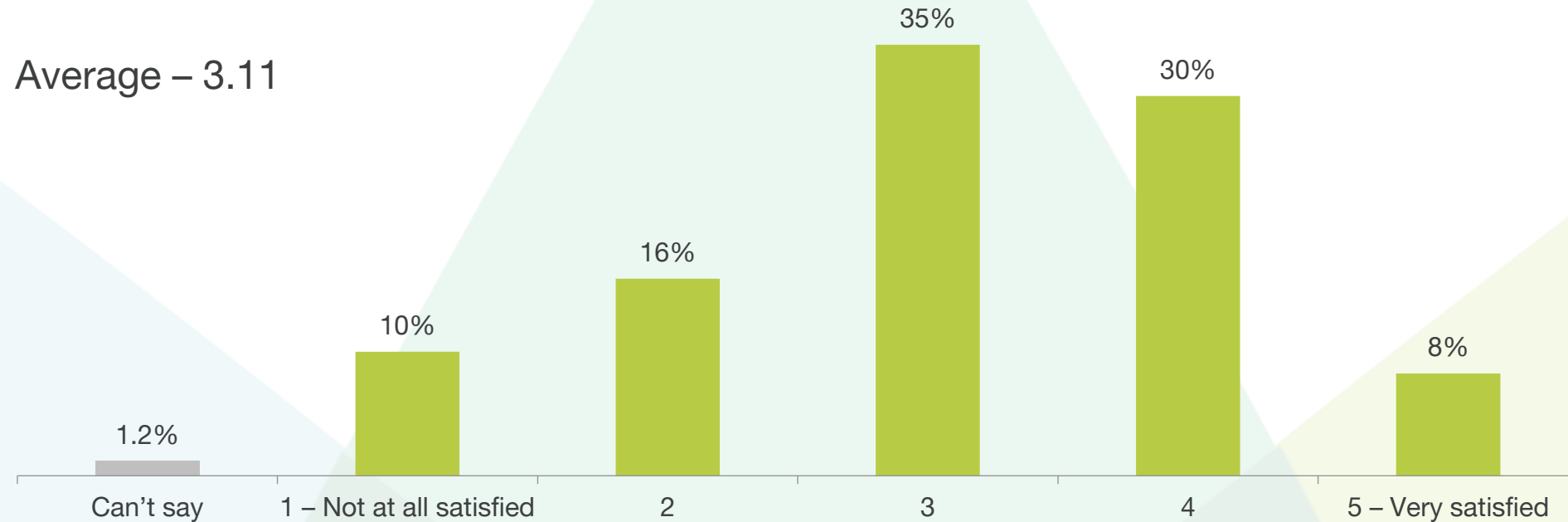
S3 What is the name of the suburb where you live?

Base:

All respondents (n=171)

30/11/2021

Satisfaction with Wollongong City Council's overall performance



Q9 Using the same 1 to 5 scale, how satisfied are you with Wollongong City Council's overall performance?

Base:
All respondents (n=171)
30/11/2021

Facility usage

	At least monthly	Up to 9 times a year	Up to 6 times a year	Up to 3 times a year	Not in the last 12 months	Never	Can't say
Footpaths	95%	2%	1%	1%	0%	1%	1%
Shared use paths	87%	4%	3%	2%	2%	2%	0%
Parks, open spaces and sports fields for passive recreation purpose	82%	3%	5%	4%	4%	2%	1%
Parks, open spaces and sports fields for active sport or recreation activities	74%	3%	2%	2%	12%	6%	1%
Patrolled beaches	51%	11%	10%	10%	13%	4%	1%
Cycle ways (including pop up cycle ways)	47%	4%	2%	2%	8%	36%	1%
Tidal rock pools	33%	11%	9%	5%	24%	16%	1%
Botanic Garden	30%	11%	11%	18%	20%	11%	0%
Children's playgrounds	30%	4%	10%	10%	9%	34%	3%
Libraries	29%	7%	5%	12%	26%	19%	1%
Public swimming pools (free entry)	25%	8%	6%	11%	26%	23%	1%
Council heated pools	16%	8%	5%	9%	30%	32%	1%
Leisure centres (Beaton Park and Lakeside)	13%	4%	5%	5%	33%	39%	1%
Community hall/centre	6%	2%	1%	8%	41%	39%	3%
Community centre at Thirroul, Corrimal or Dapto	4%	2%	2%	12%	29%	49%	2%
Wollongong Art Gallery	3%	3%	4%	23%	38%	27%	2%
Illawarra Performing Arts Centre and Town Hall	1%	5%	8%	32%	36%	18%	1%
Russell Vale Golf Course (The Vale)	1%	1%	1%	1%	12%	84%	2%
Youth Centre	0%	1%	0%	1%	12%	84%	2%

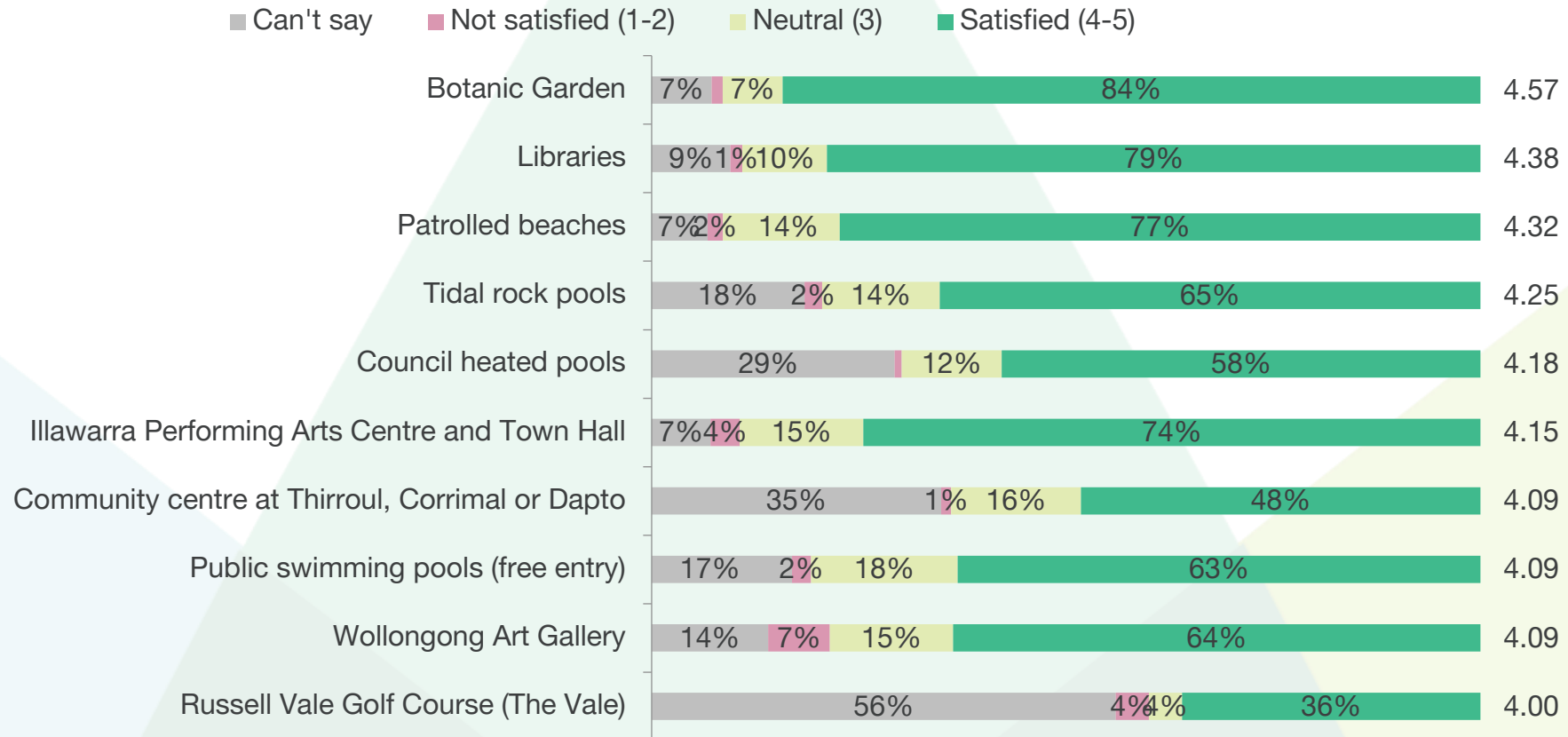
Q1 Can you indicate how often you or a member of your household usually uses the following facilities?

