

# **ATTACHMENT BOOKLET**

## **Part 2**

**ORDINARY COUNCIL MEETING**

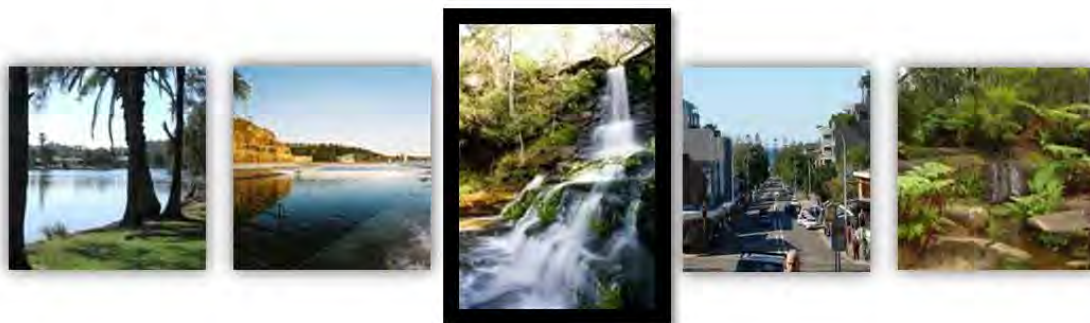
**TUESDAY 24 JULY 2012**





## TABLE OF CONTENTS

Item No	Subject	
<b>PART 1</b>		
<b>6.1</b>	<b>CODE OF CONDUCT - REPORT BY SOLE CONDUCT REVIEWER – COMPLAINT REGARDING CONDUCT AT COUNCIL MEETING</b>	
	Attachment : Sole Conduct Reviewer Final Report.....	2
<b>6.2</b>	<b>CODE OF CONDUCT - REPORT BY SOLE CONDUCT REVIEWER - COMPLAINT REGARDING CONDUCT IN COUNCILLOR LOUNGE - CR LAUGESSEN</b>	
	Attachment : Sole Conduct Reviewer Final Report.....	117
<b>PART 2</b>		
<b>7.1</b>	<b>ANNUAL COMMUNITY SURVEY RESULTS 2012</b>	
	Attachment : Micromex Community Survey Report 2012.....	140
<b>8.1</b>	<b>NARRABEEN LAGOON DREDGING</b>	
	Attachment : Narrabeen Lagoon Community Consultation Outcomes Report ....	249
<b>8.3</b>	<b>PRELIMINARY INVESTIGATION - COUNCIL MANAGEMENT OF CROWN LAND ADJACENT TO MANLY DAM</b>	
	Attachment 1: Map One - Land Parcel Map.....	323
	Attachment 2: Individual Land Parcels .....	324
	Attachment 3: Parcel Summary Table - Manly Creek .....	328
<b>8.8</b>	<b>ADOPTION OF DRAFT WARRINGAH SECTION 94A DEVELOPMENT CONTRIBUTIONS PLAN 2012</b>	
	Attachment : Draft Warringah S.94A Development Contributions Plan 2012 .....	329



# Warringah Council Community Research

July 2012

Prepared for:



Prepared by:



ABN 14 003 179 440  
10/1 Bounty Close Tuggerah, NSW 2259  
Postal address: PO Box 5059, Chittaway Bay NSW 2261  
Telephone: (02) 4352 2388 Fax: (02) 4352 2117  
[www.micromex.com.au](http://www.micromex.com.au)  
[research@micromex.com.au](mailto:research@micromex.com.au)



## Table of Contents

### **Introduction**

Background	1
Methodology	1
Sample Profile	3
Executive Summary	4
Recommendations and Next Steps	13

### **Results**

<b>Section A – LGA Benchmarking</b>	
LGA Benchmarking	15
<b>Section B – Importance of, and Satisfaction with, Council Services</b>	
Overall Satisfaction with Council's Performance	17
Importance of, and Satisfaction, with Council Services	20
Infrastructure and Basic Services	22
Waste Services	27
Environmental Services	31
Community Services	36
Planning & Development Services	41
Recreation Facilities & Services	45
Community Engagement	50
Performance Gap Analysis	54
Quadrant Analysis	57
Regression Analysis	59
Driving Overall Satisfaction with Council	60
Summary of Critical Outcomes	63
<b>Section C – Contact with Council</b>	
Contact with Council Staff	64
Performance of Council Staff	66
Performance of Mayor and Councillors	67
<b>Section D – Community Safety &amp; Connectedness</b>	
Community Safety & Connectedness	68
<b>Section E – Major Issues of Concern</b>	
Major Issues of Concern	70

### **Appendices**

A Data & Correlation Tables	73
B Questionnaire	

## Background

In order to measure and monitor community satisfaction, Warringah Council appointed Micromex Research to develop, conduct and analyse a statistically valid community satisfaction survey with a representative cross section of Warringah residents.

This survey is required to measure community response to 45 specific Council delivery areas. Interviewing was conducted in accordance with IQCA (Interviewer Quality Control Australia) Standards and the Market Research Society Code of Professional Conduct.

## Methodology

### Questionnaire

Micromex Research, together with Warringah Council, fine-tuned the existing 2011 questionnaire. The survey was conducted by telephone.

A copy of the questionnaire is provided in Appendix B.

### Completion rate

A total of 4,587 calls were undertaken, of which 2,127 were contact calls, resulting in 609 surveys being completed. Completion rate was 29%.

### Data collection period

The survey was conducted during the period May 11<sup>th</sup> to May 21<sup>st</sup> 2012, from 4:30pm to 8:30pm Monday to Friday and Saturdays from 10am to 4pm.

### Ratings questions

A rating scale of 0 to 10 was used in all rating questions, where 0 was the lowest importance, satisfaction or agreement and 10 the highest importance, satisfaction or agreement.

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

Within the report, the mean ratings for each of the criteria have been assigned a determined level of 'importance', 'satisfaction' or 'agreement'. This determination is based on the following groupings:

#### Mean rating

2.49 or lower	'Very low' level of importance/satisfaction/agreement
2.50 – 3.49	'Low' level of importance/satisfaction/agreement
3.50 – 4.99	'Moderately low' levels of importance/satisfaction/agreement
5.00 – 6.24	'Moderate' level of importance/satisfaction/agreement
6.25 – 6.99	'Moderately high' level of importance/satisfaction/agreement
7.00 – 7.99	'High' level of importance/satisfaction/agreement
8.00 – 8.99	'Very high' level of importance/satisfaction/agreement
9.00 +	'Extreme' level of importance/satisfaction/agreement

**Note:** Respondents rated importance and satisfaction for all services/facilities

## Methodology

### Performance Gap Analysis (PGA)

PGA establishes the gap between importance and satisfaction. This is calculated by subtracting the mean satisfaction score from the mean importance score. In order to measure PGA, respondents are asked to rate the importance of, and their satisfaction with, each of a range of different services or facilities on a scale of 0 to 10, where 0 = low importance or satisfaction and 10 = high importance or satisfaction. These scores are aggregated at a total community level.

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

### Quadrant Analysis

Quadrant analysis is a useful tool for planning future directions. It combines the stated needs of the community and assesses Warringah Council's performance in relation to these needs. This analysis is completed by plotting the variables on x and y axes, defined by stated importance and rated satisfaction.

We aggregate the mean scores for stated importance and rated satisfaction to identify which of 4 quadrants the facility or service should be plotted into:

1. MAINTAIN – Higher than average importance and higher than average satisfaction
2. IMPROVE – Higher than average importance and lower than average satisfaction
3. NICHE – Lower than average importance and lower than average satisfaction
4. SECONDARY – lower than average importance and higher than average satisfaction

### The Shapley Value Regression

Regression analysis is a statistical tool for investigating relationships between dependent variables and explanatory variables. We used regression analysis on the 2012 results to identify the priorities that will drive overall satisfaction with Council.

We also ran some combined regression analysis, on both the 2011 results and the 2012 results, to identify which variables had impacted on the improvement in the overall satisfaction score in 2012.



## Sample Profile

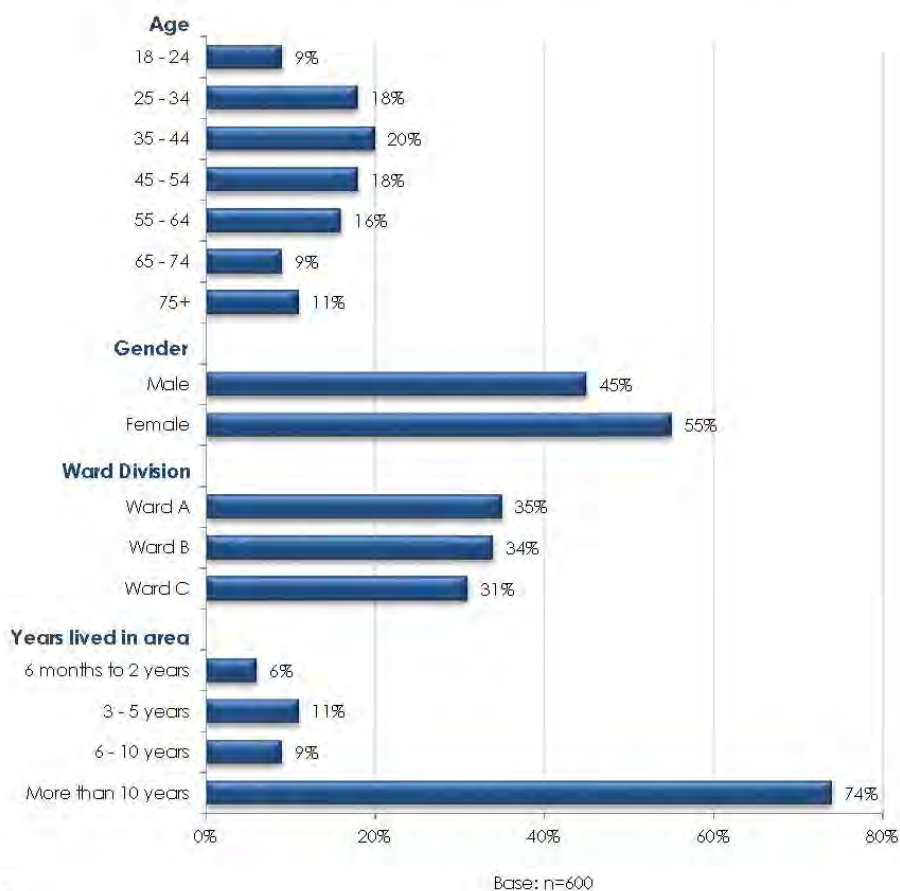
### Sample Profile

The final achieved sample of n=600 robustly covers off all key demographic sub-groups. This allowed us to undertake some of the analysis at a sub-group level.

The sample was weighted by age and gender to reflect the 2006 ABS Census Data.

### Sampling error

A sample size of 600 residents provides a sampling error of +/- 4.0 at 95% confidence.



### Key takeout

- The majority of residents (74%) have lived in Warringah for over 10 years

### Major challenges

Issue	Percentage
Traffic Management	12%
Transport	12%
Development	11%
Housing	6%
Overpopulation	6%
Roads	6%

Base: n=1,313

[illegible]

## Executive Summary

### Overall Satisfaction

At an overall level, residents expressed a 'moderately high' level of satisfaction with the performance of Council.

Top box scores (6-10) have significantly increased since 2011.

	2002	2007	2008	2009	2010	2011	2012
Top box (6-10)	60%	69%	67%	69%	57%	67%	79%

	Overall 2012	Overall 2011	Overall 2010	IRIS NSW LGA Benchmark (2010)	Micromex NSW LGA Benchmark (2012)
Mean ratings	6.6	6.0	5.9	5.8	6.5

 Significantly higher satisfaction (by group)

 Significantly lower satisfaction (by group)

Mean ratings: 0 = not at all satisfied, 10 = very satisfied

Base: n=588

The Micromex benchmarking scores are based on data from a different group of Councils to those included in the IRIS benchmarking scores.

Longitudinal regression analysis was conducted on the 2011 & 2012 data in order to identify the agents of change that led to the significant increase in community satisfaction.

### Satisfaction with Council staff

Overall, there was a high level of satisfaction with the performance of Council staff in dealing with the residents' enquiries.

Those aged 75+ had significantly higher levels of satisfaction with their contact than did those aged 25-34.

Residents in Wards A and B were significantly more satisfied with their contact than were those in Ward B.

	2007	2008	2009	2010	2011	2012
Top box (7-10)	55%	70%	72%	67%	74%	76%

	Overall 2012	Overall 2011	Overall 2010	IRIS NSW LGA Benchmark (2010)	Micromex NSW LGA Benchmark (2012)
Mean ratings	7.54	7.25	7.08	6.55	7.50

 Significantly higher satisfaction (by group)

 Significantly lower satisfaction (by group)

Mean ratings: 0 = not at all satisfied, 10 = very satisfied

Base: n=484

The Micromex benchmarking scores are based on data from a different group of Councils to those included in the IRIS benchmarking scores.



## Executive Summary

### Performance of Mayor and Councillors

There was a 'moderately high' level of satisfaction with the performance of the Mayor and Councillors. Top box scores (7-10) have significantly increased since 2011.

Residents aged 75+ had significantly higher levels of satisfaction with their elected officials compared to residents aged 45-64.

Since 2011 residents have seen a significant improvement in the perceived performance of the Mayor and Councillors.

	2007	2008	2009	2010	2011	2012
Top 4 box	47%	42%	43%	29%	44%	59%

	Overall 2012	Overall 2011	Overall 2010	IRIS NSW LGA Benchmark (2010)	Micromex NSW LGA Benchmark (2012)
Mean ratings	6.52	5.80	5.44	5.67	5.64

 Significantly higher satisfaction (by group)

 Significantly lower satisfaction (by group)

Mean ratings: 0 = not at all satisfied, 10 = very satisfied

Base: n=549

The Micromex benchmarking scores are based on data from a different group of Councils to those included in the IRIS benchmarking scores.

## Executive Summary

### Performance Gaps & Quadrant Analysis

When we examine the 10 largest performance gaps, we can identify that all the services are of 'high' to 'very high' importance, but that resident satisfaction is 'moderately low' to 'moderate'.

Ranking 2011	Ranking 2012	Service / Facility	Importance Mean	Satisfaction Mean	Performance Gap
1	1	Traffic management	8.65	5.82	2.83
2	2	Managing residential development	8.50	5.78	2.72
3	3	Maintaining local roads	8.76	6.13	2.63
4	4	Council responsiveness to community needs	8.69	6.11	2.58
N/A	5	Maintaining major roads	8.84	6.33	2.51
5	6	Consultation with the community by Council	8.47	5.97	2.50
6	7	Provision of car parking	8.31	5.83	2.48
13	8	Hygiene standards of retail food outlets	9.11	6.78	2.33
12	9	Management of street trees	8.09	5.79	2.30
10	10	Condition of public toilets	7.56	5.29	2.27

The following services/facilities ranked in the top 10 in 2011, however, they ranked lower in 2012:

- Facilities and services for youth (was 7, now 13)
- Development approvals process (was 8, now 12)
- Footpaths (was 9, now 14)

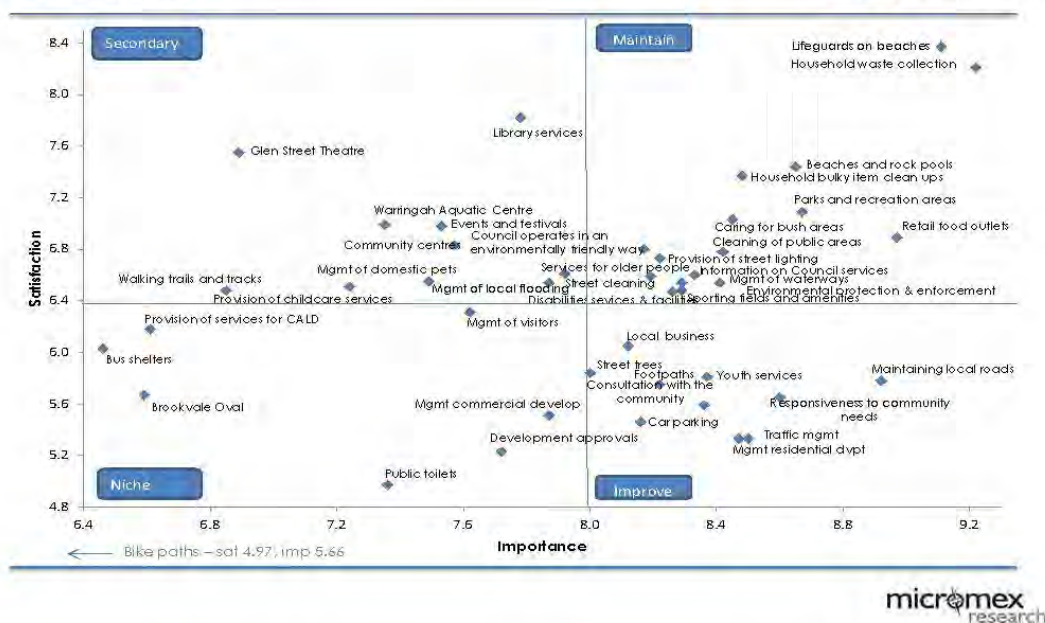


## Executive Summary

### Quadrant Analysis

The average stated importance score was 8.03 and the average rated satisfaction score was 6.58. Each service or facility is then plotted in terms of satisfaction and importance, resulting in its placement in one of four quadrants.

### Quadrant Analysis – Importance Vs Satisfaction



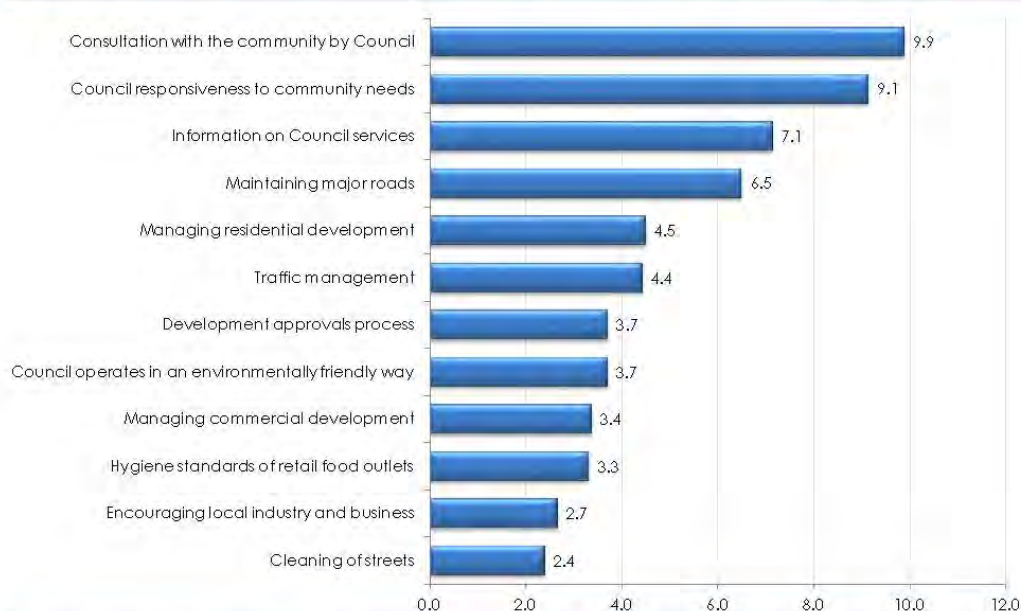
## Executive Summary

### The Shapley Value Regression - Key Drivers of Satisfaction with Warringah Council

The results in the chart below identify which attributes are the key drivers of community satisfaction.

These top 12 services/facilities account for over 60% of overall satisfaction with Council. This indicates that the remaining 33 attributes we obtained measures on have only a limited impact on the community's satisfaction with Warringah Council's performance. Therefore, whilst all 45 service/facility areas are important, only a minority of them are significant drivers of the community's overall satisfaction with Council.

### These Top 12 Indicators Account for over 60% of Overall Satisfaction with Council



**Community Engagement is a key pillar, accounting for over 25% of overall satisfaction**

**micromex**  
research

## Executive Summary

### Longitudinal Analysis - Composite Importance Ratings for Key Service Areas

With the exception of 'Community Services', which decreased slightly in importance, the importance of the key services remained similar to or increased from 2011, significantly so for 'Infrastructure and Basic Services'.


Importance Ratings	2012	2011	2010	2009
Community Engagement	8.50	8.43	8.62	N/A
Waste Services	8.53	8.51	8.71	8.41
Environmental Services	8.24	8.17	8.40	8.13
Planning & Development Services	8.20	8.13	8.47	8.31
Infrastructure and Basic Services	7.82	7.59	7.76	7.62
Recreation Facilities and Services	7.79	7.75	8.12	7.85
Community Services	7.66	7.74	8.06	7.67

### Composite Satisfaction Ratings for Key Service Areas

Whilst satisfaction with all key service areas increased or remained similar to 2011, there were significant increases for 'Community Engagement', 'Planning & Development Services' and 'Infrastructure and Basic Services'.

Satisfaction Ratings	2012	2011	2010	2009
Community Engagement	6.30	5.95	5.77	N/A
Waste Services	7.35	7.24	7.10	7.03
Environmental Services	6.73	6.66	6.42	6.46
Planning & Development Services	6.13	5.89	5.84	5.85
Infrastructure and Basic Services	6.07	5.72	5.90	5.93
Recreation Facilities and Services	7.10	7.00	6.99	6.94
Community Services	6.61	6.56	6.68	6.52

 Significantly higher rating (by group)

 Significantly lower rating (by group)

Mean ratings: 0 = not at all important and very dissatisfied, 10 = very important and very satisfied



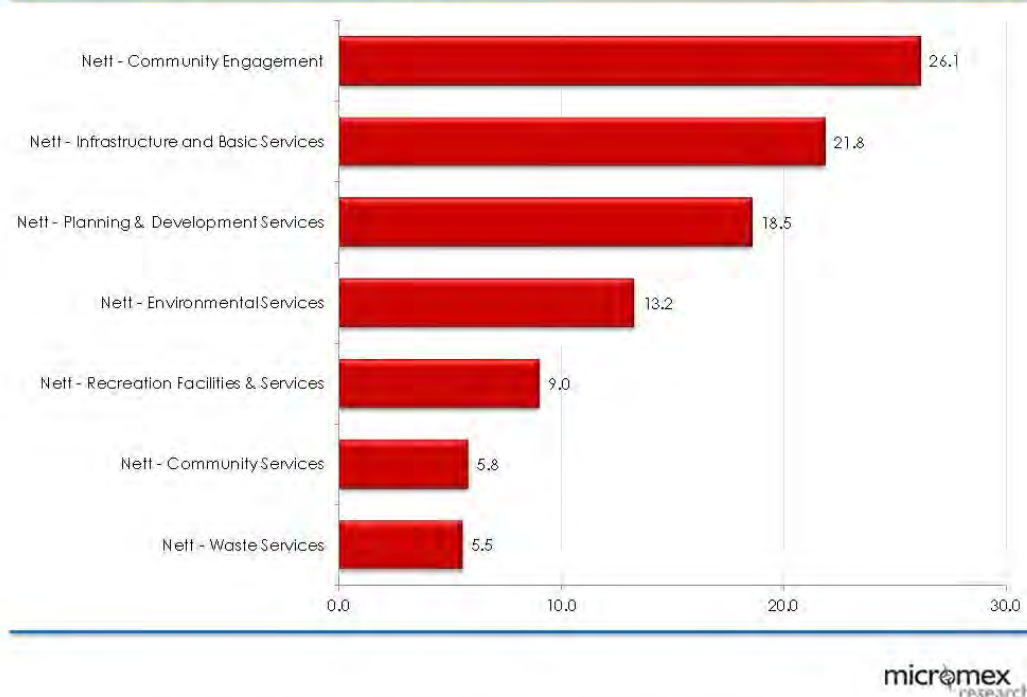
## Executive Summary

### Key Service Areas Contribution to Overall Satisfaction

By combining the outcomes of the regression data, we can identify the derived importance of the Key Service Areas.

'Community Engagement' (26%) is the key contributor toward overall satisfaction with Council performance.

### Contribution To Overall Satisfaction With Council's Performance



It is crucial to note that while 'Waste Services' contributes less than 6% toward overall performance satisfaction, this is potentially because, at an overall level, residents are generally satisfied with the service they are receiving in this area. A reduction of waste servicing or systemic failures in this service area would undoubtedly lead to a dramatic fall in overall satisfaction with Council performance.

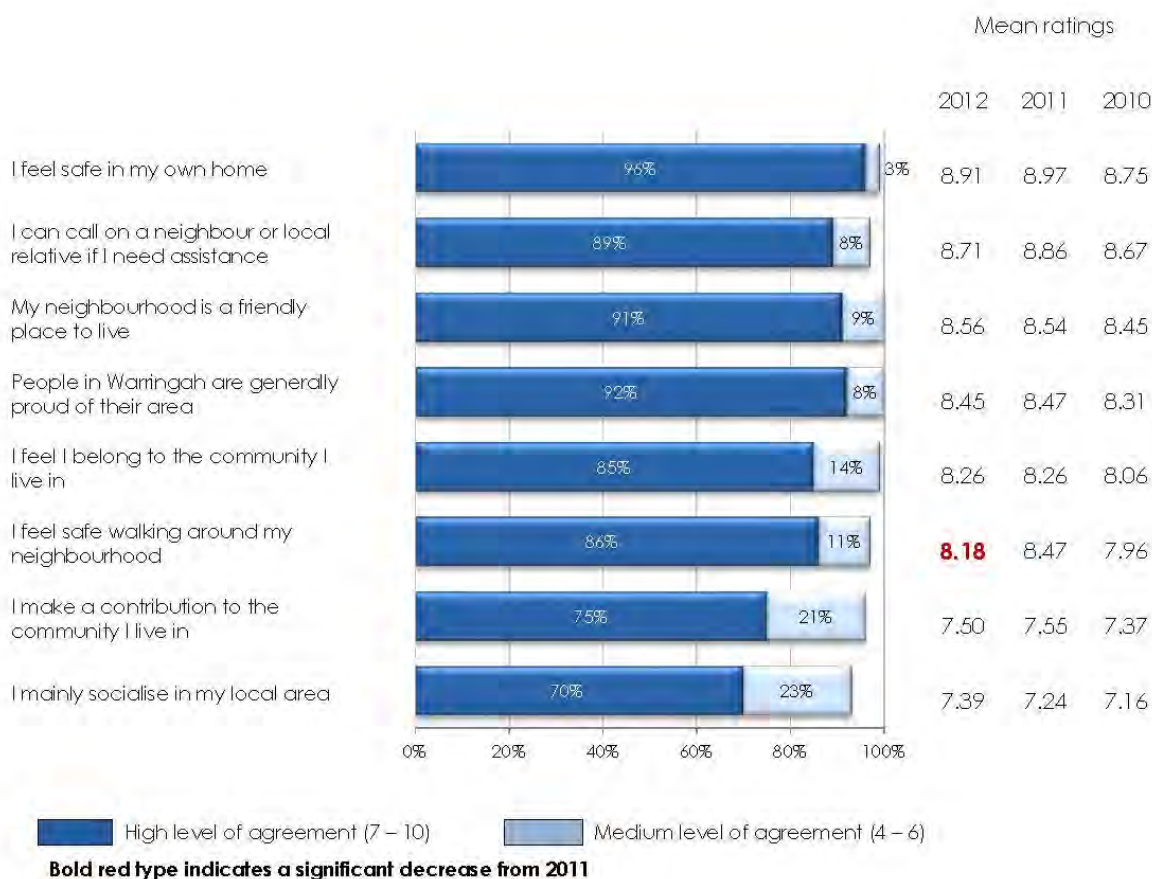
## Executive Summary

### Community Safety and Connectedness

In terms of agreement with specific statements regarding their neighbourhood and Warringah as a place to live, respondents rated all statements as 'high' to 'very high'.

- 96% indicated that they feel safe in their own home
- 92% feel that residents are generally proud of their area
- 91% indicated that they feel that their neighbourhood is a friendly place to live
- 89% indicated that they feel they can call a neighbour or local relative if they need help
- 86% feel safe walking around the neighbourhood

There has been a significant year on year drop for the measure 'I feel safe walking around the neighbourhood' (92% in 2011 vs. 86% in 2012). All other measures statistically remain the same.



## Recommendations and Next Steps

### Summary of Critical Outcomes

The summary table below combines the outcome of the regression analysis with the stated importance and satisfaction outcomes of the performance gap and quadrant analysis. In developing future plans and strategies, Warringah Council should consider the implications raised by each form of analysis.

	Shapley Analysis	Gap Analysis	Quadrant Analysis
Consultation with the community by Council	9.87	2.50	Improve
Council responsiveness to community needs	9.12	2.58	Improve
Information on Council services	7.12	1.52	Maintain
Maintaining major roads	6.49	2.51	Improve
Managing residential development	4.48	2.72	Improve
Traffic management	4.41	2.83	Improve
Development approvals process	3.70	2.12	Niche
Council operates in an environmentally friendly way	3.69	1.33	Maintain
Managing commercial development	3.36	2.18	Niche
Hygiene standards of retail food outlets	3.30	2.33	Maintain
Encouraging local industry and business	2.65	1.97	Improve
Cleaning of streets	2.38	1.02	Secondary

### Conclusions

Even though the issues and challenges related to traffic congestion, and the development of the LGA, continue to concern residents, the 2012 survey results are an obvious improvement on results from the last few surveys.

The community's perception of the overall performance of Council has strengthened dramatically and across many of the delivery areas there has been a noticeable increase in satisfaction. In 2011, one of the key challenges for the Warringah Council brand was the behaviour of Councillors. The results from the most recent survey have indicated that the community as a whole are significantly more satisfied with the performance of their elected officials.

It is clear that community engagement is a critical driver of satisfaction with Council. Based on the regression analysis, Council performance in this area accounts for over 26% of overall satisfaction. As such, in order to optimise the current positive performance outcomes, Council needs to continue its focus on consulting, informing and responding to the needs of residents.

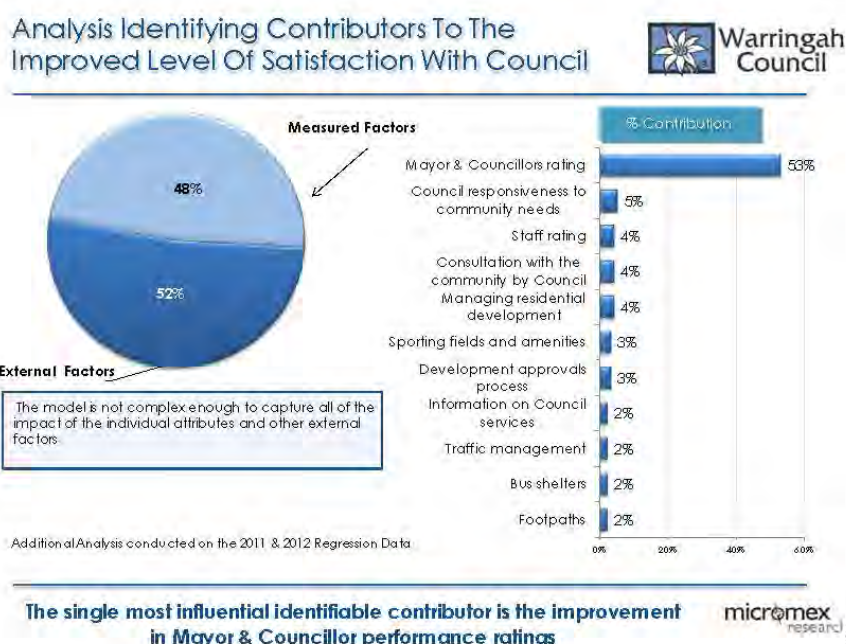


## Recommendations and Next Steps

### Identifying the Longitudinal Drivers of Change

The overall satisfaction score for Council significantly improved in 2012. In order to understand what had precipitated this change, some additional analysis was conducted to identify the relative weight of the factors that had improved the community's perceptions. To do so we created a regression model.

The model predicted an increase of 0.26 in overall satisfaction between 2011 and 2012. This is 48% of the actual increase in average satisfaction of 0.54. The other 52% of the improvement was derived from factors that were external to the survey instrument.



The percentages in the bar chart indicate the % of the changes explained by the regression model, which attributed to changes in individual attributes. The Mayor and Councillors' performance variable accounts for half of the measured improvement, which is not surprising given the increase in the community rating of this factor, which was about 4 times the average for the period.

Given the previously lower ratings that the elected officials received for this measure, which were qualitatively based on the perception of bad behaviour, squabbling and bickering, the 2012 outcomes suggest that, from a community perspective, the behaviour of the Councillors is no longer impacting negatively on the community's perceptions of overall Council performance.

### Recommendations

Council needs to capitalise on some positive year on year outcomes.

1. The community is keen to see some sort of resolution with regard to **transport and traffic management**. This is the area where they need to see Council actively advocating State Government for some/any type of solutions
2. Continue to increase the focus on **community engagement**; explore what can be achieved and experiment with ways to optimise the current approaches
3. Continue to investigate and **strengthen brand equity**
4. The impact the performance of the **Mayor and Councillors** has on overall satisfaction is crucial. The community's satisfaction with their recent performance is significantly stronger. Warringah's current and future elected officials need to maintain/improve the current satisfaction levels



## Section A

# Micromex LGA Benchmarking



## LGA Benchmarking

### Comparison to Micromex LGA Benchmarks – Key Areas

Since 2011, resident satisfaction scores have strengthened across all core measures. Specifically:

- Overall satisfaction
- Satisfaction with Council Staff
- Satisfaction with Councillors
- Consultation with community
- Council responsiveness

Micromex LGA NSW Benchmark scores are based on the results of 60 community surveys conducted since 2006, with 25 of these surveys having been conducted in the last 18 months.

On the measure of Council performance, Warringah residents are directionally slightly more satisfied with the overall performance of their Council compared to our normative score (6.6 c.f. 6.5).

Satisfaction with Council Staff (7.5) and Councillors (6.5) both exceeded our NSW LGA benchmarks.

Benchmark Comparisons for Overall Satisfaction	Overall satisfaction	Staff	Councillors	Consultation with the community	Council responsiveness	Information on Council services
Warringah 2012	6.6	7.5	6.5	6.0	6.1	6.8
Warringah 2011	6.0	7.3	5.8	5.6	5.7	6.6
Warringah 2010	5.9	7.1	5.4	5.5	5.2	6.4
<b>Micromex LGA NSW average</b>	<b>6.5</b>	<b>7.2</b>	<b>5.6</b>	<b>6.2</b>	<b>5.7</b>	<b>5.9</b>
NSW best	7.0	8.5	6.0	7.3	6.5	6.6
NSW worst	5.5	5.8	5.3	5.0	5.0	5.3
IRIS NSW LGA average	5.8	6.6	5.7	5.2	5.0	5.9

Mean ratings: 0 = very dissatisfied, 10 = very satisfied

Nb. Normative scores for the Micromex LGA NSW average, NSW best and NSW worst do not include Warringah Council's 2012 results.

## LGA Benchmarking

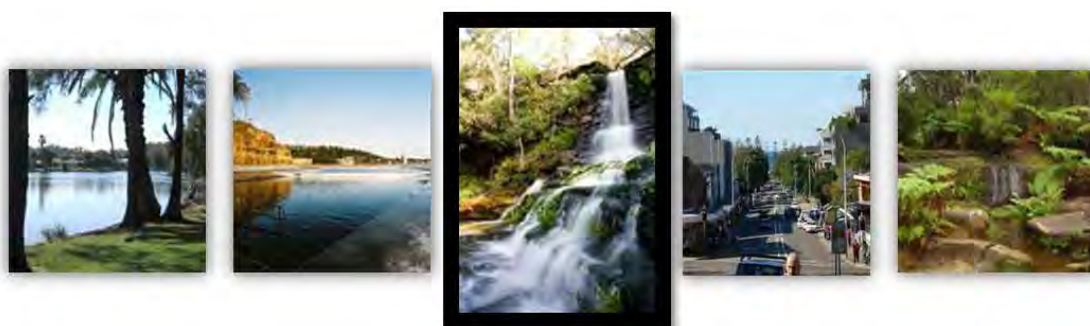
### Comparison to LGA Benchmarks – Services and Facilities

Warringah Council residents are more satisfied than the Micromex LGA NSW Benchmark score for 11 of the 14 comparable measures.

They are equal to the LGA Benchmark for 'satisfaction with the way contact with Council was handled' and below the LGA Benchmark for 'provision of child care services' and 'library services'.

Service/Facility	Warringah Satisfaction 2012	Warringah Satisfaction 2011	Warringah Satisfaction 2010	Micromex LGA NSW Benchmark
<b>ABOVE THE MICROMEX NSW LGA BENCHMARK</b>				
Maintaining local roads	6.1	5.8	6.1	4.3
Facilities and services for youth	6.1	5.8	5.9	5.2
Provision of car parking	5.8	5.5	5.7	5.0
Parks and recreation areas	7.4	7.1	6.7	6.7
Environmental protection & enforcement	6.6	6.5	6.3	6.0
Facilities and services for people with disabilities	6.5	6.5	6.6	6.0
Household waste collection	8.2	8.2	8.1	7.7
Community centres	6.9	6.8	6.8	6.6
Services for older people	6.7	6.6	6.6	6.4
Condition of public toilets	5.3	5.0	4.9	5.0
Ovals and sporting facilities	6.9	6.5	6.8	6.8
<b>EQUAL TO MICROMEX NSW LGA BENCHMARK</b>				
Satisfaction with the way contact with Council was handled	7.5	7.3	7.1	7.5
<b>BELOW THE MICROMEX NSW LGA BENCHMARK</b>				
Provision of child care services	6.5	6.5	6.3	6.6
Library services	7.8	7.8	7.7	7.9

Mean ratings: 0 = very dissatisfied, 10 = very satisfied



## **Section B**

# **Importance of, and Satisfaction with, Services and Facilities**



## Overall Satisfaction with Council's Performance

At an overall level, residents expressed a 'high' level of satisfaction with the performance of Council, which is significantly higher than in 2011. The top box score (6-10) has significantly increased since 2011.

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

2002	2007	2008	2009	2010	2011	2012
60%	69%	67%	69%	57%	67%	79%

18 – 24	25 – 34	35 – 44	45 – 54	55 – 64	65 – 74	75+
7.03	6.54	6.38	6.46	6.45	6.75	6.98

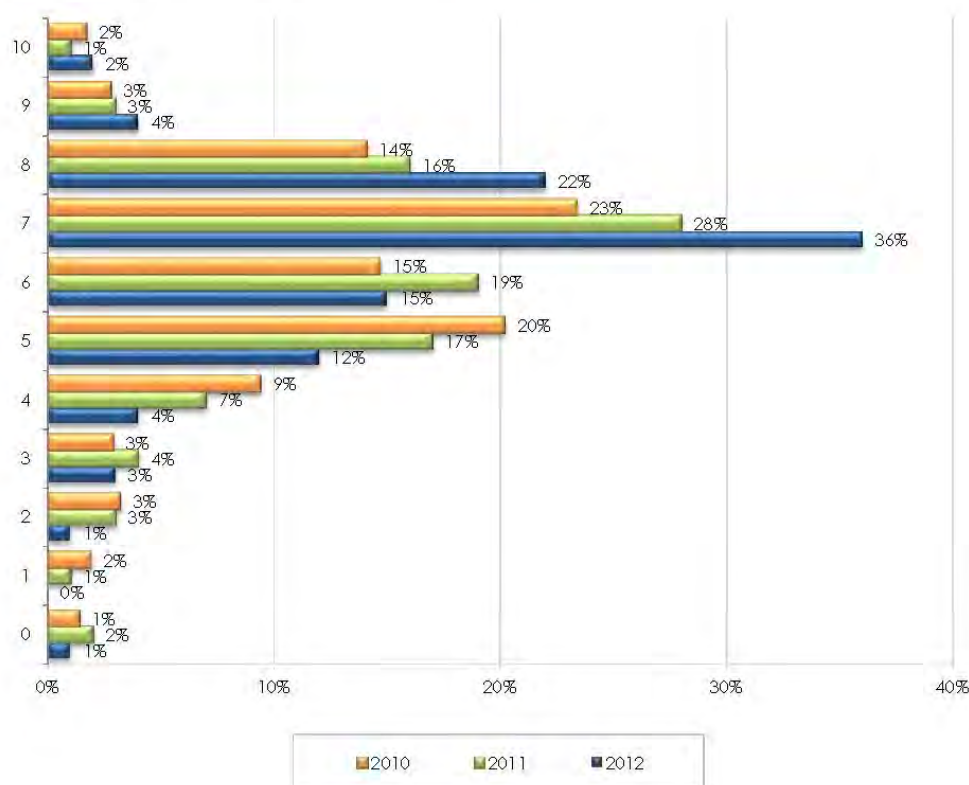
Male	Female	Ward A	Ward B	Ward C
6.70	6.49	6.67	6.41	6.68

Overall 2012	Overall 2011	Overall 2010	IRIS NSW LGA Benchmark	Micromex NSW LGA Benchmark
6.6	6.0	5.9	5.8	6.5

  Significantly higher satisfaction (by group)

  Significantly lower satisfaction (by group)

Mean ratings: 0 = not at all satisfied, 10 = very satisfied



Base: 2012 n=588

The Micromex benchmarking scores are based on data from a different group of councils to those included in the IRIS benchmarking scores.

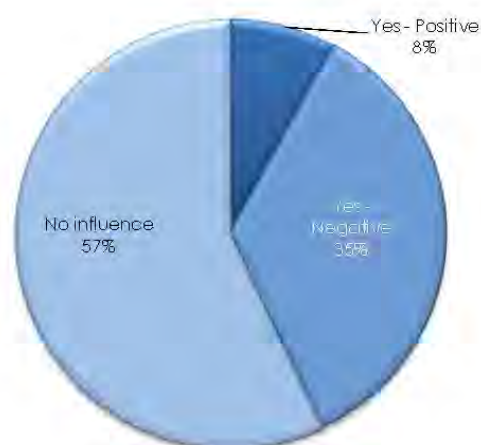
## Overall Satisfaction with Council's Performance

The majority of residents (57%) indicated that no one particular issue had influenced their perception of Council performance.

35% of residents indicated that a particular issue had strongly influenced their view in a negative way.

The majority of these individuals indicated that the issue that drove their negativity was in the area of development/planning, councillor behaviour and the provision and maintenance of facilities.

Q. In giving your rating, has any particular issue strongly influenced your view, either in a positive or a negative way?



Base: n=600

Q. (If yes), please describe the major issue that strongly influenced your rating.

Reasons for a positive influence		Reasons for a negative influence	
The offering of new infrastructure in the area such as reserves and bike paths, and the prevention of new developments	20%	Dissatisfied with the development being approved in the area	20%
Am pleased with the general appearance and maintenance of the local area	14%	The poor behaviour between Councillors	16%
Council is efficient at maintenance and responding to requests	14%	Council are lacking on the services they provide such as sporting ovals, garbage collection and parking facilities	13%
Quality services provided by Council	8%	There is a lack of maintenance being done in the area	10%
Road upgrades	6%	There is a lack of maintenance and poor developments being conducted with roads	8%
The Council seems to be working cohesively at the moment	6%	There is a lack of communication with the community	6%

Base: n=301

## Overall Satisfaction with Council's Performance

Verbatim responses: n=301 comments

### Positive influence comments

- "The consultation for the community garden was great and it is a great attribute to the local area"
- "Council managed to repair potholes, quickly, everywhere after the last torrential rain"
- "Boardwalk that was built at Harbord Headlands"
- "The decisions with the building of flats on Warringah Road"
- "High profile of Council at Community Events"
- "Council seems to be working cohesively at the moment"
- "Listening to the people regarding Oxford Falls development"

### Negative influence comments

- "Had to request a number of times for rubbish to be collected"
- "Council not providing enough dog off leash areas especially around the beach areas"
- "Not enough amenities for the young people"
- "The soccer fields and ground closures due to the poor conditions of the ovals and the overuse of ovals"
- "Council are not keeping control of the type of development allowed in the area"
- "Rezoning of Narraweena had a very negative impact on residents"
- "Behaviour of Councillors in meetings, litigation amongst Councillors and not having a quorum for meetings, however, the Mayor is doing a sensational job"



## Importance of, and Satisfaction, with Council Services

A scale of 0 to 10 was used in all rating questions, where 0 was the lowest importance or satisfaction and 10 the highest importance or satisfaction. This scale allowed for a mid range position for those who had a divided or neutral opinion.

Participants were firstly asked to indicate which rating best described their opinion of the importance of the following services/facilities to them, then were asked to rate their satisfaction with that service/facility.

## We Explored Resident Response to 45 Service Areas



### Infrastructure and Basic Services

Bus shelters  
 Traffic management  
 Provision of car parking  
 Footpaths  
 Condition of public toilets  
 Maintaining major roads  
 Maintaining local roads  
 Bike paths  
 Walking trails and tracks  
 Provision of street lighting

### Waste Services

Household waste collection (including garbage, recycling and green waste)  
 Household bulky item clean ups (including metals)  
 Cleaning of streets  
 Cleaning of public areas

### Environmental Services

Caring for bush areas  
 Council operates in an environmentally friendly way  
 Environmental protection & enforcement (e.g. building site inspections, rubbish dumping)  
 Maintenance of beaches and rock pools  
 Management and control of domestic pets  
 Management of local flooding  
 Management of waterways & lagoons  
 Management of street trees

### Community Services

Facilities and services for people with disabilities  
 Facilities and services for older people  
 Facilities and services for youth  
 Library services  
 Provision of childcare services  
 Provision of services for people of culturally and linguistically diverse backgrounds

### Planning & Development Services

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

### Recreation Facilities & Services

Provision of lifeguards on beaches  
 Brookvale Oval  
 Community centres  
 Community events and festivals  
 Glen Street Theatre  
 Parks and recreation areas (including playgrounds)  
 Sporting fields and amenities  
 Warringah Aquatic Centre

### Community Engagement

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

**micromex**  
research

## Importance of, and Satisfaction, with Council Services

### Interpreting the Mean Scores

Within the report, the mean ratings for each of the criteria have been assigned a determined level of 'importance' or 'satisfaction'. This determination is based on the following groupings:



Mean rating

2.49 or lower	'Very low' level of importance/satisfaction
2.50 – 3.49	'Low' level of importance/satisfaction
3.50 – 4.99	'Moderately low' levels of importance/satisfaction
5.00 – 6.24	'Moderate' level of importance/satisfaction
6.25 – 6.99	'Moderately high' level of importance/satisfaction
7.00 – 7.99	'High' level of importance/satisfaction
8.00 – 8.99	'Very high' level of importance/satisfaction
9.00 +	'Extreme' level of importance/satisfaction

### Interpreting Performance Gap

Within the report, the mean ratings for each of the criteria have been assigned a determined 'level of importance or satisfaction'. To identify the performance gap, we subtract the rated satisfaction mean score from the stated importance mean scores:

### Performance gap

5.00 or higher	Extremely high gap between importance and satisfaction
	⇒ Requires Immediate Action – Code Violet
3.80 – 4.99	Moderately high – Very high gap between importance and satisfaction
	⇒ Requires Immediate Investigation – Code Red
2.40 – 3.79	Moderately low – Moderate gap between importance and satisfaction
	⇒ Monitor – Code Grey
0.00 – 2.39	Minimal gap between importance and satisfaction
	⇒ Monitor – Code Blue
Less than 0.00	Negative performance gap between importance and satisfaction
	⇒ Revisit/Reconsider Resource Allocation – Code Green



## Importance of, and Satisfaction, with Council Services

### Infrastructure and Basic Services

#### Infrastructure and Basic Services

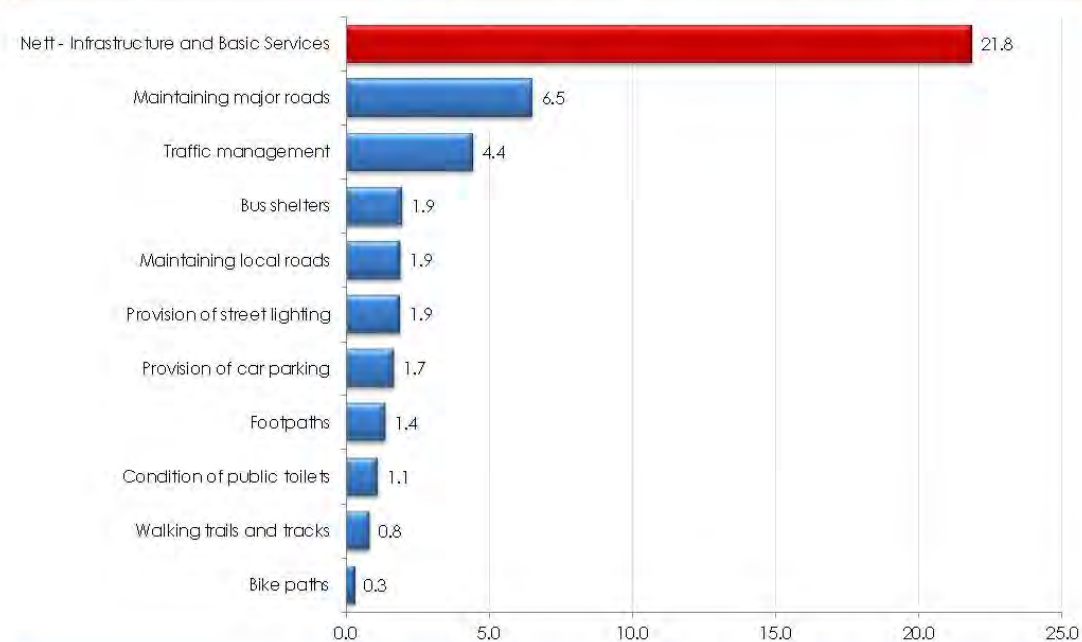
Services and facilities explored included:

- Bus shelters
- Traffic management
- Provision of car parking
- Footpaths
- Condition of public toilets
- Provision of street lighting
- Bike paths
- Walking trails and tracks
- Maintaining local roads
- Maintaining major roads

#### Contribution to Overall Satisfaction with Council (Regression Data)

Council performance in the areas below accounts for almost 22% of overall satisfaction based on the regression analysis.

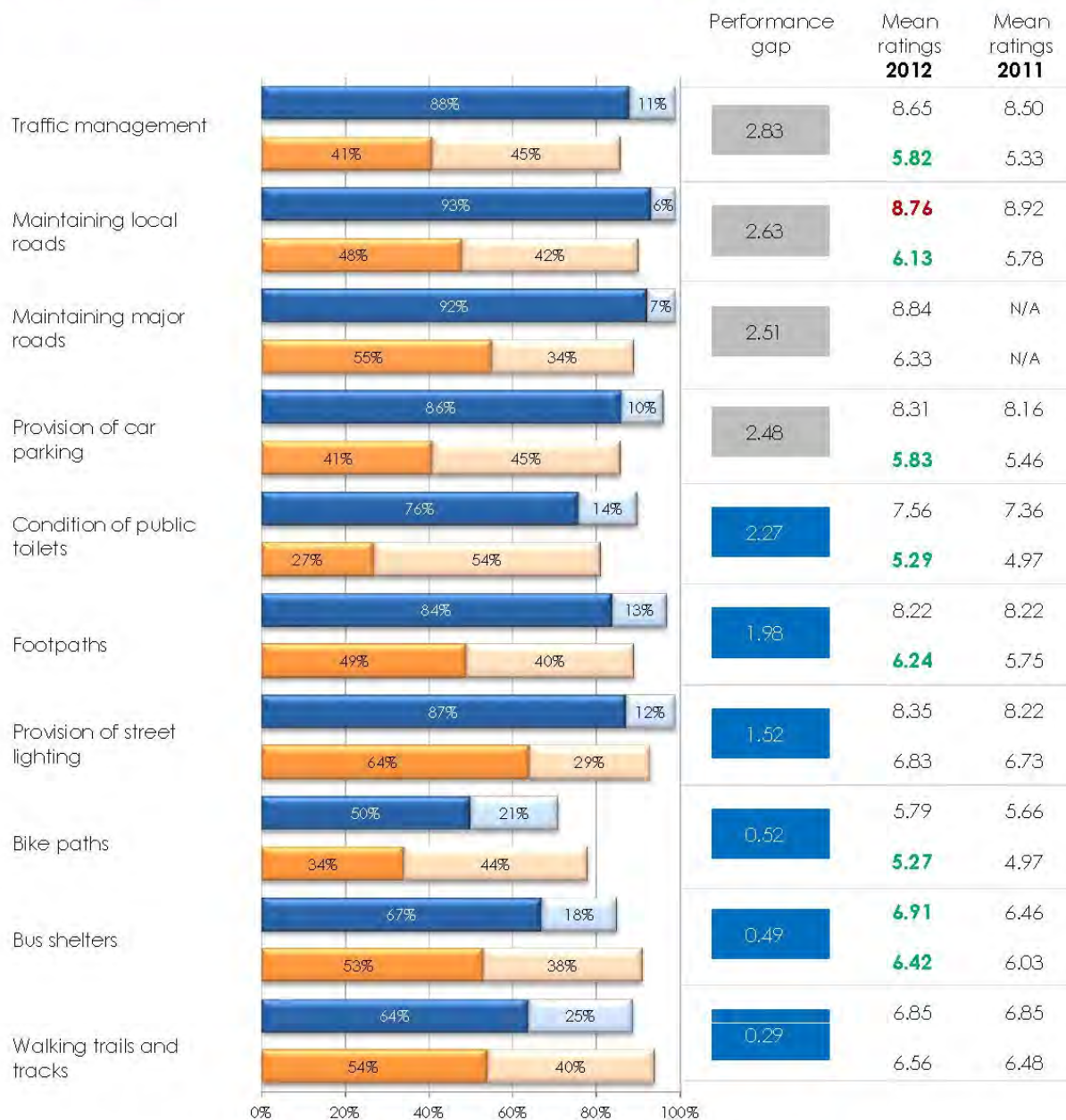
### Infrastructure and Basic Services – Almost 22% of Overall Satisfaction with Council



**micromex**  
research



## Importance of, and Satisfaction, with Council Services



### Infrastructure and Basic Services



Mean ratings: 0 = not at all important and very dissatisfied, 10 = very important and very satisfied

 High importance (7-10)  
 High satisfaction (7-10)

 Medium importance (4-6)  
 Medium satisfaction (4-6)

 Moderately low – moderate gap  
 Minimal gap

**Bold red type indicates significant decrease from 2011**  
**Bold green type indicates significant increase from 2011**

## Importance of, and Satisfaction, with Council Services

### Infrastructure and Basic Services

#### Overview of Rating Scores

##### Importance - overall

Very high	Maintaining major roads
	Maintaining local roads
	Traffic management
High	Provision of street lighting
	Provision of car parking
	Footpaths
Moderately high	Condition of public toilets
Moderate	Bus shelters
	Walking trails and tracks
Moderately low	Bike paths

##### Importance – by age

Residents aged 55-64 rated 'maintaining major roads' higher in importance than did those aged 25-34.

