



WARRINGAH
COUNCIL

ATTACHMENT BOOKLET

ORDINARY COUNCIL MEETING

TUESDAY 4 AUGUST 2015



TABLE OF CONTENTS

Item No	Subject	
7.1	ANNUAL COMMUNITY SATISFACTION SURVEY RESULTS 2015	
	Attachment : Warringah Council Community Satisfaction Report - July 2015	2
8.3	JOESANDRA VOLUNTARY PLANNING AGREEMENT	
	Attachment : Draft Joesandra Voluntary Planning Agreement	131
8.4	REPORTING OF STRATEGIC REFERENCE GROUP MINUTES	
	Attachment 1: Minutes of the A Connected Environment SRG meeting held on 9 June 2015.....	166
	Attachment 2: Minutes of the Vibrant Connected Communities SRG meeting held on 9 June 2015	172
	Attachment 3: Minutes of the ECOS SRG meeting held on 17 June 2015.....	178
	Attachment 4: Minutes of the Open Space and Recreation SRG meeting held on 17 June 2015.....	184



Warringah Council

Community Research

Prepared by: Micromex Research
Date: July 2015

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.



Table of Contents

Background and Methodology.....	2
Sample Profile	6
Key Findings	8
Summary and Recommendations	20
LGA Benchmarking	22
Overall Satisfaction with the Performance of Council	25
Direction of Warringah Council's Overall Performance.....	26
Positive or Negative Influence of Specific Issues and Perception of Council	27
Importance of, and Satisfaction with, Council Services and Facilities.....	29
Infrastructure and Basic Services	30
Waste Services.....	36
Environmental Services	41
Community Services	47
Planning and Development Services.....	52
Recreation Facilities and Services	57
Community Engagement	62
Performance Gap Analysis.....	67
Quadrant Analysis	70
Driving Overall Satisfaction with Council	72
Means of Sourcing Information on Council	76
Importance of Communications.....	77
Contact with Council Staff	79
Performance of Council's Staff	80
Performance of Mayor and Councillors	81
Summary – Fit for the Future	83
Support for the Creation of a New Northern Beaches Council	84
Support for Warringah Council to Stand Alone.....	85
Support for Dividing the Northern Beaches by Splitting Warringah to Create Two Smaller Council Areas	86
Summary of Support for Fit for the Future Options	87
Preferred Option – FIRST Choice	88
Preferred Option – All Options	89
Overall Satisfaction by Preferred Amalgamation Option.....	90
Demographics	92
Appendix A – Data and Correlation Tables	93
Appendix B – Questionnaire	





Background and Methodology

Background and Methodology

Warringah Council sought to examine community attitudes and perceptions towards current and future services and facilities provided by Council. Key objectives of the research included:

- Assessing and establishing the community's priorities and satisfaction in relation to Council activities, services, and facilities
- Identifying the community's overall level of satisfaction with Council's performance
- Identifying the community's level of satisfaction with Council staff, Councillors, and Mayor
- Identifying the community's level of support for the State Government's recommended amalgamations
- Identifying trends and benchmark results against the research conducted previously

To facilitate this, Micromex Research was contracted to develop a survey template that enabled Council to effectively analyse attitudes and trends within the community.

Questionnaire

Micromex Research, together with Warringah Council, developed the questionnaire.

A copy of the questionnaire is provided in Appendix B.

Data collection

The survey was conducted during the period 14th – 25th May 2015 from 4:30pm to 8:30pm Monday to Friday, and from 10am to 4pm Saturday.

Survey area

Warringah Council Government Area.

Sample selection and error

The sample consisted of a total of 603 residents. The selection of respondents was by means of a computer based random selection process using the electronic White Pages.

A sample size of 603 residents provides a maximum sampling error of plus or minus 4.0% at 95% confidence.

This means that if the survey was replicated with a new universe of n=603 residents, 19 times out of 20 we would expect to see the same results, i.e. +/- 4.0%.

For the survey under discussion the greatest margin of error is 4.0%. This means for example, that the answer "satisfied" (51%) to the overall satisfaction question could vary from 47% to 55%.

The sample was weighted by age and gender to reflect the 2011 ABS census data.

Interviewing

Interviewing was conducted in accordance with the AMSRS (Australian Market and Social Research Society) Code of Professional Behaviour.



Background and Methodology

Prequalification

Participants in this survey were pre-qualified as having lived in the Warringah Council area for a minimum of six months and not being employed or having an immediate family member employed by Warringah Council.

Data analysis

The data within this report was analysed using Q Professional. To identify the statistically significant differences between the groups of means, 'One-Way Anova tests' and 'Independent Samples T-tests' were used. 'Z Tests' were also used to determine statistically significant differences between column percentages.

Ratings questions

The Unipolar Scale from not at all satisfied or important to very satisfied or important was used in all rating questions.

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

Percentages

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

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.

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 axis, 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



Background and Methodology

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 2015 results to identify the priorities that will drive overall satisfaction with Council.

Micromex Benchmarks

These benchmarks are based on LGAs that we have conducted community research for since 2006. During that time, Micromex has worked for over 40 NSW councils and conducted 100+ community satisfaction surveys across NSW.

All of NSW Benchmark

The 'All of NSW Benchmark' is based on a branding research study conducted by Micromex in 2012, in which residents from all 152 LGAs were interviewed in order to establish a normative score of overall satisfaction.

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 (sampling error).

In addition, non-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 both sampling and non-sampling error by careful design of the sample and questionnaire, and detailed checking of completed questionnaires

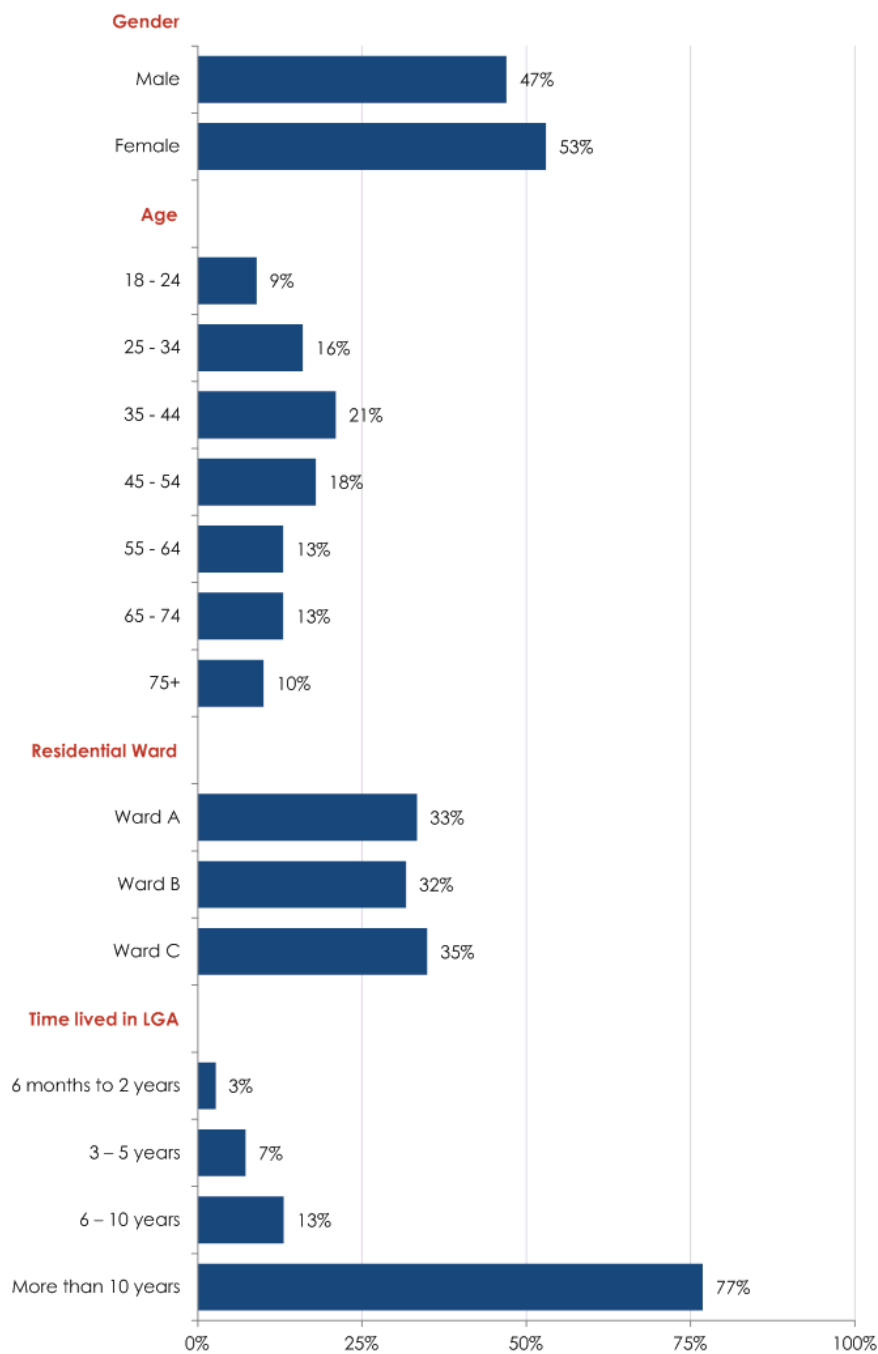
As the raw data has been weighted to reflect the real community profile of Warringah Council, the outcomes reported here reflect an 'effective sample size'; that is, the weighted data provides outcomes with the same level of confidence as unweighted data of a different sample size. In some cases this effective sample size may be smaller than the true number of surveys conducted.





Sample Profile

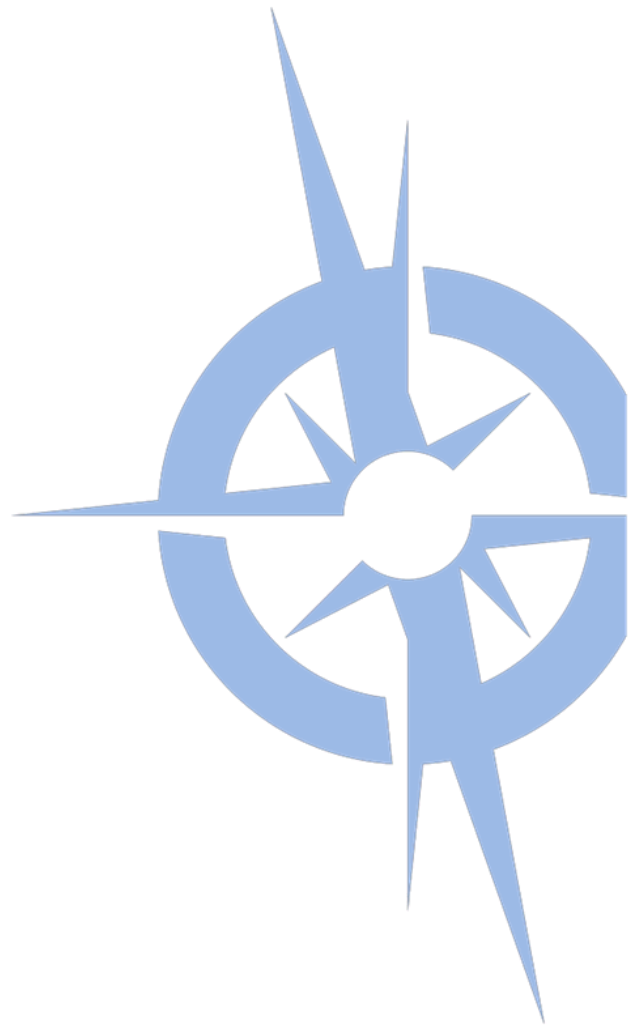
Sample Profile



Sampling error

A sample size of 603 residents provides a sampling error of plus or minus 4.0% at 95% confidence.





Key Findings

Key Findings

Overview (Overall satisfaction)

Summary

94% of residents rated the overall performance of Warringah Council over the past 12 months 'somewhat satisfied', 'satisfied' or 'very satisfied'. The average mean score outcome has significantly increased since 2014 and is considerably higher than our 'overall' NSW LGA Benchmark.

Q6a. How would you rate the overall performance of Warringah Council as an organisation over the past 12 months?

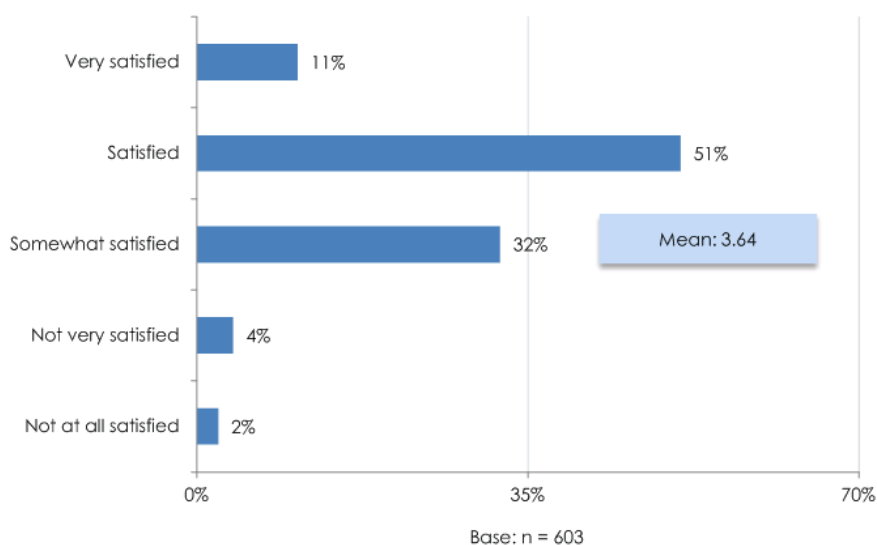
	Overall 2012	Overall 2013	Overall 2014	Overall 2015	All of NSW LGA Benchmark
Mean ratings	3.40	3.35	3.50 ▼	3.64 ▲	3.31 ▼

	2014 Vic. LGA Overall*	Inner Melb. Metro*	Outer Melb. Metro*	Warringah 2015
Satisfaction T3B%	86%	92%	88%	94%

T3B = Top 3 Box (somewhat satisfied, satisfied, very satisfied)

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

▲ ▼ = A significantly higher/lower level of satisfaction



***Note:** The 2015 Victorian results were not available at the time of reporting



Key Findings

Direction of Warringah Council's Overall Performance

Summary

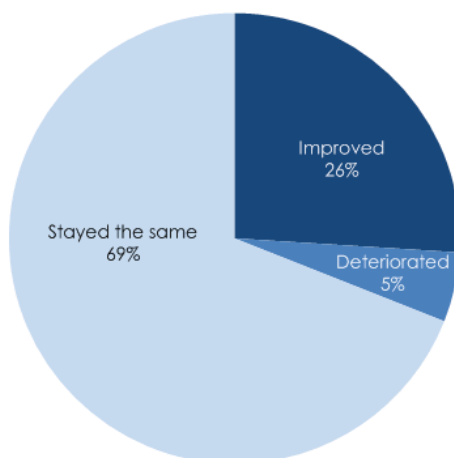
26% of residents felt Council's overall performance had 'improved' which is similar to 2014 results. 69% believe the direction of Warringah Council's overall performance in the last 12 months has 'stayed the same', whilst only 5% stated it had 'deteriorated' – consistent with the results from the previous year.

The results also compare positively with the 2014 Victorian LGA Benchmarking study.

Q7. Over the last 12 months, what is your view of the direction of Warringah Council's overall performance? Has it improved, stayed the same, or deteriorated?

	Improved	Stayed the same	Deteriorated
2015 (n = 603)	26%	69%	5%
2014 (n = 600)	27%	66%	7%

	2014 Vic. LGA overall*	Inner Melb. Metro*	Outer Melb. Metro*	Warringah 2015
Improved	20%	17%	22%	26%
Stayed the same	63%	69%	62%	69%
Deteriorated	13%	8%	10%	5%



Base: 2015 n = 603

***Note:** The 2015 Victorian results were not available at the time of reporting



Key Findings

Performance of Council's Staff

Summary

87% of residents expressed they were 'somewhat satisfied', 'satisfied' or 'very satisfied' with the overall performance of Council's staff in dealing with their enquiries, with 49% stating 'very satisfied'. Satisfaction remains in line with 2014.

The average mean score remains on par with Micromex Benchmark score.

Q4b. How satisfied were you with the overall performance of Council's staff in dealing with your enquiry?

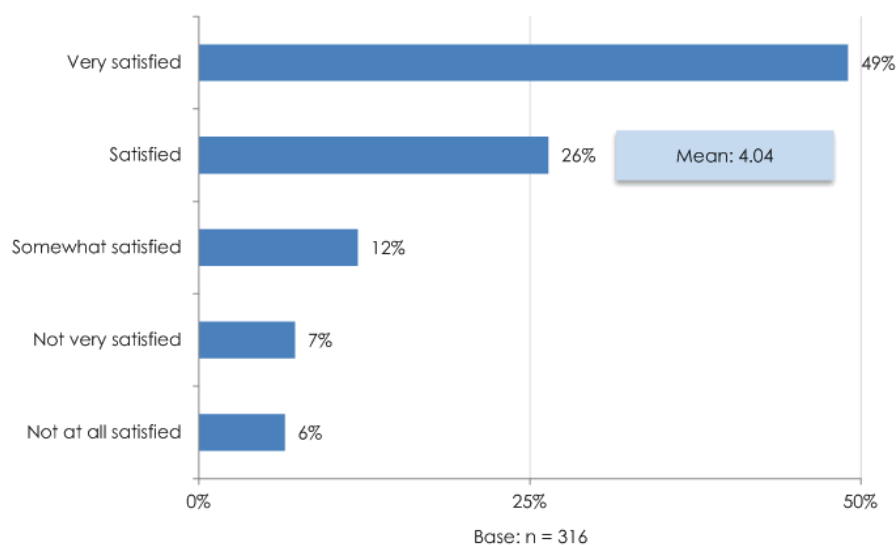
	Overall 2012	Overall 2013	Overall 2014	Overall 2015	Micromex Benchmark
Mean ratings	3.87	3.81	4.14	4.04	3.94

	2015
T2B Satisfaction %	75%
T3B Satisfaction %	87%

T2B = Top 2 Box (satisfied, very satisfied)

T3B = Top 3 Box (somewhat satisfied, satisfied, very satisfied)

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



Key Findings

Performance of Mayor and Councillors

Summary

90% of residents indicated they were 'somewhat satisfied', 'satisfied' or 'very satisfied' with the overall performance of the Mayor and Councillors. The satisfaction mean score is significantly higher than both the previous year and our Micromex Benchmark score.

Q5. *This next question is about the Mayor and Councillors who are responsible for all policy making decisions and the strategic direction of Council. How satisfied are you with the overall performance of the Mayor and Councillors?*

	Overall 2012	Overall 2013	Overall 2014	Overall 2015	Micromex Benchmark
Mean ratings	3.36	3.22	3.35	3.47▲	3.24

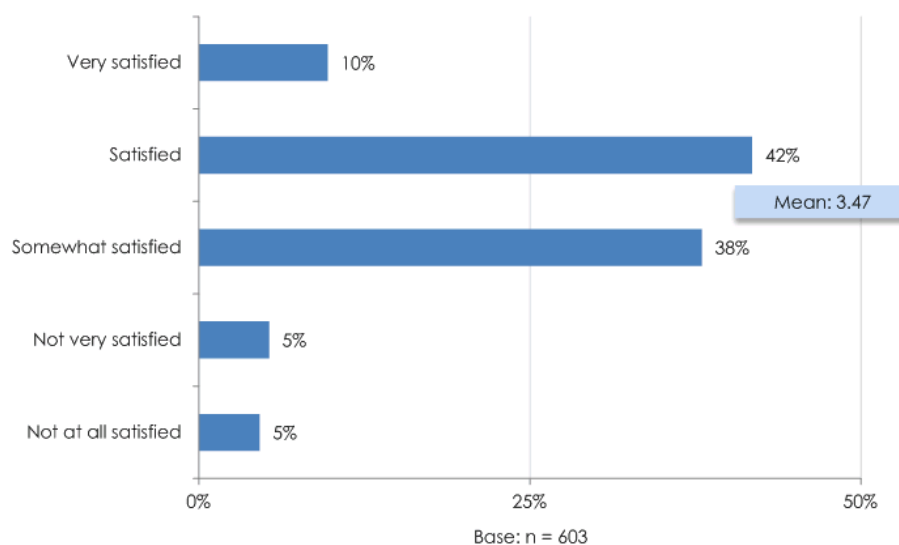
	2015
T2B Satisfaction %	52%
T3B Satisfaction %	90%

T2B = Top 2 Box (satisfied, very satisfied)

T3B = Top 3 Box (somewhat satisfied, satisfied, very satisfied)

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

▲ ▼ = A significantly higher/lower level of satisfaction (by previous year)



Key Findings

Performance Gap Analysis

Ranking 2014	Ranking 2015	Service/Facility	Importance Mean	Satisfaction Mean	Performance Gap
1	1	Traffic management	4.63	2.90	1.73
2	2	Managing residential development	4.50	2.95	1.55
7	3	Maintaining local roads	4.61	3.16	1.45
3	4	Maintaining major roads	4.58	3.19	1.39
4	5	Council responsiveness to community needs	4.56	3.20	1.36
6	6	Footpaths	4.34	3.00	1.34
12		Development approvals process	4.23	2.89	1.34
9	8	Provision of car parking	4.30	2.99	1.31
11	9	Management of street trees	4.22	2.95	1.27
9		Condition of public toilets	4.07	2.80	1.27
5	11	Consultation with the community by Council	4.43	3.20	1.23
8	12	Managing commercial development	4.28	3.09	1.19
13	13	Facilities and services for youth	4.39	3.23	1.16
14	14	Encouraging local industry and business	4.45	3.30	1.15
18	15	Management of waterways and lagoons	4.49	3.42	1.07
16		Lobbying on behalf of the community	4.15	3.08	1.07

The following services/facilities ranked higher in 2015:

- Maintaining local roads (was 7, now 3)
- Footpaths (was 12, now 6)
- Provision of car parking (was 9, now 8)
- Condition of public toilets (was 11, now 9)
- Management of waterways and lagoons (was 18, now 15)
- Lobbying on behalf of the community (was 16, now 15)

The following services/facilities ranked lower in 2015:

- Maintaining major roads (was 3, now 4)
- Council responsiveness to community needs (was 4, now 5)
- Consultation with the community by Council (was 5, now 11)
- Managing commercial development (was 8, now 12)

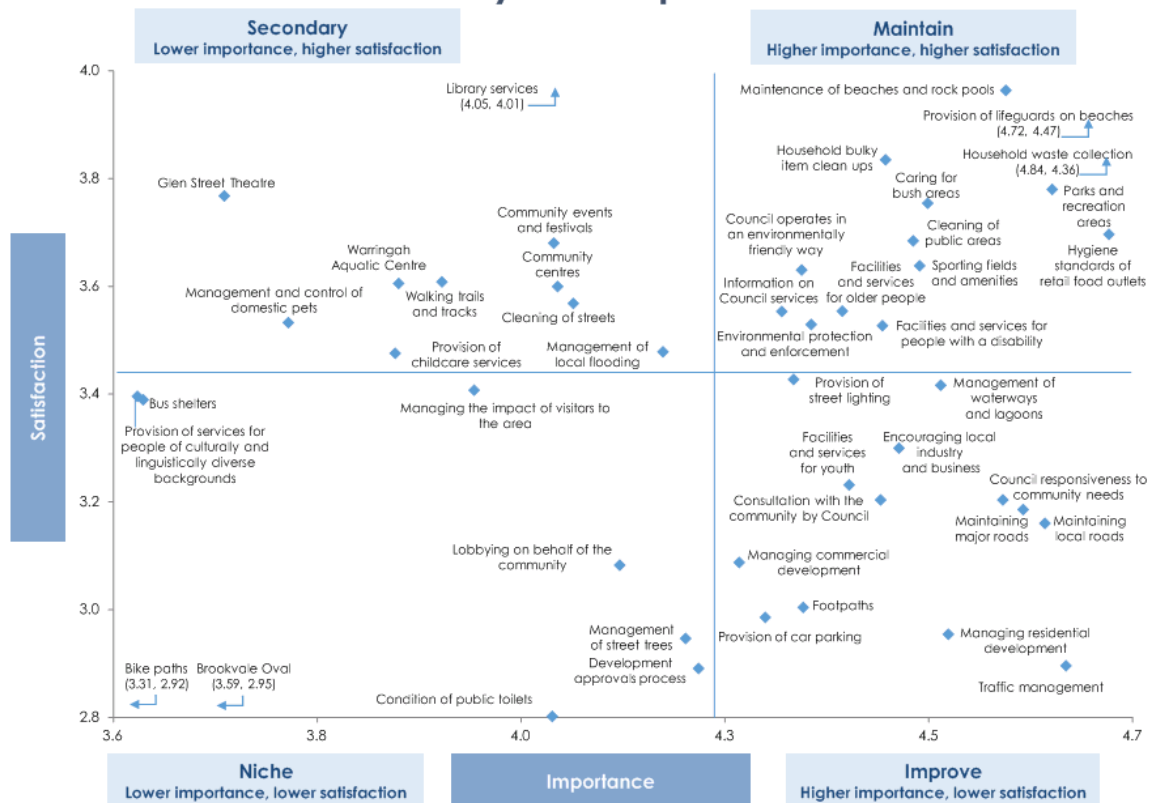


Key Findings

Quadrant Analysis

The average stated importance score was 4.25 and the average rated satisfaction score was 3.44. 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



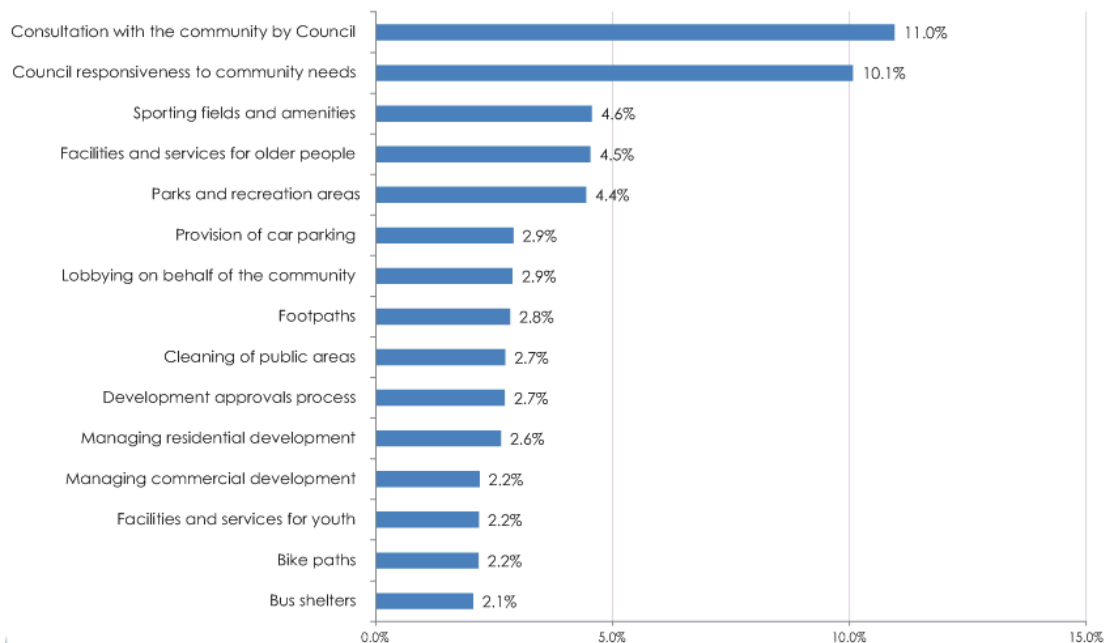
Key Findings

Key Drivers of Satisfaction with Warringah Council

The results in the chart below provide Warringah Council with a complete picture of both the extrinsic and intrinsic community priorities and motivations and identify what attributes are the key drivers of community satisfaction.

These top 15 services/facilities account for over 60% of overall satisfaction with Council. This indicates that the remaining 31 attributes we obtained measures on have only a limited impact on the community's satisfaction with Warringah Council performance. Therefore, whilst all 46 service/facility areas are important, only a minority of them are significant drivers of the community's overall satisfaction with Council.

These Top 15 Indicators Contribute to 60% of Overall Satisfaction with Council



The contributors to satisfaction are not to be misinterpreted as an indication of current dissatisfaction



Key Findings

Longitudinal Analysis

Composite Importance Ratings for Key Service Areas

All importance ratings have significantly increased since 2014.

Importance Ratings	2015	2014	2013	2012
Waste Services	4.46▲	4.37	4.42	4.37
Community Engagement	4.36▲	4.28	4.41	4.35
Planning and Development Services	4.35▲	4.29	4.26	4.20
Environmental Services	4.30▲	4.23	4.26	4.22
Infrastructure and Basic Services	4.18▲	4.06	3.94	4.01
Recreation Facilities and Services	4.15▲	4.06	4.02	4.00
Community Services	4.13▲	3.99	3.97	3.93

Composite Satisfaction Ratings for Key Service Areas

All satisfaction ratings have significantly increased since 2014.

Satisfaction Ratings	2015	2014	2013	2012
Waste Services	3.86▲	3.73	3.72	3.78
Community Engagement	3.26▲	3.12	3.14	3.25
Planning and Development Services	3.22▲	3.15	3.15	3.17
Environmental Services	3.53▲	3.40	3.38	3.47
Infrastructure and Basic Services	3.14▲	3.08	3.02	3.14
Recreation Facilities and Services	3.69▲	3.62	3.60	3.65
Community Services	3.53▲	3.32	3.37	3.41

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

▲▼ = A significantly higher/lower level of importance/satisfaction (by previous year)

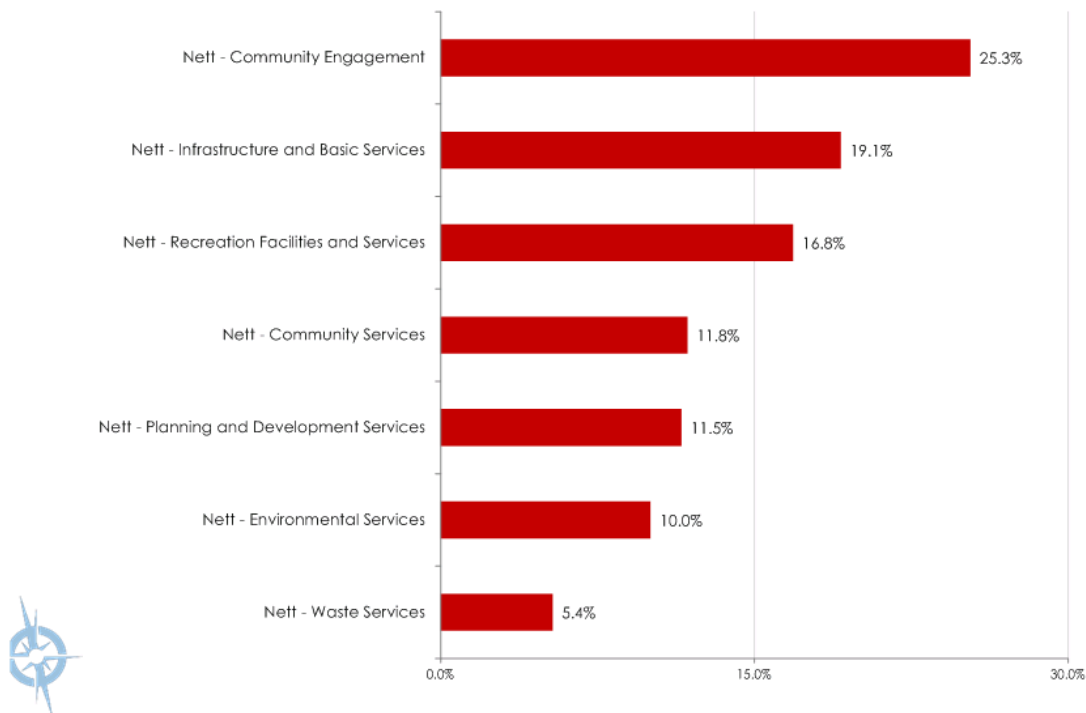


Key Findings

Key Service Areas' Contribution to Overall Satisfaction

By combining the outcomes of the regression data, we can identify the derived importance of the different Nett Priority Areas.

Contribution to Overall Satisfaction with Council's Performance



'Community Engagement' (25.3%) is the key contributor toward overall satisfaction with Council performance.

The services and facilities grouped under this banner include:

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

This is not to indicate that the other priority areas are less important, but rather that some of the services and facilities grouped under the banner of 'Community Engagement' are core drivers of resident satisfaction.



Key Findings

Key Importance Trend

Compared to the previous research conducted in 2014, there was a significant increase in residents' levels of importance with 18 of the 46 services and facilities provided by Council, these were:

- Traffic management (4.63 cf. 4.44)
- Maintaining local roads (4.61 cf. 4.50)
- Footpaths (4.34 cf. 4.23)
- Provision of car parking (4.30 cf. 4.17)
- Condition of public toilets (4.07 cf. 3.90)
- Walking trails and tracks (3.96 cf. 3.70)
- Household waste collection (4.84 cf. 4.77)
- Household bulky item clean ups (4.43 cf. 4.25)
- Management of waterways and lagoons (4.49 cf. 4.38)
- Caring for bush areas (4.48 cf. 4.30)
- Management of local flooding (4.19 cf. 3.96)
- Facilities and services for people with disabilities (4.43 cf. 4.19)
- Facilities and services for youth (4.39 cf. 4.14)
- Provision of services for people of culturally and linguistically diverse backgrounds (3.63 cf. 3.47)
- Managing commercial development (4.28 cf. 4.13)
- Community centres (4.08 cf. 3.93)
- Glen Street Theatre (3.72 cf. 3.48)
- Council responsiveness to community needs (4.56 cf. 4.42)

Key Satisfaction Trends

Compared to the previous research conducted in 2014, there was a significant increase in residents' levels of satisfaction with 21 of the 46 services and facilities provided by Council, these were:

- Walking trails and tracks (3.61 cf. 3.40)
- Bike paths (2.92 cf. 2.61)
- Household waste collection (4.36 cf. 4.25)
- Household bulky item clean ups (3.84 cf. 3.70)
- Cleaning of streets (3.57 cf. 3.39)
- Caring for bush areas (3.75 cf. 3.60)
- Environmental protection and enforcement (3.53 cf. 3.28)
- Council operates in an environmentally friendly way (3.63 cf. 3.52)
- Management of local flooding (3.48 cf. 3.30)
- Management and control of domestic pets (3.53 cf. 3.31)
- Facilities and services for people with disabilities (3.53 cf. 3.24)
- Facilities and services for youth (3.23 cf. 3.05)
- Facilities and services for older people (3.55 cf. 3.37)
- Provision of childcare services (3.48 cf. 3.14)
- Provision of services for people of culturally and linguistically diverse backgrounds (3.40 cf. 3.20)
- Managing commercial development (3.09 cf. 2.91)
- Community centres (3.60 cf. 3.45)
- Glen Street Theatre (3.77 cf. 3.56)
- Council responsiveness to community needs (3.20 cf. 3.05)
- Consultation with the community by Council (3.20 cf. 3.01)
- Information on Council services (3.55 cf. 3.38)



Key Findings

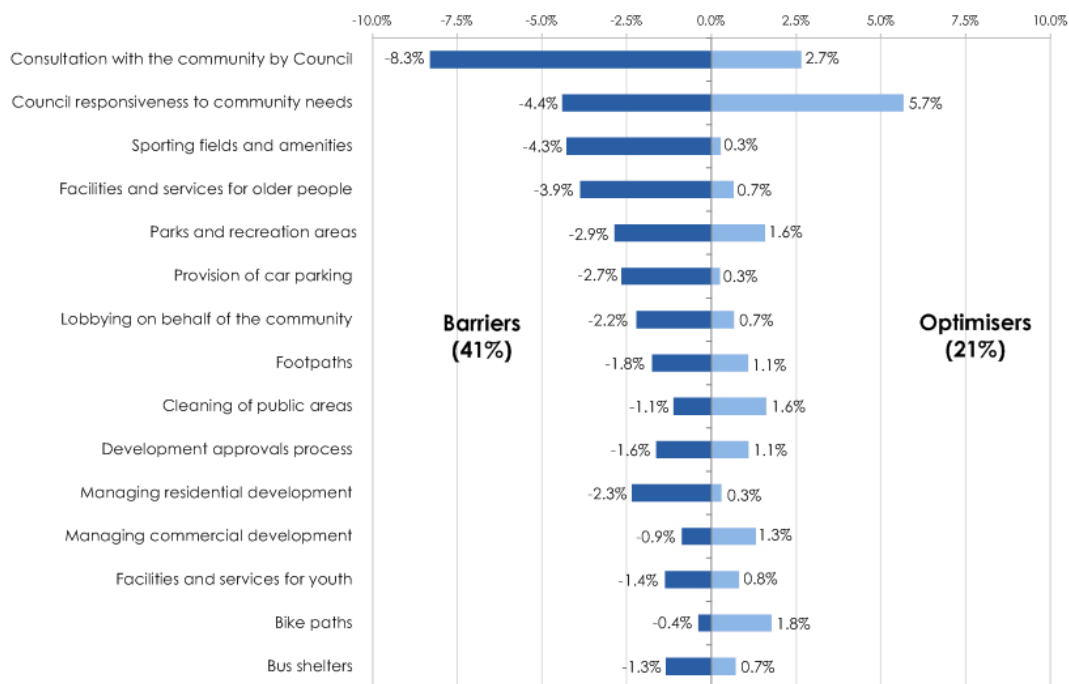
Advanced Shapley Outcomes

The chart below illustrates the positive/negative contribution the key drivers provide towards overall satisfaction. Some drivers can contribute both negatively and positively depending on the overall opinion of the residents.

The scores on the negative indicate the contribution the driver has as a barrier to satisfaction. If we can address these areas we will see a lift in our future overall satisfaction results, as we will positively transition residents who are currently 'not at all satisfied' towards being 'satisfied' with Council's overall performance.

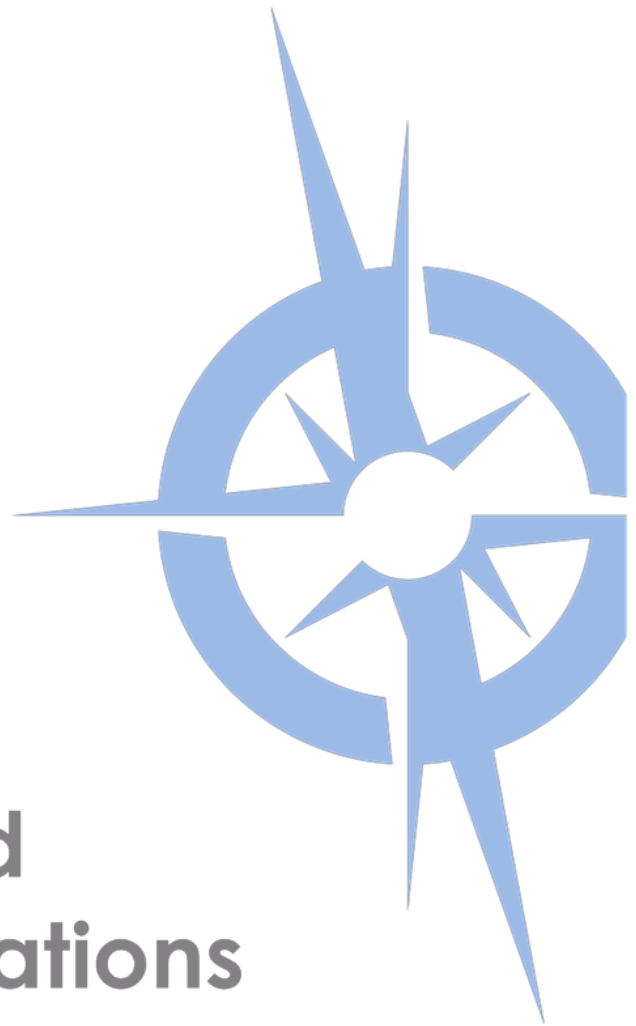
The scores on the positive indicate the contribution the driver makes towards optimising satisfaction. If we can address these areas we will see a lift in our future overall satisfaction results, as we will positively transition residents who are currently already 'somewhat satisfied', towards being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

Key Contributors to Barriers/Optimisers



Different levers address the different levels of satisfaction across the community





Summary and Recommendations

Summary and Recommendations

Summary

This is a strong outcome for Warringah Council. Overall satisfaction with Council remains high, with 94% of residents at least 'somewhat satisfied' with the performance of Council over the past 12 months. This outcome is significantly higher compared to 2014 and our 'overall' NSW LGA Benchmark.

Resident satisfaction with the Mayor and Councillors has significantly increased over the last 12 months, with 90% 'somewhat satisfied' or better. The performance of Council's staff also remains strong.

26% of residents perceive Council's performance has improved over the past 12 months and only 5% felt it had deteriorated.

These meta-level improvements align with business and service level diagnostics. Resident satisfaction has improved on the 2014 results for 21 of the 46 services and facilities provided by Council.

