



Lithgow City Council

Community Satisfaction Research

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Table of Contents

Background and Methodology.....	2
Sample Profile	6
Key Findings	8
Summary and Recommendations	21
Means of sourcing Information on Council Services and Facilities	23
Contact with a Council Staff Member	24
Method of Contact	25
Satisfaction with Council Staff.....	26
Satisfaction with the Mayor and Councillors.....	27
Overall Satisfaction with Council	28
Key Challenges.....	30
Places Visited	31
Agreement with Statements	32
Detailed Findings – Importance of, and Satisfaction with, Council Services & Facilities..	33
Demographics	97
Appendix – Questionnaire	98





Background and Methodology

Background and Methodology

Lithgow City Council sought to examine community attitudes and perceptions towards current and future services and facilities provided by Council. Key objectives of the research included:

- Current community priority issues
- Satisfaction with Council's performance overall
- Drivers of community satisfaction
- Importance and satisfaction with Council provided services and facilities
- Relative importance of Council provided services and facilities
- Satisfaction with customer service levels from Council staff

To facilitate this, Micromex Research was contracted to develop a survey template that enabled Council to effectively analyse attitudes and trends within the community.

Questionnaire

Micromex Research, together with Lithgow City Council, developed the questionnaire.

A copy of the questionnaire is provided in the Appendix.

Data collection

The survey was conducted during the period 15th April – 28th April 2016 from 4:30pm to 8:30pm Monday to Friday, and from 10am to 4pm Saturday.

Survey area

Lithgow City Council Government Area.

Sample selection and error

A total of 407 resident interviews was completed.

390 of the 407 respondents were selected by means of a computer based random selection process using the electronic White Pages. The remaining 17 respondents were 'number harvested' via face-to-face intercept at the Cook St Plaza.

A sample size of 407 residents provides a maximum sampling error of plus or minus 4.9% at 95% confidence. This means that if the survey was replicated with a new universe of n=407 residents, 19 times out of 20 we would expect to see the same results, i.e. +/- 4.9%.

For the survey under discussion the greatest margin of error is 4.9%. This means, for example, that an answer such as 'yes' (50%) to a question could vary from 45.1% to 54.9%.

The sample was weighted by age and gender to reflect the 2011 ABS census data.

Interviewing

Interviewing was conducted in accordance with the AMSRS (Australian Market and Social Research Society) Code of Professional Behaviour.



Background and Methodology

Prequalification

Participants in this survey were pre-qualified as being over the age of 18, and not working for, nor having an immediate family member working for Lithgow City Council.

Data analysis

The data within this report was analysed using Q Professional. To identify the statistically significant differences between the groups of means, 'One-Way Anova tests' and 'Independent Samples T-tests' were used. 'Z Tests' were also used to determine statistically significant differences between column percentages.

Ratings questions

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

This scale allowed for a mid-range position for those who had a divided or neutral opinion.

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

Percentages

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

Micromex Benchmarks

These benchmarks are based on LGAs that we have conducted community research for since 2008. During that time, Micromex has worked for over 70 NSW councils and conducted 100+ community satisfaction surveys across NSW.

NSW LGA Brand Scores Benchmark

These benchmarks are based on a branding research study conducted by Micromex in 2012, in which residents from all 152 LGAs were interviewed in order to establish a normative score.



Background and Methodology

Planning Precincts

Throughout the report, references have been made to Planning Precincts, namely Rural North, Rural South, Lithgow, Wallerawang, and Portland. The following lists detail which suburbs belong to these Precincts:

Rural North

Ben Bullen
Blackman's Flat
Bogee
Capertee
Clarence
Cullen Bullen
Dargan
Glen Alice
Glen Davis
Marrangaroo
Round Swamp
Wolgan Valley/Newnes

Lithgow

Bowenfels
Hermitage Flat
Lithgow
Littleton
South Bowenfels
Vale Clwydd

Rural South

Good Forest
Hampton
Hartley
Hartley Vale
Kanimbla
Little Hartley
Lowther
Megalong
Rydal
Sodwalls
Tarana

Wallerawang

Lidsdale
Wallerawang

Portland

Pipers Flat
Portland

Errors: Data in this publication is subject to sampling variability because it is based on information relating to a sample of residents rather than the total number (sampling error).

In addition, non-sampling error may occur due to imperfections in reporting and errors made in processing the data. This may occur in any enumeration, whether it is a full count or sample.

Efforts have been made to reduce both sampling and non-sampling error by careful design of the sample and questionnaire, and detailed checking of completed questionnaires.

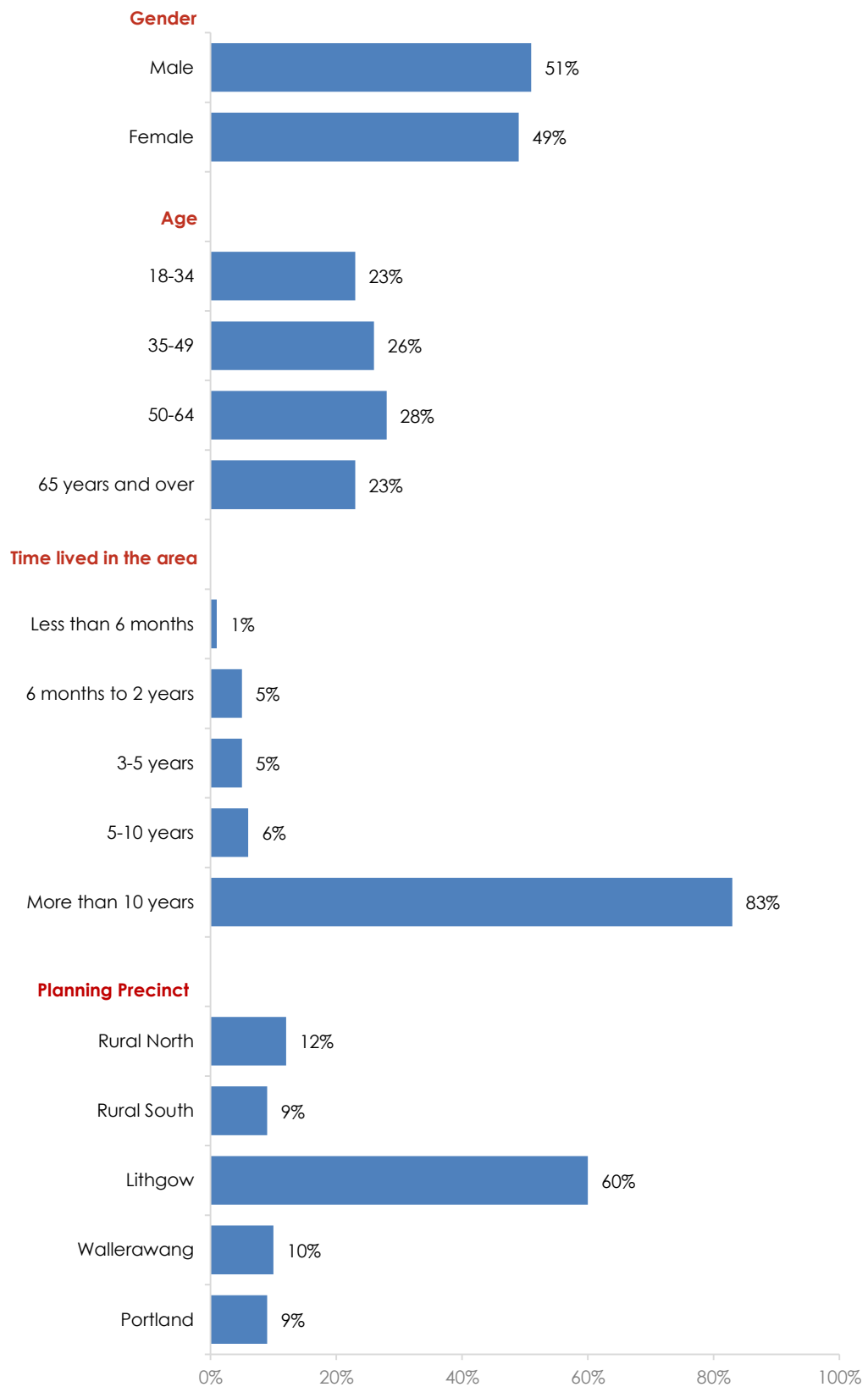
As the raw data has been weighted to reflect the real community profile of Lithgow City Council, the outcomes reported here reflect an 'effective sample size'; that is, the weighted data provides outcomes with the same level of confidence as unweighted data of a different sample size. In some cases this effective sample size may be smaller than the true number of surveys conducted.





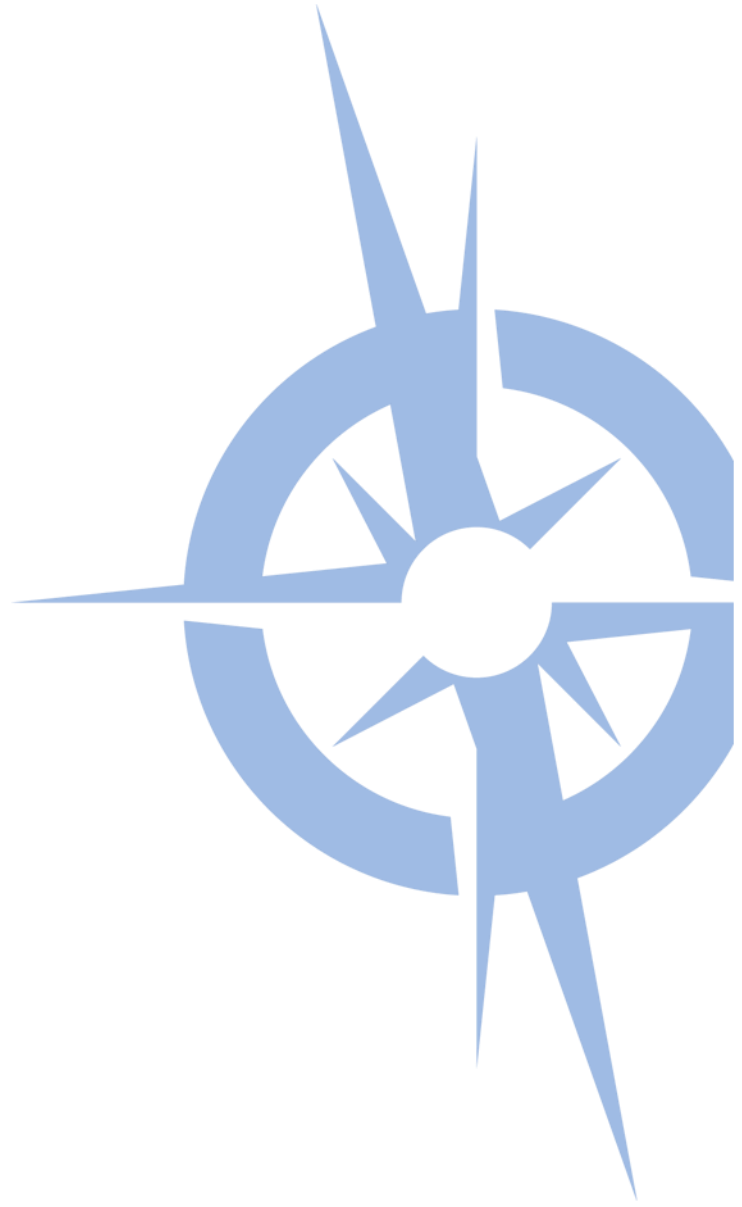
Sample Profile

Sample Profile



Base: N = 407

A sample size of 407 residents provides a maximum sampling error of plus or minus 4.9% at 95% confidence. The sample has been weighted by age and gender to reflect the 2011 ABS community profile of Lithgow City Council.



Key Findings

Key Findings

Overview (Overall Satisfaction with Council)

Summary

Overall, 83% of residents were at least 'somewhat satisfied' with Council's overall performance.

Females were significantly more satisfied with the overall performance of Council.

Residents aged 50-64 were significantly less satisfied with the overall performance of Council, while residents aged 65+ were significantly more satisfied.

Residents living in the 'Rural North' region were significantly less satisfied with the overall performance of Council.

Lithgow City Council's overall performance is in line with the regional benchmark and the benchmark for all of NSW.

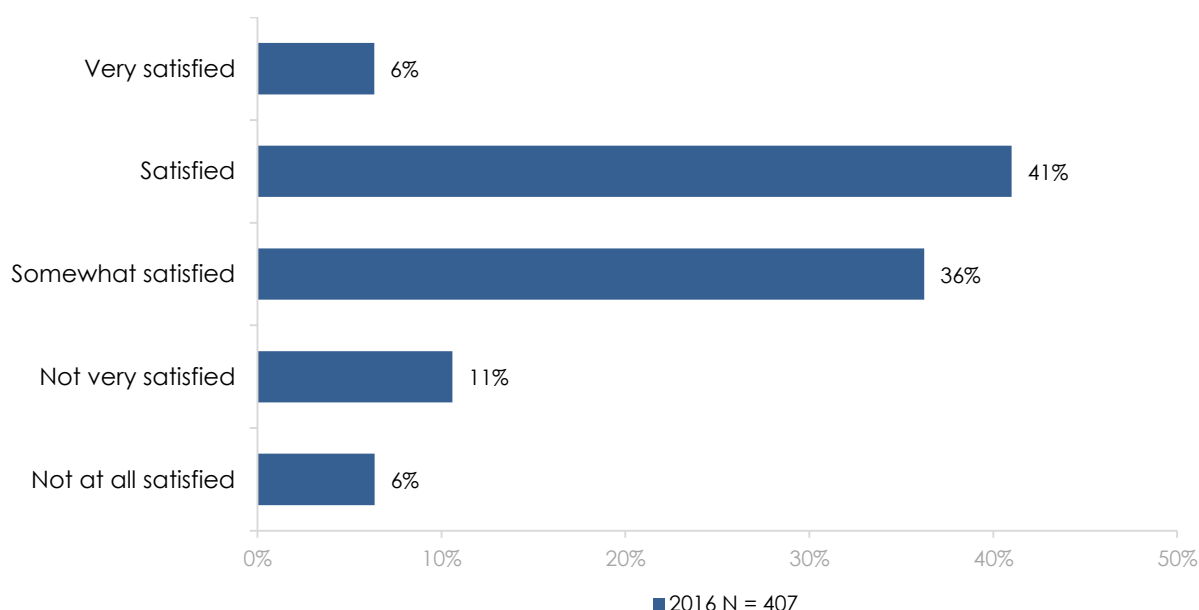
Q8. How would you rate the overall performance of Lithgow Council as an organisation over the past 12 months?

	Overall 2016	Male	Female	18-34	35-49	50-64	65+	Rural North	Rural South	Lithgow	Wallerawang	Portland
Mean ratings	3.30	3.15	3.45↑	3.40	3.13	3.11↓	3.61↑	3.01↓	3.17	3.32	3.49	3.44

NSW LGA BRAND SCORES	Metro	Regional	All of NSW	Lithgow City Council 2016
Mean ratings	3.45	3.22	3.31	3.30

Scale: 0 = not at all satisfied, 5 = very satisfied

↑↓ = A significantly higher/lower level of satisfaction (by group)



Key Findings

Overview (Key Challenges)

Summary

As we have observed in many regional areas, residents are most likely to be concerned with generating local employment, new business opportunities in the area, and providing public transport to access the region.

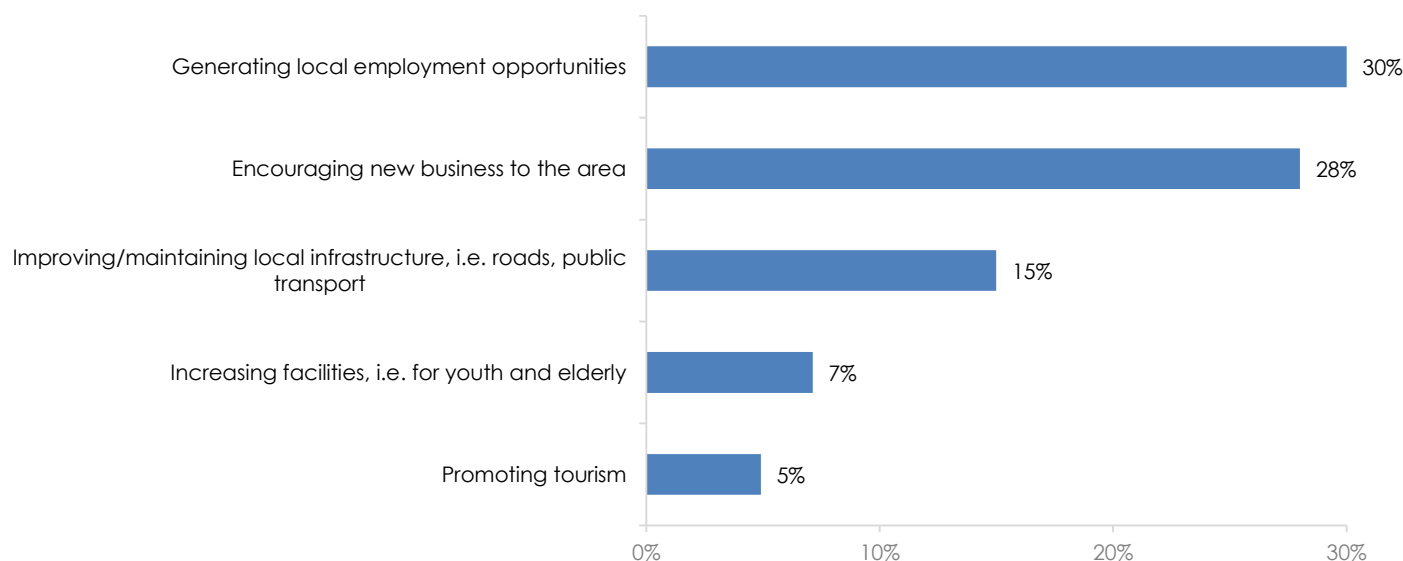
Key challenges mentioned were:

- Generating local employment opportunities (30%)
- Encouraging new business to the area (28%)
- Improving/maintaining local infrastructure, i.e. roads, public transport (15%)

Q9. Thinking of the area as a whole, what would you say is the key challenge for Lithgow LGA in the next 5 to 10 years?

Word Frequency Tagging

Verbatim responses for this question were collated and entered into analytical software. This analysis 'counts' the number of times a particular word or phrase appears and, based on the frequency of that word or phrase, a font size is generated. The larger the font, the more frequently the word or sentiment is mentioned.



Base: N = 407



Key Findings

Comparison to LGA Benchmarks

3 of the 22 comparable measures, were rated above benchmark threshold of 0.15, these were 'Management of local flooding', 'Household waste collection (including garbage, recycling) Recycling benchmark' and Provision of car parking.

9 of the measures were rated lower than the benchmark threshold of -0.15, these were 'Rural roads', 'Council responsiveness to community needs', 'Facilities and services for people with disabilities', 'Community halls/centres', 'Other parks/playgrounds', 'Managing commercial development', 'Facilities and services for older people', 'Facilities and services for youth' and 'Encouraging local industry and business'.

Service/Facility	Lithgow City Council Satisfaction Scores	Benchmark Variances
Management of local flooding	3.68	0.37▲
Household waste collection (including garbage, recycling) Recycling benchmark	4.25	0.36▲
Provision of car parking	3.16	0.17▲
Household waste collection (including garbage, recycling) Garbage collection benchmark	4.25	0.15
Town roads	2.91	0.11
Council operates in an environmentally friendly way	3.42	0.05
Libraries	4.18	0.04
Managing residential development	3.06	-0.02
Consultation with the community by Council	2.91	-0.07
Lithgow Aquatic Centre	3.60	-0.08
Other sporting facilities	3.65	-0.08
Footpaths	2.96	-0.09
Information on Council services	3.25	-0.09
Caring for bush areas	3.47	-0.10
Condition of public toilets	2.98	-0.15
Walkways and cycleways	3.07	-0.15
Rural roads	2.62	-0.18▼
Council responsiveness to community needs	2.85	-0.18▼
Facilities and services for people with disabilities	3.19	-0.19▼
Community halls/centres	3.44	-0.22▼
Other parks/playgrounds	3.51	-0.22▼
Managing commercial development	2.75	-0.33▼
Facilities and services for older people	3.21	-0.34▼
Facilities and services for youth	2.77	-0.41▼
Encouraging local industry and business	2.56	-0.63▼

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

▲/▼ = positive/negative difference greater than 0.15 from LGA Benchmark

Note: Benchmark differences are based on assumed variants of +/- 0.15, with variants beyond +/- 0.15 more likely to be significant



Key Findings

Identifying Priorities via Specialised Analysis (Explanation)

The specified research outcomes required us to measure both community importance and community satisfaction with a range of specific service delivery areas. In order to identify core priorities, we undertook a 2 step analysis process on the stated importance and rated satisfaction data, after which we conducted a third level of analysis. This level of analysis was a Shapley Regression on the data in order to identify which facilities and services are the actual drivers of overall satisfaction with Council.

By examining both approaches to analysis we have been able to:

1. Identify and understand the hierarchy of community priorities
2. Inform the deployment of Council resources in line with community aspirations

Step 1. Performance Gap Analysis (PGA)

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

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

In the table on the following page, we can see the 67 services and facilities that residents rated by importance and then by satisfaction.

When analysing the performance gaps, it is important to recognise that, for the most part, a gap of up to 1.0 is acceptable when the initial importance rating is 4.0+, as it indicates that residents consider the attribute to be of 'high' to 'very high' importance and that the satisfaction they have with Lithgow Council's performance on that same measure, is 'moderate' to 'moderately high'.

For example, 'Council operates in an environmentally friendly way' was given an importance score of 4.39, which indicates that it is considered an area of 'Very high' importance by residents. At the same time it was given a satisfaction score of 3.42, which indicates that residents have a 'moderate' level of satisfaction with Lithgow Council's performance and focus on that measure.

In the case of a performance gap such as for 'Lithgow Golf Club' (3.26 importance vs. 3.88 satisfaction), we can identify that the facility/service has 'moderate' importance to the broader community, but for residents who feel that this facility is important, it is providing a 'moderately high' level of satisfaction.



Key Findings

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

Performance Gap Ranking

Ranking 2016	Service/ Facility	Importance Mean	Satisfaction Mean	Performance Gap
1	Encouraging local industry and business	4.81	2.56	2.25
2	Facilities and services for youth	4.49	2.77	1.72
3	Council responsiveness to community needs	4.56	2.85	1.71
4	Managing commercial development	4.39	2.75	1.64
5	Rural roads	4.24	2.62	1.62
6	Consultation with the community by Council	4.47	2.91	1.56
7	Town roads	4.46	2.91	1.55
8	Development approvals process	4.20	2.75	1.45
9	Facilities and services for older people	4.59	3.21	1.38
10	Managing residential development	4.37	3.06	1.31
11	Facilities and services for people with disabilities	4.49	3.19	1.30
	Tourism development	4.48	3.18	1.30
13	Shop Local programs	4.35	3.11	1.24
14	Weed management programs	4.05	2.85	1.20
15	Managing the impact of visitors to the area	4.48	3.29	1.19
	Footpaths	4.13	2.96	1.17
16	Hygiene standards of retail food outlets	4.73	3.56	1.17
	Information on Council services	4.42	3.25	1.17
19	Traffic flow in Main Street	4.18	3.05	1.13
20	Management of the water supply	4.58	3.46	1.12
21	Condition of public toilets	4.00	2.98	1.02
22	Council operates in an environmentally friendly way	4.39	3.42	0.97
23	Environmental protection & enforcement	4.29	3.34	0.95
24	Provision of car parking	4.07	3.16	0.91
25	Management and control of domestic pets	4.14	3.26	0.88
26	Other parks/playgrounds	4.35	3.51	0.84
27	Support for volunteers	4.33	3.51	0.82
28	Caring for bush areas	4.26	3.47	0.79
29	Walkways and cycleways	3.76	3.07	0.69
30	Traffic management	4.03	3.36	0.67
31	Lithgow Aquatic Centre	4.26	3.60	0.66
32	Community halls/centres	4.06	3.44	0.62
33	Management of street trees	3.98	3.40	0.58
34	Provision of street lighting	4.07	3.51	0.56
35	Queen Elizabeth Park	4.49	3.97	0.52
	Street cafe culture	3.85	3.33	0.52
37	Management of sewerage services	4.35	3.89	0.46
38	Other sporting facilities	4.10	3.65	0.45
39	Endeavour Park	3.82	3.38	0.44
	Management of local flooding	4.11	3.68	0.43
	Community Landcare programs	4.00	3.57	0.43
	Bridges, culverts, and crossings	3.96	3.53	0.43

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



Key Findings

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

Performance Gap Ranking

Ranking 2016	Service/ Facility	Importance Mean	Satisfaction Mean	Performance Gap
43	Management of Farmers Creek	3.88	3.46	0.42
44	Management of landfill	3.95	3.54	0.41
45	Blast Furnace Park/Lake Pillans Wetland	4.13	3.74	0.39
46	Bracey Lookout	3.89	3.54	0.35
47	Lake Wallace Recreation Area	4.25	3.91	0.34
48	Greenwaste pick-up service	3.67	3.35	0.32
49	Hassans Walls Lookout	4.25	3.96	0.29
	Tony Luchetti Sportsground	4.11	3.82	0.29
	Street cleaning	3.93	3.64	0.29
52	Management of Waste Transfer Station	4.04	3.77	0.27
53	Household waste collection (including garbage, recycling)	4.50	4.25	0.25
54	Administration Centre	3.90	3.68	0.22
55	Household bulky item clean ups	3.43	3.29	0.14
56	Libraries	4.27	4.18	0.09
57	Pearsons Lookout	3.64	3.68	-0.04
58	Festivals & Event Management, i.e Halloween & LithGlo	3.76	3.81	-0.05
59	Eskbank House & Museum	3.88	3.96	-0.08
60	Lithgow Laneways Program (Main Street)	3.47	3.56	-0.09
61	Wallerawang Oval	3.41	3.64	-0.23
62	Farmers Creek Flood Plain Mitigation Works	3.29	3.55	-0.26
63	Clarence Pirie Park, Capertee	3.36	3.62	-0.26
64	Kremer Park	3.24	3.59	-0.35
65	Bus shelters	3.00	3.36	-0.36
66	History Avenue Sculptures (Inch Street)	3.31	3.79	-0.48
67	Lithgow Golf Club	3.26	3.88	-0.62

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



Key Findings

When we review the largest performance gaps, we can identify that all of the services or facilities have been rated as 'very high' to 'extremely high' in importance. Resident satisfaction for all of these areas is between 2.56 and 2.91, which indicates that resident satisfaction for these measures is 'moderately low'.

