Inner West Council

Community Research

Report Outline

micromex research

INNER WEST

Research Objectives

Inner West Council commissioned Micromex Research to conduct a random telephone survey with residents living in the Inner West local government area (LGA).

Objectives (Why?)

- Understand and identify community priorities for the Inner West LGA

- Identify the community's overall level of satisfaction with Council performance

- Explore and understand resident experiences contacting Council

- Identify the community's attitudes towards food waste services and initiatives around the area

Sample (How?)

- Telephone survey (landline N=48 and mobile N=702) to N=750 residents

- 28 acquired through number harvesting

- We use a 5 point scale (e.g. 1 = not at all satisfied, 5 = very satisfied)

- Greatest margin of error +/- 3.6%

Timing (When?)

- Implementation 04th – 17th June 2024

Methodology and Sample

Sample selection and error

A total of 750 resident interviews were completed. 722 of the 750 respondents were chosen by means of a computer based random selection process using the Australian marketing lists, Sample Pages, List Brokers and Lead Lists. The remaining 28 respondents were 'number harvested' via face-to-face intercept at several locations around the Inner West LGA, i.e. Stanmore railway station, Marrickville Train station, Ashfield Train station, Coles Leichhardt, Woolworths Balmain and Camperdown memorial rest park.

A sample size of 750 residents provides a maximum sampling error of plus or minus 3.6% at 95% confidence. This means that if the survey was replicated with a new universe of N=750 residents, 19 times out of 20 we would expect to see the same results, i.e. +/- 3.6%. For example, that an answer such as 'yes' (50%) to a question could vary from 46% to 54%.

Interviewing

Interviewing was conducted in accordance with The Research Society Code of Professional Behaviour.

Data analysis

The data within this report was analysed using Q Professional.

Within the report, blue and red font colours are used to identify statistically significant differences between groups, i.e., gender, age, etc.

Significance difference testing is a statistical test performed to evaluate the difference between two measurements. 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.

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

Ratings questions

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

This scale allowed us to identify different levels of importance and satisfaction across respondents.

Top 2 (T2) Box: refers to the aggregate percentage (%) score of the top two scores for importance. (i.e. important & very important)

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

Top 3 (T3) Box: refers to the aggregate percentage (%) score of the top three scores for satisfaction or support. (i.e. somewhat satisfied, satisfied & very satisfied)

We refer to T3 Box Satisfaction in order to express moderate to high levels of satisfaction in a non-discretionary category. We only report T2 Box Importance in order to provide differentiation and allow us to demonstrate the hierarchy of community priorities.
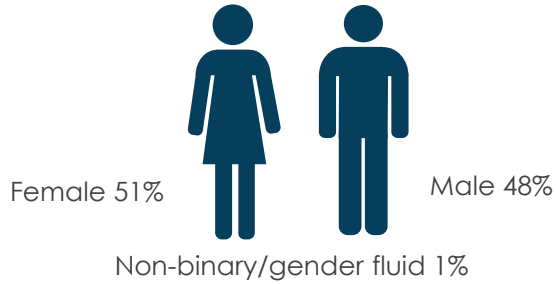
Micromex LGA Benchmark

Micromex has developed Community Satisfaction Benchmarks using normative data from over 80 unique councils, more than 200 surveys and over 100,000 interviews since 2012.
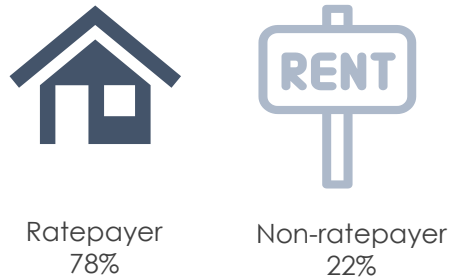
Sample Profile

The sample was weighted by age and gender to reflect the 2021 ABS Census data for the Inner West Council Local Government Area.
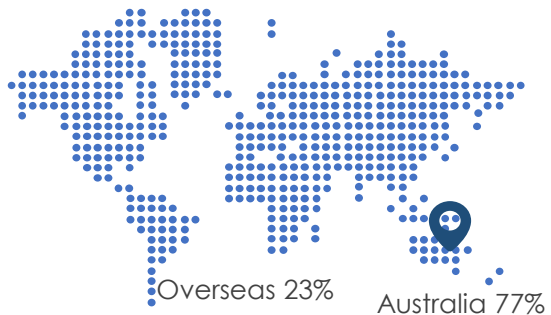
Gender

Female 51%
Male 48%
Non-binary/gender fluid 1%

Ratepayer status

Ratepayer 78%
Non-ratepayer 22%

Country of birth

Overseas 23%
Australia 77%

Age

9% — 18-24
23% — 25-34
29% — 35-49
21% — 50-64
17% — 65+

Do you or anyone in your household identify as having a disability?

Yes 17%
No 83%

Time lived in the area

Less than 2 years 3%
2 – 5 years 5%
6 – 10 years 12%
11 – 20 years 24%
More than 20 years 56%

Household type

Single/living alone 15%
Single parent with children 3%
Married/de facto with children 31%
Married/de facto with no children 25%
Living at home with parents 13%
Group household/ extended family household (multiple generation) 13%

Ward

Gulgadya (Leichhardt Ward) 25%
Damun (Stanmore Ward) 22%
Djarrawunang (Ashfield Ward) 20%
Baludarri (Balmain Ward) 19%
Midjuburi (Marrickville Ward) 15%

Do you identify as Aboriginal or Torres Strait Islander?

Yes 2%
No 98%

Type of dwelling

A house with your own bins (including semi, terrace, etc)	75%
An apartment or multi-occupancy dwelling with shared bins or bin bay	25%

Summary Findings

Where are we now?

Unique Characteristics in the Inner West LGA:

- Diversity/multiculturalism
- Community sprit/inclusive
- Proximity to city/work/services

Key Challenges Facing the Area in the Next 10 Years:

- Managing Development
- Housing availability/ affordability
- Environmental protection
- Traffic management

87%
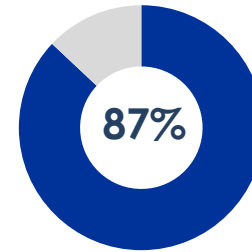
Overall satisfaction

Overall, 87% of residents are at least somewhat satisfied with the performance of Council over the last 12 months. (-5% from 2021)

81%
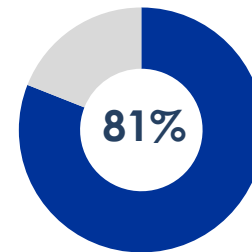
Satisfaction with Contact with Council

81% of residents who had contacted with Council were at least somewhat satisfied with the way their contact was handled. (+7% from 2021)
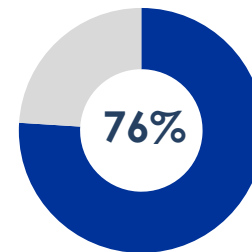
76%

Council's Integrity and Decision Making

76% of residents are at least somewhat satisfied with Council's integrity and decision making. (-4% from 2021)

Key Themes / Moving Forward

Based on the survey results, communication, planning and development, connectivity, and environmental management and initiatives are key areas of concern for Inner West residents. This and the next slide summarised these key themes:

Communication:

- **Engagement and consultation:**
  - Community's ability to influence Council's decision making is the top driver of overall satisfaction based on our original regression model.
  - While 41% agree they have enough opportunities to participate in Council's consultation, 28% of residents indicate that they disagree.
- **Customer service:** satisfaction with the way their contact was handled is the largest driver of overall satisfaction (for those who had contacted Council in the last 12 months). Noticeably, those living in Marrickville and ratepayers were significantly less likely to be satisfied with their contact.

To address this, Council could:
- Continue to promote and support multiple channels for residents to provide feedback and get involved in decision-making. Potentially conduct a follow up deep-dive to better understand the opportunities/barriers that residents experience/expect in this area.
- Explore the expectations of residents who had contacted Council regarding customer service

Planning and development:

- **Development management:** 37% of residents stated that managing development is a priority facing the Inner West LGA in the next 10 years.
- **Housing tension:** housing availability and affordability is also a top-of-mind issue, with 26% mentioning it.

To address this, Council could:
- While there is a limit to the degree that Council can shape the State Government's mandates, there is an opportunity to further explore the community's expectations around Councils in this space.

Connectivity:

- **Maintenance of roads:** maintaining local roads is the second largest driver of overall satisfaction based on our original regression model and has the largest performance gap.
- **Traffic management and parking:** 15% of residents mentioned traffic management as a key challenge facing the Inner West LGA in the next 10 years, with management of parking recording a relatively high performance gap. 10% of residents also stated that they contacted Council specifically for a parking related issue.

To address this, Council could:
- Communicate strategies with residents regarding roads, traffic management and parking issues. Inform residents about what has been achieved and collect feedback on areas that require improvement.

Key Themes / Moving Forward (Continue…)

Environmental management and initiatives:

- **Household garbage collection:** this measure has the largest performance gap among all 42 listed services/facilities, and 55% of those who contacted Council stated that waste/rubbish removal was the reason for contacting. Noticeably, a significant decrease in satisfaction with household garbage collection was observed this year (74% in 2024 cf. 92% in 2021).
- **Environmental protection:** 16% of residents mentioned environmental protection as a key challenge facing the Inner West LGA in the next 10 years.

The significant decrease in residents' satisfaction with household garbage collection is likely due to the bin service adjustment after the introduction of the FOGO service.

10% of residents mentioned that the bin service has been interrupted since the FOGO service was introduced, making this one of the most commonly mentioned reasons for dissatisfaction with the FOGO service.

To address this, Council could:

- Conduct further research to understand the expectations of residents regarding household garbage collection services from the Council, especially for those living in apartments or multi-occupancy dwellings with shared bins or bin bays (these residents are significantly less likely to be satisfied with the household garbage service compared to those living in houses with their own bins).
- Whilst Council should continue to support the FOGO service (given that 90% of residents stated they are at least somewhat committed to food recycling), efforts should be made to continue to provide a high-quality and timely bin service and further issues raised by residents regarding interruptions in the timeliness/reliability of the service.
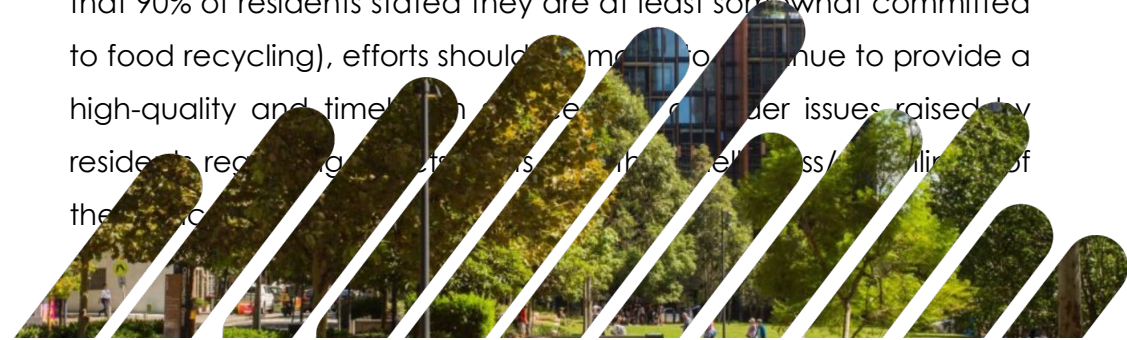
Satisfaction Scorecard

25 out of 42 (nearly 60%) services and facilities listed in our survey have 'good performance' scores (over 80% being at least somewhat satisfied).

Only one measure has a relatively lower satisfaction score (below 60%).

✓ **Good performance**
(T3B sat score ≥80%)

➖ **Monitor**
(T3B sat score 60%-79%)
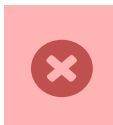
✕ **Needs improvement**
(T3B sat score <60%)

An ecologically sustainable Inner West

Encouraging recycling

Environmental education programs and initiatives e.g. community gardens

Flood management

Household garbage collection

Protecting the natural environment (e.g. bush care)

Removal of illegally dumped rubbish

Tree management

Progressive, responsive and effective civic leadership

Community's ability to influence Council's decision making

Provision of council information to the community

Support and programs for volunteers and community groups

Healthy, resilient and caring communities

Availability of sporting ovals, grounds and facilities

Maintenance of local parks, playgrounds and sporting fields

Swimming pools and aquatic centres

Community centres and facilities

Provision of services for older residents

Support for people with a disability

Community education programs e.g. English classes, author talks, cycling

Council's childcare service and programs

Library services

Programs and support for newly arrived and migrant communities

Promoting pride in the community

Youth programs and activities

Creative communities and a strong economy

Festival and events programs

Supporting local artists and creative industries

Supporting local jobs and business

Liveable, connected neighbourhoods and transport

Management of parking

Cycleways

Maintaining local roads (excluding major routes)

Traffic management and road safety

Bus stop shelters

Maintaining footpaths

Building heights in town centres

Managing development in the area

Graffiti removal

Maintenance and cleaning of town centres

Protection of low rise residential areas

Stormwater management and flood mitigation

Long term planning for Council area

Safe public spaces

Protection of heritage buildings and items

Access to public transport

Appearance of your local area

Living in the Inner West

This section explores community priorities, agreement with statements regarding living in the Inner West, and their attitudes towards CSP measures.

Section One

Summary: Living in the Inner West

- Residents identified the diversity/ multiculturalism, community spirit/ inclusiveness and proximity to city/ work/ service as unique characteristics of the Inner West LGA

- Managing development, housing affordability and availability, environmental protection and traffic management are key challenges facing the Inner West LGA for the next 10 years

- Very high level of agreement for 'the Inner West area is a good place to live' (95% agree), while 83% strongly disagree/ disagree that 'housing in the area is affordable'

- 98% of residents stated that they feel safe alone in the Inner West LGA during the day, and 80% stated they feel safe after dark

- All of the five statements regarding the community strategic plan received a very high level of agreement (above 90% of residents agree), with the highest for 'liveable, connected neighbourhood and transport' and 'healthy, resilient and caring communities' (98%).

Unique Characteristics of the Inner West LGA

When asked what makes the Inner West special or unique, nearly a half (43%) stated diversity and multiculturalism. Other frequent mentions include community spirit and inclusiveness, and the proximity to city/ work/ services.

43% Diversity/multiculturalism

"The diversity of different backgrounds"

"The diversity between the different suburbs, each individual area has a different culture"

"The diversity and the range of lifestyle opportunities and communities that make up the Inner West"

"There is general respect for diversity in the area, and it has a history of multicultural interactions"

34% Community sprit/inclusive

"Friendly and inclusive and nonjudgemental community"

"Community engagement through having to park on narrow streets, people tend to talk to each other as they get into their cars"

"Community has progressive people who are positive and want to see social progress"

"It's got a strong community of good people"

28% Proximity to city/work/services

"Close proximity to cafes and restaurants"

"Close proximity to city while also maintaining a good community environment"

"Close to city and amenities: shopping, restaurants, cafes, movie theatres and parks"

"Convenient to amenities, transport, shopping centres etc."

Base: N = 750

Q10. *What makes the Inner West special or unique?*

Please see Appendix 1 for the full list of results

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Key Challenges Facing the Area in the Next 10 Years

When asked what are the key challenges facing the area over the next 10 years, 36% stated development (such as managing development, adequate planning and overdevelopment). Other frequently mentioned challenges include housing (affordability/ availability), environmental protection and traffic management.

The following slide shows the complete list of responses compared to 2021 results.

37% — Managing Development

"Avoiding overdevelopment and high rise"

"Avoiding overdevelopment / not enough parking and open spaces as it is"

"Balancing housing developments with current infrastructure e.g., lack of on-street parking"

"Building restriction heights seems to be increasing and not abiding by the rules"

26% — Housing availability/ affordability

"Dealing with affordable property prices"

"Housing affordability. Both buying and renting"

"Housing equality, the provision of social housing isn't good enough. Most people can't afford homes. The housing market is out of control and overpriced"

"Low-cost housing, it needs to be everywhere"

16% — Environmental protection

"Protecting the natural environment"

"A degradation of air quality caused by the tunnel exhaust fumes"

"Addressing environmental issues i.e. climate change"

"Addressing the environment and climate change, how does Council model this and engage the community?"

16% — Traffic management

"Abate the flow of traffic in general, especially at old Canterbury in Summer Hill"

"Better traffic management i.e. congestion and parking"

"Improving traffic management"

"Improving traffic management i.e. turning left from liberty street to Canvedish street is dangerous as too many people are parking too close to corners"

Q7.   Thinking of Inner West as a whole, what would you say are key challenges facing the area in the next 10 years?

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Key Challenges Facing the Area in the Next 10 Years

Although development has remained the largest challenge facing the area, there has been a significant increase in the proportion of residents stating that housing availability/affordability will be the highest priority issue for the next 10 years.

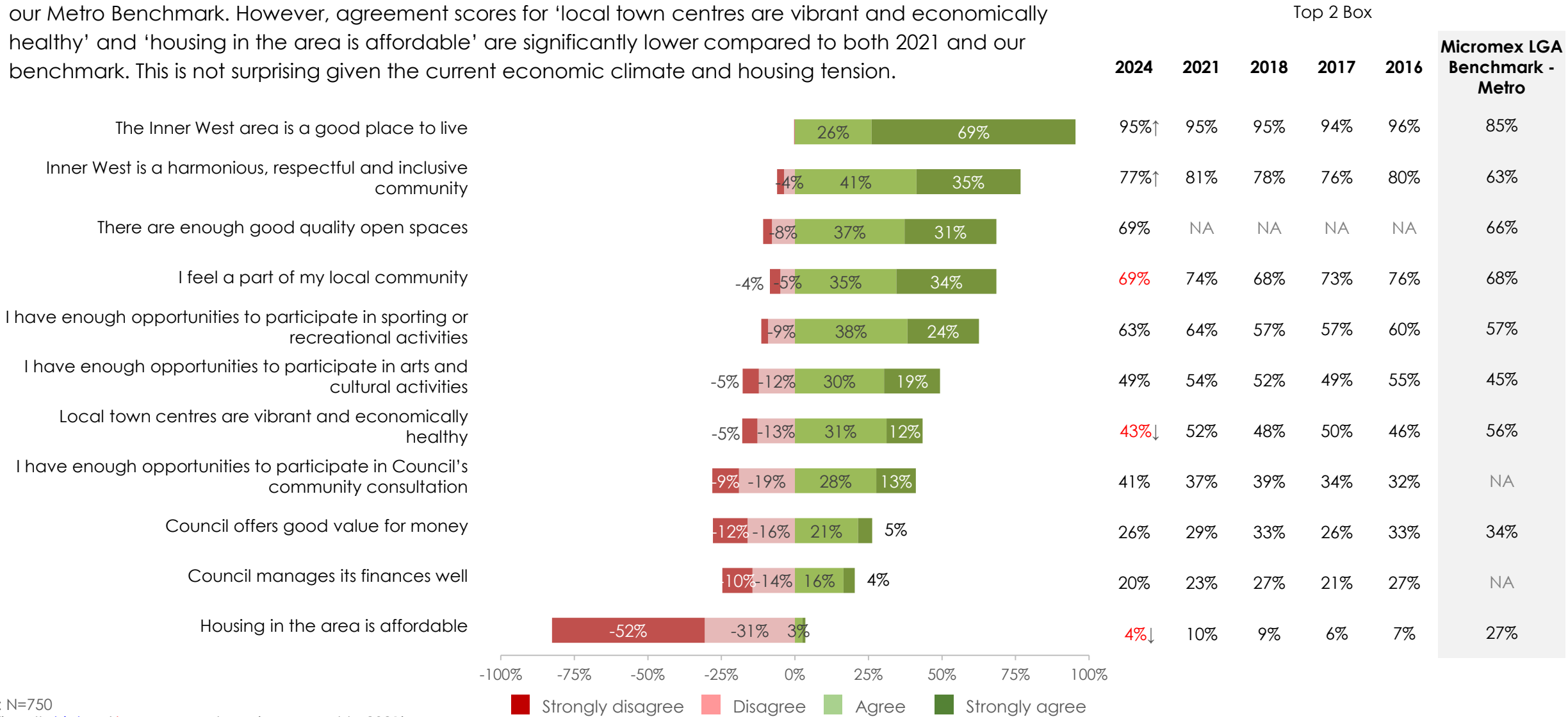| Key challenges	2024 (N=750)	2021 (N=1,002)	Key challenges	2024 (N=750)	2021 (N=1,002)
Managing development/adequate planning/overdevelopment	37%	38%	Beautifying the area	2%	<1%
Housing affordability/availability	26%	13%	Creating/maintaining sense of community	2%	3%
Environmental protection/managing pollution/climate change/maintaining and provision of green open spaces	16%	31%	Managing immigration	1%	0%
Traffic management/congestion	16%	27%	Support electronic vehicles	1%	1%
Managing overpopulation	13%	13%	Catering/preserving diversity in the area	1%	0%
Access to parking facilities	13%	13%	Recycling promotion/education/options	1%	4%
Council efficiency/good leadership and communication	11%	7%	Disruption of/management of WestConnex	1%	2%
Waste collection services/control	11%	6%	Affordable/more childcare	1%	2%
Improving road infrastructure/maintenance of roads	10%	7%	Amalgamation needs to be cancelled/area too big to manage alone	1%	2%
Availability of/access to/improving public transport	10%	15%	Noise pollution/plane disruption	1%	1%
Cost of living	7%	3%	More support for arts and culture	1%	3%
Safety concerns e.g. road safety, increasing crime levels	6%	6%	More/improved libraries	1%	1%
Support/access/consideration for vulnerable persons e.g. Elderly, disabled, homeless	6%	5%	Quality amenities/liveability	1%	1%
Flooding/natural disasters	5%	3%	Supporting hospitals/medical	<1%	<1%
Maintaining and providing cycleways/walkways	5%	6%	Youth programs/facilities	<1%	1%
Maintaining the character/heritage/culture of the area	5%	7%	Dealing with illegally dumped rubbish	<1%	1%
Supporting local businesses	4%	5%	Improved animal management	<1%	<1%
Providing adequate infrastructure to cater for the growing population	4%	6%	Employment opportunities	<1%	1%
Lack of schooling/education	4%	3%	Internet services	<1%	<1%
Tree management	3%	3%	Improve Council website	<1%	<1%
Maintenance of the area	3%	5%	Not enough space in the area	<1%	<1%
Maintain/provide sporting fields and facilities	2%	3%	Allowing more high-rise development	<1%	<1%
Access/maintenance of services and facilities	2%	<1%	Council fighting with/relying on State Government	<1%	1%
Community events/areas/facilities	2%	4%	Other	1%	1%
More/improved shopping facilities	2%	1%	Don't know/nothing	3%	3%

Agreement with Statements Regarding Living in the Inner West

95% of residents agree that the Inner West area is a good place to live, which is significantly higher than our Metro Benchmark. However, agreement scores for 'local town centres are vibrant and economically healthy' and 'housing in the area is affordable' are significantly lower compared to both 2021 and our benchmark. This is not surprising given the current economic climate and housing tension.