Residents aged 35-44 rated the importance of 'bike paths' higher in importance than did those aged 18-24 and 55+.

Residents aged 25-64 rated the importance of 'walking trails and tracks' to be of higher importance than did those aged 75+.

Residents aged 35-54 and 65+ rated the importance of the 'provision of street lighting' higher in importance than did those aged 18-24.

##### Importance – by gender

Females attributed significantly higher levels of importance to 8 of the services/facilities than did males, these included:

- Traffic management
- Provision of car parking
- Footpaths
- Condition of public toilets
- Maintaining local roads
- Maintaining major roads
- Provision of street lighting
- Bus shelters

##### Importance – by ward

Ward B rated 'bike paths' significantly higher in importance than did Ward C.

##### Importance comparisons with previous years

The importance of 'bus shelters' has significantly increased from 2011, however, the importance of 'maintaining local roads' has decreased.



## Importance of, and Satisfaction, with Council Services

### Infrastructure and Basic Services

#### Overview of Rating Scores

##### Satisfaction – overall

Moderate	Provision of street lighting Walking trails and tracks Bus shelters Maintaining major roads Footpaths
Moderately low	Maintaining local roads Provision of car parking Traffic management Condition of public toilets Bike paths

##### Satisfaction – by age

Residents aged 55-64 and 75+ were significantly more satisfied with the provision of 'bus shelters' than were those aged 25-34.

Those aged 25-34 and 75+ were significantly more satisfied with 'traffic management' than were those aged 45-54.

Residents aged 18-24 rated their satisfaction with 'footpaths' higher than did those aged 45-64 and 75+.

The 'condition of public toilets' was rated higher by residents aged 75+ than by residents aged 25-34 and 45-54.

##### Satisfaction – by gender

Females were significantly more satisfied with 'maintaining local roads' and 'bike paths' than were males.

##### Satisfaction – by ward

Ward A was significantly more satisfied than Ward B with 'bus shelters'.

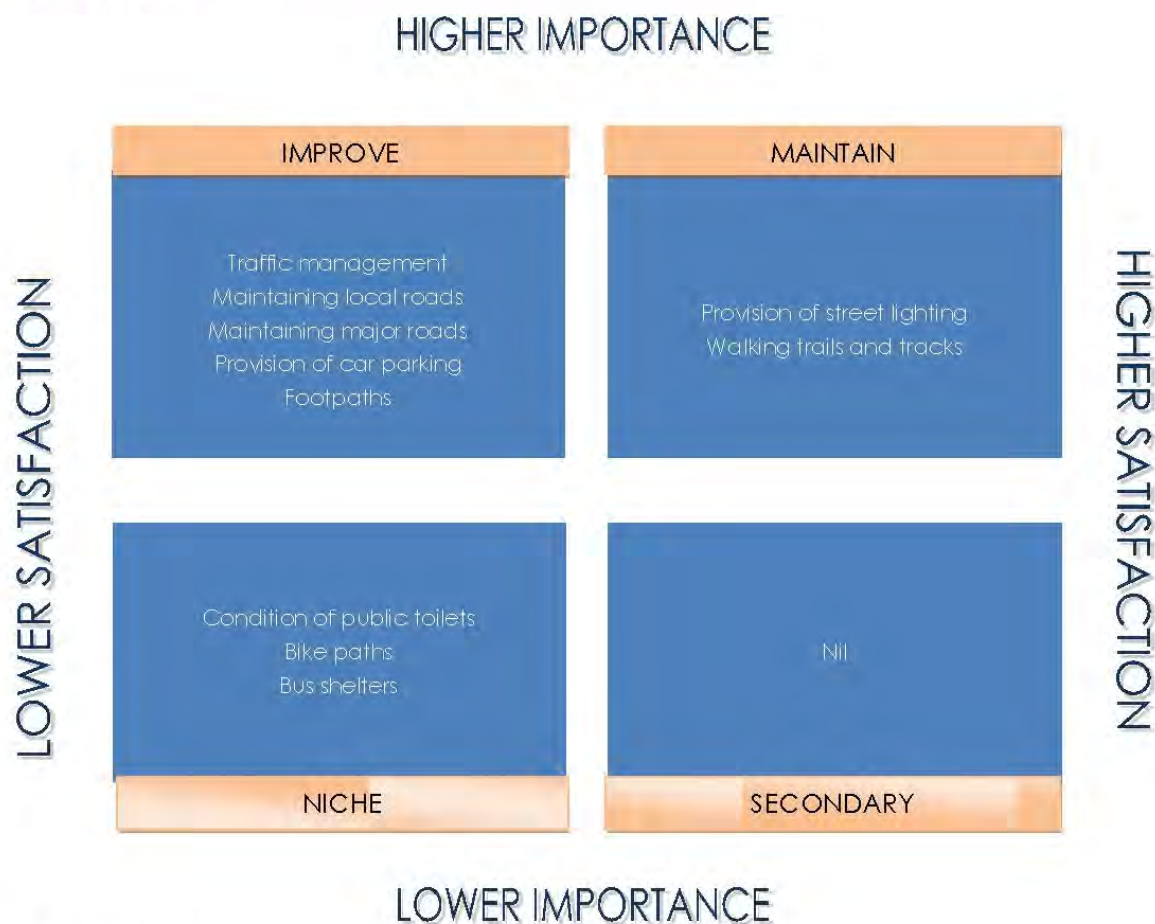
##### Satisfaction comparisons with previous years

Satisfaction ratings for 'bus shelters', 'condition of public toilets', 'bike paths', 'traffic management', 'maintaining local roads', 'provision of car parking' and 'footpaths' have significantly increased from 2011.

## Importance of, and Satisfaction, with Council Services

### Infrastructure and Basic Services

#### Quadrant Analysis



#### Recommendations

With the exception of 'walking trails and tracks', which strengthened in importance, there have been no discernible changes since 2011. Based on the stated outcomes analysis, Warringah Council needs to improve:

- Traffic management
- Maintaining local roads
- Maintaining major roads
- Provision of car parking
- Footpaths

Additionally, Warringah Council needs to foster and maintain resident satisfaction with:

- Provision of street lighting
- Walking trails and tracks

## Importance of, and Satisfaction, with Council Services

### Waste Services

#### Waste Services

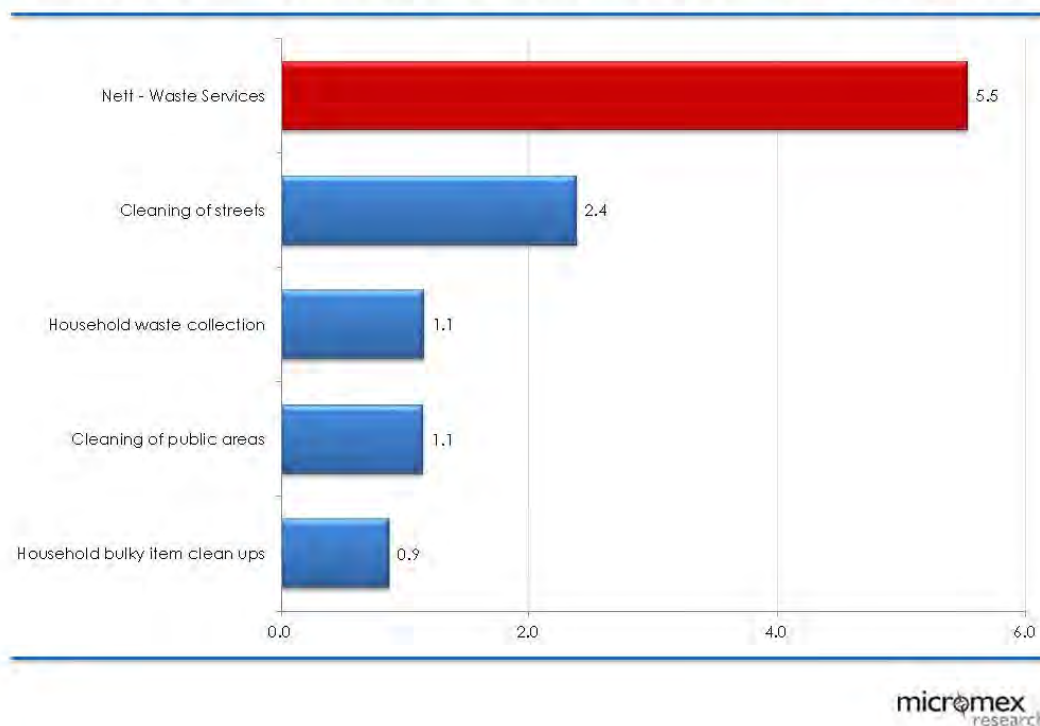
Services and facilities explored included:

- Cleaning of public areas
- Household bulky item clean ups (including metals)
- Cleaning of streets
- Household waste collection (including garbage, recycling and green waste)

#### Contribution to Overall Satisfaction with Council (Regression Data)

Council performance in the areas below accounts for almost 6% of overall satisfaction based on the regression analysis.

### Waste Services – Almost 6% of Overall Satisfaction with Council



## Importance of, and Satisfaction, with Council Services

### Waste Services



Mean ratings: 0 = not at all important and very dissatisfied, 10 = very important and very satisfied



**Bold green type indicates significant increase from 2011**



## Importance of, and Satisfaction, with Council Services

### Waste Services

#### Overview of Rating Scores

##### Importance - overall

Extremely high	Household waste collection
Very high	Cleaning of public areas
High	Household bulky item clean ups
	Cleaning of streets

##### Importance – by age

Residents aged 35+ rated the importance of 'household bulky item clean ups' significantly higher than did those aged 18-24.

Residents aged 25-34, 45-64 and 75+ rated the importance of 'cleaning of streets' higher than did those aged 18-24.

##### Importance – by gender

Females attributed significantly higher levels of importance to all of the services/facilities than did males.

##### Importance – by ward

There were no significant differences between the wards.

##### Importance comparisons with previous years

There were no significant differences from 2011.

##### Satisfaction – overall

High	Household waste collection
Moderately high	Household bulky item clean ups
Moderate	Cleaning of public areas
	Cleaning of streets

##### Satisfaction – by age

Residents aged 35-44 were more satisfied with the 'cleaning of streets' than were those aged 65-74, and more satisfied with 'cleaning of public areas' than were those aged 25-34 and 75+.

##### Satisfaction – by gender

Females were significantly more satisfied with the provision of the 'household waste collection' and 'household bulky item clean ups' than were males.

##### Satisfaction – by ward

There were no statistically significant differences by ward.

##### Satisfaction comparisons with previous years

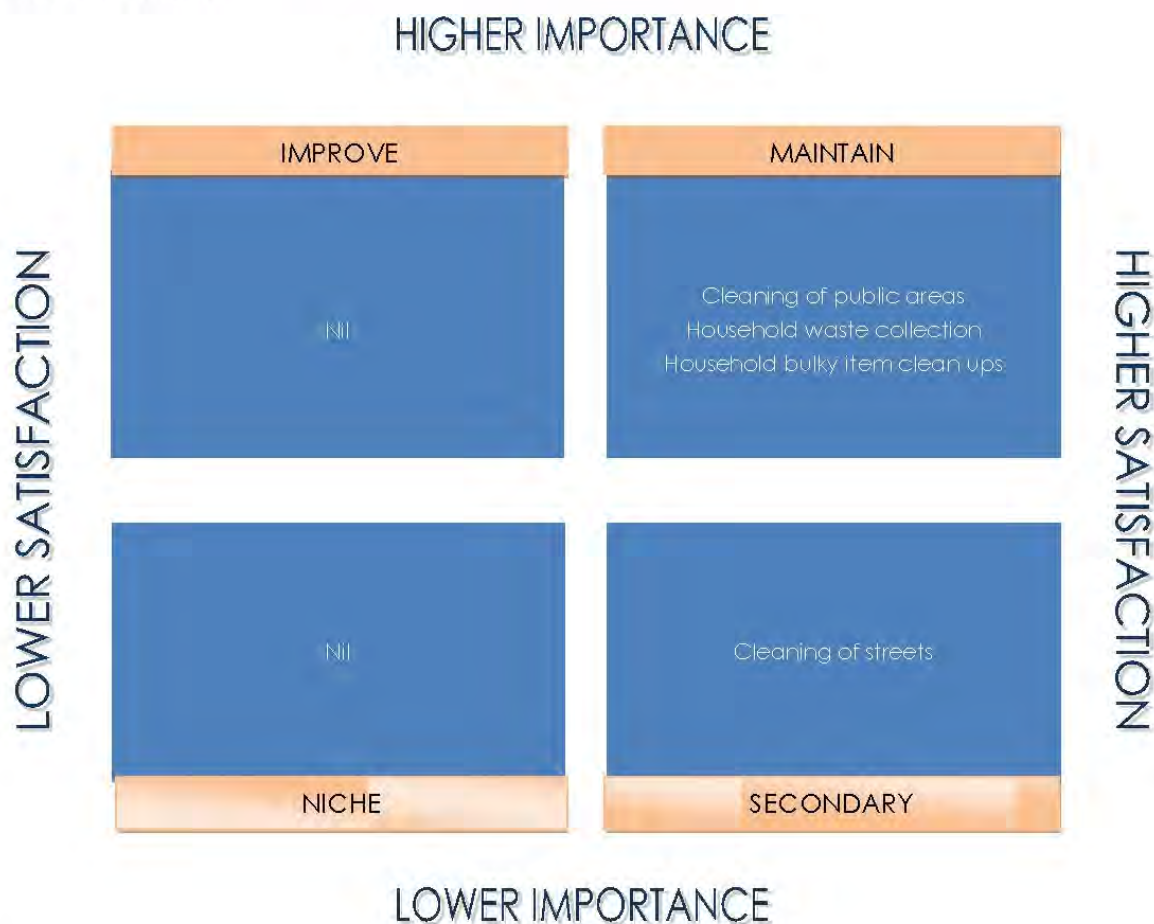
Satisfaction ratings have significantly increased since 2011 for 'cleaning of streets'.



## Importance of, and Satisfaction, with Council Services

### Waste Services

#### Quadrant Analysis



#### Recommendations

There have been no discernible changes since 2011. Based on the stated outcomes analysis, Warringah Council needs to foster and maintain resident satisfaction with:

- Cleaning of public areas
- Household waste collection (including garbage, recycling and green waste)
- Household bulky item clean ups (including metals)

## Importance of, and Satisfaction, with Council Services

### Environmental Services

#### Environmental Services

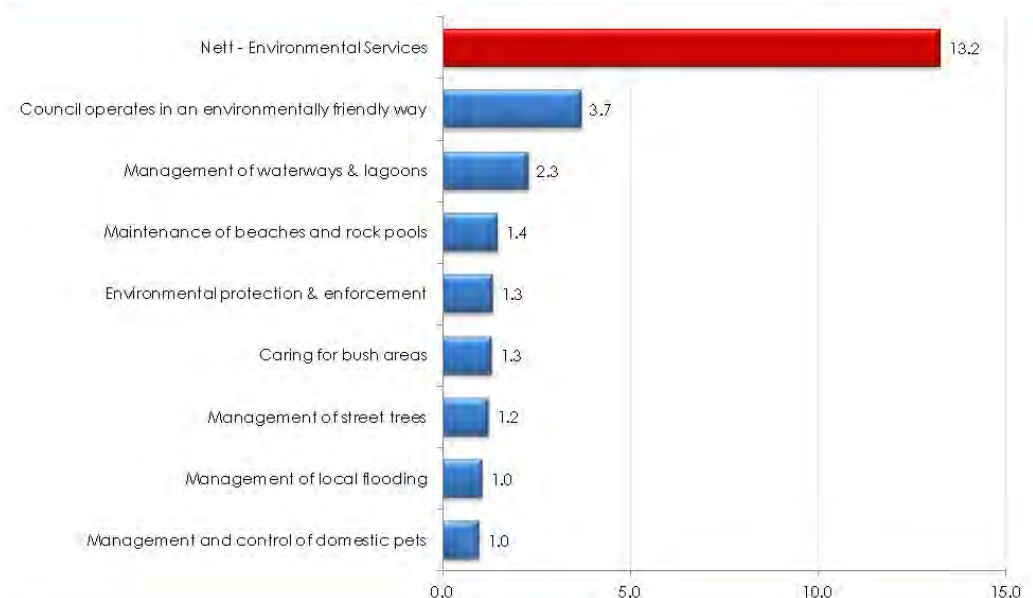
Services and facilities explored included:

- Caring for bush areas
- Council operates in an environmentally friendly way
- Environmental protection & enforcement (e.g. building site inspections, rubbish dumping)
- Maintenance of beaches and rock pools
- Management and control of domestic pets
- Management of street trees
- Management of waterways & lagoons
- Management of local flooding

#### Contribution to Overall Satisfaction with Council (Regression Data)

Council performance in the areas below accounts for more than 13% of overall satisfaction based on the regression analysis.

### Environmental Services – Over 13% of Overall Satisfaction with Council



**micromex**  
research

## Importance of, and Satisfaction, with Council Services

### Environmental Services



Mean ratings: 1 = not at all important and very dissatisfied, 5 = very important and very satisfied



**Bold green type indicates significant increase from 2011**



## Importance of, and Satisfaction, with Council Services

### Environmental Services

#### **Overview of Rating Scores**

##### **Importance – overall**

Very high	Maintenance of beaches and rock pools Management of waterways & lagoons Caring for bush areas
High	Environmental protection & enforcement Council operates in an environmentally friendly way Management of street trees Management of local flooding
Moderately high	Management and control of domestic pets

##### **Importance – by age**

Residents aged 25-34 attributed higher levels of importance to 'Council operates in an environmentally friendly way' than did those aged 35-54 and 75+.

Those aged 55-64 deemed 'management of local flooding' more important than did those aged 35-44.

##### **Importance – by gender**

Females attributed significantly higher levels of importance to all of the services/facilities than did males.

##### **Importance – by ward**

Wards A and B attributed significantly higher levels of importance to 'management of waterways & lagoons' than did Ward C.

Ward A deemed 'maintenance of beaches and rock pools' to be more important than did those in Ward C.

Ward B rated the importance of 'management and control of domestic pets' higher than did Ward C.

##### **Importance comparisons with previous years**

The importance of 'management of waterways & lagoons' has significantly increased since 2011.



## Importance of, and Satisfaction, with Council Services

### Environmental Services

#### **Overview of Rating Scores**

##### **Satisfaction – overall**

Moderately high	Maintenance of beaches and rock pools
Moderate	Caring for bush areas
	Council operates in an environmentally friendly way
	Management of waterways & lagoons
	Management and control of domestic pets
	Environmental protection & enforcement
	Management of local flooding
Moderately low	Management of street trees

##### **Satisfaction – by age**

18-24 y/o were more satisfied with the 'management of street trees' than were older residents.

##### **Satisfaction – by gender**

Females indicated significantly higher levels of satisfaction with 'management and control of domestic pets' than did males.

##### **Satisfaction – by ward**

Ward B was significantly more satisfied with the 'management and control of domestic pets' than was Ward C.

Wards A and C were significantly more satisfied with the 'management of waterways & lagoons' than was Ward B.

##### **Satisfaction comparisons with previous years**

There were no significant differences from 2011.

## Importance of, and Satisfaction, with Council Services

### Environmental Services

#### Quadrant Analysis



#### Recommendations

With the exception of 'management of local flooding', which increased in importance, there have been no discernible changes since 2011. Based on the stated outcomes analysis, Warringah Council needs to improve:

- Management of street trees

Additionally, Warringah Council needs to foster and maintain resident satisfaction with:

- Management of waterways & lagoons
- Environmental protection & enforcement (e.g. building site inspections, rubbish dumping)
- Caring for bush areas
- Council operates in an environmentally friendly way
- Management of local flooding
- Maintenance of beaches and rock pools

## Importance of, and Satisfaction, with Council Services

### Community Services

#### Community Services

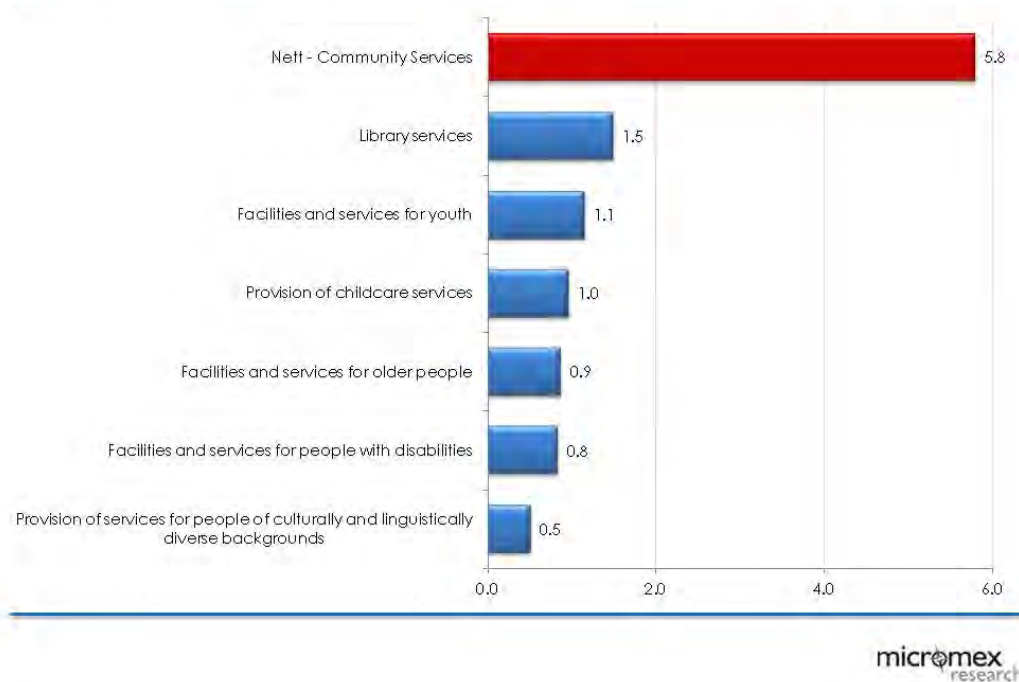
Services and facilities explored included:

- Facilities and services for people with disabilities
- Facilities and services for older people
- Facilities and services for youth
- Library services
- Provision of childcare services
- Provision of services for people of culturally and linguistically diverse backgrounds

#### Contribution to Overall Satisfaction with Council (Regression Data)

Council performance in the areas below accounts for almost 6% of overall satisfaction based on the regression analysis.

### Community Services – Almost 6% of Overall Satisfaction with Council





## Importance of, and Satisfaction, with Council Services

### Community Services



Mean ratings: 0 = not at all important and very dissatisfied, 10 = very important and very satisfied



**Bold red type indicates significant decrease from 2011**  
**Bold green type indicates a significant increase from 2011**



## Importance of, and Satisfaction, with Council Services

### Community Services

#### Overview of Rating Scores

##### Importance – overall

High	Facilities and services for older people Facilities and services for people with disabilities Facilities and services for youth Library services
Moderately high	Provision of childcare services Provision of services for people of culturally and linguistically diverse backgrounds

##### Importance – by age

Those aged 75+ attributed significantly higher levels of importance to 'facilities and services for people with disabilities' than did 45-54 y/o, and to 'facilities and services for older people' than 18-54 y/o.

25-44 y/o attributed significantly higher levels of importance to the 'provision of childcare services' than did those aged 75+.

##### Importance – by gender

Females attributed higher levels of importance to 'facilities and services for people with disabilities', 'facilities and services for older people' and 'library services' than did males.

##### Importance – by ward

Ward B deemed the importance of 'facilities and services for older people' than did Ward C.

##### Importance comparisons with previous years

Importance ratings have significantly decreased since 2011 for 'facilities and services for youth', and 'provision of childcare services'.

## Importance of, and Satisfaction, with Council Services

### Community Services

#### Overview of Rating Scores

##### Satisfaction – overall

Moderately high	Library services
Moderate	Facilities and services for older people
	Provision of childcare services
	Facilities and services for people with disabilities
	Provision of services for people of culturally and linguistically diverse backgrounds
	Facilities and services for youth

##### Satisfaction – by age

Residents aged 45-54 were less satisfied with the provision of 'facilities and services for older people' than were those aged 75+; less satisfied with 'facilities and services for youth' than were those aged 25-34; and less satisfied with 'library services' than were those aged 25-34 and 65+.

##### Satisfaction – by gender

Females were more satisfied with 'facilities and services for older people', 'library services' and 'provision of childcare services' than were males.

##### Satisfaction – by ward

Ward B was more satisfied with 'facilities and services for youth' than was Ward A, whilst Ward A was more satisfied with the 'provision of childcare services' than was Ward B.

##### Satisfaction comparisons with previous years

Satisfaction ratings have significantly improved from 2011 for 'facilities and services for youth'.

## Importance of, and Satisfaction, with Council Services

### Community Services

#### Quadrant Analysis



#### Recommendations

Based on the stated outcomes analysis, Warringah Council needs to improve:

- Facilities and services for youth
- Facilities and services for people with disabilities

Additionally, Warringah Council needs to foster and maintain resident satisfaction with:

- Facilities and services for older people
- Provision of childcare services

## Importance of, and Satisfaction, with Council Services

### Planning & Development Services

#### Planning & Development Services

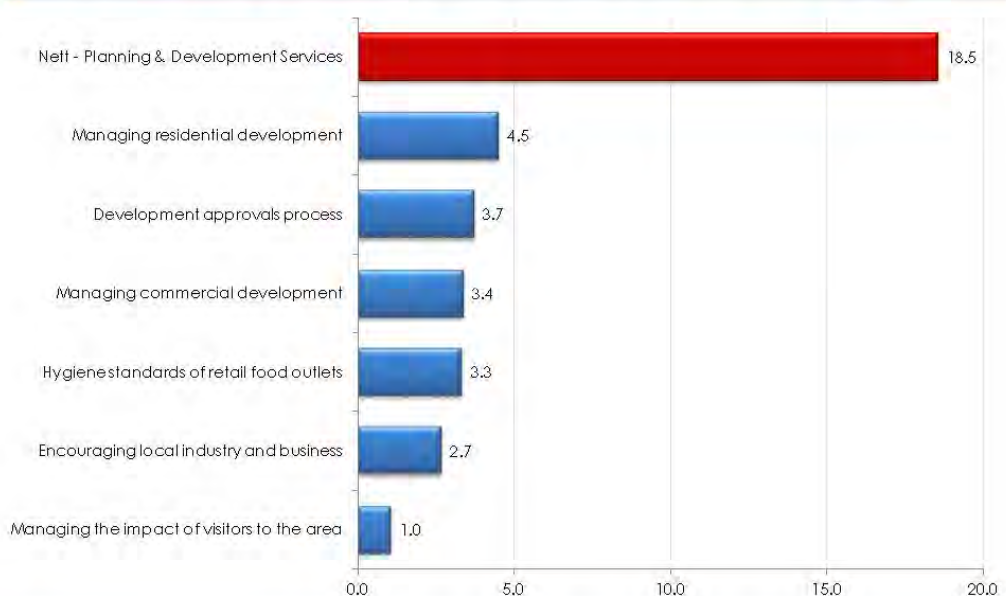
Services and facilities explored included:

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

#### Contribution to Overall Satisfaction with Council (Regression Data)

Council performance in the areas below accounts for almost 19% of overall satisfaction based on the regression analysis.

### Environmental Services – Almost 19% of Overall Satisfaction with Council



**micromex**  
research



## Importance of, and Satisfaction, with Council Services

### Planning & Development Services



Mean ratings: 0 = not at all important and very dissatisfied, 10 = very important and very satisfied



**Bold green type indicates significant increase from 2011**

## Importance of, and Satisfaction, with Council Services

## Planning & Development Services

### Overview of Rating Scores

#### Importance – overall

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

#### Importance – by age

Residents aged 25-34 and 55-64 attributed higher levels of importance to 'managing the impact of visitors to the area' than did those aged 35-44.

#### Importance – by gender

Females attributed significantly higher levels of importance to 'hygiene standards of retail food outlets', 'managing residential development' and 'managing the impact of visitors to the area' than did males.

#### Importance – by ward

Ward A attributed significantly higher levels of importance to 'encouraging local industry and business' and 'hygiene standards of retail food outlets' than did Ward C.

Wards A and B attributed significantly higher levels of importance to 'managing the impact of visitors to the area' than did Ward C.

#### Importance comparisons with previous years

There were no significant differences from 2011.

#### Satisfaction – overall

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

#### Satisfaction – by age

Those aged 35-44 were significantly more satisfied with 'encouraging local industry and business' than were 25-34 and 45-54 y/o.

#### Satisfaction – by gender

There were no significant differences between the genders.

#### Satisfaction – by ward

Ward C indicated significantly higher levels of satisfaction with the 'development approvals process' than did Ward A, whilst Ward B was more satisfied with 'managing the impact of visitors to the area' than was Ward C.

#### Satisfaction comparisons with previous years

Satisfaction has significantly increased since 2011 for the 'development approvals process', 'encouraging local industry and business', 'managing commercial development', 'managing residential development' and 'managing the impact of visitors to the area'.

## Importance of, and Satisfaction, with Council Services

### Planning & Development Services

#### Quadrant Analysis



#### Recommendations

There have been no discernible changes since 2011. Based on the stated outcomes analysis, Warringah Council needs to improve:

- Managing residential development
- Encouraging local industry and business

Additionally, Warringah Council needs to foster and maintain resident satisfaction with:

- Hygiene standards of retail food outlets



## Importance of, and Satisfaction, with Council Services

### Recreation Facilities & Services

#### Recreation Facilities & Services

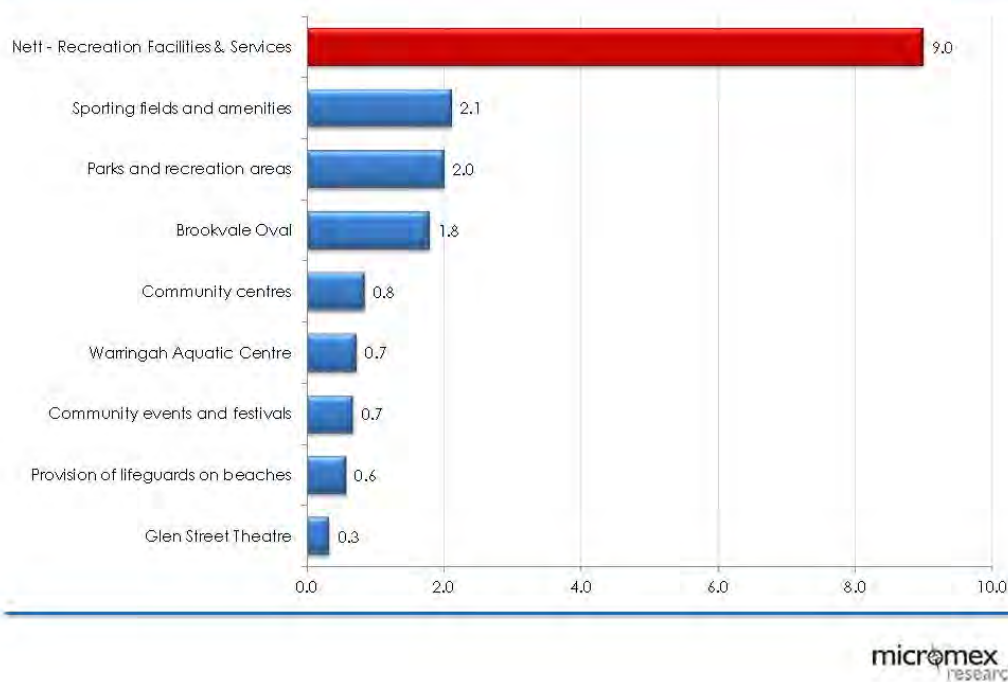
Services and facilities explored included:

- Provision of lifeguards on beaches
- Brookvale Oval
- Community centres
- Community events and festivals
- Glen Street Theatre
- Parks and recreation areas (including playgrounds)
- Sporting fields and amenities
- Warringah Aquatic Centre

#### Contribution to Overall Satisfaction with Council (Regression Data)

Council performance in the areas below accounts for 9% of overall satisfaction based on the regression analysis.

### Recreation Facilities & Services – 9% of Overall Satisfaction with Council





## Importance of, and Satisfaction, with Council Services

### Recreation Facilities & Services



Mean ratings: 0 = not at all important and very dissatisfied, 10 = very important and very satisfied



**Bold red type indicates significant decrease from 2011**  
**Bold green type indicates significant increase from 2011**

## Importance of, and Satisfaction, with Council Services

### Recreation Facilities & Services

#### Overview of Rating Scores

##### Importance – overall

Extremely high	Provision of lifeguards on beaches
Very high	Parks and recreation areas
High	Sporting fields and amenities
Moderately high	Community events and festivals
	Community centres
	Warringah Aquatic Centre
Moderate	Brookvale Oval
	Glen Street Theatre

##### Importance – by age

Residents aged 25-34 deemed the importance of 'community events and festivals' higher in importance than did those aged 75+.

Residents aged 55+ attributed higher levels of importance to the 'Glen Street Theatre' than did those aged 18-44.

##### Importance – by gender

Females attributed significantly higher levels of importance to 4 of the services/facilities than did males, including:

- Provision of lifeguards on beaches
- Community events and festivals
- Glen Street Theatre
- Parks and recreation areas (including playgrounds)

##### Importance – by ward

Wards A and B attributed higher levels of importance to the 'provision of lifeguards on beaches' than did Ward C.

Ward A deemed the importance of 'community events and festivals' to be higher than did Ward C, whilst Ward B rated the importance of 'Brookvale Oval' and 'parks and recreation areas' higher than did Ward C.

##### Importance comparisons with previous years

The importance of 'provision of lifeguards on beaches' significantly increased since 2011, however, importance decreased for the 'Glen Street Theatre'.

## Importance of, and Satisfaction, with Council Services

### Recreation Facilities & Services

#### **Overview of Rating Scores**

##### **Satisfaction – overall**

Very high	Provision of lifeguards on beaches
Moderately high	Parks and recreation areas
Moderate	Community events and festivals
	Warringah Aquatic Centre
	Community centres
	Glen Street Theatre
	Sporting fields and amenities
Moderately low	Brookvale Oval

##### **Satisfaction – by age**

25-34 y/o were more satisfied with the provision of 'community events and festivals' than were those aged 45-54 y/o.

65+ y/o were more satisfied with the 'Glen Street Theatre' than were 25-34 y/o.

##### **Satisfaction – by gender**

Females were more satisfied with the 'provision of lifeguards on beaches' than were males.

##### **Satisfaction – by ward**

Respondents in Ward C rated the 'Glen Street Theatre' significantly higher in satisfaction than did those in Ward A.

##### **Satisfaction comparisons with previous years**

The satisfaction ratings of 'sporting fields and amenities' and 'parks and recreation areas' were significantly higher than in 2011, whilst the ratings for and 'Glen Street Theatre' were significantly lower.



## Importance of, and Satisfaction, with Council Services

### Recreation Facilities & Services

#### Quadrant Analysis



#### Recommendations

There have been no discernible changes since 2011. Based on the stated outcomes analysis, Warringah Council needs to foster and maintain resident satisfaction with:

- Parks and recreation areas (including playgrounds)
- Sporting fields and amenities
- Provision of lifeguards on beaches

## Importance of, and Satisfaction, with Council Services

### Community Engagement

#### Community Engagement

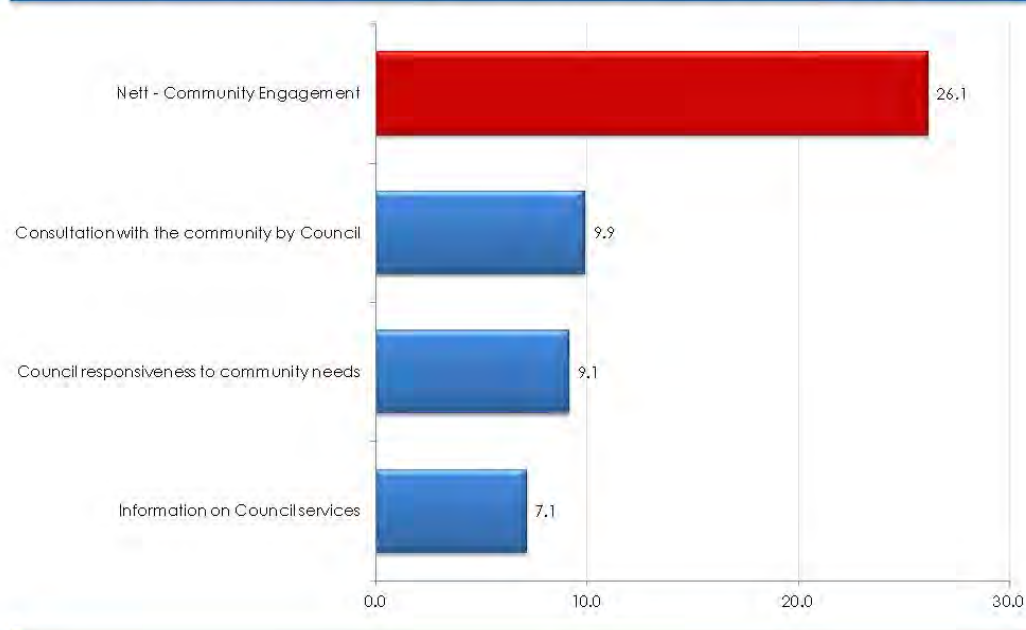
Services and facilities explored included:

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

#### Contribution to Overall Satisfaction with Council (Regression Data)

Council performance, in the areas below, accounts for over 26% of overall satisfaction based on the regression analysis.

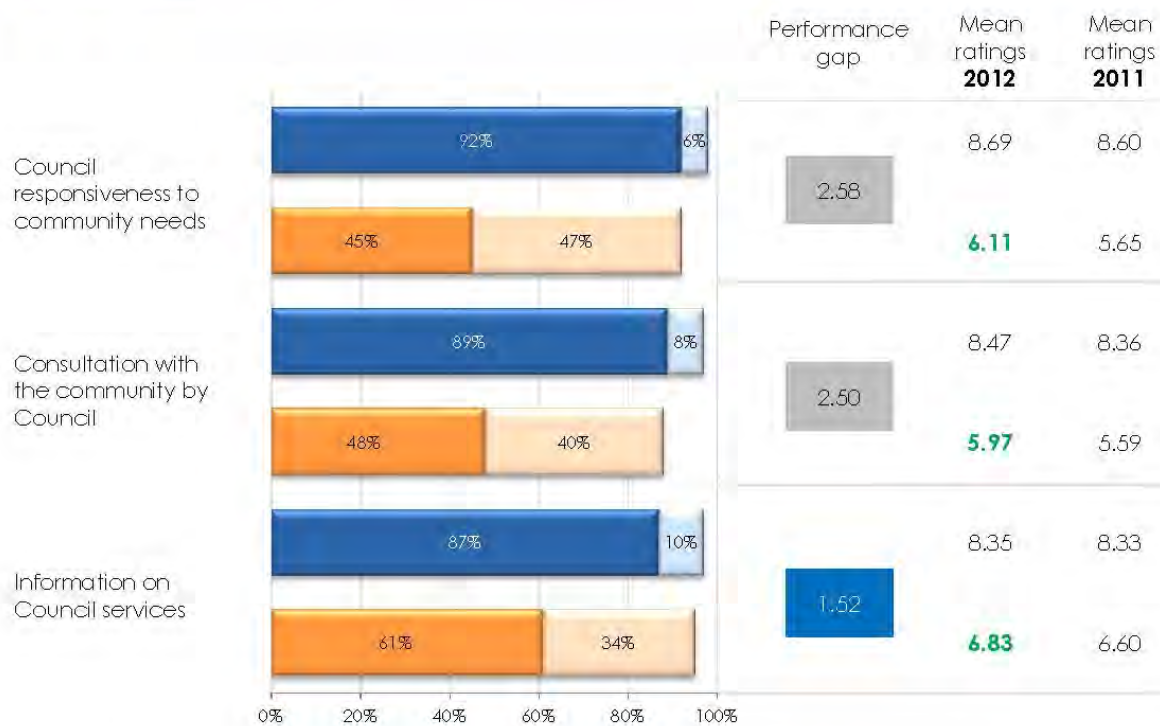
### Community Engagement – Over 26% of Overall Satisfaction with Council



micromex  
research

## Importance of, and Satisfaction, with Council Services

### Community Engagement



Mean ratings: 0 = not at all important and very dissatisfied, 10 = very important and very satisfied



**Bold green type indicates significant increase from 2011**



## Importance of, and Satisfaction, with Council Services

### Community Engagement

#### **Overview of Rating Scores**

##### **Importance - overall**

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

##### **Importance - by age**

Residents aged 25-34 and 45+ rated the importance of 'information on Council services' higher than did those aged 18-24.

##### **Importance - by gender**

Females attributed significantly higher levels of importance to all of the services/facilities than did males.

##### **Importance - by ward**

Ward A rated 'consultation with the community by Council' significantly higher in importance than did Ward C.

##### **Importance comparisons with previous years**

There were no significant differences from 2011.

##### **Satisfaction - overall**

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

##### **Satisfaction - by age**

75+ y/o were more satisfied with the provision of 'information on Council services' than were those aged 25-34.

##### **Satisfaction - by gender**

There were no significant differences between the genders.

##### **Satisfaction - by ward**

There were no significant differences between the wards.

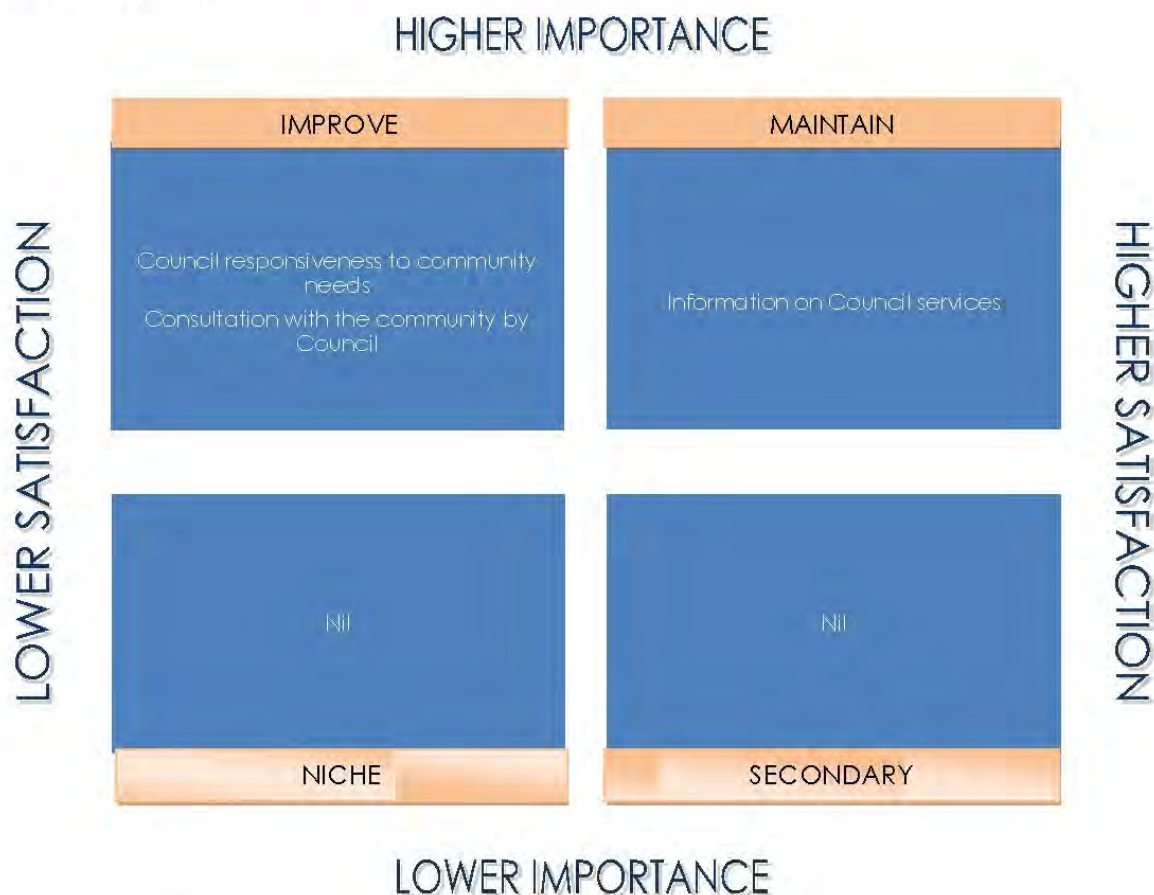
##### **Satisfaction comparisons with previous years**

Respondents gave significantly higher satisfaction ratings to all 3 categories compared to 2011.

## Importance of, and Satisfaction, with Council Services

### Community Engagement

#### Quadrant Analysis



#### Recommendations

Based on the stated outcomes analysis, Warringah Council needs to improve:

- Council responsiveness to community needs
- Consultation with the community by Council

Additionally, Warringah Council needs to foster and maintain resident satisfaction with:

- Information on Council services

## Performance Gap Analysis

### Performance Gap Analysis (PGA)

In the table on the following page, we can see the 45 services and facilities that residents rated by importance and then by satisfaction.

When analysing the performance gaps, it is important to recognise that, for the most part, a gap of up to 2.2 - 2.5 is acceptable when the initial importance rating is 7.5+, as it indicates that residents consider the attribute to be of 'high' to 'very high' importance and that the satisfaction they have with Warringah Council's performance on that same measure, is 'moderate' to 'moderately high'.

For example, 'parks and recreation areas' was given a score of 8.84, which indicates that residents deem it to be an area of 'very high' importance. At the same time it was given a satisfaction score of 7.43, which indicates that residents have a 'moderately high' level of satisfaction with Warringah Council's performance and focus on that measure.



## Performance Gap

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

### Performance Gap Ranking

2011 Ranking	2012 Ranking	Service / Facility	Importance Mean	Satisfaction Mean	Performance Gap
1	1	Traffic management	8.65	5.82	2.83
2	2	Managing residential development	8.50	5.78	2.72
2	3	Maintaining local roads	8.76	6.13	2.63
4	4	Council responsiveness to community needs	8.69	6.11	2.58
N/A	5	Maintaining major roads	8.84	6.33	2.51
5	6	Consultation with the community by Council	8.47	5.97	2.50
6	7	Provision of car parking	8.31	5.83	2.48
13	8	Hygiene standards of retail food outlets	9.11	6.78	2.33
12	9	Management of street trees	8.09	5.79	2.30
10	10	Condition of public toilets	7.56	5.29	2.27
11	11	Managing commercial development	7.96	5.78	2.18
8	12	Development approvals process	7.66	5.54	2.12
7	13	Facilities and services for youth	8.10	6.10	2.00
9	14	Footpaths	8.22	6.24	1.98
14	15	Encouraging local industry and business	8.30	6.33	1.97
15	15	Management of waterways & lagoons	8.68	6.71	1.97
18	17	Environmental protection & enforcement	8.41	6.63	1.78
17	18	Facilities and services for people with disabilities	8.21	6.46	1.75
20	19	Cleaning of public areas	8.55	6.91	1.64
21	20	Facilities and services for older people	8.31	6.69	1.62
19	21	Information on Council services	8.35	6.83	1.52
23	21	Provision of street lighting	8.35	6.83	1.52
22	23	Parks and recreation areas	8.84	7.43	1.41
24	24	Caring for bush areas	8.43	7.04	1.39
16	↓ 25	Sporting fields and amenities	8.24	6.89	1.35
25	25	Council operates in an environmentally friendly way	8.23	6.90	1.33
26	26	Management of local flooding	7.87	6.54	1.33
29	28	Maintenance of beaches and rock pools	8.83	7.56	1.27
31	29	Household waste collection	9.31	8.20	1.11
27	30	Managing the impact of visitors to the area	7.67	6.59	1.08
33	31	Brookvale Oval	6.88	5.85	1.03
27	32	Cleaning of streets	7.87	6.85	1.02
30	33	Household bulky item clean ups	8.39	7.43	0.96
32	33	Management and control of domestic pets	7.41	6.68	0.73
34	34	Provision of lifeguards on beaches	9.28	8.55	0.73
34	36	Community centres	7.57	6.94	0.63
38	37	Community events and festivals	7.74	7.16	0.58
37	38	Bike paths	5.79	5.27	0.52
		Bus shelters	6.91	6.42	0.49
39	39	Provision of services for people of culturally and linguistically diverse backgrounds	6.64	6.15	0.49
42	41	Warringah Aquatic Centre	7.35	7.05	0.30
41	42	Walking trails and tracks	6.85	6.56	0.29
36	43	Provision of childcare services	6.78	6.50	0.28
43	44	Library services	7.92	7.76	0.16
44	45	Glen Street Theatre	6.43	6.93	-0.50

Mean ratings: 0 = not at all important and very dissatisfied, 10 = very important and very satisfied

↓ Indicates significant decrease from 2011

## Performance Gap

### Key Performance Gaps

When we examine the 10 largest performance gaps, we can identify that all the services or facilities have been rated as 'high' to 'extremely high' in importance. Resident satisfaction for all of these areas is between 5.29 and 6.78, which indicates that Warringah Council's perceived performance for these measures is considered to be 'moderately low' to 'moderate'.

Ranking	Service / Facility	Importance Mean	Satisfaction Mean	Performance Gap
1	Traffic management	8.65	5.82	2.83
2	Managing residential development	8.50	5.78	2.72
3	Maintaining local roads	8.76	6.13	2.63
4	Council responsiveness to community needs	8.69	6.11	2.58
5	Maintaining major roads	8.84	6.33	2.51
6	Consultation with the community by Council	8.47	5.97	2.50
7	Provision of car parking	8.31	5.83	2.48
8	Hygiene standards of retail food outlets	9.11	6.78	2.33
9	Management of street trees	8.09	5.79	2.30
10	Condition of public toilets	7.56	5.29	2.27

The key outcomes of this analysis would suggest that, while there are opportunities for improvement in all areas, 'traffic management', 'managing residential development' and 'maintaining local roads' are the areas of least relative satisfaction. This result is equal to the results from 2011, however, it should be noted that 6 of the 8 services/facilities have significantly improved in satisfaction.

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

This is when we undertake step 2 of the analysis.



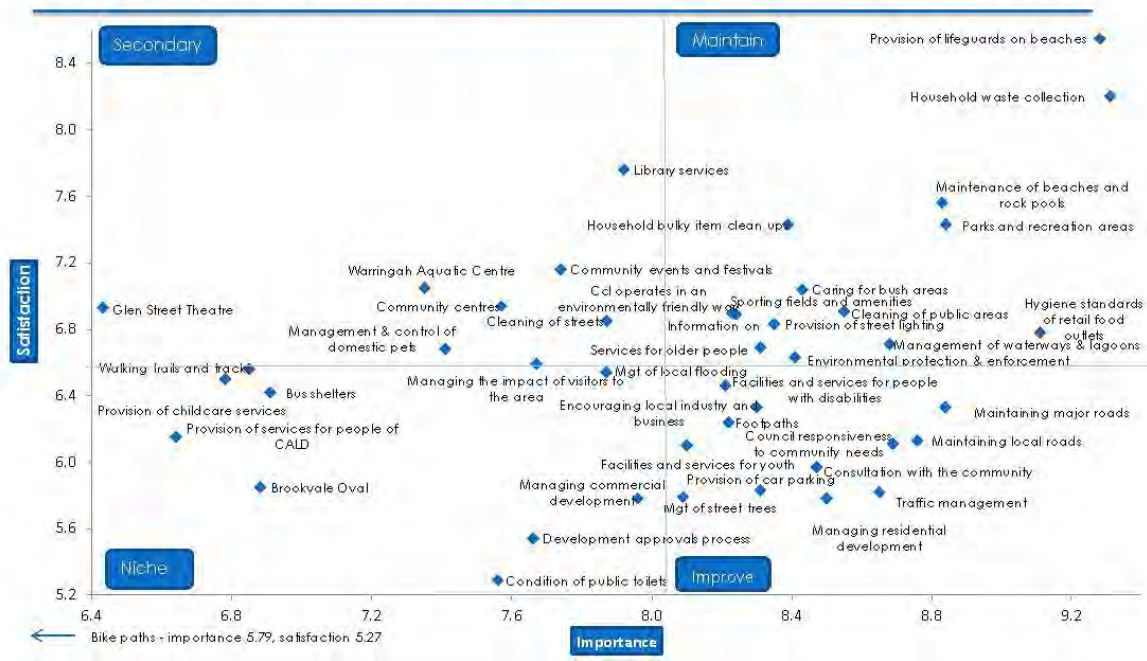
## Quadrant Analysis

### Step 2. Quadrant Analysis

Quadrant analysis combines the stated needs of the community and assesses Warringah Council's performance in relation to these needs.

This analysis is completed by plotting the variables on x and y axes, defined by stated importance and rated satisfaction. We aggregate the mean scores for stated importance and rated satisfaction to identify where the facility or service should be plotted. For these criteria, the average stated importance score was 8.03 and the average rated satisfaction score was 6.58. Therefore, any facility or service that received a mean stated importance score of  $\geq 8.03$  would be plotted in the higher importance section and, conversely, any that scored  $< 8.03$  would be plotted into the lower importance section. The same exercise is undertaken with the satisfaction ratings above, equal to or below 6.58. Each service or facility is then plotted in terms of satisfaction and importance, resulting in its placement in one of four quadrants.