Ranking	Service/ Facility	Importance Mean	Satisfaction Mean	Performance Gap
1	Encouraging local industry and business	4.81	2.56	2.25
2	Facilities and services for youth	4.49	2.77	1.72
3	Council responsiveness to community needs	4.56	2.85	1.71
4	Managing commercial development	4.39	2.75	1.64
5	Rural roads	4.24	2.62	1.62
6	Consultation with the community by Council	4.47	2.91	1.56
7	Town roads	4.46	2.91	1.55
8	Development approvals process	4.20	2.75	1.45

The key outcomes of this analysis would suggest that, while there are opportunities to improve satisfaction across a range of services/facilities, 'Encouraging local industry and business' is the area of least relative satisfaction.

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



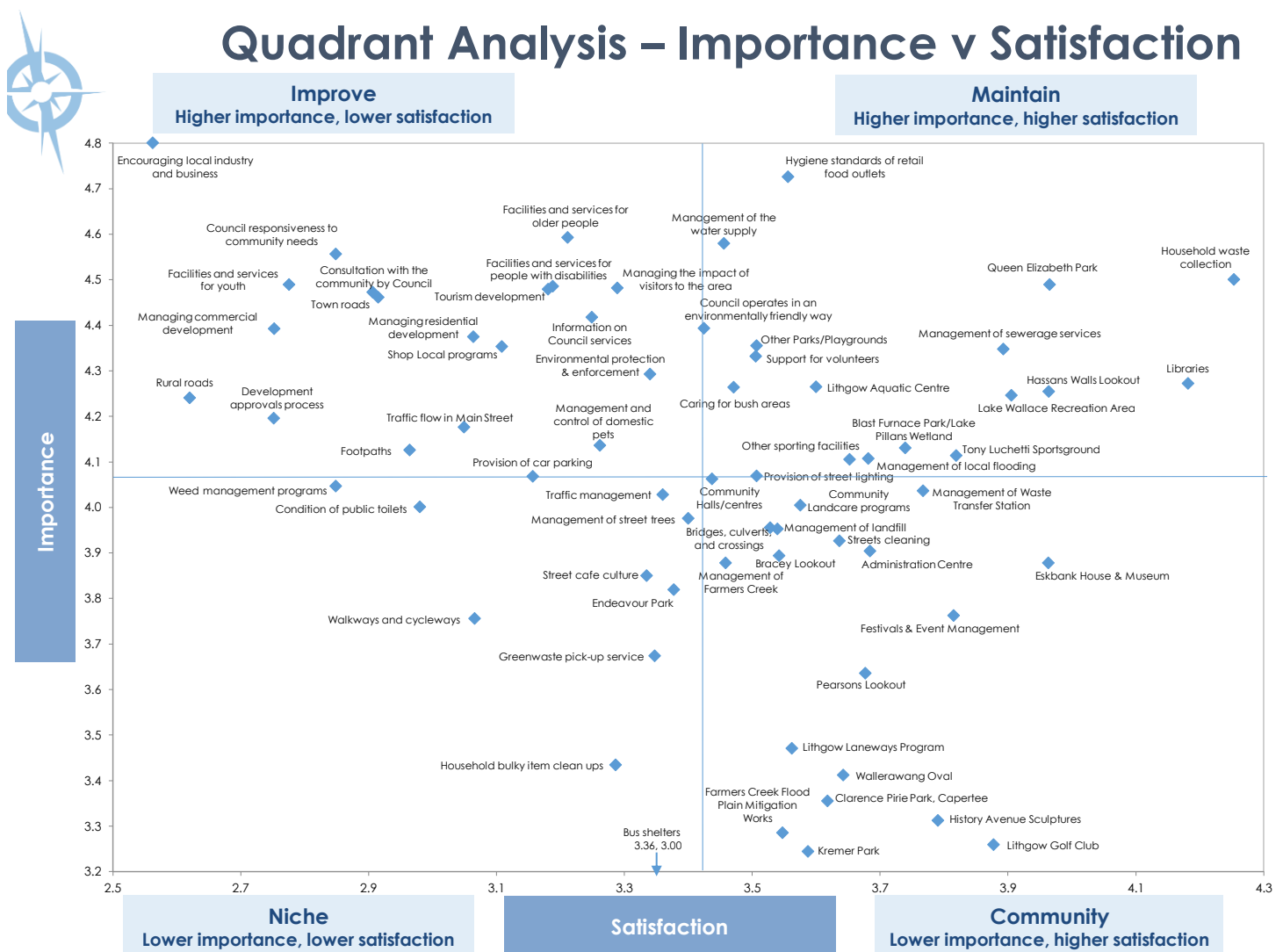
Key Findings

Quadrant Analysis

Step 2. Quadrant Analysis

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

This analysis is completed by plotting the variables on x and y axes, defined by stated importance and rated satisfaction. We aggregate the mean scores for stated importance and rated satisfaction to identify where the facility or service should be plotted. For these criteria, the average stated importance score was 4.07 and the average rated satisfaction score was 3.42. Therefore, any facility or service that received a mean stated importance score of ≥ 4.07 would be plotted in the higher importance section and, conversely, any that scored < 4.07 would be plotted into the lower importance section. The same exercise is undertaken with the satisfaction ratings above, equal to or below 3.42. Each service or facility is then plotted in terms of satisfaction and importance, resulting in its placement in one of four quadrants.



Key Findings

Explaining the 4 quadrants

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

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

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

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

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

Residents' priorities identified in stated importance/satisfaction analysis often tend to be in areas that are problematic. No matter how much focus a council dedicates to 'Town roads', it will often be found in the **IMPROVE** quadrant. This is because, perceptually, the condition of local roads can always be better.

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

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

The Shapley Value Regression

This model was developed by conducting specialised analysis from over 30,000 LGA interviews conducted since 2005. In essence, it proved that increasing resident satisfaction by actioning the priorities they stated as being important does not necessarily positively impact on overall satisfaction with the Council. This regression analysis is a statistical tool for investigating relationships between dependent variables and explanatory variables.

In 2014, we revised the Shapley Regression Analysis to identify the directional contribution of key services and facilities with regard to optimisers/barriers with council's overall performance.

What Does This Mean?

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



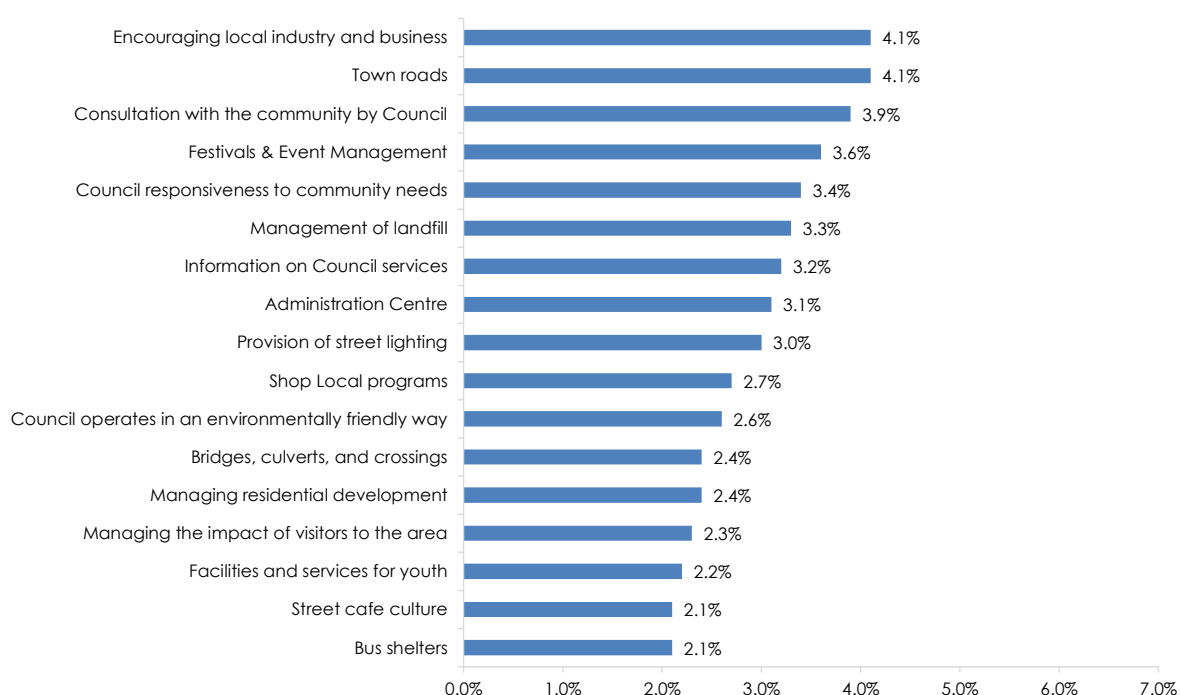
Key Findings

Key Drivers of Satisfaction with Lithgow Council

The results in the chart below provide Lithgow Council with a complete picture of the intrinsic community priorities and motivations, and identify what attributes are the key drivers of community satisfaction.

These top 17 services/facilities account for over 50% of overall satisfaction with Council. This indicates that the remaining 50 attributes we obtained measures on have only a limited impact on the community's satisfaction with Lithgow Council's performance. Therefore, whilst all 67 service/facility areas are important, only a number of them are significant drivers of the community's overall satisfaction with Council.

These Top 17 Indicators Contribute to Over 50% of Overall Satisfaction with Council



The contributors to satisfaction are not to be misinterpreted as an indication of current dissatisfaction

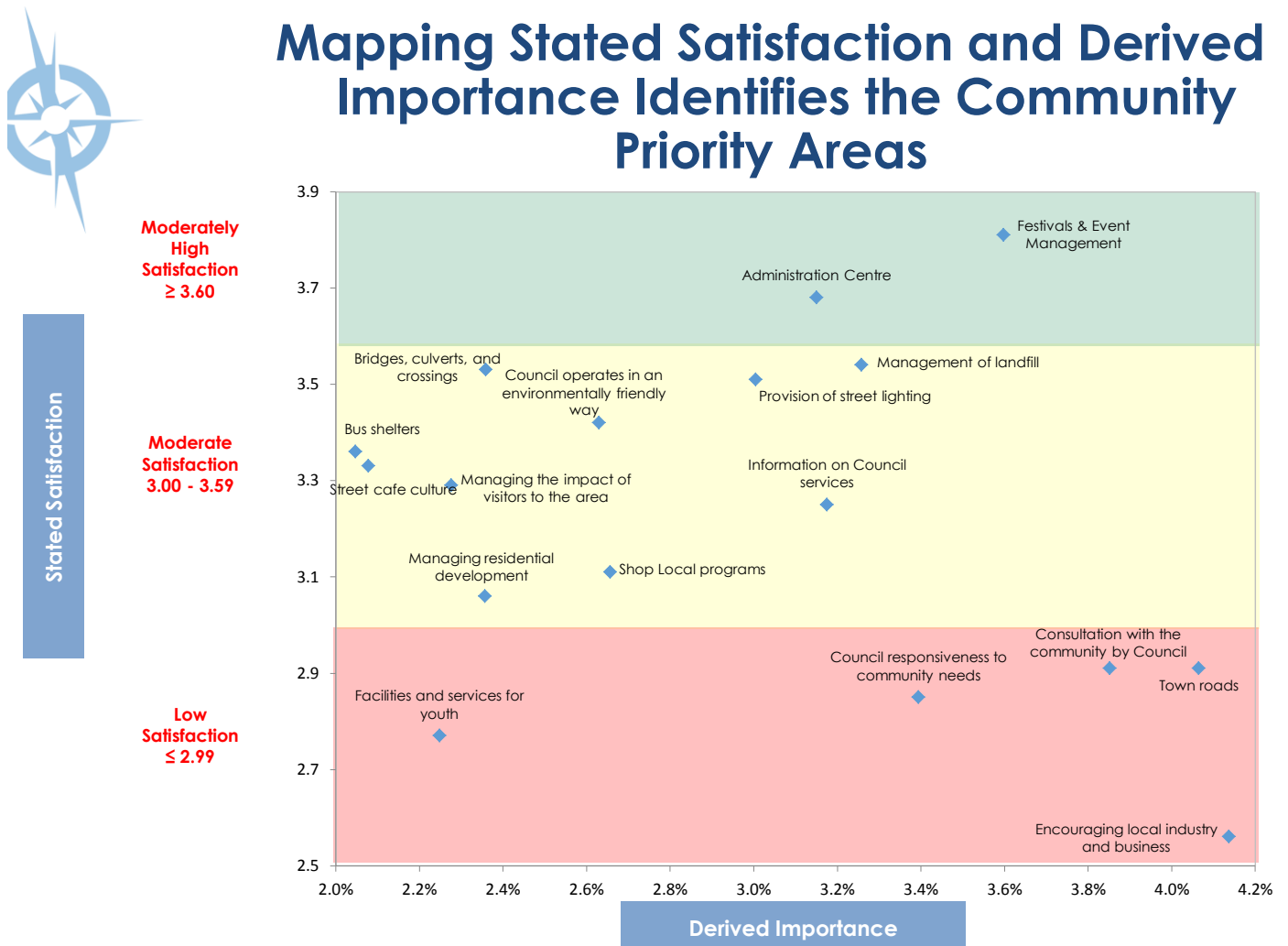
These 17 services/facilities are the key community priorities and by addressing these, Lithgow Council will improve overall community satisfaction. The score assigned to each area indicates the percentage of influence each attribute contributes to overall satisfaction with Council.

In the above chart, 'Bus shelters' contributes 2.1% towards overall satisfaction, while 'Encouraging local industry and business' (4.1%) is a far stronger driver, contributing more than twice as much to overall satisfaction with Council.

Key Findings

Clarifying Priorities

By mapping satisfaction against derived importance we can see that it is apparent that there is room to elevate satisfaction within the variables that fall in the 'lower' and 'moderate satisfaction' regions of the chart. If Lithgow Council can address these core drivers, they will be able to improve resident satisfaction with their performance.



This analysis indicates that areas such as 'Bridges, culverts, and crossings', 'Council operates in an environmentally friendly way', 'Management of landfill', 'Bus shelters', 'Provision of street lighting', 'Street cafe culture', 'Managing the impact of visitors to the area', 'Information on Council services', 'Managing residential development' and 'Shop Local programs' could possibly be targeted for optimisation.

Furthermore, areas such as 'Facilities and services for youth', 'Council responsiveness to community needs', 'Consultation with the community by Council', 'Town roads' and 'Encouraging local industry and business' are issues Council should be looking to understand resident expectations and/or more actively inform/engage residents of Council's position and advocacy across these areas.

Key Findings

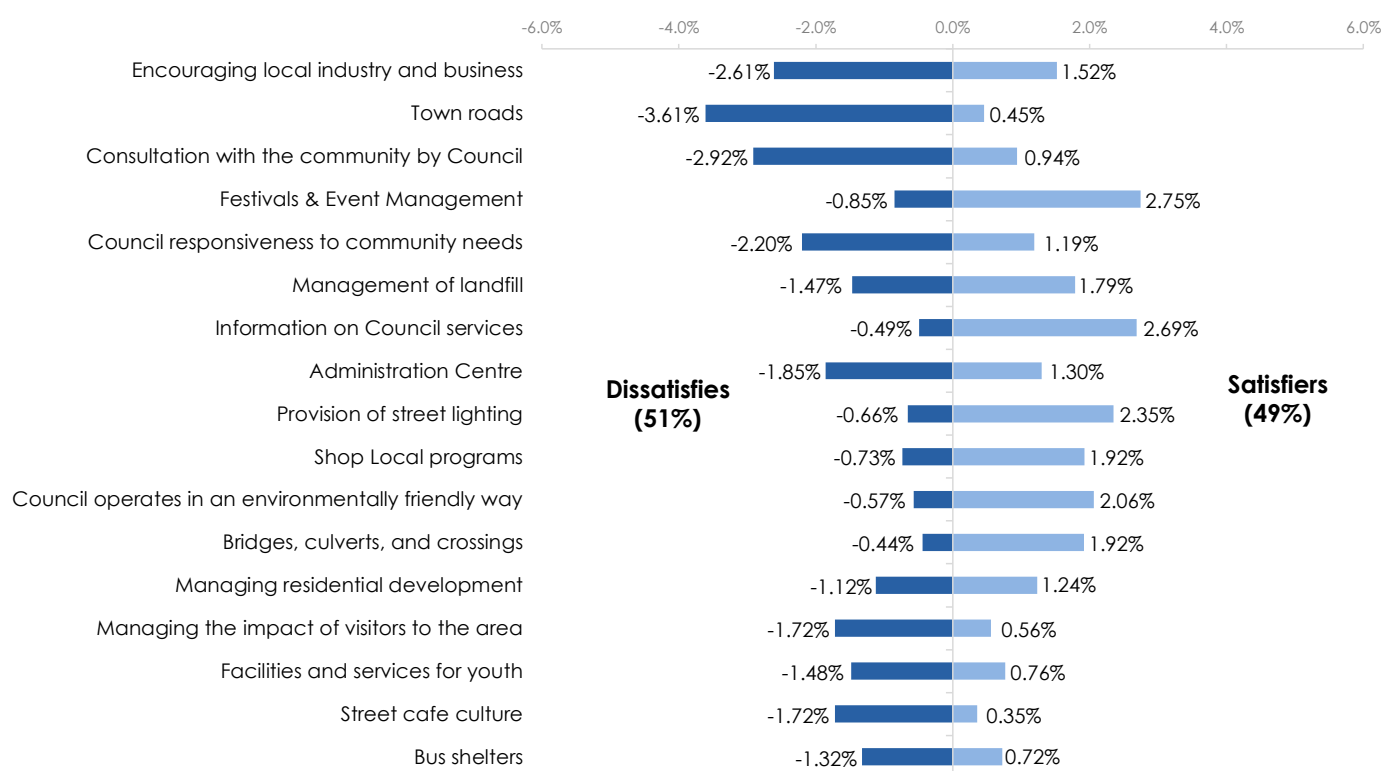
Advanced Shapley Outcomes

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

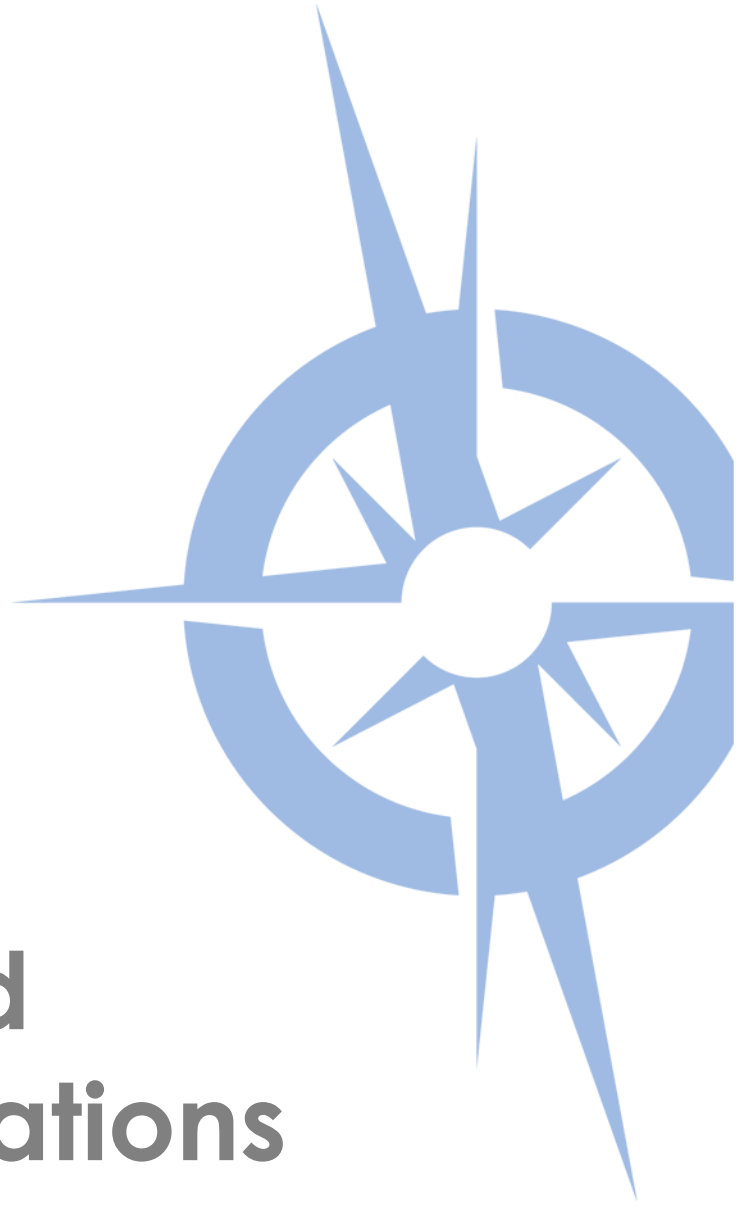
The scores on the negative indicate the contribution the driver makes to impeding transition towards satisfaction. If we can address these areas we will see a lift in our future overall satisfaction results, as we will positively transition residents who are currently 'not at all satisfied' towards being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

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

Key Contributors to Barriers/Optimisers



Different levers address the different levels of satisfaction across the community



Summary and Recommendations

Summary and Recommendations

Summary

As with many regional LGAs, there are concerns about the current and future opportunities in regard to local employment, as well as attracting new business to the area.

There are also concerns around renewing and maintaining the local infrastructure, the management and process of development, as well as the provision of community facilities for residents.

Overall, 83% of residents were at least 'somewhat satisfied' with Council's performance. This is in line with the NSW category benchmark. Significantly, residents living in the 'Rural North' region were palpably less satisfied with the overall performance of the council.

Community satisfaction with Council staff and the elected members was 85% and 84% respectively.

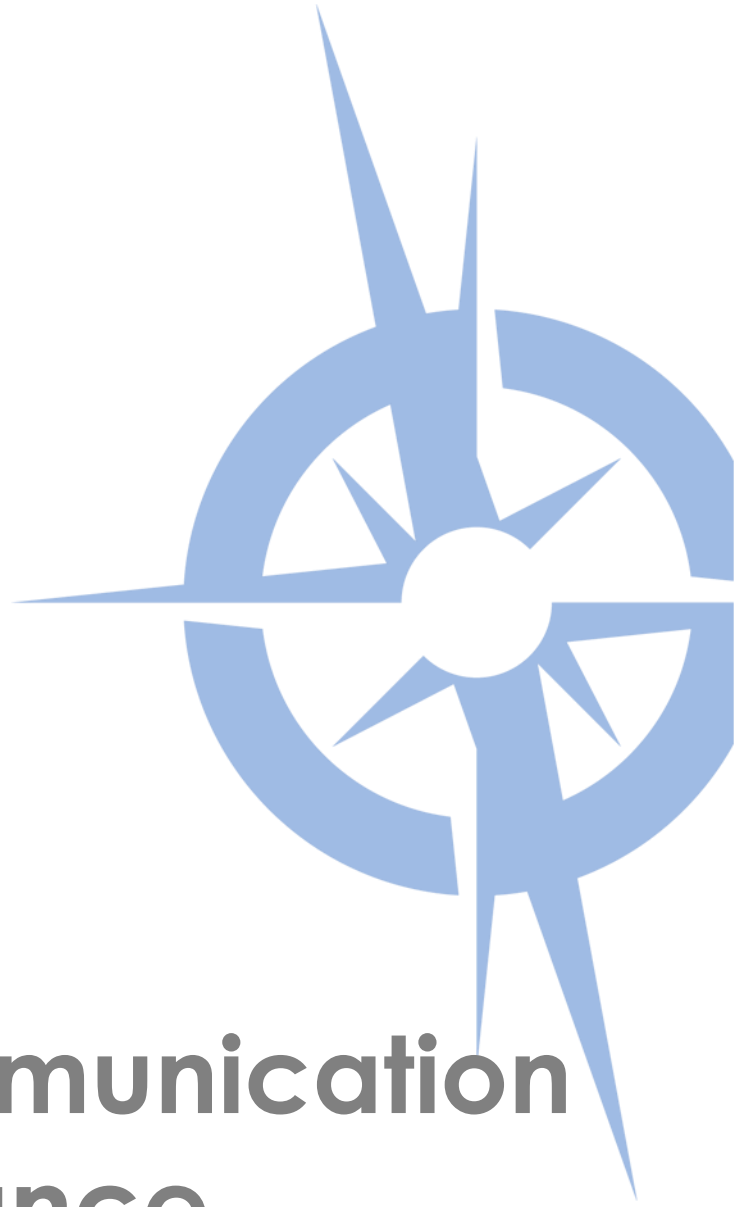
Council is providing at least a moderate level of satisfaction for 56 out of the 67 services areas.

The top 5 drivers of overall satisfaction account for just under 20% of overall satisfaction. These drivers included encouraging local business, town roads, community consultation, council responsiveness, and the provision of community festivals and events.

