

Lithgow City Council

Community Strategic Plan Research

Prepared by: Micromex Research

Date: January 2017



Background & Methodology



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Background

Lithgow City Council sought to measure community attitudes and perceptions towards current aspirations and priorities for the LGA in the future.

Objectives

Key objectives of the research included:

- Identifying residents' quality of life in the LGA
- Identifying the level of support for the Community Strategic Plan
- Assessing and establishing the community's agreement with activities and lifestyle opportunities, and the performance of services and facilities
- Identifying support for prospective projects and initiatives

Questionnaire

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

The sample consisted of 405 residents, randomly selected from the electronic White Pages.

For the survey under discussion the greatest margin of error is 4.9%. This means, for example that the answer 'yes' (50%) to a question could vary from 45% to 55%.

Data collection

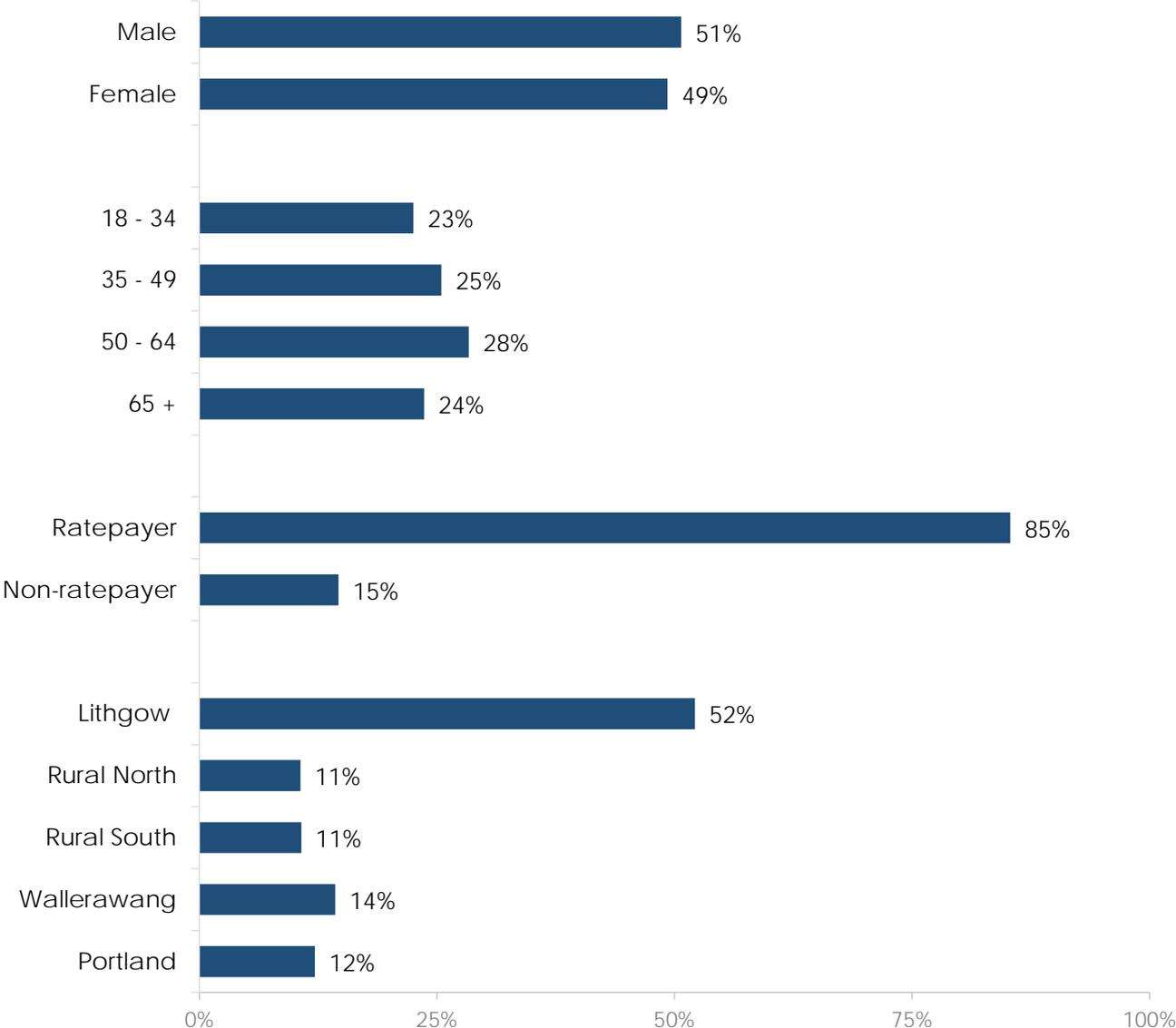
The telephone survey was conducted during the period 6th – 12th December 2015 from 4:30pm to 8:30pm Monday to Friday, and from 10:00am to 4:00pm Saturday.

Who responded?

The respondent demographics accurately reflected your community.



Sample Profile



The sample was weighted by age, and gender to reflect the 2011 ABS community profile of Lithgow City Council

Key Findings



Key Findings

Quality of Life in the Lithgow LGA

Residents rated their quality of life as very high, with more than half the residents rating their quality of life as 'very good' (36%) to 'excellent' (17%), and a further 32% as 'good'.

The key drivers for quality of life were:

- You feel able to afford a reasonable standard of housing in this area
- Living in the Lithgow LGA gives you and your family opportunities to achieve important life activities, relationships and fulfilment
- There is a good range of community groups and support networks for residents
- There is urban vitality and a good lifestyle quality in Lithgow LGA
- The cost of living in the Lithgow LGA is affordable for you
- Shops and services in shopping areas meet residents' needs
- Living in the Lithgow LGA gives you a sense of living in a community

Support for Future Projects and Initiatives

Residents were significantly more supportive of the initiative to 'develop more education and employment opportunities to retain and attract young families in the area' – rating it as extremely high, and significantly less supportive of 'more community activities and events, such as Halloween' being considered as a future project.



Key Findings

Community Strategic Plan

Support for the CSP, *“A centre of regional excellence that encourages community growth and development, and contributes to the efficient and effective management of the environment, community, and economy, for present and future generations”* is high, with 94% indicating they were at least ‘somewhat supportive’.

Of the 5 themes that the CSP is divided into, ‘Strengthening Our Economy’ and ‘Developing Our Built Environment’ received the highest support, with mean ratings of 4.41 and 4.40 out of 5, respectively. They also received the highest responses for Council to focus their investment, resourcing, and advocacy on.

Community Agreement Statements

Three of the top 7 drivers for quality of life appear in the top 10 statements, these were ‘living in the Lithgow LGA gives you a sense of living in a community’, ‘the cost of living in the Lithgow LGA is affordable for you’, and ‘there is a good range of community groups and support networks for residents’.

Another driver for quality of life, ‘shops and services in shopping areas meet residents’ needs’, was listed in the bottom ten agreement statements, indicating this could potentially raise the quality of life in the Lithgow LGA were Council to target it as an important issue for the area.



Results – Summary



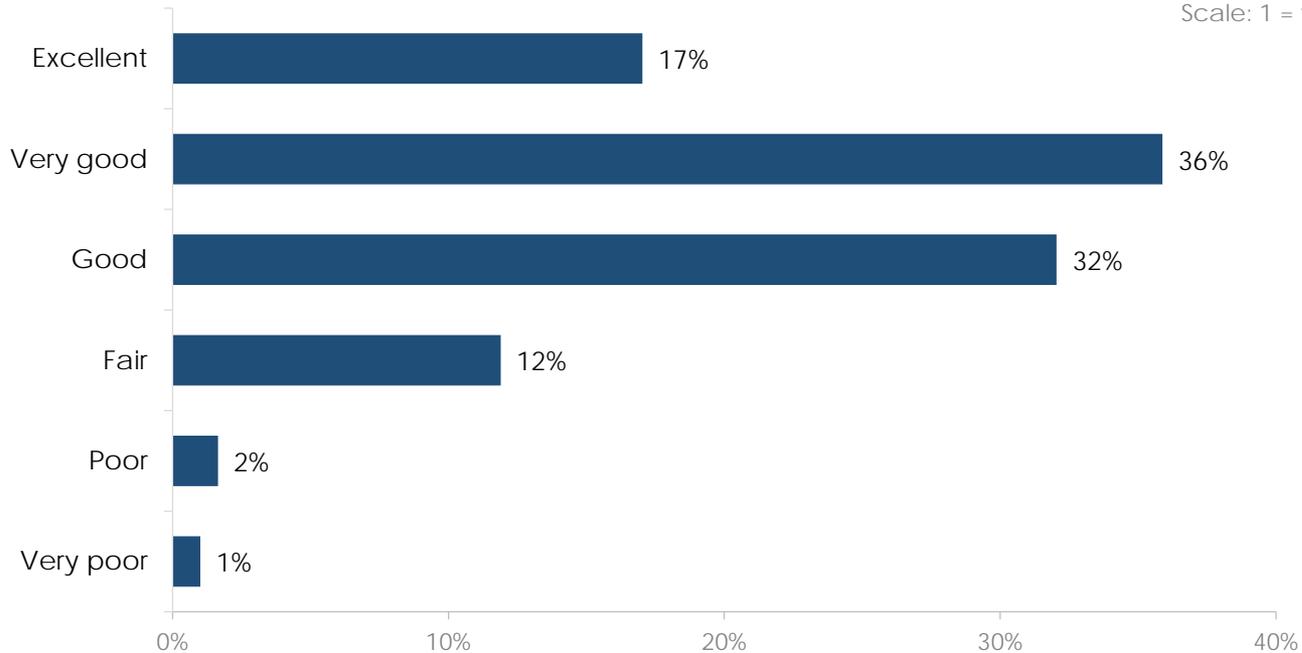
Overall Quality of Life in the Lithgow Area

Q2. Overall, how would you rate the quality of life you have living in the Lithgow area?

	Overall	Male	Female	18 - 34	35 - 49	50 - 64	65 +
Base	N=405	N=205	N=200	N=91	N=103	N=115	N=96
Mean ratings	4.50	4.49	4.52	4.09▼	4.37	4.72▲	4.78▲

	Ratepayer	Non-ratepayer	Lithgow	Rural North	Rural South	Wallerawang	Portland
Base	N=346	N=59	N=211	N=43	N=43	N=58	N=49
Mean ratings	4.60▲	3.92	4.49	4.51	4.93▲	4.47	4.20▼

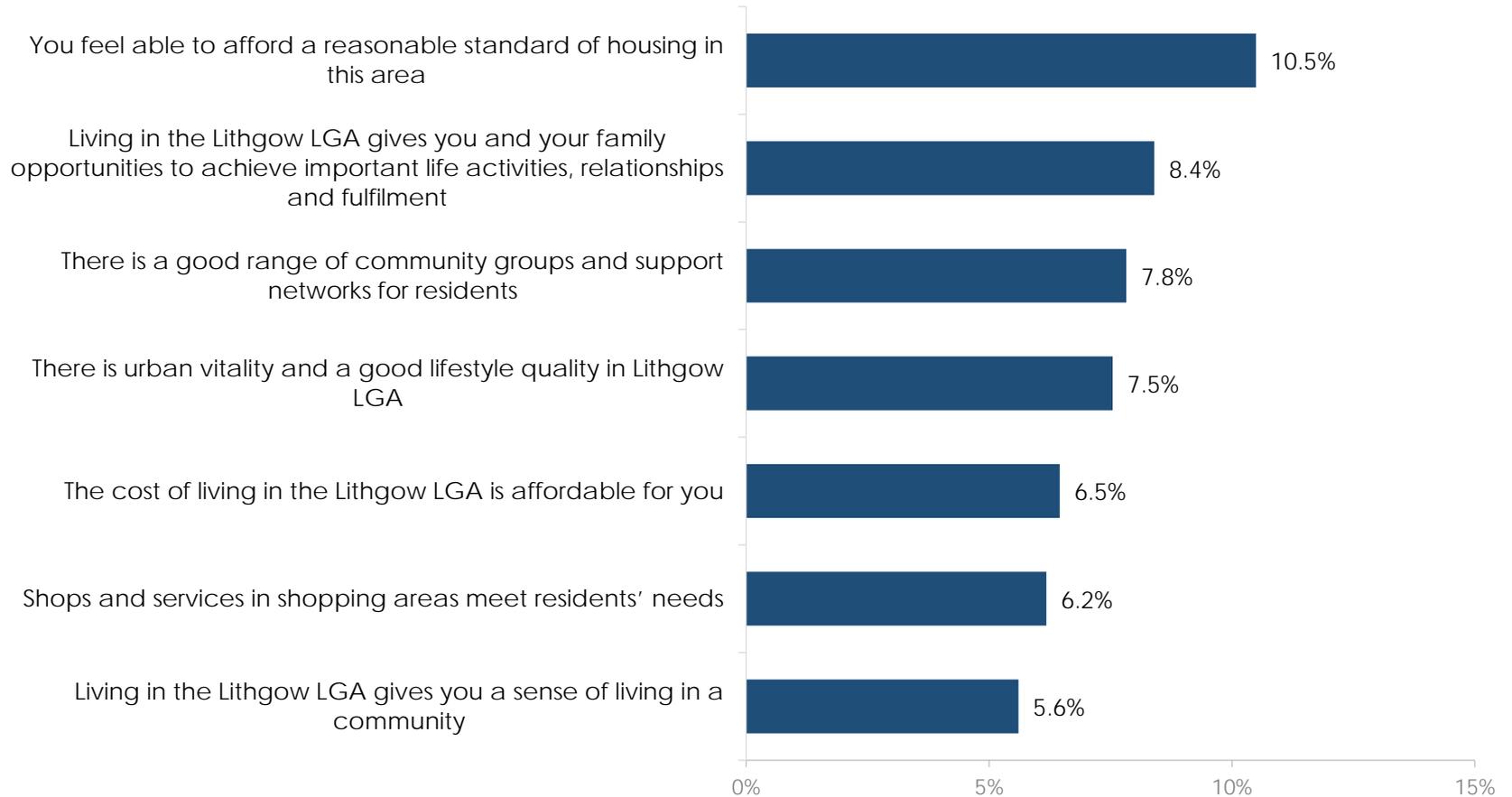
▲▼ = significantly higher/lower
Scale: 1 = very poor, 6 = excellent



Overall, residents rated their quality of life very highly, this was particularly true of those over 50, home owners, and those living in the Rural South Ward

Drivers for Quality of Life

Using regression analysis, we identified the top 7 variables (of 38) that contribute over 50% towards driving a positive quality of life



The main drivers of quality of life in the Lithgow LGA were centred on affordability and lifestyle

Support for the Community Vision

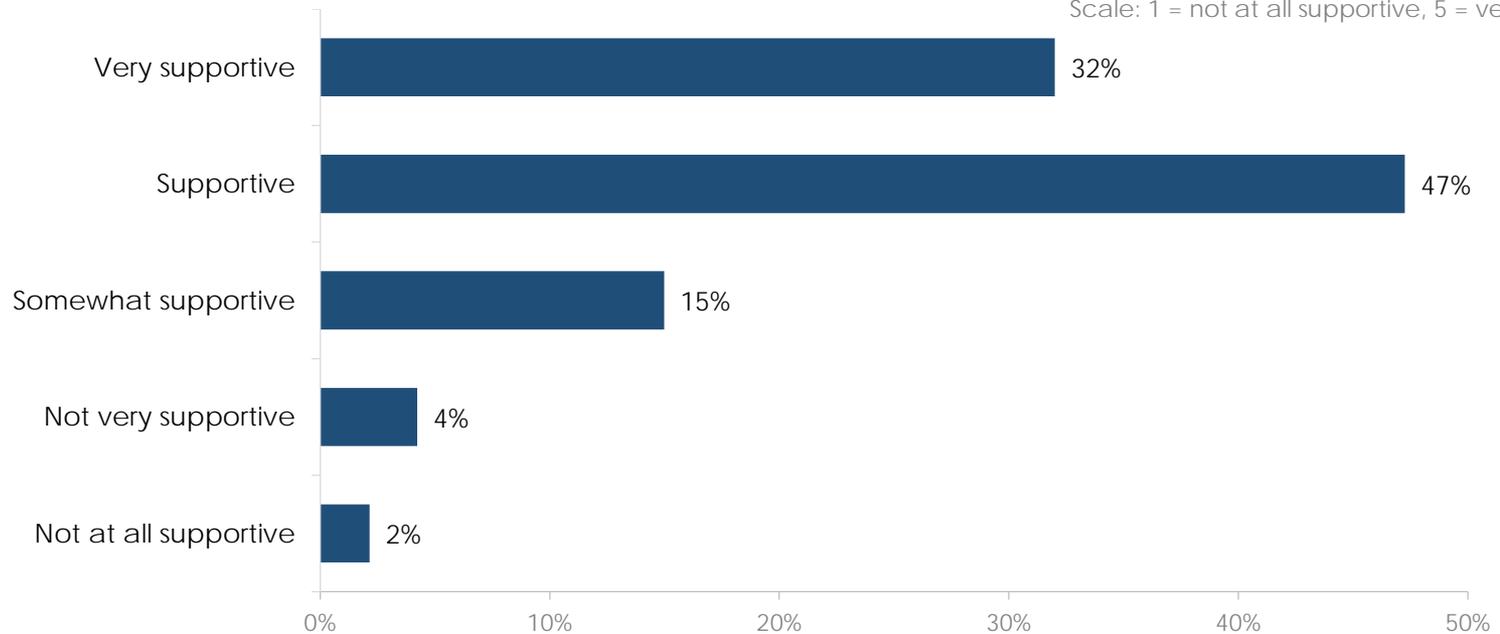
Q3. The vision highlighted in the current 2012-2032 Community Strategic Plan is that we are: "A centre of regional excellence that encourages community growth and development, and contributes to the efficient and effective management of the environment, community, and economy, for present and future generations". How supportive are you of this community vision?

