



# Lithgow City Council

## CSP Research – Online Component

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## Objectives (Why?)

- Understand and identify community priorities for the Lithgow LGA
- Identify the community's perceived quality of life
- Identify the community's level of agreement with statements regarding the Lithgow City Council area
- Gauge level of support towards a range of future Council projects and initiatives
- Understand the community's level of resilience in relation to significant events
- Compare results to those obtained by phone

## Sample (How?)

- Online survey of N = 72 respondents (comparisons are also made to the results from a phone survey with N = 401 residents)
- We use a 5 point scale (e.g. 1 = not at all supportive, 5 = very supportive)

## Timing (When?)

- Implementation 12<sup>th</sup> – 31<sup>st</sup> January 2022

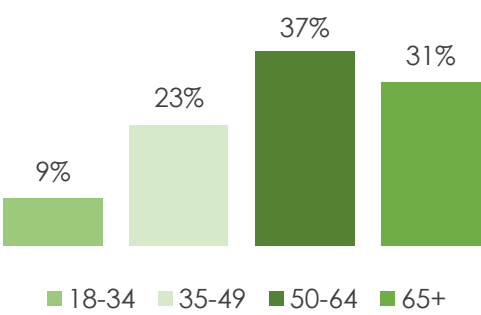
**Note: These results are representative of people who took part in the online survey, and cannot be extrapolated to represent the whole community.**

# Sample Profile

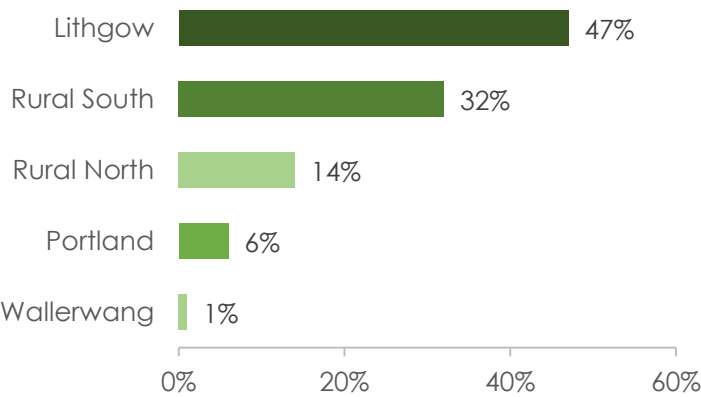
## Gender



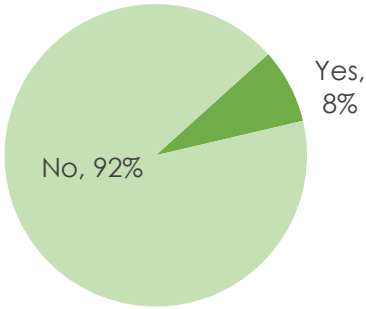
## Age



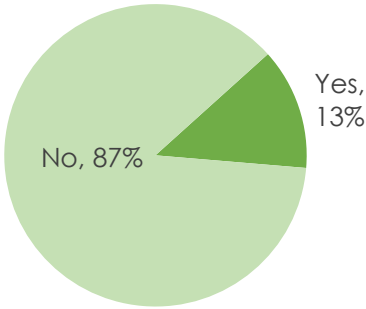
## Ward



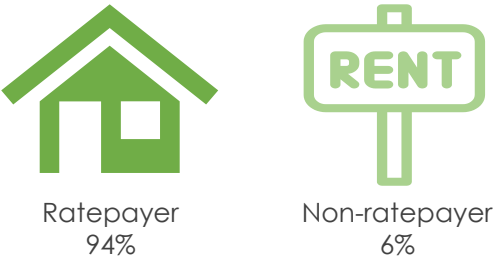
## Identifies as Having a Disability



## Cares for a person with a disability



## Ratepayer Status



N=72  
Online surveys from residents in the Lithgow City Council area

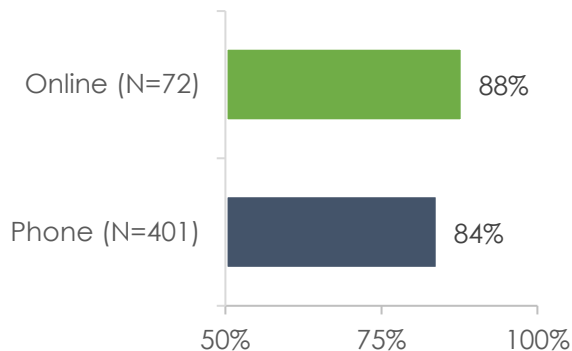




# Summary

# Key Findings - Online Summary

## Quality of Life



Of respondents are fairly satisfied/very satisfied with the quality of life they have living in the Lithgow LGA

## Priority Issues – Online Results

### Most Loved Aspects of Living in Lithgow

- Natural environment/ beautiful area/scenery
- Sense of community/friendly people
- Convenient/central location

### What Respondents Would like to See Changed

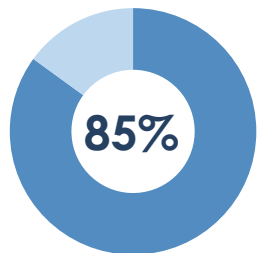
- Economic development & tourism/attracting businesses/job opportunities
- Upgrading/ maintaining roads

### Priority Issues for the Next 10 Years

- Economic development & tourism/attracting businesses/job opportunities
- The shift to energy efficiency/alternative energy
- Upgrading/ maintaining roads

# Key Findings - Online Summary

## Resilience



Of online respondents feel at least somewhat prepared to deal with shocks and stressors (compared to **94%** of phone respondents)

## Recovering from Bushfires and Covid

Most Supported Projects/Initiatives	T2B%	
	Online	Phone
Promoting local employment	91%	91%
Provision of access to clean, safe water	88%	88%
Develop sustainable tourism	86%	72%
Build community capacity	84%	73%

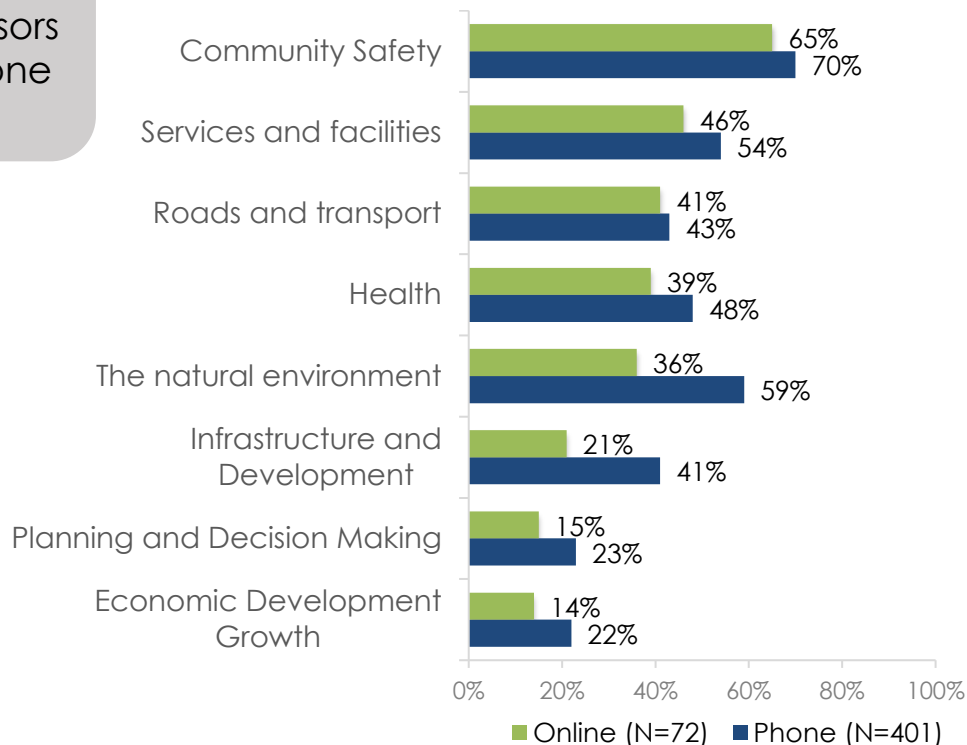
## Support in a Crisis

**78%** of online respondents could ask a family member for support in a crisis, and **65%** could ask a friend. Online respondents are significantly less likely than phone respondents to have someone they could ask for support in times of crisis.



## Agreement Statements

Average level of agreement – by CSP Themes  
T2B%



## Climate Change Adaptation

**72%** of online respondents believe that vested political and economic interests is the main barrier to implementing climate adaptation action across the LGA (compared to **71%** of phone respondents).