### Quadrant Analysis – Importance v Satisfaction



micromex  
research



## Quadrant Analysis

### Explaining the 4 quadrants

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

Attributes in the bottom right quadrant, **IMPROVE**, such as 'traffic management', are areas where Council is perceived to be currently under-performing and are key areas of concerns in the eyes of your residents. In the vast majority of cases you should aim to improve your performance in these areas to better meet the community's expectations.

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

Finally, attributes in the top left quadrant, **SECONDARY**, such as 'managing the impact of visitors to the area' are core strengths, but in relative terms they are less important than other areas and Council's servicing in these areas may already be exceeding expectation. Consideration could be given to rationalising focus in these areas as they are not community priorities for improvement.

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

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

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

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

## Regression Analysis

### The Shapley Value Regression

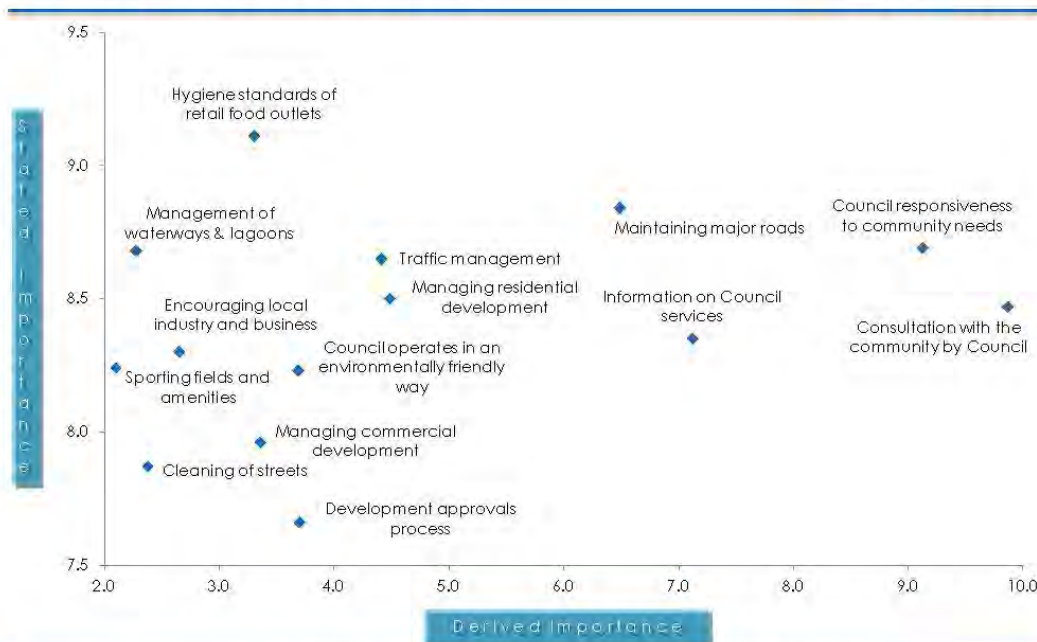
We recently finalised the development of a Council Satisfaction Model, to identify priorities that will drive overall satisfaction with Council.

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

### What Does This Mean?

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

## Correlation Between Stated Importance and Derived Importance Is Low



**If you only focus on stated importance, you are not focusing on the key drivers of community satisfaction**

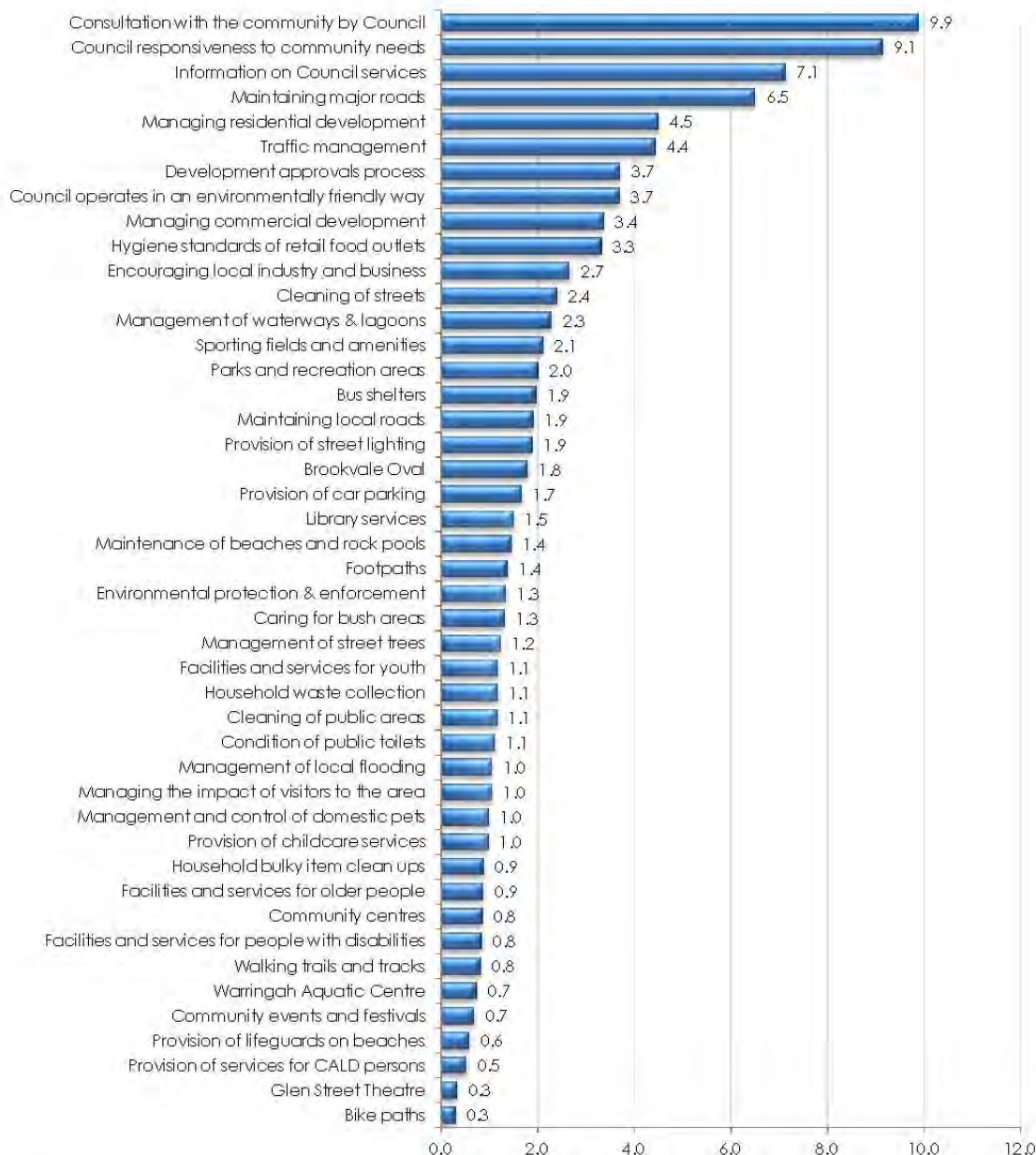
**micromex**  
research

In the chart above, on the vertical axis of 'stated importance', all the facilities/services fall in relatively close proximity to each other (i.e. between approximately 7.5 & 9.5), however, on the horizontal axis the attributes are spread between 2 and 10. The further an attribute is found to the right of the horizontal axis of 'derived importance', the more it contributes in driving overall satisfaction with Council.



## Driving Overall Satisfaction With Council

Using regression analysis, we identified the variables that have the greatest influence on driving positive overall satisfaction with Council.



### Summary

Whilst all 45 of the services/facilities are important to residents, only the first 10 have an influence of 3% or more on how residents rate the performance of Council overall.

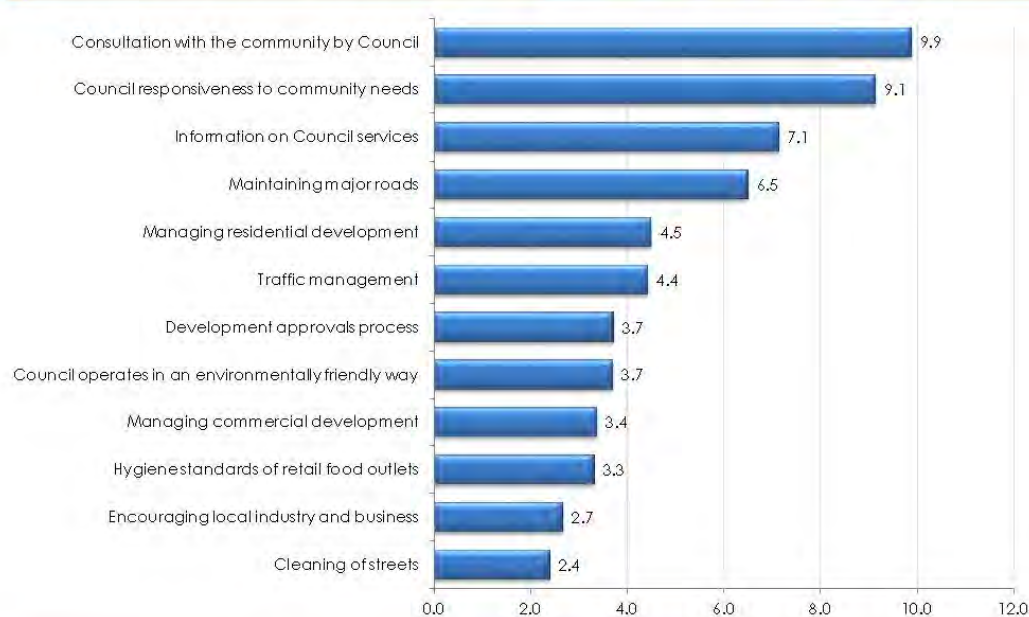
'Consultation with the community by Council' is one of the core drivers, providing 9.9% of overall satisfaction with Council. By comparison, the influence of the 'Glen Street Theatre' and of 'bike paths', is only 0.3% apiece.



## Driving Overall Satisfaction With Council

These 12 services/facilities are the key community priorities and by addressing these, Warringah Council will improve community satisfaction. The score assigned to each area indicates the percentage of influence each attribute contributes to overall satisfaction with Council. For example, in the chart below 'consultation with the community by Council' contributes 9.9% towards overall satisfaction.

### These Top 12 Indicators Account for over 60% of Overall Satisfaction with Council



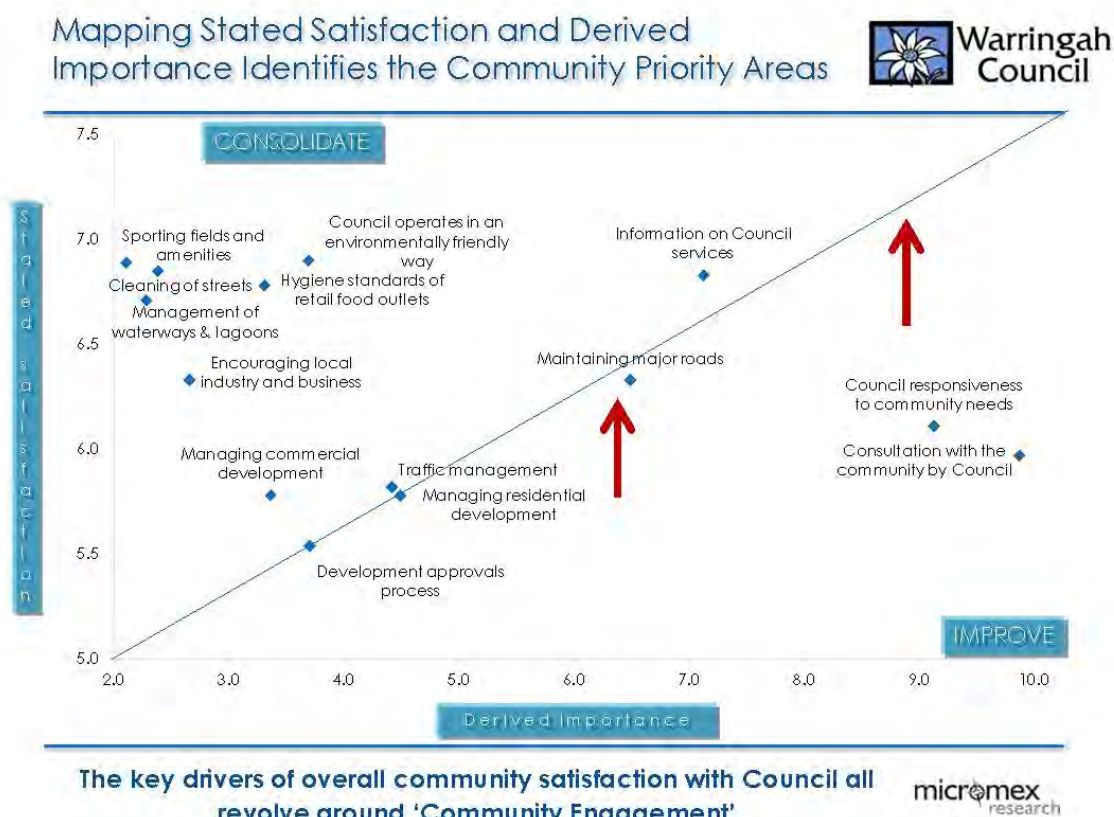
**Community Engagement is a key pillar, accounting for over 25% of overall satisfaction**

**micromex**  
research

Based on the regression analysis, Council performance in the areas listed above accounts for over 60% of overall satisfaction.

## Driving Overall Satisfaction With Council

If Warringah Council can address these core drivers, they will be able to improve resident satisfaction with their performance. In the chart below we can see that, for many of the core drivers, Council is already performing reasonably well. There are clear opportunities, however, to improve satisfaction with the services/facilities that fall below the diagonal line.



From a resident perspective, this analysis suggests that 'community engagement' and 'maintaining major roads' are priority areas that require attention and focus.

### Outcome

If Warringah Council can develop strategies to address the core drivers, they will be able to improve resident satisfaction with their performance.

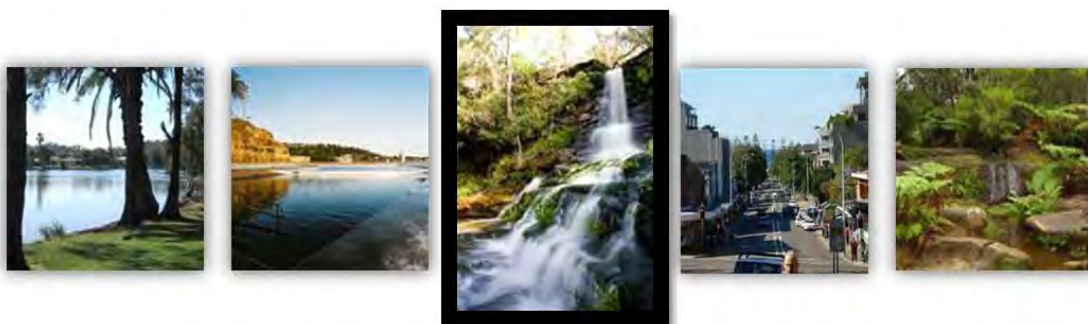
## Summary Of Critical Outcomes

### Summary of Critical Outcomes

The summary table below combines the outcome of the regression analysis with the stated importance and satisfaction outcomes of the performance gap and quadrant analysis.

	Shapley Analysis	Gap Analysis	Quadrant Analysis
Consultation with the community by Council	9.87	2.50	Improve
Council responsiveness to community needs	9.12	2.58	Improve
Information on Council services	7.12	1.52	Maintain
Maintaining major roads	6.49	2.51	Improve
Managing residential development	4.48	2.72	Improve
Traffic management	4.41	2.83	Improve
Development approvals process	3.70	2.12	Niche
Council operates in an environmentally friendly way	3.69	1.33	Maintain
Managing commercial development	3.36	2.18	Niche
Hygiene standards of retail food outlets	3.30	2.33	Maintain
Encouraging local industry and business	2.65	1.97	Improve
Cleaning of streets	2.38	1.02	Secondary





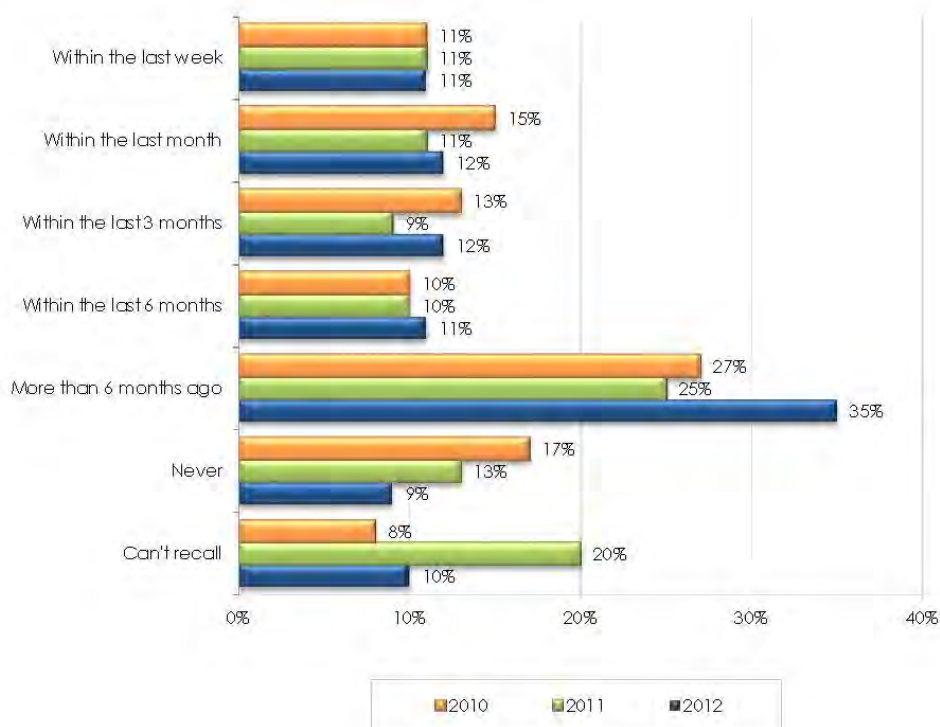
## **Section C**

# **Contact with Council**

## Contact with Council Staff

46% of residents indicated that they had been in contact with a Council staff member in the last 6 months. This is similar to the contact levels claimed in 2011 (42%).

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

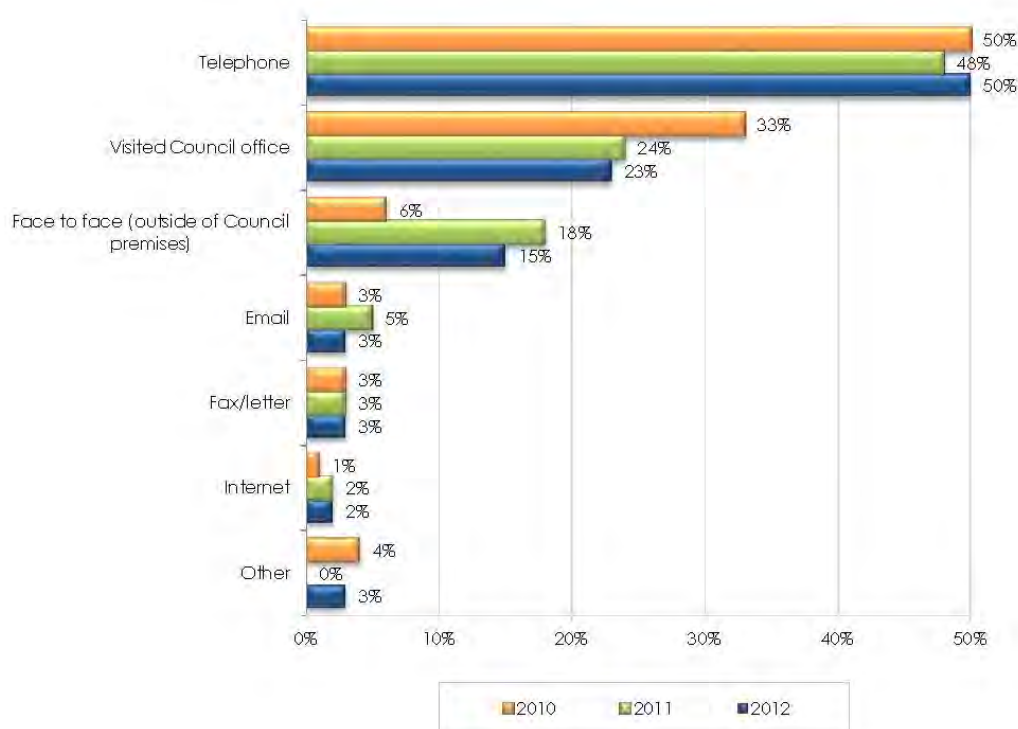


Base: All years: n=600

## Contact with Council Staff

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

Residents who had been in contact with a Council staff member were most likely to have used the telephone (50%) or visited a Council office (23%).



Base: 2010 n= 294, 2011 n= n=, 2012 n=484



## Performance of Council Staff

Overall there was a high level of satisfaction with the performance of Council staff in dealing with the residents' enquiries.

Those aged 75+ had significantly higher levels of satisfaction with their contact than did those aged 25-34.

Residents in Ward A and B were significantly more satisfied with their contact than were those in Ward B.

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

	2007	2008	2009	2010	2011	2012
Top 4 box	55%	70%	72%	67%	74%	76%

	18-24	25-34	35-44	45-54	55-64	65-74	75+
Mean ratings	7.42	6.87	7.73	7.66	7.19	7.86	8.43

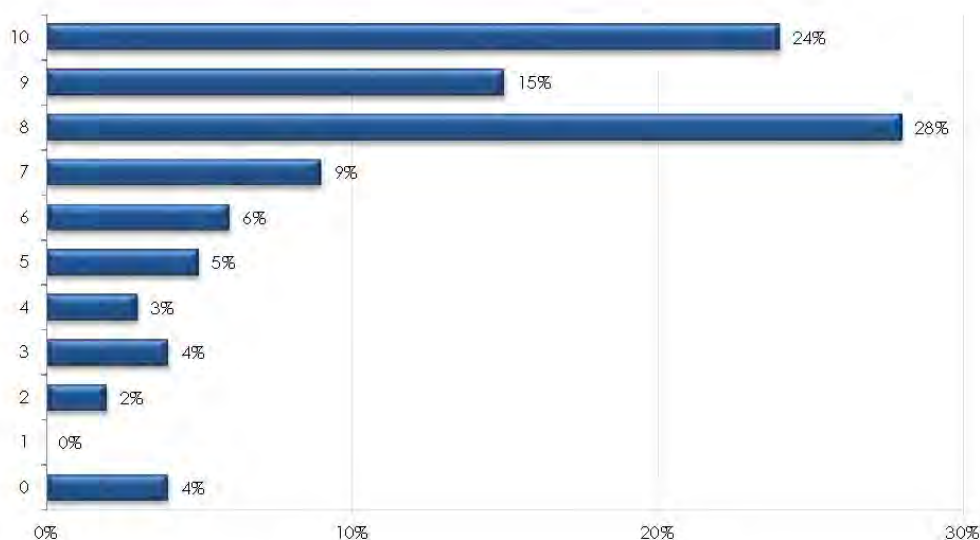
	Male	Female	Ward A	Ward B	Ward C
Mean ratings	7.76	7.37	7.80	7.12	7.74

	Overall 2012	Overall 2011	Overall 2010	IRIS NSW LGA Benchmark (2010)	Micromex NSW LGA Benchmark (2012)
Mean ratings	7.54	7.25	7.08	6.55	7.50

 Significantly higher satisfaction (by group)

 Significantly lower satisfaction (by group)

Mean ratings: 0 = not at all satisfied, 10 = very satisfied



Base: n=484

The Micromex benchmarking scores are based on data from a different group of Councils to those included in the IRIS benchmarking scores.

## Performance of Mayor and Councillors

There was a 'moderately high' level of satisfaction with the performance of the Mayor and Councillors. Top box scores (7-10) have significantly increased since 2011.

Residents aged 75+ had significantly higher levels of satisfaction with their elected officials compared to residents aged 45-64.

Compared to previous years, 2011, residents have seen a significant improvement in the perceived performance of the Mayor and Councillors.

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

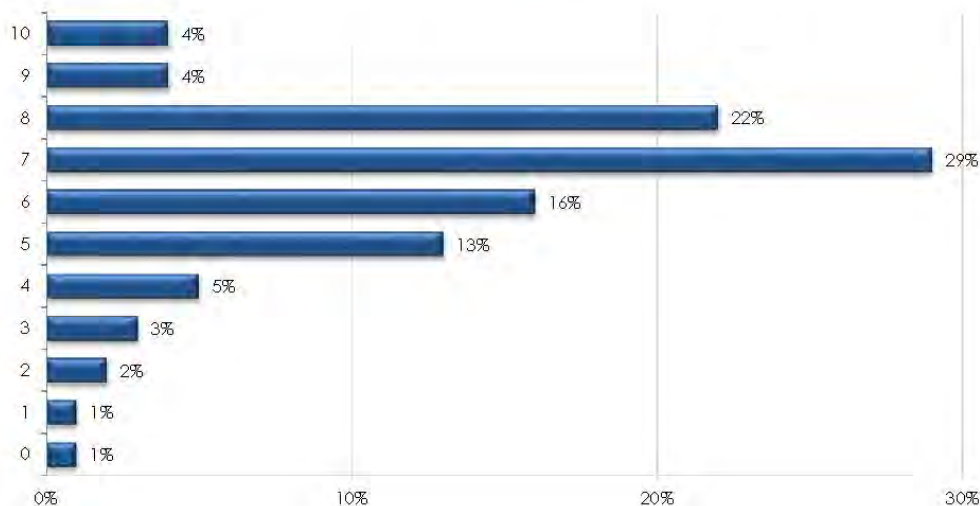
	2007	2008	2009	2010	2011	2012
Top 4 box	47%	42%	43%	29%	44%	59%

	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75+
Mean ratings	6.59	6.66	6.41	6.15	6.25	6.71	7.27

	Male	Female	Ward A	Ward B	Ward C
Mean ratings	6.56	6.48	6.57	6.34	6.66

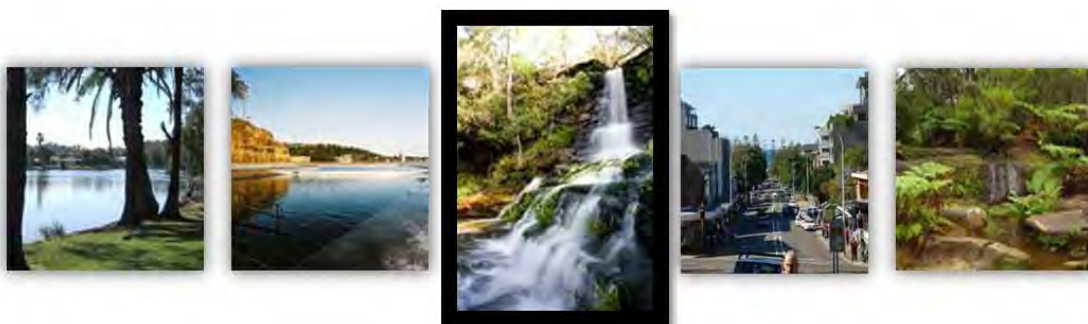
	Overall 2012	Overall 2011	Overall 2010	IRIS NSW LGA Benchmark (2010)	Micromex NSW LGA Benchmark (2012)
Mean ratings	6.52	5.80	5.44	5.67	5.64

Significantly higher satisfaction (by group)
  Significantly lower satisfaction (by group)



Base: n=549

The Micromex benchmarking scores are based on data from a different group of Councils to those included in the IRIS benchmarking scores.



## **Section D**

# **Community Safety & Connectedness**



## Community Safety & Connectedness

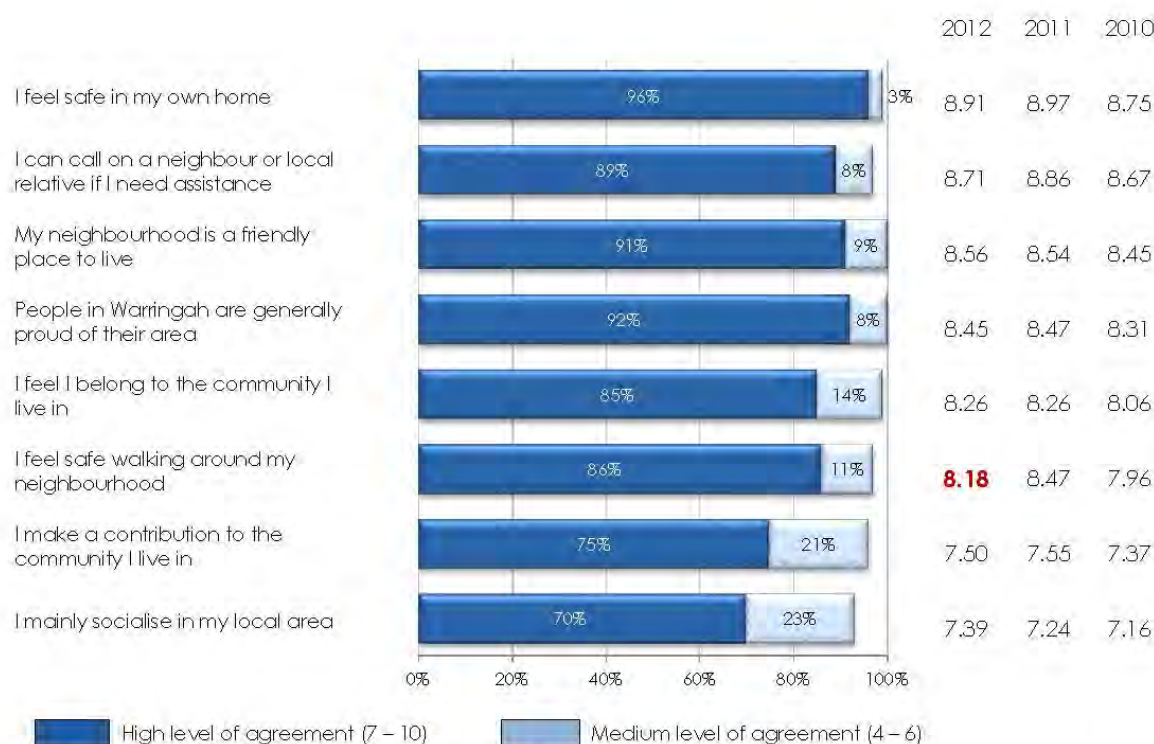
In terms of agreement with specific statements regarding their neighbourhood and Warringah as a place to live, respondents rated all statements as 'high' to 'very high'.

- 96% indicated that they feel safe in their own home
- 89% indicated that they feel they can call a neighbour or local relative if they need help
- 92% feel that residents are generally proud of their area
- 86% feel safe walking around the neighbourhood
- 91% indicated that they feel that their neighbourhood is a friendly place to live

Q. In this section I'd like to ask you a number of questions about your perceptions of your neighbourhood and Warringah as a place to live. Please rate the following statements:

Top box results (7-10)	2012	2011	2010
I feel safe in my own home	96%	96%	94%
I can call on a neighbour or local relative if I need assistance	89%	93%	89%
My neighbourhood is a friendly place to live	91%	90%	88%
People in Warringah are generally proud of their area	92%	92%	87%
I feel I belong to the community I live in	85%	85%	82%
I feel safe walking around my neighbourhood	86%	92%	81%
I make a contribution to the community I live in	75%	75%	70%
I mainly socialise in my local area	70%	70%	67%

Mean ratings



**Bold red type indicates a significant decrease from 2011**

Base: n=598-600

## Community Safety & Connectedness

Q. In this section I'd like to ask you a number of questions about your perceptions of your neighbourhood and Warringah as a place to live. Please rate the following statements:

### Agreement – by age

Residents aged 75+ expressed higher levels of agreement with the statements 'I feel I belong to the community I live in' and 'my neighbourhood is a friendly place to live' than did those aged 18-34 and 45-54, and higher levels of agreement with the statement 'I mainly socialise in my local area' than did those aged 18-24.

Residents aged 18-24 expressed lower levels of agreement for the statement 'I make a contribution to the community I live in' than did those aged 35-44 and 55+.

### Agreement – by gender

There were no differences between the genders.

### Agreement – by ward

Ward A indicated significantly lower levels of agreement with the statement 'I feel safe walking around my neighbourhood' than did both Wards B and C, lower levels with the statements 'my neighbourhood is a friendly place to live' and 'people in Warringah are generally proud of their area' than did Ward B, but significantly higher levels of agreement with the statement 'I mainly socialise in my local area' than did those in Ward C.

### Agreement compared to 2011

Respondents indicated significantly lower levels of agreement with the statement 'I feel safe walking around my neighbourhood' compared to the results from 2011.

	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75+
I feel safe in my own home	8.87	8.97	8.88	8.86	8.84	9.04	9.01
I feel safe walking around my neighbourhood	7.86	8.16	8.20	8.19	8.17	8.27	8.38
I can call on a neighbour or local relative if I need assistance	8.55	8.73	8.79	8.37	8.84	8.55	9.13
I feel I belong to the community I live in	7.39	7.96	8.40	8.09	8.54	8.33	8.99
My neighbourhood is a friendly place to live	8.10	8.40	8.63	8.40	8.69	8.41	9.27
I make a contribution to the community I live in	6.49	7.49	7.58	7.35	7.76	7.80	7.81
I mainly socialise in my local area	6.55	7.27	7.67	7.27	7.45	6.89	8.23
People in Warringah are generally proud of their area	8.54	8.15	8.45	8.53	8.48	8.48	8.69

	Male	Female	Ward A	Ward B	Ward C	Overall 2012	Overall 2011	Overall 2010	Overall 2009
I feel safe in my own home	8.84	8.98	8.84	9.11	8.79	8.91	8.97	8.75	8.83
I feel safe walking around my neighbourhood	8.25	8.13	7.86	8.37	8.33	8.18	8.47	7.96	8.06
I can call on a neighbour or local relative if I need assistance	8.59	8.81	8.58	8.91	8.63	8.71	8.86	8.67	8.53
I feel I belong to the community I live in	8.20	8.31	8.15	8.42	8.20	8.26	8.26	8.06	8.04
My neighbourhood is a friendly place to live	8.60	8.53	8.23	8.88	8.58	8.56	8.54	8.45	8.34
I make a contribution to the community I live in	7.39	7.59	7.31	7.71	7.49	7.50	7.55	7.37	7.16
I mainly socialise in my local area	7.44	7.34	7.64	7.44	7.05	7.39	7.24	7.16	7.00
People in Warringah are generally proud of their area	8.37	8.52	8.24	8.62	8.51	8.45	8.47	8.31	8.22

Significantly higher rating (by group)

Significantly lower rating (by group)

Mean ratings: 0 = strongly disagree, 10 = strongly agree



## **Section E**

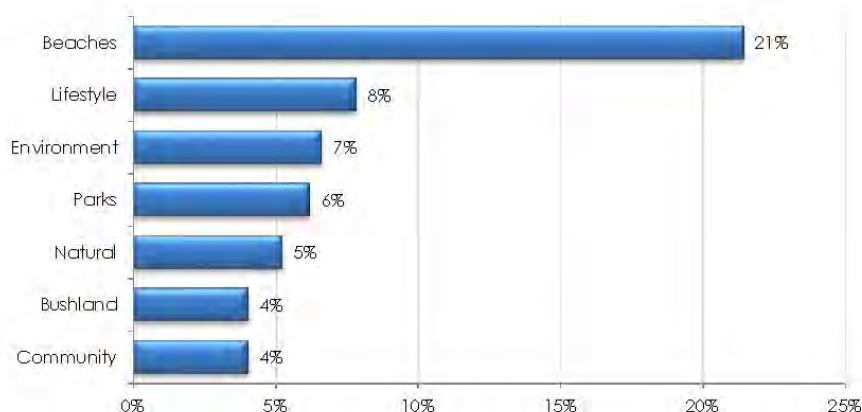
# **Major Issues of Concern**



## What is Most Valued About the Warringah Area

The principle value that residents associate with the Warringah area is the beaches.

Q. What do you value most about the Warringah area?



Base: Comments n=1,155



Word Frequency Tagging: Verbatim responses were collated and entered into analytical software. This analysis 'counts' the number of times a particular word or phrase appears to describe the territory and based on the frequency of that word or phrase a font size is generated. The larger the font, the more frequently the word or sentiment is mentioned.

### Verbatim Responses

**'Beaches and park'**

### **'Environment and natural assets'**

**'The lifestyle is easy and relaxed'**

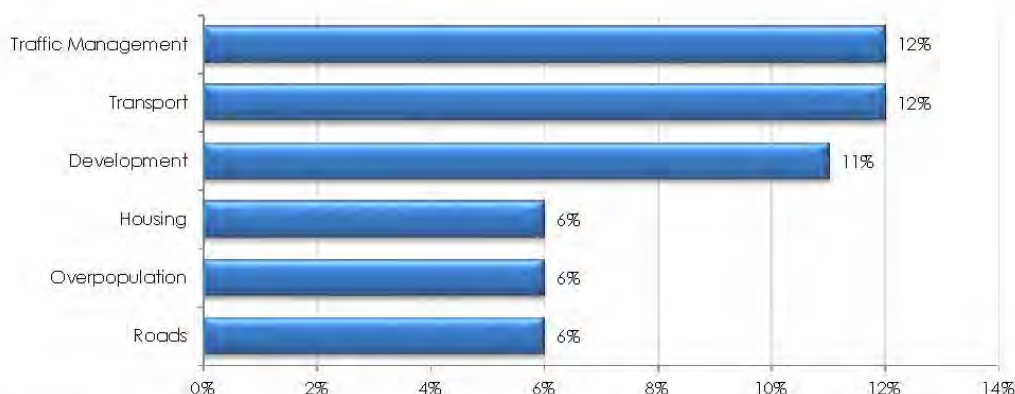
### 'The parks and surroundings'

**'The community feeling of the area'**

## Major Challenges

Residents indicated that the major challenges faced in Warringham still revolve around the issue of getting around in or getting out of the LGA and the impact that an increased population will have on the road and transport networks.

Q. Thinking of Warringaah as a whole, what would you say are the top 3 issues facing Warringaah in the next 5 to 10 years?



Base: n=1,313



Word Frequency Tagging: Verbatim responses were collated and entered into analytical software. This analysis 'counts' the number of times a particular word or phrase appears to describe the territory and based on the frequency of that word or phrase a font size is generated. The larger the font, the more frequently the word or sentiment is mentioned

### Verbatim Responses

**'Overdevelopment of high density housing'**

*'Public transport and traffic on roads to the City'*

**'Traffic management in relation to increased population'**

**'Residential development management'**

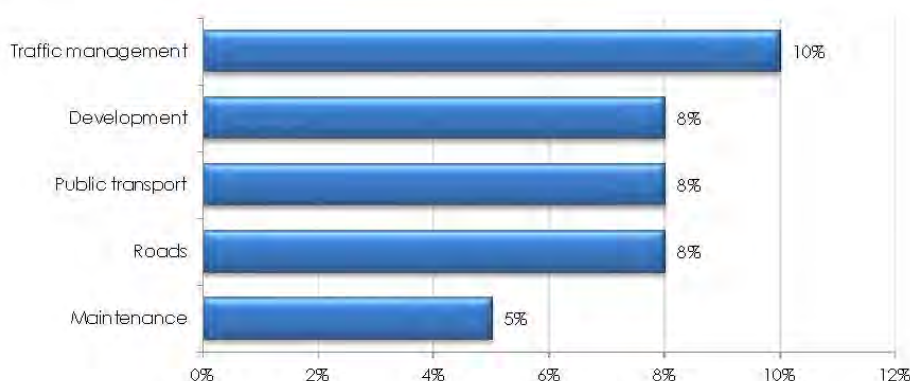
**'Road maintenance'**

## Top Priorities

In line with the key challenges outlined on the previous page, the top 3 priority areas Warringah Council to focus on in the next four years are:

- Traffic management – 10%
- Development – 8%
- Public transport – 8%

Q. Thinking about the next four years, what do you think are the top 3 priorities for Warringah Council to focus on?



Base: n=1,266



Word Frequency Tagging: Verbatim responses were collated and entered into analytical software. This analysis 'counts' the number of times a particular word or phrase appears to describe the territory and based on the frequency of that word or phrase a font size is generated. The larger the font, the more frequently the word or sentiment is mentioned

### Verbatim Responses

**'Town planning for population growth'**

**'Public transport and traffic on roads to the City'**

**'Development strategies'**

**'Maintaining open spaces'**

**'Maintaining local roads'**





## Appendix A

# Data & Correlation Tables

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

**Errors:**

Data in this publication is subject to sampling variability because it is based on information relating to a sample of residents rather than the total number. This difference (sampling error) may occur due to imperfections in reporting and errors made in processing the data. This may occur in any enumeration, whether it is a full count or sample.

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

<b>Importance of and Satisfaction with Council Services</b>		<b>Summary of Services</b>	
		Importance	Satisfaction
Household waste collection		9.31	8.20
Provision of lifeguards on beaches		9.28	8.55
Hygiene standards of retail food outlets		9.11	6.78
Parks and recreation areas		8.84	7.43
Maintaining major roads		8.84	6.33
Maintenance of beaches and rock pools		8.83	7.56
Maintaining local roads		8.76	6.13
Council responsiveness to community needs		8.69	6.11
Management of waterways & lagoons		8.68	6.71
Traffic management		8.65	5.82
Cleaning of public areas		8.55	6.91
Managing residential development		8.50	5.78
Consultation with the community by Council		8.47	5.97
Caring for bush areas		8.43	7.04
Environmental protection & enforcement		8.41	6.63
Household bulky item clean ups		8.39	7.43
Information on Council services		8.35	6.83
Provision of street lighting		8.35	6.83
Facilities and services for older people		8.31	6.69
Provision of car parking		8.31	5.83
Encouraging local industry and business		8.30	6.33
Sporting fields and amenities		8.24	6.89
Council operates in an environmentally friendly way		8.23	6.90
Footpaths		8.22	6.24
Facilities and services for people with disabilities		8.21	6.46
Facilities and services for youth		8.10	6.10
Management of street trees		8.09	5.79
Managing commercial development		7.96	5.78
Library services		7.92	7.76
Cleaning of streets		7.87	6.85
Management of local flooding		7.87	6.54
Community events and festivals		7.74	7.16
Managing the impact of visitors to the area		7.67	6.59
Development approvals process		7.66	5.54
Community centres		7.57	6.94
Condition of public toilets		7.56	5.29
Management and control of domestic pets		7.41	6.68
Warringah Aquatic Centre		7.35	7.05
Bus shelters		6.91	6.42
Brookvale Oval		6.88	5.85
Walking trails and tracks		6.85	6.56
Provision of childcare services		6.78	6.50
Provision of services for people of culturally and linguistically diverse backgrounds		6.64	6.15
Glen Street Theatre		6.43	6.93
Bike paths		5.79	5.27

## Importance of and Satisfaction with Council Services

### Infrastructure and Basic Services

Importance mean ratings	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75+
Bus shelters	6.63	6.57	7.18	6.74	6.73	7.47	7.32
Traffic management	8.34	8.80	8.61	8.79	8.82	8.54	8.31
Provision of car parking	8.15	8.47	8.18	8.43	8.48	8.33	7.93
Footpaths	7.73	8.66	8.31	8.06	8.11	8.11	8.23
Condition of public toilets	6.79	7.92	8.17	7.52	7.37	7.22	7.06
Maintaining major roads	8.46	8.42	8.90	9.02	9.11	8.87	8.99
Maintaining local roads	8.33	8.54	8.90	8.97	8.81	8.80	8.80
Bike paths	4.52	6.29	7.22	6.09	5.64	4.53	3.96
Walking trails and tracks	5.75	7.27	7.24	7.09	7.13	6.57	5.68
Provision of street lighting	7.50	8.31	8.45	8.38	8.36	8.60	8.65

Importance mean ratings	Male	Female	Ward A	Ward B	Ward C	Overall
Bus shelters	6.62	7.14	7.13	6.82	6.76	6.91
Traffic management	8.41	8.85	8.74	8.55	8.66	8.65
Provision of car parking	7.99	8.57	8.42	8.16	8.35	8.31
Footpaths	7.85	8.53	8.33	8.23	8.10	8.22
Condition of public toilets	7.15	7.89	7.87	7.56	7.22	7.56
Maintaining major roads	8.55	9.07	8.95	8.62	8.95	8.84
Maintaining local roads	8.53	8.95	8.72	8.76	8.81	8.76
Bike paths	5.71	5.85	5.81	6.30	5.19	5.79
Walking trails and tracks	6.67	7.00	6.90	7.11	6.51	6.85
Provision of street lighting	8.09	8.56	8.26	8.54	8.24	8.35

 Significantly higher importance (by group)       Significantly lower importance (by group)

Mean ratings: 0 = not at all important, 10 = very important

	0	1	2	3	4	5	6	7	8	9	10	Total
	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %
Bus shelters	6%	2%	4%	3%	3%	8%	7%	13%	25%	8%	22%	100%
Traffic management	0%	1%	0%	0%	2%	3%	6%	6%	21%	17%	44%	100%
Provision of car parking	2%	0%	1%	1%	1%	5%	4%	11%	23%	14%	39%	100%
Footpaths	1%	0%	1%	1%	1%	5%	7%	9%	24%	14%	36%	100%
Condition of public toilets	5%	0%	3%	2%	2%	9%	3%	10%	21%	10%	34%	100%
Maintaining major roads	0%	0%	1%	0%	0%	3%	4%	9%	17%	18%	48%	100%
Maintaining local roads	0%	0%	1%	0%	1%	3%	2%	10%	22%	15%	46%	100%
Bike paths	12%	4%	8%	5%	4%	11%	6%	11%	14%	9%	17%	100%
Walking trails and tracks	4%	2%	2%	3%	4%	11%	10%	13%	22%	11%	17%	100%
Provision of street lighting	0%	0%	0%	1%	0%	6%	6%	12%	24%	16%	35%	100%



## Importance of and Satisfaction with Council Services

### Infrastructure and Basic Services

Satisfaction mean ratings	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75+
Bus shelters	6.37	5.77	6.46	6.21	6.66	6.62	7.13
Traffic management	5.84	6.52	5.71	5.23	5.49	5.61	6.46
Provision of car parking	5.41	6.16	6.01	5.61	5.71	5.56	6.05
Footpaths	7.17	6.77	6.21	5.84	6.04	6.04	5.75
Condition of public toilets	5.31	4.90	5.48	4.88	5.38	5.41	6.22
Maintaining major roads	6.84	6.06	6.35	6.05	6.18	6.36	6.99
Maintaining local roads	6.25	6.17	6.22	5.80	5.91	6.23	6.65
Bike paths	5.40	5.13	5.53	5.04	5.38	4.64	5.64
Walking trails and tracks	6.72	6.27	6.68	6.72	6.44	6.58	6.49
Provision of street lighting	6.66	6.59	6.85	6.79	6.72	7.22	7.28

Satisfaction mean ratings	Male	Female	Ward A	Ward B	Ward C	Overall
Bus shelters	6.33	6.49	6.64	6.11	6.52	6.42
Traffic management	5.75	5.87	5.66	5.90	5.89	5.82
Provision of car parking	5.86	5.82	5.70	5.84	5.97	5.83
Footpaths	6.41	6.10	6.38	6.36	5.94	6.24
Condition of public toilets	5.32	5.26	5.09	5.43	5.36	5.29
Maintaining major roads	6.16	6.46	6.38	6.10	6.52	6.33
Maintaining local roads	5.90	6.33	6.12	6.06	6.24	6.13
Bike paths	5.00	5.50	5.27	5.25	5.28	5.27
Walking trails and tracks	6.42	6.69	6.57	6.59	6.53	6.56
Provision of street lighting	6.91	6.77	6.88	6.65	6.98	6.83

 Significantly higher satisfaction (by group)

 Significantly lower satisfaction (by group)

Mean ratings: 0 = very dissatisfied, 10 = very satisfied

	0	1	2	3	4	5	6	7	8	9	10	Total
	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %
Bus shelters	1%	1%	5%	2%	4%	18%	16%	20%	23%	5%	5%	100%
Traffic management	2%	2%	5%	5%	9%	17%	19%	16%	16%	4%	4%	100%
Provision of car parking	2%	2%	4%	6%	5%	20%	20%	18%	16%	4%	2%	100%
Footpaths	3%	2%	2%	4%	4%	15%	21%	20%	21%	5%	4%	100%
Condition of public toilets	4%	1%	8%	6%	10%	25%	19%	13%	9%	3%	2%	100%
Maintaining major roads	1%	2%	4%	4%	5%	15%	14%	21%	24%	6%	4%	100%
Maintaining local roads	1%	1%	4%	4%	8%	16%	18%	26%	17%	4%	2%	100%
Bike paths	6%	4%	6%	6%	7%	24%	13%	18%	10%	2%	4%	100%
Walking trails and tracks	1%	0%	3%	2%	6%	16%	18%	20%	21%	7%	7%	100%
Provision of street lighting	0%	1%	3%	3%	5%	9%	15%	22%	28%	7%	8%	100%

## Importance of and Satisfaction with Council Services

### Infrastructure and Basic Services

Importance mean ratings	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75+
Household waste collection	8.95	9.13	9.43	9.40	9.50	9.53	9.01
Household bulky item clean ups	7.34	8.19	8.61	8.31	8.67	8.82	8.55
Cleaning of streets	6.87	7.90	7.73	7.87	8.27	7.97	8.17
Cleaning of public areas	8.09	8.31	8.55	8.74	8.85	8.59	8.49

Importance mean ratings	Male	Female	Ward A	Ward B	Ward C	Overall
Household waste collection	9.15	9.44	9.30	9.43	9.17	9.31
Household bulky item clean ups	8.14	8.60	8.39	8.46	8.32	8.39
Cleaning of streets	7.49	8.18	7.91	7.97	7.70	7.87
Cleaning of public areas	8.25	8.79	8.61	8.67	8.34	8.55

Significantly higher importance (by group)       Significantly lower importance (by group)

Mean ratings: 0 = not at all important, 10 = very important

	0	1	2	3	4	5	6	7	8	9	10	Total
	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %
Household waste collection	0%	0%	1%	0%	0%	1%	1%	4%	14%	19%	62%	100%
Household bulky item clean ups	1%	0%	0%	1%	1%	5%	5%	10%	25%	15%	37%	100%
Cleaning of streets	0%	0%	1%	1%	2%	7%	8%	15%	26%	13%	26%	100%
Cleaning of public areas	0%	1%	0%	0%	0%	4%	4%	11%	27%	15%	38%	100%

## Importance of and Satisfaction with Council Services

### Waste Services

Satisfaction mean ratings	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75+
Household waste collection	7.89	7.83	8.27	8.28	8.47	8.22	8.41
Household bulky item clean ups	7.15	7.45	7.70	7.34	7.22	7.37	7.60
Cleaning of streets	7.27	7.05	7.24	6.92	6.51	6.13	6.42
Cleaning of public areas	6.82	6.62	7.42	7.14	6.82	6.73	6.36

Satisfaction mean ratings	Male	Female	Ward A	Ward B	Ward C	Overall
Household waste collection	7.99	8.37	8.10	8.23	8.28	8.20
Household bulky item clean ups	7.24	7.58	7.34	7.51	7.44	7.43
Cleaning of streets	6.68	6.99	6.62	7.02	6.91	6.85
Cleaning of public areas	6.92	6.90	6.92	6.94	6.86	6.91

 Significantly higher satisfaction (by group)

 Significantly lower satisfaction (by group)

Mean ratings: 0 = very dissatisfied, 10 = very satisfied

	0	1	2	3	4	5	6	7	8	9	10	Total
	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %
Household waste collection	1%	0%	1%	1%	2%	4%	5%	10%	24%	22%	30%	100%
Household bulky item clean ups	1%	1%	1%	4%	4%	9%	8%	15%	27%	11%	20%	100%
Cleaning of streets	1%	1%	2%	2%	4%	12%	15%	20%	27%	10%	7%	100%
Cleaning of public areas	1%	0%	1%	3%	3%	11%	17%	24%	26%	8%	6%	100%



## Importance of and Satisfaction with Council Services

### Environmental Services

Importance mean ratings	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75+
Caring for bush areas	8.36	8.03	8.46	8.55	8.55	8.43	8.77
Council operates in an environmentally friendly way	8.29	8.87	8.00	7.94	8.42	8.02	7.88
Environmental protection & enforcement	8.63	8.55	8.09	8.67	8.47	8.05	8.39
Maintenance of beaches and rock pools	9.19	9.01	8.96	8.72	8.80	8.59	8.44
Management and control of domestic pets	7.29	7.00	7.10	7.57	7.69	7.95	7.70
Management of local flooding	7.93	7.96	7.44	7.75	8.46	7.30	8.20
Management of waterways & lagoons	8.46	8.81	8.55	8.77	8.93	8.69	8.32
Management of street trees	7.66	7.94	8.03	8.00	8.48	8.37	8.17

Importance mean ratings	Male	Female	Ward A	Ward B	Ward C	Overall
Caring for bush areas	8.17	8.65	8.65	8.25	8.40	8.43
Council operates in an environmentally friendly way	7.90	8.50	8.25	8.40	8.01	8.23
Environmental protection & enforcement	8.01	8.74	8.56	8.48	8.17	8.41
Maintenance of beaches and rock pools	8.53	9.08	9.00	8.88	8.60	8.83
Management and control of domestic pets	6.99	7.76	7.40	7.83	6.96	7.41
Management of local flooding	7.30	8.32	8.07	7.95	7.55	7.87
Management of waterways & lagoons	8.43	8.87	8.86	8.89	8.23	8.68
Management of street trees	7.77	8.36	8.28	8.07	7.91	8.09

 Significantly higher importance (by group)

 Significantly lower importance (by group)

Mean ratings: 0 = not at all important, 10 = very important

	0	1	2	3	4	5	6	7	8	9	10	Total
	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %
Caring for bush areas	2%	0%	0%	0%	1%	3%	6%	11%	24%	15%	38%	100%
Council operates in an environmentally friendly way	2%	0%	1%	1%	1%	4%	6%	14%	22%	14%	36%	100%
Environmental protection & enforcement	0%	0%	1%	0%	1%	4%	5%	14%	24%	16%	36%	100%
Maintenance of beaches and rock pools	1%	0%	0%	1%	0%	1%	3%	6%	21%	18%	48%	100%
Management and control of domestic pets	1%	2%	1%	3%	2%	14%	7%	15%	21%	9%	26%	100%
Management of local flooding	3%	0%	2%	2%	1%	8%	8%	10%	17%	12%	37%	100%
Management of waterways & lagoons	1%	0%	0%	0%	1%	4%	4%	7%	21%	18%	43%	100%
Management of street trees	0%	0%	1%	1%	1%	7%	8%	16%	22%	12%	33%	100%