Top 2 Box

	2024	2021	2018	2017	2016	Micromex LGA Benchmark - Metro
The Inner West area is a good place to live	95%↑	95%	95%	94%	96%	85%
Inner West is a harmonious, respectful and inclusive community	77%↑	81%	78%	76%	80%	63%
There are enough good quality open spaces	69%	NA	NA	NA	NA	66%
I feel a part of my local community	69%	74%	68%	73%	76%	68%
I have enough opportunities to participate in sporting or recreational activities	63%	64%	57%	57%	60%	57%
I have enough opportunities to participate in arts and cultural activities	49%	54%	52%	49%	55%	45%
Local town centres are vibrant and economically healthy	43%↓	52%	48%	50%	46%	56%
I have enough opportunities to participate in Council's community consultation	41%	37%	39%	34%	32%	NA
Council offers good value for money	26%	29%	33%	26%	33%	34%
Council manages its finances well	20%	23%	27%	21%	27%	NA
Housing in the area is affordable	4%↓	10%	9%	6%	7%	27%

Chart data labels (Strongly disagree / Disagree / Agree / Strongly agree):
- The Inner West area is a good place to live: 26%, 69%
- Inner West is a harmonious, respectful and inclusive community: -4%, 41%, 35%
- There are enough good quality open spaces: -8%, 37%, 31%
- I feel a part of my local community: -4%, -5%, 35%, 34%
- I have enough opportunities to participate in sporting or recreational activities: -9%, 38%, 24%
- I have enough opportunities to participate in arts and cultural activities: -5%, -12%, 30%, 19%
- Local town centres are vibrant and economically healthy: -5%, -13%, 31%, 12%
- I have enough opportunities to participate in Council's community consultation: -9%, -19%, 28%, 13%
- Council offers good value for money: -12%, -16%, 21%, 5%
- Council manages its finances well: -10%, -14%, 16%, 4%
- Housing in the area is affordable: -52%, -31%, 3%

■ Strongly disagree ■ Disagree ■ Agree ■ Strongly agree

Base: N=750
Significantly higher / lower percentage (compared to 2021)
Note: Data labels of <3% have not been shown above
Q8a. How strongly do you agree or disagree with the following statements?

Please see Appendix 1 for results by demographics
Note: Benchmark differences are based on assumed variants of +/- 10%, with variants beyond +/- 10% more likely to be significant
↑/↓ = positive/negative difference equal to/greater than 10% from Benchmark.

Sense of Safety in the Area

98% of residents stated that they feel safe alone in the Inner West LGA during the day, and 80% stated they feel safe after dark. These results have remained stable since 2016. Males are significantly more likely to feel safe after dark than females, while those located in Ashfield are less likely to feel safe either during the day or after dark.

Yes %	Overall	Male	Female	18-24	25-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
During the day	98%	98%	98%	100%	98%	98%	99%	97%	98%	97%
After dark	80%	92%	69%	100%	77%	78%	77%	81%	82%	73%
Base	750	363	387	70	174	218	161	127	588	162

Yes %	Ward					Time lived in the area		
	Ashfield	Leichhardt	Balmain	Stanmore	Marrickville	Up to 5 years	6-10 years	More than 10 years
During the day	95%	99%	99%	100%	97%	98%	99%	98%
After dark	69%	86%	84%	82%	76%	82%	67%	82%
Base	148	185	141	163	112	58	91	601

During the day

No, 2%

Yes, 98%

After dark

No, 20%

Yes, 80%
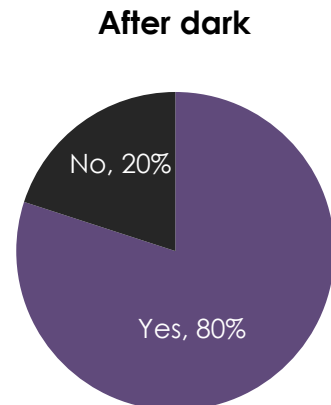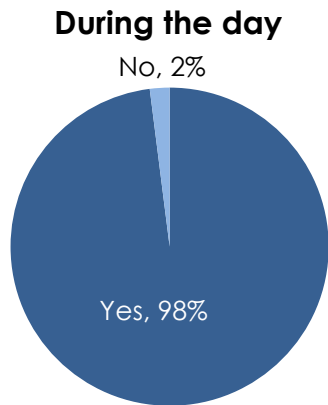
Yes %	2024	2021	2018	2017	2016
During the day	98%	98%	98%	99%	99%
After dark	80%	77%	79%	83%	81%
Base	750	1002	1002	1002	1008

Q8b. *Do you feel safe in the following situations:*

Significantly higher / lower percentage (by group)

Community Strategic Plan

All of the five statements regarding the community strategic plan received a very high level of agreement (above 90% of residents agree), with the highest for 'livable, connected neighbourhood and transport' and 'healthy, resilient and caring communities'. This indicates that each statement is in line with residents' interests, and all of them need to be promoted in the next 10 years.

Liveable, connected neighbourhoods and transport — 98%
Healthy, resilient and caring communities — 98%
Creative communities and a strong economy — 96%
An ecologically sustainable Inner West — 94%
Progressive, responsive and effective civic leadership — 92%

Higher
Lower

Q9.   Over the next 10 years Council is working to achieve the following five strategic goals for the Inner West.
Please answer yes or no if you agree with each of these goals.

Performance of Council

This section explores overall satisfaction This section summarises the importance and satisfaction ratings for the 42 services and facilities. In this section we explore trends to past research and comparative norms.

# Section Two

Summary: Performance of Council

- 87% of residents are at least somewhat satisfied with the performance of Council, which has softened since 2021 (-5%)
  - Largest drivers of overall satisfaction revolve around communication, connectivity and the maintenance of the area.

- 65% of residents rated the Council's community engagement as 'good' to 'excellent', which has increased since 2021 (+5%). 76% of residents are at least somewhat satisfied with Council's integrity and decision making, which is on par with 2021 (-4%).

- Largest gaps in performance (importance score minus satisfaction score):
  - Household garbage collection
  - Maintaining local roads (excluding major routes)
  - Maintaining footpaths
  - Community's ability to influence Council's decision making
  - Management of parking

- Compared to the Metro Benchmark, areas that are more satisfactory to Inner West residents include:
  - Protection of low rise residential areas
  - Swimming pools and aquatic centres
  - Access to public transport
  - Promoting pride in the community

Overall Satisfaction with the Performance of Council

87% of residents are at least somewhat satisfied with the performance of Council, which has softened since 2021.

No significant differences are shown across demographic groups.
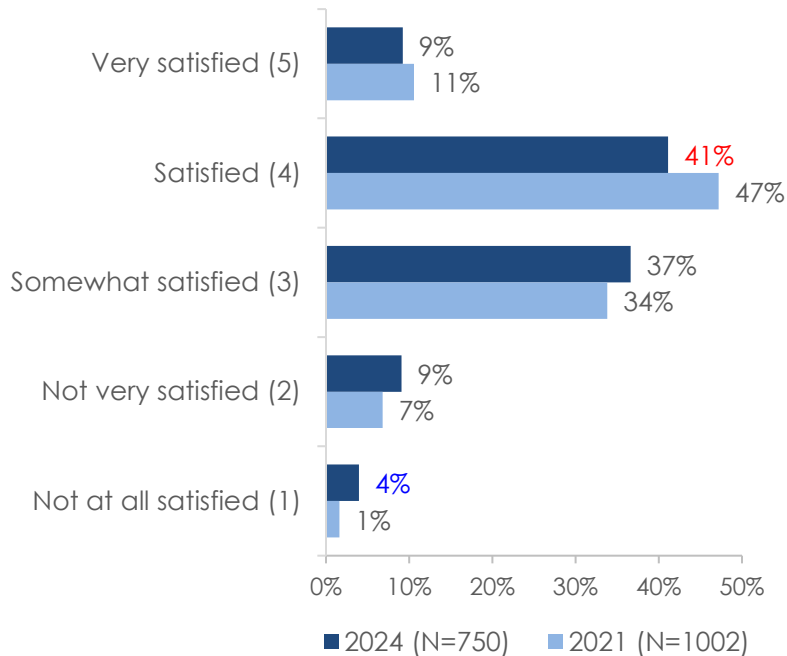
	Overall 2024	Male	Female	18-24	25-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Top 3 box	87%	86%	88%	90%	91%	84%	85%	88%	87%	86%
Mean rating	3.43	3.45	3.40	3.49	3.38	3.45	3.40	3.45	3.40	3.50
Base	750	363	387	70	174	218	161	127	588	162

	Ward					Time lived in the area		
	Ashfield	Leichhardt	Balmain	Stanmore	Marrickville	Up to 5 years	6-10 years	More than 10 years
Top 3 box	87%	88%	84%	91%	82%	85%	90%	87%
Mean rating	3.49	3.47	3.35	3.45	3.34	3.50	3.42	3.42
Base	148	185	141	163	112	58	91	601

	Inner West Council 2024	Inner West Council 2021	Inner West Council 2018	Inner West Council 2017	Inner West Council 2016	Micromex LGA Benchmark - Metro
Top 3 box	87%	92%	91%	90%	85%	89%
Mean rating	3.43↓	3.58	3.58	3.49	3.42	3.57
Base	750	1002	1003	1002	1008	53,857

Very satisfied (5): 9% (2024), 11% (2021)
Satisfied (4): 41% (2024), 47% (2021)
Somewhat satisfied (3): 37% (2024), 34% (2021)
Not very satisfied (2): 9% (2024), 7% (2021)
Not at all satisfied (1): 4% (2024), 1% (2021)

■ 2024 (N=750) ■ 2021 (N=1002)

Q4a. Overall, how satisfied are you with the performance of Inner West Council, not just on one or two issues but across all responsibility areas?

Significantly higher / lower percentage/rating (compared to 2021)
↑↓ = A significantly higher/lower percentage (compared to the Benchmark)   21

Council's Community Engagement

65% of residents rated the Council's community engagement as 'good' to 'excellent', which has increased since 2021.

Similar to overall satisfaction, there is no significant difference across demographic groups.
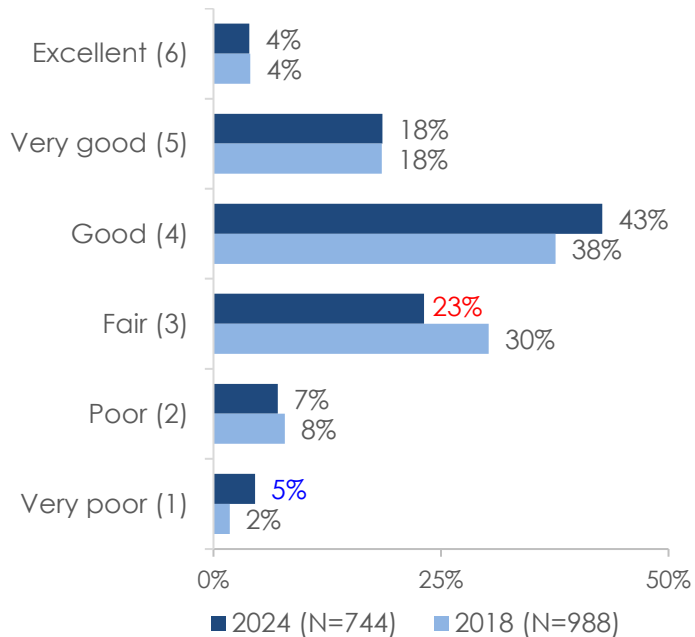
	Overall 2024	Male	Female	18-24	25-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Top 3 box	65%	68%	63%	73%	65%	66%	63%	63%	65%	67%
Mean rating	3.75	3.78	3.73	3.68	3.66	3.85	3.75	3.76	3.75	3.78
Base	744	361	383	70	174	217	160	123	583	161

	Ward					Time lived in the area		
	Ashfield	Leichhardt	Balmain	Stanmore	Marrickville	Up to 5 years	6-10 years	More than 10 years
Top 3 box	60%	62%	67%	73%	63%	60%	67%	65%
Mean rating	3.65	3.72	3.78	3.88	3.74	3.56	3.86	3.76
Base	147	185	140	162	110	58	90	596

	2024	2021	2018	2017	2016
Top 3 box	65%	60%	61%	58%	58%
Mean rating	3.75	3.75	3.72	3.61	3.52
Base	744	988	995	994	1000

Excellent (6): 4% / 4%
Very good (5): 18% / 18%
Good (4): 43% / 38%
Fair (3): 23% / 30%
Poor (2): 7% / 8%
Very poor (1): 5% / 2%

■ 2024 (N=744) ■ 2018 (N=988)

Council's Integrity and Decision Making

76% of residents are at least somewhat satisfied with Council's integrity and decision making, which is on par with 2021.

Again, no significant differences are seen in the demographic groups shown in the right tables.
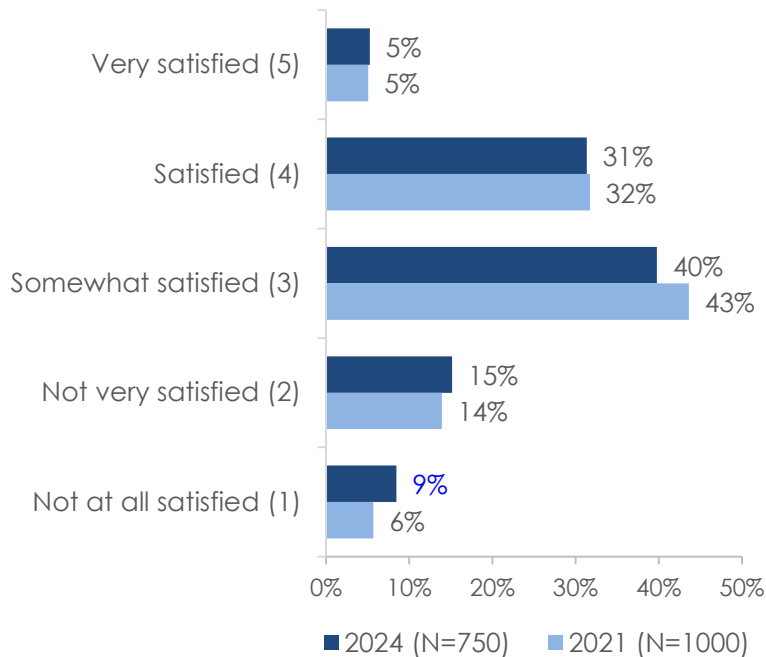
	Overall 2024	Male	Female	18-24	25-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Top 3 box	76%	76%	77%	59%	82%	78%	75%	77%	76%	79%
Mean rating	3.10	3.12	3.07	2.85	3.15	3.17	3.02	3.15	3.07	3.20
Base	750	363	387	70	174	218	161	127	588	162

	Ward					Time lived in the area		
	Ashfield	Leichhardt	Balmain	Stanmore	Marrickville	Up to 5 years	6-10 years	More than 10 years
Top 3 box	78%	73%	76%	81%	74%	80%	82%	75%
Mean rating	3.15	3.03	3.06	3.20	3.04	3.17	3.15	3.08
Base	148	185	141	163	112	58	91	601

	2024	2021	2018	2017	2016
Top 3 box	76%	80%	79%	75%	70%
Mean rating	3.10	3.17	3.14	3.04	2.96
Base	750	1000	1002	1000	1007

Very satisfied (5): 5% / 5%
Satisfied (4): 31% / 32%
Somewhat satisfied (3): 40% / 43%
Not very satisfied (2): 15% / 14%
Not at all satisfied (1): 9% / 6%

■ 2024 (N=750) ■ 2021 (N=1000)

Council Services and Facilities

A major component of the 2024 Community Survey was to assess perceived Importance of, and Satisfaction with 42 Council-provided services and facilities – the equivalent of 84 separate questions!

We have utilised the following techniques to summarise and analyse these 84 questions:

Highlights and Comparison with 2021 Results

Comparison with Micromex Benchmarks

Performance Gap Analysis

Quadrant Analysis

Regression Analysis (i.e.: determine the services/ facilities that <u>drive</u> overall satisfaction with Council)
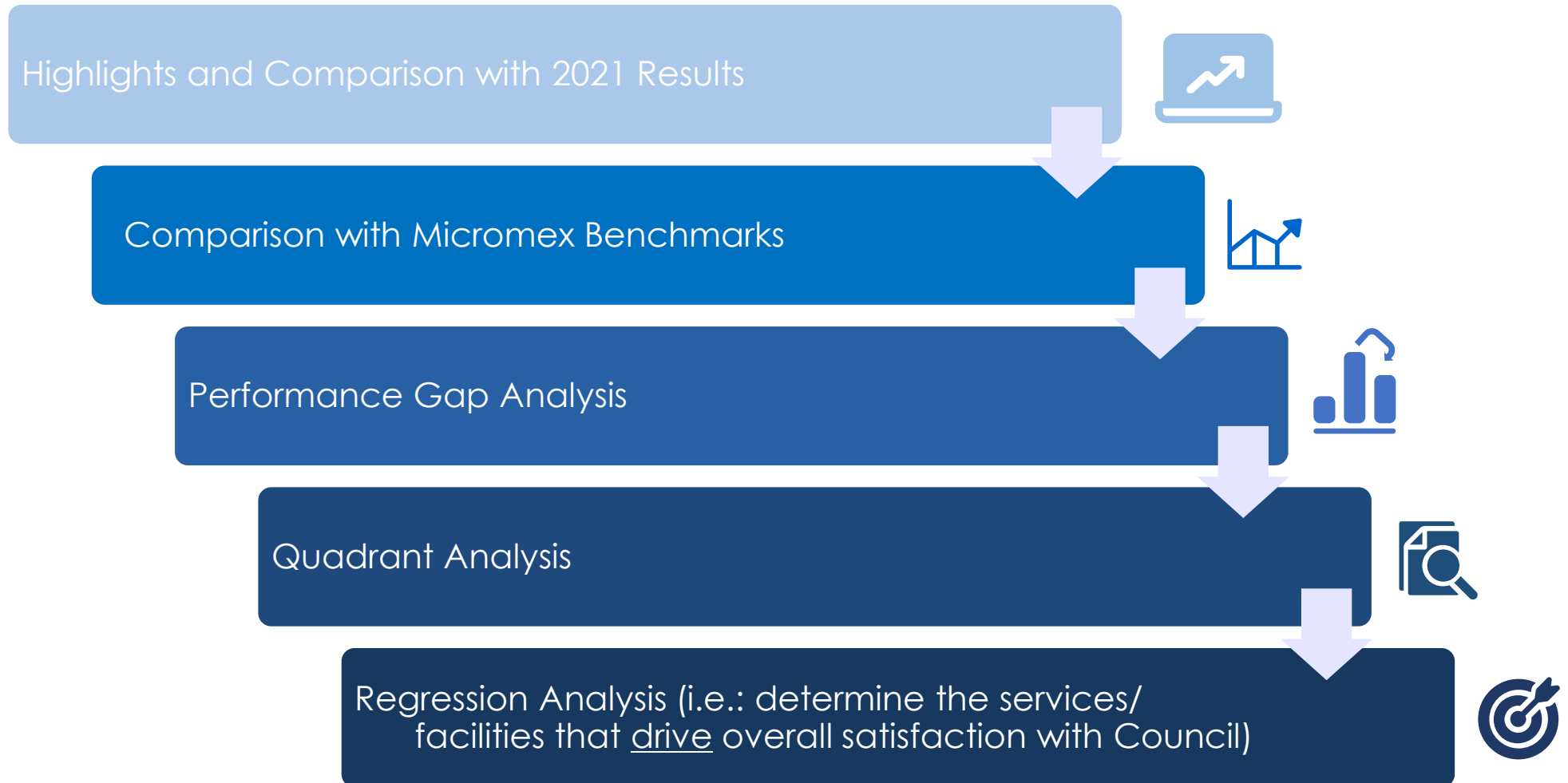
Importance & Satisfaction – Highest/Lowest Rated Services/Facilities

The analysis below identifies the highest and lowest rated services/facilities in terms of importance and satisfaction.