Base:

All respondents (n=171)

30/11/2021

Satisfaction with facilities



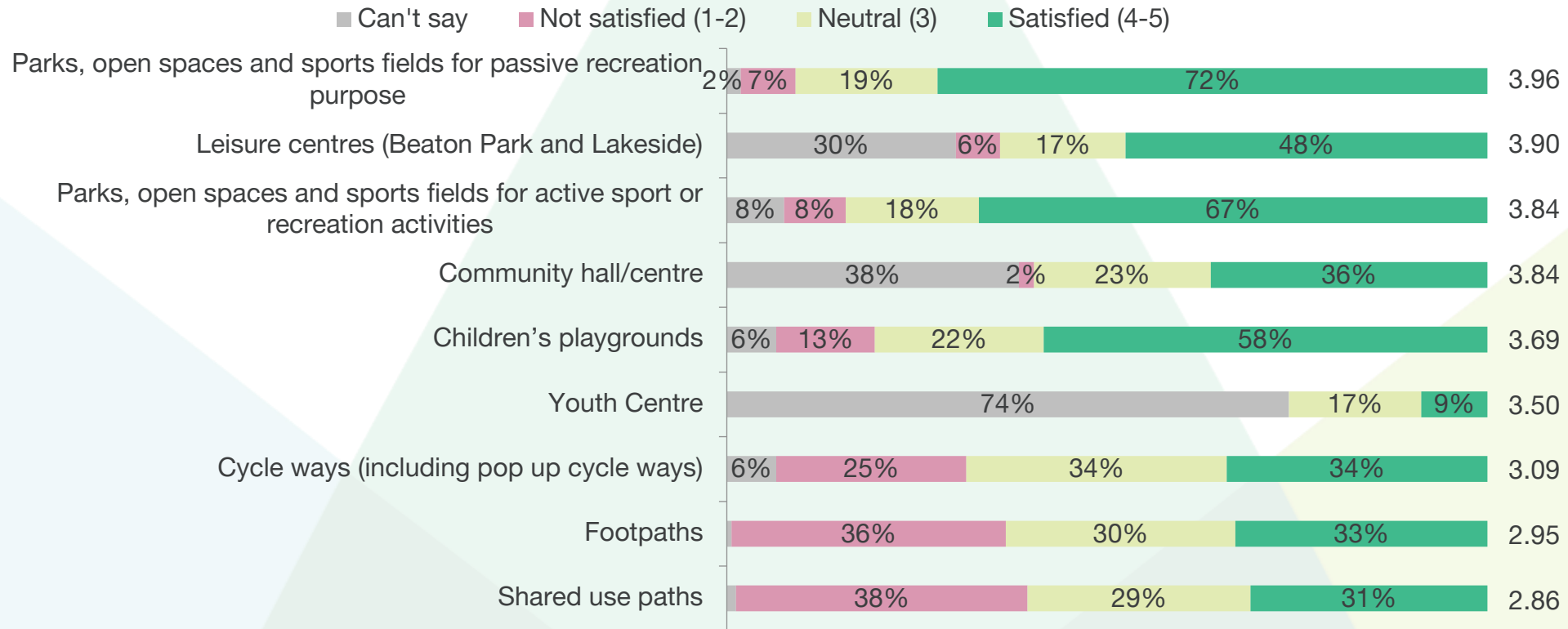
Q2 Please rate your satisfaction with each facility you usually use using a 1 to 5 scale where 1 means 'not at all satisfied' and 5 means 'very satisfied'. [Note: Some small results not shown]

Base:

Facility users (n=23 to n=169)

30/11/2021

Satisfaction with facilities (cont'd)

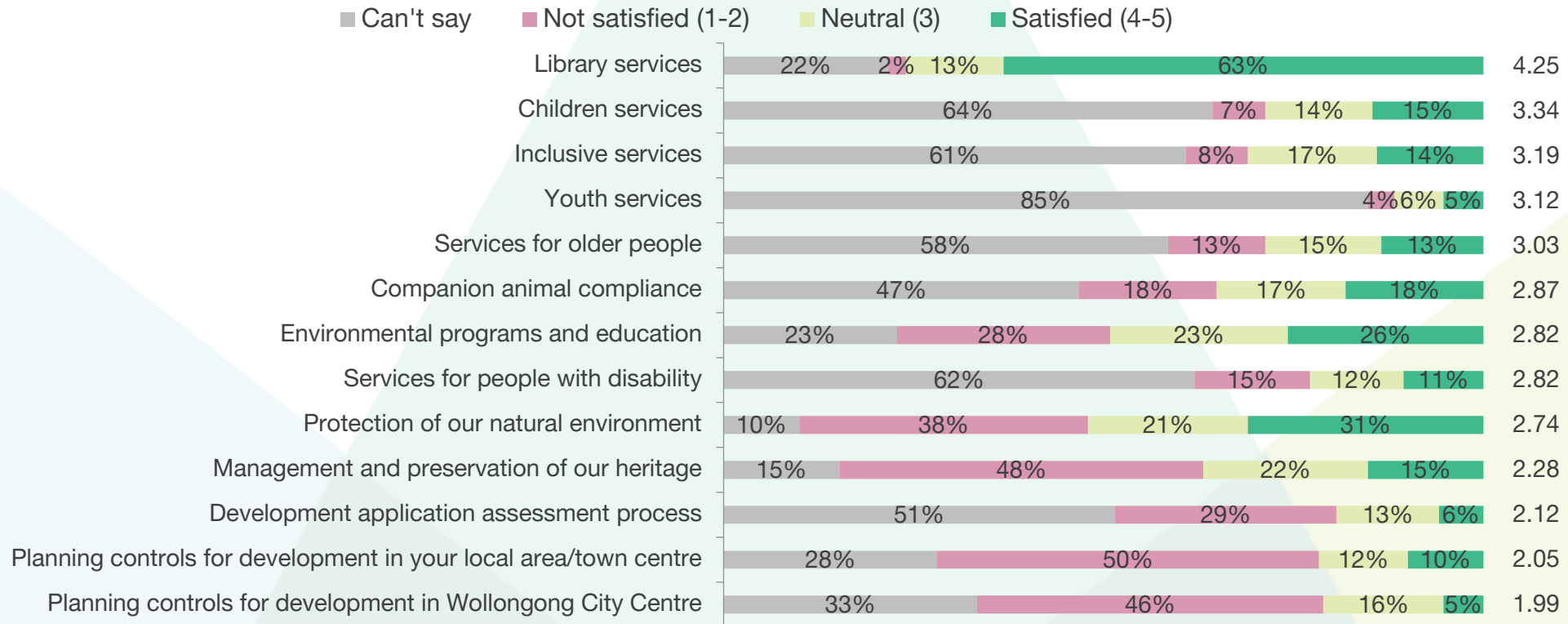


Q2 Please rate your satisfaction with each facility you usually use using a 1 to 5 scale where 1 means 'not at all satisfied' and 5 means 'very satisfied'. [Note: Some small results not shown]

