



RESEARCH REPORT

Wollongong City Council Community Wellbeing Survey

April 2024



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1. EXECUTIVE SUMMARY

The 2024 Wollongong City Council Wellbeing survey showed that residents were once again very happy with living in Wollongong and with their personal circumstances.

Among the key findings:

Living in Wollongong

In 2024, 90% of residents agreed that Wollongong is a great place to live, while 89% said their neighbourhood is a great place to live and 87% agreed it was good for society to be made up of different cultures – all continuing positive trends from 2014 onwards. The feeling that Wollongong's cultural history and creativity is reflected in the built environment was significantly higher in 2024 than in 2014.

Personal Wellbeing Index

The great majority of Wollongong residents surveyed in 2024 were satisfied with their life as whole (87%), how safe they feel (86%), their personal relationships (86%) and their standard of living (84%): results that have all been stable since 2014.

When compared to the most recent Australian Unity/Deakin University national wellbeing study, the Wollongong community in 2024 outperformed the national index by 3.2pts (out of 100), an improvement on the +2.6pts margin in 2021.

Safety

Residents' feelings of safety were very high when they are at home or during the day. Their feelings of safety for walking alone in their local area after dark were significantly higher in 2024 than in 2014.

Community Participation

In 2024, about three-quarters (73%) of residents surveyed agreed there were enough opportunities to participate in sporting or recreational activities, and about half (55%) agreed there were enough opportunities to participate in arts and related cultural activities. To address climate change, 82% of 2024 respondents reduced their plastics use.

Access to Non-Council Services

Apart from availability and access to community services, 2024 saw a broad decline in satisfaction with access to the (non-Council) services studied, after peaking in 2021.

Community Engagement

There was a decline in the perception of community consultation between 2021 and 2024, though it was a smaller decline than occurred between 2018 and 2021. Three-quarters of respondents knew how to contact their Councillor, well ahead of their state or federal parliamentarian.

Getting Around

Driving a car was the dominant method for all purposes studied in 2024, unchanged from previous years.

Vision for the Future

When residents were asked what they would like Wollongong to look like in 10 years' time, the top response was for improvements in traffic management and parking (24%).



2. BACKGROUND AND OBJECTIVES

Taverner Research Group (TRG) was commissioned by Wollongong City Council to conduct a Wellbeing Survey in 2024 to track Council's performance against the Community Strategic Plan indicators and provide an insight into how the community feels about the city, their perception of safety, and whether they're satisfied with life.

This research was first conducted in 2014 and repeated in 2018 and 2021. Progress on the whole suite of community indicators will be reported in the State of the City Report in late 2024.

The objectives for the Wellbeing Survey process were to measure and track the performance of indicators relating to the following goals:

1. We value and protect our environment.
2. We have an innovative and sustainable economy.
3. Wollongong is a creative, vibrant city.
4. We are a connected and engaged community.
5. We have a healthy community in a liveable city.
6. We have affordable and accessible transport.

The Survey was also designed to measure and track community wellbeing indicators and calculate a Personal Wellbeing Index for Wollongong LGA.





3. RESEARCH DESIGN

The Wollongong City Council Wellbeing Survey 2024 sought to collect 500 completed telephone-based responses from a random sample of adult residents in the Wollongong City Local Government Area (LGA). The reported results have a margin of error of $\pm 4.4\%$ at the 95% confidence level. This means that if we repeated the survey 100 times, in 95 times the results will be within 4.4% of the true population value.

Computer-Aided Telephone Interviews (CATI)

A telephone based (CATI) survey was used to secure a response from 502 residents throughout the Wollongong LGA. There were 371 responses collected from mobile phones (74% of the total telephone interviews). The survey population was residents of the Wollongong LGA aged 18 years or older. The 2021 Census was used to establish quotas to ensure a good distribution of responses by age and gender. To qualify for a survey, residents had to have lived in the Wollongong local government area for more than six months and not be an employee or Councillor with Wollongong City Council.

Interviews were conducted from 12 to 16 February 2024. Calls were made between 4.30pm and 8.30pm weekdays. Eight interviewers from TRG's Wollongong CATI facility conducted interviews over the course of the data collection period. The survey was implemented according to ISO 20252 standards. Continuous interviewer monitoring was used to monitor for quality control. The survey questionnaire was provided in a separate document titled '6853 Wollongong Wellbeing CATI Questionnaire v05'.

Median length of interview was 14 minutes and 3 seconds.

Online Survey

A version of the survey was made available online for all residents to complete. The survey was available from 12 February to 4 March 2024 and 245 responses were collected. It was distributed via:

- Proactive news story – Time for a wellbeing check-in – Friday 16 February 2024 - [Time for a wellbeing check-in | City of Wollongong \(nsw.gov.au\)](https://www.cityofwollongong.nsw.gov.au/news/time-for-a-wellbeing-check-in)
- Inclusion in Council's E-news 16 February 2024





3. RESEARCH DESIGN

Home > Our 2024 Wellbeing Survey is now open

Our 2024 Wellbeing Survey is now open

[Facebook](#)
[Twitter](#)
[LinkedIn](#)
[Email](#)

Consultation has concluded

Wollongong City Council's 2024 Wellbeing Survey is now open until Sunday 3 March.

Every couple of years we check in with our residents to see how they're feeling about living in Wollongong and their sense of wellbeing.

The results of this survey help us understand what our residents think already works, what's important to them, and where we can work with other organisations and government to achieve the future we want for Wollongong.

Who can take the survey

The Wellbeing Survey is open to people who are:

- 18 years or older
- Living in the Wollongong City Council area, and have lived here for at least six months.

How to take the survey

There are two ways people can take part.

Take the survey online

Use the button below to take the survey online.



Key Dates

 Survey period
 12 February → 03 March 2024

Complete the survey

 Wollongong City Council's Wellbeing Survey

- Website – banner off homepage and dedicated webpage.



3. RESEARCH DESIGN

- Two social media posts



3. RESEARCH DESIGN



Results from the non-random (i.e. self-selecting) online sample appear in APPENDIX 1: ONLINE VERSUS TELEPHONE RESULTS. The tables in that appendix show percentages of 2024 responses for the opt-in online survey, compared to the random telephone survey.



3. RESEARCH DESIGN

Survey Weighting

The collected data often cannot mirror the exact age/sex distribution of a region. To allow for this, the collected telephone (random) data set is weighted to bring it back to the ideal age/sex distribution based on the population of the Wollongong LGA.

Table 1, below, reports the weighting factors for the sample. Using a high number of mobile phone numbers resulted in better access to young respondents. Successful data collection and age targeting led to minimal data weighting factors which are well within accepted statistical standards.

Table 1 Survey Weighting

AGE	POPULATION		IDEAL		ACTUAL		WEIGHTS	
	MALE	FEMALE	MALE	FEMALE	MALE	FEMALE	MALE	FEMALE
18 to 49	48,822	44,662	143	131	84	103	1.70	1.27
50 to 64	18,887	19,787	55	58	79	73	0.70	0.79
65 plus	17,550	20,880	51	61	61	99	0.84	0.62
TOTAL	85,259	85,329	249	250	224	275		

Sample Profile

In order to obtain a clear view of the sample's profile and to conduct comparison tests, demographic characteristics including gender, age, suburb, time lived in the Wollongong LGA and commuter status were collected. **Table 2** (next page) details the unweighted sample profile for this survey.



3. RESEARCH DESIGN

Table 2 Sample Profile

Gender	%	n
Male	45%	224
Female	55%	276
Non-binary/other	0%	0
Prefer not to say	0%	2
Age	%	n
18-34 years	10%	51
35-49 years	27%	136
50-64 years	31%	154
65+ years	32%	160
Prefer not to say	0%	1
Length of time lived in Wollongong LGA	%	n
Less than 6 months	0%	1
6 months to 1 year	0%	2
1 to 5 years	2%	10
6 to 10 years	7%	36
11 to 15 years	10%	48
More than 15 years	81%	405
Commuter status	%	n
Commutes to another Council area	25%	124
Does not commute to another Council area	75%	378
Ward	%	n
Ward 1	36%	181
Ward 2	35%	177
Ward 3	29%	144



3. RESEARCH DESIGN

How To Read This Report

This report provides the results of the representative telephone survey component of the Wollongong City Council Wellbeing Survey 2024.

Terminology

The term '**residents**' is used to describe the respondents of the survey. These respondents are permanent residents of the Wollongong local government area aged 18 years and over.

'**Average**' is used to denote the mean score for rating scale questions. For example, 'average satisfaction' refers to the mean satisfaction score. This applies for questions using an agreement scale.

Statistically significant differences

Throughout the report differences between groups are described as significant differences if they reached statistical significance using an error rate of $\alpha=0.05$. This means that if repeated independent random samples of similar size were obtained from a population in which there was no actual difference, less than five percent (5%) of the samples would show a difference as large or larger than the one obtained.

Arrow in graphs

Arrows shown to the right of individual findings in figures (graphs) indicate a statistically significant difference from survey to survey. An upward arrow shows a statistically significant increase, while a downward arrow indicates a statistically significant decrease.

Notes on data aggregation

Aggregated data reporting in commentary may be different (+/- 1%) to the sum of the individual components shown in a chart or commentary due to rounding.

The sum of the displayed results to single response questions **may not add to 100 percent** due to rounding of the individual responses.



4. LIVING IN WOLLONGONG

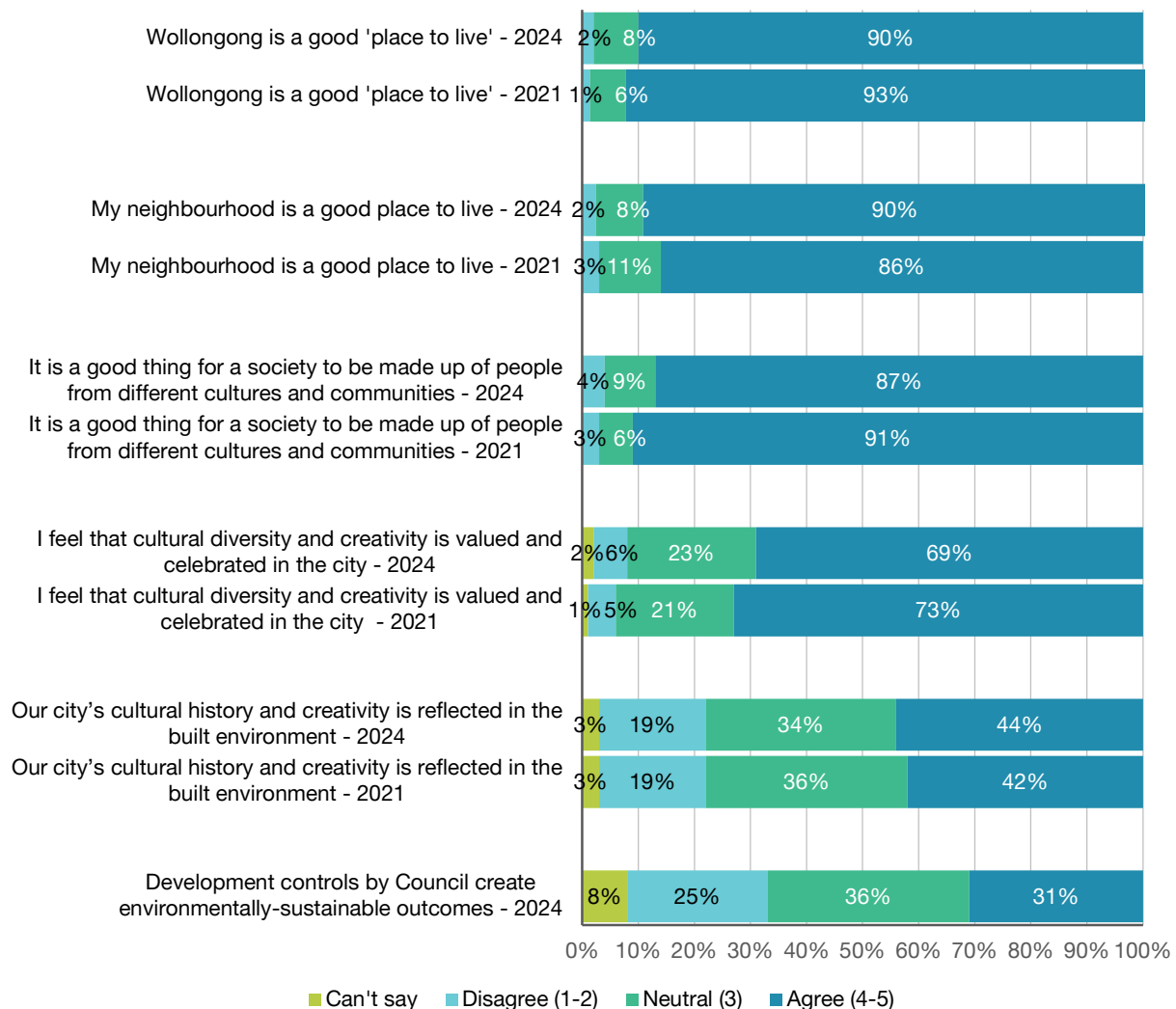
This section of the report covers the perceptions of respondents regarding **Wollongong as a place to live**. Respondents were asked to rate their agreement with various statements using a five-point scale where 1 meant 'strongly disagree' and 5 meant 'strongly agree'.

There were no significant differences of responses in 2024 for any of the five statements also asked in 2021. The statement added in 2024 "Development controls by Council create environmentally sustainable outcomes" showed the greatest polarisation - the nett positive response (percent of top-two options, minus percent of bottom-two options) of "Wollongong is a 'great place to live'" was +88, while the nett positive response for "Development controls by Council create environmentally sustainable outcomes" was +6.

Figure 1 Living in Wollongong

A1. I will firstly read out some statements about living in the Wollongong Local Government Area, and I will ask you to rate your agreement with each statement. This will involve a 5-point scale, where 1 means you strongly disagree and 5 means you strongly agree.