Importance

Satisfaction

The following services/facilities received the highest T2 box importance ratings:

Higher importance	T2 Box	Mean
Access to public transport	94%	4.71
Household garbage collection	94%	4.70
Safe public spaces	91%	4.59
Maintaining footpaths	89%	4.44
Maintaining local roads (excluding major routes)	88%	4.46

The following services/facilities received the highest T3 box satisfaction ratings:

Higher satisfaction	T3 Box	Mean
Library services	95%	4.14
Swimming pools and aquatic centres	95%	4.11
Maintenance of local parks, playgrounds and sporting fields	93%	3.77
Community centres and facilities	91%	3.67
Availability of sporting ovals, grounds and facilities	90%	3.82
Access to public transport	90%	3.80
Promoting pride in the community	90%	3.74
Community education programs	90%	3.42

The following services/facilities received the lowest T2 box importance ratings:

Lower importance	T2 Box	Mean
Graffiti removal	42%	3.13
Community education programs e.g. English classes, author talks, cycling	52%	3.50
Cycleways	53%	3.37
Festival and events programs	53%	3.52
Council's childcare service and programs	56%	3.53

The following services/facilities received the lowest T3 box satisfaction ratings:

Lower satisfaction	T3 Box	Mean
Management of parking	57%	2.70
Community's ability to influence Council's decision making	64%	2.82
Managing development in the area	65%	2.83
Maintaining local roads (excluding major routes)	67%	2.91
Cycleways	68%	3.01

T2B = important/very important
Scale: 1 = not at all important, 5 = very important

T3B = somewhat satisfied/satisfied/very satisfied
Scale: 1 = not at all satisfied, 5 = very satisfied

Services and Facilities – <u>Importance</u>: Comparison by Year

The below chart compares the mean importance ratings for 2024 vs 2021.

Importance significantly decreased for 12 of the 41 comparable services and facilities, while there were no significant increases in importance for any of these measures.

2024 Importance Ratings (y-axis)

2021 Importance Ratings (x-axis)

Programs and support for newly arrived and migrant communities (-0.30)
Environmental education programs and initiatives (-0.29)
Encouraging recycling (-0.28)
Promoting pride in the community (-0.27)
Supporting local artists and creative industries (-0.23)
Protection of heritage buildings and items (-0.23)
Festival and events programs (-0.19)
Community education programs (-0.18)
Protection of low rise residential areas (-0.17)
Supporting local jobs and business (-0.17)
Library services (-0.13)
Protecting the natural environment(-0.10)

= A significantly higher/lower level of importance (compared to 2021)

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

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Services and Facilities – <u>Satisfaction</u>: Comparison by Year

The below chart compares the mean satisfaction ratings for 2024 vs 2021.

Satisfaction significantly increased for 2 of the 41 comparable services and facilities, there were also significant decreases in satisfaction for 13 of the 41 services and facilities.

Encouraging recycling (+0.16)
Environmental education programs and initiatives (+0.15)

2024 Satisfaction Ratings

2021 Satisfaction Ratings

Household garbage collection (-0.71)
Stormwater management and flood mitigation (-0.27)
Maintaining local roads (-0.25)
Council's childcare service and programs (-0.21)
Graffiti removal (-0.21)
Flood management (-0.19)
Supporting local jobs and business (-0.18)
Maintenance of local parks, playgrounds and sporting fields (-0.17)
Access to public transport (-0.16)
Availability of sporting ovals, grounds and facilities (-0.15)
Maintaining footpaths (-0.14)
Removal of illegally dumped rubbish (-0.14)
Maintenance and cleaning of town centres (-0.13)

= A significantly higher/lower level of satisfaction (compared to 2021)
Scale: 1 = not at all satisfied, 5 = very satisfied

Summary **Importance** Comparison to the Micromex Benchmark

The chart to the right shows the variance between Inner West Council top 2 box importance scores and the Micromex Benchmark.

Services/facilities shown in the chart highlight larger positive and negative gaps.

Inner West Council Top 2 Box Importance Scores

Service/Facility	Score
Supporting local artists and creative industries	61%
Management of parking	75%
Environmental education programs and initiatives e.g. community gardens	67%
Programs and support for newly arrived and migrant communities	59%
Support and programs for volunteers and community groups	63%
Removal of illegally dumped rubbish	82%
Availability of sporting ovals, grounds and facilities	68%
Promoting pride in the community	60%
Protection of low rise residential areas	68%
Festival and events programs	53%
Maintenance and cleaning of town centres	75%
Flood management	67%
Community education programs e.g. English classes, author talks, cycling	52%
Graffiti removal	42%

Variance to the Metro Benchmark

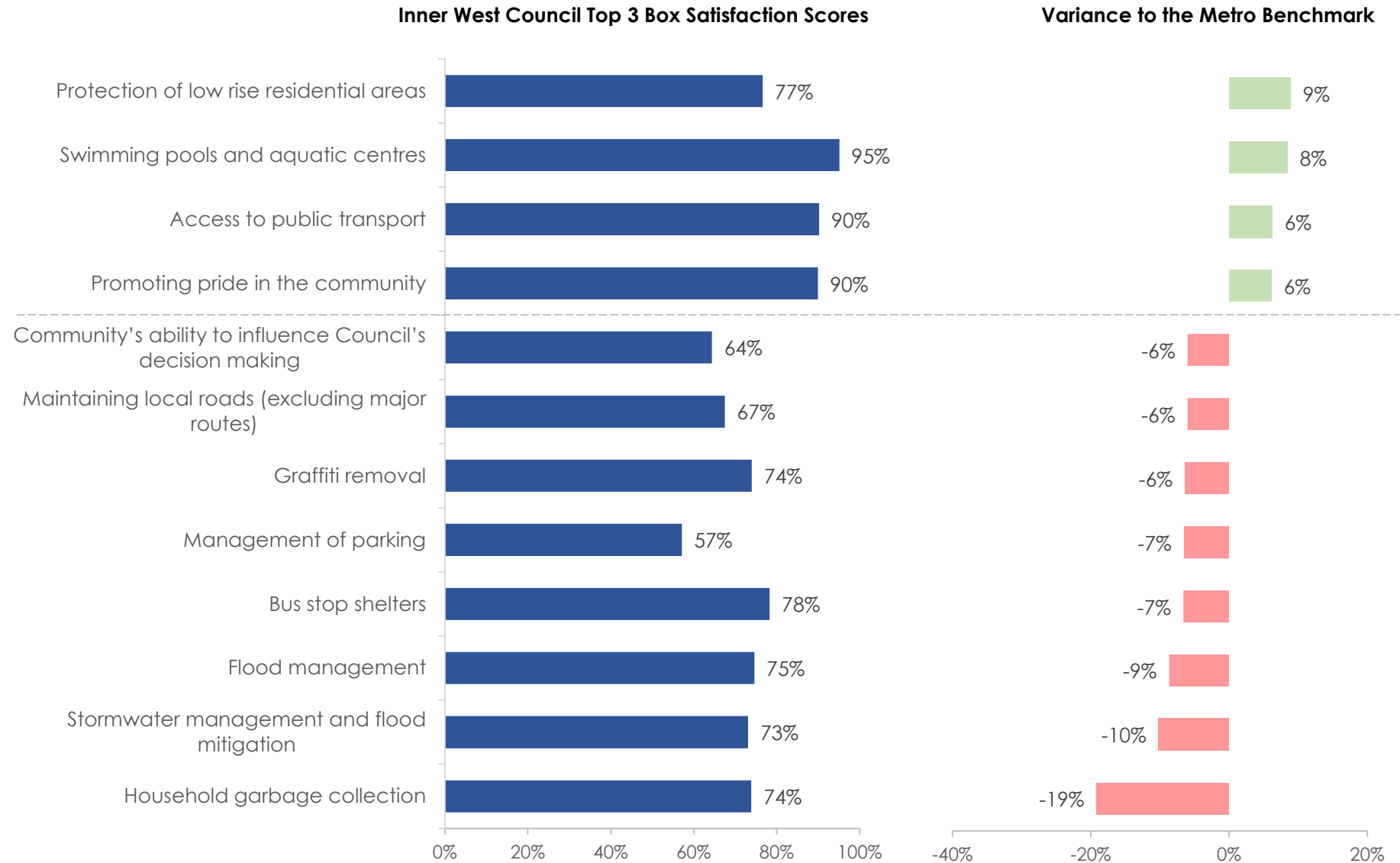| Service/Facility	Variance
Supporting local artists and creative industries	9%
Management of parking	-7%
Environmental education programs and initiatives e.g. community gardens	-7%
Programs and support for newly arrived and migrant communities	-7%
Support and programs for volunteers and community groups	-7%
Removal of illegally dumped rubbish	-7%
Availability of sporting ovals, grounds and facilities	-7%
Promoting pride in the community	-8%
Protection of low rise residential areas	-8%
Festival and events programs	-8%
Maintenance and cleaning of town centres	-9%
Flood management	-13%
Community education programs e.g. English classes, author talks, cycling	-14%
Graffiti removal	-27%

Note: Only services/facilities with a variance of +/- 6% to the Benchmark have been shown above. Please see Appendix 1 for detailed list
Top 2 box = important/very important

Summary <u>Satisfaction</u> Comparison to the Micromex Benchmark

The chart to the right shows the variance between Inner West Council top 3 box satisfaction scores and the Micromex Benchmark.

Services/facilities shown in the chart to the right highlight larger positive and negative gaps.

Inner West Council Top 3 Box Satisfaction Scores

Service/facility	Score
Protection of low rise residential areas	77%
Swimming pools and aquatic centres	95%
Access to public transport	90%
Promoting pride in the community	90%
Community's ability to influence Council's decision making	64%
Maintaining local roads (excluding major routes)	67%
Graffiti removal	74%
Management of parking	57%
Bus stop shelters	78%
Flood management	75%
Stormwater management and flood mitigation	73%
Household garbage collection	74%

Variance to the Metro Benchmark

Service/facility	Variance
Protection of low rise residential areas	9%
Swimming pools and aquatic centres	8%
Access to public transport	6%
Promoting pride in the community	6%
Community's ability to influence Council's decision making	-6%
Maintaining local roads (excluding major routes)	-6%
Graffiti removal	-6%
Management of parking	-7%
Bus stop shelters	-7%
Flood management	-9%
Stormwater management and flood mitigation	-10%
Household garbage collection	-19%

Note: Only services/facilities with a variance of +/- 6% to the Benchmark have been shown above. Please see Appendix 1 for detailed list
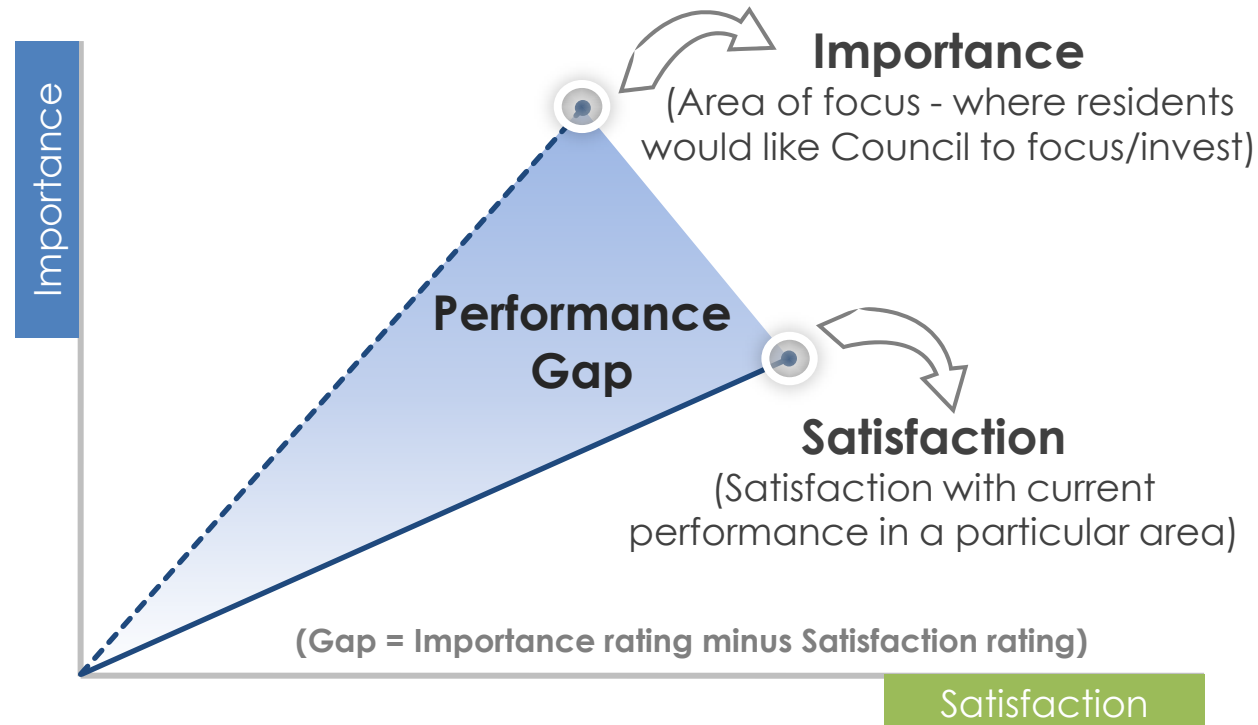Top 3 box = at least somewhat satisfied

Performance Gap Analysis

PGA establishes the gap between importance and satisfaction. This is calculated by subtracting the top 3 satisfaction score from the top 2 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 Inner West Council and the expectation of the community for that service/facility.

In the table on the following page, we can see the services and facilities with the largest performance gaps.

When analysing the performance gaps, it is expected that there will be some gaps in terms of resident satisfaction. Those services/facilities that have achieved a performance gap of greater than 20% may be indicative of areas requiring future optimisation.

Importance
(Area of focus - where residents would like Council to focus/invest)

Performance Gap

Satisfaction
(Satisfaction with current performance in a particular area)

(Gap = Importance rating minus Satisfaction rating)

Importance

Satisfaction

Performance Gap Analysis

When we examine the largest performance gaps, we can identify that all of the services or facilities have been rated as high in importance, whilst resident satisfaction for all of these areas is between 57% and 77%. Local roads and household garbage collection received the highest performance gap (20%), whilst 6 out of the 8 listed measures belong to 'liveable, connected neighbourhoods and transport'.

Service Area	Service/Facility	Importance T2 Box	Satisfaction T3 Box	Performance Gap (Importance – Satisfaction)
Liveable, connected neighbourhoods and transport	Maintaining local roads (excluding major routes)	88%	67%	21%
An ecologically sustainable Inner West	Household garbage collection	94%	74%	20%
Liveable, connected neighbourhoods and transport	Maintaining footpaths	89%	70%	19%
Progressive, responsive and effective civic leadership	Community's ability to influence Council's decision making	83%	64%	19%
Liveable, connected neighbourhoods and transport	Management of parking	75%	57%	18%
Liveable, connected neighbourhoods and transport	Managing development in the area	79%	65%	14%
Liveable, connected neighbourhoods and transport	Long term planning for Council area	86%	76%	10%
Liveable, connected neighbourhoods and transport	Traffic management and road safety	86%	77%	9%

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.

Please see Appendix 1 for full Performance Gap Ranking

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 top 2 box importance scores and top 3 satisfaction scores for stated importance and rated satisfaction to identify where the facility or service should be plotted.

On average, Inner West Council residents rated the importance and satisfaction of services/facilities on par with our Metro Benchmark.

	Inner West Council	Micromex Comparable Metro Benchmark
Average Importance	73%	76%
Average Satisfaction	81%	82%

Note: Micromex comparable benchmark only refers to like for like measures

Explaining the 4 quadrants (overleaf)

Attributes in the top right quadrant, **CELEBRATE,** such as 'access to public transport', 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 'maintaining local roads (excluding major routes)' 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.
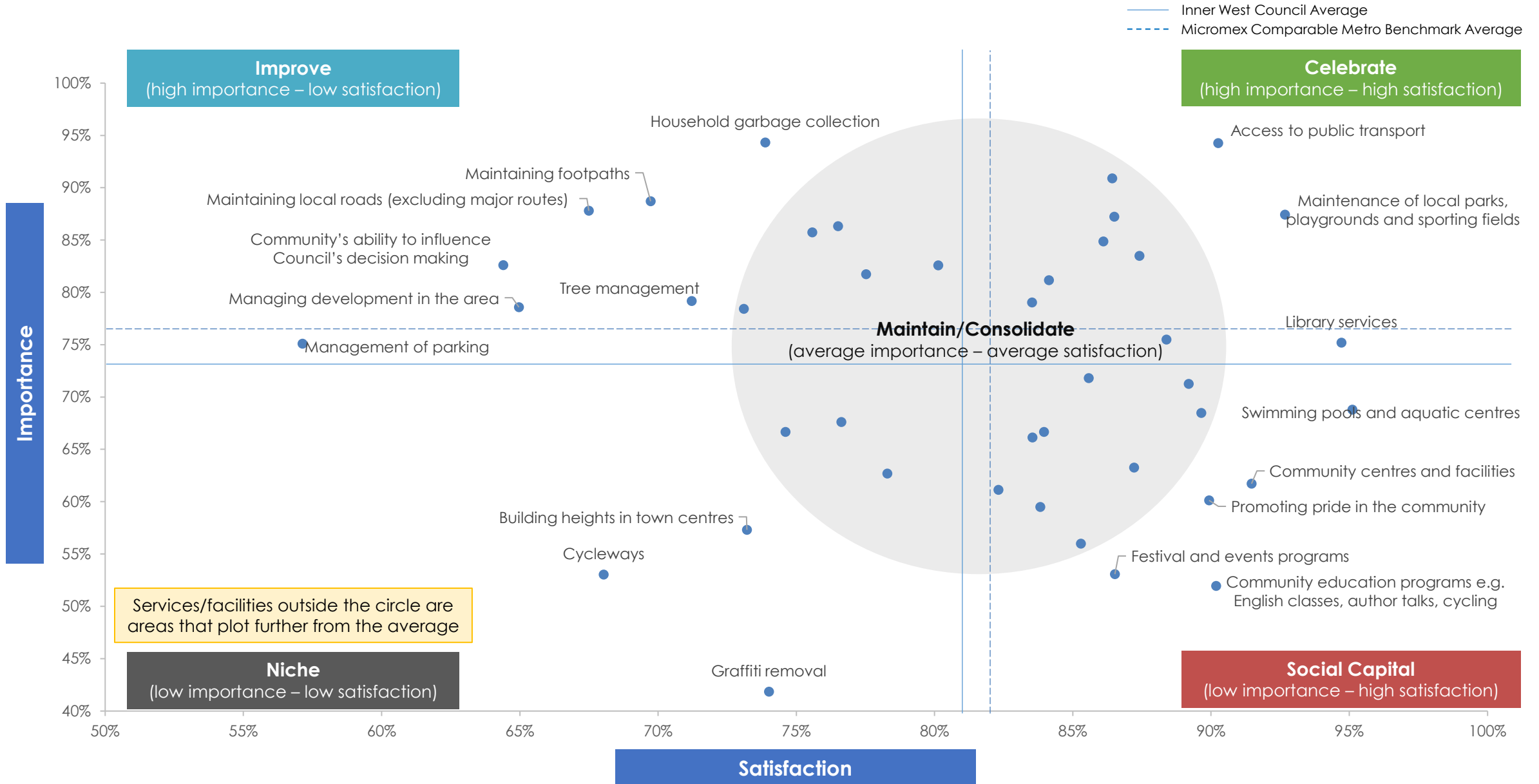
Attributes in the bottom left quadrant, **NICHE**, such as 'graffiti removal', are of a relatively lower priority (and the word 'relatively' should be stressed – they are still important). These areas tend to be important to a particular segment of the community.