Base:
Facility users (n=23 to n=169)

30/11/2021

Satisfaction with indirect services



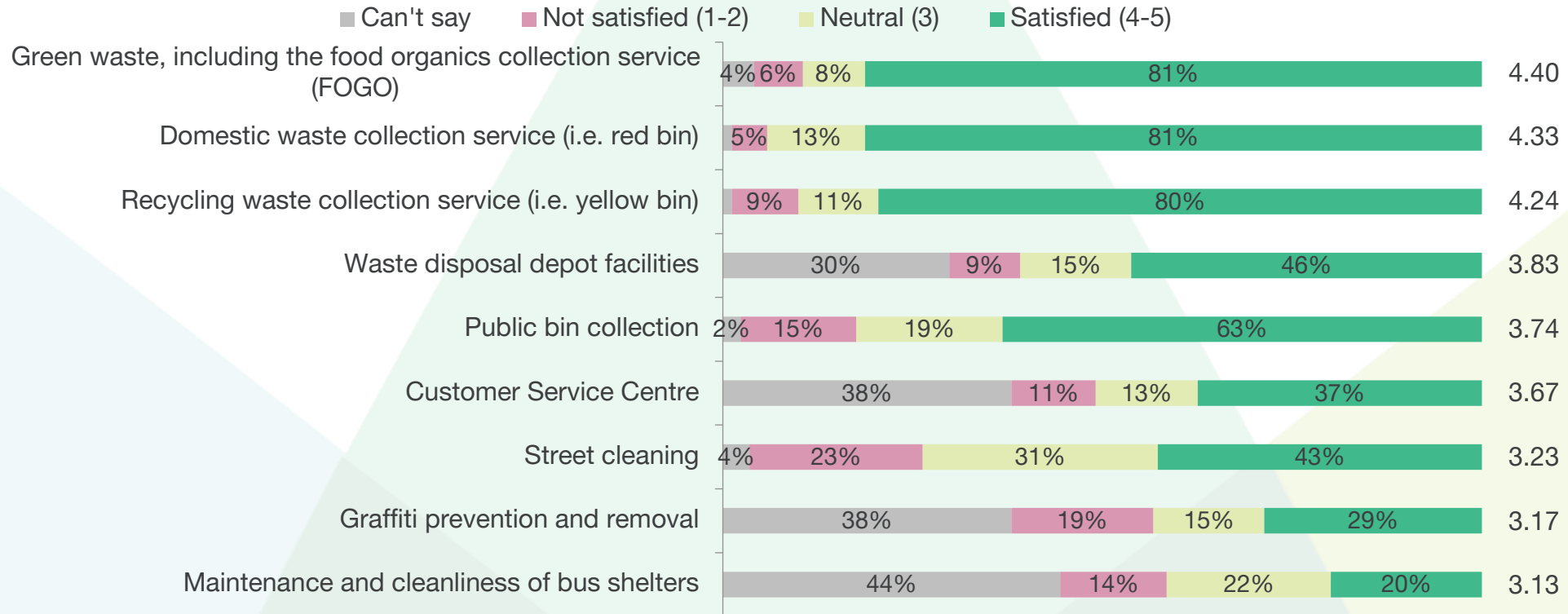
Q2 Please rate your satisfaction with the following Council services using a 1 to 5 scale where 1 means 'not at all satisfied' and 5 means 'very satisfied'.

Base:

All respondents (n=171)

30/11/2021

Satisfaction with direct services



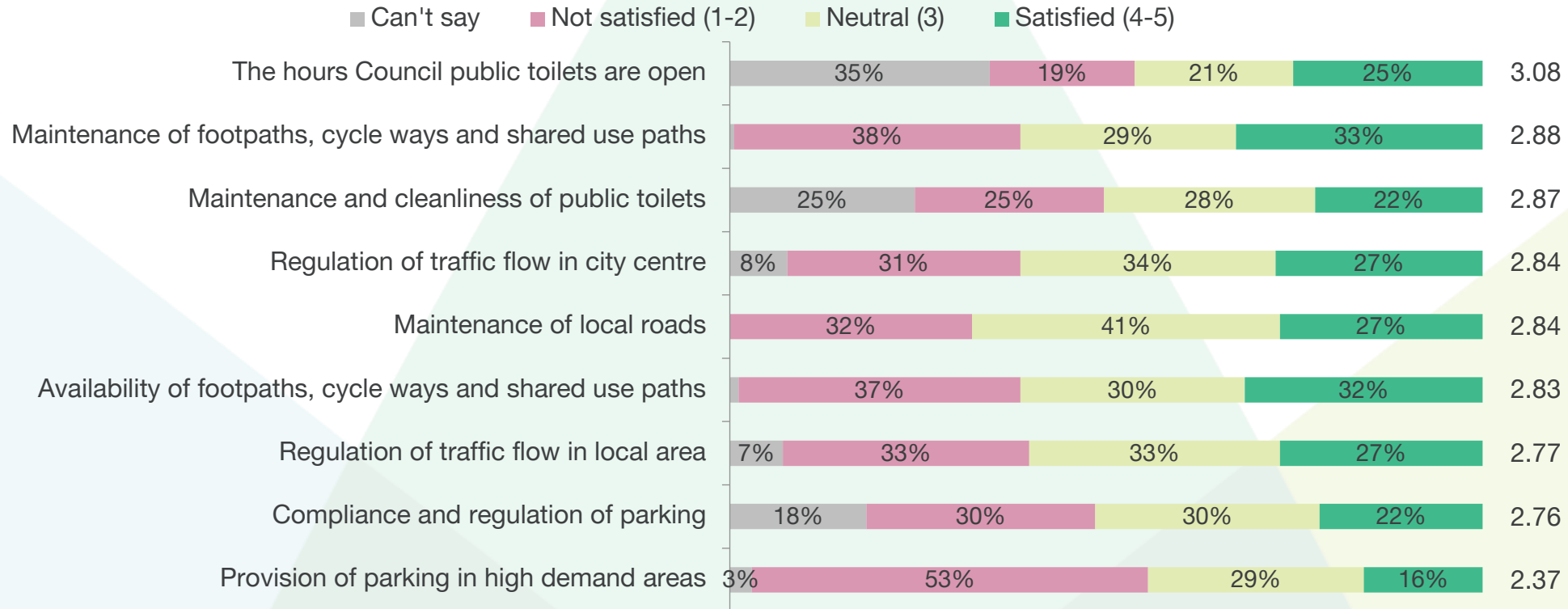
Q8 Please rate your satisfaction with the following Council services using a 1 to 5 scale where 1 means 'not at all satisfied' and 5 means 'very satisfied'.