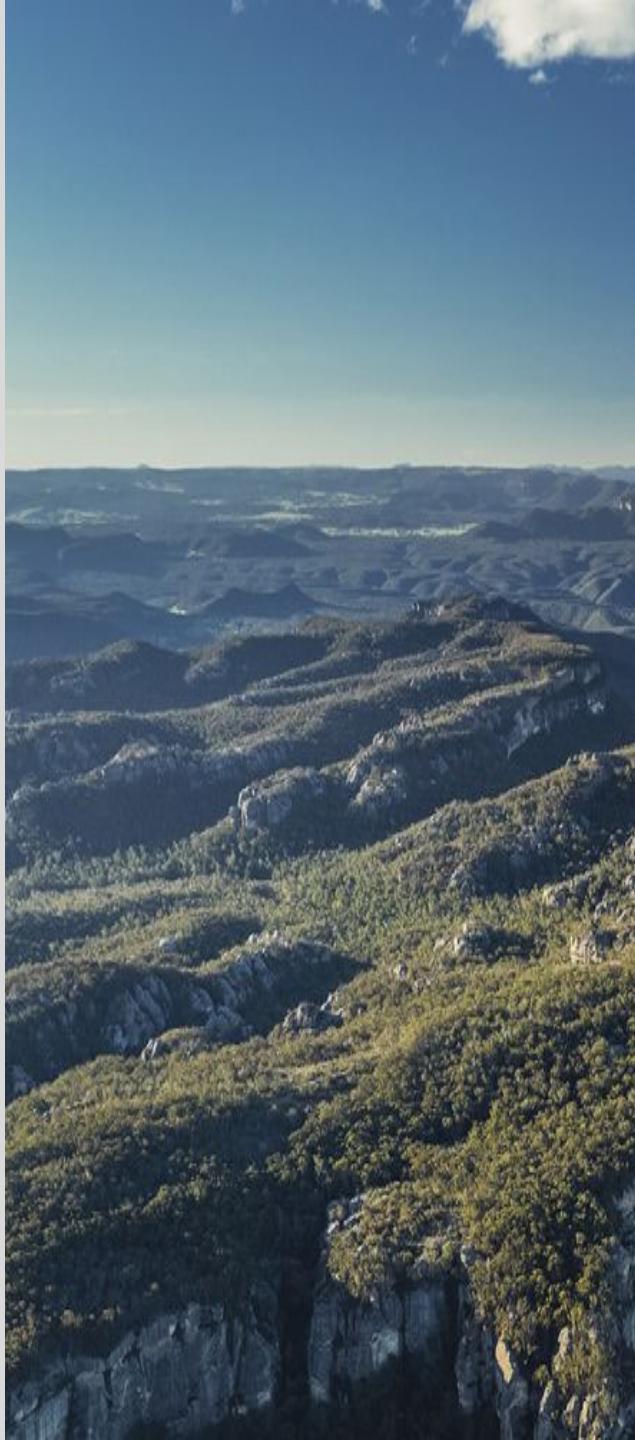


# Detailed Results





# 1. Priority Issues



## Detailed Results

### 1. Priority Issues

### 2. Living in Lithgow

### 3. Resilience

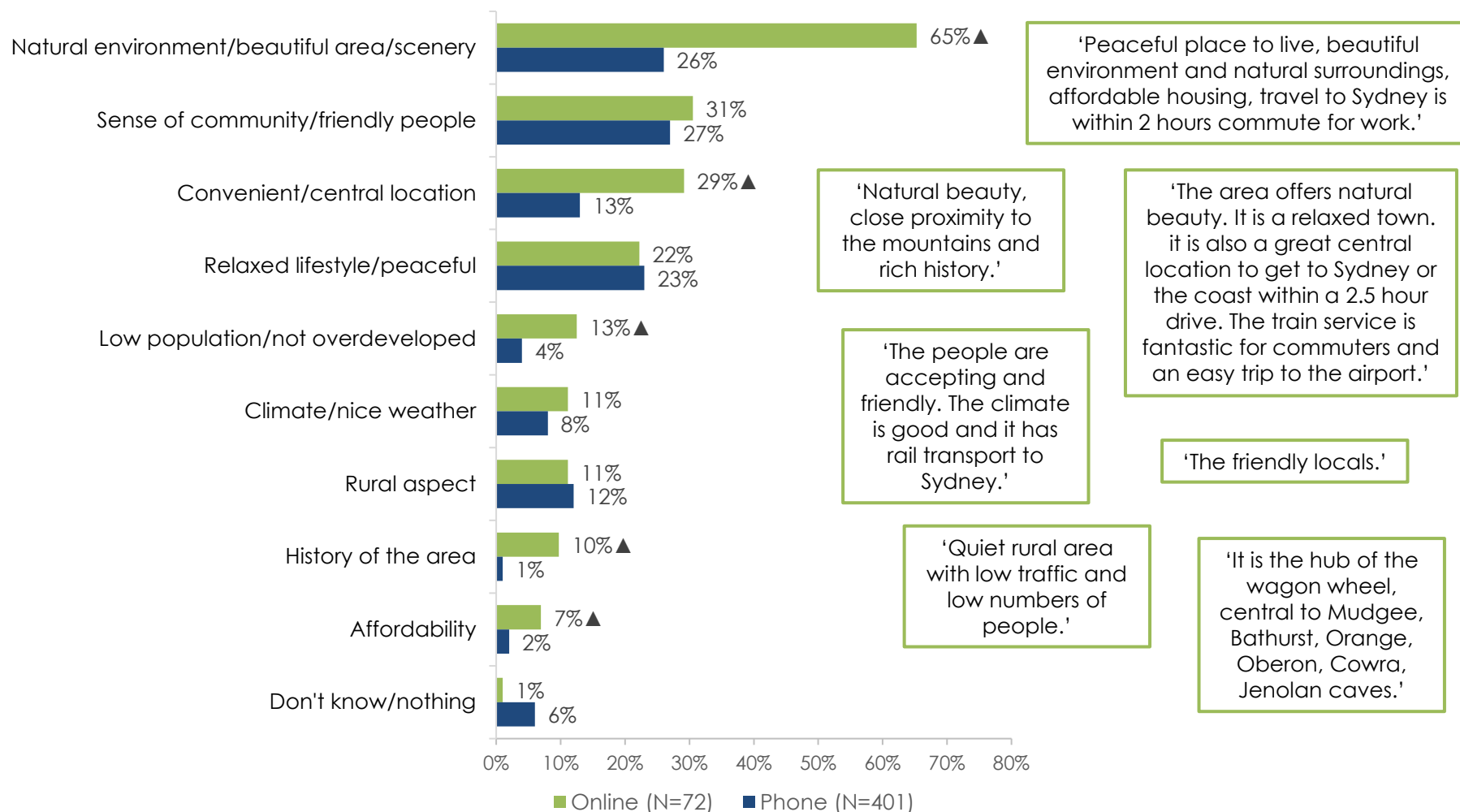
This section explores what respondents love the most about living in Lithgow, what they believe the highest priority issues are for the next 10 years and their perceived quality of life.

# Most Loved Aspects of Living in Lithgow

Online

Phone

Q2a. What do you love most about living in the Lithgow LGA?



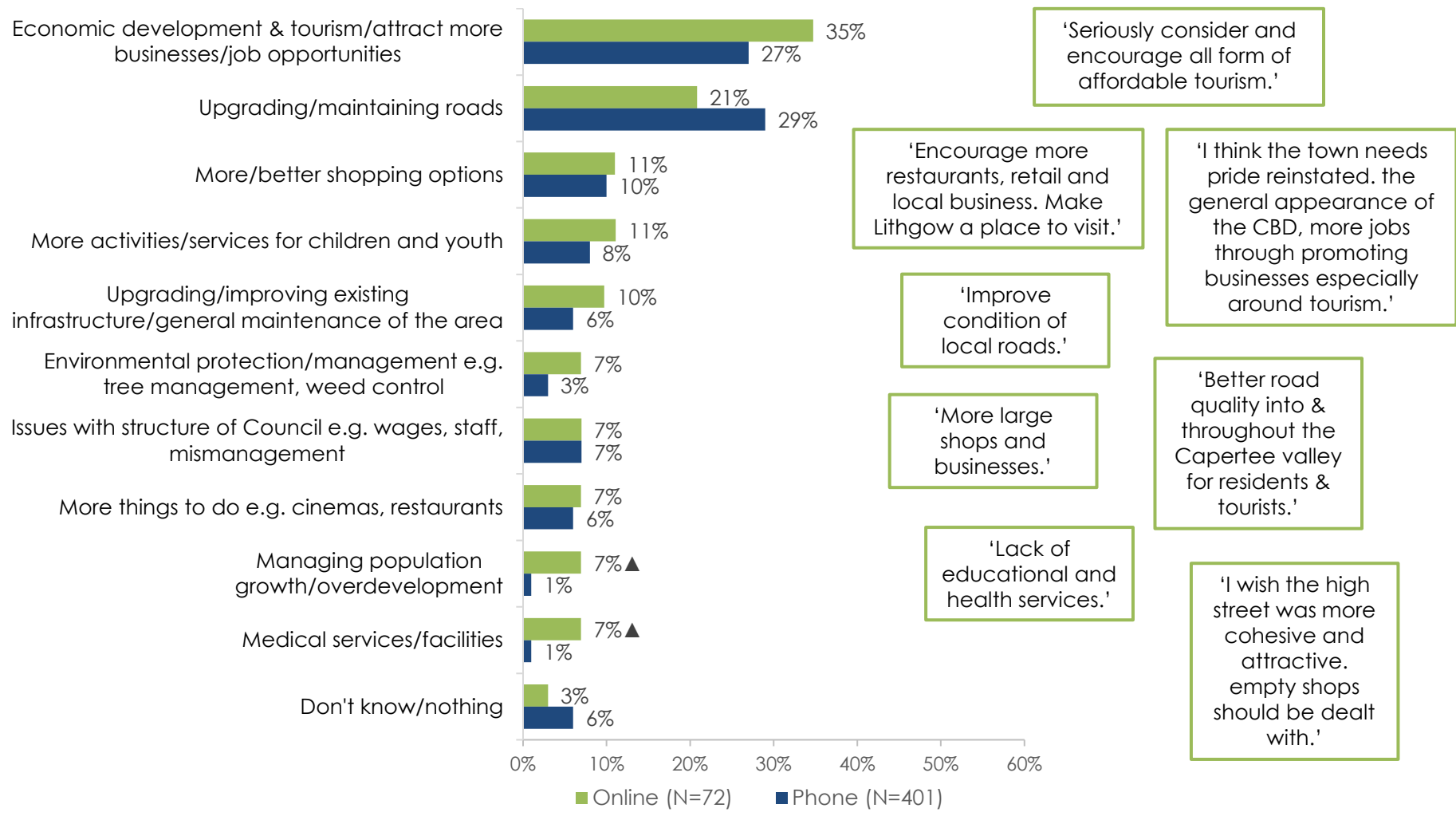
Please see Appendix A for full list of results

▲ ▼ = A significantly higher/lower percentage (compared to phone)

**Online respondents value the natural environment (significantly more so than phone respondents), the sense of community in the area and that it is a convenient/central location.**

# What Residents Would Like Changed in the Area

Q2b. And what would you like to change about living in the Lithgow LGA?



Please see Appendix A for full list of results

▲ ▼ = A significantly higher/lower percentage (compared to phone)

Similar to phone results, online respondents would like to see more economic development in the area as well as better maintained roads. More shopping options, services for children and youth, and upgrading existing infrastructure were also common responses.

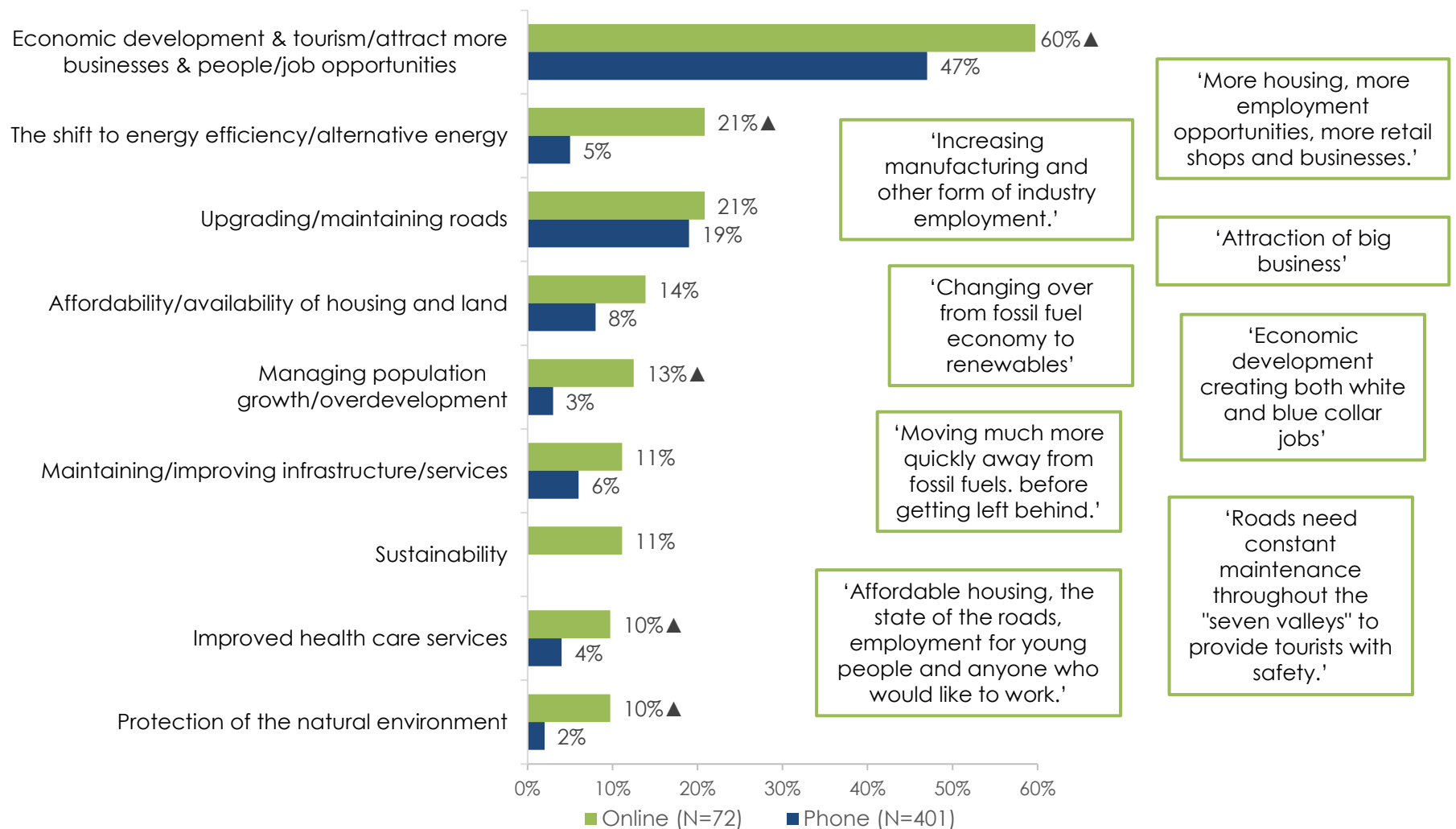


# Priority Issues

Online

Phone

Q2c. Thinking of the next 10 years, what do you believe will be the highest priority issues for our community?



Please see Appendix A for full list of results

▲ ▼ = A significantly higher/lower percentage (compared to phone)

**60% of online respondents believe that economic development including tourism and job creation should be the highest priority issue for the Lithgow area over the next 10 years. Online respondents are significantly more likely to mention economic development, shifting to alternative energy, managing population growth, improving health care services and protecting the natural environment as priority issues for the area.**

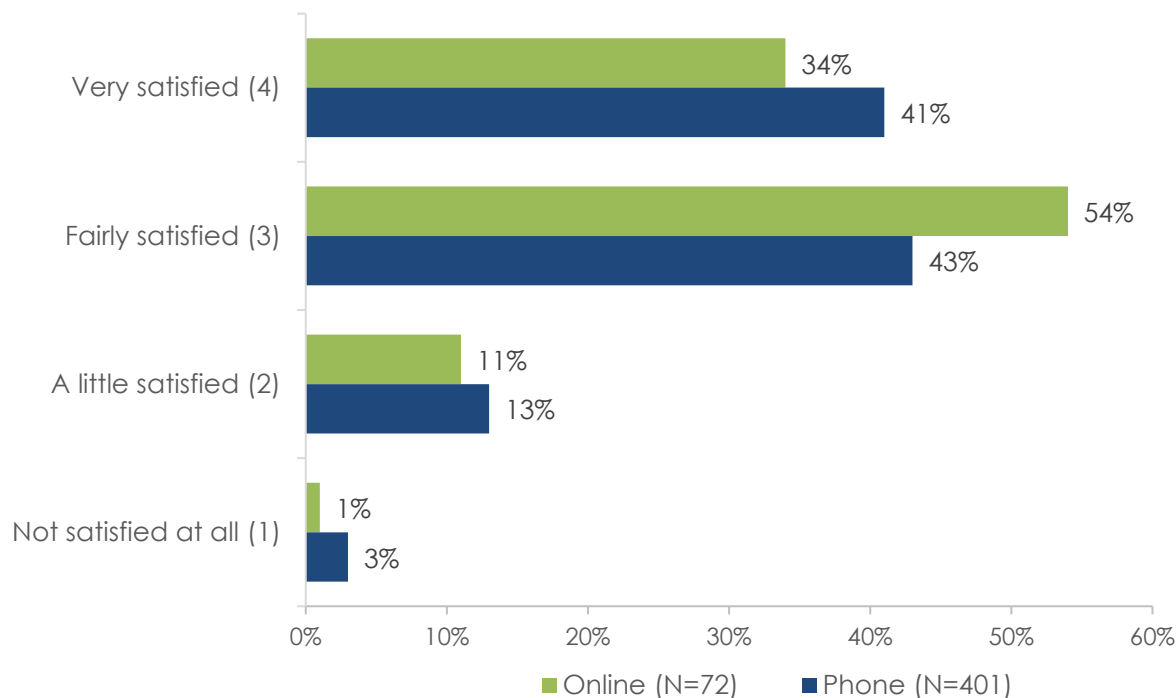
# Quality of Life

Online

Phone

Q2d. Overall, how satisfied are you about the quality of life you have living in the Lithgow LGA?