Finally, attributes in the bottom right quadrant, **SOCIAL CAPITAL**, such as 'community education programs e.g. English classes, author talks, cycling', are core strengths, but in relative terms they are considered 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.
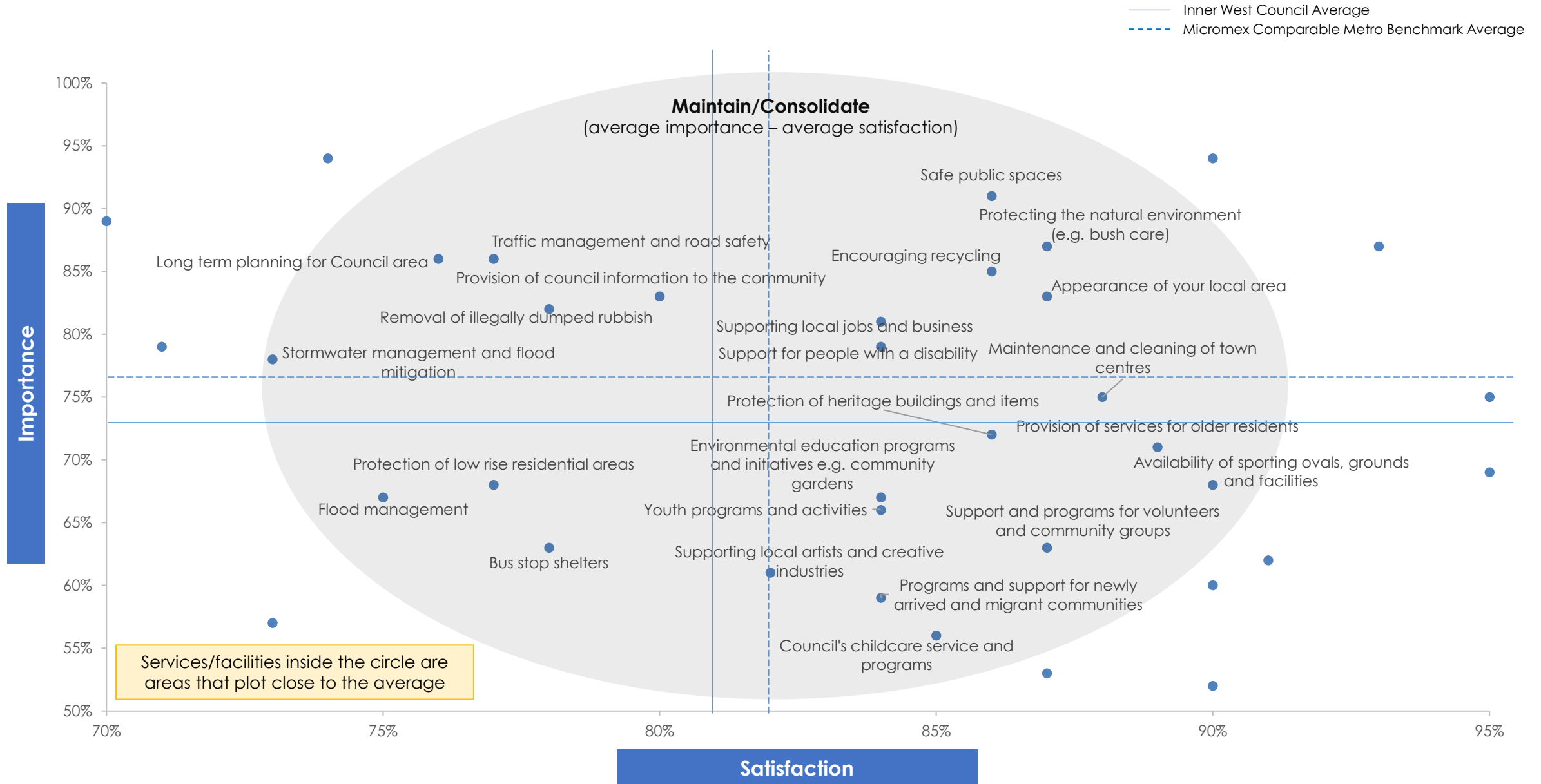
Quadrant Analysis – Mapping Priority Against Delivery

The chart below shows the satisfaction (T3B%) with service/facilities measures plotted against importance (T2B%).

Inner West Council Average
Micromex Comparable Metro Benchmark Average

Improve
(high importance – low satisfaction)

Celebrate
(high importance – high satisfaction)

Maintain/Consolidate
(average importance – average satisfaction)

Niche
(low importance – low satisfaction)

Social Capital
(low importance – high satisfaction)

Importance

Satisfaction

Household garbage collection
Maintaining footpaths
Maintaining local roads (excluding major routes)
Community's ability to influence Council's decision making
Managing development in the area
Tree management
Management of parking
Access to public transport
Maintenance of local parks, playgrounds and sporting fields
Library services
Swimming pools and aquatic centres
Community centres and facilities
Promoting pride in the community
Building heights in town centres
Cycleways
Festival and events programs
Community education programs e.g. English classes, author talks, cycling
Graffiti removal

Services/facilities outside the circle are areas that plot further from the average

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Quadrant Analysis – Mapping Priority Against Delivery

Following on from the previous Slide, the chart below shows the measures in the 'maintain/consolidate' area.

Inner West Council Average
Micromex Comparable Metro Benchmark Average

Maintain/Consolidate
(average importance – average satisfaction)

Safe public spaces

Protecting the natural environment
(e.g. bush care)

Traffic management and road safety

Encouraging recycling

Long term planning for Council area

Provision of council information to the community

Appearance of your local area

Removal of illegally dumped rubbish

Supporting local jobs and business

Stormwater management and flood mitigation

Support for people with a disability

Maintenance and cleaning of town centres

Protection of heritage buildings and items

Provision of services for older residents

Protection of low rise residential areas

Environmental education programs and initiatives e.g. community gardens

Availability of sporting ovals, grounds and facilities

Flood management

Youth programs and activities

Support and programs for volunteers and community groups

Bus stop shelters

Supporting local artists and creative industries

Programs and support for newly arrived and migrant communities

Importance

Council's childcare service and programs

Services/facilities inside the circle are areas that plot close to the average

Satisfaction

50% 55% 60% 65% 70% 75% 80% 85% 90% 95% 100%

70% 75% 80% 85% 90% 95%

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Advanced Regression Analysis

The outcomes identified in stated importance/satisfaction analysis often tend to be obvious and challenging. No matter how much focus a council dedicates to 'maintaining local roads (excluding major routes)', 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 Inner West Council can actively drive overall community satisfaction, we conducted further analysis

Explanation of Analysis

Regression analysis is a statistical tool for investigating relationships between dependent variables and explanatory variables. Using a regression, a category model was developed. The outcomes demonstrated that increasing resident satisfaction by actioning the priorities they stated as being important would not necessarily positively impact on overall satisfaction.

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'.

Identify top services/facilities that will drive overall satisfaction with Council

Map stated satisfaction and derived importance to identify community priority areas

Determine 'optimisers' that will lift overall satisfaction with Council

Key Drivers of Overall Satisfaction with Council

The score assigned to each area is not a measure of satisfaction/dissatisfaction – rather, it indicates the percentage of influence each measure contributes to overall satisfaction with Council. All services/facilities are important – but if Council can increase satisfaction in these key driver areas, they will likely see an improvement in overall community satisfaction.

Community's ability to influence Council's decision making — 12.4%
Maintaining local roads (excluding major routes) — 8.5%
Provision of council information to the community — 5.7%
Long term planning for Council area — 5.6%
Household garbage collection — 5.5%
Management of parking — 5.0%
Maintenance of local parks, playgrounds and sporting fields — 3.9%
Appearance of your local area — 3.6%
Access to public transport — 3.6%
Tree management — 3.3%
Supporting local jobs and business — 3.0%

0.0%   5.0%   10.0%   15.0%

Communication 18.1%

Connectivity 17.1%

Maintenance of area 16.3%

Planning and development 8.6%

These top 11 services/facilities (so 26% of the 42 services/facilities) account for over 60% of the variation in overall satisfaction.

Investigating the measures separately, 'community's ability to influence Council's decision making' is the most vital driver of overall satisfaction, followed by maintaining local roads.

However, after summarising them into their thematical groups, communication between residents and Council is the most important driver category. Further, connectivity and maintenance of the area are also important drivers.

Barriers R^2 value = 0.44
Optimisers R^2 value = 0.39

Dependent Variable: Q4a. Overall, how satisfied are you with the performance of Inner West Council, not just on one or two issues but across all responsibility areas?   Note: Please see Appendix 1 for complete list

Mapping Stated Satisfaction and Derived Importance Identifies the Community Priority Areas

The below chart looks at the relationship between stated satisfaction (top 3 box) and derived importance (Regression result) to identify the level of contribution of each measure. Any services/facilities below the blue line (which is the average satisfaction score of all services/facilities) could potentially be targeted in future research to help elevate satisfaction levels in these areas, thereby uplifting the overall satisfaction.

Stated satisfaction (y-axis)

Derived importance (x-axis)

Data points plotted:
- Maintenance of local parks, playgrounds and sporting fields
- Access to public transport
- Appearance of your local area
- Supporting local jobs and business
- Provision of council information to the community
- Long term planning for Council area
- Household garbage collection
- Tree management
- Maintaining local roads (excluding major routes)
- Community's ability to influence Council's decision making
- Management of parking

Legend:
- **Good performance** (T3B sat score ≥80%)
- **Monitor** (T3B sat score 60%-79%)
- **Needs improvement** (T3B sat score <60%)

Note: Blue line represents the average top 3 box (at least somewhat satisfied) of all 42 measures

Key Contributors to Barriers/Optimisers

Different levers address the different levels of satisfaction across the community

The chart to the right 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 Council can address these areas, they should see a lift in future overall satisfaction results, as they positively transition residents who are currently not at all satisfied to being satisfied with Council performance.

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

Advanced regression: Barriers (left) Vs. Optimisers (right)

	Barriers (53%)	Optimisers (47%)
Community's ability to influence Council's decision making	-9.7%	2.8%
Maintaining local roads (excluding major routes)	-5.7%	2.9%
Provision of council information to the community	-1.6%	4.1%
Long term planning for Council area	-4.6%	1.0%
Household garbage collection	-2.9%	2.7%
Management of parking	-4.4%	0.6%
Maintenance of local parks, playgrounds and sporting fields	-0.2%	3.6%
Appearance of your local area	-0.7%	3.0%
Access to public transport	-0.7%	2.9%
Tree management	-2.0%	1.3%
Supporting local jobs and business	-1.4%	1.6%

Key Drivers of Overall Satisfaction with Council – Expanded Model

The previous regression model is based on the 42 services/facilities tested (Q3). The results of this slide show an expanded model of the key drivers contributing to overall satisfaction with Council. This analysis includes an additional measures (model now totalling 43 measures) from Q2d:

Q2d. Overall, how satisfied were you with the way your contact was handled?

Drivers of Overall Satisfaction (Re-run)

Driver	Value
Satisfaction with the way your contact was handled	11.3%
Community's ability to influence Council's decision making	10.3%
Maintaining local roads (excluding major routes)	7.8%
Management of parking	6.0%
Household garbage collection	5.5%
Long term planning for Council area	4.9%
Maintenance of local parks, playgrounds and sporting fields	3.2%
Provision of council information to the community	3.2%
Access to public transport	3.1%

Contact + Communication 24.8%

Looking at our expanded regression result, satisfaction with contact and communication now account for almost 25% of the variation in overall satisfaction.

Barriers R^2 value = 0.44
Optimisers R^2 value = 0.41

Dependent Variable: Q4a. Overall, how satisfied are you with the performance of Inner West Council, not just on one or two issues but across all responsibility areas?

Note: Please be aware that this is filtered to those who had contacted with Council in the L12M.

Contact and Communication

This section explores residents' satisfaction with contact and communication with Council, and the methods and channels they used to contact and get information about Council.

Section Three

micromex
research

Summary: Contact and Communication

- 63% of residents had contacted Council in the last 12 months, which has significantly increased since 2021 (51%)
  - Main methods of contact were via Council's website and telephone
  - Main enquiry was for waste/ rubbish removal

- 81% of residents who had contacted with Council were at least somewhat satisfied with the way their contact was handled. This result is significantly higher compared to 2021 (+7%) and also slightly higher than our benchmark (+3%).

- 'Flyer/letter from Council to my home' is the most commonly used method for receiving information about Council, followed by word of mouth, Council's monthly printed newsletter 'Inner West Council News' and Council's website.

Contact with Council

63% of residents had contacted Inner West Council in the last year, which has significantly increased since 2021*. Females, mid-aged residents (35-64), ratepayers, and those living in Marrickville were significantly more likely to have contacted Council in the last year.
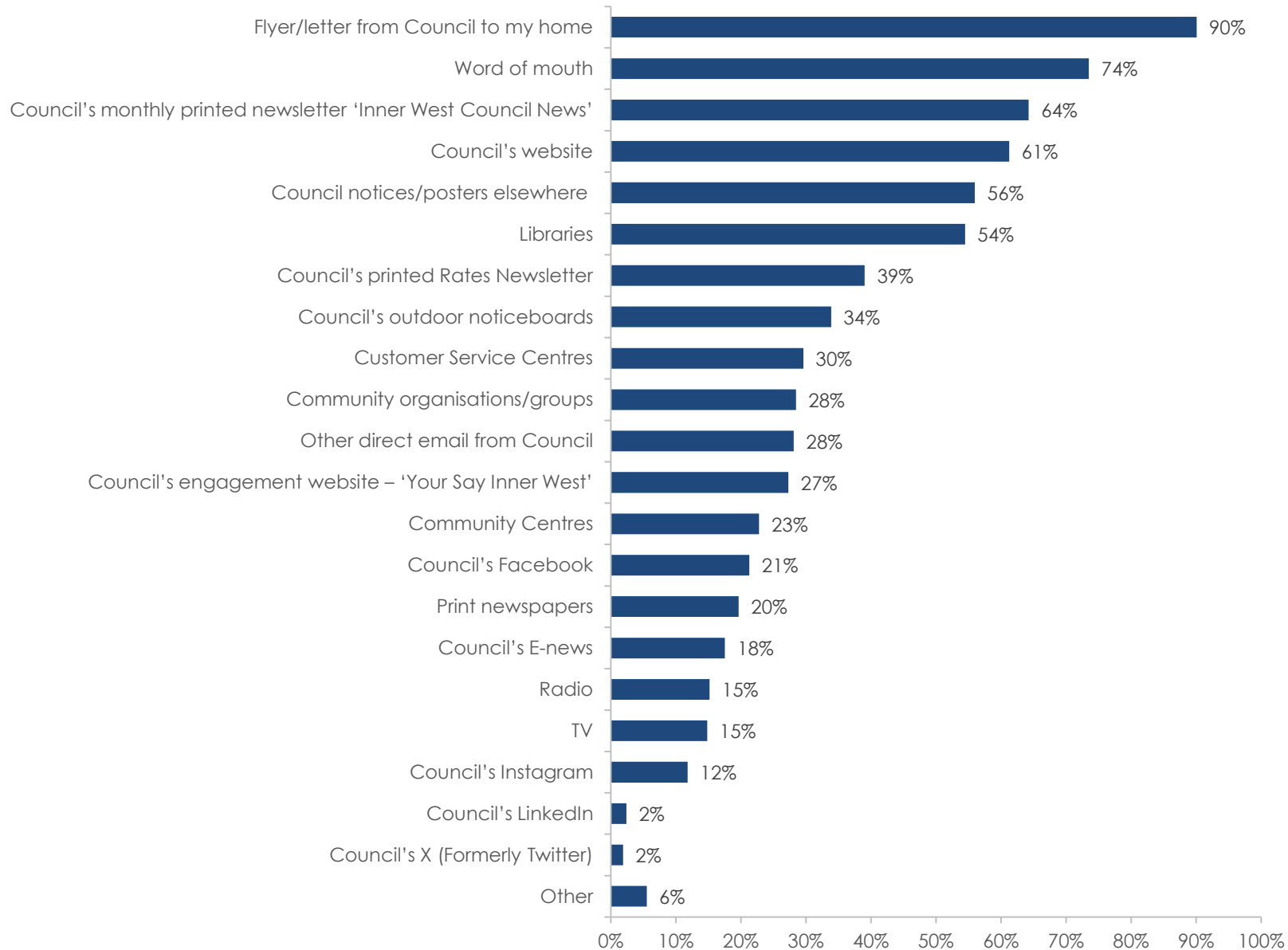

Base: N=750

	Overall	Male	Female	18-24	25-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Yes %	63%	57%	69%	32%	48%	72%	77%	69%	67%	50%
Base	750	363	387	70	174	218	161	127	588	162
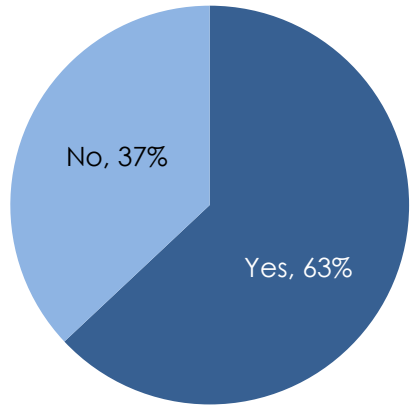
	2024	2021	2018	2017	2016
Yes	63%	51%	51%	36%	37%
Base	750	1002	1003	1002	1008

	Ward					Time lived in the area		
	Ashfield	Leichhardt	Balmain	Stanmore	Marrickville	Up to 5 years	6-10 years	More than 10 years
Yes %	57%	58%	65%	68%	73%	51%	62%	65%
Base	148	185	141	163	112	58	91	601

*Note: This significant change may be due to the wording change from 2021 (we specified 'apart from paying rates')