Base:

All respondents (n=171)

30/11/2021

Satisfaction with direct services (cont'd)



Q8 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 (n=171)

30/11/2021

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

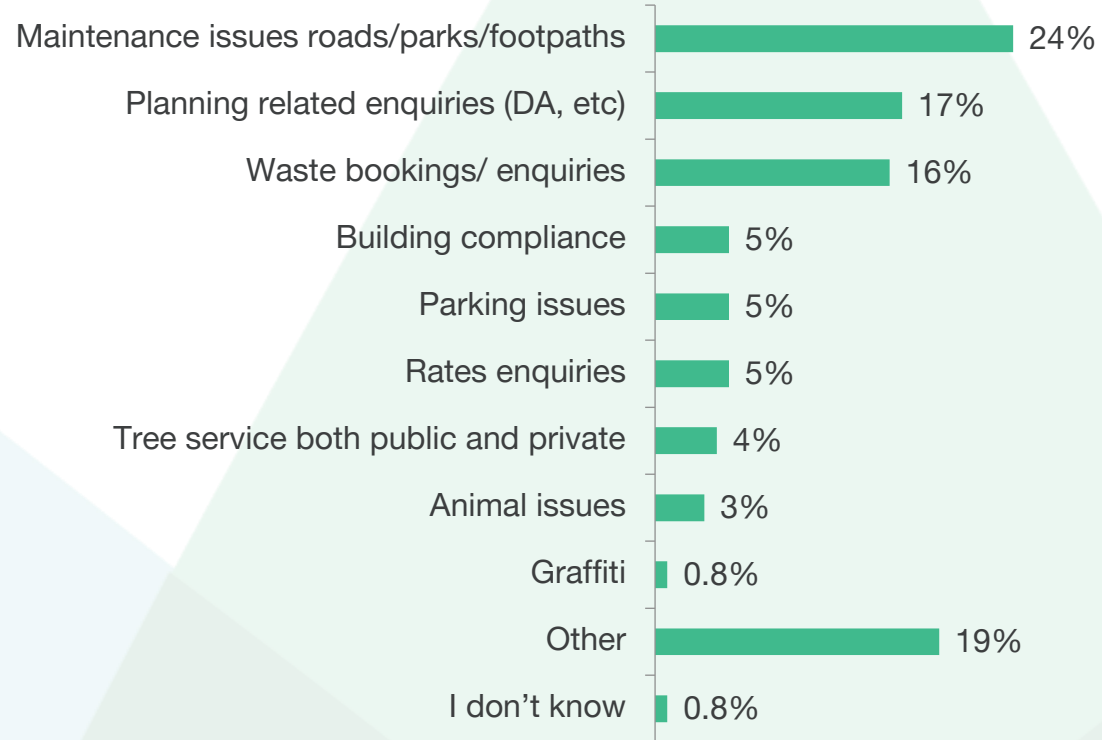


Q4 Have you contacted Wollongong City Council in the last 12 months?

Base:
All respondents (n=171)

30/11/2021

Reason for contacting Council

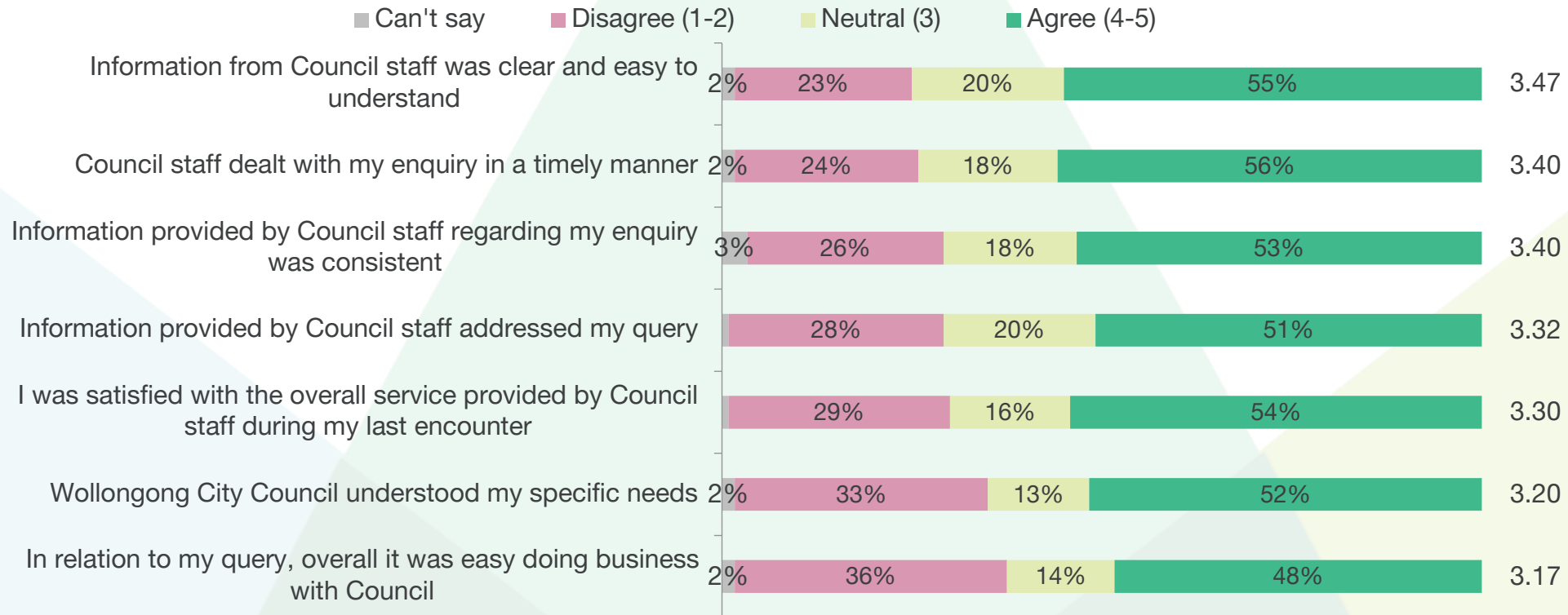


Q5 What was the reason for you contacting Council?

Base:
Contacted Council (n=120)

30/11/2021

Customer experience



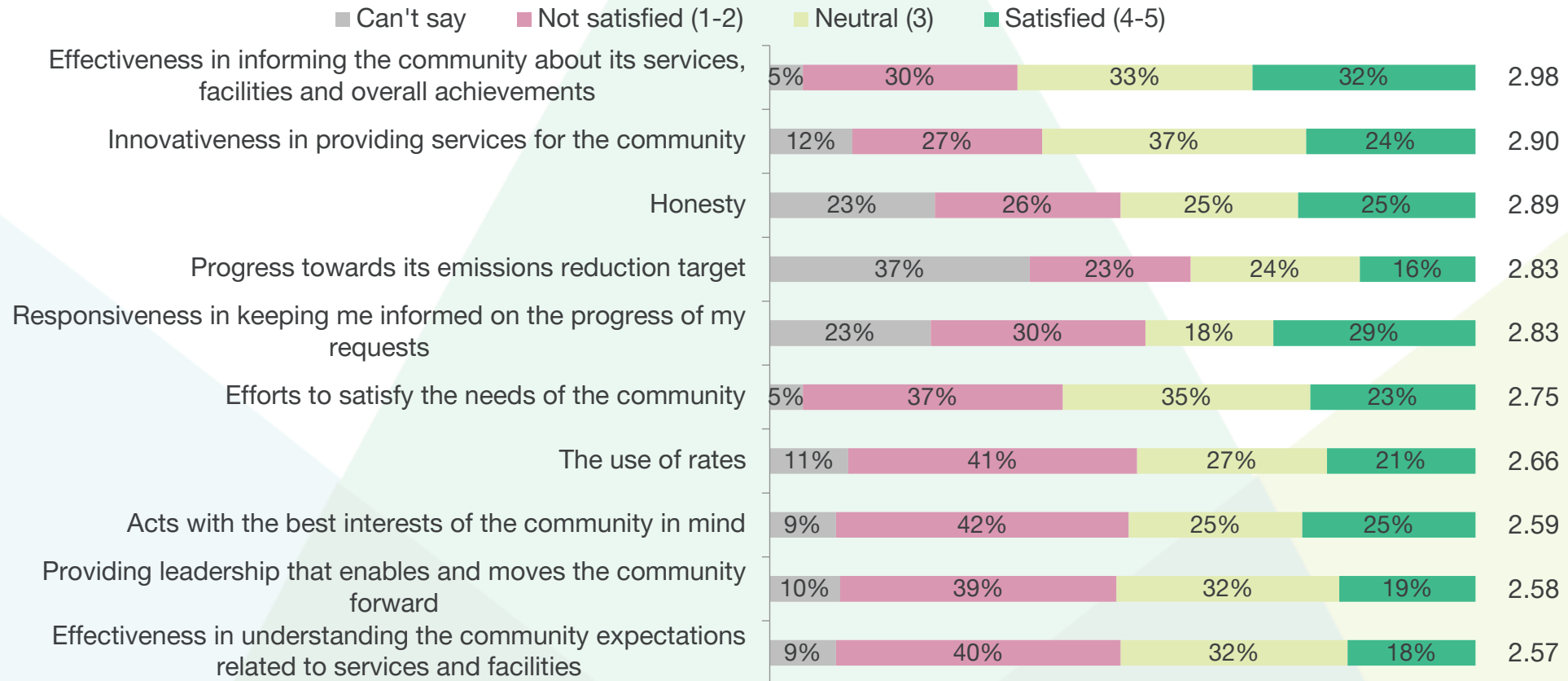
Q6 Using a 1 to 5 scale where 1 means 'strongly disagree' and 5 means 'strongly agree', please rate your agreement with the following statements related to your experience with Council customer services.