	Overall	Male	Female	18 - 34	35 - 49	50 - 64	65 +
Base	N=405	N=205	N=200	N=91	N=103	N=115	N=96
Mean ratings	4.02	3.96	4.07	4.09	3.92	3.98	4.08

	Ratepayer	Non-ratepayer	Lithgow	Rural North	Rural South	Wallerawang	Portland
Base	N=346	N=59	N=211	N=43	N=43	N=58	N=49
Mean ratings	3.99	4.17	4.07	3.86	4.12	4.18	3.64▼

▲ ▼ = significantly higher/lower

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

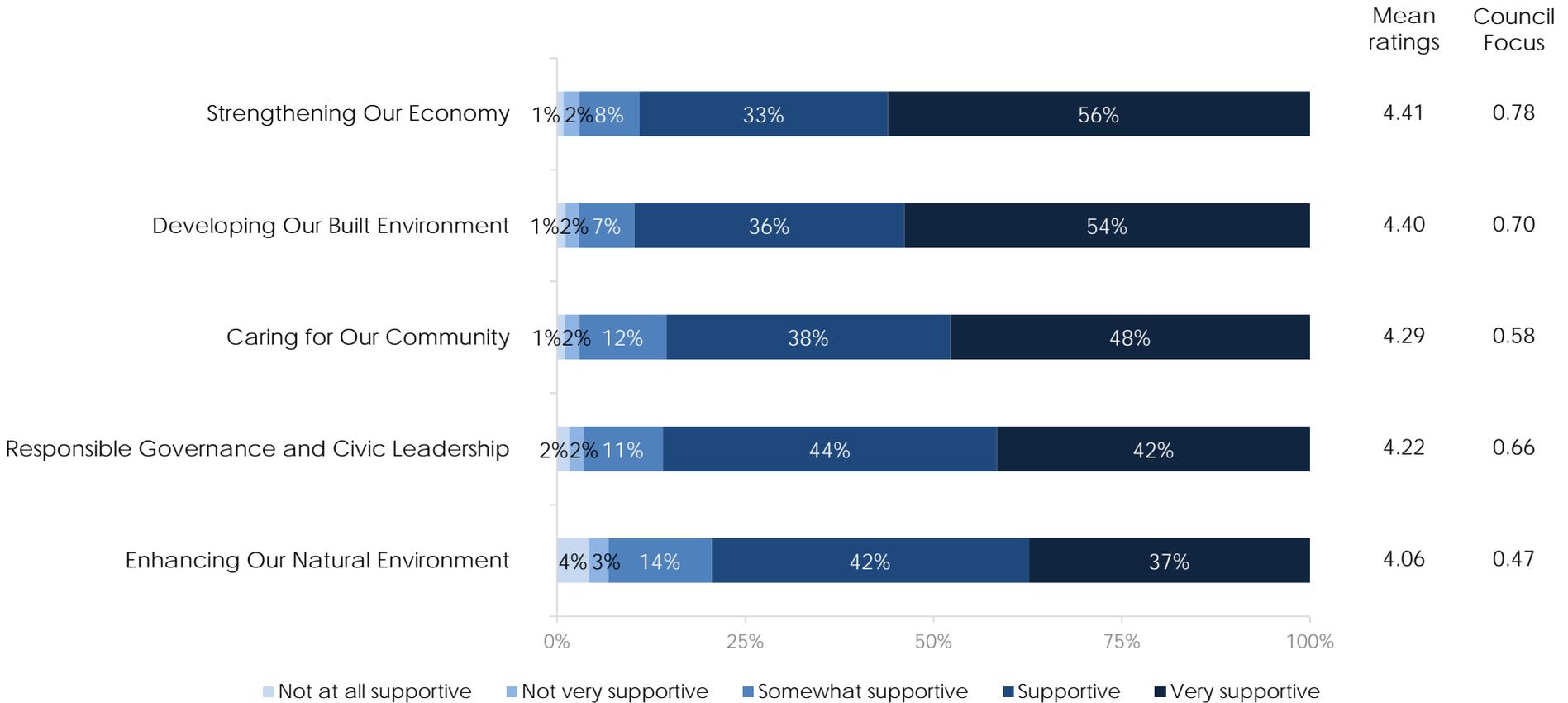


Support for the community vision was high, with 94% indicating some positive level of support

Community Strategic Plan Themes – Summary

Q4a. How supportive are you of each of the following Community Strategic Plan themes?

Q4b. Should there be less, the same, or more focus in terms of Council investment, resourcing or advocacy in this area?



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

Focus: -1 = less, 0 = same, 1 = more

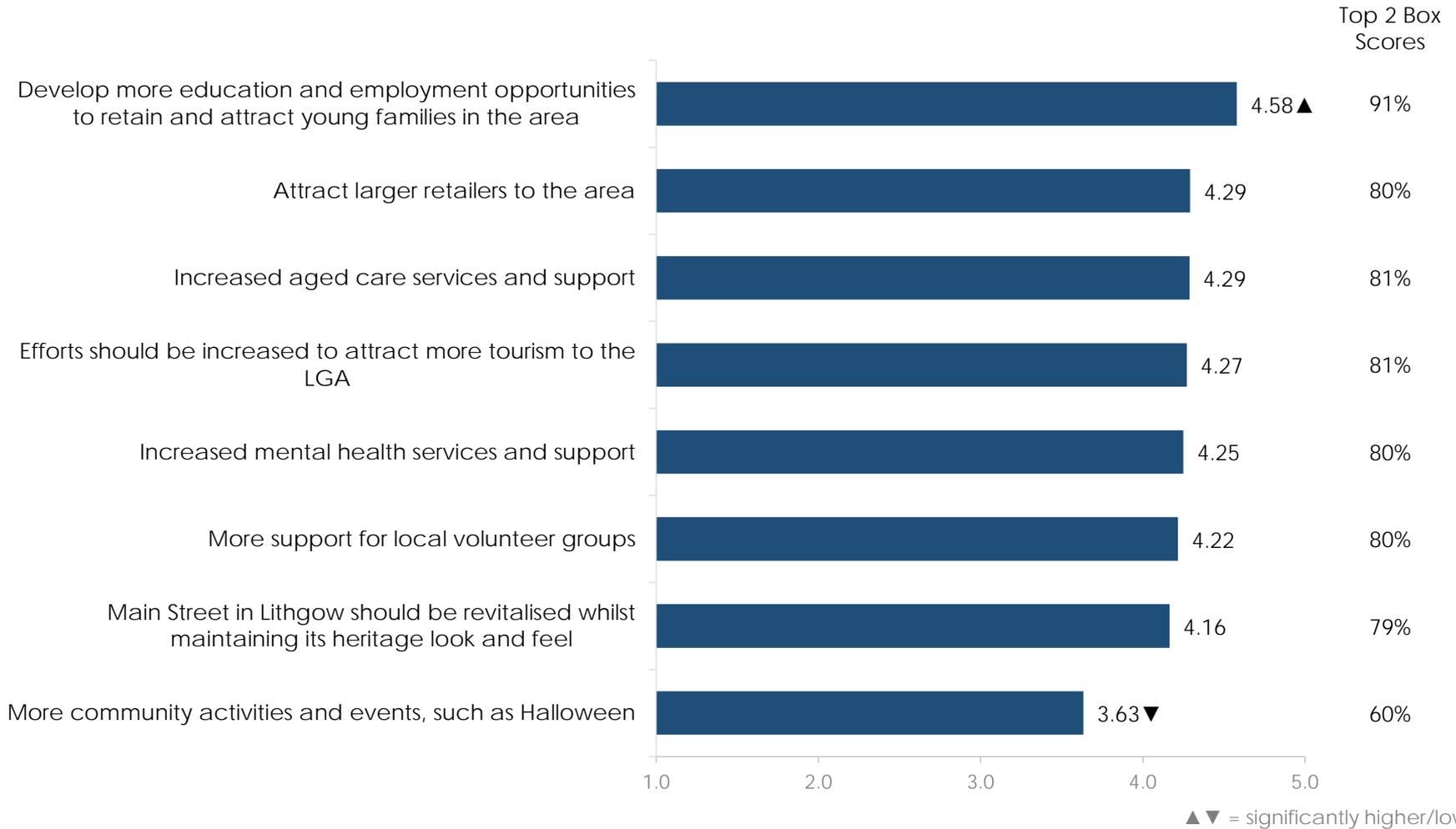
Base: N=405

Residents lent the greatest support to 'strengthening our economy', and 'developing our built environment'. These were also the highest scoring themes that residents felt Council should focus their investment, resourcing and advocacy on.

There were high to very high levels of support for each theme, with 'more' focus to varying degrees¹²

Support for Future Projects and Initiatives

Q9b. I'm now going to read out a list of some projects and initiatives that could be implemented across the LGA over the coming years. Council may be directly involved in providing these initiatives, or it may lobby other levels of government for their support. Please rate your level of support for each one.

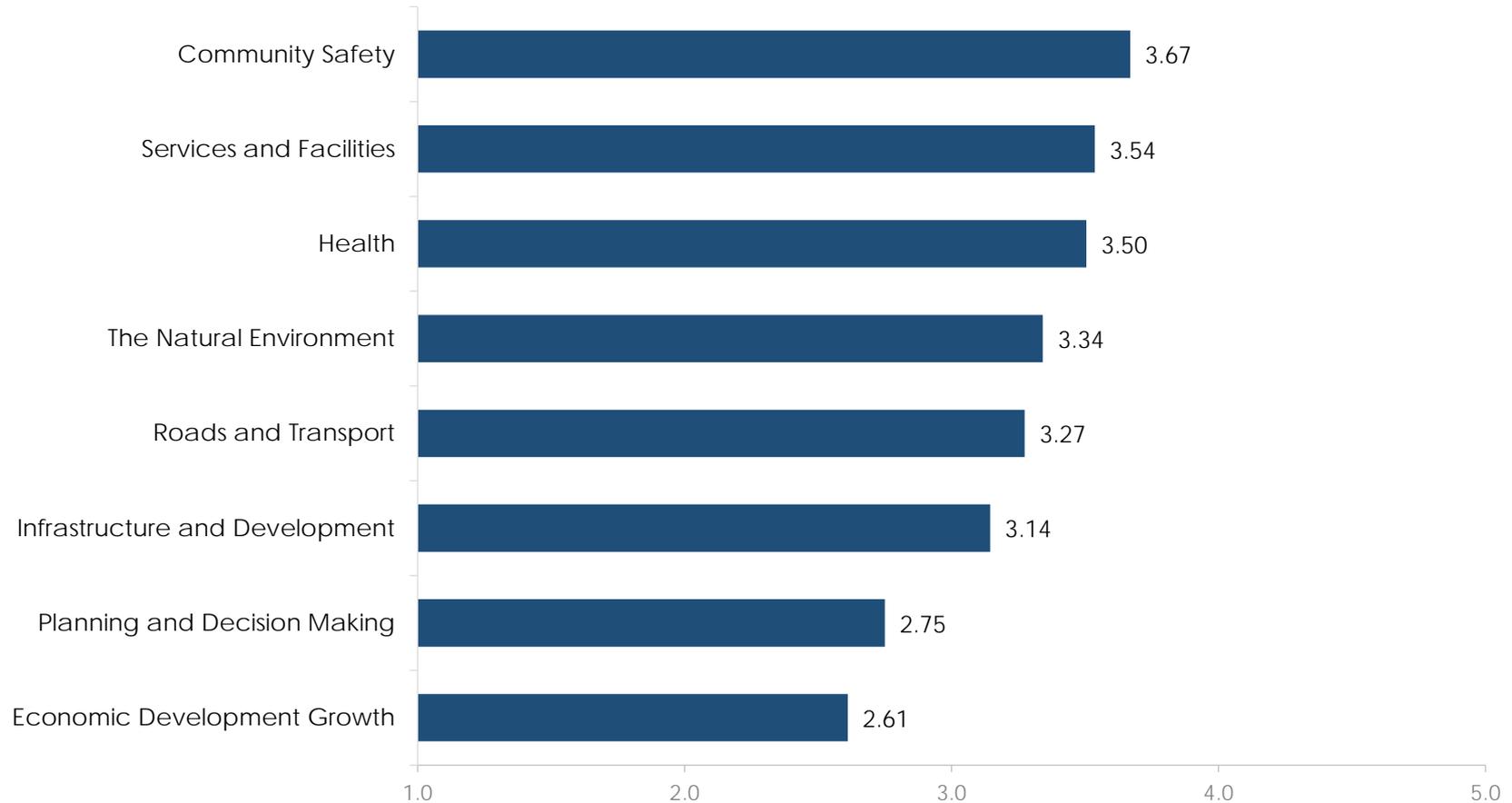


Base: N=403 - 405

There was significantly *more* support for the project to 'develop more education and employment opportunities to retain and attract young families in the area', and significantly *less* support for 'more community activities and events, such as Halloween'

Summary of Statements

Q9a. For each of these statements, could you please indicate your level of agreement?