## Importance of and Satisfaction with Council Services

### Environmental Services

Satisfaction mean ratings	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75+
Caring for bush areas	7.00	7.04	7.23	7.22	6.86	6.77	6.94
Council operates in an environmentally friendly way	7.12	6.90	7.02	6.78	6.68	6.87	7.09
Environmental protection & enforcement	6.85	6.49	6.61	6.70	6.59	6.52	6.73
Maintenance of beaches and rock pools	7.46	7.38	7.77	7.42	7.65	7.57	7.67
Management and control of domestic pets	7.36	6.59	6.51	6.70	6.61	6.59	6.72
Management of local flooding	6.50	6.39	6.69	6.37	6.58	6.44	6.83
Management of waterways & lagoons	6.42	6.72	7.02	6.50	6.52	6.74	6.92
Management of street trees	7.16	5.57	6.06	5.57	5.37	5.62	5.69

Satisfaction mean ratings	Male	Female	Ward A	Ward B	Ward C	Overall
Caring for bush areas	7.01	7.07	6.97	7.12	7.05	7.04
Council operates in an environmentally friendly way	6.85	6.94	6.85	6.96	6.90	6.90
Environmental protection & enforcement	6.42	6.79	6.57	6.66	6.65	6.63
Maintenance of beaches and rock pools	7.52	7.60	7.57	7.55	7.57	7.56
Management and control of domestic pets	6.44	6.88	6.62	7.00	6.37	6.68
Management of local flooding	6.48	6.59	6.52	6.51	6.59	6.54
Management of waterways & lagoons	6.60	6.79	6.85	6.38	6.91	6.71
Management of street trees	5.71	5.85	5.73	5.73	5.92	5.79

 Significantly higher satisfaction (by group)

 Significantly lower satisfaction (by group)

Mean ratings: 0 = very dissatisfied, 10 = very satisfied

	0	1	2	3	4	5	6	7	8	9	10	Total
	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %
Caring for bush areas	0%	0%	1%	1%	3%	12%	18%	23%	28%	8%	7%	100%
Council operates in an environmentally friendly way	0%	0%	1%	1%	3%	16%	15%	26%	26%	6%	6%	100%
Environmental protection & enforcement	0%	1%	2%	3%	4%	17%	15%	24%	23%	6%	5%	100%
Maintenance of beaches and rock pools	0%	0%	0%	0%	2%	7%	10%	21%	38%	12%	10%	100%
Management and control of domestic pets	0%	1%	2%	2%	4%	20%	17%	17%	21%	8%	8%	100%
Management of local flooding	1%	0%	2%	4%	4%	16%	19%	20%	20%	6%	7%	100%
Management of waterways & lagoons	0%	1%	1%	2%	5%	12%	17%	25%	25%	6%	4%	100%
Management of street trees	3%	3%	5%	5%	10%	17%	13%	20%	14%	4%	6%	100%



## Importance of and Satisfaction with Council Services

### Community Services

Importance mean ratings	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75+
Facilities and services for people with disabilities	8.06	8.19	8.02	7.82	8.42	8.23	9.08
Facilities and services for older people	7.81	8.21	7.81	7.96	8.73	8.82	9.37
Facilities and services for youth	8.14	8.51	8.32	8.06	7.95	7.67	7.57
Library services	7.59	7.84	8.06	7.78	7.82	8.42	8.01
Provision of childcare services	6.32	7.79	7.64	6.14	6.37	6.27	5.91
Provision of services for people of culturally and linguistically diverse backgrounds	6.40	7.42	6.67	6.43	6.39	6.08	6.66

Importance mean ratings	Male	Female	Ward A	Ward B	Ward C	Overall
Facilities and services for people with disabilities	7.89	8.48	8.30	8.26	8.07	8.21
Facilities and services for older people	8.01	8.56	8.44	8.52	7.94	8.31
Facilities and services for youth	7.89	8.26	8.27	8.21	7.78	8.10
Library services	7.51	8.24	8.04	7.75	7.97	7.92
Provision of childcare services	6.70	6.85	6.91	6.99	6.41	6.78
Provision of services for people of culturally and linguistically diverse backgrounds	6.44	6.80	6.75	6.85	6.28	6.64

 Significantly higher importance (by group)

 Significantly lower importance (by group)

Mean ratings: 0 = not at all important, 10 = very important

	0	1	2	3	4	5	6	7	8	9	10	Total
	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %
Facilities and services for people with disabilities	3%	1%	1%	1%	1%	6%	3%	9%	18%	13%	44%	100%
Facilities and services for older people	2%	1%	1%	1%	2%	5%	3%	11%	21%	13%	41%	100%
Facilities and services for youth	4%	0%	1%	1%	1%	6%	3%	13%	20%	14%	38%	100%
Library services	3%	1%	1%	0%	3%	8%	5%	9%	25%	14%	32%	100%
Provision of childcare services	13%	2%	5%	2%	2%	7%	2%	7%	15%	10%	35%	100%
Provision of services for people of culturally and linguistically diverse backgrounds	7%	2%	4%	2%	3%	12%	7%	16%	19%	8%	20%	100%



## Importance of and Satisfaction with Council Services

### Community Services

Satisfaction mean ratings	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75+
Facilities and services for people with disabilities	6.65	6.27	6.41	6.32	6.56	6.57	6.67
Facilities and services for older people	6.56	6.60	6.66	6.34	6.73	6.75	7.38
Facilities and services for youth	6.37	6.49	6.09	5.61	5.83	6.37	6.18
Library services	7.30	8.04	7.71	7.16	7.78	8.33	8.28
Provision of childcare services	6.37	6.39	6.59	6.32	6.54	6.55	6.95
Provision of services for people of culturally and linguistically diverse backgrounds	6.30	6.23	6.18	5.85	6.12	6.36	6.23

Satisfaction mean ratings	Male	Female	Ward A	Ward B	Ward C	Overall
Facilities and services for people with disabilities	6.51	6.42	6.46	6.35	6.58	6.46
Facilities and services for older people	6.51	6.84	6.63	6.65	6.81	6.69
Facilities and services for youth	6.16	6.04	5.84	6.34	6.12	6.10
Library services	7.54	7.93	7.77	7.79	7.71	7.76
Provision of childcare services	6.23	6.74	6.77	6.24	6.48	6.50
Provision of services for people of culturally and linguistically diverse backgrounds	6.06	6.23	6.39	6.06	6.00	6.15

 Significantly higher satisfaction (by group)

 Significantly lower satisfaction (by group)

Mean ratings: 0 = very dissatisfied, 10 = very satisfied

	0	1	2	3	4	5	6	7	8	9	10	Total
	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %
Facilities and services for people with disabilities	1%	1%	2%	3%	5%	18%	18%	26%	15%	6%	6%	100%
Facilities and services for older people	0%	0%	2%	3%	3%	15%	16%	27%	24%	4%	5%	100%
Facilities and services for youth	2%	1%	2%	2%	8%	22%	19%	22%	18%	2%	3%	100%
Library services	0%	0%	1%	1%	2%	9%	7%	16%	29%	15%	20%	100%
Provision of childcare services	1%	0%	2%	1%	6%	20%	17%	19%	22%	5%	6%	100%
Provision of services for people of culturally and linguistically diverse backgrounds	2%	1%	3%	2%	5%	25%	17%	23%	16%	3%	4%	100%

## Importance of and Satisfaction with Council Services

### Planning & Development Services

Importance mean ratings	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75+
Development approvals process	7.40	7.72	7.55	7.71	7.98	7.71	7.33
Encouraging local industry and business	8.28	8.19	8.45	7.92	8.46	8.34	8.58
Hygiene standards of retail food outlets	9.03	9.08	9.14	9.07	9.25	9.29	8.86
Managing commercial development	7.49	7.89	7.79	7.91	8.23	8.11	8.30
Managing residential development	7.90	8.46	8.48	8.50	8.83	8.58	8.48
Managing the impact of visitors to the area	7.21	7.95	7.04	7.74	8.25	7.78	7.62

Importance mean ratings	Male	Female	Ward A	Ward B	Ward C	Overall
Development approvals process	7.47	7.81	7.54	8.01	7.40	7.66
Encouraging local industry and business	8.23	8.36	8.62	8.19	8.06	8.30
Hygiene standards of retail food outlets	8.85	9.32	9.27	9.15	8.88	9.11
Managing commercial development	7.82	8.07	8.05	7.99	7.82	7.96
Managing residential development	8.18	8.75	8.48	8.68	8.31	8.50
Managing the impact of visitors to the area	7.40	7.88	7.89	7.92	7.13	7.67

 Significantly higher importance (by group)

 Significantly lower importance (by group)

Mean ratings: 0 = not at all important, 10 = very important

	0	1	2	3	4	5	6	7	8	9	10	Total
	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %
Development approvals process	5%	2%	2%	1%	2%	7%	5%	8%	21%	15%	33%	100%
Encouraging local industry and business	4%	0%	1%	1%	0%	5%	3%	10%	20%	17%	40%	100%
Hygiene standards of retail food outlets	0%	0%	0%	1%	0%	1%	1%	5%	17%	18%	56%	100%
Managing commercial development	4%	0%	1%	1%	2%	3%	5%	14%	22%	14%	34%	100%
Managing residential development	3%	0%	0%	1%	0%	2%	4%	7%	23%	16%	43%	100%
Managing the impact of visitors to the area	3%	0%	0%	2%	2%	7%	8%	14%	26%	13%	25%	100%

## Importance of and Satisfaction with Council Services

## Planning & Development Services

Satisfaction mean ratings	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75+
Development approvals process	5.50	5.38	6.00	5.20	5.07	5.83	6.13
Encouraging local industry and business	6.36	5.91	6.84	5.99	6.11	6.69	6.74
Hygiene standards of retail food outlets	7.19	6.46	6.97	6.50	7.03	6.71	6.80
Managing commercial development	5.91	5.42	6.07	5.48	5.69	5.88	6.34
Managing residential development	6.22	5.81	5.95	5.38	5.52	6.06	5.95
Managing the impact of visitors to the area	6.63	6.45	6.85	6.25	6.56	6.63	6.94

Satisfaction mean ratings	Male	Female	Ward A	Ward B	Ward C	Overall
Development approvals process	5.56	5.52	5.25	5.48	5.94	5.54
Encouraging local industry and business	6.31	6.35	6.37	6.31	6.32	6.33
Hygiene standards of retail food outlets	6.78	6.78	6.64	6.85	6.87	6.78
Managing commercial development	5.66	5.88	5.73	5.74	5.87	5.78
Managing residential development	5.79	5.78	5.59	5.87	5.90	5.78
Managing the impact of visitors to the area	6.45	6.71	6.55	6.85	6.32	6.59

Significantly higher satisfaction (by group)

Significantly lower satisfaction (by group)

Mean ratings: 0 = very dissatisfied, 10 = very satisfied

	0	1	2	3	4	5	6	7	8	9	10	Total
	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %
Development approvals process	3%	3%	5%	6%	6%	22%	19%	16%	13%	3%	3%	100%
Encouraging local industry and business	1%	1%	2%	4%	4%	20%	17%	28%	17%	4%	3%	100%
Hygiene standards of retail food outlets	0%	1%	2%	5%	4%	8%	16%	23%	28%	10%	3%	100%
Managing commercial development	2%	1%	5%	4%	10%	19%	20%	19%	17%	2%	2%	100%
Managing residential development	3%	1%	4%	6%	9%	19%	14%	22%	17%	3%	2%	100%
Managing the impact of visitors to the area	0%	1%	1%	2%	5%	17%	16%	28%	20%	4%	6%	100%



## Importance of and Satisfaction with Council Services

### Recreation Facilities & Services

Importance mean ratings	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75+
Provision of lifeguards on beaches	9.26	9.40	9.39	9.21	9.37	9.10	9.06
Brookvale Oval	6.52	7.55	6.88	6.66	6.78	6.42	6.95
Community centres	7.37	7.20	7.72	7.32	7.98	7.80	7.65
Community events and festivals	7.82	8.52	7.67	7.63	7.60	7.41	7.11
Glen Street Theatre	5.05	5.30	6.27	6.52	6.85	7.76	7.91
Parks and recreation areas	8.95	8.74	8.81	8.77	9.06	8.84	8.72
Sporting fields and amenities	8.51	8.06	8.26	8.59	8.27	8.19	7.73
Warringah Aquatic Centre	7.16	7.70	7.74	7.38	6.62	7.76	6.95

Importance mean ratings	Male	Female	Ward A	Ward B	Ward C	Overall
Provision of lifeguards on beaches	8.91	9.59	9.34	9.47	9.01	9.28
Brookvale Oval	6.98	6.81	6.83	7.59	6.16	6.88
Community centres	7.48	7.64	7.88	7.38	7.43	7.57
Community events and festivals	7.48	7.95	8.02	7.78	7.38	7.74
Glen Street Theatre	6.10	6.70	6.21	6.19	6.93	6.43
Parks and recreation areas	8.59	9.04	8.92	9.00	8.56	8.84
Sporting fields and amenities	8.43	8.09	8.08	8.48	8.17	8.24
Warringah Aquatic Centre	7.16	7.51	7.14	7.44	7.49	7.35

 Significantly higher Importance (by group)

 Significantly lower Importance (by group)

Mean ratings: 0 = not at all importance, 10 = very important

	0	1	2	3	4	5	6	7	8	9	10	Total
	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %
Provision of lifeguards on beaches	0%	0%	0%	0%	0%	1%	1%	3%	13%	17%	64%	100%
Brookvale Oval	9%	2%	4%	3%	2%	8%	4%	10%	16%	12%	29%	100%
Community centres	4%	1%	2%	1%	2%	9%	7%	13%	23%	11%	28%	100%
Community events and festivals	3%	1%	1%	2%	1%	6%	8%	16%	26%	12%	27%	100%
Glen Street Theatre	11%	3%	3%	1%	2%	8%	9%	16%	17%	10%	18%	100%
Parks and recreation areas	1%	0%	0%	1%	0%	2%	2%	7%	24%	17%	47%	100%
Sporting fields and amenities	4%	0%	1%	1%	0%	2%	4%	11%	23%	18%	37%	100%
Warringah Aquatic Centre	6%	1%	2%	2%	2%	8%	7%	13%	18%	12%	29%	100%

## Importance of and Satisfaction with Council Services

### Recreation Facilities & Services

Satisfaction mean ratings	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75+
Provision of lifeguards on beaches	8.39	8.45	8.64	8.64	8.73	8.33	8.48
Brookvale Oval	6.21	6.23	5.76	5.47	5.73	5.84	5.93
Community centres	6.97	6.74	6.96	6.73	7.10	7.32	7.05
Community events and festivals	6.83	7.78	7.10	6.87	7.22	6.99	6.97
Glen Street Theatre	6.53	6.08	6.97	6.89	7.06	7.43	7.72
Parks and recreation areas	7.66	7.43	7.28	7.38	7.31	7.74	7.57
Sporting fields and amenities	6.78	7.02	6.65	6.63	7.00	7.27	7.21
Warringah Aquatic Centre	7.27	7.00	7.09	7.00	6.88	7.05	7.20

Satisfaction mean ratings	Male	Female	Ward A	Ward B	Ward C	Overall
Provision of lifeguards on beaches	8.33	8.74	8.52	8.69	8.44	8.55
Brookvale Oval	5.99	5.73	5.69	6.02	5.83	5.85
Community centres	6.90	6.98	6.88	6.94	7.01	6.94
Community events and festivals	7.15	7.18	7.30	7.29	6.87	7.16
Glen Street Theatre	6.77	7.06	6.66	6.90	7.23	6.93
Parks and recreation areas	7.47	7.41	7.42	7.52	7.34	7.43
Sporting fields and amenities	6.87	6.91	6.85	6.99	6.81	6.89
Warringah Aquatic Centre	7.06	7.03	7.13	7.01	6.99	7.05

Significantly higher satisfaction (by group)

Significantly lower satisfaction (by group)

Mean ratings: 0 = very dissatisfied, 10 = very satisfied

	0	1	2	3	4	5	6	7	8	9	10	Total
	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %
Provision of lifeguards on beaches	0%	0%	1%	0%	1%	4%	2%	10%	25%	20%	36%	100%
Brookvale Oval	4%	2%	6%	5%	6%	20%	13%	19%	13%	5%	8%	100%
Community centres	1%	0%	0%	1%	3%	15%	14%	26%	26%	7%	7%	100%
Community events and festivals	1%	0%	1%	0%	3%	14%	13%	20%	26%	9%	12%	100%
Glen Street Theatre	2%	1%	2%	1%	2%	16%	12%	19%	23%	11%	11%	100%
Parks and recreation areas	0%	0%	0%	1%	4%	9%	12%	21%	31%	12%	11%	100%
Sporting fields and amenities	1%	0%	2%	1%	4%	11%	14%	24%	26%	8%	7%	100%
Warringah Aquatic Centre	1%	0%	2%	1%	2%	12%	14%	22%	24%	10%	10%	100%

## Importance of and Satisfaction with Council Services

### Community Engagement

Importance mean ratings	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75+
Consultation with the community by Council	7.67	8.57	8.08	8.59	8.86	8.70	8.67
Council responsiveness to community needs	8.34	8.87	8.67	8.64	8.76	8.69	8.69
Information on Council services	7.24	8.47	8.10	8.25	8.73	8.74	8.73

Importance mean ratings	Male	Female	Ward A	Ward B	Ward C	Overall
Consultation with the community by Council	8.30	8.60	8.65	8.58	8.14	8.47
Council responsiveness to community needs	8.44	8.89	8.86	8.70	8.49	8.69
Information on Council services	8.18	8.48	8.43	8.35	8.25	8.35

Significantly higher importance (by group)

Significantly lower importance (by group)

Mean ratings: 0 = not at all important, 10 = very important

	0	1	2	3	4	5	6	7	8	9	10	Total
	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %
Consultation with the community by Council	1%	1%	1%	0%	1%	4%	3%	11%	21%	17%	40%	100%
Council responsiveness to community needs	1%	0%	0%	1%	0%	3%	3%	10%	19%	18%	45%	100%
Information on Council services	0%	0%	1%	1%	0%	6%	4%	10%	27%	14%	36%	100%



## Importance of and Satisfaction with Council Services

### Community Engagement

Satisfaction mean ratings	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75+
Consultation with the community by Council	6.45	5.40	6.07	5.81	5.76	6.50	6.50
Council responsiveness to community needs	6.41	5.92	5.98	6.09	5.94	6.38	6.61
Information on Council services	6.53	6.31	6.82	6.98	6.77	7.22	7.53

Satisfaction mean ratings	Male	Female	Ward A	Ward B	Ward C	Overall
Consultation with the community by Council	5.91	6.01	6.09	5.69	6.14	5.97
Council responsiveness to community needs	6.07	6.15	6.15	6.12	6.07	6.11
Information on Council services	6.87	6.79	6.96	6.62	6.91	6.83

 Significantly higher satisfaction (by group)

 Significantly lower satisfaction (by group)

Mean ratings: 0 = very dissatisfied, 10 = very satisfied

	0	1	2	3	4	5	6	7	8	9	10	Total
	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %
Consultation with the community by Council	2%	2%	4%	5%	7%	19%	14%	24%	15%	4%	5%	100%
Council responsiveness to community needs	2%	1%	3%	2%	7%	21%	19%	23%	14%	5%	3%	100%
Information on Council services	0%	1%	2%	1%	4%	16%	14%	21%	25%	7%	8%	100%

## Overall Satisfaction

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

2002	2007	2008	2009	2010	2011	2012
60%	69%	67%	69%	57%	67%	79%

18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75+
7.03	6.54	6.38	6.46	6.45	6.75	6.98

Male	Female	Ward A	Ward B	Ward C
6.70	6.49	6.67	6.41	6.68

Overall 2012	Overall 2011	Overall 2010	IRIS NSW LGA Benchmark	Micromex NSW LGA Benchmark
<b>6.6</b>	6.0	5.9	5.8	6.5

  Significantly higher satisfaction (by group)

  Significantly lower satisfaction (by group)

Mean ratings: 0 = very dissatisfied, 10 = very satisfied

	Count	Column %
0	3	1%
1	2	0%
2	6	1%
3	20	3%
4	25	4%
5	69	12%
6	86	15%
7	212	36%
8	130	22%
9	21	4%
10	12	2%
Total	588	100%

Q. In giving your rating, has any particular issue strongly influenced your view, either in a positive or a negative way?

	Count	Column %
Yes - Positive	46	8%
Yes - Negative	213	35%
No	342	57%
Total	600	100%

## Contact with Council Staff

- Q. When was the last time you had contact with a Council staff member?
- Q. Thinking of your last interaction with a Council employee, how did you make contact?

	Count	Column %
Within the last week	65	11%
Within the last month	73	12%
Within the last 3 months	74	12%
Within the last 6 months	63	11%
More than 6 months ago	209	35%
Never	53	9%
Can't recall	62	10%
Total	600	100%

	Count	Column %
Telephone	245	50%
Visited Council office	110	23%
Face to face (outside of Council premises)	75	15%
Email	16	3%
Fax/letter	15	3%
Internet	12	2%
Other	12	3%
Total	484	100%



## Performance of Council staff

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

	2007	2008	2009	2010	2011	2012
Top 4 box	55%	70%	72%	67%	74%	76%

	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75+
Mean ratings	7.42	6.87	7.73	7.66	7.19	7.86	8.43

	Male	Female	Ward A	Ward B	Ward C
Mean ratings	7.76	7.37	7.80	7.12	7.74

	Overall 2012	Overall 2011	Overall 2010	IRIS NSW LGA Benchmark (2010)	Micromex NSW LGA Benchmark (2012)
Mean ratings	7.54	7.25	7.08	6.55	7.50

Significantly higher satisfaction (by group)

Significantly lower satisfaction (by group)

Mean ratings: 0 = very dissatisfied, 10 = very satisfied

	Count	Column %
0	19	4%
1	1	0%
2	10	2%
3	17	4%
4	14	3%
5	24	5%
6	30	6%
7	45	9%
8	135	28%
9	75	15%
10	116	24%
Total	484	100%

### Performance of Mayor and Councillors

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

	2007	2008	2009	2010	2011	2012
Top 4 box	47%	42%	43%	29%	44%	59%

	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75+
Mean ratings	6.59	6.66	6.41	6.15	6.25	6.71	7.27

	Male	Female	Ward A	Ward B	Ward C
Mean ratings	6.56	6.48	6.57	6.34	6.66

	Overall 2012	Overall 2011	Overall 2010	IRIS NSW LGA Benchmark (2010)	Micromex NSW LGA Benchmark (2012)
Mean ratings	6.52	5.80	5.44	5.67	5.64

  Significantly higher satisfaction (by group)        Significantly lower satisfaction (by group)

Mean ratings: 0 = not at all satisfied, 10 = very satisfied


	Count	Column %
0	4	1%
1	8	1%
2	10	2%
3	15	3%
4	27	5%
5	70	13%
6	90	16%
7	160	29%
8	119	22%
9	24	4%
10	22	4%
Total	549	100%

## Community Safety & Connectedness

Q. In this section I'd like to ask you a number of questions about your perceptions of your neighbourhood and Warringah as a place to live. Please rate the following statements:

	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75+
I feel safe in my own home	8.87	8.97	8.88	8.86	8.84	9.04	9.01
I feel safe walking around my neighbourhood	7.86	8.16	8.20	8.19	8.17	8.27	8.38
I can call on a neighbour or local relative if I need assistance	8.55	8.73	8.79	8.37	8.84	8.55	9.13
I feel I belong to the community I live in	7.39	7.96	8.40	8.09	8.54	8.33	8.99
My neighbourhood is a friendly place to live	8.10	8.40	8.63	8.40	8.69	8.41	9.27
I make a contribution to the community I live in	6.49	7.49	7.58	7.35	7.76	7.80	7.81
I mainly socialise in my local area	6.55	7.27	7.67	7.27	7.45	6.89	8.23
People in Warringah are generally proud of their area	8.54	8.15	8.45	8.53	8.48	8.48	8.69

	Male	Female	Ward A	Ward B	Ward C	Overall 2012	Overall 2011	Overall 2010	Overall 2009
I feel safe in my own home	8.84	8.98	8.84	9.11	8.79	8.91	8.97	8.75	8.83
I feel safe walking around my neighbourhood	8.25	8.13	7.86	8.37	8.33	8.18	8.47	7.96	8.06
I can call on a neighbour or local relative if I need assistance	8.59	8.81	8.58	8.91	8.63	8.71	8.86	8.67	8.53
I feel I belong to the community I live in	8.20	8.31	8.15	8.42	8.20	8.26	8.26	8.06	8.04
My neighbourhood is a friendly place to live	8.60	8.53	8.23	8.88	8.58	8.56	8.54	8.45	8.34
I make a contribution to the community I live in	7.39	7.59	7.31	7.71	7.49	7.50	7.55	7.37	7.16
I mainly socialise in my local area	7.44	7.34	7.64	7.44	7.05	7.39	7.24	7.16	7.00
People in Warringah are generally proud of their area	8.37	8.52	8.24	8.62	8.51	8.45	8.47	8.31	8.22

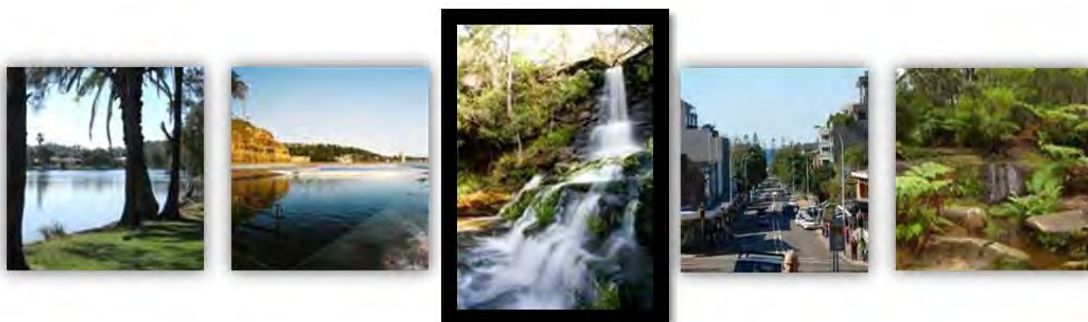
 Significantly higher (by group)

 Significantly lower (by group)

Mean ratings: 0 = strongly disagree, 10 = strongly agree

	0	1	2	3	4	5	6	7	8	9	10	Total
	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %
I feel safe in my own home	0%	0%	0%	0%	0%	2%	1%	8%	21%	21%	46%	100%
I feel safe walking around my neighbourhood	1%	0%	1%	1%	1%	6%	4%	12%	29%	17%	28%	100%
I can call on a neighbour or local relative if I need assistance	1%	0%	1%	1%	1%	2%	5%	7%	15%	15%	52%	100%
I feel I belong to the community I live in	0%	0%	1%	1%	0%	7%	7%	13%	20%	16%	36%	100%
My neighbourhood is a friendly place to live	0%	0%	1%	0%	1%	3%	5%	9%	25%	18%	39%	100%
I make a contribution to the community I live in	1%	1%	2%	2%	2%	11%	8%	18%	24%	12%	21%	100%
I mainly socialise in my local area	2%	1%	2%	3%	3%	13%	7%	13%	21%	11%	25%	100%
People in Warringah are generally proud of their area	0%	0%	0%	0%	0%	3%	5%	13%	28%	21%	30%	100%





## **Appendix B**

# **Questionnaire**

**Warringah Council  
Community Survey  
May 2012**

Good morning/afternoon/evening, my name is \_\_\_\_\_ from Micromex Research and we are conducting a survey on behalf of Warringah Council on services and facilities they provide.

May I speak to the person in your household who is 18 years or older and had the most recent birthday?

The information provided by respondents is completely confidential and will help Council to better understand and meet the diverse needs of its residents.

**QS1. Before we start, I would like to check whether you or an immediate family member works for Warringah Council?**

Yes ☐ No ☐ (If yes, terminate survey)

**QS2. Which suburb do you live in? (terminate if outside area)**

**Ward A – Quota 200**

Collaroy / Collaroy Plateau	<input type="radio"/>	Narrabeen	<input type="radio"/>
Cromer	<input type="radio"/>	Wheeler Heights	<input type="radio"/>
Dee Why	<input type="radio"/>		

**Ward B – Quota 200**

Allambie / Allambie Heights	<input type="radio"/>	Narraweena	<input type="radio"/>
Brookvale	<input type="radio"/>	North Balgowlah	<input type="radio"/>
Curl Curl / South Curl Curl	<input type="radio"/>	North Curl Curl	<input type="radio"/>
Freshwater	<input type="radio"/>	North Manly	<input type="radio"/>
Manly Vale	<input type="radio"/>		

**Ward C – Quota 200**

Beacon Hill	<input type="radio"/>	Frenchs Forest	<input type="radio"/>
Belrose	<input type="radio"/>	Ingleside	<input type="radio"/>
Cottage Point	<input type="radio"/>	Killamey Heights	<input type="radio"/>
Davidson	<input type="radio"/>	Ku-Ring-Gai Chase	<input type="radio"/>
Duffy's Forest	<input type="radio"/>	Oxford Falls	<input type="radio"/>
Forestville	<input type="radio"/>	Terrey Hills	<input type="radio"/>

**QS3. How long have you lived in the Warringah area?**

Less than 6 months ☐ (If less than 6 months, terminate the survey)

6 months to 2 years ☐

3 – 5 years ☐

5 – 10 years ☐

More than 10 years ☐

### Section 1 – Council Services and Facilities

- Q1. In this first section I will read out a list of services and facilities provided by Warringah Council. For each of these could you please rate the importance of the following services/facilities to you, and in the second part, your level of satisfaction with the performance of that service/facility? The scale is from 0 to 10, where 0 is not at all important or very dissatisfied and 10 is very important or very satisfied.**

**(Note: These criteria will be randomised)**

	Importance / Satisfaction												
	Not at all important/ Very dissatisfied						Very important/ Very satisfied						D/K
	0	1	2	3	4	5	6	7	8	9	10	11	
<b>A1. Infrastructure and Basic Services</b>													
Bus shelters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Traffic management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Provision of car parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Footpaths	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Condition of public toilets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Maintaining Major Roads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Maintaining local roads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Bike paths	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Walking trails and tracks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Provision of street lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

	Importance / Satisfaction												
	Not at all important/ Very dissatisfied						Very important/ Very satisfied						D/K
	0	1	2	3	4	5	6	7	8	9	10	11	
<b>B1. Waste Services</b>													
Household waste collection (including garbage, recycling and green waste)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Household bulky item clean ups (including metals)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Cleaning of streets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Cleaning of public areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	



	Importance / Satisfaction											
	Not at all important/ Very dissatisfied						Very important/ Very satisfied					D/K
	0	1	2	3	4	5	6	7	8	9	10	11
<b>C1. Environmental Services</b>												
Caring for bush areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Council operates in an environmentally friendly way	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Environmental protection & enforcement (e.g. building site inspections, rubbish dumping)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance of beaches and rock pools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Management and control of domestic pets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Management of local flooding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Management of waterways & lagoons	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Management of street trees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Importance / Satisfaction											
	Not at all important/ Very dissatisfied						Very important/ Very satisfied					D/K
	0	1	2	3	4	5	6	7	8	9	10	11
<b>D1. Community Services</b>												
Facilities and services for people with disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facilities and services for older people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facilities and services for youth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provision of childcare services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provision of services for people of culturally and linguistically diverse backgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Importance / Satisfaction											
	Not at all important/ Very dissatisfied						Very important/ Very Satisfied					D/K
	0	1	2	3	4	5	6	7	8	9	10	11
<b>E1. Planning &amp; Development Services</b>												
Development approvals process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Encouraging local industry and business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hygiene standards of retail food outlets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing commercial development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing residential development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing the Impact of visitors to the area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

		Importance / Satisfaction												
		Not at all important/ Very dissatisfied						Very important/ Very Satisfied						D/K
		0	1	2	3	4	5	6	7	8	9	10	11	
<b>F1. Recreation Facilities &amp; Services</b>														
Provision of lifeguards on beaches		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Brookvale Oval		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Community centres		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Community events and festivals		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Glen Street Theatre		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Parks and recreation areas (including playgrounds)		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Sporting fields and amenities		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Warringah Aquatic Centre		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

		Importance / Satisfaction												
		Not at all important/ Very dissatisfied						Very important/ Very Satisfied						D/K
		0	1	2	3	4	5	6	7	8	9	10	11	
<b>G1. Community Engagement</b>														
Consultation with the community by														
Council		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Council responsiveness to community needs:		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Information on Council services:		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

**Section 2 – Performance of staff and administrators**

**Q2a. When was the last time you had contact with a Council staff member? Prompt**

- |                          |                       |
|--------------------------|-----------------------|
| Within the last week     | <input type="radio"/> |
| Within the last month    | <input type="radio"/> |
| Within the last 3 months | <input type="radio"/> |
| Within the last 6 months | <input type="radio"/> |
| More than 6 months ago   | <input type="radio"/> |
| Never                    | <input type="radio"/> |
| Can't recall             | <input type="radio"/> |

**Q2b. Thinking of your last interaction with a Council employee, how did you make contact? Prompt**

- |  |                             |
|--|-----------------------------|
| Telephone                                  | <input type="radio"/>       |
| Internet                                   | <input type="radio"/>       |
| Email                                      | <input type="radio"/>       |
| Fax/letter                                 | <input type="radio"/>       |
| Visited Council office                     | <input type="radio"/>       |
| Face to face (outside of Council premises) | <input type="radio"/>       |
| Other (please specify)                     | <input type="radio"/> ..... |

**Q2c. How satisfied were you with the overall performance of Council's staff in dealing with your enquiry? Please rate on a scale of 0-10, where 0 is very dissatisfied and 10 is very satisfied.**

- |                       |                       |
|-----------------------|-----------------------|
| 0 – Very dissatisfied | <input type="radio"/> |
| 1                     | <input type="radio"/> |
| 2                     | <input type="radio"/> |
| 3                     | <input type="radio"/> |
| 4                     | <input type="radio"/> |
| 5                     | <input type="radio"/> |
| 6                     | <input type="radio"/> |
| 7                     | <input type="radio"/> |
| 8                     | <input type="radio"/> |
| 9                     | <input type="radio"/> |
| 10 – Very satisfied   | <input type="radio"/> |
| Don't know            | <input type="radio"/> |

**Q3. This next question is about the Mayor and Councillors, who are responsible for the decision making of Council in relation to all policy and planning issues. How satisfied are you with the overall performance of the Mayor and Councillors? Please rate on a scale of 0-10, where 0 is very dissatisfied and 10 is very satisfied.**

- |                       |                       |
|-----------------------|-----------------------|
| 0 – Very dissatisfied | <input type="radio"/> |
| 1                     | <input type="radio"/> |
| 2                     | <input type="radio"/> |
| 3                     | <input type="radio"/> |
| 4                     | <input type="radio"/> |
| 5                     | <input type="radio"/> |
| 6                     | <input type="radio"/> |
| 7                     | <input type="radio"/> |
| 8                     | <input type="radio"/> |
| 9                     | <input type="radio"/> |
| 10 – Very satisfied   | <input type="radio"/> |
| Don't know            | <input type="radio"/> |



**Section 3 – Overall Performance**

**Q4a. How would you rate the overall performance of Warringah Council as an organisation over the past 12 months? Please rate on a scale of 0-10, where 0 is very dissatisfied and 10 is very satisfied.**

- |                       |                       |
|-----------------------|-----------------------|
| 0 – Very dissatisfied | <input type="radio"/> |
| 1                     | <input type="radio"/> |
| 2                     | <input type="radio"/> |
| 3                     | <input type="radio"/> |
| 4                     | <input type="radio"/> |
| 5                     | <input type="radio"/> |
| 6                     | <input type="radio"/> |
| 7                     | <input type="radio"/> |
| 8                     | <input type="radio"/> |
| 9                     | <input type="radio"/> |
| 10 – Very satisfied   | <input type="radio"/> |
| Don't know            | <input type="radio"/> |

**Q4b. In giving your rating, has any particular issue/s strongly influenced your view, either in a positive or a negative way?**

- |                |                       |                    |
|----------------|-----------------------|--------------------|
| Yes - Positive | <input type="radio"/> |                    |
| Yes - Negative | <input type="radio"/> |                    |
| No             | <input type="radio"/> | (If no, go to Q5a) |

**Q4c. (If yes), please describe the major issue/s that strongly influenced your rating? (Up to 2)**

.....  
 .....

**Section 4 – Future Vision for the area**

**I'd like to now shift the focus away from Council services and performance on to vision and aspirations for the Warringah area as a whole over the next 10 years**

**Q5a. What do you value most about the Warringah area?**

.....  
 .....

**Q5b. Thinking of Warringah as a whole, what would you say are the top 3 challenges facing Warringah in the next 10 years?**

Challenge 1.....  
 Challenge 2.....  
 Challenge 3.....

**Q5c Thinking about the next four years, what do you think are the top 3 priorities for Warringah Council to focus on?**

Priority 1.....  
 Priority 2.....  
 Priority 3.....

### Section 5 – Community Pride and Connectedness

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

- Q6.** I'm going to read out some statements and I'd like you to rate them on a scale of 0 to 10, where 0 is strongly disagree and 10 is strongly agree

	Agreement												
	Strongly disagree										Strongly agree		D/K
	0	1	2	3	4	5	6	7	8	9	10	11	
<b>A. Safety</b>													
I feel safe in my own home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
I feel safe walking around my neighbourhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
I can call on a neighbour or local relative if I need assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
<b>B. Social</b>													
I feel I belong to the community I live in	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
My neighbourhood is a friendly place to live	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
I make a contribution to the community I live in	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
I mainly socialise in my local area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
<b>C. Local Identity</b>													
People in Warringah are generally proud of their area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

### Section 7 – Demographics

- Q7.** Please stop me when I read out your age group. *Prompt*

18 - 24	<input type="radio"/>
25 - 34	<input type="radio"/>
35 - 44	<input type="radio"/>
45 - 54	<input type="radio"/>
55 - 64	<input type="radio"/>
65 - 74	<input type="radio"/>
75+	<input type="radio"/>
Refused	<input type="radio"/>

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

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

**Q8a. Would you be interested in registering your interest?**

Yes ☐ No ☐ (If no, go to end)

**Q8b. (If yes), May I please confirm your contact details?**

Title (Mr/Mrs/Ms etc).....

First name.....

Surname.....

Email.....

Mobile.....

Home telephone.....

Street address.....

Suburb.....

Postcode.....

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

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

**Q9. Gender (determine by voice):**

Male ☐ Female ☐

**Council contact – Kate Lewis 02 9942 2731**





**Client**

Warringah Council

**Project**

Narrabeen Lagoon Community  
Consultation Outcomes Report on  
dredging for recreational purposes

Final Report

**Date**

28 June 2012

**Contact**

Trish Oakley  
03 9387 2600  
trish@elton.com

Sydney  
t (02) 9387 2600  
PO Box 1488  
Level 6, 332-342 Oxford St  
Bondi Junction NSW 1355  
f (02) 9387 2557  
consulting@elton.com.au  
www.elton.com.au  
ABN 56 003 853 101

Prepared by **Larissa Tiller**  
Reviewed by

Trish Oakley  
Date **June 28 2012**  
Job number **11\_2794**  
Document name **Narrabeen Lagoon Community  
Consultation Outcomes Report 2012**  
Version **Final Report**

This document is printed on  
paper produced using  
sustainable forestry practices  
and chlorine free pulp

## Contents

<b>Contents</b>	<b>1</b>
<b>1 Executive summary</b>	<b>1</b>
1.1 Purpose of consultation	2
1.2 Approach	2
1.3 Method	2
1.4 Summary of observations	3
<b>2 Project background</b>	<b>6</b>
2.1 About this report	6
2.2 Project context	6
2.3 Planning policy context	6
2.4 Prior environmental studies	7
<b>3 Consultation and Engagement Process</b>	<b>8</b>
3.1 Timeframe of engagement activities	8
3.2 Communications material and notifications	9
3.3 Project website	9
3.4 Community and stakeholder identification	9
3.5 Online survey	9
3.6 Key stakeholder interviews	9
3.7 Stakeholder workshop	10
3.8 Community Information and Feedback Session (CIFS)	10
3.9 Telephone Survey	11
<b>4 Consultation Outcomes</b>	<b>12</b>
4.1 Overall summary of key findings	12
4.2 Key findings	14
4.3 Potential implications of not dredging	18
4.4 Next Steps	18
<b>5 Appendices</b>	<b>19</b>
5.1 Telephone Survey Results	20
5.2 Online Survey Results	35
5.3 Your Say Warringah website	51
5.4 Brochure Flyer	52
5.5 Manly Daily Advertisement	53
5.6 Stakeholder identification	54
5.7 Key stakeholder interviews	55
5.8 Stakeholder workshop commentary	58

5.9 Summary of submissions received at each engagement activity	59
5.10 CIFS storyboards	61

<b>Tables and Figures</b>	
Table 1. Community participation levels	9
Table 2. Sporting recreational requirements	15
Figure 1. Workplan	8
Figure 2. Map of preferred areas for dredging by recreational user group	15





## 1 Executive summary

This report documents the outcomes of community and stakeholder consultation regarding dredging parts of Narrabeen Lagoon to enhance water based recreational activities. The engagement was conducted by Elton Consulting on behalf of Warringah Council between March and May 2012.

The aim of this consultation was to ascertain the breadth and depth of support for dredging of the lagoon with key stakeholders and within the broader community, and to understand wider community perspectives regarding the lagoon.

Overall, the consultation and survey results showed that the majority of the community and stakeholders are in support of Warringah Council enhancing water based recreational activities on Narrabeen lagoon.

Just over half of the community surveyed were in support of dredging, and of these people 29% were strongly in favour of dredging. About one in five people were opposed to dredging, and less than one in ten people were in strong opposition. One in four people had no opinion either way. In comparison to the online survey results, less than one in ten people were opposed to dredging.

Results showed that those people who frequently visited the lagoon are more likely to be in support of dredging. Those that visited most frequently predominantly engaged in kayaking and bushwalking. Those that visited less often predominantly visited to enjoy nature and picnicking.

Overwhelmingly, the majority of the community desire that environmental considerations are balanced with recreational uses, with environmental protection identified as an important priority.

Feedback and results indicate that dredging would be supported by many if carried out in such a way so that it does not significantly damage the lagoon's ecology.

Dredging the lagoon is a particularly high priority for stakeholders who are actively involved in water based activities.

This consultation process highlighted a low level of knowledge about the environmental impacts of dredging and some people believe dredging will have positive environmental impacts. This possibly may have influenced their decision in support of dredging.

This report:

- Describes the community and stakeholder consultation activities undertaken.
- Reports on issues raised and feedback during community and stakeholder consultation
- Provides quantitative data and analysis of survey results.

### 1.1 Purpose of consultation

The purpose of this consultation and engagement was to ascertain the level of community and recreational stakeholder support, or lack thereof, for increasing the water depth in parts of Narrabeen Lagoon to enhance opportunities for sport and recreation on the lagoon. This includes sports such as kayaking, sailing, fishing, paddling, and boating.

This consultation and engagement had several objectives including to:

1. Identify the key issues in the community about the lagoon and dredging
2. Gain a more in-depth understanding of the community views about dredging.
3. Inform the community of the environmental impacts of dredging the lagoon
4. Identify the requirements for dredging for each key water based recreational users
5. Inform the community of the State and local legislative obligations and planning process requiring approvals for dredging for recreational purposes
6. Quantify the results in support of or against dredging.

### 1.2 Approach

The approach taken in this consultation and engagement was to both inform the stakeholders through targeted communications and to provide opportunities for community reaction and feedback.

The key stakeholders identified were the heavy water based recreational users and local environmental organisations.

For the purposes of this study, the 'local area' comprised the Warringah Local Government Area and four suburbs in close proximity to Narrabeen lagoon, from within neighbouring Pittwater Local Government Area (North Narrabeen, Elanora heights, Oxford Falls, and Warriewood).

### 1.3 Method

This consultation involved a mixture of different techniques that involved quantitative and qualitative methods.

The tools used in this consultation and engagement process to achieve the objectives listed above include:

- Communications material for distribution, including newsletters, project website and advertisements in local media
- Project web site with discussion forum and online survey hosted by yoursaywarringah
- Targeted stakeholder interviews
- Stakeholder workshop
- Community information and feedback session
- Telephone survey of local residents across Warringah and Pittwater suburbs

Use of both random and opt-in approaches is important to provide statistically representative results and to offer opportunities for participation by diverse members of the community.

Analysis of the phone survey and online survey results allows for any commonalities and or points of difference in the views of these two respondent groups to be identified.

As the online survey was optional, it represents those community members that feel strongly about the issue. The results of the online survey reflect the views of the survey sample. That is, those who chose to participate or 'opt in'. As such, the results of the online survey cannot be seen as representative of the views of the wider community.

It should be noted that the results of the phone survey can be regarded as statistically representative of the views of the wider population of the local area to within +/- 4.4% at the 95% confidence level.<sup>1</sup>

<sup>1</sup> That is, if the same survey was conducted 20 times, the results would be representative of the overall population (of Warringah LGA and some suburbs in Pittwater LGA) in 19 of those 20 surveys to within +/- 4.4%.



Based on the low numbers of attendees at the Community Information and Feedback Session it is not possible to give a statistically accurate response, and instead issues raised have been noted.

#### 1.4 Summary of observations

The key findings are synthesised from issues recorded and survey data provides a broad indication of community sentiment. In line with the project objectives previously stated, the following is a summary of key findings.

##### 1.4.1 Key issues raised

Throughout the engagement process, key stakeholders and the community raised the following key concerns:

- The potential negative impact on seagrass beds from dredging and its removal
- The lagoon should be managed sustainably to meet both the environmental and recreational needs
- Siltation via creek runoff is shallowing the lagoon, particularly over the last decade
- Several community members and key stakeholders expressed frustration with a perceived lack of action on the issue of dredging and over consultation
- Membership numbers and business may be lost if the lagoon continues to shallow.

##### 1.4.2 Range of community views

There is a range of community views regarding dredging. Overwhelmingly, the majority of feedback was in support for balancing environmental management with recreational use. The lagoon's natural amenity is valued as an important space to be shared for mixed purposes.

Very few submissions were made calling for the complete protection of seagrass from dredging. No environmental group vigorously protested against dredging.

A variety of key recreational users expressed strong support for selective dredging to connect deep areas across the basins and increase access and amenity.

A majority of community and key stakeholders involved in the engagement process nominated that a low level of environmental impact would be acceptable in exchange for enhanced recreational activities on the lagoon.

Opinion about the level of water recreation activities is divided, with some believing there is already enough and it will interfere the natural amenity of the lagoon.

##### 1.4.3 Community knowledge of environmental impacts of dredging

Some user groups and environmental groups had a good understanding of the potential impacts of dredging.

Sections of the community expressed a belief that dredging the lagoon will not have a lasting environmental impact, and/or will have a positive environmental impact on the lagoon.

There are expectations that over time the lagoon will return to its present condition after dredging.

This suggests that there is an opportunity to further educate the community about the potential impacts of dredging.

##### 1.4.4 Dredging preferences

The key stakeholders identified their minimum requirements to enhance their respective sports through dredging small areas. The specific depths and locations nominated by recreation users are documented in section 4.3 of this report.

##### 1.4.5 Community knowledge of planning approvals process

There is a misperception that Council can approve dredging, as it has done in the past. Frustration over funding being reallocated from previous dredging projects was also expressed.

#### **1.4.6 Telephone and online survey results**

The survey results suggest that there is adequate community support for selective dredging activity to improve recreational access, should this be undertaken by Council. The survey research shows that there was greater support for selective dredging among those who took part in the online survey, many of whom were frequent users of the lagoon.

As part of the engagement process two surveys were undertaken to seek feedback from members of the general community and local stakeholders including regular users of the lagoon. The survey research involved:

- A phone survey conducted with a random sample of 500 residents
- An online survey which was completed by a total of 79 members of the community.

Just under half of all phone survey respondents (45%) visited the lagoon at least once a month or more often. This compares with 86.1% of those who completed the online survey.

The results of these two surveys are summarised below.

#### **The key findings from the *phone survey* are:**

- 57% of respondents thought there should be more opportunities for water-based recreation on Narrabeen Lagoon.
- Just under one in three respondents (31%) believed that there should not be more recreational opportunities. Some reasons given is that they believe there is already enough activity and it may spoil the natural amenity and aesthetics of the lagoon.
- 51% of respondents supported dredging parts of the lagoon for recreational purposes (29% strongly supported dredging). Just over one in five respondents (22%) opposed selective dredging of the lagoon, and another 26% neither supported nor opposed selective dredging.
- Among those who supported selective dredging of the lagoon, most did so for its recreational benefits (82%). Other common reasons for supporting selective dredging

included improvements to water quality (44%) and environmental benefits (40%).

- As many as 89% of respondents believed it was important (69% very important) that Narrabeen Lagoon is managed in a way that balances environmental and recreational values.
- 81% of respondents said it was important that there are no environmental impacts from dredging.
- Interestingly, another question in the survey showed 39% found it important that the water depth of parts of the lagoon is deepened. Another 26% did not find this important. And as many as 34% found deepening parts of the lagoon neither important nor unimportant. This question showed slightly different results when compared to the question about supporting dredging for recreation purposes.

#### **Key commonalities and points of difference identified through the *online survey* are:**

- As noted previously, those who took part in the online survey were more likely to be frequent users of Narrabeen Lagoon. Not surprisingly, a higher proportion of online survey respondents thought there should be more opportunities for water-based recreation on Narrabeen Lagoon (71% compared with 57% of phone survey respondents).
- Similarly, a higher proportion of online survey respondents supported dredging parts of the lagoon for recreational purposes (84% compared with 51% of phone survey respondents).
- Reasons for online survey respondents' support of selective dredging were similar to those identified by phone survey participants – focusing mainly on recreation benefits (95.3%), improvements to water quality (71.9%) and environmental benefits (51.6%).
- As in the phone survey, many respondents believed it was important that Narrabeen Lagoon is managed in a way that balances environmental and recreational values (85.5% compared with 89% of phone survey respondents).

- A considerably lower proportion were concerned with environmental impacts relating to selective dredging. 55% of online respondents said it was important that there are no environmental impacts from dredging, compared with 81% of those who took part in the phone survey.

The survey highlighted an uncertainty in knowledge about the science and the ecological impacts of dredging on the lagoon. Some of the stakeholders believe the lagoon is not a sensitive environment as it has recovered in the past. Some community members did not believe dredging has negative environmental impacts. Some community members did not have enough information to take a position either way about dredging.

- Not surprisingly, a much higher proportion of online respondents found increased depth in parts of the lagoon important – that is 79% compared with 39% from the phone survey.



## 2 Project background

### 2.1 About this report

This report:

- Provides a summary of overall observations
- Discusses the project context and background
- Documents the method for consultation and engagement activities
- Presents issues raised by key stakeholders and members of the community
- Presents the online survey results
- Presents the telephone survey results
- Describes relevant information from engagement activities, such as attendance at the stakeholder interviews and workshop

### 2.2 Project context

Narrabeen Lagoon plays both an important environmental and recreational role in the natural landscape.

Warringah Council is the Reserve Trust Manager of Narrabeen Lagoon and is responsible for its care, control and management.

Over the years, key recreational users have been making strong representations to Council about dredging the lagoon to provide better opportunities for water recreation.

There are many sporting clubs and organisations that use the lagoon, including fishing, kayaking, paddling and sailing amongst other things.

Dredging to deepen areas of the lagoon bed would significantly enhance access for activities like kayaking and sailing.

Council has responded to these requests by investigating possible dredging of shallower parts of Narrabeen Lagoon.

Council is taking a precautionary approach to identifying the suitability of selective dredging of parts of Narrabeen Lagoon.

Given the past history of dredging the lagoon and the extensive consultation carried out since 2005 on the topic, this engagement was framed within a complex stakeholder and historical context.

### 2.3 Planning policy context

Narrabeen Lagoon is owned by the State of NSW and administered as Crown Land under the Crown Lands Act 1989. There are significant planning controls that must be considered at the State level and the local level.

At the State level, dredging for recreational purposes requires State approvals (under SEPP Infrastructure 2007) and requires permits from a number of State authorities.

Any dredging proposal will need to undergo a formal economic feasibility analysis and environmental and impact assessment.

#### **Narrabeen Lagoon Plan of Management (NLPoM)**

In 2011, Warringah Council adopted (pending Ministerial gazettal) the Narrabeen Lagoon Plan of Management (NLPoM) – a balanced framework for managing the environmental and recreational needs of the lagoon and its users, so that its environmental condition is not compromised.

This plan represents a new start for the future planning, monitoring and sustainable management of the Lagoon.

The NLPoM identified environmental values of:

- Aquatic vegetation and habitats (seagrass, saltmarsh, reed swamp and mangrove)
- Aquatic fauna (benthos, fish, and migratory birds)
- Fringing terrestrial habitats and endangered ecological communities
- Water quality
- Natural aesthetics and outlooks (peace & tranquillity; and physical beauty)

**Warringah Local Environmental Plan 2011**

The Warringah Local Environmental Plan (LEP) requires consent for dredging for recreational purpose on natural waterways. Dredging of natural waterways without consent is only permissible if it is for environmental protection works, not recreation purposes.

The LEP identifies the parts of the lagoon under consideration is zoned W1 Natural Waterways.

The objectives of the W1 zone are to:

- Protect the ecological and scenic values of natural waterways
- Prevent development that would have an adverse effect on the natural values of waterways in this zone
- Provide for sustainable fishing industries and recreational fishing.