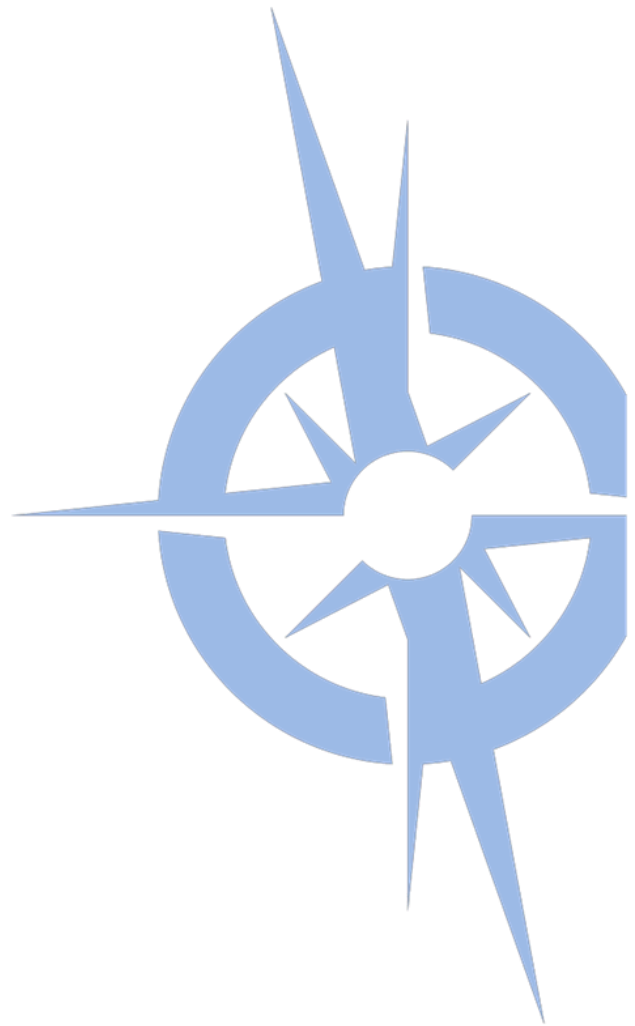
'Council responsiveness to community needs' and 'consultation with the community by Council' remain the key contributors to overall satisfaction amongst the community. The advanced Shapley analysis revealed that consultation is a barrier variable and that responsiveness is more of an optimiser variable.

'Sporting fields and amenities', 'facilities and services for older people', and 'parks and recreational areas', are other key drivers of satisfaction.

Recommendations

1. Council should continue to focus on and maintain the involvement/engagement areas, i.e. services that fall under the 'Community Engagement' pillar, as this is the predominant driver for resident satisfaction
2. Traffic management and roads remains a perennial concern of the community – the stated importance of these areas has significantly increased since 2014. Any strategy that will address congestion would be appreciated by the community
3. Satisfaction across service and facility areas has either improved/strengthened or remained consistent. Council should clarify factors that have driven community satisfaction in order to ensure the standard of services/facilities provided is maintained. Specific focus should be on; 'sporting fields and amenities', 'facilities and services for older people', and 'parks and recreational areas' as these are primary satisfaction drivers





Section A

Micromex LGA

Benchmarking

LGA Benchmarking

Comparison to Micromex LGA Benchmarks – Key Areas

Micromex LGA NSW Benchmark scores are based on the results of 100+ community surveys conducted since 2008, with 20 of these surveys having been conducted in the last 12 months.

Benchmark Comparisons for Overall Satisfaction	Overall satisfaction	Staff	Councillors	Consultation with the community	Council responsiveness	Information on Council services
Warringah 2015	3.6	4.0	3.5	3.2	3.2	3.6
Warringah 2014	3.5	4.1	3.4	3.0	3.1	3.4
Warringah 2013	3.4	3.8	3.2	3.1	3.0	3.4
Warringah 2012	3.4	3.9	3.4	3.1	3.2	3.5
Micromex LGA NSW average	3.3	3.9	2.9	3.0	3.1	3.3
NSW best	3.9	4.4	3.5	3.4	3.2	4.0
NSW worst	2.4	3.3	3.0	2.5	2.9	2.8

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



LGA Benchmarking

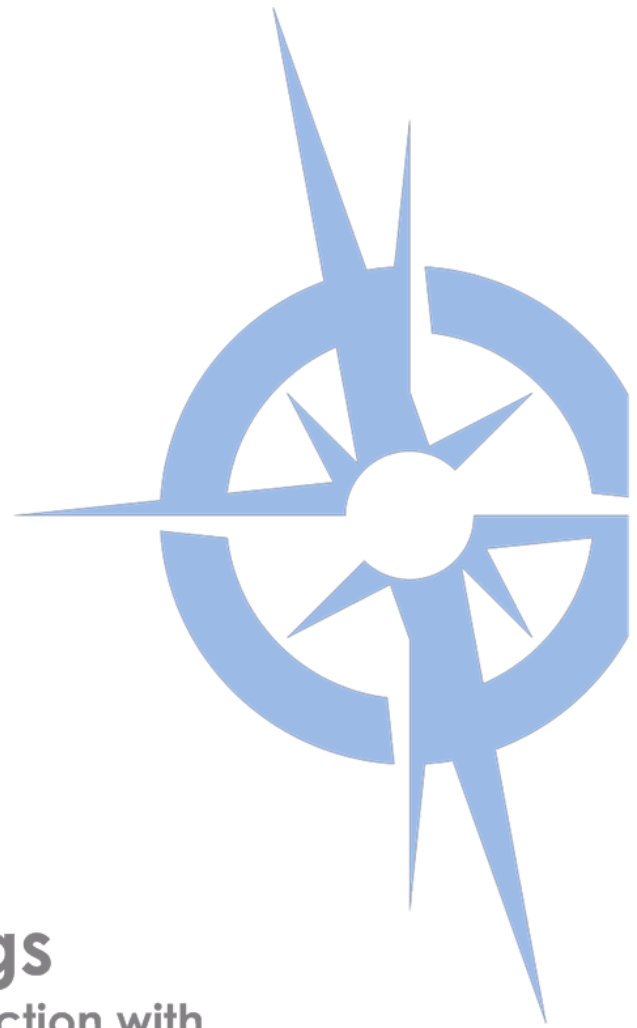
Comparison to Micromex LGA Benchmarks – Key Areas

Warringah Council residents are more satisfied than the LGA Benchmark score for 6 of the 12 comparable measures, 3 are equal to the Benchmark, and the remaining 3 measures fall below.

Service/Facility	Micromex LGA NSW Benchmark	Warringah Satisfaction 2015	Warringah Satisfaction 2014	Warringah Satisfaction 2013	Warringah Satisfaction 2012
ABOVE THE MICROMEX NSW LGA BENCHMARK					
Household waste collection	4.1	4.4	4.3	4.2	4.2
Parks and recreation areas	3.7	3.8	3.8	3.7	3.8
Facilities and services for older people	3.5	3.6	3.4	3.4	3.5
Environmental protection & enforcement	3.4	3.5	3.3	3.4	3.4
Facilities and services for people with disabilities	3.4	3.5	3.2	3.4	3.4
Maintaining local roads	2.8	3.2	3.2	3.2	3.2
EQUAL TO MICROMEX NSW LGA BENCHMARK					
Community centres	3.6	3.6	3.5	3.5	3.6
Facilities and services for youth	3.2	3.2	3.1	3.0	3.2
Provision of car parking	3.0	3.0	3.0	2.9	3.0
BELOW THE MICROMEX NSW LGA BENCHMARK					
Library services	4.1	4.0	3.9	4.0	4.0
Sporting fields and amenities	3.7	3.6	3.6	3.6	3.6
Condition of public toilets	3.1	2.8	2.8	2.6	2.8

Note: NSW Benchmarks provide a relative comparison, the differences observed may not be significant





Section B

Detailed Findings

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

Overall Satisfaction with the Performance of Council

Summary

94% of residents rated the overall performance of Warringah Council over the past 12 months 'somewhat satisfied', 'satisfied' or 'very satisfied'. The average mean score outcome has significantly increased since 2014 and is considerably higher than our 'overall' NSW LGA Benchmark.

Residents aged 25-34 expressed the highest level of satisfaction with the overall performance of Council, whilst those aged 55-64 provided the lowest level of satisfaction amongst all demographics.

Q6a. How would you rate the overall performance of Warringah Council as an organisation over the past 12 months?

	Overall 2012	Overall 2013	Overall 2014	Overall 2015	All of NSW LGA Benchmark
Mean ratings	3.40	3.35	3.50▼	3.64▲	3.31▼

	18-24	25-34	35-44	45-54	55-64	65-74	75+	Male	Female
Mean ratings	3.63	3.75	3.74	3.69	3.49	3.54	3.51	3.68	3.60

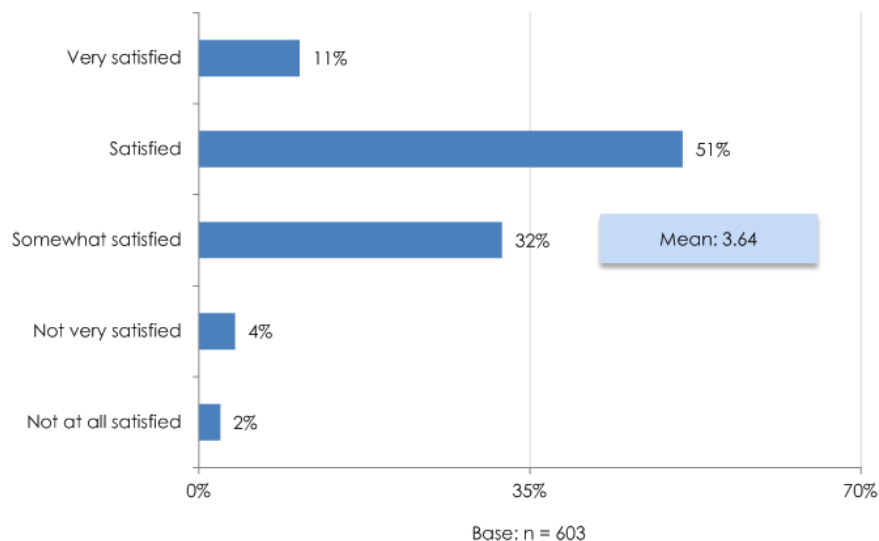
	Ward A	Ward B	Ward C
Mean ratings	3.57	3.69	3.66

	2014 Vic. LGA Overall*	Inner Melb. Metro*	Outer Melb. Metro*	Warringah 2015
Satisfaction T3B%	86%	92%	88%	94%

T3B = Top 3 Box (somewhat satisfied, satisfied, very satisfied)

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

▲ ▼ = A significantly higher/lower level of satisfaction



***Note:** The 2015 Victorian results were not available at the time of reporting



Direction of Warringah Council's Overall Performance

Summary

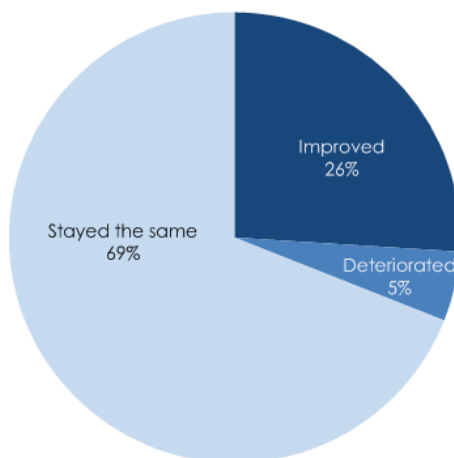
26% of residents felt Council's overall performance had 'improved' which is similar to 2014 results. 69% believe the direction of Warringah Council's overall performance in the last 12 months has 'stayed the same', whilst only 5% stated it had 'deteriorated' – consistent with the results from the previous year.

The results also compare positively with the 2014 Victorian LGA Benchmarking study.

Q7. Over the last 12 months, what is your view of the direction of Warringah Council's overall performance? Has it improved, stayed the same, or deteriorated?

	Improved	Stayed the same	Deteriorated
2015 (n = 603)	26%	69%	5%
2014 (n = 600)	27%	66%	7%

	2014 Vic. LGA overall*	Inner Melb. Metro*	Outer Melb. Metro*	Warringah 2015
Improved	20%	17%	22%	26%
Stayed the same	63%	69%	62%	69%
Deteriorated	13%	8%	10%	5%



Base: 2015 n = 603

***Note:** The 2015 Victorian results were not available at the time of reporting



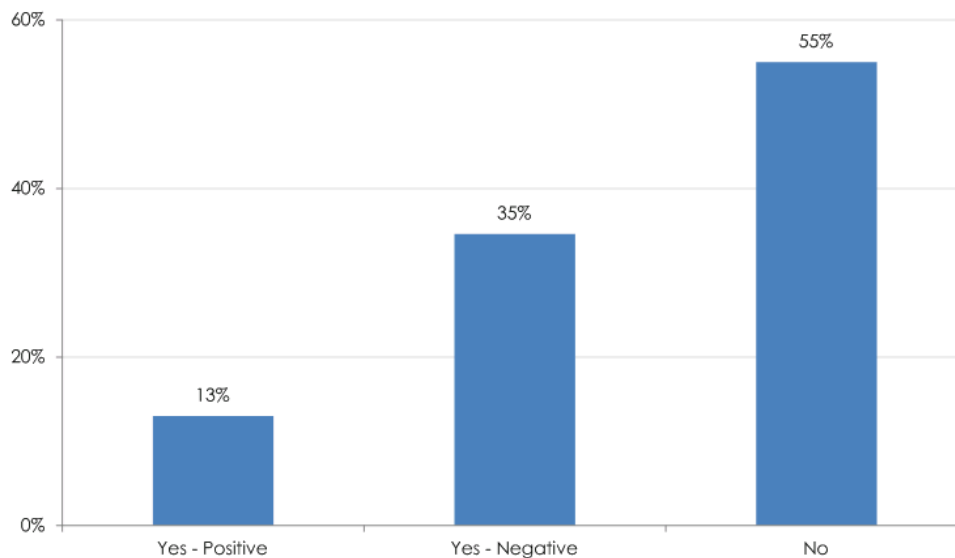
Positive or Negative Influence of Specific Issues and Perception of Council

Summary

55% of residents stated no issues had strongly influenced their view, either in a positive or negative way in relation to Council. 13% stated there were specific matters that positively influenced them, whilst 35% indicated there were particular incidents that negatively influenced them.

Q6b. *In giving your rating, has/have any particular issue/s strongly influenced your view, either in a positive or a negative way?**

	Yes – Positive	Yes – Negative	No
2015 (n = 603)	13%	35%	55%



***Note:** Due to a change in methodology, this question is incomparable to the results from previous years



Positive or Negative Influence of Specific Issues and Perception of Council

Summary

Residents felt there were a variety of matters that either positively or negatively influenced their view – there was no substantial proportion of residents who expressed a significant issue had influenced their perception of Council.

Q6b. *In giving your rating, has/have any particular issue/s strongly influenced your view, either in a positive or a negative way?*

Q6c. *(If yes), please describe the major issue/s that strongly influenced your rating.*

Positive (13%) (n = 77)*	% N=603	Negative (35%) (n = 209)*	% N=603
Maintenance/Management of services/facilities	2%	Poor maintenance/management infrastructure	8%
Responsiveness of Council services	1%	Development approval difficulties	5%
Development in the area	1%	Slow response time/failure to act or resolve	3%
Interactivity and presence of the Mayor within the community	1%	Parking facilities in the area	2%
Provision and development of youth services and facilities	1%	Insufficient maintenance/management of sporting facilities	2%
Communications on potential amalgamation	1%	Lack of communication/community consultation from Council	2%
Council's management/views of the potential amalgamation	1%	Overdevelopment in the area	2%

***Note:** For the remaining responses, please see Appendix A

Verbatim responses

Positive
"Very good maintenance of sporting facilities"
"Narrabeen Lakes and new walking track is great"
"Council is very responsive to the community"
"Council clean-up was missed but rectified the same day as phone call made"
"Council has been working well with NSW Government to build the new Northern Beaches Hospital"
"Constructing the playground in the area, which was good"
"Mayor's interaction with public is good, he's visible and the people appreciate what he is trying to achieve"
"Mayor's interaction with the public is great"
"The fact that Council has got the PCYC off the ground and running"
"What they are doing for the youth in the area"
"Better informed than other areas about planned amalgamations"
"Council has been talking about the amalgamation"
"Council is handling the amalgamation issue very well"
"Taking a lead on council amalgamations"
Negative
"Lack of road maintenance"
"Maintenance of footpaths and roads"
"Poor organisation and response to building approvals"
"Too rigid in policy with DA process"
"Requested a tree to be removed, still have had no feedback"
"Takes Warringah Council too long to respond to residents"
"Traffic and parking – there are too many cars parked on the street causing traffic jams"
"Lack of control of street car parking"
"Council is not proactive in checking if playing fields require maintenance"
"Lack of maintenance of sporting fields and amenities, and not enough of them"
"Council does not inform residents of important changes"
"Lack of consultation with the community"
"Overdevelopment of Dee Why"
"Residential overdevelopment"



Importance of, and Satisfaction with, Council Services and Facilities

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

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:	
1.99 or lower	'Very low'
2.00 – 2.49	'Low'
2.50 – 2.99	'Moderately low'
3.00 – 3.59	'Moderate'
3.60 – 3.89	'Moderately high'
3.90 – 4.19	'High'
4.20 – 4.49	'Very high'
4.50 +	'Extremely high'

Participants were asked to indicate which best described their opinion of the importance of the following services/facilities to them. Respondents who rated services/facilities a 4 or 5 in importance were then asked to rate their satisfaction with that service/facility.

We Explored Resident Response to 46 Service Areas

Infrastructure and Basic Services

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

Waste Services

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

Environmental Services

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

Community Services

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

Planning and Development Services

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

Recreation Facilities and Services

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

Community Engagement

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



Importance of, and Satisfaction with, Council Services and Facilities Infrastructure and Basic Services

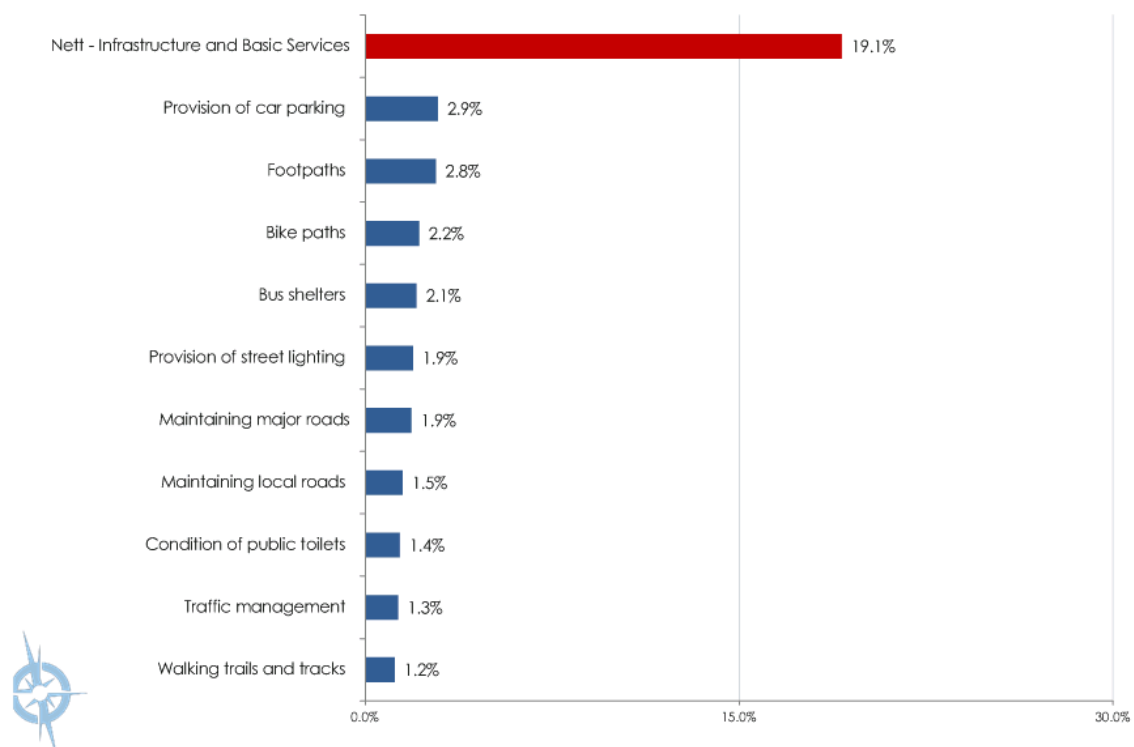
Services and facilities explored included:

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

Contribution to Overall Satisfaction with Council (Regression Data)

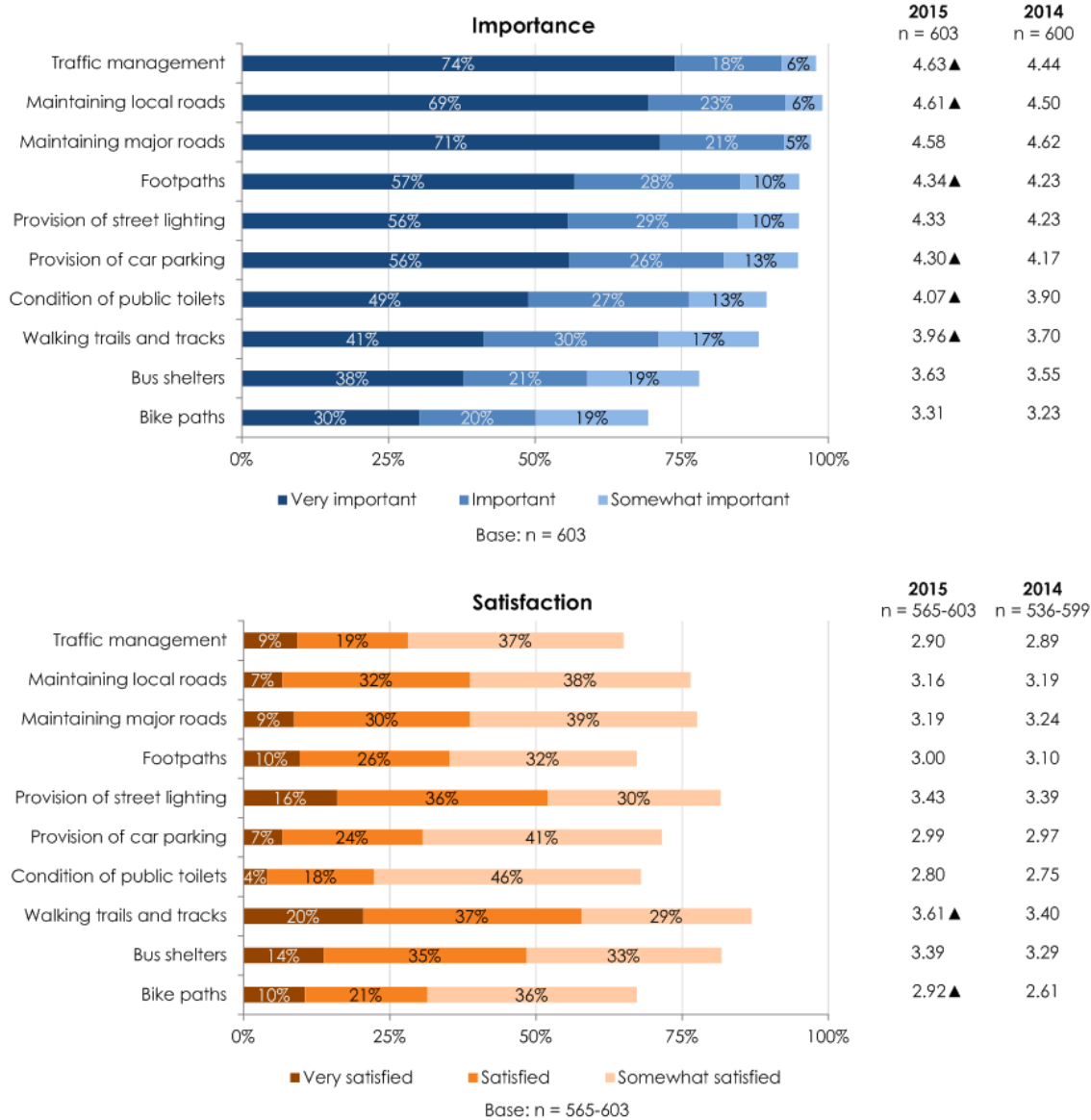
Council's performance in the areas below accounts for over 19% of overall satisfaction, based on the regression analysis.

Infrastructure and Basic Services – Contributes to Over 19% of Overall Satisfaction with Council



Importance of, and Satisfaction with, Council Services and Facilities Infrastructure and Basic Services

Note: The hierarchal sorting of each graph is relative to the criteria's importance mean ratings.



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

▲▼ = A significantly higher/lower level of importance/satisfaction (by year)



Importance of, and Satisfaction with, Council Services and Facilities

Infrastructure and Basic Services

	Performance Gap		Year on year difference
	2015	2014	
Traffic management	1.73	1.55	-0.18
Maintaining local roads	1.45	1.31	-0.14
Maintaining major roads	1.39	1.38	-0.01
Footpaths	1.34	1.13	-0.21 ▼
Provision of car parking	1.31	1.20	-0.11
Condition of public toilets	1.27	1.16	-0.11
Provision of street lighting	0.90	0.84	-0.06
Bike paths	0.39	0.62	+0.23 ▲
Walking trails and tracks	0.35	0.30	-0.05
Bus shelters	0.24	0.26	+0.02

▲ ▼ = positive/negative shift greater than 0.2 from 2014



Importance of, and Satisfaction with, Council Services and Facilities Infrastructure and Basic Services

Overview of Rating Scores

Importance – overall

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

Importance – by age

Residents aged 25-34 attributed a significantly higher level of importance to 'condition of public toilets', whereas those aged 75 and over assigned a significantly higher level of importance to 'bus shelters', and residents aged 35-44 found 'bike paths' to be significantly more important.

'Walking trails and tracks' were significantly less important to those aged 75+ and 'bike paths' were significantly less important to those aged 65+.

Importance – by gender

Females ascribed significantly higher levels of importance to 6 of the 10 services areas, including:

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

Importance – by ward

There were no significant differences in importance between wards.

Importance – compared to 2014

In comparison to the previous year, 'traffic management', 'maintaining local roads', 'footpaths', 'provision of car parking', 'condition of public toilets', and 'walking trails and tracks' have significantly increased in importance.



Importance of, and Satisfaction with, Council Services and Facilities Infrastructure and Basic Services

Overview of Rating Scores

Satisfaction – overall

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

Satisfaction – by age

There were no significant differences in satisfaction between age groups.

Satisfaction – by gender

There were no significant differences in satisfaction between genders.

Satisfaction – by ward

There were no significant differences in satisfaction between wards.

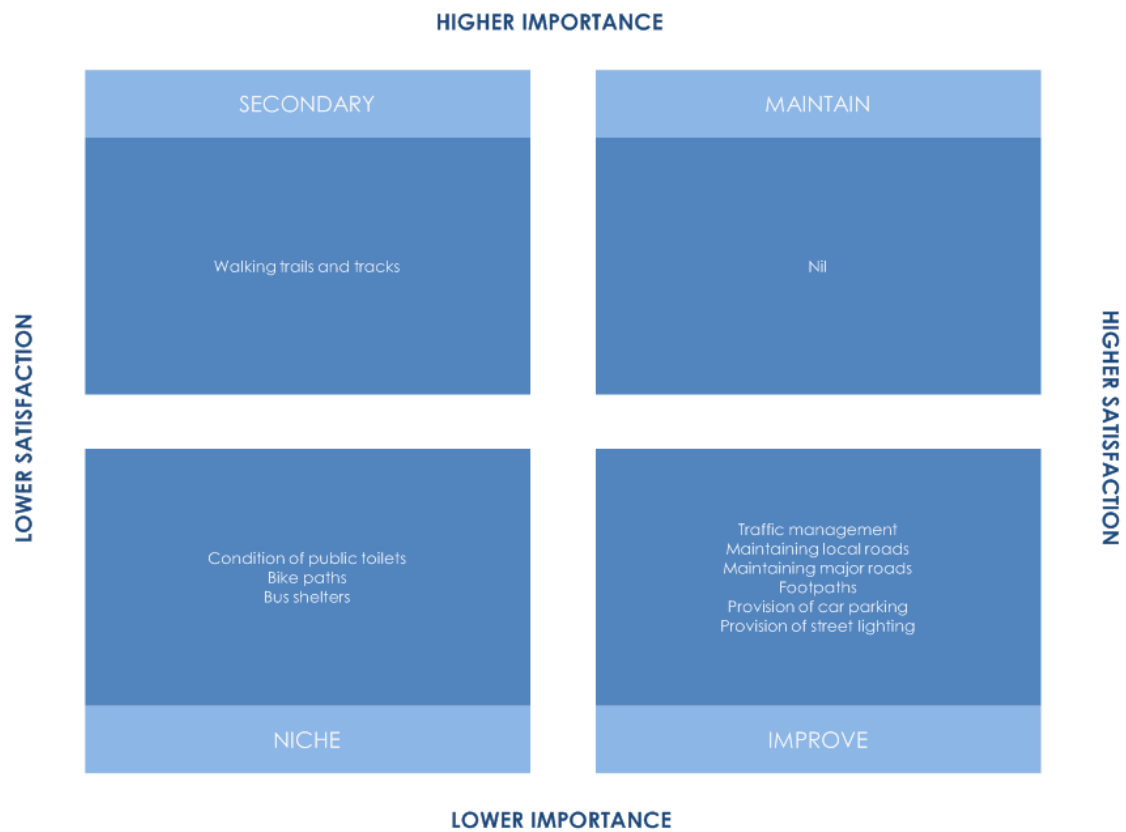
Satisfaction – compared to 2014

Satisfaction with 'walking trails and tracks' and 'bike paths' has significantly increased since 2014.



Importance of, and Satisfaction with, Council Services and Facilities Infrastructure and Basic Services

Quadrant Analysis



Recommendations

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

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



Importance of, and Satisfaction with, Council Services and Facilities Waste Services

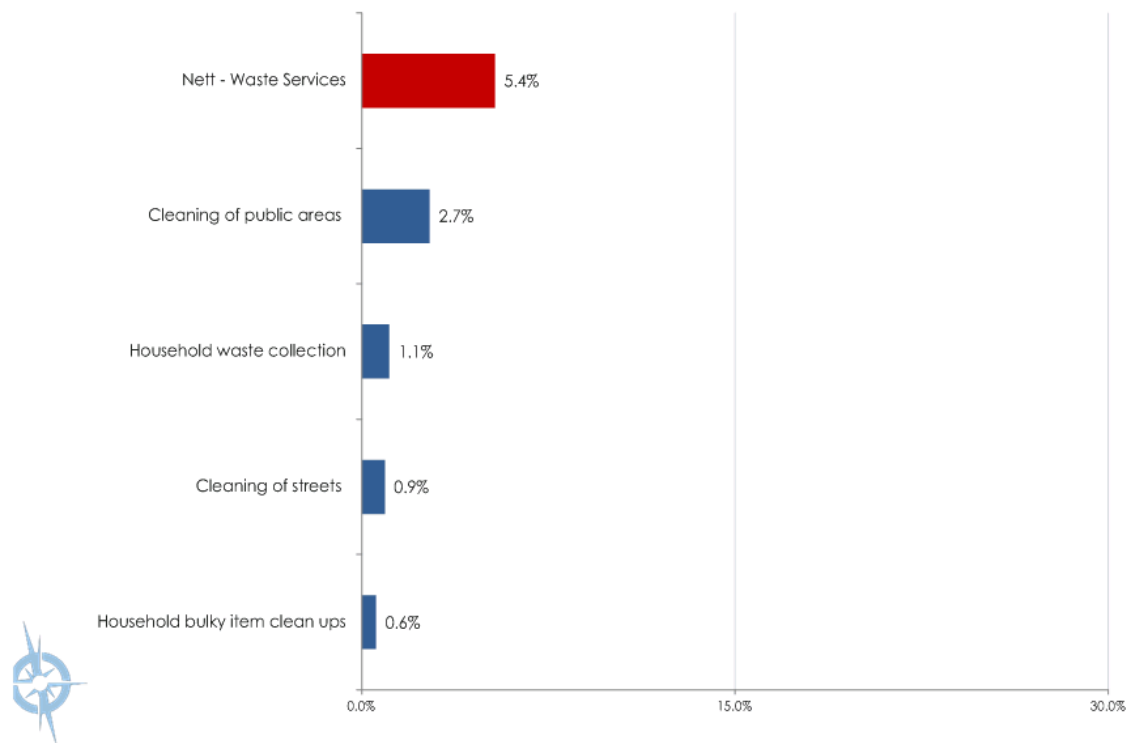
Services and facilities explored included:

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

Contribution to Overall Satisfaction with Council (Regression Data)

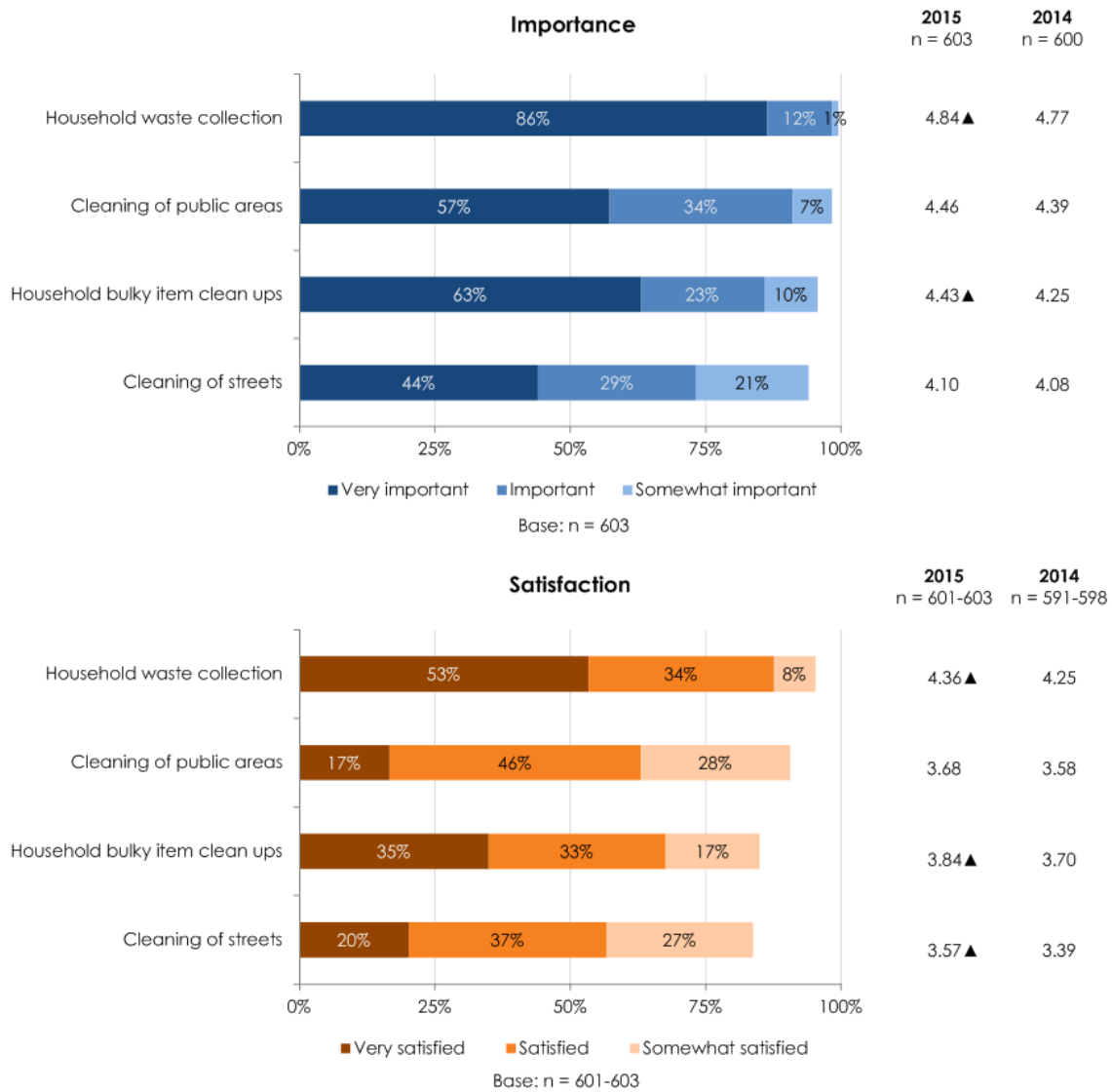
Council's performance in the areas below accounts for over 5% of overall satisfaction, based on the regression analysis.

Waste Services – Contributes To Over 5% of Overall Satisfaction with Council



Importance of, and Satisfaction with, Council Services and Facilities Waste Services

Note: The hierarchical sorting of each graph is relative to the criteria's importance mean ratings.



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

▲▼ = A significantly higher/lower level of importance/satisfaction (by year)



Importance of, and Satisfaction with, Council Services and Facilities Waste Services

	Performance Gap		Year on year difference
	2015	2014	
Cleaning of public areas	0.78	0.81	+0.03
Household bulky item clean ups	0.59	0.55	-0.04
Cleaning of streets	0.53	0.69	+0.16
Household waste collection	0.48	0.52	+0.04

Overview of Rating Scores

Importance – overall

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

Importance – by age

Residents aged 25-34 deemed 'household waste collection' significantly more important.

Importance – by gender

Females found 'cleaning of public areas' to be significantly more important.

Importance – by ward

There were no significant differences in importance between wards.

Importance – compared to 2014

Compared to 2014, 'household waste collection' and 'household bulky item clean ups' have significantly increased in importance.



Importance of, and Satisfaction with, Council Services and Facilities Waste Services

Overview of Rating Scores

Satisfaction – overall

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

Satisfaction – by age

Residents aged 75 and over were significantly more satisfied with 'household waste collection', whilst those aged 65-74 were significantly less satisfied with the 'cleaning of streets'.

Satisfaction – by gender

There were no significant differences in satisfaction between genders.

Satisfaction – by ward

There were no significant differences in satisfaction between wards.