Base: All respondents (2021 n=500, 2024 n=502)



4. LIVING IN WOLLONGONG

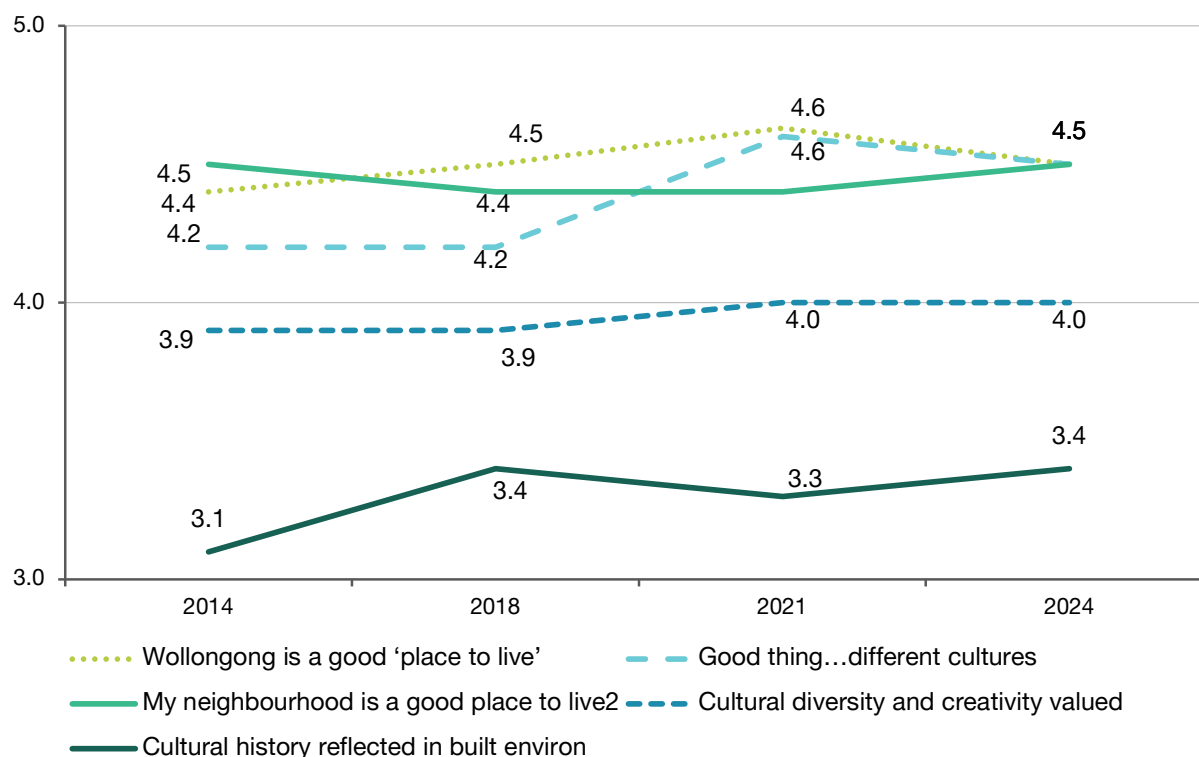
Table 3 below displays the significant differences in each subgroup. Only gender showed a significant difference, for one of the statements.

Table 3 Living in Wollongong – Subgroup Analysis

Subgroup	Significant differences
Gender	More male residents surveyed (7%) disagreed that it is a good thing for a society to be made up of people from different cultures and communities, compared to 1% of females.
Age	Nil.
Ward	Nil.
Length of time lived in LGA	Nil.
Commute	Nil.

As shown in **Figure 2** below, three statements (“Wollongong is a good ‘place to live’”, “My neighbourhood is a good place to live” and “It is a good thing for a society to be made up of people from different cultures and communities”) had a mean score of 4.5 in 2024. The statement added in 2024 “Development controls by Council create environmentally sustainable outcomes” had a mean score of 3.0. There were no significant differences of the means in 2024 compared to 2021.

Figure 2 Mean Agreement with Living in Wollongong Statements over Time



4. LIVING IN WOLLONGONG

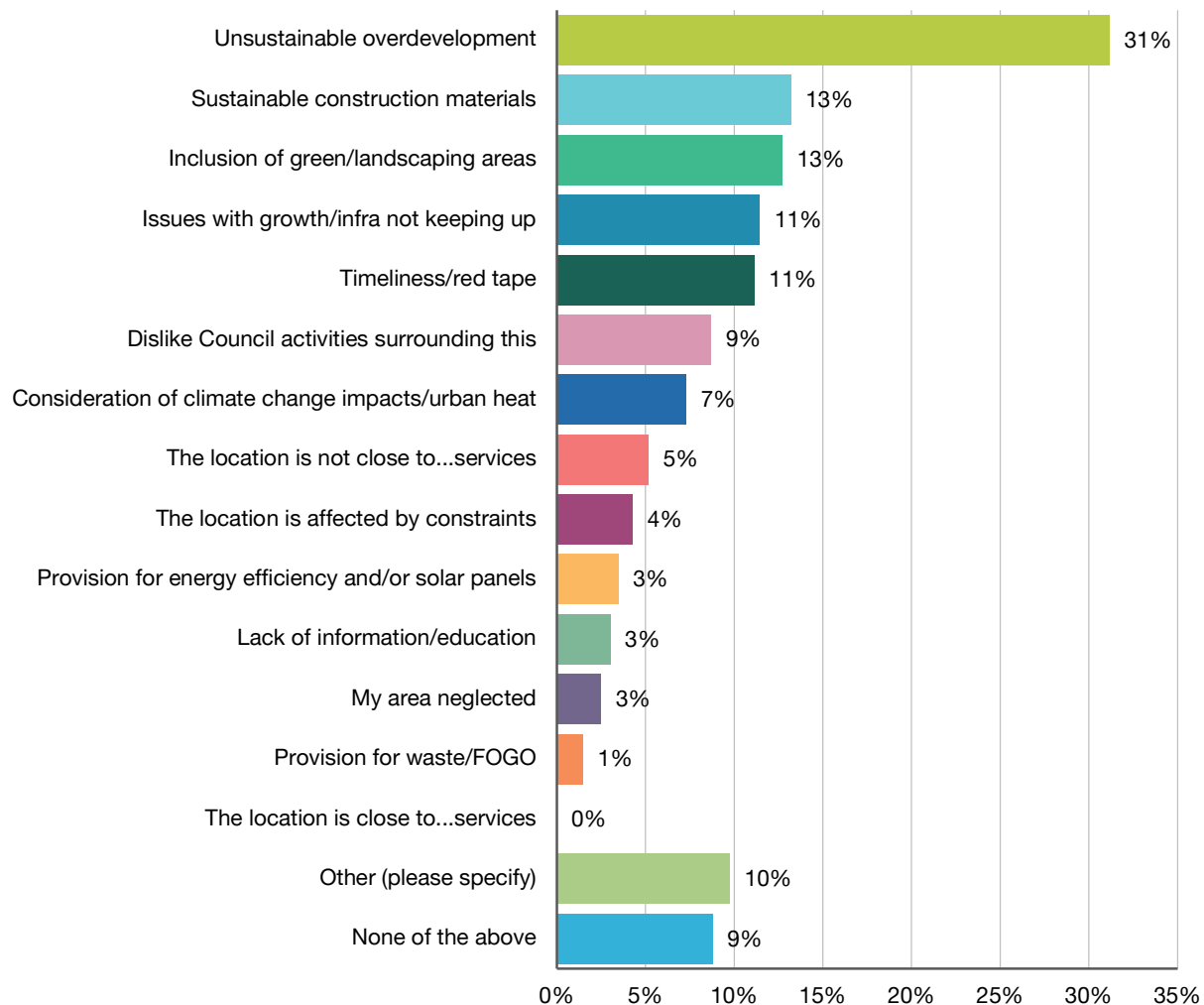


Respondents who had disagreed that “Development controls by Council create environmentally sustainable outcomes” were then asked why they gave that rating. To provide some context as to what constitutes “Unsustainable overdevelopment”, please see some curated verbatim comments in **Table 5** next page (full verbatims provided to Council separately).

Figure 3 Reasons disagreed Development Controls by Council create Environmentally Sustainable Outcomes

A1a. You said you disagree that development controls by Council create environmentally sustainable outcomes. Why did you give that rating?

Base: A1 response of 1-2 n=137





4. LIVING IN WOLLONGONG

Table 4 below displays the significant differences in each subgroup.

Table 4 Reasons disagreed Development Controls by Council create Environmentally Sustainable Outcomes – Subgroup Analysis

Subgroup	Significant differences
Gender	Nil.
Age	More of those aged 65+ felt there were issues with infrastructure not keeping up with population growth (25%), particularly compared to those aged 25-49 (3% of whom said this).
Ward	More of Ward 3 (11%) said “My area neglected”, vs 0% in Wards 1 and 2.
Length of time lived in LGA	Those who had lived in the LGA less than 15 years had higher mentions of: - A lack of information/education (14%, compared to 1% of those who had lived in the LGA 15+ years) - Consideration of climate change impacts/urban heat (19%, compared to 5% of those who had lived in the LGA 15+ years) - Provision for energy efficiency and/or solar panels (11%, compared to 2% of those who had lived in the LGA 15+ years)
Commute	Those who commuted for work had higher mentions of: - Dislike Council activities surrounding this (18%, compared to 5% of those who did not commute for work) - The location is affected by constraints (11%, compared to 2% of those who did not commute for work)

Table 5 Some Verbatim Comments of Unsustainable Overdevelopment

Unhappy with the amount of units going up in Wollongong. We have had the same old roads forever and it is getting busier now.

They're bringing too much development and there not enough infrastructure - and not enough services for the community.

From experience, for example I was subject to a 10 story development at property next to mine, was promised it would not go over 4 stories, took away my northerly aspect and cooling.

Too much building going on and not enough parking and roads starting to clog up, not thought through well. Putting huge great skyscrapers in the middle of the city without thought for spare green land.

Where I live there are buildings being knocked down to make apartment buildings - the pocket of Wollongong harbour, where I live, it is slowly is losing the feel. The buildings that are replacing the homes - there could be some control of what's put in the homes' places, we've lost homes to small square boxes, they don't tie in the area with what's left.

I work in the building industry, I've seen some failed concepts that have not worked in the local environment, too many building units in the northern envelope.

More high-rise is not sustainable, more people, more pollution, more services. Our local government area has sea and mountains making it a tight area.

Concrete city going up left, right and centre and not enough carparking in the city centre. In Dapto there is not enough infrastructure.

5. PERSONAL WELLBEING INDEX

Respondents were asked to rate their satisfaction with various aspects of **their life** using a 5-point scale where 1 meant 'very dissatisfied' and 5 meant 'very satisfied'.

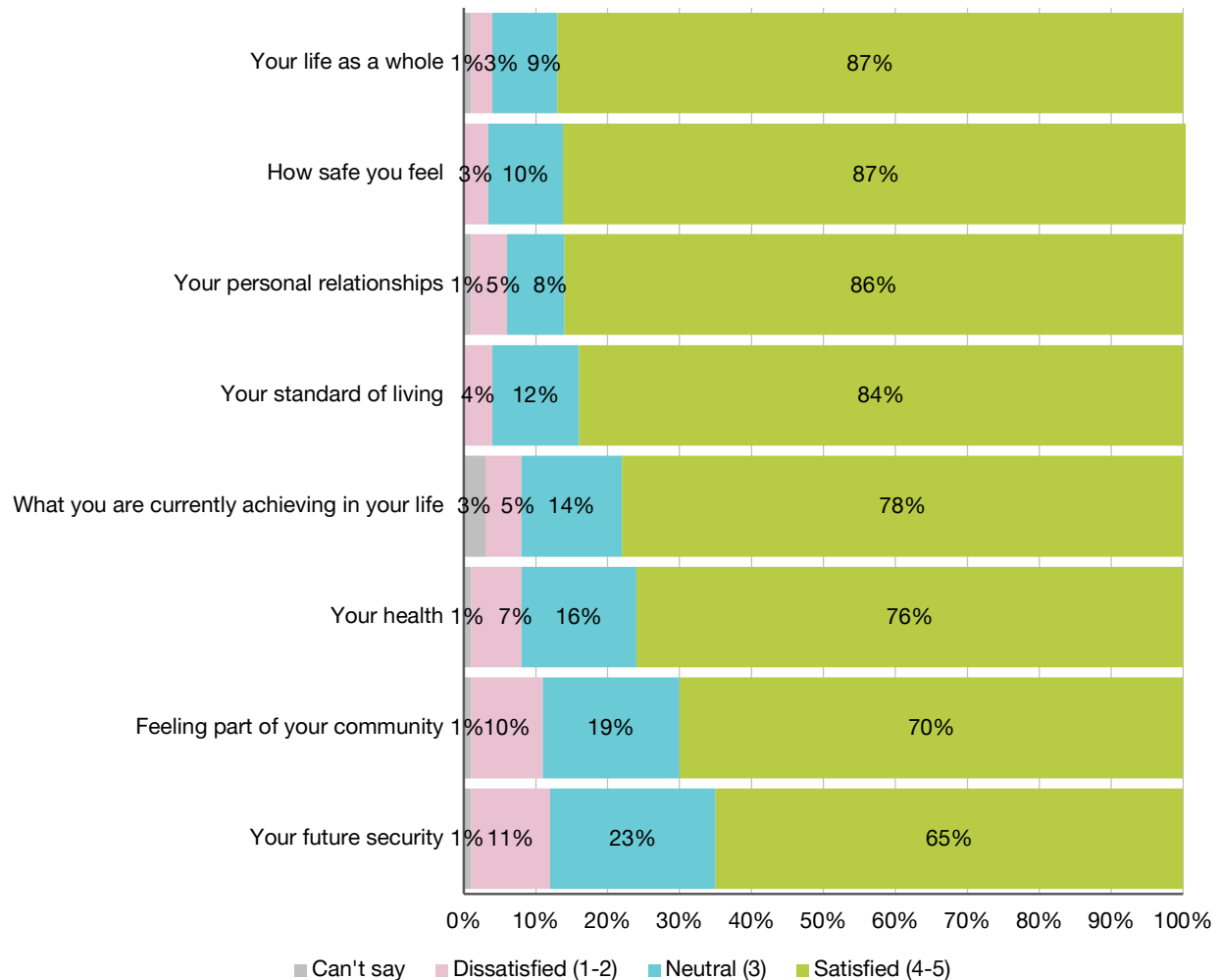
Most Wollongong LGA residents surveyed in 2024 were satisfied with all aspects of their personal wellbeing. No statements showed a significant difference in 2024 results compared to 2021.