Base:

Contacted Council (n=120)

30/11/2021

Organisational skills

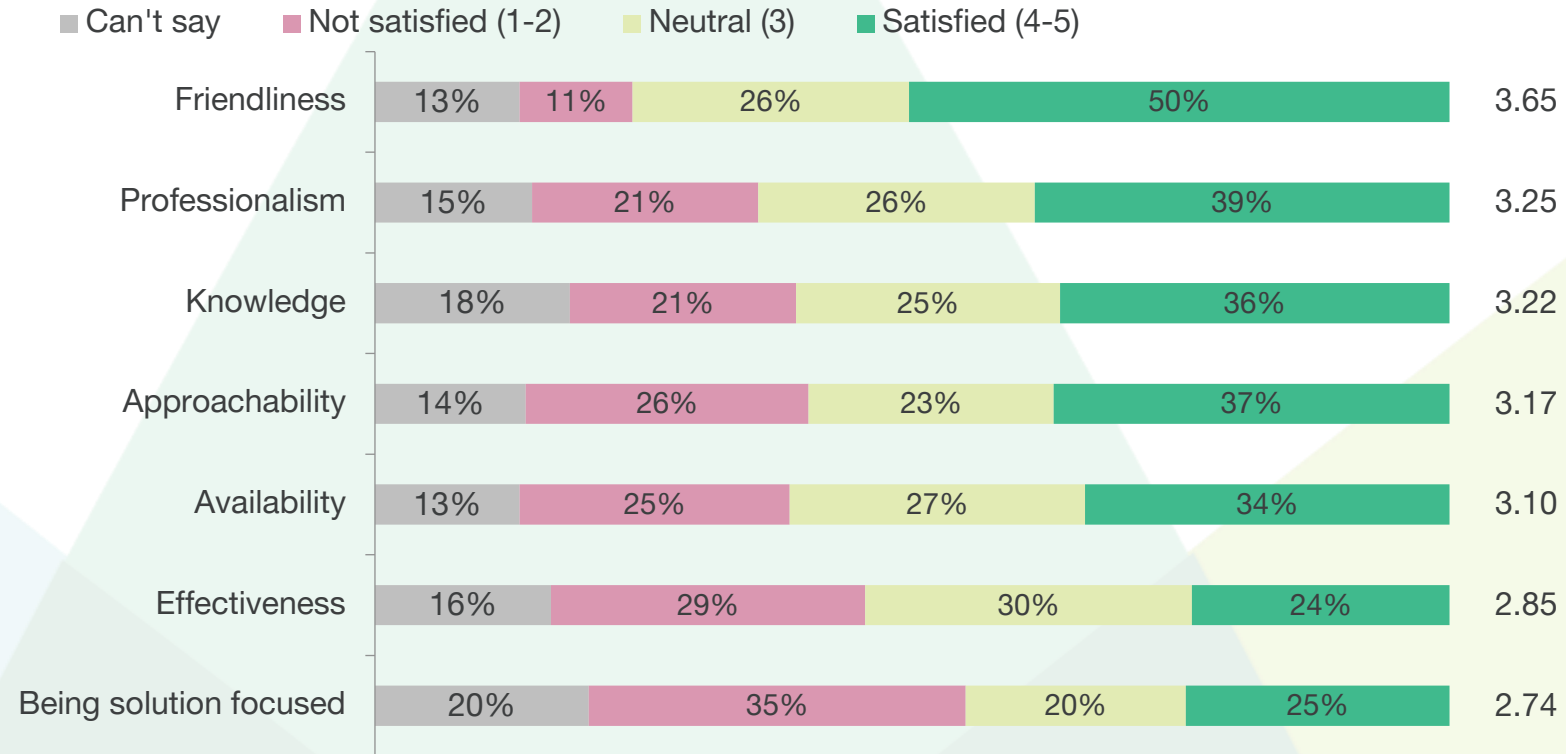


Q12 Using a 1 to 5 scale where 1 means 'not at all satisfied' and 5 means 'very satisfied', please rate your satisfaction with Council's...

Base:
All respondents (n=171)