Satisfaction – compared to 2014

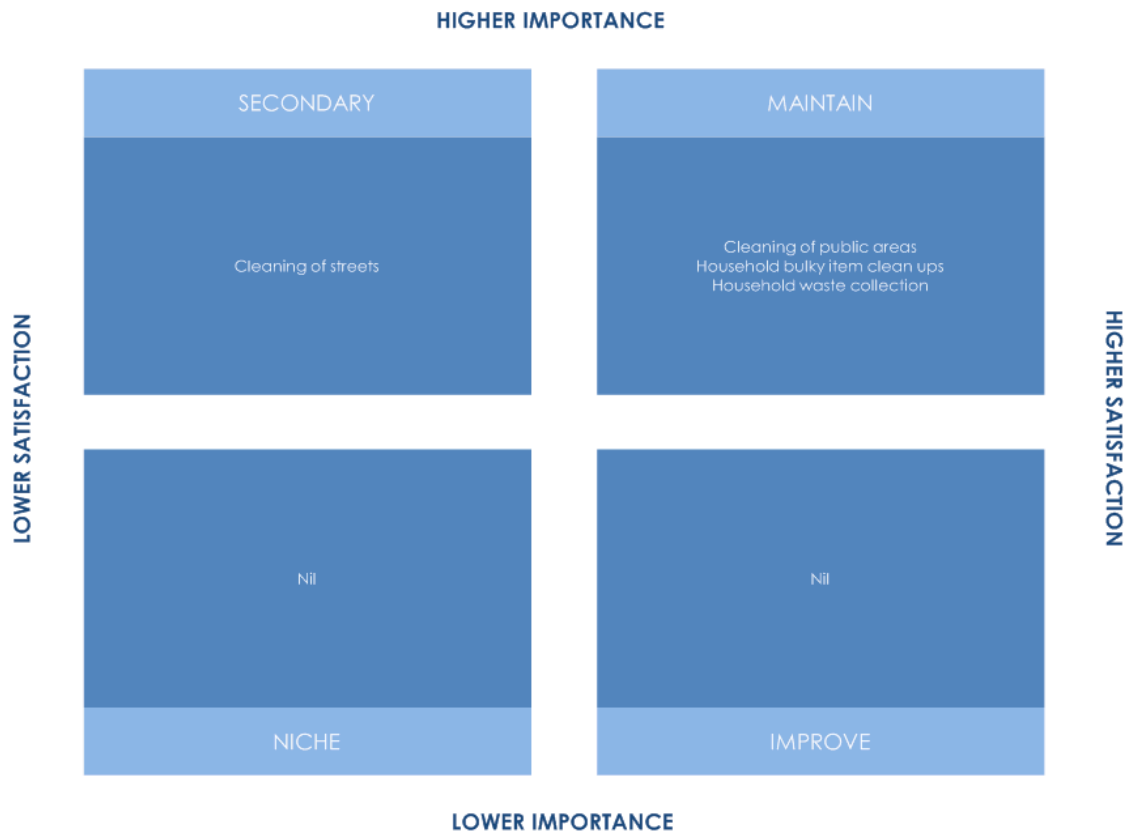
3 out of 4 service areas have significantly increased in satisfaction compared to 2014, including:

- Household waste collection
- Household bulky item clean ups
- Cleaning of streets



Importance of, and Satisfaction with, Council Services and Facilities Waste Services

Quadrant Analysis



Recommendations

Based on the stated outcomes analysis, Warringah Council needs to maintain resident satisfaction with:

- Cleaning of public areas
- Household bulky item clean ups
- Household waste collection



Importance of, and Satisfaction with, Council Services and Facilities Environmental Services

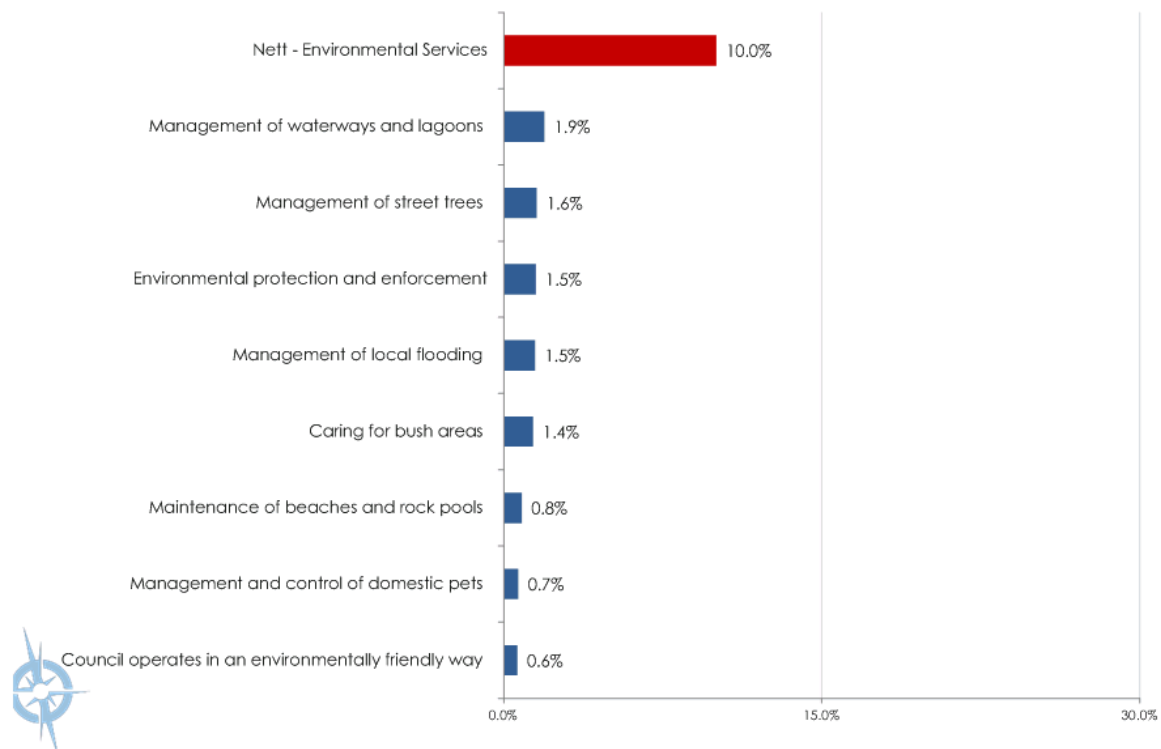
Services and facilities explored included:

- Caring for bush areas
- Council operates in an environmentally friendly way
- Environmental protection and 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 and lagoons
- Management of street trees

Contribution to Overall Satisfaction with Council (Regression Data)

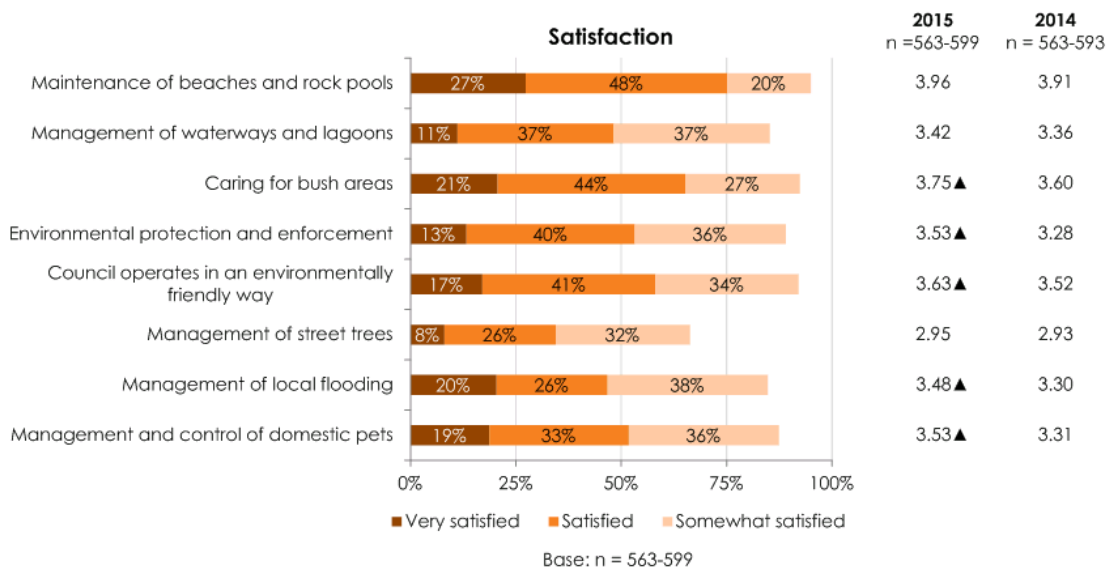
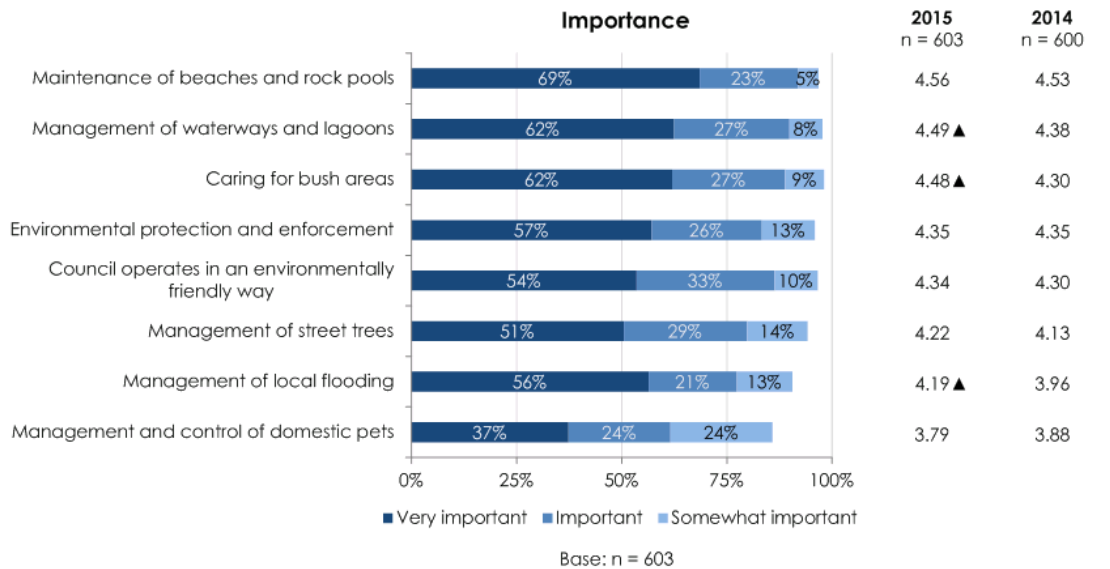
Council's performance in the areas below accounts for 10% of overall satisfaction, based on the regression analysis.

Environmental Services – Contributes To 10% of Overall Satisfaction with Council



Importance of, and Satisfaction with, Council Services and Facilities Environmental Services

Note: The hierarchical sorting of each graph is relative to the criteria's importance mean ratings.



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

▲▼ = A significantly higher/lower level of importance/satisfaction (by year)



Importance of, and Satisfaction with, Council Services and Facilities

Environmental Services

	Performance Gap		Year on year difference
	2015	2014	
Management of street trees	1.27	1.21	-0.06
Management of waterways and lagoons	1.07	1.02	-0.05
Environmental protection and enforcement	0.82	1.07	+0.25▲
Caring for bush areas	0.73	0.70	-0.03
Management of local flooding	0.71	0.65	-0.06
Council operates in an environmentally friendly way	0.71	0.78	+0.07
Maintenance of beaches and rock pools	0.60	0.62	+0.02
Management and control of domestic pets	0.26	0.57	+0.31▲

▲▼ = positive/negative shift greater than 0.2 from 2014



Importance of, and Satisfaction with, Council Services and Facilities Environmental Services

Overview of Rating Scores

Importance – overall

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

Importance – by age

Residents aged 55-64 were significantly more likely to believe 'environmental protection and enforcement' was important, whilst those aged 65-74 found 'management of street trees' to be significantly more important, and residents aged 65 and over assigned a significantly higher level of importance to 'management and control of domestic pets'.

Importance – by gender

Females were significantly more likely to attribute high levels of importance to the 'maintenance of beaches and rock pools', 'management of waterways and lagoons', 'caring for bush areas', 'Council operates in an environmentally friendly way', 'management of street trees', and the 'management of local flooding'.

Importance – by ward

There were no significant differences in importance between wards.

Importance – compared to 2014

'Management of waterways and lagoons', 'caring for bush areas', and 'management of local flooding' have significantly increased in importance since 2014.



Importance of, and Satisfaction with, Council Services and Facilities Environmental Services

Overview of Rating Scores

Satisfaction – overall

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

Satisfaction – by age

Residents aged 65-74 were significantly less satisfied with 'caring for bush areas' and those aged 55-74 were significantly less satisfied with 'environmental protection and enforcement', whereas residents aged 18-24 were significantly more satisfied with the 'management of street trees'.

Satisfaction – by gender

There were no significant differences in satisfaction between genders.

Satisfaction – by ward

There were no significant differences in satisfaction between wards.

Satisfaction – compared to 2014

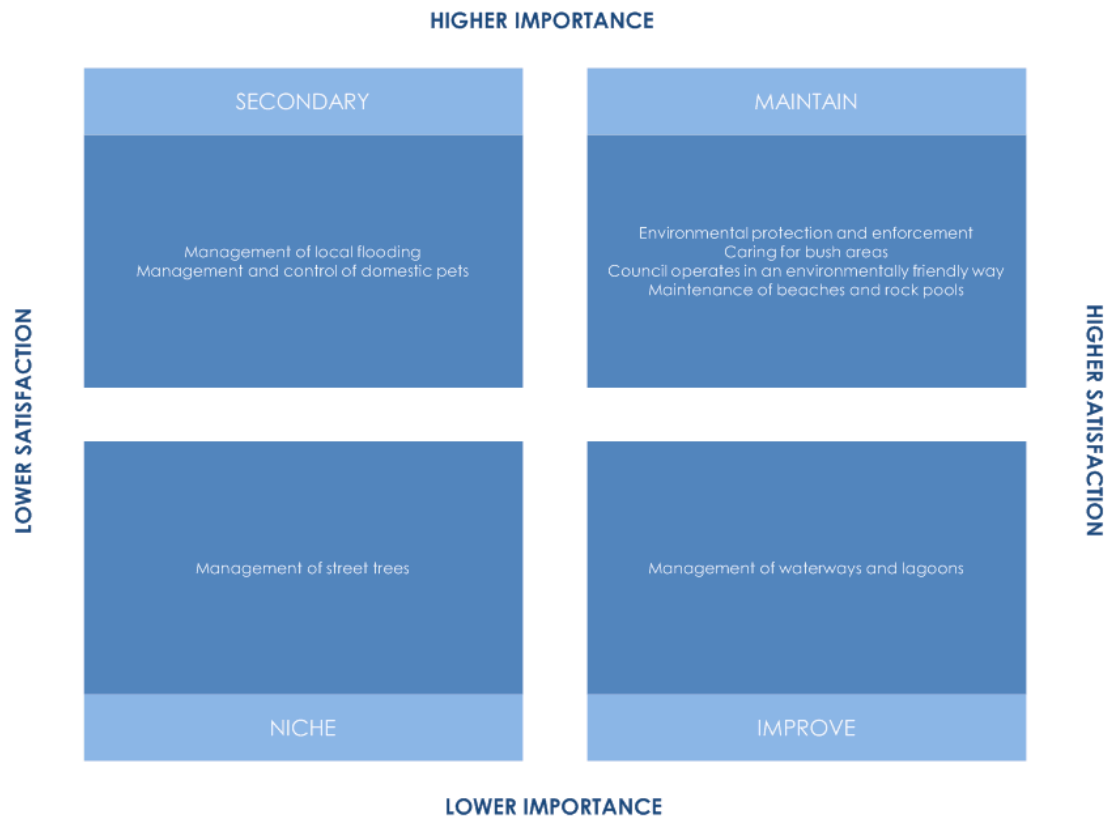
5 of the 8 service areas have significantly increased in satisfaction compared to 2014, including:

- Caring for bush areas
- Environmental protection enforcement
- Council operates in an environmentally friendly way
- Management of local flooding
- Management and control of domestic pets



Importance of, and Satisfaction with, Council Services and Facilities Environmental Services

Quadrant Analysis



Recommendations

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

- Management of waterways and lagoons

Warringah Council also needs to maintain resident satisfaction with:

- Environmental protection and enforcement
- Caring for bush areas
- Council operates in an environmentally friendly way
- Maintenance of beaches and rock pools



Importance of, and Satisfaction with, Council Services and Facilities Community Services

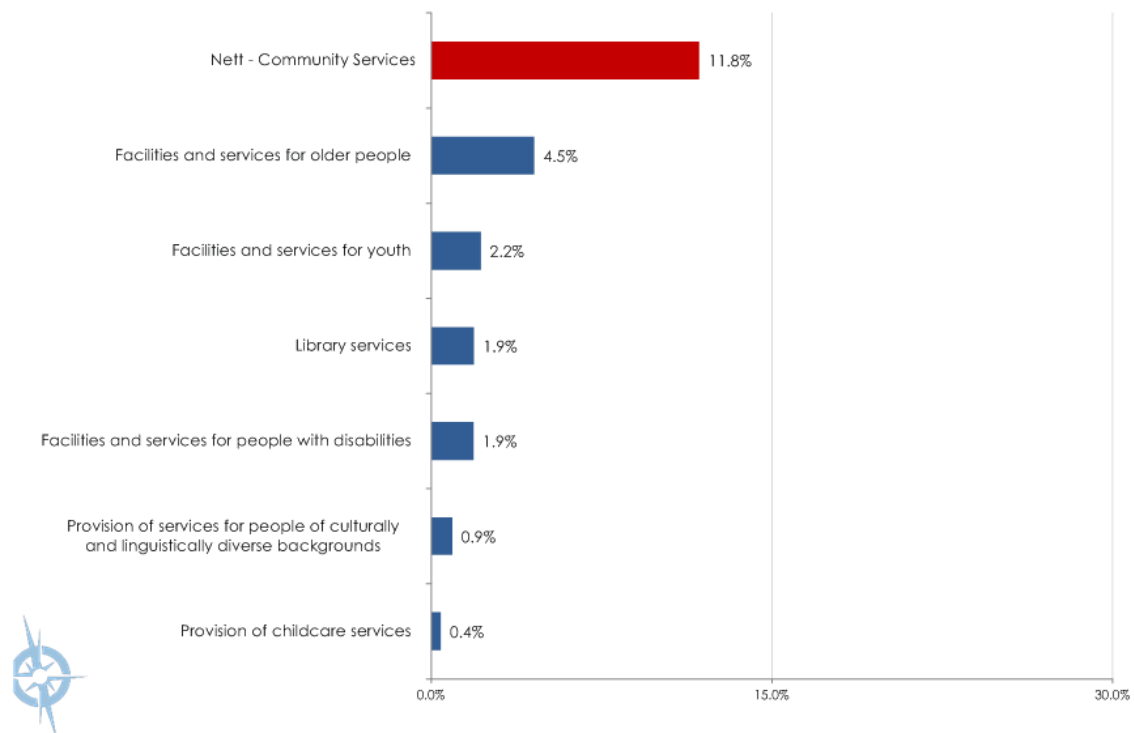
Services and facilities explored included:

- 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)

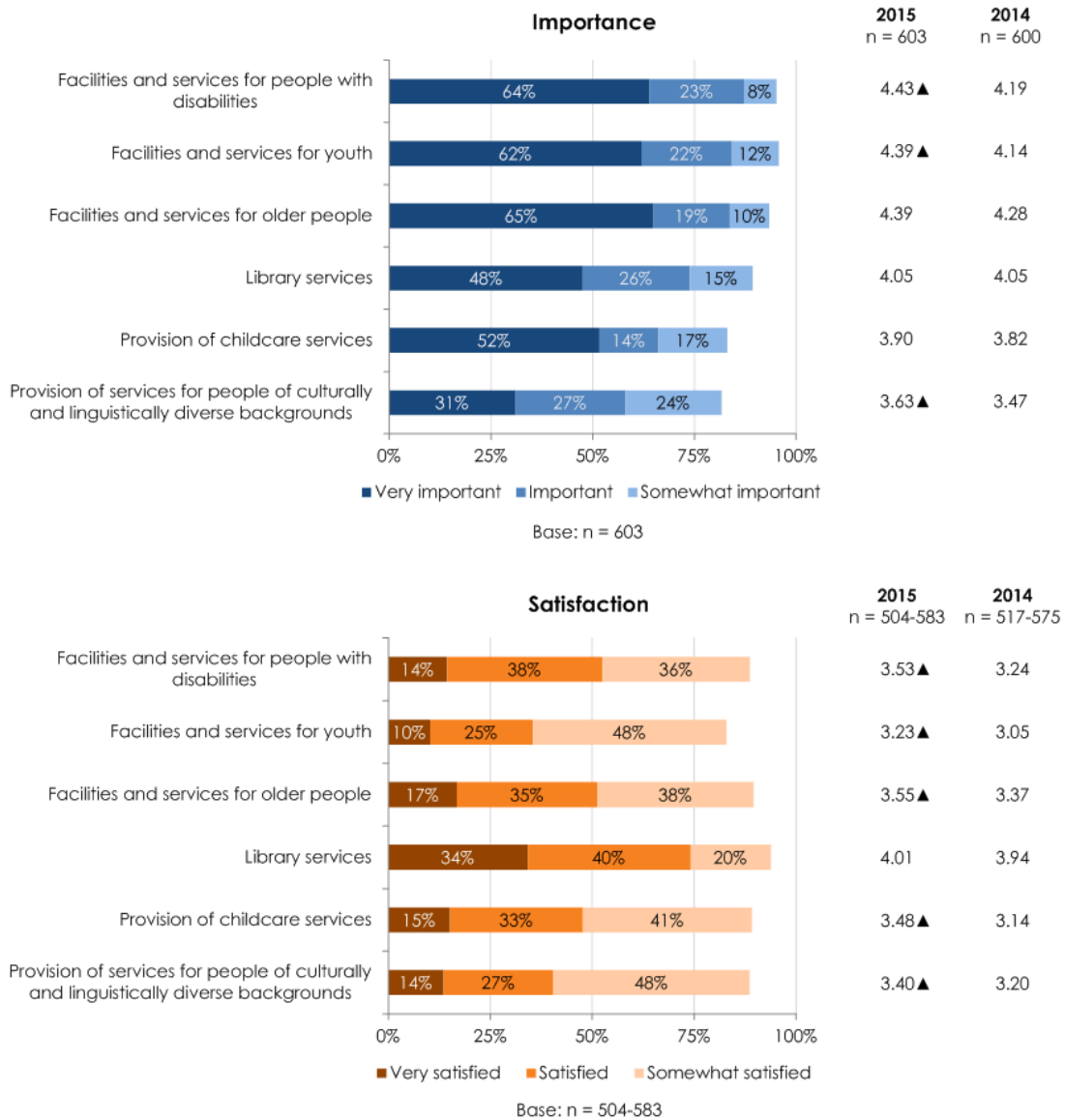
Council's performance in the areas below accounts for almost 12% of overall satisfaction, based on the regression analysis.

Community Services – Contributes to Almost 12% of Overall Satisfaction with Council



Importance of, and Satisfaction with, Council Services and Facilities Community Services

Note: The hierarchal sorting of each graph is relative to the criteria's importance mean ratings.



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

▲▼ = A significantly higher/lower level of importance/satisfaction (year)



Importance of, and Satisfaction with, Council Services and Facilities Community Services

	Performance Gap		Year on year difference
	2015	2014	
Facilities and services for youth	1.16	1.09	-0.07
Facilities and services for people with disabilities	0.90	0.95	+0.05
Facilities and services for older people	0.84	0.91	+0.07
Provision of childcare services	0.42	0.68	+0.26▲
Provision of services for people of culturally and linguistically diverse backgrounds	0.23	0.27	+0.04
Library services	0.04	0.11	+0.07

▲▼ = positive/negative shift greater than 0.2 from 2014

Overview of Rating Scores

Importance – overall

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

Importance – by age

Residents aged 75 and over found 'facilities and services for people with disabilities' to be significantly more important and residents aged 65 and over attributed a significantly higher level of importance to 'facilities and services for older people'.

Residents aged 25-34 rated 'provision of childcare services' significantly higher in importance, whilst those aged 45-54 rated it significantly lower.

Importance – by gender

Females ascribed significantly higher levels of importance to 'facilities and services for people with disabilities', 'facilities and services for youth', 'facilities and services for older people', and 'library services'.

Importance – by ward

There were no significant differences in importance between wards.

Importance – compared to 2014

3 of the 6 services areas were rated significantly higher in importance compared to 2014, including:

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



Importance of, and Satisfaction with, Council Services and Facilities Community Services

Overview of Rating Scores

Satisfaction – overall

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

Satisfaction – by age

Residents aged 18-24 were significantly more satisfied with 'facilities and services for people with disabilities' and 'facilities and services for older people', whereas those aged 45-54 were significantly less satisfied with the latter.

Residents aged 65-74 were significantly less satisfied with 'provision of services for people of culturally and linguistically diverse backgrounds'.

Satisfaction – by gender

There were no significant differences in satisfaction between genders.

Satisfaction – by ward

There were no significant differences in satisfaction between wards.

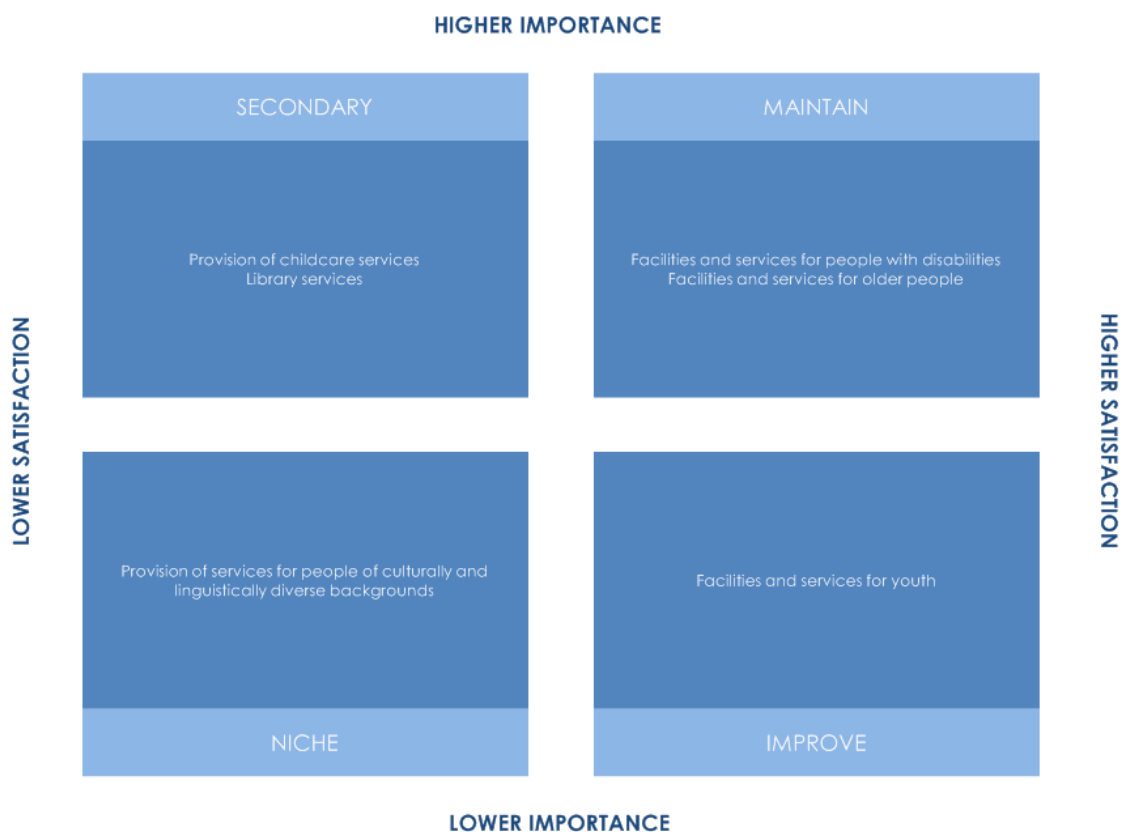
Satisfaction – compared to 2014

With the exception of 'library services', all criteria were significantly higher in satisfaction compared to 2014.



Importance of, and Satisfaction with, Council Services and Facilities Community Services

Quadrant Analysis



Recommendations

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

- Facilities and services for youth

Warringah Council also needs to maintain resident satisfaction with:

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



Importance of, and Satisfaction with, Council Services and Facilities Planning and Development Services

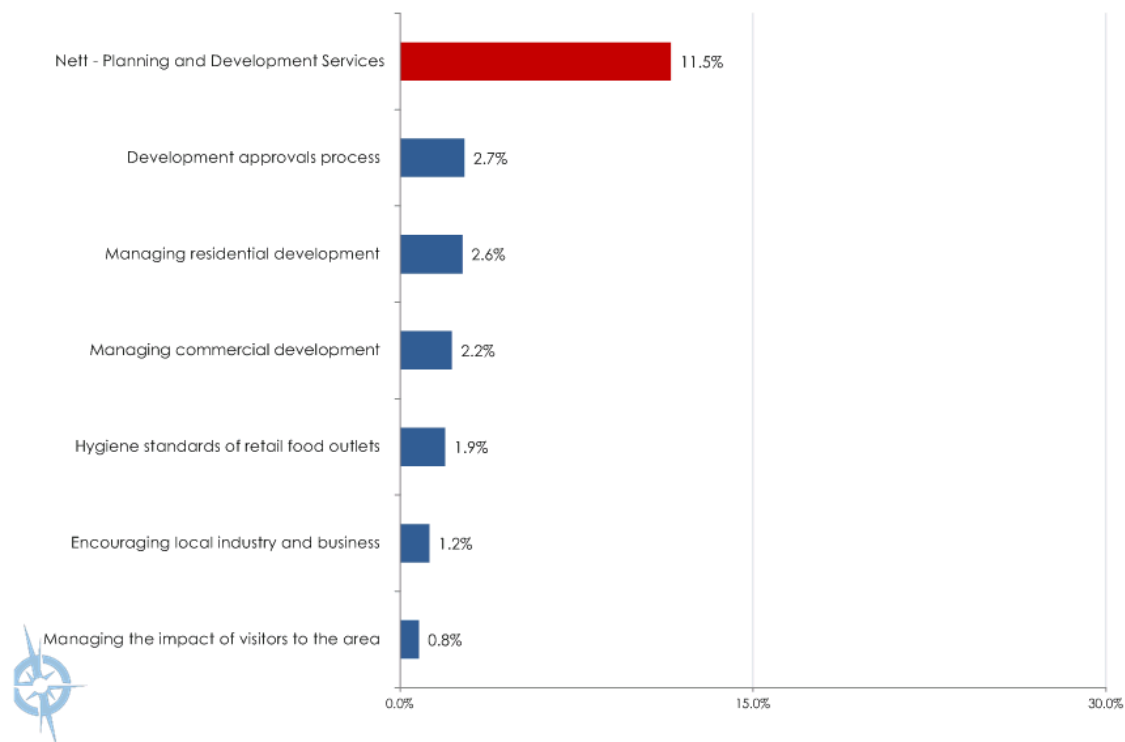
Services and facilities explored included:

- 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)

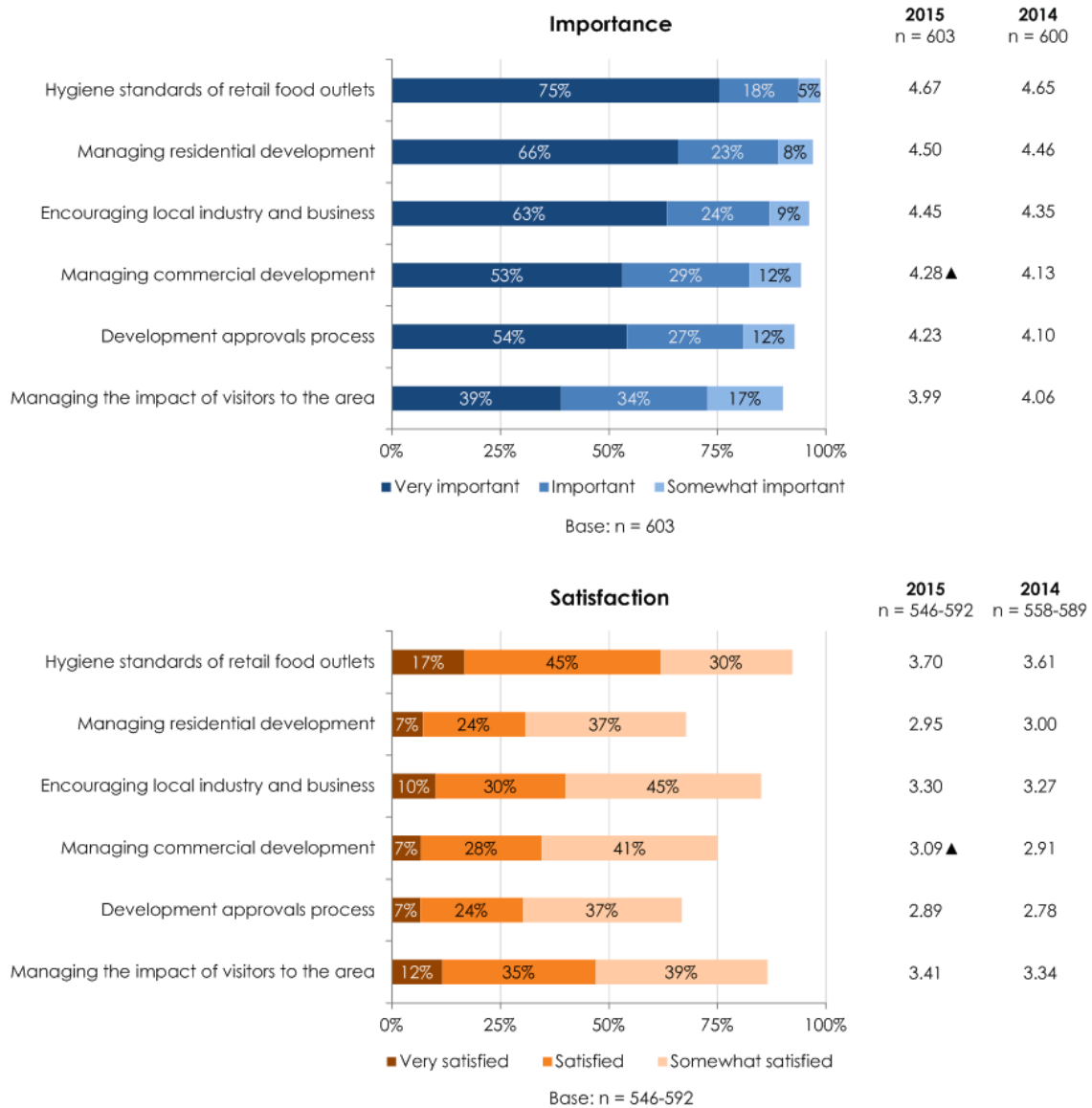
Council's performance in the areas below accounts for almost 12% of overall satisfaction, based on the regression analysis.

Planning and Development Services – Contributes to Almost 12% of Overall Satisfaction with Council



Importance of, and Satisfaction with, Council Services and Facilities Planning and Development Services

Note: The hierarchal sorting of each graph is relative to the criteria's importance mean ratings.



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

▲▼ = A significantly higher/lower level of importance/satisfaction (by year)



Importance of, and Satisfaction with, Council Services and Facilities Planning and Development Services

	Performance Gap		Year on year difference
	2015	2014	
Managing residential development	1.55	1.46	-0.09
Development approvals process	1.34	1.32	-0.02
Managing commercial development	1.19	1.22	+0.03
Encouraging local industry and business	1.15	1.08	-0.07
Hygiene standards of retail food outlets	0.97	1.04	+0.07
Managing the impact of visitors to the area	0.58	0.72	+0.14

Overview of Rating Scores

Importance – overall

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

Importance – by age

There were no significant differences in importance between age groups.

Importance – by gender

There were no significant differences in importance between genders.

Importance – by ward

There were no significant differences in importance between wards.

Importance – compared to 2014

In comparison to 2014, 'managing commercial development' has significantly increased in importance.



Importance of, and Satisfaction with, Council Services and Facilities Planning and Development Services

Overview of Rating Scores

Satisfaction – overall

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

Satisfaction – by age

Residents aged 65-74 rated the 'hygiene standards of retail food outlets' significantly less satisfactory and those aged 45-54 rated 'encouraging local industry and business' significantly less satisfactory.

Satisfaction – by gender

Males were significantly more satisfied with the 'hygiene standards of retail food outlets'.

Satisfaction – by ward

There were no significant differences in satisfaction between wards.

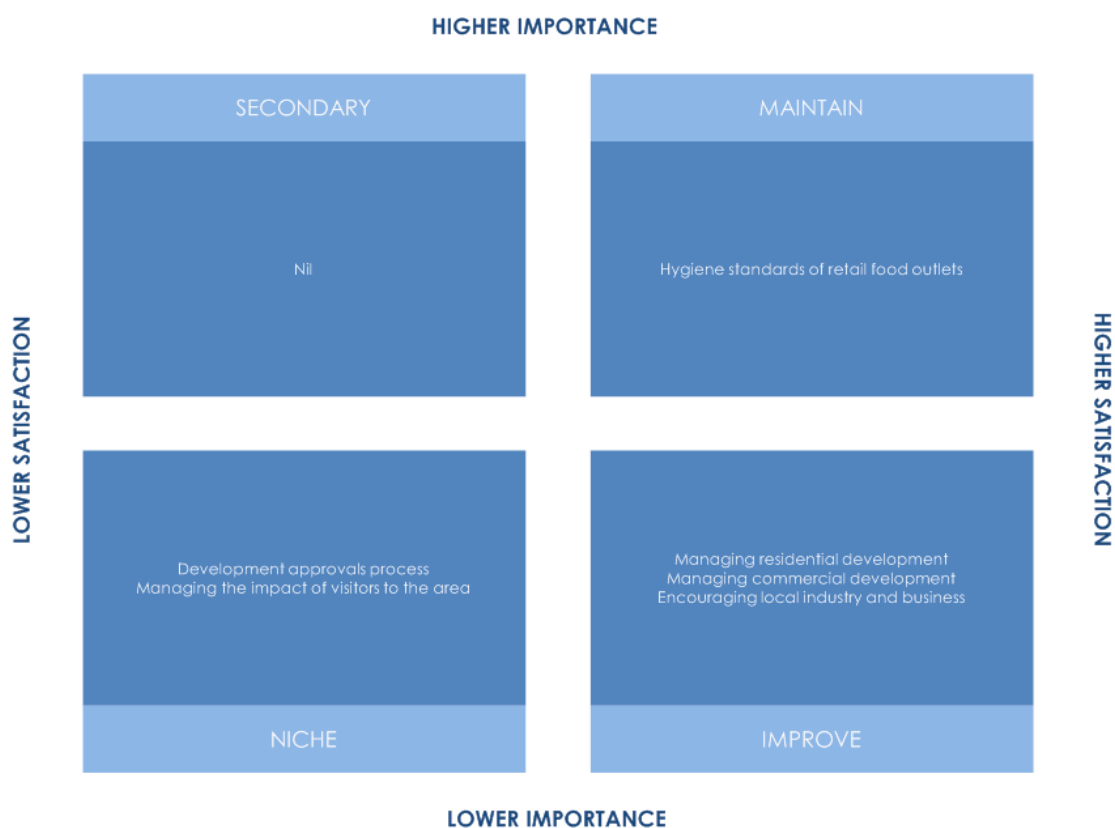
Satisfaction – compared to 2014

'Managing commercial development' has significantly increased in satisfaction compared to 2014.



Importance of, and Satisfaction with, Council Services and Facilities Planning and Development Services

Quadrant Analysis



Recommendations

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

- Managing residential development
- Managing commercial development
- Encouraging local industry and business

Warringah Council also needs to maintain resident satisfaction with:

- Hygiene standards of retail food outlets



Importance of, and Satisfaction with, Council Services and Facilities Recreation Facilities and Services

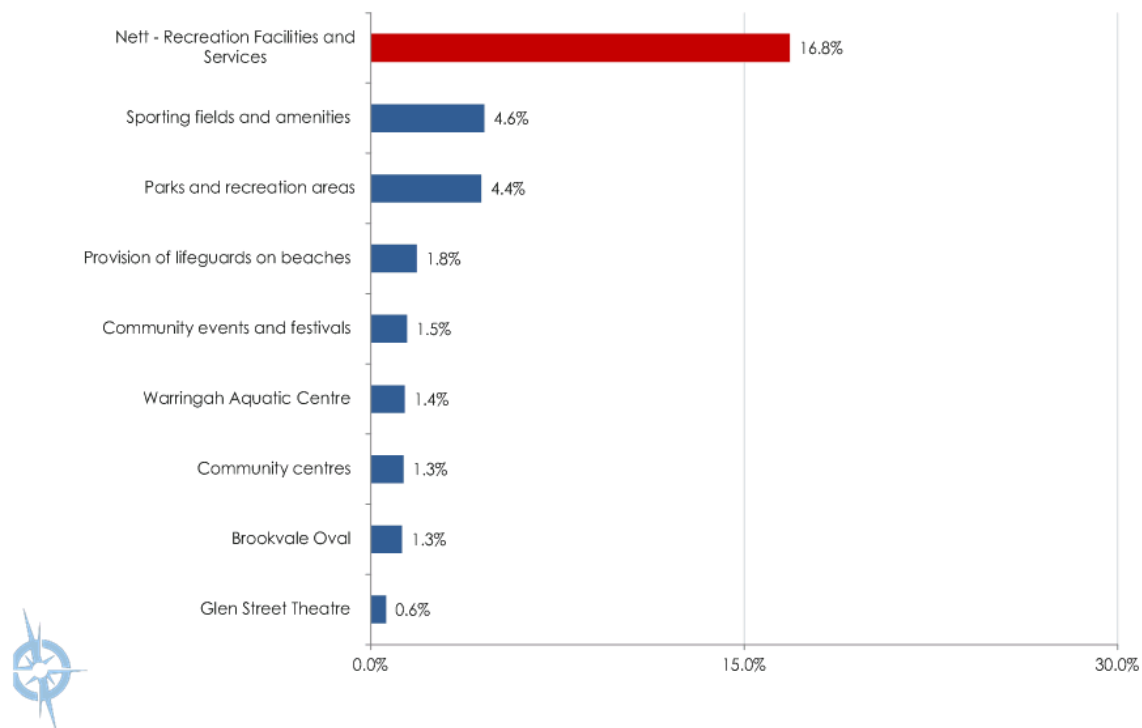
Services and facilities explored included:

- 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)

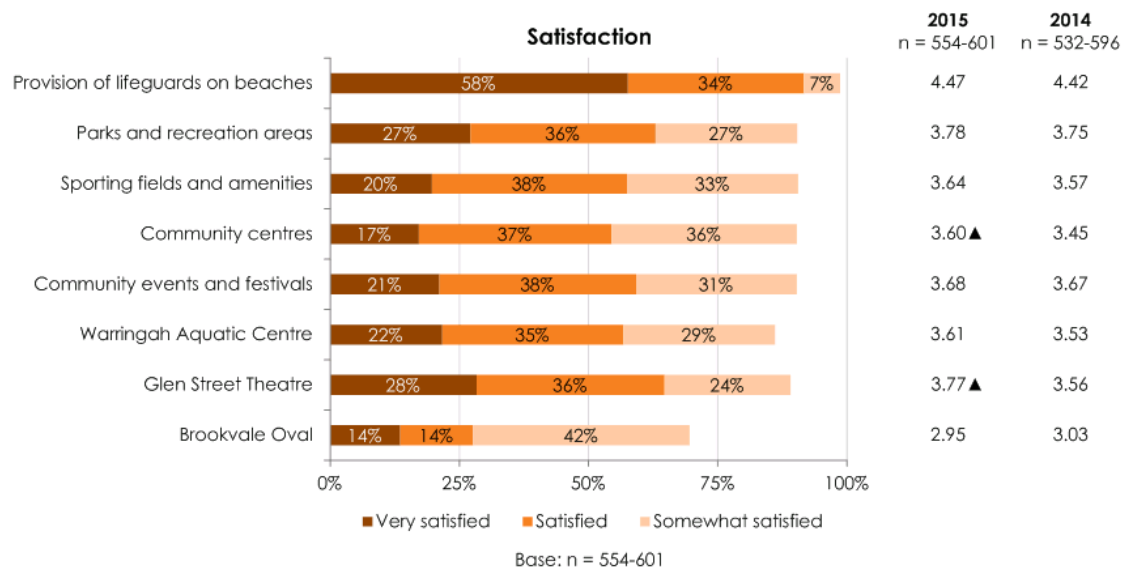
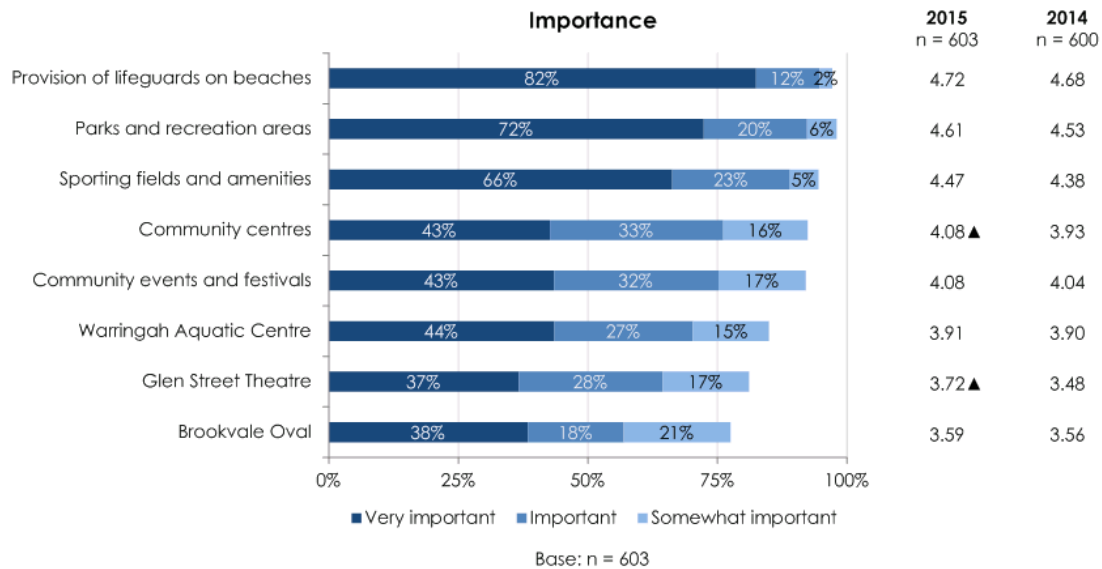
Council's performance in the areas below accounts for almost 17% of overall satisfaction, based on the regression analysis.