Recommendations

1. Explore and address the community's concerns regarding the future viability of the areas with regard to employment
2. Understand the community expectation with Council's role in attracting new business, what levers can Council provide that will be acceptable to locals and appealing to businesses
3. Continue to consult and engage the community particularly across the areas of lower relative satisfaction





Section A

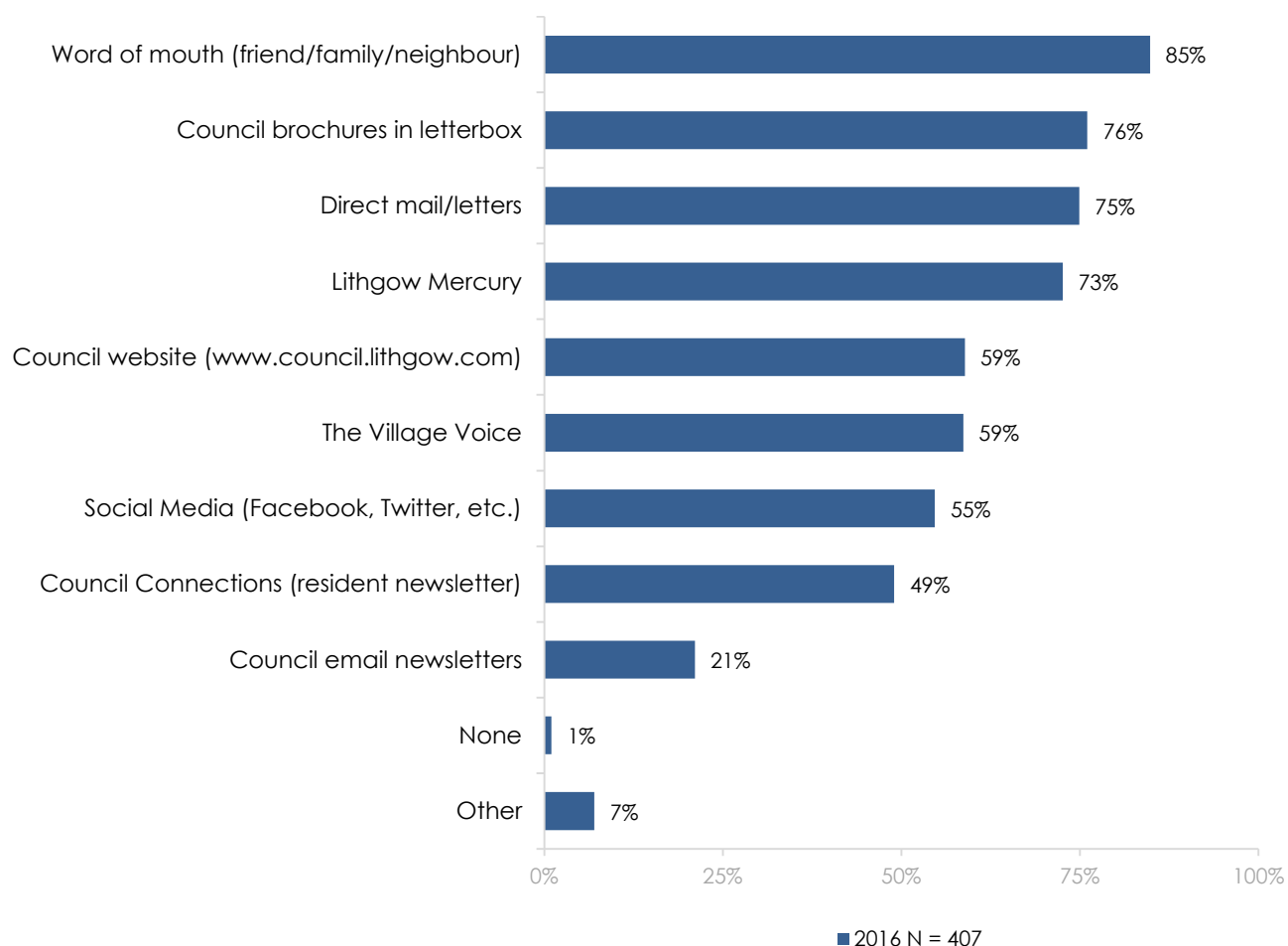
Council Communication and Performance

Means of sourcing Information on Council Services and Facilities

Summary

'Word of mouth' (85%) was the most popular method used to source information on services and facilities, followed by 'Council brochures in the letterbox' (76%), 'Direct mail/letters' (75%) and 'Lithgow Mercury' (73%).

Q5. Where do you source information on Council services and facilities?



Other specified	Count
Council chambers	13
Radio	12
Community organisations	4
Meetings	2
Community notice boards	1
Lithgow Neighbourhood Centre	1
TV	1



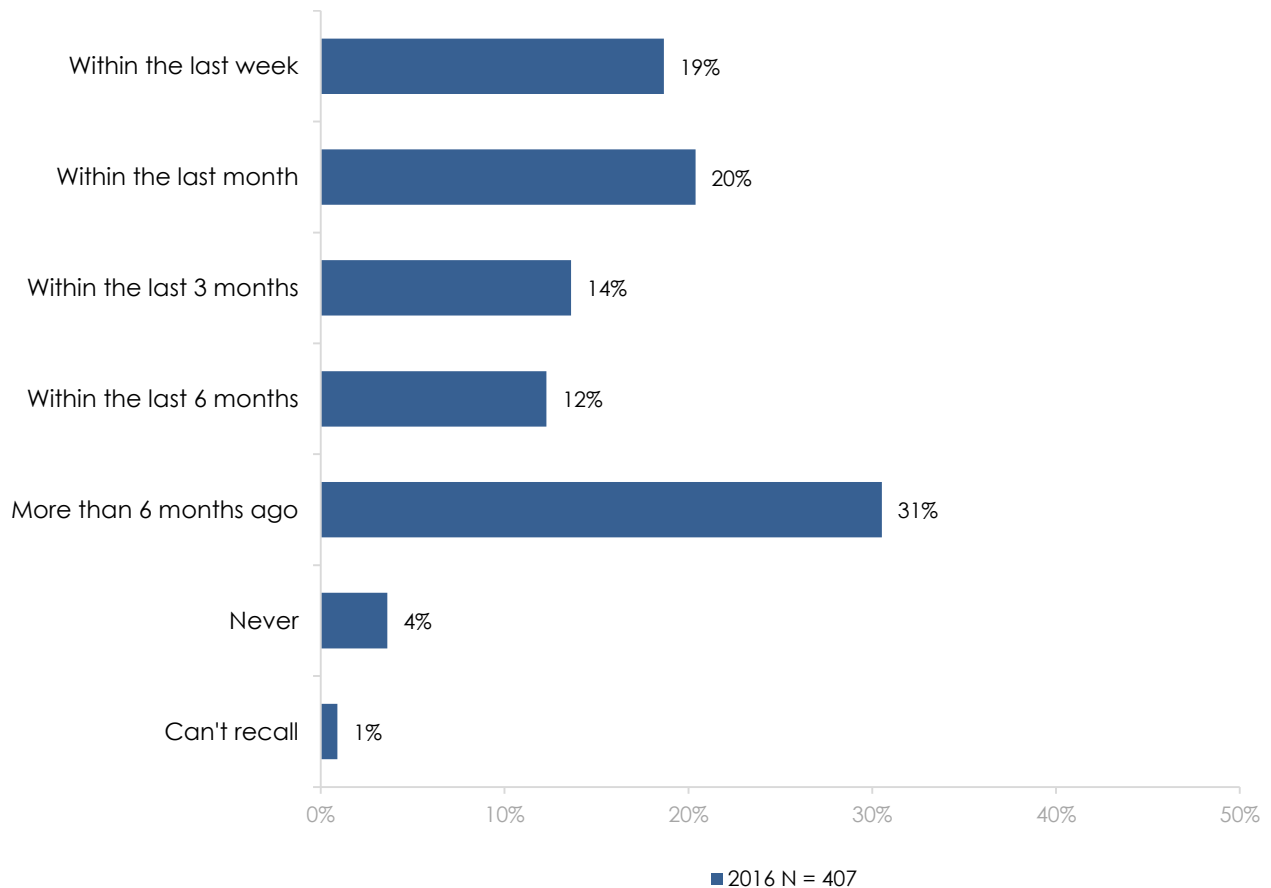
Contact with a Council Staff Member

Summary

39% of residents have had contact with a Council staff member in the last month. Of these, 19% had contact within the last week.

31% of residents have not made any contact with Council staff members for over 6 months. 4% have never had contact with a council staff member.

Q6a. When was the last time you had contact with a Council staff member?



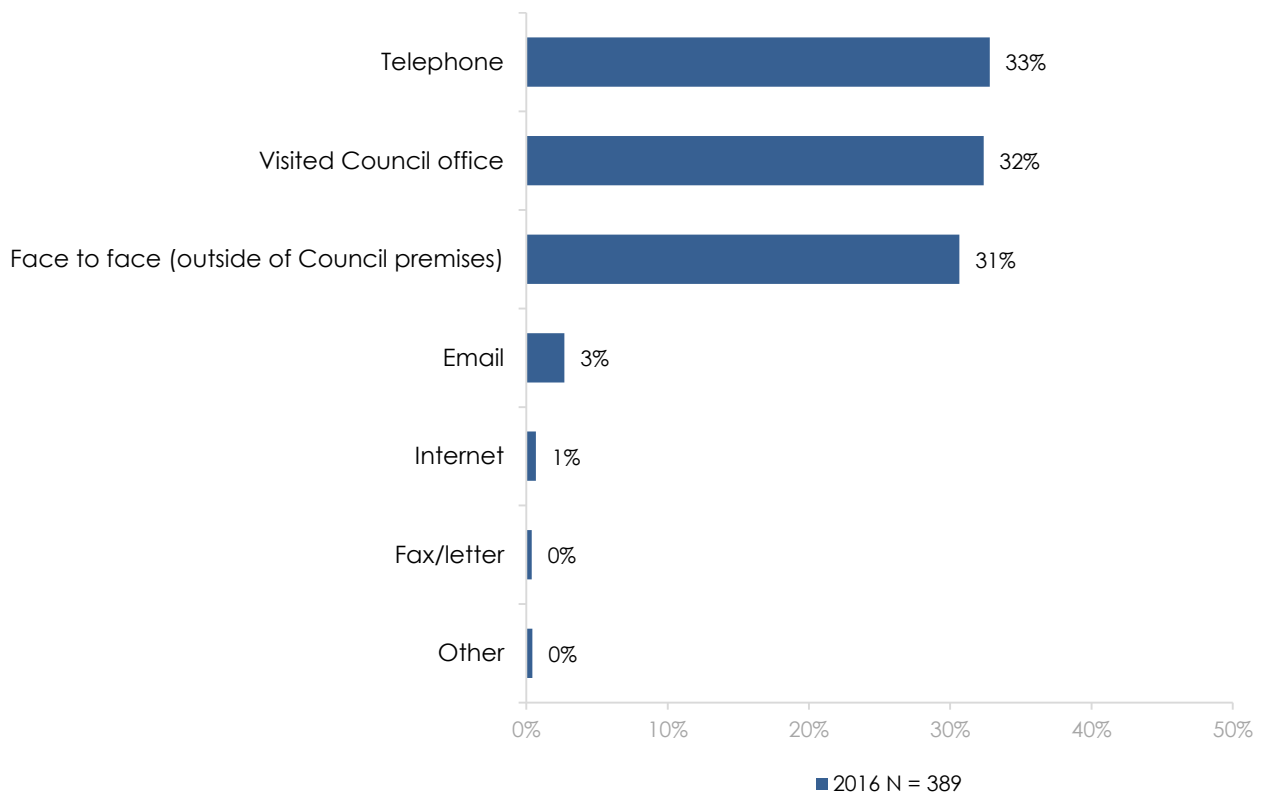
Method of Contact

Summary

Direct interaction with Council employees was the preferred contact method for residents. Residents interacted with Council employees by 'Telephone' (33%), 'Visited the council office' (32%) and by 'Face to face contact' (31%).

Residents interacted significantly less with Council employees using internet, email and fax/letters.

Q6b. Thinking of your last interaction with a Council employee, how did you make contact?



Other specified	Count
Council meeting	1



Satisfaction with Council Staff

Summary

85% of residents were at least 'somewhat satisfied' with the overall performance of Council staff dealing with enquiries.

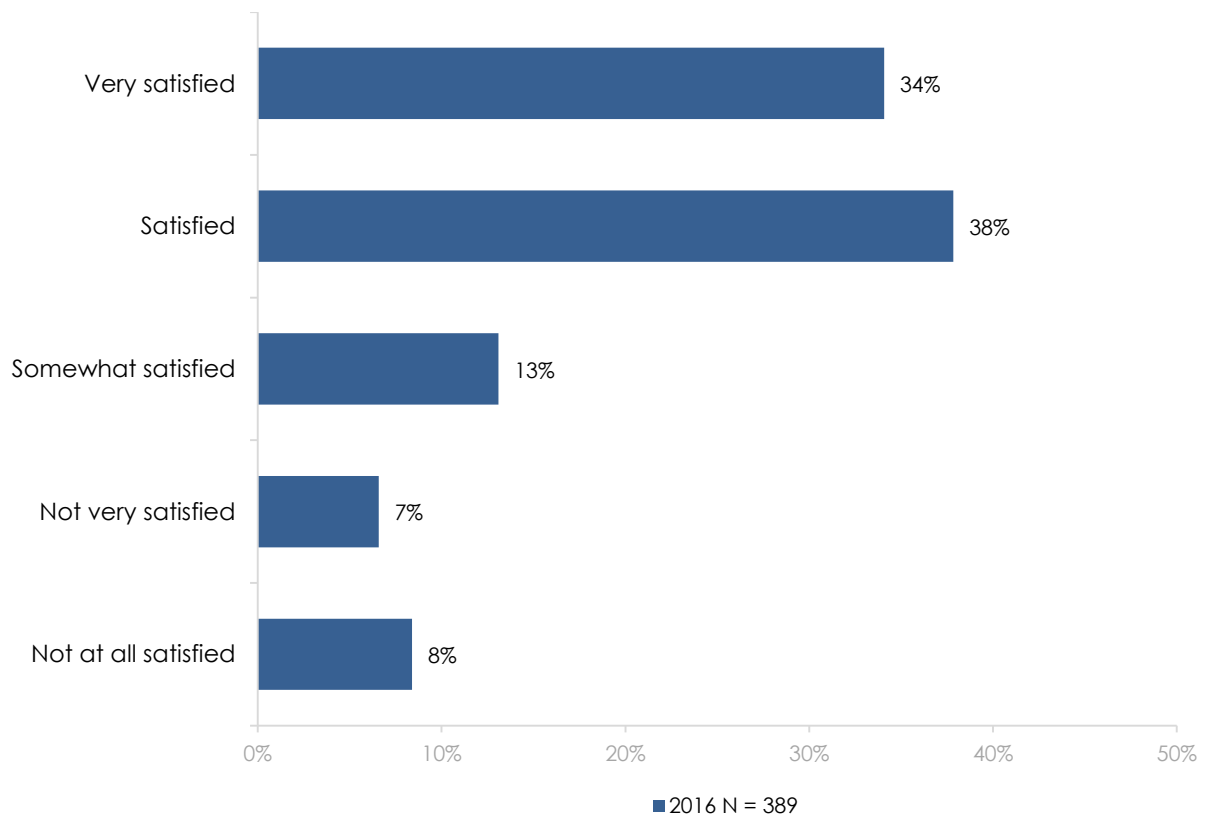
Residents aged 65+ are significantly more satisfied with how Council deals with their enquiries.

Q6c. How satisfied were you with the overall performance of Council's staff in dealing with your enquiry?

	Overall 2016	Male	Female	18-34	35-49	50-64	65+	Rural North	Rural South	Lithgow	Wallerawang	Portland
Mean ratings	3.83	3.80	3.86	3.42	3.85	3.93	4.05↑	4.04	3.42	3.78	3.98	4.16

Scale: 0 = not at all satisfied, 5 = very satisfied

↑↓ = A significantly higher/lower level of satisfaction (by group)



Satisfaction with the Mayor and Councillors

Summary

84% of residents were at least 'somewhat satisfied' with the overall performance of the Mayor and Councillors.

Females were significantly more satisfied with the overall performance of the Mayor and Councillors.

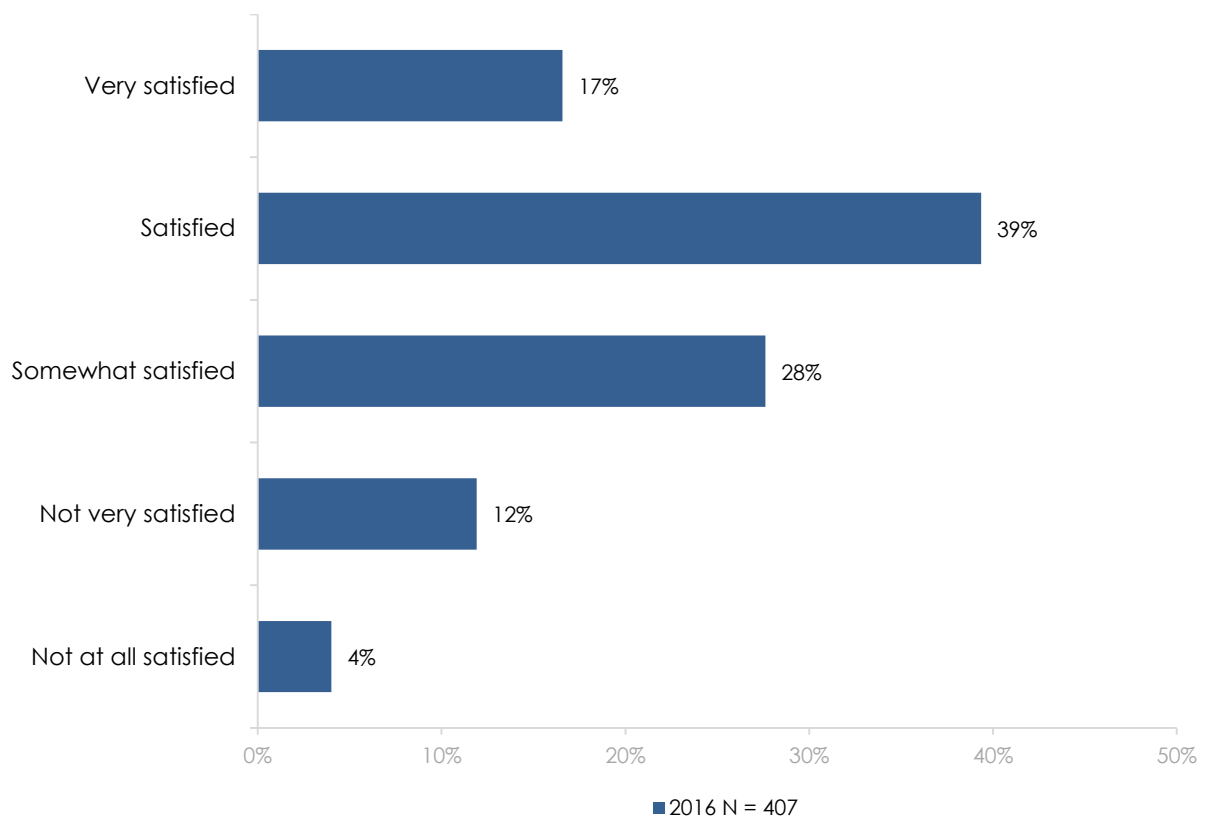
Residents aged 50-64 were significantly less satisfied with the overall performance of the Mayor and Councillors while residents aged 65+ were significantly more satisfied.

Q7. How satisfied were you with the overall performance of the Mayor and Councillors?

	Overall 2016	Male	Female	18-34	35-49	50-64	65+	Rural North	Rural South	Lithgow	Wallerawang	Portland
Mean ratings	3.52	3.36	3.67↑	3.43	3.50	3.30↓	3.88↑	3.44	3.12	3.58	3.71	3.39

Scale: 0 = not at all satisfied, 5 = very satisfied

↑↓ = A significantly higher/lower level of satisfaction (by group)



Overall Satisfaction with Council

Summary

Overall, 83% of residents were at least 'somewhat satisfied' with Council's overall performance.

Females were significantly more satisfied with the overall performance of Council.

Residents aged 50-64 were significantly less satisfied with the overall performance of Council, while residents aged 65+ were significantly more satisfied.

Residents living in the 'Rural North' Planning Precinct were significantly less satisfied with the overall performance of Council.

Lithgow City Council's overall performance is in line with the regional benchmark and the benchmark for all of NSW.

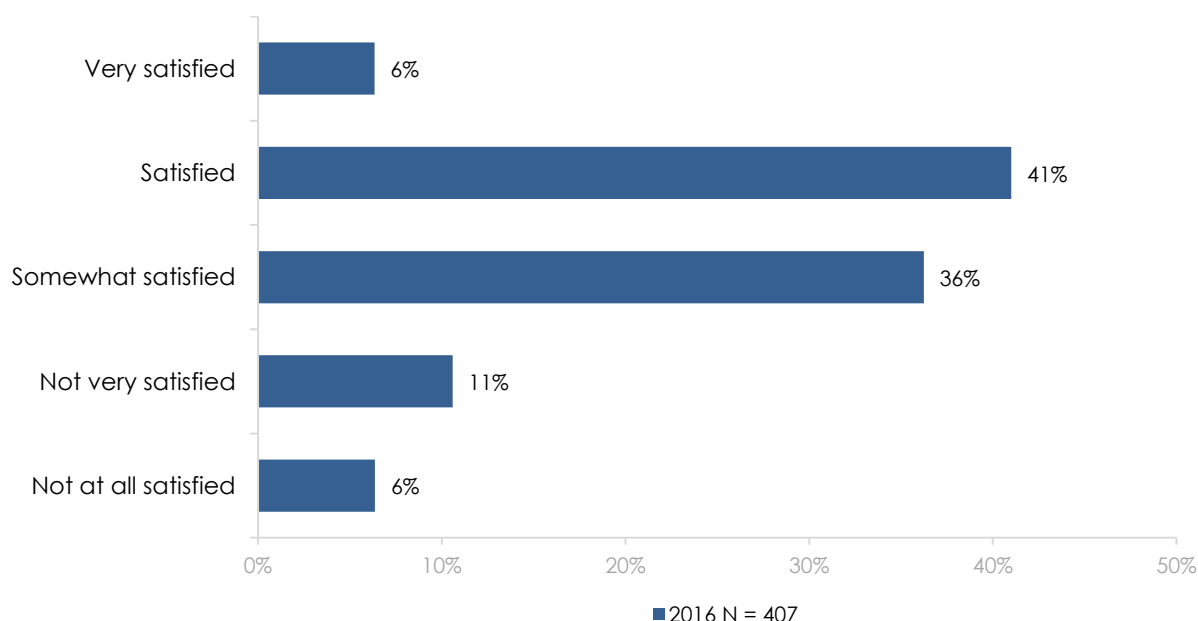
Q8. How would you rate the overall performance of Lithgow Council as an organisation over the past 12 months?

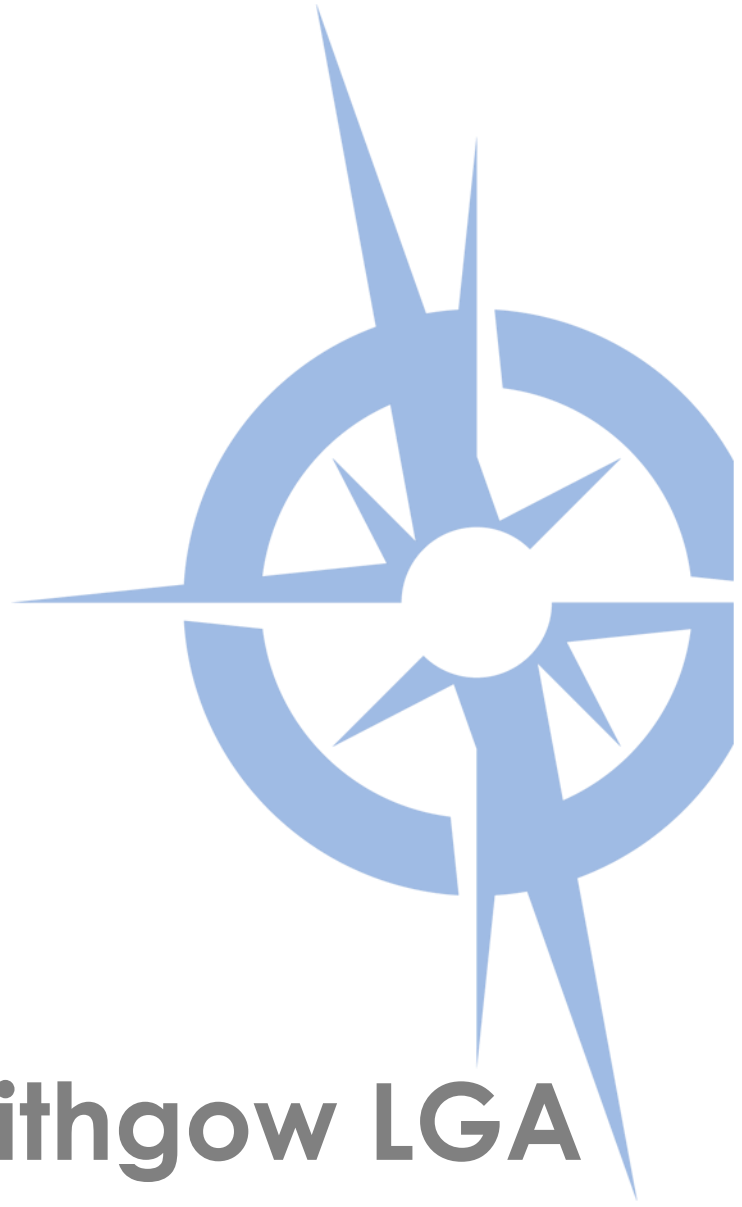
	Overall 2016	Male	Female	18-34	35-49	50-64	65+	Rural North	Rural South	Lithgow	Wallerawang	Portland
Mean ratings	3.30	3.15	3.45↑	3.40	3.13	3.11↓	3.61↑	3.01↓	3.17	3.32	3.49	3.44

NSW LGA BRAND SCORES	Metro	Regional	All of NSW	Lithgow City Council 2016
Mean ratings	3.45	3.22	3.31	3.30

Scale: 0 = not at all satisfied, 5 = very satisfied

↑↓ = A significantly higher/lower level of satisfaction (by group)





Section B

Living in the Lithgow LGA

Key Challenges

Summary

As we have observed in many regional areas, residents are most likely to be concerned with generating local employment, new business opportunities in the area and providing public transport to access the region.

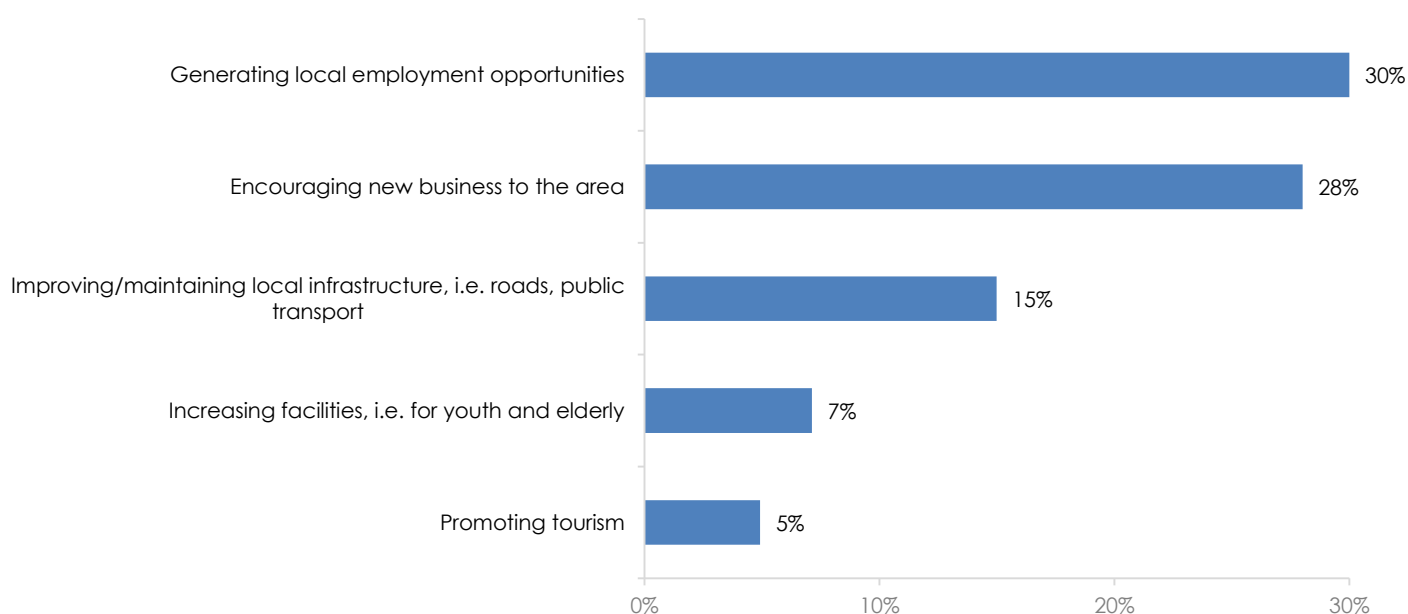
Key challenges mentioned were:

- Generating local employment opportunities (30%)
- Encouraging new business to the area (28%)
- Improving/maintaining local infrastructure, i.e. roads, public transport (15%)

Q9. Thinking of the area as a whole, what would you say is the key challenge for Lithgow LGA in the next 5 to 10 years?