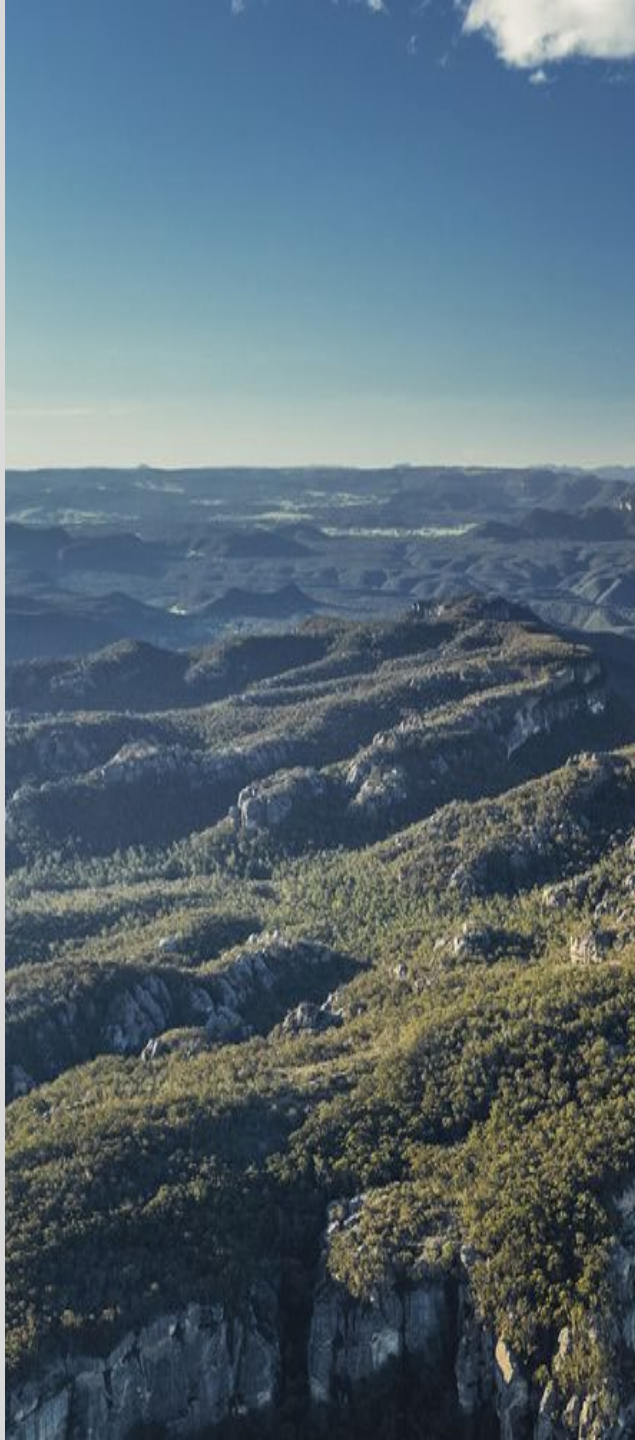
	Online	Phone
Mean rating	3.19	3.21
Base	72	401



Scale: 1 = not satisfied at all, 4 = very satisfied

**88% of online respondents are fairly satisfied/very satisfied with the quality of life they have living in the Lithgow LGA, compared to 84% of phone respondents.**

## 2. Living in Lithgow



### Detailed Results

#### 1. Priority Issues

#### 2. Living in Lithgow

#### 3. Resilience

This section explores respondents' level of agreement with 35 statements relating to living in Lithgow, and their level of support for future projects and initiatives.



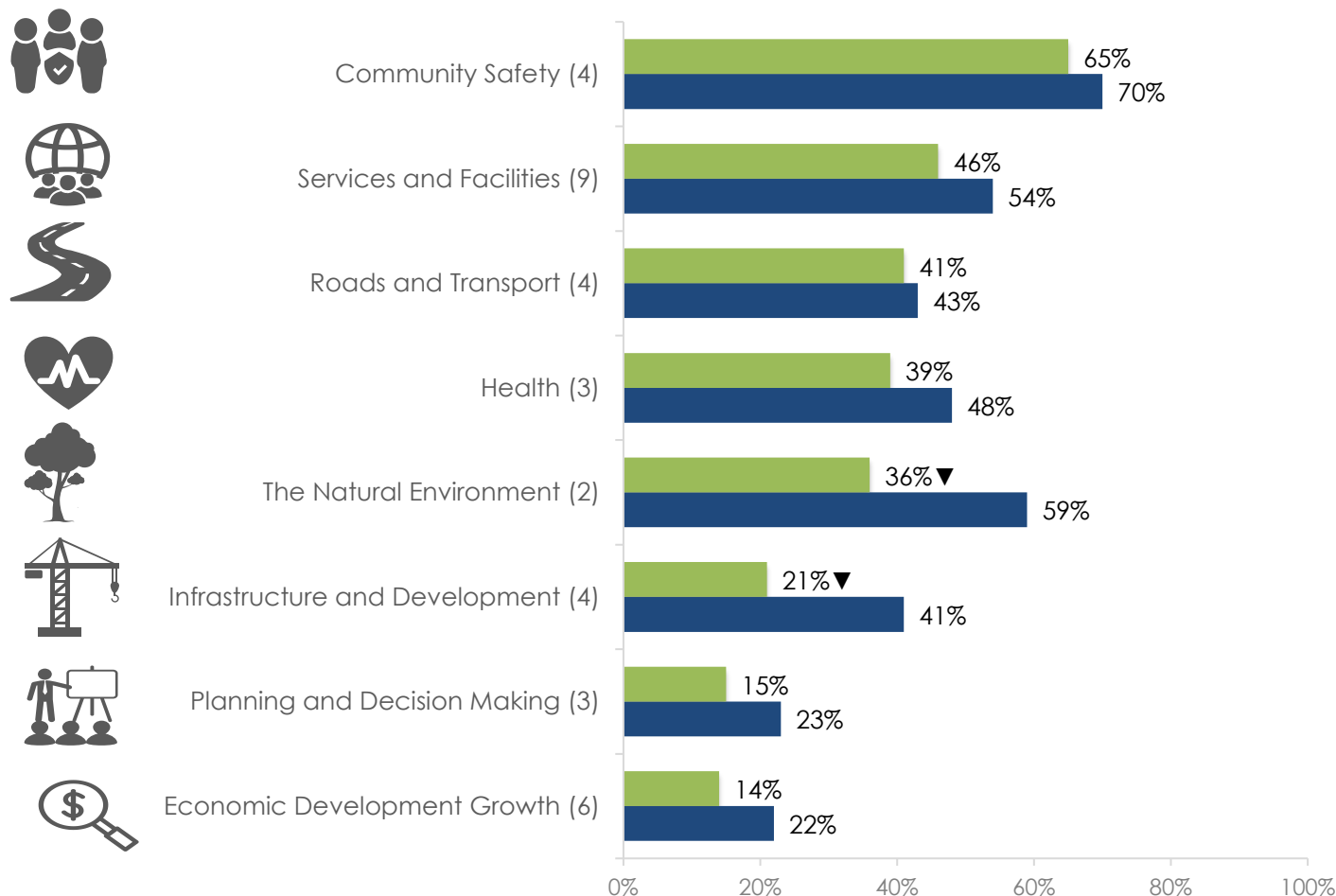
# Agreement Statements - Summary

Online

Phone

Average level of agreement – by CSP Themes

T2B%



▲ ▼ = A significantly higher/lower percentage (compared to phone)

■ Online (N=72) ■ Phone (N=401)

T2B% = agree/strongly agree

Note: Numbers in brackets represent the number of statements within each theme

**The 35 statements were grouped into 8 themes as shown in the above chart. In line with phone results, level of agreement amongst online respondents was highest for the Community Safety theme, and lowest for Economic Development Growth.**

# Agreement Statements

Online

Phone

Q3. Please indicate your level of agreement with each statement.

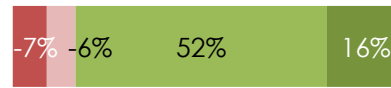


Roads and Transport  
Average T2B%:  
Online = 41%, Phone = 43%

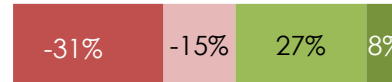


## Online Results

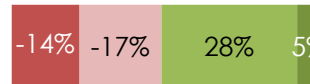
Lithgow is a safe area for pedestrians (N=69)



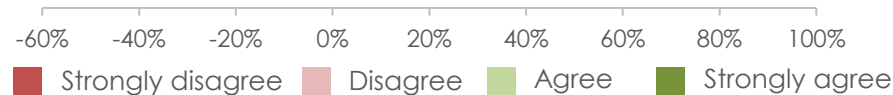
Our roads are safe for motorists (N=71)



Lithgow is a safe area for cyclists (N=58)



Public transport is adequate for your needs (N=58)



T2B% (agree/strongly agree)		Mean ratings	
Online	Phone	Online	Phone
68%	56%	0.64	0.58
35%	35%	-0.34	-0.18
33%	37%	-0.07	0.11
29%▼	45%	-0.28▼	0.15

Scale: -2 = strongly disagree, 2 = strongly agree

▲ ▼ = A significantly higher/lower value (compared to phone)

Base: Online N = 58-71, Phone N = 368-398

**In line with phone results, 'Lithgow is a safe area for pedestrians' is the most agreed upon statement within the Roads and Transport theme. Agreement with the statement 'public transport is adequate for your needs' is significantly lower amongst online respondents.**

# Agreement Statements

Online

Phone

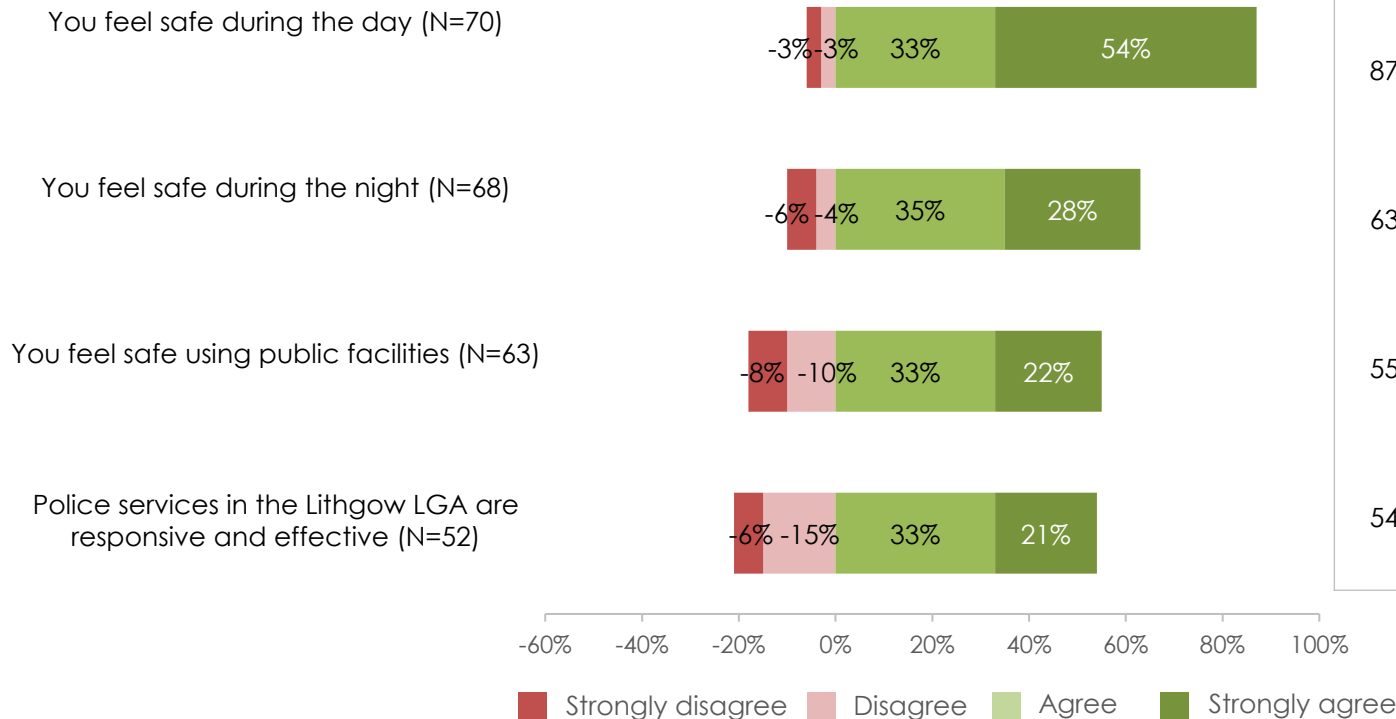
Q3. Please indicate your level of agreement with each statement.