Recreation Facilities and Services – Contributes to Almost 17% of Overall Satisfaction with Council



Importance of, and Satisfaction with, Council Services and Facilities Recreation Facilities and Services

Note: The hierarchical sorting of each graph is relative to the criteria's importance mean ratings.



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

▲ ▼ = A significantly higher/lower level of importance/satisfaction (by year)



Importance of, and Satisfaction with, Council Services and Facilities Recreation Facilities and Services

	Performance Gap		Year on year difference
	2015	2014	
Parks and recreation areas	0.83	0.78	-0.05
Sporting fields and amenities	0.83	0.81	-0.02
Brookvale Oval	0.64	0.53	-0.11
Community centres	0.48	0.48	=0.00
Community events and festivals	0.40	0.38	-0.02
Warringah Aquatic Centre	0.30	0.37	+0.07
Provision of lifeguards on beaches	0.25	0.26	+0.01
Glen Street Theatre	-0.05	-0.08	-0.03

Overview of Rating Scores

Importance – overall

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

Importance – by age

All residents aged 25-34 rated 'parks and recreation areas' as 'very important', this group also scored 'community events and festivals' significantly more important. Those aged 65-74 found the 'Glen Street Theatre' significantly more important.

Importance – by gender

Females were significantly more likely to find 5 of the 8 service areas significantly more important, including:

- Provision of lifeguards on beaches
- Parks and recreation areas
- Community events and festivals
- Warringah Aquatic Centre
- Glen Street Theatre

Importance – by ward

Residents of Ward A were significantly more likely to find the 'provision of lifeguards on beaches' important.

Importance – compared to 2014

Residents assigned significantly higher levels of importance to 'community centres' and 'Glen Street Theatre' than 2014.



Importance of, and Satisfaction with, Council Services and Facilities Recreation Facilities and Services

Overview of Rating Scores

Satisfaction – overall

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

Satisfaction – by age

Residents aged 55-64 were significantly less satisfied with 'Brookvale Oval'.

Satisfaction – by gender

There were no significant differences in satisfaction between genders.

Satisfaction – by ward

There were no significant differences in satisfaction between wards.

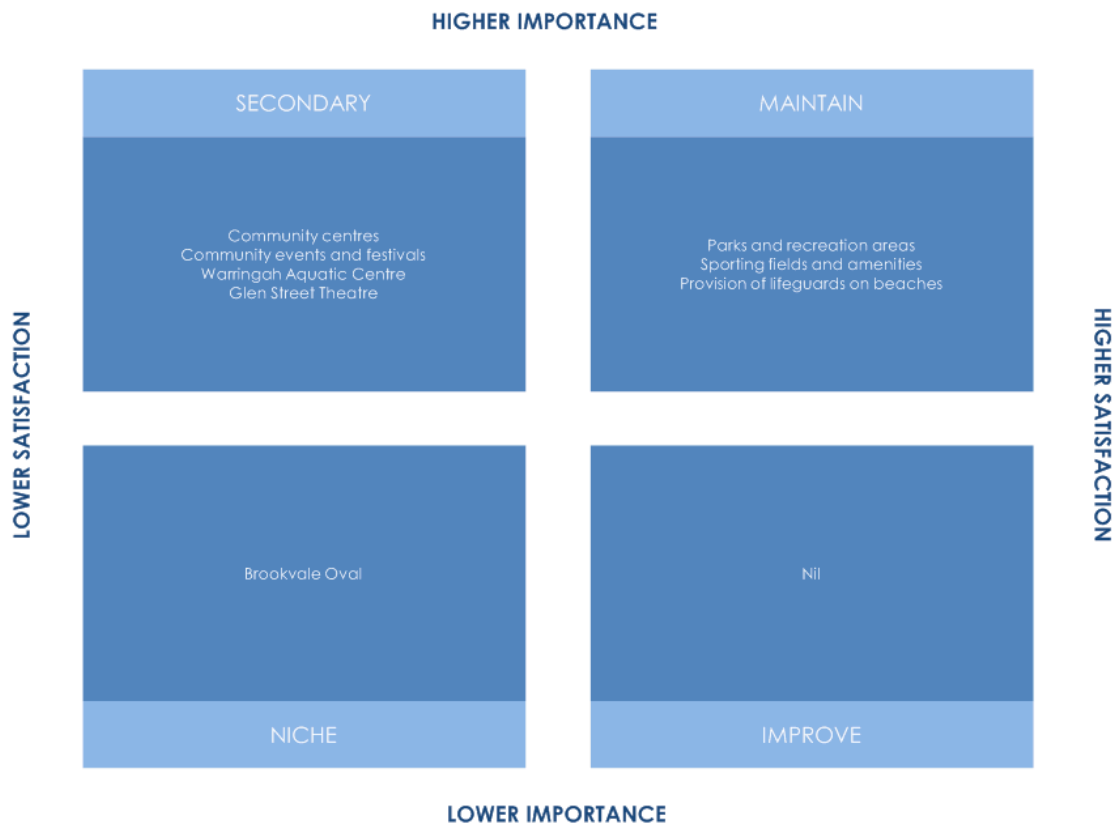
Satisfaction – compared to 2014

Satisfaction with 'community centres' and 'Glen Street Theatre' has significantly increased since 2014.



Importance of, and Satisfaction with, Council Services and Facilities Recreation Facilities and Services

Quadrant Analysis



Recommendations

Based on the stated outcomes analysis, Warringah Council needs to maintain resident satisfaction with:

- Parks and recreation areas
- Sporting fields and amenities
- Provision of lifeguards on beaches



Importance of, and Satisfaction with, Council Services and Facilities Community Engagement

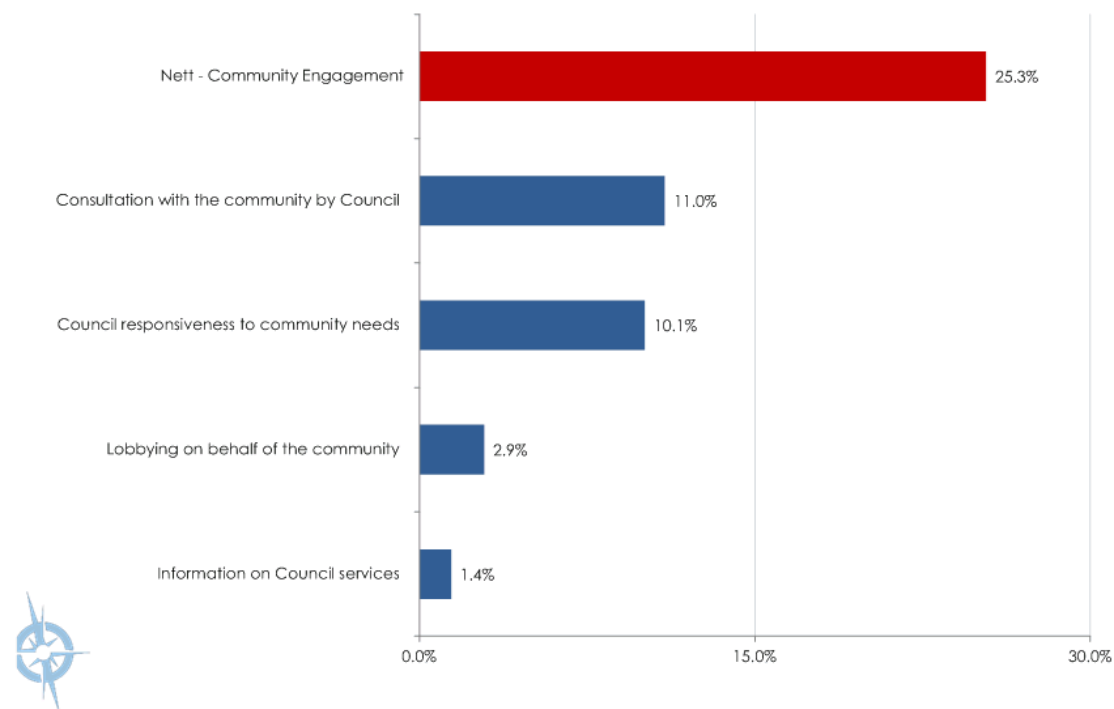
Services and facilities explored included:

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

Contribution to Overall Satisfaction with Council (Regression Data)

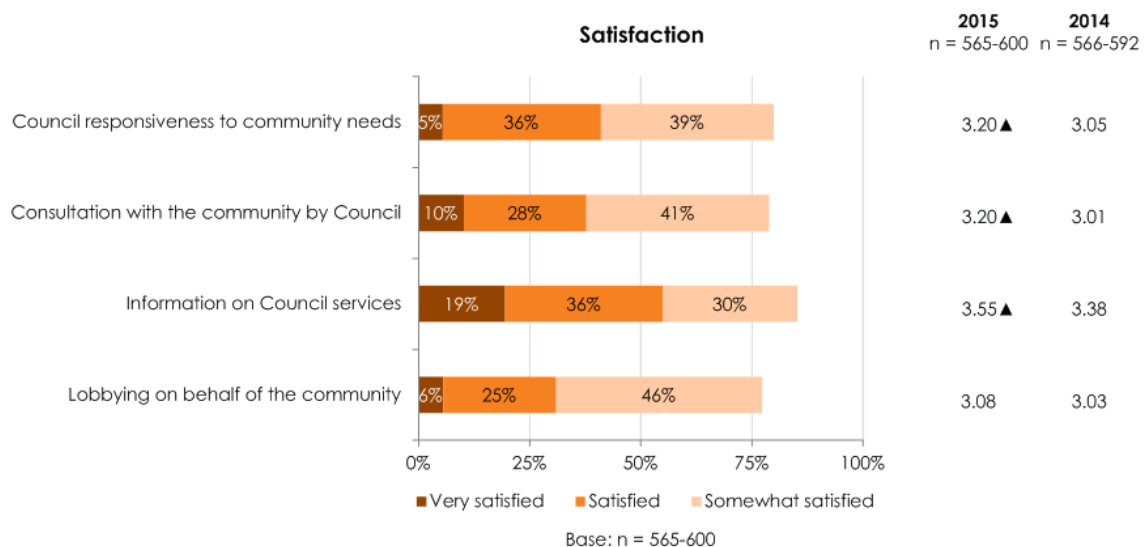
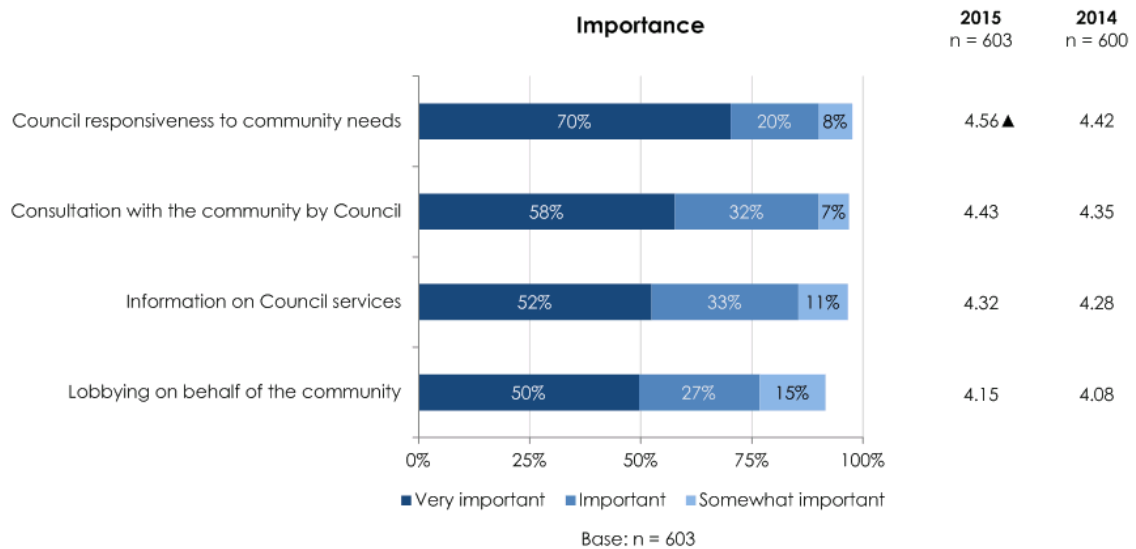
Council's performance in the areas below accounts for over 25% of overall satisfaction, based on the regression analysis.

Community Engagement – Contributes to Over 25% of Overall Satisfaction with Council



Importance of, and Satisfaction with, Council Services and Facilities Community Engagement

Note: The hierarchical sorting of each graph is relative to the criteria's importance mean ratings.



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

▲▼ = A significantly higher/lower level of importance/satisfaction (by year)



Importance of, and Satisfaction with, Council Services and Facilities Community Engagement

	Performance Gap		Year on year difference
	2015	2014	
Council responsiveness to community needs	1.36	1.37	+0.01
Consultation with the community by Council	1.23	1.34	+0.11
Lobbying on behalf of the community	1.07	1.05	-0.02
Information on Council services	0.77	0.90	+0.13

Overview of Rating Scores

Importance – overall

Extremely high	Council responsiveness to community needs
Very high	Consultation with the community by Council
	Information on Council services
High	Lobbying on behalf of the community

Importance – by age

There were no significant differences in importance between age groups.

Importance – by gender

There were no significant differences in importance between genders.

Importance – by ward

Residents of Ward A rated 'information on Council services' significantly more important.

Importance – compared to 2014

The importance of 'Council responsiveness to community needs' was significantly higher than in 2014.



Importance of, and Satisfaction with, Council Services and Facilities Community Engagement

Overview of Rating Scores

Satisfaction – overall

Moderate Information on Council services
Consultation with the community by Council
Council responsiveness to community needs
Lobbying on behalf of the community

Satisfaction – by age

Residents aged 75 and over expressed a significantly higher level of satisfaction with 'information on Council services'.

Satisfaction – by gender

There were no significant differences in satisfaction between genders.

Satisfaction – by ward

There were no significant differences in satisfaction between wards.

Satisfaction – compared to 2014

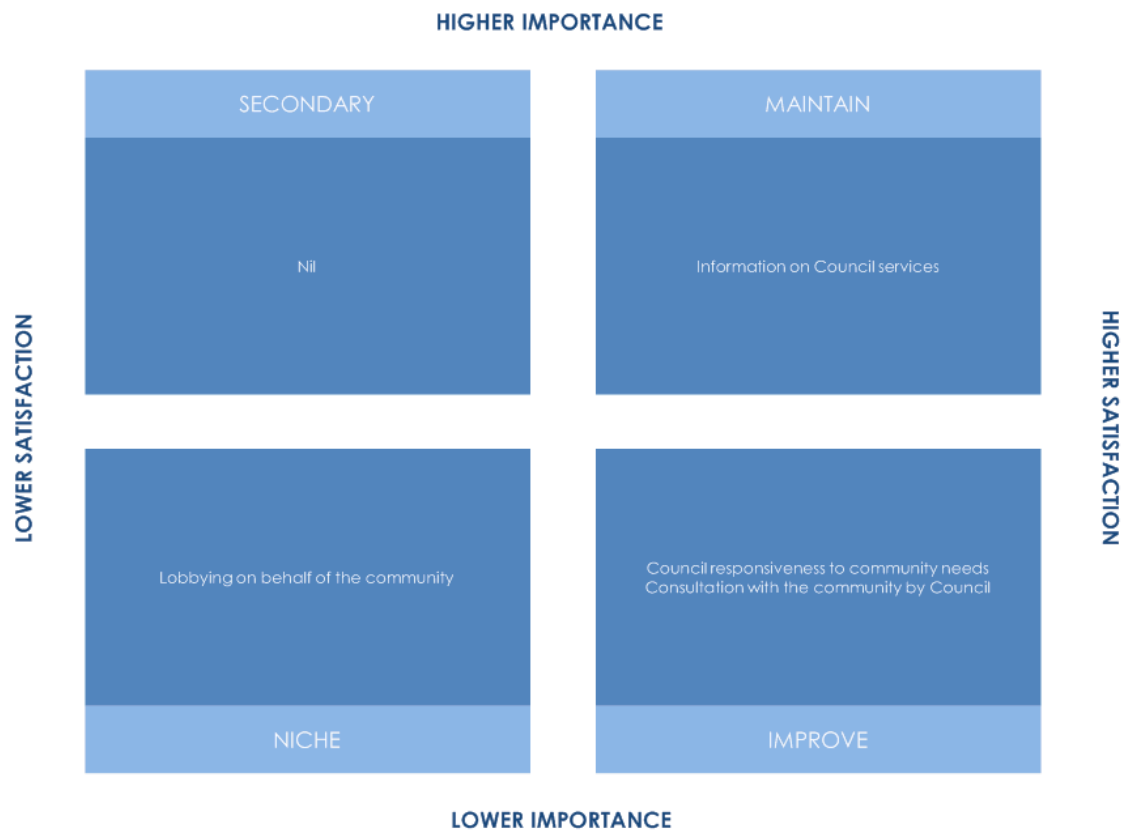
3 of the 4 service areas were rated significantly higher in satisfaction compared to 2014, including:

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



Importance of, and Satisfaction with, Council Services and Facilities Community Engagement

Quadrant Analysis



Recommendations

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

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

Warringah Council also needs to maintain resident satisfaction with:

- Information Council services



Performance Gap Analysis

Identifying Priorities via Specialised Analysis (Explanation)

The specified research outcomes required us to measure both community importance and community satisfaction with a range of specific service delivery areas. In order to identify core priorities, we undertook a 2 step analysis process on the stated importance and rated satisfaction data, after which we conducted a third level of analysis. This level of analysis was a Shapley Regression on the data in order to identify which facilities and services are the actual drivers of overall satisfaction with Council.

By examining both approaches to analysis we have been able to:

1. Identify and understand the hierarchy of community priorities
2. Inform the deployment of Council resources in line with community aspirations

Step 1. 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 performance gaps, respondents are asked to rate the importance of, and their satisfaction with, each of a range of different services or facilities on a scale of 1 to 5, where 1 = low importance or satisfaction and 5 = high importance or satisfaction. These scores are aggregated at a total community level.

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

In the table on the following page, we can see the 46 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 1.0 is acceptable when the initial importance rating is 4.0+, 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, 'hygiene standards of retail food outlets' was given an importance score of 4.67, which indicates that it is considered an area of 'extremely high' importance by residents. At the same time it was given a satisfaction score of 3.70, which indicates that residents' satisfaction levels with Warringah Council's performance and focus on that measure is 'moderately high'.

In the case of a performance gap such as for 'Glen Street Theatre' (3.72 importance vs. 3.77 satisfaction), we can identify that the facility/service has only 'moderately high' importance to the broader community, but for residents who feel that this facility is important, it is providing a 'moderately high' level of satisfaction.



Performance Gap Analysis

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

Performance Gap Ranking

Ranking 2014	Ranking 2015	Service/Facility	Importance Mean	Satisfaction Mean	Performance Gap
1	1	Traffic management	4.63	2.90	1.73
2	2	Managing residential development	4.50	2.95	1.55
7	3	Maintaining local roads	4.61	3.16	1.45
3	4	Maintaining major roads	4.58	3.19	1.39
4	5	Council responsiveness to community needs	4.56	3.20	1.36
6	6	Footpaths	4.34	3.00	1.34
12	6	Development approvals process	4.23	2.89	1.34
9	8	Provision of car parking	4.30	2.99	1.31
11	9	Management of street trees	4.22	2.95	1.27
9	9	Condition of public toilets	4.07	2.80	1.27
5	11	Consultation with the community by Council	4.43	3.20	1.23
8	12	Managing commercial development	4.28	3.09	1.19
13	13	Facilities and services for youth	4.39	3.23	1.16
14	14	Encouraging local industry and business	4.45	3.30	1.15
18	15	Management of waterways and lagoons	4.49	3.42	1.07
16	15	Lobbying on behalf of the community	4.15	3.08	1.07
17	17	Hygiene standards of retail food outlets	4.67	3.70	0.97
19	18	Facilities and services for people with disabilities	4.43	3.53	0.90
22	18	Provision of street lighting	4.33	3.43	0.90
20	20	Facilities and services for older people	4.39	3.55	0.84
25	21	Parks and recreation areas	4.61	3.78	0.83
23	21	Sporting fields and amenities	4.47	3.64	0.83
15	23▼	Environmental protection and enforcement	4.35	3.53	0.82
23	24	Cleaning of public areas	4.46	3.68	0.78
21	25	Information on Council services	4.32	3.55	0.77
28	26	Caring for bush areas	4.48	3.75	0.73
31	27▲	Council operates in an environmentally friendly way	4.34	3.63	0.71
25	27▲	Management of local flooding	4.19	3.48	0.71
36	29	Brookvale Oval	3.59	2.95	0.64
32	30	Maintenance of beaches and rock pools	4.56	3.96	0.60
35	31	Household bulky item clean ups	4.43	3.84	0.59
27	32	Managing the impact of visitors to the area	3.99	3.41	0.58
29	33	Cleaning of streets	4.10	3.57	0.53
38	34	Household waste collection	4.84	4.36	0.48
37	34	Community centres	4.08	3.60	0.48
30	36	Provision of childcare services	3.90	3.48	0.42
39	37	Community events and festivals	4.08	3.68	0.40
32	38	Bike paths	3.31	2.92	0.39
41	39	Walking trails and tracks	3.96	3.61	0.35
39	40	Warringah Aquatic Centre	3.91	3.61	0.30
34	41▼	Management and control of domestic pets	3.79	3.53	0.26
43	42	Provision of lifeguards on beaches	4.72	4.47	0.25
43	43	Bus shelters	3.63	3.39	0.24
42	44	Provision of services for people of culturally and linguistically diverse backgrounds	3.63	3.40	0.23
45	45	Library services	4.05	4.01	0.04
46	46	Glen Street Theatre	3.72	3.77	-0.05

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

▲▼ = significantly higher/lower ranking than 2014



Performance Gap Analysis

Key Performance Gaps

When we examine the 15 largest performance gaps, we can identify that all of the services or facilities have been rated as 'high' to 'extremely high' in importance. Resident satisfaction for all of these areas is between 2.80 and 3.42, which indicates that resident satisfaction for these measures is 'moderately low' to 'moderate'.

Ranking 2014	Ranking 2015	Service/Facility	Importance Mean	Satisfaction Mean	Performance Gap
1	1	Traffic management	4.63	2.90	1.73
2	2	Managing residential development	4.50	2.95	1.55
7	3	Maintaining local roads	4.61	3.16	1.45
3	4	Maintaining major roads	4.58	3.19	1.39
4	5	Council responsiveness to community needs	4.56	3.20	1.36
6	6	Footpaths	4.34	3.00	1.34
12		Development approvals process	4.23	2.89	1.34
9	8	Provision of car parking	4.30	2.99	1.31
11	9	Management of street trees	4.22	2.95	1.27
9		Condition of public toilets	4.07	2.80	1.27
5	11	Consultation with the community by Council	4.43	3.20	1.23
8	12	Managing commercial development	4.28	3.09	1.19
13	13	Facilities and services for youth	4.39	3.23	1.16
14	14	Encouraging local industry and business	4.45	3.30	1.15
18	15	Management of waterways and lagoons	4.49	3.42	1.07
16		Lobbying on behalf of the community	4.15	3.08	1.07

The key outcomes of this analysis would suggest that, while there are opportunities to improve satisfaction across a range of services/facilities, 'traffic management' is the area of least relative 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.



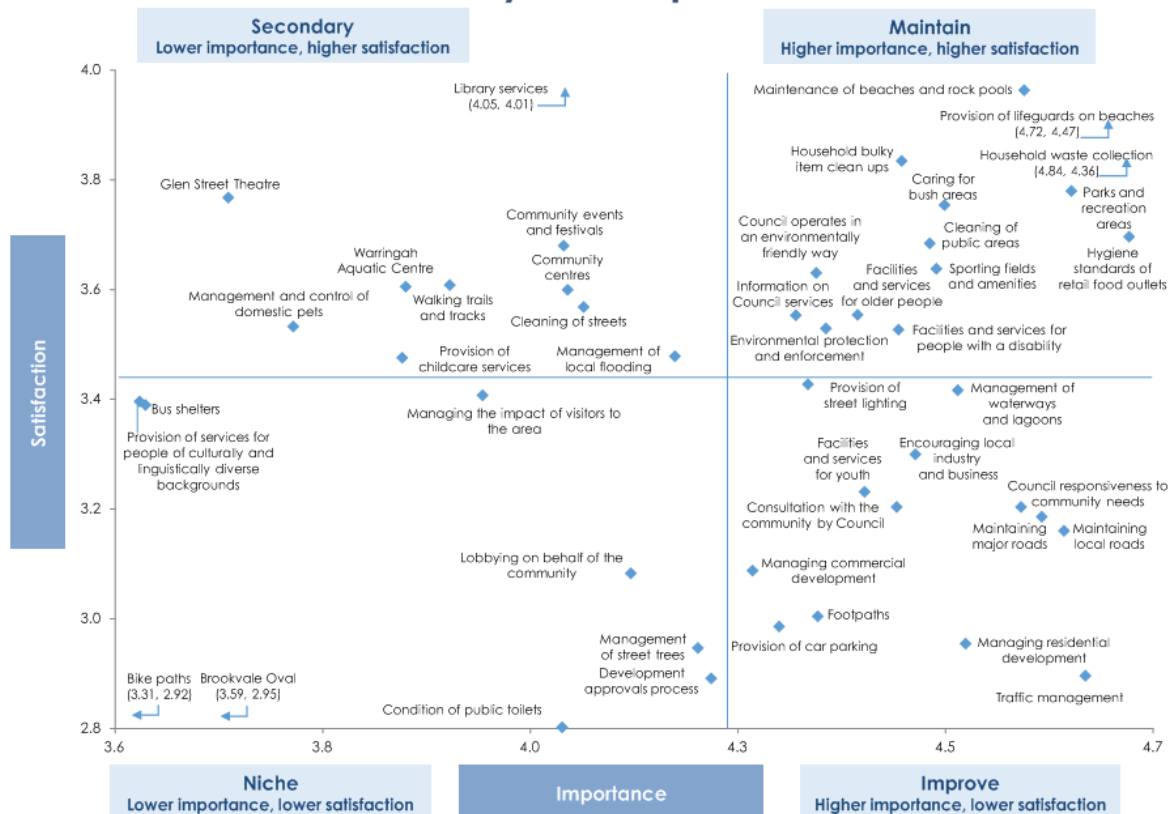
Quadrant Analysis

Step 2. Quadrant Analysis

Quadrant analysis 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 where the facility or service should be plotted. For these criteria, the average stated importance score was 4.25 and the average rated satisfaction score was 3.44. Therefore, any facility or service that received a mean stated importance score of ≥ 4.25 would be plotted in the higher importance section and, conversely, any that scored < 4.25 would be plotted into the lower importance section. The same exercise is undertaken with the satisfaction ratings above, equal to or below 3.44. 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



Quadrant Analysis

Explaining the 4 quadrants

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

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

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

Finally, attributes in the bottom right quadrant, **SECONDARY**, such as 'management of local flooding', are core strengths, but in relative terms they are deemed less overtly important than other directly obvious areas. However, the occupants of this quadrant tend to be the sort of services and facilities that deliver to community liveability i.e. make it a good place to live.

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

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 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 variables and explanatory variables.

In 2014, we revised the Shapley regression analysis to identify the directional contribution of key services and facilities with regard to optimisers/barriers with Council's overall performance.

What Does This Mean?

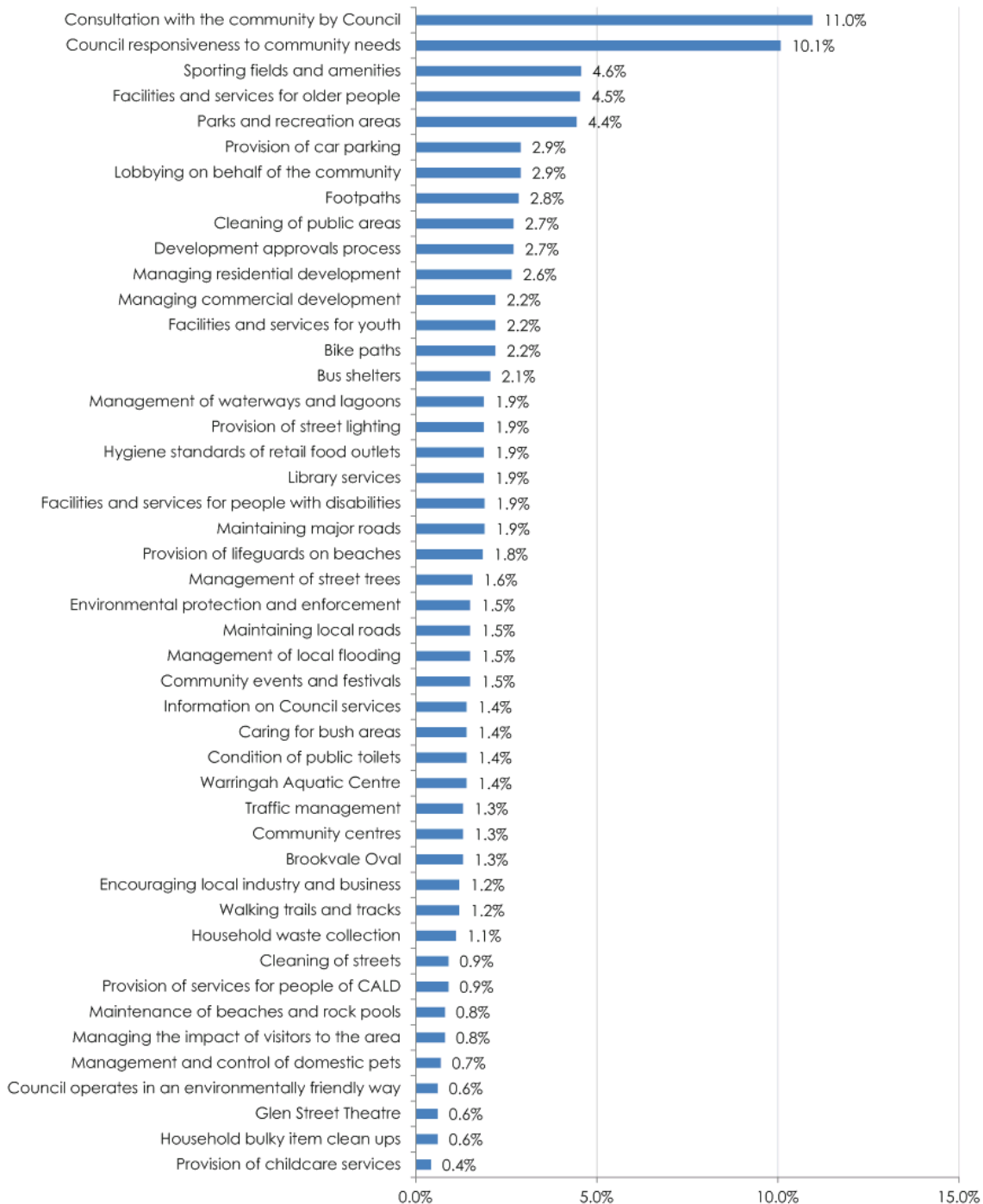
The learning is that if we only rely on the stated community priorities, we will not be allocating the appropriate resources to the actual service attributes that will improve overall community satisfaction. Using regression analysis we can identify the attributes that essentially build overall satisfaction.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



Driving Overall Satisfaction with Council

Overview

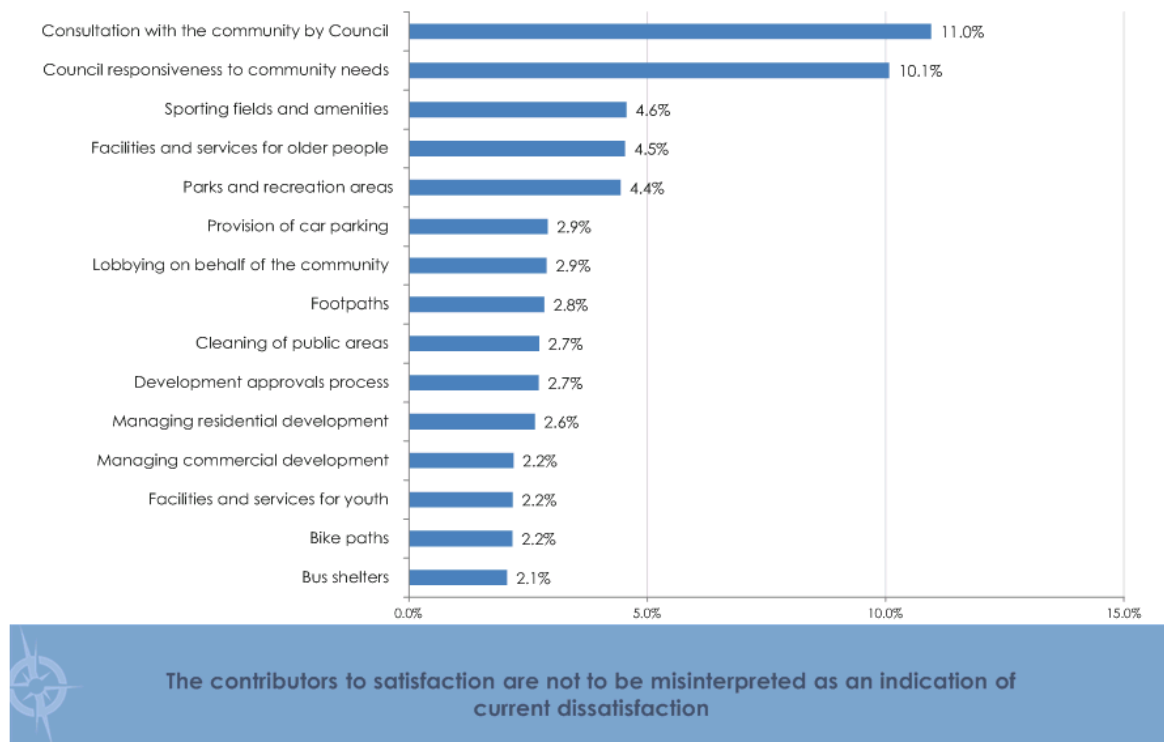
Using regression analysis, we identified the variables that have the greatest influence on driving positive overall satisfaction with Council.



Driving Overall Satisfaction with Council

These 15 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 11.0% towards overall satisfaction.

These Top 15 Indicators Contribute to 60% of Overall Satisfaction with Council



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

Outcome

In the above chart, 'bus shelters' contributes 2.1% towards overall satisfaction, while 'consultation with the community by Council' (11.0%) is a far stronger driver, contributing over five times as much to overall satisfaction with Council.

If Warringah Council can address these core drivers, they will be able to improve residents' overall satisfaction with their performance

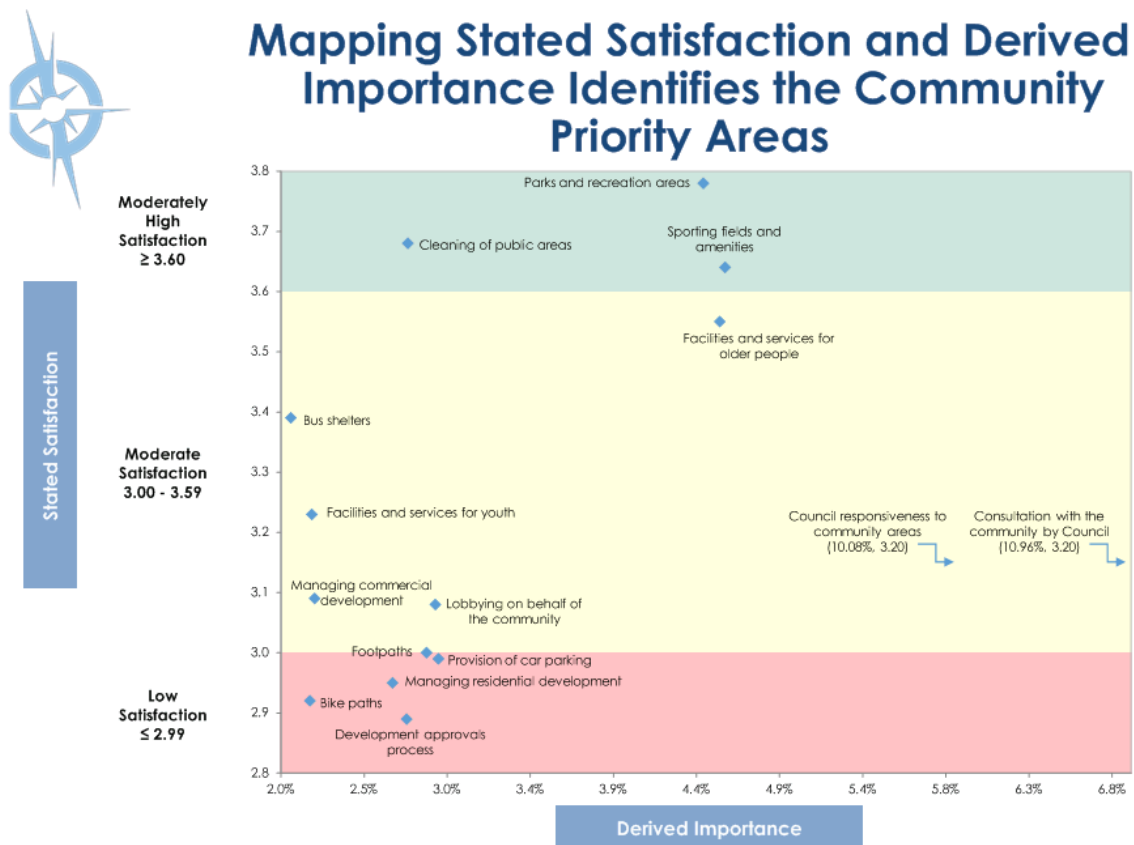


Driving Overall Satisfaction with Council

Clarifying Priorities

By mapping satisfaction against derived importance we can see for some of the core drivers, Council is already providing 'moderately high' or greater levels of satisfaction, i.e. 'sporting fields and amenities', 'parks and recreation areas', and 'cleaning of public areas'. Council should look to maintain/consolidate their delivery in these areas.