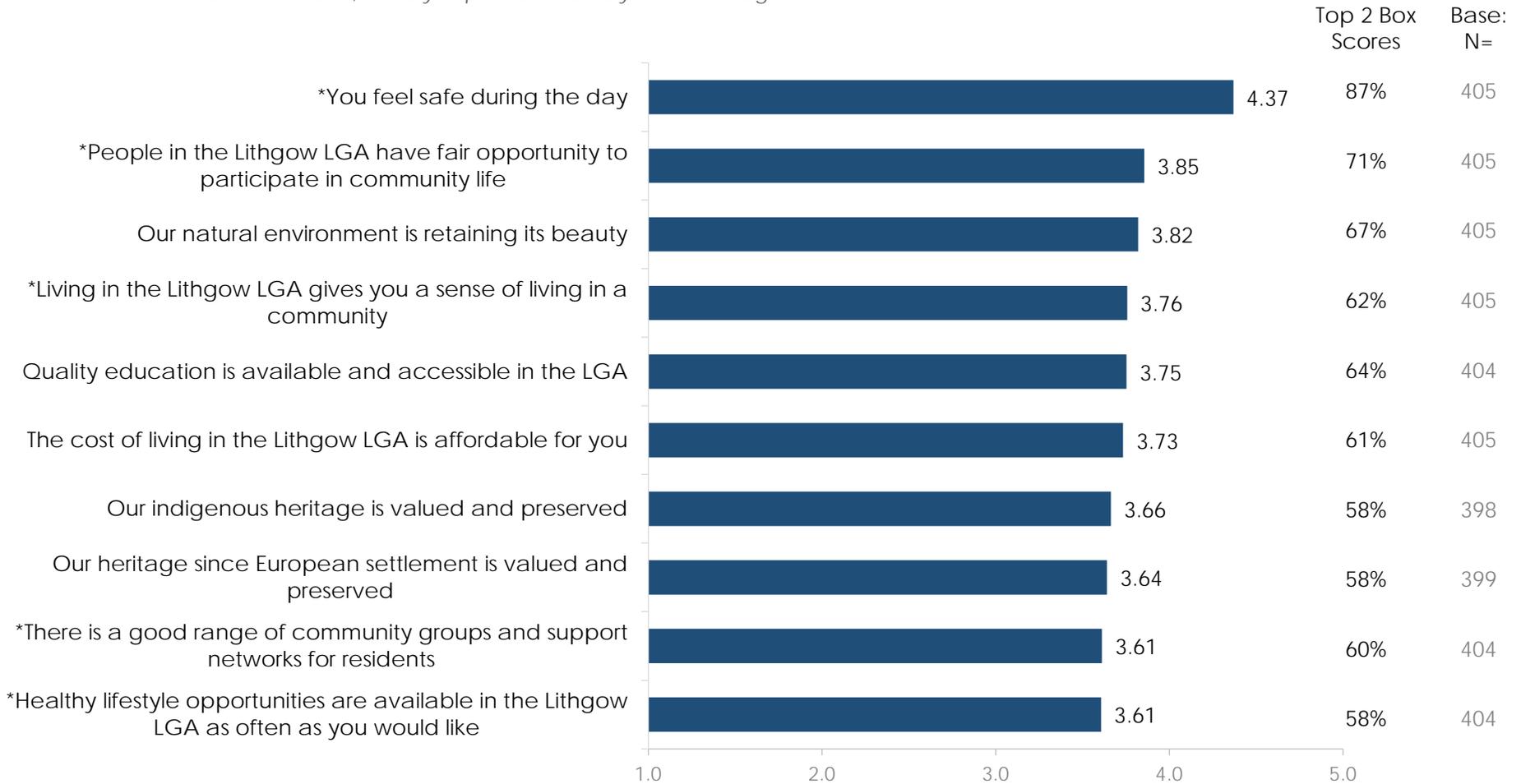


Scale: 1 = strongly disagree, 5 = strongly agree

Analysis of all 8 groups of community-based statements has indicated that the 4 statements included in 'community safety' have scored moderately highly, relatively better than their peers, whilst the 3 included in 'planning and decision making' and 5 in 'economic development growth' were at the bottom of the scale. This would indicate that residents want more transparency and inclusion from Council, along with a desire for the community to be more viable economically

Top 10 Community Agreement Statements

Q9a. For each of these statements, could you please indicate your level of agreement?

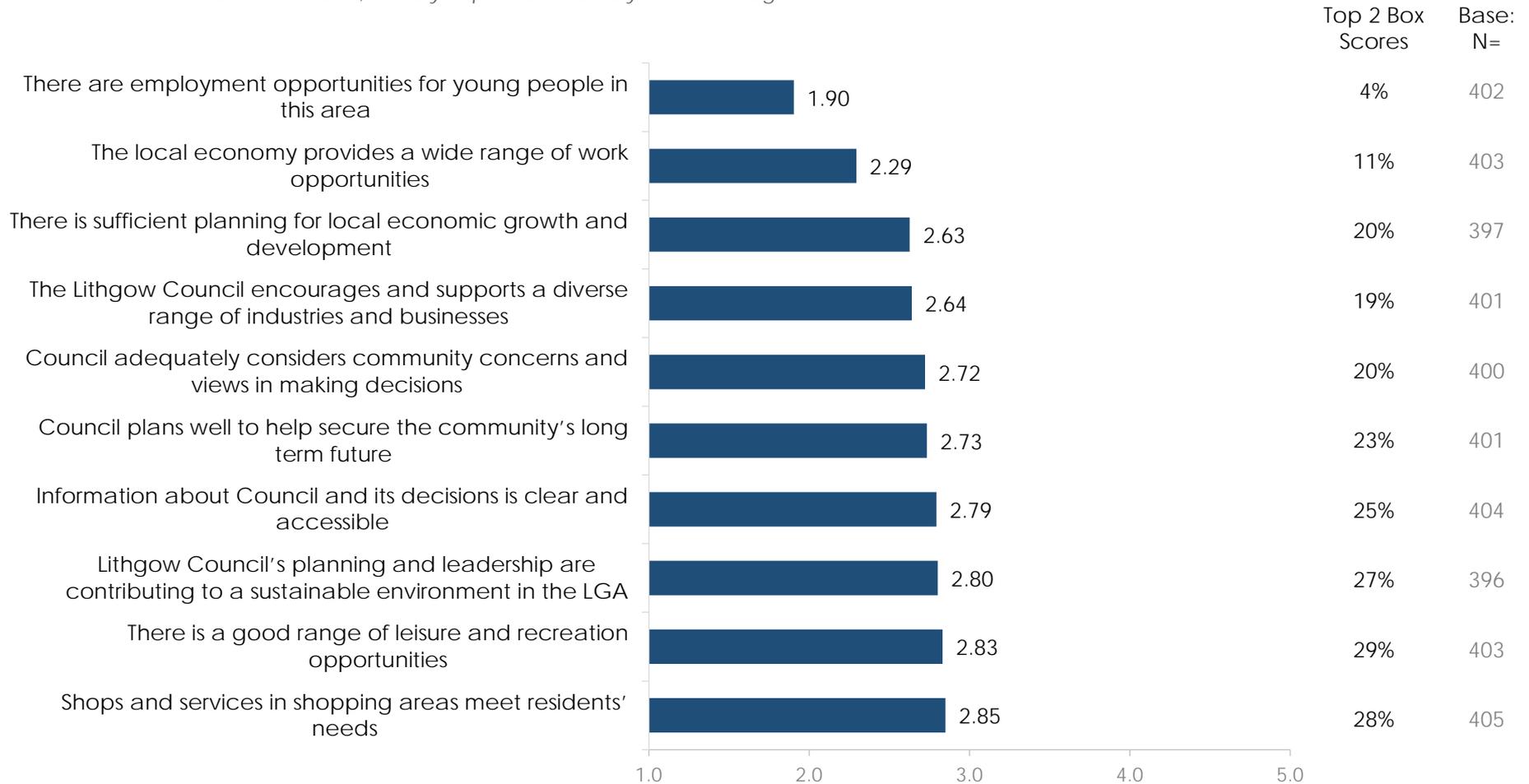


Scale: 1 = strongly disagree, 5 = strongly agree

Feeling safe in the area during the day had the highest levels of agreement from residents. 5 of these statements denote the high quality of life experienced by residents. Marked above with an *, these are 'feeling safe', 'participate in community life', 'living in a community', 'good range of community groups and support networks' and 'healthy lifestyle opportunities'

Bottom 10 Community Agreement Statements

Q9a. For each of these statements, could you please indicate your level of agreement?



Scale: 1 = strongly disagree, 5 = strongly agree

There was low to moderately low agreement with 9 of these statements, but very low agreement with the statement 'there are employment opportunities for young people in this area', which had only 4% of residents giving the top 2 ratings. This further supports the high response for the initiative to develop education and employment to encourage retention of young people in the area

Community Strategic Plan

The vision highlighted in the current 2012-2032 Community Strategic Plan is that we are:

“A centre of regional excellence that:

- Encourages community growth and development, and,
- Contributes to the efficient and effective management of the environment, community, and economy, for present and future generations”

Support for the Community Vision

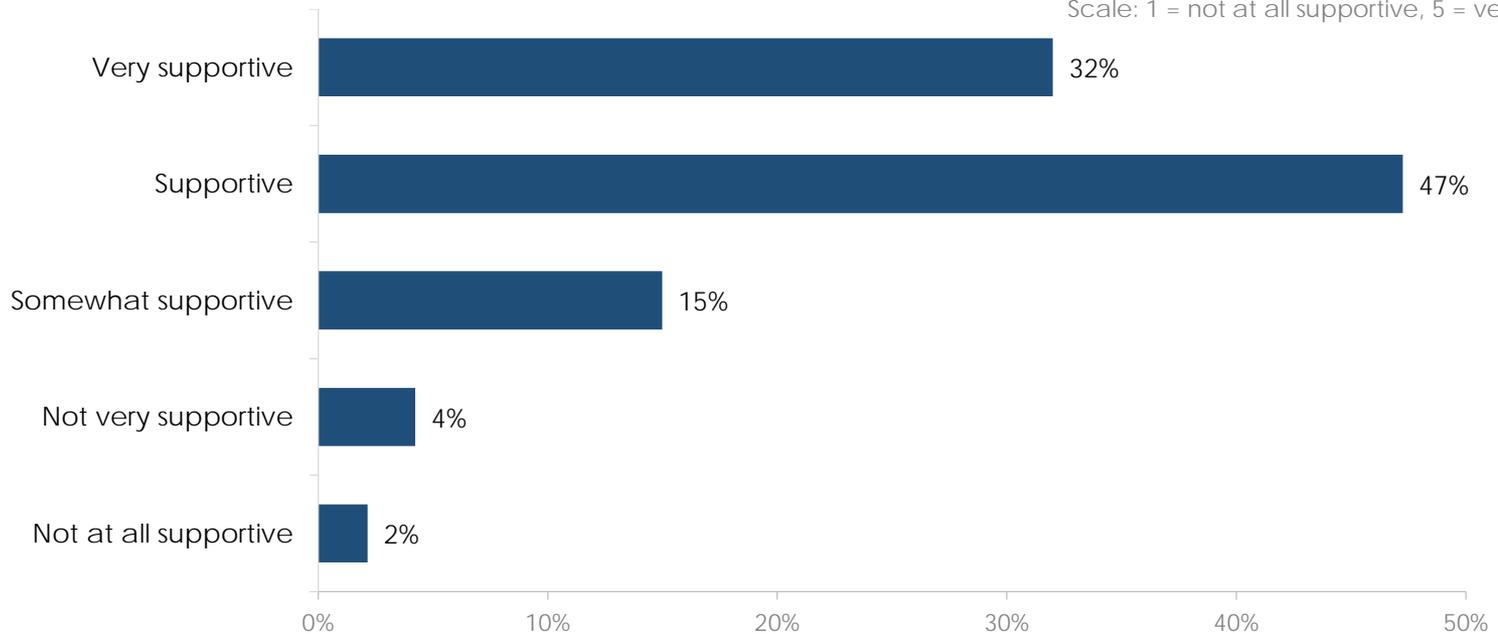
Q3. The vision highlighted in the current 2012-2032 Community Strategic Plan is that we are: "A centre of regional excellence that encourages community growth and development, and contributes to the efficient and effective management of the environment, community, and economy, for present and future generations". How supportive are you of this community vision?

	Overall	Male	Female	18 - 34	35 - 49	50 - 64	65 +
Base	N=405	N=205	N=200	N=91	N=103	N=115	N=96
Mean ratings	4.02	3.96	4.07	4.09	3.92	3.98	4.08

	Ratepayer	Non-ratepayer	Lithgow	Rural North	Rural South	Wallerawang	Portland
Base	N=346	N=59	N=211	N=43	N=43	N=58	N=49
Mean ratings	3.99	4.17	4.07	3.86	4.12	4.18	3.64▼

▲ ▼ = significantly higher/lower

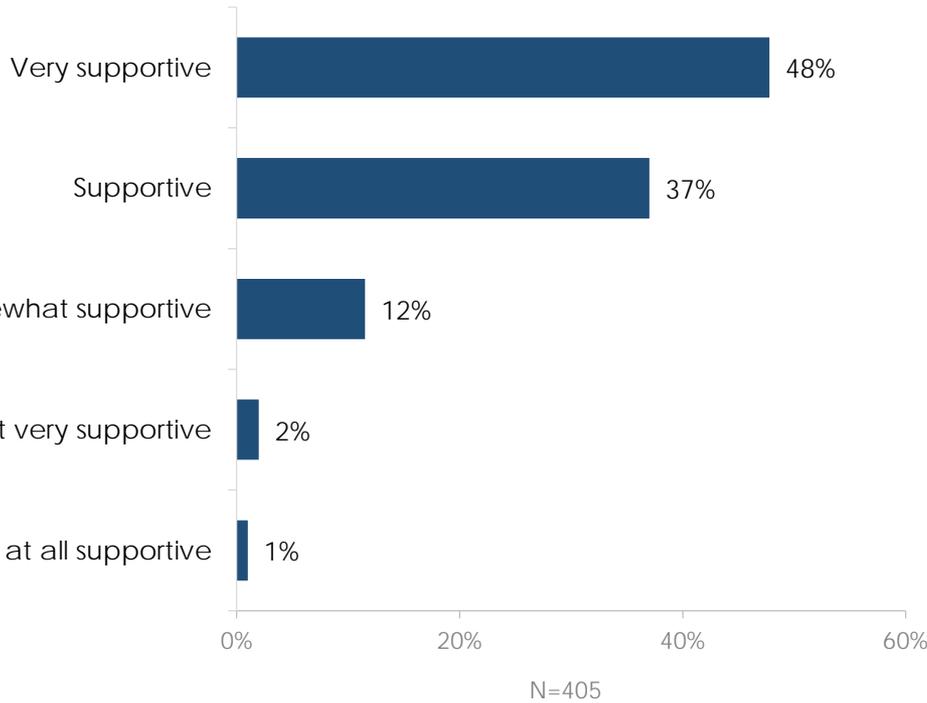
Scale: 1 = not at all supportive, 5 = very supportive



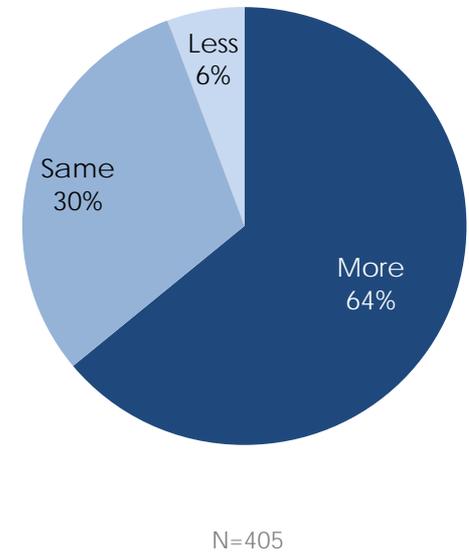
Whilst overall support for the community vision was high with 94% giving a positive measure, residents from the Portland Ward were significantly less likely to do so

Caring for Our Community

Q4a. One key theme of the Plan is 'caring for our community'. The aim of this theme is to retain, respect and strengthen the overall sense of community. This theme includes planning and providing quality community facilities and services for a healthy, vibrant and harmonious community, by working together to support, celebrate and expand the social and cultural diversity of the community in a safe environment. How supportive are you of this theme?



Q4b. Should there be less, the same, or more focus in terms of Council investment, resourcing or advocacy in this area?



Support for the theme of 'Caring for Our Community' was very high, with 97% indicating a positive level of support – 48% giving the highest rating – and 64% suggesting Council should focus more of its resources in this area

Caring for Our Community

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	Overall	Male	Female	18 - 34	35 - 49	50 - 64	65 +
Base	N=405	N=205	N=200	N=91	N=103	N=115	N=96
Mean ratings	4.29	4.27	4.31	4.41	4.21	4.27	4.30
Mean focus	0.58	0.58	0.58	0.62	0.62	0.52	0.59

	Ratepayer	Non-ratepayer	Lithgow	Rural North	Rural South	Wallerawang	Portland
Base	N=346	N=59	N=211	N=43	N=43	N=58	N=49
Mean ratings	4.28	4.40	4.37	4.27	4.27	4.41	3.85 ▼
Mean focus	0.56	0.73	0.58	0.64	0.50	0.58	0.63

▲ ▼ = significantly higher/lower

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

Focus: -1 = less, 0 = same, 1 = more

Q4c. Can you think of any priorities that should be considered in terms of 'Caring for Our Community'?