Community Safety  
Average T2B%:  
Online = 65%, Phone = 70%



## Online Results



T2B% (agree/strongly agree)		Mean ratings	
Online	Phone	Online	Phone
87%	88%	1.33	1.44
63%	73%	0.75	1.03
55%	62%	0.52	0.66
54%	55%	0.48	0.56

Base: Online N = 52-70, Phone N = 385-400

Scale: -2 = strongly disagree, 2 = strongly agree

**Agreement with 3 of the 4 statements within the Community Safety theme is lower amongst online respondents, whilst level of agreement is on par with phone results for 'you feel safe during the day'.**



# Agreement Statements

Online

Phone

Q3. Please indicate your level of agreement with each statement.



Infrastructure and Development  
Average T2B%:

Online = 21%, Phone = 41%



## Online Results

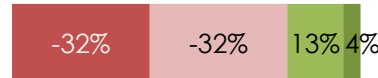
Shops and services in shopping areas  
meet residents' needs (N=71)



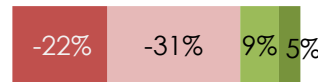
Sewer infrastructure meets the needs of  
our community (N=54)



Water infrastructure meets the needs of  
our community (N=56)



New developments are helping to  
preserve an attractive urban landscape  
and protect heritage (N=64)



-80% -60% -40% -20% 0% 20% 40% 60% 80% 100%

Strongly disagree Disagree Agree Strongly agree

T2B% (agree/strongly agree)		Mean ratings	
Online	Phone	Online	Phone
31%	36%	-0.39▼	0.09
21%▼	49%	-0.72▼	0.27
17%▼	38%	-0.77▼	0.05
14%▼	39%	-0.56▼	0.05

Scale: -2 = strongly disagree, 2 = strongly agree

▲ ▼ = A significantly higher/lower value (compared to phone)

Base: Online N = 54-71, Phone N = 373-401

**Mean agreement ratings for all 4 statements within the Infrastructure and Development theme are significantly lower amongst online respondents.**

**31% of online respondents agree that 'shops and services in shopping areas meet residents' needs', whilst only 14% agree that 'new developments are helping to preserve an attractive urban landscape and protect heritage'.**

# Agreement Statements

Online

Phone

Q3. Please indicate your level of agreement with each statement.

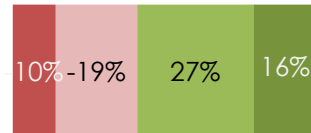


The Natural Environment  
Average T2B%:  
Online = 36%, Phone = 59%



## Online Results

Our natural environment is retaining its beauty (N=70)



The natural environment is respected (N=69)



-80% -60% -40% -20% 0% 20% 40% 60% 80% 100%

Strongly disagree Disagree Agree Strongly agree

T2B% (agree/strongly agree)		Mean ratings	
Online	Phone	Online	Phone
43% ▼	59%	0.20 ▼	0.63
29% ▼	59%	-0.22 ▼	0.57

Scale: -2 = strongly disagree, 2 = strongly agree

▲ ▼ = A significantly higher/lower value (compared to phone)

Base: Online N = 69-70, Phone N = 399

**Level of agreement is significantly lower amongst online respondents for the two statements in the Natural Environment theme, with online respondents having an average T2B% rating of 36%, compared to 59% amongst phone respondents.**

# Agreement Statements

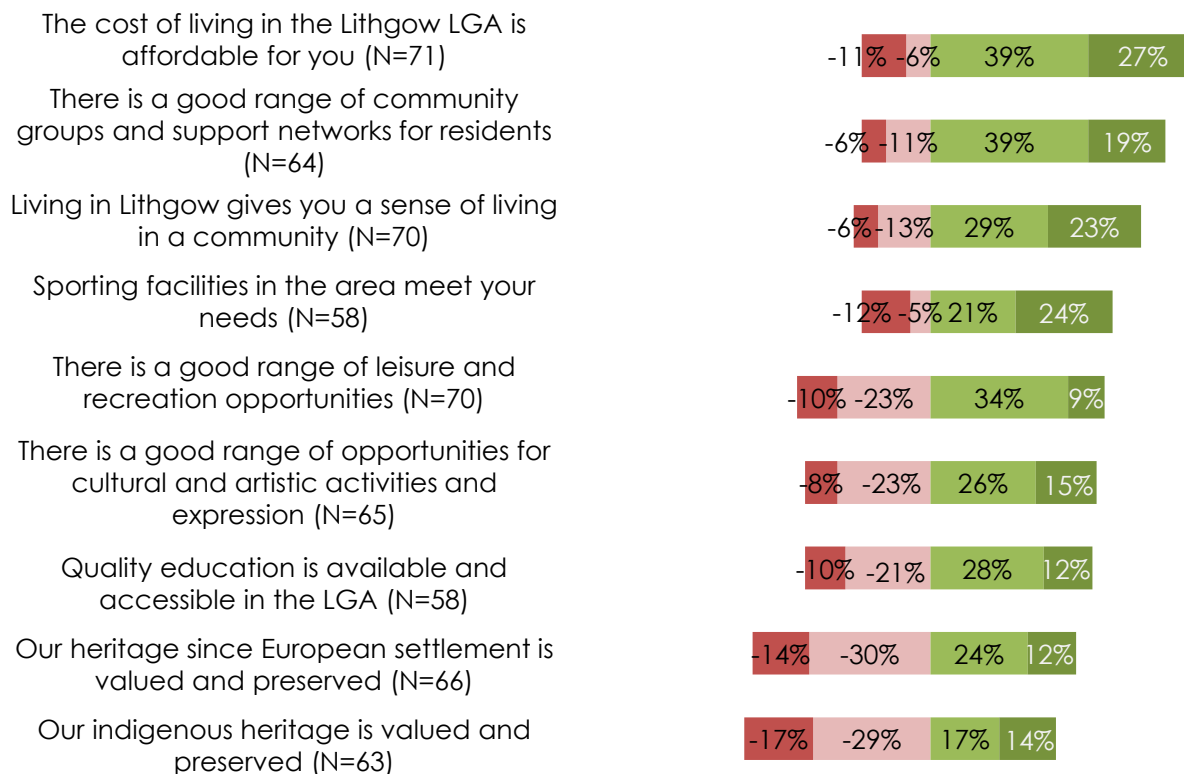
Online

Phone

Q3. Please indicate your level of agreement with each statement.



Services and Facilities  
Average T2B%:  
Online = 46%, Phone = 54%  
Online Results



-80% -60% -40% -20% 0% 20% 40% 60% 80% 100%

Strongly disagree Disagree Agree Strongly agree

Scale: -2 = strongly disagree, 2 = strongly agree

Base: Online N = 58-71, Phone N = 371-400

▲ ▼ = A significantly higher/lower value (compared to phone)

T2B% (agree/strongly agree)		Mean ratings	
Online	Phone	Online	Phone
66%	59%	0.65	0.59
58%	60%	0.53	0.62
52% ▼	67%	0.50 ▼	0.83
45%	55%	0.40	0.54
43%	38%	0.09	0.07
41%	45%	0.18	0.33
40% ▼	57%	0.10 ▼	0.61
36% ▼	52%	-0.09 ▼	0.50
31% ▼	52%	-0.17 ▼	0.50

**Within the Services and Facilities theme, online respondents are most likely to agree that the cost of living in the LGA is affordable, and least likely to agree that 'our indigenous heritage is valued and preserved'. Level of agreement is significantly lower amongst online respondents for 4 of the 9 statements within the Services and Facilities theme.**



# Agreement Statements

Online

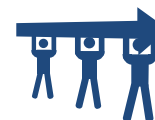
Phone

Q3. Please indicate your level of agreement with each statement.



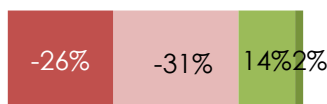
## Planning and Decision Making

Average T2B%:  
Online = 15%, Phone = 23%

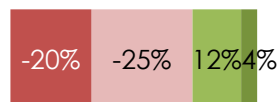


### Online Results

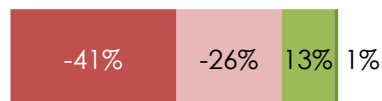
Council adequately considers community concerns and views in making decisions (N=65)



Information about Council and its decisions is clear and accessible (N=69)



Council is focused on the future and plans well to help secure the community's long term future (N=68)



-80% -60% -40% -20% 0% 20% 40% 60% 80% 100%

Strongly disagree Disagree Agree Strongly agree

T2B% (agree/strongly agree)		Mean ratings	
Online	Phone	Online	Phone
16%	20%	-0.66	-0.48
16%	26%	-0.45	-0.29
14%	22%	-0.93▼	-0.50

Scale: -2 = strongly disagree, 2 = strongly agree

▲ ▼ = A significantly higher/lower value (compared to phone)

Base: Online N = 65-69, Phone N = 391-395

**Agreement with all 3 statements within the Planning and Decision Making theme is lower amongst online respondents compared to phone.**

# Agreement Statements

Online

Phone

Q3. Please indicate your level of agreement with each statement.

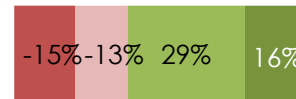


Health  
Average T2B%:  
Online = 39%, Phone = 48%

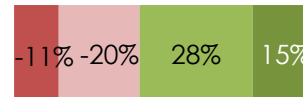


## Online Results

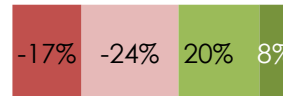
Hospitals, medical and mental health services in the LGA are accessible and of good quality (N=68)



Healthy lifestyle opportunities are available in the Lithgow LGA as often as you would like (N=65)



Living in the Lithgow LGA provides you and your family with opportunities (N=66)



-80% -60% -40% -20% 0% 20% 40% 60% 80% 100%

Strongly disagree Disagree Agree Strongly agree

T2B% (agree/strongly agree)		Mean ratings	
Online	Phone	Online	Phone
45%	56%	0.19	0.44
43%	50%	0.17	0.49
28%	37%	-0.23▼	0.14

Scale: -2 = strongly disagree, 2 = strongly agree

▲ ▼ = A significantly higher/lower value (compared to phone)

Base: Online N = 65-68, Phone N = 394-399

**Within the Health theme, online respondents are most likely to agree that 'hospitals, medical and mental health services in the LGA are accessible and of good quality', and least likely to agree that 'living in the Lithgow LGA provides you and your family with opportunities'.**

# Agreement Statements

Online

Phone

Q3. Please indicate your level of agreement with each statement.

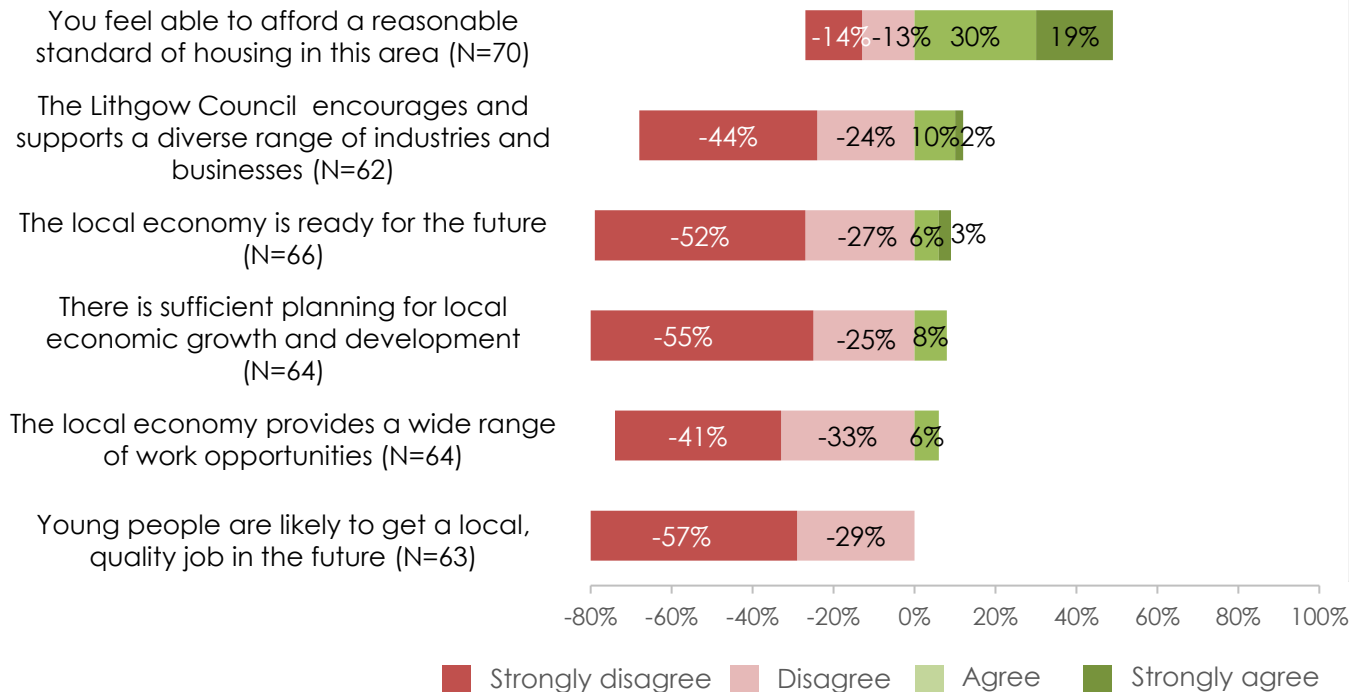


Economic Development Growth  
Average T2B%:

Online = 14%, Phone = 22%



Online Results



T2B% (agree/strongly agree)		Mean ratings	
Online	Phone	Online	Phone
49%	52%	0.26	0.43
12%	19%	-0.98 ▼	-0.49
9%	15%	-1.18 ▼	-0.55
8%	15%	-1.27 ▼	-0.57
6% ▼	18%	-1.08 ▼	-0.47
0% ▼	12%	-1.43 ▼	-0.73

Scale: -2 = strongly disagree, 2 = strongly agree

▲ ▼ = A significantly higher/lower value (compared to phone)

Base: Online N = 62-70, Phone N = 383-392

**As was the case with phone results, the Economic Development Growth theme is the lowest rated (on average) in terms of agreement amongst online respondents.**

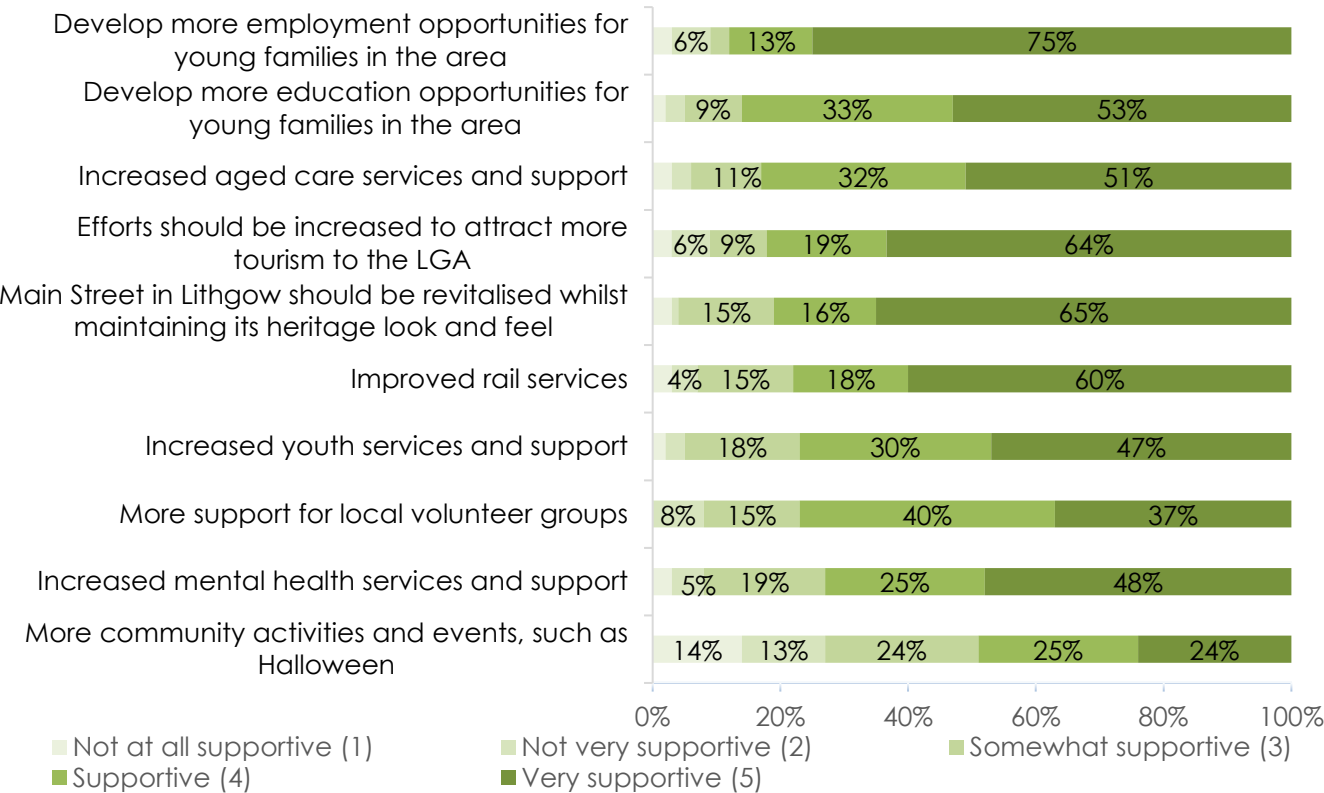
# Support for Future Projects and Initiatives

Online

Phone

Q4. I'm now going to read out a list of projects and initiatives that could be implemented across the LGA over the coming years. Council may be directly involved in providing these initiatives, or it may lobby other levels of government for their support. For each one, please rate your level of support.

## Online Results



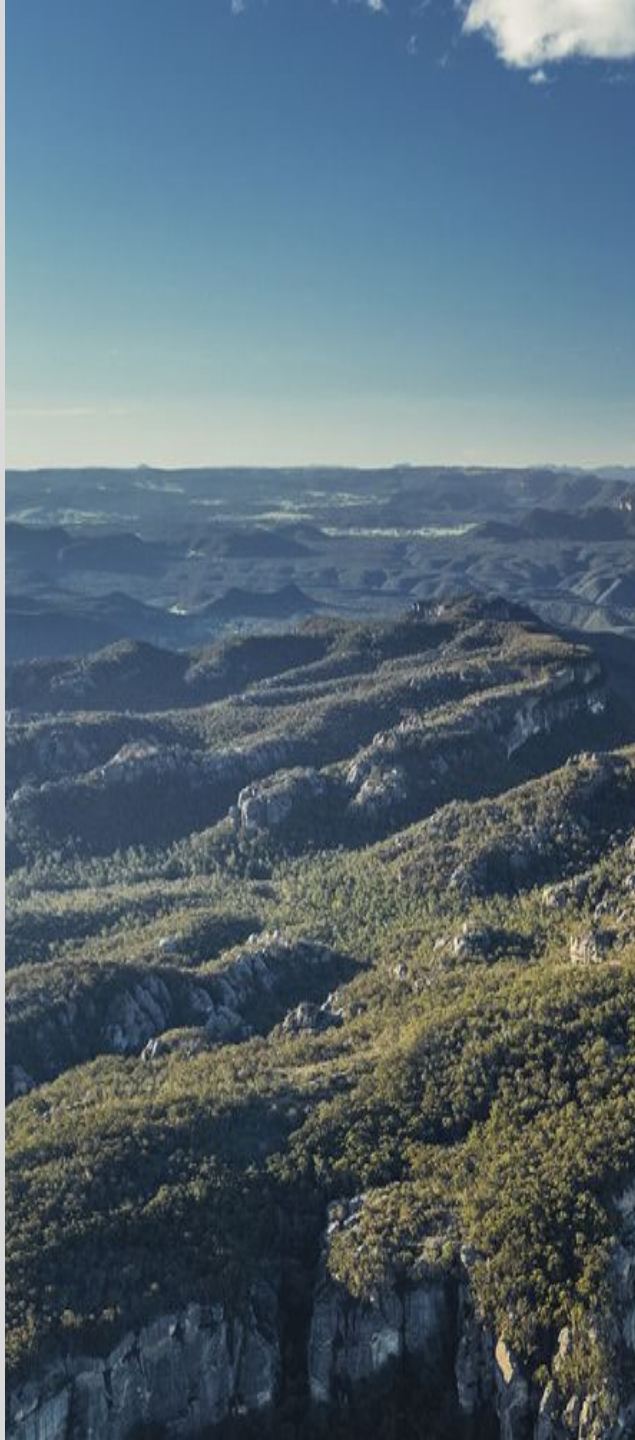
T2B% (supportive/very supportive)		Mean ratings	
Online	Phone	Online	Phone
88%	89%	4.51	4.54
86%	83%	4.33	4.35
83%	80%	4.25	4.32
83%	72%	4.35▲	4.05
81%▲	62%	4.38▲	3.83
78%	70%	4.27	4.00
77%	79%	4.18	4.28
77%	74%	4.06	4.10
73%	80%	4.10	4.31
49%▼	63%	3.32▼	3.82

▲ ▼ = A significantly higher/lower value (compared to phone)  
Scale: 1 = not at all supportive, 5 = very supportive  
Note: Labels <4% have not been shown above

Base: Online N = 63-71 , Phone N = 388-400

**Similar to phone results, online respondents are most supportive of the initiatives to develop more employment and education opportunities for young families in the area.**

## 3. Resilience



### Detailed Results

#### 1. Priority Issues

#### 2. Living in Lithgow

#### 3. Resilience

This section looks at the issues respondents have dealt with in the past 2 years, how concerned they are about future shocks and stresses, how prepared they feel in dealing with these shocks and who they could ask for support in a crisis.

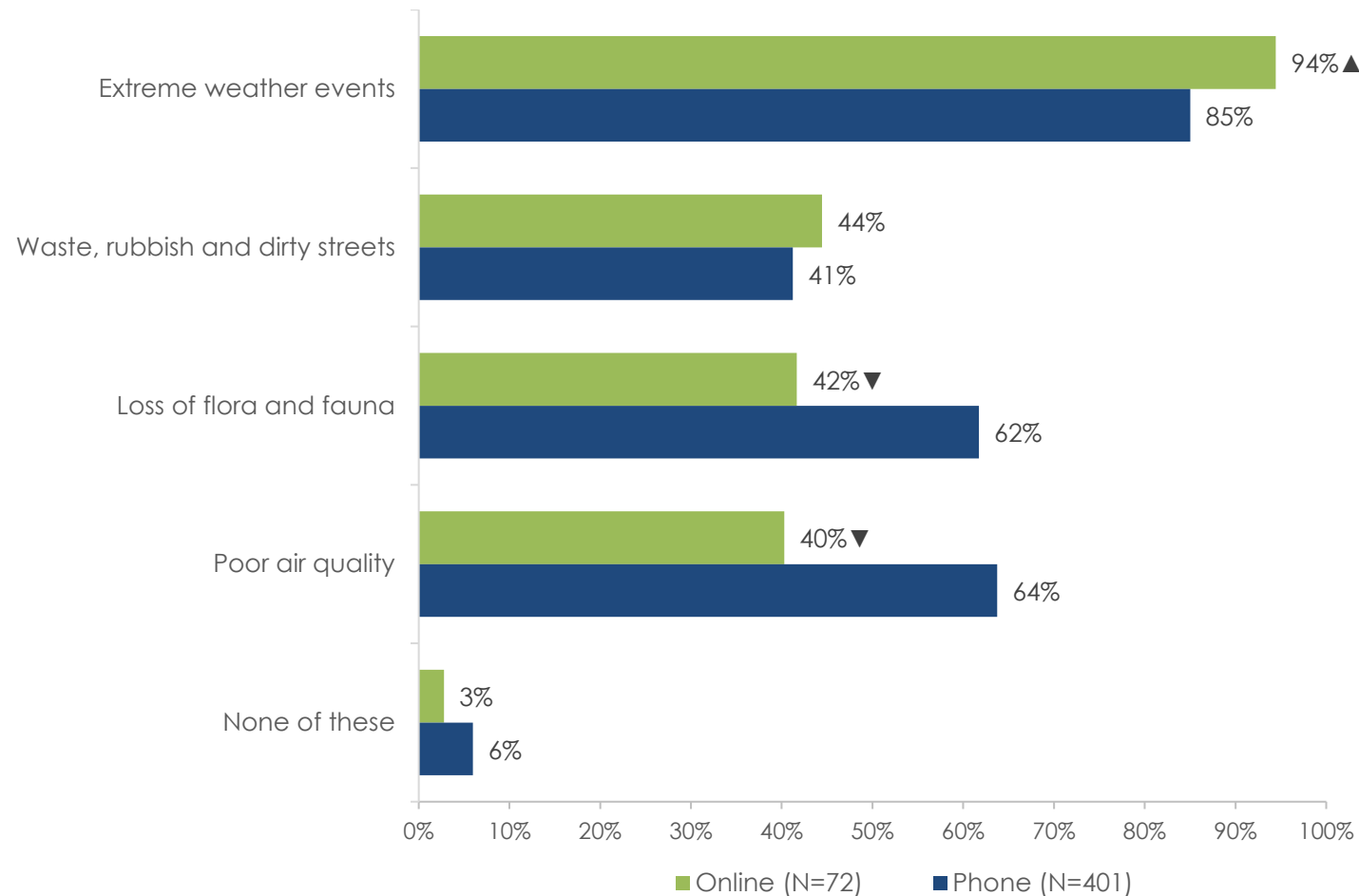


# Environmental Issues

Online

Phone

Q5. It has been a challenging time for our community over the last few years we have faced fires, floods and covid. Which of the following environmental issues have you experienced while living in your local area over the last 2 years?