Word Frequency Tagging

Verbatim responses for this question were collated and entered into analytical software. This analysis 'counts' the number of times a particular word or phrase appears and, based on the frequency of that word or phrase, a font size is generated. The larger the font, the more frequently the word or sentiment is mentioned.



Base: N = 407



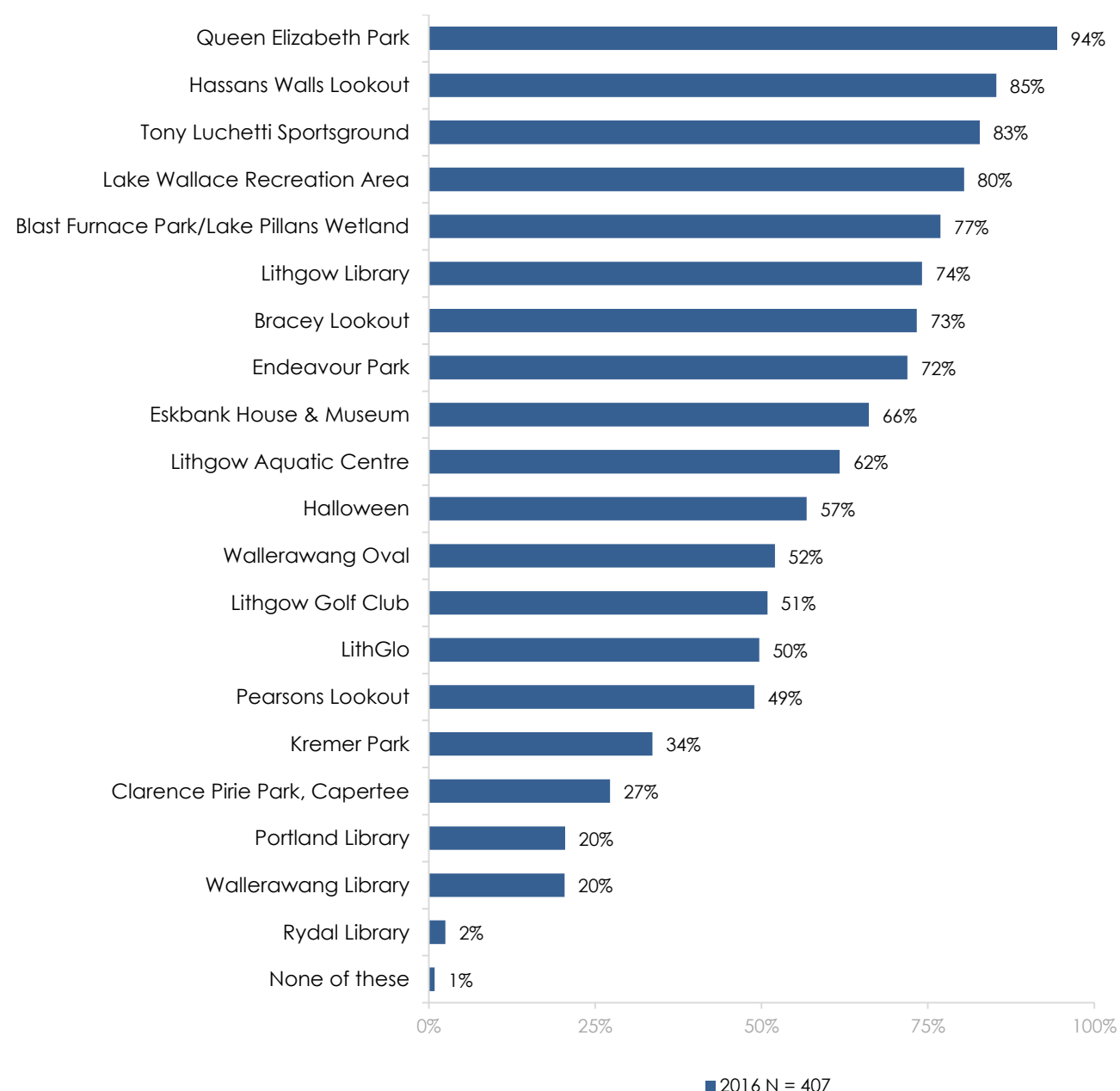
Places Visited

Summary

The most visited places are 'Queen Elizabeth Park', 'Hassans Walls Lookout' and 'Tony Luchetti Sportsground' with over 80% of residents in the area having visited these places in the past.

Excluding 'Lithgow Library', residents visit other libraries in the area significantly less than other sites in the Lithgow City Council area.

Q4. In the past which of the following places have you visited?



Agreement with Statements

Summary

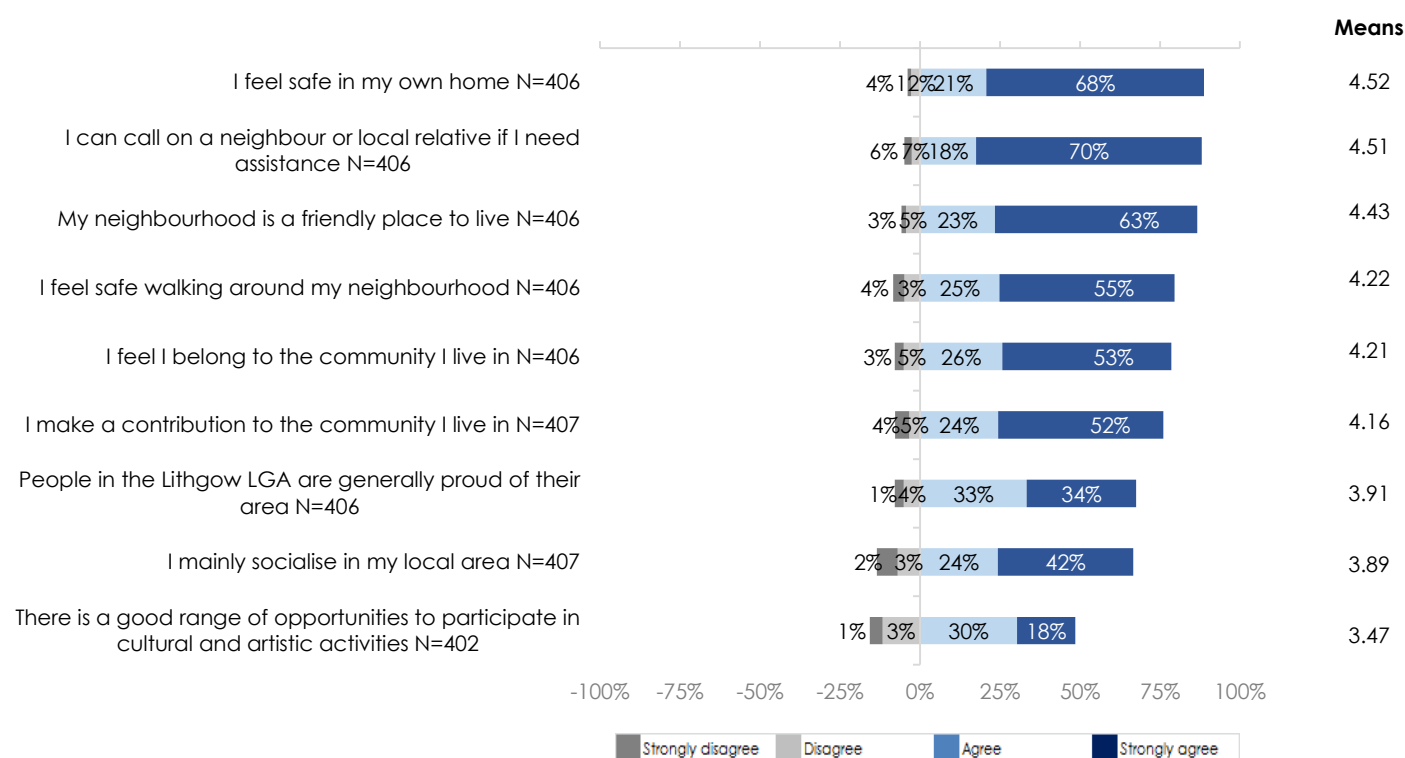
Residents find their neighbourhood generally safe and a good place to live with 89% of residents agreeing with the statement 'I feel safe in my own home' and 86% of residents agreeing with the statement 'My neighbourhood is a friendly place to live'.

Males were significantly more likely to agree with the statement 'I feel safe in my own home'.

Residents aged 18-34 were significantly less likely to agree with the statements 'I feel I belong to the community I live in', 'I mainly socialise in my local area' and 'There is a good range of opportunities' to participate in cultural and artistic activities'.

Residents aged 65+ had the highest levels of agreement, and rated 7 out of the 9 statements as significantly higher than other residents.

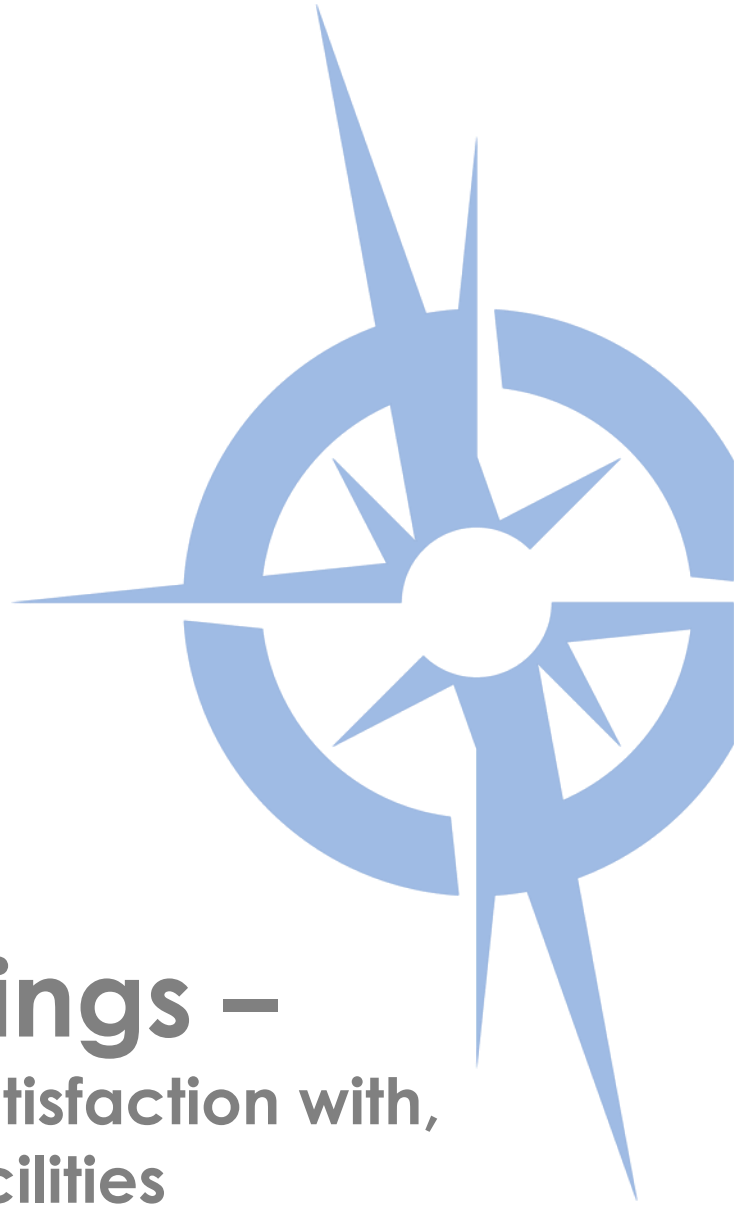
Q10. I'm going to read out some statements and I'd like to you to rate them on a scale of 1 to 5:



Scale: 1 = strongly disagree, 5 = strongly agree

Note: 'Can't say' was excluded from the graph above





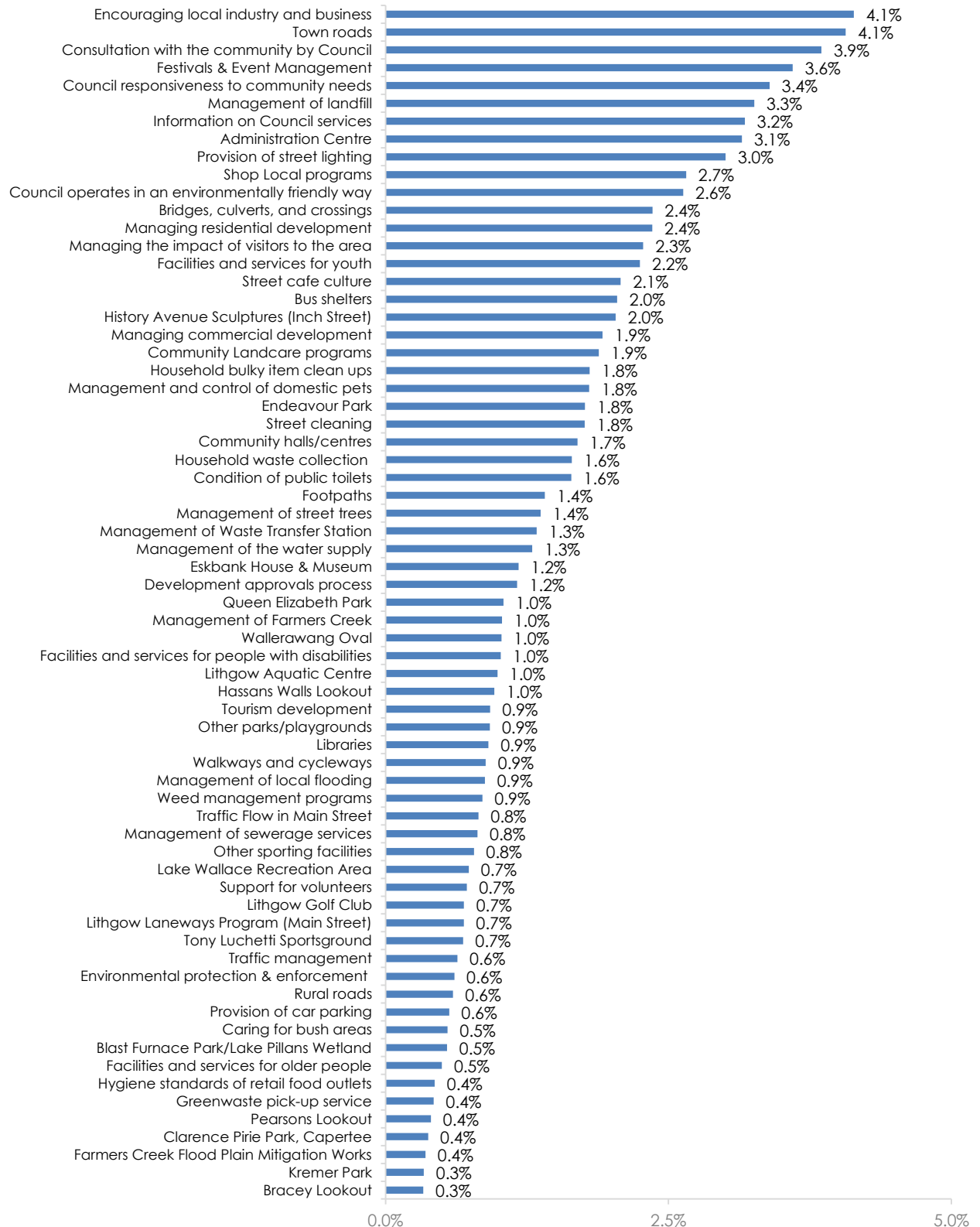
Detailed Findings –

Importance of, and Satisfaction with, Council Services & Facilities

Influence on Overall Satisfaction

A core element of this community survey was the rating of 67 facilities/services in terms of Importance and Satisfaction. This section reports the Shapley Regression analysis undertaken on these measures – and the detailed responses to the measures themselves.

The chart below summarises the influence of the 67 facilities/services on overall satisfaction with Council's performance, based on the Shapley Regression:



Service Areas

Each of the 67 facilities/services were grouped into service areas as detailed below

Infrastructure & Basic Services

Bus shelters
Traffic management
Provision of car parking
Footpaths
Walkways and cycleways
Condition of public toilets
Town roads
Rural roads
Farmers Creek Flood Plain Mitigation Works
Bridges, culverts, and crossings
Provision of street lighting

Waste Services

Household waste collection (including garbage, recycling)
Management of landfill
Management of Waste Transfer Station
Household bulky item clean ups
Greenwaste pick-up service
Street cleaning

Environmental Services

Caring for bush areas
Council operates in an environmentally friendly way
Environmental protection & enforcement
Management and control of domestic pets
Management of local flooding
Management of Farmers Creek
Management of street trees
Weed management programs
Community Landcare programs
Management of the water supply
Management of sewerage services

Planning & Development Services

Development approvals process
Encouraging local industry and business
Hygiene standards of retail food outlets
Managing commercial development
Managing residential development
Managing the impact of visitors to the area

Community Services

Support for volunteers
Facilities and services for people with disabilities
Facilities and services for older people
Facilities and services for youth

Tourism & Cultural Development

Street cafe culture
Traffic flow in Main Street
Lithgow Laneways Program (Main Street)
History Avenue Sculptures (Inch Street)
Libraries
Eskbank House & Museum
Tourism development
Festivals & Event Management
Shop Local programs

Parks & Reserves

Queen Elizabeth Park
Blast Furnace Park/Lake Pillans Wetland
Endeavour Park
Lake Wallace Recreation Area
Clarence Pirie Park, Capertee
Other parks/playgrounds
Hassans Walls Lookout
Bracey Lookout
Pearsons Lookout

Sporting Facilities

Lithgow Aquatic Centre
Tony Luchetti Sportsground
Wallerawang Oval
Kremer Park
Lithgow Golf Club
Other sporting facilities

Public Buildings

Administration Centre
Community halls/centres

Communication

Consultation with the community by Council
Council responsiveness to community needs
Information on Council services



An Explanation

The following pages detail the Shapley findings for each service area, and summarise the stated importance and satisfaction ratings by key demographics.

Importance

For the stated importance ratings, residents were asked to rate how important each of the criteria was to them, on a scale of 1 to 5.

Satisfaction

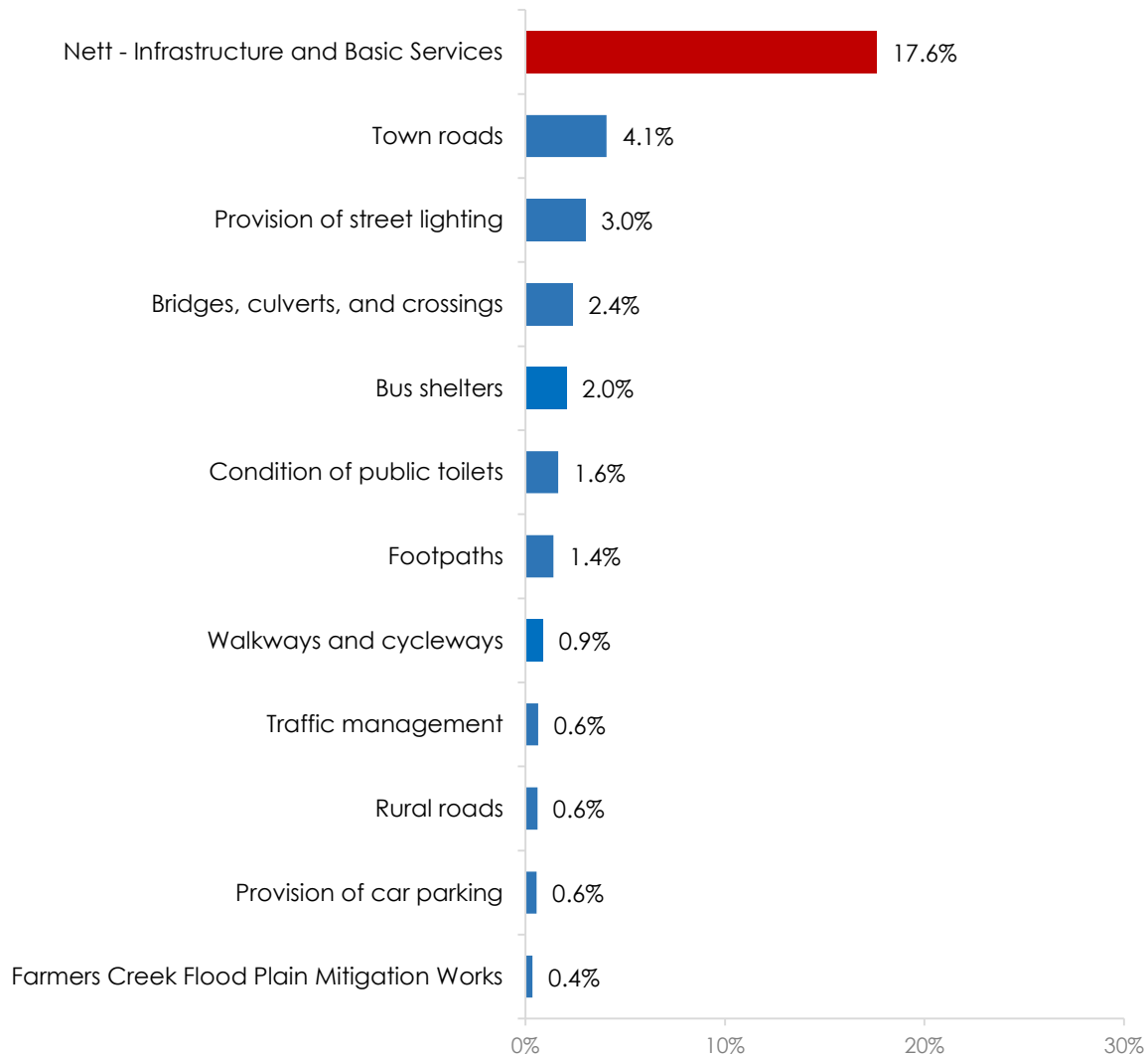
Any resident who had rated the importance of a particular criterion a 4 or 5 was then asked how satisfied they were with the performance of Council for that service or facility. There was an option for residents to answer 'don't know' to satisfaction, as they may not have personally used a particular service or facility.



Service Area 1: Infrastructure & Basic Services

Shapley Regression

Contributes to Almost 18% of Overall Satisfaction with Council



Service Area 1: Infrastructure & Basic Services

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

Importance – overall

Very high	Town roads
	Rural roads
High	Footpaths
	Provision of street lighting
	Provision of car parking
	Traffic management
	Condition of public toilets
	Bridges, culverts, and crossings
Moderately high	Walkways and cycleways
Moderate	Farmers Creek Flood Plain Mitigation Works
	Bus shelters

Importance – by age

Residents aged 50-64 rated 'Provision of street lighting' significantly lower in importance, whilst residents aged 65+ rated 'Walkways and cycleways' significantly lower.

Importance – by gender

Female residents rated 'Footpaths', 'Condition of public toilets' and 'Provision of street lighting' significantly higher in importance.



Service Area 1: Infrastructure & Basic Services

Overview of Importance Rating Scores by Key Demographics

Importance – by Planning Precinct

Residents of Rural North Planning Precinct rated 'Rural roads' significantly higher in importance, but rated 'Traffic management', 'Footpaths' and 'Walkways and cycleways' significantly lower in importance.

Residents of Rural South Planning Precinct rated 'Rural roads' significantly higher in importance, whilst rating the following 8 services/facilities significantly lower in importance:

- Bus shelters
- Traffic management
- Footpaths
- Walkways and cycleways
- Condition of public toilets
- Town roads
- Farmers Creek Flood Plain Mitigation Works
- Provision of street lighting

Residents of Lithgow Planning Precinct rated the following 6 services/facilities significantly higher in importance:

- Bus shelters
- Traffic management
- Footpaths
- Walkways and cycleways
- Farmers Creek Flood Plain Mitigation Works
- Provision of street lighting

Residents in Lithgow Planning Precinct rated 'Rural roads' significantly lower in importance.

Residents in Wallerawang Planning Precinct rated the following 4 services/facilities significantly higher in importance:

- Walkways and cycleways
- Rural roads
- Bridges, culverts, and crossings
- Provision of street lighting

Residents in Portland Planning Precinct rated 'Rural roads' significantly higher in importance, whilst rating 'Farmers Creek Flood Plain Mitigation Works' significantly lower in importance.