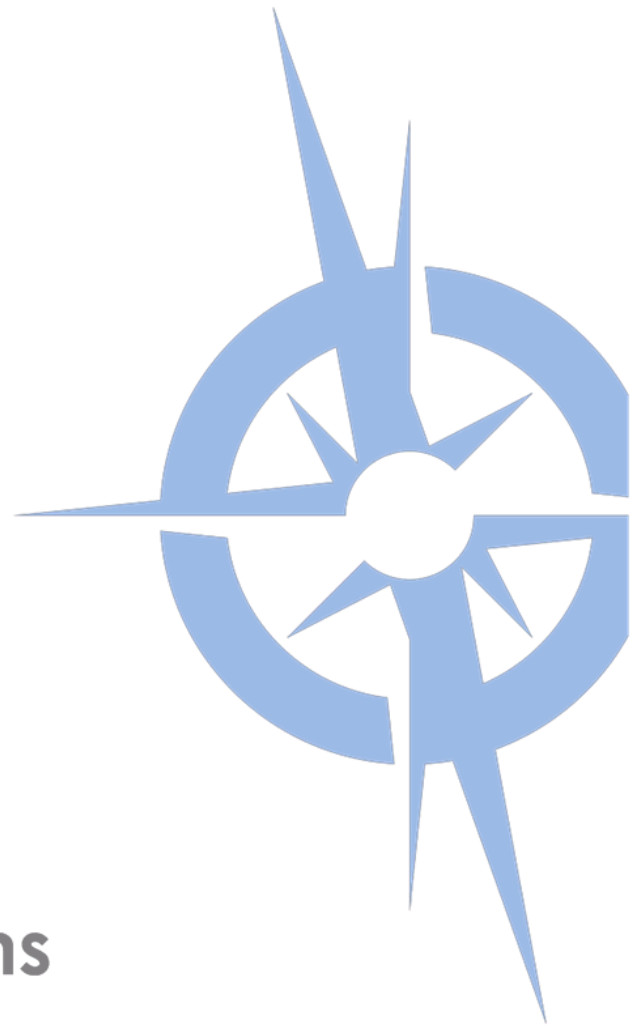
It is also apparent that there is room to elevate satisfaction within the variables that fall in the 'low' and 'moderate satisfaction' regions of the chart. If Warringah Council can address these core drivers, they will be able to improve resident satisfaction with their performance.



This analysis indicates that involvement/engagement areas such as 'consultation with the community by Council' and 'Council responsiveness to community areas', while performing moderately, could be targeted for optimisation. In addition to this, service areas and facilities that also fall in the 'moderate satisfaction' section of the priority areas that Council could look to consolidate are 'facilities and services for older people', 'lobbying on behalf of the community', 'managing commercial development', 'facilities and services for youth', and 'bus shelters'.

Furthermore, areas in relation to maintenance and management of the area are all issues that fall in the 'low satisfaction' area that Council should look to improve in order to meet resident expectations and lift satisfaction scores, i.e. 'provision of car parking', 'footpaths', 'managing residential development', 'development approvals process', and 'bike paths'.





Section C

Communications

Means of Sourcing Information on Council

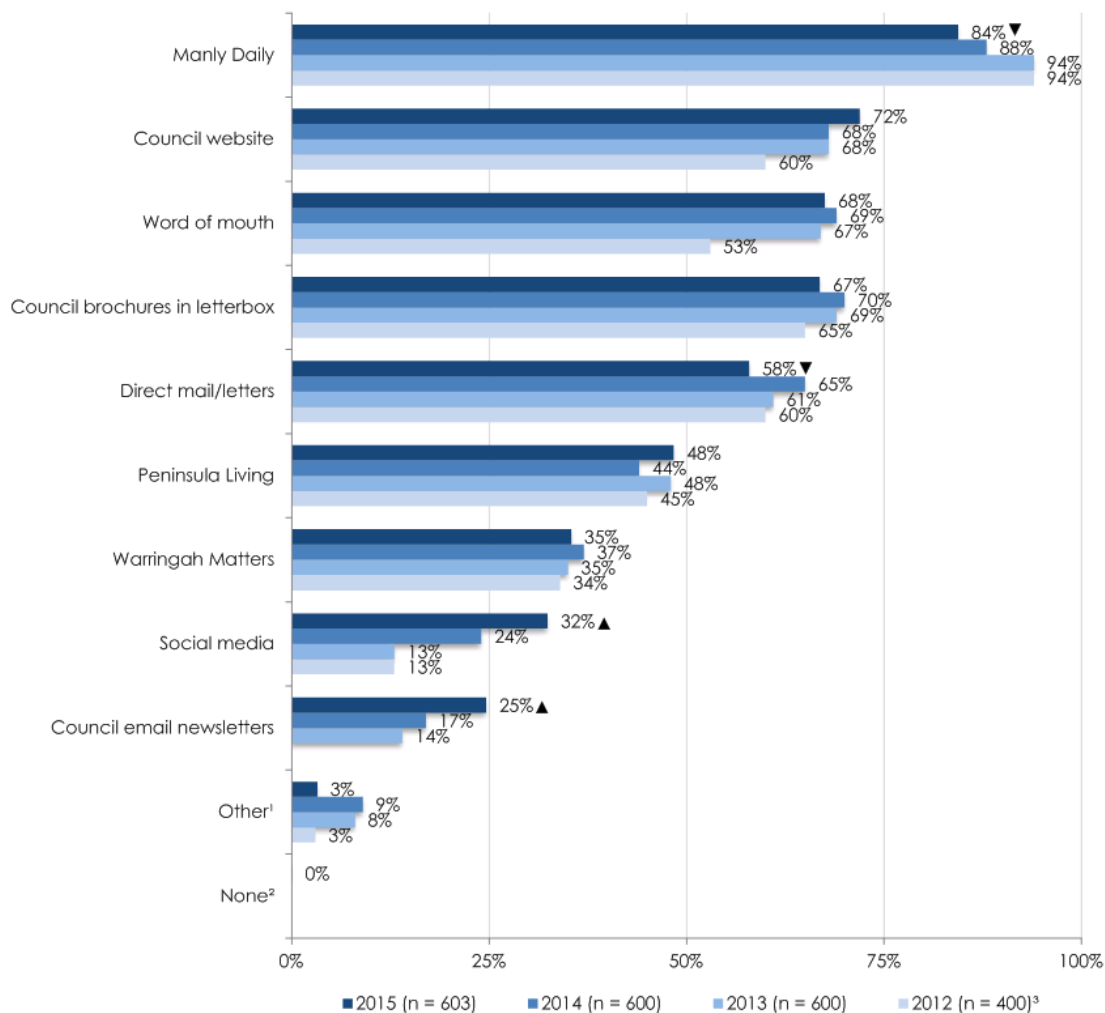
Summary

84% stated their primary source of information on Council services and facilities was via the 'Manly Daily', despite this method of receiving information being significantly lower compared to 2014, it remains residents' principal source of information. Further to this, 'direct mail/letters' has significantly decreased, whilst 'social media' and 'Council email newsletters' have significantly increased as a source of information in comparison to 2014.

Residents aged 45-54 were significantly more likely to obtain information through the 'Council website' (87%) and significantly less likely to attain information via 'social media' (19%), whilst those in the older age groups (65+) were significantly less likely to obtain information through the 'Council website' (43%).

Residents aged 75 and over were significantly less likely to source information on Council services and facilities through 'word of mouth' (47%).

Q2. Where do you source information on Council services and facilities?



▲ ▼ = significantly higher/lower (by year)

¹For the list of 'others', please see Appendix A

²Only one respondent selected 'none' in 2015

³The data for 2012 was extracted from the Warringah Council Brand and Communication Study



Importance of Communications

Summary

Residents regarded the 'Manly Daily' highest in importance in relation to influencing their opinion of the performance of Council, with 88% finding it at least 'somewhat important' – this remains on par with the previous year's outcome.

The 'Council website', 'Peninsula Living', 'Warringah Matters', 'social media', and 'Council email newsletters' have significantly increased in importance compared to 2014.

Residents aged 45-54 were significantly less likely to find the 'Manly Daily' influencing their opinion of Council suggesting a lower level of readership within this age group. These residents were also noticeably less likely to believe 'social media' influential as well as 'Council email newsletters'.

Residents aged 35-54 were significantly more likely to find their opinion influenced by the 'Council website', and unsurprisingly those aged 65 and over felt they were less likely to be influenced by this measure.

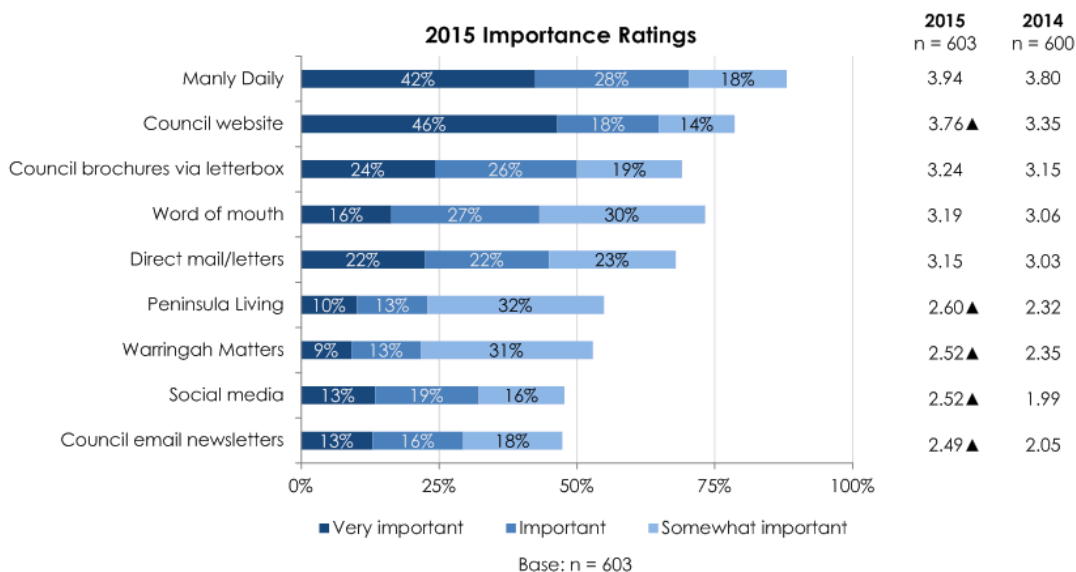
Residents aged 75 and over believed 'Council brochures via letterbox' and 'Warringah Matters' were most important in relation to influencing their opinion on the performance of Council.

Residents aged 65 and over deemed 'Peninsula Living' to be more influential in forming their opinion of Council, whereas those aged 35-44 were noticeably less likely to be influenced by this medium.

As envisaged, residents in the older age groups (65+) were significantly less likely to find 'social media' important in influencing their opinion on the performance of Council, whilst those in the younger age group (18-24) found 'social media' to be significantly more important in relation to influencing their opinion.

Residents of Ward C were significantly more likely to deem the 'Council website' as important in influencing their opinion on the performance of Council.

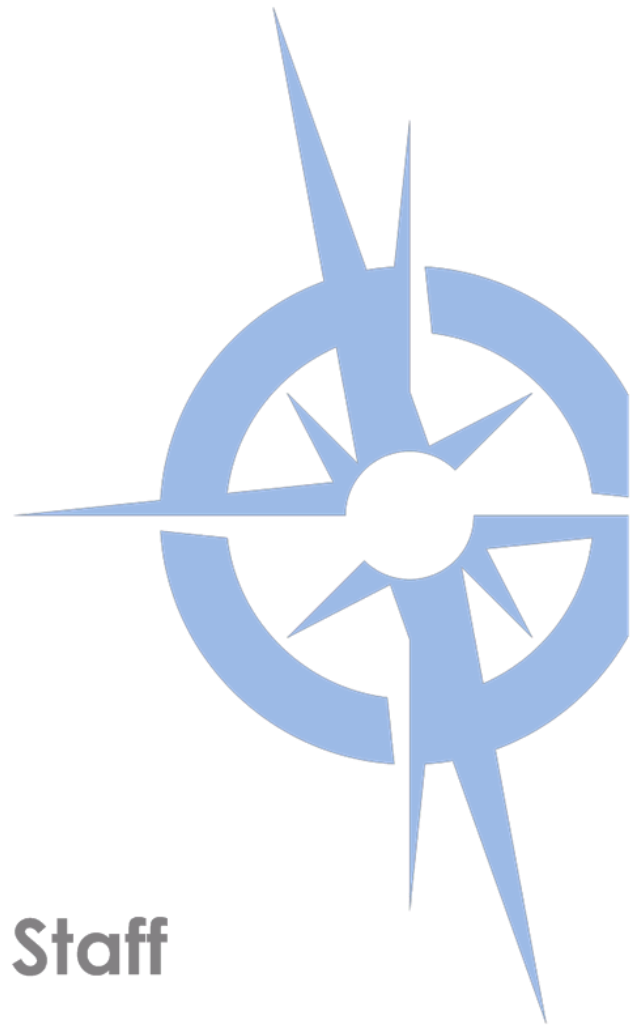
Q3. How important a role do the following have in influencing your opinion on the performance of Council?



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

▲ ▼ = A significantly higher/lower level of importance (by year)





Section D

Performance of Staff and Councillors

Contact with Council Staff

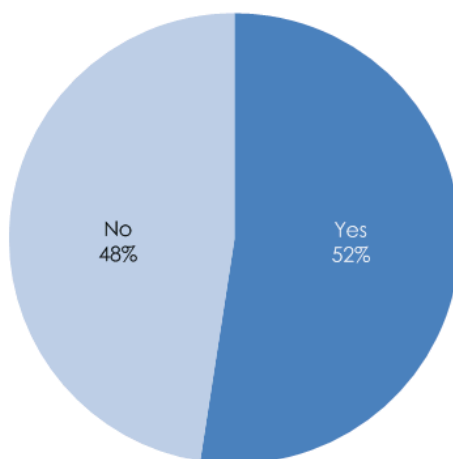
Summary

52% of residents claimed they had contact with a Council staff member in the past 12 months – this outcome remains similar to the previous years.

Residents between the ages of 35 and 54 were more likely to have had contact with a Council staff member in the past 12 months (59%), whilst those in the youngest age group (18-24) were less likely to have had contact with a Council staff member (32%).

Q4a. Have you had contact with a Council staff member in the past 12 months?

	2015 n = 603	2014 n = 600	2013 n = 600
Yes	52%	48%	48%
No	48%	52%	52%



Base: 2015 n = 603



Performance of Council's Staff

Summary

87% of residents were 'somewhat satisfied', 'satisfied' and 'very satisfied' with the overall performance of Council's staff in dealing with their enquiries, with 49% stating 'very satisfied'. Satisfaction remains in line with 2014.

The average mean score remains on par with Micromex Benchmark score.

Residents aged 25-34 were by far the most satisfied of all demographics, whilst those aged 65-74 were the least satisfied with the performance of Council's staff.

Q4b. How satisfied were you with the overall performance of Council's staff in dealing with your enquiry?

	Overall 2012	Overall 2013	Overall 2014	Overall 2015	Micromex Benchmark
Mean ratings	3.87	3.81	4.14	4.04	3.94

	18-24	25-34	35-44	45-54	55-64	65-74	75+	Male	Female
Mean ratings	3.99	4.43	4.00	4.05	3.84	3.81	4.15	3.99	4.08

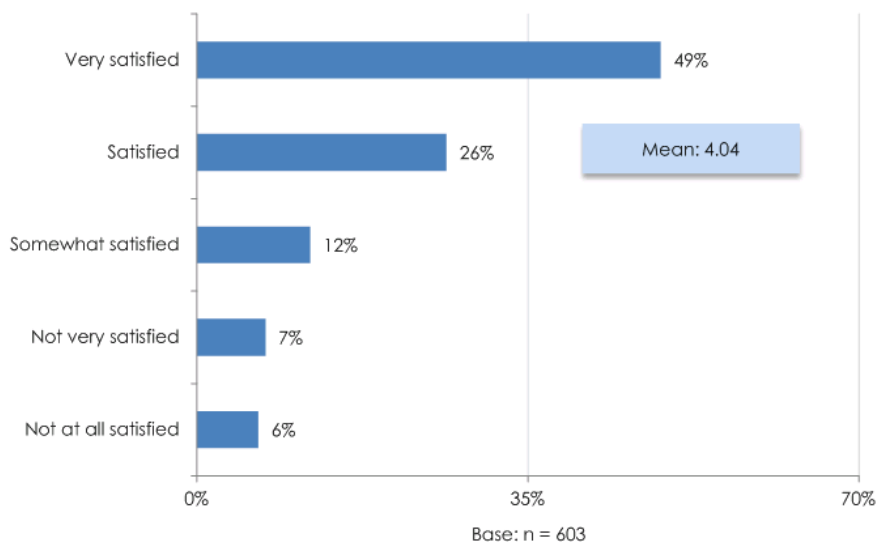
	Ward A	Ward B	Ward C
Mean ratings	3.98	4.02	4.12

	2015
T2B Satisfaction %	75%
T3B Satisfaction %	87%

T2B = Top 2 Box (satisfied, very satisfied)

T3B = Top 3 Box (somewhat satisfied, satisfied, very satisfied)

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



Performance of Mayor and Councillors

Summary

90% of residents indicated they were 'somewhat satisfied', 'satisfied' and 'very satisfied' with the overall performance of the Mayor and Councillors. The satisfaction mean score is significantly higher than both the previous year and our Micromex Benchmark score.

Residents in Ward C rated the performance of the Mayor and Councillors highest in satisfaction amongst all demographics, whilst those in Ward A were least satisfied.

Q5. This next question is about the Mayor and Councillors who are responsible for all policy making decisions and the strategic direction of Council. How satisfied are you with the overall performance of the Mayor and Councillors?

	Overall 2012	Overall 2013	Overall 2014	Overall 2015	Micromex Benchmark
Mean ratings	3.36	3.22	3.35	3.47▲	3.24

	18-24	25-34	35-44	45-54	55-64	65-74	75+	Male	Female
Mean ratings	3.50	3.44	3.50	3.52	3.39	3.46	3.44	3.46	3.47

	Ward A	Ward B	Ward C
Mean ratings	3.34	3.46	3.60

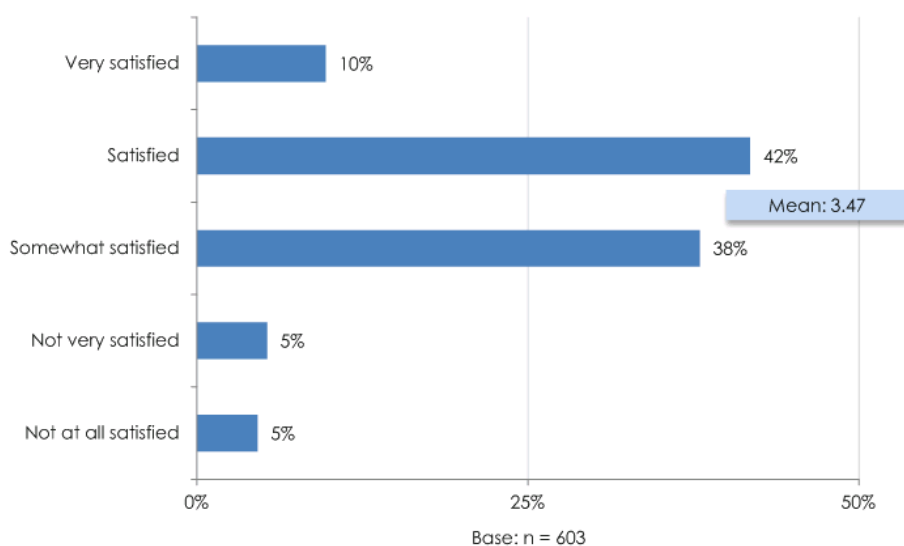
	2015
T2B Satisfaction %	52%
T3B Satisfaction %	90%

T2B = Top 2 Box (satisfied, very satisfied)

T3B = Top 3 Box (somewhat satisfied, satisfied, very satisfied)

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

▲▼ = A significantly higher/lower level of satisfaction (by previous year)





Section E

Fit for the Future

Summary – Fit for the Future

Residents were made aware of the Fit for the Future proposal and asked to rate their level of support and nominate their preference for each option.

Almost half of the residents' first preference went to 'Option 1: creating a New Northern Beaches Council' (49%), followed by 'Option 2: Council to stand alone' (39%), and only 12% preferred 'Option 3: Divide Northern Beaches by splitting Warringah, creating two smaller council areas'.

Residents were supportive of a new Northern Beaches Council (Option 1) and of Council standing alone (Option 2) – both of these options received 53% of top 2 box level support, whereas Option 3 elicited the least amount of support, with 66% of residents indicating they were 'not very supportive' or 'not at all supportive' of this option.

Overall, Options 1 and 2 have very similar support levels and received 49% and 39% of 1st preference rankings respectively, whereas only 12% preferred Option 3.



Support for the Creation of a New Northern Beaches Council

Summary

69% of residents were at least a 'somewhat supportive' of Council creating a Northern Beaches Council by combining Manly, Warringah, and Pittwater into a single new council.

The youngest age group (18-24) had the highest level of support for this option amongst all demographics, whilst those aged 25-34, 75 and over, and residents of Ward A showed the least amount of support for this option.

Option 1 – Creating a Northern Beaches Council by combining Manly, Warringah, and Pittwater into a new single council.

Q8a. How supportive are you of a New Northern Beaches Council?

	Overall	18-24	25-34	35-44	45-54	55-64	65-74	75+	Male	Female
Mean ratings	3.38	3.82	2.81	3.41	3.74	3.44	3.42	3.06	3.51	3.27

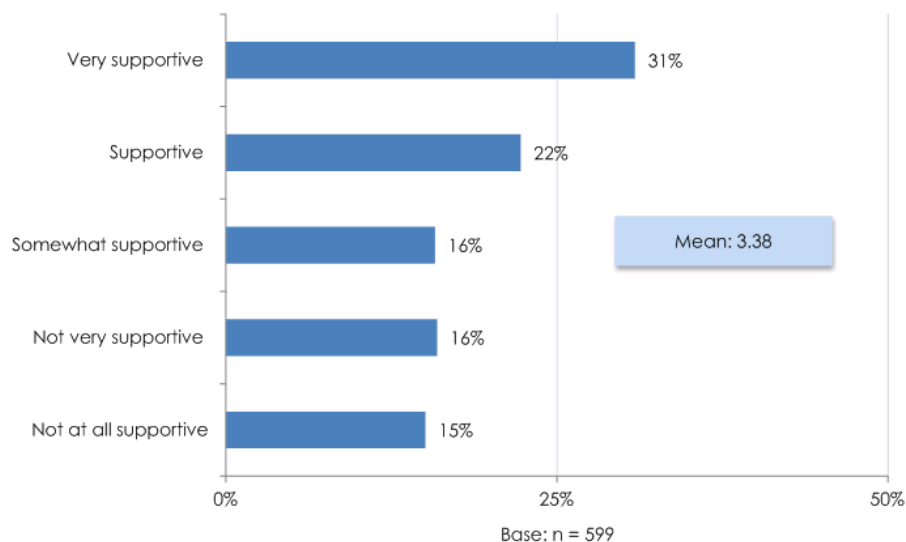
	Ward A	Ward B	Ward C
Mean ratings	3.16	3.53	3.45

	2015
T2B Support %	53%
T3B Support %	69%

T2B = Top 2 Box (supportive, very supportive)

T3B = Top 3 Box (somewhat supportive, supportive, very supportive)

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



Support for Warringah Council to Stand Alone

Summary

77% of residents were 'somewhat supportive' or more of Council standing alone.

Residents aged 25-34 were significantly more supportive of standing alone, whilst those aged 55-74 were significantly less supportive of this option.

Option 2 – Involves no change. As such, Warringah Council would continue as it is.

Q8b. How supportive are you of Warringah Council staying as it is?

	Overall	18-24	25-34	35-44	45-54	55-64	65-74	75+	Male	Female
Mean ratings	3.42	3.27	4.23▲	3.45	3.23	2.99▼	3.07▼	3.51	3.32	3.50

	Ward A	Ward B	Ward C
Mean ratings	3.55	3.24	3.45

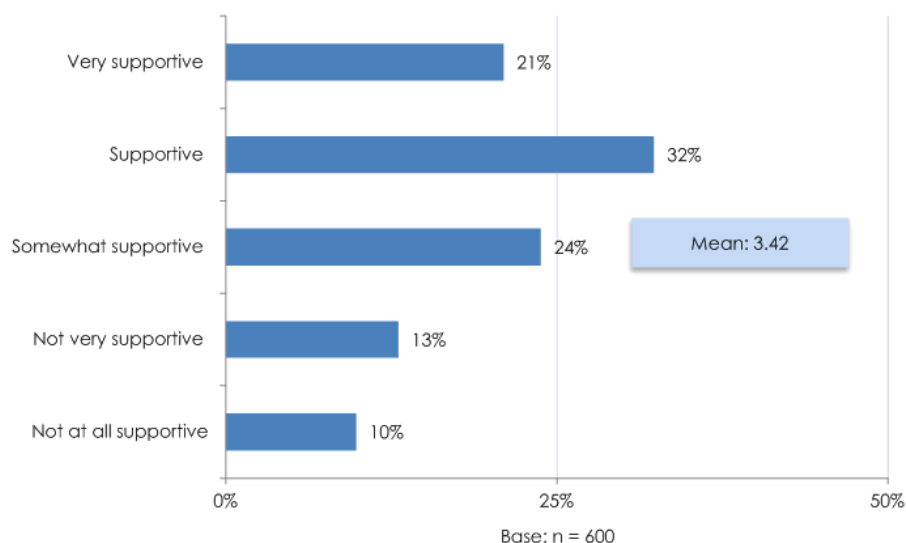
	2015
T2B Support %	53%
T3B Support %	77%

T2B = Top 2 Box (supportive, very supportive)

T3B = Top 3 Box (somewhat supportive, supportive, very supportive)

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

▲▼ = A significantly higher/lower level of support (by group)



Support for Dividing the Northern Beaches by Splitting Warringah to Create Two Smaller Council Areas

Summary

66% of residents stated they were 'not very supportive' or 'not at all supportive' of splitting Warringah Council to create two smaller council areas, representing residents' unwillingness to divide Warringah.

Residents aged 45-54 and 75 and over were by far the least supportive of this option.

Option 3 – Divide the Northern Beaches into two separate council areas by splitting Warringah, creating two smaller councils.

Q8c. How supportive are you of splitting Warringah to create two smaller councils areas?

	Overall	18-24	25-34	35-44	45-54	55-64	65-74	75+	Male	Female
Mean ratings	2.09	2.23	2.31	2.23	1.89	2.06	2.04	1.81	2.12	2.07

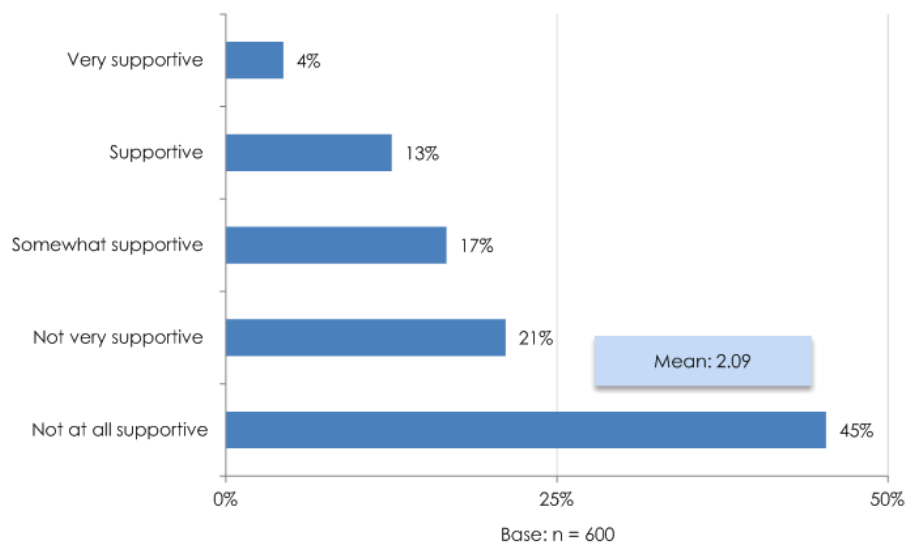
	Ward A	Ward B	Ward C
Mean ratings	2.16	2.05	2.07

	2015
T2B Support %	17%
T3B Support %	34%

T2B = Top 2 Box (supportive, very supportive)

T3B = Top 3 Box (somewhat supportive, supportive, very supportive)

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



Summary of Support for Fit for the Future Options

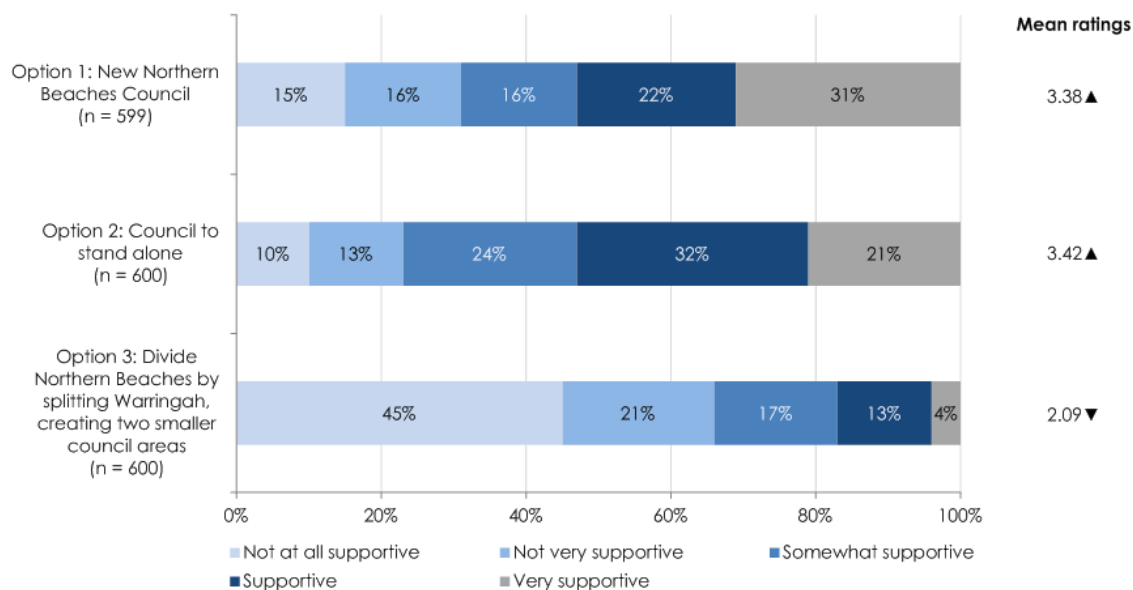
Summary

Residents were made aware of the Fit for the Future proposal and asked to rate their level of support. Option 1: New Northern Beaches Council' and 'Option 2: Council to stand alone' both received 53% of top 2 box level of support, with the least amount of support going to 'Option 3: Divide Northern Beaches by splitting Warringah, creating two smaller council areas', where 66% outright stated they were not supportive.

Q8a. How supportive are you of a New Northern Beaches Council?

Q8b. How supportive are you of Warringah Council staying as it is?

Q8c. How supportive are you of splitting Warringah to create two smaller council areas?

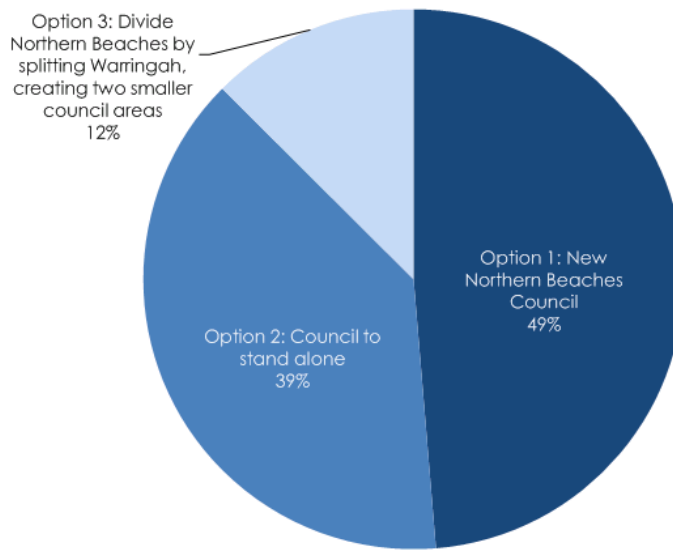


Preferred Option – FIRST Choice

Summary

When asked to select their preferences, 49% residents chose 'Option 1: New Northern Beaches Council' as their first preference out of the three available options, followed by 'Option 2: Council to stand alone', with the remaining 12% choosing 'Option 3: Warringah to create two smaller council areas' as their first preference.

Q9. Thinking about these options, which is your preferred option?



Base: n = 603



Preferred Option – All Options

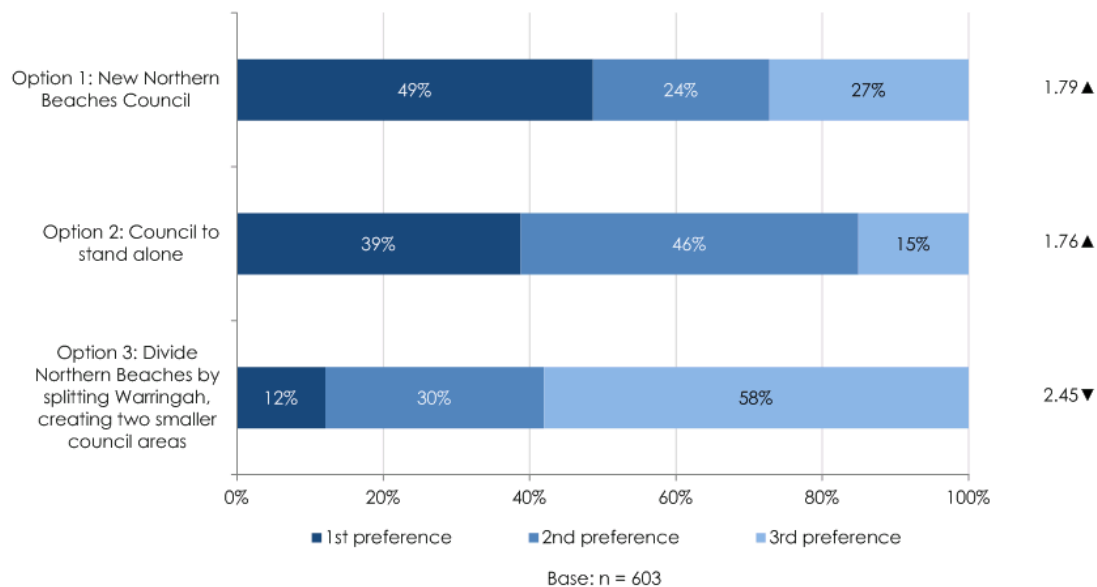
Summary

Residents were significantly more likely to prefer Option 1 (49%) and Option 2 (39%), leaving Option 3 (12%) as their least preferred.

Residents of Ward B ranked Option 1 significantly higher.

Residents aged 25-34 were somewhat more likely to have preferred Council to stand alone, reiterating their support for this option.

Q9. Thinking about these options, which is your preferred option? And your second preference?



Scale: 1 = 1st preference, 3 = 3rd preference

▲ ▼ = significantly higher/lower ranking (by preference)

Note: Means indicated here represent rankings, e.g. 1.00 would reflect 100% 1st preference ranking. As such, lower mean scores relate to a more positive outcome



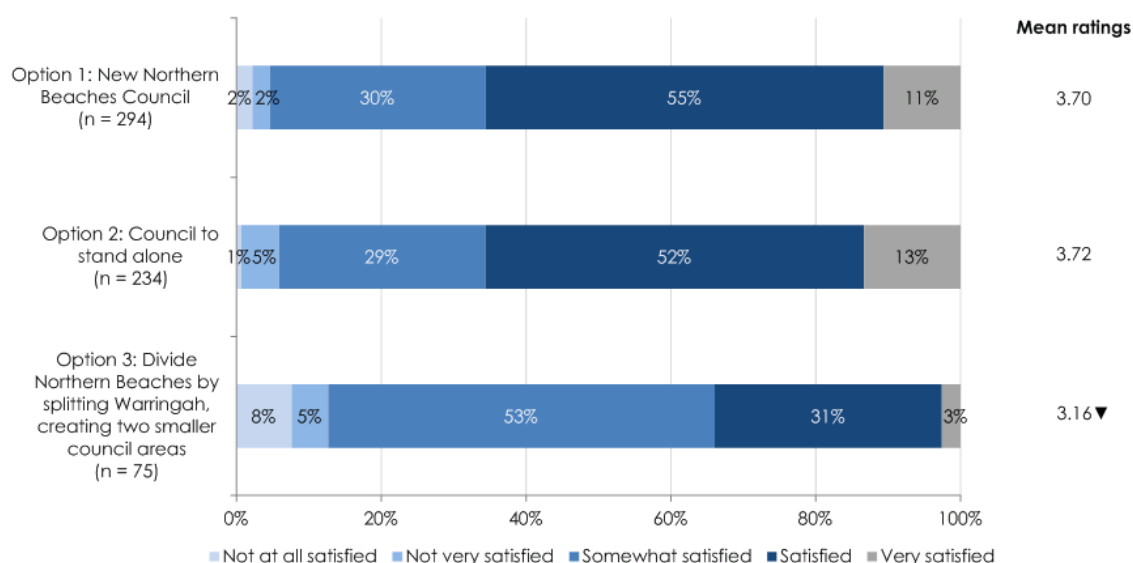
Overall Satisfaction by Preferred Amalgamation Option

Summary

Residents who were satisfied with Council preferred to stand alone or establish the Northern Beaches Council. Residents who were less satisfied with Council were more likely to prefer Option 3 of splitting Warringah to create two smaller Councils.

Q6a. How would you rate the overall performance of Warringah Council as an organisation over the past 12 months?

Q9. Thinking about these options, which is your preferred option? And your second preference?



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

▲▼ = A significantly higher/lower level of satisfaction (by preference)



Section E

Demographics



Demographics

Q10. Please stop me when I read out your age group.

	%
18 – 24	9%
25 – 34	16%
35 – 44	21%
45 – 54	18%
55 – 64	13%
65 – 74	13%
75+	10%

Q11. Gender.

	%
Male	47%
Female	53%

Q12. Which suburb do you live in?