Q2a.   *In the last year have you contacted Inner West Council for any reason?*

Significantly higher / lower percentage (compared to 2021/by group) 42

Method of Contact with Council

Council's website has surpassed telephone and become the most commonly used method for contacting with Council, with 59% usage. Following the Council's website, 48% of residents stated that they contacted Council via telephone. Noticeably, 63% contacted with Council via online methods (website, App, social media, etc.), which has significantly increased from 2021 (50%).
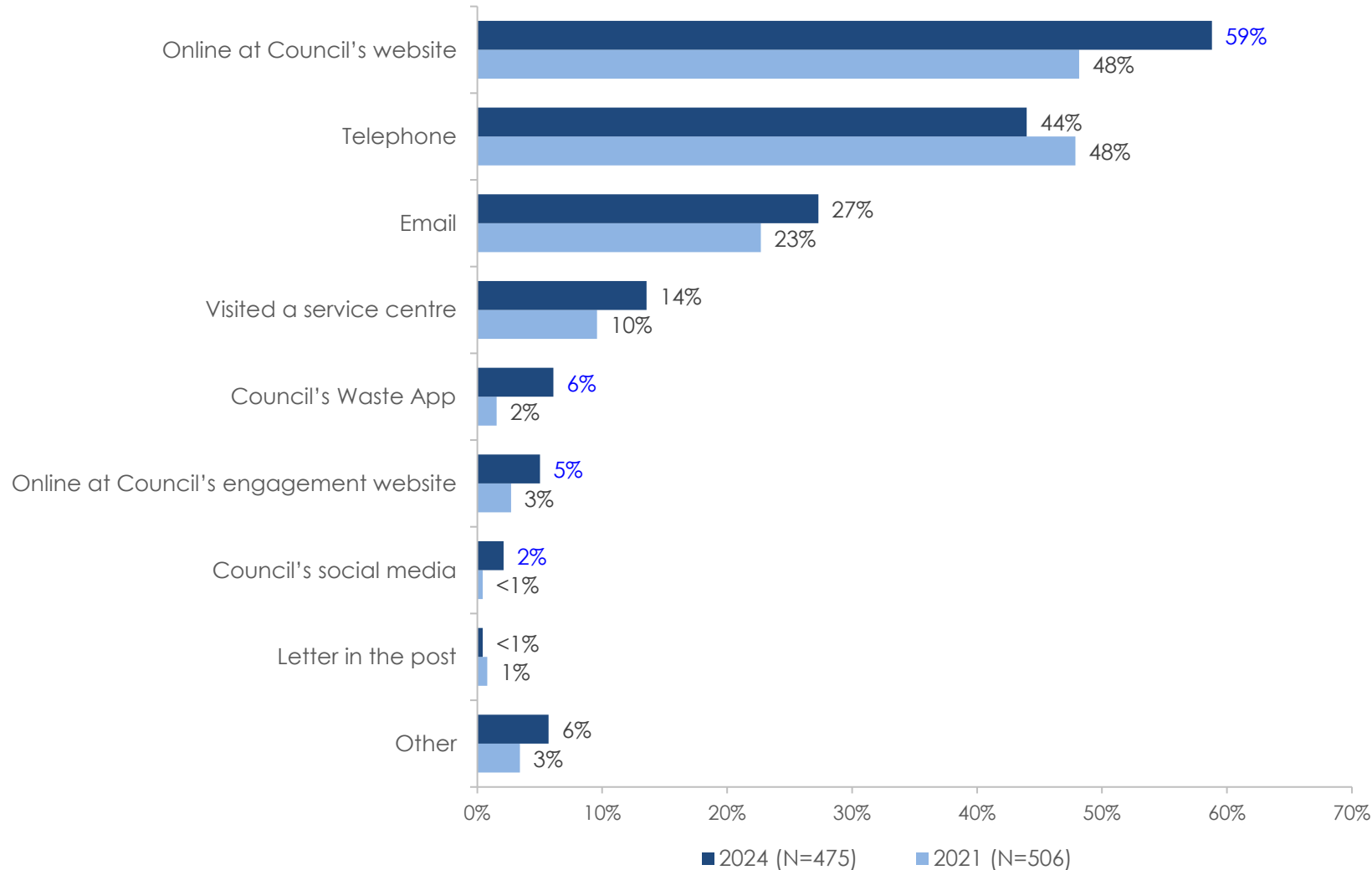
Other specified (2024)	Count
Snap Send Solve	14
In person (not at a service centre)	8
Portal	2
Library	2
SMS	1
Through a third party	1

Bar chart data — 2024 (N=475) and 2021 (N=506):

Method	2024	2021
Online at Council's website	59%	48%
Telephone	44%	48%
Email	27%	23%
Visited a service centre	14%	10%
Council's Waste App	6%	2%
Online at Council's engagement website	5%	3%
Council's social media	2%	<1%
Letter in the post	<1%	1%
Other	6%	3%

■ 2024 (N=475)   ■ 2021 (N=506)

Nature of Enquiry

Waste/rubbish removal has remained the most common enquiry raised by residents, with 55% of residents stating that this is why they contacted Council. This result is also significantly higher than 2021. Noticeably, significantly fewer residents made complaints or enquired about development application.
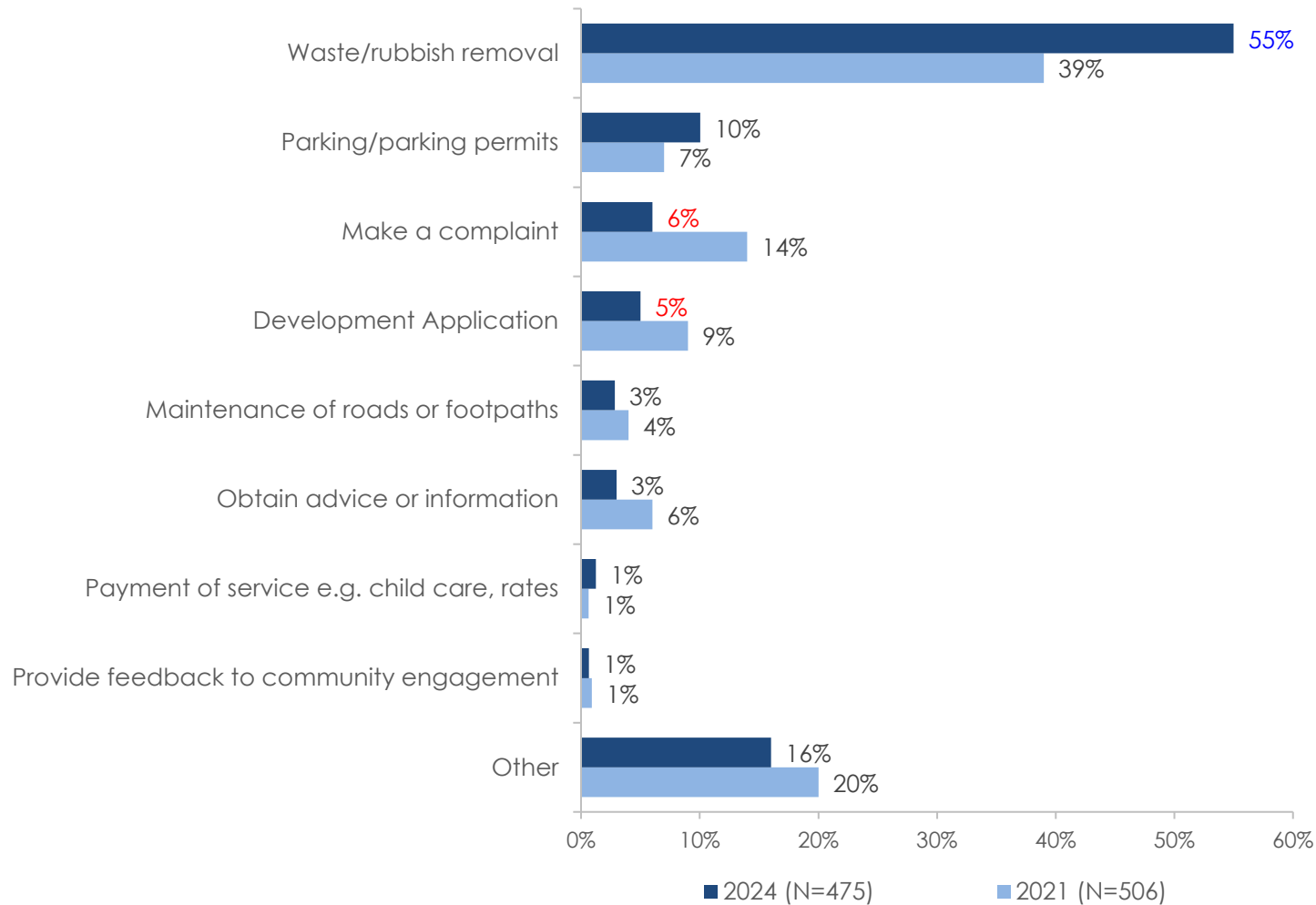
Other specified (2024)	N=475
Tree removal/management	4%
Made a suggestion/request	3%
General maintenance/graffiti removal	2%
Animal services	2%
Replacement/fixing/request of bins	2%
Reporting an issue	2%
Drainage/sewage	1%
Safety issues/ safety concerns	<1%
Fire regulation	<1%
Bookings e.g. booking public spaces/ facilities, access keys	<1%
Heritage listing submissions	<1%
Library related matters	<1%
Real estate matters	<1%
Rates	<1%

Chart values:
- Waste/rubbish removal: 2024 55%, 2021 39%
- Parking/parking permits: 2024 10%, 2021 7%
- Make a complaint: 2024 6%, 2021 14%
- Development Application: 2024 5%, 2021 9%
- Maintenance of roads or footpaths: 2024 3%, 2021 4%
- Obtain advice or information: 2024 3%, 2021 6%
- Payment of service e.g. child care, rates: 2024 1%, 2021 1%
- Provide feedback to community engagement: 2024 1%, 2021 1%
- Other: 2024 16%, 2021 20%

■2024 (N=475)   ■2021 (N=506)

Note: Parking/parking permit was coded as 'other' in 2021, so the figures for 'other' and 'parking' for 2021 have been rectified

Q2c.   *What was the nature of your enquiry?*

Please see Appendix 1 for results by demographic

Significantly higher / lower percentage (compared to 2021)

Satisfaction with Contact

81% of residents who had contacted with Council were at least somewhat satisfied with the way their contact was handled. This result is significantly higher compared to 2021 and also slightly higher than our benchmark.

Non-ratepayers and those living in Stanmore were significantly more likely to be satisfied.
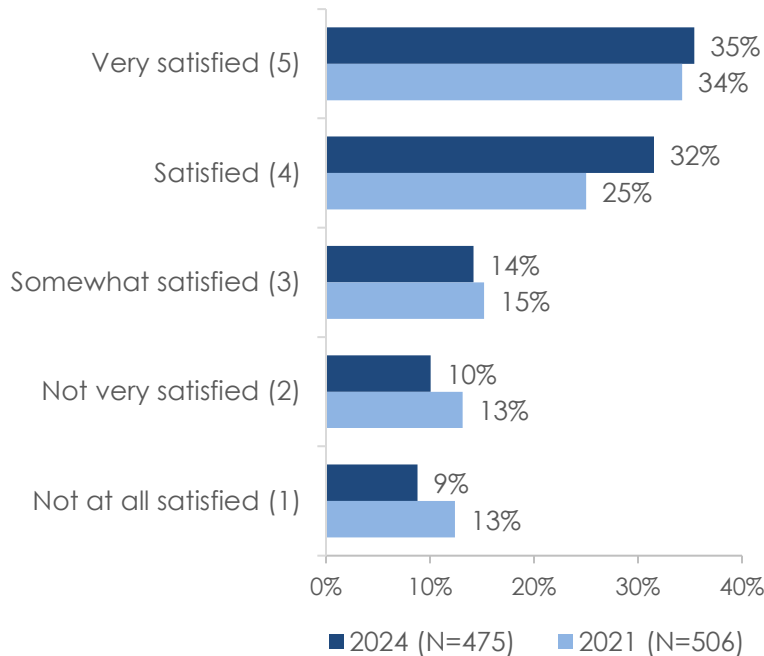
	Overall 2024	Male	Female	18-24	25-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Top 3 box	81%	78%	83%	100%	80%	77%	84%	81%	79%	91%
Mean rating	3.75	3.68	3.80	3.85	3.80	3.60	3.78	3.87	3.70	3.98
Base	475	207	269	22	84	157	124	88	394	81

	Ward					Time lived in the area		
	Ashfield	Leichhardt	Balmain	Stanmore	Marrickville	Up to 5 years	6-10 years	More than 10 years
Top 3 box	86%	78%	80%	88%	73%	70%	85%	81%
Mean rating	3.92	3.65	3.69	3.96	3.47	3.29	3.75	3.78
Base	85	107	91	111	81	29	57	390

Bar chart:
Very satisfied (5): 35% (2024), 34% (2021)
Satisfied (4): 32% (2024), 25% (2021)
Somewhat satisfied (3): 14% (2024), 15% (2021)
Not very satisfied (2): 10% (2024), 13% (2021)
Not at all satisfied (1): 9% (2024), 13% (2021)
■ 2024 (N=475) ■ 2021 (N=506)

	Inner West Council 2024	Inner West Council 2021	Inner West Council 2018	Inner West Council 2017	Inner West Council 2016	Micromex LGA Benchmark
Top 3 box	81%	74%	78%	80%	80%	78%
Mean rating	3.75	3.56	3.66	3.75	3.67	3.70
Base	475	506	513	363	369	30,272

Q2d.   *Overall, how satisfied were you with the way your contact was handled?*

Significantly higher / lower percentage/rating (compared to 2021/by group)

Receiving Information About Council

Method	Percentage
Flyer/letter from Council to my home	90%
Word of mouth	74%
Council's monthly printed newsletter 'Inner West Council News'	64%
Council's website	61%
Council notices/posters elsewhere	56%
Libraries	54%
Council's printed Rates Newsletter	39%
Council's outdoor noticeboards	34%
Customer Service Centres	30%
Community organisations/groups	28%
Other direct email from Council	28%
Council's engagement website – 'Your Say Inner West'	27%
Community Centres	23%
Council's Facebook	21%
Print newspapers	20%
Council's E-news	18%
Radio	15%
TV	15%
Council's Instagram	12%
Council's LinkedIn	2%
Council's X (Formerly Twitter)	2%
Other	6%

'Flyer/letter from Council to my home' is the most commonly used method for receiving information about Council, followed by word of mouth, Council's monthly printed newsletter 'Inner West Council News' and Council's website.

Other specified (2024)	Count
Facebook groups/pages	9
Other social media platforms	5
Public information sessions	4
Youtube	3
Phone call	3
Councillors	2
Schools	2
Snap send solve	2
Other direct email from individual Councillors (not council)	1
Through work	1
Text	1
Friends who work at/with Council	1
Don't know/nothing	4

Q6.   *Through which of the following means do you receive information about Council?*

Food Waste Collection

This section provides information about residents' disposal methods for food waste and their commitment to food recycling. It also gauges residents' awareness of FOGO and their satisfaction with FOGO service.

Section Four

Summary: Food Waste Collection

- Approx. 9 in 10 (89%) Inner West residents are aware of the food and organic waste recycling service and 90% of residents stated that they are at least somewhat committed to food recycling.

- 69% of residents dispose of food scraps using green lid organic bins, those living in houses with their own bins are significantly more likely to do so, and those living in apartments/multi-occupancy with shared bins/bin bay are more likely to use red lid garbage bins.

- 73% of residents are at least somewhat satisfied with the FOGO service, with 32% being very satisfied.
    - Main reasons for being satisfied: 'service is a good idea/positive', 'good for environment/farmers' and 'service works well'.
    - Main reasons for being not satisfied: 'smell/messy/unclean', 'bin service is interrupted now' and 'insect/pest issues'.

Disposal Methods

69% of residents dispose of food scraps using their green lid organic bins, making it the most common method for Inner West residents. By type of dwelling, those living in houses with their own bins are significantly more likely to use green lid organic bins and compost/worm farm to dispose of food scraps, while those living in apartments/multi-occupancy with shared bins/bin bay are more likely to use red lid garbage bins.

Disposal Method	Percentage
Green lid organics bin	69%
Red lid garbage bin	40%
Compost (home or community) or worm farm	34%
Feed to animals/pets	20%
Other	7%
N/A - We don't have this type of waste	<1%
Don't know	<1%

Q11. Which of the following types of dwelling do you live in?

	A house with your own bins (including semi, terrace, etc)	An apartment or multi-occupancy dwelling with shared bins or bin bay
Green lid organics bin	79%	40%
Red lid garbage bin	31%	64%
Compost or worm farm	38%	23%
Feed to animals/pets	21%	14%
Other	4%	14%
N/A	0%	1%
Don't know	0%	1%
	N=559	N=191

Base: N=750
Q12.   *How do you, or members of your household, usually dispose of food scraps?*

Please see Appendix 1 for results by the other demographics and 'other' specified
Significantly higher / lower percentage (by group)   49

Awareness of the Food and Organic Waste Recycling Service

89% of residents are aware of the food and organic waste recycling service.

Females are more likely to be aware, compared to males. Those living in Ashfield are less likely to be aware.
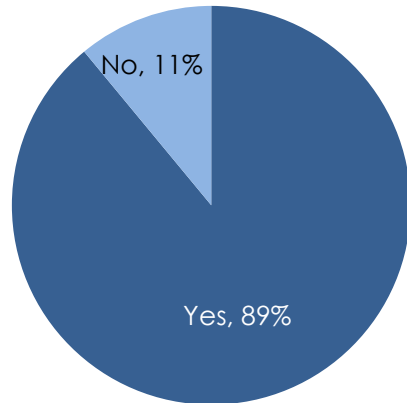
Base: N=750

	Overall 2024	Male	Female	18-24	25-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Yes %	89%	86%	92%	95%	85%	88%	91%	91%	90%	85%
Base	750	363	387	70	174	218	161	127	588	162

	Ward					Time lived in the area		
	Ashfield	Leichhardt	Balmain	Stanmore	Marrickville	Up to 5 years	6-10 years	More than 10 years
Yes %	77%	92%	94%	91%	92%	93%	85%	89%
Base	148	185	141	163	112	58	91	601

	Q11. Which of the following types of dwelling do you live in?	
	A house with your own bins (including semi, terrace, etc)	An apartment or multi-occupancy dwelling with shared bins or bin bay
Yes %	91%	85%
Base	559	191

Satisfaction with the FOGO Service

73% of residents are at least somewhat satisfied with the FOGO service, with 32% being very satisfied. Those who are aware of FOGO service are significantly more likely to be satisfied.

Ratepayers are significantly more likely to be satisfied with the FOGO service.
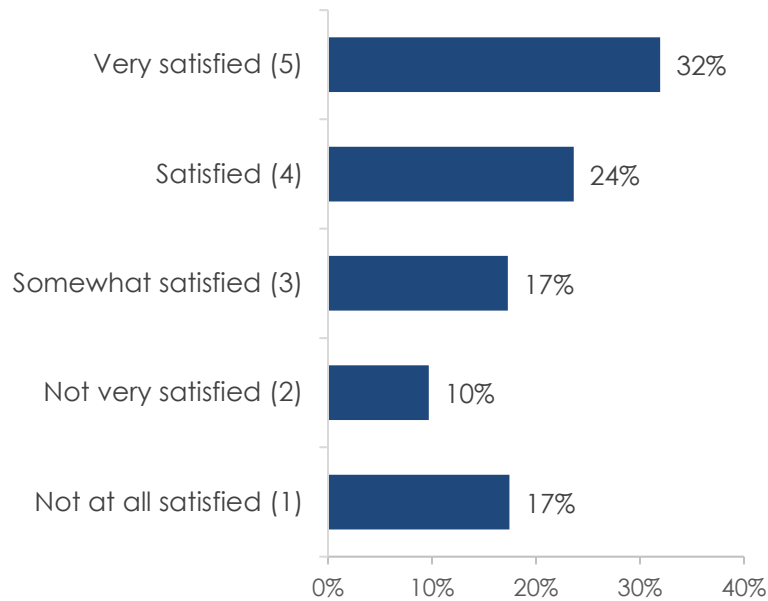
	Overall 2024	Male	Female	18-24	25-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Top 3 box	73%	71%	75%	80%	74%	69%	72%	76%	74%	68%
Mean rating	3.43	3.31	3.55	3.66	3.37	3.26	3.42	3.69	3.50	3.18
Base	748	363	385	70	174	217	161	127	586	162

	Ward					Time lived in the area		
	Ashfield	Leichhardt	Balmain	Stanmore	Marrickville	Up to 5 years	6-10 years	More than 10 years
Top 3 box	67%	77%	74%	74%	71%	66%	72%	74%
Mean rating	3.22	3.60	3.42	3.46	3.39	3.12	3.41	3.46
Base	147	185	141	163	112	58	91	599

Base: N=748

	Q13. Were you aware that Council introduced a Food and Organic Waste Recycling service in October 2023?	
	Yes	No
Top 3 box	75%	55%
Mean rating	3.53	2.60
Base	667	82

	Q11. Which of the following types of dwelling do you live in?	
	A house with your own bins (including semi, terrace, etc)	An apartment or multi-occupancy dwelling with shared bins or bin bay
Top 3 box	74%	69%
Mean rating	3.50	3.23
Base	558	190

Q14a. How satisfied are you with the FOGO service now?

Significantly higher / lower percentage (by group)

Reasons for the Levels of Satisfaction

56% of residents were very satisfied or satisfied with the FOGO service, 'service is a good idea/positive', 'good for environment/farmers' and 'service works well' were the top reasons for being satisfied with the FOGO service. 27% of residents were not satisfied with the FOGO service, with the top-mentioned reasons surrounding 'smell/messy/unclean', 'bin service is interrupted now' and 'insect/pest issues'.