The response of satisfied (4-5) for "Your future security" was down by six percentage points in 2024 from 2021, and the responses of "Your life as a whole", "Feeling part of your community" and "What you are currently achieving in life" were two percentage points higher over that time.

Figure 4 Satisfaction with Aspects of Your Life

A2. I would now like you to tell me how satisfied you are with various aspects of your life. This will involve a 5-point scale, where 1 means you are very dissatisfied and 5 means you are very satisfied. How satisfied are you with:

Base: All respondents 2024 n=502





5. PERSONAL WELLBEING INDEX

Table 6 below displays the significant differences in each subgroup. For comparison, the mean scores of the total 2024 random sample can be seen in **Figure 5** and **Figure 6** (next page).

Table 6 Satisfaction with Aspects of Your Life – Subgroup Analysis

Subgroup	Significant differences
Gender	Nil.
Age	Residents surveyed aged 65+ had higher means than other age groups for standard of living (4.6) and future security (4.1).
Ward	Nil.
Length of time lived in LGA	Nil.
Commute	Respondents who commute showed a higher mean for what they are achieving in life (4.3).

As shown in **Figure 5** and **Figure 6** next page, there were no significant differences in mean scores from 2021 to 2023. In all waves of this research, there has been quite a gap between respondents’ feeling part of their community and feelings of future security, compared to the other statements.

5. PERSONAL WELLBEING INDEX



Figure 5 Mean Satisfaction with Aspects of Your Life over Time – more internal factors

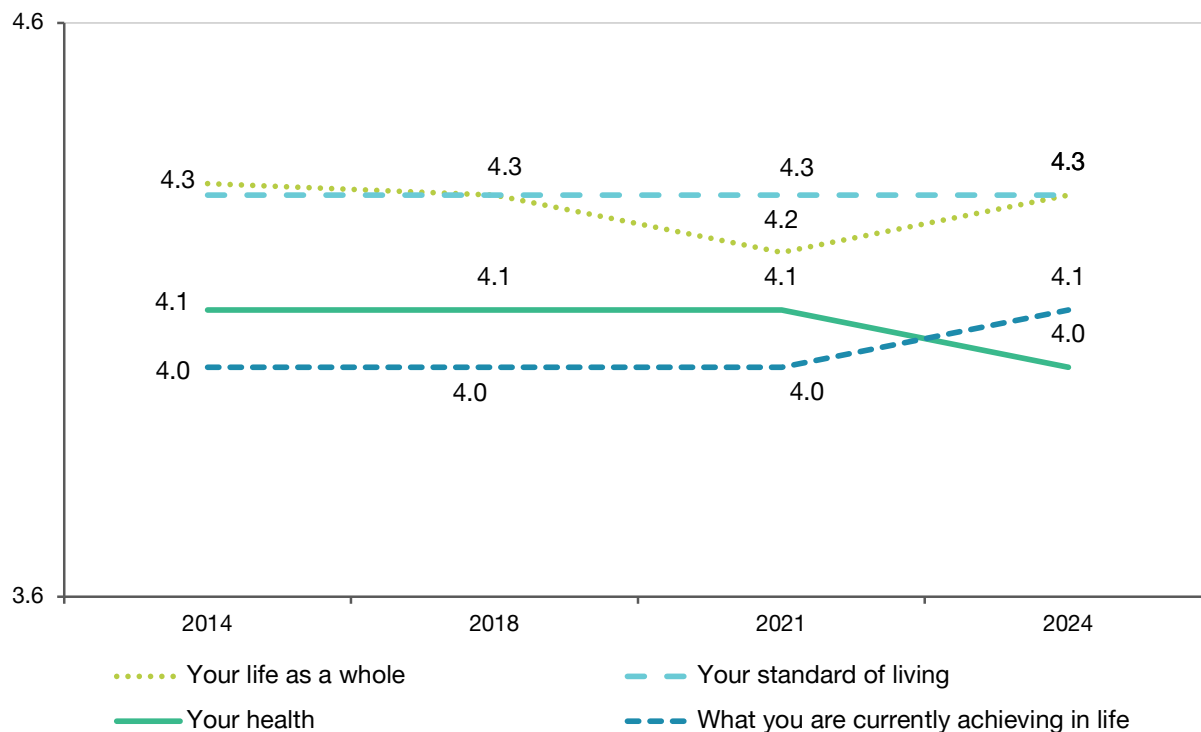
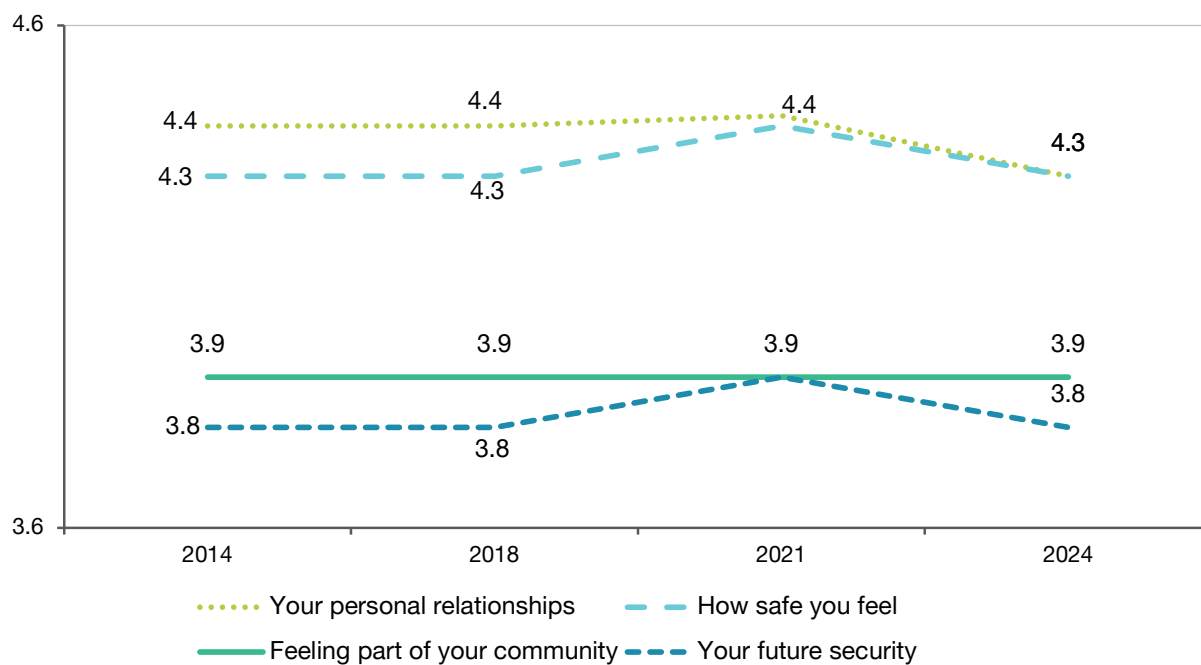


Figure 6 Mean Satisfaction with Aspects of Your Life over Time – more external factors





5. PERSONAL WELLBEING INDEX

National Comparisons

Table 7 below compares the Happiness Index results for the Wollongong LGA for 2024 with the most recent Australian Unity Wellbeing Index results (2022 survey, published in May 2023). The mean scores for Wollongong have been rescaled out of 100 for comparative purposes.

The Wollongong community outperformed the national benchmarks for six of the seven indicators. The biggest positive gap was for Personal relationships (also the biggest positive gap in 2021), which is 5.6 pts above the national benchmark in 2024. This is followed by Currently achieving in life (+5.5 pts) and Feeling part of the community (+4.3 pts).

Wollongong in 2024 was slightly below the national standard on how safe the residents feel (-0.8 pts).

In total, the Happiness Index for Wollongong (77.6) outperformed the national index (74.4) by 3.2 pts (Wollongong outperformed the national index by 2.6 pts in 2021).

Table 7 Happiness Index – National Comparisons

	Wollongong 2024	Australia 2022
Personal relationships	83.0	77.4
Standard of living	81.5	77.9
Currently achieving in life	77.3	71.8
Safety	82.8	83.6
Future security	70.5	69.8
Health	75.5	72.0
Feeling part of community	72.5	68.2
Overall	77.6	74.4

6. SAFETY

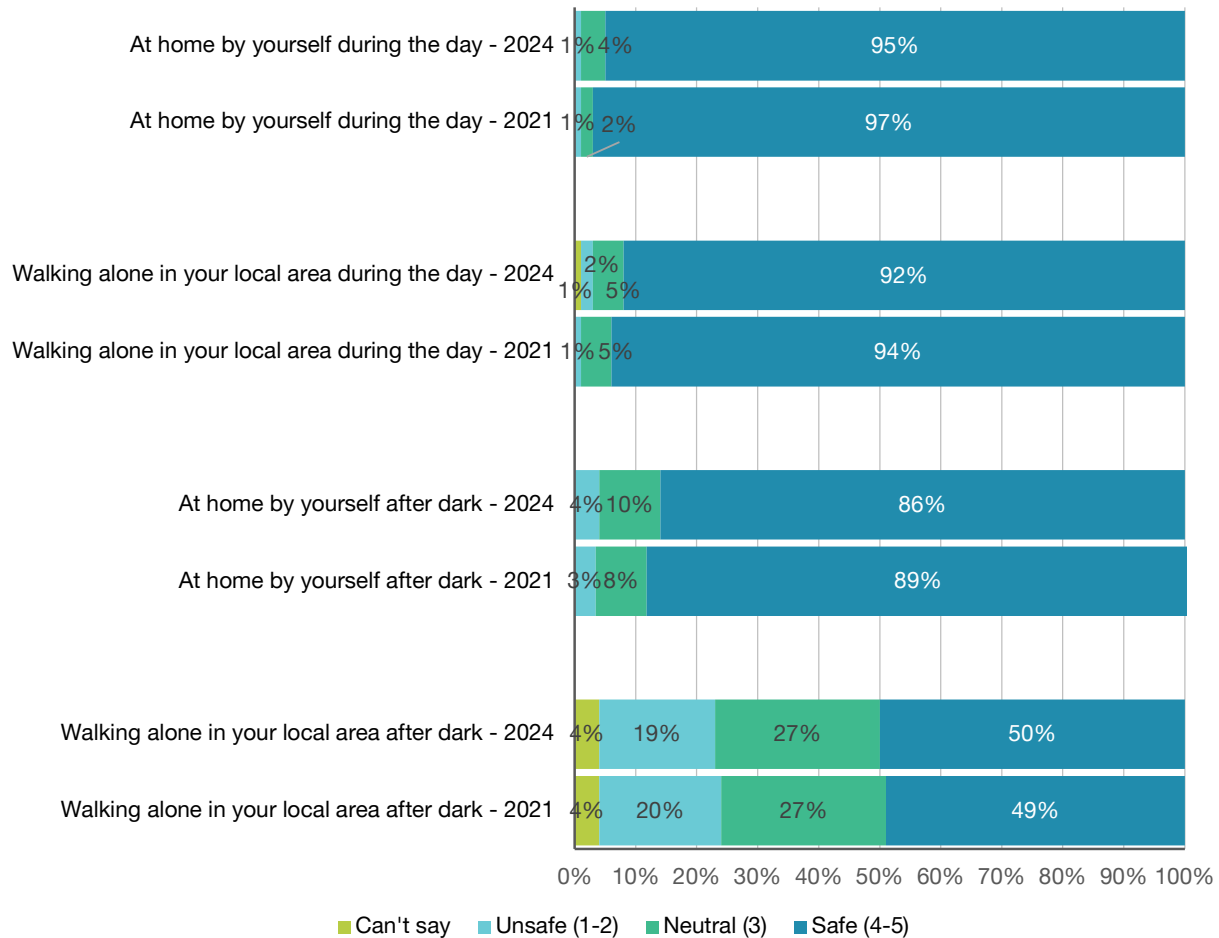
Residents were asked to rate how **safe they feel** in several situations using a five-point scale where 1 meant 'very unsafe' and 5 meant 'very safe'.

As shown in **Figure 7** below, there were no significant differences in responses between 2021 and 2024. Residents surveyed in 2024 again overwhelmingly feel safe at home all times during the day and night as well as walking alone in their local area during the day. Half (50%) of respondents claimed they feel safe walking alone in their local area after dark.

Figure 7 Feelings of Safety

C1. thinking now about safety at home and in your local area. On a scale of 1 to 5, where 1 is very unsafe and 5 is very safe, how safe do you feel when you are in the following situations....