▲ ▼ = A significantly higher/lower percentage (compared to phone)

**Online respondents are significantly more likely than phone respondents to claim that they have experienced extreme weather events.**

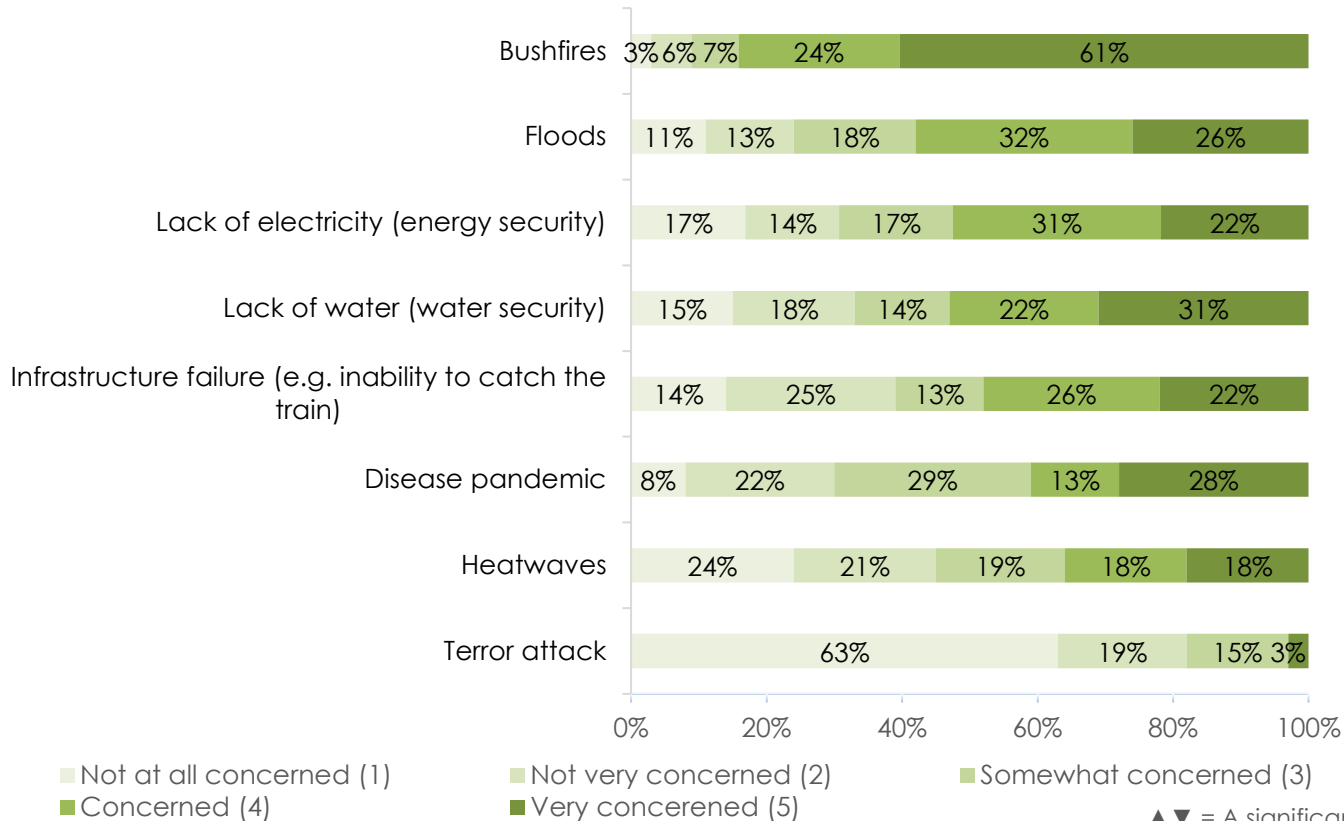
# Short-term/Sudden Events

Online

Phone

Q6. Lithgow City Council is developing a resilience strategy and had identified the following shocks and stresses that may impact the community. Shocks are sudden sharp events that threaten the immediate wellbeing of a city, and stresses are everyday life pressures. How concerned are you about the following?

## Online Results



T2B% (concerned/very concerned)		Mean ratings	
Online	Phone	Online	Phone
85%▲	72%	4.35	4.13
58%▲	28%	3.50▲	2.67
53%	46%	3.35	3.25
53%	44%	3.28	3.14
48%	49%	3.18	3.33
41%	45%	3.29	3.28
36%	32%	2.86	2.85
3%▼	17%	1.61▼	2.07

▲ ▼ = A significantly higher/lower value (compared to phone)  
Scale: 1 = not at all concerned, 5 = very concerned

Base: Online N = 72, Phone N = 401

**In terms of short term/sudden events, online respondents are most concerned about bushfires (85%), and this result is significantly higher than phone results. Online respondents are significantly less likely to be concerned about terror attacks.**

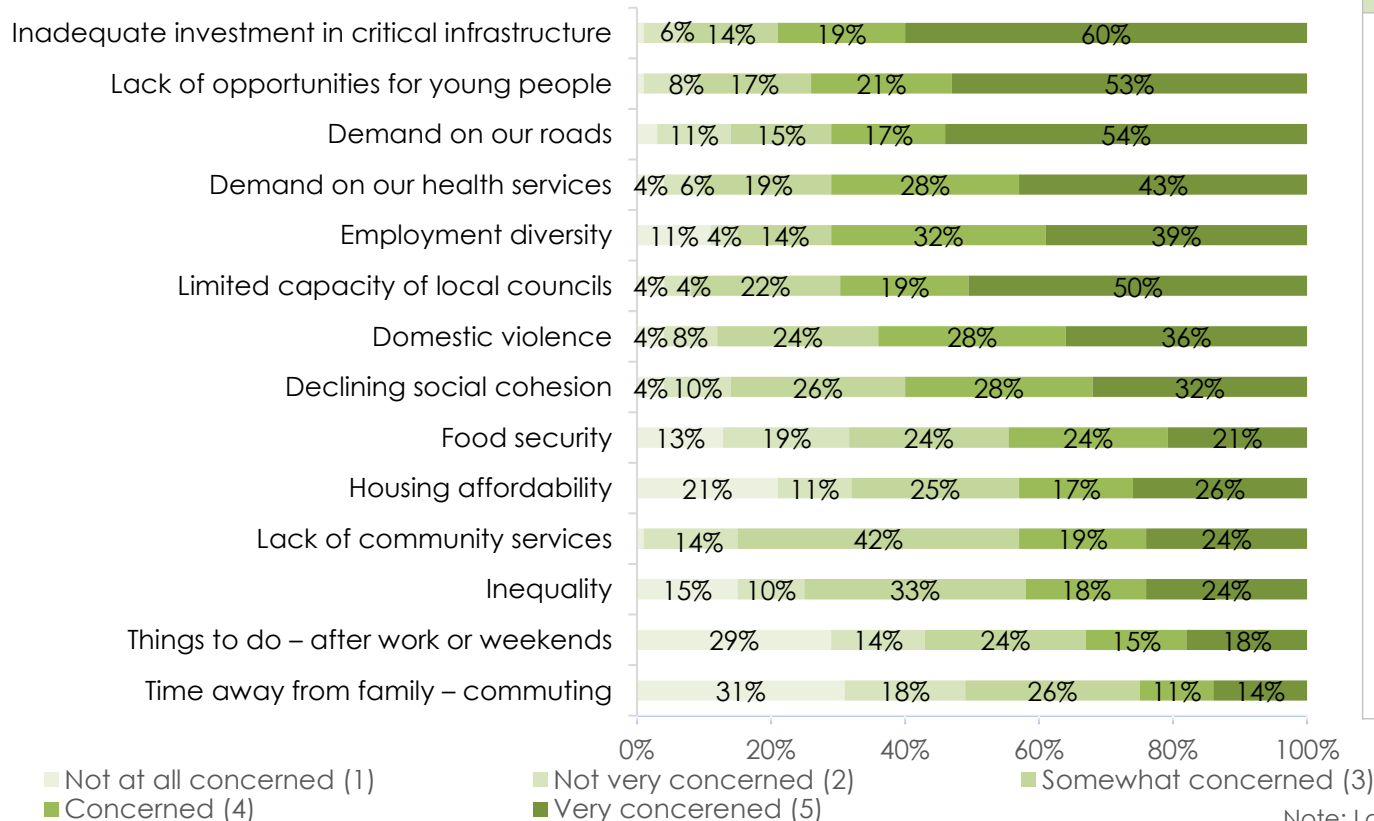
# Everyday Pressures

Online

Phone

Q6. Lithgow City Council is developing a resilience strategy and had identified the following shocks and stresses that may impact the community. Shocks are sudden sharp events that threaten the immediate wellbeing of a city, and stresses are everyday life pressures. How concerned are you about the following?

## Online Results



T2B% (concerned/very concerned)		Mean ratings	
Online	Phone	Online	Phone
79%	68%	4.31 ▲	3.97
74%	79%	4.15	4.18
71%	73%	4.08	4.07
71%	76%	4.00	4.06
71%	59%	3.83	3.66
69%	58%	4.07 ▲	3.68
64%	62%	3.83	3.73
60% ▲	44%	3.74 ▲	3.35
45%	39%	3.21	3.05
43% ▼	57%	3.17 ▼	3.63
43%	54%	3.50	3.58
42%	41%	3.25	3.24
33%	45%	2.79 ▼	3.28
25% ▼	43%	2.60 ▼	3.13

Note: Labels <4% have not been shown above

▲ ▼ = A significantly higher/lower value (compared to phone)

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

Base: Online N = 72, Phone N = 401

**In relation to every day life pressures, online respondents are most concerned about inadequate investment into critical infrastructure and lack of opportunities for young people. Compared to phone responses, online respondents are significantly more likely to be concerned/very concerned about declining social cohesion.**

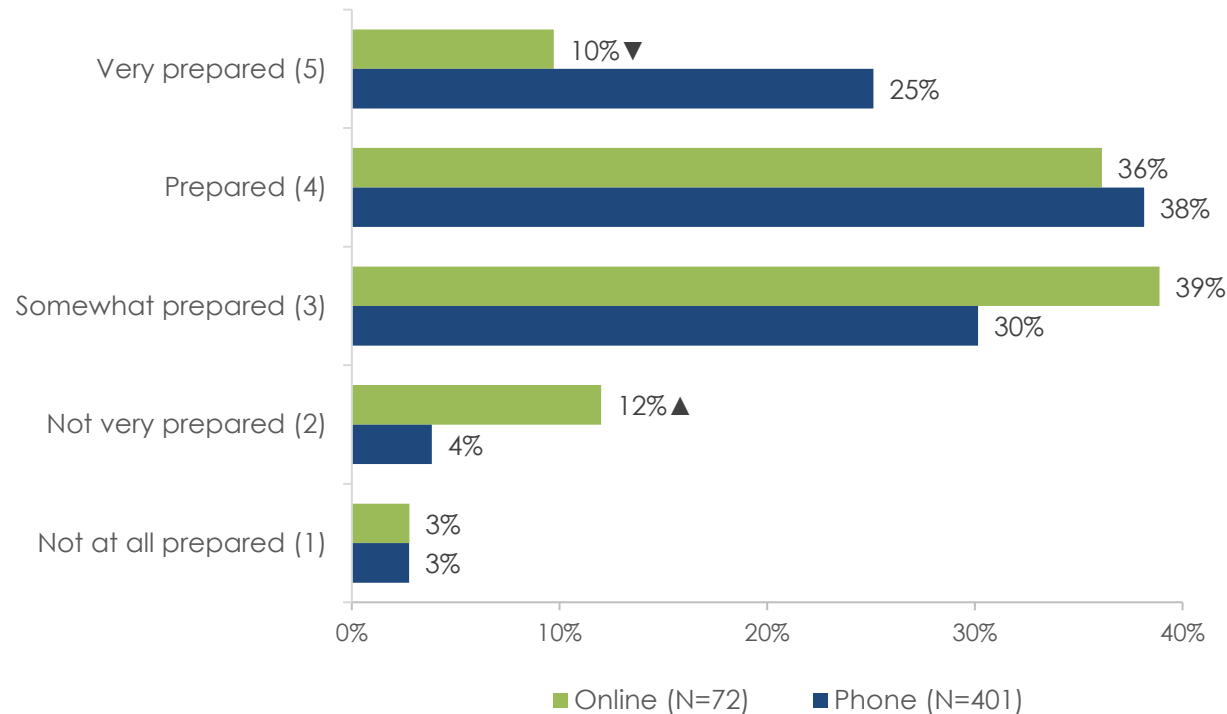
# Preparing for Significant Shocks and Stressors

Online

Phone

Q7. Considering the most significant shocks and stressors to you, how prepared do you feel you and/or your family are to respond?