Satisfied/Very satisfied (56%)	Total %
Service is a good idea/positive	18%
Positive benefits for the environment/farmer e.g. reducing landfill	18%
Service works well e.g. collected on time, no issues	16%
Easy to use/simple	7%
Bin service is interrupted now e.g., not collected on time/not frequent collection	4%
The move to weekly pickups was good	3%

Somewhat satisfied (17%)	Total %
Bin service is interrupted now	4%
Not aware of the service/haven't used it	4%
Issues with bags (e.g., no bags, broken bags)	4%
Smells bad/messy	3%
Needed better communication from Council	2%
Need more information on how to use the service	2%

Not at all satisfied/not very satisfied (27%)	Total %
Smells/messy/unclean	8%
Bin service is interrupted now	6%
Insect/pest issues	4%
Not aware	4%
Service isn't effective/poor	3%
Don't have access to the service	3%
Too much effort/too hard	3%

Base: N=748
Q14a.   How satisfied are you with the FOGO service now?
Q14b.   What is your main reason for giving that rating?

Please see Appendix 1 for complete lists   52

Reasons for the Levels of Satisfaction

Example verbatims

Service is a good idea/ positive

"Well explained, straightforward, good idea"

"Great to have an option for food scraps in an apartment"

Positive benefits for the environment/ farmer e.g. reducing landfill

"Council is supporting the environmentally safe way to dispose of food scraps"

"Environmentally responsible way to dispose of food scraps"

Service works well e.g. collected on time, no issues

"Initiative works well in a house because there is enough garden waste to insulate the food waste"

"It works very well. My red bin is drastically reduced"

Easy to use/ simple

"Easy, they provide the bags"

"Good for environment and easy to adapt to new green food waste program"

Smells/messy/unclean

"Neighbours don't care about the hygiene and smells"

"Only picked up once a fortnight: smells bad"

Bin service is interrupted now

"Red bin fills up very quickly and should be collected weekly"

"Red bin comes once a fortnight this creates another issue with too much rubbish which isn't ideal"

Insect/ pest issues

"Flies, maggots and smells start growing in the house and in the bin"

"Because it bring flies and fruit flies into the house"

Q14a.   How satisfied are you with the FOGO service now?
Q14b.   What is your main reason for giving that rating?

53

Commitment to Food Recycling

90% of residents stated that they are at least somewhat committed to food recycling.

Females, older residents and those living in houses with their own bins are significantly more likely to be committed to food recycling.
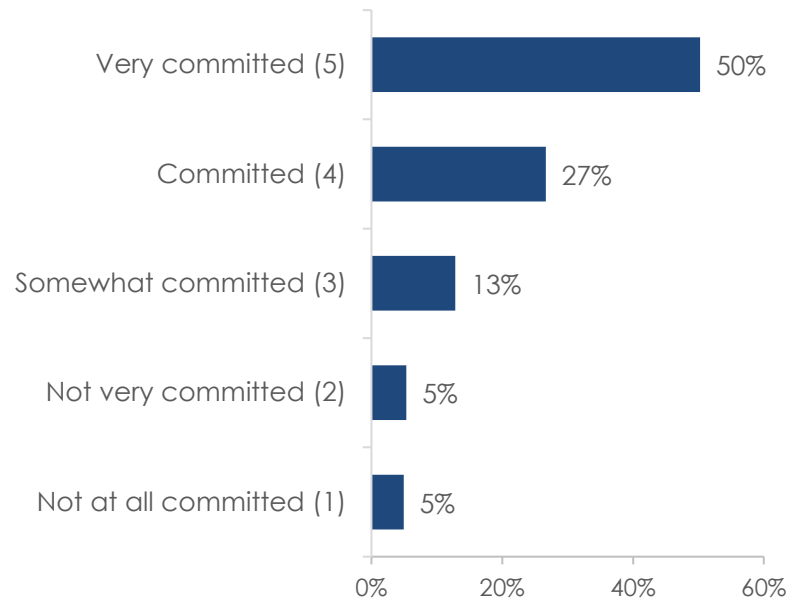
	Overall 2024	Male	Female	18-24	25-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Top 3 box	90%	86%	93%	76%	92%	88%	91%	96%	91%	86%
Mean rating	4.12	3.97	4.26	3.63	3.93	4.09	4.31	4.45	4.16	3.96
Base	749	363	386	70	174	218	161	127	587	162

	Ward					Time lived in the area		
	Ashfield	Leichhardt	Balmain	Stanmore	Marrickville	Less than 2 years	6-10 years	More than 10 years
Top 3 box	89%	89%	93%	86%	92%	71%	88%	92%
Mean rating	3.98	4.16	4.24	4.06	4.16	3.41	4.16	4.18
Base	147	185	141	163	112	58	91	600

	Q11. Which of the following types of dwelling do you live in?	
	A house with your own bins (including semi, terrace, etc)	An apartment or multi-occupancy dwelling with shared bins or bin bay
Top 3 box	92%	83%
Mean rating	4.23	3.79
Base	559	190

Base: N=749

Q15.   *How committed is your household to food recycling?*

Significantly higher / lower percentage/rating (by group) 54

Additional Analyses

Appendix 1

Further Demographics

Q1. In which suburb do you live?

Suburb	% of total respondents N=750
Marrickville	12%
Ashfield	10%
Leichhardt	9%
Annandale	7%
Haberfield	6%
Newtown	5%
Lilyfield	5%
Rozelle	5%
Dulwich Hill	5%
Balmain	4%
Stanmore	4%
Petersham	4%
Croydon	4%
Summer Hill	4%
Lewisham	3%
Camperdown	2%
Enmore	2%
Croydon Park	2%
Birchgrove	1%
Tempe	1%
Ashbury	1%
St Peters	1%
Sydenham	1%
Hurlstone Park	<1%
Balmain East	<1%
Marrickville South	<1%

Q19. What is the employment status of the main income earner in your household?

Employment Status of Main Income Earner	% of total respondents N=750
Work outside the Inner West Local Government Area	57%
Work in the Inner West Local Government Area	27%
Retired	11%
Unemployed/Pensioner	2%
Home duties/carer	1%
Student	<1%
Other	2%

Employment Status "Other Specified"	Count
Self-employed	5
Work inside and outside LGA	3
Work from home	2
Semi-retired	1

Further Demographics

Q17a. Which country were you born in?

Country	% of total respondents N=750	Country	% of total respondents N=750
Australia	77%	Latvia	<1%
United Kingdom	8%	Lebanon	<1%
New Zealand	2%	Macedonia	<1%
China	1%	Malaysia	<1%
Germany	1%	Mexico	<1%
Hong Kong	1%	Moldova	<1%
Ireland	1%	Nepal	<1%
Singapore	1%	Netherlands	<1%
South Africa	1%	Papua New Guinea	<1%
South Korea	1%	Paraguay	<1%
United States of America	1%	Philippines	<1%
Vietnam	1%	Poland	<1%
Africa	<1%	Portugal	<1%
Argentina	<1%	Russia	<1%
Brazil	<1%	Serbia	<1%
Canada	<1%	Sri Lanka	<1%
Cyprus	<1%	Sudan	<1%
Czech Republic	<1%	Switzerland	<1%
Fiji	<1%	Thailand	<1%
Greece	<1%	Turkey	<1%
India	<1%	Ukraine	<1%
Indonesia	<1%	Union of Soviet Socialist Republics (USSR)	<1%
Iran	<1%	Yugoslavia	<1%
Israel	<1%	Zambia	<1%
Italy	<1%	Unspecified	<1%
Japan	<1%		

Q17b. How long have you lived in Australia?

Time lived in Australia	% of overseas-born respondents N=174
More than 20 years	80%
11-20 years	13%
6-10 years	6%
2-5 years	1%

Further Demographics

Q24a. Do you speak any language(s) other than English at home?

Yes, 22%

No, 78%
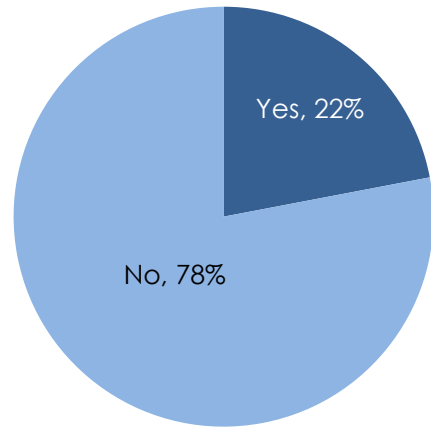
Q24b. Which language?

Language spoken	% of total respondents N=750	Language spoken	% of total respondents N=750
Italian	5%	Filipino/Tagalog	<1%
Cantonese	2%	German	<1%
French	2%	Hebrew	<1%
Greek	2%	Indian	<1%
Mandarin	2%	Indonesian	<1%
Spanish	2%	Japanese	<1%
Arabic	1%	Lebanese	<1%
Korean	1%	Macedonian	<1%
Portuguese	1%	Malaysian	<1%
Russian	1%	Maltese	<1%
Serbian	1%	Nepali	<1%
Thai	1%	Polish	<1%
Vietnamese	1%	Singaporean	<1%
African	<1%	Sinhala	<1%
Croatian	<1%	Tamil	<1%
Czech	<1%	Turkish	<1%
Danish	<1%	Ukrainian	<1%
Dutch	<1%	Unspecified	<1%

Unique Characteristics of the Inner West LGA

Unique Characteristics		Strengths of the local area		Unique Characteristics	
Diversity/multiculturalism	43%	Access/quality services/facilities	6%	Lifestyle/progressive beliefs	2%
Community sprit/inclusive	34%	Safe community/area	4%	Schools/education	2%
Close proximity to city/work/services	28%	Peaceful/nice place to live	4%	Home/grew up here	1%
Cultural/artistic opportunities	9%	Things to do/entertainment	4%	Clean/well maintained area	1%
Variety of cafes/restaurants/shops	9%	Balance of development /retain identity	3%	Family friendly/orientated	1%
Accessibility/good public transport	8%	Walkability/cycling areas	3%	Affordable	<1%
Parks/nature/environment	8%	Village atmosphere	3%	Always improving	<1%
Vibrant area	7%	Good Council performance/ leadership/progressive	2%	Other	1%
Heritage/character of the area	7%	Low density living/low congestion	2%	Nothing/ don't know	4%

Agreement with Statements Regarding Living in the Inner West

T2B% (Strongly agree + agree)	Overall 2024	Male	Female	18-24	25-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
The Inner West area is a good place to live	95%	97%	94%	100%	92%	98%	96%	93%	96%	93%
Inner West is a harmonious, respectful and inclusive community	77%	78%	76%	73%	76%	83%	76%	71%	77%	76%
There are enough good quality open spaces	69%	69%	68%	68%	77%	68%	67%	61%	68%	71%
I feel a part of my local community	69%	68%	69%	41%	59%	78%	74%	73%	70%	64%
I have enough opportunities to participate in sporting or recreational activities	63%	65%	60%	41%	64%	69%	62%	62%	65%	55%
I have enough opportunities to participate in arts and cultural activities	49%	50%	49%	20%	40%	56%	53%	62%	49%	49%
Local town centres are vibrant and economically healthy	43%	46%	41%	51%	45%	40%	42%	44%	44%	41%
I have enough opportunities to participate in Council's community consultation	41%	45%	38%	15%	40%	44%	42%	51%	42%	37%
Council offers good value for money	26%	31%	22%	10%	29%	25%	26%	34%	27%	25%
Council manages its finances well	20%	26%	15%	5%	26%	19%	18%	26%	20%	21%
Housing in the area is affordable	4%	4%	3%	0%	3%	4%	4%	5%	4%	3%
Base	750	363	387	70	174	218	161	127	588	162

Q8a. How strongly do you agree or disagree with the following statements?

Significantly higher / lower percentage (by group)

60

Agreement with Statements Regarding Living in the Inner West

T2B% (Strongly agree + agree)	Overall 2024	Ward					Time lived in the area		
		Ashfield	Leichhardt	Balmain	Stanmore	Marrickville	Up to 5 years	6-10 years	More than 10 years
The Inner West area is a good place to live	95%	96%	99%	91%	96%	94%	95%	95%	95%
Inner West is a harmonious, respectful and inclusive community	77%	72%	75%	70%	82%	85%	70%	67%	79%
There are enough good quality open spaces	69%	69%	65%	64%	73%	72%	67%	69%	69%
I feel a part of my local community	69%	67%	60%	70%	72%	79%	51%	63%	71%
I have enough opportunities to participate in sporting or recreational activities	63%	63%	66%	65%	54%	66%	48%	61%	64%
I have enough opportunities to participate in arts and cultural activities	49%	45%	40%	50%	54%	62%	40%	52%	50%
Local town centres are vibrant and economically healthy	43%	52%	41%	28%	48%	48%	47%	34%	45%
I have enough opportunities to participate in Council's community consultation	41%	41%	33%	47%	44%	43%	47%	47%	40%
Council offers good value for money	26%	25%	28%	22%	28%	27%	27%	23%	27%
Council manages its finances well	20%	23%	18%	17%	24%	19%	24%	15%	21%
Housing in the area is affordable	4%	6%	2%	3%	2%	5%	7%	7%	3%
Base	750	148	185	141	163	112	58	91	601

Q8a. How strongly do you agree or disagree with the following statements?

Significantly higher / lower percentage (by group)

Community Strategic Plan

	Overall 2024	Male	Female	18-24	25-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Liveable, connected neighbourhoods and transport	98%	98%	99%	100%	98%	98%	98%	99%	98%	98%
Healthy, resilient and caring communities	98%	99%	97%	100%	97%	98%	97%	98%	98%	97%
Creative communities and a strong economy	96%	96%	96%	100%	96%	98%	95%	94%	97%	95%
An ecologically sustainable Inner West	94%	92%	96%	90%	98%	93%	93%	95%	93%	99%
Progressive, responsive and effective civic leadership	92%	91%	94%	95%	94%	91%	91%	94%	92%	95%
Base	749	363	387	70	174	218	161	127	588	162

	Ward					Time lived in the area		
	Ashfield	Leichhardt	Balmain	Stanmore	Marrickville	Up to 5 years	6-10 years	More than 10 years
Liveable, connected neighbourhoods and transport	98%	98%	99%	99%	98%	100%	100%	98%
Healthy, resilient and caring communities	96%	98%	97%	99%	97%	100%	96%	98%
Creative communities and a strong economy	97%	97%	93%	99%	95%	98%	92%	97%
An ecologically sustainable Inner West	95%	94%	92%	95%	95%	87%	93%	95%
Progressive, responsive and effective civic leadership	91%	93%	92%	95%	91%	92%	91%	93%
Base	148	185	141	163	112	58	91	601

Q9.   *Over the next 10 years Council is working to achieve the following five strategic goals for the Inner West.*
Please answer yes or no if you agree with each of these goals.

Significantly higher / lower percentage (by group)   62

Comparison to Previous Research

Service/Facility	Importance			Satisfaction		
	2024	**2021**	**2018**	**2024**	**2021**	**2018**
Encouraging recycling	4.34	4.63	4.52	3.70	3.54	3.66
Environmental education programs and initiatives e.g. community gardens	3.92	4.21	4.06	3.40	3.25	3.36
Flood management	3.91	3.78	3.66	3.14	3.33	3.47
Household garbage collection	4.70	4.66	4.69	3.37	4.08	4.19
Protecting the natural environment (e.g. bush care)	4.50	4.60	4.59	3.48	3.46	3.58
Removal of illegally dumped rubbish	4.35	4.35	4.45	3.27	3.41	3.51
Tree management	4.18	4.20	4.18	3.15	3.16	3.30
Availability of sporting ovals, grounds and facilities	3.94	3.94	4.07	3.82	3.97	3.86
Maintenance of local parks, playgrounds and sporting fields	4.40	4.42	4.43	3.77	3.95	3.88
Swimming pools and aquatic centres	3.93	3.82	3.97	4.11	4.01	3.81
Community centres and facilities	3.76	3.83	3.80	3.67	3.72	3.70
Provision of services for older residents	4.02	4.00	4.06	3.35	3.37	3.40
Support for people with a disability	4.27	4.32	4.33	3.22	3.34	3.29
Community education programs e.g. English classes, author talks, cycling	3.50	3.68	3.64	3.42	3.43	3.46
Council's childcare service and programs	3.53	3.65	3.75	3.35	3.57	3.57
Library services	4.08	4.21	4.13	4.14	4.25	3.99
Programs and support for newly arrived and migrant communities	3.66	3.96	3.83	3.16	3.28	3.33
Promoting pride in the community	3.66	3.93	3.80	3.74	3.63	3.66
Youth programs and activities	3.86	3.85	3.87	3.26	3.38	3.39
Festival and events programs	3.52	3.71	3.50	3.58	3.67	3.85
Supporting local artists and creative industries	3.78	4.01	3.73	3.40	3.46	3.45

Scale: 1 = not at all important/not at all satisfied, 5 = very important/very satisfied
A significantly higher/lower level of importance/satisfaction (compared to 2021)

Comparison to Previous Research

Service/Facility	Importance			Satisfaction		
	2024	**2021**	**2018**	**2024**	**2021**	**2018**
Supporting local jobs and business	4.29	4.45	4.33	3.28	3.46	3.45
Community's ability to influence Council's decision making	4.36	4.37	4.39	2.82	2.89	2.92
Provision of Council information to the community	4.29	4.33	4.36	3.40	3.27	3.31
Support and programs for volunteers and community groups	3.79	3.87	3.89	3.51	3.43	3.49
Management of parking	4.09	4.07	4.07	2.70	2.83	2.92
Cycleways	3.37	3.45	3.55	3.01	3.07	2.97
Maintaining local roads (excluding major routes)	4.46	4.41	4.40	2.91	3.16	3.19
Traffic management and road safety	4.48	4.47	4.51	3.20	3.27	3.29
Bus stop shelters	3.81	NA	NA	3.35	NA	NA
Maintaining footpaths	4.44	4.47	4.48	3.04	3.18	3.17
Building heights in town centres	3.63	3.66	3.96	3.13	3.13	2.97
Managing development in the area	4.23	4.24	4.43	2.83	2.88	2.77
Graffiti removal	3.13	3.27	3.40	3.14	3.36	3.30
Maintenance and cleaning of town centres	4.07	4.16	4.15	3.57	3.71	3.66
Protection of low rise residential areas	3.85	4.02	4.16	3.21	3.23	3.15
Stormwater management and flood mitigation	4.19	4.08	4.05	3.15	3.41	3.61
Long term planning for Council area	4.44	4.34	4.45	3.04	3.11	3.05
Safe public spaces	4.59	4.63	4.54	3.60	3.64	3.61
Protection of heritage buildings and items	4.01	4.24	4.26	3.51	3.55	3.44
Access to public transport	4.71	4.73	4.79	3.80	3.96	3.74
Appearance of your local area	4.26	4.34	4.30	3.60	3.62	3.60

Scale: 1 = not at all important/not at all satisfied, 5 = very important/very satisfied
A significantly higher/lower level of importance/satisfaction (compared to 2021)

<u>Importance</u> Compared to the Micromex Benchmark

Service/Facility	Inner West Council T2 box importance score	Micromex LGA Benchmark – Metro T2 box importance score	Variance
Supporting local artists and creative industries	61%	52%	9%
Access to public transport	94%	90%	4%
Library services	75%	71%	4%
Appearance of your local area	83%	79%	4%
Swimming pools and aquatic centres	69%	65%	4%
Safe public spaces	91%	88%	3%
Maintaining footpaths	89%	86%	3%
Tree management	79%	77%	2%
Community centres and facilities	62%	59%	2%
Maintenance of local parks, playgrounds and sporting fields	87%	85%	2%
Protecting the natural environment (e.g. bush care)	87%	85%	2%
Provision of Council information to the community	83%	81%	1%
Support for people with a disability	79%	78%	1%
Cycleways	53%	52%	1%
Household garbage collection	94%	95%	0%
Youth programs and activities	66%	66%	0%
Community's ability to influence Council's decision making	83%	83%	-1%
Supporting local jobs and business	81%	82%	-1%
Stormwater management and flood mitigation	78%	80%	-2%
Traffic management and road safety	86%	88%	-2%
Protection of heritage buildings and items	72%	74%	-2%

Note: Benchmark differences are based on assumed variants of +/- 10%, with variants beyond +/- 10% more likely to be significant
▲/▼ = positive/negative difference equal to/greater than 10% from Benchmark.