Service Area 1: Infrastructure & Basic Services

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+
Bus shelters	3.00	2.85	3.16	3.28	2.95	2.86	2.96
Traffic management	4.03	3.93	4.12	4.03	3.91	4.07	4.10
Provision of car parking	4.07	3.94	4.20	3.91	4.09	4.09	4.17
Footpaths	4.13	3.94	4.32	4.11	3.98	4.24	4.15
Walkways and cycleways	3.76	3.64	3.87	3.76	3.96	3.81	3.46
Condition of public toilets	4.00	3.69	4.32	3.92	4.16	3.98	3.93
Town roads	4.46	4.45	4.47	4.45	4.50	4.40	4.51
Rural roads	4.24	4.20	4.28	4.03	4.39	4.37	4.13
Flood Plain Mitigation Works	3.29	3.24	3.33	3.10	3.25	3.44	3.31
Bridges, culverts, and crossings	3.96	3.88	4.04	3.90	3.81	4.01	4.10
Provision of street lighting	4.07	3.87	4.27	4.14	4.30	3.84	4.03

	Rural North	Rural South	Lithgow	Wallerawang	Portland
Bus shelters	2.97	2.08	3.17	3.16	2.66
Traffic management	3.66	3.35	4.19	4.08	4.08
Provision of car parking	3.81	3.57	4.17	4.28	4.03
Footpaths	3.53	2.96	4.39	4.36	4.10
Walkways and cycleways	3.34	2.86	3.94	4.11	3.60
Condition of public toilets	4.07	3.24	4.07	4.10	4.14
Town roads	4.45	4.01	4.53	4.61	4.31
Rural roads	4.65	4.80	3.96	4.67	4.56
Farmers Creek Flood Plain Mitigation Works	3.12	2.27	3.57	3.14	2.81
Bridges, culverts, and crossings	4.14	3.74	3.87	4.33	4.12
Provision of street lighting	3.74	2.87	4.27	4.54	3.87

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

Significantly higher/lower level of importance (by group)



Service Area 1: Infrastructure & Basic Services

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Total %	Base
Bus shelters	25%	17%	16%	17%	25%	100%	407
Traffic management	4%	6%	20%	23%	47%	100%	407
Provision of car parking	6%	5%	13%	27%	48%	100%	407
Footpaths	6%	4%	14%	22%	53%	100%	407
Walkways and cycleways	9%	11%	15%	25%	40%	100%	407
Condition of public toilets	9%	8%	9%	23%	51%	100%	407
Town roads	1%	2%	9%	24%	64%	100%	407
Rural roads	4%	6%	13%	19%	59%	100%	407
Farmers Creek Flood Plain Mitigation Works	19%	12%	18%	20%	30%	100%	407
Bridges, culverts, and crossings	6%	5%	21%	25%	43%	100%	407
Provision of street lighting	8%	4%	14%	22%	53%	100%	407



Service Area 1: Infrastructure & Basic Services

Overview of Satisfaction Rating Scores by Key Demographics

Satisfaction – overall

Moderate	Farmers Creek Flood Plain Mitigation Works Bridges, culverts, and crossings Provision of street lighting Traffic management Bus shelters Provision of car parking Walkways and cycleways
Moderately low	Condition of public toilets Footpaths Town roads Rural roads

Satisfaction – by age

Residents aged 18-34 were significantly more satisfied with 'Walkways and cycleways', whilst residents aged 65+ were significantly more satisfied with the following 8 services/facilities:

- Traffic management
- Provision of car parking
- Condition of public toilets
- Town roads
- Rural roads
- Farmers Creek Flood Plain Mitigation Works
- Bridges, culverts, and crossings
- Provision of street lighting

Residents aged 35-49 were significantly less satisfied with 'Town roads', whilst residents aged 50-64 were significantly less satisfied with 'Footpaths', and 'Walkways & cycleways'.

Satisfaction – by gender

Males were significantly more satisfied with 'Footpaths'.



Service Area 1: Infrastructure & Basic Services

Overview of Satisfaction Rating Scores by Key Demographics

Satisfaction – by Planning Precinct

Residents of Lithgow Planning Precinct were significantly more satisfied with the following 4 services/facilities:

- Bus shelters
- Walkways and cycleways
- Town roads
- Rural roads

Residents of Rural North Planning Precinct were significantly less satisfied with the following 4 services / facilities:

- Town roads
- Rural roads
- Farmers Creek Flood Plain Mitigation Works
- Bridges, culverts, and crossings

Residents of Rural South Planning Precinct were significantly less satisfied with 'Rural roads', whilst residents of Wallerawang Planning Precinct were significantly less satisfied with 'Bus shelters', 'Footpaths', and 'Walkways & cycleways', and residents of Portland Planning Precinct less satisfied with 'Condition of public toilets' and 'Rural roads'.



Service Area 1: Infrastructure & Basic Services

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+
Bus shelters	3.36	3.25	3.45	3.34	3.21	3.28	3.61
Traffic management	3.36	3.26	3.45	3.43	3.25	3.19	3.60
Provision of car parking	3.16	3.11	3.20	3.05	3.15	3.04	3.39
Footpaths	2.96	3.15	2.79	3.31	2.85	2.60	3.17
Walkways and cycleways	3.07	3.11	3.02	3.56	2.88	2.76	3.21
Condition of public toilets	2.98	3.08	2.90	2.67	3.05	2.91	3.28
Town roads	2.91	3.02	2.81	3.02	2.62	2.91	3.15
Rural roads	2.62	2.69	2.55	2.72	2.48	2.52	2.83
Farmers Creek Flood Plain Mitigation Works	3.55	3.62	3.48	3.21	3.43	3.61	3.91
Bridges, culverts, and crossings	3.53	3.50	3.55	3.47	3.28	3.55	3.77
Provision of street lighting	3.51	3.51	3.50	3.60	3.34	3.34	3.80

	Rural North	Rural South	Lithgow	Wallerawang	Portland
Bus shelters	3.17	3.40	3.52	2.74	3.14
Traffic management	3.32	3.41	3.41	3.21	3.16
Provision of car parking	3.41	3.36	3.13	3.05	2.94
Footpaths	2.93	3.30	3.04	2.56	2.70
Walkways and cycleways	2.86	2.74	3.24	2.54	2.68
Condition of public toilets	3.28	3.23	3.03	2.71	2.39
Town roads	2.49	3.14	3.02	2.81	2.59
Rural roads	2.21	2.15	2.91	2.55	2.18
Farmers Creek Flood Plain Mitigation Works	2.95	3.55	3.65	3.68	3.22
Bridges, culverts, and crossings	2.94	3.70	3.60	3.54	3.66
Provision of street lighting	3.25	3.60	3.55	3.65	3.22

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

Significantly higher/lower level of satisfaction (by group)



Service Area 1: Infrastructure & Basic Services

Detailed Overall Response for Satisfaction

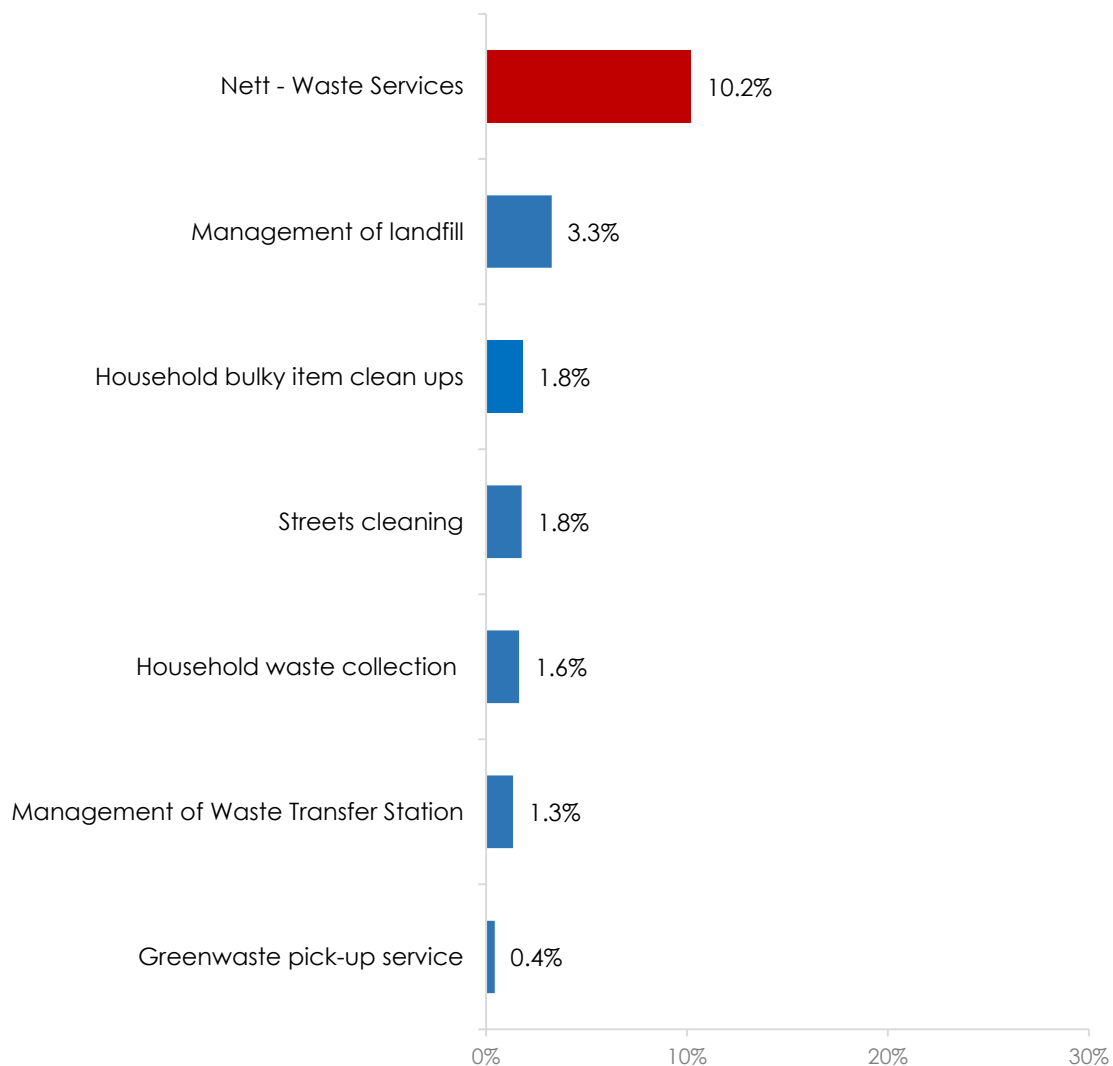
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Total %	Base
Bus shelters	6%	16%	28%	35%	15%	100%	172
Traffic management	5%	13%	34%	36%	11%	100%	283
Provision of car parking	9%	17%	35%	26%	12%	100%	307
Footpaths	13%	20%	36%	18%	12%	100%	308
Walkways and cycleways	9%	20%	39%	20%	12%	100%	265
Condition of public toilets	12%	21%	34%	23%	10%	100%	299
Town roads	11%	22%	37%	24%	6%	100%	356
Rural roads	16%	29%	36%	13%	6%	100%	317
Farmers Creek Flood Plain Mitigation Works	3%	14%	29%	34%	21%	100%	199
Bridges, culverts, and crossings	5%	9%	27%	43%	15%	100%	278
Provision of street lighting	5%	10%	32%	33%	20%	100%	303



Service Area 2: Waste Services

Shapley Regression

Contributes to Over 10% of Overall Satisfaction with Council



Service Area 2: Waste Services

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

Importance – overall

Extremely high	Household waste collection (including garbage, recycling)
High	Management of Waste Transfer Station
	Management of landfill
	Street cleaning
Moderately high	Greenwaste pick-up service
Moderate	Household bulky item clean ups

Importance – by age

There were no significant differences by age.

Importance – by gender

Females rated 'Household bulky item clean ups' and 'Greenwaste pick-up service' significantly higher in importance.

Importance – by Planning Precinct

Residents in Lithgow Planning Precinct rated all but 'Management of landfill' and 'Management of Waste Transfer Station' significantly higher in importance, whilst residents in Wallerawang rated 'Household waste collection (including garbage, recycling)' significantly higher.

Residents in Rural South Planning Precinct rated all but 'Management of Waste Transfer Station' significantly lower in importance, whilst residents in Portland rated 'Greenwaste pick-up service' significantly lower.



Service Area 2: Waste Services

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+
Household waste collection	4.50	4.42	4.59	4.38	4.62	4.53	4.44
Management of landfill	3.95	3.88	4.02	3.80	4.04	4.00	3.94
Management of Waste Transfer Station	4.04	4.02	4.05	3.71	4.15	4.10	4.15
Household bulky item clean ups	3.43	3.18	3.70	3.44	3.19	3.52	3.60
Greenwaste pick-up service	3.67	3.29	4.07	3.77	3.64	3.64	3.66
Street cleaning	3.93	3.81	4.04	3.82	3.99	3.92	3.96

	Rural North	Rural South	Lithgow	Wallerawang	Portland
Household waste collection	4.18	3.82	4.63	4.79	4.41
Management of landfill	4.05	3.22	4.02	4.08	4.02
Management of Waste Transfer Station	4.16	3.62	4.11	3.99	3.87
Household bulky item clean ups	3.17	2.48	3.68	3.21	3.33
Greenwaste pick-up service	3.26	2.59	4.01	3.61	3.15
Street cleaning	3.67	2.59	4.17	4.19	3.67

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

Significantly higher/lower level of importance (by group)

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Total %	Base
Household waste collection	5%	2%	4%	18%	72%	100%	407
Management of landfill	7%	5%	18%	26%	44%	100%	407
Management of Waste Transfer Station	7%	7%	14%	19%	53%	100%	407
Household bulky item clean ups	17%	10%	20%	19%	34%	100%	407
Greenwaste pick-up service	15%	7%	16%	17%	44%	100%	407
Street cleaning	8%	5%	17%	27%	43%	100%	407



Service Area 2: Waste Services

Overview of Satisfaction Rating Scores by Key Demographics

Satisfaction – overall

Very high	Household waste collection (including garbage, recycling)
Moderately high	Management of Waste Transfer Station
	Street cleaning
Moderate	Management of landfill
	Greenwaste pick-up service
	Household bulky item clean ups

Satisfaction – by age

Residents aged 65+ were significantly more satisfied with 'Household bulky item clean ups', whilst those aged 50-64 were significantly less satisfied with 'Management of landfill' and 'Management of Waste Transfer Station'.

Satisfaction – by gender

There were no significant differences by gender.

Satisfaction – by Planning Precinct

Residents of Lithgow Planning Precinct were significantly more satisfied with 'Household waste collection', 'Management of landfill', and 'Management of Waste Transfer Station', while those of Rural North Planning Precinct were significantly less satisfied with these 3 services/facilities.

Residents of Portland Planning Precinct significantly less satisfied with 'Management of landfill'.



Service Area 2: Waste Service

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+
Household waste collection	4.25	4.27	4.23	4.27	4.32	4.13	4.31
Management of landfill	3.54	3.54	3.54	3.76	3.58	3.32	3.56
Management of Waste Transfer Station	3.77	3.79	3.74	3.91	3.92	3.58	3.72
Household bulky item clean ups	3.29	3.27	3.30	3.12	3.22	3.07	3.72
Greenwaste pick-up service	3.35	3.29	3.39	3.68	3.12	3.10	3.58
Street cleaning	3.64	3.65	3.62	3.40	3.77	3.67	3.64

	Rural North	Rural South	Lithgow	Wallerawang	Portland
Household waste collection	3.74	4.27	4.37	4.04	4.26
Management of landfill	3.14	3.48	3.76	3.28	2.87
Management of Waste Transfer Station	3.38	3.89	3.88	3.72	3.44
Household bulky item clean ups	3.11	3.19	3.34	3.31	3.07
Greenwaste pick-up service	2.95	2.74	3.46	3.19	3.44
Street cleaning	3.53	3.71	3.71	3.40	3.40

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

Significantly higher/lower level of satisfaction (by group)

Detailed Overall Response for Satisfaction

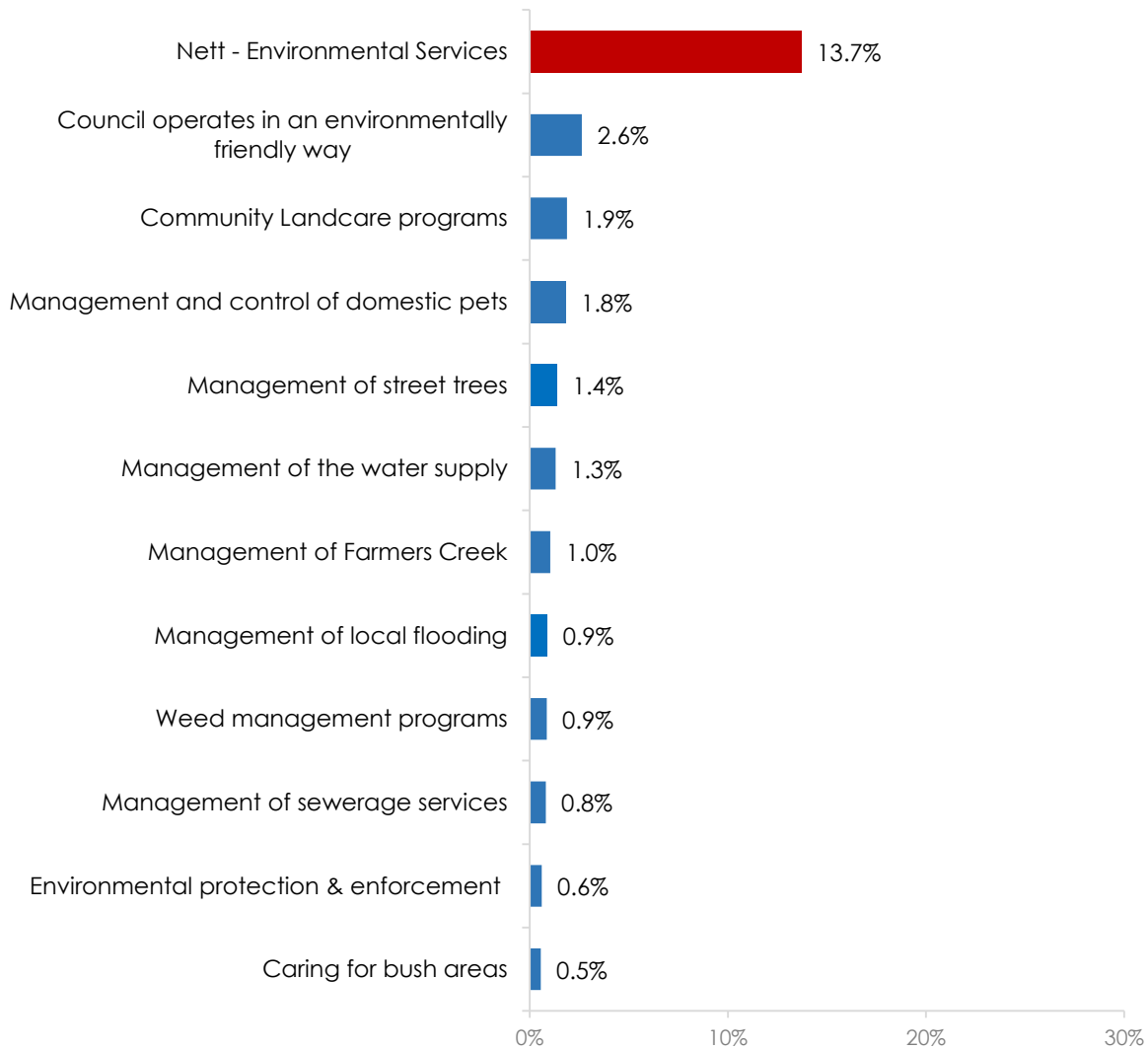
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Total %	Base
Household waste collection	3%	4%	9%	32%	51%	100%	365
Management of landfill	6%	10%	29%	35%	20%	100%	284
Management of Waste Transfer Station	4%	7%	26%	35%	28%	100%	290
Household bulky item clean ups	8%	17%	28%	32%	15%	100%	216
Greenwaste pick-up service	15%	12%	22%	25%	26%	100%	249
Street cleaning	4%	12%	24%	36%	24%	100%	285



Service Area 3: Environmental Services

Shapley Regression

Contributes to Almost 14% of Overall Satisfaction with Council



Service Area 3: Environmental Services

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

Importance – overall

Extremely high	Management of the water supply
Very high	Council operates in an environmentally friendly way
	Management of sewerage services
	Environmental protection & enforcement
	Caring for bush areas
High	Management and control of domestic pets
	Management of local flooding
	Weed management programs
	Community Landcare programs
	Management of street trees
Moderately high	Management of Farmers Creek

Importance – by age

Residents aged 18-34 rated 'Management of the water supply' significantly higher in importance, whilst those aged 50-64 rated 'Management and control of domestic pets', 'Management of street trees', and 'Weed management programs' significantly higher.

Residents aged 35-49 rated 'Management and control of domestic pets' significantly lower in importance.

Importance – by gender

Female residents rated the following as being significantly higher in importance:

- Caring for bush areas
- Council operates in an environmentally friendly way
- Management of Farmers Creek
- Management of street trees
- Community Landcare programs



Service Area 3: Environmental Services

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

Importance – by Planning Precinct

Residents in Lithgow Planning Precinct rated the following 5 services/facilities as being significantly higher in importance:

- Caring for bush areas
- Management of local flooding
- Management of Farmers Creek
- Management of the water supply
- Management of sewerage services

Residents in Rural South Planning Precinct rated those 5 services/facilities mentioned above as significantly lower in importance, in addition to 'Environmental protection and enforcement' and 'Community Landcare programs'.

Residents in Wallerawang rated 'Management of the water supply' significantly higher in importance.

Residents in Rural North Planning Precinct rated 'Management of the water supply' and 'Management of sewerage services' significantly lower in importance, while Residents in Portland Planning Precinct rated 'Management of Farmers Creek' significantly lower.



Service Area 3: Environmental Services

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+
Caring for bush areas	4.26	4.14	4.39	4.18	4.27	4.32	4.27
Council operates in an environmentally friendly way	4.39	4.20	4.59	4.29	4.41	4.35	4.53
Environmental protection & enforcement	4.29	4.20	4.39	4.06	4.23	4.42	4.43
Management and control of domestic pets	4.14	4.03	4.24	4.06	3.89	4.35	4.22
Management of local flooding	4.11	3.99	4.23	4.03	3.90	4.27	4.21
Management of Farmers Creek	3.88	3.74	4.02	3.80	3.74	4.01	3.94
Management of street trees	3.98	3.82	4.14	3.64	3.97	4.20	4.04
Weed management programs	4.05	3.95	4.15	3.79	3.93	4.24	4.19
Community Landcare programs	4.00	3.88	4.13	3.92	3.89	4.15	4.04
Management of the water supply	4.58	4.56	4.60	4.77	4.70	4.45	4.43
Management of sewerage services	4.35	4.29	4.41	4.40	4.40	4.29	4.30

	Rural North	Rural South	Lithgow	Wallerawang	Portland
Caring for bush areas	4.28	3.68	4.37	4.30	4.07
Council operates in an environmentally friendly way	4.51	3.95	4.44	4.23	4.55
Environmental protection & enforcement	4.23	3.76	4.34	4.49	4.38
Management and control of domestic pets	3.93	3.74	4.24	4.02	4.28
Management of local flooding	3.76	3.62	4.29	4.01	3.96
Management of Farmers Creek	3.59	3.20	4.15	3.84	3.16
Management of street trees	3.67	3.67	4.06	3.94	4.18
Weed management programs	3.96	4.30	4.00	4.04	4.20
Community Landcare programs	4.07	3.61	4.03	4.05	4.11
Management of the water supply	4.16	3.37	4.79	4.86	4.68
Management of sewerage services	3.65	2.88	4.69	4.42	4.38

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

Significantly higher/lower level of importance (by group)



Service Area 3: Environmental Services

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Total %	Base
Caring for bush areas	3%	5%	13%	22%	57%	100%	407
Council operates in an environmentally friendly way	2%	3%	10%	24%	61%	100%	407
Environmental protection & enforcement	3%	4%	12%	25%	57%	100%	407
Management and control of domestic pets	4%	6%	14%	24%	52%	100%	407
Management of local flooding	6%	4%	18%	20%	53%	100%	407
Management of Farmers Creek	7%	7%	21%	21%	44%	100%	407
Management of street trees	6%	5%	18%	26%	45%	100%	407
Weed management programs	4%	6%	17%	26%	47%	100%	407
Community Landcare programs	4%	4%	22%	29%	41%	100%	407
Management of the water supply	5%	0%	5%	10%	79%	100%	407
Management of sewerage services	9%	2%	4%	13%	72%	100%	407

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

Significantly **higher**/**lower** level of importance (by group)



Service Area 3: Environmental Services

Overview of Satisfaction Rating Scores by Key Demographics

Satisfaction – overall

Moderately high	Management of sewerage services
	Management of local flooding
Moderate	Community Landcare programs
	Caring for bush areas
	Management of Farmers Creek
	Management of the water supply
	Council operates in an environmentally friendly way
	Management of street trees
	Environmental protection & enforcement
	Management and control of domestic pets
Moderately low	Weed management programs

Satisfaction – by age

Residents aged 65+ were significantly more satisfied with 'Council operates in an environmentally friendly way', 'Management of the water supply', and 'Management of sewerage services'.

Residents aged 35-49 were significantly less satisfied with 'Management of water supply', whilst those aged 50-64 were significantly less satisfied with the following services/facilities:

- Caring for bush areas
- Council operates in an environmentally friendly way
- Environmental protection & enforcement
- Management of Farmers Creek
- Weed management programs
- Community Landcare programs

Satisfaction – by gender

There were no significant differences in satisfaction by gender.

Satisfaction – by Planning Precinct

Residents in Lithgow Planning Precinct were significantly less satisfied with the following 4 services/facilities:

- Council operates in an environmentally friendly way
- Management and control of domestic pets
- Management of local flooding
- Management of the water supply

Residents in Rural North Planning Precinct were significantly less satisfied with 'Management of local flooding', whilst those in Portland Planning Precinct were significantly less satisfied with 'Council operates in an environmentally friendly way', 'Management and control of domestic pets', and 'Community Landcare programs'.