Ward A (n = 201)	%
Collaroy/Collaroy Plateau	11%
Dee Why	11%
Cromer	7%
Narrabeen	3%
Wheeler Heights	2%

Ward B (n = 191)	%
Allambie/Allambie Heights	8%
Freshwater	5%
Narrabeena	4%
North Balgowlah	3%
North Curl Curl	3%
Manly Vale	3%
Curl Curl/South Curl Curl	3%
North Manly	2%
Queenscliff	1%
Brookvale	1%

Ward C (n = 211)	%
Belrose	9%
Frenchs Forest	8%
Terrey Hills	7%
Beacon Hill	4%
Killarney Heights	3%
Forestville	2%
Davidson	2%
Duffys Forest	<1%

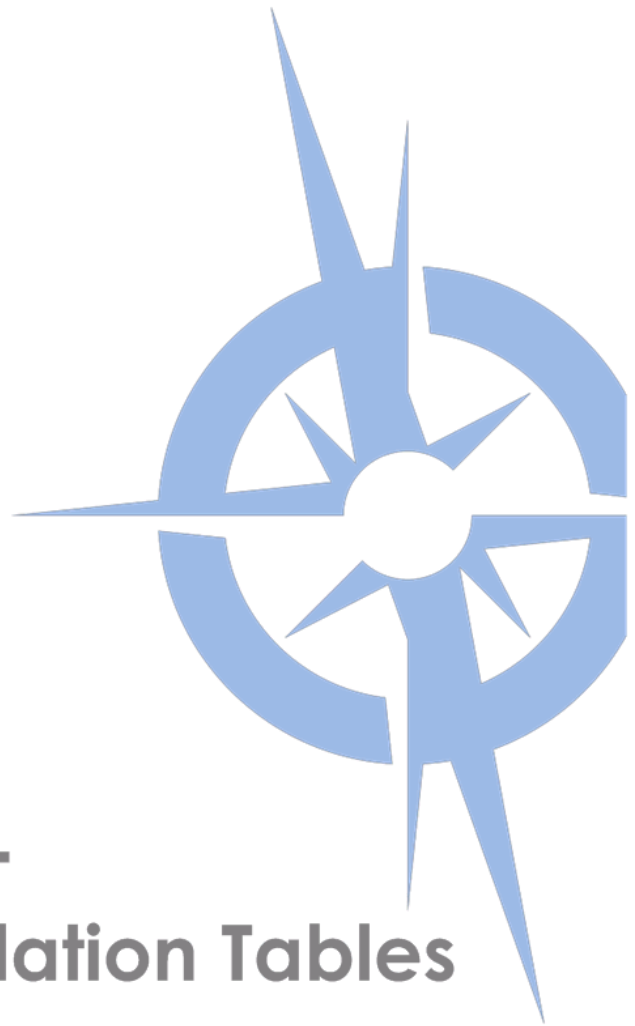


Demographics

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

	%
6 months to 2 years	3%
3 – 5 years	7%
6 – 10 years	13%
More than 10 years	77%





Appendix A – Data and Correlation Tables

Importance/Satisfaction

Infrastructure and Basic Services

Importance	Overall	18-24	25-34	35-44	45-54	55-64	65-74	75+	Male	Female
Traffic management	4.63	4.72	4.67	4.73	4.62	4.60	4.59	4.38	4.49	4.75▲
Maintaining local roads	4.61	4.59	4.77	4.58	4.53	4.61	4.60	4.56	4.49	4.71▲
Maintaining major roads	4.58	4.68	4.31	4.55	4.66	4.67	4.74	4.53	4.48	4.68
Footpaths	4.34	3.77	4.52	4.43	4.39	4.31	4.45	4.24	4.15	4.52▲
Provision of street lighting	4.33	4.09	4.46	4.20	4.40	4.31	4.51	4.32	4.13	4.51▲
Provision of car parking	4.30	4.31	4.40	4.26	4.33	4.41	4.39	3.95	4.10	4.48▲
Condition of public toilets	4.07	4.00	4.63▲	3.96	3.96	4.07	4.01	3.80	3.80	4.32▲
Walking trails and tracks	3.96	3.58	4.25	4.25	3.95	4.05	3.72	3.39▼	3.95	3.96
Bus shelters	3.63	3.73	3.56	3.26	3.54	3.81	3.86	4.09▲	3.39	3.85
Bike paths	3.31	2.91	3.58	3.85▲	3.57	3.21	2.73▼	2.53▼	3.23	3.38

Importance	Ward A	Ward B	Ward C
Traffic management	4.55	4.63	4.70
Maintaining local roads	4.65	4.55	4.61
Maintaining major roads	4.64	4.42	4.68
Footpaths	4.46	4.34	4.23
Provision of street lighting	4.33	4.32	4.35
Provision of car parking	4.42	4.30	4.19
Condition of public toilets	4.25	3.96	4.01
Walking trails and tracks	4.03	3.97	3.87
Bus shelters	3.60	3.63	3.66
Bike paths	3.51	3.41	3.03

Satisfaction	Overall	18-24	25-34	35-44	45-54	55-64	65-74	75+	Male	Female
Traffic management	2.90	3.32	2.79	2.79	2.94	2.71	2.89	3.10	2.93	2.87
Maintaining local roads	3.16	3.04	3.02	3.20	3.31	3.18	3.07	3.24	3.18	3.14
Maintaining major roads	3.19	3.49	2.79	3.05	3.31	3.23	3.27	3.43	3.12	3.24
Footpaths	3.00	3.46	2.90	2.88	3.16	3.05	2.86	2.88	3.16	2.87
Provision of street lighting	3.43	3.86	2.94	3.35	3.46	3.47	3.53	3.74	3.43	3.43
Provision of car parking	2.99	3.31	2.77	3.16	3.06	2.87	2.87	2.83	3.12	2.86
Condition of public toilets	2.80	2.68	2.67	2.83	2.94	2.76	2.83	2.87	2.88	2.74
Walking trails and tracks	3.61	3.68	3.75	3.80	3.57	3.55	3.40	3.33	3.56	3.65
Bus shelters	3.39	3.86	3.22	3.26	3.28	3.36	3.47	3.62	3.38	3.40
Bike paths	2.92	2.73	3.41	3.04	3.04	2.68	2.56	2.65	2.97	2.87

Satisfaction	Ward A	Ward B	Ward C
Traffic management	2.96	3.06	2.69
Maintaining local roads	3.10	3.32	3.07
Maintaining major roads	3.00	3.40	3.16
Footpaths	3.04	3.16	2.83
Provision of street lighting	3.25	3.57	3.47
Provision of car parking	2.86	3.13	2.98
Condition of public toilets	2.74	2.82	2.85
Walking trails and tracks	3.67	3.55	3.61
Bus shelters	3.21	3.37	3.58
Bike paths	3.01	3.08	2.69

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

▲ ▼ = A significantly higher/lower level of importance/satisfaction (by group)



Importance/Satisfaction

Infrastructure and Basic Services

	Not at all important	Not very important	Somewhat important	Important	Very important	Total %	Base
Traffic management	1%	1%	6%	18%	74%	100%	603
Maintaining local roads	1%	1%	6%	23%	69%	100%	603
Maintaining major roads	3%	0%	5%	21%	71%	100%	603
Footpaths	2%	3%	10%	28%	57%	100%	603
Provision of street lighting	2%	3%	10%	29%	56%	100%	603
Provision of car parking	3%	3%	13%	26%	56%	100%	603
Condition of public toilets	7%	3%	13%	27%	49%	100%	603
Walking trails and tracks	5%	7%	17%	30%	41%	100%	603
Bus shelters	12%	10%	19%	21%	38%	100%	603
Bike paths	19%	12%	19%	20%	30%	100%	603

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Total %	Base
Traffic management	13%	22%	37%	19%	9%	100%	603
Maintaining local roads	6%	18%	38%	32%	7%	100%	603
Maintaining major roads	6%	16%	39%	30%	9%	100%	602
Footpaths	12%	21%	32%	26%	10%	100%	601
Provision of street lighting	7%	11%	30%	36%	16%	100%	602
Provision of car parking	10%	18%	41%	24%	7%	100%	600
Condition of public toilets	14%	18%	46%	18%	4%	100%	573
Walking trails and tracks	4%	9%	29%	37%	20%	100%	579
Bus shelters	5%	13%	33%	35%	14%	100%	584
Bike paths	17%	16%	36%	21%	10%	100%	565



Importance/Satisfaction Waste Services

Importance	Overall	18-24	25-34	35-44	45-54	55-64	65-74	75+	Male	Female
Household waste collection	4.84	4.41	5.00▲	4.86	4.80	4.88	4.88	4.87	4.81	4.87
Cleaning of public areas	4.46	4.50	4.48	4.41	4.40	4.55	4.50	4.47	4.31	4.60▲
Household bulky item clean ups	4.43	4.05	4.35	4.42	4.38	4.56	4.58	4.67	4.38	4.48
Cleaning of streets	4.10	4.19	4.02	3.98	3.98	4.29	4.18	4.24	4.06	4.13

Importance	Ward A	Ward B	Ward C
Household waste collection	4.88	4.83	4.80
Cleaning of public areas	4.48	4.47	4.44
Household bulky item clean ups	4.49	4.41	4.40
Cleaning of streets	4.24	4.10	3.96

Satisfaction	Overall	18-24	25-34	35-44	45-54	55-64	65-74	75+	Male	Female
Household waste collection	4.36	4.32	4.42	4.33	4.22	4.27	4.40	4.68▲	4.37	4.35
Cleaning of public areas	3.68	3.91	3.83	3.70	3.72	3.49	3.49	3.66	3.75	3.62
Household bulky item clean ups	3.84	4.14	3.48	3.88	3.96	3.65	3.82	4.08	3.82	3.85
Cleaning of streets	3.57	3.86	3.96	3.67	3.57	3.28	3.15▼	3.39	3.60	3.54

Satisfaction	Ward A	Ward B	Ward C
Household waste collection	4.20	4.46	4.42
Cleaning of public areas	3.47	3.83	3.75
Household bulky item clean ups	3.62	3.93	3.96
Cleaning of streets	3.57	3.57	3.57

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

▲▼ = A significantly higher/lower level of importance/satisfaction (by group)

	Not at all important	Not very important	Somewhat important	Important	Very important	Total %	Base
Household waste collection	0%	0%	1%	12%	86%	100%	603
Cleaning of public areas	0%	1%	7%	34%	57%	100%	603
Household bulky item clean ups	1%	3%	10%	23%	63%	100%	603
Cleaning of streets	2%	4%	21%	29%	44%	100%	603

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Total %	Base
Household waste collection	0%	5%	8%	34%	53%	100%	603
Cleaning of public areas	2%	8%	28%	46%	17%	100%	601
Household bulky item clean ups	4%	11%	17%	33%	35%	100%	601
Cleaning of streets	4%	12%	27%	37%	20%	100%	602



Importance/Satisfaction Environmental Services

Importance	Overall	18-24	25-34	35-44	45-54	55-64	65-74	75+	Male	Female
Maintenance of beaches and rock pools	4.56	4.45	4.52	4.64	4.61	4.56	4.57	4.49	4.39	4.72▲
Management of waterways and lagoons	4.49	4.45	4.42	4.53	4.44	4.59	4.50	4.53	4.36	4.62▲
Caring for bush areas	4.48	4.77	4.65	4.23	4.38	4.60	4.39	4.61	4.34	4.60▲
Environmental protection and enforcement	4.35	4.32	4.17	4.17	4.39	4.56▲	4.52	4.53	4.25	4.45
Council operates in an environmentally friendly way	4.34	4.22	4.50	4.32	4.27	4.32	4.38	4.36	4.14	4.53▲
Management of street trees	4.22	4.22	3.90	4.20	4.12	4.38	4.52▲	4.34	3.94	4.47▲
Management of local flooding	4.19	4.22	3.75	4.22	4.19	4.33	4.42	4.36	3.88	4.47▲
Management and control of domestic pets	3.79	3.59	3.06	3.76	3.83	4.07	4.19▲	4.24▲	3.67	3.90

Importance	Ward A	Ward B	Ward C
Maintenance of beaches and rock pools	4.67	4.65	4.38
Management of waterways and lagoons	4.54	4.57	4.37
Caring for bush areas	4.42	4.47	4.55
Environmental protection and enforcement	4.32	4.42	4.33
Council operates in an environmentally friendly way	4.37	4.34	4.31
Management of street trees	4.04	4.28	4.33
Management of local flooding	4.26	4.34	3.99
Management and control of domestic pets	3.79	3.80	3.78

Satisfaction	Overall	18-24	25-34	35-44	45-54	55-64	65-74	75+	Male	Female
Maintenance of beaches and rock pools	3.96	4.23	3.85	3.97	4.00	3.88	3.97	3.93	3.98	3.95
Management of waterways and lagoons	3.42	3.55	3.38	3.60	3.34	3.32	3.23	3.49	3.43	3.41
Caring for bush areas	3.75	4.17	3.90	3.92	3.62	3.53	3.49▼	3.68	3.70	3.80
Environmental protection and enforcement	3.53	4.00	3.88	3.69	3.44	3.08▼	3.20▼	3.49	3.59	3.47
Council operates in an environmentally friendly way	3.63	3.86	3.69	3.64	3.64	3.36	3.57	3.72	3.57	3.68
Management of street trees	2.95	3.72▲	3.02	3.06	2.76	2.75	2.62	2.92	3.03	2.87
Management of local flooding	3.48	3.81	3.56	3.41	3.41	3.37	3.45	3.52	3.50	3.46
Management and control of domestic pets	3.53	3.84	3.97	3.50	3.42	3.24	3.35	3.66	3.44	3.62

Satisfaction	Ward A	Ward B	Ward C
Maintenance of beaches and rock pools	4.04	3.87	3.97
Management of waterways and lagoons	3.35	3.30	3.58
Caring for bush areas	3.69	3.71	3.85
Environmental protection and enforcement	3.47	3.59	3.53
Council operates in an environmentally friendly way	3.53	3.78	3.59
Management of street trees	2.91	3.09	2.85
Management of local flooding	3.45	3.58	3.41
Management and control of domestic pets	3.55	3.53	3.52

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

▲▼ = A significantly higher/lower level of importance/satisfaction (by group)



Importance/Satisfaction

Environmental Services

	Not at all important	Not very important	Somewhat important	Important	Very important	Total %	Base
Maintenance of beaches and rock pools	1%	2%	5%	23%	69%	100%	603
Management of waterways and lagoons	1%	1%	8%	27%	62%	100%	603
Caring for bush areas	1%	1%	9%	27%	62%	100%	603
Environmental protection and enforcement	1%	3%	13%	26%	57%	100%	603
Council operates in an environmentally friendly way	2%	1%	10%	33%	54%	100%	603
Management of street trees	3%	3%	14%	29%	51%	100%	603
Management of local flooding	5%	4%	13%	21%	56%	100%	603
Management and control of domestic pets	6%	8%	24%	24%	37%	100%	603

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Total %	Base
Maintenance of beaches and rock pools	1%	4%	20%	48%	27%	100%	599
Management of waterways and lagoons	3%	12%	37%	37%	11%	100%	594
Caring for bush areas	3%	5%	27%	44%	21%	100%	595
Environmental protection and enforcement	3%	8%	36%	40%	13%	100%	580
Council operates in an environmentally friendly way	4%	4%	34%	41%	17%	100%	589
Management of street trees	14%	20%	32%	26%	8%	100%	594
Management of local flooding	4%	11%	38%	26%	20%	100%	577
Management and control of domestic pets	5%	8%	36%	33%	19%	100%	563



Importance/Satisfaction Community Services

Importance	Overall	18-24	25-34	35-44	45-54	55-64	65-74	75+	Male	Female
Facilities and services for people with disabilities	4.43	4.63	4.63	4.22	4.25	4.29	4.61	4.65▲	4.22	4.62▲
Facilities and services for youth	4.39	4.17	4.60	4.46	4.36	4.27	4.46	4.27	4.16	4.60▲
Facilities and services for older people	4.39	4.18	4.60	4.03	4.29	4.47	4.69▲	4.64▲	4.19	4.56▲
Library services	4.05	3.76	4.04	4.06	3.94	4.06	4.24	4.26	3.82	4.26▲
Provision of childcare services	3.90	4.13	4.52▲	3.91	3.42▼	3.74	3.88	3.82	3.78	4.01
Provision of services for people of culturally and linguistically diverse backgrounds	3.63	4.05	3.73	3.44	3.39	3.63	3.60	3.91	3.53	3.71

Importance	Ward A	Ward B	Ward C
Facilities and services for people with disabilities	4.49	4.46	4.34
Facilities and services for youth	4.50	4.41	4.28
Facilities and services for older people	4.55	4.34	4.27
Library services	4.28	4.08	3.81
Provision of childcare services	4.09	3.80	3.83
Provision of services for people of culturally and linguistically diverse backgrounds	3.77	3.59	3.52

Satisfaction	Overall	18-24	25-34	35-44	45-54	55-64	65-74	75+	Male	Female
Facilities and services for people with disabilities	3.53	4.32▲	3.71	3.47	3.27	3.39	3.30	3.54	3.68	3.39
Facilities and services for youth	3.23	3.58	3.27	3.29	3.10	3.06	3.12	3.32	3.32	3.15
Facilities and services for older people	3.55	4.22▲	3.51	3.54	3.27▼	3.41	3.51	3.74	3.65	3.46
Library services	4.01	3.72	4.18	4.02	3.91	3.91	4.04	4.23	3.87	4.13
Provision of childcare services	3.48	3.76	3.41	3.75	3.30	3.22	3.34	3.42	3.55	3.41
Provision of services for people of culturally and linguistically diverse backgrounds	3.40	3.70	3.96	3.58	3.15	3.19	3.07▼	3.21	3.47	3.32

Satisfaction	Ward A	Ward B	Ward C
Facilities and services for people with disabilities	3.42	3.57	3.58
Facilities and services for youth	3.27	3.24	3.19
Facilities and services for older people	3.65	3.57	3.45
Library services	4.00	4.17	3.86
Provision of childcare services	3.50	3.57	3.37
Provision of services for people of culturally and linguistically diverse backgrounds	3.35	3.48	3.36

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

▲▼ = A significantly higher/lower level of importance/satisfaction (by group)



Importance/Satisfaction Community Services

	Not at all important	Not very important	Somewhat important	Important	Very important	Total %	Base
Facilities and services for people with disabilities	3%	2%	8%	23%	64%	100%	603
Facilities and services for youth	3%	2%	12%	22%	62%	100%	603
Facilities and services for older people	3%	3%	10%	19%	65%	100%	603
Library services	5%	5%	15%	26%	48%	100%	603
Provision of childcare services	10%	7%	17%	14%	52%	100%	603
Provision of services for people of culturally and linguistically diverse backgrounds	8%	10%	24%	27%	31%	100%	603

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Total %	Base
Facilities and services for people with disabilities	3%	8%	36%	38%	14%	100%	559
Facilities and services for youth	5%	12%	48%	25%	10%	100%	557
Facilities and services for older people	2%	8%	38%	35%	17%	100%	566
Library services	2%	5%	20%	40%	34%	100%	583
Provision of childcare services	4%	6%	41%	33%	15%	100%	544
Provision of services for people of culturally and linguistically diverse backgrounds	3%	8%	48%	27%	14%	100%	504



Importance/Satisfaction

Planning and Development Services

Importance	Overall	18-24	25-34	35-44	45-54	55-64	65-74	75+	Male	Female
Hygiene standards of retail food outlets	4.67	4.86	4.69	4.58	4.65	4.65	4.74	4.69	4.58	4.76
Managing residential development	4.50	4.32	4.44	4.49	4.54	4.56	4.56	4.56	4.46	4.54
Encouraging local industry and business	4.45	4.68	4.58	4.30	4.45	4.40	4.47	4.35	4.47	4.43
Managing commercial development	4.28	4.46	4.17	4.27	4.25	4.30	4.30	4.27	4.29	4.26
Development approvals process	4.23	4.18	4.13	4.32	4.19	4.24	4.26	4.30	4.22	4.24
Managing the impact of visitors to the area	3.99	4.00	3.96	3.95	3.85	4.06	4.12	4.11	4.00	3.98

Importance	Ward A	Ward B	Ward C
Hygiene standards of retail food outlets	4.63	4.74	4.65
Managing residential development	4.56	4.56	4.39
Encouraging local industry and business	4.49	4.45	4.41
Managing commercial development	4.24	4.37	4.23
Development approvals process	4.22	4.30	4.18
Managing the impact of visitors to the area	4.12	4.01	3.85

Satisfaction	Overall	18-24	25-34	35-44	45-54	55-64	65-74	75+	Male	Female
Hygiene standards of retail food outlets	3.70	4.10	3.96	3.68	3.56	3.57	3.40▼	3.72	3.86▲	3.55
Managing residential development	2.95	3.41	2.81	3.09	2.79	2.81	2.89	3.04	2.97	2.94
Encouraging local industry and business	3.30	3.63	3.35	3.41	3.02▼	3.17	3.21	3.45	3.32	3.28
Managing commercial development	3.09	3.55	3.12	3.27	2.85	2.87	3.05	3.06	3.16	3.02
Development approvals process	2.89	3.20	2.88	3.13	2.76	2.67	2.68	2.92	2.95	2.84
Managing the impact of visitors to the area	3.41	3.84	3.38	3.50	3.29	3.25	3.32	3.44	3.47	3.35

Satisfaction	Ward A	Ward B	Ward C
Hygiene standards of retail food outlets	3.64	3.67	3.78
Managing residential development	2.75	2.90	3.20
Encouraging local industry and business	3.27	3.30	3.33
Managing commercial development	2.96	3.02	3.27
Development approvals process	2.90	2.81	2.96
Managing the impact of visitors to the area	3.35	3.47	3.41

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

▲▼ = A significantly higher/lower level of importance/satisfaction (by group)



Importance/Satisfaction

Planning and Development Services

	Not at all important	Not very important	Somewhat important	Important	Very important	Total %	Base
Hygiene standards of retail food outlets	0%	1%	5%	18%	75%	100%	603
Managing residential development	2%	1%	8%	23%	66%	100%	603
Encouraging local industry and business	2%	2%	9%	24%	63%	100%	603
Managing commercial development	2%	3%	12%	29%	53%	100%	603
Development approvals process	5%	3%	12%	27%	54%	100%	603
Managing the impact of visitors to the area	3%	7%	17%	34%	39%	100%	603

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Total %	Base
Hygiene standards of retail food outlets	1%	6%	30%	45%	17%	100%	591
Managing residential development	10%	22%	37%	24%	7%	100%	589
Encouraging local industry and business	5%	10%	45%	30%	10%	100%	584
Managing commercial development	8%	17%	41%	28%	7%	100%	572
Development approvals process	15%	19%	37%	24%	7%	100%	546
Managing the impact of visitors to the area	4%	9%	39%	35%	12%	100%	592



Importance/Satisfaction

Recreation Facilities and Services

Importance	Overall	18-24	25-34	35-44	45-54	55-64	65-74	75+	Male	Female
Provision of lifeguards on beaches	4.72	4.72	4.83	4.73	4.60	4.66	4.72	4.80	4.56	4.86▲
Parks and recreation areas	4.61	4.17	5.00▲	4.66	4.50	4.56	4.58	4.62	4.47	4.74▲
Sporting fields and amenities	4.47	4.13	4.35	4.67	4.56	4.37	4.52	4.46	4.50	4.45
Community centres	4.08	4.27	4.06	4.00	3.90	4.03	4.24	4.30	3.97	4.18
Community events and festivals	4.08	3.76	4.77▲	3.95	3.95	4.02	3.94	3.97	3.90	4.23▲
Warringah Aquatic Centre	3.91	3.86	3.71	4.16	3.87	3.86	4.05	3.69	3.69	4.11▲
Glen Street Theatre	3.72	3.77	3.71	3.51	3.55	3.69	4.10▲	3.99	3.43	3.98▲
Brookvale Oval	3.59	3.86	3.48	3.54	3.48	3.45	3.76	3.81	3.67	3.52

Importance	Ward A	Ward B	Ward C
Provision of lifeguards on beaches	4.87▲	4.66	4.63
Parks and recreation areas	4.74	4.56	4.55
Sporting fields and amenities	4.46	4.50	4.46
Community centres	4.27	4.05	3.93
Community events and festivals	4.21	4.10	3.93
Warringah Aquatic Centre	3.83	3.96	3.93
Glen Street Theatre	3.72	3.48	3.94
Brookvale Oval	3.79	3.56	3.43

Satisfaction	Overall	18-24	25-34	35-44	45-54	55-64	65-74	75+	Male	Female
Provision of lifeguards on beaches	4.47	4.55	4.52	4.43	4.47	4.43	4.43	4.52	4.45	4.49
Parks and recreation areas	3.78	3.76	3.79	3.65	3.91	3.74	3.73	3.94	3.81	3.75
Sporting fields and amenities	3.64	3.40	3.97	3.65	3.57	3.63	3.60	3.61	3.58	3.69
Community centres	3.60	3.73	3.61	3.59	3.47	3.49	3.68	3.74	3.59	3.61
Community events and festivals	3.68	3.90	3.60	3.82	3.69	3.53	3.50	3.71	3.68	3.68
Warringah Aquatic Centre	3.61	4.29	3.78	3.44	3.61	3.41	3.42	3.60	3.73	3.49
Glen Street Theatre	3.77	4.05	3.76	3.64	3.75	3.67	3.79	3.96	3.64	3.88
Brookvale Oval	2.95	3.53	3.31	3.08	2.85	2.49▼	2.66	2.80	2.90	2.99

Satisfaction	Ward A	Ward B	Ward C
Provision of lifeguards on beaches	4.47	4.47	4.48
Parks and recreation areas	3.69	3.86	3.80
Sporting fields and amenities	3.64	3.61	3.67
Community centres	3.52	3.58	3.69
Community events and festivals	3.81	3.61	3.62
Warringah Aquatic Centre	3.48	3.74	3.59
Glen Street Theatre	3.73	3.57	3.96
Brookvale Oval	2.76	3.07	3.02

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

▲▼ = A significantly higher/lower level of importance/satisfaction (by group)



Importance/Satisfaction

Recreation Facilities and Services

	Not at all important	Not very important	Somewhat important	Important	Very important	Total %	Base
Provision of lifeguards on beaches	2%	0%	2%	12%	82%	100%	603
Parks and recreation areas	1%	1%	6%	20%	72%	100%	603
Sporting fields and amenities	3%	3%	5%	23%	66%	100%	603
Warringah Aquatic Centre	8%	7%	15%	27%	44%	100%	603
Community events and festivals	3%	5%	17%	32%	43%	100%	603
Community centres	3%	4%	16%	33%	43%	100%	603
Brookvale Oval	14%	9%	21%	18%	38%	100%	603
Glen Street Theatre	10%	9%	17%	28%	37%	100%	603

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Total %	Base
Provision of lifeguards on beaches	1%	1%	7%	34%	58%	100%	598
Parks and recreation areas	2%	7%	27%	36%	27%	100%	601
Sporting fields and amenities	4%	6%	33%	38%	20%	100%	571
Warringah Aquatic Centre	4%	10%	29%	35%	22%	100%	558
Community events and festivals	3%	7%	31%	38%	21%	100%	596
Community centres	2%	8%	36%	37%	17%	100%	574
Brookvale Oval	16%	15%	42%	14%	14%	100%	555
Glen Street Theatre	5%	6%	24%	36%	28%	100%	554



Importance/Satisfaction Community Engagement

Importance	Overall	18-24	25-34	35-44	45-54	55-64	65-74	75+	Male	Female
Council responsiveness to community needs	4.56	4.58	4.83	4.49	4.45	4.43	4.60	4.56	4.44	4.67
Consultation with the community by Council	4.43	4.36	4.52	4.38	4.33	4.44	4.53	4.47	4.36	4.49
Information on Council services	4.32	3.99	4.58	4.21	4.14	4.30	4.51	4.53	4.20	4.43
Lobbying on behalf of the community	4.15	4.13	4.29	4.14	4.01	4.07	4.27	4.13	3.97	4.31

Importance	Ward A	Ward B	Ward C
Council responsiveness to community needs	4.58	4.59	4.51
Consultation with the community by Council	4.44	4.46	4.39
Information on Council services	4.54▲	4.27	4.16
Lobbying on behalf of the community	4.10	4.17	4.17

Satisfaction	Overall	18-24	25-34	35-44	45-54	55-64	65-74	75+	Male	Female
Council responsiveness to community needs	3.20	3.68	3.27	3.15	3.16	2.98	3.03	3.38	3.27	3.14
Consultation with the community by Council	3.20	3.25	3.31	3.40	3.07	2.97	3.02	3.37	3.28	3.14
Information on Council services	3.55	3.81	3.29	3.70	3.38	3.41	3.51	4.01▲	3.57	3.54
Lobbying on behalf of the community	3.08	3.40	2.92	3.14	2.94	2.98	3.01	3.40	3.10	3.07

Satisfaction	Ward A	Ward B	Ward C
Council responsiveness to community needs	3.16	3.31	3.15
Consultation with the community by Council	3.15	3.23	3.23
Information on Council services	3.36	3.66	3.64
Lobbying on behalf of the community	2.96	3.08	3.19

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

▲ ▼ = A significantly higher/lower level of importance/satisfaction (by group)

	Not at all important	Not very important	Somewhat important	Important	Very important	Total %	Base
Council responsiveness to community needs	2%	1%	8%	20%	70%	100%	603
Consultation with the community by Council	2%	1%	7%	32%	58%	100%	603
Information on Council services	2%	1%	11%	33%	52%	100%	603
Lobbying on behalf of the community	3%	5%	15%	27%	50%	100%	603

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Total %	Base
Council responsiveness to community needs	6%	14%	39%	36%	5%	100%	581
Consultation with the community by Council	6%	15%	41%	28%	10%	100%	591
Information on Council services	4%	10%	30%	36%	19%	100%	600
Lobbying on behalf of the community	5%	17%	46%	25%	6%	100%	565



Means of Sourcing Information on Council

Q2. Where do you source information on Council services and facilities?

	Overall	18-24	25-34	35-44	45-54	55-64	65-74	75+	Male	Female
Council website	72%	91%	60%	91%	87%▲	73%	51%▼	31%▼	68%	76%
Warringah Matters	35%	27%	29%	32%	30%	43%	48%	45%	32%	39%
Manly Daily	84%	91%	88%	77%	79%	89%	84%	94%	86%	83%
Peninsula Living	48%	41%	58%	32%	42%	55%	61%	60%	43%	53%
Direct mail/letters	58%	68%	44%	60%	54%	61%	66%	60%	58%	58%
Council brochures in letterbox	67%	73%	50%	67%	66%	73%	79%	68%	64%	69%
Word of mouth	68%	95%	79%	70%	65%	55%	62%	47%▼	66%	69%
Social media	32%	64%	42%	41%	19%▼	26%	21%	19%	29%	35%
Council email newsletters	25%	27%	23%	33%	14%	26%	25%	23%	27%	22%
Other	3%	0%	6%	2%	4%	4%	2%	4%	2%	5%
None	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%

	Ward A	Ward B	Ward C
Council website	63%	69%	83%▲
Warringah Matters	32%	38%	37%
Manly Daily	91%	88%	75%▼
Peninsula Living	53%	47%	45%
Direct mail/letters	54%	61%	59%
Council brochures in letterbox	56%	73%	71%
Word of mouth	66%	68%	68%
Social media	38%	30%	29%
Council email newsletters	26%	24%	24%
Other	1%	5%	3%
None	0%	0%	0%

Base: n = 603

▲▼ = significantly higher/lower percentage (by group)

Other specified	Count n=19
Directly contact Council - phone, visit Council office, Mayor	10
Radio	3
Community noticeboards	2
Community centres	1
Council meetings	1
Local library	1
Progress Association	1
Signage on private properties	1



Importance of Communications

Q3. How important a role do the following have in influencing your opinion on the performance of Council?

Importance	Overall	18-24	25-34	35-44	45-54	55-64	65-74	75+	Male	Female
Manly Daily	3.94	4.40	4.08	3.79	3.61▼	3.79	4.05	4.23	3.79	4.07
Council website	3.76	4.18	3.67	4.44▲	4.12▲	3.54	3.18▼	2.46▼	3.65	3.85
Council brochures via letterbox	3.24	2.90	2.94	3.33	3.05	3.40	3.47	3.67▲	3.12	3.35
Word of mouth	3.19	3.81	3.81	2.95	3.09	3.05	2.93	2.80	3.14	3.23
Direct mail/letters	3.15	2.99	2.85	3.30	3.00	3.25	3.23	3.52	3.07	3.23
Peninsula Living	2.60	2.63	2.71	2.15▼	2.30	2.67	3.05▲	3.24▲	2.42	2.77
Warringah Matters	2.52	2.53	2.31	2.37	2.31	2.72	2.79	2.93▲	2.41	2.62
Social media	2.52	3.77▲	3.19	2.72	2.11▼	2.15	1.98▼	1.81▼	2.35	2.67
Council email newsletters	2.49	2.68	2.92	2.79	2.11▼	2.31	2.33	2.16	2.61	2.39

Importance	Ward A	Ward B	Ward C
Manly Daily	4.08	4.04	3.71
Council website	3.56	3.65	4.04▲
Council brochures via letterbox	3.00	3.29	3.43
Word of mouth	3.31	3.07	3.18
Direct mail/letters	3.02	3.21	3.24
Peninsula Living	2.77	2.71	2.35
Warringah Matters	2.60	2.37	2.58
Social media	2.74	2.50	2.32
Council email newsletters	2.56	2.56	2.37

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

▲▼ = A significantly higher/lower level of importance (by group)

	Not at all important	Not very important	Somewhat important	Important	Very important	Total %	Base
Manly Daily	7%	5%	18%	28%	42%	100%	603
Council website	14%	7%	14%	18%	46%	100%	603
Council brochures via letterbox	19%	12%	19%	26%	24%	100%	603
Word of mouth	14%	13%	30%	27%	16%	100%	603
Direct mail/letters	20%	12%	23%	22%	22%	100%	603
Peninsula Living	28%	17%	32%	13%	10%	100%	603
Warringah Matters	32%	16%	31%	13%	9%	100%	603
Social media	42%	11%	16%	19%	13%	100%	603
Council email newsletters	40%	12%	18%	16%	13%	100%	603



Contact with Council Staff

Q4a. Have you had contact with a Council staff member in the past 12 months?

	Overall	18-24	25-34	35-44	45-54	55-64	65-74	75+	Male	Female
Yes	52%	32%	48%	59%	59%	54%	52%	52%	51%	54%
No	48%	68%	52%	41%	41%	46%	48%	48%	49%	46%

	Ward A	Ward B	Ward C
Yes	50%	53%	54%
No	50%	47%	46%

Base: n = 603

Performance of Council's Staff

Q4b. How satisfied were you with the overall performance of Council's staff in dealing with your enquiry?

	Overall	18-24	25-34	35-44	45-54	55-64	65-74	75+	Male	Female
Mean ratings	4.04	3.99	4.43	4.00	4.05	3.84	3.81	4.15	3.99	4.08

	Ward A	Ward B	Ward C
Mean ratings	3.98	4.02	4.12

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

	%
Very satisfied	49%
Satisfied	26%
Somewhat satisfied	11%
Not very satisfied	7%
Not at all satisfied	6%
Base	316



Performance of Mayor and Councillors

Q5. This next question is about the Mayor and Councillors who are responsible for all policy making decisions and the strategic direction of Council. How satisfied are you with the overall performance of the Mayor and Councillors?

	Overall	18-24	25-34	35-44	45-54	55-64	65-74	75+	Male	Female
Mean ratings	3.47	3.50	3.44	3.50	3.52	3.39	3.46	3.44	3.46	3.47

	Ward A	Ward B	Ward C
Mean ratings	3.34	3.46	3.60

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

	%
Very satisfied	10%
Satisfied	42%
Somewhat satisfied	39%
Not very satisfied	5%
Not at all satisfied	5%
Base	603

Overall Satisfaction with the Performance of Council

Q6a. How would you rate the overall performance of Warringah Council as an organisation over the past 12 months?

	Overall	18-24	25-34	35-44	45-54	55-64	65-74	75+	Male	Female
Mean ratings	3.64	3.63	3.75	3.74	3.69	3.49	3.54	3.51	3.68	3.60

	Ward A	Ward B	Ward C
Mean ratings	3.57	3.69	3.66

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

	%
Very satisfied	11%
Satisfied	51%
Somewhat satisfied	32%
Not very satisfied	4%
Not at all satisfied	2%
Base	603



Positive or Negative Influence of Specific Issues and Perception of Council

Q6b. In giving your rating, has/have any particular issue/s strongly influenced your view, either in a positive or negative way?

	Overall	18-24	25-34	35-44	45-54	55-64	65-74	75+	Male	Female
Yes - Positive	13%	9%	6%	23%	15%	12%	10%	7%	14%	12%
Yes - Negative	35%	41%	48%	28%	27%	39%	34%	31%	28%	41%
No	55%	50%	52%	53%	59%	51%	56%	62%	59%	50%

	Ward A	Ward B	Ward C
Yes - Positive	12%	10%	16%
Yes - Negative	37%	28%	39%
No	55%	63%	47%

Base: n = 603

Positive (13%) (n = 77)	% N=603
Maintenance/Management of services/facilities	2%
Communications on potential amalgamation	1%
Council's management/views of the potential amalgamation	1%
Development in the area	1%
Interactivity and presence of the Mayor within the community	1%
Provision and development of youth services and facilities	1%
Responsiveness of Council services	1%
Bushfire procedures	<1%
Consultation/involvement with the community	<1%
Council do not appear to have much in-fighting	<1%
Council staff are friendly and helpful	<1%
Council's treatment of staff	<1%
Current good financial state	<1%
Development application procedures/processes	<1%
Establishment and maintenance of parks and natural areas	<1%
Infrastructure development	<1%
Maintenance and management of sporting fields	<1%
Natural disaster/weather damage procedures	<1%
New bin service	<1%
Professionalism when managing issues	<1%
Recycling program	<1%
Removal and replacement of street trees in the area	<1%
Satisfied with the contact provided	<1%
Successful lobbying for public transport	<1%
The Mayor's actions and commitment to the area	<1%
The way the various facilities have done their jobs	<1%
Unable to recall particular issue	<1%
Village's ability to have direct contact with Council	<1%
Water skiing on the dam	<1%

Negative (35%) (n = 209)	% N=603
Poor maintenance/management infrastructure	8%
Development approval difficulties	5%
Slow response time/failure to act or resolve	3%
Insufficient maintenance/management of sporting facilities	2%
Lack of communication/community consultation from Council	2%
Overdevelopment in the area	2%
Parking facilities in the area	2%
Council's unnecessary expenditure	1%
Delays in shopping centre development	1%
Do not see benefits of replacing residential bins	1%
Domestic pet control	1%
Enforcement of rules in public areas	1%
High-rise development	1%
Inadequate maintenance of natural areas	1%
Inadequate number services/facilities/infrastructure	1%
Absence/shortage of public transport network/infrastructure	<1%
Accessibility surrounding new Northern Beaches Hospital	<1%
Accessibility/availability of Council	<1%
Accident on the beach	<1%
Amalgamation pressures	<1%
Believe the Mayor has his own agenda and concerned with his own interests	<1%
Bulk waste collection service	<1%
Bushfire management	<1%
Council is in charge of too many things	<1%
Council is not proactive enough	<1%
Council refused to provide shelter next to the rock pool at Dee Why	<1%
Council tip fees are excessive for residential use	<1%
Council waste a lot of time	<1%
Council's lack of research	<1%



Positive or Negative Influence of Specific Issues and Perception of Council

Q6b. In giving your rating, has/have any particular issue/s strongly influenced your view, either in a positive or negative way?

Negative (35%) (n = 209)	% N=603	Negative (35%) (n = 209)	% N=603
Council's management of enquiries and issues	<1%	Lack of maintenance in the rural area	<1%
Delays in the Dee Why Town Centre Master Plan	<1%	Lack of maintenance/management of local facilities	<1%
Destruction of bush areas	<1%	Lack of residential land availability	<1%
Deterioration of Dee Why Centre	<1%	Lack of road maintenance	<1%
Did not receive replacement residential bin	<1%	Lack of support for small businesses/venues	<1%
Do not trust the Council	<1%	Local environment circumstances	<1%
Dredging of the Manly Lagoon	<1%	Natural disaster/weather damage procedures	<1%
Duplication of services	<1%	New fire procedure/process is unnecessarily excessive	<1%
Feral animal management	<1%	No longer receiving the Manly Daily	<1%
Fighting within Council	<1%	No specific reason	<1%
Financial waste regarding green waste bins	<1%	Not allowing clubs to build amenities and facilities on sporting fields	<1%
Foul odours from the tip	<1%	Playground is unsafe	<1%
General management of local issues	<1%	Poor maintenance of grounds and facilities	<1%
Green waste collection service	<1%	Poor management of development areas	<1%
Inconsiderate of community's needs and concerns	<1%	Poor management of traffic and parking	<1%
Infrastructure support is inadequate to meet the increased usage	<1%	Poor street signage	<1%
Lack of aged care services and facilities	<1%	Postponements of gymnastics centre at Warringah Aquatic Centre	<1%
Lack of amenities for live music/entertainment	<1%	Providing too much allowance to cyclists	<1%
Lack of Council representation in regards to new hospital(s)	<1%	Removal of the youth festival on Dee Why beach	<1%
Lack of employment opportunities	<1%	Unhappy with rate rises and income increases of Council staff	<1%
Lack of facilities in open spaces, i.e. toilets	<1%	Upgrade of library	<1%
Lack of health and well-being education	<1%	Waste collection service	<1%



Direction of Warringah Council's Overall Performance

Q7. Over the last 12 months, what is your view of the direction of Warringah Council's overall performance? Has it improved, stayed the same, or deteriorated?

	Overall	18-24	25-34	35-44	45-54	55-64	65-74	75+	Male	Female
Improved	26%	32%	15%	36%	25%	21%	27%	27%	27%	25%
Stay the same	69%	68%	85%	59%	70%	71%	68%	64%	68%	70%
Deteriorated	5%	0%	0%	5%	5%	8%	5%	8%	4%	5%

	Ward A	Ward B	Ward C
Improved	28%	24%	26%
Stay the same	67%	69%	72%
Deteriorated	5%	7%	1%▼

Base: n = 603

▲▼ = significantly higher/lower percentage (by group)



Support for the Creation of a New Northern Beaches Council

Option 1 – Creating a Northern Beaches Council by combining Manly, Warringah, and Pittwater into a new single council.

Q8a. How supportive are you of a New Northern Beaches Council?

	Overall	18-24	25-34	35-44	45-54	55-64	65-74	75+	Male	Female
Mean ratings	3.38	3.82	2.81	3.41	3.74	3.44	3.42	3.06	3.51	3.27

	Ward A	Ward B	Ward C
Mean ratings	3.16	3.53	3.45

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

	%
Very supportive	31%
Supportive	22%
Somewhat supportive	16%
Not very supportive	16%
Not at all supportive	15%
Base	599



Support for Council Standing Alone

Option 2 – Involves no change. As such, Warringah Council would continue as it is.

Q8b. How supportive are you of Warringah Council staying as it is?

	Overall	18-24	25-34	35-44	45-54	55-64	65-74	75+	Male	Female
Mean ratings	3.42	3.27	4.23▲	3.45	3.23	2.99▼	3.07▼	3.51	3.32	3.50

	Ward A	Ward B	Ward C
Mean ratings	3.55	3.24	3.45

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

▲▼ = A significantly higher/lower level of support (by group)

	%
Very supportive	21%
Supportive	32%
Somewhat supportive	24%
Not very supportive	13%
Not at all supportive	10%
Base	600



Support for Dividing the Northern Beaches by Splitting Warringah to Create Two Smaller Council Areas

Option 3 – Divide the Northern beaches into two separate council areas by splitting Warringah, creating two smaller councils.

Q8c. How supportive are you of splitting Warringah to create two smaller councils areas?