30/11/2021

Satisfaction with Council staff

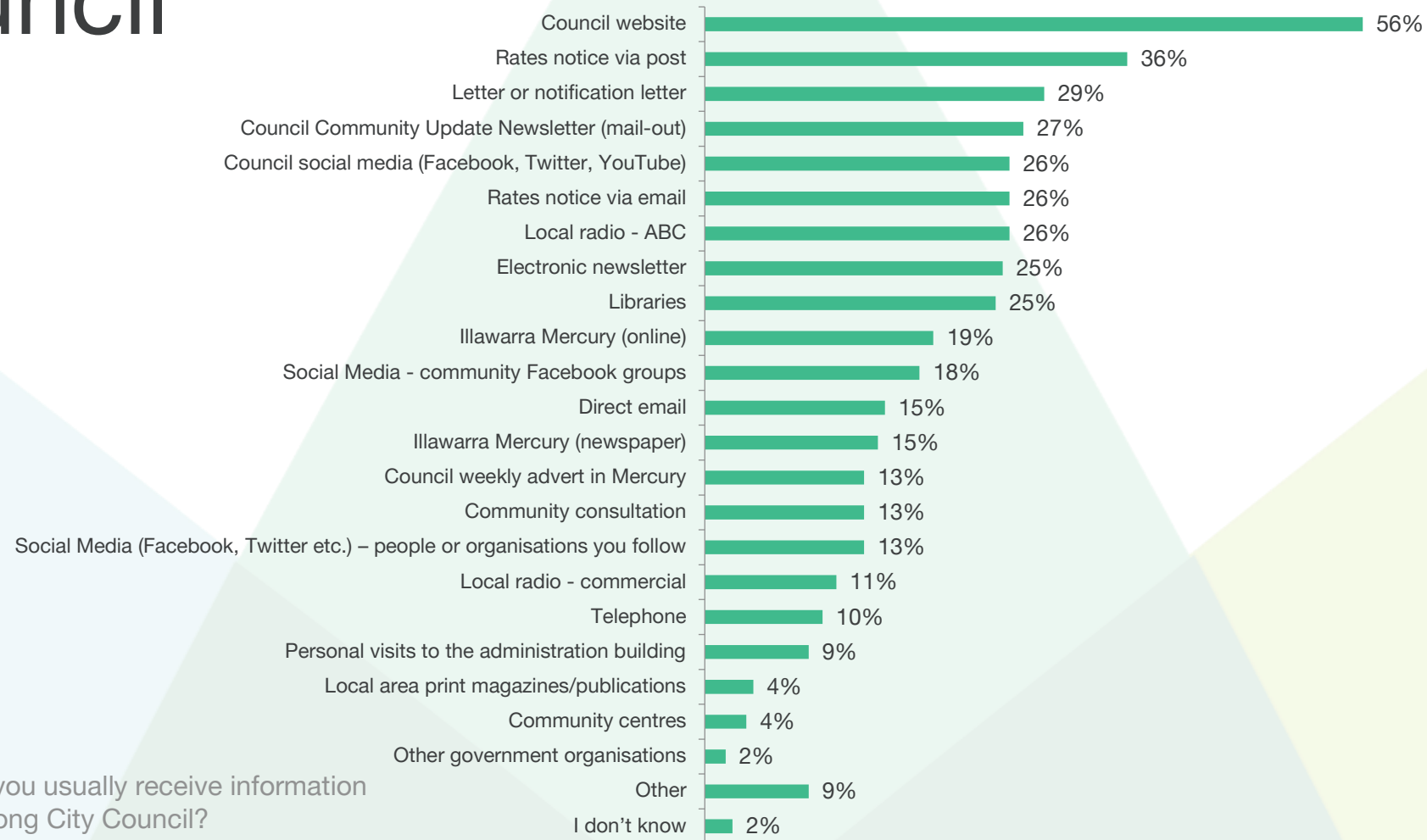


Q13 Using a 1 to 5 scale where 1 means 'not at all satisfied' and 5 means 'very satisfied', please rate your satisfaction with the following aspects related to Council's staff.

Base:
All respondents (n=171)

30/11/2021

Usual methods of receiving info. from Council

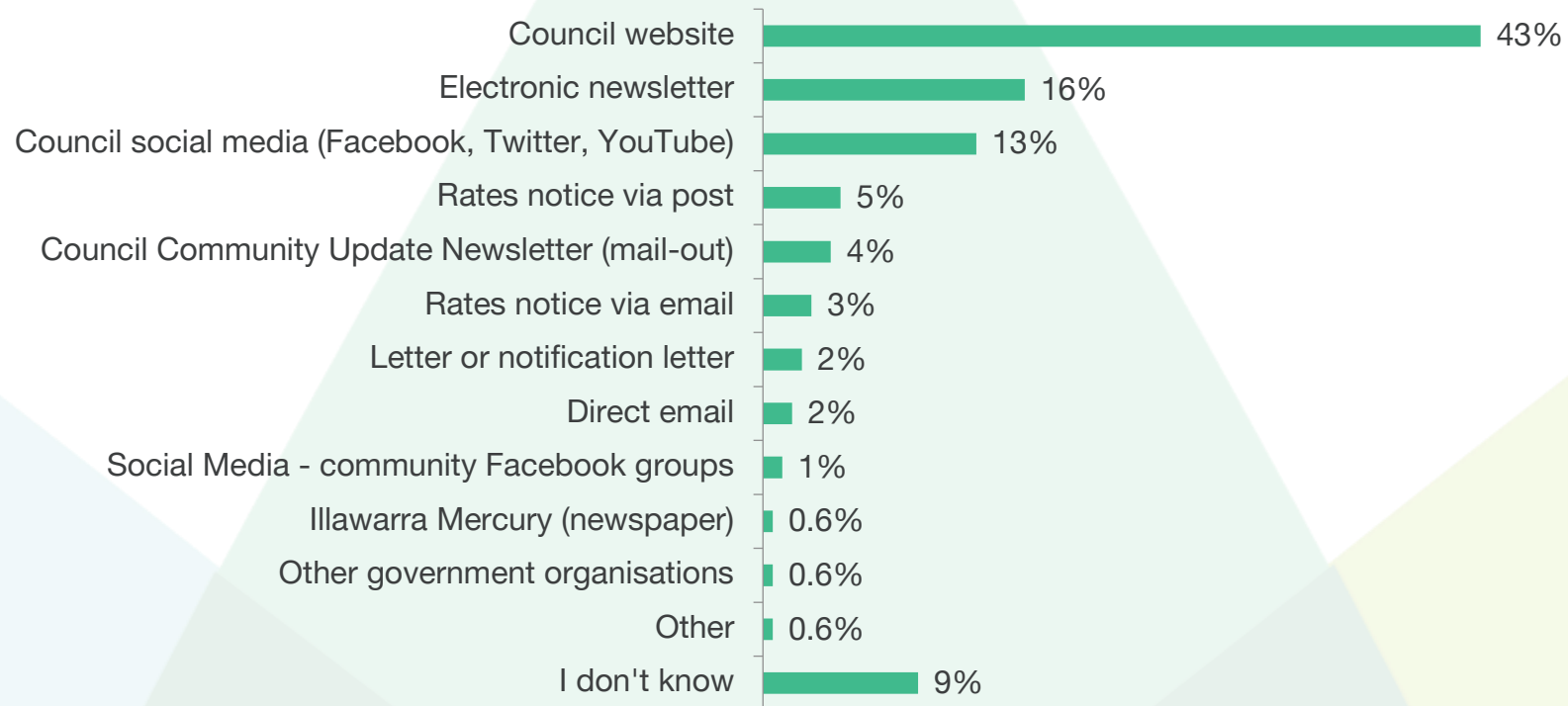


Q14 How do you usually receive information from Wollongong City Council?

Base:
All respondents (n=171)