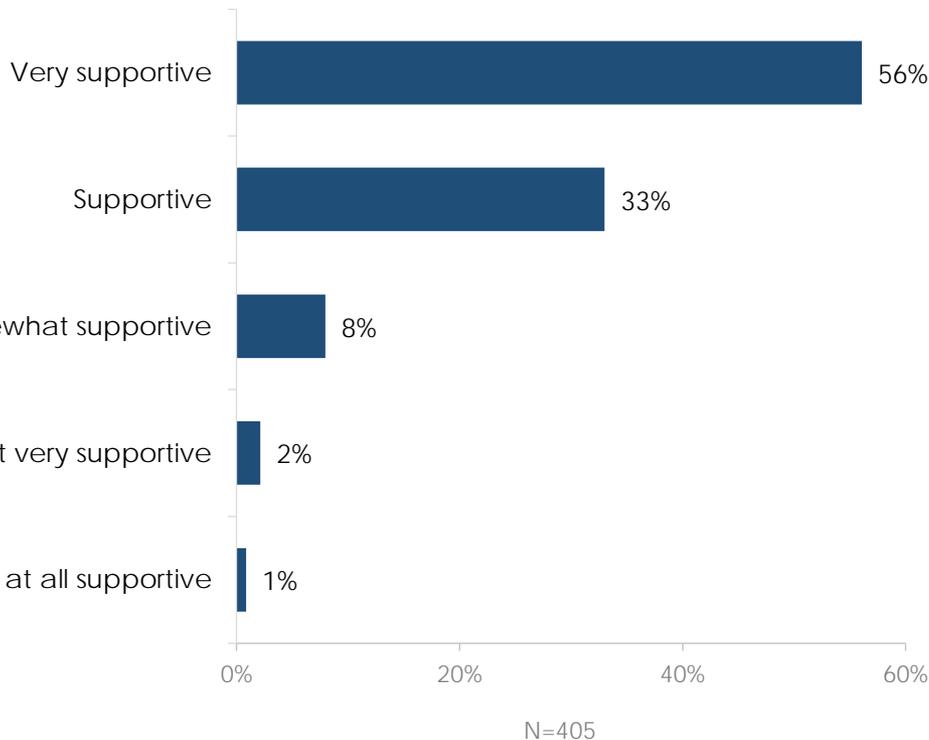
	N=405
More services and facilities for the elderly	20%
Increased activities/services/facilities for youth	10%
Increase of public activities, events and entertainment	5%
Increase of public facilities	3%
Improved medical services	2%
Look after residents	2%
Road maintenance	2%
Disability care	2%
Support for those in need, i.e. the homeless, addicts	2%
More policing	2%
Nothing/Don't know	51%

Responses of fewer than 2% are detailed in Appendix A

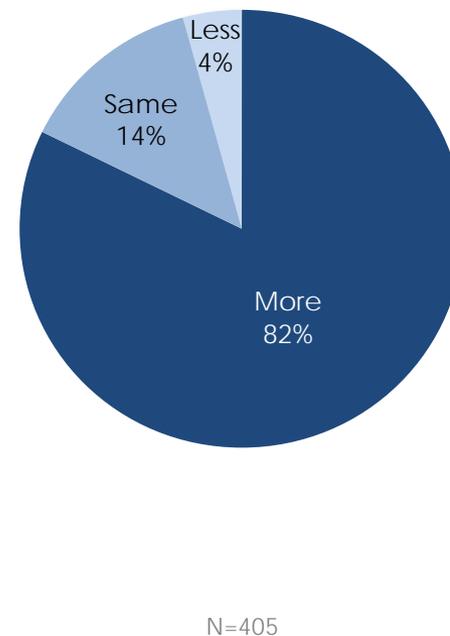
Residents living in the Portland Ward were significantly less supportive of this theme. Just over half of the residents couldn't name another priority to be considered, however, 20% felt that 'more services and facilities for the elderly' were needed

Strengthening Our Economy

Q5a. Another key theme of the Plan is 'strengthening our economy'. The aim of this theme is to provide for sustainable and planned growth through the diversification of the economic base, the development of diverse job opportunities and the provision of a broad range of educational services. This includes pursuing educational, creative and cultural opportunities to diversify our economy, skills base and employment opportunities, while offering a range of lifestyle choices. How supportive are you of this theme?



Q5b. Should there be less, the same, or more focus in terms of Council investment, resourcing or advocacy in this area?



The theme 'Strengthening Our Economy' was the highest ranked, with a mean rating of 4.41 and 56% stating they were 'very supportive'. 82% felt 'more' resources should be invested in this area

Strengthening Our Economy

Q5a. Another key theme of the Plan is 'strengthening our economy'. The aim of this theme is to provide for sustainable and planned growth through the diversification of the economic base, the development of diverse job opportunities and the provision of a broad range of educational services. This includes pursuing educational, creative and cultural opportunities to diversify our economy, skills base and employment opportunities, while offering a range of lifestyle choices. How supportive are you of this theme?

	Overall	Male	Female	18 - 34	35 - 49	50 - 64	65 +
Base	N=405	N=205	N=200	N=91	N=103	N=115	N=96
Mean ratings	4.41	4.31	4.52▲	4.56	4.38	4.37	4.36
Mean focus	0.78	0.76	0.80	0.87	0.79	0.75	0.73

	Ratepayer	Non-ratepayer	Lithgow	Rural North	Rural South	Wallerawang	Portland
Base	N=346	N=59	N=211	N=43	N=43	N=58	N=49
Mean ratings	4.38	4.60	4.42	4.47	4.38	4.37	4.42
Mean focus	0.76	0.90▲	0.84▲	0.87	0.59	0.70	0.70

▲▼ = significantly higher/lower

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

Focus: -1 = less, 0 = same, 1 = more

Q5c. Can you think of any priorities that should be considered in terms of 'Strengthening Our Economy'?

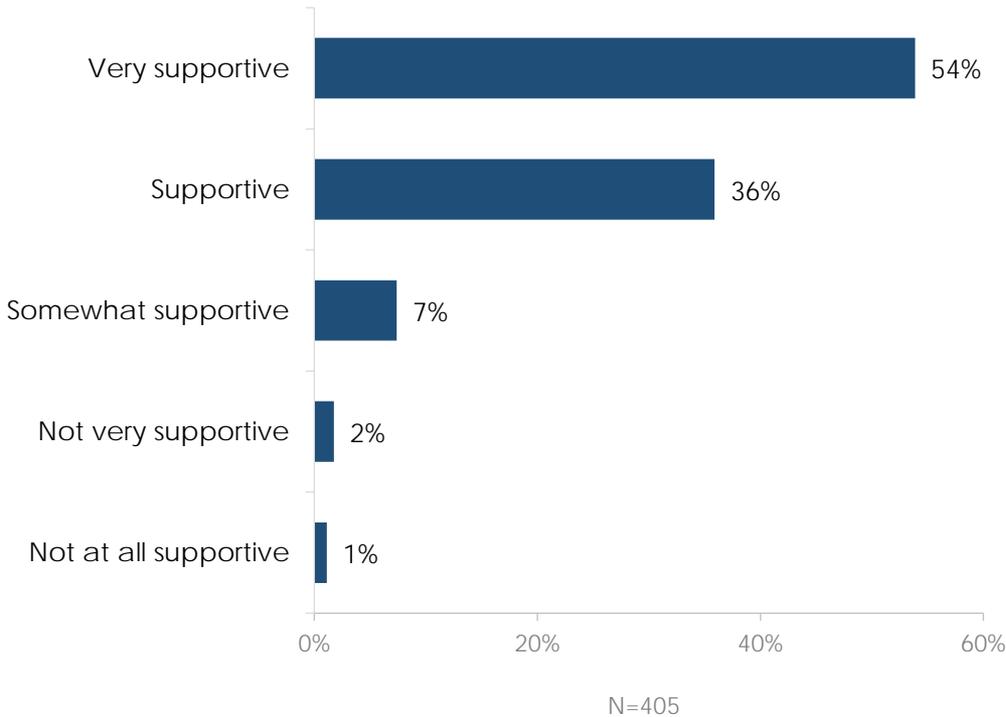
	N=405
Encourage businesses/industries to the area	31%
Need to create more employment	25%
More tertiary education opportunities/options	9%
Encourage Youth employment	8%
Encouraging more tourism to the area	7%
Improving the school system/education	5%
Improved infrastructure	2%
Diversification of jobs	2%
More support for mining based employment	2%
Improvements in Council	2%
Nothing/Don't know	30%

Responses of fewer than 2% are detailed in Appendix A

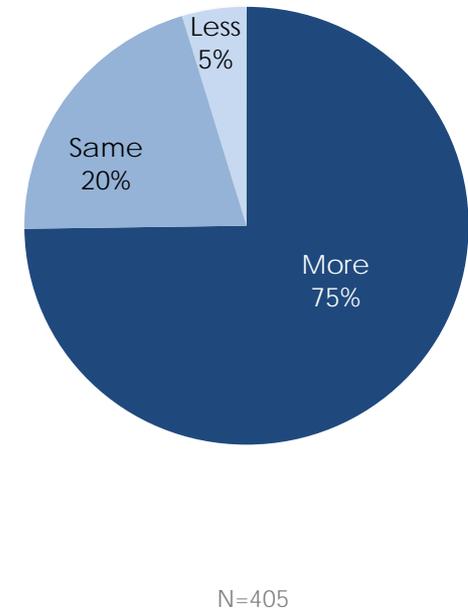
Females were significantly more supportive of this theme, with non-ratepayers and Lithgow Ward residents significantly more likely to want more focus on this area from Council. Almost one-third of residents felt Council should prioritise 'encouraging businesses/industries to the area'

Developing Our Built Environment

Q6a. Another key theme of the Plan is 'developing our built environment'. The aim of this theme is to provide for suitable infrastructure development to promote sustainable and planned growth while enhancing the existing identity of the rural areas, villages and towns that make up the Lithgow LGA. This theme includes providing suitable entertainment, recreational facilities and lifestyle choices. How supportive are you of this theme?



Q6b. Should there be less, the same, or more focus in terms of Council investment, resourcing or advocacy in this area?



Support for this theme was very high, with 97% exhibiting a positive level of support – 54% giving the top rating – and 75% claiming 'more' resources are needed

Developing Our Built Environment

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	Overall	Male	Female	18 - 34	35 - 49	50 - 64	65 +
Base	N=405	N=205	N=200	N=91	N=103	N=115	N=96
Mean ratings	4.40	4.41	4.38	4.54	4.45	4.35	4.26 ▼
Mean focus	0.70	0.74	0.66	0.83	0.75	0.63	0.61 ▼

	Ratepayer	Non-ratepayer	Lithgow	Rural North	Rural South	Wallerawang	Portland
Base	N=346	N=59	N=211	N=43	N=43	N=58	N=49
Mean ratings	4.39	4.44	4.46	4.44	4.33	4.41	4.13 ▼
Mean focus	0.68	0.83	0.69	0.78	0.52	0.70	0.84 ▲

▲ ▼ = significantly higher/lower

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

Focus: -1 = less, 0 = same, 1 = more

Q6c. Can you think of any priorities that should be considered in terms of 'Developing Our Built Environment'?

	N=405
More facilities/activities for youth	16%
Road maintenance	13%
Cinema in the area	6%
Improved infrastructure	5%
More recreational areas	5%
More shopping facilities	4%
Streets need to be beautified	3%
More public facilities	3%
More public transport services	3%
Develop more industrial areas	2%
Developing more residential areas	2%
More job opportunities	2%
Road network changes	2%
Nothing/Don't know	43%

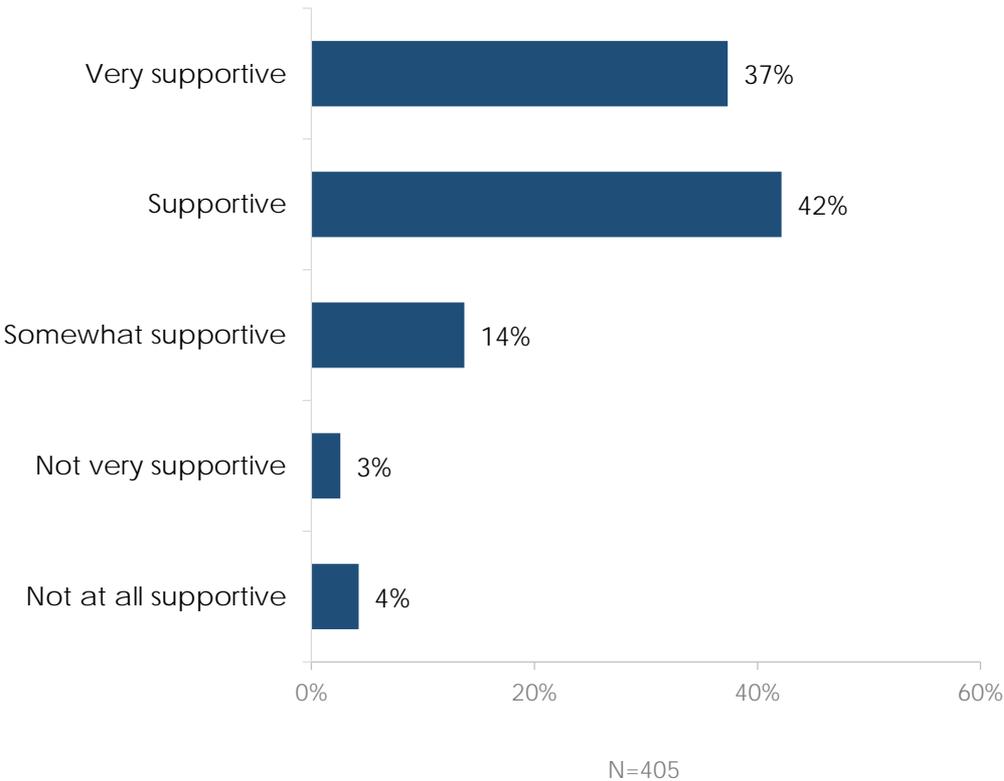
Responses of fewer than 2% are detailed in Appendix A

Residents aged 65+ were significantly less supportive of this theme, and indicated Council should focus significantly less on it. Portland Ward residents, while being significantly less supportive of the theme, felt Council should invest significantly more into it

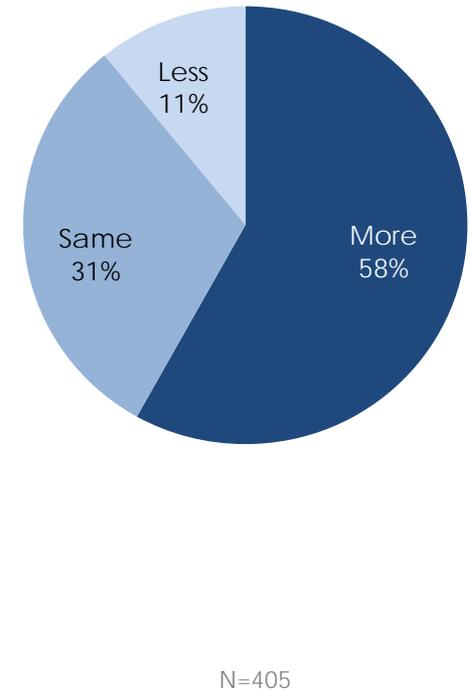
Almost half of the residents couldn't think of another priority for this theme, whilst 16% want 'more facilities/activities for youth' and 13% better 'road maintenance'

Enhancing Our Natural Environment

Q7a. Another key theme of the Plan is 'enhancing our natural environment'. The aim of this theme is to balance, protect and enhance our diverse environmental elements, both natural and built, for the enjoyment and support of both current and future generations. How supportive are you of this theme?