Base: All respondents (2021 n=500, 2024 n=502)



6. SAFETY

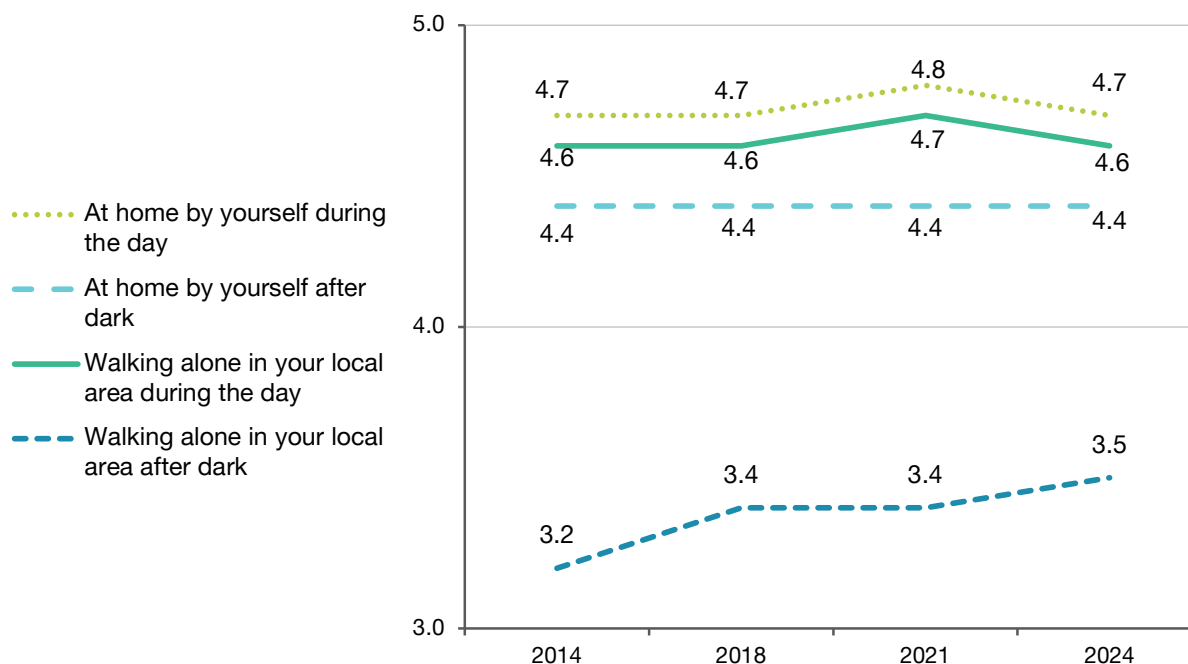
Table 8 below displays the significant differences detected for each subgroup in the 2024 study.

Table 8 Feelings of Safety – Subgroup Analysis

Subgroup	Significant differences
Gender	Males had higher mean scores for: - At home by yourself after dark (4.5, compared to 4.2 for females) - Walking alone in your local area during the day (4.6, compared to 4.5 for females) - Walking alone in your local area after dark (3.9, compared to 3.0 for females)
Age	Nil.
Ward	Nil.
Length of time lived in LGA	Nil.
Commute	Nil.

Figure 8, below, does not have any significant differences between the means in 2021 compared to 2024. The mean for “Walking alone in your local area after dark” in 2024 was significantly higher than the 2014 mean.

Figure 8 Feelings of Safety over Time





6. SAFETY

In the following two subsections, the decrease in feelings of safety of nightfall and walking alone in their local area are (separately) analysed. Shown in the tables are the **differences in mean scores** from the more-safe situation to the less-safe, for each of the demographic subgroups.

When looking at **Table 9**, **Table 10**, **Table 11** and **Table 12**, it seems that the transition of day to night has bigger impact on feelings of safety than leaving one's home to walk alone.

After Dark

As shown in **Table 9** below, for feelings of safety while at home the largest decreases in mean score between during the day and after dark were among females and those aged 35-64.

Table 9 Differences in mean scores At Home from Day to After Dark – by Subgroup

Male	Female	18-34	35-49	50-64	65+
-0.2	-0.4	-0.3	-0.4	-0.4	-0.2

Ward 1	Ward 2	Ward 3	Lived LGA <15 years	Lived LGA >15 years	Commute	Not commute
-0.3	-0.3	-0.3	-0.3	-0.3	-0.3	-0.3

As shown in **Table 10** below, for feelings of safety while walking alone in their local area the largest decrease in mean score between during the day and after dark was females. The decrease between day and night in feelings of safety when **walking alone was substantially greater** than the decrease between day and night for being at home.

Table 10 Differences in mean scores Walking Alone from Day to After Dark – by Subgroup

Male	Female	18-34	35-49	50-64	65+
-0.8	-1.5	-1.0	-1.1	-1.2	-1.3

Ward 1	Ward 2	Ward 3	Lived LGA <15 years	Lived LGA >15 years	Commute	Not commute
-1.0	-1.2	-1.2	-1.1	-1.2	-1.0	-1.2





6. SAFETY

Walking Alone

As shown in **Table 11** below, for feelings of safety during the day the largest decrease in mean score between being at home and walking alone in their local area was in Ward 2.

Table 11 Differences in mean scores Daytime from At Home to Walking Alone – by Subgroup

Male	Female	18-34	35-49	50-64	65+
0.0	-0.1	-0.1	-0.1	0.0	-0.1

Ward 1	Ward 2	Ward 3	Lived LGA <15 years	Lived LGA >15 years	Commute	Not commute
0.0	-0.2	0.0	0.0	-0.1	-0.1	-0.1

As shown in **Table 12** below, for feelings of safety after dark the largest decreases in mean scores between being at home and walking alone in their local area were among females and those aged 65+.

Table 12 Differences in mean scores After Dark from At Home to Walking Alone – by Subgroup

Male	Female	18-34	35-49	50-64	65+
-0.6	-1.2	-0.8	-0.8	-0.9	-1.2

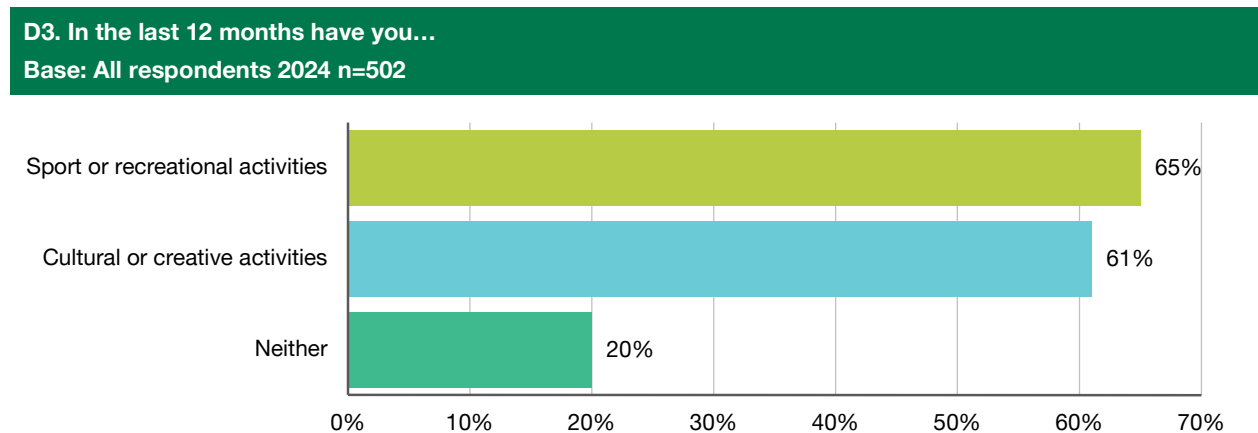
Ward 1	Ward 2	Ward 3	Lived LGA <15 years	Lived LGA >15 years	Commute	Not commute
-0.7	-1.0	-1.0	-0.7	-1.0	-0.8	-1.0

7. COMMUNITY PARTICIPATION

This section of the report covers community participation in, and feelings about availability of sport/recreation and creative/cultural activities, and recent actions taken to address climate change.

Respondents were first asked if they had participated in either sport/recreation or creative/cultural activities. This was not asked in a comparable way in earlier waves, and so results pre-2024 are not shown. Cultural/creative activities had many examples listed for respondents: “such as painting, visiting museums and galleries, playing a musical instrument, attended community events including live music and cultural, dancing, creative writing”.

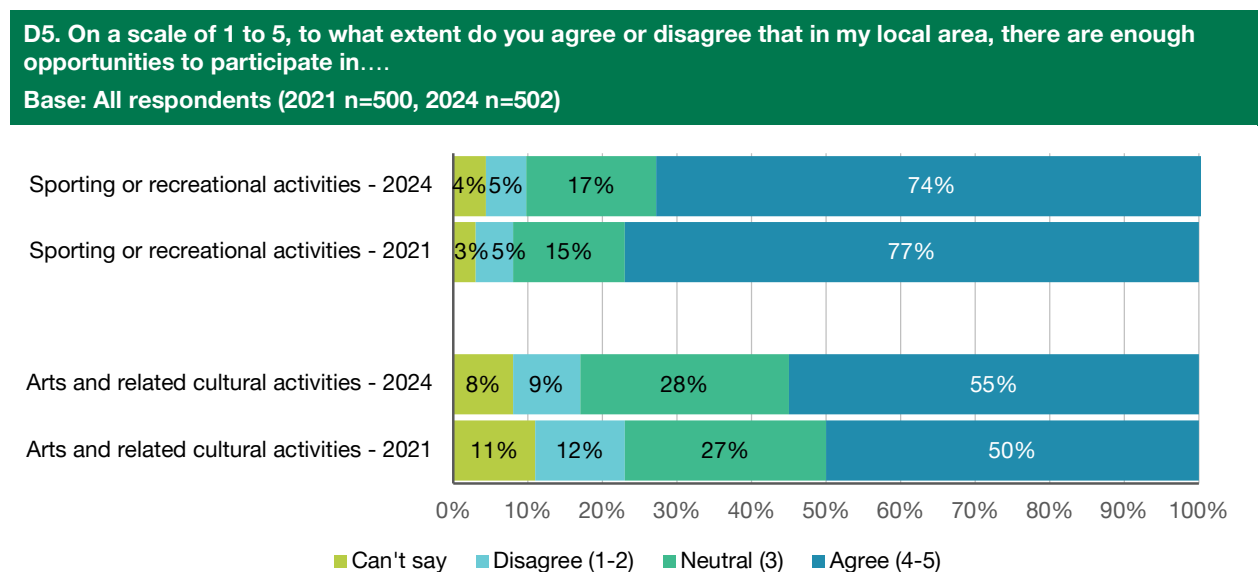
Figure 9 Activities Participated in, in Past 12 Months



Respondents were then asked to rate their agreement with whether there were enough opportunities to participate in sporting or recreational activities or arts and related cultural activities.

As shown in **Figure 10** below, there were no significant differences between any responses in 2024 compared to 2021. There were also no significant differences in 2024 between demographic subgroups.

Figure 10 Opportunities to Participate in Activities

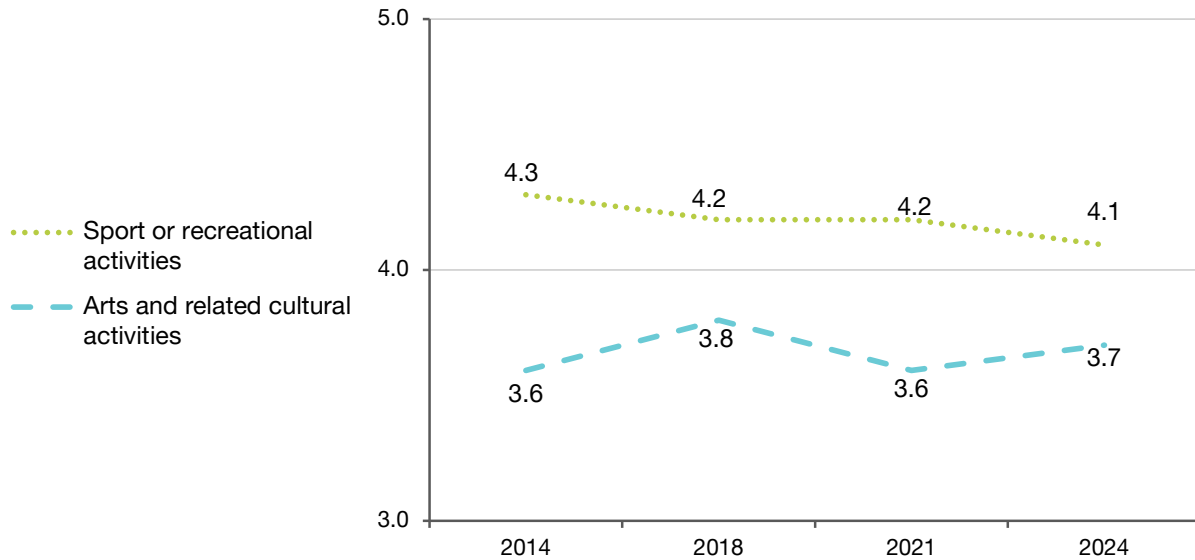


7. COMMUNITY PARTICIPATION



As shown in **Figure 11** below, there were no significant differences between 2021 and 2024, however the mean scores for “Sport or recreational activities” are significantly different when comparing 2014 with 2024.

Figure 11 Opportunities to Participate in Activities over Time



Respondents were asked to indicate what actions they have taken to address climate change in the last 12 months. The list was prompted of respondents, they were able to select multiple responses. “Switched appliances in your home from gas to electric alternatives” was a new statement added in 2024 (and so no results for 2021 shown).

As shown in **Figure 12** (next page), the 2024 results for the top three responses were significantly lower than their 2021 results.