Service Area 3: Environmental Services

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+
Caring for bush areas	3.47	3.39	3.54	3.72	3.52	3.20	3.52
Council operates in an environmentally friendly way	3.42	3.42	3.43	3.52	3.26	3.25	3.70
Environmental protection & enforcement (e.g. building site inspections, rubbish dumping)	3.34	3.33	3.35	3.33	3.44	3.16	3.48
Management and control of domestic pets	3.26	3.11	3.41	3.23	3.21	3.26	3.34
Management of local flooding	3.68	3.65	3.71	3.78	3.65	3.56	3.77
Management of Farmers Creek	3.46	3.50	3.41	3.63	3.54	3.21	3.55
Management of street trees	3.40	3.42	3.38	3.65	3.43	3.19	3.44
Weed management programs	2.85	2.80	2.90	2.90	3.04	2.64	2.87
Community Landcare programs	3.57	3.54	3.61	3.80	3.56	3.40	3.64
Management of the water supply	3.46	3.46	3.45	3.48	3.05	3.58	3.78
Management of sewerage services	3.89	3.89	3.90	3.84	3.71	3.91	4.14

	Rural North	Rural South	Lithgow	Wallerawang	Portland
Caring for bush areas	3.17	3.50	3.53	3.51	3.38
Council operates in an environmentally friendly way	3.24	3.38	3.52	3.49	3.00
Environmental protection & enforcement (e.g. building site inspections, rubbish dumping)	3.28	3.33	3.41	3.24	3.08
Management and control of domestic pets	3.37	2.89	3.39	3.16	2.67
Management of local flooding	3.20	3.37	3.80	3.76	3.43
Management of Farmers Creek	3.12	3.45	3.50	3.54	3.45
Management of street trees	3.61	3.76	3.34	3.39	3.28
Weed management programs	2.71	2.85	2.85	2.93	2.92
Community Landcare programs	3.51	3.28	3.65	3.71	3.24
Management of the water supply	3.15	3.02	3.59	3.35	3.22
Management of sewerage services	3.50	3.93	3.91	4.11	3.88

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

Significantly higher/lower level of satisfaction (by group)



Service Area 3: Environmental Services

Detailed Overall Response for Satisfaction

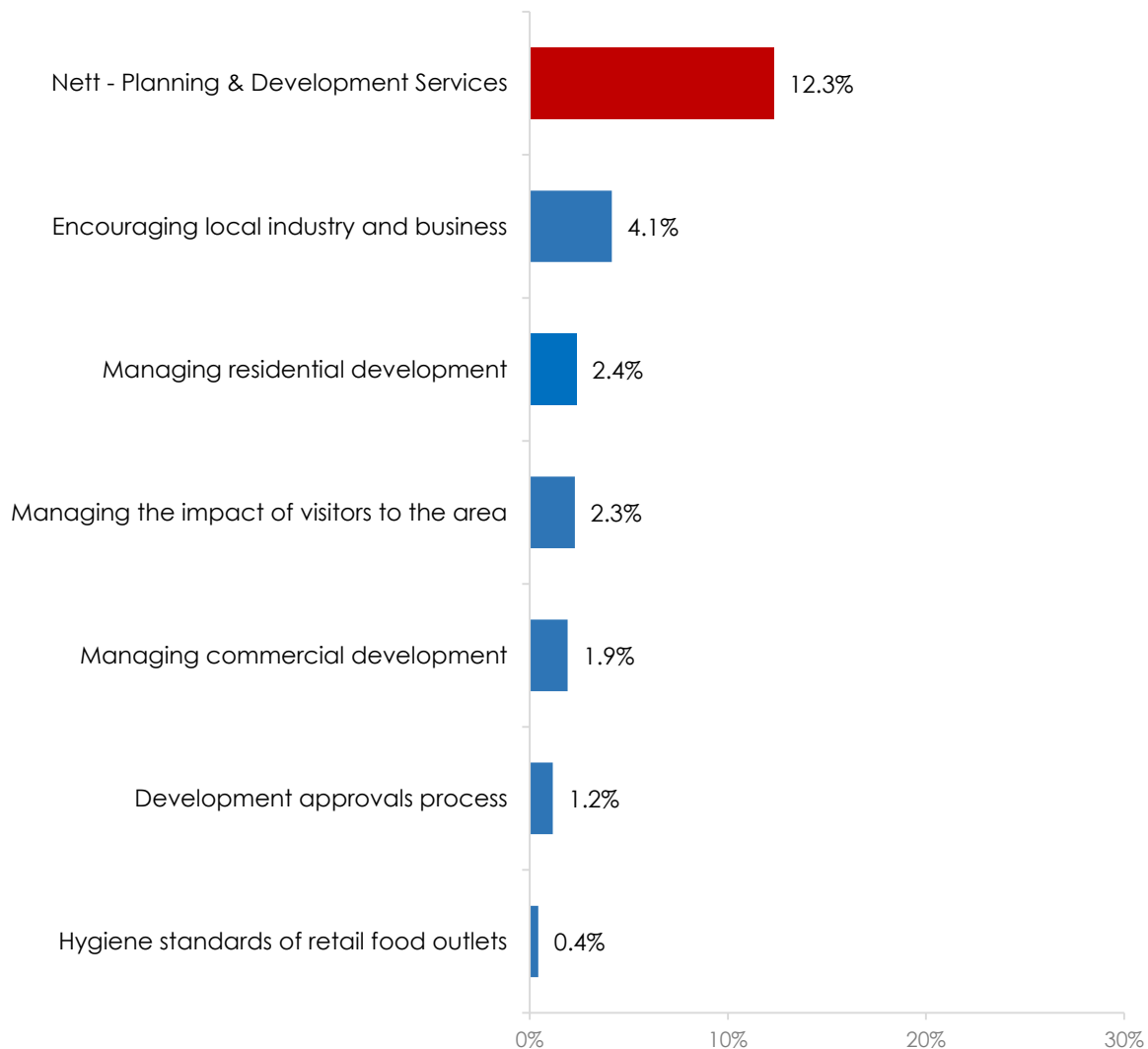
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Total %	Base
Caring for bush areas	4%	12%	37%	27%	20%	100%	322
Council operates in an environmentally friendly way	4%	11%	40%	31%	15%	100%	346
Environmental protection & enforcement (e.g. building site inspections, rubbish dumping)	4%	13%	40%	29%	13%	100%	331
Management and control of domestic pets	11%	13%	29%	30%	16%	100%	307
Management of local flooding	3%	8%	29%	37%	23%	100%	297
Management of Farmers Creek	4%	12%	34%	34%	16%	100%	264
Management of street trees	10%	9%	30%	33%	17%	100%	286
Weed management programs	16%	21%	35%	19%	9%	100%	295
Community Landcare programs	2%	8%	37%	39%	15%	100%	284
Management of the water supply	8%	13%	27%	26%	25%	100%	363
Management of sewerage services	3%	5%	25%	36%	32%	100%	343



Service Area 4: Planning & Development Services

Shapley Regression

Contributes to Over 12% of Overall Satisfaction with Council



Service Area 4: Planning & Development Services

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

Importance – overall

Extremely high	Encouraging local industry and business
	Hygiene standards of retail food outlets
Very high	Managing the impact of visitors to the area
	Managing commercial development
	Managing residential development
	Development approvals process

Importance – by age

Residents aged 35-49 rated 'Encouraging local industry and business' significantly higher in importance.

Importance – by gender

Females rated 'Hygiene standards of retail food outlets' and 'Managing the impact of visitors to the area' significantly higher in importance.

Importance – by Planning Precinct

Residents in Wallerawang rated 'Hygiene standards of retail food outlets' significantly higher in importance.



Service Area 4: Planning & Development Services

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+
Development approvals process	4.20	4.12	4.27	4.03	4.23	4.29	4.21
Encouraging local industry and business	4.81	4.83	4.79	4.83	4.93	4.72	4.77
Hygiene standards of retail food outlets	4.73	4.66	4.80	4.64	4.77	4.74	4.73
Managing commercial development	4.39	4.36	4.43	4.18	4.52	4.48	4.35
Managing residential development	4.37	4.32	4.43	4.18	4.47	4.44	4.38
Managing the impact of visitors to the area	4.48	4.36	4.60	4.26	4.55	4.57	4.52

	Rural North	Rural South	Lithgow	Wallerawan	Portland
Development approvals process	4.22	4.05	4.23	4.02	4.29
Encouraging local industry and business	4.85	4.60	4.83	4.90	4.71
Hygiene standards of retail food outlets	4.64	4.63	4.74	4.89	4.63
Managing commercial development	4.31	4.41	4.41	4.44	4.34
Managing residential development	4.38	4.38	4.39	4.46	4.17
Managing the impact of visitors to the area	4.53	4.20	4.48	4.65	4.51

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

Significantly higher/lower level of importance (by group)

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Total %	Base
Development approvals process	5%	4%	14%	20%	56%	100%	407
Encouraging local industry and business	0%	1%	2%	11%	86%	100%	407
Hygiene standards of retail food outlets	0%	0%	4%	17%	78%	100%	407
Managing commercial development	4%	1%	11%	19%	65%	100%	407
Managing residential development	3%	3%	10%	24%	61%	100%	407
Managing the impact of visitors to the area	1%	3%	7%	25%	64%	100%	407



Service Area 4: Planning & Development Services

Overview of Satisfaction Rating Scores by Key Demographics

Satisfaction – overall

Moderate	Hygiene standards of retail food outlets Managing the impact of visitors to the area
Moderately low	Managing residential development Managing commercial development Development approvals process Encouraging local industry and business

Satisfaction – by age

Residents aged 65+ were significantly more satisfied with all of the Planning and Development Services.

Residents aged 35-49 were significantly less satisfied with 'Development approvals processes' and 'Managing residential development', whilst those aged 50-64 were significantly less satisfied with 'Encouraging local industry and business' and 'Managing the impact of visitors to the area'.

Satisfaction – by gender

There were no significant differences in satisfaction by gender.

Satisfaction – by Planning Precinct

Residents in Lithgow Planning Precinct were significantly more satisfied with 'Managing residential development', whilst residents in Portland Planning Precinct were significantly less satisfied with this service.



Service Area 4: Planning & Development Services

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+
Development approvals process	2.75	2.72	2.78	2.64	2.44	2.65	3.30
Encouraging local industry and business	2.56	2.53	2.60	2.68	2.41	2.29	2.93
Hygiene standards of retail food outlets	3.56	3.64	3.47	3.54	3.48	3.48	3.74
Managing commercial development	2.75	2.74	2.77	2.77	2.61	2.59	3.10
Managing residential development	3.06	3.00	3.12	3.08	2.78	2.96	3.49
Managing the impact of visitors to the area	3.29	3.25	3.32	3.36	3.20	3.09	3.57

	Rural North	Rural South	Lithgow	Wallerawang	Portland
Development approvals process	2.85	2.76	2.82	2.49	2.40
Encouraging local industry and business	2.57	2.31	2.58	2.55	2.65
Hygiene standards of retail food outlets	3.42	3.67	3.58	3.41	3.65
Managing commercial development	2.71	2.76	2.80	2.74	2.50
Managing residential development	2.89	2.90	3.19	3.04	2.65
Managing the impact of visitors to the area	3.19	3.16	3.30	3.32	3.44

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

Significantly higher/lower level of satisfaction (by group)

Detailed Overall Response for Satisfaction

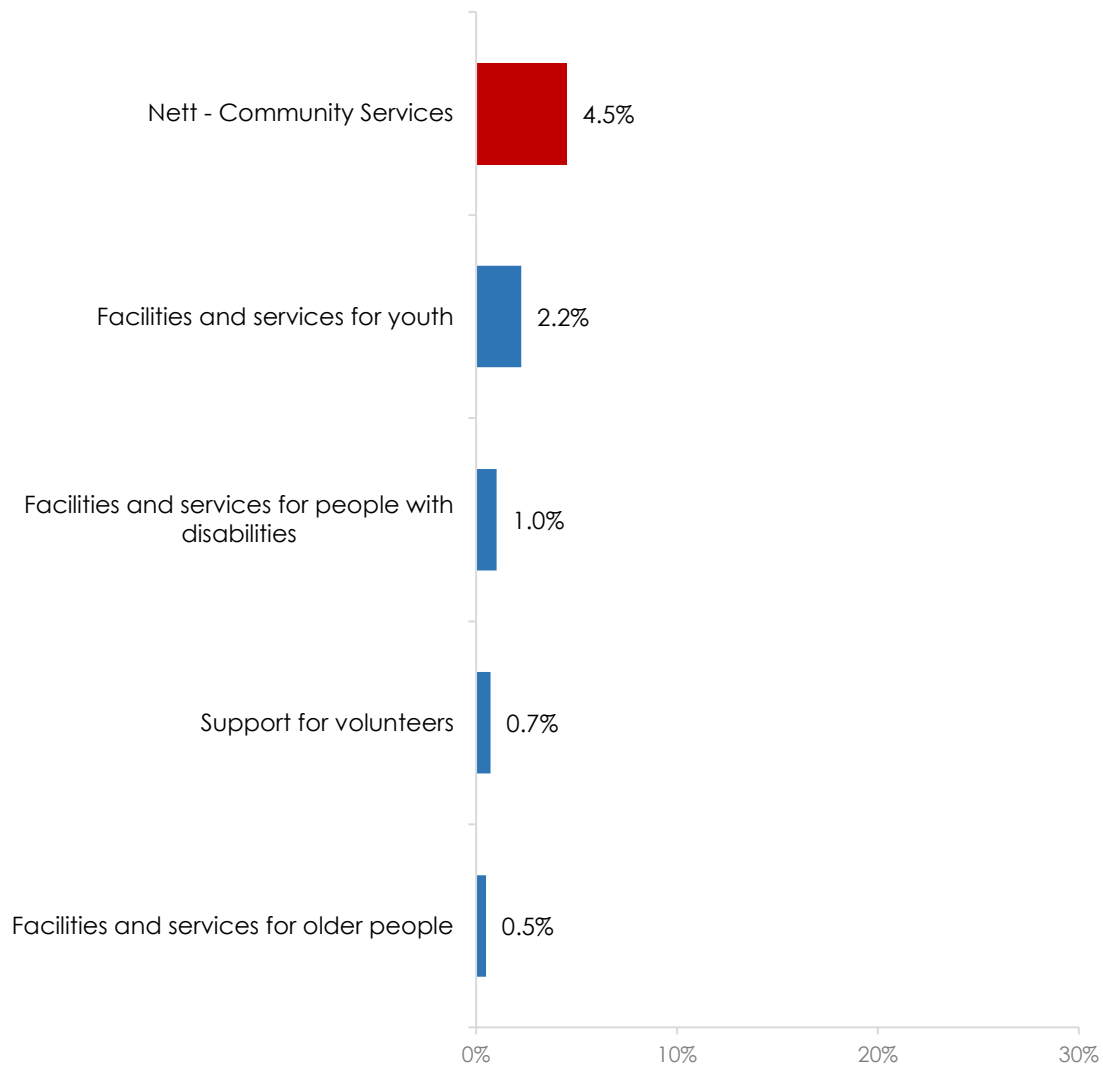
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Total %	Base
Development approvals process	20%	24%	27%	20%	9%	100%	313
Encouraging local industry and business	22%	25%	33%	13%	6%	100%	393
Hygiene standards of retail food outlets	4%	7%	35%	37%	17%	100%	388
Managing commercial development	18%	22%	33%	19%	7%	100%	340
Managing residential development	11%	17%	36%	25%	10%	100%	344
Managing the impact of visitors to the area	5%	16%	36%	31%	12%	100%	363



Service Area 5: Community Services

Shapley Regression

Contributes to Almost 5% of Overall Satisfaction with Council



Service Area 5: Community Services

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

Importance – overall

Extremely high	Facilities and services for older people
Very high	Facilities and services for youth
	Facilities and services for people with disabilities
	Support for volunteers

Importance – by age

Residents aged 35-49 rated 'Facilities and services for youth' significantly higher in importance. Those aged 50+ rated 'Facilities and services for older people' significantly higher in importance, whilst those aged 65+ rated 'Support for volunteers' and 'Facilities and services for people with disabilities' significantly higher in importance.

Residents aged 18-34 rated 'Support for volunteers' significantly lower in importance.

Importance – by gender

Females rated 'Facilities and services for youth' significantly higher in importance.

Importance – by Planning Precinct

There were no significant differences by Planning Precinct.



Service Area 5: Community Services

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+
Support for volunteers	4.33	4.29	4.37	3.98	4.33	4.44	4.54
Facilities and services for people with disabilities	4.49	4.39	4.58	4.26	4.48	4.54	4.64
Facilities and services for older people	4.59	4.57	4.62	4.47	4.43	4.74	4.72
Facilities and services for youth	4.49	4.38	4.60	4.38	4.69	4.42	4.46

	Rural North	Rural South	Lithgow	Wallerawang	Portland
Support for volunteers	4.44	4.26	4.29	4.48	4.40
Facilities and services for people with disabilities	4.60	4.23	4.48	4.56	4.53
Facilities and services for older people	4.67	4.54	4.57	4.57	4.75
Facilities and services for youth	4.49	4.29	4.48	4.60	4.62

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

Significantly higher/lower level of importance (by group)

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Total %	Base
Support for volunteers	3%	2%	13%	22%	60%	100%	407
Facilities and services for people with disabilities	2%	3%	7%	20%	68%	100%	407
Facilities and services for older people	1%	2%	7%	17%	73%	100%	407
Facilities and services for youth	2%	1%	8%	21%	67%	100%	407



Service Area 5: Community Services

Overview of Satisfaction Rating Scores by Key Demographics

Satisfaction – overall

Moderate	Support for volunteers
	Facilities and services for older people
	Facilities and services for people with disabilities
Moderately low	Facilities and services for youth

Satisfaction – by age

Residents aged 65+ were significantly more satisfied with 'Support for volunteers', 'Facilities and services for older people' and 'Facilities and services for youth', whilst those aged 50-64 were significantly less satisfied with 'Facilities and services for people with disabilities' and 'Facilities and services for older people'.

Satisfaction – by gender

There were no significant differences by gender.

Satisfaction – by Planning Precinct

Residents in Lithgow Planning Precinct were significantly more satisfied with 'Facilities and services for older people', whilst residents in Wallerawang Planning Precinct were significantly more satisfied with 'Support for volunteers'.

Residents in Rural North Planning Precinct were significantly less satisfied with 'Support for volunteers', whilst residents in Portland Planning Precinct were significantly less satisfied with 'Facilities and services for people with disabilities'.



Service Area 5: Community Services

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+
Support for volunteers	3.51	3.47	3.54	3.44	3.44	3.44	3.71
Facilities and services for people with disabilities	3.19	3.31	3.07	3.33	3.16	2.97	3.34
Facilities and services for older people	3.21	3.26	3.16	3.38	3.03	3.01	3.49
Facilities and services for youth	2.77	2.90	2.65	2.63	2.76	2.64	3.09

	Rural North	Rural South	Lithgow	Wallerawang	Portland
Support for volunteers	3.17	3.37	3.58	3.82	3.26
Facilities and services for people with disabilities	3.02	3.00	3.27	3.39	2.82
Facilities and services for older people	3.18	2.92	3.35	3.06	2.81
Facilities and services for youth	2.70	2.95	2.80	2.72	2.59

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

Significantly higher/lower level of satisfaction (by group)

Detailed Overall Response for Satisfaction

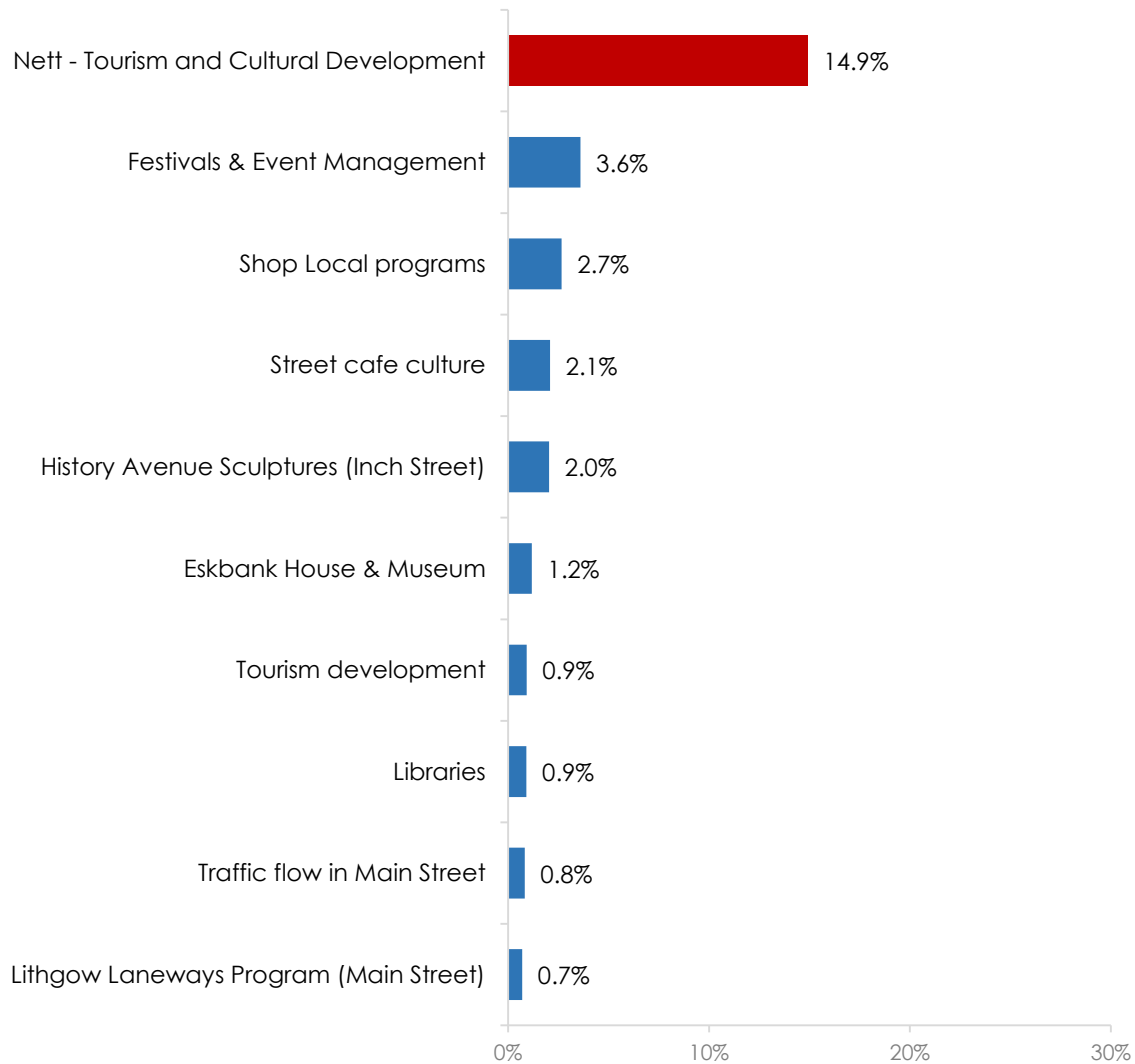
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Total %	Base
Support for volunteers	3%	10%	34%	37%	15%	100%	333
Facilities and services for people with disabilities	9%	14%	38%	28%	11%	100%	357
Facilities and services for older people	8%	15%	38%	27%	12%	100%	366
Facilities and services for youth	15%	25%	35%	17%	7%	100%	358



Service Area 6: Tourism & Cultural Development

Shapley Regression

Contributes to Almost 15% of Overall Satisfaction with Council



Service Area 6: Tourism & Cultural Development

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

Importance – overall

Very high	Tourism development Shop Local programs Libraries
High	Traffic flow in Main Street
Moderately high	Eskbank House & Museum Street cafe culture Festivals & Event Management, i.e. Halloween & LithGlo
Moderate	Lithgow Laneways Program (Main Street) History Avenue Sculptures (Inch Street)

Importance – by age

Residents aged 50-64 rated 'History Avenue Sculptures (Inch Street)' and 'Eskbank House & Museum' significantly higher in importance, whilst residents aged 65+ rated 'Traffic flow in Main Street' and 'Lithgow Laneways Program (Main Street)' significantly higher.

Residents aged 18-34 rated 'Eskbank House & Museum' significantly lower in importance.

Importance – by gender

Females rated the following 5 services/facilities of significantly higher importance:

- Street cafe culture
- Traffic flow in Main Street
- History Avenue Sculptures (Inch Street)
- Libraries
- Shop Local programs

Importance – by Planning Precinct

Resident in Lithgow Planning Precinct rated the following 4 services/facilities as being significantly higher in importance:

- Street cafe culture
- Lithgow Laneways Program (Main Street)
- History Avenue Sculptures (Inch Street)
- Libraries

Residents in Rural South Planning Precinct rated 'Libraries' significantly lower in importance, whilst those in Portland Planning Precinct rated 'History Avenue Sculptures (Inch Street)' significantly lower.



Service Area 6: Tourism & Cultural Development

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+
Street cafe culture	3.85	3.61	4.09	3.90	3.76	3.89	3.85
Traffic flow in Main Street	4.18	4.01	4.35	3.94	4.15	4.23	4.37
Lithgow Laneways Program (Main Street)	3.47	3.35	3.59	3.40	3.27	3.51	3.72
History Avenue Sculptures (Inch Street)	3.31	3.14	3.49	3.06	3.14	3.54	3.46
Libraries	4.27	4.10	4.44	4.05	4.37	4.26	4.40
Eskbank House & Museum	3.88	3.74	4.02	3.44	3.87	4.11	4.04
Tourism development	4.48	4.41	4.55	4.29	4.54	4.59	4.46
Festivals & Event Management, i.e. Halloween & LithGlo	3.76	3.68	3.85	3.49	3.92	3.83	3.77
Shop Local programs	4.35	4.21	4.50	4.23	4.33	4.42	4.42

	Rural North	Rural South	Lithgow	Wallerawang	Portland
Street cafe culture	3.79	3.55	4.02	3.49	3.46
Traffic flow in Main Street	4.16	3.85	4.26	4.27	3.85
Lithgow Laneways Program (Main Street)	3.12	3.09	3.69	3.22	3.08
History Avenue Sculptures (Inch Street)	3.11	2.94	3.47	3.33	2.86
Libraries	4.25	3.55	4.41	4.35	4.05
Eskbank House & Museum	3.94	3.58	3.97	3.76	3.64
Tourism development	4.49	4.13	4.52	4.57	4.44
Festivals & Event Management, i.e. Halloween & LithGlo	3.79	3.48	3.81	4.02	3.43
Shop Local programs	4.44	4.09	4.37	4.30	4.47

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

Significantly higher/lower level of importance (by group)

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Total %	Base
Street cafe culture	6%	8%	20%	27%	39%	100%	407
Traffic flow in Main Street	3%	4%	15%	29%	49%	100%	407
Lithgow Laneways Program (Main Street)	13%	7%	27%	22%	29%	100%	406
History Avenue Sculptures (Inch Street)	15%	11%	28%	21%	25%	100%	407
Libraries	3%	7%	10%	19%	61%	100%	407
Eskbank House & Museum	7%	6%	19%	28%	40%	100%	407
Tourism development	3%	2%	9%	17%	69%	100%	407
Festivals & Event Management, i.e. Halloween & LithGlo	12%	6%	15%	25%	41%	100%	407
Shop Local programs	2%	3%	10%	28%	57%	100%	407



Service Area 6: Tourism & Cultural Development

Overview of Satisfaction Rating Scores by Key Demographics

Satisfaction – overall

High	Libraries
	Eskbank House & Museum
Moderately High	Festivals & Event Management, i.e. Halloween & LithGlo
	History Avenue Sculptures (Inch Street)
Moderate	Lithgow Laneways Program (Main Street)
	Street cafe culture
	Tourism development
	Shop Local programs
	Traffic flow in Main Street

Satisfaction – by age

Residents aged 65+ were significantly more satisfied with the following 4 services/facilities:

- Street cafe culture
- Eskbank House & Museum'
- Tourism development
- Shop Local programs

Residents aged 35-49 were significantly less satisfied with 'Eskbank House & Museum' and 'Tourism development', whilst those aged 50-64 were significantly less satisfied with the latter, and 'Street cafe culture'.

Satisfaction – by gender

Females were significantly more satisfied with 'Traffic flow in Main Street', 'Libraries' and 'Eskbank House & Museum'.

Satisfaction – by Planning Precinct

Residents in Lithgow Planning Precinct were significantly more satisfied with 'History Avenue Sculptures (Inch Street)' and 'Libraries'.