**2.4 Prior environmental studies**

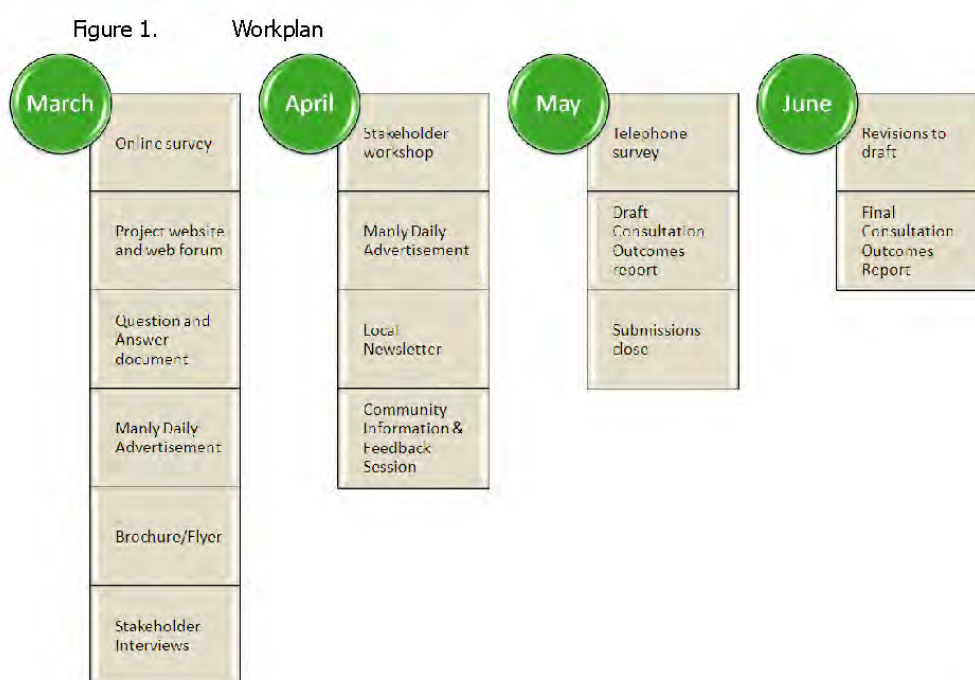
As part of the project documentation review, previous technical reports carried out by consultants for Warringah Council were reviewed.

Studies since 2008 by BMT WBM and Cardno Ecology Lab report widescale dredging proposed under the previous Narrabeen Lagoon Restoration Project would provide no notable improvements to the lagoon in respect of tidal flushing, mixing or circulation and removal of large areas of seagrass in the central basin would result in the loss of the diverse range of organisms associated with this habitat, including at least one protected species (the hairy pipefish, *Urocampus carinirostris*), and have adverse effects general productivity of the area.

Historically, dredging was undertaken without a full understanding of the potential environmental impacts. We are now in a better position, with both the science and the knowledge, to recognise the complexity of the lagoon's ecology.

## 3 Consultation and Engagement Process

### 3.1 Timeframe of engagement activities



The tools used in this consultation and engagement process included:

- Question and Answer document
- Project website and online web forum hosted by yoursaywarringah with a project library of documentation live 15<sup>th</sup> March 2012
- Online Survey hosted on yoursaywarringah live on 15<sup>th</sup> March and ended 16<sup>th</sup> May 2012
- Targeted key stakeholder interviews held on 26<sup>th</sup> and 30<sup>th</sup> March 2012
- Flyer/brochure advertising the project and engagement activities
- Article in the Pittwater Coeee Newsletter advertising the project, online survey and engagement activities
- Manly Daily advertisements about the project, the online survey and upcoming engagement events
- Two hour stakeholder workshop held at Coastal Environment Centre on Monday 4<sup>th</sup> April 2012
- Community information and feedback session held at Dee Why RSL on 30<sup>th</sup> April 2012
- Telephone survey of local residents between 1<sup>st</sup> May and 20<sup>th</sup> May 2012
- Direct email to 3000 registered residents
- Analysis of submissions and feedback received at community events and in writing to Warringah Council.



The following table lists the number of people that participated in each engagement activity.

Table 1. Community participation levels

Engagement Activity	People
Stakeholder workshop	17
Key stakeholder interviews	9
Visitors to the CIFS	6
Feedback form CIFS and workshop	7
Submission by email	11
Online Surveys completed	79
Telephone Surveys of community	501
Web forum comments	11
Unique visitors yoursaywarringah	566

### 3.2 Communications material and notifications

A number of communication materials were developed prior to engagement. The content of these materials was developed by Elton Consulting in collaboration with Council's project team and Marketing and Communications team.

A flyer brochure was developed for the community to provide details of the engagement process and opportunities for residents to have their say (see Appendix 5.4).

A question and answer document was developed to provide key information to the community, and was uploaded on the project website.

Advertisements were placed in the Manly Daily advising community and stakeholders of upcoming engagement activities and on the project website (see Appendix 5.5).

Invitations to a targeted key stakeholder interviews and workshop engagement were emailed out to notifying them to attend meetings and workshops with follow-up RSVP phone calls.

Invitations to the CIFS were emailed to 3000 locals that had registered to be involved in Warringah Council surveys and on the Your Say Warringah website, and advertised in the Manly Daily and project website. Invitations were also sent to Councillors, and the Youth Advisory committee.

The surveys were widely promoted through a variety of methods. The online survey and web

forum were promoted in the community through a series of advertisements in the Manly Daily on 13<sup>th</sup> and 28<sup>th</sup> April, and flyers and posters around Narrabeen Lagoon. These were also promoted to key stakeholders via email notifications.

### 3.3 Project website

A project website was established on the Your Say Warringah website at <http://yoursaywarringah.com.au/nlrecdredging> and on Council's own website at [http://www.warringah.nsw.gov.au/community/narrabeen\\_lagon.aspx](http://www.warringah.nsw.gov.au/community/narrabeen_lagon.aspx). This website went 'live' on the 15<sup>th</sup> March 2012.

The website introduced the project, advertised upcoming events, and contained links to important documents such as question and answers documents, maps of dredging options, and relevant technical documents. It also had links to an online survey and an online discussion forum.

### 3.4 Community and stakeholder identification

Community and stakeholders were strategically identified to capture a cross section of users. This includes a number of groups that heavily use the lagoon, those that live within 3km, and the wider community to ensure a broad mix of perspectives. See Appendix 5.6 for further details.

### 3.5 Online survey

The online survey was open for a period of nine weeks from 12<sup>th</sup> March to 16<sup>th</sup> May 2012. The online survey was made available to all members of the community through a link hosted on the Your Say Warringah website. The survey included links to the project website enabling respondents to easily access related information about the project and dredging options.

### 3.6 Key stakeholder interviews

Stakeholder interviews with key water based recreational users were held on Monday 26<sup>th</sup> and 30<sup>th</sup> March as one hour meetings with six key stakeholder groups, Warringah Council staff, and facilitated by Elton Consulting.

The interviews were part of an initial communications campaign to both inform stakeholders of the planning approvals process and to provide an informal platform for listen to the key stakeholders.

The interviews informed the community of the requirement in the Council's NLPoM that the environmental impacts of public recreation on the lagoon are to be avoided/minimised.

The aim of the interviews was to open a dialogue with those stakeholders who are particularly keen for dredging to enhance their water sports. Issues raised were used to inform follow-up workshops.

### 3.7 Stakeholder workshop

A two hour stakeholder workshop with representatives of a number of groups was held on 4<sup>th</sup> April at the Coastal Environment Centre in North Narrabeen. It was attended by Council and facilitated by Elton Consulting.

The workshop was 'by invitation only' sent out to many local organisations connected to Narrabeen Lagoon. It was attended by 17 stakeholders from the following groups:

1. Anglers Action Group
2. National Parks Association
3. Friends of Narrabeen Lagoon Catchment (FoNLC)
4. Narrabeen Lagoon Sailing Club (NLSC)
5. Coastal Environment Centre
6. Manly Warringah Kayak Club
7. Pink Ladies Dragon Boat
8. Sydney Academy of Sports and Recreation
9. Northern Beaches Kayak Club

Several organisations invited did not attend the workshop, such as the local surf clubs, bushwalkers, scouts, and mountain biking groups (see Appendix 5.6).

The structure of the workshop included a presentation on the environmental ecology of the lagoon by a scientific expert.

A presentation was given by Council about the history of the project and the need for balance between the environmental and recreational values of Narrabeen Lagoon. The aim was to inform the group about the planning approvals required dredging under a number of legislative

Acts, including the Department of Lands & Planning, Office of Environment and Heritage, and Department of Primary Industries, Fisheries.

Two workshop activities comprised the second half of the meeting. The workshop mixed different key sporting stakeholders seated together at three working tables. Using a recording sheet and A0 maps of the lagoon, the participants were asked to identify and mark on a map the areas that they would like to see protected and areas in which they believe their recreational sporting requirements are not being met. These requirements reflect the preferences for dredging to improve sporting recreation on the lagoon.

### 3.8 Community Information and Feedback Session (CIFS)

The CIFS was held on 30<sup>th</sup> April at the Dee Why RSL Club between 5pm to 8 pm. Notification and promotion of CIFS to community members included the following methods:

- Displaying posters in 18 public places and businesses surrounding the lagoon
- Media advertisements in the Manly Daily
- Email invitations sent to 3,000 residents
- A banner ad on the Council's web site.
- Advertisement on Council's customer service reception television screen.

This event was structured as an informal drop-in session open to the general public. It was designed to be an interactive session focusing on the identification of community issues, priorities and ideas about the future use of Narrabeen Lagoon.

Informative storyboards were placed around the room. A key feature of the CIFS session was a central table that had A0 maps printed of an aerial photo of Narrabeen Lagoon. This was accompanied by coloured markers for the community to mark up and a 'flag' system whereby people could write comments on a flag and place it on the map where it was most relevant. Red and green flags were provided that indicated red for areas/issues they would like to see changed or green for areas/issues they would like to see protected.

Representatives from the project team and associated consultants were available to answer

questions, listen to, and provide feedback to the community.

### 3.9 Telephone Survey

A telephone survey of about seven minutes with 501 local residents was conducted between 1st May and 20<sup>th</sup> May 2012. This survey can be considered statistically representative of community wide opinion to a 95% confidence level.

That is, if the same survey was conducted 20 times, the results would be representative of the overall population (of Warringah LGA and four suburbs in Pittwater LGA) in 19 of those 20 surveys to within plus or minus 4.4%.

The survey randomly selected Warringah LGA residents, and Pittwater suburbs near to the lagoon. Of a total of 40,495 residents, 6,000 were selected at random. Of this 6,000, one third lived within 3km of the lagoon.

## 4 Consultation Outcomes

This section provides an overall summary of the outcomes from consultation, and a summary of the outcomes from each community engagement activity.

The following comment is illustrative of common public sentiment expressed in the community engagement:

*"I am strongly opposed to dredging the central basin as this would destroy seagrasses and the shallower water would allow larger wind waves to be generated. Waves could increase shore erosion and damage seagrasses."*

*"I have no objection to Council investigating the options of dredging one or two new channels, or tidying up existing channels in the central basin or eastern channel to improve water mixing in the lagoon and improve recreational access, provided the impact area is small."*



### 4.1 Overall summary of key findings

#### 4.1.1 Telephone and online survey results

The telephone survey may be regarded as statistically representative of the views of the broader community in the LGA. In comparison, the online survey was opt-in, representing those that feel strongly about the issue. The online survey respondents were more likely to be frequent users of Narrabeen Lagoon.

In comparison to the random telephone survey, and importantly, the online survey provided an opportunity for all members of the community to participate in the consultation process.

Results of both surveys suggest that there is adequate community support for selective dredging activity to improve recreational access, should this be undertaken by Council. However, there was greater support for selective dredging among those who took part in the online survey, many of whom were frequent users of the lagoon.

As summarised in the executive summary, the key findings from the *phone survey* are:

- 57% of respondents thought there should be more opportunities for water-based recreation on Narrabeen Lagoon
- **51% of respondents supported dredging parts of the lagoon for recreational purposes (29% strongly supported dredging). Just over one in five respondents (22%) opposed selective dredging of the lagoon, and another 26% neither supported nor opposed selective dredging.**
- Among those who supported selective dredging of the lagoon, most did so for its recreational benefits (82%). Other common reasons for supporting selective dredging included improvements to water quality (44%) and environmental benefits (40%).
- Those who opposed selective dredging did so due to impacts on fish species and



seagrass (76%), birdlife (74%) and other reasons.

- Three quarters of participants (76%) reported that there would be no change in their level of use of Narrabeen Lagoon if parts of the lagoon were dredged. And another 21% said their use of the lagoon would increase.
- As many as 89% of respondents believed it was important (69% very important) that Narrabeen Lagoon is managed in a way that balances environmental and recreational values.
- 81% of respondents said it was important that there are no environmental impacts from dredging.
- 39% found it important that the water depth of parts of the lagoon is deepened. Another 26% did not find this important. And as many as 34% found deepening parts of the lagoon neither important nor unimportant.
- At least one in five respondents recalled having received media related information regarding the proposed dredging of Narrabeen Lagoon (20% said yes and another 12% were unsure).

Key commonalities and points of difference identified through the *online survey* are:

- A higher proportion of online survey respondents thought there should be more opportunities for water-based recreation on Narrabeen Lagoon (71% compared with 57% of phone survey respondents).
- **Similarly, a higher proportion of online survey respondents supported dredging parts of the lagoon for recreational purposes (84% compared with 71% of phone survey respondents).**
- Reasons for online survey respondents' support of selective dredging were similar to those identified by phone survey participants – focusing mainly on recreation benefits (95.3%), improvements to water quality (71.9%) and environmental benefits (51.6%).
- As in the phone survey, those who opposed selective dredging did so primarily due to impacts on fish species and seagrass (77.8%) and birdlife (77.8%), as well as

other reasons including water quality impacts and financial costs.

- Frequent users of the lagoon (daily and weekly users) reported that their level of use would increase if parts of the lagoon were dredged.
- As in the phone survey, many respondents believed it was important that Narrabeen Lagoon is managed in a way that balances environmental and recreational values (85.5% compared with 89% of phone survey respondents).
- A considerably lower proportion were concerned with environmental impacts relating to selective dredging. 55% of online respondents said it was important that there are no environmental impacts from dredging, compared with 81% of those who took part in the phone survey. That is, they don't believe it has negative environmental impacts.
- And not surprisingly, a much higher proportion of online respondents found increased depth in parts of the lagoon important – that is 79% compared with 39% from the phone survey.

#### 4.1.2 Issues in common from all engagement activities

- Almost all of the broader community and water based recreational group representatives, except for a few individual members, believed that the seagrass should be protected and to retain as much of it as possible.
- The recreational users recognise the role of seagrass in maintaining the ecological functions and/or recognise the issues that must be considered by governments and land managers.
- The community noted in submissions that more information is needed on the history of the lagoon and the scientific ecology of the lagoon, including the role and importance of seagrass and why it should be protected.
- There are misunderstandings about the environmental benefits or adverse impacts of dredging. This may reflect preferences for or against dredging if there are no perceived environmental impacts of dredging.

- All key water-based recreational users want, as a minimum requirement, a navigable channel that can connect parts of the lagoon from launch bases around the lagoon. There is strong support for dredging certain areas at depths up to 2m by the key recreational uses.
- The water based recreational users and broader community support dredging if it is done in a manner that will not harm the overall lagoon's sensitive environment.
- One reason for dredging raised by several key stakeholders is that the shallowness of the lagoon poses a safety issue affecting their use of motorised rescue boats. This is because propeller on the rescue watercraft hits the bottom of the lagoon.
- Many recreational users believed that Jamieson Beach needs replenishing in between the two ramps as the beach is retreating. Also, over a third (35%) of the broader community noted Jamieson Beach was the main access point to the lagoon.
- Most recreational users wanted the creeks and deltas to be dredged for better access to the creeks. This was not reflected by the broader community or local environmental organisations.

## 4.2 Key findings

### 4.2.1 Key stakeholder interviews

This phase of consultation targeted groups that are frequent users of the lagoon for water sports and the Friends of Narrabeen Lagoon Catchment.

The stakeholder interviews identified each recreational user group's minimum requirements for enhancing their individual sports, the level of usage, and where in the lagoon they mostly carry out their respective activities.

The interviews allowed issues to be captured and problems to be aired prior to a multi-stakeholder workshop. Meetings were held with:

1. Sydney Academy of Sports and Recreation
2. Friends of Narrabeen Lagoon Catchment
3. Anglers Action Group (Northside)

4. Narrabeen Lagoon Sailing Club
5. Jamieson Park Paddle
6. Prokayaks and Manly Warringah Kayak Club

Key issues and minimum use requirements have been included in Table 2. Specific issues raised by each stakeholder are summarised in the Appendix 5.8 and 5.9.

### 4.2.2 Stakeholder workshop

The workshop was attended by 17 people representing different recreational user groups. The groups in attendance were:

1. Anglers Action Group
2. National Parks Association
3. Friends of Narrabeen Lagoon Catchment (FoNLC)
4. Narrabeen Lagoon Sailing Club (NLSC)
5. Coastal Environment Centre
6. Manly Warringah Kayak Club
7. Pink Ladies Dragon Boat
8. Sydney Academy of Sports and Recreation
9. Northern Beaches Kayak Club

A constructive atmosphere was created that reflected and progressed on from the key stakeholder interviews. This enabled Council and recreational users to work together to identify minimum requirements for dredging that minimised environmental impact.

Through a mapping and discussion activity, the minimum areas and depth requirements for enhancing water based recreation were determined as input into dredging preferences through both the interviews and workshop.

The workshop showed that the dredging options developed in the BMT WBM's 2009 Recreation Channel Feasibility Assessment were not all still relevant today. Only the channels creating access out to the east and west from Jamieson Park for sailing and paddling were still desired. New configurations put forward by the recreational users attempted to minimise the removal of seagrasses by shaving edges of seagrass areas to creating a navigable channel, and removing built-up sand bars across the lagoon that may dissect the waterway.

In summary, there was support for a balanced approach to dredging that would increase access to parts of the lagoon while minimising the environmental damage.

Also, key recreational users are anxious to see a decision made and some action taken on dredging the lagoon.

and to minimise dredging, particularly in the western basin and the eastern channel where they carry out educational programs.

The environmental organisations wanted to protect the bird wading areas (in particular in the creeks), to minimise seagrass disturbance

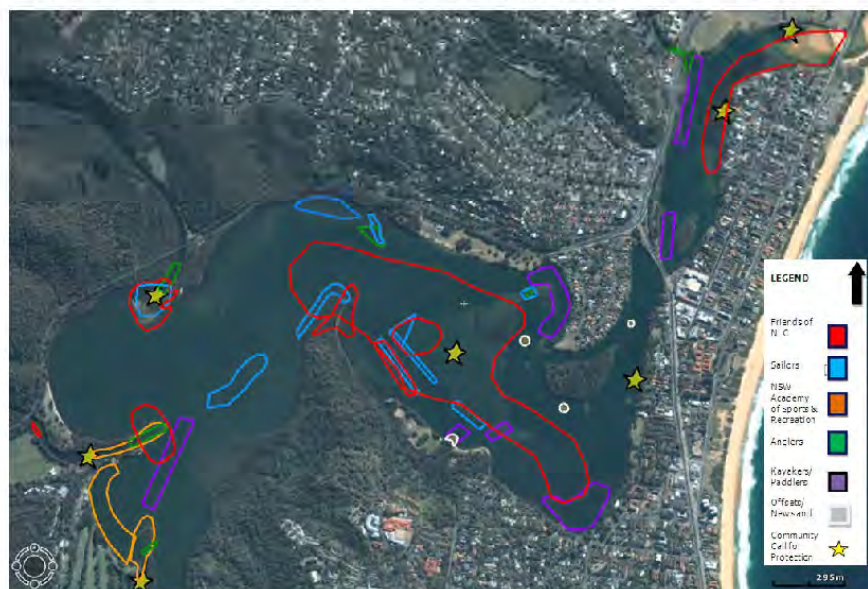
The following table summarises their general recreational requirements.

Table 2. Sporting recreational requirements<sup>2</sup>

User	Depth	Length	Width	Basin	Usage level
Kayaking/ paddling	1.5m to 2m	200m to 1km	50m	Central basin and the areas silted up in the western basin and eastern channel	Club training daily , and up to 500 people per day on a weekend and 50 people/day in bad weather
Sailing	1.2m to 1.8m	200m to 1km	50m to 60m	Central and north of the western basin	80 members 40 boats over the weekend
Fishermen	1.2m to 1.8m	Access channel	20m	Minor areas in central basin and all creek deltas	Day and night, weekday and weekend
Sydney Academy of Sports & Rec.	1.5m			South west of western basin, and Middle and South Creeks	Approximately 200,000 visits per year. Up to 210 to 420 children per weekdays
Pink Ladies Dragon boat	1.5m to 2m	500m	72m, 6 lanes	Eastern channel	Once every six weeks
Friends of NLC				Western and central basins, and eastern channel	

The following map identifies the dredging requirements for each of the water-based recreational user groups who attended the targeted stakeholder meetings, stakeholder workshop and the community views at the CIFS. The colours represent different recreational user groups, and the stars represent the community's views of important areas to protect.

Figure 2. Map of preferred areas for dredging by recreational user group



<sup>2</sup> These requirements were gathered in the engagement and have not been independently verified.

### 4.2.3 Community Information Session feedback (CIFS)

Six community members attended the CIFS. Attendees came from surrounding suburbs from Warringah LGA. Based on the low numbers of attendees, it is not possible to give a statistically accurate response. Only the issues raised can be noted.

Seven storyboards panelled around the room with the following headings. For contents description, see the Appendix 5.10.

1. Narrabeen Lagoon dredging for recreational use - project introduction
2. Management of the lagoon - the planning process
3. History of Narrabeen lagoon
4. Why Dredge?
5. Environmental Considerations - impacts of dredging the lagoon
6. What we have heard so far - maps of dredging requests to date
7. Where to from here - the future of the lagoon

Participants provided verbal feedback to members of the project team at the CIFS and were invited to make submissions through feedback forms provided with postage paid return envelopes. Four feedback forms were completed.

Issues raised at this session were about the impact dredging would have on the water quality and flora, calling for the protection of seagrasses. But it was felt that some dredging would be acceptable.

The following is a summary of points and key issues raised by attendees at the CIFS in regards to the proposed dredging:

- Prevent the addition of siltation from the creeks
- Conserve the seagrass and do not destroy the seagrass beds in the central basin
- Keep the entrance open
- A small amount of dredging could be justified for recreational use. It's important that the community's recreational needs are met

- Minimise the environmental impact and dredge where environmental conservation can be achieved
- Environmental and recreational benefits must clearly outweigh the costs
- Some impact is acceptable and compromise for creating a shared use is important
- Accept short term environmental impact for long term improvements to the lagoon.

### 4.2.4 Submissions analysis

There was a total of 18 submissions; including 11 submissions to Council, three Workshop feedback forms, and four CIF feedback forms.

Based on the low numbers of submissions, it is not possible to give a statistically accurate response. Only the issues raised can be noted.

The following is a summary of key issues raised:

- There was a general concern about the increasing shallowness of the lagoon, mostly sediments coming into the western basin from the creeks. There was further concern that it has been getting worse in the last decade.
- The western basin is one of the most highly utilised areas for recreation on the lagoon and is the most susceptible to siltation coming down from the creeks. This shallowing obstructs water-based activities prompting calls for preventative dredging. Also the spits and sandbars appear to be joining up.
- There was a call to protect the seagrasses from dredging, and only to dredge one or two small connecting channels. The cost of dredging was also a concern.
- The recreational use should be balanced with environmental concerns to ensure the continued use of the lagoon for water-based activities.
- Water quality and flooding are key issues. Future care and maintenance of the lagoon for people was a priority. This includes ensuring a healthy useable waterway for future generations.



#### 4.2.5 Telephone survey results

The random telephone survey is statistically representative of the broader population of Warringah LGA. A total of 501 interviews were successfully conducted.

The aim was to reach a representative cross-section of the population to ensure their opinions were captured. Results have been post-weighted by adult age and gender to reflect the demographic breakdown of the Warringah LGA population.

Not all respondents answered every question. Responses to each question are detailed in the Appendix 5.1. The number answering each question is marked as "n = X" in the graph accompanying the relevant data.

In summary:

- The population that live within 3km of the lagoon typically visit it more often than those outside this area. The main access point is Jamieson Park. The type of activity carried out is predominantly bushwalking, enjoying nature and kayaking. The top four responses believed that the lagoon should be used mainly for kayaking, fishing, sailing and windsurfing/paddling.
- Of those surveyed, 57% believed there should be more water based recreation and 12% said they are not sure. The main reason given is that they believe it will encourage families to get out more, but definitely did not want motorised boats on the lagoon.
- 31% responded that there should not be more recreation on the lagoon as there was already enough recreation on the lagoon and they wanted to preserve its peaceful natural state.
- Of the 501 total responses, 51% of people would support dredging, and 26% said they would neither support it nor oppose it. Only 22% of people opposed dredging, mostly because of the impacts on fish species and seagrass, birds and the environment. Most responses support dredging to increase recreation uses. Interestingly, a later question about deepening water depths showed only 39% of respondents stated that deepening parts of the lagoon is important to

them and 34% thought it neither important nor unimportant.

- Just under a half of the population believe dredging will improve the environmental quality of the lagoon. This suggests a high level of uncertainty about the impacts of dredging.
- All of the respondents highly value balancing recreational use with the environment and ensuring that environmental impacts from dredging are minimised.
- The majority believe that dredging would not change their level of usage of the lagoon.

#### 4.2.6 Online survey results

The online survey is self-selecting process and was completed by those people that had a strong interest in the lagoon. The majority of respondents were men over the age of 45 years old.

A total of 79 respondents completed the survey. Answers to each question are provided in the Appendix 5.2.

The key findings from the *online survey* are:

- Nearly two thirds of survey respondents visited Narrabeen Lagoon at least once per week and two thirds accessed the lagoon from Jamieson Park.
- More than half of all respondents engaged in walking/bushwalking, boating and sailing, bike riding and or picnicking. Just over 45% of respondents went kayaking or enjoyed nature. Just under 30% went swimming, fishing, and or visited cafes, shops and markets.
- Respondent's views on how the lagoon should be used by the community generally reflected their own patterns of use. Nearly 90% nominated walking/bushwalking and kayaking. More than 80% regarded fishing, boating and sailing, enjoying nature, and picnicking as appropriate community uses for the lagoon. Around three quarters identified both swimming and bike riding as suitable uses. More than half chose visiting cafes, shops and markets

- The majority of respondents (71%) believed there should be more water based recreation on Narrabeen Lagoon. 15% disagreed with increasing water-based recreational activities in order to protect the environmental qualities of the lagoon and maintain the peaceful ambience of the lagoon. 14% were undecided.
- A large majority (nearly 84%) of respondents were in support of dredging parts of the lagoon. Overwhelmingly, respondents supported dredging of the lagoon for recreational benefits. A large number believe that dredging will lead to improvements to the water quality and have other environmental benefits. Just over one in ten (12%) did not support dredging of the lagoon. The main reasons for not supporting dredging focused on impacts on birds, fish species and seagrass. Other concerns stated were that the lagoon is already well used for sports and that as a sensitive environment its ambience may be disturbed. Those that were unsure were a handful of people but did not believe they needed more information.
- Almost three quarters of respondents (71%) believed that dredging of the lagoon would strongly increase their enjoyment of it and result in a slightly more frequent use of the lagoon. One person in ten said it would reduce their enjoyment of the lagoon.
- Just over half of all respondents believed it was important that dredging would not result in environmental damage.
- A third of respondents did not think environmental impacts were either important or not important
- A large majority of respondents said that increasing the depth of parts of the lagoon was important (79%). Just less than one in ten people said it was not important to increase the depths.
- There was strong support for Council to fund the costs of dredging (79%). 11% of people were opposed to Council funding it.
- About 82% said it was important (32.8%) or very important (49.2%) to manage the lagoon in a way that balances environmental and recreational issues.
- Among those who took part in the online survey most had seen it advertised in the Manly Daily newspaper. Others had heard about the survey via word of mouth (30.7%), email from Council (26.7%), Council's website (14.7%), email from a community group (9.3%), Community Newsletter (6.7%) or other method (1.3%).

#### 4.3 Potential implications of not dredging

The key water based recreational users have a strong connection to the lagoon and wish to continue to use the lagoon into the future.

Given the number of consultations previously undertaken regarding Narrabeen Lagoon, the implications for not taking action regarding dredging could intensify the debate prompted by the key stakeholders.

The surveys revealed that many comments focused on the need for Council to act – to commence selective dredging of the lagoon to achieve recreational benefits with limited environmental impacts.

#### 4.4 Next Steps

This community engagement is Stage 1 of a three stage process.

The outcomes of Stage 1 will assist Warringah Council in deciding whether to proceed to Stage 2. This stage would involve a detailed feasibility assessment of environmental impacts, mitigation measures, recreational considerations and net costs/benefits.

Outcomes from Stage 2 will assist in deciding whether to proceed to Stage 3. This stage would entail a detailed design and costing of works, thorough environmental impact assessment, and submitting a preferred option through the planning and approval processes to undertake the dredging.

This Outcomes Report was delivered to Council on 15<sup>th</sup> June to inform a July 24<sup>th</sup> Council meeting of the consultation outcomes. It is anticipated Council will make a recommendation at this time.

## 5 Appendices

---

<b>5.1 Telephone Survey Results</b>	<b>20</b>
<b>5.2 Online Survey Results</b>	<b>35</b>
<b>5.3 Your Say Warringah website</b>	<b>51</b>
<b>5.4 Manly Daily Advertisements</b>	<b>53</b>
<b>5.5 Key stakeholders</b>	<b>54</b>
<b>5.6 Targeted Stakeholder Interviews</b>	<b>55</b>
<b>5.7 Stakeholder workshop commentary</b>	<b>58</b>
<b>5.8 Summary of submissions received at each engagement activity</b>	<b>59</b>
<b>5.9 CIFS Storyboards</b>	<b>61</b>

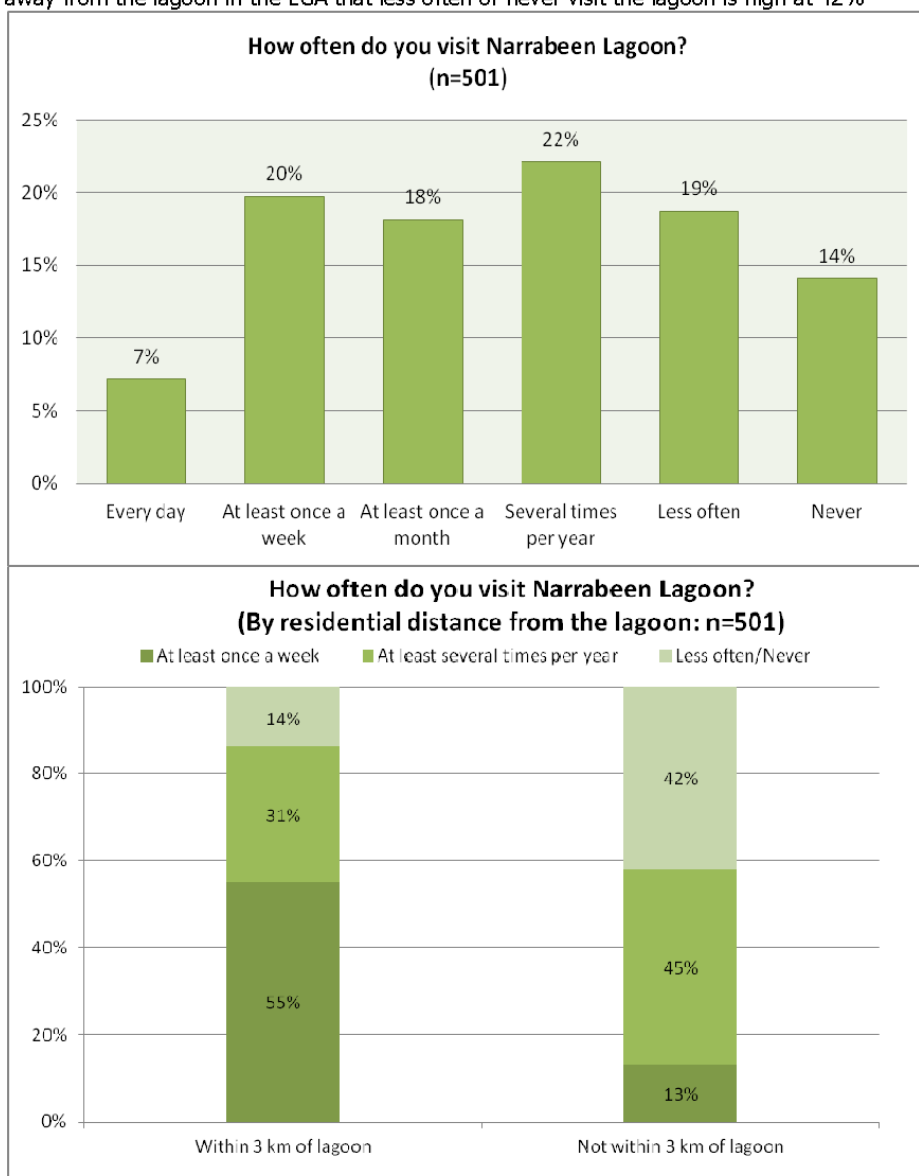
### 5.1 Telephone Survey Results

The telephone survey is statistically robust and may be considered representative of the broader community sentiment.

#### **Question 1 How often do you visit Narrabeen Lagoon?**

Just over half of the community (55%) do not visit the Narrabeen Lagoon frequently. However, 38% visit the lagoon once a week or more than once in a month (totalled). The number of people who do not visit the lagoon is about one in every eight people (14%)

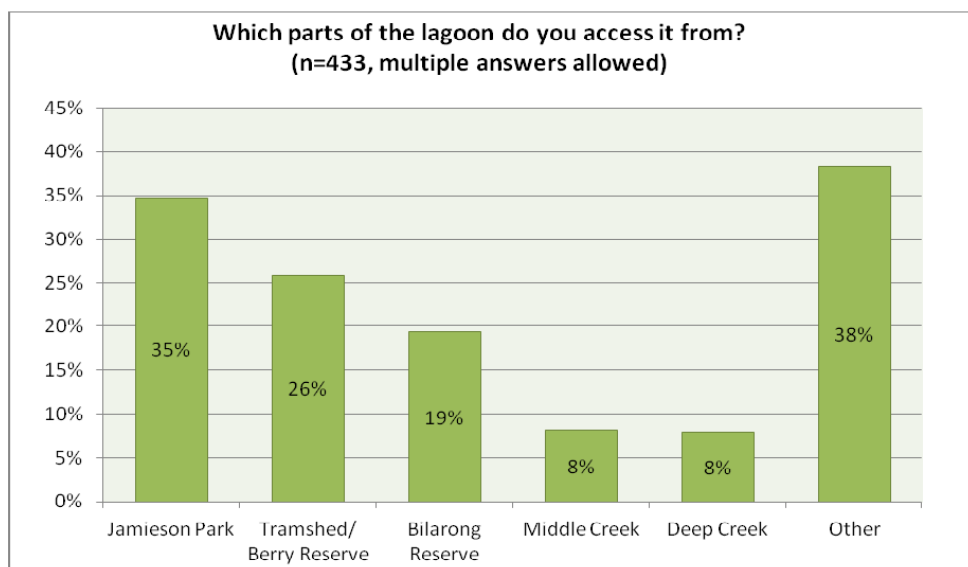
The residents that live within 3km of the lagoon visit the lagoon more frequently, at least once a week at 55%, compared to those that live within the LGA at 13%. Also, those that live further away from the lagoon in the LGA that less often or never visit the lagoon is high at 42%





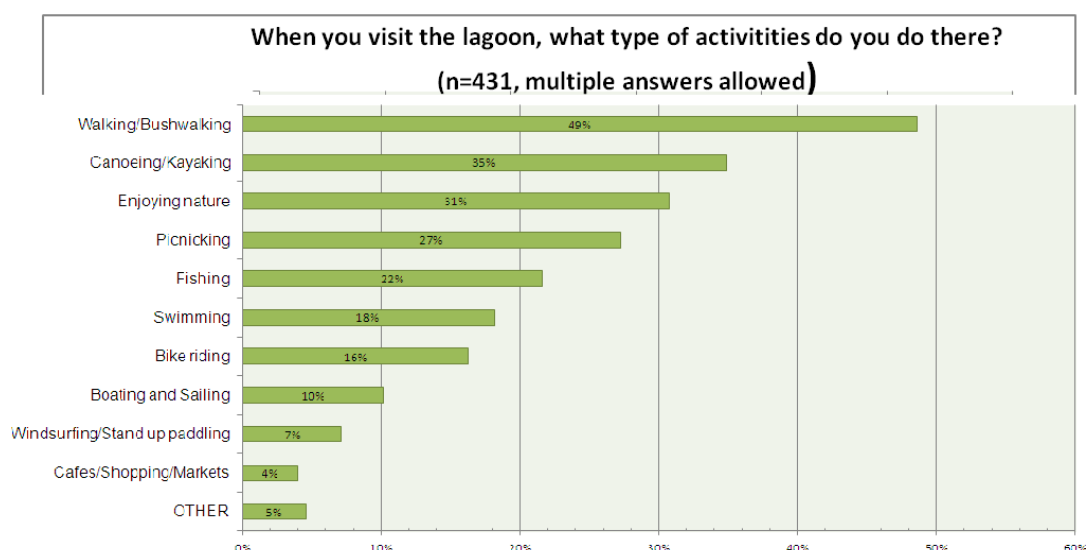
**Question 2. Which parts of the lagoon do you access it from?**

The majority of people access the lagoon via Jamieson Park, or the Berry Reserve. The other responses include Birdwood Park or Lake Park, Sydney Academy of Sports and Recreation Boatshed, South Creek.



**Question 3. When you visit the lagoon, what types of activities do you do there?**

The majority of respondents visit the lagoon for land based recreation, walking and bush walking and enjoying nature or picnicking. There are a lot of community members that go there for kayaking and fishing, although only 10% go sailing. The 'other' responses included Rubbish collection and protect the environmental integrity, playing golf, horse riding, using the playground and parks, celebrating weddings, exercising, and watching school athletics at the sports academy.

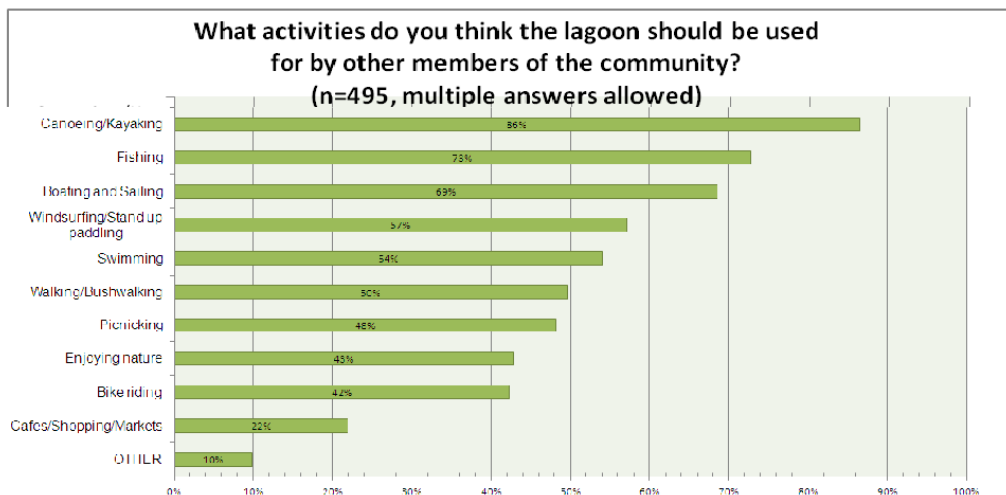


For purposes of analysis, the frequency of users was classified into high, medium and low frequency of use. Comparing responses of question 3 and 1 (How frequently to you visit the lagoon and what recreation do you do there?) shows that there is a wide range of recreational uses of the lagoon across all frequency groups from high to low. The majority of respondents used the lagoon for walking and bushwalking. The high frequency users identified are more likely to use the lagoon for walking/ bushwalking, kayaking, swimming, and fishing. It is worth noting that kayaking and enjoying nature is carried out by all high, medium and low frequency users.

	Frequency of visit			Total
	High frequency	Medium frequency	Low frequency/never	
Swimming	30.7% (41)	13.4% (27)	10.2% (10)	78
Fishing	29.6% (40)	19.2% (39)	15.4% (14)	93
Kayaking	42.5% (57)	33.5% (68)	26.7% (25)	150
Boating and Sailing	12.2% (16)	9.8% (20)	8.1% (8)	44
Windsurfing/Stand up paddling	9.4% (13)	6.6% (13)	5% (5)	31
Picnicking	14.3% (19)	32.8% (66)	33.8% (32)	117
Walking/Bushwalking	55.1% (74)	51.5% (104)	33.1% (31)	209
Bike riding	17.7% (24)	20.2% (41)	5.9% (6)	70
Cafes/Shopping/Markets	1.6% (2)	5.2% (11)	4.6% (4)	17
Enjoying nature	24.1% (33)	29.9% (60)	42.2% (40)	132
None	0% (0)	0% (0)	1.3% (1)	1
OTHER	4.5% (6)	6.5% (13)	0.3% (0)	20

**Question 4. What activities do you think the lagoon should be used for by other members of the community?**

The responses showed that a majority of people believe the lagoon should be used for water based recreation, even though the majority of people responding in the previous question that they mainly used the lagoon for walking/bushwalking.



**Question 5. Do you think there should be more opportunities for water-based recreation on Narrabeen Lagoon?**

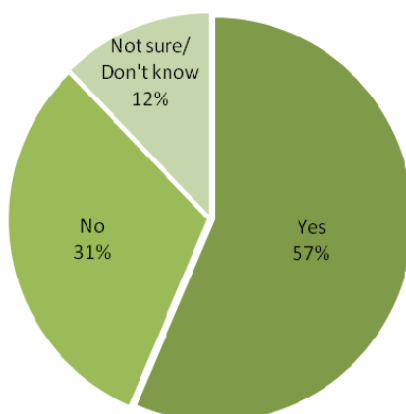
Over half of people (57%) would like to see more water based recreation. Relating this to question 6, some people believe it is a great natural asset that should be enjoyed by more people. Just under one third of people do not want more activity. Relating this question to question 3 and question 6, this may be because some people believe there is already enough activity and may be spoilt by more activity.

The 'other' responses included:

- No idea as there is not enough information
- It would depend on the level of access
- It would depend on the effect dredging would have on it

---

**Do you think there should be more opportunities for water-based  
recreation on Narrabeen Lagoon?**  
**(n=501)**

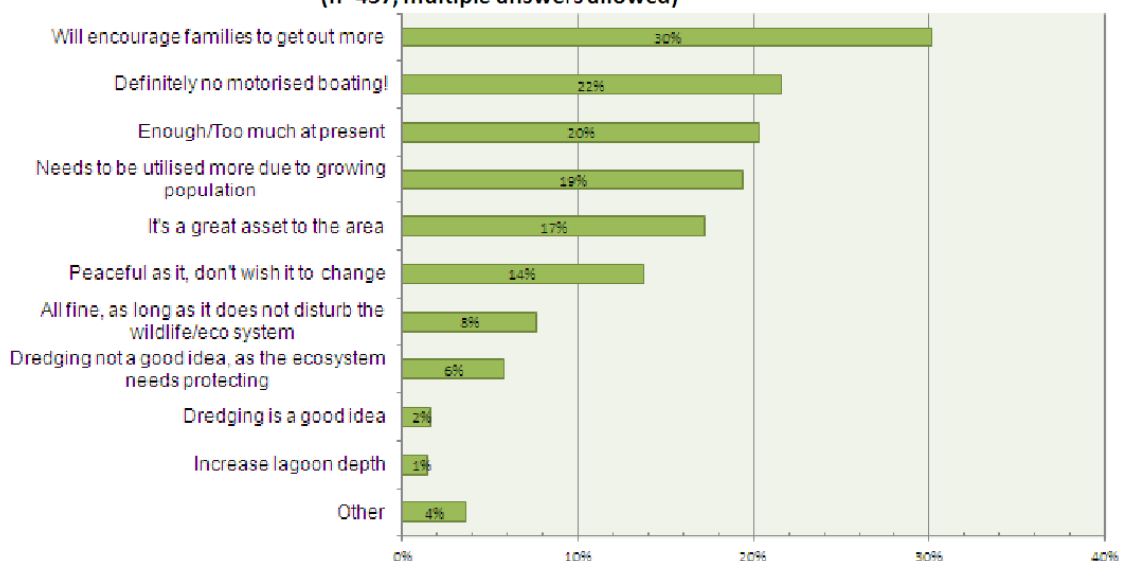




**Question 6. Can you briefly explain why you think there should or should not be more opportunities for water-based recreational activities on the lagoon?**

Of the 437 respondents that answered this question, 281 people believe there should be more recreation on the lagoon, equivalent to 64.3%. Just under one third (30%) of respondents believe it will encourage families to visit the lagoon. Many believe it there is already enough recreation on the lagoon (22%) > and that 20% of people believe the motor boats are a disturbance.

**Can you briefly explain why you think there should or should not be more opportunities for water based recreational activities on the lagoon?**  
**(n=437, multiple answers allowed)**



The 'other' responses to no more recreation included:

- Activities can be done elsewhere than Narrabeen lagoon
- The lagoon area is too small
- Don't want non-locals to use it more

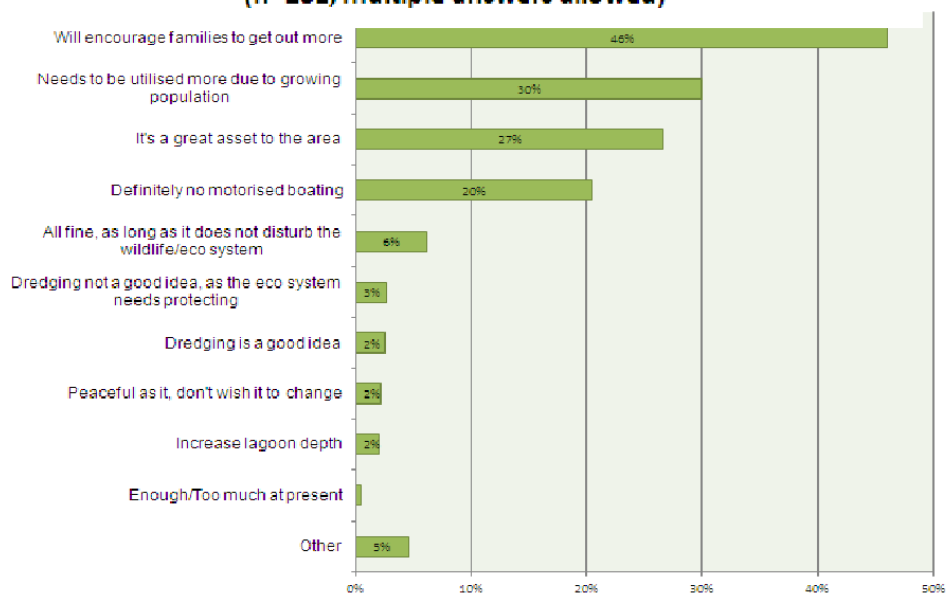
The 'other responses to increasing recreation included:

- It's a waste natural resource if no one can use it
- The sea grasses in the lake are not the original vegetation
- It should be a natural water course but it is no longer usable as it is silted up
- Some areas should be allocated for human activity and other areas should be left to nature

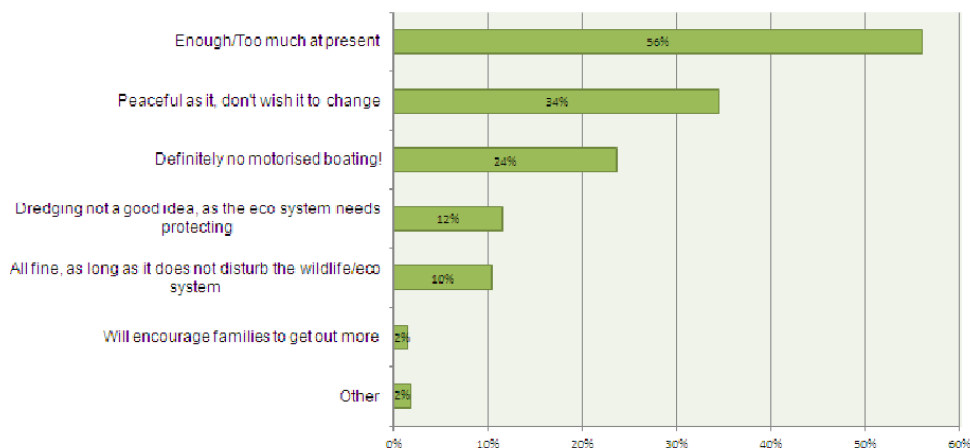
One other comment is quoted:

*"Since I was a kid there have always been shallow parts, but never this shallow. Run off etc has caused it to become a lot shallower to the point where you can walk almost the whole way across it. I understand there are environmental issues with animals residing in this area, but in my opinion prior to dredging this habitat would soon return to normal. I also feel it is a good idea to put in place artificial reefs to encourage fish breeding numbers."*

**Can you briefly explain why you think there should be more opportunities  
for water-based recreational activities on the lagoon?**  
**(n=281, multiple answers allowed)**

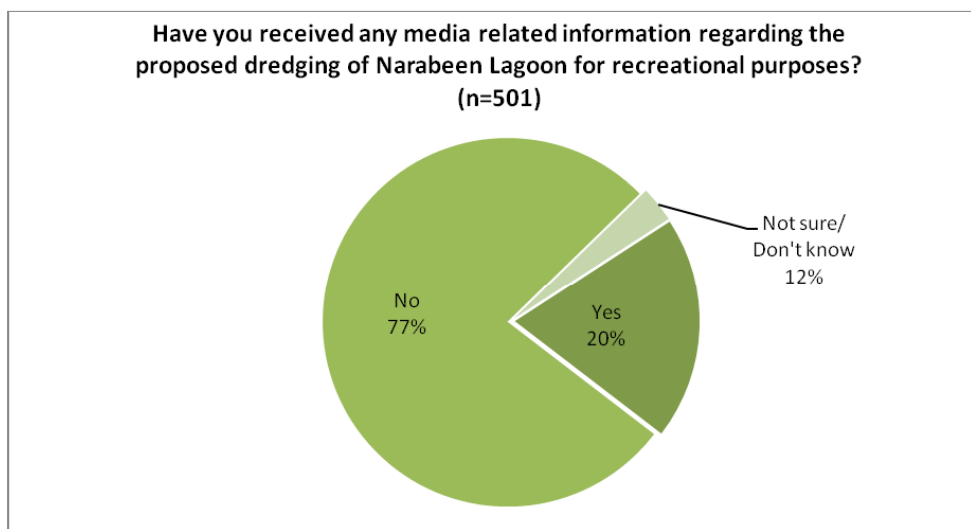


**Can you briefly explain why you think there should not be more opportunities  
for water-based recreational activities on the lagoon?**  
**(n=156, multiple answers allowed)**



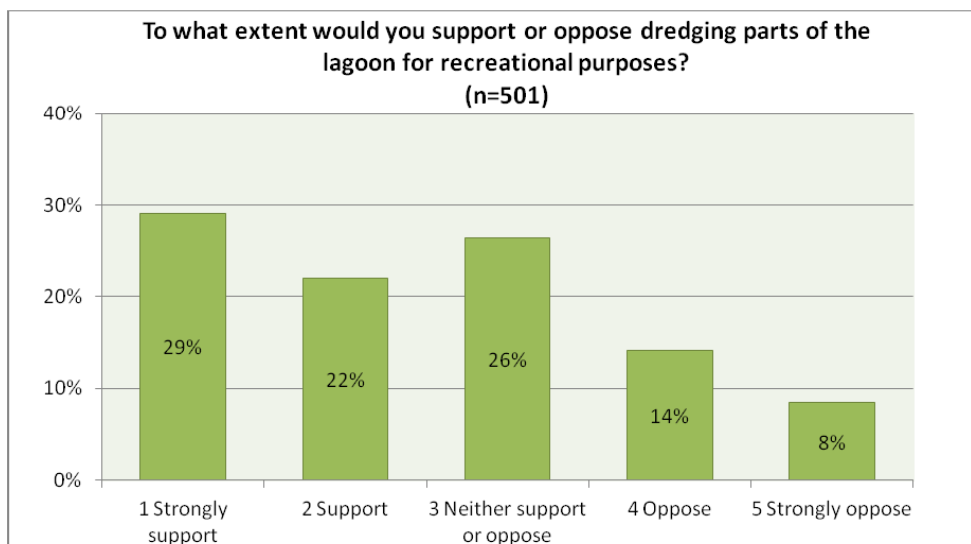
**Question 7. Have you received a newsletter, email or seen in the local press information regarding proposed dredging of Narrabeen Lagoon for recreational purposes?**

A total of 20% is quite a large number of the community that received information about the lagoon dredging consultation.



**Question 8. Increased opportunities for water based recreation would involve deepening the water level in parts of the lagoon. To what extent would you support or oppose dredging parts of the lagoon for recreational purposes?**

Just over half of the respondents (51%) were in support of dredging, although 26% were neither in support for or against dredging. Just over one in five community members (22%) are opposed to dredging and less than 1 in ten (8%) is strongly opposed to dredging. It could therefore be tentatively assumed that dredging would not be opposed by the majority of the community at 77%



An analysis of Question 8 and Question 1 ('To what extent would you support or oppose dredging of parts of the lagoon for recreational purposes?' and 'And how often do you frequent the lagoon'), shows that people who visit the lagoon relatively frequently are more likely to support dredging (64%), than people who visit less often or never (36%). The majority of respondents that support dredging have a moderate to high frequency of use. This is a statistically significant result.

Frequency	Attitude to dredging			Total
	Strongly support / Support	Neither support nor oppose	Oppose / Strongly oppose	
High frequency	63.7% (86)	0.0% (0)	11.1% (1)	100% (135)
Moderate frequency	54.7% (110)	50.0% (1)	22.2% (2)	100% (201)
Low frequency	36.4% (60)	0.0% (0)	0.0% (0)	100% (165)
				<b>100% (501)</b>

The mean score for all frequency groups showed that there was in support of dredging or was neutral.