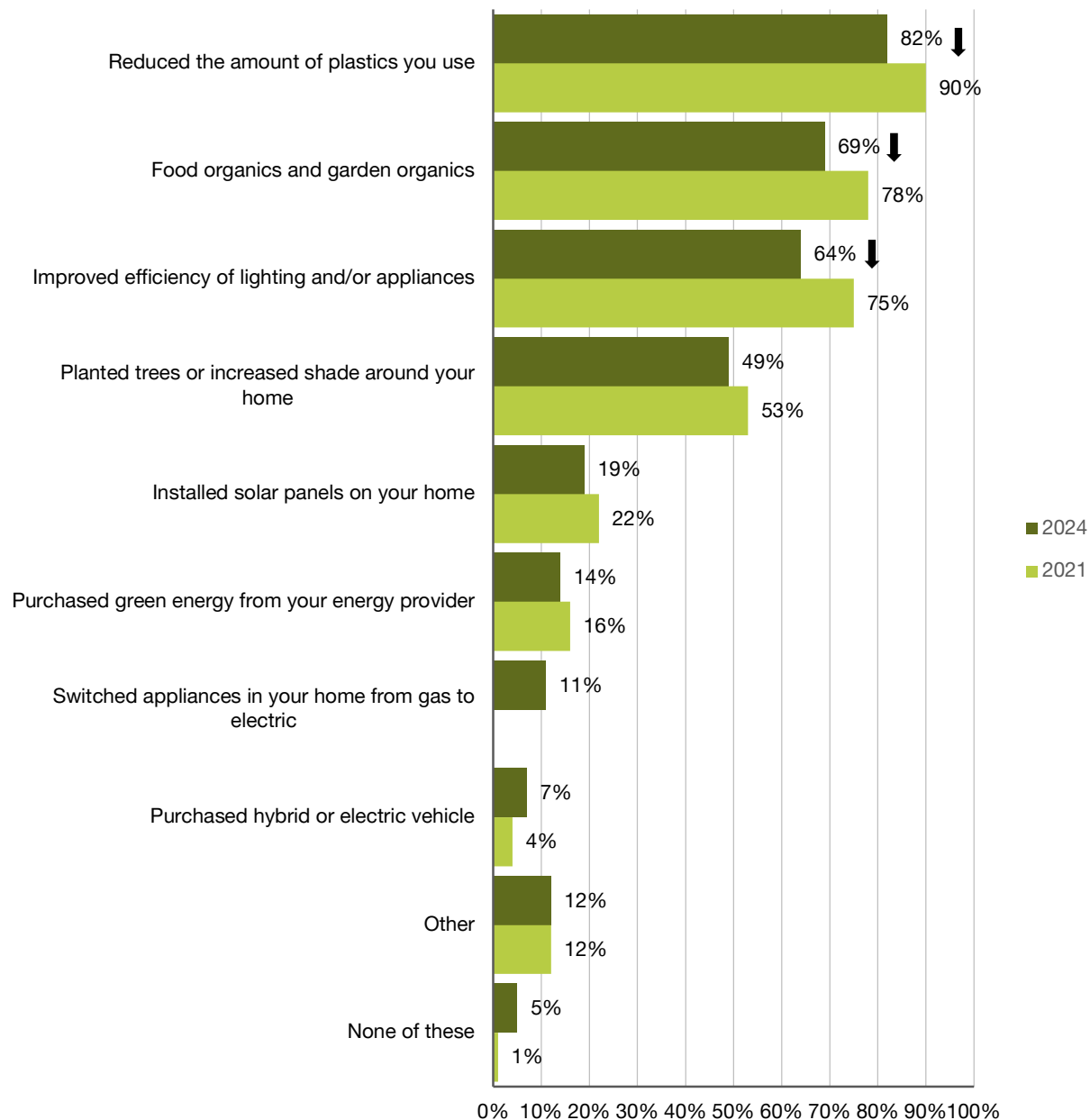
7. COMMUNITY PARTICIPATION



Figure 12 Actions to address Climate Change done in 12 months

D4. In the last 12 months, what actions, if any, have you or a household member taken to address climate change?

Base: All respondents (2021 n=500, 2024 n=502)



8. ACCESS TO SERVICES

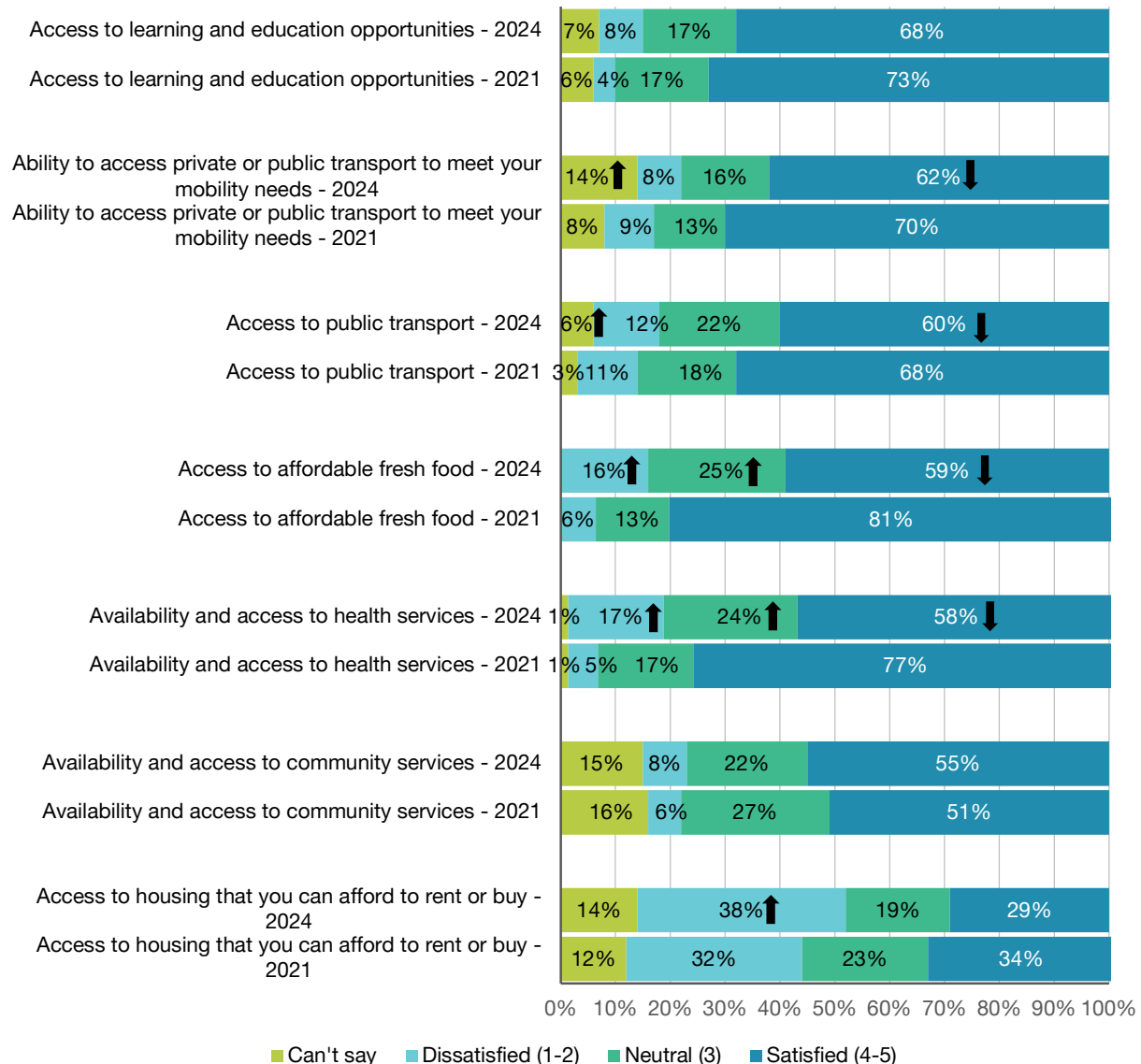
This section of the report covers the perceptions of residents regarding access to or availability of some non-Council services. Respondents were asked to rate their satisfaction with seven areas.

As shown in **Figure 13** below, there were significant decreases in responses of satisfied (4-5) for “Ability to access private or public transport to meet your mobility needs”, “Access to public transport”, “Access to affordable fresh food” and “Availability and access to health services” between 2021 and 2024. There was a significant increase in the response of dissatisfied (1-2) for “Access to housing that you can afford to rent or buy” between 2021 and 2024.

Figure 13 Satisfaction with Access to Services

E1. On a scale of 1 to 5, where 1 means you are very dissatisfied and 5 means you are very satisfied, how satisfied are you with the following?

Base: All respondents (2021 n=500, 2024 n=502)





8. ACCESS TO SERVICES

Table 13 below displays the significant differences detected for each subgroup in the 2024 study.

Table 13 Satisfaction with Access to Services – Subgroup Analysis

Subgroup	Significant differences
Gender	Nil.
Age	Respondents aged 65+ had higher mean scores for: • Access to affordable fresh food (4.3) • Access to housing that you can afford to rent or buy (3.5) • Availability and access to health services (4.1) Respondents aged 35-49 had a lower mean score for Access to affordable fresh food (3.5).
Ward	Nil.
Length of time lived in LGA	Nil.
Commute	Nil.

Figure 14 or **Figure 15**, next page, shows the mean scores of the 2024 statements since 2014. Between 2021 and 2024, there were significant decreases in the means for “Access to affordable fresh food”, “Access to housing that you can afford to rent or buy”, “Access to public transport” and “Availability and access to health services”.

NB: The allocation of statements to either **Figure 14** or **Figure 15** was entirely random, there is no grouping nor separation effort in that. The vertical scale was made the same for both.



8. ACCESS TO SERVICES



Figure 14 Mean Satisfaction with Access to Services over Time 1

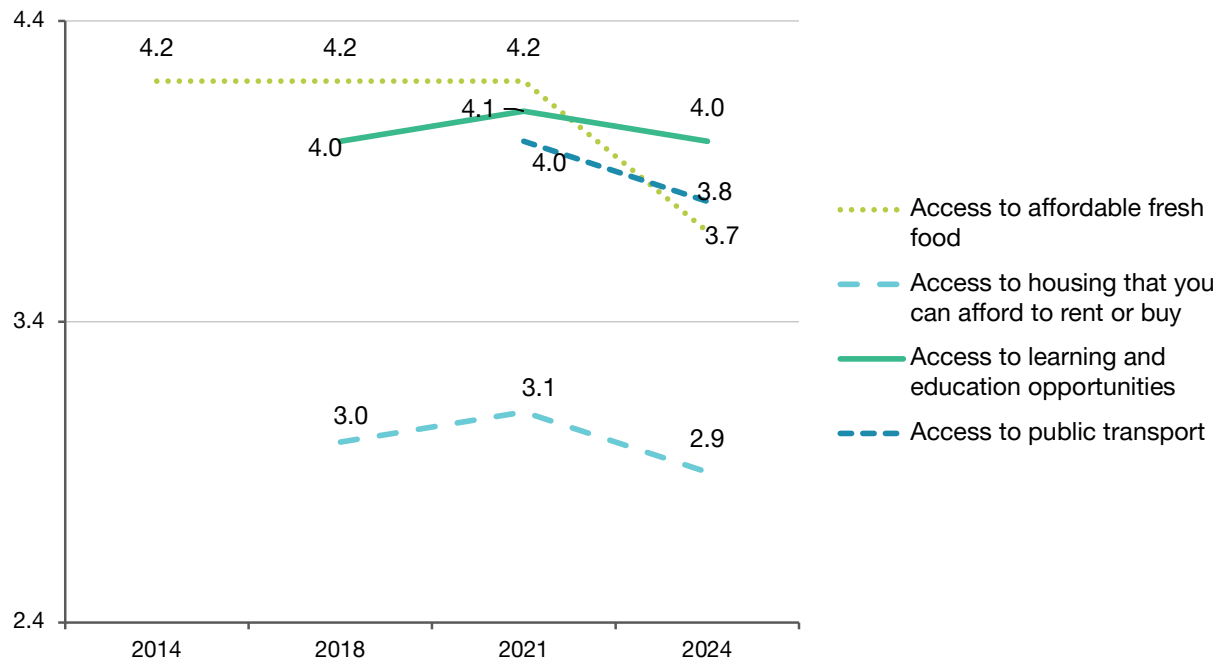
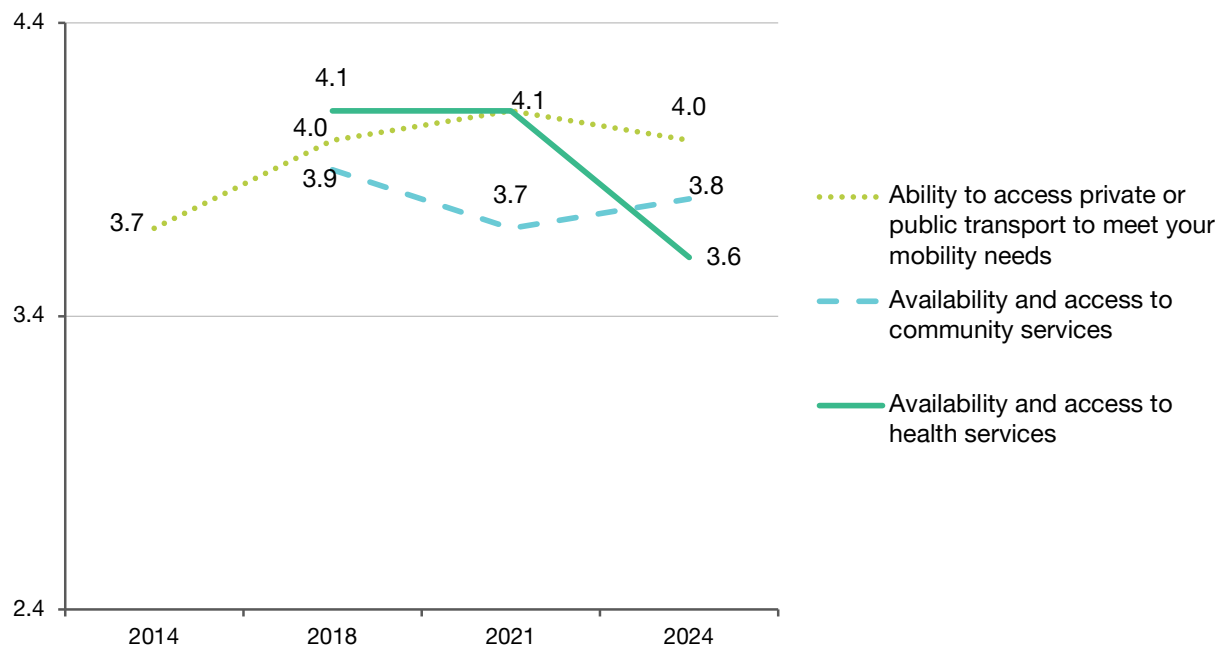


Figure 15 Mean Satisfaction with Access to Services over Time 2



9. COMMUNITY ENGAGEMENT

This section of the report covers community engagement. This includes perceptions among residents regarding community consultation, and knowledge of how to contact politicians at every level of government.