Residents in Rural North Planning Precinct were significantly less satisfied with 'Eskbank House & Museum', whilst residents in Wallerawang Planning Precinct were significantly less satisfied with 'Street cafe culture' and 'History Avenue Sculptures (Inch Street)', and those in Portland Planning Precinct less satisfied with 'Libraries'.



Service Area 6: Tourism & Cultural Development

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+
Street cafe culture	3.33	3.37	3.31	3.39	3.20	3.13	3.70
Traffic flow in Main Street	3.05	2.88	3.20	3.08	2.80	3.06	3.24
Lithgow Laneways Program (Main Street)	3.56	3.44	3.67	3.58	3.53	3.45	3.69
History Avenue Sculptures (Inch Street)	3.79	3.71	3.86	3.85	3.59	3.81	3.91
Libraries	4.18	4.06	4.30	4.34	4.05	4.09	4.31
Eskbank House & Museum	3.96	3.83	4.08	4.00	3.69	3.95	4.24
Tourism development	3.18	3.07	3.29	3.33	2.95	3.00	3.54
Festivals & Event Management, i.e. Halloween & LithGlo	3.81	3.72	3.91	3.94	3.71	3.69	3.99
Shop Local programs	3.11	3.05	3.16	3.17	2.99	2.97	3.34

	Rural North	Rural South	Lithgow	Wallerawang	Portland
Street cafe culture	3.13	3.28	3.40	2.89	3.56
Traffic flow in Main Street	3.00	3.35	3.08	2.80	2.85
Lithgow Laneways Program (Main Street)	3.58	3.55	3.56	3.56	3.53
History Avenue Sculptures (Inch Street)	3.63	3.74	3.90	3.14	3.91
Libraries	4.13	3.74	4.32	4.10	3.61
Eskbank House & Museum	3.57	3.98	4.03	4.12	3.84
Tourism development	3.01	2.94	3.24	3.25	3.16
Festivals & Event Management, i.e. Halloween & LithGlo	3.82	3.72	3.82	4.01	3.58
Shop Local programs	3.01	2.77	3.16	3.13	3.17

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

Significantly higher/lower level of satisfaction (by group)

Detailed Overall Response for Satisfaction

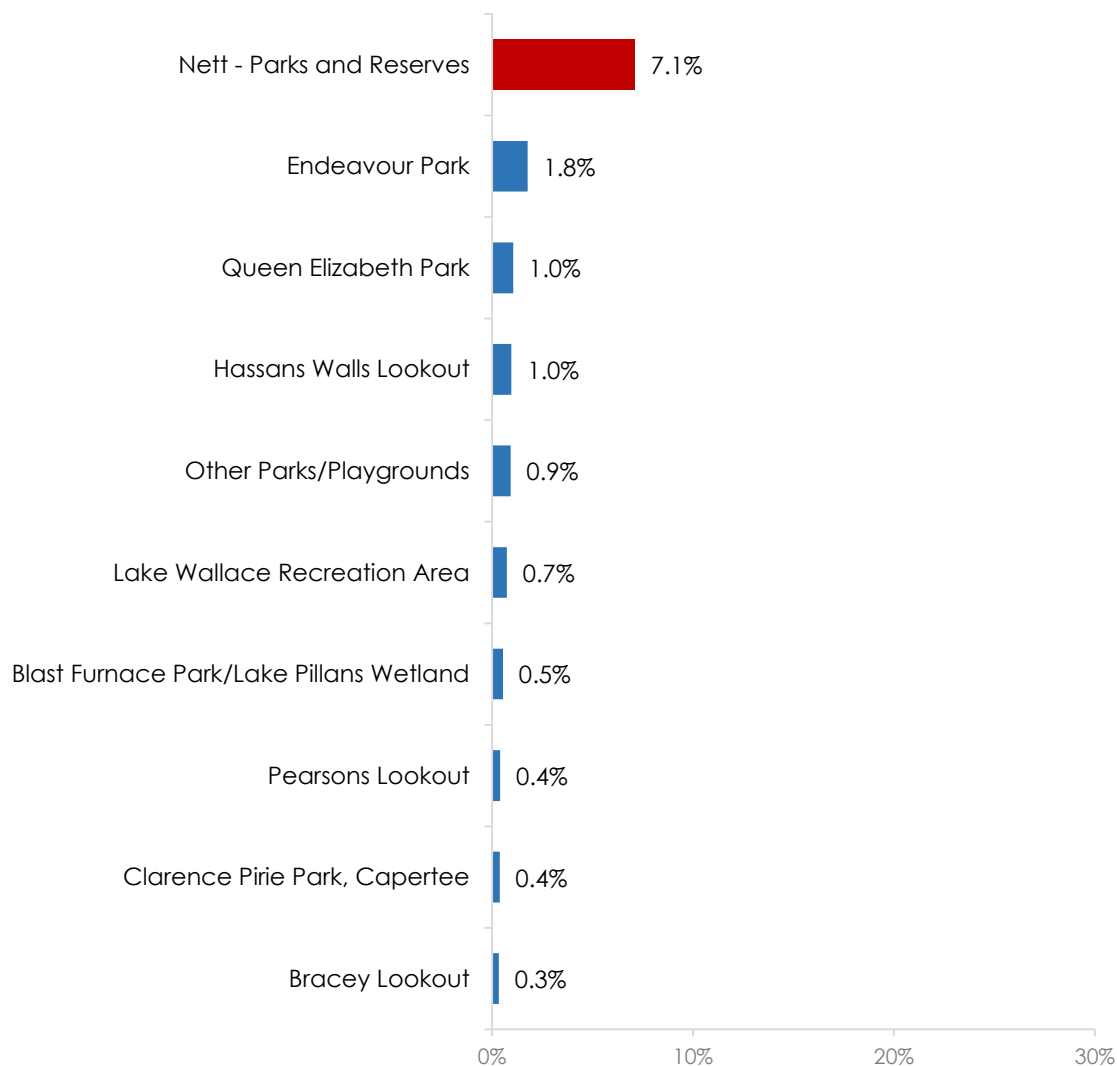
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Total %	Base
Street cafe culture	3%	16%	39%	29%	13%	100%	268
Traffic flow in Main Street	12%	19%	32%	27%	10%	100%	317
Lithgow Laneways Program (Main Street)	4%	10%	31%	34%	20%	100%	210
History Avenue Sculptures (Inch Street)	0%	10%	26%	38%	25%	100%	189
Libraries	0%	5%	13%	39%	42%	100%	325
Eskbank House & Museum	1%	6%	18%	48%	28%	100%	276
Tourism development	6%	18%	40%	25%	12%	100%	350
Festivals & Event Management, i.e. Halloween & LithGlo	2%	10%	23%	37%	29%	100%	269
Shop Local programs	9%	16%	43%	23%	10%	100%	346



Service Area 7: Parks & Reserves

Shapley Regression

Contributes to Over 7% of Overall Satisfaction with Council



Service Area 7: Parks & Reserves

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

Importance – overall

Very high	Queen Elizabeth Park Other parks/playgrounds Hassans Walls Lookout Lake Wallace Recreation Area
High	Blast Furnace Park/Lake Pillans Wetland
Moderately high	Bracey Lookout Endeavour Park Pearsons Lookout
Moderate	Clarence Pirie Park, Capertee

Importance – by age

Residents aged 35-49 rated 'Clarence Pirie Park, Capertee' significantly higher in importance, with those aged 50-64 rating 'Pearsons Lookout' significantly higher in importance, and residents aged 65+ rating 'Lake Wallace Recreation Area' higher.

Residents aged 18-34 rated 'Lake Wallace Recreation Area', 'Clarence Pirie Park, Capertee' and 'Bracey Lookout' significantly lower in importance.

Importance – by gender

Females rated the following 5 services/facilities as being significantly higher in importance:

- Queen Elizabeth Park
- Blast Furnace Park/Lake Pillans Wetland
- Endeavour Park
- Other parks/playgrounds
- Hassans Walls Lookout



Service Area 7: Parks & Reserves

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

Importance – by Planning Precinct

Residents of Rural North Planning Precinct rated 'Clarence Pirie Park, Capertee' and 'Pearsons Lookout' significantly higher in importance, whilst residents in Wallerawang Planning Precinct rated 'Lake Wallace Recreation Area' significantly higher in importance.

Residents of Lithgow Planning Precinct rated the following 5 services/facilities as being significantly higher in importance:

- Queen Elizabeth Park
- Blast Furnace Park/Lake Pillans Wetland
- Endeavour Park
- Hassans Walls Lookout
- Bracey Lookout

Residents of Rural South Planning Precinct rated the following 4 services/facilities as being significantly lower in importance:

- Queen Elizabeth Park
- Blast Furnace Park/Lake Pillans Wetland
- Endeavour Park
- Pearsons Lookout

Residents of Portland Planning Precinct rated the following four services/facilities as being significantly lower in importance:

- Blast Furnace Park/Lake Pillans Wetland
- Endeavour Park
- Hassans Walls Lookout
- Bracey Lookout



Service Area 7: Parks & Reserves

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+
Queen Elizabeth Park	4.49	4.32	4.66	4.50	4.56	4.45	4.44
Blast Furnace Park/Lake Pillans Wetland	4.13	3.99	4.27	4.06	4.22	4.20	4.01
Endeavour Park	3.82	3.66	3.99	3.70	3.95	3.84	3.77
Lake Wallace Recreation Area	4.25	4.14	4.36	3.77	4.39	4.35	4.44
Clarence Pirie Park, Capertee	3.36	3.29	3.43	2.95	3.70	3.38	3.33
Other parks/playgrounds	4.35	4.25	4.46	4.30	4.43	4.36	4.32
Hassans Walls Lookout	4.25	4.10	4.41	4.11	4.26	4.40	4.21
Bracey Lookout	3.89	3.82	3.97	3.60	3.95	3.99	4.01
Pearsons Lookout	3.64	3.63	3.64	3.36	3.61	3.83	3.68

	Rural North	Rural South	Lithgow	Wallerawang	Portland
Queen Elizabeth Park	4.29	4.06	4.65	4.38	4.21
Blast Furnace Park/Lake Pillans Wetland	4.07	3.78	4.32	3.92	3.48
Endeavour Park	3.67	3.39	4.01	3.78	3.23
Lake Wallace Recreation Area	4.21	3.87	4.25	4.65	4.23
Clarence Pirie Park, Capertee	3.91	3.15	3.30	3.36	3.21
Other parks/playgrounds	4.43	4.04	4.41	4.42	4.16
Hassans Walls Lookout	4.06	4.09	4.39	4.20	3.79
Bracey Lookout	3.84	3.63	4.02	3.94	3.31
Pearsons Lookout	4.03	3.24	3.69	3.55	3.22

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

Significantly higher/lower level of importance (by group)

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Total %	Base
Queen Elizabeth Park	2%	2%	8%	22%	66%	100%	407
Blast Furnace Park/Lake Pillans Wetland	3%	4%	16%	29%	48%	100%	407
Endeavour Park	6%	8%	23%	25%	38%	100%	407
Lake Wallace Recreation Area	4%	3%	10%	29%	54%	100%	407
Clarence Pirie Park, Capertee	12%	11%	30%	22%	25%	100%	407
Other parks/playgrounds	1%	2%	12%	28%	56%	100%	407
Hassans Walls Lookout	3%	3%	13%	26%	55%	100%	407
Bracey Lookout	6%	6%	19%	30%	39%	100%	407
Pearsons Lookout	8%	10%	28%	20%	34%	100%	407



Service Area 7: Parks & Reserves

Overview of Satisfaction Rating Scores by Key Demographics

Satisfaction – overall

High	Queen Elizabeth Park Hassans Walls Lookout Lake Wallace Recreation Area
Moderately high	Blast Furnace Park/Lake Pillans Wetland Pearsons Lookout
Moderate	Clarence Pirie Park, Capertee Bracey Lookout Other parks/playgrounds Endeavour Park

Satisfaction – by age

With the exception of 'Hassans Walls Lookout', residents aged 65+ were significantly more satisfied with all of the nominated Parks and Reserves.

Residents aged 18-34 were significantly less satisfied with 'Queen Elizabeth Park', 'Bracey Lookout' and 'Pearsons Lookout'.

Satisfaction – by gender

Females were significantly more satisfied with 'Hassans Walls Lookout', and 'Bracey Lookout'.

Satisfaction – by Planning Precinct

There were no significant differences in satisfaction by Planning Precinct.



Service Area 7: Parks & Reserves

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+
Queen Elizabeth Park	3.97	3.96	3.97	3.52	4.00	4.01	4.33
Blast Furnace Park/Lake Pillans Wetland	3.74	3.68	3.79	3.66	3.65	3.71	3.96
Endeavour Park	3.38	3.37	3.38	3.17	3.09	3.34	3.92
Lake Wallace Recreation Area	3.91	3.88	3.94	3.71	3.74	3.95	4.20
Clarence Pirie Park, Capertee	3.62	3.56	3.67	3.36	3.58	3.59	3.88
Other parks/playgrounds	3.51	3.56	3.45	3.26	3.51	3.40	3.89
Hassans Walls Lookout	3.96	3.82	4.09	3.81	4.02	3.96	4.06
Bracey Lookout	3.54	3.30	3.79	3.13	3.67	3.47	3.82
Pearsons Lookout	3.68	3.63	3.73	3.22	3.76	3.61	3.99

	Rural North	Rural South	Lithgow	Wallerawang	Portland
Queen Elizabeth Park	3.94	4.02	3.99	4.17	3.57
Blast Furnace Park/Lake Pillans Wetland	3.59	3.84	3.79	3.46	3.76
Endeavour Park	3.17	3.68	3.35	3.61	3.39
Lake Wallace Recreation Area	3.91	3.93	3.95	3.68	3.88
Clarence Pirie Park, Capertee	3.63	3.51	3.59	3.68	3.82
Other parks/playgrounds	3.45	3.67	3.49	3.70	3.34
Hassans Walls Lookout	3.80	3.96	4.00	4.00	3.87
Bracey Lookout	3.55	3.84	3.50	3.53	3.66
Pearsons Lookout	3.62	3.72	3.65	3.74	3.97

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

Significantly higher/lower level of satisfaction (by group)

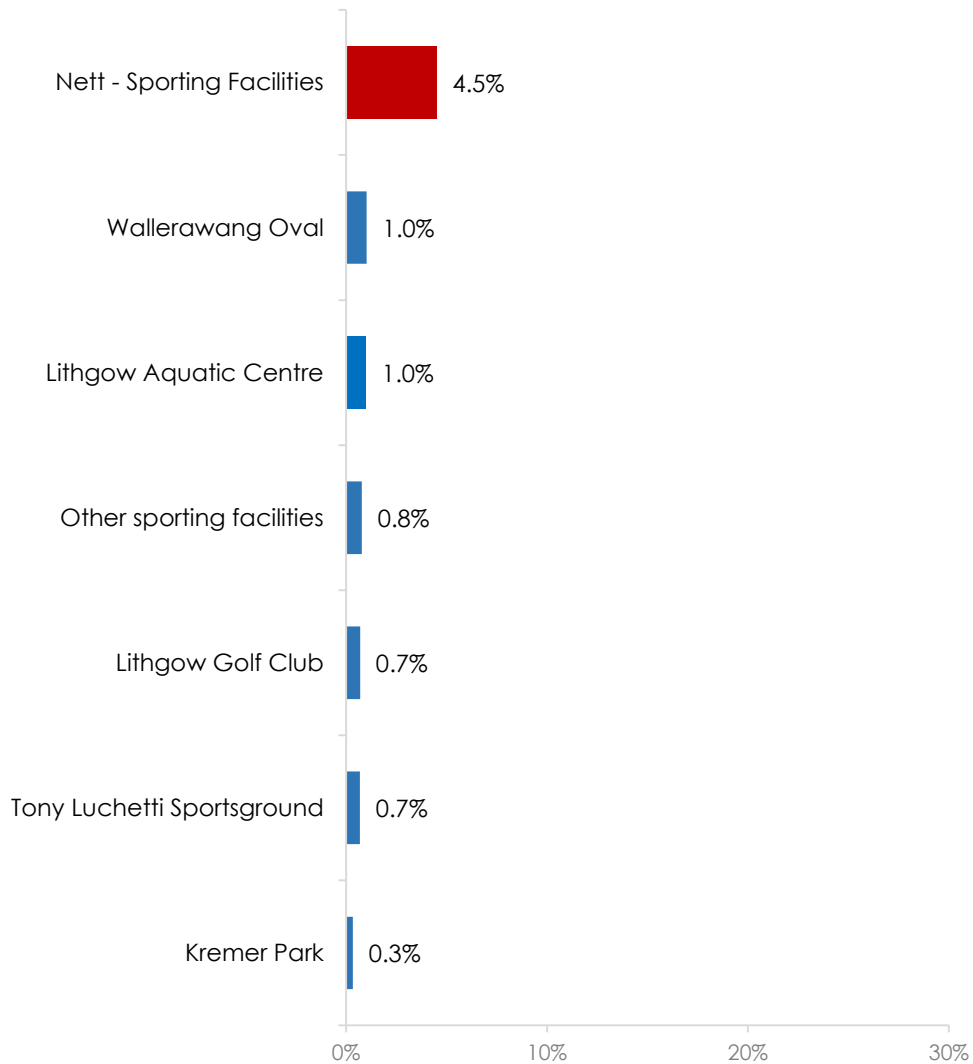
Detailed Overall Response for Satisfaction

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Total %	Base
Queen Elizabeth Park	3%	6%	18%	37%	36%	100%	358
Blast Furnace Park/Lake Pillans Wetland	1%	7%	29%	41%	21%	100%	309
Endeavour Park	4%	18%	31%	30%	17%	100%	256
Lake Wallace Recreation Area	0%	7%	22%	44%	27%	100%	335
Clarence Pirie Park, Capertee	1%	7%	39%	34%	18%	100%	185
Other parks/playgrounds	2%	9%	40%	35%	14%	100%	342
Hassans Walls Lookout	1%	5%	26%	32%	35%	100%	328
Bracey Lookout	3%	13%	32%	32%	20%	100%	279
Pearsons Lookout	4%	5%	30%	40%	20%	100%	221

Service Area 8: Sporting Facilities

Shapley Regression

Contributes to almost 5% of Overall Satisfaction with Council



Service Area 8: Sporting Facilities

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

Importance – overall

Very high	Lithgow Aquatic Centre
High	Tony Luchetti Sportsground
	Other sporting facilities
Moderate	Wallerawang Oval
	Lithgow Golf Club
	Kremer Park

Importance – by age

Residents aged 35-49 rated 'Lithgow Aquatic Centre' and 'Wallerawang Oval' significantly higher in importance.

Importance – by gender

Females rated 'Lithgow Aquatic Centre' significantly higher.

Importance – by Planning Precinct

Residents of Lithgow Planning Precinct rated 'Lithgow Aquatic Centre' and 'Other sporting facilities' significantly higher in importance, whilst residents of Wallerawang Planning Precinct rated the latter and 'Wallerawang Oval' significantly higher in importance.

Residents of Portland Planning Precinct rated 'Kremer Park' significantly higher in importance, and 'Lithgow Golf Club' and 'Other sporting facilities' significantly lower in importance.

Residents of Rural South Planning Precinct rated the following 4 services/facilities as significantly lower in importance:

- Lithgow Aquatic Centre
- Wallerawang Oval
- Kremer Park
- Other sporting facilities



Service Area 8: Sporting Facilities

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+
Lithgow Aquatic Centre	4.26	4.04	4.50	4.28	4.48	4.20	4.09
Tony Luchetti Sportsground	4.11	3.98	4.25	3.85	4.26	4.14	4.17
Wallerawang Oval	3.41	3.35	3.47	3.20	3.73	3.41	3.28
Kremer Park	3.24	3.20	3.29	3.10	3.32	3.32	3.22
Lithgow Golf Club	3.26	3.18	3.34	3.00	3.46	3.14	3.44
Other sporting facilities	4.10	4.00	4.21	4.09	4.21	4.04	4.08

	Rural North	Rural South	Lithgow	Wallerawang	Portland
Lithgow Aquatic Centre	4.19	3.82	4.39	4.43	3.80
Tony Luchetti Sportsground	3.94	3.89	4.21	4.36	3.62
Wallerawang Oval	3.35	2.94	3.33	4.42	3.45
Kremer Park	3.28	2.72	3.20	3.37	3.90
Lithgow Golf Club	3.45	3.16	3.35	3.00	2.77
Other sporting facilities	3.98	3.63	4.23	4.45	3.50

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

Significantly higher/lower level of importance (by group)

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Total %	Base
Lithgow Aquatic Centre	6%	3%	11%	19%	61%	100%	407
Tony Luchetti Sportsground	7%	4%	12%	25%	52%	100%	407
Wallerawang Oval	14%	9%	26%	22%	29%	100%	407
Kremer Park	17%	8%	33%	19%	23%	100%	407
Lithgow Golf Club	20%	12%	21%	18%	30%	100%	407
Other sporting facilities	5%	4%	14%	28%	49%	100%	407



Service Area 8: Sporting Facilities

Overview of Satisfaction Rating Scores by Key Demographics

Satisfaction – overall

Moderately high	Lithgow Golf Club Tony Luchetti Sportsground Other sporting facilities Wallerawang Oval
Moderate	Lithgow Aquatic Centre Kremer Park

Satisfaction – by age

Residents aged 65+ were significantly more satisfied with 'Lithgow Aquatic Centre', 'Tony Luchetti Sportsground', and 'Other sporting facilities'.

Those aged 18-34 were significantly less satisfied with 'Lithgow Aquatic Centre', whilst residents aged 50-64 were significantly less satisfied with 'Wallerawang Oval'.

Satisfaction – by gender

Females were significantly more satisfied with 'Lithgow Golf Club'.

Satisfaction – by Planning Precinct

Residents of Lithgow Planning Precinct were significantly more satisfied with 'Tony Luchetti Sportsground', 'Wallerawang Oval' and 'Other sporting facilities', while residents of Wallerawang Planning Precinct were significantly less satisfied with 'Wallerawang Oval'.



Service Area 8: Sporting Facilities

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+
Lithgow Aquatic Centre	3.60	3.59	3.60	3.07	3.58	3.63	4.19
Tony Luchetti Sportsground	3.82	3.72	3.91	3.90	3.68	3.71	4.05
Wallerawang Oval	3.64	3.57	3.71	3.86	3.62	3.37	3.82
Kremer Park	3.59	3.53	3.64	3.62	3.72	3.42	3.64
Lithgow Golf Club	3.88	3.69	4.06	4.07	3.68	3.73	4.10
Other sporting facilities	3.65	3.60	3.70	3.54	3.52	3.67	3.89

	Rural North	Rural South	Lithgow	Wallerawang	Portland
Lithgow Aquatic Centre	3.82	3.60	3.58	3.54	3.51
Tony Luchetti Sportsground	3.52	3.48	3.92	3.79	3.83
Wallerawang Oval	3.37	3.88	3.78	3.31	3.62
Kremer Park	3.49	3.92	3.66	3.42	3.40
Lithgow Golf Club	3.55	3.77	3.93	4.02	4.04
Other sporting facilities	3.47	3.55	3.76	3.43	3.45

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

Significantly higher/lower level of satisfaction (by group)

Detailed Overall Response for Satisfaction

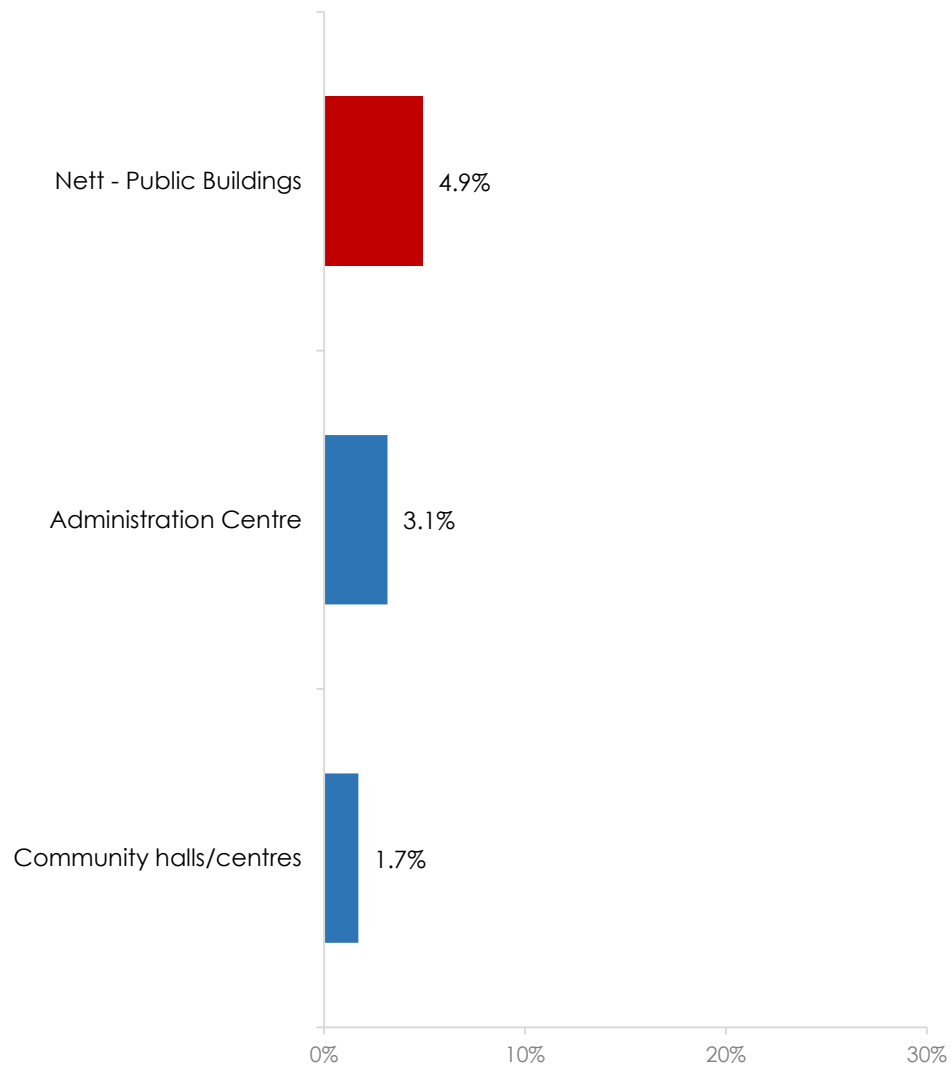
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Total %	Base
Lithgow Aquatic Centre	4%	11%	30%	30%	25%	100%	326
Tony Luchetti Sportsground	3%	3%	26%	43%	24%	100%	312
Wallerawang Oval	1%	9%	33%	36%	20%	100%	203
Kremer Park	2%	6%	36%	41%	14%	100%	172
Lithgow Golf Club	5%	5%	19%	39%	32%	100%	194
Other sporting facilities	2%	8%	32%	41%	18%	100%	311



Service Area 9: Public Buildings

Shapley Regression

Contributes to Almost 5% of Overall Satisfaction with Council



Service Area 9: Public Buildings

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

Importance – overall

High	Community halls/centres Administration Centre
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Importance – by age

Residents aged 65+ rated both 'Administration Centre' and 'Community halls/centres' significantly higher in importance, whilst those aged 35-49 rated the former significantly lower in importance.