Frequency of visit	Mean	N	Std. Deviation
High frequency	2.18	135	1.346
Medium frequency	2.46	202	1.192
Low frequency/never	2.84	164	1.236
Total	2.51	501	1.274

An analysis of Question 8 and 1 shows that those who support or oppose dredging is spread across the different types of recreational uses, in particular, with kayakers.

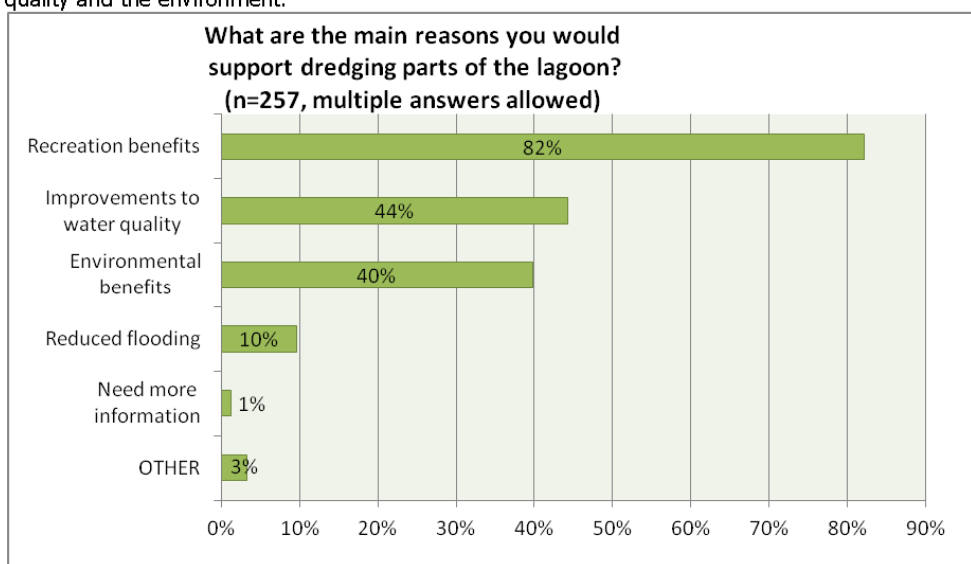
There is strong support for dredging across a variety of recreational uses, including from walkers/bushwalkers, swimmers, anglers, and kayakers, boaters/sailors, windsurfing/stand up paddlers and bushwalkers. Of those that opposed dredging, their recreational uses is typically more passive including bushwalkers, enjoying nature, picnicking, swimming as well as fishing and kayaking.

Frequency	Strongly support / Support	Neither support nor oppose	Oppose / Strongly oppose	Total
Swimming	54.1% (42)	20.3% (16)	11.1% (21)	78
Fishing	60% (56)	19.8% (18)	25.6% (20)	93
Kayaking	54.3% (82)	29.3% (44)	16.4% (25)	150
Boating and Sailing	62.5% (27)	21.2% (9)	16.3% (7)	44
Windsurfing/ Stand up paddling	83.5% (26)	14.4% (4)	2.2% (1)	31
Picnicking	41.4% (48)	38.1% (45)	20.8% (25)	117
Walking/Bushwalking	52.6% (110)	32.6% (68)	14.9% (31)	209
Bike riding	48.6% (34)	40.7% (29)	10.6% (8)	70
Cafes/Shopping/Markets	30.6% (5)	54.3% (9)	15.1% (3)	17
Enjoying nature	51.7% (68)	31.3% (41)	17.1% (23)	132
<b>Total</b>	232	113	80	424



**Question 9. What are the main reasons you would support dredging parts of the lagoon for recreational purposes?**

The majority of people (82%) believe dredging should be carried out to enhance recreation. However, there is a significant number of people that believe dredging will improve the water quality and the environment.

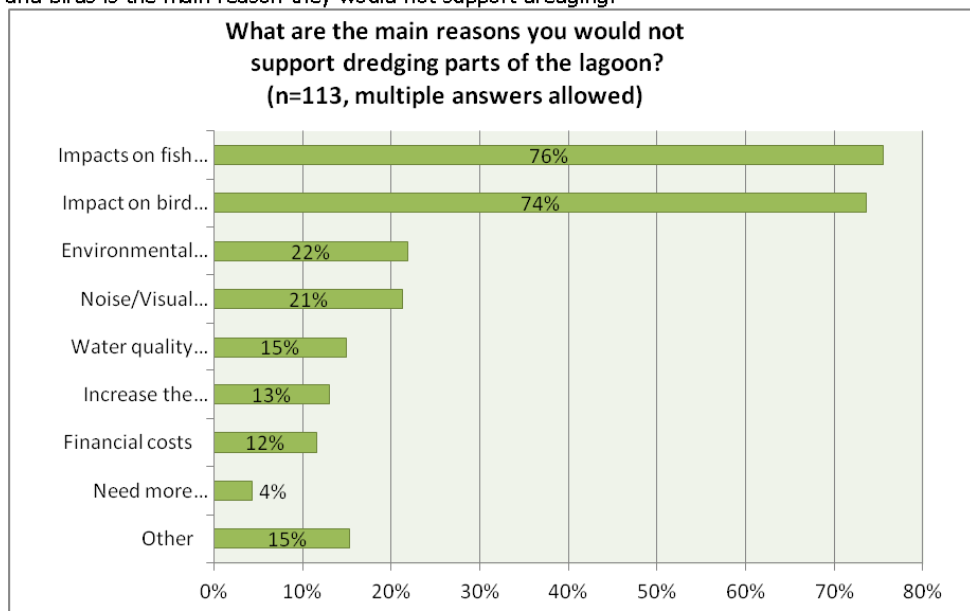


The 'other' responses included:

- Dredging would be costly. There is good quality building sand, so the money from the sand may pay for the dredging. The revenue from the dredging would more than compensate.
- It would increase the lagoon use back to its historical level
- Want it cleaner and deeper
- Its too shallow now you can walk across it
- Dredge to a sensible depth
- Safety reasons with watercraft

**Question 10. What are the main reasons you would not support dredging parts of the lagoon for recreational purposes?**

Overwhelmingly, the majority of respondents answered that the impact of fish species, seagrasses, and birds is the main reason they would not support dredging.



The 'other' responses included:

- More motorised boats or jet skii's would use the lagoon - more
- It will turn itself around
- There is already enough activities and people using it
- It's not necessary
- Its fine the way it is

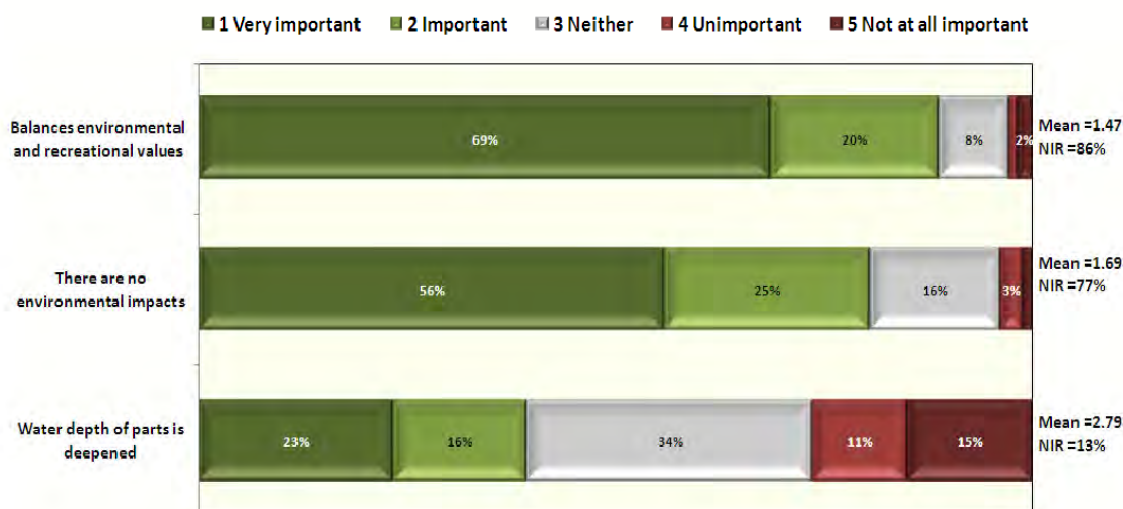
**QUESTION 11 How important is it to you that:**

- a) Narrabeen Lagoon is managed in a way that balances environmental and recreational values?**
- b) There are no environmental impacts from dredging?**
- c) The water depth of parts of the lagoon is deepened?**

Overwhelmingly, 89% of people believe that environmental values should be balanced with recreational values. A majority of 81% of respondents believe there should be no environmental impacts from dredging, and 16% are not sure. Importantly, it is not important to 60% of the population as to whether the lagoon is deepened via dredging. This leaves 39% of people who believe the lagoon should be deepened.

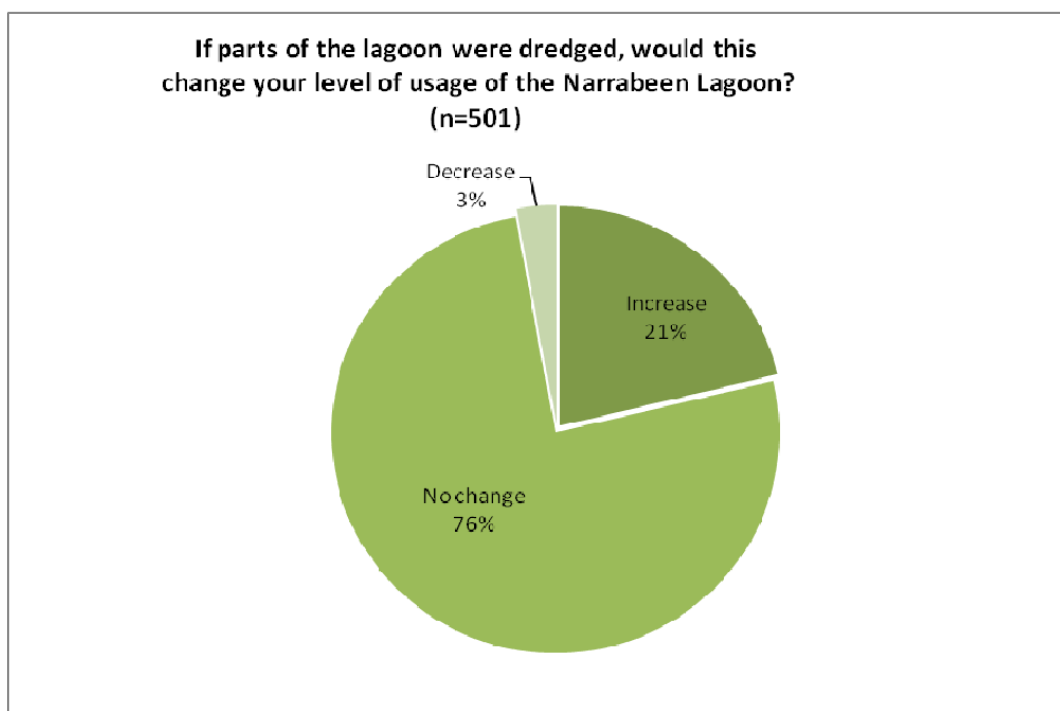
**How important are the following statements to you?**

(n=501)



**Question 12. If parts of the lagoon bed were dredged, would this change your level of usage of Narrabeen Lagoon?**

Just over one fifth (21%) of respondents said it would increase their usage of the lagoon. The majority of respondents (76%) said dredging would not change the usage. Only 3% of people said it would decrease their level of usage.



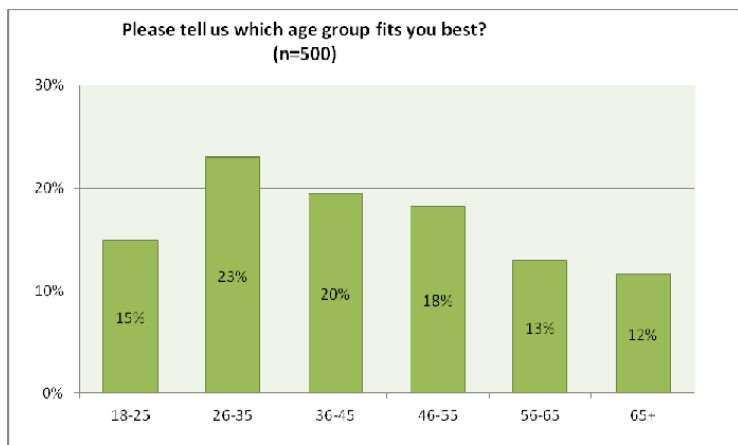
Analysis of this question 12 with question 1 (how would dredging change your level of usage of the lagoon?) shows that for the majority of high frequency users their usage levels would stay the same if the lagoon was dredged (70.4%). The main increase in usage level of the lagoon if it was dredged would be to kayakers and anglers. For those high frequency users of lagoon, nearly one in every four people said it would increase their usage of the lagoon (23.7%). Of the moderate and low frequency users 50% and 22.2% respectively said it would have no change. The high and low users anticipate their usage would increase a little if dredging w

Change in frequency of use				
Frequency	High frequency	Moderate frequency	Low frequency	Total
Increase	23.7% (326)	0.0% (0)	11.1% (1)	100% (135)
No change	70.4% (95)	50.0% (1)	22.2% (2)	100% (201)
Decrease	4.4% (6)	0.0% (0)	0.0% (0)	100% (165)
Other	1.5% (2)	2.0% (4)	1.2% (4)	100% (501)

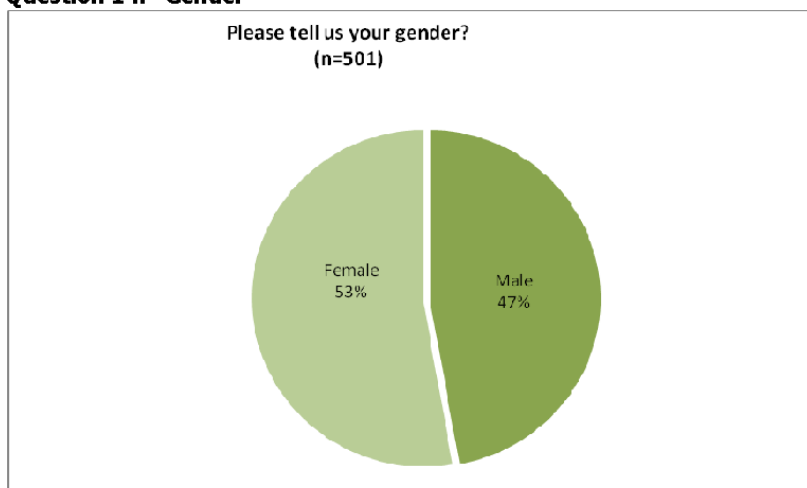


Total	100% (135)	100% (202)	100% (165)	100% (502)
-------	------------	------------	------------	------------

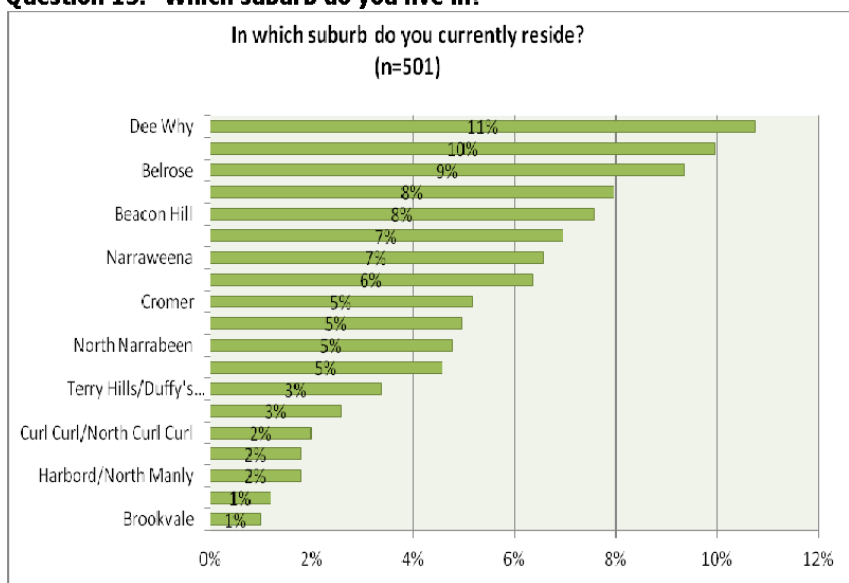
**Question 13. Which age group are you in?**



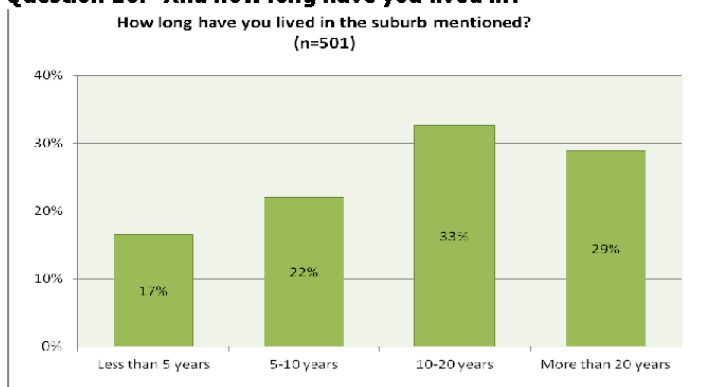
**Question 14. Gender**



**Question 15. Which suburb do you live in?**



**Question 16. And how long have you lived in?**

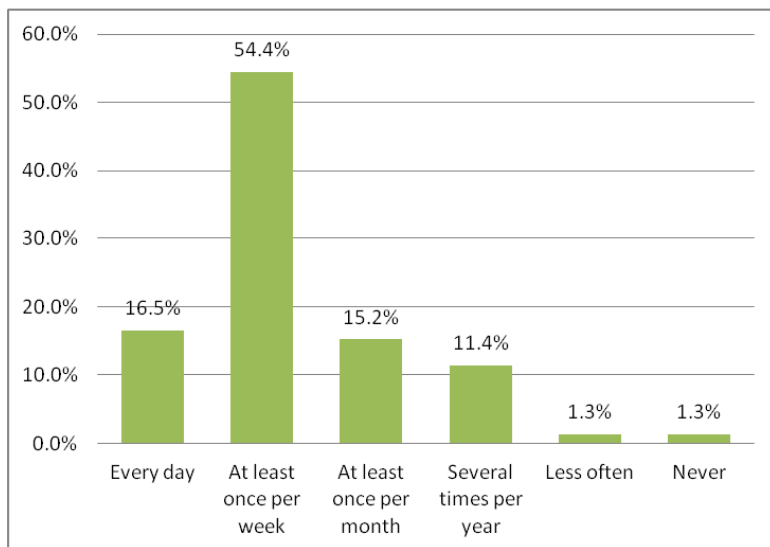


## 5.2 Online Survey Results

### Question 1. How often do you visit Narrabeen Lagoon?

Online survey respondents were frequent users of Narrabeen Lagoon.

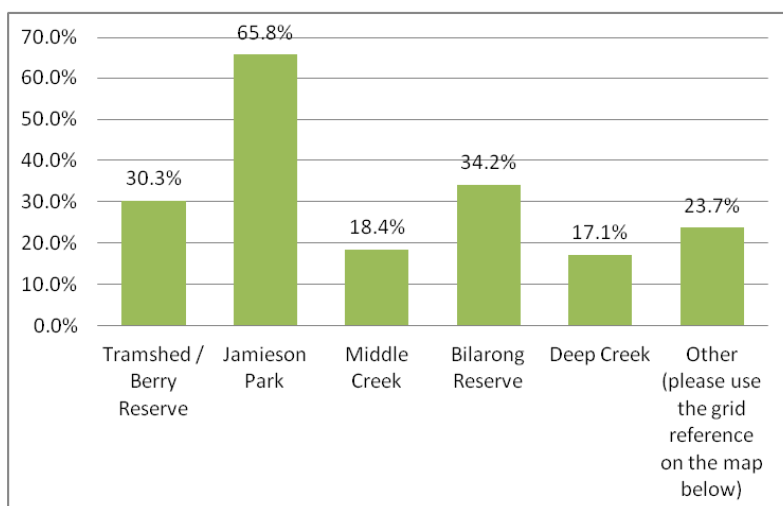
Nearly three quarters of survey respondents (70.9%) visited Narrabeen Lagoon at least once per week (16.5% daily and 54.4% per week). Another 15.2% visited the lagoon monthly and 1.3% several times per year). And about 2% of respondents had never visited the lagoon or less often.



### Question 2. Where do you access the lagoon?

Almost two thirds (65.8%) of all survey respondents accessed the lagoon from Jamieson Park. This is significantly higher than the community random survey. The other access point is Berry Reserve.

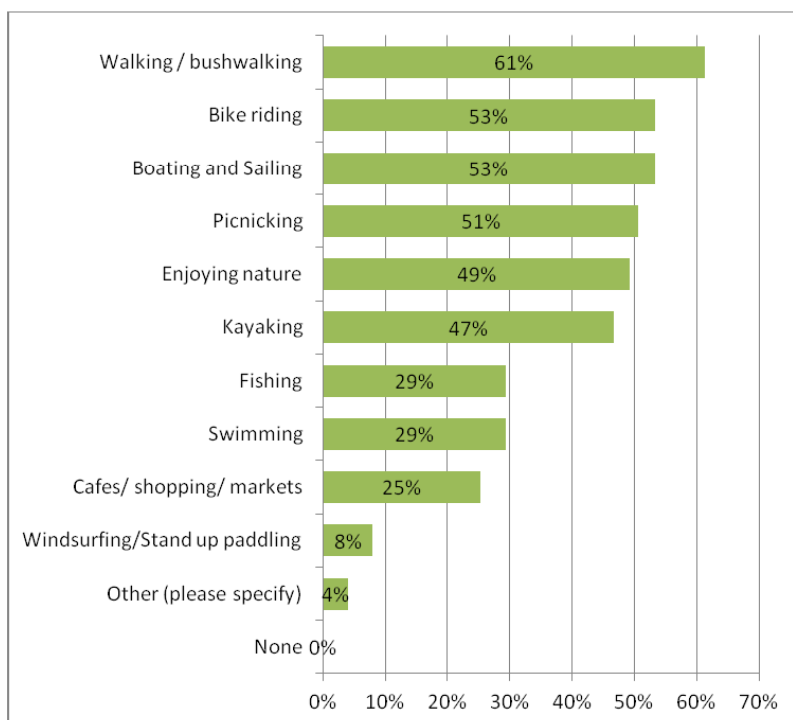
Other respondents accessed the lagoon from Bilarong Reserve, Tramshed/Berry Reserve, Middle Creek, Deep Creek, or close to where they live along the lagoon.



**Question 3. When you visit the lagoon, what types of activities do you do there?**

Survey respondents had engaged in a wide range of recreational activities when visiting Narrabeen Lagoon.

More than half of all respondents engaged in walking / bushwalking, boating and sailing, bike riding and or picnicking. 60% of respondents went walking/bushwalking. 45% of respondents went kayaking and enjoying nature. Just under 30% went swimming, fishing, and or visited cafes, shops, windsurfing and markets. Another 50-53% went sailing, picnicking and bike riding. The other responses included working and teaching, as well as running.

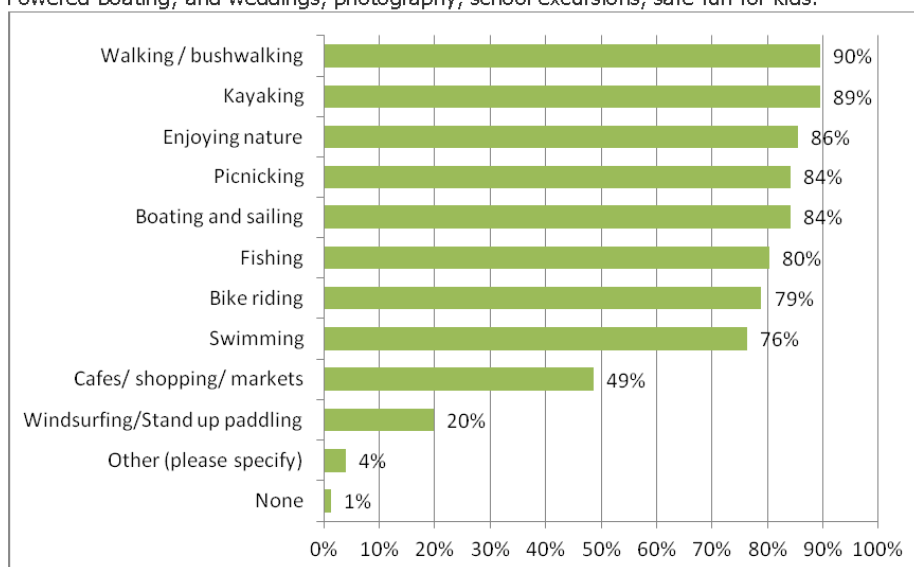




**Question 4. How do you think the lagoon should be used by other members of the community?**

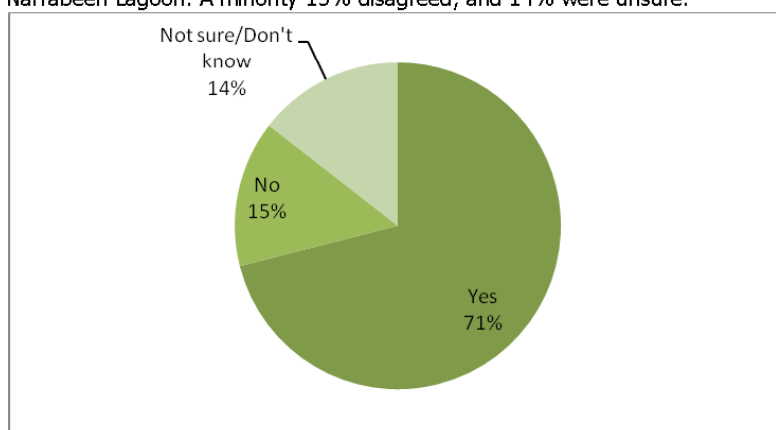
Respondents views on how the lagoon should be used by the community generally reflected their own patterns of use.

More than 90% nominated walking / bushwalking and kayaking. More than 80% regarded boating and sailing, enjoying nature, picnicking and fishing as appropriate community uses for the lagoon. Around three quarters identified swimming and or bike riding. More than half suggested visiting cafes, shops and markets. Another 14.7% suggested other activities were appropriate. Other responses largely reflected those to the previous question, with the following additions: No Powered Boating; and weddings, photography, school excursions, safe fun for kids.



**Question 5. Do you think there should be more water based recreation on Narrabeen Lagoon?**

The majority of respondents (71%) believed there should be more water based recreation on Narrabeen Lagoon. A minority 15% disagreed, and 14% were unsure.



**Question 6. Can you briefly comment as to why you do not think there should be more water based recreational activities on the lagoon?**

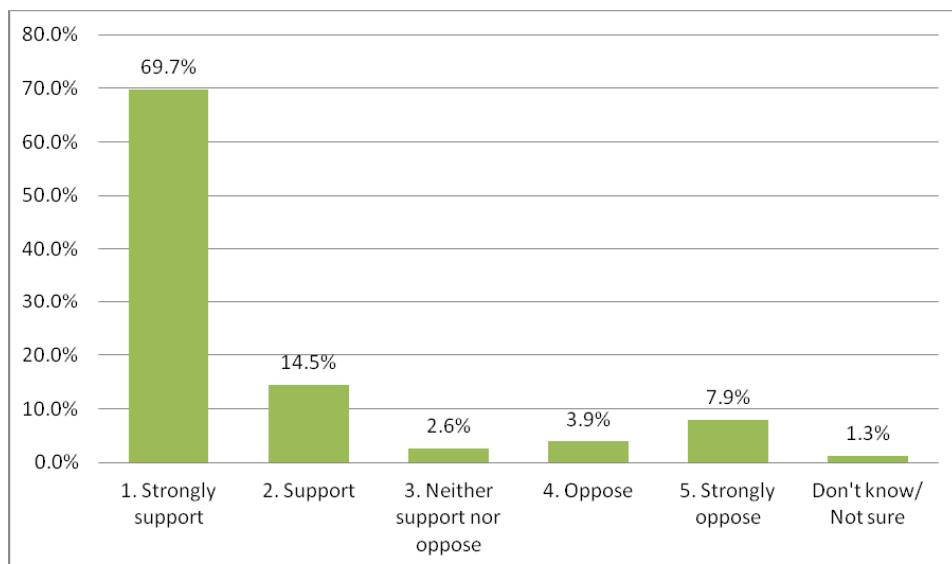
Responses to this question focused on protecting the environmental qualities of the lagoon, maintaining the peaceful ambience of the lagoon, and not spending Council rates on 'unnecessary' dredging. Some people believed there was enough water activity already and that it may ruin the natural amenity.

A selection of indicative quotes is provided below.

- *There is enough traffic, boating , kayaking, sailing, stand-up paddling, swimming, fishing etc on the lagoon as it is*
- *The lagoon is not big enough for the demands placed on it from an ever increasing population. This population mass does not look at the big picture or the long term: environmental degradation leaves a poor legacy for future generations.*
- *There is already enough activity on the lagoon. It is a fragile and precious ecosystem which we cannot afford to disrupt, just for the sake of potential financial gain.*
- *The current mix of activities has a fairly low impact in terms of noise and pollution on the lagoon biology and local residents. Introduction of water skiing or jet skis or raising the power boat speed limit would not be suitable activities in terms of the environmental impacts and would be incompatible with current activities.*
- *Keep the lagoon as pristine as possible.*
- *This will destroy the ambience of Narrabeen Lake. At present it is a peaceful lake to reflect by and enjoy.*
- *The habitat is fragile and may not be able to accept further use.*
- *Current water based activities of kayaking, windsurfing, sailing, fishing etc. are sufficient.*
- *Water is to shallow already - power boats etc could not use the water safely*
- *Narrabeen lagoon already receives extensive use and it is a Lagoon under great pressure. The lagoon environment is suffering from overuse and i would be particularly concerned about the loss of more seagrass that provides essential habitat for fish, invertebrates and much of the lagoon food chain.*
- *The lagoon is a natural environment which is easily disturbed. More water based activity will create more noise and pollution, and will detract from the current quiet and natural look and feel of the lagoon.*
- *Do you think of ways to spend taxpayer money. That is absolutely ridiculous to drain it. Leave it and nature alone!*

**Question 7. To what extent would you support or oppose dredging parts of the lagoon to deepen the water level for water based recreational activities?**

As many as 84 % of respondents were in support of dredging parts of the lagoon. Just over one in ten (12%) did not support dredging of the lagoon. And others were either undecided or unsure (4%).



Analysis of the results for Question 7 and Question 1 (How often do you visit Narrabeen Lagoon?) broadly reflects the results discussed above. The majority of all survey respondents (65.3%, n=49) currently visit the lagoon daily or weekly and support dredging of the lagoon for recreational purposes, as shown below. In contrast, a small number of existing daily / weekly users who took part in the survey were opposed to dredging (5.3%, n=4). It is important to note there were only 75 respondents who answered both these questions.

Cross tabulation: 'How often do you visit Narrabeen Lagoon?' by 'To what extent would you support or oppose dredging of parts of the lagoon for recreational purposes?'

	Strongly support / Support	Neither support nor oppose	Oppose / Strongly oppose
Everyday	12.5% (8)	0.0% (0)	33.3% (3)
At least once per week	64.1% (41)	0.0% (0)	11.1% (1)
At least once per month	17.2% (11)	0.0% (0)	11.1% (1)
Several times per year	4.7% (3)	100.0% (2)	33.3% (3)
Less often	1.6% (1)	0.0% (0)	0.0% (0)
Never	0.0% (0)	0.0% (0)	11.1% (1)
<b>Total</b>	<b>100% (64)</b>	<b>100% (2)</b>	<b>100% (9)</b>

The results show that the different types of recreational uses are spread across those that both support and oppose dredging. The only notable difference is that there are no boaters/sailors opposed to dredging, however there is four kayakers that oppose dredging.

Cross tabulation: 'When you visit the lagoon, what types of activities do you do there?' by 'To what extent would you support or oppose dredging of parts of the lagoon for recreational purposes?'

	Strongly support / Support	Neither support nor oppose	Oppose / Strongly oppose
Swimming	29.7% (19)	0.0% (0)	25.0% (2)
Fishing	29.7% (19)	0.0% (0)	0.0% (0)
Kayaking	45.3% (29)	50.0% (1)	50.0% (4)
Boating and sailing	59.4% (38)	50.0% (1)	0.0% (0)
Windsurfing/paddling	4.7% (3)	0.0% (0)	0.0% (0)
Picnicking	49.1% (32)	0.0% (0)	62.5% (5)
Walking/bushwalking	59.4% (38)	50.0% (0)	62.5% (5)
Bike riding	56.3% (36)	0.0% (0)	50.0% (4)
Cafes/shopping/markets	25.0% (16)	0.0% (0)	25.0% (2)
Enjoying nature	40.6% (26)	0.0% (0)	87.5% (2)
None	0.0% (0)	0.0% (0)	0.0% (0)
Other	15.6% (10)	0.0% (0)	37.5% (3)
<b>Total</b>	<b>100% (53)</b>	<b>100% (11)</b>	<b>100% (64)</b>

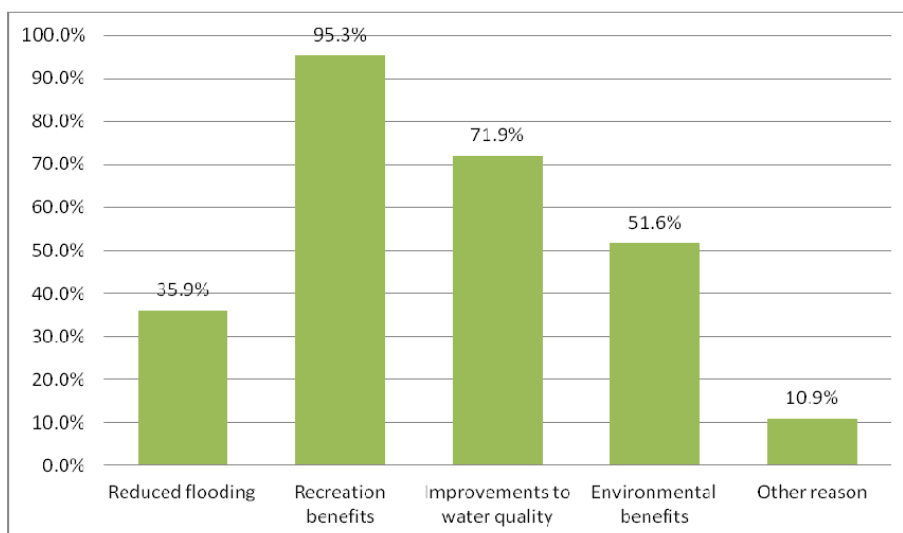


**Question 8. What are the main reasons you would support dredging parts of the lagoon?**

Overwhelmingly, respondents supported dredging of the lagoon for recreational benefits (95.3%). Improvements to water quality (71.9%), environmental benefits (51.6%), and reduced flooding (35.9%) were also identified as reasons for respondents' support of dredging Narrabeen Lagoon. Other reasons (10.9%) included: no perceived environmental impacts of dredging; improving the usability and safety of the lagoon for water based recreation activities; fishing; and restoring the lagoon to its former quality and beauty.

A selection of indicative quotes is provided below.

- *I am very environmentally conscious - in all my personal actions. However, I don't feel that dredging will have a negative impact at all*
- *Dangerous for windsurfing as it is too shallow*
- *If we don't dredge, we won't have a lake, we will have a swamp*
- *Very shallow water difficult to use as recreation, that is swim, kayak*
- *Restoration to 1940s quality I was raised in.*



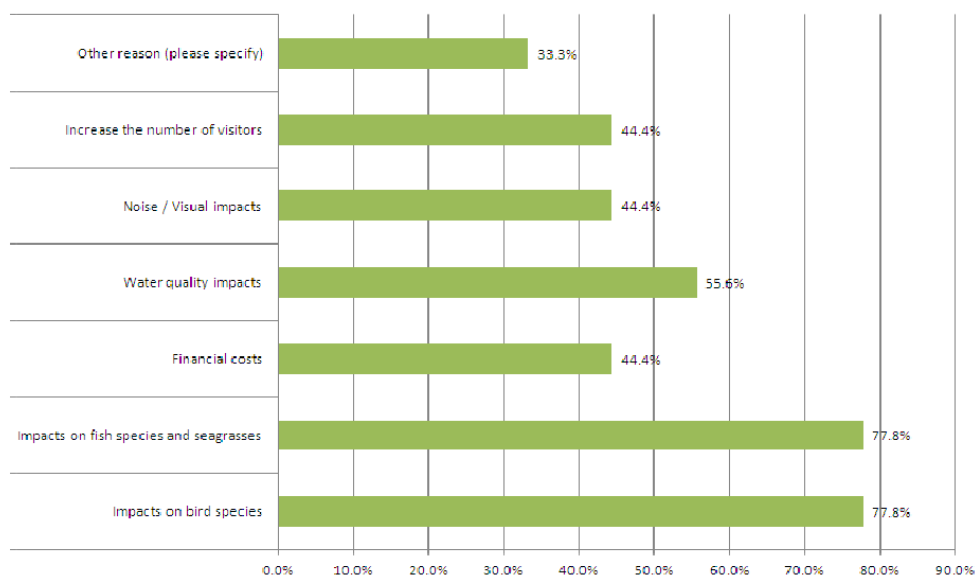
**Question 9. What are the main reasons you would not support dredging parts of the lagoon for recreational purposes?**

Please note, there were a small number of respondents who answered this question. The main reasons for not dredging the lagoon for recreational purposes focused on impacts on bird (n=5) and fish / seagrass (n=5) species, the financial costs of dredging (n=4), water quality impacts of dredging (n=4), noise and or visual impacts (n=4) and increased visitors to the lagoon (n=3). Other respondents perceived dredging as a waste of money with few benefits. Responses are provided below.

*Pressure from all water based sporting groups. These groups often lobby for infrastructure that covers areas otherwise fully accessible to all members of the public.*

*Why are you doing this? What is the spend? Who will actually be the beneficiaries of this dredging?*

*Waste of my tax payer money. Fix something like the roads and the ugly buildings in Dee Why on Pittwater Road!*

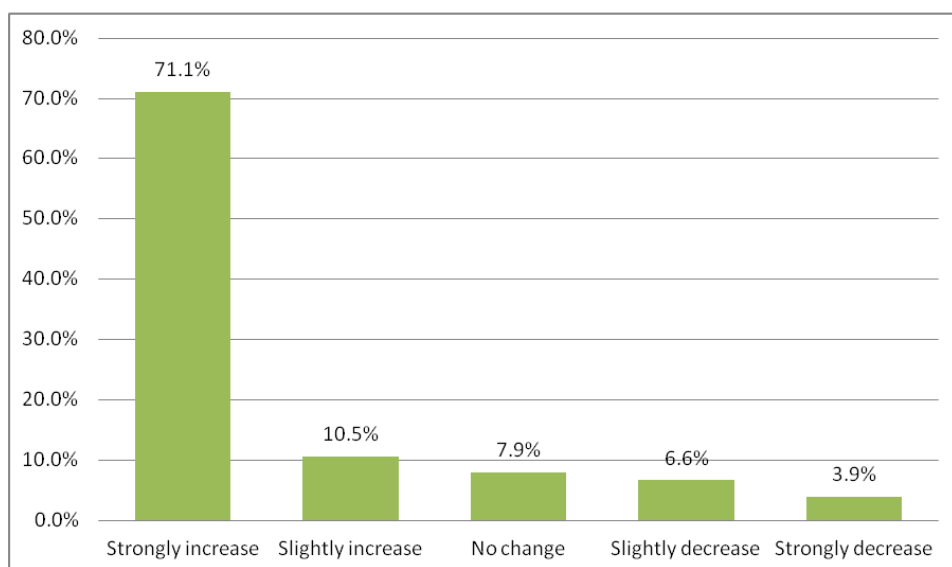


**Question 10. Do you need more information on the potential impacts of dredging to answer this question?**

All three people who answered this question said 'no' – they did not need more information on the potential impacts of dredging.

**Question 11. If parts of the lagoon bed were dredged, how do you think this would change your enjoyment of the lagoon?**

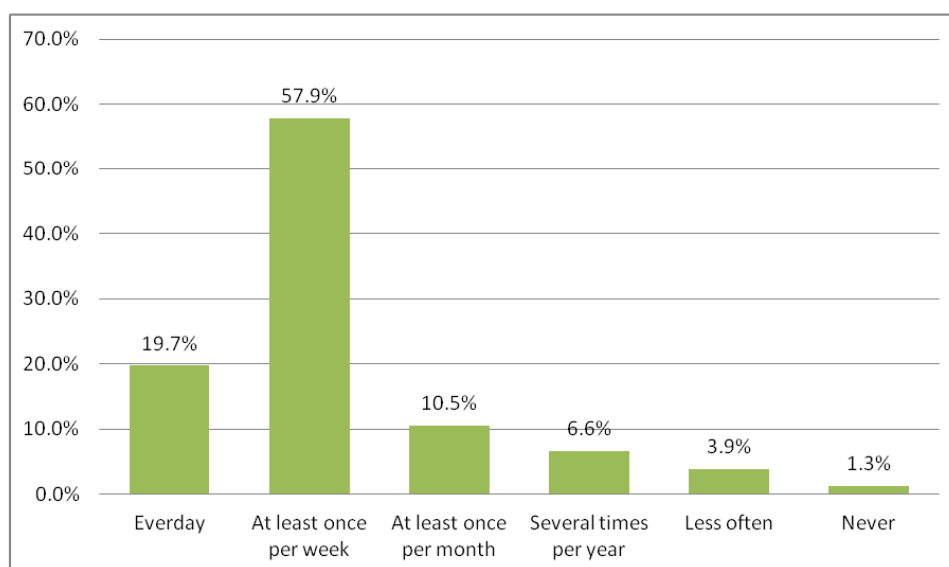
Almost three quarters of respondents (71.1%,) believed that dredging of the lagoon would strongly increase their enjoyment of it. And another 10.5% thought it would slightly increase their enjoyment. Just under one in ten (10.5%) believed their enjoyment would decrease and 7.9% reported there would be no change in their enjoyment.



**Question 12. If parts of the lagoon bed were dredged, how often would you visit?**

Responses to this question broadly reflect survey participants' current patterns of visitation to the lagoon (see results for question 1), with a slightly shift towards more frequent use if the lagoon was dredged. That is, from 16.5% to 19.7% of respondents who said they would use the lagoon daily and a slight increase in once a week from 54.4% to 57.9%.

However, less frequent visitors to the lagoon responded in general that they would visit less often if the lagoon was dredged. Those that visit less often would decreased from 15.2% to 10.5% and several times a year from 11.4% to 6.6%. The less often response increased from 1.3% to 3.9%.



An analysis of Question 12 and Question 7 ('To what extent would you support or oppose dredging of parts of the lagoon for recreational purposes?'), shows that almost three quarters of respondents (71%, n=54) who said they would visit the lagoon daily or weekly if it was dredged were supporters of dredging the lagoon for recreational purposes, as shown below.

It is important to note there were only 76 respondents who answered both these questions. Among those respondents who opposed or strongly opposed dredging, their frequency of use was spread across everyday to less frequent users, with one reporting they would never visit the lagoon if dredging was undertaken.

Cross tabulation: 'If parts of the lagoon bed were dredged, how often would you visit?' by 'To what extent would you support or oppose dredging of parts of the lagoon for recreational purposes?'

Frequency	Attitude to dredging Strongly support / Support	Neither support nor oppose	Oppose / Strongly oppose
Everyday	21.9% (14)	0.0% (0)	11.1% (1)
At least once per week	62.5% (40)	50.0% (1)	22.2% (2)
At least once per month	12.5% (8)	0.0% (0)	0.0% (0)
Several times per year	3.1% (2)	50.0% (1)	22.2% (2)
Less often	0.0% (0)	0.0% (0)	33.3% (3)
Never	0.0% (0)	0.0% (0)	11.1% (1)
<b>Total</b>	<b>100% (64)</b>	<b>100% (2)</b>	<b>100% (9)</b>



**Question 13 and 14. How important are each of the following to you?**

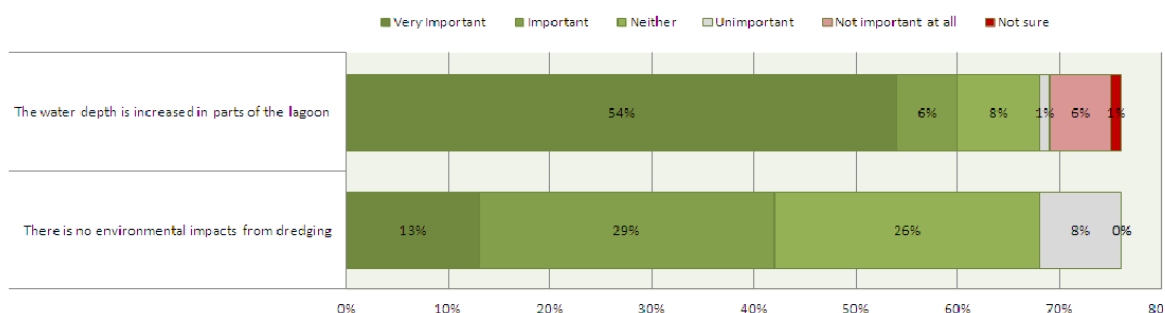
**Increased depth in parts of the lagoon?**

**No environmental impacts from dredging?**

Responses suggest that for just over half of all respondents (55%) it was important or very important that dredging would not result in environmental impacts. Another third of respondents did not think environmental impacts were either important or not important. This may reflect the sentiment expressed in an earlier response that many people did not perceive dredging to have environmental impacts.

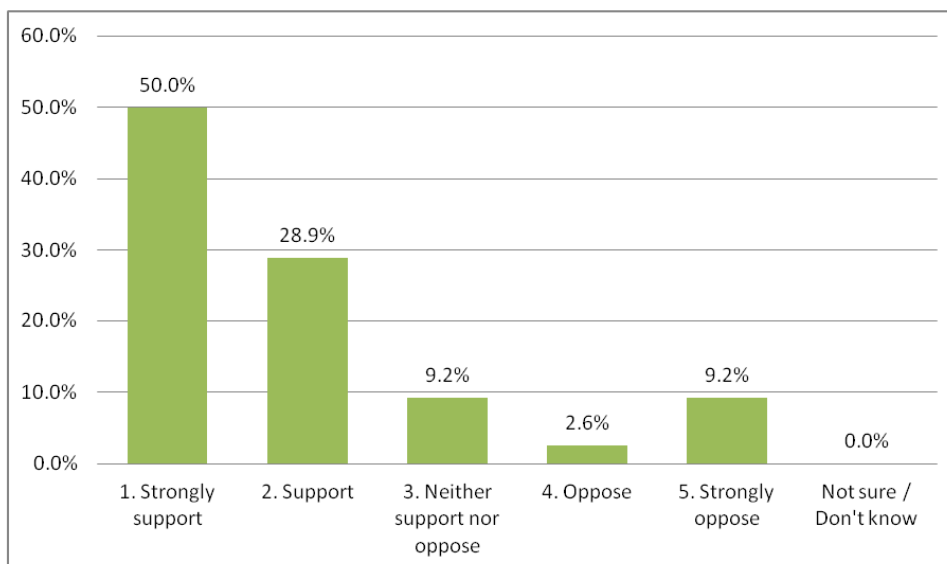
A further 11% did not regard environmental impacts as being important – for some, this may have been for the same reason (noted above).

An overwhelming majority of respondents found increasing the depth of parts of the lagoon very important (71%) or important (8%). By contrast, 9% of respondents did not believe this issue was important.



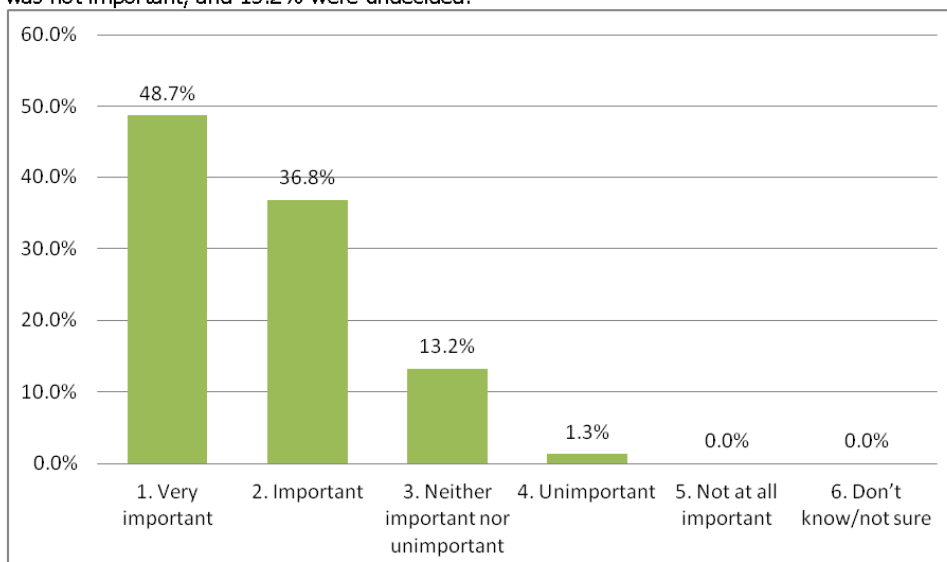
**Question 15. Indicative dredging costs are estimated at up to \$1.3 million. Should Council revenue be used to fund these costs?**

The majority of respondents (79%) supported / strongly supported use of Council revenue to fund dredging of the lagoon – with estimated costs of up to \$1.3 million. Just under one in ten (11.8%) opposed or strongly opposed this statement. And 9.2% were undecided.



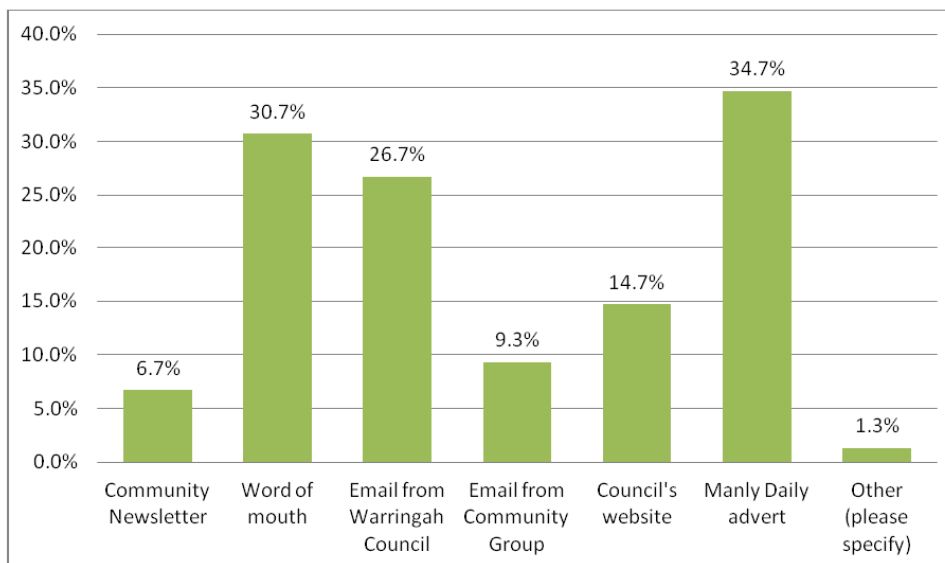
**Question 16. Overall, how important is it to you that Narrabeen Lagoon is managed in a way that balances environmental and recreational issues into the future?**

86% of respondents said it was important (48.7%) or very important (36.8%) to manage the lagoon in a way that balances environmental and recreational issues. 1.3% respondent thought this objective was not important, and 13.2% were undecided.



**Question 17. How did you hear about this project and online survey?**

Just under a third of all survey respondents heard about the project and survey through word of mouth (30.7%). 26.7% received an email notification from Council. And another 34.7% saw the advertisement in the Manly Daily. Other methods of communication identified by participants were Council's website, emails from community groups, and the Community Newsletter.



**18. Do you have any other comments?**

46 respondents made other comments on the issue of dredging Narrabeen Lagoon.

Many comments focused on the need for Council to act – to commence selective dredging of the lagoon, to achieve community / recreational benefits, with no or limited environmental impacts. Some argued selective dredging would have environmental benefits. Several commented on the need for prompt action by Council rather than further research / consultation. A selection of indicative quotes is provided below.

*Sensible dredging is long overdue and all parts of the main lagoon area should be at least 1.5 meters*

*The survey and the information surrounding the issue of dredging largely ignores the environmental benefits of dredging. Dredging will increase flushing and reduce siltation of the sea grass banks. Having a variety of depths will also increase fish stocks and provide an increased range of habitats. Dredging should not include filling of the existing deeper holes. The lagoon will never be able to return to its original state as it is now an urban water body, heavily influenced by runoff from urban areas (nutrients and pollutants), weed invasion and introduced species. The focus must be on balance, not a quest for unattainable ecological function.*

*The dredging that is done must be consistent with environmental needs of the lagoon system and not cause adverse effects on the sea grass areas. But to fill in the deep anaerobic holes would be a bonus.*

*Warringah Council has spent hundreds of thousands of dollars on plans of management, studies by consultants and community consultation over the last decade on the dredging of parts of the central and western basins. All the reports suggest that the overall benefits to the community of selectively dredging the lagoon outweigh the minor environmental impacts. Stop procrastinating and commence dredging.*

*The Sydney Academy of Sport has hundreds of school children who come to camp weekly during term time and these children participate in outdoor activities of which kayaking, canoeing and sailing are a big part. Should the lake become so shallow that these activities are no longer viable it would be a huge shame, particularly for the inland schools and schools from inner and western Sydney, who don't have access to water sports.*

*By dredging the lake, I think it will become a more popular body of water. If people enjoy using the lake, there will be increased awareness about its environment, and a desire to preserve that. Dredging the lake is a far cry from developing the area, stripping land from around it, etc. By deepening the lake, I can't see how this will damage it. The sea-grass that may be disturbed in parts will replenish. Water run-off from nearby housing developments is far more detrimental than efforts to restore its depth to what it once was. I feel the environmentalists may have lost of this fact ... that Narrabeen Lake once had substantial beaches and a lot more depth. How can restoring it be harmful? Yes, I agree there needs to be balance, but if council - again - backs down on dredging then there is no balance at all.*

*Water quality and therefore depth need to be improved so that future generations can enjoy the Lake as it should be enjoyed!*

*The natural process for lagoons in this area is for them to silt up. In the past this process was accelerated by housing development with no siltation controls. With most of the development having finished in the lagoon catchment dredging now will mainly get rid of the sediment that was caused by human activity and return the lagoon to a more original state. If not done in a number of decades there will be no lagoon.*

*Please do not waste any more time or money on surveys and workshops. If it is councils agenda to continue to waste time and money please remember you were voted in and are being paid by your community to do what they require for the future generations, not just to pay for staff and councillors to keep their jobs!*

Some respondents did not support dredging for recreational purposes if it would have an adverse impact on the environment. These respondents focused on the importance of environmental protection of the lagoon and flora and fauna. One commented on the important environmental values of particular parts of the lagoon. A selection of indicative quotes is provided below.