	Online	Phone
Mean rating	3.38 ▼	3.79
Base	72	401



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

▲ ▼ = A significantly higher/lower value (compared to phone)

**Online respondents are significantly less likely to feel prepared for significant shocks and stressors, with 85% feeling at least somewhat prepared (compared to 93% of phone respondents).**

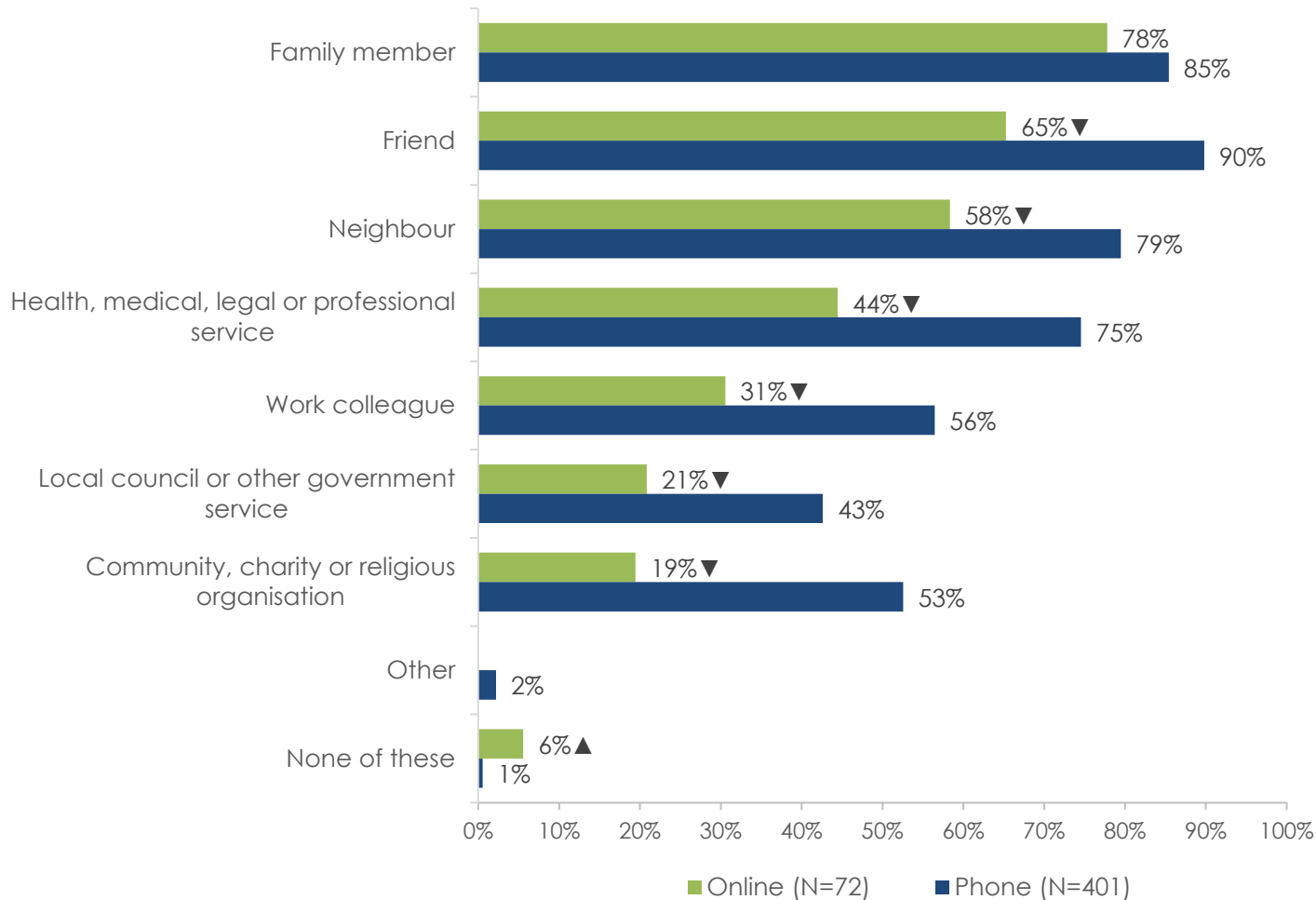
# Support in a Crisis

Online

Phone

Q8. Who could you ask for support in a crisis?

Yes %



▲ ▼ = A significantly higher/lower percentage (compared to phone)

**78% of online respondents could ask a family member for support in a crisis, and 65% could ask a friend. Overall, online respondents are significantly less likely to have someone they could ask for support in times of crisis.**

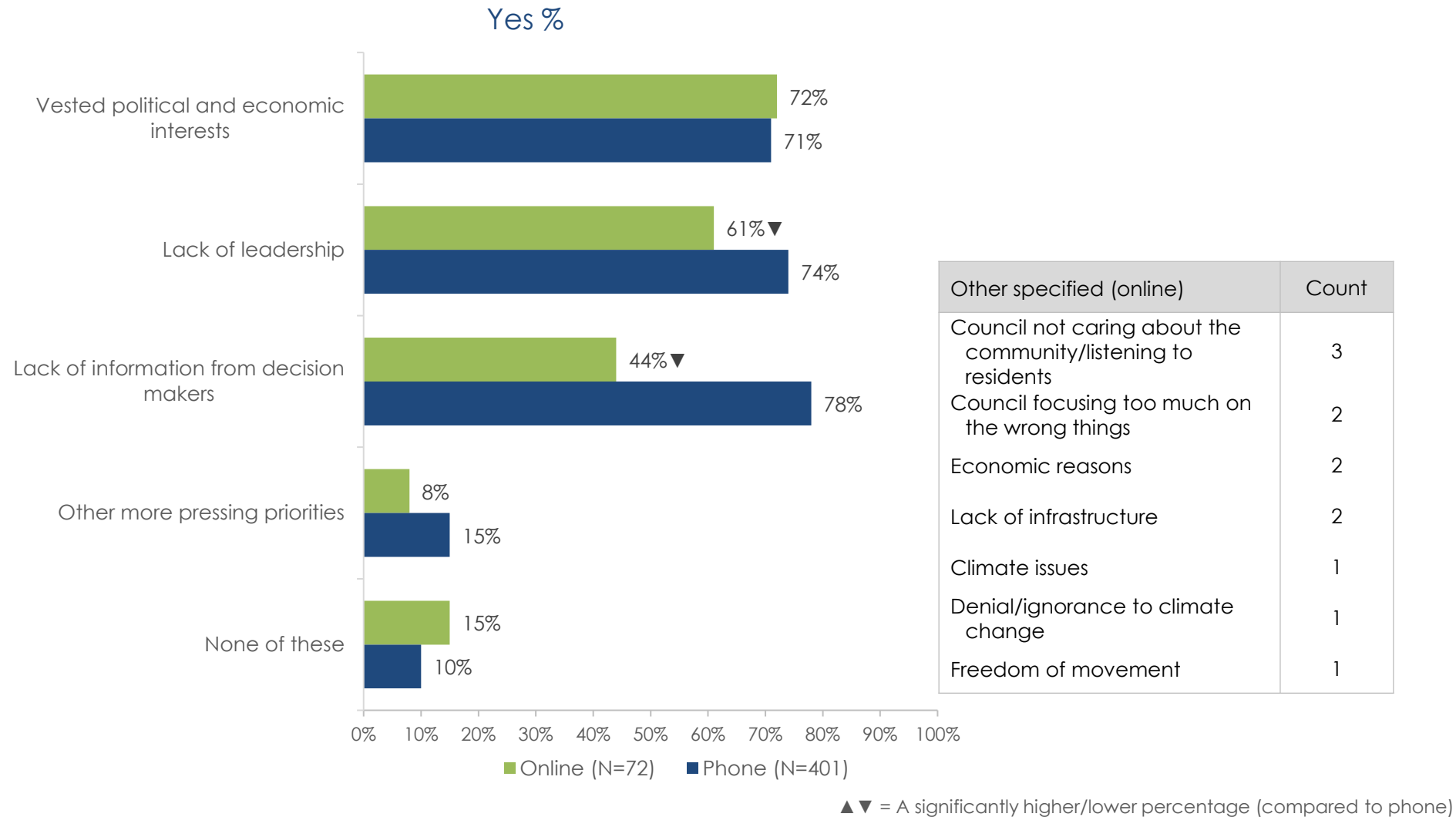


# Implementing Climate Adaptation Actions

Online

Phone

Q9. Which of the following if any do you think are barriers to implementing climate adaptation actions in our LGA?



**72% of online respondents believe that 'vested political and economic interests' is a barrier to implementing climate change adaptation actions across the LGA. Online respondents are significantly less likely to believe that 'lack of leadership' and 'lack of information from decision makers' are barriers to implementing actions.**

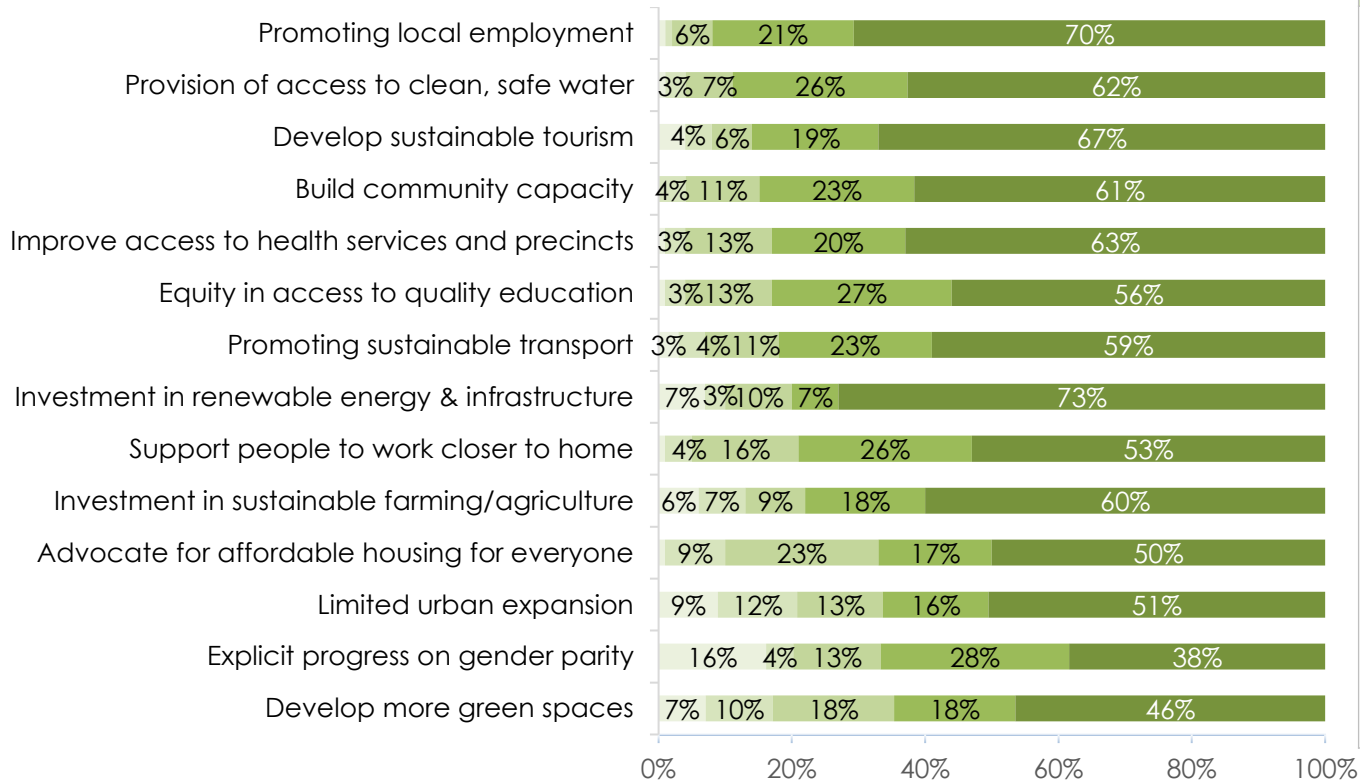
# Recovering from Bushfires and Covid

Online

Phone

Q10. I'm now going to read out a list of some projects and initiatives that could be implemented for Australia to promote a sustainable recovery after the bushfire and covid crisis. Council may be directly involved in providing these initiatives, or it may lobby other levels of Government for their support. Which of these should be prioritised by decision makers? For each one, please rate your level of support.

## Online Results



T2B% (supportive/very supportive)		Mean ratings	
Online	Phone	Online	Phone
91%	91%	4.58	4.56
88%	88%	4.45	4.55
86%▲	72%	4.40▲	4.09
84%▲	73%	4.41▲	4.14
83%	83%	4.41	4.41
83%	86%	4.34	4.48
82%	70%	4.30	4.06
80%▲	68%	4.37▲	3.99
79%	77%	4.24	4.24
78%	78%	4.18	4.28
67%▼	82%	4.06▼	4.36
67%	54%	3.88	3.62
66%	54%	3.68	3.59
64%	63%	3.87	3.82

Base: Online N = 67-71, Phone N = 396-400

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

▲ ▼ = A significantly higher/lower value (compared to phone)

Note: Labels <3% have not been shown above

**In line with phone results, online respondents are most supportive of promoting local employment and the provision of access to clean, safe water. Online respondents are significantly more supportive of developing sustainable tourism, building community capacity and investing in renewable energy and infrastructure.**



# Appendix A: Additional Analyses

# Most Loved Aspects of Living in Lithgow

Online

Q2a. What do you love most about living in the Lithgow LGA?

	N = 72		N = 72
Natural environment/beautiful area/scenery	65%	Lack of congestion	4%
Sense of community/friendly people	31%	Outdoor activities	4%
Convenient/central location	29%	Safe area	4%
Relaxed lifestyle/peaceful	22%	Close to family	3%
Low population/not overdeveloped	13%	Footpaths/Walkways	3%
Climate/nice weather	11%	Good community facilities	3%
Rural aspect	11%	Quality of life	3%
History of the area	10%	Everything/Wouldn't want to live anywhere else	1%
Affordability	7%	Housing quality	1%
Access to shops and services	6%	Sustainable economic growth	1%
Open spaces/parks	6%	Water quality	1%
Transport services	6%	Don't know/nothing	1%
Always lived here/know the area well	4%		



# What Residents Would Like Changed in the Area

Q2b. And what would you like to change about living in the Lithgow LGA?