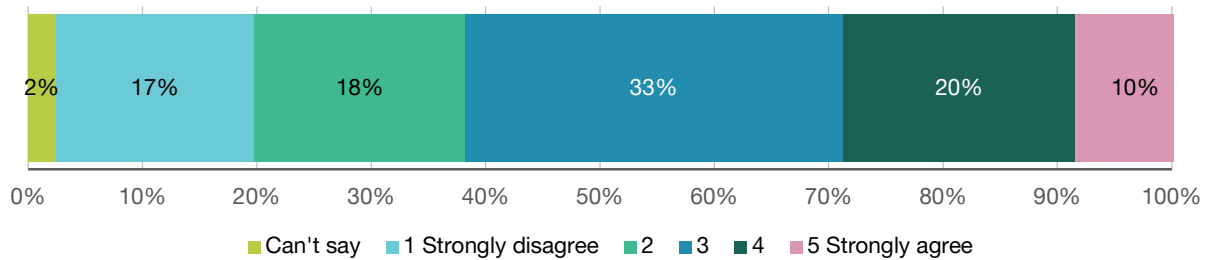
There were no significant differences between demographic subgroups for the mean score in 2024 (2.88). Different phrasing of this question in 2024 meant it was not comparable to 2018/2021.

Figure 16 Perception of Community Consultation

G1. On a scale of 1 to 5 where 1 means strongly disagree and 5 is strongly agree, to what extent do you agree with the following statement:

As a local resident, I feel I have a say on important issues

Base: All respondents 2024 n=502

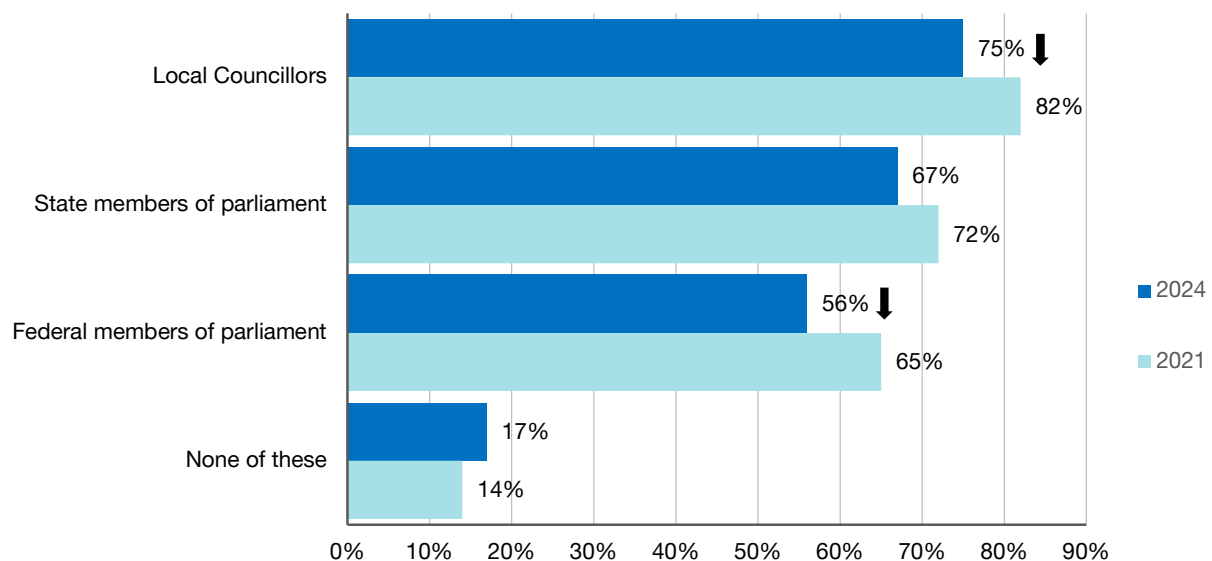


The only significant difference among 2024 demographic subgroups was that less respondents aged 18-34 years (44%) than other age groups knew how to contact their state member of parliament.

Figure 17 Know How to Contact Representatives

G3. Answering yes or no, would you know how to contact...

Base: All respondents (2021 n=500, 2024 n=502)



10. GETTING AROUND

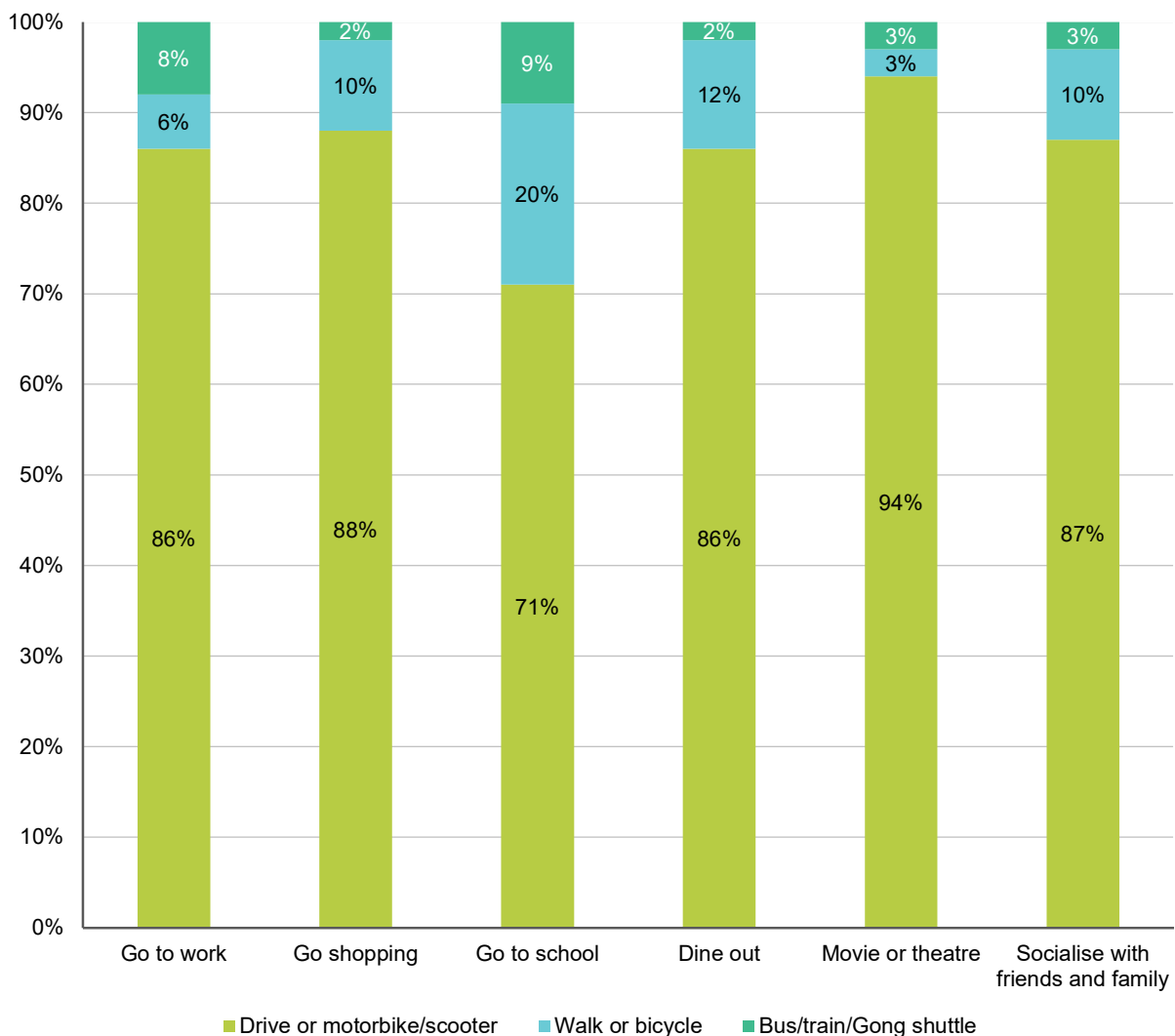
This section of the report covers transport in the Wollongong LGA. This includes the preferred modes of transport among residents to do various activities as well as satisfaction with public transport.

Respondents were asked to indicate the transport options they use to do various activities, those who do not do certain activities were able to select 'N/A'.

As shown in **Figure 18** below, driving was used by more than four out of five respondents at each activity except going to school.

Figure 18 Transport Option Use

F1. Which transport option do you use to do the following?
So, to [read out activity], do you [read out transport mode]?
Base: All respondents 2024, excluding "NA" at each activity





10. GETTING AROUND

Table 14 below displays the significant differences detected for each subgroup in the 2024 study. As with **Figure 18** (previous page), all responses of “NA” have been filtered from the base, so the focus is just of those who do the activity.

Table 14 Transport Option Used – Subgroup Analysis

Subgroup	Significant differences
Gender	Nil.
Age	More respondents aged 65+ took the bus to go shopping (6%). More respondents aged 35-49 rode a bicycle to socialise with family and friends (3%).
Ward	More respondents in Ward 3 drove to school (89%) and to dine out (96%).
Length of time lived in LGA	More respondents who had lived in the LGA less than 15 years used the Gong shuttle to go shopping (3%) and take the train to socialise with friends and family (5%). More respondents who had lived in the LGA 15 or more years drove to socialise with friends and family (90%, compared to 75% of those who had lived in the LGA under 15 years).
Commute	Nil.

As shown in **Table 15** below, the outsized responses were riding a motorcycle/scooter to work, taking the Gong shuttle to dine out, taking the train to work and taking the bus to school.

Table 15 below shows column percentages, which was not how this question was asked (and so should be considered indicative only). As there are six activities, each cell would be one-sixth (17%) if randomly generated data inhabited here, so how much above or below 17% each cell shows could be of interest.

As shown in **Table 15** below, the outsized responses were riding a motorcycle/scooter to work, taking the Gong shuttle to dine out, taking the train to work and taking the bus to school.

Table 15 Activity of each Transport Type (Inverted Base)

	Drive	Walk	Bike	Motorbike	Shuttle	Train	Bus	N/A
Go to work	14%	9%	16%	42%	15%	54%	10%	28%
Go shopping	20%	20%	26%	27%	23%	0%	19%	2%
Go to school	8%	20%	23%	0%	11%	10%	36%	52%
Dine out	19%	25%	10%	16%	35%	4%	6%	6%
Movie or theatre	20%	6%	0%	8%	4%	17%	16%	10%
Socialise	20%	21%	26%	8%	12%	16%	14%	3%
Total	100%	100%	100%	100%	100%	100%	100%	100%



10. GETTING AROUND

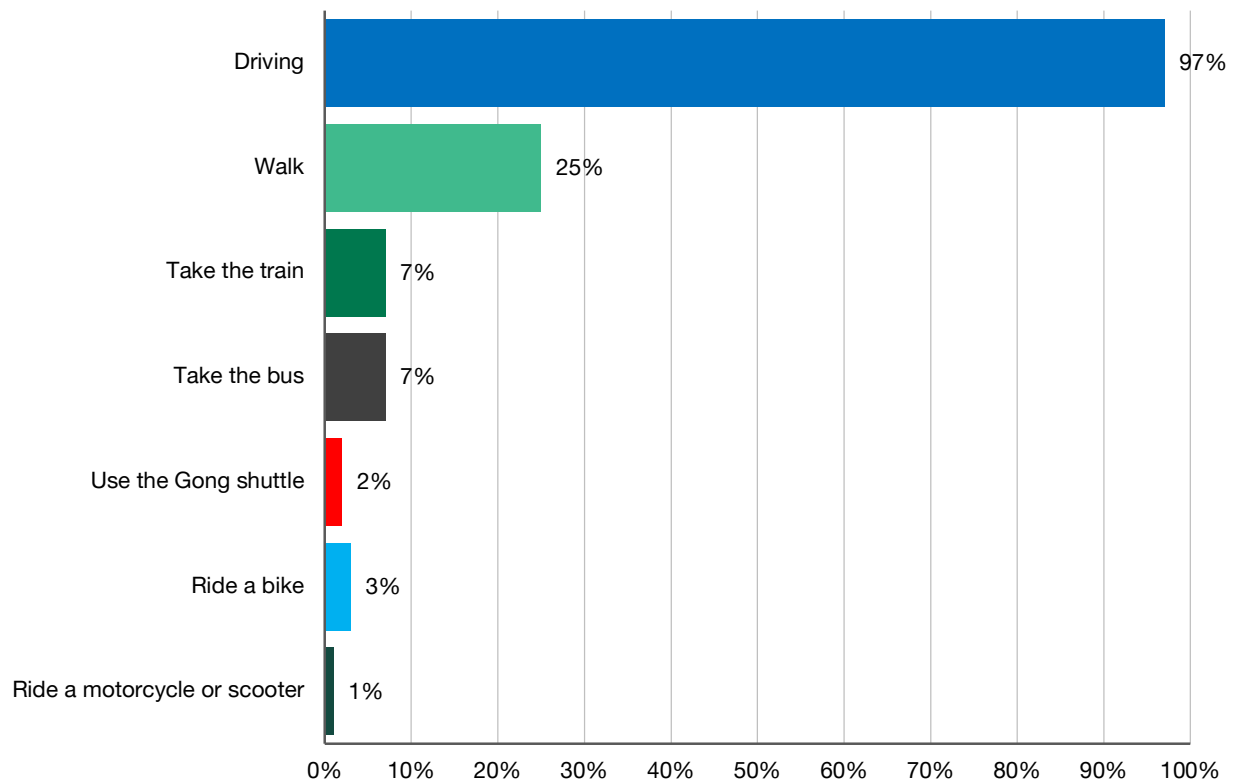


Figure 19 below shows netting of the proportions who used the transport method at one or more of the activities.

NB: These results were not combined with a similar question asked in previous waves, as the question was phrased differently in 2024 compared to those previous years.