*The power of interest groups to dominate a particular environment is well documented. This group power can lead to a sense of entitlement and ownership over an area that otherwise belongs to all citizens. The ramps, car spaces, water sources, toilets and other facilities required to support water based recreational activities would significantly detract from the natural environment.*

*I live very close to Narrabeen Lagoon and absolutely adore it. To be honest I believe the protection of fauna and flora species in the area to be of much higher importance than dredging for recreational purposes.*

*I do not support dredging if it will negatively impact on the environment. There is ample opportunity for outdoor sports on the northern beaches.*



*As a keen recreational fisherman who fishes from a kayak, I am aware of the lake depths throughout as I have a fish finder on my kayak. There are areas of the lake that are up to 5-6 metres deep however there is considerable silting especially where Middle Creek and Deep Creek enter. It is these areas that need dredging. The flats in the middle of the lake have large expanses of sea grasses which are the breeding and feeding grounds for most fish species in the lake. Extreme care needs to be taken to ensure these areas have minimal disturbance.*

Some respondents suggested dredging should not be funded by ratepayers – or should be done in a more cost effective way, for instance, by a private contractor or with assistance from State Government.

*In the past I understand that dredging was done by a private contractor who had access to the sand for sale - i.e. no cost to Council. Has this been considered as an option to reduce cost to Council?*

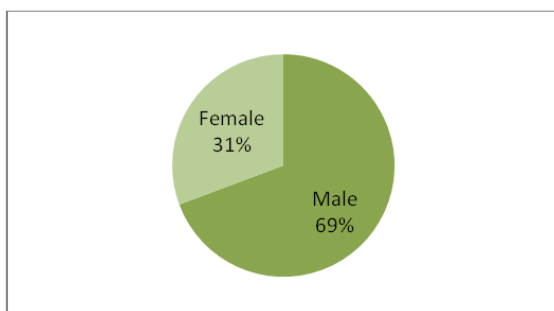
*If the council wants to do it, they should pay for it!!! This should be carefully considered, though as dredging could affect the natural habitat at the lake.*

*Can the State Government assist in the cost or materials to Construction Co. to help reduce cost?*

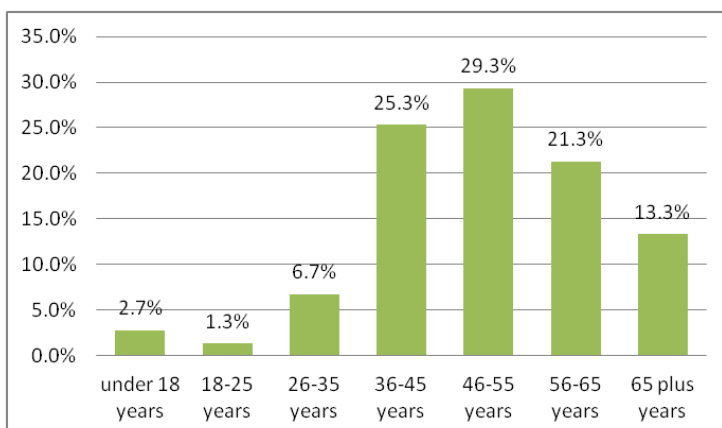
*Don't tamper with nature. DON'T spend \$1.3M on something so ridiculous.*

## **Respondent profile**

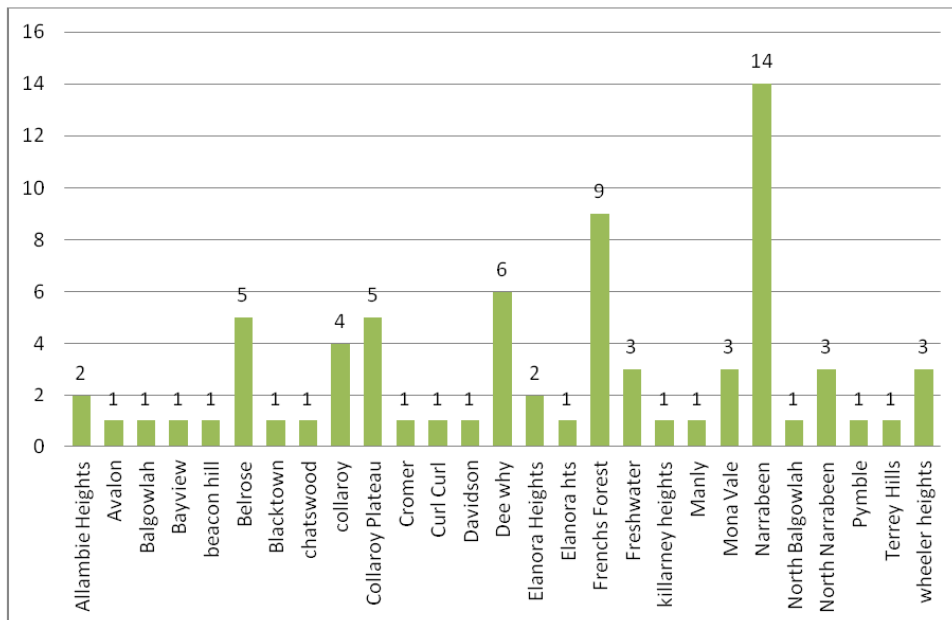
### **Question 19. Gender**



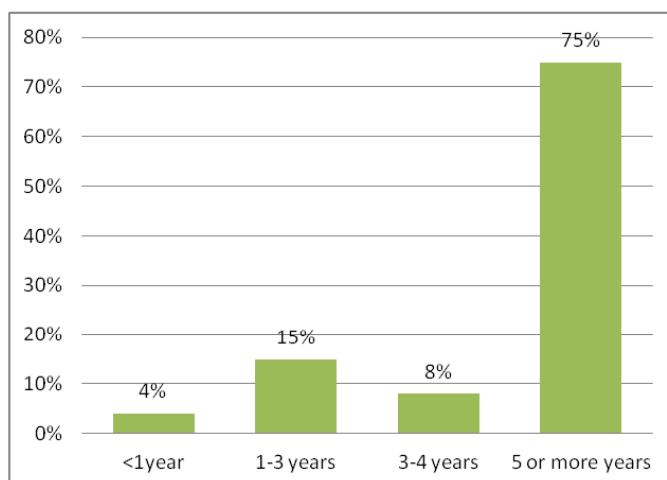
### **Question 20. Which age group are you in?**



**Question 21. Which suburb do you live in?**



**Question 22. How long have you lived in that suburb?**



### 5.3 Your Say Warringah website

#### Narrabeen Lagoon Recreational Dredging

Share    



**We'd like to know what you think about dredging parts of Narrabeen Lagoon to increase the water depth for recreational purposes.**

Some user groups have asked Warringah Council to dredge sections of Narrabeen Lagoon to allow better access for sports such as fishing, sailing and kayaking. The Lagoon has been dredged for recreational uses in the past. However, recent investigations have indicated that dredging may also have some environmental impact.

There may need to be some trade-offs to get the balance right and getting that balance right means that we need to hear from the broader community, local residents and users of the lagoon.

For more information please refer to the [documents in the library](#), the [frequently asked questions](#) or refer to the [summary brochure](#).

View the news articles to find out how to be involved.

 Like  Be the first of your friends to like this.

**Forum** **News**

#### Community Drop-In Evening

We'd like to invite the public to a community drop-in night on Monday 30th April at Dee Why RSL Club. This evening is an informal opportunity to chat to experts and the project team and share your thoughts on recreation access in Narrabeen Lagoon. Come along any time between 5pm and 8pm. Tea, coffee and light refreshments will be provided. It's on Level 3 in the Luana Room. Please contact Jude Crawford or Sue Jacobs on 9942 2111 for more information.

by Project Team 212 Apr 2012, 4:10pm

#### Opportunities to be involved



There are a number of opportunities to "have your say"

- **Join the online discussion forum**
- **Complete an online survey**
- **Attend a Workshop:** Workshops will be held in late April - more details to follow.
- **Write an Email or Letter:** Send to [council@warringah.nsw.gov.au](mailto:council@warringah.nsw.gov.au), or post to 725 Pittwater Road, Dee Why, NSW, 2099, with a subject heading of "Narrabeen Lagoon Recreation Dredging"

**REGISTER** to get involved!



#### FAQS

1. Why is Warringah Council considering dredging Narrabeen Lagoon?
  2. What does dredging mean?
  3. What does entrance clearance mean?
- [more...](#)

#### KEY DATES

**Online forum starts**  
March 14 - May 02 2012

**Community Drop-In Evening, Dee Why RSL Club, 5-8pm**  
30 April 2012

**Comments Close**  
02 May 2012

[more...](#)

#### LIBRARY

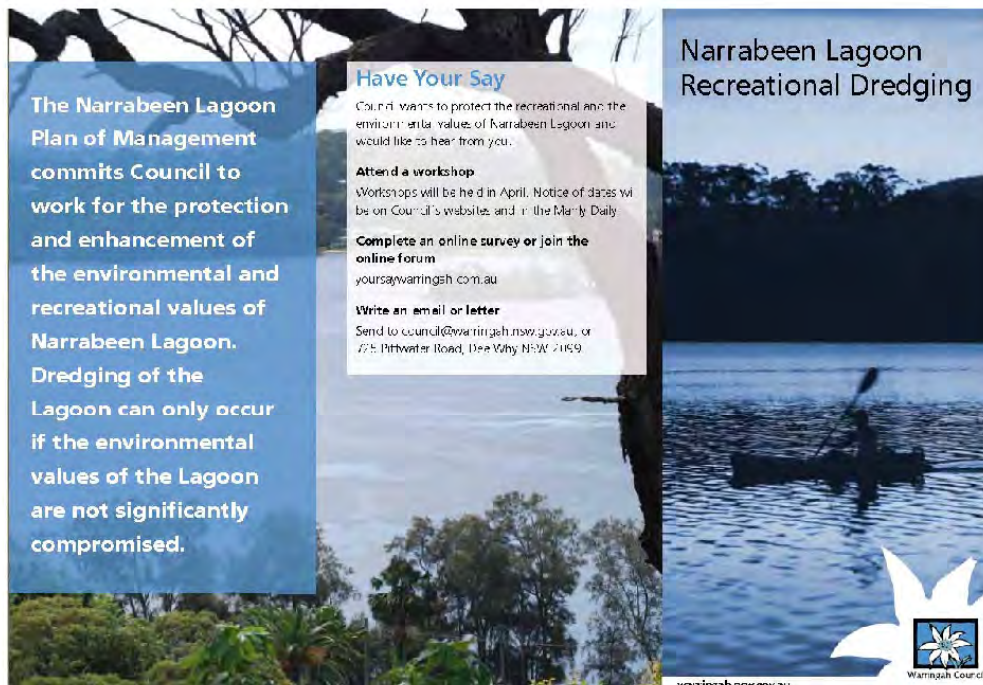
[Narrabeen Lagoon Recreational Dredging Br... \(300 KB\)](#)

[Potential Dredging Scenarios \(9 MB\)](#)

[Narrabeen Lagoon Bed Levels \(919 KB\)](#)

[Previous Dredging Proposal \(2 MB\)](#)

## 5.4 Brochure Flyer



**The Narrabeen Lagoon Plan of Management commits Council to work for the protection and enhancement of the environmental and recreational values of Narrabeen Lagoon. Dredging of the Lagoon can only occur if the environmental values of the Lagoon are not significantly compromised.**

**Have Your Say**  
Council wants to protect the recreational and the environmental values of Narrabeen Lagoon and would like to hear from you.

**Attend a workshop**  
Workshops will be held in April. Notice of dates will be on Council's website and in the Maitland Daily.

**Complete an online survey or join the online forum**  
[yoursaywarringah.com.au](http://yoursaywarringah.com.au)

**Write an email or letter**  
Send to [council@warringah.nsw.gov.au](mailto:council@warringah.nsw.gov.au), or  
175 Pittwater Road, Dee Why NSW 1559

**Narrabeen Lagoon Recreational Dredging**

[warringah.nsw.gov.au](http://warringah.nsw.gov.au)

Warringah Council



**Introduction**

Council is seeking to better understand levels of community support for recreational dredging. Some user groups have asked Warringah Council to dredge sections of Narrabeen Lagoon to a low water access for sports such as sailing and kayaking. The Lagoon has been dredged for recreational uses in the past. However, recent investigations have indicated that dredging would also have some environmental impact.

We want to understand the importance to you of enhancing water recreation activities. There may need to be some trade-offs to get the balance right – getting that balance right means this, we need to hear from local residents, users and key stakeholders.

**Get the Facts – Dredging**

**Sport and recreation**  
Selective dredging will enhance opportunities for sport and recreation.  
Making some of the shallower parts deeper, means improved access for activities such as fishing, kayaking and sailing.

**Environment**  
Dredging will create sediment that performs a vital function in keeping the lagoon healthy. It may also remove juvenile fish habitat (seagrasses), impact water quality and impact on animals which have possible knock-on effects to the bird species that feed and breed at the Lagoon.  
Part of the proposal may involve filling deep holes within the lagoon with the dredged sediment. This may help to improve water quality within these holes and may provide opportunity for seagrass to grow.  
Dredging would not change the way the Lagoon looks.

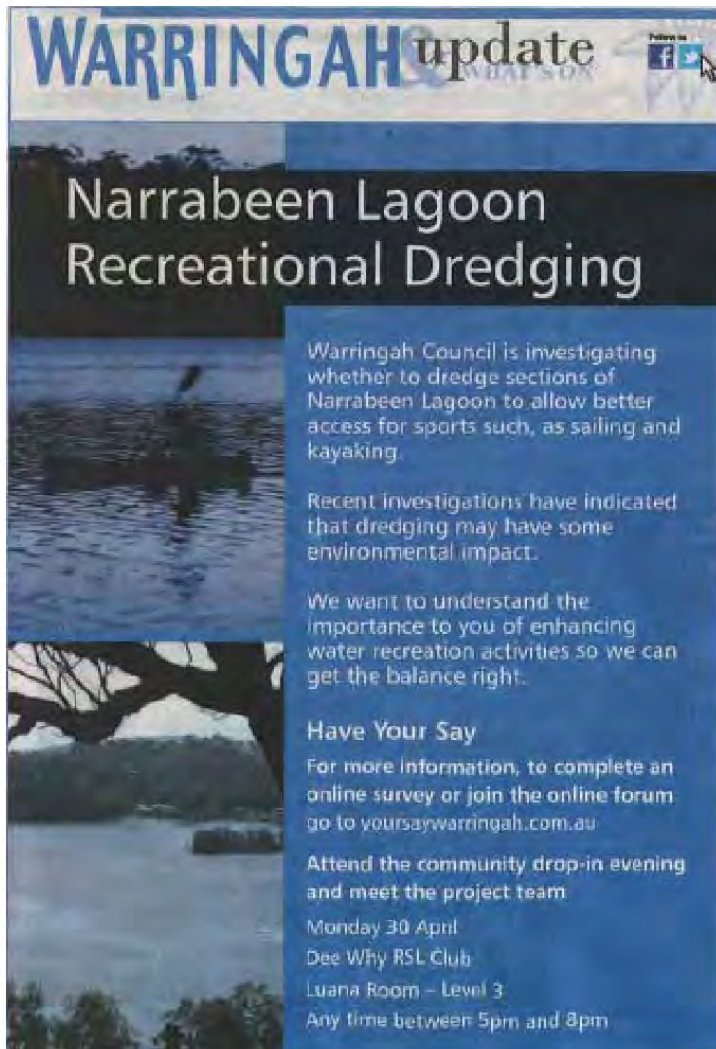
**Flooding**  
Dredging the Lagoon will not reduce the risk or severity of flooding.

**Costs**  
If dredging is supported, Council is considering a number of options. These range in area from approximately 1.5ha (a hectare is approximately the size of a Rugby Union football field). Depending on which dredge scenario is undertaken, preliminary cost estimates range from \$0.7 to \$1.3 million including impact assessments, environmental safeguards, permits, fees and site works.

**Where to from here**  
If Council decides to proceed with the project, the next stage will involve a feasibility assessment of any environmental impacts and net costs/benefits (Stage 2). Preliminary cost estimates would be further refined at this stage.  
Outcomes from Stage 2 will assist Council in deciding whether to proceed with the design and implementation of works (Stage 3).



## 5.5 Manly Daily Advertisement



**WARRINGAH**update

**Narrabeen Lagoon  
Recreational Dredging**

Warringah Council is investigating whether to dredge sections of Narrabeen Lagoon to allow better access for sports such, as sailing and kayaking.

Recent investigations have indicated that dredging may have some environmental impact.

We want to understand the importance to you of enhancing water recreation activities so we can get the balance right.

**Have Your Say**

For more information, to complete an online survey or join the online forum go to [yoursaywarringah.com.au](http://yoursaywarringah.com.au)

**Attend the community drop-in evening and meet the project team**

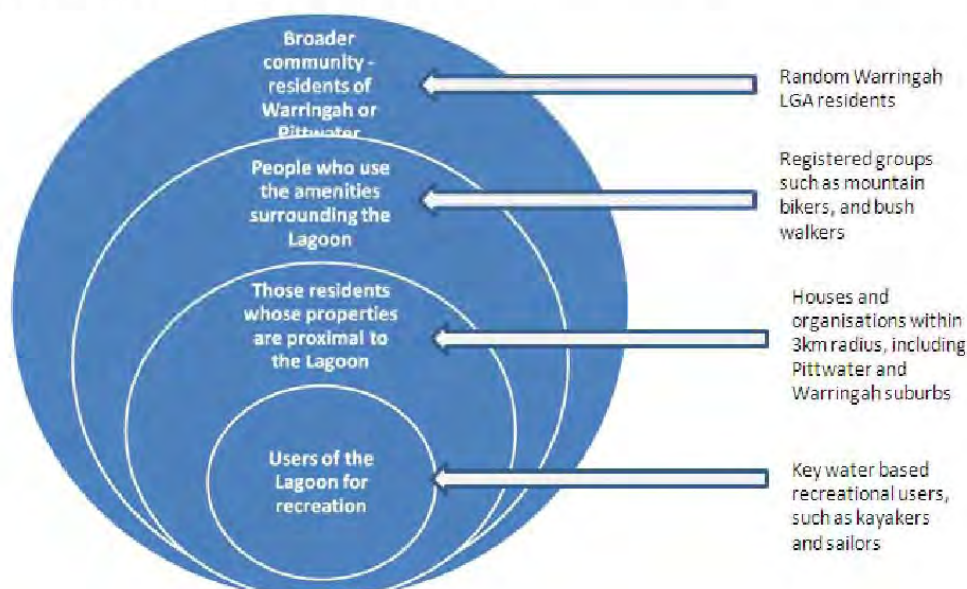
Monday 30 April  
Dee Why RSL Club  
Luana Room – Level 3  
Any time between 5pm and 8pm

## 5.6 Stakeholder identification

The following specific groups and organisations were identified as local recreational users or stakeholders to be consulted with directly in the engagement process. This would ensure their requirements and issues are captured. However, not all groups were able to attend face to face events. These groups include:

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>• Friends of Narrabeen Lagoon Catchment</li> <li>• Manly Warringah Kayak Club</li> <li>• Prokayaks</li> <li>• Narrabeen Lagoon Sailing Club</li> <li>• Narrabeen Sea Scouts</li> <li>• Platabeen Scout Group</li> <li>• Pittwater Natural Heritage</li> <li>• Narrabeen Bait and Tackle</li> <li>• Anglers Action Group</li> <li>• Sydney Academy of Sports and Recreation</li> <li>• Jamieson Park Paddle</li> <li>• Pink Ladies dragon boat racing</li> <li>• Narrabeen Coastal Environment Centre</li> <li>• National Parks Association</li> <li>• North Beaches Mountain Bike Club</li> </ul> | <ul style="list-style-type: none"> <li>• North Narrabeen Surf Life Saving Club</li> <li>• Suplove Stand Up Paddle School</li> <li>• Scouts Association of Australia</li> <li>• 1st Elanora Heights Scout Hall</li> <li>• Warringah Bush Walking Club</li> <li>• UNSW Windsurfing Club</li> <li>• Australian Bream Tournaments Fishing Competition</li> <li>• Warringah Youth Advisory Council</li> <li>• Pittwater Council</li> <li>• Narrabeen Chamber of Commerce</li> <li>• North Beaches Kayak Club</li> </ul> |
|--|--|

The diagram below outlines the key stakeholders based on their connection with the lagoon. It shows that representing the different community preferences, the frequency and intensity of use/connection with the lagoon is important.



## 5.7 Key stakeholder interviews

### **Meeting 1. Academy of Sports and Recreation**

**Aim:** to maintain and enhance low impact water based recreation for NSW school outdoor educational training programs in the Western basin and Middle Creek.

**Level of Usage:** Approximately 200,000 site visits per year, week days and weekends. No sailing in winter, but kayaking and canoeing take place all year round. Outdoor education caters for primary and secondary school students. Any one day may have 210 or 420 students undertaking activities in different areas of the lagoon in morning and afternoon session. The NSW Government manages the Academy.

#### **Main issues:**

- The Academy primarily uses the south bay of the western basin, but also uses the rest of the lagoon for secondary students. In strong wind, Middle Creek is used
- Since the entrance was opened the water level has dropped and the Western basin is getting progressively shallower
- For important safety reasons, we need to follow the students in rescue motor boats but the propeller hits the bottom of the lagoon bed
- The academy has had to change its sailing boats to smaller ones that can cope with the short clearance of the centre board (approx. 10 years ago)
- Currently young children have to drag heavy water craft several hundred metres to deeper water, rescue craft also has to be dragged out
- Flooding of the sports fields (x3) occurs when the dam overflows
- Middle Creek is too shallow for regular use anymore due to silting coming down from the creeks. Prior to 1998 it could be used regularly but not now. This is thought to contribute to flooding problems

#### **Other:**

- Health risks from syringes and unsavoury activities in the area

- Men loitering in this area behave inappropriately to the children
- Children can't swim at the ocean beach for safety policy reasons but can swim within the lagoon, for example at Birdwood Park.

#### **Preference:**

- Dredge the south west of the western basin near the shore to allow access to deeper water, and the Middle Creek delta and sandbank near the bridge – see map

### **Meeting 2. Friends of Narrabeen Lagoon Catchment (FNLC) (and also representing 'Freedom Outdoors' (FO))**

**Aim:** to encourage water based recreation on the lagoon and to protect the environment of the entire Narrabeen Catchment. Specifically, preserve the bushland.

**Level of Usage:** 500 members (up to 900 members and supporters) – formed 5 years ago (FNLC), 30 people 1 weekend per month (FO).

#### **Main issues:**

- Ocean St Bridge has sand entering the lagoon ocean entrance.
- Most of the time it is not possible to paddle from Jamieson Reserve to Bilarong Reserve due to shallow depth in the central basin.
- Seagrasses get damaged from people dragging their boats on foot.
- Entrances to Deep Creek and Middle Creek are too shallow for use.
- Not dredging the lagoon is harmful to the environment as the shallow bodies of water are increasing in temperature and 'boiling' the organisms that live there and these areas are stagnant. The environment will degrade if we don't dredge.
- Naturally occurring functions in the lagoon should be protected, such as the sand bar at Pipeclay Point. However, if the sand bar is not an important process for lagoon function it could be dredged as well.
- Seagrass is very robust, for example, at Bilarong Reserve it persists despite significant disturbance from users on weekends. Therefore, the seagrass should be dredged to a deeper depth so it can

regrow and not get damaged from people walking on it and dragging boats.

- Removing 50% of the existing seagrass would be acceptable so long as there are other areas within the lagoon where it can live. It will regrow.

**Other:**

- Population growth and new surrounding housing developments, especially on crown land, is creating more silted runoff
- The lagoon is a regional recreation destination, not just used by locals
- Seagrasses help process carbon dioxide from the air
- Deep Creek is one of the world's best areas for birdlife
- New sand island is forming west of Wimbledon Ave
- Fear it will become a swamp
- Increased use is inevitable given increasing population.

**Preference:**

- Narrabeen lagoon becomes a State Park and management is transferred from Warringah Council to a Trustee Board
- Dredge extensive areas in the Western and Central Basins and Eastern Channel – see map
- Dredge area between Jamieson Park Beach and Bilarong Reserve – see map
- Dredge Middle and Deep Creeks deltas, Middle Creek channel and possibly Pipeclay Point – see map

**Meeting 3. Pittwater Anglers Action Group**

**Aim:** protect the natural habitat of the lagoon to maintain a clean natural environment as a priority and make a secondary provision for amenity and recreation.

**Level of Usage:** Midweek, weekend, day and night time.

**Objective:**

- Protect seagrass, minimise disruption, facilitate regrowth of seagrass in denuded areas
- Return water level to pre 1982 levels when the entrance was higher by 400mm
- Maintain the water quality and return salinity to pre 1982 levels when less salt water entered the lagoon
- Maintain east coast lagoon standards (benchmarks)

**Main Issues:**

- Do not lose the seagrass habitat for fish.
- Boats should do 8 knots and some places 4 knots.
- Retain the wading flats, for example opposite CEC, anywhere where water is deep enough to wade in. Narrabeen lagoon is Sydney's best facility for wading fishing.
- Incoming salt water is changing the fish species.
- Deeper areas create larger waves with strong winds causing erosion of banks. Main wind causing damage is westerly.
- Need more water access and shore launching points.

**Other Issues:**

- Most fish spawn in the ocean, not in the lagoon seagrass
- Fish species have evolved for the particular lagoon conditions that existed prior to 1982.
- Promote eco-tourism

**Preference:**

- Create enough deep water for access to a navigable water route.
- Dredge minor strategic areas in the Central Basin to achieve a channel 100 m long and 20 m wide with a 4 knot restriction, disturbing the minimum area of seagrass – see map, happy for experts to decide best area
- Dredge in gradation to 3m up to 30m offshore in between the two boat ramps to ease boating congestion at ramps.



- Raise water levels up by 400mm, but manage flood risk
- Dredge entrances to each of the 4 creeks to create access
- Protect against bank erosion at Berry Reserve and western bank of Wimbledon Reserve by creating strategic underwater windbreak islands (which could act as seagrass offsets) acting as windbreaks and protect eroding shoreline – see map

#### **Meeting 4. Narrabeen Lagoon Sailing Club**

**Aim:** to provide a family focussed sailing club which can maintain a minimum membership base.

**Level of Usage:** 80 members, average of 40 to 50 boats attend each Sunday, September to April; general maximum of 25 boats per day on Sundays, more on gala days. Sailboards on some Saturdays

**Main issues:**

- The sailing club is feeling the pressure of not offering a great service sailing on the lagoon resulting in declining membership numbers.
- The centre boards run aground, the sailing masts hit the trees, there's a lack of parking, lack of boat storage, sandy beach has eroded.
- There needs up to 1.07 m deep of water to be navigable at 30 m wide channel access 100 m.
- Spit areas join up across the lagoon.
- Greater access is needed in the central and western basins.
- Rainwater runoff causes damage.
- Boat ramp is undermined.
- Shallow depth makes it harder to perform rescues of children learning to sail
- Various clubs are losing members due to shallow water
- If the water was deeper, it would be cleaner because it would flow better.

**Other Issues:**

- Membership is generally one third Warringah residents, one third Pittwater residents and one third from other nearby LGAs.

**Preference:**

- Dredge now. Restore lagoon water levels to its pre-1982 heights. Problem areas include Pipeclay Point, Billarong Spit, parts of the western basin.
- There is a need for a channel north-west from the beach at Jamieson
- Maintain the lagoon to represent more natural values, not modified human landscape
- Address facilities issues as well (tree issue for tall sails and dead tree removal).

#### **Meeting 5. Jamieson Park Paddle**

**Aim:** to maintain a business presence for stand up paddlers and kayakers by improved access out from Jamieson Park beach.

**Level of Usage:** Rental and lessons for stand-up paddle boards, kayaks and paddle boats, approx 80 craft. .

**Main issues:**

- Jamieson Park beach is retreating, rocks causing injuries.
- It is too shallow out from water's edge.
- Have to send people out in a north east direction to head directly into the wind. This direction is very shallow and hard to get through. Generally don't send them to western basin as prevailing northeasterly winds make it too hard to get back.
- Rescuing ability is an important issue.
- There is a need to fill in the deep holes.
- High level of sediment at the entrance.

**Preference:**

- An access channel would help get through the shallow areas to the northeast and the northwest.

#### **Meeting 6. Prokayaks / Manly Warringah Kayak Club**

**Aim:** to provide a high level training area for professional kayakers and run a kayak hire business for the long term.

**Level of Usage:** 500 people per day on a weekend day on a good day, and 50 people on a weekend day on a bad day.

**Main issues:**

- The lake has been getting shallower over the last 15 years, eg Wheeler Park area and right of Deep Creek delta, development in the catchment is a problem.
- Deep holes in Eastern channel cause turbulent waters.
- 8 knot limit is not adhered to – no motorcraft would be good.
- Car park needs better planning.
- Alternative for club members who leave the club is to use Pittwater, but Pittwater is not as safe.
- It is silting up and needs to be addressed. This is a long term request, but it is ok for the moment.
- The islands are being eroded away.
- Water quality is good in the open eastern channel, but poorer in other areas. Better after long dry periods.
- There is a need to management stormwater runoff.
- Dredging happened in the past and the seagrass and life will come back.
- Prokayaks and kayak club mostly use eastern channel due to proximity, it is currently deep enough. MW Kayak Club has three people going to the London Olympics.

#### Suggestions:

- Provide an extended kayak course by dredging a strip south west in the western basin that can connect to the deeper areas in the north of the central basin
- Start with the people who need it the most, eg channel out from the sailing club
- Dredge to 2m including central basin shallows

### 5.8 Stakeholder workshop commentary

#### 5.8.1 National Parks Association

- There is no objection to filling in deep holes
- Shallow areas have always been there, since pre-history
- The sand will not move fast, and its a misconception that it is filling up
- Seagrass in shallow areas are sensitive at creek mouth
- Shouldn't dredge if environmental impact

- Shouldn't dredge the creek deltas as they are important habitats for birds
- Creating a navigable channel, as per the views of the Anglers Action Group, is acknowledged.

#### 5.8.2 Coastal Environment Centre

- Need to maintain the lagoon for educational excursions with students
- The seagrasses have a very important ecological function
- Do not want dredging in the eastern channel where they run environmental educational programs specifically about the seagrasses.

#### 5.8.3 Fishing and prawning

- Promote eco-tourism on the lagoon, particularly up Deep Creek
- We are committed to maintaining seagrass and minimising impact on the lagoon
- Provide a minimum channel through creek deltas, especially need a permanent access South Creek
- Dredge minimum access channels for people to get power boats through, rather than wide scale dredging (for example, cricket pitch width)
- Not directly west as there is glare from the afternoon sun
- Create a handful of major channels rather than a huge blotch of dredging
- Create wind-break islands or shallow areas
- Type of dredging must be examined.

#### 5.8.4 Kayaking, paddle boarding, canoeing, rowing

- Keep central basin open for sailing and kayaking to depth of 2m with maintenance dredging
- Jamison Park is the host beach area that needs to be replenished with sand to recreate a beach
- Dredge out from Jamison Park as seagrass is visible at the surface
- Rectify a navigable channel to the width and depth it was in the 1980's and 1970's
- Current depth is too shallow for kayaking and paddle
- Competitive training on the lagoon is three times per week
- Could launch at Middle Creek
- Don't create windbreaks in eastern channel.

#### **5.8.5 Dragon boating**

- Don't currently use Narrabeen Lagoon. Could use the eastern channel as it has a good stretch of flat water
- Require greater access to south of Mullet Creek on the western side
- Area required is 6 lanes wide (12m) for events every 6 weeks.

#### **5.8.6 Sailing and windsurfing**

- Improve the lagoon location as a whole
- Fill in the deep dredge holes
- Take a holistic approach to the lagoon management
- Remove the shallow sand that has formed a bank out from Jamieson Park to improve boat launching
- Create seagrasses elsewhere as offsets.

#### **5.8.7 Academy of Sports and Recreation**

- The southwest of the western basin is all too shallow for motor rescue boats. This poses a safety issue for children's outdoor education
- The western basin is badly impacted by silt coming down from the creeks.
- Rescue boats have trouble getting to the children quickly and safely
- Mostly use the south west section of the western basin.

### **5.9 Summary of submissions received at each engagement activity**

This section documents the key issues received written submissions to Council and in workshop feedback forms. The total number of submissions received was:

- 11 written submissions to Council
- 3 Workshop feedback forms
- 4 CIF feedback forms

#### **5.9.1 Written submissions to Council**

Eleven email submissions were received by Council. The key issues noted are:

- There is concern about the increasing shallowness of the lagoon which obstructs water based activities, prompting calls for preventative dredging
- Creeks have become inaccessible
- Spits and sandbars are appearing to join up
- Shallowing is increasingly getting worse in the last decade

- Seagrasses can easily regenerate
- Cost of dredging is a concern
- Do not dredge the seagrasses if there is an environmental impact
- Dredge to make a one or two small connecting channels only
- Do not dredge the creeks

#### **5.9.2 Feedback forms from stakeholder workshop**

Three feedback forms were received after the stakeholder workshop. The key issues noted are:

- Future care and maintenance of the lagoon for people
- A healthy useable watery for our future children
- Moving sediment from shallow areas to deeper areas
- Establish an ongoing maintenance plan for strategic dredging.
- Balance dredging for recreational use with sustainability
- Continued use by water based activities
- Water quality
- Minimise flooding
- Natural silting of the lagoon is shallowing the lagoon, mostly coming from sediments in the western basin through the lagoons
- The western basin is one of the most highly utilised areas for recreation on the lagoon and is the most susceptible to siltation coming down from the creeks
- Conflict of water depth and promoting the growth of seagrass.

#### **More information is needed on:**

- The history of the lagoon
- The ecology of the lagoon
- The role/importance of seagrasses as to why it needs to be protected
- Parking arrangements
- Costs of dredging and Council funding allocations for dredging
- Further developments in the catchment

#### **5.9.3 Feedback forms from CIFS**

Four feedback forms were submitted.

#### **Key issues:**

- Prevent the addition of siltation from the creeks
- Conserve the seagrass.

- Oppose the destruction of the seagrass beds in the central basin
- Keep the entrance open
- Is it essential that Narrabeen lagoon provide a regional recreational service?
- A small amount of dredging could be justified for recreational use
- It's important that the community's recreational needs are met only if environmental conservation can be achieved
- Minimise the environmental impact
- Not enough scientific information presented
- Environmental and recreational benefits must clearly outweigh the costs
- Some impact is acceptable and compromise for shared use is important.
- Short term impact for longer term gain
- Keep Jamison Park the way it is, low key good as is
- User groups need to demonstrate that they need it for their recreation
- Wait until the flood study is complete before you decide what to do with the dredging
- Creeks need to be cleared of erosion in the creek – an issues is the sediment coming down the creek
- Make upstream developers to the creeks pay for dredging, pollution pays principle
- Disease is killing some seagrass. Keep the healthy seagrass only.

#### **5.9.4 Comments received at the CIF**

- Collect sand and sediment to restore Jamieson beach
- Remove the sediment build up in Middle Creek
- Do not fill in the deep holes as they are anaerobic food webs in the central basin
- Save the seagrass in the central basin
- Dredge a reasonable space for sailing in the central basin at a depth for dagger boards
- Do not dredge the eastern channel as there are brushes, mangroves, oyster beds, that are returning on the shoreline
- Dredging should only be undertaken if there is a clear net benefit that outweighs the cost
- Council funds should not be used to pay for the dredging if there are only 50 kayakers that want the dredging, versus 15,000 soccer players
- How many people will benefit from this dredging? Is dredging absolutely necessary
- Some impact on the environment would be acceptable if dredging had a net benefit.
- Is Narrabeen Lagoon an essential recreational area? Can the water based recreational people go elsewhere?
- There is good disabled access to the lagoon and car parking ok



5.10 CIFS storyboards



# Narrabeen Lagoon Recreational Dredging

1

## Welcome

This session is designed to help Council gauge community support for dredging Narrabeen Lagoon to improve access for recreation.

Narrabeen Lagoon is a valuable natural asset and significant environmental resource.

Council is required to manage the Lagoon in a manner that considers its environmental protection along with recreation in a balanced way.



### Activities at Narrabeen Lagoon include:

- sailing
- kayaking, rowing, canoeing
- paddle boarding and windsurfing
- boating and fishing
- bushwalking and picnicking.

We encourage you to look at the information on display and ask questions of the project team.

Members of the Project team here today include:

- Warringah Council Environment and Recreation staff
- Dr Philip Haines, Scientific expert
- Elton Consulting

Please provide your thoughts by completing a feedback form.





# Management of Narrabeen Lagoon

2

- The Lagoon entrance is managed to reduce the risk of flooding to low lying properties around the Lagoon.
- The Lagoon is shallower than in previous years because the entrance is now regularly opened.
- The bed of the central basin of the Lagoon is a relatively stable environment and average siltation rates are relatively slow.
- Shallow water makes it difficult for boats and kayaks to use some areas of the Lagoon.



## Draft Plan of Management

The Narrabeen Lagoon Plan of Management [NLPoM] was prepared and adopted by Council in 2011. This plan is a legal document that provides a framework for managing the Lagoon in a way that keeps it in a healthy condition. It commits Council to work for the protection and enhancement of the environmental and recreational values of Narrabeen Lagoon.

The NLPoM is currently awaiting gazettal by the Minister for Lands. Once gazetted, Council is allowed to dredge for recreational access if the environmental values of the Lagoon aren't significantly damaged.

While the NLPoM identifies dredging the Lagoon as a 'permissible' activity, there are still a host of legal obligations to fulfil in order to have any dredging approved by the State Government.



warringah.nsw.gov.au



Warringah Council



# History of Narrabeen Lagoon

3



Narrabeen Lagoon was dredged from the 1920's to the 1980's to reclaim foreshores, deepen areas, and to obtain fill for development. Historically, dredging was undertaken without a proper understanding of the potential environmental impacts.

With improved knowledge and understanding, we now appreciate that dredging can potentially harm the Lagoon's complex ecology and may affect water quality, aquatic plants, aquatic animals, birds and bird wading flats, pollutants stored in the bed sediments and the nutrient cycle.



warringah.nsw.gov.au

- Narrabeen Lagoon has significant Aboriginal history. The heritage areas include; burial sites, engraving sites, natural sacred sites and features, rock art and shell midden deposits.
- Between 1924 and 1928 a drought lowered water levels in the Lagoon and some parts were used for motorcycle and car racing, as well as a biplane landing strip.
- The post-World War II boom led to increased development and population growth. People began using the Lagoon for sailing and waterskiing.
- In the 50's and 60's, Warringah Council dredged the central basin to create two foreshore reserves, Jamieson Park and Bilarong Reserve.
- Prior to the 1970's the Lagoon mouth was in a more natural state and left closed for longer periods of time and water levels were typically higher, creating a deeper water body. This resulted in better recreation opportunities than are possible today. The Lagoon is now opened to reduce flooding.
- In the 70's and 80's dredging continued in the Lagoon to deepen areas and reclaim reserves and islands. Some areas were dredged down to depths of 6m and as a result have poor water quality – these are known as deep dredge holes.
- Dredging was stopped after 1985 due to State Government legislation. Consequently, there are no plans to restart commercial and widespread dredging of the Lagoon. In fact, this would not be permitted today.
- In 2007 and 2008 Council investigated dredging large parts of the central basin and then later some connecting channels. These proposals weren't progressed due to significant environmental impacts and planning restrictions.





# Why Dredge?

4



## Water Sports

- Warringah Council has had requests from some user groups to deepen parts of the Lagoon to improve recreation activities such as fishing, sailing and kayaking.
- Lagoon user groups find some areas too shallow, which restricts their access to parts of the Lagoon.
- In order to maintain the recreational benefits for the community, Council is reviewing the possibility of dredging in relatively small areas to create better connectivity around the Lagoon.
- The scale and location of any possible dredging must be proportional to the community's demand.
- According to the NLPoM, any dredging must minimise or mitigate environmental damage.
- It is anticipated that enhancing recreational activities on the Lagoon may prompt the need for infrastructure and car-parking upgrades, which will also have to be considered.

## Other Perceived Benefits

### Improved Water Quality

- Placing dredged material in the deep holes may improve the water quality in and around these areas.
- Studies have shown that dredging the Lagoon will not improve water flow or tidal exchange.

### Reduced flood risk

- Dredging the Lagoon will not reduce the risk or severity of flooding.

### Financial Gain

- It is unlikely that Council would be permitted to sell any of the material removed from the Lagoon.



# Environmental Considerations

5



## Environmental features of Narrabeen Lagoon:

- Narrabeen Lagoon contains important vegetation such as foreshore reed lands, saltmarsh, seagrass and mangroves. This vegetation is protected under the Fisheries Management Act 1994 and the Threatened Species Conservation Act 1995.
- The Lagoon provides habitat for endangered species such as the Australian Bittern and Little Tern. Migratory birds use the Lagoon for foraging, breeding and nesting. It is also a habitat for Ospreys and White-bellied Sea-Eagles.

Seagrass meadows in the Lagoon provide habitats for commercially and recreationally important fish, as well as protected marine species such as the Hairy Pipefish. These meadows can be considered to be the 'lungs of the Lagoon'. In Narrabeen Lagoon seagrass generally only grows to a depth of 1.5m. Below this depth the sunlight does not penetrate enough for them to grow. Seagrass can be sensitive to such things as disturbance, nutrients and water clarity. Its recovery may be slow and it cannot be guaranteed to recolonise once disturbed.



## Potential impacts of dredging:

- Loss of seagrass and reduced fish nurseries
- Removal of mud dwelling organisms vital to Lagoon ecology
- Removal of shallow flats important for bird roosting
- Re-suspension of pollutants in the sediment
- Negative impacts on Lagoon health
- Potential for algal blooms
- Reduced water quality in the dredge area during dredging
- Risk of fish kill within silt curtains during dredging





# What have we heard so far?

6

Council has received the following feedback from key water-based recreational groups:



- There has been some consensus for preferred dredging locations, however there is not a 100% consistent view from users and the community.
- Different recreational user groups all have varying requirements.
- Recreational users appreciate the benefits of finding a common solution.
- It may be possible to minimise environmental damage by creating navigable channels connecting existing deep areas rather than wide scale dredging.
- Depths of up to 2m are preferred by users of watercraft.
- It is important to Lagoon users that good water quality is maintained.
- It is recognised by Lagoon users that seagrass is to be retained as much as possible.

The consultation map marks out the areas that key users have identified for potential dredging.





# Where to from here?

7



**STAGE ONE:** Community Consultation.  
Report given to Council for consideration.

**STAGE TWO:** If there is sufficient community support for dredging, Council will need to undertake feasibility assessments of environmental impacts and net costs versus benefits. Preliminary cost estimates would be further refined at this stage. Outcomes from Stage 2 will assist Council in deciding whether to proceed.

**STAGE THREE:** If dredging is shown to be feasible, Stage 3 will involve detailed design, statutory approvals, and ultimately implementation of works.

Any dredging activity will need to obtain the relevant permits and consents to comply with legislative requirements. The likelihood of securing approvals is higher if the environmental impact of dredging is minimised.

Now Council would like to hear the views of the wider community to better understand support for dredging, and where dredging may be preferred to improve recreational access.



## What do you think about dredging in the areas marked on the map?

In the centre of the room are two large maps.

Use a red or green flag to mark on the map where you think 'yes' to dredge or 'no' don't dredge.

Write on the flag why you think so.

Feedback forms are available for you to make comment.

For more information, to take part in an online forum or to fill out an online survey go to [yoursaywarringah.com.au](http://yoursaywarringah.com.au)



Warringah Council





















**Summary attribute table**

Parcel Number	Conservation significance rank	Threatened species habitat	Catchment Grouping	Native vegetation	Resilience score	Does it contain a creek or riparian area?	Past management	Resource consideration – future management requirements	Council stake in future management
1	Moderate	Potential threatened species habitat	Group C	Mostly exotic vegetation	Low	Adjoins Manly Creek	No know past management	High management costs. Vegetation in very poor condition with high densities of exotic species.	Reduced stake in future management. Minimal works undertaken to date by Council.
2	Moderate	Potential threatened species habitat	Group C	Mostly exotic vegetation	Low	Adjoins Manly Creek	Minimal past management undertaken.	High management costs. Vegetation in very poor condition with high densities of exotic species.	Reduced stake in future management works
3	Moderate	Potential threatened species habitat	Group C	Disturbed native and planted vegetation	Moderate	Manly Creek traverse the site	Creekline works undertaken and maintenance at end of Wandella Road. Occasional weed control along creekline.	Moderate management costs. Disturbed native vegetation with some resilience.	Significant stake in future management
4	Moderate	Potential threatened species habitat	Group C	Disturbed remnant and planted vegetation	Moderate	Adjoins Manly Creek	Currently managed by active FOB group. Significant Council and community investment – money and staff time.	Negligible management cost impact. Council currently funds and supports active Friends of the Bush Group.	Significant stake in future management.





# **WARRINGAH**

## **SECTION 94A**

### **DEVELOPMENT CONTRIBUTIONS PLAN 2012**



---

**Prepared by Warringah Council**

Adopted **24 July 2012**

Effective from **1 August 2012**

## **PART 1**

### **Summary Schedule**

The Schedule of Works contained in Part 5 of this plan identifies the public facilities for which a section 94A (s94A) levy will be required.

Levies paid to Council (in accordance with the rates set out in the Summary Schedule below) will be applied towards meeting the cost of provision or augmentation of these public facilities in the identified financial years.

#### **Summary schedule for section 94A contributions plan**

<b>Type of Development</b>	<b>Levy</b>
All development applications and applications for Complying Development Certificates whose total costs amount to less than \$100,001.	Nil
All development applications and applications for Complying Development Certificates with a total cost from \$100,001 - \$200,000 (excluding exempt development, s96 applications to modify development consent and development applications proposed by Council).	0.5 percent
All development applications and applications for Complying Development Certificates with a total cost exceeding \$200,000 (excluding exempt development, s96 applications to modify development consent and development applications proposed by Council).	1.0 percent

Conditions authorised by this Plan are subject to any direction given by the Minister under section 94E (s94E) of the Act.

Funds collected under this plan will be allocated toward the delivery of \$4,851,178 worth of projects in the 2012/13 financial year. A full list of projects to be funded has been included in Part 5 of this Plan.

Any relevant Ministerial direction under section 94E of the Act which has been made and is in force from time to time is included in the Attachment to this Plan. Refer to Appendix A of this Plan for the content of relevant Ministerial directions.

## **PART 2**

### **Introduction**

#### **What is a Section 94A Development Contributions Plan?**

Under Section 94A of the *Environmental Planning and Assessment (EP&A) Act 1979*, Council may levy a flat rate contribution towards, or recoup the capital cost of providing or extending facilities, infrastructure and services necessary to meet the increased demand created by new development in its area.

Section 94A of the Act provides as follows:

#### **94A Fixed development consent levies**

- (1) *A consent authority may impose, as a condition of development consent, a requirement that the applicant pay a levy of the percentage, authorised by a contributions plan, of the proposed cost of carrying out the development.*
- (2) *A consent authority cannot impose as a condition of the same development consent condition under this section as well as a condition under section 94.*
- (2A) *A consent authority cannot impose a condition under this section in relation to development on land within a special contributions area without the approval of:*
  - (a) *the Minister, or*
  - (b) *a development corporation designated by the Minister to give approvals under this subsection.*
- (3) *Money required to be paid by a condition imposed under this section is to be applied towards the provision, extension or augmentation of public amenities or public services (or towards recouping the cost of their provision, extension or augmentation). The application of the money is subject to any relevant provisions of the contributions plan.*
- (4) *A condition imposed under this section is not invalid by reason only that there is no connection between the development the subject of the development consent and the object of expenditure of any money required to be paid by the condition.*
- (5) *The regulations may make provision for or with respect to levies under this section, including:*
  - (a) *the means by which the proposed cost of carrying out development is to be estimated or determined, and*
  - (b) *the maximum percentage of a levy.*

The Section 94A Development Contributions Plan is the mechanism by which the entitlements under section 94A of the Act are implemented and accounted for by Council. The plan also includes a Works Program (Part 5) outlining when and where the new works will be provided.

The plan is implemented through the development process by attaching conditions to any development consents or complying development certificates that meets the requirements of this plan.

Warringah Council has levied contributions for a range of facilities and services under previous Section 94 Development Contributions Plans. The preparation of this Plan provides the opportunity to implement a new, simplified development contributions structure that will improve the efficiency and flexibility of community facility provision, in a manner that best meets the needs of the population for which the contribution was levied.



## **PART 3**

### **Administration and Operation**

**1      What is the name of this Section 94A Development Contributions Plan?**

This development contributions plan is called the *Warringah Section 94A Development Contributions Plan 2012*.

**2      What is the purpose of this contributions plan?**

The primary purposes of this contributions plan are:

- (1) to authorise, as a condition of development consent upon effected development applications and complying development certificates, the imposition of a contribution pursuant to section 94A of the *EP&A Act 1979*,
- (2) to assist the council to provide the appropriate public facilities which are required to maintain and enhance amenity and service delivery within the area, and
- (3) to publicly identify the purposes for which the levies are required,
- (4) Include a revised Section 94 Works Program which will enable the expenditure of Council's existing Section 94 reserves.

**3      When does this development contributions plan commence?**

This contributions plan commences on **1 August 2012**.

**4      What plans does this contributions plan repeal?**

This plan repeals the *Warringah S94A Development Contributions Plan 2011* adopted by Council on 28 June 2011 and in operation on 1 July 2011.

All remaining funds collected under the *Warringah Section 94 Development Contributions Plan 2001* are to be applied toward completing the Works Program in the *Warringah Section 94 Development Contributions Plan 2001* in accordance with the revised Section 94 Works Schedule included within Part 6 of this Plan. Upon full completion of the Section 94 Works Program, any remaining funds are to be pooled into the development contributions reserve established as part of this plan (clause 16) and used upon works listed in Part 5.

**5 Land to which this plan applies**

This plan applies to all land within the local government area of Warringah.

**6 Development to which this plan applies**

This plan applies to all applications for development consent and complying development certificates proposing works whose total development cost is \$100,001 or greater.

The 'total development cost' is determined having accounted for each of the contributing cost factors set out within clause 25J of the *EP&A Regulation 2000* (included as Clause 7 of this plan) and through the full and accurate completion (to the satisfaction of Council) of the Cost Summary Sheet lodged with the development application or complying development application.

Development that satisfies any one (or more) of the following criteria are exempt from this Plan and from payment of the s94A levy:

- (1) development applications and complying development applications whose total development cost is less than \$100,001;
- (2) applications lodged under Section 96 of the *EP&A Act 1979* to modify condition/s of an existing consent;
- (3) development applications and complying development applications for public purposes as proposed by:
  - a) Council, that involve the use of land classified as Community or Operational under the *Local Government Act 1993* or as Crown Land under the *Crown Lands Act 1989*;
  - b) Government agencies;
  - c) Public utility providers.

Development which complies with the Ministerial direction under Section 94E dated 10<sup>th</sup> November 2006 and includes development:

- a) For the purpose of disabled access;
- b) For the sole purpose of affordable housing;
- c) For the purpose of reducing the consumption of mains-supplied potable water, or reducing the energy consumption of a building;
- d) For the sole purpose of the adaptive reuse of an item of environmental heritage; or

- e) Other than the subdivision of land, where a condition under section 94 of the Act has been imposed under a previous development consent relating to the subdivision of the land on which the development is proposed to be carried out.

To avoid any doubt with regard to item (e) above, the Department of Planning's Development Contributions – Practice Notes 2005, provides that *'the Section 94E direction prohibits the use of Section 94A in respect of development that has been the subject of a condition under Section 94 under a previous development consent relating to the subdivision of the land on which the development is to be carried out.'*

**7 How is the total development cost determined?**

Clause 25J of the EP&A Regulation 2000 sets out how to determine the total cost of development.

**25J Section 94A levy—determination of proposed cost of development**

- (1) The proposed cost of carrying out development is to be determined by the consent authority, for the purpose of a section 94A levy, by adding up all the costs and expenses that have been or are to be incurred by the applicant in carrying out the development, including the following:
  - (a) if the development involves the erection of a building, or the carrying out of engineering or construction work—the costs of or incidental to erecting the building, or carrying out the work, including the costs (if any) of and incidental to demolition, excavation and site preparation, decontamination or remediation,
  - (b) if the development involves a change of use of land—the costs of or incidental to doing anything necessary to enable the use of the land to be changed,
  - (c) if the development involves the subdivision of land—the costs of or incidental to preparing, executing and registering the plan of subdivision and any related covenants, easements or other rights.
- (2) For the purpose of determining the proposed cost of carrying out development, a consent authority may have regard to an estimate of the proposed cost of carrying out the development prepared by a person, or a person of a class, approved by the consent authority to provide such estimates.
- (3) The following costs and expenses are not to be included in any estimate or determination of the proposed cost of carrying out development:
  - (a) the cost of the land on which the development is to be carried out,



- (b) the costs of any repairs to any building or works on the land that are to be retained in connection with the development,
- (c) the costs associated with marketing or financing the development (including interest on any loans),
- (d) the costs associated with legal work carried out or to be carried out in connection with the development,
- (e) project management costs associated with the development,
- (f) the cost of building insurance in respect of the development,
- (g) the costs of fittings and furnishings, including any refitting or refurbishing, associated with the development (except where the development involves an enlargement, expansion or intensification of a current use of land),
- (h) the costs of commercial stock inventory,
- (i) any taxes, levies or charges (other than GST) paid or payable in connection with the development by or under any law,
- (j) the costs of enabling access by disabled persons in respect of the development,
- (k) the costs of energy and water efficiency measures associated with the development,
- (l) the cost of any development that is provided as affordable housing,
- (m) the costs of any development that is the adaptive reuse of a heritage item.