	N = 72		N = 72
Economic development & tourism/attract more businesses/job opportunities	35%	Public transport	4%
Upgrading/maintaining roads	21%	Transport system e.g. heavy trucks, noise	4%
More/better shopping options	11%	Council accountability/transparency	3%
More activities/services for children and youth	11%	Efficiency of Council services e.g. DAs	3%
Upgrading/improving existing infrastructure/general maintenance of the area	10%	Increased sense of community	3%
Environmental protection/management e.g. tree management, weed control	7%	Natural disaster management	3%
Issues with structure of Council e.g. wages, staff, mismanagement	7%	Shift priorities/focus	3%
Managing population growth/overdevelopment	7%	Subdivision of rural land	3%
Medical services/facilities	7%	Upgrading/maintaining footpaths and cycleways	3%
More things to do e.g. cinemas, restaurants	7%	Climate change	1%
Energy efficiency/alternative energy	6%	Community diversity	1%
Equity across all communities	6%	Community safety/crime prevention	1%
More/improved community facilities, services and events	6%	Cost of living/rates	1%
Protecting the heritage/history of the area	6%	Drainage/curb and guttering	1%
Availability/affordability/quality of housing	4%	Internet/reception services	1%
Council communication/engagement	4%	Stricter regulations e.g. farm grading, business opening	1%
Improved services e.g. waste collection, sewerage, water	4%	Other comments	4%
Improved town planning e.g. accessibility to the area/disabled access	4%	Don't know/nothing	3%



Q2c. Thinking of the next 10 years, what do you believe will be the highest priority issues for our community?

	N = 72		N = 72
Economic development & tourism/attract more businesses & people/job opportunities	60%	Issues with structure of Council e.g. wages, staff, mismanagement	4%
The shift to energy efficiency/alternative energy	21%	Community consultation/engagement	3%
Upgrading/maintaining roads	21%	Cost of living/rates	3%
Affordability/availability of housing and land	14%	Equity across all communities	3%
Managing population growth/overdevelopment	13%	Improved financial management	3%
Maintaining/improving infrastructure/services	11%	Retaining/attracting young residents	3%
Sustainability	11%	Against the development of the new highway	1%
Improved health care services	10%	Aged care services	1%
Protection of the natural environment	10%	Agricultural support	1%
Services and facilities for children and youth	8%	Community safety/crime prevention	1%
Climate change	7%	Council accountability/transparency	1%
Protecting the history/heritage of the area	7%	More things to do e.g. cinemas, restaurants	1%
Town revitalisation/modernisation/general maintenance/cleaning	7%	Natural disaster management	1%
Long term planning	6%	Reception/internet coverage	1%
More variety of shops	6%	Transport system e.g. heavy trucks	1%
Public transport	6%	Walking trails	1%
Increased sense of community/community diversity	4%	Other comments	1%



# Appendix B: Further Demographics

# Demographics

Q1. Which suburb, town or village do you live nearest to?

	N = 72		N = 72
Lithgow	17%	Morts Estate	3%
Hartley	14%	Bogee	1%
Little Hartley	8%	Bowenfels	1%
South Bowenfels	8%	Cobar Park	1%
Wolgan Valley/Newnes	7%	Dargan	1%
Oakey Park	6%	Hampton	1%
Portland	6%	Hermitage Flat	1%
Glen Davis	4%	Kanimbla	1%
Vale of Clwydd	4%	Lidsdale	1%
Ganbenang	3%	McKellars Park	1%
Hartley Vale	3%	Rydal	1%
Littleton	3%	Sheedys Gully	1%







# Appendix C: Questionnaire

Good morning/afternoon/evening, my name is \_\_\_\_\_ and I'm calling on behalf of Lithgow City Council from a company called Micromex. Lithgow Council wants to ensure that it is focused on the issues that matter most to the local community. The survey will take up to 15 minutes, would you be able to assist us please?

QA1. Before we start, can I please confirm that you do live in the Lithgow City Council area?

- ☐ Yes  
☐ No (Terminate)

QA2. And do you or an immediate family member work for Lithgow City Council or are an elected Councillor?

- ☐ Yes (Terminate)  
☐ No

Q1. Which suburb, town or village do you live nearest to?

**Rural North– Quota xxx**

- ☐ Ben Bullen  
☐ Blackman's Flat  
☐ Bogee  
☐ Capertee  
☐ Clarence  
☐ Cullen Bullen  
☐ Dargan  
☐ Dunville Loop  
☐ Glen Alice  
☐ Glen Davis  
☐ Marrangaroo  
☐ Palmers Oaky  
☐ Round Swamp  
☐ Springvale  
☐ Upper Nile  
☐ Wolgan Valley/Newnes

**Rural South – Quota xxx**

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

**Lithgow – Quota xxx**

- ☐ Bowenfels  
☐ Cobar Park  
☐ Corney Town  
☐ Doctors Gap  
☐ Hermitage Flat  
☐ Lithgow  
☐ Littleton  
☐ McKellar's Park  
☐ Morts Estate  
☐ Oakley Park  
☐ Pottery Estate  
☐ Sheedys Gully  
☐ South Bowenfels  
☐ South Littleton  
☐ State Mine Gully  
☐ Vale of Clwydd

**Wallerawang – Quota xxx**

- ☐ Lidsdale  
☐ Wallerawang

**Portland – Quota xxx**

- ☐ Pipers Flat  
☐ Portland

**Section A – Priority Issues**

Q2a. What do you love most about living in the Lithgow LGA?

.....

Q2b. And what would you like to change about living in the Lithgow LGA?

.....

Q2c. Thinking of the next 10 years, what do you believe will be the highest priority issues for our community?

.....

Q2d. Overall, how satisfied are you about the quality of life you have living in the Lithgow LGA? Prompt

- ☐ Very satisfied  
☐ Fairly satisfied  
☐ A little satisfied  
☐ Not satisfied at all

**Section B – Living in Lithgow LGA**

Q3. In this section I will read out a number of statements. For each of these could you please indicate your level of agreement with each statement? The scale is from 1 to 5, where 1 is strongly disagree and 5 is strongly agree. Prompt

**Roads and Transport**

	Strongly disagree			Strongly agree			
	1	2	3	4	5		DK
Public transport is adequate for your needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>
Lithgow is a safe area for pedestrians	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>
Lithgow is a safe area for cyclists	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>
Our roads are safe for motorists	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>

**Community Safety**

	Strongly disagree			Strongly agree			
	1	2	3	4	5		DK
You feel safe during the day	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>
You feel safe during the night	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>
You feel safe using public facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>
Police services in the Lithgow LGA are responsive and effective	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>

**Infrastructure and Development**

	Strongly disagree			Strongly agree			
	1	2	3	4	5		DK
Shops and services in shopping areas meet residents' needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>
New developments are helping to preserve an attractive urban landscape and protect heritage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>
Water infrastructure meets the needs of our community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>
Sewer infrastructure meets the needs of our community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>



### The Natural Environment

	Strongly disagree			Strongly agree			DK
	1	2	3	4	5		
The natural environment is respected	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our natural environment is retaining its beauty	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Services and Facilities

	Strongly disagree			Strongly agree			DK
	1	2	3	4	5		
There is a good range of leisure and recreation opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sporting facilities in the area meet your needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Living in Lithgow gives you a sense of living in a community	<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 community groups and support networks for residents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The cost of living in the Lithgow LGA is affordable for you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our heritage since European settlement is valued and preserved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality education is available and accessible in the LGA	<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 for cultural and artistic activities and expression	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our indigenous heritage is valued and preserved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Planning and Decision Making

	Strongly disagree			Strongly agree			DK
	1	2	3	4	5		
Council adequately considers community concerns and views in making decisions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information about Council and its decisions is clear and accessible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Council is focused on the future and plans well to help secure the community's long term future	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Health

	Strongly disagree			Strongly agree			DK
	1	2	3	4	5		
Hospitals, medical and mental health services in the LGA are accessible and of good quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Healthy lifestyle opportunities are available in the Lithgow LGA as often as you would like	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Living in the Lithgow LGA provides you and your family with opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Economic Development Growth

	Strongly disagree			Strongly agree			DK
	1	2	3	4	5		
The local economy is ready for the future	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is sufficient planning for local economic growth and development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Lithgow Council encourages and supports a diverse range of industries and businesses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The local economy provides a wide range of work opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You feel able to afford a reasonable standard of housing in this area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Young people are likely to get a local, quality job in the future	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q4.** I'm now going to read out a list of some projects and initiatives that could be implemented across the LGA over the coming years. Council may be directly involved in providing these initiatives, or it may lobby other levels of government for their support. For each one, please rate your level of support on a scale of 1 to 5, where 1 is not at all supportive and 5 is very supportive. RANDOMISE

	Not at all supportive			Very supportive			C/S
	1	2	3	4	5		
Efforts should be increased to attract more tourism to the LGA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Main Street in Lithgow should be revitalised whilst maintaining its heritage look and feel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Develop more education opportunities for young families in the area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Develop more employment opportunities for young families in the area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More support for local volunteer groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increased mental health services and support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increased aged care services and support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improved rail services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More community activities and events, such as Halloween	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increased youth services and support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Section C – Resilience

It has been a challenging time for our community over the last few years we have faced fires, floods and Covid.

**Q5.** Which of the following environmental issues have you experienced while living in your local area over the last 2 years? Please answer yes or no as I read each one. (MR) Prompt

- ☐ Extreme weather events
- ☐ Poor air quality
- ☐ Loss of flora and fauna
- ☐ Waste, rubbish and dirty streets
- ☐ (Do not prompt) None of these

**Q6.** Lithgow City Council is developing a resilience strategy and has identified the following shocks and stresses that may impact the community. Shocks are sudden sharp events that threaten the immediate wellbeing of a city, and stresses are everyday life pressures. How concerned are you about the following on a scale of 1 to 5, where 1 is not at all concerned and 5 is very concerned?

	Not at all concerned			Very concerned	
	1	2	3	4	5
Heatwaves	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bushfires	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Floods	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of water (water security)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of electricity (energy security)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disease pandemic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Infrastructure failure (e.g. inability to catch the train)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Terror attack	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Not at all concerned			Very concerned	
	1	2	3	4	5
Housing affordability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Declining social cohesion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employment diversity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Food security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inequality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of opportunities for young people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Domestic violence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Demand on our health services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Demand on our roads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Limited capacity of local councils	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of community services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inadequate investment in critical infrastructure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time away from family – commuting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Things to do – after work or weekends	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q7.** Considering the most significant shocks and stressors to you, how prepared do you feel you and/or your family are to respond? Please rate on a scale of 1 to 5, where 1 is not at all prepared, and 5 is very prepared?

☐ 1 – Not at all prepared

☐ 2

☐ 3

☐ 4

☐ 5 – Very prepared

**Q8.** Who could you ask for support in a crisis? Please answer yes or no as I read each one. (MR) Prompt

☐ Friend

☐ Neighbour

☐ Family member

☐ Work colleague

☐ Community, charity or religious organisation

☐ Local council or other government service

☐ Health, medical, legal or professional service

☐ Other (please specify) .....

☐ None of these

I'm now going to read out a list of statements in relation to barriers to Climate Adaptation Actions

**Q9.** Which of the following if any do you think are barriers to implementing climate adaptation actions in our LGA? Please answer yes or no as I read each one. (MR) Prompt

☐ Lack of information from decision makers

☐ Lack of leadership

☐ Vested political and economic interests

☐ Other more pressing priorities (please specify) .....

☐ None of these

**Q10.** I'm now going to read out a list of some projects and initiatives that could be implemented for Australia to promote a sustainable recovery after the bushfire and COVID crisis. Council may be directly involved in providing these initiatives, or it may lobby other levels of government for their support. Which of these should be prioritised by decision makers? For each one, please rate your level of support on a scale of 1 to 5, where 1 is not at all supportive and 5 is very supportive. Prompt

**RANDOMISE**

	Not at all supportive			Very supportive		C/S
	1	2	3	4	5	
Provision of access to clean, safe water	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Promoting local employment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Equity in access to quality education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Investment in renewable energy & infrastructure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Promoting sustainable transport, including walking and cycling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Investment in sustainable farming/agricultural practices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explicit progress on gender parity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Limited urban expansion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advocate for affordable housing for everyone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Develop more green spaces	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improve access to health services and precincts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support people to work closer to home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Develop sustainable tourism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Build community capacity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Section D – Demographic & Profiling Questions**

Finally, some questions about you...

**Q11a. Please stop me when I read out your age group. Prompt**

- ☐ 18 - 34
- ☐ 35 - 49
- ☐ 50 - 64
- ☐ 65 +
- ☐ Prefer not to say

**Q11b. Which of the following best describes the house where you are currently living? Prompt**

- ☐ I/We own/are currently buying this property
- ☐ I/We currently rent this property

**Q11c. Gender (determine by voice):**

- ☐ Male
- ☐ Female

**Q11d. Do you identify as having a disability?**

- ☐ Yes
- ☐ No

**Q11e. Are you a carer to person with a disability?**

- ☐ Yes
- ☐ No

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

At this stage we are developing a register of interest for future consultations.

**Q12a. Are you interested in registering to participate in future consultation activities?**

- ☐ Yes
- ☐ No (Go to end)

**Q12b. May I please confirm your contact details?**

First name.....  
Surname.....  
Email.....  
Telephone.....

Thank you for your time and assistance. This market research is carried out in compliance with the Privacy Act, and the information you provided will be used only for research purposes. Just to remind you, I am calling from Micromex Research on behalf of Lithgow City Council (if respondent wants our number, it is 1800 639 599 – Council Contact is Deborah McGrath on 6354 9999).

The information contained herein is believed to be reliable and accurate, however, no guarantee is given as to its accuracy and reliability, and no responsibility or liability for any information, opinions or commentary contained herein, or for any consequences of its use, will be accepted by Micromex Research, or by any person involved in the preparation of this report.



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