30/11/2021

Preferred methods of receiving info. from Council

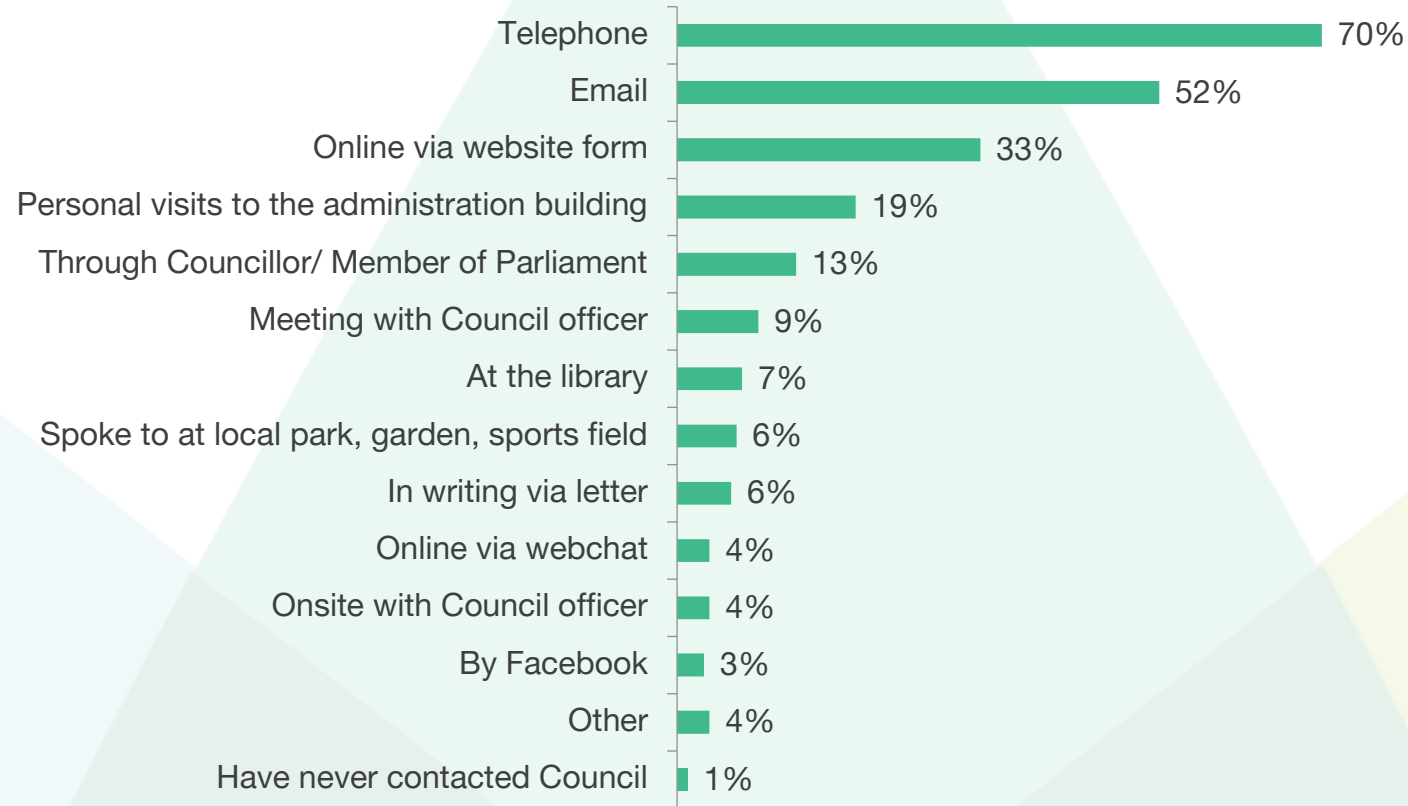


Q15 How would you like to receive information from Wollongong City Council?

Base:
All respondents (n=171)

30/11/2021

Usual methods of contacting Council

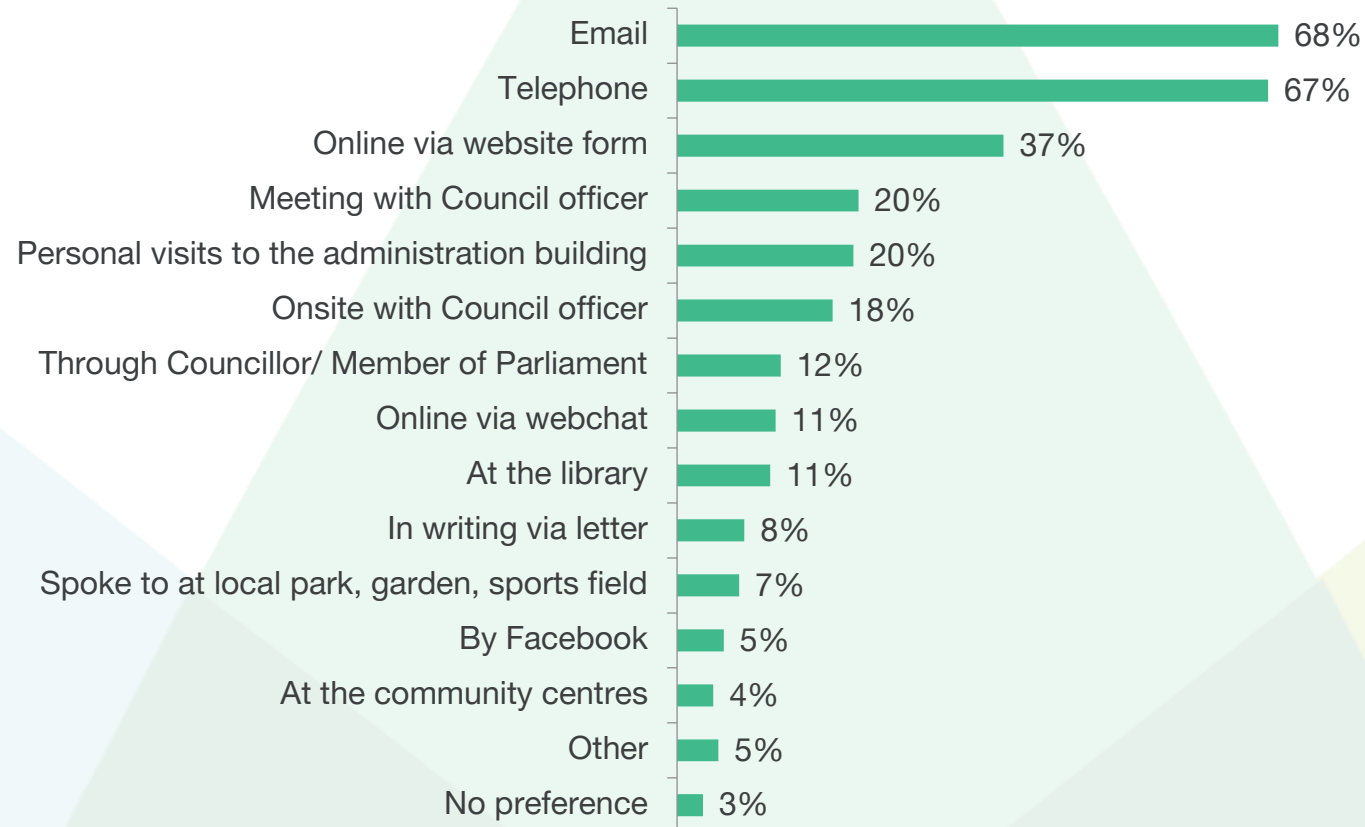


Q16 How do you usually contact Wollongong City Council?

Base:
All respondents (n=171)

30/11/2021

Preferred methods of contacting Council

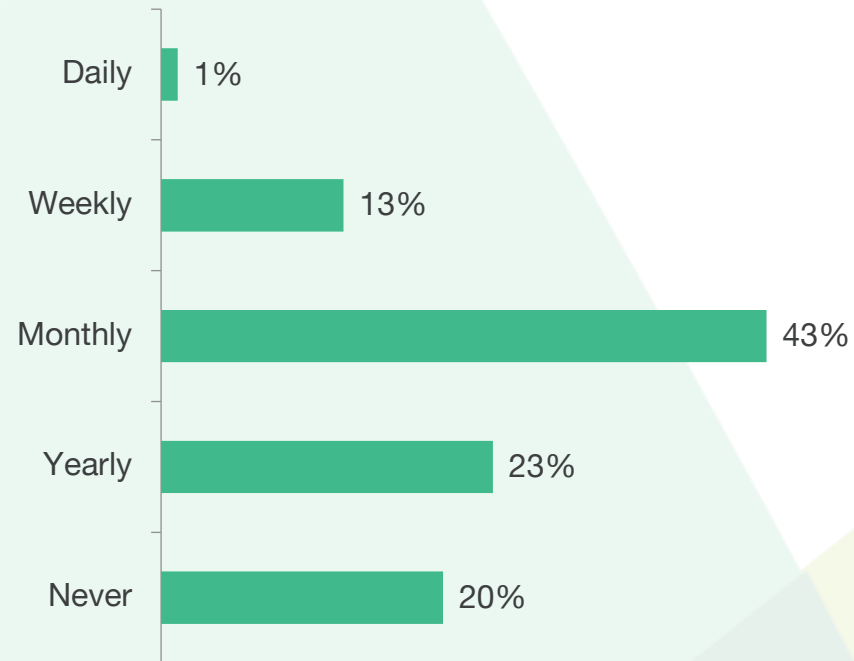


Q17 How would you like to contact Wollongong City Council?