**8 Cost summary reports must accompany development applications or applications for complying development certificates**

A development application or application for a complying development certificate is to be accompanied by a Cost Summary Report that addresses the matters set out in clause 25J of the *EP&A Regulation 2000* (refer clause 7 of this plan).

For development with a total cost of \$100,001 or greater, a Cost Summary Report (addressing the matters contained in Appendix B) is to be completed and certified by a person who is considered to be suitably qualified in the opinion of Council.

Council may request the provision of an independent Cost Summary Report (addressing the matters contained within Appendix B) that is certified by a registered quantity surveyor for larger developments or where a major discrepancy in a Cost Summary Report is detected.

**9 Construction certificates and the obligation of accredited certifiers**

In accordance with clause 146 of the *EP&A Regulation 2000*, a certifying authority must not issue a construction certificate for building work or subdivision work under a



development consent unless it has verified that each condition requiring the payment of levies has been satisfied.

In particular, the certifier must ensure that the applicant provides a receipt(s) confirming that levies have been fully paid and copies of such receipts must be included with copies of the certified plans provided to the council in accordance with clause 142(2) of the *EP&A Regulation 2000*. Failure to follow this procedure may render such a certificate invalid.

The only exceptions to the requirement are where Council has agreed to works in kind, material public benefit or dedication of land as alternatives to payment of the s94A levy. In such cases, Council will issue a letter confirming that an alternative payment method has been agreed with the applicant.

**10 How will the levy be calculated?**

The levy will be determined on the basis of the rate as set out in the Summary Schedule, contained within Part 1 of this plan. The levy will be calculated as follows:

$$\text{Levy payable (O)} = C \times D$$

Where:

**C** is the levy rate applicable

**D** is the proposed cost of carrying out the development

The proposed cost of carrying out the development will be determined in accordance with clause 25J of the *EP&A Regulation 2000*. The procedures set out in Appendix B to this plan must be followed to enable the council to determine the amount of the levy to be paid.

Council may review the valuation of works and may seek the services of an independent person to verify the costs. In these cases, all costs associated with obtaining such advice will be at the expense of the applicant and no construction certificate will be issued until such time that the levy has been paid.

**11 When is the levy payable?**

A levy must be paid to Council at the time specified in the condition that imposes the levy. If no such time is specified, the levy must be paid prior to the issue of a subdivision certificate, construction certificate or complying development certificate.

**12 How will the levy be adjusted?**

Contributions required as a condition of consent under the provisions of this plan will be adjusted at the time of payment of the contribution in accordance with the following formula:

$$\text{Contribution at time of payment} = O + A$$

Where:

**O** is the original contribution as set out in the consent

**A** is the adjustment amount which is =  $\frac{C_o \times (\text{Current CPI} - \text{Base CPI})}{\text{Base CPI}}$

Where:

**Current CPI** is the Consumer Price Index for 'Sydney – All Groups' as published by the Australian Bureau of Statistics available at the time of review of the contribution rate, and

**Base CPI** is the Consumer Price Index for 'Sydney – All Groups' as published by the Australian Bureau of Statistics at the date of adoption of this plan which is 15 June 2006.

Note: In the event that the Current CPI for Sydney is less than that for the previous quarter, the Current CPI for Sydney shall be taken as not less than the previous.

**13 Can deferred or periodic payments be made?**

Council does not permit deferred or periodic payments of the Section 94A levy under this Plan.

**14 How are credits for existing development addressed in this plan?**

No credits or levy discounts of any kind are issued for either existing development or prior approvals.

**15 Are there alternatives to the payment of the s94A levy?**

An applicant may only elect to forgo to the payment of monetary contributions upon effected development through the following means:

- (1) by Council accepting an offer by an applicant to satisfy the contribution by carrying out works in kind, but only where the facility is identified in the works program and it is constructed by the developer to Council's standards and then transferred to Council. In these circumstances, Council will only transfer paid contributions on receipt of invoices not exceeding the amount already collected or committed by the fund.
- (2) by both Council and the applicant entering into a written planning agreement in accordance with Section 93F, Practice Notes and Guidelines, whose terms and conditions are voluntarily agreed to and signed by both parties. The agreement:
  - a) may be for the payment of a monetary contribution, the dedication of land free of cost, any other public benefit, or any combination of these, to be used for or applied toward a public purpose (as defined in the Dictionary of this plan) ; and
  - b) is not invalid by reason only that there is no connection between the development and the works or expenditure of any money it proposes.

Applicants proposing to enter into a planning agreement should enquire with Council with regard to the relevant procedures prior to the lodgement of their development application.

#### **16 Pooling of levies**

This plan expressly authorises Section 94A levies paid for different purposes to be pooled and applied progressively for the delivery of the community facilities and infrastructure listed in the Works Schedule in Part 5 of this Plan. The priorities for the expenditure of the levies are shown in this Works Schedule.

#### **17 How will Council use collected contributions?**

Council is to use the funds collected under this Plan toward meeting the cost of providing the community facilities listed in the Schedule of Works of this Plan (Part 5). Subject to s93E(2) of the Act and Clause 15 of this Plan, the community facilities listed in Part 5 are to be provided in accordance with the staging set out within Part 5.

A proportion of all funds collected (0.05%) will be pooled in a separate Council account for use toward ongoing forward planning and administration of development contribution funds. Funds collected in this account will be used to:

- (1) Periodically engage consultants to undertake forward planning studies informing the use of development contributions;

- (2) To fund the full time employment of Council's Senior Strategic Planner (S94);
- (3) To fund 30% of the costs of a Management Accounting position within Council.

**18 In what circumstances are s94A levies to be refunded?**

Levies collected from a developer under this plan will only be refunded upon the formal surrender or lapsing of the relevant development consent to which the contribution was applied.

**19 Is a contributions register kept?**

Council maintains a register of all developer contributions collected and the details of all Voluntary Planning Agreements enacted through a condition of development consent. The Contributions Register can be inspected at Council's offices and contains the following information:

- (1) each Development Consent which levied contributions for facilities; and
- (2) the address to which the development consent was issued, date when contributions are received and the amount; or
- (3) a detailed account of the monetary contribution, land dedication or other material public benefit negotiated and signed off through any Voluntary Planning Agreement, including a full copy of the agreement.

**20 Plan will be subject to periodic review**

Council is to undertake periodic reviews of the works included in the Schedule of Works within Part 5 of this plan, including the maintenance of a record of completed works and the introduction of new community facilities into the Schedule in place of those completed.



## **PART 4**

### **Expected Development and Demand for Public Facilities**

Residential population growth and employment generation from new industrial, commercial and retail developments will increase demand on Council's existing public amenities and facilities. To ensure that the community's enjoyment of public facilities is not diminished by population growth Council must augment its existing facilities, and where possible, provide new facilities to accommodate the additional demand.

#### **Residential Population Growth**

The Sydney Metropolitan Strategy, *City of Cities: A Plan for Sydney's Future* has set the North East Subregion (comprising the Warringah, Pittwater and Manly local government areas) a target of 17,300 new dwellings from 2006 to 2031. The draft North East Subregional Strategy has set Warringah's share of this dwelling target at 10,300 dwellings.

On 16 December 2010 the Department of Planning released the Metropolitan Plan for Sydney 2036 which was the scheduled five year update to the Metropolitan Strategy 2005. The Metropolitan Plan updated all Subregional housing and employment targets within the Sydney Region. The housing target for the North East Subregion has been increased to 29,000 between 2006 and 2036. Warringah's share of the updated dwelling target will be determined as part of the review of the North East Subregional Strategy.

Below is an overview of recent trends in population and residential development within the Warringah local government area:

- The total population of Warringah increased by 2.2% between 2001 and 2006. This equates to an annual growth rate of approximately 0.44%. Overall, population growth within Warringah is relatively low in comparison to Sydney Statistical Division which, over the same period, experienced a population increase of approximately 3.67% or 0.73% per year.
- Despite this relatively low population growth, Council's adopted *Residential Development Strategy (RDS)* 1998 identifies 7,200 new dwellings for the period 1998-2021 (or 313 per annum). Between October 1998 and December 2009 approximately 5,484 additional dwellings have been approved. This equates to an average of 500 per annum or 59 per cent over the required target.
- The draft North East Subregional Strategy requires Council to plan for sufficient zoned land to accommodate their local government area housing targets through their Local Environmental Plans (LEP). Although Council is well placed to meet its dwelling target as contained within the RDS, it is unlikely that Council will be able to accommodate the required dwelling target to 2031 under its current planning controls.

Future residential development within Warringah is going to place additional demand on existing community infrastructure. In order to accommodate the additional growth, Council must increase provision of new community facilities in-line with the growth in development.

### **Non-Residential Population Growth**

The Sydney Metropolitan Strategy and Draft North East Subregional Strategy also sets a target of 19,500 additional jobs between 2006 and 2031. Warringah's share of this target is 12,500 jobs which equates to approximately 64% of the employment target for the Subregion. In order to achieve this target, Council may have to consider changes to its planning controls to facilitate the renewal of under-utilised lands to achieve these higher employment densities.

The updated employment target as contained within the Sydney Metropolitan Plan 2036 will increase to 23,000 jobs between 2006 and 2036.

In 2008, the Shore Regional Organisation of Councils (SHOROC), representing Warringah, Mosman, Manly and Pittwater Councils, commissioned the preparation of the '*SHOROC Regional Employment Study, March 2008*' (the employment study). The employment study was to assist in the refinement of the *draft North East Subregional Strategy*, *draft Inner North Subregional Strategy*, and in the preparation of a Regional Economic Development Strategy. The SHOROC Employment Study identifies the economic, social and environmental trends which will influence employment growth within the region and identifies key strategies and principles to better enable the region to accommodate employment growth to 2031.

The study has identified that within Warringah demand for employment in the retail, commercial and industrial sectors will continue to grow to 2016 with floorspace predicted to increase by 25,801m<sup>2</sup>, 54,970m<sup>2</sup> and 5,830m<sup>2</sup> respectively. Between 2016 and 2031, demand for industrial floorspace is expected to reduce slightly, however demand for commercial and retail floorspace will continue to increase.

The main employment lands within Warringah are located in Dee Why, Frenchs Forest, Brookvale Industrial area, Forestville, and Austlink (Forest Way north precinct). Both the commercial and industrial areas have developed generally in line with population growth over the past decade. However, Council anticipates that more land will need to be made available in order to promote the employment objectives of the Metropolitan Strategy.

This non-residential development will create demand for the provision or upgrading of roads and traffic management facilities and civic improvements.

### **Rationale for Development Levy**

As an established Local Government Area, Warringah does not currently have any identified land release areas. State Government and Council strategic land use policies place significant restrictions on additional subdivision and development on the fringes of Warringah's urban areas and focuses development within existing centres. As such, the emphasis of development contribution expenditure in Warringah will increasingly take the form of upgrades and augmentations to existing community facilities, as opposed to new land dedications and facilities required to service 'new' residential areas.

There are a number of factors that have traditionally influenced the ability of Council to deliver community facilities in a manner that matches demand using a traditional Section 94 approach:

1. Difficulties defining and maintaining the nexus between who contributes toward the cost of developing community facilities and who the users of the facilities are. The ability to apportion the costs of new community facilities strictly to new populations is increasingly difficult in highly urbanised local government areas such as Warringah. The users of community facilities are increasingly willing to travel to any part of Warringah to access community services, placing an undue burden on specific development to contribute toward their provision.
2. Low apportionments under a traditional Section 94 model. The proportion of works funded by development contributions can only match the proportion of new population into this area. Accordingly, new populations moving into established urban areas cannot be expected to fund the entire cost of these upgraded or augmented facilities that are enjoyed by the entire community. Employing this approach again through a new development contributions plan will not enable Council to collect the funds required to deliver community facilities at a rate that matches demand.

These problems are overcome through the adoption of a levy which is based on a fixed percentage of the total cost of development. Funds collected under this system are pooled into a single reserve and are used to fund the provision of new public facilities and services in locations where Council has identified demand, through the ongoing residential and non-residential growth. This demand has led to the inclusion of specific projects within the Schedule of Works in the Plan.

With the majority of development types proposed in Warringah requiring development consent, including some of the most minor forms of residential development, there is justification for the application of a 'development value threshold' which would exempt these smaller developments from the fee being levied. The intent of a 'contribution free' threshold is to relieve smaller developments with negligible impact on the demand for additional community facilities from having to pay the levy. The contributions free threshold is set at \$100,000, in-line with Clause 25K of the EP&A Regulation 2000.



## **PART 5**

### **Section 94A Schedule of Works**

This Part lists the works to be funded by contributions collected under the provisions of this plan.

This part has been compiled based upon Council's existing strategies, Plans of Management for community land and needs analysis for a range of public purposes throughout the Warringah local government area and are to be completed using funds collected under this Plan. Inclusion of works within this Schedule follows their assessment through Council's *Capital Justification and Evaluation Process* as being a high priority on the basis of community need, safety and risk to Council.

This Schedule of Works is to be progressively updated to reflect adjustment to the CPI, the completion of the listed works and to add new projects as the Schedule nears completion. Where applicable, the location of these projects has been mapped at Appendix C.



Project No	Suburb	Project Type	Description of Works	Cost Estimate	Preferred Year to Start	Council Team
5123	Dee Why	Facility	Dee Why Beach Viewing Tower	\$ 98,305	2012/13	Property and Commercial Development
5126	Narrabeen	Facility	Wheeler Park, Narrabeen - New public amenity, adjacent to scout hall at Goodwin Street	\$ 163,116	2012/13	Property and Commercial Development
5411	Forestville	Open Space	Forestville Skate Facility - adjacent to Melwood Oval	\$ 91,501	2012/13	Parks, Reserves and Foreshores
5855	Manly Vale	Open Space	Manly Dam Car park & turning area (stage 1 of 2) – design - At entry gate to Manly Dam	\$ 52,453	2012/13	Parks, Reserves and Foreshores
5841	Killarney Heights	Traffic	Tramore Place, Melwood Ave & Starkey Street, Killarney Heights - kerb blister islands	\$ 29,000	2012/13	Roads, Traffic and Waste
5839	Queenscliff	Traffic	Dalley Street, Queenscliff - partial road closure /extension of median on Cavill Street	\$ 29,000	2012/13	Roads, Traffic and Waste
5838	Queenscliff	Traffic	Crown Rd, Queenscliff - median island and kerb blister islands between Dowling Street and Cavill Street	\$ 50,000	2012/13	Roads, Traffic and Waste
5835	Belrose	Traffic	Blackbutts Road, Belrose - upgrade refuge island near Athol Street/Glen Street Theatre	\$ 31,500	2012/13	Roads, Traffic and Waste
5831	Collaroy	Civic	Collaroy Accessibility Tourism Precinct - Streetscape Improvements	\$ 750,000	2012/13	Roads, Traffic and Waste
5828	Various	Footpaths	Priority PAMP Projects	\$ 227,974	2012/13	Roads, Traffic and Waste
5843	Manly Vale	Sports fields	Floodlighting Improvement Program – Provision of additional capacity of floodlighting at Miller Reserve	\$ 470,697	2012/13	Parks, Reserves and Foreshores
5858	Various	Open Space	Playground Improvement Program – Section 94A funds will be distributed amongst various playgrounds throughout the LGA. Playgrounds identified within the Parks Priority Program.	\$ 294,462	2012/13	Parks, Reserves and Foreshores
5862	Allambie Heights	Open Space	Allenby Park track & trail upgrades - Design	\$ 30,000	2012/13	Natural Environment
5866	Narrabeen	Open Space	Design and Construction of Narrabeen Lagoon Multi-use	\$ 1,784,706	2012/13	Natural

Project No	Suburb	Project Type	Description of Works	Cost Estimate	Preferred Year to Start	Council Team
			trail between Deep Creek and South Creek Reserve			Environment
5834	Various	Bicycle Facilities	Bike Plan Priority Program	\$230,000	2012/13	Roads, Traffic and Waste
5852	Various	Sportsfields	Sportsfield Water Management Program	\$ 125, 886	2012/13	Parks, Reserves and Foreshores
5881	Various	Open Space / Facilities	Sports Capital Assistance Program	\$ 333,578	2012/13	Parks, Reserves and Foreshores; Buildings Properties and Spatial Information
6433	Narrabeen	Open Space	North Narrabeen – Stage 1: Revised Masterplan, detailed design and construction of viewing/memorial area	\$ 59,000	2012/13	Parks Reserves and Foreshores

## **Part 6**

### **Section 94 Schedule of Works**

This Part lists the works to be funded by existing Section 94 contributions collected under the Section 94 Development Contributions Plans 2001. The works are broken down into five separate categories being:

- Dee Why Town Centre Parking,
- Dee Why Town Centre – Streetscape,
- Dee Why Town Centre – Community Facilities,
- Dee Why Town Centre - Green Space, and
- General

The projects listed within the Section 94 Schedule of Works (Part 6), and the allocation of funds for these projects, reflects the intent under which the funds were originally collected.

The location of each project has been mapped in Appendix D. However please note that these maps are only indicative and are subject to more specific detailed design.

Category	Project Number (Appendix D)	Project	Cost Estimate (Section 94 Obligation)	Existing Section 94 Reserve	Timing/ Delivery
Dee Why Town Centre Parking	1	Dee Why Parking (Stages 1 and 2) (5800) <sup>1</sup>	\$5,067,484	E10 – Dee Why Parking	2015/16
Dee Why Town Centre – Streetscape	2	Dee Why Street Improvements (Howard and Oaks) - Roads, Footpaths and Landscaping	\$5,964,000	E7 - Open Space for Dee Why Town Centre and Surrounds	2015/16
	3	Bus Interchange Pittwater Road – Shelter expansion	\$1,021,000	E7 - Open Space for Dee Why Town Centre and Surrounds	2015/16
Dee Why Town Centre – Community Facilities	4	Community Centre – Dee Why Town Centre (Stage 1 Design) (5800) <sup>2</sup> Including occasional care facility, activity hall and interview rooms	\$530,038	E5 – Community Centres	20012/13
		Community Centre – Dee Why Town Centre (Stage 2 Construction) (5800) <sup>2</sup> Including occasional care facility, activity hall and interview rooms	\$2,118,596	E5 – Community Centres	2015/16
Dee Why Town Centre - Green Space	5	Children's Playground and Terraced Seating – Walter Gors Reserve	\$1,180,090	E7 - Open Space for Dee Why Town Centre and Surrounds	2015/16
	6	Pedestrian Shared Zone – Howard Avenue to Dee Why Parade	\$547,373	E7 - Open Space for Dee Why Town Centre and Surrounds	2015/16
General	7	Brookvale Occasional Care Centre – Stage 1 Design	\$16,738	E2 – Children's Services	2012/13
		Brookvale Occasional Care Centre – Stage 2 Construction	\$1,552,161		
	8	Brookvale Childcare Centre (9 places for 0-2s)	\$106,008	E2 – Children's Service	2012/13 – design
			\$253,956	E2 – Children's Service	2013/14 - construction



Category	Project Number (Appendix D)	Project	Cost Estimate (Section 94 Obligation)	Existing Section 94 Reserve	Timing/ Delivery
	10	Perentie and Dawes Road Open Space – Land Acquisition <sup>4</sup>	\$2,319,670	E9 – Perentie and Dawes Road	2013/14
	11	Traffic Works Sturdee Parade - LATM Treatment	\$40,000	E8 – Road and Traffic Management	2013/14 - Design 2014/15 - Construct
	12	Traffic Works Delmar Parade - LATM Treatment	\$65,000	E8 – Road and Traffic Management	2013/14 - Design 2014/15 - Construct
	13	Traffic Works Oaks Avenue - Pedestrian crossing facilities	\$110,000	E8 – Road and Traffic Management	2013/14 - Design 2014/15 - Construct
	14	Traffic Works Howard Avenue - Pedestrian crossing facilities	\$110,000	E8 – Road and Traffic Management	2013/14 - Design 2014/15 - Construct
	15	Traffic Works Pacific Parade - At grade paving, calming devices	\$16,000	E8 – Road and Traffic Management	2013/14 - Design 2014/15 - Construct
	16	Traffic Works Oaks Avenue - At grade paving, calming devices	\$16,000	E8 – Road and Traffic Management	2013/14 - Design 2014/15 - Construct
	17	Traffic Works Howard Avenue - At grade paving, calming devices	\$16,000	E8 – Road and Traffic Management	2013/14 - Design 2014/15 - Construct
	18	Traffic Works Howard Avenue - Bus Shelters (3) Taxi Shelters (2)	\$75,000	E8 – Road and Traffic Management	2013/14 - Design 2014/15 - Construct

Note: The works program has been updated to reflect projects commencing in the 2012/13 financial year. The timing of projects occurring in outlying financial years are subject to change as part of an annually scheduled review of the S.94A Plan.

Note: Costings for the Dee Why Town Centre Projects will be refined once details on specific works are identified.

- <sup>1</sup> All remaining funds within the E10 Reserve to be allocated toward this project
- <sup>2</sup> All remaining funds within the E5 Reserve to be allocated toward this project
- <sup>3</sup> All necessary funds within the E2 Reserve to be allocated toward this project (all remaining funds to be allocated toward project 8)
- <sup>4</sup> All remaining funds within the E9 Reserve to be allocated toward the acquisition of this property

DRAFT

## **Part 7**

### **References**

This plan has been compiled with reference to the guidelines provided from the following key documents:

- *Department of Infrastructure Planning and Natural Resources, Development Contributions – Practice Note, 2005*
- *Department of Planning, Draft Local Development Contribution Guideline, November 2009*
- *Department of Planning, Metropolitan Plan for Sydney, 2036*
- *Department of Planning, Metropolitan Strategy for Sydney, 'City of Cities – A Plan for Sydney's Future' 2005*
- *Department of Planning, draft North East Subregional Strategy 2007*
- *ID Consulting, Warringah Council Community Profile, 2009*
- *SHOROC Regional Employment Study, March 2008*
- *Warringah Council, Draft Warringah Local Environmental Plan 2009*
- *Warringah Council, Draft Warringah Strategic Community Plan 2011*
- *Warringah Council, Warringah Council Section 94 Development Contributions Plan 2001*
- *Warringah Council, Warringah Local Environmental Plan 2000*
- *Warringah Council, Warringah Residential Development Strategy 1998*
- *Warringah Bike Plan 2010*
- *Warringah Pedestrian Access and Mobility Plan 2011*
- *Warringah Playground Strategy 2007*

## Dictionary

In this plan, unless the context or subject matter otherwise indicates or requires, the following definitions apply:

**Act** means the *Environmental Planning and Assessment Act 1979*.

**Council** means Warringah Council.

**Regulation** means the *Environmental Planning and Assessment Regulations 2000*.

**total development cost** means the cumulative cost of all factors listed in clause 25J of the Regulations and clause 6 of this Plan.

**public purpose** includes (without limitation) any of the following:

- (a) the provision of (or the recoupment of the cost of providing) public amenities or public services,
- (b) the provision of (or the recoupment of the cost of providing) affordable housing,
- (c) the provision of (or the recoupment of the cost of providing) transport or other infrastructure relating to land,
- (d) the funding of recurrent expenditure relating to the provision of public amenities or public services, affordable housing or transport or other infrastructure,
- (e) the monitoring of the planning impacts of development,
- (f) the conservation or enhancement of the natural environment.



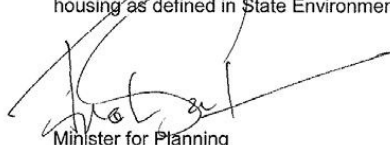
**APPENDIX A: Applicable Direction under section 94E of the Act****ENVIRONMENTAL PLANNING AND ASSESSMENT ACT 1979****Revocation of Direction in force under section 94E  
And Direction under section 94E**

I, the Minister for Planning:

1. Pursuant to sections 4(8) and 94E of the *Environmental Planning and Assessment Act 1979* ("the Act"), revoke the direction in force under section 94E of the Act made by Craig Knowles, the former Minister for Infrastructure and Planning, on 6 November 2000, in relation to development applications to carry out development under *State Environmental Planning Policy No 5 – Housing for Older People or People with a Disability* ("SEPP 5"). This revocation applies to development applications made on or after commencement of *State Environmental Planning Policy (Seniors Living) 2004 (Amendment No 2)* ("the SEPP").
2. Pursuant to section 94E of the Act, direct consent authorities that there are no public amenities or public services in relation to which a condition under Division 6 of Part 4 of the Act may be imposed on the class of development consents identified in Schedule A granted to a social housing provider as defined in the SEPP. This direction applies to development applications made by such a social housing provider on or after commencement of the SEPP.

**Schedule A**

Development consents to carry out development for the purposes of any form of seniors housing as defined in *State Environmental Planning Policy (Seniors Living) 2004*.

  
Minister for Planning

Sydney, 14 Sep 2007.

**ENVIRONMENTAL PLANNING AND ASSESSMENT ACT 1979**

**DIRECTION UNDER SECTION 94E**

I, the Minister for Planning, under section 94E of the *Environmental Planning and Assessment Act 1979* ("the Act"), direct consent authorities that:

- (1) The maximum percentage of the levy for development under section 94A of the Act, having a proposed cost within the range specified in the Table to Schedule A, is to be calculated in accordance with that Table.
- (2) Despite subclause (1), a levy under section 94A of the Act cannot be imposed on development:
  - a) for the purpose of disabled access,
  - b) for the sole purpose of affordable housing,
  - c) for the purpose of reducing the consumption of mains-supplied potable water, or reducing the energy consumption of a building,
  - d) for the sole purpose of the adaptive reuse of an item of environmental heritage, or
  - e) other than the subdivision of land, where a condition under section 94 of the Act has been imposed under a previous development consent relating to the subdivision of the land on which the development is proposed to be carried out.

In this direction words and expressions used have the same meaning as they have in the Act. The term "item" and "environmental heritage" have the same meaning as in the *Heritage Act 1977*.

This direction does not apply to development applications and applications for complying development certificates finally determined before 1 December 2006.



FRANK SARTOR, M.P.,  
Minister for Planning,  
Sydney.  
[Dated: 10 November 2006]

**SCHEDULE A**

Proposed cost of the development	Maximum percentage of the levy
Up to \$100,000	Nil
\$100,001–\$200,000	0.5 percent
More than \$200,000	1.0 percent

**APPENDIX B**

(clause 8)

**Procedure for determination of a s94A levy**

A cost summary report is required to be submitted to allow council to determine the contribution that will be required.

To avoid doubt, section 25J of the *Environmental Planning and Assessment Act 1979* sets out the items that are included in the estimation of the construction costs by adding up all the costs and expenses that have been or are to be incurred by the applicant in carrying out the development, including the following:

- if the development involves the erection of a building, or the carrying out of engineering or construction work—the costs of or incidental to erecting the building, or carrying out the work, including the costs (if any) of and incidental to demolition, excavation and site preparation, decontamination or remediation,
- if the development involves a change of use of land—the costs of or incidental to doing anything necessary to enable the use of the land to be changed,
- if the development involves the subdivision of land—the costs of or incidental to preparing, executing and registering the plan of subdivision and any related covenants, easements or other rights.

The items and components of the following form should be used as guide in determining the total cost of a development, for the purpose of determining the s94A levy that applies.

*Sample Cost Summary Report*

### Cost Summary Report

DEVELOPMENT APPLICATION No.  REFERENCE

CONSTRUCTION CERTIFICATE No.  DATE

APPLICANT'S NAME:

APPLICANT'S ADDRESS:

DEVELOPMENT NAME:

DEVELOPMENT ADDRESS:

#### ANALYSIS OF DEVELOPMENT COSTS:

Demolition and alterations	\$	Hydraulic services	\$
Structure	\$	Mechanical services	\$
External walls, windows and doors	\$	Fire services	\$
Internal walls, screens and doors	\$	Lift services	\$
Wall finishes	\$	External works	\$
Floor finishes	\$	External services	\$
Ceiling finishes	\$	Other related work	\$
Fittings and equipment	\$	Sub-total	\$

Sub-total above carried forward	\$
Preliminaries and margin	\$
<b>Sub-total</b>	\$
Consultant Fees	\$
Other related development costs	\$
<b>Sub-total</b>	\$
Goods and Services Tax	\$
<b>TOTAL DEVELOPMENT COST</b>	\$

I certify that I have:

- inspected the plans the subject of the application for development consent or construction certificate.
- calculated the development costs in accordance with the definition of development costs in the S94A Development Contributions Plan of Warringah Council at current prices.
- included GST in the calculation of development cost.

Signed:

Name:

Position and Qualifications:

Date:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

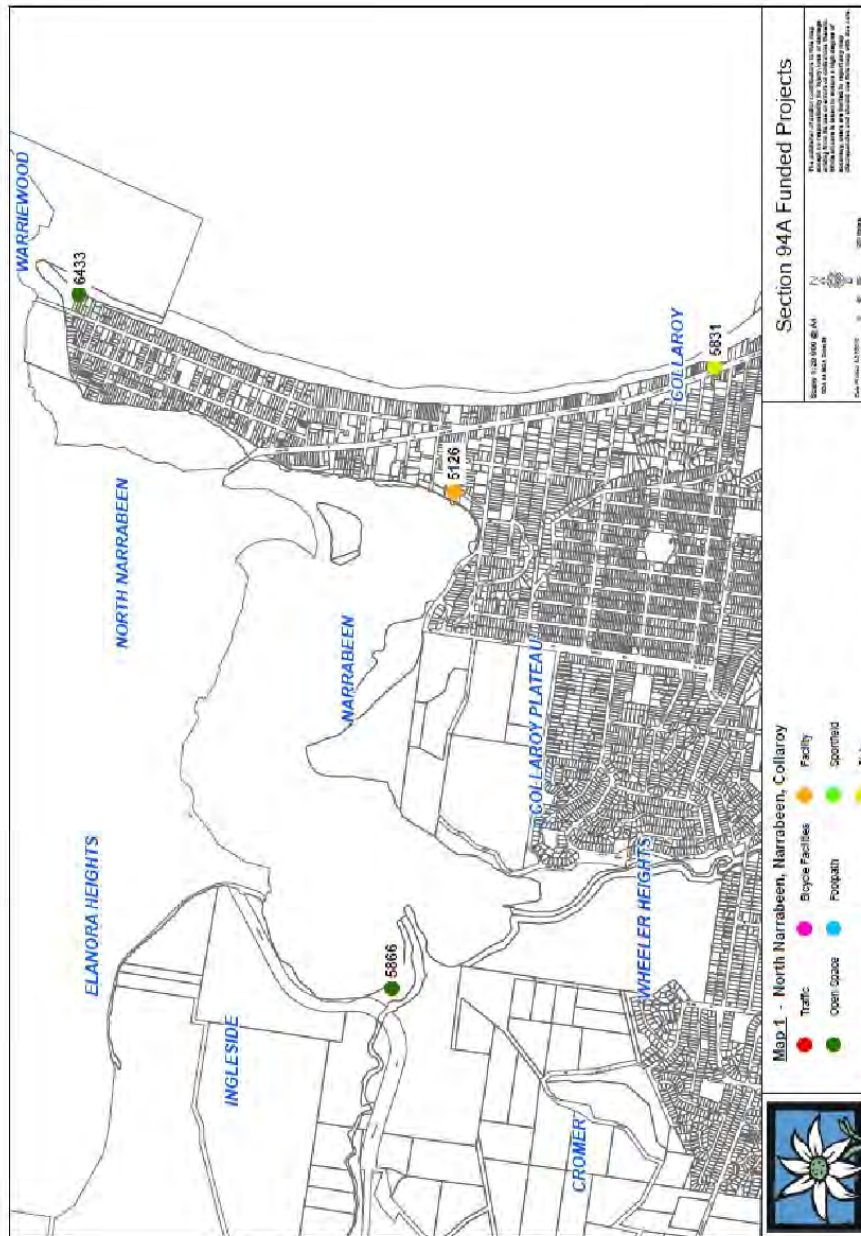


## **APPENDIX C**

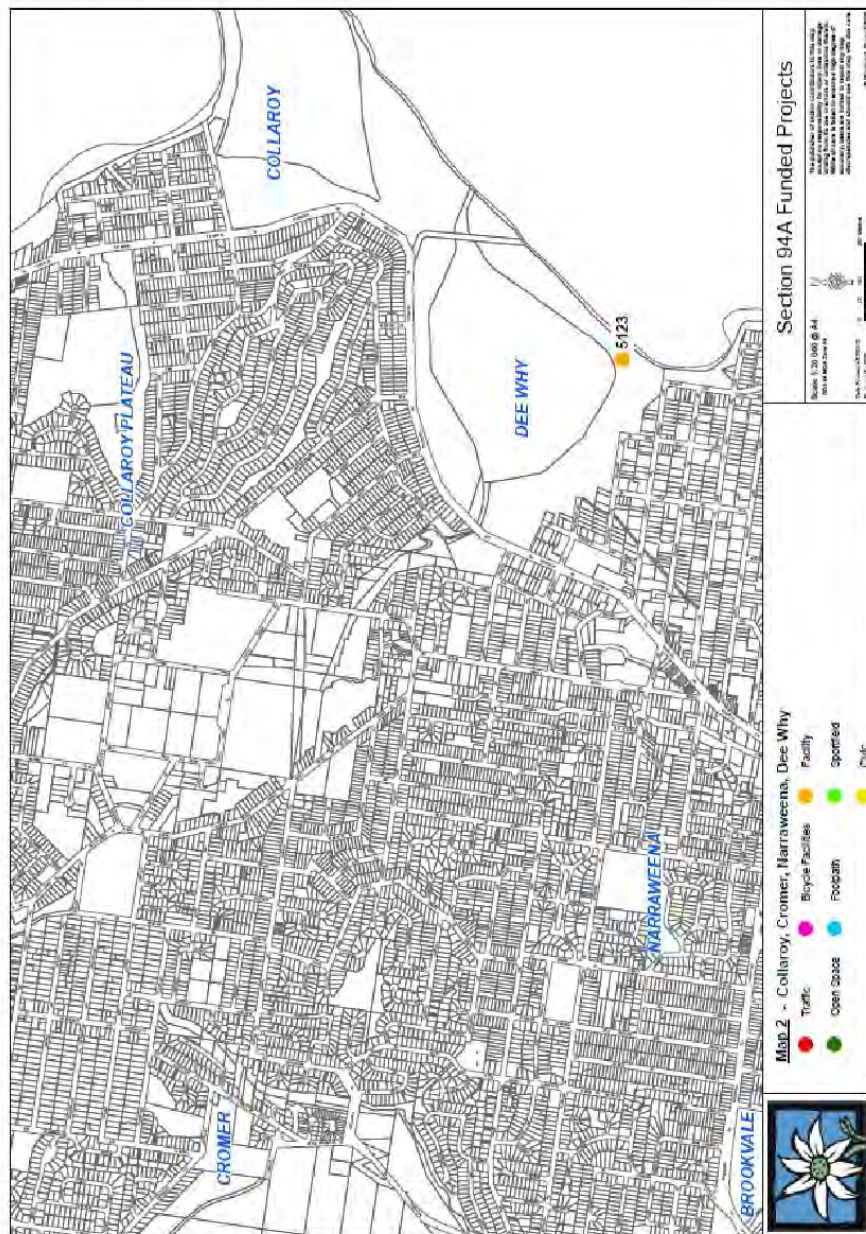
(Part 5)

### **Location of Section 94A Funded Work**



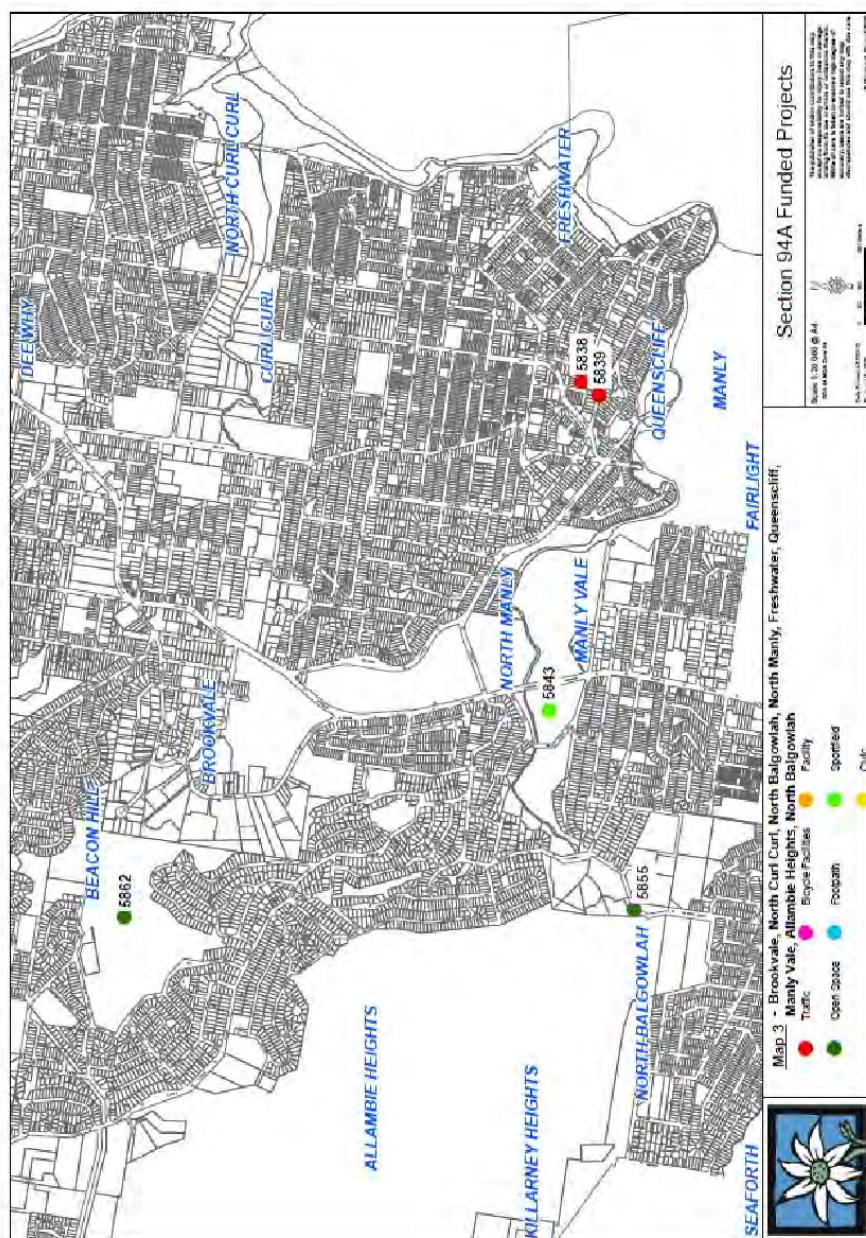


\*Please note Projects 5858, 5828, 5852, 5881 and 5834 have not been identified on the map. These projects are to be delivered in accordance with Councils Priority Delivery Programs. See relevant program for project detail.



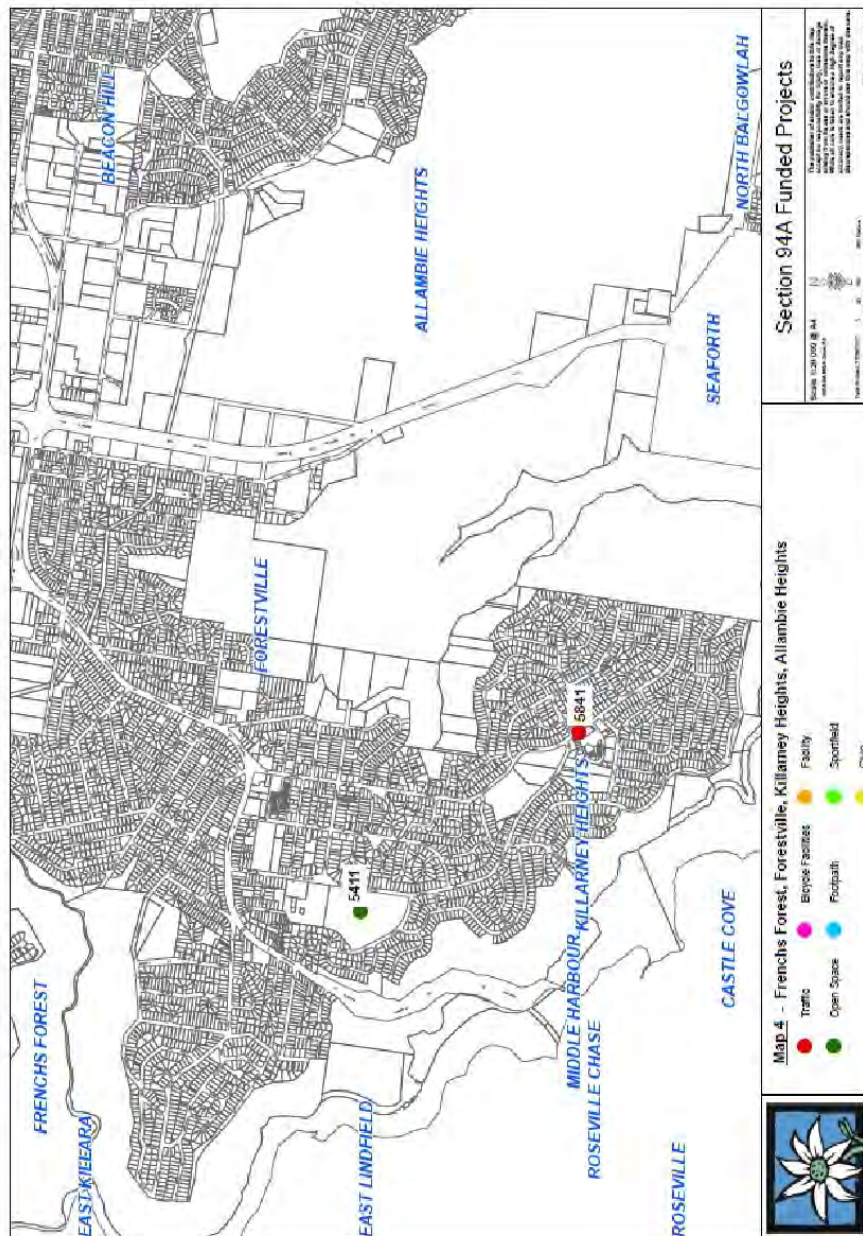
\*Please note Projects 5858, 5828, 5852, 5881 and 5834 have not been identified on the map. These projects are to be delivered in accordance with Councils Priority Delivery Programs. See relevant program for project detail.



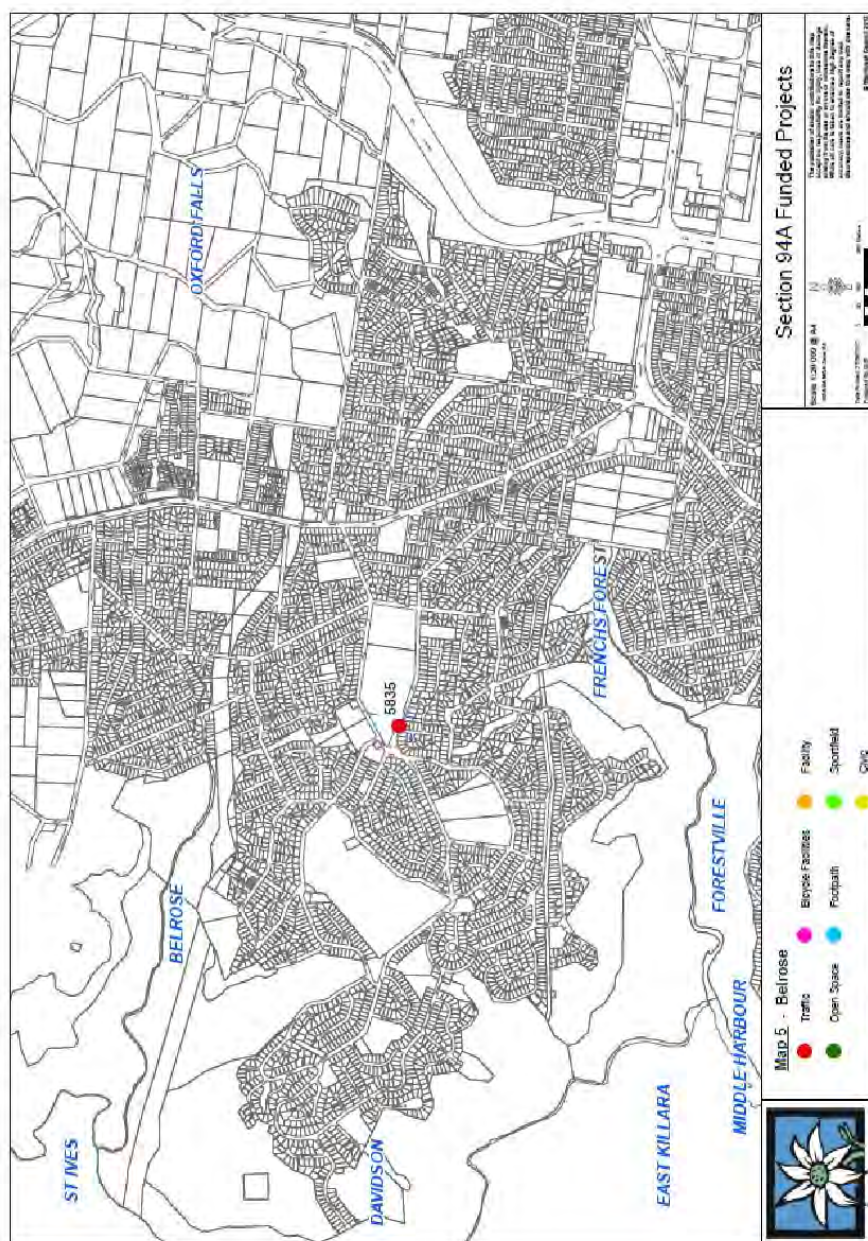


\*Please note Projects 5858, 5828, 5852, 5881 and 5834 have not been identified on the map. These projects are to be delivered in accordance with Councils Priority Delivery Programs. See relevant program for project detail





\*Please note Projects 5858, 5828, 5852, 5881 and 5834 have not been identified on the map. These projects are to be delivered in accordance with Councils Priority Delivery Programs. See relevant program for project detail.



\*Please note Projects 5858, 5828, 5852, 5881 and 5834 have not been identified on the map. These projects are to be delivered in accordance with Councils Priority Delivery Programs. See relevant program for project detail.

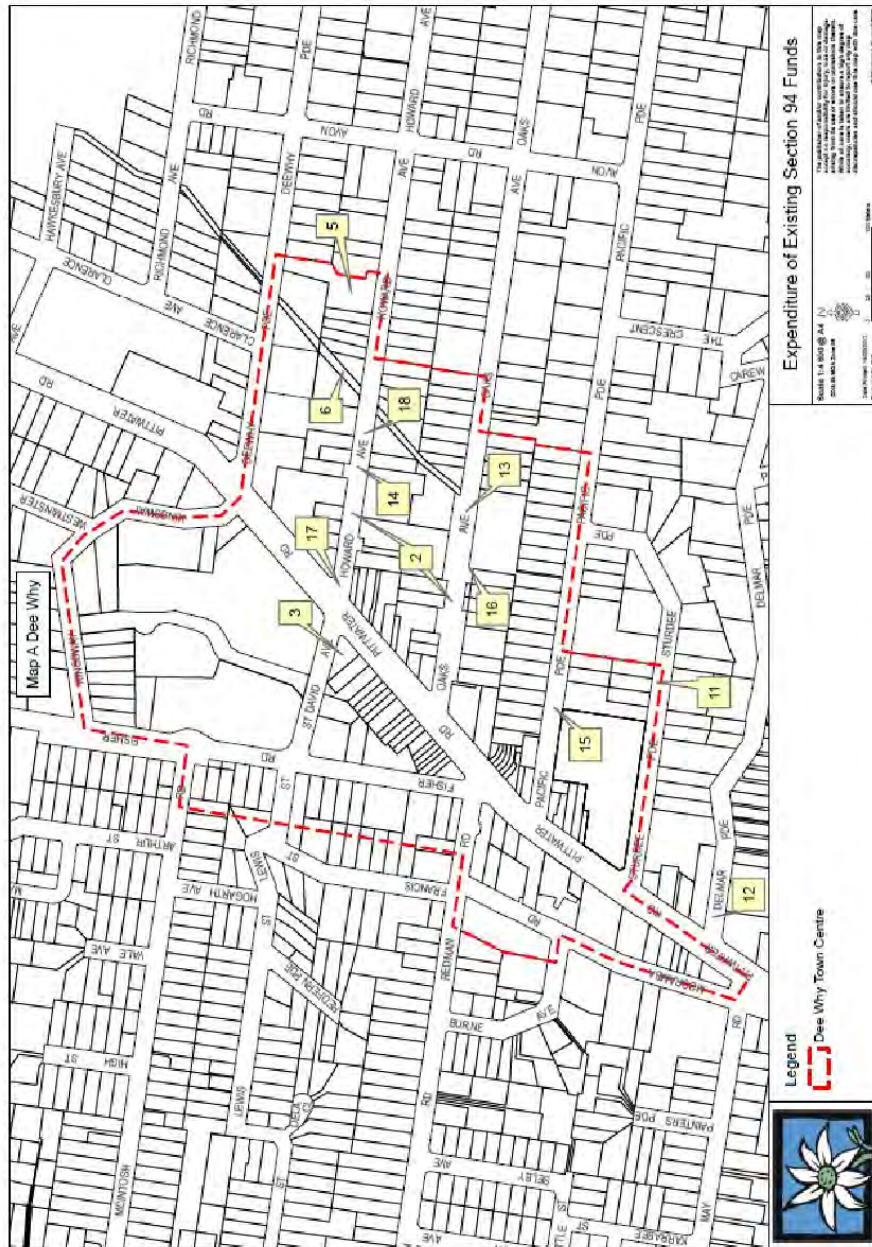
## **APPENDIX D**

(Part 6)

### **Location of Section 94 Funded Works**





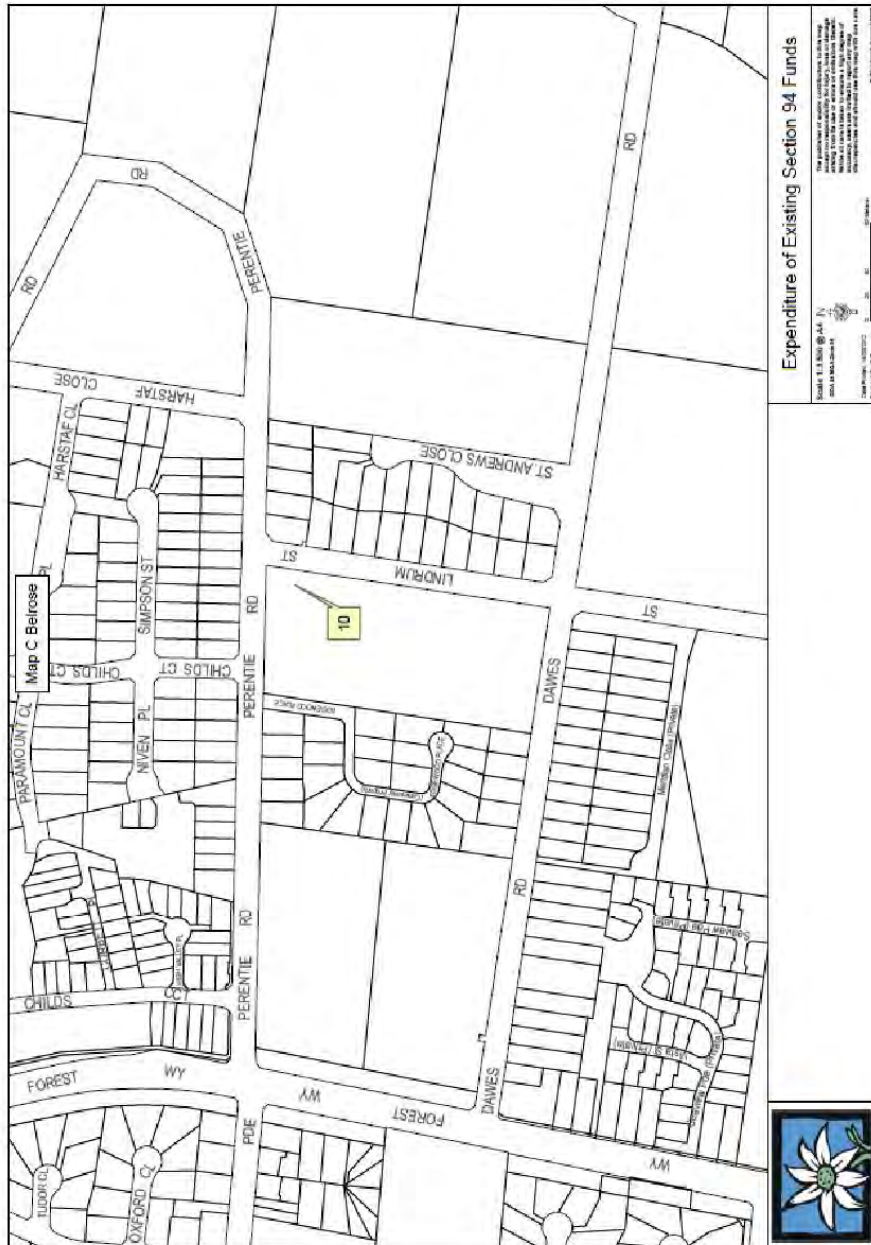


\*Please note that these locations are only indicative and are subject to final design. Projects 1 and 4 have not been specifically identified on the map. It is anticipated that these projects will be located within the Dee Why Town Centre (outlined in red on the above map).





\*Please note that these locations are only indicative and are subject to final design.



*\*Please note that these locations are only indicative and are subject to final design.*