	Overall	18-24	25-34	35-44	45-54	55-64	65-74	75+	Male	Female
Mean ratings	2.09	2.23	2.31	2.23	1.89	2.06	2.04	1.81	2.12	2.07

	Ward A	Ward B	Ward C
Mean ratings	2.16	2.05	2.07

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

▲ ▼ = A significantly higher/lower level of support (by group)

	%
Very supportive	4%
Supportive	13%
Somewhat supportive	17%
Not very supportive	21%
Not at all supportive	45%
Base	600

Preferred Option – FIRST Choice

Q9. Thinking about these options, which is your preferred option?

	Overall	18-24	25-34	35-44	45-54	55-64	65-74	75+	Male	Female
Option 1: New Northern Beaches Council	49%	59%	35%	48%	59%	52%	48%	39%	55%	43%
Option 2: Council to stand alone	39%	14%	50%	39%	32%	38%	42%	51%	35%	42%
Option 3: Divide Northern Beaches by splitting Warringah, creating two smaller council areas	12%	27%	15%	12%	8%	10%	11%	10%	10%	15%

	Ward A	Ward B	Ward C
Option 1: New Northern Beaches Council	41%	58%	48%
Option 2: Council to stand alone	44%	32%	40%
Option 3: Divide Northern Beaches by splitting Warringah, creating two smaller council areas	15%	10%	12%

Base: n = 603



Preferred Option – All Options

	Overall	18-24	25-34	35-44	45-54	55-64	65-74	75+	Male	Female
Option 1: New Northern Beaches Council	1.79	1.68	2.15	1.65	1.63	1.76	1.79	1.90	1.66	1.90
Option 2: Council to stand alone	1.76	1.95	1.50	1.80	1.85	1.83	1.80	1.64	1.84	1.69
Option 3: Divide Northern Beaches by splitting Warringah, creating two smaller council areas	2.45	2.37	2.35	2.54	2.52	2.41	2.42	2.46	2.50	2.41

	Ward A	Ward B	Ward C
Option 1: New Northern Beaches Council	1.95	1.58▲	1.81
Option 2: Council to stand alone	1.67	1.88	1.74
Option 3: Divide Northern Beaches by splitting Warringah, creating two smaller council areas	2.37	2.54	2.45

Base: n = 603

Scale: 1 = 1st preference, 3 = 3rd preference

▲ ▼ = significantly higher/lower level of ranking

Overall Satisfaction by Preferred Amalgamation Option

Q6a. How would you rate the overall performance of Warringah Council as an organisation over the past 12 months?

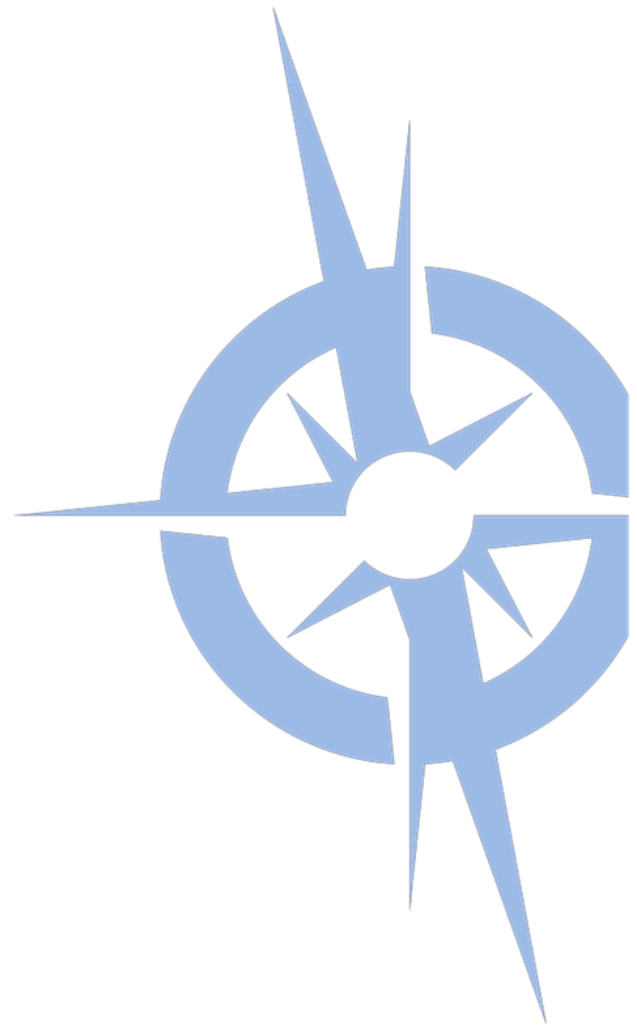
Q9. Thinking about these options, which is your preferred option? And your second preference?

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Total %	Mean	Base
Option 1: New Northern Beaches Council	2%	2%	29%	55%	11%	100%	3.70	294
Option 2: Council to stand alone	1%	5%	29%	52%	13%	100%	3.72	234
Option 3: Divide Northern Beaches by splitting Warringah, creating two smaller council areas	8%	5%	53%	31%	3%	100%	3.16▼	75

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

▲ ▼ = A significantly higher/lower level of satisfaction (by ranking)





Appendix B – Questionnaire

**Warringah Council
Community Survey
May 2015**

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 **(If yes, terminate survey)**
☐ No

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

Ward A – Quota 200

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

Ward B – Quota 200

- | | |
|---|---------------------------------------|
| <input type="radio"/> Allambie/Allambie Heights | <input type="radio"/> Narrabeena |
| <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"/> Queenscliff |

Ward C – Quota 200

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

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
☐ 6 – 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 1 to 5, where 1 is not at all important and not at all satisfied and 5 is very important or very satisfied.

A1. Infrastructure and Basic Services

	Importance					Satisfaction					DK
	1	2	3	4	5	1	2	3	4	5	
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"/>
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"/>
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"/>
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"/>
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"/>
Maintaining major roads (Pittwater/Warringah Rds)	<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"/>
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"/>
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"/>
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"/>

B1. Waste Services

	Importance					Satisfaction					DK
	1	2	3	4	5	1	2	3	4	5	
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"/>
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"/>
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"/>
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"/>



C1. Environmental Services

	Importance					Satisfaction					DK
	1	2	3	4	5	1	2	3	4	5	
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"/>
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"/>
Environmental protection and 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"/>
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"/>
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"/>
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"/>
Management of waterways and 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"/>
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"/>

D1. Community Services

	Importance					Satisfaction					DK
	1	2	3	4	5	1	2	3	4	5	
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"/>
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"/>
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"/>
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"/>
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"/>
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"/>

E1. Planning and Development Services

	Importance					Satisfaction					DK
	1	2	3	4	5	1	2	3	4	5	
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"/>
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"/>
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"/>
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"/>
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"/>
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"/>



F1. Recreation Facilities and Services

	Importance					Satisfaction					DK
	1	2	3	4	5	1	2	3	4	5	
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"/>
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"/>
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"/>
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"/>
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"/>
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"/>
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"/>
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"/>

G1. Community Engagement

	Importance					Satisfaction					DK
	1	2	3	4	5	1	2	3	4	5	
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"/>
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"/>
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"/>
Lobbying on behalf of the community	<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 – Communications
Q2. Where do you source information on Council services and facilities? Prompt

- ☐ Council website (Warringah.nsw.gov.au)
- ☐ Warringah Matters (resident newsletter)
- ☐ Manly Daily
- ☐ Peninsula Living
- ☐ Direct mail/letters
- ☐ Council brochures in letterbox
- ☐ Word of mouth (friend/family/neighbour)
- ☐ Social Media (Facebook, twitter, etc.)
- ☐ Council email newsletters
- ☐ Other (please specify).....
- ☐ None



Q3. How important a role do the following have in influencing your opinion on the performance of Council? Please rate on a scale of 1 to 5, where 1 is not at all important and 5 is very important.

Prompt

	Not at all important 1	2	3	4	Very important 5
Council website (Warringah.nsw.gov.au)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Warringah Matters (resident newsletter)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manly Daily	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Peninsula Living	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Direct mail/letters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Council brochures via letterbox	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Word of mouth (friend/family/neighbour)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social media	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Council email newsletters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section 3 – Performance of staff and Councillors

Q4a. Have you had contact with a Council staff member in the past 12 months?

- ☐ Yes
☐ No **(Go to Q5)**

Q4b. How satisfied were you with the overall performance of Council's staff in dealing with your enquiry? Prompt

- ☐ Very satisfied
☐ Satisfied
☐ Somewhat satisfied
☐ Not very satisfied
☐ Not at all satisfied

Q5. This next question is about the Mayor and Councillors who are responsible for all policy making decisions and the strategic direction of Council. How satisfied are you with the overall performance of the Mayor and Councillors? Prompt

- ☐ Very satisfied
☐ Satisfied
☐ Somewhat satisfied
☐ Not very satisfied
☐ Not at all satisfied

Section 4 – Overall Performance

Q6a. How would you rate the overall performance of Warringah Council as an organisation over the past 12 months? Prompt

- ☐ Very satisfied
☐ Satisfied
☐ Somewhat satisfied
☐ Not very satisfied
☐ Not at all satisfied



Q6b. In giving your rating, has/have any particular issue/s strongly influenced your view, either in a positive or a negative way?

- ☐ Yes - Positive
- ☐ Yes - Negative
- ☐ No (If no, go to Q7)

Q6c. (If yes), please describe the major issue/s that strongly influenced your rating? (up to 2)

.....

.....

Q7. Over the last 12 months, what is your view of the direction of Warringah Council's overall performance? Has it improved, stayed the same, or deteriorated?

- ☐ Improved
- ☐ Stayed the same
- ☐ Deteriorated

Section 6 – Fit for Future

We would like your thoughts on local government reform. The NSW State Government is looking at ways that Councils can better serve their communities and be sustainable for the future. On the Northern Beaches there are several options being discussed.

One option is creating a Northern Beaches Council by combining Manly, Warringah, and Pittwater into a new single council.

Q8a. How supportive are you of a New Northern Beaches Council? Prompt

- ☐ Very supportive
- ☐ Supportive
- ☐ Somewhat supportive
- ☐ Not very supportive
- ☐ Not at all supportive
- ☐ Unsure – Don't prompt

The second Option involves no change. As such, Warringah Council would continue as it is.

Q8b. How supportive are you of Warringah Council staying as it is? Prompt

- ☐ Very supportive
- ☐ Supportive
- ☐ Somewhat supportive
- ☐ Not very supportive
- ☐ Not at all supportive
- ☐ Unsure – Don't prompt



The third option is to divide the Northern Beaches into two separate council areas by splitting Warringah, creating two smaller councils.

(If people ask more about this – explain this would mean combining half of Warringah with Manly and the other half with Pittwater. We are unsure of where the boundary would be).

Q8c. How supportive are you of splitting Warringah to create two smaller council areas? Prompt

- ☐ Very supportive
- ☐ Supportive
- ☐ Somewhat supportive
- ☐ Not very supportive
- ☐ Not at all supportive
- ☐ Unsure – Don't prompt

Q9. Thinking about these options, which is your preferred option? And your second preference?

	1 st preference	2 nd preference	3 rd preference
A new Northern Beaches Council combining Manly, Warringah and Pittwater	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Warringah Council to stay as it is	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dividing the Northern Beaches into 2 councils by splitting Warringah	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section 7 – Demographics

Q10. Please stop me when I read out your age group. Prompt

- ☐ 18 - 24
- ☐ 25 - 34
- ☐ 35 - 44
- ☐ 45 - 54
- ☐ 55 - 64
- ☐ 65 - 74
- ☐ 75+
- ☐ Refused

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.

Q11a. Would you be interested in registering your interest?

- ☐ Yes
- ☐ No (If no, go to end)



Q11b. (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. You will receive a regular update from Council.

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

Q11. Gender (determine by voice):

- ☐ Male
☐ Female

Council contact – Kate Lewis 02 9942 2731



(i) HONES LA HOOD

PLANNING AGREEMENT

Warringah Council

Council

Joesandra Pty Limited

Developer

21899_14398_006.doc

(i)

The Hones La Hood contact for this
Planning Agreement is
Jason Hones on +61 2 8404 7108

(2) Hones La Hood

Lawyers

Suite 201, Level 2, 231 Miller Street

North Sydney NSW 2060 Australia

T +61 2 9929 3031 F +61 2 9929 7071

DX 10534, North Sydney

(ii) TABLE OF CONTENTS

1.	Planning agreement under the Act	1
2.	Application of the planning agreement	2
3.	Operation of this planning agreement	2
4.	Definitions and interpretation	2
4.1.	Definitions	2
4.2.	General	6
5.	Development Contribution to be made under this Agreement	7
6.	Application of the Development Contribution	7
7.	Application of s94, 94A and s94EF of the Act to the Proposed Development	8
8.	Registration of this Agreement	8
9.	Review of Agreement.....	8
10.	Dispute resolution	8
11.	Security and enforcement	10
12.	Notices	11
13.	Approvals and Consent.....	13
14.	Assignment and dealings	13
15.	Costs	13
16.	Entire agreement	13
17.	Further Acts	13
18.	Governing Law and Jurisdiction	14
19.	Joint and individual liability and benefits.....	14
20.	No fetter.....	14
21.	Representations and warranties.....	14
22.	Severability	14
23.	Modification.....	14
24.	Waiver	14
25.	GST	15
26.	Explanatory Note	15
	Schedule 1 – Section 93F Requirements	16
	Schedule 2 – Development Contribution Schedule	18
	Schedule 3 – Development Procedures	19
	Schedule 4 – Development Program	22
	Schedule 5 – Release and Discharge Terms.....	23
	Schedule 6 – Security Arrangements	24
	Execution Page	25

(iii)

21899_14398_006.doc

- This Planning Agreement is made on 2015.

Parties

Warringah Council

of Civic Centre, Pittwater Road, Dee Why
("Council")

Joesandra Pty Limited

of 44 Charlton Crescent, Kogarah
("Developer")

• Background

- A The Developer owns the Land which is located within the Council's local government area.
- B The Developer intends, subject to obtaining appropriate approvals, to develop the Land by carrying out the Development.
- C The Lane is to the rear of the Land.
- D Presently the Lane does not meet appropriate standards to properly operate as a public lane/road.
- E As part of the Development the Developer has offered to provide the Development Contribution to the Council.
- F The parties have agreed to enter into this Agreement so as to give effect to the proposal in recital "E".

• Operative provisions

1. Planning agreement under the Act

The Parties agree that this Agreement is a planning agreement governed by Subdivision 2 of division 6 of Part 4 of the Act.

2. Application of the planning agreement

The planning agreement constituted by this Agreement applies to the Land, including the Lane Dedication Land.

3. Operation of this planning agreement

3.1 Subject to clause 3.2, the Parties agree that the terms of this agreement will take effect and bind the parties from the Commencement Date and will remain in force and effect until the Lane Dedication Land is dedicated by the Developer to the Council.

3.2 The parties agree that if the Developer:

- (a) has not obtained development consent in respect of the Development on or before the first anniversary of the Commencement Date; or
- (b) the Developer withdraws the Development Application for the Development,

then this agreement terminates and will be of no further force or effect and Council must, within 10 Business Days of the happening of such an event, return to the Developer:

- (a) the Bank Guarantee; and
- (b) the signed Transfer.

4. Definitions and interpretation

4.1. Definitions

"Act" means the *Environmental Planning and Assessment Act 1979*.

"Application" means an application for any Development Consent.

"Assignment and Dealing Terms" means the obligations imposed on the relevant Parties under, and by virtue of, clause 14.

"Authorised Officer" means, in the case of any Party, a director or secretary or an officer whose title contains the word "manager" or a person performing the functions of any of them, or any other person appointed by that Party to act as an Authorised Officer for the purpose of this Agreement.

"Authority" means any governmental, semi-governmental, administrative, fiscal or judicial body, department, commission, authority, tribunal, agency or entity and includes an accredited certifier accredited under section 6 of the *Building Professionals Act 2005*.

"Bank Guarantee" means a guarantee or an undertaking by a trading bank or another financial institution acceptable to the Council (acting reasonably) whereby that bank or institution unconditionally and irrevocably agrees to pay the Council on written demand a specified sum of money not less than the amount of the Payment or so much thereof as Council may demand from time to time, and must include an expiry date which is not less than 5 years from the issue date and includes any renewed bank guarantee as referred to in Schedule 6.

"Business Day" means any day except for Saturday or Sunday or a day which is a public holiday in Sydney.

"Certificate of Title" means the certificate of title issued by LPI NSW in respect of the Reserve.

"Commencement Date" means the date of this Agreement.

"Control" or "Controlled" means in respect of an entity the possession, directly, or indirectly, of the power, whether or not having statutory, legal or equitable force, and whether or not based on statutory, legal or equitable rights, directly or indirectly, to control the membership of the board of directors of the entity or to otherwise, directly or indirectly, direct or influence the direction of the management and/ or policies of that entity, whether by means of trusts, agreements, arrangements, understandings, practices, the ownership of any interest in shares or stock or units or other interests of that entity or otherwise.

"Costs" includes reasonable costs, charges and expenses, including those incurred in connection with advisers.

"Council" means Warringah Council.

3

"Dealing" in relation to the Land, means, without limitation, selling, transferring, assigning, mortgaging, charging, encumbering or otherwise dealing with the Land.

"Development" means the proposal to redevelop the Land by construction of a shop top housing development, including basement carparking and consolidation of 2 lots into 1.

"Development Application" has the meaning given to that term in the Act.

"Development Consent" has the meaning given to that term in the Act.

"Development Contribution" means the dedication of the Laneway Dedication by the Developer to the Council as a public road.

"Development Contribution Schedule" means Schedule 2 of this Agreement.

"Development Procedures" means the terms and conditions imposed on the relevant Parties under, and by virtue of, Schedule 3.

"Development Program" means the timetable and milestones for each Development Contribution described in Schedule 4.

"Dispute Resolution Procedures" means the procedures imposed on the relevant Parties under clause 10.

"Explanatory Note" means the explanatory note relating to this Agreement, as required by clause 25E of the Regulation, and attached as Exhibit A to this Agreement.

"GST" has the meaning it has in the GST Act.

"GST Act" means the *A New Tax System (Goods and Services Tax) Act 1999* (Cth).

"Land" means Lot 2 in DP 363933 and Lot 1 in DP 34961 known as 341 - 343

4

Condamine Street, Manly Vale.

"Lane" means Sommerville Place, Manly Vale.

"Lane Dedication" means the dedication of the Lane Dedication Land, to the Council for the purposes of widening the Lane to make it appropriately trafficable.

"Lane Dedication Land" means part of the Land, namely a strip of land located on the western boundary of the Land 1.5m wide.

"Law" means:

- (a) the common law including principles of equity; and
- (b) the requirements of all statutes, rules, ordinances, codes, regulations, proclamations, by-laws or consents by an Authority.

"LEP" means *Warringah Local Environmental Plan 2011*.

"LGA" means the *Local Government Act 1993*, as amended.

"LPI NSW" means Land and Property Information Service New South Wales.

"Parent" means any person who Controls the Developer.

"Party" means a party to this Agreement, including their respective successors and assigns.

"Real Property Act" means the *Real Property Act 1900*.

"Regulation" means the *Environmental Planning and Assessment Regulation 2000*.

"Related Entity" has the meaning "related entity" has in the *Corporations Act 2001* (Cth).

"Register" means the Torrens title register maintained under the Real Property Act.

"Release and Discharge Terms" means the obligations imposed on the relevant Parties under, and by virtue of, Schedule 5.

"Review Procedures" means the procedures set out in clause 9.

"Security Arrangements" means those security arrangements set out in clause 11.

"Transfer" means the transfer (in registrable form but not stamped for stamp duty) of the Lane Dedication Land from the Developer to the Council.

4.2. General

In this Agreement unless the contrary intention appears:

- (a) a reference to a document or another instrument includes any variation or replacement of any of them;
- (b) a reference to a statute, ordinance, code or other law includes regulations and other instruments under it and consolidations, amendments, re-enactments or replacements of any of them;
- (c) the singular includes the plural and vice versa;
- (d) the word "person" includes a firm, a body corporate, an unincorporated association or an authority;
- (e) a reference to a person includes a reference to the person's executors, administrators, successors, substitutes (including, without limitation, persons taking by novation) and assigns;
- (f) an agreement, representation or warranty in favour of two or more persons is for the benefit of them jointly and severally;
- (g) an agreement, representation or warranty on the part of two or more persons binds them jointly and severally;

6

- (h) a reference to any thing (including, without limitation, any amount) is a reference to the whole and each part of it and a reference to a group of persons is a reference to all of them collectively, to any two or more of them collectively and to each of them individually;
- (i) "include" or "including" when introducing a list of items does not limit the meaning of the words to which the list relates to those items or to items of a similar kind;
- (j) if a Party is prohibited from doing anything, it is also prohibited from:
 - (i) allowing or causing it to be done; and
 - (ii) doing or omitting to do anything which results in it happening;
- (k) a reference to a statute, ordinance, code or law includes a statute, ordinance code or law of the Commonwealth of Australia;
- (l) a reference to a body, whether statutory or not which ceases to exist or whose powers or functions are transferred to another body is a reference to the body which replaces it or which substantially succeeds to its power or functions;
- (m) no rule of construction applies to the disadvantage of a Party because that Party was responsible for the preparation of this Agreement;
- (n) any capitalised term used, but not defined in this Agreement, will have the meaning ascribed to it under, and by virtue of, the Act; and
- (o) the Schedules and Exhibits form part of this Agreement.

5. Development Contribution to be made under this Agreement

The Developer will provide, or procure the provision of, the Development Contribution (in Schedule 2) by following the Development Procedures (in Schedule 3) in accordance with the Development Program (in Schedule 4).

6. Application of the Development Contribution

The Developer will provide, or procure the provision of, the Development Contribution (in Schedule 2) at the time or times and in accordance with and or in the manner set out in the Development Contribution (in Schedule 2) by following the Development Procedures (in Schedule 3) in accordance with the Development Program (in Schedule 4).

7. Application of s94, 94A and s94EF of the Act to the Proposed Development

The application of sections 94, 94A and 94EF of the Act are not excluded.

8. Registration of this Agreement

This Agreement is proposed to be registered in accordance with s93H of the Act.

9. Review of Agreement

The Parties may agree to review this Agreement. Any review or modification will be conducted in the circumstances and in the manner determined by the Parties. Any agreed amendment of this Agreement will:

- (a) be evidenced in writing; and
- (b) accurately record the agreement of the parties.

10. Dispute resolution**(iii) 10.1 Notice of Dispute**

If a party claims that a dispute has arisen under this Agreement (Claimant), it must give written notice to the other party (Respondent) stating the matters in dispute and designating as its representative a person to negotiate the dispute (Claim Notice). No party may start court proceedings (except for proceedings seeking interlocutory relief) in respect of a dispute unless it has first complied with this clause 10.

(iv) 10.2 Response to Notice

Within 10 business days of receiving the Claim Notice, the Respondent must notify the Claimant of its representative to negotiate the dispute.

(v) 10.3 Negotiation

The nominated representative must:

- (1) meet to discuss the matter in good faith within 5 business days after service by the Respondent of notice of its representative;
- (2) use reasonable endeavours to settle or resolve the dispute within 15 business days after they have met.

(vi) 10.4 Further Notice if Not Settled

If the dispute is not resolved within 15 business days after the nominated representatives have met, either party may give to the other a written notice calling for determination of the dispute (Dispute Notice) by mediation under clause 10.5 or by expert determination under clause 10.6.*

(vii) 10.5 Mediation

If a party gives a Dispute Notice calling for the dispute to be mediated:

- (1) the parties must agree to the terms of reference of the mediation within 5 business days of the receipt of the Dispute Notice (the terms shall include a requirement that the mediation rules of the Institute of Arbitrators and Mediators Australia (NSW Chapter) apply);
- (2) the Mediator will be agreed between the parties, or failing agreement within 5 business days of receipt of the Dispute Notice, either party may request the President of the Institute of Arbitrators and Mediators Australia (NSW Chapter) to appoint a mediator;
- (3) the Mediator appointed pursuant to this clause 10.5 must:
 - (a) have reasonable qualifications and practical experience in the area of the dispute; and
 - (b) have no interest or duty which conflicts or may conflict with his function as mediator, he being required to fully disclose any such interest or duty before his appointment;
- (4) the Mediator shall be required to undertake to keep confidential all matters coming to his knowledge by reason of his appointment and performance of his duties;
- (5) the parties must within 5 business days of receipt of the Dispute Notice notify each other of their representatives who will be involved in the mediation;
- (6) the parties agree to be bound by a mediation settlement and may only initiate judicial proceedings in respect of a dispute which is the subject of a mediation settlement for the purpose of enforcing that mediation settlement;
- (7) in relation to costs and expenses:
 - (a) each party will bear their own professional and expert costs incurred in connection with the mediation; and
 - (b) the costs of the Mediator will be shared equally by the parties unless the Mediator determines a party has engaged in vexatious or unconscionable behaviour in which case the Mediator may require the full costs of the mediation to be borne by that party.

(viii) 10.6 Expert Determination

If the dispute is not resolved under clause 10.3 or 10.5, the dispute may, by agreement between the parties, both acting reasonably having regard to the nature of the dispute, be resolved by expert determination, in which event:

- (1) the dispute must be determined by an independent expert in the relevant field:
 - (a) agreed upon and appointed jointly by Council and the Developer; or
 - (b) in the event that no agreement is reached or appointment made within 30 business days, appointed on application of a party by the then current President of the Law Society of New South Wales;
- (2) the expert must be appointed in writing and the terms of appointment must not be inconsistent with this clause;
- (3) the determination of the dispute by such expert will be made as an expert and not as an arbitrator and will be in writing and contain the reasons for the determination;
- (4) the expert will determine the rules for the conduct of the process but must conduct the process in accordance with the rules of natural justice;
- (5) each party will bear its own costs in connection with the process and the determination by the expert together with an equal proportion of the expert's fees and costs; and
- (6) any determination made by an expert pursuant to this clause is final and binding upon the parties except where the determination is in respect of, or relates to, termination or purported termination of this agreement by any party, in which event the expert is deemed to be giving a non-binding appraisal and any party may commence litigation in relation to the dispute if it has not been resolved within 20 business days of the expert giving his or her decision.

(ix) 10.7 Litigation

If the dispute is not finally resolved in accordance with this clause 10, either party is at liberty to litigate the dispute.

(x) 10.8 Continue to perform obligations

Each party must continue to perform its obligations under this Agreement, notwithstanding the existence of a dispute.

11. Security and enforcement

- 11.1 Nothing in this Agreement prevents Council from exercising any function under the Act or any other Act or law relating to the enforcement of any aspect of this

10

Agreement (including the breach of this Agreement by the Developer) or any matter to which this Agreement relates.

- 11.2 Until such time as the Development Contribution has been paid in full the Developer must:
- a) notify Council in writing of the name and contact details of any Certifying Authority to which it has applied for a Construction Certificate at the same time that such application is made;
 - b) at the time it lodges any application for a construction certificate notify the Certifying Authority in writing of the existence and terms of this Agreement;
 - c) procure and provide to Council a written acknowledgement from the Certifying Authority addressed to Council confirming that the Certifying Authority will not issue a Construction Certificate until Council provides written confirmation that the Development Contribution has been paid.
- 11.3 The Developer acknowledges and agrees that Council has a caveatable interest in the Land from the date of Development Consent and shall be entitled to lodge and maintain a caveat on the title to the Land notifying Council's interest created by this Agreement.
- 11.4 The Developer will upon execution of this Agreement deliver to Council a caveat in registrable form with the consent to caveat signed by the Developer notifying Council's interest created by this Agreement together with a cheque in favour of Land & Property Information, NSW for the registration fee on the caveat.
- 11.5 Council will provide such written consents and registrable documents to the Developer to enable the Land to be mortgaged provided that the mortgagee acknowledges Council's interest in the Land under this Agreement and agrees to the registration of this Agreement in accordance with its terms.
- 11.6 Upon registration of the Agreement on the title to the Land in accordance with clause 8 or payment/provision of the Development Contribution to Council or surrender of the Development Consent, the Developer will be entitled to withdrawal of the caveat.
- 11.7 In addition to the above, the Developer must provide the Security Arrangements as set out in Schedule 6.

12. Notices

- (xi) 12.1 Any notice, consent, information, application or request that must or may be given or made to a Party under this Agreement is only given or made if it is in writing and sent in one of the following ways:

- (a) Delivered or posted to that Party at its address set out below.
- (b) Faxed to that Party at its fax number set out below.
- (c) Emailed to that Party at its email address set out below.

(xii) Council

Address: Civic Centre, 725 Pittwater Road, DEE WHY NSW

Fax: (02) 9971 4522

Email: council@warringah.nsw.gov.au

Attention: General Manager

(xiii) Developer

Address: Joesandra Pty Limited
44 Charlton Crescent
Kogarah NSW 2217

Email: joe@zs.com.au

Attention: Joe Sleiman

- (xiv) 12.2 If a Party gives the other Party 3 business days' notice of a change of its address or fax number, any notice, consent, information, application or request is only given or made by that other Party if it is delivered, posted or faxed to the latest address or fax number.
- (xv) 12.3 Any notice, consent, information, application or request is to be treated as given or made at the following time:
- (a) If it is delivered, when it is left at the relevant address.
 - (b) If it is sent by post, 2 business days after it is posted.
 - (c) If it is sent by fax, as soon as the sender receives from the sender's fax machine a report of an error free transmission to the correct fax number.
- (xvi) 12.4 If any notice, consent, information, application or request is delivered, or an error free transmission report in relation to it is received, on a day that is not a business day, or if on a business day, after 5pm on that day in the place of the

Party to whom it is sent, it is to be treated as having been given or made at the beginning of the next business day.

13. Approvals and Consent

Except as otherwise set out in this Agreement, and subject to any statutory obligations, a Party may give or withhold an approval or consent to be given under this Agreement in that Party's absolute discretion and subject to any conditions determined by the Party. A Party is not obliged to give its reasons for giving or withholding consent or for giving consent subject to conditions.

14. Assignment and dealings

Until the Development Contribution is paid in full, the Developer cannot sell, transfer, assign, novate, charge, encumber or otherwise deal with the Land or attempt or purport to do so unless the Developer:

- (a) gives Council no less than ten (10) Business Days' notice in writing of the proposed sale, transfer, assignment, novation, charge, encumbrance or other dealing with its rights in respect of the Land;
- (b) procures that any buyer, transferee, assignee or novatee promptly executes an Agreement in favour of Council whereby the buyer, transferee, assignee or novatee becomes contractually bound with Council to perform the Developer's obligations under this Agreement;
- (c) in the event of a proposed charge, mortgage, encumbrance or other dealing with the Land, provides to Council a bank guarantee unlimited in time from a bank and on terms acceptable to Council to secure the payment of the Development Contribution.

15. Costs

Council's costs of and incidental to the preparation and execution of this Agreement and any related documents and registration of same shall be borne by the Developer.

16. Entire agreement

This Agreement contains everything to which the Parties have agreed in relation to the matters it deals with. No Party can rely on an earlier document, or anything said or done by another Party, or by a director, officer, agent or employee of that Party, before this Agreement was executed, except as permitted by law.

17. Further Acts

Each Party must promptly execute all documents and do all things that another Party from time to time reasonably requests to affect, perfect or complete this Agreement and all transactions incidental to it.

18. Governing Law and Jurisdiction

This Agreement is governed by the law of New South Wales. The Parties submit to the non-exclusive jurisdiction of its courts and courts of appeal from them. The Parties will not object to the exercise of jurisdiction by those courts on any basis.

19. Joint and individual liability and benefits

Except as otherwise set out in this Agreement, any agreement, covenant, representation or warranty under this Agreement by 2 or more persons binds them jointly and each of them individually, and any benefit in favour of 2 or more persons is for the benefit of them jointly and each of them individually.

20. No fetter

Nothing in this Agreement shall be construed as requiring Council to do anything that would cause it to be in breach of any of its obligations at law, and without limitation, nothing shall be construed as limiting or fettering in any way the exercise of any statutory discretion or duty.

21. Representations and warranties

The Parties represent and warrant that they have power to enter into this Agreement and comply with their obligations under the Agreement and that entry into this Agreement will not result in the breach of any law.

22. Severability

If a clause or part of a clause of this Agreement can be read in a way that makes it illegal, unenforceable or invalid, but can also be read in a way that makes it legal, enforceable and valid, it must be read in the latter way. If any clause or part of a clause is illegal, unenforceable or invalid, that clause or part is to be treated as removed from this Agreement, but the rest of this Agreement is not affected.

23. Modification

No modification of this Agreement will be of any force or effect unless it is in writing and signed by the Parties to this Agreement.

24. Waiver

- (a) The fact that a Party fails to do, or delays in doing, something the Party is entitled to do under this Agreement, does not amount to a waiver of any obligation of, or a breach of obligation by, another Party.

- (b) A waiver by a Party is only effective if it is in writing.
- (c) A written waiver by a Party is only effective in relation to the particular obligation or breach in respect of which it is given. It is not to be taken as an implied waiver of any other obligation or breach or as an implied waiver of that obligation or breach in relation to any other occasion.

25. GST

- (xvii) 25.1 Unless otherwise indicated, all amounts payable by one party to the other party in relation to a supply under this Agreement have been calculated exclusive of any GST which may be imposed on the supply.
- (xviii)
- (xix) 25.2 If any supply made under this Agreement is, or becomes, subject to GST, the party to whom the supply is made ("Recipient") must pay to the party making the supply ("Supplier"), as consideration, in addition to any consideration payable or to be provided elsewhere in this Agreement, subject to issuing a Valid Tax Invoice, an additional amount on account of GST, such amount to be calculated by multiplying the consideration by the applicable rate of GST.
- (xx) 25.3 Any amount in respect of GST payable under clause 25.2 must be paid to the Supplier immediately on receipt of the Valid Tax Invoice.
- (xxi) 25.4 If any party is required to reimburse or indemnify the other party for a cost or expense ("Cost") incurred by the other party, the amount of that Cost for the purpose of this Agreement is the amount of the Cost incurred, less the amount of any credit for, or refund of, GST, which the party incurring the Cost is entitled to claim in respect of the Cost.
- (xxii) 25.5 If GST is linked with the abolition or reduction of other taxes and charges, all amounts payable by the Recipient to the Supplier under this Agreement (excluding GST) must be reduced by the same proportion as the actual total costs of the Supplier (excluding GST) are reduced either directly as a result of the abolition or reduction of other taxes and charges payable by the Supplier or indirectly by way of any reduction in prices (excluding GST) charged to the Supplier. Both parties must also comply with Part VB of the *Trade Practices Act 1974* (Cth).

26. Explanatory Note

The Explanatory Note must not be used to assist in construing this Agreement.

1.2 Schedule 1 – Section 93F Requirements

The Parties acknowledge and agree that the table set out below provides for certain terms, conditions and procedures to ensure that the planning agreement complies with the Act.

REQUIREMENT UNDER THE ACT	THIS PLANNING AGREEMENT
Planning instrument and/or development application - (Section 93F(1)) The Developer has: (a) sought a change to an environmental planning instrument. (b) made, or proposes to make, a Development Application.	(a) No; (b) Yes, for the Development;
Description of land to which this Agreement applies - (Section 93F(3)(a))	The Land.
Description of change to the environmental planning instrument to which this Agreement applies - (Section 93F(3)(b)(i))	Not applicable.
Description of the development to which this Agreement applies - (Section 93F(3)(b)(ii))	The Development.
Description of the nature and extent of the provision to be made by the developer under the agreement, the time or times by which the provision is to be made and the manner by which the provision is to be made.	See Schedules 3, 4 & 5.

(Section 93F(3)(c))	
Applicability of section 94 of the Act - (Section 93F(3)(d))	The application of section 94 of the Act to the Development is not excluded.
Applicability of section 94A of the Act - (Section 93F(3)(d))	The application of section 94A of the Act to the Development is not excluded.
Applicability of section 94EF of the Act - (Section 93F(3)(d))	The application of section 94EF of the Act to the Development is not excluded.
Consideration of benefits if under this Agreement section 94 applies - (Section 93F(3)(e))	Not applicable.
Mechanism for Dispute resolution - (Section 93F(3)(f))	See clause 10
Enforcement of this Agreement – (Section 93F(3)(g))	See clause 11
No obligation to grant consent or exercise functions – (Section 93F(9))	See clause 13

1.3 Schedule 2 – Development Contribution Schedule

1. Development Contributions

The Developer undertakes to make the following Development Contribution:

Column 1	Column 2
Development Contribution	Intended use
Dedication to the Council, at no cost to the Council, of the Lane Dedication.	Public Road.

1.4 Schedule 3 – Development Procedures

- 1.1 The Developer shall amend the Development Application in respect of the Development so as to divide the Lane Dedication Land from the balance of the Land on or before the first anniversary of the Commencement Date.
- 1.2 The Council must, if it is the consent authority, determine the Development Application, as proposed to be amended by clause 1.1 of this schedule, in accordance with the Act and in accordance with its obligations as Local Government authority, paying specific regard to clauses 13 and 20 of this Agreement.
- 1.3 Within 14 Business Days of the determination of the Development Application in respect of the Development, the Developer must provide written notice to the Council stating that:
- (a) if the Consent for the Development is granted:
 - (i) it accepts that Consent and the conditions imposed and does not intend to appeal that Consent; or
 - (ii) the conditions imposed are irreparably and unacceptably inconsistent with this Agreement but that it does not intend to appeal; or
 - (iii) it does not accept that Consent and the conditions imposed and intends to appeal that Consent to the Land and Environment Court.
 - (b) if the Development Application for the Development is refused, either:
 - (i) it accepts the refusal of that Development Application; or
 - (ii) it does not accept the refusal of that Development Application and intends to appeal (including continuing with any appeal that is presently on foot) the determination of that Application to the Land and Environment Court.
- 1.4 Within 14 Business Days of the determination of an appeal under paragraph 1.3(a)(iii) or 1.3(b)(ii), the Developer must provide written notice to the Council stating that:
- (a) if the Development is approved:

- (i) it accepts the Court's decision and does not intend to appeal; or
 - (ii) it accepts the Court's decision and does not intend to appeal but that the conditions are irreparably and unacceptably inconsistent with this Agreement; or
 - (ii) it does not accept the Court's decision and intends to appeal the decision or the consent authority lodges an appeal against that decision.
- (b) if the Development is refused development consent, that either:
 - (i) it accepts the refusal and clause 3 will apply; or
 - (ii) it does not accept the refusal and intends to appeal the determination under section 56A of the *Land and Environment Court Act 1993* or to a higher Court, as the case may be.
- 1.5 The provisions of clause 1.4 will apply to any subsequent appeal commenced by either the Developer or consent authority, as the case may be.
- 1.6 Clause 3.2 of this Agreement will apply on the provision of written notice under paragraph 1.3(a)(ii), 1.3(b)(i), 1.4(a)(ii) or 1.4(b)(i).
- 1.7 On receipt of the written notice contemplated in paragraph 1.3(a)(i) or 1.4(a)(i):
 - (a) the Developer must take all necessary and reasonable steps so as to procure the registration of a subdivision of the Land so as to sever the Lane Dedication Land from it;
 - (b) upon the subdivision referred to in clause 1.7(a) occurring (and separate titles issuing), the Developer must provide to the Council a transfer in registrable form (but not stamped for stamp duty) in respect of the Land Dedication Land and the Certificate of Title for the Land Dedication Land; and
 - (c) the Council must take all steps necessary to then procure the registration of that transfer, effecting the Dedication of the Lane Dedication Land as a Public Road within 28 Calendar Days of receipt of that notice.
- 1.8 Should the Developer fail to provide the notice required under either clause 1.3 or 1.4, then the Consent for the Development shall be deemed to be on terms acceptable to the Developer and in which case clause 1.7 above shall apply at the expiration of the requisite notice giving period.

20

DRAFT

1.5 Schedule 4 – Development Program

1.1 The Developer shall effect the Development Contribution by:

- (a) the provision of written notice to Council in accordance with paragraphs 1.3(a)(i) or 1.4(a)(i) of Schedule 3 whereby:
 - (i) the Developer must take all necessary and reasonable steps so as to procure the registration of a subdivision of the Land so as to sever the Lane Dedication Land from it;
 - (ii) upon the subdivision referred to in clause 1.1(a)(i) occurring (and separate titles issuing), the Developer must provide to the Council a transfer in registrable form (but not stamped for stamp duty) in respect of the Land Dedication Land and the Certificate of Title for the Land Dedication Land; and
 - (iii) the Council must take all steps necessary to then procure the registration of that transfer, effecting the Dedication of the Lane Dedication Land as a Public Road within 14 Business Days of receipt of that notice.

1.2 In the event that the deeming provisions referred to in clause 1.8 of Schedule 3 apply:

- (i) the Developer must take all necessary and reasonable steps so as to procure the registration of a subdivision of the Land so as to sever the Lane Dedication Land from it;
- (ii) upon the subdivision referred to in clause 1.1(a)(i) occurring (and separate titles issuing), the Developer must provide to the Council a transfer in registrable form (but not stamped for stamp duty) in respect of the Land Dedication Land and the Certificate of Title for the Land Dedication Land; and
- (iii) the Council must take all steps necessary to then procure the registration of that transfer, effecting the Dedication of the Lane Dedication Land as a Public Road within 28 Calendar Days of receipt of that notice.