Base:
All respondents (n=171)

30/11/2021

Frequency of hearing positive news story or comment about Council

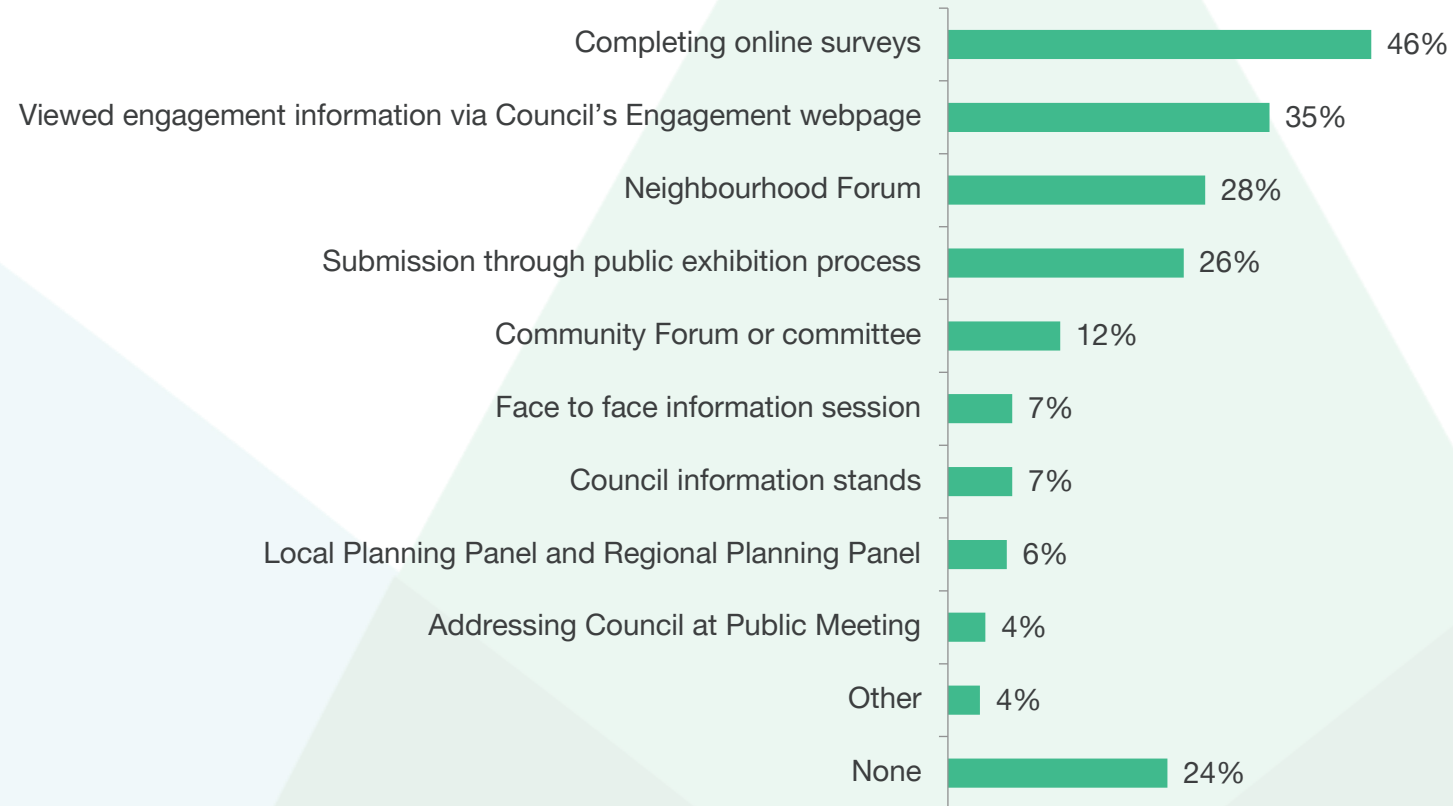


Q18 And how often do you hear or read a positive news story or comment about Wollongong City Council?

Base:
All respondents (n=171)

30/11/2021

Participation in Council community engagement activities



Q19 In the past twelve months have you participated in any of the following Council community engagement activities?

Base:
All respondents (n=171)

30/11/2021

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



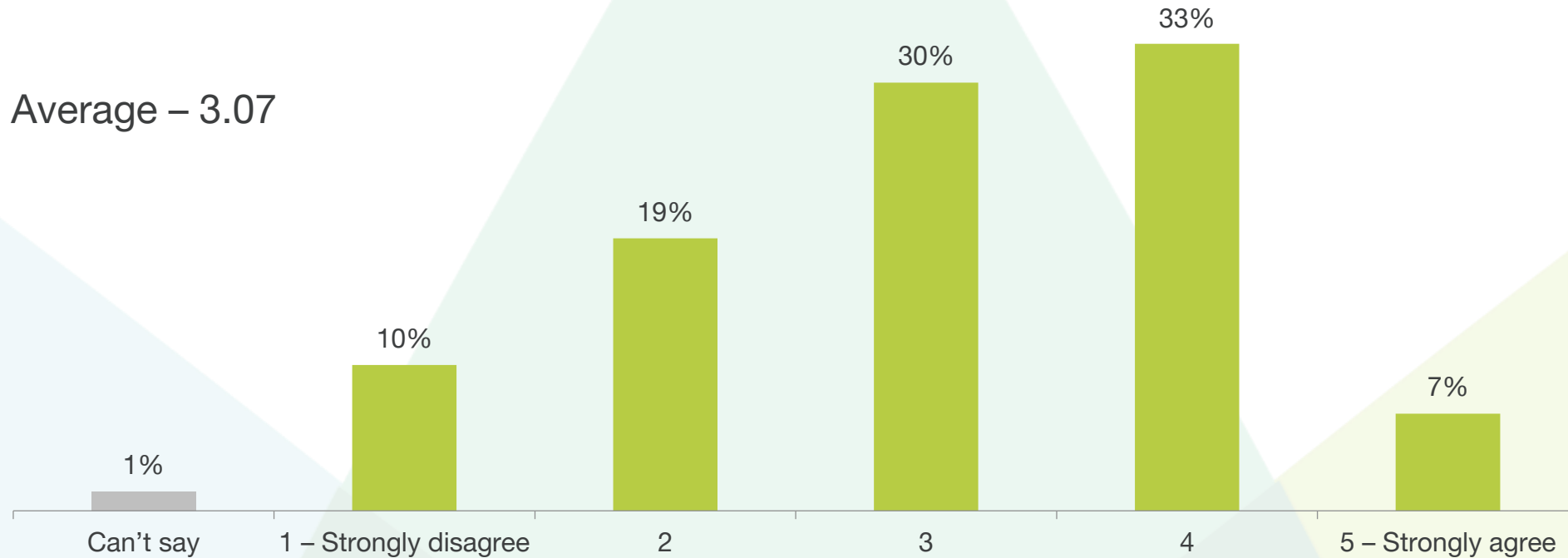
Q20 Have you visited Council's website in the past twelve months?

Base:
All respondents (n=171)

30/11/2021

'It was easy to find the information I was looking for.'

Average – 3.07



Q21 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 in the past year (n=147)

30/11/2021

Are you aware Wollongong will host the 2022 UCI Road Cycling Championships in September 2022?



Q22 Are you aware Wollongong will host the 2022 UCI Road Cycling Championships in September 2022?

Base:
All respondents (n=171)

30/11/2021



Taverner

RESEARCH GROUP



The
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2021-22
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ETHICS



ADIA
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QUALITY
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