Q7b. Should there be less, the same, or more focus in terms of Council investment, resourcing or advocacy in this area?



Whilst still attracting a 'high' level of interest, with 93% lending their support to this theme – 37% giving the top rating – and 58% advocating more resources be assigned, 'Enhancing Our Natural Environment' received the lowest level of support and suggested investment

Enhancing Our Natural Environment

Q7a. Another key theme of the Plan is 'enhancing our natural environment'. The aim of this theme is to balance, protect and enhance our diverse environmental elements, both natural and built, for the enjoyment and support of both current and future generations. How supportive are you of this theme?

	Overall	Male	Female	18 - 34	35 - 49	50 - 64	65 +
Base	N=405	N=205	N=200	N=91	N=103	N=115	N=96
Mean ratings	4.06	4.00	4.12	3.84	3.87	4.19	4.31▲
Mean focus	0.47	0.48	0.47	0.28	0.50	0.54	0.54

	Ratepayer	Non-ratepayer	Lithgow	Rural North	Rural South	Wallerawang	Portland
Base	N=346	N=59	N=211	N=43	N=43	N=58	N=49
Mean ratings	4.03	4.23	4.09	4.25	3.91	4.09	3.85
Mean focus	0.49	0.36	0.38	0.47	0.65	0.57	0.58

▲▼ = significantly higher/lower

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

Focus: -1 = less, 0 = same, 1 = more

Q7c. Can you think of any priorities that should be considered in terms of 'Enhancing Our Natural Environment'?

	N=405
Preservation/Maintenance of the environment	14%
Promoting Lithgow for tourism	6%
Plant more trees	5%
More walking/bike tracks	3%
More waste control	3%
More natural parks	2%
Upkeep the more rural areas of the community	2%
Keep the road network maintained	2%
Preservation and maintenance of historical and heritage buildings	2%
Nothing/Don't know	58%

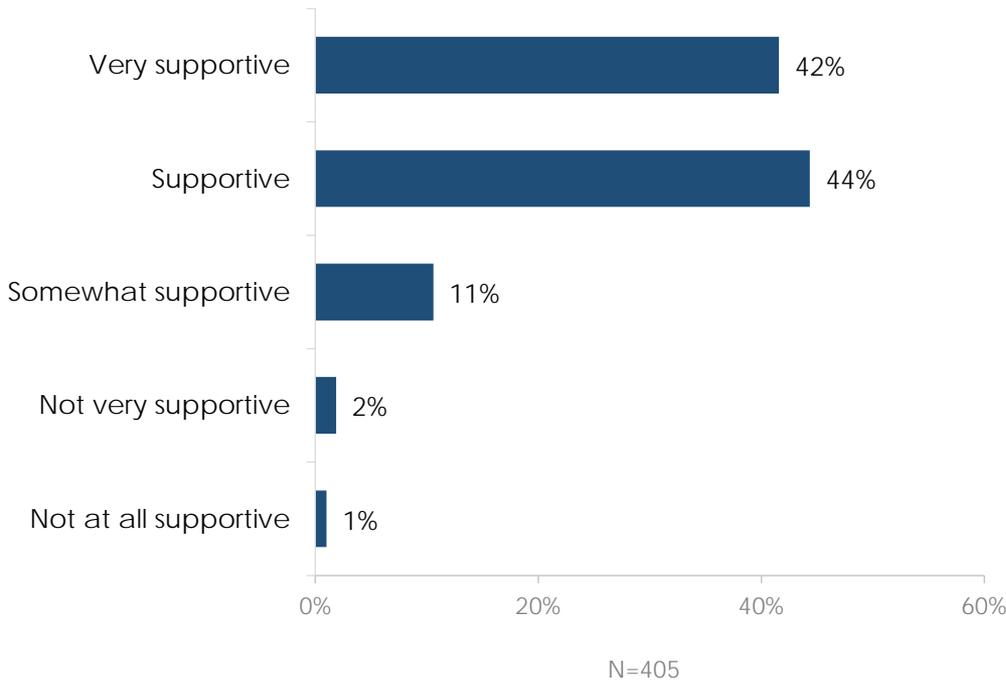
Responses of fewer than 2% are detailed in Appendix A

Those aged 65+ were significantly more supportive of this theme.

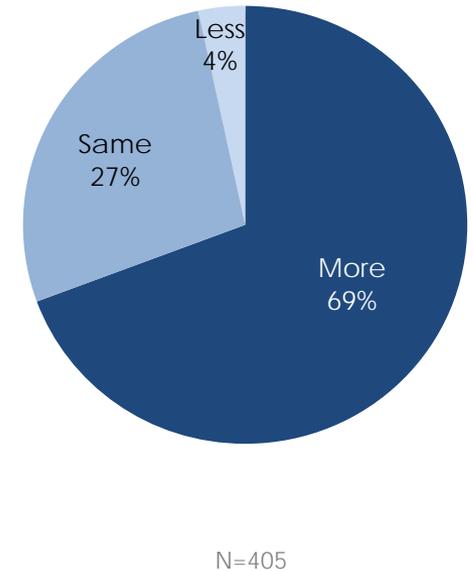
Whilst more than half weren't able to contribute any other priorities linked to this theme, 14% of residents suggested 'preservation/maintenance of the environment' should be considered

Responsible Governance and Civic Leadership

Q8a. Another key theme of the Plan is 'responsible governance and civic leadership'. The aim of this theme is to develop community confidence in Council by the way it is directed, controlled and managed. This theme includes having Council focus on strong civic leadership, organisational development and effective governance with an engaged community actively participating in decision making processes affecting their future. How supportive are you of this theme?



Q8b. Should there be less, the same, or more focus in terms of Council investment, resourcing or advocacy in this area?



42% were 'very supportive' of the 'Responsible Governance and Civic Leadership' theme, with 69% advocating more focus in this area

Responsible Governance and Civic Leadership

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	Overall	Male	Female	18 - 34	35 - 49	50 - 64	65 +
Base	N=405	N=205	N=200	N=91	N=103	N=115	N=96
Mean ratings	4.22	4.19	4.26	4.09	4.31	4.26	4.21
Mean focus	0.66	0.64	0.68	0.60	0.76	0.62	0.65

	Ratepayer	Non-ratepayer	Lithgow	Rural North	Rural South	Wallerawang	Portland
Base	N=346	N=59	N=211	N=43	N=43	N=58	N=49
Mean ratings	4.22	4.23	4.16	4.45	4.28	4.30	4.15
Mean focus	0.68	0.56	0.66	0.74	0.54	0.75	0.56

▲▼ = significantly higher/lower

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

Focus: -1 = less, 0 = same, 1 = more

Q8c. Can you think of any priorities that should be considered in terms of 'Responsible Governance and Civic Leadership'?

	N=405
Consultation/Interaction/Transparency with the community	24%
Council needs to work as a team	17%
Councillors' skills should be appropriate for their role	8%
Appropriate Councillor behaviour towards community and co-workers	7%
Better efficiency within the council	5%
Making council meetings more available to the public	2%
Nothing/Don't know	46%

Responses of fewer than 2% are detailed in Appendix A

Support for this theme was strong across all demographics.

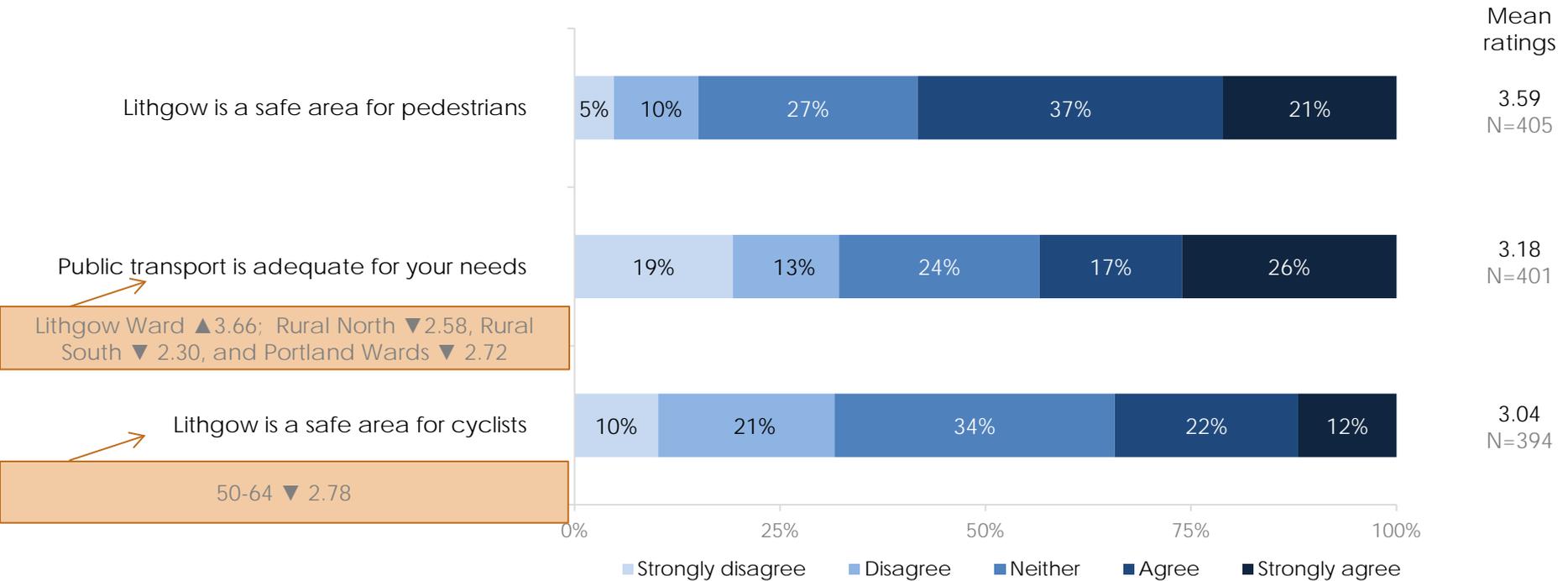
24% of residents felt there should be more 'consultation/interaction/transparency with the community'

Community Agreement Statements



Roads and Transport

Q9a. For each of these statements, could you please indicate your level of agreement?



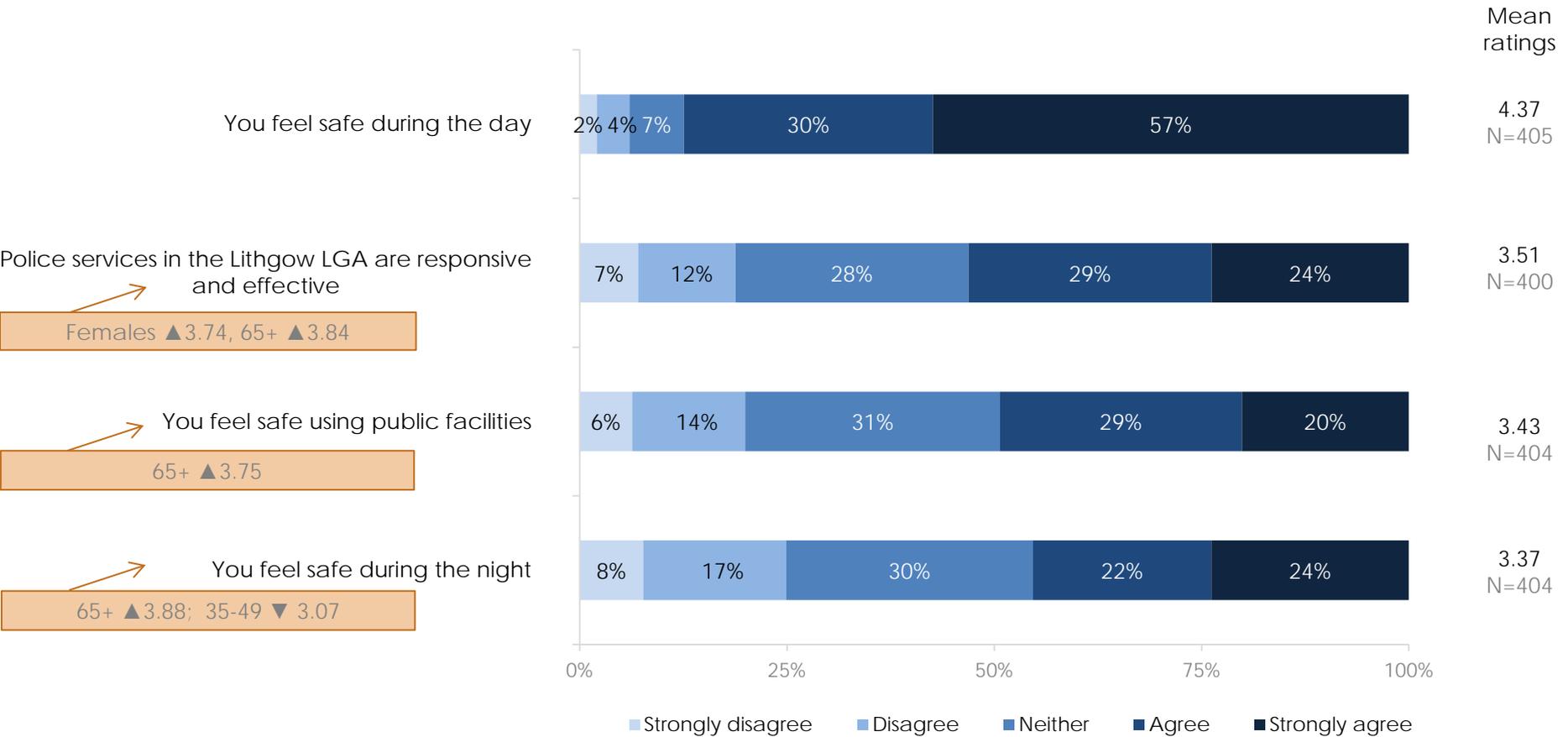
▲ ▼ = significantly higher/lower
Scale: 1 = strongly disagree, 5 = strongly agree



Agreement with the 3 statements concerning 'roads and transport' was moderate. Rural North, Rural South, and Portland Wards were significantly less likely to agree that 'public transport is adequate for your needs'

Community Safety

Q9a. For each of these statements, could you please indicate your level of agreement?