Importance – by gender

Females rated 'Administration Centre' significantly higher in importance.

Importance – by Planning Precinct

Residents in Lithgow Planning Precinct rated 'Administration Centre' higher in importance, whilst residents in Portland rated it lower in importance.



Service Area 9: Public Buildings

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+
Administration Centre	3.90	3.77	4.04	3.76	3.62	4.01	4.23
Community halls/centres	4.06	3.99	4.14	3.83	4.07	4.09	4.25

	Rural North	Rural South	Lithgow	Wallerawang	Portland
Administration Centre	3.69	3.91	4.03	3.80	3.41
Community halls/centres	4.24	3.80	4.07	4.12	3.97

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

Significantly higher/lower level of importance (by group)

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Total %	Base
Administration Centre	5%	7%	24%	21%	43%	100%	407
Community halls/centres	5%	4%	17%	28%	46%	100%	407



Service Area 9: Public Buildings

Overview of Satisfaction Rating Scores by Key Demographics

Satisfaction – overall

Moderately High	Administration Centre
Moderate	Community halls/centres

Satisfaction – by age

Residents aged 65+ were significantly more satisfied with 'Administration Centre'.

Satisfaction – by gender

There were no significant differences by gender.

Satisfaction – by Planning Precinct

There were no significant differences by Planning Precinct.



Service Area 9: Public Buildings

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+
Administration Centre	3.68	3.64	3.72	3.75	3.45	3.52	3.98
Community halls/centres	3.44	3.45	3.42	3.59	3.32	3.30	3.60

	Rural North	Rural South	Lithgow	Wallerawang	Portland
Administration Centre	3.58	3.41	3.77	3.70	3.39
Community halls/centres	3.36	3.41	3.49	3.22	3.52

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

Significantly higher/lower level of satisfaction (by group)

Detailed Overall Response for Satisfaction

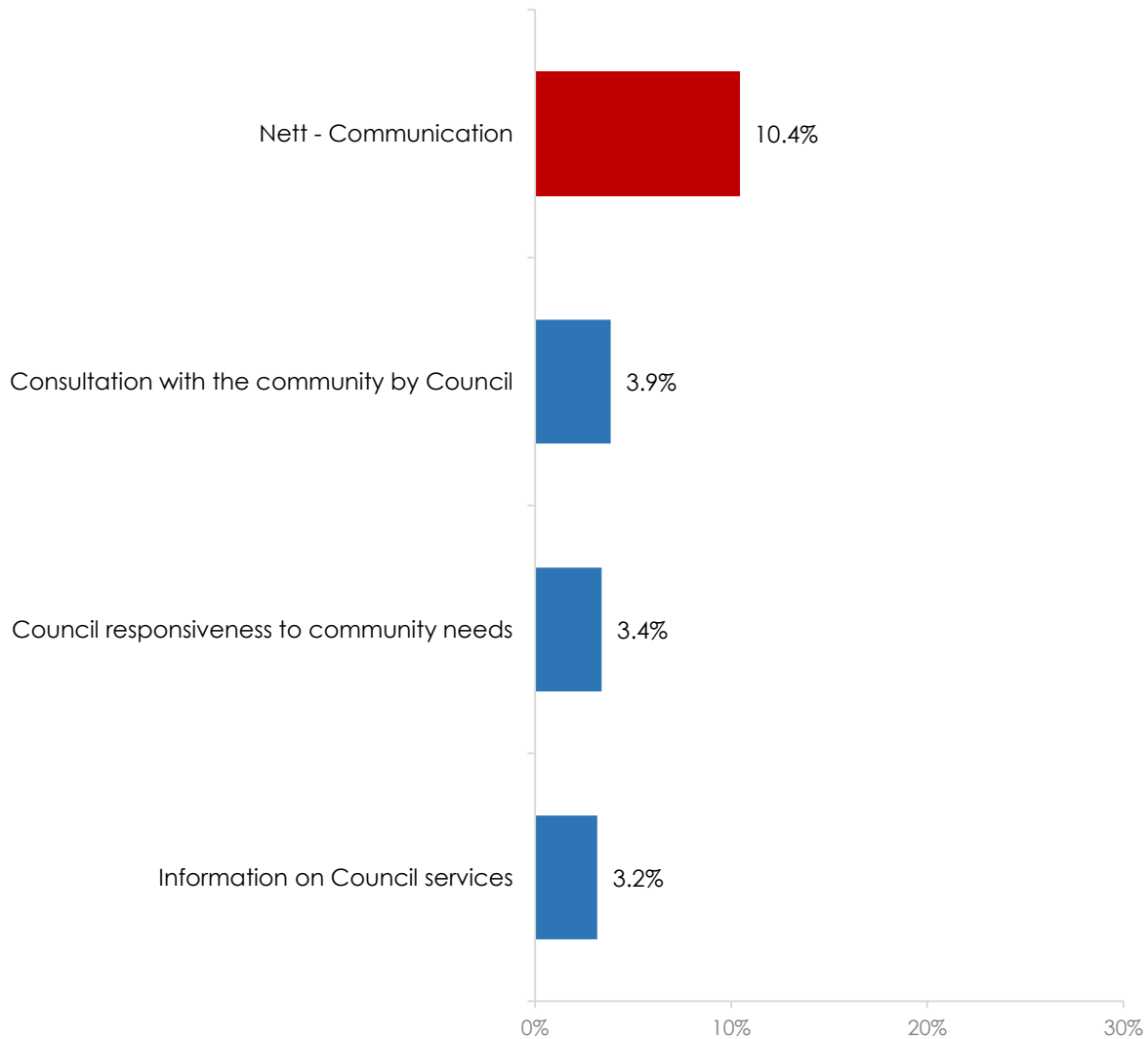
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Total %	Base
Administration Centre	4%	6%	32%	37%	22%	100%	261
Community halls/centres	1%	13%	41%	31%	14%	100%	302



Service Area 10: Communication

Shapley Regression

Contributes to Over 10% of Overall Satisfaction with Council



Service Area 10: Communication

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

Importance – overall

Extremely high	Council responsiveness to community needs
Very high	Consultation with the community by Council
	Information on Council services

Importance – by age

Residents aged 65+ rated 'Information on Council services' significantly higher in importance.

Importance – by gender

There were no significant differences by gender.

Importance – by Planning Precinct

Residents of Wallerawang Planning Precinct rated 'Council responsiveness to community needs' significantly higher in importance.



Service Area 10: Communication

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+
Consultation with the community by Council	4.47	4.44	4.51	4.21	4.49	4.58	4.57
Council responsiveness to community needs	4.56	4.51	4.60	4.64	4.61	4.44	4.55
Information on Council services	4.42	4.35	4.49	4.30	4.32	4.44	4.61

	Rural North	Rural South	Lithgow	Wallerawang	Portland
Consultation with the community by Council	4.39	4.57	4.42	4.65	4.63
Council responsiveness to community needs	4.50	4.27	4.56	4.79	4.66
Information on Council services	4.55	4.43	4.36	4.55	4.46

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

Significantly **higher**/**lower** level of importance (by group)

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Total %	Base
Consultation with the community by Council	3%	1%	10%	20%	67%	100%	407
Council responsiveness to community needs	1%	1%	9%	17%	71%	100%	407
Information on Council services	2%	2%	13%	21%	63%	100%	407



Service Area 10: Communication

Overview of Satisfaction Rating Scores by Key Demographics

Satisfaction – overall

Moderate	Information on Council services
Moderately low	Consultation with the community by Council
	Council responsiveness to community needs

Satisfaction – by age

Residents aged 65+ were significantly more satisfied with all measures of Communication.

Residents aged 35-49 were significantly less satisfied with 'Information on Council services', while those aged 50-64 were significantly less satisfied with 'Consultation with the community by Council'.

Satisfaction – by gender

There were no significant differences in satisfaction by gender.

Satisfaction – by Planning Precinct

Residents in Portland Planning Precinct were significantly less satisfied with 'Consultation with the community by Council'.



Service Area 10: Communication

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+
Consultation with the community by Council	2.91	2.95	2.86	2.82	2.78	2.70	3.37
Council responsiveness to community needs	2.85	2.82	2.88	2.51	2.83	2.73	3.35
Information on Council services	3.25	3.26	3.24	3.20	3.00	3.14	3.64

	Rural North	Rural South	Lithgow	Wallerawang	Portland
Consultation with the community by Council	2.88	2.78	2.97	3.03	2.52
Council responsiveness to community needs	2.55	2.66	2.92	3.05	2.70
Information on Council services	3.04	3.02	3.33	3.20	3.28

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

Significantly **higher**/**lower** level of satisfaction (by group)

Detailed Overall Response for Satisfaction

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Total %	Base
Consultation with the community by Council	14%	18%	38%	22%	8%	100%	353
Council responsiveness to community needs	14%	21%	39%	20%	7%	100%	360
Information on Council services	7%	15%	36%	29%	13%	100%	340

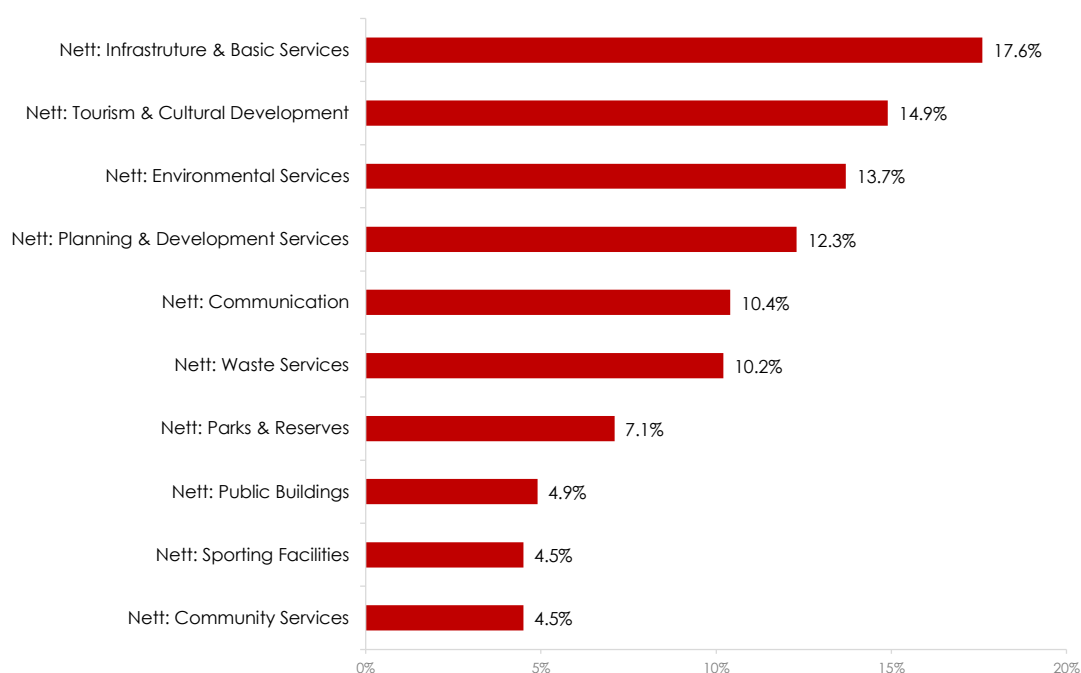


Contribution to Overall Satisfaction

Key Service Areas' Contribution to Overall Satisfaction

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

Contribution to Overall Satisfaction with Council's Performance

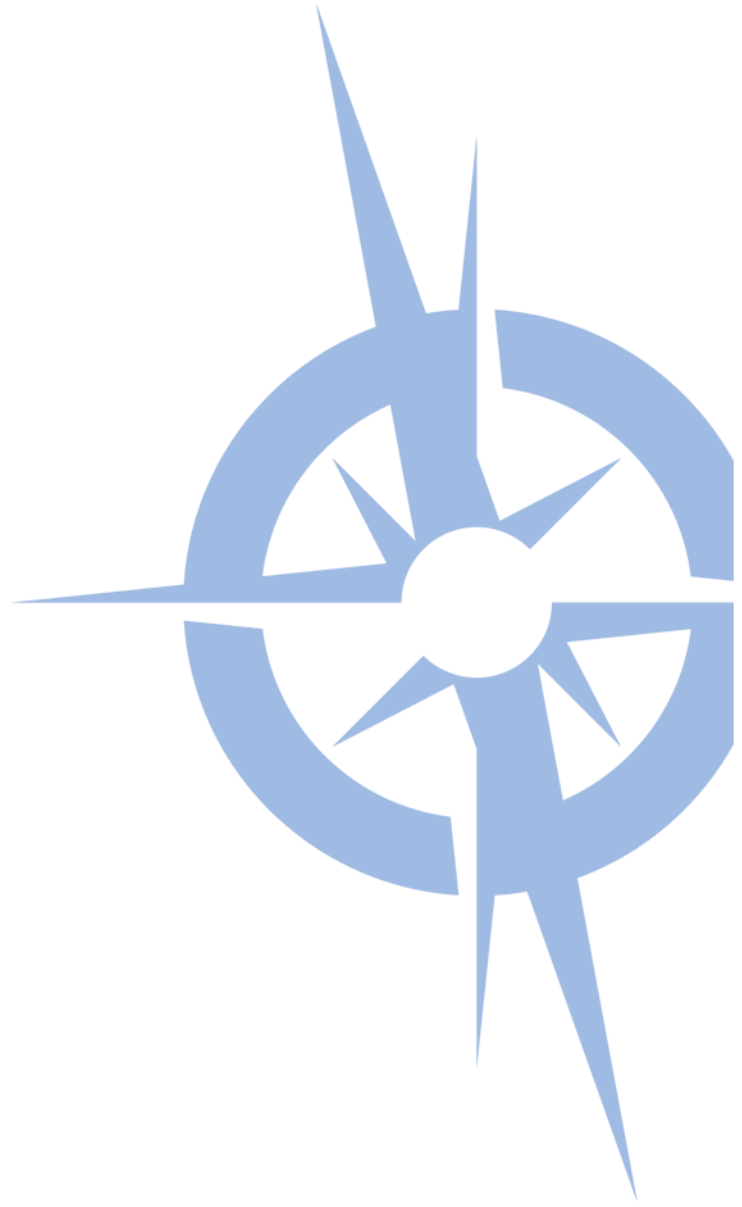


'Infrastructure & Basic Services' (17.6%) is the key contributor toward overall satisfaction with Council's performance.

The services and facilities grouped under this banner include:

- Bus shelters
- Traffic management
- Provision of car parking
- Footpaths
- Walkways and cycleways
- Condition of public toilets
- Town roads
- Rural roads
- Farmers Creek Flood Plain Mitigation Works
- Bridges, culverts, and crossings
- Provision of street lighting

Note: This service area is one of the larger business units and may be the reason it is the key contributor to satisfaction. This should be taken into account when looking at this data.



Demographics

Demographics

Q1. Which suburb do you live in?

	%		%
Lithgow	39%	Vale of Clwydd	1%
Wallerawang	9%	Glen Davis	1%
Portland	8%	Hartley Vale	1%
Bowenfels	8%	Ben Bullen	1%
South Bowenfels	5%	Tarana	1%
Littleton	4%	Hampton	1%
Marrangaroo	4%	Rydal	1%
Hermitage Flat	2%	Lowther	1%
Little Hartley	2%	Cullen Bullen	1%
Hartley	2%	Dargan	<1%
Capertee	2%	Sodwalls	<1%
Clarence	1%	Pipers Flat	<1%
Kanimbla	1%	Glen Alice	<1%
Bogee	1%	Megalong	<1%
Lidsdale	1%	Good Forest	<1%

Base: N = 407

Q2. How long have you lived in the Lithgow Local Government Area?

	%
Less than 6 months	1%
6 months to 2 years	5%
3 - 5 years	5%
5 -10 years	6%
More than 10 years	83%

Base: N = 407

Q11. Please stop me when I read out your age group.

	%
18 - 34	23%
35 - 49	26%
50 - 64	28%
65 +	23%
Refused	0%

Base: N = 407

Q12. Do you volunteer for a local community group, service or organisation?

	%
Yes	37%
No	63%

Base: N = 407



Demographics

Q13. What type of water supply are you connected to?

	%
Town	81%
Tank	18%
Other	1%

Base: N = 407

Other specified	Count
Don't know	3
Creek	1
Dam	1

Q14. Are you connected to the sewerage system?

	%
Yes	77%
No	23%

Base: N = 407

Q16. Gender (determined by voice):

	%
Male	51%
Female	49%

Base: N = 407



Appendix – Questionnaire



Q. Before we start, I would like to check whether you or an immediate family member works for Lithgow City Council?

- ☐ Yes **(If yes, terminate survey)**
☐ No

Q1. In which suburb do you live?

Rural North – Quota xxx

- ☐ Ben Bullen
- ☐ Blackman's Flat
- ☐ Bogee
- ☐ Capertee
- ☐ Clarence
- ☐ Cullen Bullen
- ☐ Dargan
- ☐ Glen Alice
- ☐ Glen Davis
- ☐ Marrangaroo
- ☐ Round Swamp
- ☐ Wolgan Valley/Newnes

Rural South – Quota xxx

- ☐ Good Forest
- ☐ Hampton
- ☐ Hartley
- ☐ Hartley Vale
- ☐ Kanimbla
- ☐ Little Hartley
- ☐ Lowther
- ☐ Megalong
- ☐ Rydal
- ☐ Sodwalls
- ☐ Tarana

Lithgow – Quota xxx

- ☐ Bowenfels
- ☐ Hermitage Flat
- ☐ Lithgow
- ☐ Littleton
- ☐ South Bowenfels
- ☐ Vale of Clwydd

Wallerawang – Quota xxx

- ☐ Lidsdale
- ☐ Wallerawang

Portland – Quota xxx

- ☐ Pipers Flat
- ☐ Portland

Q2. How long have you lived in the Lithgow Local Government Area? Prompt

- ☐ Less than 6 months
- ☐ 6 months to 2 years
- ☐ 3 – 5 years
- ☐ 5 – 10 years
- ☐ More than 10 years

Section 1 – Council Services and Facilities

Q3. In this first section I will read out a list of services and facilities provided by Lithgow Council. For each of these could you please rate the importance of the following services/facilities to you, and in the second part, your level of satisfaction with the performance of that service/facility?

The scale is from 1 to 5, where 1 is not at all important or very dissatisfied and 5 is very important or very satisfied. Randomise

Note: Only ask satisfaction of those who rated importance 4 or 5

Infrastructure and Basic Services

	Importance					Satisfaction				
	Not at all		3	Very		Very			Very	
	important	important		important	important	dissatisfied			satisfied	
	1	2	3	4	5	1	2	3	4	5
Bus shelters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Traffic management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provision of car parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Footpaths	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walkways and cycleways	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of public toilets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Town roads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rural roads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Farmers Creek Flood Plain										
Mitigation Works	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bridges, culverts, and crossings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provision of street lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Waste Services

	Importance					Satisfaction				
	Not at all		3	Very		Very			Very	
	important	important		important	important	dissatisfied			satisfied	
	1	2	3	4	5	1	2	3	4	5
Household waste collection (including garbage, recycling)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Management of landfill	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Management of Waste										
Transfer Station	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Household bulky item clean ups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Greenwaste pick-up service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Street cleaning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Environmental Services

	Importance					Satisfaction				
	Not at all important		Very important			Very dissatisfied			Very satisfied	
	1	2	3	4	5	1	2	3	4	5
Caring for bush areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Council operates in an environmentally friendly way	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Environmental protection & enforcement (e.g. building site inspections, rubbish dumping)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Management and control of domestic pets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Management of local flooding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Management of Farmers Creek	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Management of street trees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Weed management programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community Landcare programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Management of the water supply	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Management of sewerage services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Planning & Development Services

	Importance					Satisfaction				
	Not at all important		Very important			Very dissatisfied			Very satisfied	
	1	2	3	4	5	1	2	3	4	5
Development approvals process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Encouraging local industry and business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hygiene standards of retail food outlets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing commercial development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing residential development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing the impact of visitors to the area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Community Services

	Importance					Satisfaction				
	Not at all important		Very important			Very dissatisfied			Very satisfied	
	1	2	3	4	5	1	2	3	4	5
Support for volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facilities and services for people with disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facilities and services for older people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facilities and services for youth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Tourism and Cultural Development

	Importance					Satisfaction				
	Not at all		Very			Very			Very	
	1	2	3	4	5	1	2	3	4	5
Street café culture	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Traffic flow in Main Street	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lithgow Laneways Program (Main Street)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
History Avenue Sculptures (Inch Street)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Eskbank House & Museum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tourism development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Festivals & Event Management, i.e Halloween & LithGlo	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shop Local programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Parks and Reserves

	Importance					Satisfaction				
	Not at all		Very			Very			Very	
	1	2	3	4	5	1	2	3	4	5
Queen Elizabeth Park	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blast Furnace Park/Lake Pillans Wetland	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Endeavour Park	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lake Wallace Recreation Area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clarence Pirie Park, Capertee	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other parks/playgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hassans Walls Lookout	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bracey Lookout	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pearsons Lookout	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Sporting Facilities

	Importance					Satisfaction				
	Not at all		Very			Very			Very	
	1	2	3	4	5	1	2	3	4	5
Lithgow Aquatic Centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tony Luchetti Sportsground	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wallerawang Oval	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kremer Park	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lithgow Golf Club	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other sporting facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Public Buildings

	Importance					Satisfaction				
	Not at all		3	Very		Very			Very	
	1	2		4	5	1	2	3	4	5
Administration Centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community halls/centres	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Communication	Importance					Satisfaction				
	Not at all		3	Very		Very			Very	
	1	2		4	5	1	2	3	4	5
Consultation with the community by Council	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Council responsiveness to community needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information on Council services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q4. In the past which of the following places have you visited? Prompt

- ☐ Queen Elizabeth Park
- ☐ Blast Furnace Park/Lake Pillans Wetland
- ☐ Endeavour Park
- ☐ Lake Wallace Recreation Area
- ☐ Clarence Pirie Park, Capertee
- ☐ Hassans Walls Lookout
- ☐ Bracey Lookout
- ☐ Pearsons Lookout
- ☐ Lithgow Library
- ☐ Portland Library
- ☐ Wallerawang Library
- ☐ Rydal Library
- ☐ Eskbank House & Museum
- ☐ Halloween
- ☐ LithGlo
- ☐ Lithgow Aquatic Centre
- ☐ Tony Luchetti Sportsground
- ☐ Wallerawang Oval
- ☐ Kremer Park
- ☐ Lithgow Golf Club
- ☐ NONE OF THESE

Q5. Where do you source information on Council services and facilities? Prompt

- ☐ Council website (www.council.lithgow.com)
- ☐ Council Connections (resident newsletter)
- ☐ Lithgow Mercury
- ☐ The Village Voice
- ☐ Direct mail/letters
- ☐ Council brochures in letterbox
- ☐ Word of mouth (friend/family/neighbour)
- ☐ Social media (Facebook, Twitter, etc.)
- ☐ Council email newsletters
- ☐ Other (please specify)
- ☐ None

Q6a. When was the last time you had contact with a Council staff member? Prompt

- ☐ Within the last week
- ☐ Within the last month
- ☐ Within the last 3 months
- ☐ Within the last 6 months
- ☐ More than 6 months ago
- ☐ Never (If never, go to Q7)
- ☐ Can't recall (Can't recall, go to Q7)

Q6b. Thinking of your last interaction with a Council employee, how did you make contact? Prompt

- ☐ Telephone
- ☐ Internet
- ☐ Email
- ☐ Fax/letter
- ☐ Visited Council office
- ☐ Face to face (outside of Council premises)
- ☐ Other (please specify)

Q6c. How satisfied were you with the overall performance of Council's staff in dealing with your enquiry? Prompt

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

Q7. This next question is about the Mayor and Councillors, who are responsible for the decision making of Council in relation to all policy and planning issues. How satisfied are you with the overall performance of the Mayor and Councillors? Prompt

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

Q8. How would you rate the overall performance of Lithgow Council as an organisation over the past 12 months? Prompt

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

I'd like to now shift the focus away from Council services and on to issues relating to Lithgow as a whole. Council wants to know what residents think are the biggest issues confronting their community.

Q9. Thinking of the area as a whole, what would you say is the key challenge for Lithgow LGA in the next 5 to 10 years?

.....

In this section I'd like to ask you a number of questions about your perceptions of your neighbourhood and Lithgow LGA as a place to live.

Q10. I'm going to read out some statements and I'd like you to rate them on a scale of 1 to 5, where 1 is strongly disagree and 5 is strongly agree. Prompt

	Strongly disagree			Strongly agree			D/K
I feel safe in my own home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel safe walking around my neighbourhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can call on a neighbour or local relative if I need assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel I belong to the community I live in	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My neighbourhood is a friendly place to live	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I make a contribution to the community I live in	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I mainly socialise in my local area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People in the Lithgow LGA are generally proud of their area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is a good range of opportunities to participate in cultural and artistic activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Demographics

Q11. Please stop me when I read out your age group. Prompt

- ☐ 18 - 34
- ☐ 35 - 49
- ☐ 50 - 64
- ☐ 65 +
- ☐ Refused

Q12. Do you volunteer for a local community group, service or organisation?

- ☐ Yes
- ☐ No

Q13. What type of water supply are you connected to?

- ☐ Town
- ☐ Tank
- ☐ Other (please specify)

Q14. Are you connected to the sewerage system?

- ☐ Yes
- ☐ No

As a participant in this research, you may be invited to participate in further community consultation, such as focus groups, about specific issues.

At this stage we are developing a register of interest in this and other consultation coming up in the future.

Q15a. Would you be interested in registering your interest?

- ☐ Yes
- ☐ No (If no, go to end)

Q15b. (If yes), May I please confirm your contact details?

Title (Mr/Mrs/Ms etc)
First name
Surname
Email
Mobile
Home telephone
Street address
Suburb
Postcode

Thank you. We will be randomly selecting participants to ensure we get a good cross-section of the community and will get in touch with you if we do conduct the next stage of research.

That completes our interview. Thank you very much for your time, enjoy the rest of your day/evening.