Note: T2 = important/very important

Importance Compared to the Micromex Benchmark

Service/Facility	Inner West Council T2 box importance score	Micromex LGA Benchmark – Metro T2 box importance score	Variance
Long term planning for Council area	86%	88%	-2%
Maintaining local roads (excluding major routes)	88%	90%	-2%
Provision of services for older residents	71%	75%	-3%
Council's childcare service and programs	56%	59%	-3%
Managing development in the area	79%	82%	-4%
Encouraging recycling	85%	89%	-4%
Bus stop shelters	63%	67%	-4%
Building heights in town centres	57%	63%	-5%
Management of parking	75%	82%	-7%
Environmental education programs and initiatives e.g. community gardens	67%	74%	-7%
Programs and support for newly arrived and migrant communities	59%	66%	-7%
Support and programs for volunteers and community groups	63%	70%	-7%
Removal of illegally dumped rubbish	82%	89%	-7%
Availability of sporting ovals, grounds and facilities	68%	76%	-7%
Promoting pride in the community	60%	68%	-8%
Protection of low rise residential areas	68%	76%	-8%
Festival and events programs	53%	61%	-8%
Maintenance and cleaning of town centres	75%	84%	-9%
Flood management	67%▼	80%	-13%
Community education programs e.g. English classes, author talks, cycling	52%▼	66%	-14%
Graffiti removal	42%▼	69%	-27%

Note: Benchmark differences are based on assumed variants of +/- 10%, with variants beyond +/- 10% more likely to be significant
▲/▼ = positive/negative difference equal to/greater than 10% from Benchmark.

Note: T2 = important/very important

Satisfaction Compared to the Micromex Benchmark

Service/Facility	Inner West Council T3 box satisfaction score	Micromex LGA Benchmark – Metro T3 box satisfaction score	Variance
Protection of low rise residential areas	77%	68%	9%
Swimming pools and aquatic centres	95%	87%	8%
Access to public transport	90%	84%	6%
Promoting pride in the community	90%	84%	6%
Traffic management and road safety	77%	72%	5%
Community education programs e.g. English classes, author talks, cycling	90%	86%	4%
Environmental education programs and initiatives e.g. community gardens	84%	80%	4%
Appearance of your local area	87%	84%	4%
Protection of heritage buildings and items	86%	82%	4%
Building heights in town centres	73%	70%	3%
Provision of services for older residents	89%	87%	2%
Maintenance of local parks, playgrounds and sporting fields	93%	91%	2%
Community centres and facilities	91%	90%	1%
Long term planning for Council area	76%	74%	1%
Youth programs and activities	84%	83%	1%
Library services	95%	94%	0%
Maintenance and cleaning of town centres	88%	88%	0%
Provision of Council information to the community	80%	80%	0%
Supporting local jobs and business	84%	84%	0%
Safe public spaces	86%	87%	0%
Protecting the natural environment (e.g. bush care)	87%	88%	-1%

Note: Benchmark differences are based on assumed variants of +/- 10%, with variants beyond +/- 10% more likely to be significant
▲/▼ = positive/negative difference equal to/greater than 10% from Benchmark.

Note: T3 = at least somewhat satisfied

Satisfaction Compared to the Micromex Benchmark

Service/Facility	Inner West Council T3 box satisfaction score	Micromex LGA Benchmark – Metro T3 box satisfaction score	Variance
Support and programs for volunteers and community groups	87%	68%	-1%
Encouraging recycling	86%	87%	-1%
Programs and support for newly arrived and migrant communities	84%	84%	-1%
Availability of sporting ovals, grounds and facilities	90%	84%	-2%
Support for people with a disability	84%	72%	-2%
Removal of illegally dumped rubbish	78%	86%	-2%
Council's childcare service and programs	85%	80%	-2%
Supporting local artists and creative industries	82%	84%	-4%
Festival and events programs	87%	82%	-4%
Cycleways	68%	70%	-4%
Maintaining footpaths	70%	87%	-5%
Tree management	71%	91%	-5%
Managing development in the area	65%	90%	-5%
Community's ability to influence Council's decision making	64%	74%	-6%
Maintaining local roads (excluding major routes)	67%	83%	-6%
Graffiti removal	74%	94%	-6%
Management of parking	57%	88%	-7%
Bus stop shelters	78%	80%	-7%
Flood management	75%	84%	-9%
Stormwater management and flood mitigation	73%▼	87%	-10%
Household garbage collection	74%▼	88%	-19%

Note: Benchmark differences are based on assumed variants of +/- 10%, with variants beyond +/- 10% more likely to be significant
▲/▼ = positive/negative difference equal to/greater than 10% from Benchmark.

Note: T3 = at least somewhat satisfied   68

Performance Gap Analysis

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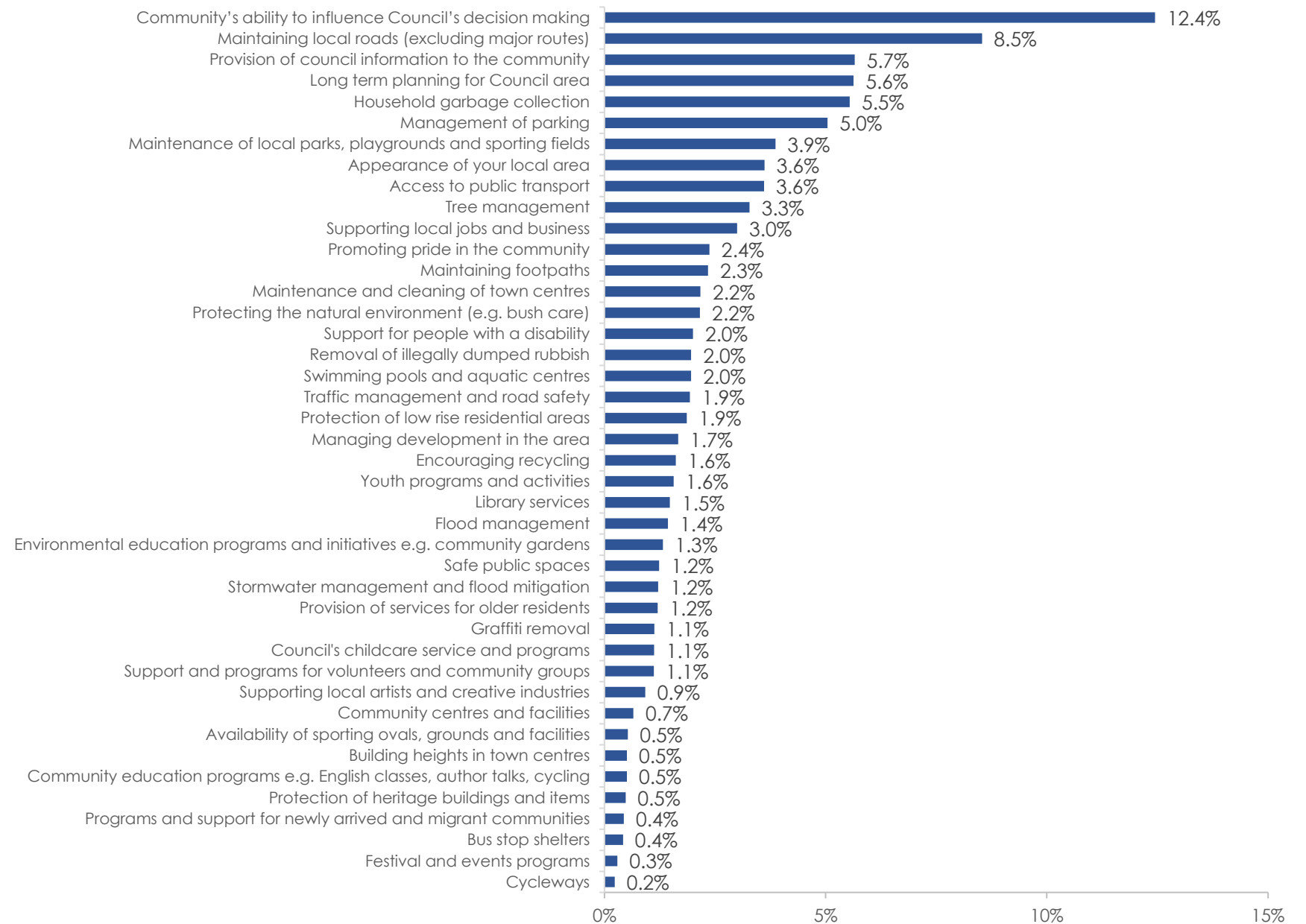
Performance Gap Ranking

Service/Facility	Importance T2 Box	Satisfaction T3 Box	Performance Gap (Importance – Satisfaction)
Maintaining local roads (excluding major routes)	88%	67%	21%
Household garbage collection	94%	74%	20%
Maintaining footpaths	89%	70%	19%
Community's ability to influence Council's decision making	83%	64%	19%
Management of parking	75%	57%	18%
Managing development in the area	79%	65%	14%
Long term planning for Council area	86%	76%	10%
Traffic management and road safety	86%	77%	9%
Tree management	79%	71%	8%
Stormwater management and flood mitigation	78%	73%	5%
Safe public spaces	91%	86%	5%
Removal of illegally dumped rubbish	82%	78%	4%
Access to public transport	94%	90%	4%
Provision of Council information to the community	83%	80%	3%
Protecting the natural environment (e.g. bush care)	87%	87%	0%
Encouraging recycling	85%	86%	-1%
Supporting local jobs and business	81%	84%	-3%
Appearance of your local area	83%	87%	-4%
Support for people with a disability	79%	84%	-5%
Maintenance of local parks, playgrounds and sporting fields	87%	93%	-6%
Flood management	67%	75%	-8%

Note: T2 = important/very important
T3 = at least somewhat satisfied

Performance Gap Analysis

Performance Gap Ranking…

Service/Facility	Importance T2 Box	Satisfaction T3 Box	Performance Gap (Importance – Satisfaction)
Protection of low rise residential areas	68%	77%	-9%
Maintenance and cleaning of town centres	75%	88%	-13%
Protection of heritage buildings and items	72%	86%	-14%
Cycleways	53%	68%	-15%
Bus stop shelters	63%	78%	-15%
Building heights in town centres	57%	73%	-16%
Environmental education programs and initiatives e.g. community gardens	67%	84%	-17%
Youth programs and activities	66%	84%	-18%
Provision of services for older residents	71%	89%	-18%
Library services	75%	95%	-20%
Supporting local artists and creative industries	61%	82%	-21%
Availability of sporting ovals, grounds and facilities	68%	90%	-22%
Support and programs for volunteers and community groups	63%	87%	-24%
Programs and support for newly arrived and migrant communities	59%	84%	-25%
Swimming pools and aquatic centres	69%	95%	-26%
Council's childcare service and programs	56%	85%	-29%
Community centres and facilities	62%	91%	-29%
Promoting pride in the community	60%	90%	-30%
Graffiti removal	42%	74%	-32%
Festival and events programs	53%	87%	-34%
Community education programs	52%	90%	-38%

Note: T2 = important/very important
T3 = at least somewhat satisfied

Regression Analysis – Influence on Overall Satisfaction

The chart to the right summarises the influence of the 42 facilities/ services on overall satisfaction with Council's performance, based on the Advanced Regression analysis.

Facility / Service	Influence
Community's ability to influence Council's decision making	12.4%
Maintaining local roads (excluding major routes)	8.5%
Provision of council information to the community	5.7%
Long term planning for Council area	5.6%
Household garbage collection	5.5%
Management of parking	5.0%
Maintenance of local parks, playgrounds and sporting fields	3.9%
Appearance of your local area	3.6%
Access to public transport	3.6%
Tree management	3.3%
Supporting local jobs and business	3.0%
Promoting pride in the community	2.4%
Maintaining footpaths	2.3%
Maintenance and cleaning of town centres	2.2%
Protecting the natural environment (e.g. bush care)	2.2%
Support for people with a disability	2.0%
Removal of illegally dumped rubbish	2.0%
Swimming pools and aquatic centres	2.0%
Traffic management and road safety	1.9%
Protection of low rise residential areas	1.9%
Managing development in the area	1.7%
Encouraging recycling	1.6%
Youth programs and activities	1.6%
Library services	1.5%
Flood management	1.4%
Environmental education programs and initiatives e.g. community gardens	1.3%
Safe public spaces	1.2%
Stormwater management and flood mitigation	1.2%
Provision of services for older residents	1.2%
Graffiti removal	1.1%
Council's childcare service and programs	1.1%
Support and programs for volunteers and community groups	1.1%
Supporting local artists and creative industries	0.9%
Community centres and facilities	0.7%
Availability of sporting ovals, grounds and facilities	0.5%
Building heights in town centres	0.5%
Community education programs e.g. English classes, author talks, cycling	0.5%
Protection of heritage buildings and items	0.5%
Programs and support for newly arrived and migrant communities	0.4%
Bus stop shelters	0.4%
Festival and events programs	0.3%
Cycleways	0.2%

Council's Used to Create the Micromex Metro Benchmark

The Metro Benchmark was composed from the Council areas listed below:	
Bayside Council	Hunter's Hill Council
Blacktown City Council	Ku-ring-gai Council
Burwood Council	Lane Cove Council
Campbelltown City Council	Liverpool City Council
Canterbury-Bankstown Council	North Sydney
City of Canada Bay Council	Northern Beaches Council
City of Parramatta Council	Penrith City Council
City of Playford	Randwick City Council
City of Ryde	Sutherland Shire Council
Cumberland City Council	The Hills Shire Council
Fairfield City Council	Waverley Council
Georges River Council	Willoughby City Council
Hawkesbury City Council	Woollahra Municipal Council

Method of Contact with Council

	Overall 2024	Male	Female	18-24	25-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Online at Council's website	59%	59%	58%	54%	74%	62%	60%	38%	57%	67%
Telephone	44%	42%	46%	31%	35%	41%	49%	55%	45%	37%
Email	27%	29%	26%	31%	26%	28%	28%	25%	27%	31%
Visited a service centre	14%	12%	14%	0%	13%	10%	12%	25%	15%	9%
Council's Waste App	6%	5%	7%	0%	7%	5%	9%	5%	7%	2%
Online at Council's engagement website	5%	5%	5%	0%	4%	6%	5%	5%	5%	3%
Council's social media	2%	1%	3%	0%	2%	0%	3%	5%	2%	2%
Letter in the post	<1%	0%	1%	0%	0%	0%	1%	1%	1%	0%
Other	6%	6%	6%	0%	0%	8%	7%	7%	6%	4%
Base	475	207	269	22	84	157	124	88	394	81

Method of Contact with Council

	Overall 2024	Ward					Time lived in the area		
		Ashfield	Leichhardt	Balmain	Stanmore	Marrickville	Up to 5 years	6-10 years	More than 10 years
Online at Council's website	59%	55%	49%	55%	72%	61%	42%	75%	58%
Telephone	44%	43%	48%	52%	34%	44%	41%	36%	45%
Email	27%	25%	26%	32%	30%	22%	37%	27%	27%
Visited a service centre	14%	11%	17%	12%	15%	12%	4%	9%	15%
Council's Waste App	6%	2%	7%	3%	9%	10%	0%	2%	7%
Online at Council's engagement website	5%	5%	5%	6%	7%	2%	6%	5%	5%
Council's social media	2%	0%	2%	5%	2%	1%	0%	0%	3%
Letter in the post	<1%	0%	<1%	1%	0%	1%	0%	0%	1%
Other	6%	4%	6%	9%	5%	4%	8%	8%	5%
Base	475	85	107	91	111	81	29	57	390

Nature of Enquiry

	Overall 2024	Male	Female	18-24	25-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Waste/rubbish removal	55%	49%	59%	69%	59%	58%	52%	47%	53%	63%
Parking/parking permits	10%	9%	11%	0%	13%	10%	8%	13%	10%	12%
Make a complaint	6%	8%	4%	0%	4%	5%	7%	10%	6%	6%
Development Application	5%	4%	6%	0%	4%	3%	10%	3%	6%	1%
Maintenance of roads or footpaths	3%	4%	2%	0%	2%	4%	3%	3%	3%	2%
Obtain advice or information	3%	4%	2%	0%	2%	4%	2%	4%	2%	6%
Payment of service e.g. child care, rates	1%	2%	1%	0%	2%	2%	1%	0%	2%	0%
Provide feedback to community engagement	1%	1%	1%	0%	0%	1%	1%	0%	1%	1%
Other	16%	18%	14%	31%	13%	13%	15%	21%	18%	8%
Base	475	207	269	22	84	157	124	88	394	81

Nature of Enquiry

	Overall 2024	Ward					Time lived in the area		
		Ashfield	Leichhardt	Balmain	Stanmore	Marrickville	Up to 5 years	6-10 years	More than 10 years
Waste/rubbish removal	55%	58%	47%	46%	63%	62%	41%	53%	56%
Parking/parking permits	10%	8%	9%	16%	10%	8%	9%	15%	9%
Make a complaint	6%	6%	6%	10%	6%	3%	0%	10%	6%
Development Application	5%	1%	9%	6%	2%	6%	8%	2%	5%
Maintenance of roads or footpaths	3%	5%	4%	3%	2%	1%	0%	4%	3%
Obtain advice or information	3%	3%	2%	5%	3%	2%	11%	2%	3%
Payment of service e.g. child care, rates	1%	0%	2%	0%	1%	3%	2%	2%	1%
Provide feedback to community engagement	1%	1%	1%	0%	0%	2%	0%	0%	1%
Other	16%	19%	20%	13%	15%	12%	28%	12%	16%
Base	475	85	107	91	111	81	29	57	390

Receiving Information About Council

	Overall 2024	Male	Female	18-24	25-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Flyer/letter from Council to my home	90%	87%	93%	90%	86%	90%	92%	94%	91%	86%
Word of mouth	74%	73%	74%	78%	80%	71%	72%	68%	74%	73%
Council's monthly printed newsletter 'Inner West Council News'	64%	63%	66%	49%	46%	67%	76%	77%	67%	53%
Council's website	61%	57%	66%	54%	58%	66%	66%	57%	63%	55%
Council notices/posters elsewhere such as parks	56%	58%	54%	68%	64%	60%	54%	34%	54%	63%
Libraries	54%	47%	61%	71%	52%	48%	58%	56%	55%	52%
Council's printed Rates Newsletter	39%	40%	38%	32%	23%	43%	43%	53%	46%	12%
Council's outdoor noticeboards	34%	30%	37%	49%	43%	32%	28%	24%	30%	47%
Customer Service Centres	30%	26%	33%	5%	25%	27%	34%	49%	31%	25%
Community organisations/groups	28%	25%	32%	10%	37%	27%	26%	33%	27%	35%
Other direct email from Council	28%	31%	26%	5%	27%	32%	29%	34%	29%	23%
Council's engagement website – 'Your Say Inner West'	27%	25%	30%	49%	23%	25%	26%	26%	29%	23%
Community Centres	23%	22%	24%	22%	28%	23%	17%	22%	21%	28%
Council's Facebook	21%	18%	25%	27%	29%	21%	18%	13%	20%	27%
Print newspapers	20%	19%	20%	49%	21%	11%	14%	23%	20%	19%
Council's E-news	18%	16%	19%	22%	17%	16%	18%	18%	18%	16%
Radio	15%	17%	13%	10%	19%	15%	12%	17%	15%	17%
TV	15%	18%	12%	15%	23%	10%	11%	17%	14%	18%
Council's Instagram	12%	10%	14%	10%	28%	9%	5%	5%	9%	21%
Council's LinkedIn	2%	2%	3%	0%	6%	2%	<1%	1%	1%	8%
Council's X (Formerly Twitter)	2%	3%	1%	5%	3%	1%	1%	1%	2%	1%
Other	6%	5%	6%	0%	8%	6%	4%	5%	6%	5%
Base	750	363	387	70	174	218	161	127	588	162

Q6.   *Through which of the following means do you receive information about Council?*   Significantly higher / lower percentage (by group) 77