▲ ▼ = significantly higher/lower

Scale: 1 = strongly disagree, 5 = strongly agree

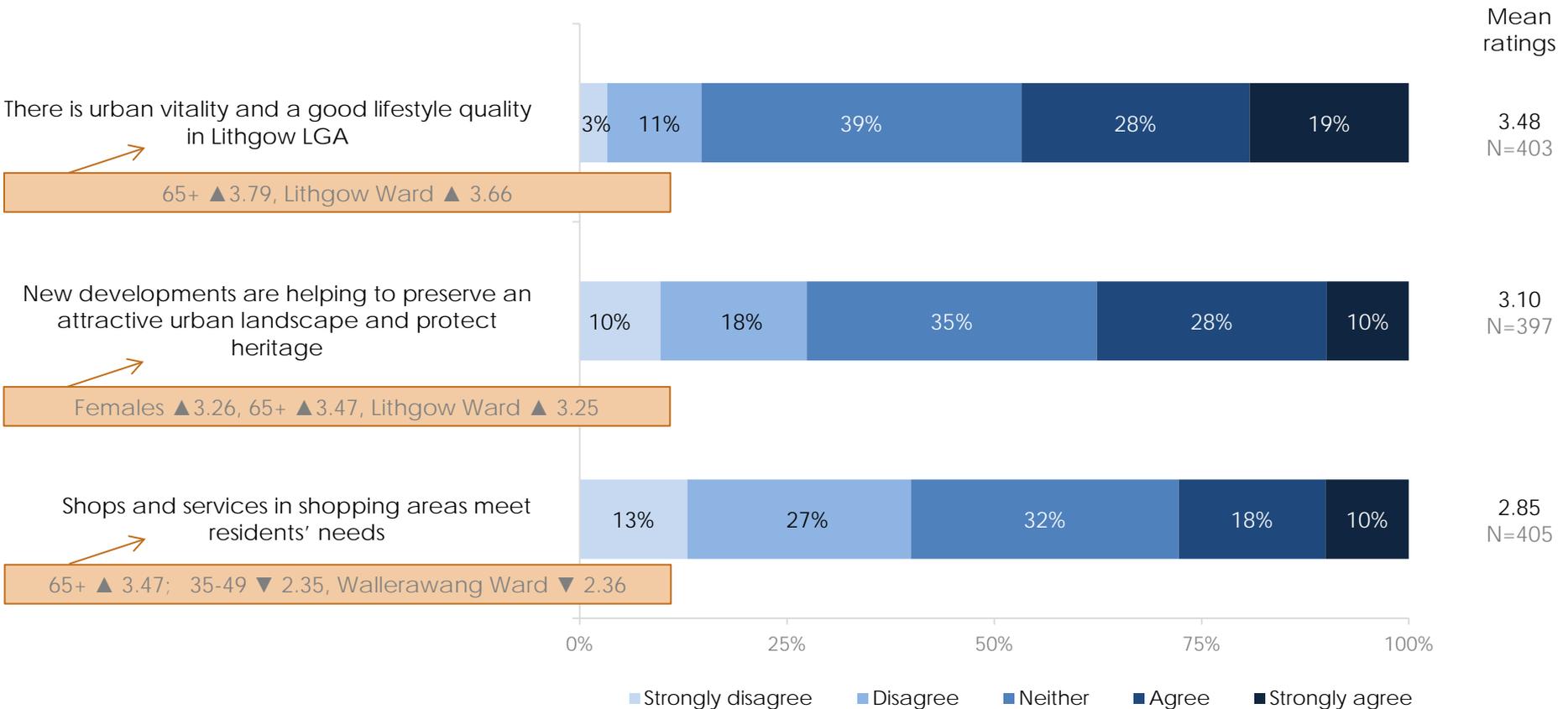


There was a very high level of agreement with feeling safe during the day, whilst the remaining statements elicited a moderate level of agreement.

Those aged 65+ were significantly more likely to agree with police services being responsive and effective, feeling safe using public facilities, and feeling safe during the night

Infrastructure and Development

Q9a. For each of these statements, could you please indicate your level of agreement?



▲ ▼ = significantly higher/lower

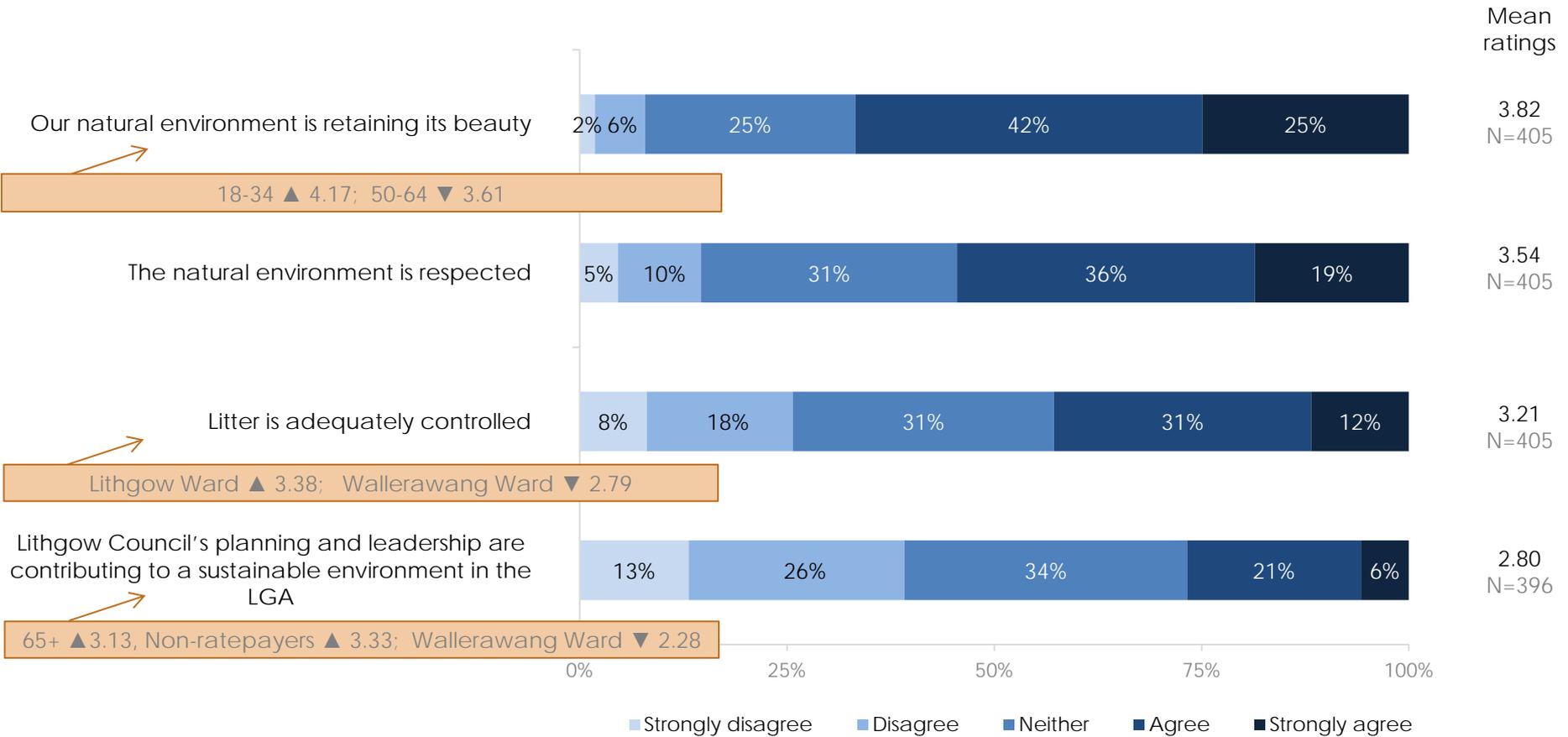
Scale: 1 = strongly disagree, 5 = strongly agree

Whilst almost half of the residents agreed that there is urban vitality and a good lifestyle quality, they were less likely to agree that new developments are preserving the landscape and heritage, and much less agreement that shops and services in shopping areas are meeting their needs.

Those aged 65+ were significantly more likely to agree with all 3 statements

The Natural Environment

Q9a. For each of these statements, could you please indicate your level of agreement?



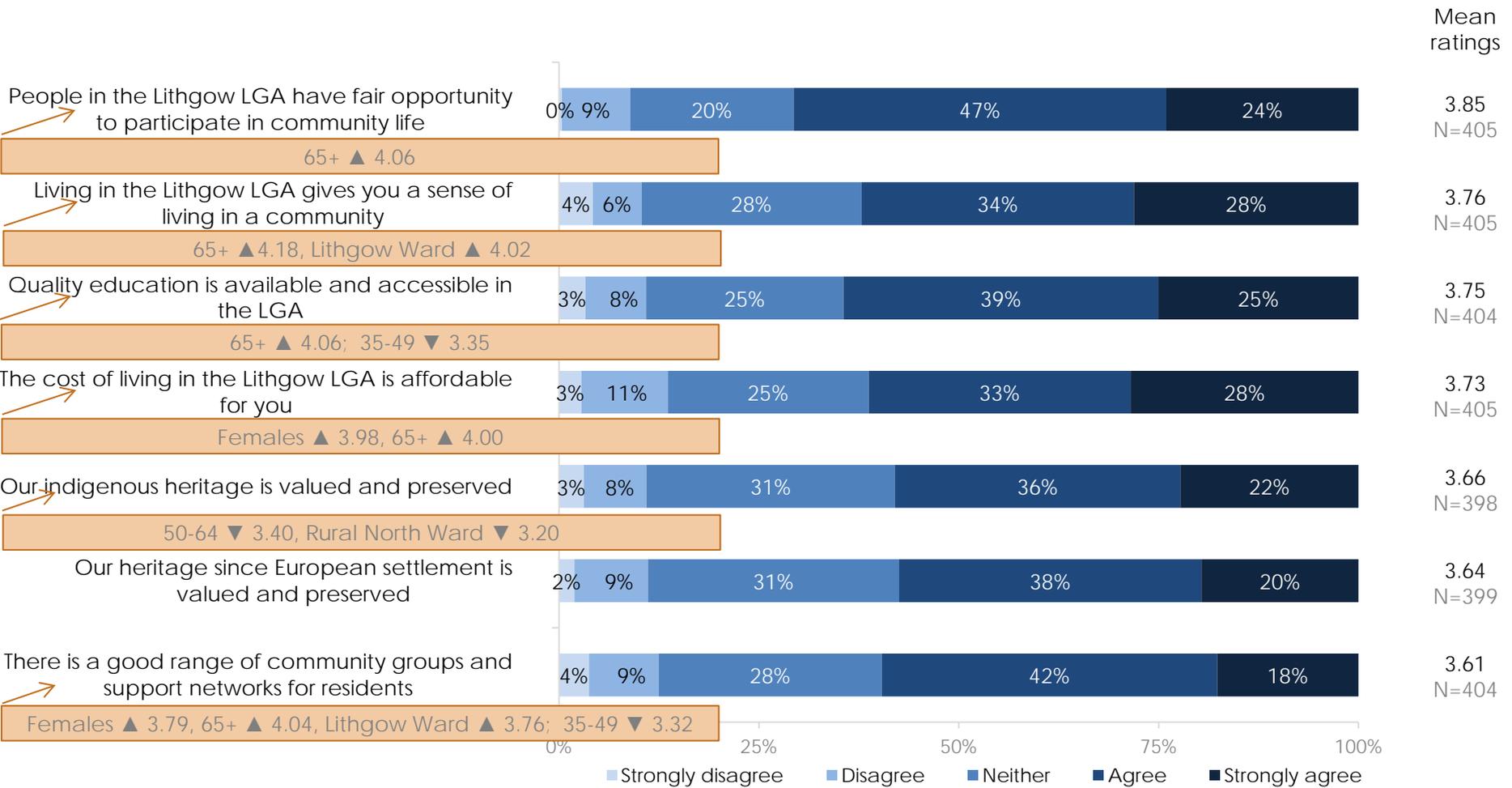
▲ ▼ = significantly higher/lower

Scale: 1 = strongly disagree, 5 = strongly agree

Two-thirds of residents agreed that the natural environment is retaining its beauty, but less than one-third agree that Council's planning and leadership are contributing to a sustainable environment

Services and Facilities (part 1)

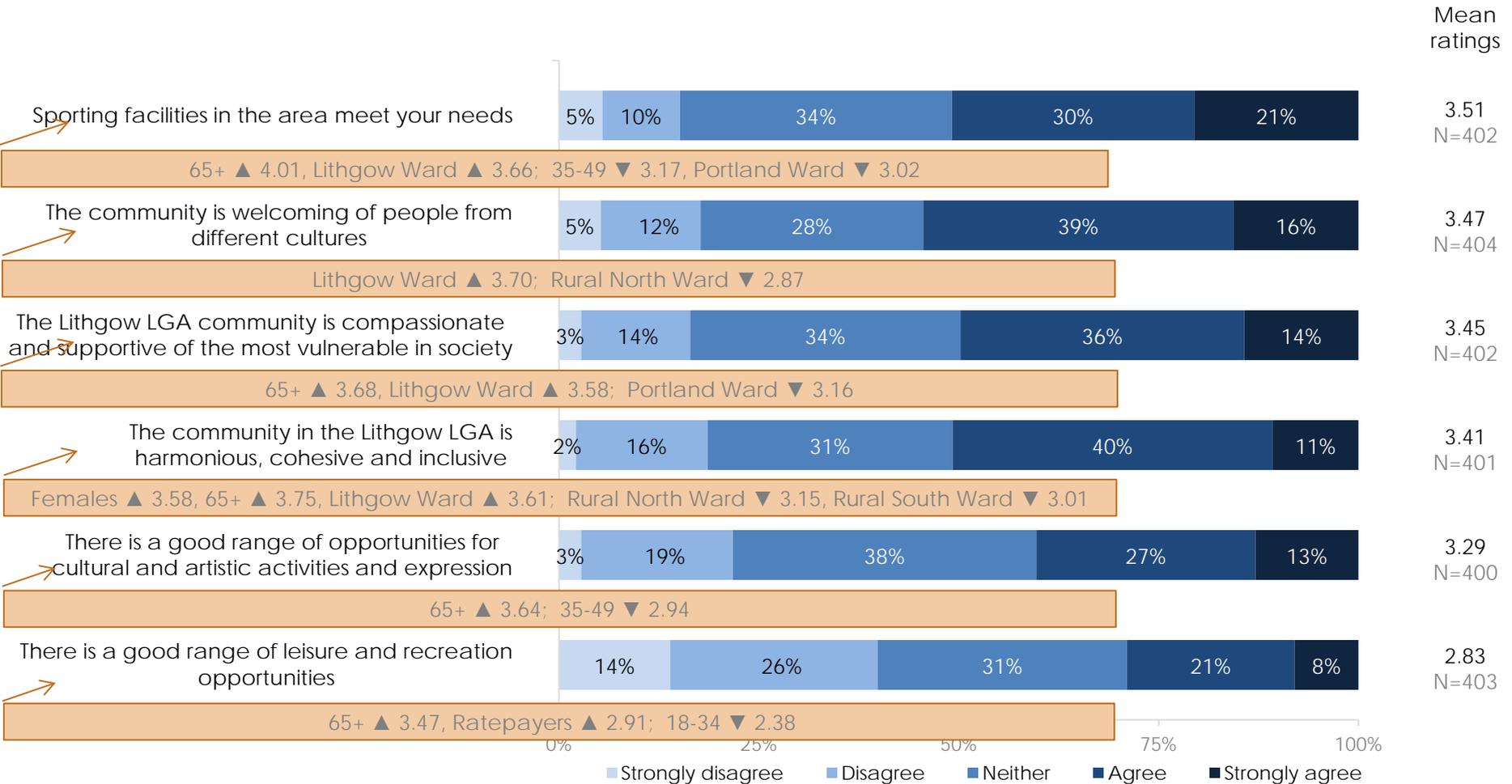
Q9a. For each of these statements, could you please indicate your level of agreement?



There were moderately high levels of agreement with all of these statements regarding services and facilities in the area, with those aged 65+ rating 5 of the 7 statements significantly higher than did their younger counterparts

Services and Facilities (part 2)

Q9a. For each of these statements, could you please indicate your level of agreement?