Figure 19 Nett Transport Method Usage

F1. Which transport option do you use to do the following?
So, to [read out activity], do you [read out transport mode]?
Base: All respondents 2024 n=502

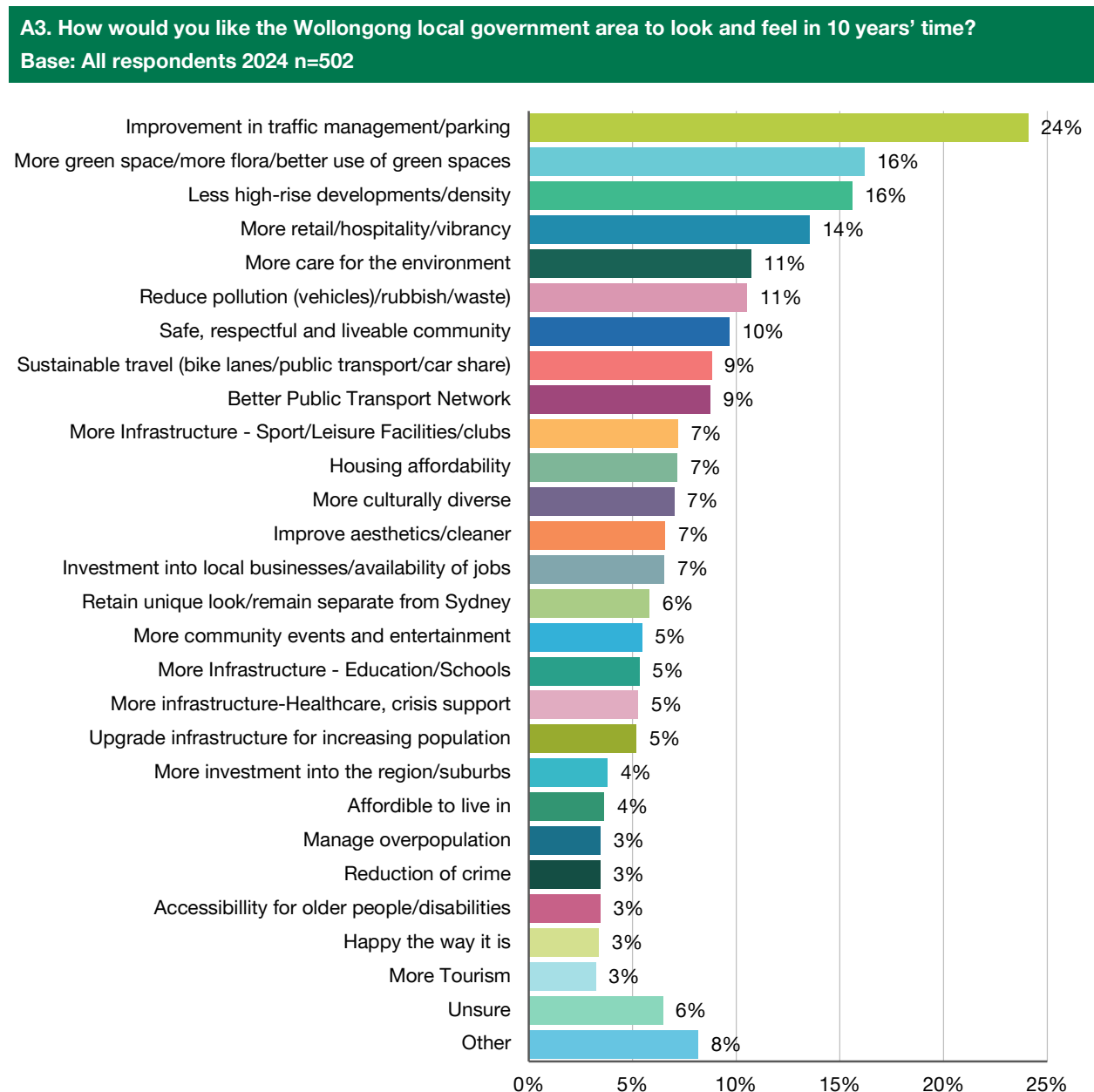


11. VISION FOR THE FUTURE OF WOLLONGONG

Respondents were asked what they would **like** Wollongong to look like in 10 years' time. Residents provided an open-ended response, and these responses were coded into key themes. The verbatim responses have been provided to Council in a separate document.

As shown in **Figure 20** below, the top response in 2024 was seeking improvements in traffic management/parking, with about a quarter of respondents citing this. The top response in 2021 was seeking less high-rise developments/density (with about quarter of respondents), compared with 16% in 2024.

Figure 20 Residents' Vision of Wollongong for the Next 10 years





11. VISION FOR THE FUTURE OF WOLLONGONG

Table 16 below displays the significant differences detected for each subgroup in the 2024 study.

Table 16 Residents' Vision of Wollongong for the Next 10 years – Subgroup Analysis

Subgroup	Significant differences
Gender	More male residents surveyed sought reduction of pollution (vehicles/rubbish/waste) (13%, compared to 7% of females). More female residents surveyed sought: • Safe, respectful, and liveable community (13%, compared to 7% of males) • More culturally diverse (11%, compared to 3% of males)
Age	More respondents aged 50-64 years sought more retail/hospitality/vibrancy (17%, compared to 7% of those aged 65+). More respondents aged 35-49 (9%) and 50-64 years (7%) sought more school/education infrastructure, compared to 0% of those 18-34 and 1% of 65+.
Ward	More respondents in Wards 1 and 2 (both 13%) wanted more care for the environment, compared to 5% of those in Ward 3. More of those in Ward 1 wished for a better public transport network (14%), compared to 3% of those in Ward 3. More respondents in Ward 1 (8%) and Ward 3 (7%) sought more school/education infrastructure, compared to 2% of those in Ward 2.
Length of time lived in LGA	More respondents who had lived in the LGA less than 15 years wanted sustainable travel (bike lanes/public transport/car share) (16%, compared to 7% of those who had lived in the LGA more than 15 years).
Commute	More of those who commuted for work sought: • More sport/leisure infrastructure (13%, compared to 5% of those who did not commute) • More school/education infrastructure (9%, compared to 4% of those who did not commute) More of those who did not commute for work would like management of overpopulation (5%, compared to 0% of those who did commute).



12. APPENDIX 1: ONLINE VERSUS TELEPHONE RESULTS

As detailed in Section Online Survey, page 8 of this report, an online version of the CATI (Telephone) survey was made available to all WCC residents via links on the WCC websites, resident emails, and social media posts.

By survey completion deadline, 245 residents had taken the opportunity to provide feedback via the online version of the survey.

Below and over the next pages are the telephone versus online responses (for all quantitative questions) shown side-by-side, qualitative comments/feedback will be supplied to Council in a separate spreadsheet. Significant differences between telephone and online responses in each row are highlighted **blue** for significantly higher, and **red** for significantly lower.

By and large, online satisfaction scores were lower than those for the random CATI survey. This is quite typical of Council surveys, as online results tend to be biased towards those with strong views (and hence less likely to capture the “middle ground” of residents encountered via the random CATI methodology).

The sum of the displayed results to single response questions **may not add to 100 percent** due to rounding of the individual responses. (Note that for results shown throughout the report are for the telephone component only.)

	Column %	Source		
		Total	Telephone	Online
Gender	Male	40%	45%	31%
	Female	59%	55%	66%
	Non-binary/other	0%	0%	0%
	(Prefer not to say)	1%	0%	3%
Age	18–34 years	10%	10%	10%
	35–49 years	28%	27%	29%
	50–64 years	31%	31%	30%
	65 years and over	30%	32%	27%
	(Prefer not to say)	1%	0%	3%
Length of residence	Less than 6 months	0%	0%	0%
	6 months to 1 year	1%	0%	3%
	1 to 5 years	6%	2%	14%
	6 to 10 years	8%	7%	11%
	11 to 15 years	9%	10%	7%
	More than 15 years	76%	81%	65%
Commute	Yes	23%	25%	20%
	No	77%	75%	80%
Wards	Ward 1	35%	36%	32%
	Ward 2	40%	35%	49%
	Ward 3	26%	29%	19%

12. APPENDIX 1: ONLINE VERSUS TELEPHONE RESULTS

Question		Total	Source	
			Telephone	Online
A1 Living in Wollongong City - % Agree	Wollongong is a good 'place to live'	88%	90%	83%
	My neighbourhood is a good place to live	88%	89%	87%
	It is a good thing for a society to be made up of people from different cultures and communities	87%	87%	88%
	I feel that cultural diversity and creativity is valued and celebrated in the city	69%	70%	69%
	Our city's cultural history and creativity is reflected in the built environment	40%	44%	32%
	Development controls by Council create environmentally-sustainable outcomes	28%	31%	24%
A1 Living in Wollongong City - 1 - 5 Means	Wollongong is a good 'place to live'	4.37	4.49	4.12
	My neighbourhood is a good place to live	4.36	4.46	4.15
	It is a good thing for a society to be made up of people from different cultures and communities	4.43	4.47	4.35
	I feel that cultural diversity and creativity is valued and celebrated in the city	3.88	3.98	3.66
	Our city's cultural history and creativity is reflected in the built environment	3.22	3.39	2.86
	Development controls by Council create environmentally-sustainable outcomes	2.95	3.04	2.77
A2 Your life - % Satisfied	Your life as a whole	86%	87%	84%
	How safe you feel	83%	86%	76%
	Your personal relationships	85%	86%	83%
	Your standard of living	83%	84%	79%
	What you are currently achieving in life	78%	78%	77%
	Your health	76%	76%	77%
	Feeling part of your community	66%	70%	58%
	Your future security	62%	65%	56%
A2 Your life - 1 - 5 Means	Your life as a whole	4.23	4.32	4.05
	Your standard of living	4.16	4.26	3.96
	Your health	3.95	4.02	3.81
	What you are currently achieving in life	4.04	4.09	3.93
	Your personal relationships	4.29	4.32	4.21
	How safe you feel	4.15	4.31	3.82
	Feeling part of your community	3.76	3.90	3.48
	Your future security	3.71	3.82	3.47
C1 Safety - % feel safe	At home by yourself during the day	94%	95%	91%
	Walking alone in your local area during the day	90%	92%	86%
	At home by yourself after dark	85%	86%	83%
	Walking alone in your local area after dark	49%	50%	45%
C1 Safety - 1 - 5 Means	At home by yourself during the day	4.61	4.68	4.46
	At home by yourself after dark	4.29	4.36	4.14
	Walking alone in your local area during the day	4.48	4.60	4.23
	Walking alone in your local area after dark	3.34	3.46	3.11
D3. Activities	Participated in a sport or recreational activity	64%	65%	60%
	Participated in arts and related cultural/ community activities such as painting, visiting museums and galleries, playing a musical instrument, attended community events including live music and cultural, dancing, creative writing	62%	61%	65%
	(None of these)	19%	20%	17%
D4. Climate action	Reduced the amount of plastics that you use	77%	82%	68%
	Food organics and garden organics (FOGO)	68%	69%	68%
	Improved efficiency of lighting and/or appliances in your home e.g. LED lighting, energy efficient fridge/washing machine, hot water system	59%	64%	48%
	Planted trees or increased shade around your home	46%	49%	42%
	Installed solar panels on your home	19%	19%	19%
	Purchased green energy from your energy provider	15%	14%	16%
	Switched appliances in your home from gas to electric alternatives	12%	11%	14%
	Purchased a hybrid or electric vehicle	8%	7%	10%
	Other (please specify)	12%	12%	12%
	(None of these)	7%	5%	11%

12. APPENDIX 1: ONLINE VERSUS TELEPHONE RESULTS

Question		Total	Source	
			Telephone	Online
D5 Opportunities in local area - % agree	Sporting or recreational activities	72%	73%	69%
	Arts and related cultural activities	56%	55%	59%
D5 Opportunities in local area - 1 - 5 Means	Sporting or recreational activities	4.03	4.13	3.80
	Arts and related cultural activities	3.67	3.75	3.50
E1 Access to services - % satisfied	Access to learning and education opportunities	64%	69%	55%
	Ability to access private or public transport to meet your mobility needs	59%	62%	54%
	Access to public transport	58%	61%	53%
	Access to affordable fresh food	60%	59%	61%
	Availability and access to health services	57%	57%	55%
	Availability and access to community services	52%	55%	46%
	Access to housing that you can afford to rent or buy	30%	29%	30%
E1 Access to services - 1 - 5 Means	Access to affordable fresh food	3.61	3.73	3.36
	Access to housing that you can afford to rent or buy	2.84	2.91	2.70
	Access to learning and education opportunities	3.88	4.00	3.61
	Access to public transport	3.64	3.81	3.29
	Ability to access private or public transport to meet your mobility needs	3.82	4.00	3.48
	Availability and access to community services	3.64	3.76	3.39
F2 Satisfied with public transport	Availability and access to health services	3.50	3.63	3.24
	Very dissatisfied + satisfied	22%	15%	36%
	Neutral	21%	23%	18%
	Satisfied + Very satisfied (Can't say)	45%	51%	35%
	(Can't say)	12%	12%	11%
	Very dissatisfied + dissatisfied	38%	35%	33%
	Neutral	29%	32%	23%
	Satisfied + very satisfied (Can't say)	30%	30%	29%
G1 Have a say on important issues - 1 - 5 Means	(Can't say)	3%	2%	4%
	G1 numeric	2.82	2.88	2.69
G3. Know how to contact representatives.	Local councillors	69%	75%	57%
	State members of parliament	64%	67%	58%
	Federal members of parliament	55%	56%	52%
	(None of these)	22%	17%	34%

13. APPENDIX 2: CROSS-TABS (TELEPHONE SURVEY)

The tables on following pages show survey results broken down by age, gender, ward, and length of residence. Statistically significant differences are shown in blue and red.

The sum of the displayed results to single response questions **may not add to 100 percent** due to rounding of the individual responses.