Receiving Information About Council

	Overall 2024	Ward					Time lived in the area		
		Ashfield	Leichhardt	Balmain	Stanmore	Marrickville	Up to 5 years	6-10 years	More than 10 years
Flyer/letter from Council to my home	90%	85%	94%	93%	86%	92%	82%	87%	91%
Word of mouth	74%	71%	74%	78%	73%	70%	78%	72%	73%
Council's monthly printed newsletter 'Inner West Council News'	64%	60%	68%	74%	53%	69%	51%	58%	67%
Council's website	61%	57%	55%	61%	71%	64%	49%	57%	63%
Council notices/posters elsewhere such as parks	56%	50%	51%	58%	64%	58%	56%	66%	54%
Libraries	54%	52%	55%	46%	56%	65%	43%	57%	55%
Council's printed Rates Newsletter	39%	43%	42%	37%	33%	40%	27%	30%	42%
Council's outdoor noticeboards	34%	37%	27%	40%	35%	32%	38%	40%	33%
Customer Service Centres	30%	33%	24%	37%	25%	33%	16%	31%	31%
Community organisations/groups	28%	36%	25%	27%	24%	34%	19%	32%	29%
Other direct email from Council	28%	29%	24%	33%	28%	28%	14%	36%	28%
Council's engagement website – 'Your Say Inner West'	27%	26%	25%	27%	34%	25%	12%	22%	30%
Community Centres	23%	25%	12%	25%	26%	30%	13%	28%	23%
Council's Facebook	21%	23%	26%	18%	18%	20%	18%	24%	21%
Print newspapers	20%	15%	21%	16%	23%	24%	17%	13%	21%
Council's E-news	18%	17%	19%	17%	16%	20%	12%	9%	19%
Radio	15%	15%	12%	19%	14%	18%	8%	21%	15%
TV	15%	14%	11%	16%	18%	16%	16%	17%	14%
Council's Instagram	12%	10%	11%	8%	16%	14%	16%	22%	10%
Council's LinkedIn	2%	4%	0%	0%	3%	5%	0%	2%	3%
Council's X (Formerly Twitter)	2%	1%	1%	1%	5%	<1%	6%	0%	2%
Other	6%	7%	8%	5%	2%	5%	6%	5%	6%
Base	750	148	185	141	163	112	58	91	601

Q6.   *Through which of the following means do you receive information about Council?*   Significantly higher / lower percentage (by group)   78

Disposal Methods

	Overall 2024	Male	Female	18-24	25-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Green lid organics bin	69%	67%	70%	49%	62%	66%	79%	80%	73%	54%
Red lid garbage bin	40%	42%	37%	51%	51%	42%	30%	27%	34%	58%
Compost (home or community) or worm farm	34%	29%	38%	44%	36%	25%	31%	45%	37%	24%
Feed to animals/pets	20%	18%	20%	32%	20%	16%	21%	15%	20%	17%
Other	7%	8%	6%	5%	7%	6%	5%	10%	7%	7%
N/A - We don't have this type of waste	<1%	<1%	<1%	0%	0%	<1%	<1%	0%	0%	1%
Don't know	<1%	0%	<1%	0%	0%	0%	0%	1%	0%	1%
Base	750	363	387	70	174	218	161	127	588	162

Disposal Methods

	Overall 2024	Ward					Time lived in the area		
		Ashfield	Leichhardt	Balmain	Stanmore	Marrickville	Up to 5 years	6-10 years	More than 10 years
Green lid organics bin	69%	63%	75%	74%	60%	71%	33%	70%	72%
Red lid garbage bin	40%	49%	37%	32%	40%	41%	65%	41%	37%
Compost (home or community) or worm farm	34%	35%	35%	30%	33%	36%	10%	29%	37%
Feed to animals/pets	20%	19%	16%	16%	23%	27%	17%	13%	21%
Other	7%	6%	8%	7%	9%	3%	13%	4%	6%
N/A - We don't have this type of waste	<1%	0%	<1%	0%	1%	0%	0%	0%	<1%
Don't know	<1%	0%	0%	0%	1%	0%	0%	1%	0%
Base	750	148	185	141	163	112	58	91	601

Disposal Methods

Other specified	Count
Maroon bin (food scrap bin)	17
FOGO bin/bags	15
Direct into gardens/burying	7
Disposal unit in sink	2
Keep in stock for soup/seasoning	2
Garbage chute	1
Private collection service	1
Council pick up	1
Neighbours' bins	1
Incinerator	1

Q12.   *How do you, or members of your household, usually dispose of food scraps?*

Reasons for the Levels of Satisfaction

Satisfied/Very satisfied (56%)	Total %
Service is a good idea/positive	18%
Positive benefits for the environment/farmer e.g. reducing landfill	18%
Service works well e.g. collected on time, no issues	16%
Easy to use/simple	7%
Bin service is interrupted now e.g., not collected on time/not frequent collection	4%
The move to weekly pickups was good	3%
Already composting/don't need the service	2%
Issues with bin bags e.g., breakage, cost	2%
Insect/pest issues	2%
Reducing red bin waste	2%
Smells bad/messy	2%
Need more information/communication on how to use the service	1%
Initial implementation was poor	1%
Room for improvement	1%
People are not using the service correctly/not everyone complies	1%
Not aware of the service/don't use it	1%
Free bags are good	1%
Too much work/effort	1%
Need more bins	<1%
Don't produce much waste	<1%
Council's communication is good	<1%
Other	<1%
Don't know/nothing	1%

Somewhat satisfied (17%)	Total %
Bin service is interrupted now	4%
Not aware of the service/haven't used it	4%
Issues with bags	4%
Smells bad/messy	3%
Needed better communication from Council	2%
Need more information on how to use the service	2%
Don't have enough waste/don't use it enough	1%
Insect/pest issues	1%
Too much work	1%
Hard adjustment	1%
Good service	1%
Haven't received FOGO bin/bags	<1%
Not everyone complies	<1%
Environmental issues	<1%
Don't have room	<1%
Supportive of the idea	<1%
Don't think it's properly disposed of	<1%
Other	1%
Don't know/nothing	<1%

Not at all satisfied/not very satisfied (27%)	Total %
Smells/messy/unclean	8%
Bin service is interrupted now	6%
Insect/pest issues	4%
Not aware	4%
Service isn't effective/poor	3%
Don't have access to the service	3%
Too much effort/too hard	3%
Poor communication	2%
Bag issues	2%
Initial implementation was poor	2%
Wasn't provided with part of the service e.g. bins, bags	2%
Don't trust Council	2%
Don't created enough waste	1%
Lack of information	1%
Don't use it	1%
Not everyone complies with rules	1%
Need more frequent pick ups	1%
Don't have room for the bins	1%
Bins are too small	1%
Already compost	<1%
Don't like the bins	<1%
Slow to receive bin initially	<1%
Hard adjustment	<1%
Not needed	<1%
Other	1%

Base: N=748

Q14a. How satisfied are you with the FOGO service now?
Q14b. What is your main reason for giving that rating?

Questionnaire

Appendix 2

Inner West Council
Community Survey
2024

Good morning/afternoon/evening, my name is .... from Micromex Research and we are conducting a survey on behalf of Inner West Council on a range of local issues. The survey will take approximately 15 minutes to complete. Would you be able to assist us please?

[If the respondent has difficulty speaking English ask if there is a family member who can translate. If this is not possible, ask the respondent if they would like a translator to call them back to conduct the interview. (Set call back)]

Q1. In which suburb do you live? (SR) *Suburbs cross over wards*

Position	Answers	Wards
1	Annandale *	Gulgadya (Leichhardt Ward) & Baludarri (Balmain Ward)
2	Ashbury	Djarrawunang (Ashfield Ward)
3	Ashfield*	Djarrawunang (Ashfield Ward) & Gulgadya (Leichhardt Ward)
4	Balmain	Baludarri (Balmain Ward)
5	Balmain East	Baludarri (Balmain Ward)
6	Birchgrove	Baludarri (Balmain Ward)
7	Camperdown	Damun (Stanmore Ward)
8	Croydon Park	Djarrawunang (Ashfield Ward)
11	Croydon*	Djarrawunang (Ashfield Ward) & Gulgadya (Leichhardt Ward)
12	Dulwich Hill	Djarrawunang (Ashfield Ward)
14	Enmore	Damun (Stanmore Ward)
15	Haberfield	Gulgadya (Leichhardt Ward)
16	Hurlstone Park	Djarrawunang (Ashfield Ward)
17	Leichhardt	Gulgadya (Leichhardt Ward)
18	Lewisham	Damun (Stanmore Ward)
19	Lilyfield	Baludarri (Balmain Ward)
20	Marrickville	Midjuburi (Marrickville Ward)
21	Marrickville South	Midjuburi (Marrickville Ward)
22	Newtown	Damun (Stanmore Ward)
23	Petersham	Damun (Stanmore Ward)
24	Rozelle	Baludarri (Balmain Ward)
25	St Peters	Midjuburi (Marrickville Ward)
26	Stanmore	Damun (Stanmore Ward)
27	Summer Hill	Djarrawunang (Ashfield Ward)
28	Sydenham	Midjuburi (Marrickville Ward)
29	Tempe	Midjuburi (Marrickville Ward)

Q2a. In the last year have you contacted Inner West Council for any reason? (SR)

Position	Answers	Notes
1	Yes	
2	No	Go to Q3

Q2b. What method did you use to contact Council? Prompt (MR)

Position	Answers	Notes
1	Online at Council's website	
2	Online at Council's engagement website	
3	Telephone	
4	Visited a service centre	
5	Letter in the post	
6	Email	
7	Council's social media	
8	Council's Waste App	
9	Other (please specify)	Go to Q2bi

Q2bi. Other (Please specify). (TEXT)

Position	Answers	Notes
1		1 line

Q2c. What was the nature of your enquiry? Prompt if required (SR)

Position	Answers	Notes
1	Payment of service e.g. child care, rates	
2	Waste/rubbish removal	
3	Development Application	
4	Obtain advice or information	
5	Provide feedback to community engagement	
6	Make a complaint	
7	Maintenance of roads or footpaths	
8	Parking/parking permits	
9	Customer service stall	
10	Other (please specify)	

Q2d. Overall, how satisfied were you with the way your contact was handled? Prompt

Value	Answers	Notes
5	Very satisfied	
4	Satisfied	
3	Somewhat satisfied	
2	Not very satisfied	
1	Not at all satisfied	

Part B. Specific Service Areas – Importance and Satisfaction Ratings

Q3.   In this section I will read out different Council services or facilities. For each of these could you please indicate that which best describes your opinion of the importance of the following services/facilities to you, and in the second part, the level of satisfaction with Council's performance of that service? The scale is from 1 to 5, where 1 is low, and 5 is high. I can't put comments here, so only give me numbers when prompted and we can get through this part quickly. I can't put comments here, so only give me numbers when prompted and we can get through this part quickly.
Prompt RANDOMISE
(SCALE – Show SAT if IMP is 4 or 5)

An ecologically sustainable Inner West

Position	Answers	Importance Low 1 2 3 4 5 High	Satisfaction Low 1 2 3 4 5 High NA
1	Encouraging recycling		
2	Environmental education programs and initiatives e.g. community gardens		
3	Flood management		
4	Household garbage collection		
5	Protecting the natural environment (e.g. bush care)		
6	Removal of illegally dumped rubbish		
7	Tree management		

Caring, happy, healthy communities

Position	Answers	Importance Low 1 2 3 4 5 High	Satisfaction Low 1 2 3 4 5 High NA
1	Availability of sporting ovals, grounds and facilities		
2	Maintenance of local parks, playgrounds and sporting fields		
3	Swimming pools and aquatic centres		
4	Community centres and facilities		
5	Provision of services for older residents		
6	Support for people with a disability		
7	Community education programs e.g. English classes, author talks, cycling		
8	Council's childcare service and programs		
9	Library services		
10	Programs and support for newly arrived and migrant communities		
11	Promoting pride in the community		
12	Youth programs and activities		

Creative communities and a strong economy

Position	Answers	Importance Low 1 2 3 4 5 High	Satisfaction Low 1 2 3 4 5 High NA
1	Festival and events programs		
2	Supporting local artists and creative industries		
3	Supporting local jobs and business		

Progressive local leadership

Position	Answers	Importance Low 1 2 3 4 5 High	Satisfaction Low 1 2 3 4 5 High NA
1	Community's ability to influence Council's decision making		
2	Provision of council information to the community		
3	Support and programs for volunteers and community groups		

Unique, liveable, networked neighbourhoods

Position	Answers	Importance Low 1 2 3 4 5 High	Satisfaction Low 1 2 3 4 5 High NA
1	Management of parking		
2	Cycleways		
3	Maintaining local roads (excluding major routes)		
4	Traffic management and road safety		
5	Bus stop shelters		
6	Maintaining footpaths		
7	Building heights in town centres		
8	Managing development in the area		
9	Graffiti removal		
10	Maintenance and cleaning of town centres		
11	Protection of low-rise residential areas		
12	Stormwater management and flood mitigation		
13	Long term planning for council area		
14	Safe public spaces		
15	Protection of heritage buildings and items		
16	Access to public transport		
17	Appearance of your local area		

Q4a. Overall, how satisfied are you with the performance of Inner West Council, not just on one or two issues but across all responsibility areas? Prompt (SR)

Value	Answers	Notes
5	Very satisfied	
4	Satisfied	
3	Somewhat satisfied	
2	Not very satisfied	
1	Not at all satisfied	

Q4b. How would you describe Council's community engagement? Prompt (SR)

Value	Answers	Notes
6	Excellent	
5	Very good	
4	Good	
3	Fair	
2	Poor	
1	Very poor	
0	Don't know (Do not prompt)	

Q5a. How satisfied are you with Council's integrity and decision making? Prompt (SR)

Value	Answers	Notes
5	Very satisfied	
4	Satisfied	
3	Somewhat satisfied	
2	Not very satisfied	
1	Not at all satisfied	

Q6. Through which of the following means do you receive information about Council? Prompt (MR)

Position	Answers	Notes
1	Flyer/letter from Council to my home	
2	Council's monthly printed newsletter 'Inner West Council News'	
3	Council's printed Rates Newsletter	
4	Council's website	
5	Council's engagement website – 'Your Say Inner West'	
6	Council's E-news	
7	Other direct email from Council	
8	Council's Facebook	
9	Council's X (Formerly Twitter)	
10	Council's Instagram	
11	Council's LinkedIn	
12	Customer Service Centres	
13	Libraries	
14	Community Centres	
15	Council's outdoor noticeboards	
16	Council notices/posters elsewhere such as parks	
17	Print newspapers	
18	Radio	
19	TV	
20	Community organisations/groups	
21	Word of mouth	
22	Other (Please specify)	

Q6i. Other (Please specify). (TEXT)

Position	Answers	Notes
1		1 line

Q7. Thinking of Inner West as a whole, what would you say are key challenges facing the area in the next 10 years? (TEXT)

Position	Answers	Notes
1		5 lines

Still thinking about your local community…

Q8a. How strongly do you agree or disagree with the following statements, on a scale of 1 to 5 where 1 is strongly disagree and 5 is strongly agree? Prompt (SCALE)

Scale	Answers	Notes
5	5-Strongly agree	
4	4	
3	3	
2	2	
1	1-Strongly disagree	

Position	Answers	Notes
1	The Inner West area is a good place to live	
2	I feel a part of my local community	
3	Inner West is a harmonious, respectful and inclusive community	
4	Housing in the area is affordable	
5	I have enough opportunities to participate in arts and cultural activities	
6	I have enough opportunities to participate in sporting or recreational activities	
7	There are enough good quality open spaces	
8	Local town centres are vibrant and economically healthy	
9	Council manages its finances well	
10	Council offers good value for money	
11	I have enough opportunities to participate in Council's community consultation	

Q8b. Do you feel safe in the following situations: Prompt (SCALE)

Scale	Answers	Notes
1	Yes	
2	No	

Position	Answers	Notes
1	In your local area alone during the day	
2	In your local area alone after dark	

Inner West Council is reviewing the Community Strategic Plan. This plan incorporates the community's aspirations for the area in the future.

Q9. Over the next 10 years Council is working to achieve the following five strategic goals for the Inner West. Please answer yes or no if you agree with each of these goals.

Scale	Answers	Notes
1	Yes	
2	No	

Position	Answers	Notes
1	An ecologically sustainable Inner West	
2	Liveable, connected neighbourhoods and transport	
3	Creative communities and a strong economy	
4	Healthy, resilient and caring communities	
5	Progressive, responsive and effective civic leadership	

Q10. What makes the Inner West special or unique? (TEXT)

Position	Answers	Notes
1		5 lines

The next questions are about Council's food waste collection.

Q11. Which of the following types of dwelling do you live in? Prompt (SR)

Position	Answers	Notes
1	A house with your own bins (including semi, terrace, etc)	
2	An apartment or multi-occupancy dwelling with shared bins or bin bay	

Q12. How do you, or members of your household, <u>usually</u> dispose of <u>food scraps</u>? Please select all disposal methods that apply. PROMPT (MR)

Position	Answers	Notes
1	Red lid garbage bin	
2	Green lid organics bin	
3	Compost (home or community) or worm farm	
4	Feed to animals/pets	
5	Other (Please specify)	
6	Don't know	
7	N/A - We don't have this type of waste	

Q13. Were you aware that Council introduced a Food and Organic Waste Recycling service in October 2023? (SR)

Position	Answers	Notes
1	Yes	
2	No	

In October 2023, Council started the FOGO food recycling service. Council understands that separating foods scraps was a significant change for many households. Food is collected weekly in the food recycling bin and processed into compost to help our farmers grow food.

Q14a. How satisfied are you with the FOGO service now? Prompt (SR)

Value	Answers	Notes
5	Very satisfied	
4	Satisfied	
3	Somewhat satisfied	
2	Not very satisfied	
1	Not at all satisfied	

Q14b. What is your main reason for giving that rating? (TEXT)

Position	Answers	Notes
1		5 lines

Q15. How committed is your household to food recycling? Prompt (SR)

Value	Answers	Notes
5	Very committed	
4	Committed	
3	Somewhat committed	
2	Not very committed	
1	Not at all committed	

Now just some questions about you.

Q16. Please stop me when I read out your age group. Prompt (SR)

Position	Answers	Notes
1	18 – 24	
2	25 – 34	
3	35 – 49	
4	50 – 64	
5	65+	

Q17a. Which country were you born in? (SR)

Position	Answers	Notes
1	Australia	Go to Q18
2	China	
3	Greece	
4	India	
5	Ireland	
6	Italy	
7	Lebanon	
8	Malaysia	
9	Nepal	
10	New Zealand	
11	Philippines	
12	Portugal	
13	Thailand	
14	United Kingdom	
15	United States of America	
16	Vietnam	
17	Other (please specify)	

Q17ai. Other (Please specify). (TEXT)

Position	Answers	Notes
1		1 line

Q17c. How long have you lived in Australia? Prompt (SR)

Position	Answers	Notes
1	Less than 2 years	
2	2 – 5 years	
3	6 – 10 years	
4	11 – 20 years	
5	More than 20 years	

Q18. Do you identify as Aboriginal or Torres Strait Islander? Prompt (SR)

Scale	Answers	Notes
1	Yes	
2	No	

Q19. What is the employment status of the main income earner in your household? Prompt (SR)

Position	Answers	Notes
1	Work in the Inner West Local Government Area	
2	Work outside the Inner West Local Government Area	
3	Home duties/carer	
4	Student	
5	Retired	
6	Unemployed/Pensioner	
7	Other (please specify)	

Q19i. Other (Please specify). (TEXT)

Position	Answers	Notes
1		1 line

Q20. Which of the following best describes the house where you are currently living? Prompt

Position	Answers	Notes
1	I/We own/are currently buying this property	
2	I/We currently rent this property	

Q21. Which of the following best describes your household status? Prompt (SR)

Position	Answers	Notes
1	Living at home with parents	
2	Living alone	
3	Single parent with children	
4	Married/de facto with no children	
5	Married/de facto with children	
6	Group household	
7	Extended family household (multiple generations)	

Q22. How long have you lived in the Council area? Prompt (SR)

Position	Answers	Notes
1	Less than 2 years	
2	2 – 5 years	
3	6 – 10 years	
4	11 – 20 years	
5	More than 20 years	

Q23. What is your identified gender? (SR)

Position	Answers	Notes
1	Female	
2	Male	
3	Non binary/gender fluid	
4	Different identity	

Q24a. Do you speak any language(s) other than English at home? (SR)

Scale	Answers	Notes
1	Yes	
2	No	Go to Q25

Q24b. Which language? (MR)

Position	Answers	Notes
1	Arabic	
2	Cantonese	
3	Filipino/Tagalog	
4	Greek	
5	Italian	
6	Mandarin	
7	Nepali	
8	Portuguese	
9	Spanish	
10	Vietnamese	
11	Other (please specify)	

Q24bi. Other (Please specify). (TEXT)

Position	Answers	Notes
1		1 line

Q25. Do you or anyone in your household identify as having a disability? (SR)

Scale	Answers	Notes
1	Yes	
2	No	

Thank you very much for your time, enjoy the rest of your evening. 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 Inner West Council.

micromex *research*

Telephone: (02) 4352 2388
Web: www.micromex.com.au
Email: stu@micromex.com.au