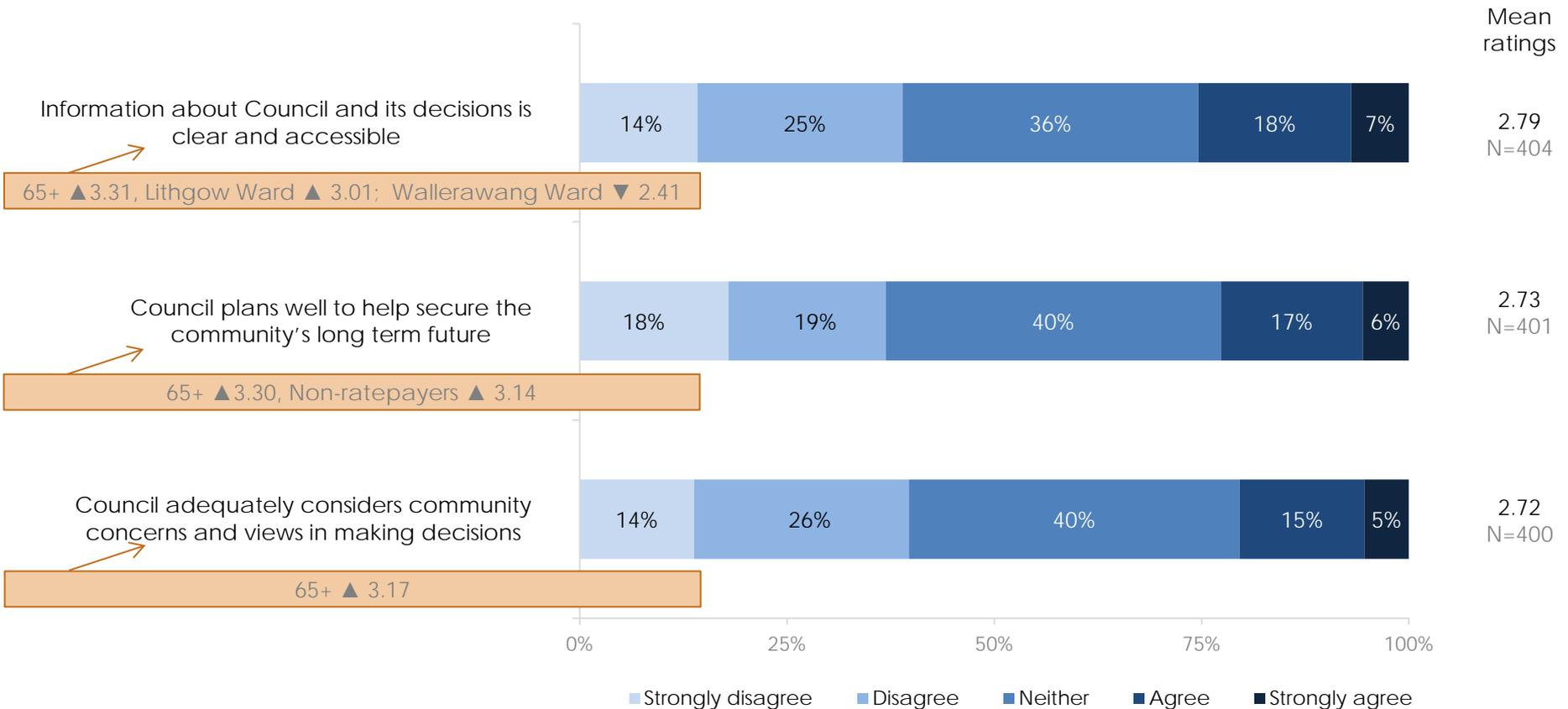
▲ ▼ = significantly higher/lower

Scale: 1 = strongly disagree, 5 = strongly agree

5 of the remaining 6 statements regarding services and facilities were rated of moderate agreement by residents, however, residents were less likely to agree that there is a good range of leisure and recreation opportunities, with less than a third giving the top 2 ratings

Planning and Decision Making

Q9a. For each of these statements, could you please indicate your level of agreement?



Information about Council and its decisions is clear and accessible
 65+ ▲ 3.31, Lithgow Ward ▲ 3.01; Wallerawang Ward ▼ 2.41

Council plans well to help secure the community's long term future
 65+ ▲ 3.30, Non-ratepayers ▲ 3.14

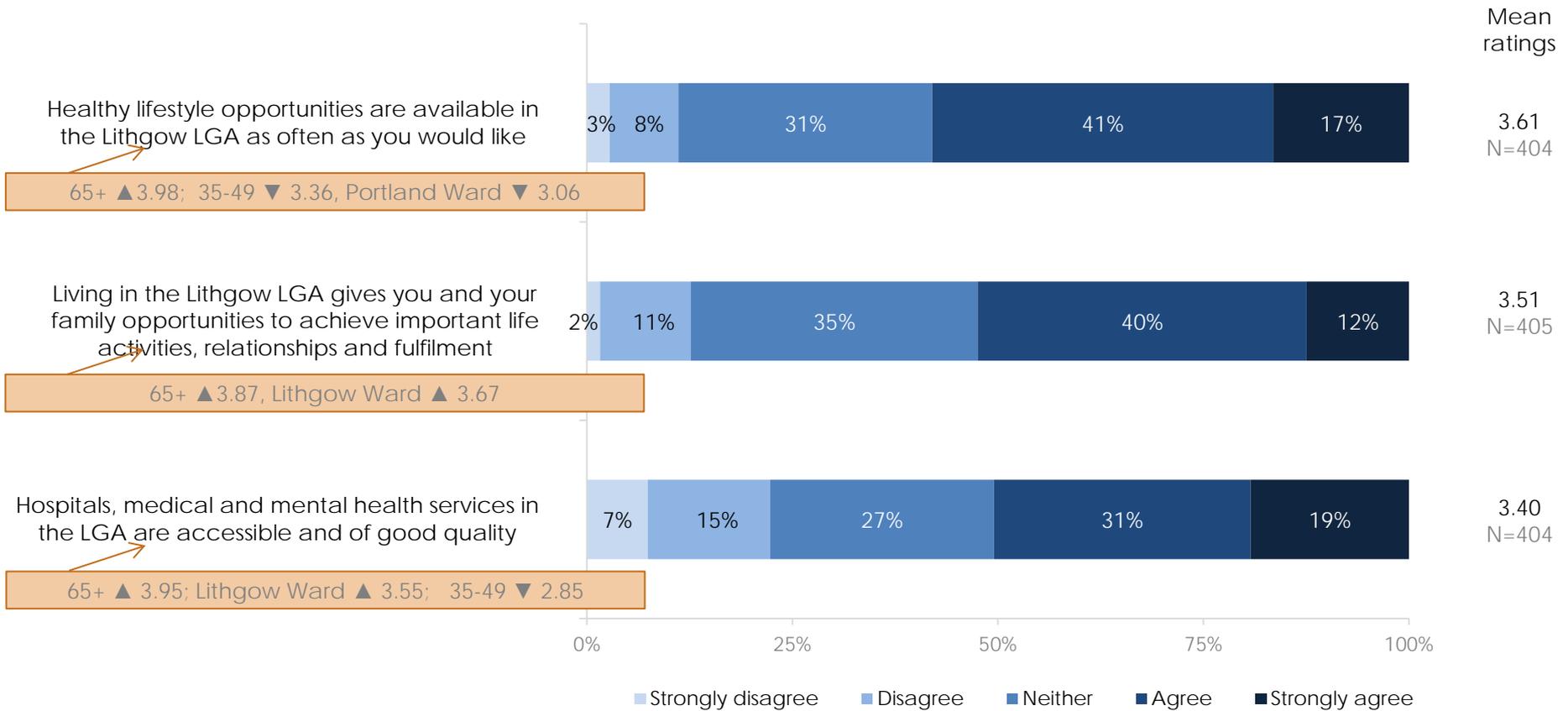
Council adequately considers community concerns and views in making decisions
 65+ ▲ 3.17

▲ ▼ = significantly higher/lower
 Scale: 1 = strongly disagree, 5 = strongly agree

There is an opportunity here for Council to improve its relationship with residents. There were particularly low levels of agreement (20% - 25%) with each of these statements, indicating that Council needs to become more transparent with its decisions as well as securing a long-term future for the security, and being more inclusive of the community's opinions

Health

Q9a. For each of these statements, could you please indicate your level of agreement?



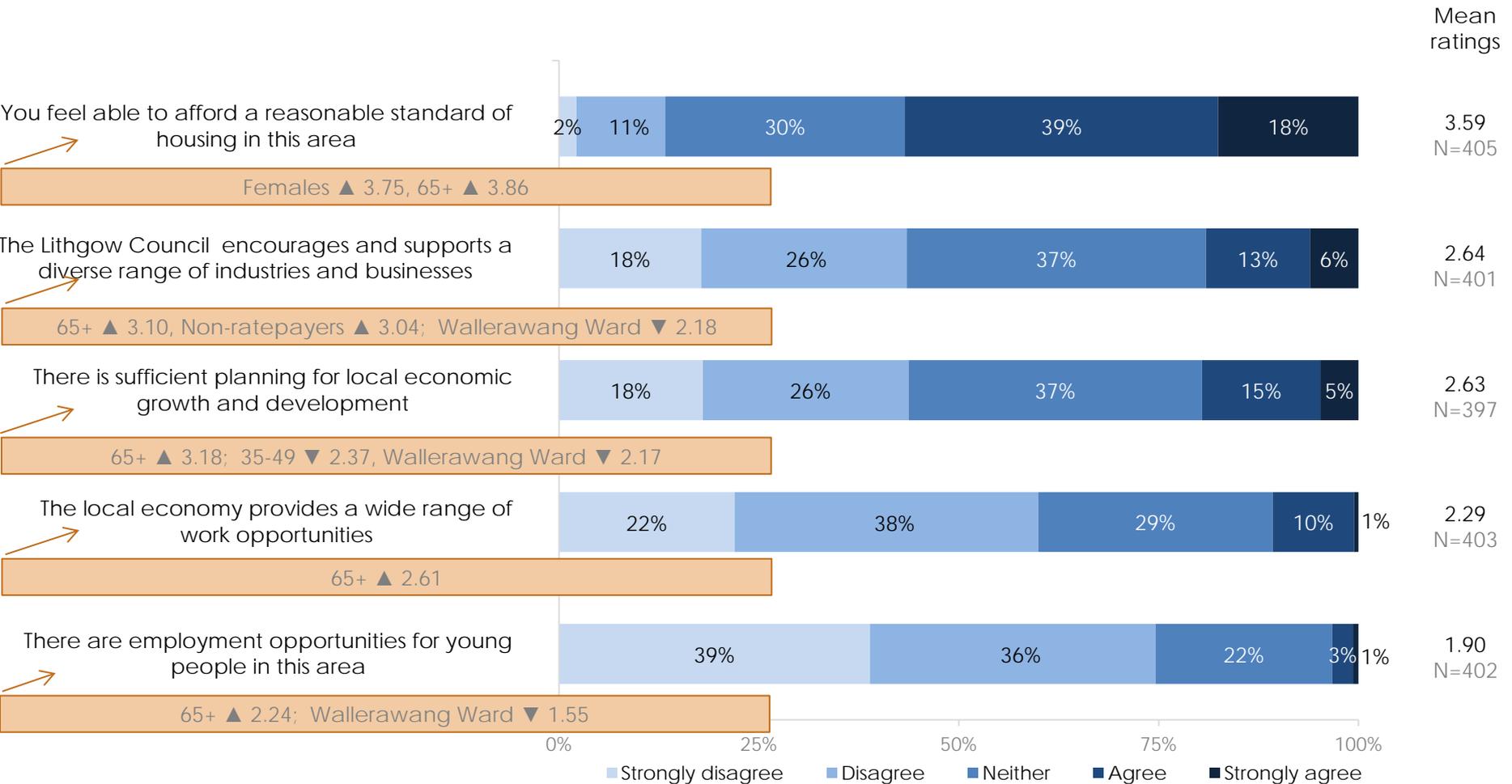
▲ ▼ = significantly higher/lower

Scale: 1 = strongly disagree, 5 = strongly agree

There were moderate to moderately high levels of agreement with these 3 statements, with those aged 65+ significantly more likely to agree with each of them

Economic Development Growth

Q9a. For each of these statements, could you please indicate your level of agreement?



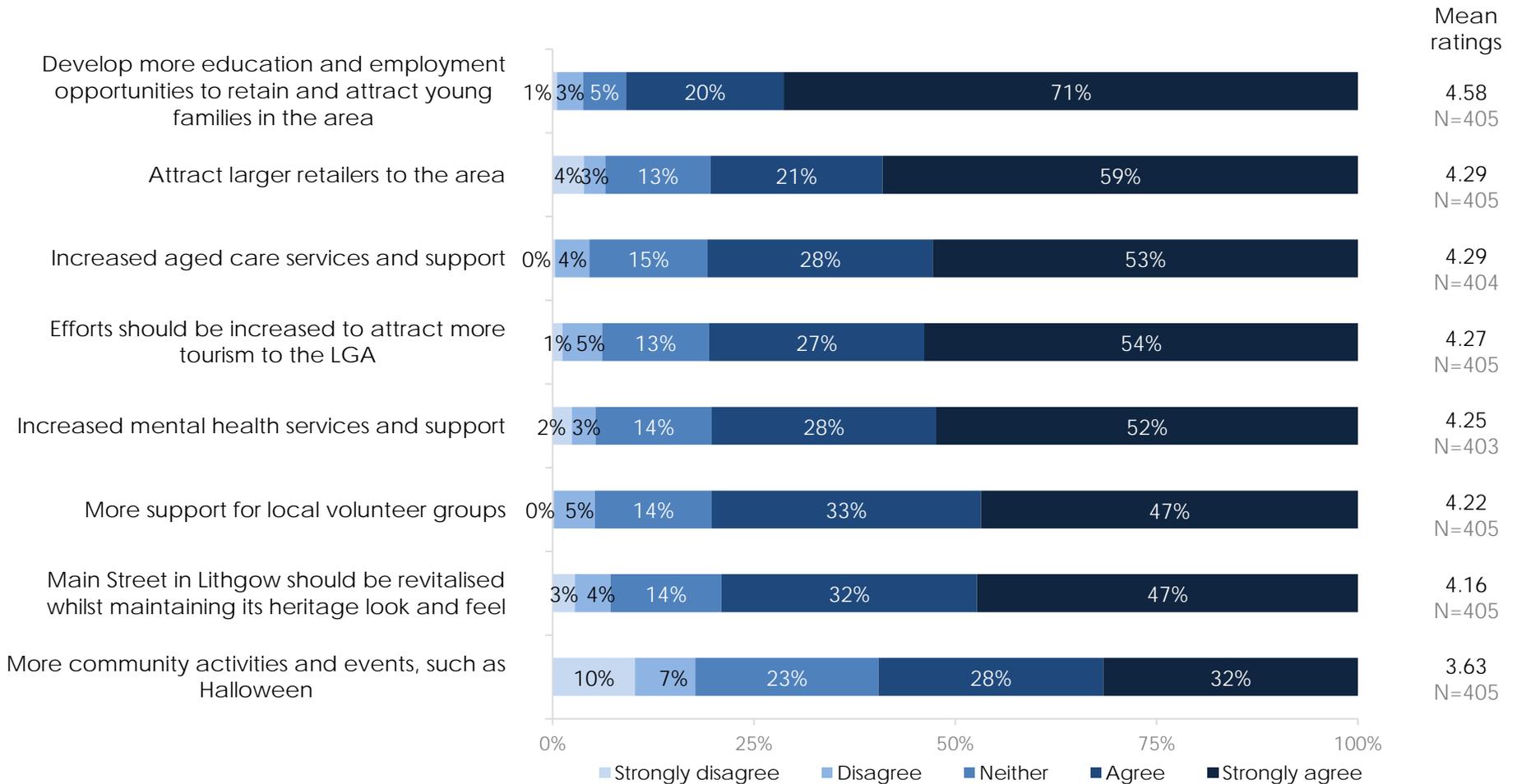
▲ ▼ = significantly higher/lower

Scale: 1 = strongly disagree, 5 = strongly agree

Whilst there were reasonable levels of agreement with affordable housing availability, the remaining statements regarding economic growth received much lower levels, particularly for employment opportunities for young people. Only 4% of residents agreed with this statement

Support for Future Projects and Initiatives

Q9b. I'm now going to read out a list of some projects and initiatives that could be implemented across the LGA over the coming years. Council may be directly involved in providing these initiatives, or it may lobby other levels of government for their support. Please rate your level of support for each one.



▲ ▼ = significantly higher/lower

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

Resident support for economic development of the area was evident in the support proffered for 'employment opportunities', 'attract larger retailers to the area', and 'attract more tourism to the LGA'.

There was comparably less support for more community activities and events

Appendix A – Detailed Responses

Caring for Our Community

Q4a. One key theme of the Plan is 'caring for our community'. The aim of this theme is to retain, respect and strengthen the overall sense of community. This theme includes planning and providing quality community facilities and services for a healthy, vibrant and harmonious community, by working together to support, celebrate and expand the social and cultural diversity of the community in a safe environment. How supportive are you of this theme?

Q4c. Can you think of any priorities that should be considered in terms of 'Caring for Our Community'?