13. APPENDIX 2: CROSS-TABS (TELEPHONE SURVEY)

	Column %	Total	Gender		Age				ward			Length of residence	
			Male	Female	18-34 years	35-49 years	50-64 years	65 years and over	Ward 1	Ward 2	Ward 3	Under 15 years	More than 15 years
Gender	Male	40%	100%	0%	61%	31%	44%	38%	42%	37%	41%	30%	43%
	Female	59%	0%	100%	39%	68%	55%	62%	55%	62%	58%	68%	55%
	Non-binary/other	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%
	(Prefer not to say)	1%	0%	0%	0%	0%	1%	0%	2%	1%	1%	1%	1%
Age	18-34 years	10%	15%	7%	100%	0%	0%	0%	9%	9%	14%	16%	8%
	35-49 years	28%	22%	32%	0%	100%	0%	0%	25%	28%	32%	38%	25%
	50-64 years	31%	33%	29%	0%	0%	100%	0%	34%	30%	27%	23%	33%
	65 years and over	30%	29%	32%	0%	0%	0%	100%	31%	31%	28%	21%	33%
	(Prefer not to say)	1%	1%	1%	0%	0%	0%	0%	2%	2%	0%	1%	1%
Length of residence	Less than 6 months	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	1%	0%
	6 months to 1 year	1%	2%	1%	3%	2%	1%	0%	1%	2%	0%	5%	0%
	1 to 5 years	6%	4%	7%	12%	6%	5%	4%	7%	7%	4%	24%	0%
	6 to 10 years	8%	7%	9%	17%	13%	4%	6%	7%	10%	8%	34%	0%
	11 to 15 years	9%	5%	11%	8%	11%	9%	7%	11%	7%	8%	36%	0%
	More than 15 years	76%	82%	71%	61%	67%	81%	83%	75%	74%	80%	0%	100%
Commute	Yes	23%	32%	17%	42%	32%	27%	4%	28%	19%	23%	29%	21%
	No	77%	68%	83%	58%	68%	73%	96%	72%	81%	77%	71%	79%
Wards	Ward 1	35%	37%	32%	30%	31%	38%	35%	100%	0%	0%	36%	34%
	Ward 2	40%	37%	42%	36%	39%	39%	41%	0%	100%	0%	43%	39%
	Ward 3	26%	26%	25%	34%	29%	22%	23%	0%	0%	100%	21%	27%

13. APPENDIX 2: CROSS-TABS (TELEPHONE SURVEY)

Question	Option	Total	Gender		Age				Ward			Length of residence	
			Male	Female	18-34 years	35-49 years	50-64 years	65 years and over	Ward 1	Ward 2	Ward 3	Under 15 years	More than 15 years
A1 Living in Wollongong City - % Agree	Wollongong is a good 'place to live'	88%	87%	89%	87%	87%	86%	91%	85%	91%	86%	91%	87%
	My neighbourhood is a good place to live	88%	88%	90%	80%	90%	89%	91%	91%	90%	83%	87%	89%
	It is a good thing for a society to be made up of people from different cultures and communities	87%	83%	91%	87%	89%	88%	85%	89%	89%	84%	90%	86%
	I feel that cultural diversity and creativity is valued and celebrated in the city	69%	65%	74%	67%	73%	67%	68%	65%	74%	68%	73%	68%
	Our city's cultural history and creativity is reflected in the built environment	40%	43%	38%	47%	39%	35%	43%	35%	41%	46%	43%	39%
	Development controls by Council create environmentally-sustainable outcomes	28%	30%	28%	41%	27%	25%	27%	25%	28%	33%	28%	29%
A1 Living in Wollongong City - 1 - 5 Means	Wollongong is a good 'place to live'	4.37	4.35	4.40	4.26	4.40	4.32	4.48	4.32	4.44	4.32	4.37	4.37
	My neighbourhood is a good place to live	4.36	4.38	4.36	4.26	4.38	4.34	4.46	4.43	4.40	4.21	4.29	4.39
	It is a good thing for a society to be made up of people from different cultures and communities	4.43	4.29	4.54	4.55	4.48	4.39	4.34	4.48	4.46	4.33	4.52	4.40
	I feel that cultural diversity and creativity is valued and celebrated in the city	3.88	3.83	3.93	3.96	3.92	3.79	3.87	3.81	3.94	3.85	3.91	3.86
	Our city's cultural history and creativity is reflected in the built environment	3.22	3.30	3.17	3.41	3.20	3.07	3.31	3.12	3.21	3.35	3.32	3.18
	Development controls by Council create environmentally-sustainable outcomes	2.95	2.99	2.95	3.28	2.96	2.79	2.94	2.86	2.93	3.11	3.02	2.93
A2 Your life - % Satisfied	Your life as a whole	86%	87%	87%	85%	85%	86%	90%	87%	88%	82%	87%	86%
	How safe you feel	83%	86%	82%	85%	85%	78%	84%	82%	83%	82%	85%	82%
	Your personal relationships	85%	86%	85%	88%	85%	83%	87%	85%	86%	83%	84%	86%
	Your standard of living	83%	85%	82%	84%	75%	81%	95%	84%	83%	80%	79%	84%
	What you are currently achieving in life	78%	79%	77%	81%	79%	75%	78%	79%	80%	73%	78%	78%
	Your health	76%	77%	76%	80%	74%	76%	77%	80%	80%	66%	75%	77%
	Feeling part of your community	66%	65%	67%	59%	62%	68%	74%	67%	66%	64%	62%	67%
	Your future security	62%	66%	60%	53%	60%	65%	70%	59%	68%	59%	59%	63%
A2 Your life - 1 - 5 Means	Your life as a whole	4.23	4.23	4.25	4.15	4.19	4.25	4.35	4.26	4.27	4.15	4.18	4.25
	Your standard of living	4.16	4.20	4.13	4.11	4.01	4.12	4.45	4.23	4.15	4.09	4.06	4.19
	Your health	3.95	3.98	3.94	4.08	3.95	3.89	3.93	4.07	3.98	3.76	3.95	3.96
	What you are currently achieving in life	4.04	4.08	4.02	4.11	4.05	3.94	4.10	4.06	4.09	3.94	4.06	4.03
	Your personal relationships	4.29	4.28	4.29	4.24	4.25	4.28	4.38	4.29	4.35	4.18	4.22	4.31
	How safe you feel	4.15	4.24	4.09	4.24	4.19	4.04	4.18	4.10	4.17	4.17	4.11	4.16
	Feeling part of your community	3.76	3.74	3.79	3.57	3.69	3.81	3.94	3.83	3.73	3.71	3.68	3.79
	Your future security	3.71	3.84	3.62	3.52	3.59	3.76	3.96	3.71	3.79	3.57	3.56	3.76
C1 Safety - % feel safe	At home by yourself during the day	94%	96%	92%	94%	95%	93%	93%	93%	94%	93%	94%	93%
	Walking alone in your local area during the day	90%	94%	87%	89%	93%	90%	87%	92%	91%	86%	91%	90%
	At home by yourself after dark	85%	91%	80%	83%	83%	86%	88%	84%	87%	84%	85%	85%
	Walking alone in your local area after dark	49%	65%	36%	57%	49%	52%	42%	54%	47%	44%	53%	47%
C1 Safety - 1 - 5 Means	At home by yourself during the day	4.61	4.69	4.54	4.66	4.65	4.58	4.55	4.57	4.65	4.59	4.62	4.60
	At home by yourself after dark	4.29	4.46	4.16	4.28	4.25	4.27	4.40	4.25	4.33	4.28	4.27	4.29
	Walking alone in your local area during the day	4.48	4.62	4.38	4.56	4.51	4.49	4.39	4.50	4.48	4.46	4.51	4.47
	Walking alone in your local area after dark	3.34	3.80	2.98	3.49	3.36	3.38	3.22	3.45	3.30	3.26	3.43	3.31
D3. Activities	Participated in a sport or recreational activity	64%	69%	59%	65%	69%	66%	52%	71%	66%	51%	63%	64%
	Participated in arts and related cultural/ community activities such as painting, visiting museums and galleries, playing a musical instrument, attended community events including live music and cultural, dancing, creative writing	62%	53%	70%	54%	70%	64%	54%	68%	66%	48%	69%	60%
	(None of these)	19%	18%	19%	18%	14%	17%	29%	14%	14%	32%	17%	20%

13. APPENDIX 2: CROSS-TABS (TELEPHONE SURVEY)

Question	Option	Total	Gender		Age				ward			Length of residence	
			Male	Female	18-34 years	35-49 years	50-64 years	65 years and over	Ward 1	Ward 2	Ward 3	Under 15 years	More than 15 years
D4. Climate action	Reduced the amount of plastics that you use	77%	70%	82%	80%	79%	79%	71%	80%	73%	80%	77%	77%
	Food organics and garden organics (FOGO)	68%	63%	73%	62%	71%	69%	67%	71%	63%	73%	66%	69%
	Improved efficiency of lighting and/or appliances in your home e.g. LED lighting, energy efficient fridge/washing machine, hot water system	59%	59%	59%	55%	58%	55%	66%	58%	57%	62%	52%	61%
	Planted trees or increased shade around your home	46%	44%	48%	48%	48%	52%	37%	50%	40%	53%	44%	47%
	Installed solar panels on your home	19%	19%	19%	15%	20%	19%	20%	19%	15%	25%	18%	19%
	Purchased green energy from your energy provider	15%	14%	16%	8%	16%	19%	14%	18%	14%	12%	19%	13%
	Switched appliances in your home from gas to electric alternatives	12%	12%	12%	17%	12%	12%	9%	13%	13%	10%	14%	11%
	Purchased a hybrid or electric vehicle	8%	9%	7%	7%	9%	8%	7%	10%	7%	6%	10%	7%
	Other (please specify)	12%	12%	12%	15%	12%	14%	10%	13%	11%	13%	18%	11%
	(None of these)	7%	8%	5%	6%	5%	8%	7%	6%	9%	5%	6%	7%
D5 Opportunities in local area - % agree	Sporting or recreational activities	72%	78%	67%	69%	68%	75%	74%	74%	75%	63%	68%	73%
	Arts and related cultural activities	56%	56%	56%	48%	56%	56%	62%	59%	62%	44%	54%	57%
D5 Opportunities in local area - 1 - 5 Means	Sporting or recreational activities	4.03	4.16	3.94	3.95	3.98	4.10	4.10	4.07	4.10	3.85	4.05	4.02
	Arts and related cultural activities	3.67	3.74	3.63	3.51	3.64	3.69	3.82	3.72	3.75	3.46	3.63	3.68
E1 Access to services % agree	Access to learning and education opportunities	64%	65%	64%	67%	70%	61%	57%	67%	68%	54%	67%	63%
	Ability to access private or public transport to meet your mobility needs	59%	60%	60%	58%	60%	59%	61%	56%	64%	57%	60%	59%
	Access to public transport	58%	57%	60%	64%	54%	58%	61%	55%	61%	58%	56%	59%
	Access to affordable fresh food	60%	63%	57%	49%	48%	62%	80%	59%	65%	53%	57%	60%
	Availability and access to health services	57%	62%	54%	55%	46%	57%	73%	57%	59%	53%	58%	56%
	Availability and access to community services	52%	54%	52%	55%	53%	46%	56%	51%	53%	53%	57%	50%
	Access to housing that you can afford to rent or buy	30%	30%	30%	24%	28%	31%	34%	32%	35%	19%	30%	30%
E1 Access to services - 1 - 5 Means	Access to affordable fresh food	3.61	3.71	3.53	3.33	3.30	3.70	4.15	3.64	3.69	3.45	3.52	3.64
	Access to housing that you can afford to rent or buy	2.84	2.87	2.83	2.46	2.68	2.91	3.41	2.91	2.95	2.57	2.81	2.85
	Access to learning and education opportunities	3.88	3.92	3.86	3.85	3.86	3.84	4.00	3.97	3.97	3.63	3.98	3.84
	Access to public transport	3.64	3.61	3.67	3.80	3.52	3.63	3.74	3.53	3.73	3.64	3.56	3.66
	Ability to access private or public transport to meet your mobility needs	3.82	3.79	3.87	3.87	3.83	3.83	3.80	3.76	3.92	3.74	3.84	3.81
	Availability and access to community services	3.64	3.66	3.65	3.74	3.58	3.55	3.81	3.57	3.71	3.64	3.73	3.61
	Availability and access to health services	3.50	3.65	3.41	3.51	3.25	3.45	3.96	3.53	3.56	3.38	3.56	3.48
F2 Satisfied with public transport	Very dissatisfied + Dissatisfied	22%	20%	23%	17%	25%	19%	22%	25%	20%	20%	21%	22%
	Neutral	21%	23%	20%	18%	20%	28%	19%	24%	20%	20%	21%	21%
	Satisfied + Very satisfied	45%	49%	43%	56%	43%	44%	46%	46%	48%	42%	47%	45%
	(Can't say)	12%	8%	14%	9%	13%	9%	13%	6%	12%	18%	11%	12%
G1 Have a say on important issues	Very dissatisfied + Dissatisfied	38%	39%	36%	38%	39%	39%	33%	39%	38%	35%	35%	38%
	Neutral	29%	30%	29%	28%	31%	28%	29%	27%	28%	34%	30%	29%
	Satisfied + Very satisfied	30%	28%	32%	30%	28%	30%	33%	31%	31%	28%	30%	30%
	(Can't say)	3%	2%	3%	3%	2%	2%	5%	3%	3%	2%	5%	2%
G1 Have a say on important issues	Mean	2.82	2.78	2.86	2.87	2.73	2.82	2.97	2.82	2.83	2.82	2.84	2.82
G3. Know how to contact representatives.	Local councillors	69%	72%	67%	65%	69%	64%	79%	67%	70%	70%	68%	69%
	State members of parliament	64%	66%	62%	38%	64%	66%	76%	66%	66%	57%	59%	65%
	Federal members of parliament	55%	58%	52%	37%	52%	59%	65%	53%	59%	51%	52%	56%
	(None of these)	22%	20%	24%	30%	23%	24%	14%	24%	21%	23%	25%	22%



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