1.6 Schedule 5 – Release and Discharge Terms

The Council agrees:

- (a) that upon the registration of the Transfer and the Certificate of Title by the Council at the LPI NSW consistent with this Agreement, and providing for the Dedication of the Lane Dedication Land to the Council, the Developer would have fully satisfied and discharged its obligations under this Agreement; and
- (b) if so requested by the Developer, to provide to the Developer (or to any other person authorised to act on her behalf) a letter within 30 Business Days of receipt of such a request, prepared on the Council's letterhead, confirming the Council's assessment that the Developer has fully discharged its obligations under this Agreement; and
- (c) Clause (a) has effect whether or not the Council gives the letter to the Developer under clause (b).

1.7 Schedule 6 – Security Arrangements

- 1.1 Upon execution of this Agreement the Developer must provide to the Council:
- (a) a Bank Guarantee in the sum of \$#####, such Bank Guarantee not to have an expiry date that is less than 5 years from the issue date; and
 - (b) a signed transfer in registrable form at the LPI NSW (but not stamped for stamp duty) in respect of the Lane Dedication Land.
- 1.2 The Council will hold the Bank Guarantee and the Transfer pending registration of the subdivision creating the Lane Dedication Land.
- 1.3 No later than 4 years from the date the Bank Guarantee, including any replacement Bank Guarantee, is issued the Developer must obtain a replacement Bank Guarantee in the sum of \$#####, such replacement Bank Guarantee not to have an expiry date that is less than 5 years from the issue date.
- 1.4 In the event this Agreement is terminated in accordance with clause 3.2 or otherwise, the Council must return the Bank Guarantee and the Transfer to the Developer in accordance with clause 3.2.

1.8

1.9 Execution Page

Executed as an Agreement.

The seal of Warringah Council)
was affixed by authority of the)
Mayor and General Manager)

Mayor

General Manager

Name of Witness

25

21899_14398_006.doc

Executed by Joesandra Pty Limited)
ACN ### in accordance with s.127)
Corporations Act)

Secretary/Director

Director

Name of Witness (print)

Name of Director (print)

DRAFT

EXPLANATORY NOTE

Planning Agreement

Between

Warringah Council

&

7941542/6

21899_14398_006.doc

(a) Exhibit A - Explanatory Note

Planning Agreement – Dedication of land at Sommerville Place for public road

The purpose of this Explanatory Note is to provide a plain English summary to support the notification of a draft Planning Agreement (the “**Planning Agreement**”), under Section 93F of the *Environmental Planning and Assessment Act 1979* (the “**EPA Act**”), for the granting of a development consent (the “**Consent**”) involving the following:

- (a) the construction of a shop top housing development at 341 – 343 Condamine Street, Manly Vale (**Land**), including basement car parking and consolidation of 2 lots into 1; and
 - (b) the dedication of land to the Council as a public road,
- (all known as the “**Proposed Development**”).

This explanatory note has been prepared jointly between the parties as required by clause 25E of the *Environmental Planning and Assessment Regulation 2000*.

1. Parties to the Planning Agreement

Joesandra Pty Limited (the “**Developer**”) has made an offer to Warringah Council (the “**Council**”) to enter into a Planning Agreement, for the dedication of part of the Land (namely a strip of land 1.5m wide located on the western boundary of the Land) (called the “**Lane Dedication Land**”) in lieu of the Council compulsorily acquiring that part of the Land or having to pay for it so as to enable Sommerville Place, Manly Vale to be widened and provide an appropriate and safe trafficable public road.

2. Description of the Subject Land

The land to which this Planning Agreement applies is described as follows:

- Lot 2 in DP 363933; and
- Lot 1 in DP 349961,

known as 341 - 343 Condamine Street, Manly Vale.

3. Description of Proposed Change to Environmental Planning Instrument

There is no change proposed to the *Warringah Local Environmental Plan 2011*.

4. Summary of Objectives, Nature and Effect of this Planning Agreement

The objective of the Planning Agreement is to ensure that the Sommerville Place remains an appropriate and trafficable public road under the care and control of the Council for the benefit of current and future generations.

5. Timing of delivery of the public community benefit

The dedication of the public benefit, namely the dedication of the Lane Dedication Land, will occur prior to or within 3 months of the issue of a construction certificate for the Development.

6. Assessment of the Merits of this Planning Agreement

(a) The Planning Purposes Served by this Planning Agreement

In accordance with Section 93F(2) of the EPA Act 1979, this Planning Agreement promotes the following public purpose;

- *the provision of (or the recoupment of the cost of providing) public amenities or public services*

The parties have assessed this Planning Agreement and state that the provisions of this Planning Agreement, in particular the Proposed Development, provide a reasonable

means of achieving the public purposes set out above by reason that the Lane Dedication Lane will be vested under the care and control of the Council.

(b) How this Planning Agreement Promotes the Objects of the Environmental Planning and Assessment Act 1979

In accordance with the EPA Act 1979, this Planning Agreement and the Proposed Development promotes its intent to encourage;

- (ii) the promotion and co-ordination of the orderly and economic use and development of the Land; and*
- (v) the provision and co-ordination of community services and facilities; and*

The Planning Agreement achieves these Objects by requiring the Developer to make the dedication of the Lane Dedication Land which will enable Sommerville Place to be widened and the area to be controlled by the Council as a public road.

By providing the dedication of land the Planning Agreement will result in:

- promotion of the social and economic welfare of the community and a better environment;
- promotion and co-ordination of the orderly and economic use and development of land (a better trafficable public road); and
- provision and co-ordination of community services and facilities (being a public road); and

(i) (c) How this Planning Agreement Promotes the Public Interest

This Planning Agreement's intent is to promote the Public Interest through the acquisition of land for public purposes to the Council without the Council having to pay for the land.

This in turn promotes further Public Interest by ensuring that the scarce and valuable resources of the Council are maintained and preserved for the betterment and enjoyment of the community at large.

(ii) (d) How this Planning Agreement Promotes one or more of the elements of Council's Charter under section 8 of the *Local Government Act 1993*

This Planning Agreement promotes the following elements of the Council's Charter:

- to provide directly or on behalf of other levels of government, after due consultation, adequate, equitable and appropriate services and facilities for the community and to ensure that those services and facilities are managed efficiently and effectively; and
- to properly manage, develop, protect, restore, enhance and conserve the environment of the area for which it is responsible, in a manner that is consistent with and promotes the principles of ecologically sustainable development

This Planning Agreement promotes the above elements of the Council's Charter by providing an appropriate and trafficable public road under the care and control of the Council for the benefit of current and future generations.

(e) The Impact of this Planning Agreement on the Public or any Section of the Public

The growing population of Warringah requires public roads – particularly those that are both appropriate and safe. This Planning Agreement provides the Council with land which will be dedicated to Council for use as a public road. As a public road, the Lane Dedication Land will be available to all road users to use.

- (f) Identify whether the Planning Agreement conforms with Council's capital works program (if any)" CI 25E(2)(f)

The Planning Agreement is not inconsistent with Council's Capital Works Program

State whether the agreement, amendment or revocation specifies that certain requirements of the agreement must be complied with before a construction certificate, occupation certificate or subdivision certificate is issued CI 25E(2)(g)

The Planning Agreement does not include a provision that certain requirements must be complied with before a construction certificate, occupation certificate or subdivision certificate is issued.

•



MINUTES

A CONNECTED ENVIRONMENT STRATEGIC REFERENCE GROUP MEETING

held in the Guringai Room, Civic Centre on

TUESDAY 9 JUNE 2015



**Minutes of the A Connected Environment Strategic
Reference Group Meeting**

held on Tuesday 9 June 2015

in the Guringai Room, Civic Centre

Commencing at 6:30pm

ATTENDANCE:

Members

Councillor Sue Heins	(Chairperson)
Councillor Jose Menano-Pires	(Deputy Chairperson)
Ann Sharp	
Glen Hugo	
Dr Helen Wilkins	
Les Irwig	
Michael Moulds	
Michael Syme	
Rob Southam	
Sandra Wilson	
Gordon Lang	

Council Officers

Rik Hart	General Manager
Campbell Pfeiffer	Group Manager Roads, Buildings, Property, Spatial Information
Trish Chaney	Coordinator Governance
Michael McDermid	Corporate Planning Manager
Kate Hanson	Property Officer (<i>Item 6.2</i>)
Matt Faber	Transport for NSW (<i>Item 6.1</i>)
John Larcombe	Transport for NSW (<i>Item 6.1</i>)

1.0 APOLOGIES

Councillor Michael Regan, Rory Amon, Andrew McAnulty, John Warburton and Boris Bolgoff,

2.0 DECLARATION OF PECUNIARY AND CONFLICTS OF INTEREST

Gordon Lang declared a less than significant, non-pecuniary interest as he has done some work for Council.

NOTE A Connected Environment SRG and Vibrant Connected Communities SRG received a joint presentation from Michael McDermid – Corporate Planning Manager, for Item 5.1 Community Fit for the Future Update. The formal meeting was opened at 6:59pm after this discussion.

5.1 FIT FOR THE FUTURE - UPDATE - MICHAEL MCDERMID

DISCUSSION

M McDermid, Corporate Planning Manager, provided an update to members on the Fit for the Future Local Government Reform. Community engagement activities were highlighted and M McDermid advised that the community message has identified a strong preference for change with 74% in support of a single Northern Beaches council, and limited support for the other options. He advised the next steps in regard to the submission to Independent Pricing and Regulatory Tribunal (IPART), which is due by 30 June. IPART's criteria for the submission was discussed in particular, scale and capacity, sustainability, infrastructure, service management and efficiency. Members were notified of the September 2016 deadline for implementing any mergers or improvement proposals.

DECISION

That the results of the community engagement and Warringah's submission to the Fit for the Future reform program be noted.

NOTE: Cr Heins requested that the Order of Business be changed so Item 6.1 Northern Beaches Bus Rapid Transit be brought forward and dealt with immediately.

6.1 NORTHERN BEACHES BUS RAPID TRANSIT – MATT FABER AND JOHN LARCOMBE

DISCUSSION

Matt Faber Principal Manager Bus Rapid Network Development and John Larcombe Project Manager for Bus Rapid Transit (BRT) from TfNSW provided an update on the North – South Northern Beaches Bus Rapid Transit. They provided some background on the BRT and the work that has been done to date including:

- identification of commuter car parking
- urban design strategy
- transport interchanges

- kerbside BRT rather than a separate roadway for bus priority
- opportunities to utilise opal card readers
- bicycle parking and active transport strategies
- bus priority lanes for future roadworks
- bus lanes and clearways

ACTION

T Chaney to distribute the TfNSW presentation to all members with the minutes.

DECISION

That the information presented be noted.

3.0 CONFIRMATION OF MINUTES OF PREVIOUS MEETINGS

3.1 MINUTES OF A CONNECTED ENVIRONMENT STRATEGIC REFERENCE GROUP HELD 14 APRIL 2015

M MOULDS / M SYME

That the Minutes of the A Connected Environment Strategic Reference Group held 14 April 2015, copies of which were previously circulated to all Members, are hereby confirmed as a true and correct record of the proceedings of that meeting.

4.0 COMMUNITY COMMITTEES MINUTES

4.1 REPORTING OF COMMUNITY COMMITTEE MINUTES

DISCUSSION

S Heins discussed the Affordable Housing Community Committee (AHCC) minutes. Members asked T Chaney to follow up with A McNulty, Chair of AHCC, on the action in the minutes - *The Chair to work with Mr Evans to produce summary of Homes for Heroes and a potential press release and referral to Council's A Connected Environment Strategic Reference Group.*

G Lang discussed the minutes of the Economic Development Community Committee (EDCC) in particular the vendor panel and preparation of a survey for business people. He advised that the priority for the EDCC is to create a sustainable successful environment within Warringah.

L Irwig requested that an overview of all of the major projects be provided at a future meeting to bring the new members up to speed. C Pfeiffer agreed that this could be provided in the liaison officer update. Copies of previous presentations will also be provided to the new members.

ACTION

T Chaney to follow up with A McNulty, Chair of AHCC, on the action in the AHCC minutes

An update on the major projects to be provided in the Liaison Officer's update at the next meeting.

Copies of previous presentations to be provided to the new members.

DECISION

- A. That the draft minutes of the Economic Development Community Committee meeting held on 14 May 2015 be noted.
- B. That the draft minutes of the Affordable Housing Community Committee meeting held on 30 April 2015 be noted.

5.0 COUNCIL UPDATES

5.2 LIAISON OFFICER UPDATE - CAMPBELL PFEIFFER

DISCUSSION

C Pfeiffer provided an update on the following projects:

- PCYC – work is progressing on the Police Citizens Youth Club (PCYC). There will be 3 levels of carparking with 348 spaces and a PCYC with courts, café and three activity rooms on the top. The first of the ground floor slabs has been poured and the project is on track for completion in July 2016.
- Starkey Street pedestrian bridge – discussed the installation of a new pedestrian bridge over Warringah road east of Starkey Street, Forestville. Including relocating the eastbound bus stop, provisions for cyclists and changes to the carpark. The REF is on display from 10 – 26 June and can be viewed at the following libraries: Forestville, Belrose and Warringah. Community information sessions will be held at Forestville Memorial Hall on 18 June (12:30pm – 2:30pm) and Forestville Senior Citizens Centre 20 June (10am – 12pm).

DECISION

That members note the updates provided.

NOTE: *Members agreed to extend the meeting by 15 minutes.*

6.0 STRATEGIC WORKSHOPS

6.2 ISSUES WITH THE LEASES AT THE AQUATIC RESERVE - CAMPBELL PFEIFFER

DISCUSSION

K Hanson presented proposed opportunities for indoor sports facilities on the Aquatic Centre site. She advised that in June 2014, Council was asked to investigate opportunities to better utilise or develop existing assets by entering into Public Private Partnerships (PPP). 22 submissions were received and council agreed that five were viable. Two of these five concepts proposed the construction of an indoor gymnastics centre and an indoor sports court and education centre on

land adjacent to the Warringah Aquatic Centre.

Members workshopped the concept of an indoor sports facility and gymnastics centre on this site and discussed parking, the environment, traffic impacts, improved utilisation of the reserve and desired community benefits from any planned uses.

C Pfeiffer advised members that an environmental assessment will be conducted on the Aquatic Centre site and that this assessment will be provided on the YourSay Warringah page.

<http://yoursaywarringah.com.au/proposed-lease-recreational-use-wac>

DECISION

That the SRG members note the process and provide feedback and ideas through the workshop.

The meeting concluded at 8:48pm

This is the final page of the Minutes comprising 6 pages
numbered 1 to 6 of the A Connected Environment Strategic Reference Group
meeting held on Tuesday 9 June 2015 and confirmed on Tuesday 11 August 2015



MINUTES

VIBRANT CONNECTED COMMUNITIES STRATEGIC REFERENCE GROUP MEETING

held in the Flannel Flower Room, Civic Centre on

TUESDAY 9 JUNE 2015



Minutes of the Vibrant Connected Communities Strategic Reference Group Meeting

held on Tuesday 9 June 2015

in the Flannel Flower Room, Civic Centre

Commencing at 6:30pm

ATTENDANCE:

Members

Councillor Roslyn Harrison	(Chairperson)
Councillor Vanessa Moskal	(Deputy Chairperson)
Darcy Munce	
James Boyce	
Kate Jackson	
Penny Philpott	
Susan Watson	

Council Officers

Rik Hart	General Manager
John Warburton	Deputy General Manager Community
Peter Robinson	Group Manager Strategic Planning
Katie Kirwan	Administrator Officer – Governance
Michael McDermid	Corporate Planning Manager
Janine Curtis	Community Development Officer
Robert van den Blink	Community Development, Social Planning Manager
Kath McKenzie	Producer, Cultural and Civic Events
Nick Fadeev	Senior Projects Manager

Visitors

David Cianici	Art Scape Consulting
---------------	----------------------

NOTE A Connected Environment SRG and Vibrant Connected Communities SRG received a joint presentation from Michael McDermid – Corporate Planning Manager, for Item 5.1 Community Fit for the Future Update. The formal meeting was opened at 6:57pm after this discussion.

5.1 FIT FOR THE FUTURE - UPDATE - MICHAEL MCDERMID

DISCUSSION

M McDermid, Corporate Planning Manager, provided an update to members on the Fit for the Future Local Government Reform. Community engagement activities were highlighted and M McDermid advised that the community message has identified a strong preference for change with 74% in support of a single Northern Beaches council, and limited support for the other options. He advised the next steps in regard to the submission to Independent Pricing and Regulatory Tribunal (IPART), which is due by 30 June. IPART's criteria for the submission was discussed in particular, scale and capacity, sustainability, infrastructure, service management and efficiency. Members were notified of the September 2016 deadline for implementing any mergers or improvement proposals.

DECISION

That the results of the community engagement and Warringah's submission to the Fit for the Future reform program be noted.

1.0 APOLOGIES

Ruth Robins (Peter Robinson representing), Fiona Verity, Christine Simpson and Sharon Austin.

2.0 DECLARATION OF PECUNIARY AND CONFLICTS OF INTEREST

Nil

3.0 CONFIRMATION OF MINUTES OF PREVIOUS MEETINGS

3.1 MINUTES OF VIBRANT CONNECTED COMMUNITIES STRATEGIC REFERENCE GROUP HELD 14 APRIL 2015

Cr Harrison / S Watson

That the Minutes of the Vibrant Connected Communities Strategic Reference Group held 14 April 2015, copies of which were previously circulated to all Members, are hereby confirmed as a true and correct record of the proceedings of that meeting.

4.0 COMMUNITY COMMITTEES MINUTES

4.1 REPORTING OF COMMUNITY COMMITTEE MINUTES

Cr Harrison / Cr Moskal

That the draft minutes of the Companion Animals Community Committee meeting held on 4 May 2015 be noted by the Vibrant Connected Community Strategic Reference Group members.



5.0 COUNCIL UPDATES

5.2 WARRINGAH ART PRIZE - KATH MCKENZIE

DISCUSSION

Kath McKenzie, Events Manager introduced herself to members and presented the new look Warringah Art Prize and gave a brief background of its history. She discussed the proposal to change the format of the old Warringah Art Prize in order to increase community involvement and participation. K McKenzie discussed the objective and the aim of the new look Warringah Art Prize and highlighted the following points:

- Change of name from Warringah Art Exhibition back to the Warringah Art Prize
- Increased prize pool
- Exhibitions to be held at the Warringah Creative space, not in a private gallery. Funds from this cost saving to go back into the prize pool
- Two concurrent exhibitions due to venue constraints; General Prize and then Youth and Waste to Art.
- Online registration and payment costs
- Aim to hang 50 to 60 art works in each exhibition
- Increase in registration fee
- Opening Night's and People's Choice Awards
- Council's creative offerings

Members discussed the fact that sculpture is excluded from the Prize and it was noted that there is a separate exhibition exclusively for sculpture however, it would be good to incorporate this into the Warringah Art Prize. K McKenzie advised that historically there hasn't been the gallery space for sculpture and noted the difficulties in getting sponsorship. Members requested that Council explores ways in which to include sculpture into the Warringah Art Prize from next year onwards, and it was suggested that staff put the call out with prospective sponsors at this year's event.

ACTION

K McKenzie will investigate adding sculpture to next year's prize and research potential sponsors and report back to this SRG later in the year.

DECISION

That the VCC SRG support the changes to the Warringah Art Prize.

5.3 DEE WHY TOWN CENTRE UPGRADES PROJECT - PLACE MAKING AND PUBLIC ART CONSULTANCY - STAGE 2 REPORT - NICK FADEEV

DISCUSSION

Nick Fadeev, Senior Projects manager presented the Dee Why Town Centre Upgrades Project – Place Making and Public Art Consultancy, which goes out on exhibition on 15 June. He introduced David Cianici from Artscape who gave members some background information into stage one of



the consultation.

He discussed the art trail and areas that would be feasible for this, taking into consideration access to facilities such as drainage. Members discussed how the art trail can be incorporated into a day out – ie something to be done on the way to the beach, and stopping off for lunch somewhere.

N Fadeev and D Cianici discussed possibilities for art installation and creations for Walter Gors Park and highlighted the need for input from culturally diverse community members. N Fadeev also discussed exercise apparatus and how he would like to make these into functioning art pieces via land sculpting, steering away from typical outdoor exercise installations.

N Fadeev advised that work on Walter Gors Park and the Redman Road Plaza can now proceed and presented members with the design proposals for both sites. He advised members that the consultation revealed that the community would like to see more greenery, and would like to maintain the coastal vibe and coastal colour pallet and materials of the area, as well as seeing an influence from the cultural diversity of Dee Why.

Councillor Harrison advised that she has discussed with The Mayor the potential for this SRG to take on an art project. This could be a starting point for a new project that the SRG can see through to the end. P Philpott highlighted that at the moment all of the suggested art work is fragmented and it would be great to see it all brought together and tied in as a well thought out project as opposed to random pieces of art

Members discussed whether existing pieces of art can be developed or changed and the potential for incorporating art work with infrastructure such as traffic lights and electricity power boxes.

P Philpott noted the facilities are mainly child oriented and there isn't a lot for the older generation, or the ethnic communities and suggested a large outdoor chess board as she is aware that this is very popular with the older, European community members. N Fadeev advised to send any suggestions via a submissions. This can be done on Council's website.

DECISION

That the Strategic Reference Group receives and notes the content of the presentation.

6.0 STRATEGIC WORKSHOPS

6.1 DRAFT MULTICULTURAL STRATEGY - CULTURALLY DIVERSE WARRINGAH - ROB VAN DEN BLINK

DISCUSSION

Janine Curtis and Rob van den Blink presented the Draft Multicultural Strategy – Culturally Diverse Warringah, and advised the consultation process is now complete and highlighted the following points:

- 6 month consultation period
- Approximately 800 people were consulted via focus groups, online surveys, a TAFE distributed survey, and existing cultural communities
- Key themes to emerge are housing and employment, access to information and services, identity and belonging, celebrations and events and health and safety

J Curtis advised that from these key themes, the strategic objectives have been developed and advised members that the strategy is going to Council on 23 June 2015 to seek endorsement to



place on exhibition for 28 days. Councillor Harrison encouraged members to review the strategy and discuss it with their networks and other community members and provide feedback. Once any submissions have been reviewed, the final strategy will go to the Council to be endorsed.

R van den Blink pointed out that this strategy is not just a Council document but a community document and should be discussed with the community. He advised that this strategy is only a five year plan when normally they are ten years as they are aware that Warringah is a constantly evolving, multi-cultural community.

DECISION

That the SRG members note the draft Multicultural Strategy and provide comment and feedback.

7.0 GENERAL BUSINESS

7.1 SRG AGENDA ITEMS – PETER ROBINSON

DISCUSSION

Peter Robinson Group Manager Corporate Planning advised that he is aware that updates on Glen Street Stage 2 and the Hospital Precinct Plan were due to be reported to this meeting but will be reported at the August meeting instead.

DECISION

That the SRG members note the topics to be reported in the August meeting.

7.1 MEETING FORMAT – COUNCILLOR HARRISON

DISCUSSION

Councillor Harrison asked members if they would prefer fewer presentations in future meetings, allowing for more discussion. Members discussed that if they are receiving an update on a subject for which their SRG has no relevance, they would prefer a quick, two minute update as a courtesy, not a twenty minutes presentation. Members agreed that they would like more time to discuss topics.

ACTION

Councillor Harrison to discuss the format and agendas of the future SRG meetings with Ruth Robins.

DECISION

That the SRG members would like more discussion time in future meetings.

The meeting concluded at 8:36PM

This is the final page of the Minutes comprising 6 pages
numbered 1 to 6 of the Vibrant Connected Communities Strategic Reference Group
meeting held on Tuesday 9 June 2015 and confirmed on Tuesday 11 August 2015



MINUTES

ECOS STRATEGIC REFERENCE GROUP MEETING

held in the Flannel Flower Room, Civic Centre on

WEDNESDAY 17 JUNE 2015

Minutes of the ECOS Strategic Reference Group Meeting
held on Wednesday 17 June 2015
in the Flannel Flower Room, Civic Centre
Commencing at 6:35pm

ATTENDANCE:

Members

Councillor Vanessa Moskal	(Chairperson)
Councillor Roslyn Harrison	(Deputy Chairperson)
Dr Alan Jones	
Gail Phillips	
Michael Houston	
Tom Hazell	
Michelle Sheather	
Toni Wilson	

Council Officers

Rik Hart	General Manager
Malcolm Ryan	Deputy General Manager Environment
Todd Dickinson	Group Manager Natural Environment
Adrian Turnbull	Coasts and Waterway Manager
Ben Fallowfield	Senior Environment Officer- Creeks
Ximena Von Oven	Administration Officer - Governance

JOINT STRATEGIC REFERENCE GROUP MEETING

NOTE *The OSR and ECOS SRG had a joint meeting in the Council Chambers and the following topics were presented: Fit for the Future Update & Dogs on Long Reef Headland/Beach*

5.0 COUNCIL UPDATES**5.1 FIT FOR THE FUTURE - UPDATE - MICHAEL MCDERMID****DISCUSSION**

Cr Regan opened discussion by extending thanks to the Corporate Planning Team for their work on Council's Fit for the Future submission.

M McDermid, Corporate Planning Manager, provided an update to members on the Fit for the Future Local Government Reform. Community engagement activities were outlined and M McDermid advised that the community message has identified a strong preference for change with 74% in support of a single Northern Beaches Council, and limited support for the other options.

M McDermid advised the next steps in regard to the submission to the Independent Pricing and Regulatory Tribunal (IPART), which is due by 30 June 2015. IPART's criteria for the submission was discussed in particular, scale and capacity, sustainability, infrastructure, service management and efficiency. Members were notified of the September 2016 deadline for implementing any mergers or improvement proposals.

In relation to the Parliamentary Inquiry into Local Government Reform SRG members recommended Council make a submission.

DECISION

1. That SRG members note the results of the community engagement and Warringah's submission to the Fit for the Future reform program.
2. That the SRG members' recommendation that Council make a submission to the Parliamentary Inquiry into Local Government Reform be considered.

6.0 STRATEGIC WORKSHOPS**6.1 DOGS ON LONG REEF HEADLAND/BEACH – CR MICHAEL REGAN****DISCUSSION**

Cr Regan reiterated the current challenges relating to dogs on the beach and headland at Long Reef. It was noted Council staff have made requests of the NSW Department of Primary Industries regarding what action can be undertaken. Members provided various suggestions to help address the problem, including to:

1. Install physical barriers to exclude dogs from the prohibited area (such cattle grids, fencing etc)
2. Increase education about the reasons why Council has restrictions in the area through signage that shifts the focus to the environmental sensitivities of the area

3. Explore social media avenues to increase education and awareness
4. Explore options for the use of deterrent chemicals in some locations
5. Conduct face to face interviews with members of the public, including dog owners, when they are using the area to seek their ideas and to understand their reasons for obeying/not obeying laws regarding dogs.
6. Utilise behavioural change methodologies to address actions of dog owners.

DECISION

That staff consider feedback from SRG members regarding alternative options to improve compliance of no dogs on Long Reef Beach and Headland, and report back to a future meeting.

ACTION

That an update on progress on this issue be provided to the Open Space and Recreation and ECOS Strategic Reference Groups at their next meeting.

NOTE The ECOS-SRG meeting commenced at 7:27pm in the Flannel Flower Meeting Room. Cr Harrison arrived at 6:45pm for the ECOS-SRG meeting.

1.0 APOLOGIES

Cameron Little & Sian Waythe & antp

NOTE: Resignations from Anthony Petrolo & Cr Daley. Both were acknowledged and thanked for their contributions and service on the SRG. The SRG also wishes Anthony Petrolo well on his European travels.

2.0 DECLARATION OF PECUNIARY AND CONFLICTS OF INTEREST

Nil

3.0 CONFIRMATION OF MINUTES OF PREVIOUS MEETINGS**3.1 MINUTES OF ECOS STRATEGIC REFERENCE GROUP HELD 15 APRIL 2015**

Cr Moskal / Ms Phillips

DECISION

That the Minutes of the ECOS Strategic Reference Group held 15 April 2015, copies of which were previously circulated to all Members, are hereby confirmed as a true and correct record of the proceedings of that meeting.

4.0 COMMUNITY COMMITTEES MINUTES

Nil

5.2 LIAISON OFFICER UPDATES - TODD DICKINSON**DISCUSSION**

T Dickinson provided an update on the following items as outlined below:

- Dee Why Town Centre Masterplan – In progress. Drainage upgrades are currently being designed with construction to commence later this year.
- PCYC Construction – Project is proceeding as expected.
- Adoption of the Dee Why South Catchment Flood Plain Risk Management Plan – Council report will be presented at the 23 June Council Meeting for adoption.
- Narrabeen Lagoon Trail Update – Cyclists and pedestrians now appear to use the trail without any major conflict, but staff will implement further education and signage as required.
- Hospital Site and Associated Works – No further update has been provided at this time
- Coastal Zone Management Plan – Council is waiting on the certification to be approved by the NSW Minister for the Environment.
- Dee Why and Manly Lagoon Floodplain Management Risk Studies – Projects are at the initial stage, and will be further presented to the SRGs to provide an update.
- District Park – Information sessions are currently being undertaken, submissions close on 14 July 2015
- Natural Area Asset Management Plan – Council staff are currently analysing the natural areas in order to determine what criticality ranking should be allocated to each natural reserve.

DECISION

That the ECOS Strategic Reference Group members note the updates on key projects and activities of interest.

6.2 LAND USE PLANNING IN RIPARIAN AREAS - ADRIAN TURNBULL**DISCUSSION**

Ben Fallowfield, Senior Environment Officer Creeks introduced himself to the group. He provided a presentation in relation to the land use planning in riparian areas.

Council is currently seeking to engage the ECOS SRG to discuss the feasibility of undertaking a review of the Warringah Creek Management Study which was adopted by Council in 2004.

The following topics were discussed with the group:

- Background of the Warringah Creek Management Study
- Existing planning framework
- Riparian land delineation and the catchment condition
- Alternative planning control methodologies and approaches of delineating riparian land

(Wollongong and Ku-ring- gai Council methods in particular)

- Warringah Creek Management Study Catchment Categories

The group was requested to provide their feedback with regards to which approach and methodology they consider the most appropriate for Council to undertake.

Members discussed the pros and cons of maintaining the current Creek Management Study structure, noting its application in the draft Water Management Policy, as well as the opportunities and costs of moving to the Ku-rin-gai/Wollongong model.

Alternative methods were discussed including creating a blended model that maintained the Creek Management Study catchment classifications and a subset of the Ku-rin-gai/Wollongong model.

DECISION

That Council staff continue to engage with the ECOS Strategic Reference Group during the review of Land Use Planning in Riparian Areas project.

FEEDBACK RECEIVED FROM MEETING

SUCCESSSES

- Liaison Officer Updates
- Early discussion on riparian zones

OPPORTUNITIES FOR IMPROVEMENT

- Group sessions to stick to time

The meeting concluded at 8:33 pm

This is the final page of the Minutes comprising 6 pages
numbered 1 to 6 of the ECOS Strategic Reference Group
meeting held on Wednesday 17 June 2015 and confirmed on Wednesday 19 August 2015



MINUTES

OPEN SPACE AND RECREATION STRATEGIC REFERENCE GROUP MEETING

held in the Guringai Room, Civic Centre on

WEDNESDAY 17 JUNE 2015



WARRINGAH.NSW.GOV.AU



**Minutes of the Open Space and Recreation Strategic Reference Group
Meeting**

held on Wednesday 17 June 2015

in the Guringai Room, Civic Centre

Commencing at 6:35pm

ATTENDANCE:

Members

Councillor Michael Regan	(Chairperson)
Antony Pecar	
David Morrissey	
Jane Hauser	
Julie Whitfield	
Lata Wilkinson	
Paul Smith	

Council Officers

Rik Hart	General Manager
Damian Ham	Recreation Management Manager
Kelly Sentence	Business and Administration Manager (Minutes)

JOINT STRATEGIC REFERENCE GROUP MEETING

NOTE The OSR and ECOS SRGs had a joint meeting in the Guringai Room and the following two topics were presented: (1) Fit for the Future Update and (2) Dogs on Long Reef Headland/Beach

5.0 COUNCIL UPDATES**5.1 FIT FOR THE FUTURE - UPDATE - MICHAEL MCDERMID****DISCUSSION**

The Mayor opened discussion by extending thanks to the Corporate Planning Team for their work on Council's Fit for the Future submission.

M McDermid, Corporate Planning Manager, provided an update to members on the Fit for the Future Local Government Reform. Community engagement activities were outlined and M McDermid advised that the community message has identified a strong preference for change with 74% in support of a single Northern Beaches Council, and limited support for the other options.

M McDermid advised the next steps in regard to the submission to the Independent Pricing and Regulatory Tribunal (IPART), which is due by 30 June 2015. IPART's criteria for the submission was discussed in particular, scale and capacity, sustainability, infrastructure, service management and efficiency. Members were notified of the September 2016 deadline for implementing any mergers or improvement proposals.

In relation to the Parliamentary Inquiry into Local Government Reform SRG members recommended Council make a submission.

DECISION

1. That SRG members note the results of the community engagement and Warringah's submission to the Fit for the Future reform program.
2. That the SRG members' recommendation that Council make a submission to the Parliamentary Inquiry into Local Government Reform be considered.

6.0 STRATEGIC WORKSHOPS

6.1 DOGS ON LONG REEF HEADLAND/BEACH – CR MAYOR MICHAEL REGAN

DISCUSSION

Cr Regan reiterated the current challenges relating to dogs on the beach and headland at Long Reef. It was noted Council staff have made requests of the NSW Department of Primary Industries regarding what action can be undertaken. Members provided various suggestions to help address the problem, including to:

1. Install physical barriers to exclude dogs from the prohibited area (such cattle grids, fencing etc)
2. Increase education about the reasons why Council has restrictions in the area through signage that shifts the focus to the environmental sensitivities of the area
3. Explore social media avenues to increase education and awareness
4. Explore options for using chemical deterrents in the relevant areas
5. Conduct face to face interviews with members of the public, including dog owners, when they are using the area to seek their ideas and to understand their reasons for obeying/not obeying laws regarding dogs.
6. Utilise behavioural change methodologies to address actions of dog owners.

DECISION

That the suggestions provided by SRG members for ways to address the current challenges relating to dogs on the beach and headland at Long Reef be considered.

ACTION

That an update on progress on this issue be provided to the Open Space and Recreation and ECOS Strategic Reference Groups at their next meeting.

NOTE The OSR SRG meeting commenced at 7.30 pm in the Guringai Meeting Room.

1.0 APOLOGIES

Dr Conny Harris, Patrick Wong and Cr Jose Menano-Pires

2.0 DECLARATION OF PECUNIARY AND CONFLICTS OF INTEREST

Nil

3.0 CONFIRMATION OF MINUTES OF PREVIOUS MEETINGS

3.1 MINUTES OF OPEN SPACE AND RECREATION STRATEGIC REFERENCE GROUP HELD 15 APRIL 2015

CR REGAN / A PECAR

DECISION

That the Minutes of the Open Space and Recreation Strategic Reference Group held 15 April 2015, copies of which were previously circulated to all Members, are hereby confirmed as a true and correct record of the proceedings of that meeting.

4.0 COMMUNITY COMMITTEES MINUTES

4.1 REPORTING OF COMMUNITY COMMITTEE MINUTES - DAMIAN HAM

DISCUSSION

D Ham spoke briefly to his report provided in the agenda. SRG members acknowledged the valuable contributions of the Community Committees.

DECISION

That the following draft minutes and notes of meetings of the Community Committees be noted:

- A. Stony Range Botanic Garden Community Committee meeting held on 12 May 2015.
- B. John Fisher Park Community Committee meeting held on 11 March 2015.
- C. Forestville RSL Playing Fields Community Committee Notes of a Meeting held on 25 March 2015.

5.2 DISTRICT PARK PLAN OF MANAGEMENT - DAMIAN HAM**DISCUSSION**

D Ham spoke briefly to his report provided in the agenda. He encouraged SRG members to view the *Your Say* page on Council's website and to contribute their ideas and suggestions. He said an encouraging number of submissions have already been received and that the closing date for submissions is Tuesday 14 July.

Cr Regan briefly informed SRG members of discussions at the last Council meeting in relation to the Plan of Management and the future use of the Park.

There was support for the combined community club building proposed in the Plan of Management. A discussion was held about the need for facilities (such as storage, canteen, and toilets) at the southern end of the Nolans sportsground. However, that there should not be duplication of the combined clubhouse, D Ham assured SRG members that ideas conveyed by sporting groups have been considered in developing the Plan of Management and concept plan on exhibition. Sporting groups will also be consulted in the design phase of any future building upgrades.

DECISION

That SRG members note the update on the exhibition of the District Park Plan of Management.

5.3 LIAISON OFFICER'S UPDATE – DAMIAN HAM**DISCUSSION**

D Hamm spoke to M Keelan's report provided in the agenda. He reiterated to SRG members that updates on projects can be seen online and encouraged members to bring any questions about these to the SRG meetings. He provided the following additional brief updates:

1. Forestville Memorial Playing Fields Redevelopment. This project is currently ahead of schedule. Invitations have been issued to sporting groups to submit Expressions of Interest for use of the new synthetic sports fields. A number of encouraging responses have already been received.
2. Walters Gors Park Redevelopment. Preliminary design plans are now on exhibition. Submissions close on Friday 24 July and SRG members are encouraged to contribute their ideas and suggestions.
3. Open Space Strategy. A presentation about the progress of the development of the Open Space Strategy will be provided to SRG members at the August meeting. This will include strategies relating to the future of Council's playgrounds. The Draft Open Space Strategy will then be reported to the August Council meeting for approval to be placed on public exhibition.
4. New PCYC, community facility and car park. The project is currently on track.

5. 2015/16 Sporting Groups Capital Assistance Grants. Sincere thanks to L Wilkson, P Wong and J Whitfield for their recent valuable contributions as members of the Grants Panel. Proposed grant recipients will be considered at the 23 June 2015 Council meeting.
6. 2015 Parks and Leisure Australia (NSW/ACT) Awards. Council recently won awards at the 2015 Parks and Leisure Australia (NSW/ACT) ceremony. The awards were for the following projects:
 1. The Collaroy All Abilities Precinct
 2. The Narrabeen Lagoon Trail
 3. The Creative Space at John Fisher Park.

These projects will now be considered for the National Awards in October 2015.

7. Skate Parks. The half pipe at Aquatic Reserve will be relined in June 2015.
8. Community Consultation Review. The draft recommendations of the Review will be reported to the SRG meeting in August.

There was brief discussion about progress of the Public Private Partnership (PPP) for Aquatic Reserve. SRG members expressed their general support for increased capacity and public participation at this site.

Some members advised they recently had difficulties using the online Survey Monkey tool for this project.

DECISION

That SRG members note the Liaison Officer updates and refer to Council's online project information about the status of capital works projects, key initiatives and financials.

ACTION

That D Hamm advise Council's Community Engagement and Research Manager of SRG members' recent difficulties when using the Survey Monkey tool for the Aquatic Reserve PPP project.

5.4 PARKS RESERVES AND FORESHORES - SOURCES OF INCOME - DAMIAN HAM

DISCUSSION

There was no discussion on this item.

DECISION

That members note the response provided about the Parks Reserves and Foreshores sources of income.

**5.5 OPEN SPACE AND RECREATION STRATEGIC REFERENCE GROUP - FUTURE
AGENDA ITEMS FOR 2015 – DAMIAN HAM****DISCUSSION**

D Ham spoke very briefly to his report provided in the agenda and encouraged SRG members to submit their requests for any other items.

DECISION

That members note the future agenda items proposed for 2015.

ACTION

That SRG members send their requests for any other agenda items for the remainder of 2015 to the Governance Team.

**6.2 WARRINGAH'S PEDESTRIAN ACCESS AND MOBILITY PLAN (PAMP) AND BIKE
PLAN – DAVID BELL****DISCUSSION**

D Bell opened discussion by reiterating the importance of SRG members' input to the review of these significant Council strategies. He said the project formally commences next financial year and that he intends to keep SRG members updated on progress and seek further input as the Review progresses.

D Bell spoke briefly to his report and presentation provided in the agenda.

Members undertook two brainstorming activities and in doing so provided ideas and suggestions to contribute to this early stage of the Review.

DECISION

That SRG note the upcoming review of the Pedestrian Access and Mobility Plan and the Bike Plan and continue to make contributions to this review.

7.1 Resignation of Leslee Hubbard**DISCUSSION**

D Ham advised SRG members that Leslee Hubbard had recently tendered her resignation from the Open Space and Recreation Strategic Reference Group. He advised that a resignation had also recently been received from a member of another Strategic Reference Group. Councillors have been advised of these resignations and have requested that the recruitment of new members to fill these vacant positions be postponed until after the outcome of Council's Fit for the Future submission is known.

The meeting concluded at 8.45pm

This is the final page of the Minutes comprising 9 pages
numbered 1 to 9 of the Open Space and Recreation Strategic Reference Group
meeting held on Wednesday 17 June 2015 and confirmed on Wednesday 19 August 2015