	Count		Count
More activities for children to do	6	Providing value for money of rates paid	2
More employment opportunities	6	Provision of resources	2
More maintenance to beautify the area	9	Updating cellular network	2
Better/More public transport	7	Better training for people in LiNK	1
Bring work to area	4	Caravan park	1
Improved road network	4	Community activities should be well maintained	1
More support for community groups	4	Do not need more medical services	1
Sporting activity improvements	4	Domestic violence support	1
Focus on small towns	3	Drop-in centre	1
Increasing tourism areas	3	Encouraging more free enterprise	1
More housing opportunities	3	Ensuring paid facilities are not overpriced	1
More promotion of cultures	3	Fairer with division of facilities	1
More/Improved childcare facilities	3	Greater punishment for drug abusers	1
Swimming pool improvements	3	Identifying where changes can be made	1
Better waste removal	2	Increase population	1
Hospital improvements	2	More community bus networks	1
Less emphasis on Halloween	2	Music volume limit	1
Maintaining heritage	2	Organisation of transportation for residents who are unwell	1
More footpaths and bicycle tracks	2	Provide more respite care	1
Planning council meetings and events around full time hours	2	Update library	1

Strengthening Our Economy

Q5a. Another key theme of the Plan is 'strengthening our economy'. The aim of this theme is to provide for sustainable and planned growth through the diversification of the economic base, the development of diverse job opportunities and the provision of a broad range of educational services. This includes pursuing educational, creative and cultural opportunities to diversify our economy, skills base and employment opportunities, while offering a range of lifestyle choices. How supportive are you of this theme?

Q5c. Can you think of any priorities that should be considered in terms of 'Strengthening Our Economy'?

	Count		Count
More new residential developments	5	Repairing welfare	2
Prioritise Zig-Zag Railway	5	Seek out township, major areas with problems	2
More shopping opportunities	4	Technological developments	2
Promoting reusable resources	4	Allow more subdivisions for new homes for local growth	1
Promoting the area	4	Better long term plan for the local economy	1
More strategic use of money from taxpayers	3	Decrease the size of allowable subdivision	1
Supporting local events	3	Giving ex-miners opportunities to use their skills in other industries	1
Better planning of changes in Lithgow	2	Greens should leave the mines alone	1
Council needs to monitor the budget	2	Less focus in regard to Indigenous heritage	1
Increase mining	3	Less housing commission	1
Need more activities for children	2	Loss of TAFE disappointed	1
Providing affordable housing	2	More funding for public schools	1

Developing Our Built Environment

Q6a. Another key theme of the Plan is 'developing our built environment'. The aim of this theme is to provide for suitable infrastructure development to promote sustainable and planned growth while enhancing the existing identity of the rural areas, villages and towns that make up the Lithgow LGA. This theme includes providing suitable entertainment, recreational facilities and lifestyle choices. How supportive are you of this theme?

Q6c. Can you think of any priorities that should be considered in terms of 'Developing Our Built Environment'?

	Count		Count
Protecting the natural areas from development	6	More restaurants	2
DA process needs to be streamlined and faster	5	Need better TV service	2
More housing	5	No high rise development	2
Consider rural areas	5	Promoting local community	2
Improved internet	4	A safe area for people to retreat to during bushfires	1
Continue with the redevelopment of cement works	3	Better garbage collection	1
Lithgow Pottery and Theatre Royal should be revitalised	3	Cheaper services	1
More disability accessibility	3	Development of a cultural precinct	1
More parking	3	Do not allow loud music	1
More tourist attractions	3	Extended trading hours	1
Use of vacant buildings	3	Incorporate the community's opinions on development	1
Adequate management of developments	2	Less focus on football and soccer	1
Better mobile phone service	2	More aged care	1
Care for environment	2	More development in smaller towns	1
Diversification of jobs	2	Stability of council laws	1
More development	2	Using renewable energy	1

Enhancing Our Natural Environment

Q7a. Another key theme of the Plan is 'enhancing our natural environment'. The aim of this theme is to balance, protect and enhance our diverse environmental elements, both natural and built, for the enjoyment and support of both current and future generations. How supportive are you of this theme?

Q7c. Can you think of any priorities that should be considered in terms of 'Enhancing Our Natural Environment'?

	Count		Count
Maintenance of Farmers Creek	6	More amenities	2
Stop mining	6	More housing developments	2
Balance between environment and development	5	Need big open spaces	4
Improve bush fire control	5	Not locking out the community from bushland	2
More consultation with residents	5	Promote the natural beauty of the area	2
Protection of native species	4	Protect water supplies	2
Support for coal mines	4	Reduce logging	2
Weed eradication	4	Avoid fracking in the LGA	1
Zig Zag Railway needs to be revitalised	4	Bring back permit system to be able collect deadwood from forests	1
Encourage the use of alternate energy sources	3	Bring back the Green army	1
Ensure developers have DAs before building	3	Diversify from mining	1
Investing in better access to glow-worm tunnels	3	Do something with cement works	1
More camping facilities	3	Have wheelchair access for nature areas	1
Protecting Aboriginal land	3	Keeping the hills area	1
More leisure facilities	2	More employment opportunities	1
Council support for local areas	2	Need noise pollution regulations for noisy bike riders and cars	1
Graffiti removal	2	No 'greenies'	1

Responsible Governance and Civic Leadership

Q8a. Another key theme of the Plan is 'responsible governance and civic leadership'. The aim of this theme is to develop community confidence in Council by the way it is directed, controlled and managed. This theme includes having Council focus on strong civic leadership, organisational development and effective governance with an engaged community actively participating in decision making processes affecting their future. How supportive are you of this theme?

Q8c. Can you think of any priorities that should be considered in terms of 'Responsible Governance and Civic Leadership'?

	Count		Count
All Councillors should be expected to vote	3	Ensuring residents follow building plans	1
Council maintains that they are fair in their budget	2	Fit profile of Lithgow	1
External and transparent auditing of Council finances	2	Focus on attracting local jobs	1
Get rid of Greens	2	Focus on business and recreation areas	1
Give more credit to local businesses	2	Hire apprentices	1
Improved land/Waste maintenance	2	Increase level of mining	1
Invest in tourism	2	Less financial input into Council	1
More council jobs and employment should go to contract	2	Listen to council staff more	1
Offer support to all areas	2	Management of council staff and employees	1
Prioritise roads	2	Mandatory drug testing	1
Prioritising lowering rates	2	More engagement with stakeholders	1
Increase populations understanding of governance	2	More for children	1
Quicker actions from council	2	More qualified CEOs	1
Reducing the regulations for planning and development	2	Need more initiative towards growing the area	1
Reviewing rules	2	Need to look after heritage more	1
Administrator needs to be put in to fix the council	1	Over emphasis on indigenous people	1
Being open with rate payers	1	Prioritising decision making at Council meetings	1
Business management in running of town	1	Stop centralising TAFE	1
Collaborate with government agencies	1	Stronger child protection service	1
Encourage the use of vacant allotments	1	Use local tradesmen	1

Appendix B – Questionnaire



Good morning/afternoon/evening, my name is _____ and I'm calling on behalf of Lithgow City Council from a company called Micromex. We are conducting a survey on a range of local issues – the survey will take up to 15 minutes, would you be able to assist us please?

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

- Yes
 No **Terminate**

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

- Yes **Terminate**
 No

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

Rural North (Quota 42)

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

Rural South (Quota 42)

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

Lithgow (Quota 228)

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

Wallerawang (Quota 43)

- Lidsdale
- Wallerawang

Portland (Quota 45)

- Pipers Flat
- Portland

Section B – Priority Issues

Q2a. Overall, how would you rate the quality of life you have living in the Lithgow area?

- Excellent
- Very good
- Good
- Fair
- Poor
- Very poor

Section C – CSP Questions

Lithgow City Council will be reviewing the Community Strategic Plan over the next 6 months. This plan incorporates the community's aspirations for Lithgow City Council LGA in the future. I am now going to ask questions that will help Council in the development of a revised Community Strategic Plan.

The vision highlighted in the current 2012-2032 Community Strategic Plan is that we are: "A centre of regional excellence that:

- Encourages community growth and development, and,
- Contributes to the efficient and effective management of the environment, community and economy for present and future generations".

Q3. How supportive are you of this community vision? *Prompt*

- Very supportive
- Supportive
- Somewhat supportive
- Not very supportive
- Not at all supportive

The Community Strategic Plan is divided into 5 key directions or themes. I am now going to ask a series of questions to get your ideas about community priorities for the future. *Rotate order of Q's 4-7. Q8 is not included in the rotation.*

Q4a. One/Another of the key themes of the Plan is "Caring for our community". The aim of this theme is to retain, respect and strengthen the overall sense of community. This theme includes planning and providing quality community facilities and services for a healthy, vibrant and harmonious community, by working together to support, celebrate and expand the social and cultural diversity of the community in a safe environment.

How supportive are you of this theme? *Prompt*

- Very supportive
- Supportive
- Somewhat supportive
- Not very supportive
- Not at all supportive

Q4b. Should there be less, the same, or more focus in terms of Council investment, resourcing or advocacy in this area?

- Less
- Same
- More

Q4c. Can you think of any priorities that should be considered in terms of 'Caring for our community'?

.....

Q5a. One/Another of the key themes of the Plan is "Strengthening our economy". The aim of this theme is to provide for sustainable and planned growth through the diversification of the economic base, the development of diverse job opportunities and the provision of a broad range of educational services. This includes pursuing educational, creative and cultural opportunities to diversify our economy, skills base and employment opportunities, while offering a range of lifestyle choices.

How supportive are you of this theme? Prompt

- Very supportive
- Supportive
- Somewhat supportive
- Not very supportive
- Not at all supportive

Q5b. Should there be less, the same, or more focus in terms of Council investment, resourcing or advocacy in this area?

- Less
- Same
- More

Q5c. Can you think of any priorities that should be considered in terms of 'Strengthening our economy'?

.....

Q6a. One/Another of the key themes of the Plan is "Developing our built environment". The aim of this theme is to provide for suitable infrastructure development to promote sustainable and planned growth while enhancing the existing identity of the rural areas, villages and towns that make up the Lithgow LGA. This theme includes providing suitable entertainment, recreational facilities and lifestyle choices.

How supportive are you of this theme? Prompt

- Very supportive
- Supportive
- Somewhat supportive
- Not very supportive
- Not at all supportive

Q6b. Should there be less, the same, or more focus in terms of Council investment, resourcing or advocacy in this area?

- Less
- Same
- More

Q6c. Can you think of any priorities that should be considered in terms of 'Developing our built environment'?

.....

Q7a. One/Another of the key themes of the Plan is "Enhancing our natural environment". The aim of this theme is to balance, protect and enhance our diverse environmental elements, both natural and built, for the enjoyment and support of both current and future generations.

This theme includes conserving and preserving the natural environment whilst balancing the impact of development to ensure a sustainable and healthy community.

How supportive are you of this theme? Prompt

- Very supportive
- Supportive
- Somewhat supportive
- Not very supportive
- Not at all supportive

Q7b. Should there be less, the same, or more focus in terms of Council investment, resourcing or advocacy in this area?

- Less
- Same
- More

Q7c. Can you think of any priorities that should be considered in terms of 'Enhancing our natural environment'?

.....

Q8a. One/Another of the key themes of the Plan is "Responsible governance and civic leadership". The aim of this theme is to develop community confidence in Council by the way it is directed, controlled and managed.

This theme includes having Council focus on strong civic leadership, organisational development and effective governance with an engaged community actively participating in decision making processes affecting their future.

How supportive are you of this theme? Prompt

- Very supportive
- Supportive
- Somewhat supportive
- Not very supportive
- Not at all supportive

Q8b. Should there be less, the same, or more focus in terms of Council investment, resourcing or advocacy in this area?

- Less
- Same
- More

Q8c. Can you think of any priorities that should be considered in terms of 'Responsible governance and civic leadership'?

.....

Q9a. In this section I will read out a number of statements. For each of these could you please indicate your level of agreement with each statement? The scale is from 1 to 5, where 1 is strongly disagree and 5 is strongly agree. Prompt

Roads and Transport

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

Community Safety

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

Infrastructure and Development

	Strongly disagree			Strongly agree		DK
	1	2	3	4	5	
Shops and services in shopping areas meet residents' needs	<input type="radio"/>					
New developments are helping to preserve an attractive urban landscape and protect heritage	<input type="radio"/>					
There is urban vitality and a good lifestyle quality in Lithgow LGA	<input type="radio"/>					

The Natural Environment

	Strongly disagree			Strongly agree		DK
	1	2	3	4	5	
The natural environment is respected	<input type="radio"/>					
Our natural environment is retaining its beauty	<input type="radio"/>					
Litter is adequately controlled	<input type="radio"/>					
Lithgow Council's planning and leadership are contributing to a sustainable environment in the LGA	<input type="radio"/>					

Services and Facilities

	Strongly disagree		3	Strongly agree		DK
	1	2		4	5	
There is a good range of leisure and recreation opportunities	<input type="radio"/>					
Sporting facilities in the area meet your needs	<input type="radio"/>					
Living in Lithgow gives you a sense of living in a community	<input type="radio"/>					
There is a good range of community groups and support networks for residents	<input type="radio"/>					
The cost of living in the Lithgow LGA is affordable for you	<input type="radio"/>					
The community in the Lithgow LGA is harmonious, cohesive and inclusive	<input type="radio"/>					
The community is welcoming of people from different cultures	<input type="radio"/>					
People in the Lithgow LGA have fair opportunity to participate in community life	<input type="radio"/>					
The Lithgow LGA community is compassionate and supportive of the most vulnerable in society	<input type="radio"/>					
Our indigenous heritage is valued and preserved	<input type="radio"/>					
Our heritage since European settlement is valued and preserved	<input type="radio"/>					
Quality education is available and accessible in the LGA	<input type="radio"/>					
There is a good range of opportunities for cultural and artistic activities and expression	<input type="radio"/>					

Planning and Decision Making

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

Health

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

Economic Development Growth

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

Q9b. I'm now going to read out a list of some projects and initiatives that could be implemented across the LGA over the coming years. Council may be directly involved in providing these initiatives, or it may lobby other levels of government for their support. For each one, please rate your level of support on a scale of 1 to 5, where 1 is not at all supportive and 5 is very supportive.

Randomise

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

Section D – Demographic & Profiling Questions

Finally, some questions about you...

Q10a. Please stop me when I read out your age group. Prompt

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

Q10b. Which of the following best describes the dwelling where you are currently living? Prompt

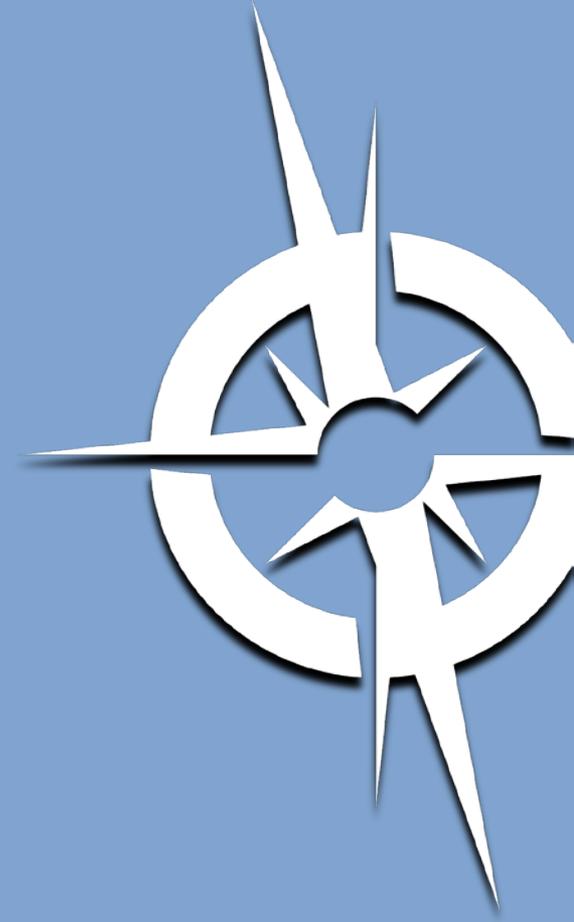
- I/We own/are currently buying this property
- I/We currently rent this property

Q10c. Gender (determine by voice):

- Male
- Female

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

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research

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